



# 2021 AMBULANCE OVERVIEW

SANFORD  
AMBULANCE

# TABLE OF CONTENTS

About Us.....	1
Mission, Vision & Goals.....	1
Director's Message.....	2
Sanford Name Change.....	3
CAAS Accreditation.....	4
Organizational Chart.....	5
Medical Direction.....	6
Ambulance Operations.....	7
Metro Cooperation.....	9
Not Just the Big Cities.....	11
Sanford Ambulance Dispatch.....	12
Sanford Health EMS Education.....	14
Community Paramedic.....	16
Ready Wheels.....	17
EMS Industry Involvement.....	17
Community Outreach.....	18
SWAT Team: TEMS Medics.....	19
Safety.....	20
Special Events.....	21
Emergency Preparedness.....	22
PACT: Peer Assistance Crisis Team.....	23
Maintaining Excellence.....	24
Community Involvement.....	25
2021 Company Awards.....	26
A Day in the Life.....	27
The COVID-19 Pandemic.....	28
2021 Notable Events.....	29
Sanford Health EMS Education in 2021.....	30
Cardiac Ready Communities.....	31
Mission: Lifeline.....	32
A Look at the Numbers.....	33
Looking to the Future: NEAT.....	39
Looking to the Future: Expanded Locations.....	40

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# ABOUT US

Sanford Ambulance is proud to serve the citizens of Cass County, North Dakota and Clay County, Minnesota. As the largest ambulance service between Minneapolis and Seattle, we operate in a unique environment spanning counties in two states and multiple cities. We have humble roots



beginning as a small operation in 1959 before there were state and national standards for ambulance operations and licensure. Over the following six decades, we have helped shape and develop a high-performance tiered response system in our community. The advent of 911, coordination of first response by police and fire departments, standardized training for responders, public access defibrillators and public CPR training have all added to the comprehensive multi-agency system we have today. The past year has presented unique challenges, and we are proud of the way that our team has stepped up to provide top-notch emergency medical care for the communities that we serve.

## MISSION, VISION & GOALS

### **SANFORD MISSION**

Dedicated to sharing God's love through the work of health, healing and comfort.

### **SANFORD VISION**

Improving the human condition at every stage of life through exceptional care, spiritual enrichment, innovation and discovery.

### **SANFORD AMBULANCE GOALS**

- *Ongoing:* Maintaining strong connections to the community that we serve
- *Ongoing:* A strong focus on employee wellness
- *Short Term:* Growing with the community that we serve and expanding several areas, including:
  - Community Paramedic
  - Non-Emergency Ambulance Transport (NEAT)
  - West Fargo station
  - New headquarter station
- *Long Term:* South Moorhead and Clay County stations

# DIRECTOR'S MESSAGE

## Serving our Community with Compassion

Sanford Ambulance takes a great deal of pride in the work that we do. It is our privilege to serve those who call on us during an emergency. We are proud of the exceptional care that we provide to the residents of the communities that we serve.

In addition to serving the residents in our community, we also serve multiple hospitals, nursing homes, and other health care facilities in the city. The growth of the metro area has also added to the complexity of the health care system's medical transportation needs; we often transfer patients from one hospital to another for specialized care.

Covid-19 has weighed heavily on ambulance operations in our city not unlike the rest of the United States. In 2021, we had transported nearly 1,000 patients with either confirmed Covid-19 infection or those suspected of Covid-19. Each call has been a risk for ambulance staff to be exposed to the disease. Each call took extra effort to ensure staff and patient safety. Each call required enhanced decontamination to get the ambulance ready for the next call. I'm proud of the leaders and staff at Sanford Ambulance for their stamina in battling a pandemic now going into its third year. Without their efforts, things would be far worse for our community.

Just as Covid has challenged us, we continue to be challenged by persistent volume growth. Our growth plans include a greater presence in West Fargo and Moorhead as the metro area spreads outward. We are also planning for a new headquarters station in Fargo to accommodate a volume of nearly 60,000 calls in the next decade.

Sanford Ambulance has always been the Emergency Medical Services leader in our region. We continue to train most of the paramedics in eastern North Dakota and west-central Minnesota. We look towards innovation and science to shape our future. We are also proud that we have been continually accredited since 2003 and during our most recent re-accreditation survey last fall we were described as being in the top 1% of all ambulance services in the United States. Our success is just one part of the great system we have in the Metro area.

I am optimistic about our future and the promise that 2022 holds for our communities. We intend to continue towards intelligent growth to best serve the community with a commitment to high-performance ambulance operations and fiscally sound practices. We do this at no expense to the tax payer in any community we serve.



Tim Meyer  
Senior Director of  
Emergency Services

- Tim Meyer, Senior Director - Sanford Ambulance

# SANFORD NAME CHANGE

The challenges of 2021 have greatly driven home what our team has always known - we are stronger together. With that in mind, earlier this year we proudly announced that the names of our ambulance services in Fargo-Moorhead, Hillsboro, and Thief River Falls all transitioned to one name, Sanford Ambulance.

F-M Ambulance (FMA) began in 1959 as a privately owned service. Ownership was eventually transferred to three hospitals that served the Fargo, Moorhead and West Fargo communities. After several hospital mergers, the ambulance service was solely owned by Meritcare Hospital.



F-M Ambulance has been part of Sanford Health since the merger with Meritcare in 2009. After much discussion, our team decided that the time was right for our ambulance service to proudly reflect the strength, values, certifications and integrated quality care that Sanford Health provides at so many levels.

The name change to Sanford Ambulance does not mean that we will only transport to Sanford Hospital. We will always follow the regulations and ethics of our profession and transport our patients wherever they may receive the fastest, most appropriate care. When Sanford Ambulance EMTs and paramedics transport a patient, they will ask the patient, family or caretakers which hospital the patient prefers. Unless the the patient is in a life-threatening situation and needs hospital care quickly, the patient will be transported to the hospital of their choice.

Whether F-M Ambulance or Sanford Ambulance is proudly displayed on the side of our trucks, the same excellent care will be provided to each and every patient that we encounter. The F-M Ambulance name will always be a part of our history and our legacy. The future of Sanford Ambulance will build on all that our past employees have done and all we can do, together, in the future to continue to bring the best care to the communities that we serve.



# CAAS ACCREDITATION

Sanford Ambulance Service is proud to have served our community since 1959. Over the past sixty-two years, we have been the leader of emergency medical services in our region. Sanford Ambulance is proud that an October 2021 site survey by representatives from the Commission on Accreditation of Ambulance Services (CAAS) resulted in a three-year reaccreditation, which is a strong validation of the ambulance service and emergency management system in our community.

During a CAAS review, ambulance services are evaluated on several standards, including inter-agency relations, management team, financial practices, community relations, human resources, clinical standards, safety operations, risk management, equipment, facilities, the communication center (dispatch), and an overall look at the organization as a whole.

CAAS accreditation is the "gold standard" for EMS. These standards are designed to help increase operational efficiency and decrease risk and liability across the entire spectrum of the organization. In order for agencies to meet CAAS' strict national standards, organizations must exhibit excellence in not only patient care, but also through the operation's relationships with other agencies, the general public, and the medical community. CAAS standards often exceed those established by state or local regulation. This is Sanford Ambulance's sixth accreditation visit as our service has been continually accredited since 2003. Sanford Ambulance is the only ambulance service in North Dakota and one of four ambulance services in Minnesota to achieve CAAS accreditation.

