



THE HEMS DISPATCH



The HEMS team with Vikings fans at U.S. Bank Stadium

Greetings!

As 2024 ends this month, we had a chance to honor our organization's 450 dedicated professionals at our annual gala.

This has been a landmark year for our team, and the numbers speak volumes:

- We had a record-setting year, with over **95,000 911 call responses**, including an all-time high of **8,769 911 calls in July** alone – the busiest month in our history.
- Our average response time is under **seven minutes**, a testament to our efficiency and dedication to serving our community swiftly.
- We completed a record **57,000+ patient transports**, with July once again leading the way with an incredible **5,436 transports** in a single month.



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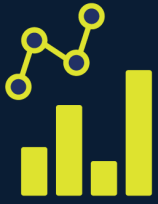
- Our dispatchers have handled over **380,000 calls**, ensuring every call for help is met with professionalism and care.
- Our education team has provided over **120,000 student hours** of education.
- Our special events team has supported over **450+ events** with more than **18,000 staff hours**.
- This year, we provided critical care to over **500 cardiac arrest patients**, achieving **nation-leading CARES survival rates**:
 - **43.2% overall**, compared to the national average of 32.8% (Minnesota average: 32.2%).
 - With bystander CPR, our survival rate jumps to an astounding **65.2%**, far surpassing the national average of 36.3% (Minnesota: 41.1%). These numbers reflect life-saving outcomes that are nothing short of extraordinary.

Additionally, we've made significant strides in innovation, training and resources:

- Introducing methylene blue which is a very time-sensitive antidote for specific poisonings.
- We have added push dose Nitroglycerin, which adds another layer to the care of patients who have severe heart failure exacerbations. We expect this to help patients out of the ICU.
- We have expanded pre-hospital ultrasound including having our P3's place ultrasound-guided IV's (for patients who have difficult IV access – similar to what IV teams do in the hospital). It is something that we have made available on every ambulance to provide more information for crews treating our patients in the field.
- Launched a protocol app for HEMS and our partner agencies that allow instantaneous access to the latest protocols. It also includes references which serve as a resource for emergency personnel. This is publicly available so that other agencies around the country can reference the work that we're doing.

It's been a successful year, and we're looking forward to building on those successes as we serve you in 2025.

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HEMS BY THE NUMBERS

One of the ways HEMS can be on the cutting edge of EMS is due to the grants we win each year. We work closely with the Hennepin Healthcare Foundation to help secure much of this essential funding. In 2024, we had a particularly successful funding year securing several vital grants, including:

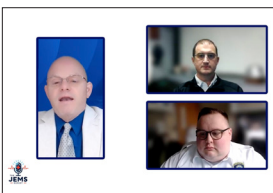
- \$20,000 for Narcan distribution.
- \$132,000 for dual EMT-paramedic training.
- A transformative \$2 million Bridge Grant to combat the Opiate crisis.
- Over \$25,000 for body armor to enhance safety for our paramedics and EMTs.
- A \$2.7 million federal grant, allowing us to add five ambulances, two SUVs to the fleet, and two training high fidelity training mannequins.



We're grateful for this funding, which allows us to operate an industry-leading EMS service, while serving as the bedrock of the EMS system in Minnesota – regularly providing mutual aid and other resources to the local community.



HEMS IN THE NEWS



Our own Andrew Pearson (Paramedic Program Director) and Ryan Mayfield (Assistant Chief) were on the **JEMS** podcast to discuss how HEMS'

innovative paramedic trainee program is helping solve staffing shortages and creating a more diverse EMS workforce. They also get into some of the unique ways we've designed our program, including focusing on high-fidelity simulations, working closely with our medical directors, and focusing on skills for the job that go beyond the national registry requirements.



