

ALLINA HEALTH EMERGENCY MEDICAL SERVICES

# 2023 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.

# Alternative Response

Like many emergency services agencies, we've experienced workforce challenges. In our commitment to care for our communities, we continue to explore how we can improve responses to 911 calls. To meet changing needs and service requests within our communities, we implemented our Alternative Response Program over the past year.

## Who was involved:

- Ambulance Operations
- Communications Center
- Quality Analysis
- Medical Direction

A 911 caller will not experience any changes. Through our 911 call intake process, our dispatchers determine the priority of the response and then the assignment of an ALS or BLS unit level skillset. A caller is led through:

- a series of questions to identify priority symptoms, using Medical Priority Dispatching.
- basic instructions which can begin treatment over the phone.

## Is this a life-threatening event?

- no pulse
- not breathing
- chest pain
- severe shortness of breath

## Is this a non-life-threatening event?

- a fall with injuries not involving the head
- an interfacility request, where medical staff is present but a hospital evaluation is needed

## What does Alternative Response do?

- Matches the best resource based on the chief complaint of the patient.
- Allows resources to be available for calls that match the skillset of the crewmembers.

We continue to review how we are responding to ambulance requests through data analysis, patient surveys, and feedback from our public safety partners.



# Fleet Maintenance

Our Broadway location in Minneapolis, which houses our Fleet Maintenance, Supply Chain, Education and Special Transportation departments, was able to expand into additional space in our building this year.

Our preventative maintenance program has been vital during this time. With supply chain challenges affecting industries nationwide, we were advised in 2022 that the delivery period for a new ambulance would be 700 days or just shy of two years.

Fortunately, with the assistance of Braun & North Central Emergency Vehicles, we were able to replace 6 ambulances by November 2023 and anticipate more within the next year.

As we replace ambulances, we are continuing with the graphics update that began in 2020.



The expansion of space at Broadway also created more room for our remount program, essentially a facelift for our ambulances.

The box portion of our ambulances have a longer lifetime than the frame, wheels, and engine of the ambulances.

Our mechanics are trained to complete the remounts to industry standards without the vehicles having to leave the building.

This means that we can return the ambulances to service in a quicker timeframe than if sent out.



# Workforce Initiatives

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In 2022, a Minnesota Emergency Medical Services Board (EMSRB) report, it was noted that less than 50% of EMSRB licensed paramedics or EMTs appeared on patient care report. This means they did not participate in a response by an emergency vehicle or ambulance transport.

There are several reasons; retirement, personal/family reasons, job opportunities within hospitals, clinics, event medicine or even outside of EMS. We continue to recruit and hire frontline staff with a focus on retaining employees in a physically and mentally demanding field.

To address challenges in rural EMS, we've partnered with Southern Minnesota EMS Education, New Ulm Medical Center, and the Hobart and Charlotte Anderson Estate to offer scholarships for rural EMT courses in 2024.

We continue to assist our current EMTs to be successful in paramedic school while working with the following programs:

## Dual-Training Pipeline Grant

- Allows 33 current EMTs to advance their certification and education to become paramedics.

## Paramedic Stipend program

- Allows employees to reduce their hours worked with full-time pay so they can focus on their education

These programs are in addition to our tuition reimbursement benefit.

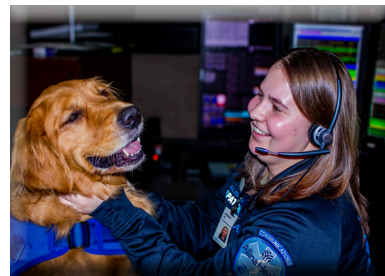


# Employee Well-being and Mental Health Support

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We've taken some great strides in our Peer Support program and made some additions to help support our staff.

We've had paramedics and EMTs complete training to become Peer Support mentors, who are available when our staff are navigating difficult situations. This team is supported by our chaplains and a clinical advisor.



Our Therapy Dog team grew by one, welcoming golden retriever Bohdi Czyson. His trainer/partner, Hayley Matula, is an EMS Dispatch Quality Assurance Specialist.

Bohdi's home base is our St. Paul location where our Communications Center is based, where his infectious smile and comforting presence has been a welcomed addition.

# In the Community

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## Heart Safe Communities

We placed 225 AEDs into our communities where people live, work, worship and play- with 74 of them provided at a discounted price and three donated at no cost to the customer.

Three of our public access placed AEDs were utilized with one cardiac arrest save. Supplies are replaced at no cost.

We also taught 40 hands-only CPR classes and around 1,000 people now know how to save a life!

## Patient Satisfaction- 84.7% of patients recommend Allina Health EMS

NRC Health compiles data on Allina Health hospitals, providers and services using email surveys, sent with patient permission, a few days after an EMS encounter.

Comments and information from surveys are shared with leaders and staff for feedback as we strive to meet our mission of providing exceptional care.



# 2023 by the numbers

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

**101,627**  
911 responses

**69,743**  
911 transports

**4.5 million**  
miles traveled by our  
vehicles

**459,578**  
gallons of fuel

**291,175**  
calls processed by Allina  
dispatch center

**731**  
employees

**57%**  
employees living in the  
areas they serve

**84%**  
employees with greater  
than 1 year of service

**137**  
vehicles

**559**  
special events covered  
*(pictured: a view from an EMS golf cart)*

**15,967**  
hours of job shadowing provided to  
health care students

## Who we serve

