



**Emergency Medical Services Council**

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**Operations and System Communications Committee**

**Tuesday, Jan. 13, 2026, 9:30 a.m. - 10:30 a.m.**

**[Emergency medical services regulation | Hennepin County](#)**

**Draft Summary**

<b>Present</b>	<b>Absent</b>
<ol style="list-style-type: none"> <li>1. <b>Tony Martin (Hennepin County Sheriff’s Office Primary Dispatch), Chair</b></li> <li>2. Mark Anderson, Ridgeview Ambulance Service</li> <li>3. Shaun White, Edina Fire EMS</li> <li>4. Dan Klawitter (West MRCC)</li> <li>5. Charlie Sloan, Hennepin EMS</li> <li>6. Victoria Vadnais, Allina Health EMS Ambulance Dispatch</li> <li>7. Tammy Doll, Hennepin County COPE</li> </ol>	<ol style="list-style-type: none"> <li>1. Kevin Miller, Allina Health EMS</li> <li>2. Pete Tanghe, MD (North Memorial Health Ambulance)</li> <li>3. Tony Ebensteiner, North Memorial Health Ambulance</li> <li>4. Vacant seat, Hennepin County Fire Chiefs Association</li> </ol>
<b>Guests</b>	<b>Staff</b>
<ol style="list-style-type: none"> <li>1. Tyler Lupkes, MESB Emergency Preparedness Committee Chair; also HEMS Battalion Chief</li> <li>2. Brent Custrard, North Memorial Health Ambulance</li> </ol>	<ol style="list-style-type: none"> <li>1. Kristin Mellstrom</li> </ol>

# 1. Call to Order

Meeting was called to order by Tony Martin at 9:30 a.m.

## 2. Approval of Agenda

**Motion: Approval of today's agenda and previous meeting notes.**

**Action: Approved unanimously.**

## 3. Old Business

**A. Motion: Approve revisions to EMS Council Communication Policy (edited policy attached)**

**Action: Approved unanimously.**

Significant changes in EMS operations over the past 7–8 years, especially post-COVID. Agencies competed for calls and avoided mutual aid in the past, now with staffing shortages, agencies have shifted from 'pull' (seeking calls) to 'push' (ensuring agencies take calls within their PSA). Metro-wide collaboration has significantly increased, so many sections of this policy will also be used on the by the East MRCC too.

### Key Policy Changes Proposed

- Zipit included since that has replaced telephone calls to the ED.
- Request that crews tell the MRCC immediately if they aren't going to ED (e.g. to Acute Psychiatric Unit or Labor and Delivery) otherwise MRCC dispatchers assume the crew is going to the ED and have to recreate the info because it goes into a different template for non-ED patients.
- "Red Patient" replaced with more specificity: Red Medical or Red Trauma
  - Red Alerts include: Cardiac Arrest, ECMO, Medical, STEMI, Stroke, Trauma/TTA, Sepsis
- No longer collect patient name or DOB
- Red Patient info reports: Full set of vital signs and seven additional data points (when possible and appropriate)
- NEW: Other Pertinent Info (Hold status; Security needed at door; Isolation needed; Transfer)
- NEW: MIST at hand-off with data points for report listed
- Medical Control Request Process lists data points to include in initial hail to MRCC
- Requests for System Medical Director steps listed

- Removed Incident Response Plan (IRP) which will be a separate document
- Discussion included consideration of whether to keep the 30-minute time frame in the call flow chart as an indicator of whether the call is emergent or non-emergent. The committee unanimously agreed to keep the 30-minute benchmark even though that time has been removed from Ordinance 9.

**B. Discussion: Workplan/timeline for public education**

Staff will check with Greg Hayes at the MESB to see if funds are available for CPR/AED training. Staff will also collect data from Fire Departments and EMS to assess what is currently being offered in Hennepin County. This work will fit with the EMS Medical Directors Committee focus on increasing bystander CPR and AED. Staff will report back to the committee at the next meeting.

**C. Motion: Approve updates to the Destination Matrix**

**Action: Unanimously approved**

Several requests were sent to EDs to update the matrix data for each hospital. Most ED Medical Directors have responded. At this time, the matrix will be sent out to this committee for a final review. After it has been reviewed, it will be saved at the MRCC in MNTrac and updated there.

**D. Discussion: Full transfer drill between HEMS and home birth partners**

Charlie (HEMS) summarized the drill components and highly recommended participating in this type of drill with midwife partner agencies. There were many lessons learned. If other EMS partners would like more info, contact Charlie at HEMS.

**E. Motion: Add Medical Control Radio Standards to the Revised**

**Communications Policy**

**Action: Discussion will continue at next meeting before adding this to the Communications Policy**

## 4. Next Meeting: April 14, 2026 at 09:30 online

Adjournment: 10:32 a.m