Sanford Ambulance is proud to be recognized for our strong commitment to our patients and our community. The CAAS survey team was impressed with our operation and noted that the crew members that they interviewed were engaged and knowledgeable, and most importantly, they had all of the tools that they needed to do their jobs. CAAS accreditation validates our mission, values and commitment to the people that we serve. We are proud of our CAAS accreditation and appreciate our team's dedication and commitment to delivering the highest quality care to the community that we serve.

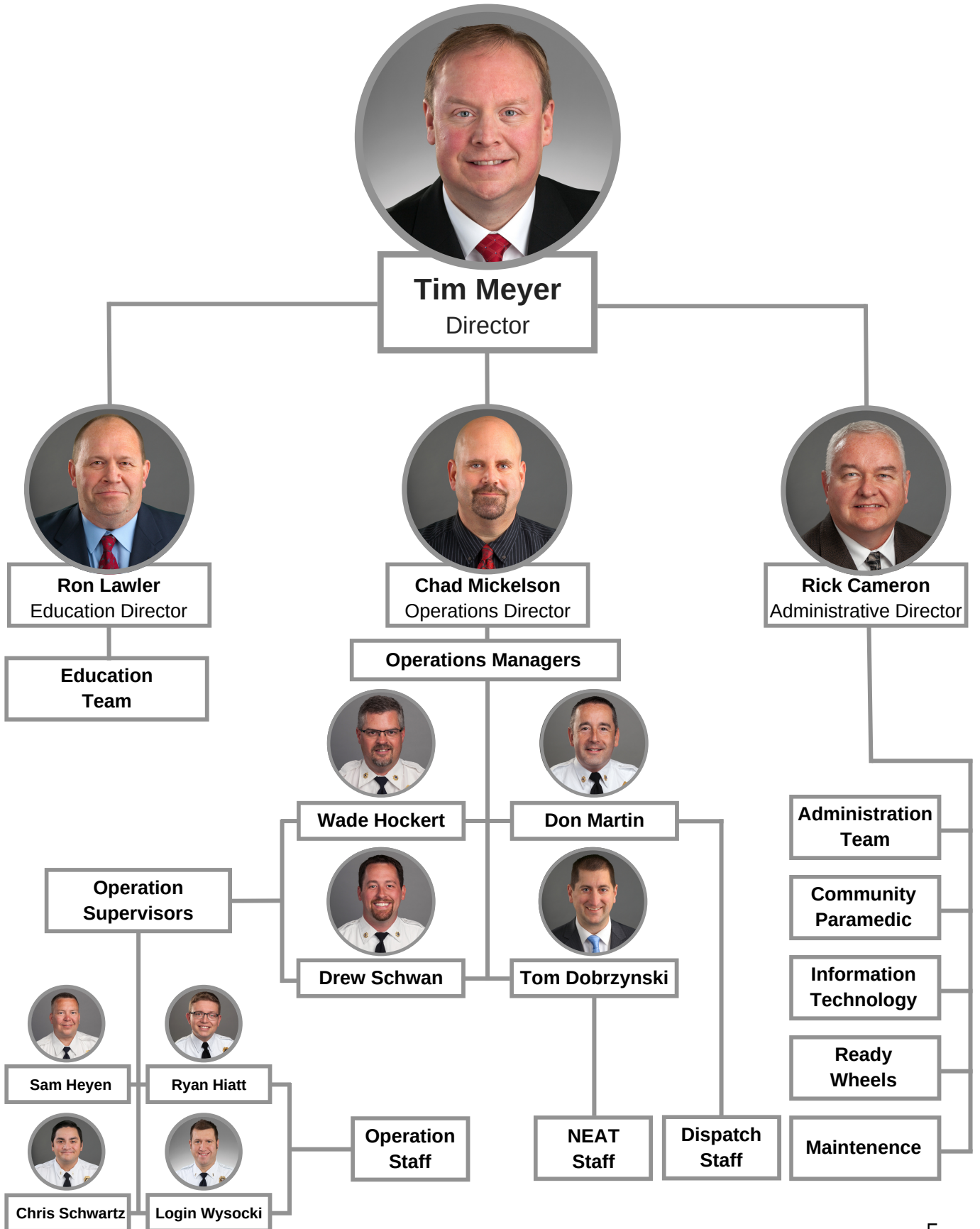


***"Being CAAS accredited means that you are in the top 1% of all ambulance services in the entire United States. That is an incredible accomplishment."***

*- Dr. Sharon Mace  
Emergency Physician, Cleveland Clinic  
CAAS Site Evaluator*



# ORGANIZATIONAL CHART



# MEDICAL DIRECTION

The Sanford Ambulance family was heartbroken in March with the sudden loss of Heidi Lako-Adamson, medical director, mentor, and friend.

Heidi fell in love with EMS at an early age and began her EMS career as an EMT at F-M Ambulance (FMA) in 1997. She attended paramedic school at FMA and was hired as a paramedic the following year. In 2000, Heidi was accepted into medical school at UND. Heidi worked as an emergency room physician at Meritcare from 2007 - 2011. In 2009, Heidi returned to F-M Ambulance as medical director. Shortly before her sudden death, Heidi renewed her National Registry Paramedic certification for the 11th time, signifying over 20 years in EMS. In addition to being part of the Sanford Ambulance family, Heidi also provided medical direction for several fire departments and rescue squads in the area.

Heidi was an integral part of the Sanford Ambulance family who cared deeply for our whole community. She was truly a dedicated advocate for rural EMS in North Dakota. Her passion for the profession of EMS and her patients will never be forgotten. Heidi's bright personality is dearly missed by everyone at Sanford Ambulance.



***"Heidi's loss was devastating to our entire company. We were fortunate to have two exceptional physicians that were willing to join the Sanford Ambulance family to provide medical direction to our team and carry on her legacy."***

*- Rick Cameron*



Dr. VanValkenburg



Dr. Tionson

After the loss of Dr. Lako-Adamson, Dr. Jason VanValkenburg and Dr. Jeff Tionson were named co-medical directors for Sanford Ambulance. Both Dr. VanValkenburg and Dr. Tionson are board certified in emergency medicine and work primarily in the Sanford Emergency Department. Dr. VanValkenburg's primary medical director role will be working with the operations portion of the ambulance service while Dr. Tionson's primary role will be with the Sanford Health EMS Education department.