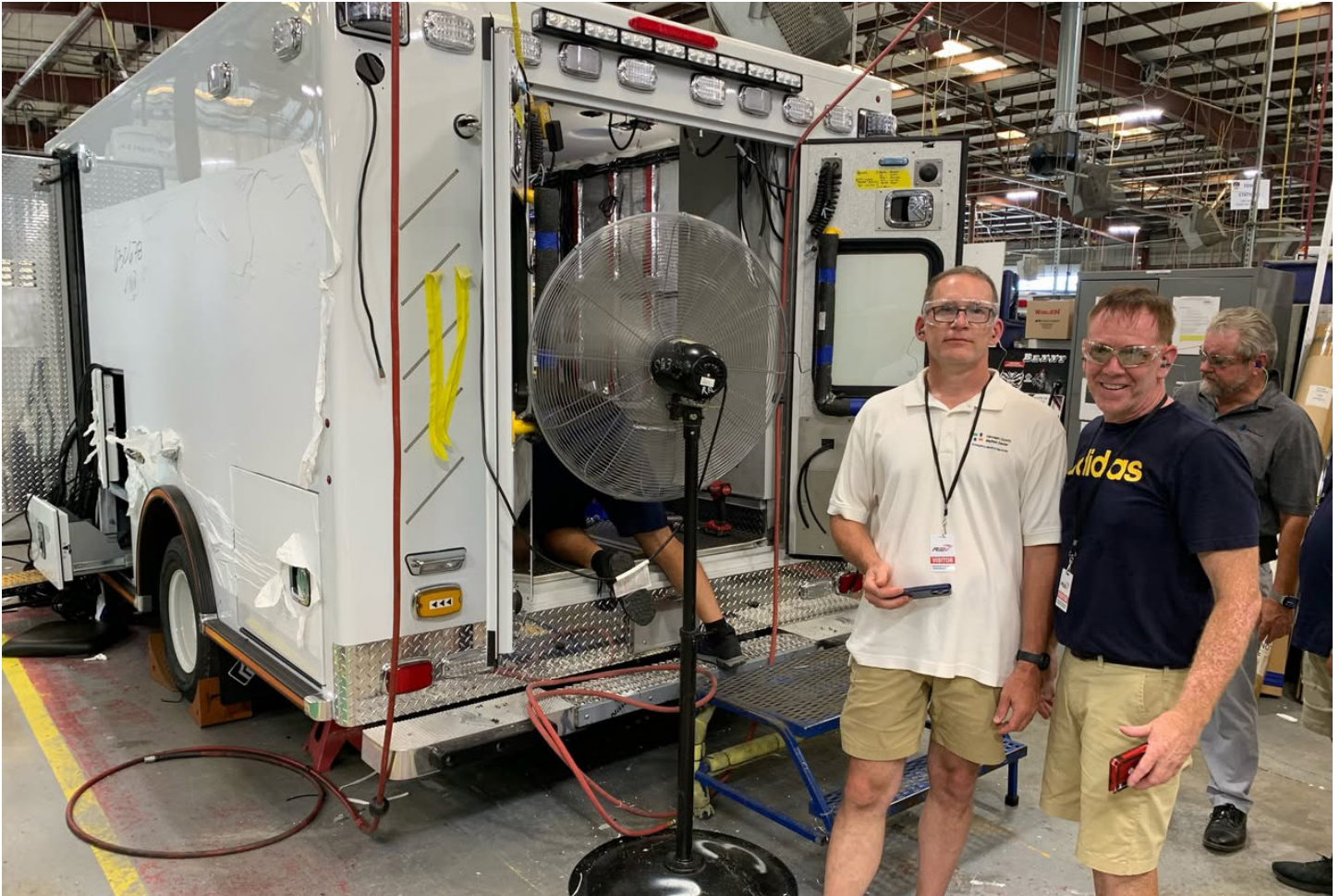
Do you think there are more accidents on Friday the 13th? Jason DeRusha invited our EMS Business Systems & Data Analyst, Rickard Dahlo on **Drivetime with DeRusha** to share the trends HEMS

sees on Friday the 13th. Dahlo recently joined the HEMS team and uses data to improve our preparedness and responses, help HEMS' physicians contribute to studies and more!



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STAFF SPOTLIGHT



Tom Myhre (pictured left) consulting at our ambulance manufacturer plant

Tom Myhre is our Fleet Coordinator at Hennepin EMS. He works tirelessly to ensure that our ambulances – the backbone of our operations – are safe, reliable, and in top condition. For the past several years, he has dedicated himself to managing our fleet, ensuring our vehicles are not just operational but among the best in the industry.

Successfully maintaining a fleet of our size is no small feat. Yet, thanks to Tom, our vehicles experience fewer issues than almost any other organization.

Tom's meticulous attention to detail ensures that every ambulance is where it needs to be, functioning as it should, and, most importantly, safe. Whether it's a crash or rollover event, our crews can trust that Tom's dedication to safety will protect them and the patients we serve. And as a HEMS Paramedic since 2001, he knows what it's like to work in the vehicles, adding those insights to his thorough approach.

As a result of his excellent work, Tom received our 2024 Chief's Distinguished Service Award at the HEMS Annual Gala earlier this month.



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SUCCESS STORIES



The Minneapolis Fire Department and our team worked side by side to bring back to life a patient whose wife found him nonresponsive earlier this month. After a combination of CPR, i-gel airway device, ventilation, and defibrillation with our LUCAS chest compression system, the patient began to breathe on his own and even sat up in the ambulance.

We credit his successful recovery to all the work we've done with Minneapolis Fire over the years to ensure a seamless transition between their department and our medics. Thank you for your collaboration; it saves lives!

You can read more of this story in the [Star Tribune](#) and on the [Hennepin Healthcare blog](#).



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