



# THE HEMS DISPATCH



Greetings! If you’ve been reading the Dispatch for a while, you know that summer is a busy season for Hennepin EMS. Since May, we’ve staffed 305 concerts, sports games or competitions, community events, run/walks, etc., in addition to day-to-day work across the Hennepin County communities we serve. It’s nearly nonstop action, and our team rises to the challenge year after year.

That’s why earlier this month, we paused to say “thank you” to our hardworking paramedics, EMTs and EMDs. Our internal celebration was a small token of appreciation for the huge effort these individuals put into helping keep the public safe and healthy – including lending a hand to nearby agencies when called upon.

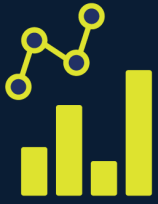
In the first responder industry, we’ll often request “mutual aid” when experiencing an influx of call load beyond current staffing level. HEMS has been there before, relying on this goodwill gesture during civil unrest and other times. Now, we’re able to give back. With a full staff, over the last few months we’ve offered more mutual aid to neighboring agencies than we’ve needed to ask for it. It feels good to know that Hennepin EMS has the strength to support our neighboring agencies once again, after they have been there for us.

Our common goal unites us, and collaboration is key to positive patient outcomes. Every day, we’re honored to serve the residents of our Primary Service Area and beyond.

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# BY THE NUMBERS

Our fall practicals at Hennepin EMS are underway! Not only do these practicals ensure our team's performance is exceptional, but they also educate them on new skills, procedures, and medications to our protocols as well. We hold them twice per year during spring and fall, and staff go through **14 sessions**. During them, each Paramedic, EMT, EMD (dispatcher), and Command Staff member will receive **4.5 hours** of continuing education. This will result in over **1,100 hours of education** for fall practicals. Each session requires at least **10 educators** to deliver the content.

One of the most unique parts of practicals at HEMS is that our medical directors and EMS education team work together to create and deliver the education. Our medical directors also facilitate the simulations and will lead lecture and skills components. The paramedics and EMTs will often comment on the value of the time they have to interact with our medical directors during these sessions. Our EMS educators are actively involved in running the simulations, debriefing, and providing education alongside our medical directors.

This fall we have **two simulations** that will focus on cardiac and respiratory patients. In addition to the simulations, we will provide some review on medical conditions through interactive, hands-on small group activities. We will also have a lecture on push dose nitroglycerin (a drug that provides relief from chest pain), which will be new to HEMS paramedics.

In the past, we have covered several topics including cardiac arrest, pediatric patients, gender affirming care, trauma, ultrasound, language barriers, surgical airways, and airway management. Each session takes months of planning and coordinating to identify current, relevant, and meaningful topics and to develop the content.



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# COLLABORATION



*Last year, the agencies practiced an active threat training at an Eden Prairie school.*

Eden Prairie Fire, Police, and Hennepin EMS held our annual active threat training on September 4, 10, and 17. This year, the trainings took place at a city building after hours. Together, we practiced drills to stop an assailant, evacuate the scene quickly and treat/prioritize transport of patients. We appreciate the coordination and collaboration that goes into these trainings, which help us stay ready for any and all types of emergencies.





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# IN THE COMMUNITY



In remembrance of September 11, first responders in our community were recognized at the Twins game on Patriot Day. Paramedics Tim Beager and Alexander Flores represented our HEMS team on the field. Thank you to the Twins for taking the time to honor and remember the role first responders played on this tragic day.



*Photo credit: Chris Tedesco / Red Bull Content Pool*

The streets of Minneapolis were transformed September 14 when Red Bull Showrun came to town. The event brought thousands of motorsports fans downtown to watch an F1 car and other motorsport vehicles demonstrate their power. From intense speed to fierce sound, this was a unique experience for all!



*Photo credit: University of Minnesota*

As Hennepin EMS continues to work with the University of Minnesota – Twin Cities, we were on site for the recent inauguration of Rebecca Cunningham, who is the 18th president of the University of Minnesota system. Hennepin EMS has been collaborating with U of MN police and EMS at large scale and high-profile events.



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# STAFF SPOTLIGHT

It likely comes as no surprise that Hennepin EMS has a lot of strength in every layer of our organization.

Meet Rickard Dahlo – our behind-the-scenes data analyst. Rickard joined our team in early 2024 as our EMS Business Systems and Data Analyst and through documented statistics and trends is making Hennepin EMS more effective and efficient.

“Every time an ambulance goes out, we collect a ton of information,” said Rickard. “Not about the patient only, but the location, the call, metrics that can be used to improve what we do and ultimately, patient care.”

An example of recent data-driven decision includes the adding Suboxone to the HEMS rigs, which helps treat dependence on opioid (narcotic) drugs such as heroin or morphine. Now, Rickard is helping crunch data on different technologies and software programs we use and several other studies, all in the name of improving the power of Hennepin EMS.



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# IN THE NEWS

Fall is a busy time for Hennepin EMS! You’ll see our team out and about at block parties, races and games throughout our service areas, as well as at the Medtronic Twin Cities Marathon, Target Center and U.S Bank Stadium. Even though our expert team will be on-site, there are a few steps you can take to help ensure your safety. Deputy chief of special operations Andy Jakacki shared a few tips in a recent **Sun Current column**.

One of our proudest achievements is the dozens of EMS professionals who go through our training programs. Our investment in top-tier training translates directly to a higher caliber of care for patients not just in our service area, but across our state. Our fellowship program is no exception, and in a recent **MinnPost piece**, Hennepin EMS Fellowship program director and assistant medical director Dr. Gregg Jones shares why it can be a fantastic choice for medical residents looking to get a more holistic view of emergency medicine.





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# SUCCESS STORIES

Chief Medical Director for Hennepin EMS Dr. Nick Simpson was recently credited with saving a patient who experienced a massive heart attack – called a “widow-maker.” On September 5, the patient was driving himself to Hennepin Healthcare to get his chest pains checked out. He had to pull over and call 911 for an ambulance to take him the rest of the way.

Dr. Simpson assessed the patient in the Emergency Department where his condition quickly deteriorated. The patient received resuscitative efforts for 30 minutes, and was transferred to the Interventional Cardiology team for further care.

Dr. Simpson recounted the event and treatment at a Critical Care Conference, where the patient’s wife shared the following:

“I didn’t understand the terminology that was shared here this morning, but what I did understand is how much work you put into saving his life. Words really can’t express how we feel about that – it’s impossible to describe. But our whole family is just filled with joy and gratitude.”

Read the full story on Hennepin Healthcare’s “Here for Life” blog.



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