# AMBULANCE OPERATIONS

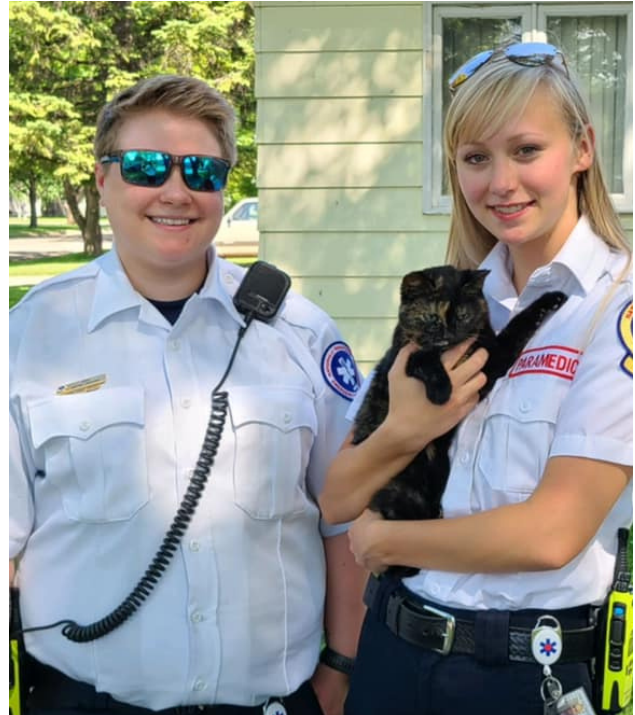
## The Sanford Ambulance Family

The heart and passion that our EMTs and paramedics put into their jobs can't be matched. Sanford Ambulance is a family - throughout good times and bad, our employees are not only there for our community, they are also there for each other.

**36** New Sanford Ambulance Team Members in 2021

**125** Total Number of Sanford Ambulance Team Members in 2021

- 78 paramedics and EMTs
- 21 educators
- 12 dispatchers
- 12 leadership team members
- 4 administration team members
- 3 NEAT EMTs
- 3 Ready Wheels drivers
- 1 IT professional
- 1 maintenance technician
- 1 logistics technician





# AMBULANCE OPERATIONS

## How many ambulances and other emergency vehicles do you have?

Sanford Ambulance operates:

- 17 total ambulances
  - 15 of those trucks are used for 9-1-1 calls
  - 2 trucks are used specifically for interfacility transfers
- AmBus - a coach-sized bus that is used during large-scale disasters
  - The AmBus can hold 20 patients
- Major Incident Response Unit - an old beverage truck that has been outfitted to hold a large amount of supplies
- Mobile Command Post - a small bus that can be used as a headquarters space during large incidents
  - White boards on walls can be used for note-taking during an incident
  - Outfitted with communication equipment for large-scale disasters
- 2 supervisor vehicles
- Northern Cass rover - an Explorer that is outfitted as an ALS intercept vehicle
- SHEMA ambulance - a retired ambulance that is used for training students in patient care and driving

## What type of shifts do EMTs and paramedics work?

Sanford Ambulance crews work 12-hour shifts that rotate on a 4-day on, 4-day off schedule.

## How many ambulance are covering our community during the day? During the night?

Shift start times vary through day and evening, but the minimum number of ambulances covering our community at one time is four, and the maximum number is twelve (ten 9-1-1 ambulances and two transfer trucks).





# METRO COOPERATION

## Tiered response within our metro communities

Emergency medical services (EMS) has evolved greatly since its inception. In 1966, the National Academy of Sciences published "Accidental Death and Disability: The Neglected Disease of Modern Society" which laid the groundwork for an organized system of pre-hospital emergency medical care with a "load and go" philosophy. Since that time, that philosophy has changed to a model that integrates high-level medical knowledge and techniques that can be performed on-scene in order to start definitive patient care much earlier than before.



In Fargo, Moorhead and West Fargo, Sanford Ambulance works with the fire departments and police departments to provide emergency medical care in a tiered system. In the metro area, firefighters trained as Emergency Medical Technicians (EMTs) are usually first to arrive and start basic life support (BLS) care. Police officers also provide assistance at some emergencies. Fire stations are strategically located throughout the metro area with the goal of arriving at emergencies in a short amount of time. Firefighters will provide basic life support until paramedics arrive shortly after to provide advanced life support (ALS),

The distribution of fire department stations and their responders is designed to minimize the response time to fire calls in the city. This also benefits the EMS system in having trained medical responders at fixed stations throughout the community. In most cases, a fire truck will arrive to a medical emergency in the metro area before an ambulance arrives. This tiered system benefits the patient by getting a responder to a scene quickly to perform immediate life-saving skills if needed. When the ambulance arrives, the paramedic is able to take over care, provide an advanced assessment, administer medications and invasive interventions, coordinate care with nurses and physicians in the hospital and safely transport the patient. As soon as the ambulance clears the scene, the fire truck and responders are able to return to their station to maximize availability for the next emergency. Firefighters and paramedics work together to provide high-performance pre-hospital care to the communities that they serve, as well as allowing all emergency response agencies to have efficient utilization of resources and placement of these resources in areas that are quickly accessible to those in need.

# NOT JUST THE BIG CITIES

## Supporting Cass and Clay County rural responders

Sanford Ambulance is happy to serve the residents of Cass and Clay Counties in many ways:

### Advanced Life Support (ALS) Services

Sanford Ambulance provides ALS for sections of both Cass and Clay Counties. When a 9-1-1 call comes in for a resident outside of the Fargo, Moorhead and West Fargo area, Red River Regional Dispatch Center dispatchers determine the severity of the emergency and where the closest responders are located. Often times, rural communities have ambulance services or rescue squads with volunteer first responders in their community.



If a community has a basic life support (BLS) ambulance service, those responders will be dispatched and provide BLS care to the patient. If advanced care is needed, they will call for an intercept and a Sanford Ambulance paramedic will meet the BLS ambulance on the way to the hospital. When they meet, the paramedic will join the BLS crew to provide advanced care that the patient needs.

Some communities have a rescue squad or a quick response unit (QRU) that provides BLS emergency medical care but don't transport patients. Residents of those communities will receive their initial care from first responders on those squads while Sanford Ambulance paramedics are enroute. Upon arrival, paramedics will work with the first responders to provide care and transport the patient to their preferred hospital.

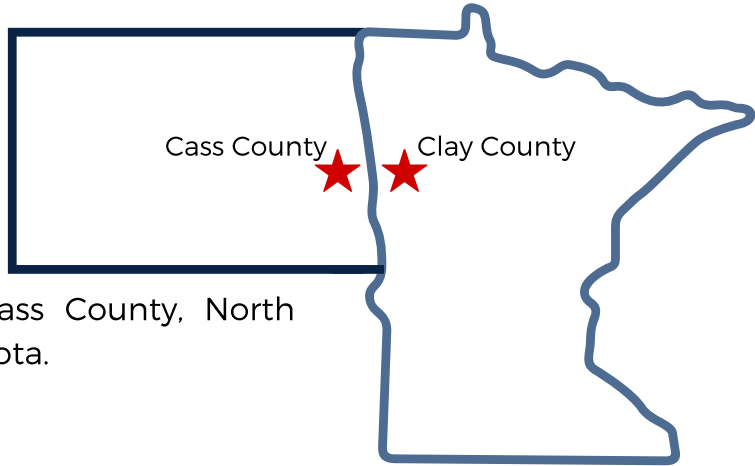
### Training

Sanford Ambulance provides in-person education each month to several Cass and Clay County ambulances and rescue squads. The Sanford Ambulance liaison travels throughout Cass and Clay Counties to attend squad meetings and deliver EMS education on requested topics or facilitate run review, focusing on medical and traumatic calls that are relevant to their community. Each month, the Sanford Ambulance liaison attends five squad meetings in Cass County and three in Clay County. They also attend two quarterly squad meetings for quick response units in Cass County. Sanford Ambulance also sits on both the Rural Cass County Ambulance & Rescue Association and the Clay County EMS Association.

