



Emergency Medical Services Council



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Operations and System Communications Committee

Tuesday, July 8, 2025, 9:30 a.m. - 10:30 a.m.

Online

<https://www.hennepin.us/business/work-with-henn-co/ems-planning-reg>

Draft Summary

Present	Absent
<ol style="list-style-type: none">1. Tony Martin (Hennepin County Sheriff's Office Primary Dispatch), Chair2. Mark Anderson, Ridgeview Ambulance Service3. Eric Heuer, proxy for Tony Ebensteiner, North Memorial Health Ambulance4. Dan Klawitter (West MRCC)5. Pete Tanghe, MD (North Memorial Health Ambulance)6. Charlie Sloan, Hennepin EMS7. Victoria Vadnais, Allina Health EMS Ambulance Dispatch8. Dale Specken, Hopkins Fire Dept. Chief; Hennepin County Fire Chiefs Association	<ol style="list-style-type: none">1. Shaun White, Edina Fire EMS2. Kevin Miller, Allina Health EMS
Guests	Staff
<ol style="list-style-type: none">1. Tyler Lupkes, MESB	

- 1) **Welcome and Introductions** – Chair Tony Martin called the meeting to order at 9:33 a.m. with a quorum present. Today's agenda and the meeting summary from April 8, 2025 were approved.
- 2) **Hospital Destination Matrix – Dan Klawitter**
The matrix has been updated with current contact information for EDs in the metro area. Kristin will send out to the ED Medical Directors to review and update each ED's capabilities.
- 3) **Monthly Radio Checks** – Dan emailed the revised Medical Control Hospital Radio Check instructions to all sixteen medical control hospital contacts. The new procedure has reversed the process so calls will be made by West MRCC to each ED

at a random time each month then the ED is expected to reply to West MRCC via the medical control radio. If there are technical issues with radios, West MRCC will work with the ED to troubleshoot. West MRCC will maintain a log of all radio calls received, issues with radios, and other notes about each ED's radio model and vendor. The log will replace the monthly survey that was previously completed by the ED radio check contact. The new procedure will start this month.

After this new procedure is piloted, an action item to approve this change will be moved to the EMS Council Oct. meeting.

4) EMS Council Communication Policy

Dan moved to have the policy revised to contain: 1) Patient Information relay and MIST at hand-off; 2) contents of the existing Medical Control Policy that are still applicable to current use of medical control; 3) contents of the revised policy on Contacting a System Medical Director.

A separate policy would include: 1) the metro Incident Response Plan (IRP) that was recently revised and 2) a new West MRCC large scale, multi-PSA incident policy to share and track data for response and after-action reviews.

Next steps: Dan and Kristin will work on drafting the policies. Tyler will offer technical expertise feedback as a guest of this committee.

Link to new tool published by Metro Emergency Services Board for EMS to follow when calling MRCCs with patient information:

<https://emsmn.org/wp-content/uploads/2024/11/MRCC-Communication-Card-2024.pdf>

5) Update to the current Medical Control Policy is discussed above, as a new component of the Communications Policy.

6) Contacting EMS Medical Directors on scene; the policy was recently updated by the EMS Medical Directors committee of the council. Now that hospital closures are not managed by the EMS Medical Directors, there is some confusion about how to contact the System EMS Medical Directors. Dan has updated all System Medical Directors contact information in Zipit, so the next step is for each EMS provider to ensure that their staff are trained on this procedure.

Dr. Tanghe will bring a question about whether and when EMS Fellows could be independent responders to calls and/or on scene.

7) Public Education

The committee approved bystander hands-only CPR/AED location training. Next steps would be to review existing community engagement data that was collected by the Hennepin County Sheriff which could prioritize which communities may benefit most from this public education effort and how to design engagement and training to meet the needs of different communities. Tyler L. noted that the Metro Emergency Services Board EMS Committee has also recently discussed bystander CPR as an important

public education topic for the metro area, especially since CARES data show that this metro area has lower bystander CPR rate than the national average.

A related topic would be to engage primary PSAPs that often don't provide Pre-Arrival Instructions (PAI) for CPR or transfer callers to the secondary PSAP for PAI. This would not be a public education effort but an important project for this committee to address.

Dan K. moved a proposal to create public education messaging about when to call 9-1-1 and what to do after calling e.g. what information does the PSAP need, stay on the line to get PAI when requested by the dispatcher.

All committee members approved of the two topics: AED and bystander CPR; and what to do/expect when calling 9-1-1.

8) Communication technology updates

Dan K. reported that all metro EDs except Children's Hospitals are connected to Zipit, so work is continuing on moving that forward to complete this project.

Regarding radio messages with West MRCC, some hospitals have encryption capability for patient reports and are planning to incorporate that technology, but additional encryption investment will not be required for participation on the regional EMS radio talkgroup.

9) Update from EMS Medical Directors Committee

Dr. Tanghe reported that the committee met with partners at MDH (Alex Waterman); HCMC/Hospital Preparedness (Dr. John Hick); and UMMC Special Pathogens/Infectious Disease Unit at the West Bank (Dr. Jeff Dichter) about disposition decisions for patients with a high suspicion or confirmed high consequence infectious disease. A clarification was made that unless patients fit the criteria described above, they can proceed to an ED using standard protocols and disposition decisions.

10) CAD to CAD project – Safer Streets Grant application

Tony M. reported that Hennepin County Sheriff's Dept. applied for approx. \$3M in funding to connect metro primary and secondary PSAPs and state patrol via CAD to CAD using existing technology at Hennepin County; if funded, it would add the other metro PSAPs to the existing Hennepin County CAD to CAD platform. Funding notices are expected in the next couple of months.

11) Equipment Exchange

No updates

12) Partner Agency Report

No updates

13) Legislative Updates

No updates

14) The meeting adjourned at 10:22 a.m.

Meetings

Second Tuesday of Jan., April, July, Oct. from 9:30 a.m.-10:30 a.m. online

Next meeting will be April 8 online at 9:30-10:30 a.m.

