

# Emergency Medical Services



The 2022 report highlights some of the activities of the EMS Division over the past year to deliver excellent medical services, improve operations, and address regional and community concerns.

## Community Health and Data Analysis

EMS data is often an early indicator of community needs; with that in mind, we are asked to collaborate on various surveillance opportunities. We help by providing information on such growing conditions such as-

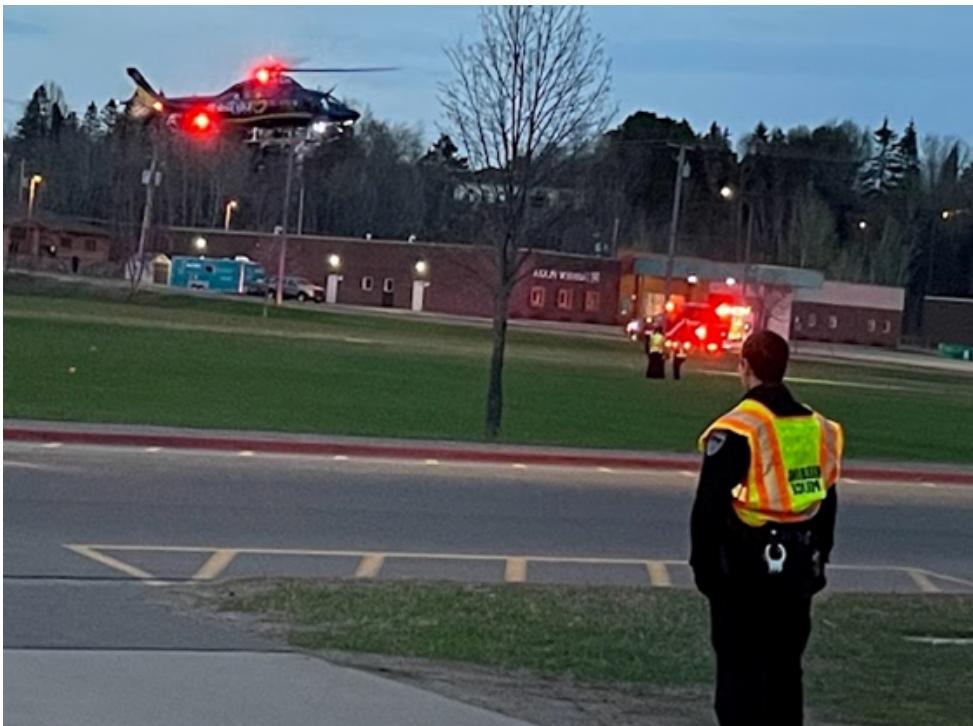
- Opioids/overdoses
- Cardiac arrest data
- Health issues related to dwelling type

In a very timely manner, we have started to utilize a new report writing platform called First Due. It is a fully customizable platform that will help us get the data that is needed to help us, and our partners serve our community better.

## EMS Community Relations & Partnerships

The Hibbing Fire Department has continued to work diligently in the past year to maintain and foster relationships with our-

- 5 BLS agencies in our surrounding communities
- 2 local helicopter services.
- 5 local hospitals
- 2 local colleges that host EMT and Paramedic Programs for student mentoring.