# NOT JUST THE BIG CITIES

## Supporting Cass and Clay County rural responders

Sanford Ambulance's response area covers more than just the cities of Fargo, Moorhead and West Fargo. Sanford Ambulance is proud to provide advanced life support (ALS) service for large portions of Cass County, North Dakota and Clay County, Minnesota.



### Cass County, ND

In Cass County, Sanford Ambulance provides advanced life support as well as medical oversight and training for several rural communities including Page, Hunter, Kindred, Harwood, Horace, Mapleton, Buffalo and Leonard. Some of these communities have basic life support (BLS) ambulance services with EMTs, while other communities have quick response units (QRU) with first responders.

With help from several rural Cass County communities, since 2015, Sanford Ambulance has supported a "paramedic rover" in the northern Cass County area during peak call times for those communities. A Sanford Ambulance paramedic is based in Hunter, ND and ready to work with first responders and respond to emergencies in northern Cass County in a specially equipped vehicle.

### Clay County, MN

Sanford Ambulance works closely with several rural first responders in Clay County, including Glyndon, Felton, Ulen, Sabin and Hawley. In 2018, Sanford Ambulance added a location in Clay County to the system status management program that is used for dispatching ambulances. This means that when available, a Sanford Ambulance crew is stationed at the Glyndon Fire & Rescue station, which cuts down on response times to rural Clay County.

Sanford Ambulance is grateful for the support of the residents of Cass and Clay Counties to help us serve their communities!

# SANFORD AMBULANCE DISPATCH

## Answering the Call 24 Hours/Day

Normally, a 9-1-1 call in our community is answered by dispatchers at the Red River Regional Dispatch Center (RRRDC) who use a process called Emergency Medical Dispatching (EMD) to prioritize emergency calls. Once the RRRDC dispatcher determines what resources are needed and how serious the situation is, they assign the



call an EMD code and dispatch police or fire as needed. The EMD process determines if the ambulance responds to the call emergent (lights & sirens) or non-emergent. Once the RRRDC has determined the EMD code, they contact the Sanford Ambulance dispatch center, who assigns the call to the closest available ambulance and relays all of the information that has been gathered.

In addition to dispatching ambulance crews to emergencies through Cass and Clay Counties, Sanford Ambulance dispatchers have several other duties:

- Provide safety and welfare checks on crews.
- Provide weather and road reports for long distance transfers.
- Schedule inter-facility transports for ambulances and wheelchair vans.
- Coordinate IV starts, body removals and blood draws in non-hospital settings.
- Assure that accurate time stamps are captured for EMS crews.
- Ensure that the appropriate resources respond to each call to enable our staff to provide the best care.
- Answer, triage and provide pre-emergency instructions until help arrives for community members when they call Sanford Ambulance directly instead of calling 9-1-1.
- Work closely with case managers to help coordinate the movement of patients through inter-facility transports between local healthcare facilities.
- Coordinate air ambulance requests for the enterprise to move patients from local airports to other healthcare facilities throughout the country.

Coordinating the details of being part of a healthcare system and a public safety system can be difficult, but Sanford Ambulance dispatchers are able to triage incoming calls and multitask to prioritize transports and ensure the right resource is dispatched and available at all times.



# SANFORD AMBULANCE DISPATCH

Sanford Ambulance dispatchers are all trained and certified in Emergency Medical Dispatch (EMD) by the International Academy of Emergency Dispatch. EMD is a system that enhances the services that a dispatcher can offer by allowing them to quickly narrow down the caller's type of emergency situation to decrease response times of emergency responders and provide emergency care instructions for the patient prior to help arriving.



A dynamic deployment model of System Status Management (SSM) is used so dispatchers can station ambulances at strategic locations throughout the community. In a static deployment model, they are posted at the same locations throughout the day regardless of call locations. Sanford Ambulance uses a dynamic deployment model, which schedules staff based on call volume. The schedule will increase and decrease throughout the day depending on historical volumes. Ambulances are strategically placed throughout the community based on a "heat map", which shows a projection of how busy different areas of the community are throughout the day based on years of historical call data. This allows for a more efficient and effective use of emergency medical services.

## **The Sanford Ambulance dispatch center saw some big changes and growth during 2021.**

- The minimum dispatch configuration was changed from two dispatchers to three.
- A fourth dispatcher was added to the Monday through Friday dispatch staffing configuration, which required a fourth workstation be added to the dispatch center.
- A new scheduling software was approved to help with the overall process between hospital and transportation services to help streamline workflow.
- Dispatching for Rock County Ambulance (Luverne, MN) was added.

## **Did You Know...**

**57,925**

Total number of phone calls that Sanford Ambulance dispatchers answered in 2021

**254,802**

Total number of radio transmissions completed by Sanford Ambulance dispatchers in 2021

# SANFORD HEALTH EMS EDUCATION

Education has been a part of Sanford Ambulance since its inception in 1959. As the community grew, so did the need for more ambulances and more education. This started with crew members teaching classes on their days off and as extra duty. In the late 1990's, we added our first full time educator. Over the following years, we have added more courses and educators, and today's Sanford EMS Education Department (SHEMSE) boasts 10 full-time educators and an administrative assistant, as well as a cadre of part-time instructors, dedicated to all aspects of pre-hospital emergency medical instruction. We have gone from a few classes a year to courses held nearly every day and thousands of students annually. As in many things, COVID-19 has negatively affected our outreach efforts to schools, class sizes, and attendance. But we continue to plan for a return to larger classes in the future.



We pride ourselves on finding innovative ways to reach our community and provide education. Classes can be taken in the traditional face to face method, online for some topics, or a hybrid where part of the instruction is done online, then students come in for a hands-on skills validation session.

SHEMSE is in a collaborative agreement with North Dakota State College of Science to provide EMT and paramedic programs. This consortium is accredited through the Commission on Accreditation of Allied Health Education Programs ([www.caahep.org](http://www.caahep.org)) upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). This allows our students to obtain college credit up to an Associate's Degree for our paramedic program.

Our EMS recertification courses are also accredited through the Commission on Accreditation for Prehospital Continuing Education (CAPCE). This gives national credit for these continuing education hours that can be used in almost any state in the nation. Many of the courses are delivered online which allows Sanford staff at services in any state to attend and receive credit. SHEMSE is the only CAPCE accredited education program in North Dakota and one of only three in Minnesota.

# SANFORD HEALTH EMS EDUCATION

The catalog of courses we teach include every level of student.

## Middle School

- BLAST (Babysitting Lessons and Safety Training) is taught to middle school students to prepare them for babysitting jobs.

## High School

- The Explorers troop allows high school students the opportunity to experience EMS as a career choice.
- In June, SHEMA hosts an EMS camp in Wahpeton. This is an opportunity for rural students, who may not have access to a full-time ambulance service or Explorers troop, to learn about becoming a paramedic.

