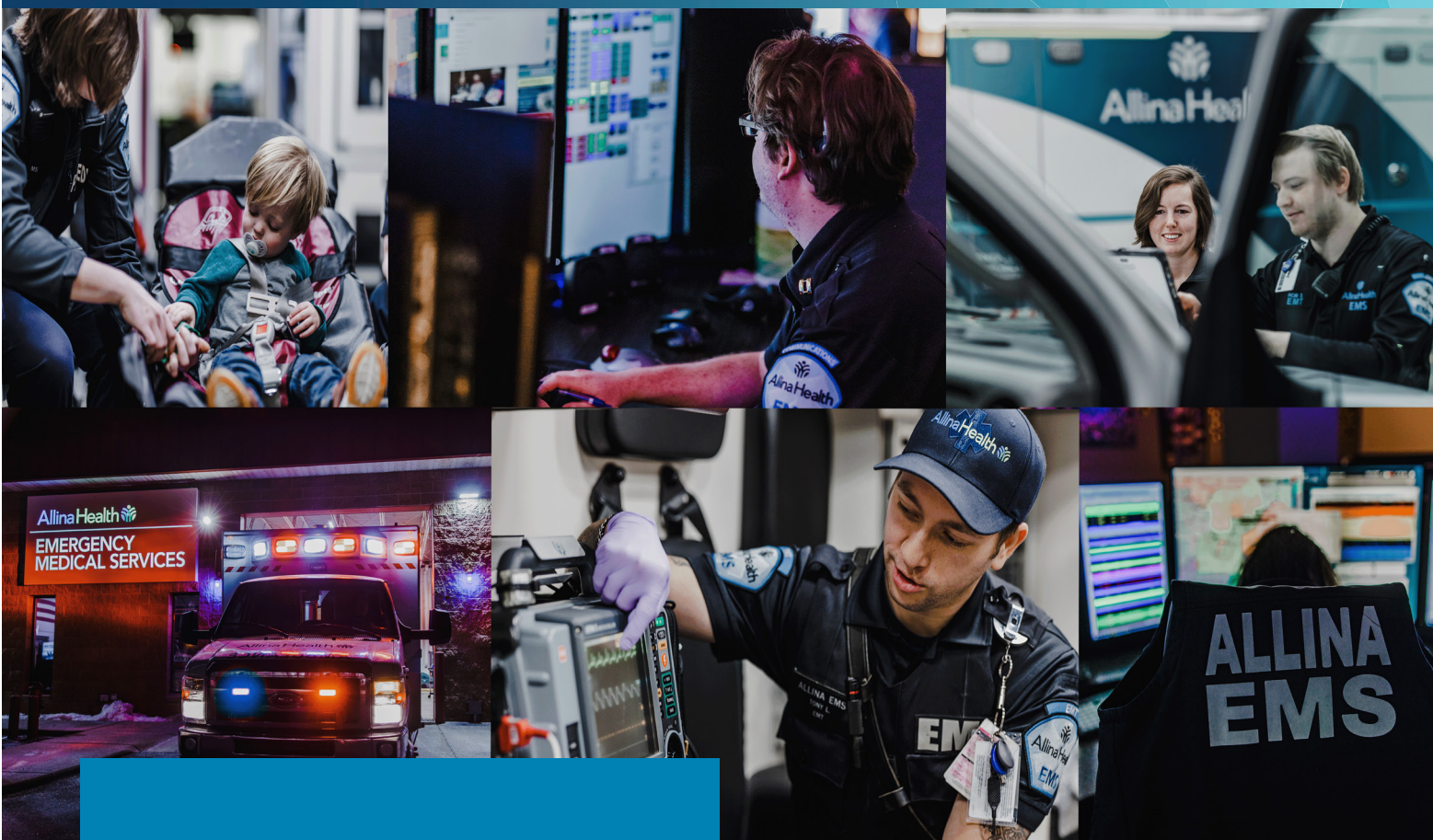


ALINA HEALTH EMERGENCY MEDICAL SERVICES

# 2022 Community Report



## MISSION STATEMENT

We serve our communities by providing exceptional care, as we prevent illness, restore health and provide comfort to all who entrust us with their care.

# Operations and Patient Care Highlights

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## Commission on Accreditation of Ambulance Services (CAAS)

In order to provide exceptional care to our communities, we underwent the renewal process for CAAS accreditation in 2022. This is a national agency that holds ambulance services accountable to best practices and standards in EMS in regards to policies and procedures.

## Telehealth pilot program

If we didn't transport to the hospital, this program allowed for patients to begin accessing care after an initial assessment. Our connection within the health care system helped us in determining levels of care we could access and technology that was used by Allina Health providers during the initial stages of COVID-19.

This pilot program gave us insight for future endeavors.

## Patient Care Goals: Met and Exceeded

**EKG Documentation** Continuing to ensure that hospital care staff and our quality analysis department are able to see what was observed outside of the hospital and during EMS interventions.

**Trauma Patient Warming** Studies have shown that hypothermia during a traumatic injury can raise mortality rates. A variety of methods were used to help keep patients warm.

**Blood Glucose Measurement** Greater recognition of underlying causes to medical conditions, allowing for prompt treatment. We focused on medical conditions in which a treatable changes in blood sugar could impact patient outcomes.