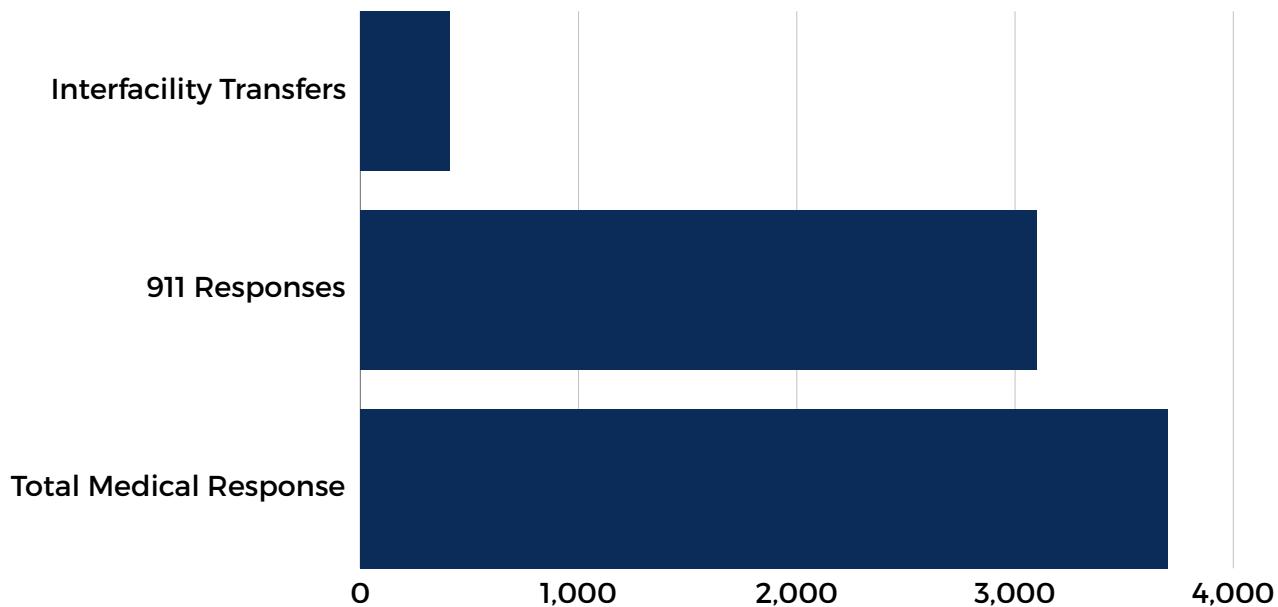
## 2022 EMS Response

Our annual run volume has been increasing every year. In 2022 we responded to over 3,200 medical related incidents.

- 2,900 of those were 911 emergency calls
- 398 were interfacility transports

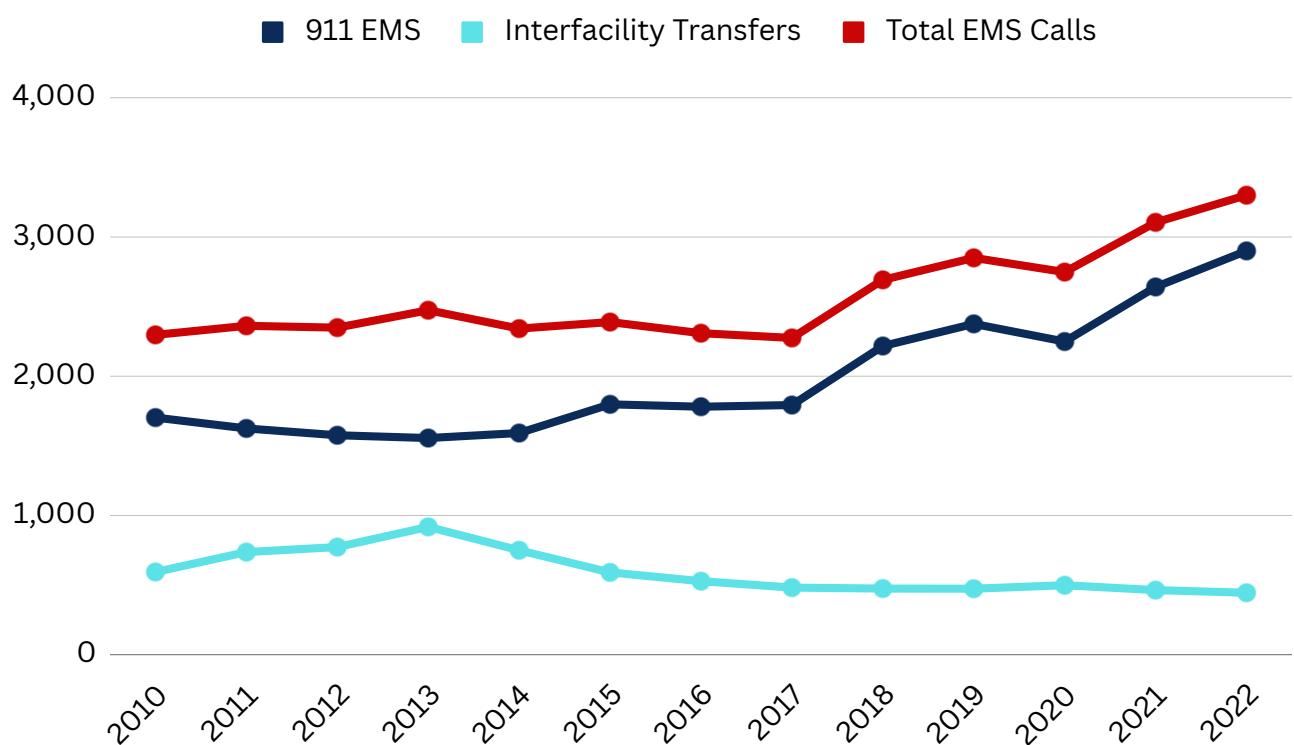
## As our 911 demand increases, our ability to take interfacility transfers decreases.

It's clear that the current staffing model is not equipped to handle the dramatic increase in 911 demand. We need to look into ways to improve the model to meet the needs of the community. One potential solution could be to look into a shift-based model that would allow for more staff to be available for interfacility transfers. Additionally, we should look into options for hiring additional staff to help manage the increased demand. By looking at strategies to adjust the staffing model, we can ensure that we are able to provide the best possible response to all calls for service.



## Response Growth over the last decade

We have had a significant increase in EMS response over the last decade. There was a sharp increase in just over the last 5 years for 911 based responses. We have increased almost 1,000 EMS calls this year compared to 5 years ago, in 2017.



## **Billing & Financial Report**

This year, the Hibbing Fire Department switched to a new billing provider for our ambulance service. Trans Medic billing service is providing great customer support for those that need to utilize our services.