## Public

- We teach many childcare providers and foster parents CPR and first aid courses monthly for required certifications.
- In conjunction with other Sanford groups, we also teach hands-only CPR and Stop The Bleed courses at events around the region.

## Healthcare Providers

- For nurses, doctors, dentists, and associated medical staff that are not part of the larger hospitals, we teach advanced cardiac classes to help these clinics and dental offices react to patients with emergencies.

## Industrial Sites

- Several larger industrial, manufacturing, and service employers take courses from SHEMA. These can range from simple first aid to our Emergency Medical Responder (EMR) course. EMR is the foundational course for most first responders in law enforcement and volunteer fire or ambulance services. In the industrial sites, these staff members serve as the core for their first aid or safety teams. Having these certifications can save the company money on their insurance and keep their other claims lower.

## EMS Providers

- In addition to the EMR, EMT, and paramedic initial entry programs, as well as recertification courses for each of those levels, we teach a variety of courses to improve the knowledge and skills of the EMS provider. These include Advanced Cardiac Life Support, Pediatric Advanced Life Support, Advanced Medical Life Support, Pre-Hospital Trauma Life Support, EMS Safety, Emergency Vehicle Driving Training, Advanced Stroke Life Support, and many others.





# COMMUNITY PARAMEDIC



In 2014, Sanford Ambulance started a Community Paramedic (CP) program, which was created to deliver in-home healthcare services to people with chronic conditions whose needs may otherwise not be met by existing services. The CP program was created to fill the gap in services for patients who don't qualify to receive care from home healthcare programs and/or social services and to prevent hospital re-admissions. A patient's primary healthcare team can request services from a Community Paramedic through a referral system - the healthcare team and the CP team work together to deliver the best care possible to the patient.

While Community Paramedics may be less visible to the public than typical emergency service providers, they are a very important part of the healthcare system. The program plays a vital role in reducing unnecessary emergency room visits and hospital admissions. Community Paramedics go beyond basic healthcare services to care for a high-risk group of patients in our community who may otherwise have difficulty receiving the care that they need.

The Sanford Ambulance Community Paramedic program currently employs three full-time providers who work primarily Monday through Friday. By collaborating with several specialty areas throughout the Sanford Health system, Sanford Ambulance is hopeful to expand the Community Paramedic program in 2022.



# READY WHEELS

For over 30 years, Sanford Ambulance has been the home to Ready Wheels, a professional, non-emergency wheelchair transportation service. Ready Wheels is designed to provide local and long distance wheelchair transportation to anyone whose needs are not met by other services in our community.



Ready Wheels drivers are trained and approved using Minnesota DOT Special Transportation guidelines. Drivers are also trained in first aid, CPR, passenger assistance, customer safety, prevention of abuse and customer service.

Total number of Ready Wheels calls in 2021: **3,118**

# EMS INDUSTRY INVOLVEMENT

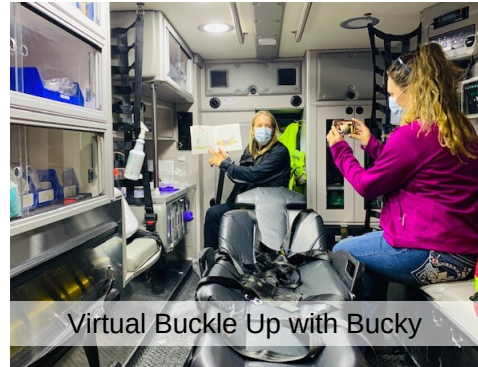
Sanford Ambulance encourages team members to stay involved in local, state and national organizations that relate to their area of expertise. Some of the organizations that team members are involved in are pictured below.



# COMMUNITY OUTREACH

## Buckle Up with Bucky

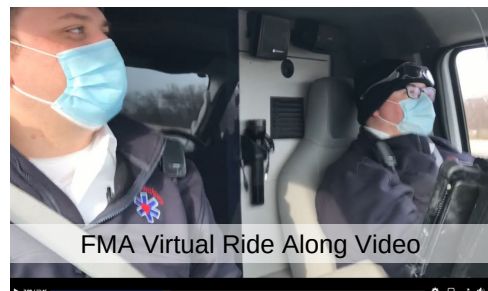
Due to COVID-19, the Buckle Up with Bucky program looked a little different in 2021. Instead of Sanford Ambulance paramedics visiting kids in grades K - 2 to deliver an in-person seat belt safety presentation, in 2021 Buckle Up with Bucky was delivered virtually! The 30-minute virtual presentation created a fun and easy way for EMS professionals to teach students about seat belt safety. Students watched a short video in their classroom and then connected with a Sanford paramedic virtually to hear about the rules of riding in a car. The presentation concluded with students hearing the paramedic read the book "Buckle Up with Bucky". Although feedback from the virtual presentations has been very positive, we are hopeful to get back into the classrooms for in-person presentations in the spring of 2022!



Virtual Buckle Up with Bucky

## Sanford Ambulance Explorers

The Sanford Ambulance Explorers program aims to introduce emergency medical services to students interested in a career in the healthcare field. Typically, Sanford Ambulance Explorers learn about different aspects of EMS during their monthly meetings and shadow paramedics and EMTs on ride alongs, but due to the pandemic, in-person meetings and ride alongs for the group had to be cancelled in 2021. Fortunately, Explorer leaders found a way to teach high school students about EMS by creating a series of videos that helped explain what EMTs and paramedics do and how the EMS system works. The online videos were a great option to show not only the Explorers, but also the general public what a day in the life of an EMT looks like.



FMA Virtual Ride Along Video

## Sanford Ambulance Citizens Academy

The Sanford Ambulance Citizens Academy is a hands-on opportunity for community members to see and learn what Sanford Ambulance paramedics and EMTs do every day. The Citizens Academy will educate participants about Sanford Ambulance and emergency medical services, along with teaching them skills they can use in actual emergencies. Although the Academy was on hold due to COVID, the Sanford Ambulance Citizens Academy is scheduled to resume in the spring of 2022.

# SWAT TEAM: TEMS MEDICS

Tactical Emergency Medical Service (TEMS) medics are specially trained paramedics that are members of the Red River Valley SWAT team. Since 1995, Sanford Ambulance TEMS medics have providing life-saving care in high-stress, high-pressure situations where there is an increased likelihood for law enforcement, civilian or suspect casualties.



TEMS medics are trained to provide care in unconventional environments where traditional EMS providers cannot respond. TEMS team members are experienced EMS providers who are selected through a testing process that includes a physical test and interview. Once selected, TEMS medics attend SWAT basic training, where they receive specialized training on how to provide care in dangerous situations and advanced training on airway skills, bleeding, shock, gunshot wounds, stabbings and blast injuries. TEMS medics also receive training on weapons safety and marksmanship.

Having TEMS medics on the SWAT team helps provide life-saving care rapidly. Without a TEMS medic at a SWAT scene, injured patients would have to wait for traditional EMS units to respond to the scene, and then possibly wait even longer until the scene is made safe. A TEMS medic is seconds away when a casualty occurs and does not have to wait for the scene to be cleared before they can begin providing life-saving treatment. Having TEMS medics on the SWAT team also benefits the team psychologically, because they know that they have highly trained medical providers who can care for them within seconds if they become injured during duty.

