



THE HEMS DISPATCH



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EMS Dispatch!

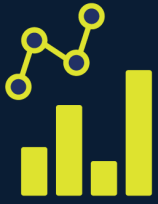
Greetings!

Our team is our greatest asset. Since 1894, the unique talents and dedication of our EMS professionals have strengthened the work we do at HEMS, allowing us to achieve incredible results together. One of our top priorities in 2025 continues to be the well-being and comfort of this incredible team who works around the clock to keep our communities safe and healthy.

This winter, we embarked on a renovation of the Hennepin EMS headquarters, giving the space a much-needed facelift. With approximately 40 shift changes in 24 hours, our space is an important center of teamwork, communication and camaraderie. It's also a center for EMS education, where our team, recruits, and PSA partners receive 120,000 hours of training a year that expands their knowledge and sharpens their skills.

With renovations now 80% complete, we are eagerly anticipating the renewed welcome area, education classrooms, offices and lounge. We're excited for our improved space to better reflect the pride we feel in our work and our team.

Martin Scheerer
EMS Chief – Sr. Director of EMS, Hennepin EMS
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HEMS

BY THE NUMBERS

In 2024, HEMS continued to raise the bar in delivering exceptional response to our communities. As we take a look back at last year, these numbers tell a compelling story, showcasing the hard work, dedication and passion our team brings every day.

2024 Highlights:

- Most incidents responded to by one staff member: **1,811**
- IVs started by HEMS: **43,617**
- Most IVs started by one staff member: **512**
- Ultrasounds performed: **4,813**
- Most ultrasounds performed by one staff member: **232**
- Babies delivered: **8**
- Narcan doses given: **2,421**
- Orotracheal Intubations performed: **155**
- Tourniquets applied: **112**
- Cardiac Arrests: **474**
- Most Cardiac Arrests responded to by one staff member: **18**



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COLLABORATION

Earlier this month, Chief Martin Scheerer collaborated with St. Louis Park Fire Department (SLPFD) during its hiring process as they search for an Alternative Response Paramedic. Hennepin EMS is excited to work closely with SLPFD in launching this innovative program. The selected paramedic will focus on primary Community Paramedic work, while also responding to 911 EMS calls within St. Louis Park.

Hennepin Healthcare and Hennepin EMS are looking forward to welcoming EMS professionals from around the state for the 18th Annual EMS Update Conference. The one-day conference will take place on February 18, in-person at Minnetonka Fire Department as well as virtually. Topics range from airway management to whole blood with ALS.



PARTNER ORGANIZATIONS
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INTERNAL TEAM MEMBERS
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HEMS IN THE NEWS

Our very own EMS Pharmacist Dr. Holly Drone appeared on the **EMS Research podcast** to share more about her role in prehospital medicine and how other agencies can implement an EMS pharmacy program. Holly also shared about some of her recent research on the prehospital use of Buprenorphine for acute opioid withdrawal, Methylene Blue for sodium nitrite overdose and Risperidone for agitation. Give it a listen!



Hennepin EMS Chief Scheerer was interviewed for a story on **KSTP ABC 5** previewing an EMS round table meeting being held in St. Paul to address challenges in the EMS industry, including assaults on paramedics.

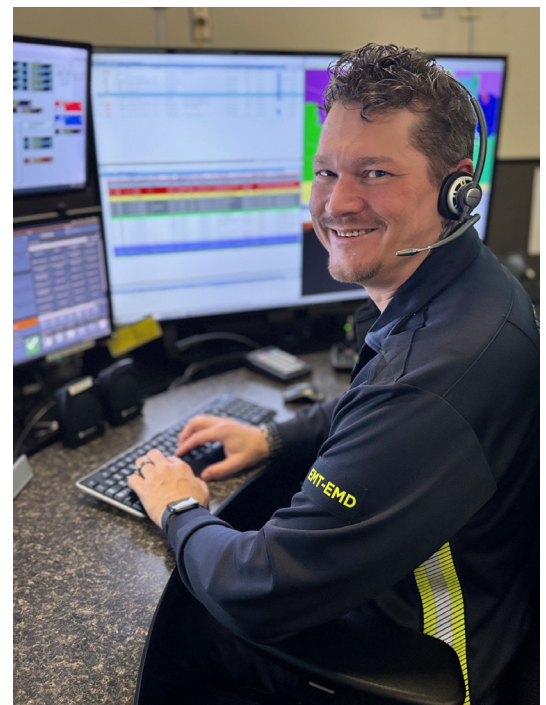


HEMS STAFF SPOTLIGHT

Johnny Gravermoen is an EMT/EMD who spent 21 years – “half my life” – at Hennepin Healthcare before bringing his skills to HEMS dispatch center. This year, Johnny played a critical role in managing the response to the shooting in South Minneapolis that killed Minneapolis Police Officer Jamal Mitchell in the line of duty. That shift, Johnny handled more than 60 ambulances on the board – HEMS and mutual aid partners – that were responding to the shooting and other 911 calls, ensuring seamless communication and coordination.

While working in dispatch can be stressful, what has kept Johnny in it for the last two decades is that he feels like he is making a real difference.

“You’re getting to be a kind human and speak calm into what is usually a person’s worst day ever.”





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IN THE COMMUNITY

This winter, you'll find our HEMS Event Medicine Team at sporting events across Hennepin County, including home games for the Minnesota Timberwolves. We're also supporting large crowd events at the University of Minnesota including some Gopher games.

Several HEMS team members gave presentations at the Arrowhead EMS Conference in Duluth this month. We also brought along the newest member to our fleet – rig #424 with all the latest technology and trimmings, including our new exterior graphics. More than 600 EMS professionals attended the conference and had the chance to see rig #424 up close and receive a copy of our prehospital care information.

HEMS rig #424 was also featured by Everest Emergency Vehicles, an authorized dealer of Road Rescue, at WEMSA 2025 – the premier EMS conference in Wisconsin. Everest showcased our rig at the three-day event that took place at Resch Expo in Green Bay.



Hennepin EMS joined Minnetonka Fire Department for their Family Fun Day Open House on Saturday, January 25. Families and neighbors explored one of our HEMS rigs and vehicles from the Minnetonka Fire fleet. Plus, there was free chili for all!



In early January, we attended the Minneapolis Firefighter Graduation ceremony. Eleven of the 21 graduates attended our Pathways program, which helps those in our community earn their EMT certification and promotes a more diverse EMS workforce.

Several of the HEMS Medical Direction team participated in the National EMS Medical Director Conference in San Diego this month. This event provides an invaluable opportunity to explore cutting-edge programs, ideas, and concepts that help us elevate our work at Hennepin EMS.



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SUCCESS STORIES



Two of our Hennepin EMS paramedics contributed to the successful outcome of a missing child alert in Antigua, Guatemala, and the story made the Guatemalan news.

HEMS paramedics Jason Fries and Nicholas Hetchler were visiting the region on a volunteer trip to support and train local EMS professionals. The crew they were working with responded to a call for two missing children, ages five and six. The unit, along with local police, located the children, performed a medical exam, and then treated the children to pizza and soda.



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