## A New Look

You may have seen some changes to our staff and ambulances this year. Our uniform shirts are now a navy polo shirt and during the summer, a navy t-shirt.

We continue to update our graphics (featured on the front cover) on our vehicles as they arrive into our fleet. Our goal is retire our Sprinter trucks. Like many other industries, supply chain shortages has created some challenges to our timeline.

# Communications Center Highlights

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## Emergency Medical Dispatching Accredited Center of Excellence

After our Communications Center was renewed as an Accredited Center of Excellence (ACE) in 2021 through the International Academies of Emergency Dispatch, they achieved one year of compliance in emergency medical dispatching in 2022. This process is protocol driven, ensuring our dispatchers follow the standards put forth by the academy when guiding a caller through an emergency situation.

## Emergency Mental Health Dispatcher Recertification

This year, our Communications Center staff renewed their Emergency Mental Health Dispatch (EMHD) training through the 911 Training Institute and completed initial training for new dispatchers and EMS call takers.

This training allows our communications center staff to be flexible for callers in a crisis situation but able to answer critical questions for those who are responding to the incident.

Additionally, the training allows for our staff to reflect upon their own mental health and how to support each other to improve their own mental health, physical well-being and ability to meet the demands of their job.

## Alternative Response

As we continue to strive to provide exceptional care to our communities, we continue to look at ways to improve. We've always had our highest level provider, a paramedic, responding to the call, no matter the level of priority. In 2022, we began developing our Alternative Response model. Not all calls require a lights and sirens response. Our dispatchers and call takers follow protocols set by Medical Priority Dispatching Software (MPDS) to determine the appropriate response.

Recognizing that not all 911 calls require a paramedic, in 2023, we will begin to match the level of care an ambulance crew provides to the priority level of a 911 call. This will only occur for calls when our call takers can speak directly with a caller. This allows us to better assign our resources to the most critical calls. In order to ensure that this change best serves our patients and our communities, we will review calls for quality of care provided based on patient exam findings and response





# Workforce Initiatives

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## Retention

Workforce challenges within the past few years have affected nearly all industries. Retention was a focus for 2022 and will continue in 2023. One of the things that sets us apart is the relationship between leader and employee. This continues to attract new people and helps us with retention of our current employees as we work with them to achieve their goals. While wages may not be the sole motivator for employees, we were able to improve our compensation, including our wage scale structure for EMT's, paramedics, EMS call takers and dispatchers in April of 2022.

## 2022 MN Dual-Training Pipeline Grant Recipient

In 2022, eight AHEMS EMT's received a grant to assist them with the cost of paramedic school, granted as scholarships. In May, we implemented a stipend program for employees going to paramedic school. Employees are able to reduce their work hours but maintain pay and benefits while attending school, equal to 40 hours each week. This is in addition to tuition reimbursement that employees have access to each year.

## Recruitment

We continue to find creative ways to recruit and retain staff including:

- participating in healthcare focused high school events
- presenting at local EMT and paramedic courses offered at community and technical colleges
- current employees teaching at local colleges
- working with our physicians as they provide medical direction for local programs.

## Employee Wellness

In 2022, we expanded our peer support program with additional training, group support sessions and an on-call liaison. The well-being liaison is the point of contact for leaders when they become aware of an employee who could benefit from additional resources to support their well-being.

Our therapy dog program has expanded and now includes the ability to support our hospital partners. With the assistance of our chaplains, a new maternal support group is in place for new mothers.

# How we support our Communities

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## 293 Community Events supported by Allina Health EMS staff

Supporting our communities with both smaller events, such as community festivals, 5K runs and safety camps, and much larger events which include the 3M PGA Tour, Lakefront Music Fest, Renaissance Festival and Anoka Halloween events. In addition to ambulances standing by, we've had our special events trailer, bike team, golf carts, and an ATV vehicle to navigate through crowds to provide patient care.

## 85.1% of patients recommend Allina Health EMS

NRC Health compiles data from Allina Health patient surveys. EMS, hospitals, providers and other services use the surveys to identify trends to improve patient care and satisfaction within EMS. Surveys are sent via email with patient permission.

## 4,865 hours of EMS Education provided to over 100 First Responder Agencies

Our educators taught 908 classes to community police, fire and workplace response teams. This helps ensure seamless delivery of care in an emergency. This encourages the team dynamic in which responders understand our patient care guidelines and equipment. Our educators have traveled from Brownston to Dalbo, Minn. and into western Wisconsin.

## 16,121 hours of job shadowing provided by Allina Health EMS for students in EMS career programs

We encourage students from EMS programs to ride along in order to obtain patient care experience in an ambulance. Students come from technical and community colleges. In addition, we provide an internship opportunity for University of Minnesota Medical School students as the specialty of EMS has grown.

# 2022 by the numbers

**1.475 million**  
full-time residents in our  
911 service area

**5 million**  
miles traveled by our rigs

**471,079**  
gallons of fuel

**351,963**  
calls processed by Allina  
Health EMS dispatch center

**111,254**  
911 responses (includes  
mutual aid responses)

**70,778**  
911 patient transports

**552**  
LUCAS device applications

**727**  
employees

**77%**  
employees with length of  
service one year or greater

**44%**  
employees living in the  
areas they serve

**103**  
AED's placed in  
communities

**2**  
EMS therapy dogs

## Who we serve