Sanford Ambulance is proud to support the Red River Valley SWAT Team and our community by providing medics and the specialized training that they need to keep the team, and the community, safe.





# SAFETY

EMS is an inherently risky job. On any given shift, providers might respond to a life-threatening situation where they are faced with making quick decisions in highly stressful situations. Throughout their shift, EMS providers may cycle between several high and low intensity calls, which can lead to exhaustion and errors. When working in emergency medical services, even one small error has the potential for very serious consequences.

***"Being on the safety committee is not only a great way to stay connected to our company, it also helps remind me that the little decisions we make every day can have big consequences if we aren't careful. I feel like the committee is a good way for me to help keep my co-workers safe."***

- Nate Dutt

The Sanford Ambulance Safety Committee is responsible to oversee the development and sustainment of health and safety initiatives throughout the company. They are tasked with promoting a safe and healthy work environment for all Sanford Ambulance patients and team members. The committee has several goals:

- Overseeing safety and risk management initiatives
- Identifying, investigating, analyzing and evaluating potential operational and clinical risks
- Developing policies and procedures to reduce risk
- Organizing and conducting training and continuing education on procedures, protocols and safety-related best practices
- Working with the Sanford Ambulance leadership team to develop, implement and measure safety-related quality improvement initiatives
- Staying up-to-date on the latest safety-related standards in EMS
- Monitoring workplace injuries and identifying ways to mitigate and prevent those situations in the future
- Collaborating with the operations team to encourage safe driving practices
- Promoting personal wellness among employees
- Providing feedback to the company based on analysis of safety-related incidents

The Safety Committee meets monthly to review any safety-related incidents that have occurred. After investigation and reviews, if changes are recommended, the committee develops a plan or strategy to implement the change throughout the Sanford Ambulance footprint. The committee is continually reviewing and researching the best practices for EMS patient and practitioner safety. They work to remind crew members of the importance that safety plays for each patient interaction.

# SPECIAL EVENTS

## NDSU, MSUM and Concordia Football

College football games are a huge part of our community, and with those games comes many fans! Sanford Ambulance is proud to provide medical coverage for NDSU, MSUM and Concordia football games that are held in our community.



## Fargo Marathon

Sanford Ambulance provided medical coverage at the 2021 Fargo Marathon held in September. Fortunately, there were very few marathon-related emergencies and crews enjoyed cheering on the runners throughout the Fargo-Moorhead community. Sanford Ambulance had 28 crew members working at the event.

## Red River Valley Fair

For over 20 years, Sanford Ambulance has provided medical coverage at the Red River Valley Fair. An EMT or paramedic crew handles medical events at the Fair during daytime hours. Depending on the attendance for the evening crowd, anywhere from one to six additional crew members help with medical coverage until closing time.

## Fargo AirSho

Although the weather at the 2021 Fargo AirSho was hot, there were very few medical emergencies throughout the crowd of approximately 15,000 people. Sanford Ambulance team members at the event included 1 ALS crew that was dedicated as the "flight line truck," several team members who staffed the incident command vehicle, team members on the AmBus and the supply truck, paramedics and EMTs who provided tours of the AmBus and ambulances, two bicycle paramedics and one mobile ATV crew.

## Fargo Force Hockey

Sanford Ambulance provides medical coverage for all Fargo Force hockey games. Our EMT or paramedic is ready to help spectators at any time and will assist with any medical emergency if needed during the game.

# EMERGENCY PREPAREDNESS

## Mass Casualty Incidents

Large-scale catastrophic incidents such as natural disasters, epidemics, airplane crashes, train derailments, infrastructure collapses or extreme weather can happen anywhere, with little or no warning. These events can have devastating effects on communities. Experience has shown that EMS systems are an essential part of a community's preparation and response to these incidents.



Sanford Ambulance puts a high level of commitment and priority to prepare for the worst. The MCI Committee is a group of Sanford Ambulance employees who are trained to respond to large-scale disasters. Members of the MCI Committee meet monthly and train extensively on how to best coordinate and use resources at a disaster. MCI Committee members know how to collaborate with the other emergency responders at a disaster and work together to save lives in the worst of circumstances.

Sanford Ambulance has several tools used to respond to large scale disasters. In 2009, Sanford Ambulance acquired an AmBus, which is a medical evacuation bus that can hold up to 20 stretcher patients. The AmBus was purchased by the North Dakota Department of Emergency Services using federal homeland security funds. The Sanford Ambulance AmBus has been used during floods, fires, and a train derailment. In 2021, the AmBus was used to help evacuate patients from a nursing home after a water main break.

In a large scale disaster, Sanford Ambulance also has a Major Incident Response Unit, which holds a large amount of supplies that could be used in a mass casualty incident. The Mobile Command Post is a small bus that can be used as a headquarter space by EMS or any other public service or emergency response agency during large scale incidents.



# PACT: PEER ASSISTANCE CRISIS TEAM

"How do you deal with the incredible amount of stress and emotions that come with this job?" It's a tough question that first responders are often asked, and sometimes have a difficult time answering.

EMS providers are expected to deliver emergency care in environments of extraordinary stress, chaos, risk and danger. As critical incidents become more frequent, the repeated traumatic stress that our providers experience compounds, and dealing with the emotions that come with these situations can be difficult. Although most EMS providers won't go on a lot of stressful calls in a row, if a few of those stressful calls are within a short period of time, stress and emotions can build up. Throughout an entire career, the cumulative stress can feel extremely overwhelming, and without some type of help or assistance, can cause providers to find unhealthy ways to cope with their stress, compound personal problems, or cause them to re-examine or second-guess their career in emergency medical services.

The Sanford Ambulance Peer Assistance Crisis Team (PACT) is a team of peers who are trained to help their co-workers cope with the traumatic calls and everyday stress that EMS professionals experience. The team is comprised of EMTs and paramedics, peers that crew members know and trust, and who understand the stress and emotions that come with EMS.

PACT team members attended a four-day training that gave them the tools needed to handle stress and help their co-workers and peers through tough times. The goal of the PACT team is to promote healthy coping skills to employees through confidential peer-to-peer interactions. PACT team members are trained in assisting their peers in finding healthy ways to deal with stress and getting additional support if needed.



