



# THE HEMS DISPATCH



*Photo of Hurricane Milton in the Gulf of Mexico taken by NASA Johnson*

Greetings!

While Minnesota isn't in the direct path of hurricanes, we can still be impacted by the devastation they leave in their paths. Most recently, Hurricane Helene significantly reduced our supply of intravenous fluids as our supplier was impacted by the storm.

Thankfully, we have the unique benefit of having an EMS pharmacist on staff who can help us navigate these shortages and ensure our patient care does not suffer as a result. EMS Pharmacist Dr. Holly Drone started with us last year and has been a huge asset to our team, not only assisting us with shortages, but also as a go-to resource for EMS professionals in the field, offering advice on everything from logistics like crash-safe storage and dosage best practices, to helping identify efficient and cost-effective strategies for prehospital settings.

With the IV shortage, Dr. Drone helped us find ways to strategically conserve our IV fluid supply, use lower-volume doses, and identify how to reserve IV fluids for patients who need it most.

While we've experienced some challenges due to the particularly powerful hurricane season this year, we recognize it doesn't compare to what our fellow first responders are facing in Florida, South Carolina, North Carolina, Georgia, Tennessee, and Virginia. Our thoughts are with these real-life heroes as they help their communities recover from the devastation.

As always, we are grateful for your continued partnership.

Martin Scheerer  
EMS Chief – Sr. Director of EMS, Hennepin EMS  
[Martin.Scheerer@hcmcd.org](mailto:Martin.Scheerer@hcmcd.org) | 952-292-6555



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# HEMS INNOVATION

Do you remember the recent nationwide Verizon outage? Earlier this month, the operations of businesses and organizations were brought to a halt due to a service outage. But at Hennepin EMS, we were able to keep on trucking! Our IT team recently migrated our services over to Verizon Frontline, where we saw very few disruptions of service, if any, that day. The initiative was pushed through to avoid these exact scenarios. Thanks, Technology Team!



Hennepin EMS has been testing a new feature that will be added to all our rigs. The Safety Cloud by HAAS Alert is technology that helps deliver digital notifications to GPS apps like Waze, alerting drivers and other first responder teams that our emergency vehicles are approaching. Studies show that the more drivers receive advanced warning from digital alerting systems, the more likely they'll be to move over, which can help prevent accidents and better protect our team and patients in transit and on the scene.



# HEMS IN THE COMMUNITY



The Twin Cities Marathon made a comeback this year after being cancelled in 2023 due to unseasonably warm weather. Hennepin EMS followed racers through our service area, offering support as needed. Congratulations to all the participants!





The 6th Annual Community Trunk or Treat in Richfield was a ghoulishly great time! Hennepin EMS participated in this fun event once again, offering treats to neighbors visiting the event at the Morris Nilsen Funeral Chapel.



This month, we brought along our pink ambulance to the St. Louis Park Vehicle Fair for attendees to explore. While we love showing off our vehicles, we also appreciate connecting with people and sharing more about what Hennepin EMS does in our communities.



It was fun to cheer on Minnesota's WNBA team in the season finals, matched against the New York Liberty. Hennepin EMS supported with EMS services for the home games at Minneapolis' Target Center.



*Photo credit: Saint Anthony Village Fire Department*

Fall is the season of changing temperatures, bright foliage, and fire department open houses. Hennepin EMS participated in several throughout our primary service area, including Eden Prairie, Saint Anthony Village, Hopkins, and Minnetonka.



While we support a lot of professional sporting events, there are a few opportunities where we provide EMS services to the spirited fans and players of Minnesota State High School League (MSHSL). As the exclusive provider of EMS services at U.S. Bank Stadium, our HEMS event staff was on hand for the Boys and Girls Soccer State Tournament. Congrats to all the athletes and fans for the great display of sportsmanship.



# HEMS STAFF SPOTLIGHT

After being born in Burnsville, Paramedic Nick Hetchler moved to the Dominican Republic where he became fluent in Spanish and Haitian Creole. Eventually moving back to Minnesota, he started working at Hennepin Healthcare in 2011 as an interpreter and quickly saw the benefits of being a multilingual healthcare employee. Hetchler was inspired to earn his EMT certificate through a Twin Cities community college, then joined the EMT to Paramedic Program at Hennepin EMS, graduating in 2023.



The accelerated eleven-month program solidified his passion for EMS and helping others – especially when his language skills boost the level of care that HEMS can provide. This was the case during a recent call for a vehicle accident. When HEMS arrived on the scene, there were multiple patients needing care including an infant. All of the patients were from Ecuador and didn't speak any English. Hetchler was able to talk to the patients in Spanish, quickly sort out what happened and triage care accordingly.

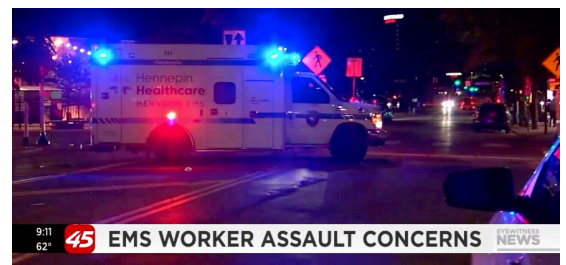
“When you arrive on a scene, people are having a really bad day,” said Hetchler. “Having people receive care in their own language is very helpful – it can help a person feel calmer and at ease. Making them feel heard and feel seen is important. That’s good medicine.”



# HEMS IN THE NEWS

Hennepin EMS Chief Martin Scheerer and Paramedic Shane Hallow were interviewed by **KSTP 5** and **45TV** about the number of threats that ambulance crews are facing every day.

At Hennepin EMS, some of our biggest differentiators are our innovative pipeline programs. Our Deputy Chief of Education Kerry Degen and Battalion Chief of Education Jill McCafferty recently went on the **Journal of Emergency Medicine's podcast** to share more about how our programs are designed to promote EMS careers to people at every stage in their career and in all walks of life. The result? We've had consistently strong and diverse staffing despite the industry-wide post-COVID workforce shortage.







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# SUCCESS STORIES

At Hennepin EMS, we work to meet people where they are at with as much dignity and respect as possible. We're proud of paramedics Jacob Long and Jon Kennelly, who recently showed great care during a sensitive call. We're grateful for this testimonial from the patient's family member, which shows how our team prioritizes compassionate care:



*Kudos to the EMTs from Hennepin Healthcare who responded to my 911 call yesterday. Both of the EMTs were so respectful of my nonbinary sibling, using “their” pronouns and masking up in N95s when I asked. The older of the two EMTs made sure the firefighters who came to help carry my sibling out also put on masks, and offered N95s to them. When we arrived in the ER, Jacob asked the nurses if we could turn the lights off in triage to accommodate my sibling’s light sensitivity. Truly, the pair of them could not have been better.*



Thanks to our team members who participated in Hennepin Healthcare’s “Reverse Trick-or-Treat” for Pediatrics.

HAPPY HALLOWEEN



Hennepin EMS | 701 Park Ave, Minneapolis, MN 55415 | [hennepinems.org](http://hennepinems.org)