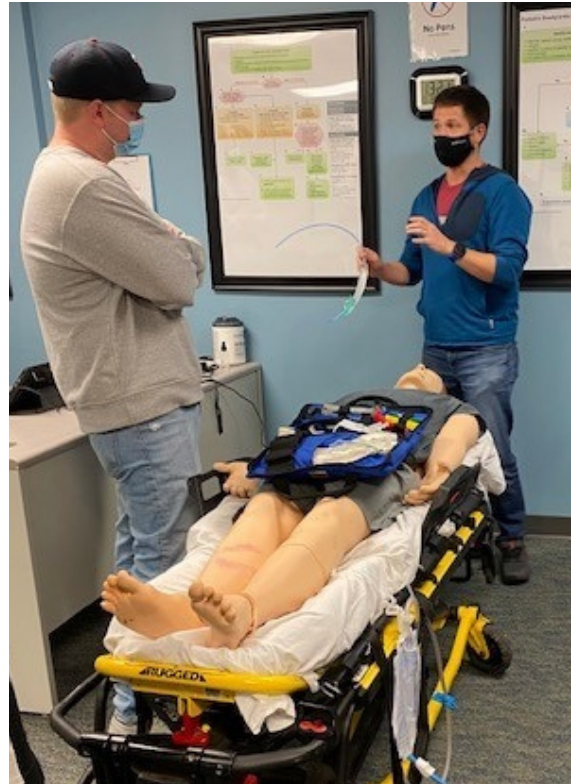
***"We have had team members leave because of the stress of this job. It's usually not one call... it's a cumulative effect of many calls. I think we've gotten better at helping our employees deal with stressful calls, but we can always do better. There are always going to be calls that you don't forget. Hopefully our PACT team can help co-workers learn how to cope with and get through these calls in a healthy way."***

*- Kathy Lonski*

# MAINTAINING EXCELLENCE

## Employee Orientation and Training

After an EMT or paramedic joins the Sanford Ambulance team, they start a four-phase orientation process. EMTs and paramedics spend approximately three weeks covering topics such as safety, communications and protocols. After they pass several tests focusing on skills and scenarios, they then move to the field training portion, where they cover general ambulance operations with their field training officer. Once the new employee can lead a call from start to finish, using protocols and equipment, critical thinking skills, assuring accurate and timely patient care reports, and understanding how to follow-up with the clinical department if needed, they are cleared to work in the field with a partner.



Training doesn't end once the orientation process is completed. In order to make sure that Sanford Ambulance EMTs and paramedics stay up-to-date with skills and knowledge, education is provided at each monthly meeting and skills fairs are held in the spring and fall of each year. Topics for skills fairs are determined through various ways, including run review, quality improvement initiatives, questions asked by crews, and interesting calls that are suggested for review by crew members.

Every two years, EMTs and paramedics must complete additional education hours in order to maintain their certification. The continuing education that our providers receive helps assess their knowledge and skills in the EMS field, encourage professional development, ensure competence and promote lifelong learning. Every two years, EMTs need 40 hours of continuing education and paramedics need 60 hours of continuing education. Sanford Ambulance also provides advanced training for paramedics who are trained in specialty airway procedures as well as monthly disaster training to team members on our MCI team. In 2021, Sanford Ambulance sent team members to Alabama for hazardous materials training and to New Mexico for training on terrorism in relation to EMS.

# COMMUNITY INVOLVEMENT

In addition to helping people during emergency situations, Sanford Ambulance also strives to improve the health of our community by participating in programs and activities that promote health and healing.

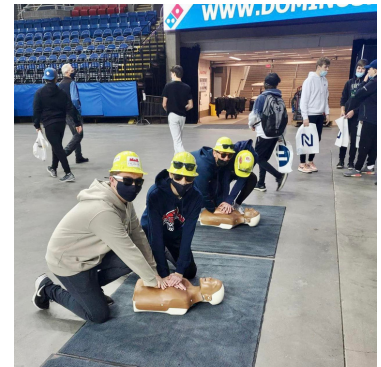
**38**

**Hours spent in emergency preparedness meetings with long term care facilities**



**384**

**Kids that received a virtual Buckle Up with Bucky presentation**



**22**

**Free CPR classes donated to community member benefits approved through the Dakota Medical Foundation**



**108**

**Hours of service in which the Sanford Ambulance honor guard assisted at funerals**

**894**

**Official Sanford Ambulance hours dedicated to community benefits in 2021**



**152**

**Fargo, Moorhead & West Fargo kids who received a free ice cream voucher for wearing a helmet**



# 2021 COMPANY AWARDS



Johnson



Wang



Werner



Tomaino



Almquist

## Congratulations to all of the 2021 Sanford Ambulance award recipients!

The **Star of the Year** award is given to a provider who consistently gives excellent patient care and customer service. The 2021 award recipient is *Chase Johnson*.

The **Employee of the Year** is someone who demonstrates the importance of being a great team member every day. The 2021 award recipient is *Carmen Wang*.

The **Rising Star Award** is given to a new team member who has shown promise in their first few months or years with the company. The 2021 award recipient is *Michael Werner*.

The **Sanford Health EMS Education Preceptor of the Year** has shown commitment to providing a positive learning experience for all students. The 2021 award recipient is *Kyle Anderson (not pictured)*.

The **VFW Award** is awarded to a team member who has a strong commitment to disaster response incidents or tactical EMS. The 2021 award recipient is *Tom Tomaino*.

The **Safe Driver of the Year** is awarded to a team member who consistently places the safety of their partners and the community as a high priority. The 2021 award recipient is *Tyler Almquist*.

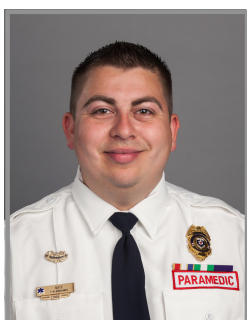
The **Medal of Meritorious Service** recipients have gone above and beyond their job duties without expectation of reward. The 2021 award recipients are *Matthew Budzielek, Casey Danielson, Nate Dutt, Angel Kern and Seth Murray*.



Budzielek



Danielson



Dutt



Kern



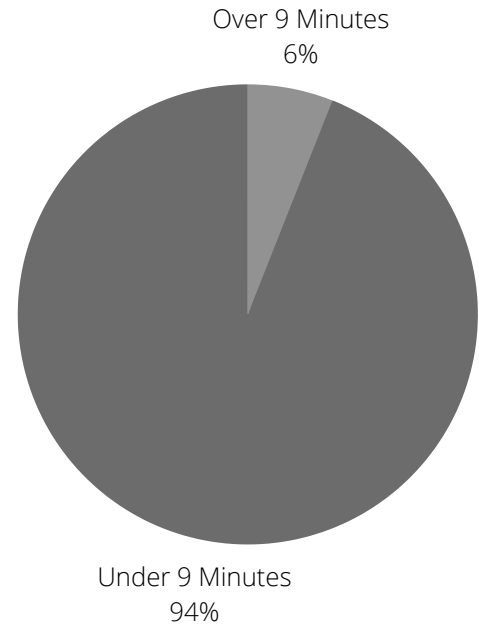
Murray

# A DAY IN THE LIFE

## Response Times

When an emergency happens, it may seem like it takes forever for help to arrive. Although there is no universally accepted response time goal, most urban ambulance services in the U.S. use the goal of responding to at least 90% of their calls in under nine minutes.

In 2021, Sanford Ambulance responded to urban emergency calls in less than nine minutes 94% of the time.



**What was the average response time for an ambulance in 2021?**

**7:34**

**How many calls for service did Sanford Ambulance respond to in 2021?**

**35,011**

**How many calls did an average Sanford Ambulance paramedic respond to in 2021?**

**1,078**

**How many miles was the longest patient transport in 2021?**

**331 miles**

**What is the average number of phone calls that come in to the Sanford Ambulance dispatch center each day?**

**159**

**What is the average number of radio transmissions that take place in the Sanford Ambulance dispatch center answers each day?**

**698**

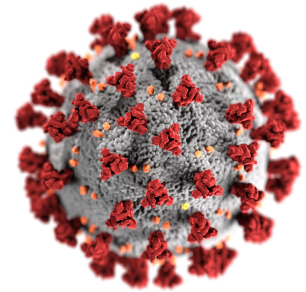
**How much does a new, fully loaded ambulance cost?**

**\$320,000**

# THE COVID-19 PANDEMIC

## How COVID Has Impacted Sanford Ambulance

Just like the ongoing COVID-19 pandemic has changed our world forever, it has also changed many things in emergency medical services. EMS is an important part of the overall healthcare system; EMTs and paramedics are often times the first people who interact with someone during an emergency. When the pandemic began, EMS providers were forced to quickly adapt in order to keep both their patients, and themselves, safe.



The highly contagious nature of the coronavirus has placed EMS workers at significant risk. In order to reduce this risk, EMS providers take careful measures to protect themselves and their patients. The use of personal protective equipment (PPE) such as N95 masks, face shields, masks and gowns has never been greater. Although the availability of these items has increased since the beginning of the pandemic, the cost of having these supplies for our providers has skyrocketed with increased demand.

COVID has impacted nearly every aspect of emergency medical services, including operations, protocols, and even the workforce.

- In 2021, Sanford Ambulance responded to 907 COVID-related calls.
- As COVID spiked, call volumes rose to levels never before seen, while the debilitating effect of the virus on staffing left many ambulance services with a reduced number of team members able to respond to emergency calls.
- The length of an ambulance call increased due to the extra protection that EMS providers needed. On COVID-related calls, EMS providers were asked to put on extra layers of protection, as well as spend an increased amount of time cleaning their ambulance before and after a call. This also resulted in an increased time that a truck was out of service after a call in order to make sure that we were doing our best to protect our patients and our providers.
- Many procedures and protocols were carefully reviewed and modified. All advanced airway maneuvers or breathing treatments were scrutinized to see if performing them would put providers at higher risk. The clinical team worked to minimize the risk for providers and provided specific guidance on how to safely administer the necessary treatments when these procedures needed to be performed.

Sanford Ambulance is proud of our employees and the dedication that they have shown when faced with increased stress and fatigue due to COVID. The resiliency of our team members has been incredible throughout the pandemic and remains incredible today.



# 2021 NOTABLE EVENTS

## Long Term Care Facility Evacuation

In January, Sanford Ambulance staff responded to a water main break at a local long term care facility. The water main break resulted in water being shut off to the facility; because of this, all of the residents needed to be relocated. Sanford Ambulance worked with several other agencies to safely move the residents to other facilities throughout the area.

To prepare for large-scale events like nursing home evacuations, each year Sanford Ambulance staff work with local nursing homes and long-term care centers to create a tactical plan, which is a rough draft of what would happen if a large-scale event caused the need to move a large amount of residents. As soon as the call came in for the water main break, the tactical plan was presented to responding EMS units, which told them approximately how many residents would need mobility assistance. This information helped paramedics and EMTs decide what resources were needed, which led to a quicker and smoother evacuation.

The tactical plans for each long term care facility are updated annually, which also allows Sanford Ambulance to create a strong working relationship with the leadership at each organization. It takes a tremendous amount of work to prepare for major incidents in our community, and although we hope that these incidents never happen, Sanford Ambulance is well prepared if or when they do happen.



# SANFORD HEALTH EMS EDUCATION IN 2021

The SHEMSE staff had a good year, despite covid challenges. Some events and milestones members of our staff achieved this year include:

- Submitting and receiving approval for a second year of the US Substance Abuse and Mental Health Administration (SAMHSA) Rural EMS Training Grant. This grant is being used to increase the number of EMTs in rural areas of MN and ND as well as provide mental health first aid training and recertification classes to working EMS providers.

## 2021 SHEMSE Numbers

**421** Public Classes

**6,335** Public Students

**162** EMT Students

**20** Paramedic Students

- Being invited by CoAEMSP to participate in a select subject matter expert meeting about the new Paramedic Student Skills Matrix being implemented across the US.
- Participating in the Fisdap Research Summit as a group leader.
- Writing questions and pilot testing a Critical Care Paramedic exam in development by the International Board of Specialty Certification.
- Piloting an Apprentice EMT program. Students were hired by Sanford Ambulance and were paid while attending a combination of EMT education sessions and orientation activities to prepare to immediately join the team upon completing the course and gaining state licensure.
- Several staff participating in National Registry of EMTs' item writing or review sessions for future EMT and paramedic national certification exams.
- Multiple staff members presenting at regional and state conferences in our region.
- Contracting with the North Dakota State EMS Association to provide EMS Safety courses across the state.
- Assisting with developing a mental health curriculum for a Sanford-wide project called BeHEARD which is now used across the Sanford footprint.
- Participating as an EMS education expert on the American College of Surgeons - Committee on Trauma (ACS-COT) Trauma Triage Guideline revision to be published in March of 2022.
- Invited to participate as a subject matter expert and representative of the National Association of EMS Educators to the NREMT Continued Competency Agenda Steering Committee which is working on a new framework for how EMTs and paramedic retain and build their knowledge and skills at patient care over the course of their careers.

# CARDIAC READY COMMUNITIES



Research shows that the first five minutes of a cardiac emergency are the most critical. Communities can increase survival and recovery rates for victims of heart attacks, strokes, or sudden cardiac arrest when residents are aware of cardiac emergency signs and symptoms, activate the 911 system during those emergencies, know how and when to begin CPR, and have access to public automated external defibrillators (AEDs).

The North Dakota Department of Health partnered with the American Heart Association to create the Cardiac Ready Communities program with the goal of promoting survival from sudden cardiac arrests that happen outside of a hospital setting across North Dakota. In 2016, Sanford Ambulance teamed up with a group of local organizations and community members to create a taskforce, who collaborated and worked together to pursue obtaining a North Dakota Cardiac Ready Communities designation for the cities of Fargo and West Fargo.

After organizing the taskforce, the group worked to engage community members to respond and assist when an individual suffers a sudden cardiac arrest. The taskforce launched a successful campaign focused on educating community members to recognize the signs and symptoms of a heart attack and know how to access care quickly, before it turns into a cardiac arrest. The taskforce also made hands-only CPR accessible and easy to learn for all community members.

For over two years, the taskforce worked to increase the survivability of sudden cardiac arrest in the Fargo and West Fargo communities. Through hard work and dedication, the taskforce was able to implement and track an increased number of community members that could provide CPR if they witnessed a sudden cardiac arrest. Increasing the number of people knowledgeable in CPR is critical in keeping people alive until an ambulance or other emergency service arrives.

In September 2021, under the leadership of Sanford Ambulance, the taskforce submitted their proposal for review to the ND Department of Health. After the evaluation, communities either receive feedback for areas of improvement or are granted Cardiac Ready Community designation.

After many years of hard work by the Heart Safe Taskforce, in November of 2021, Sanford Ambulance proudly announced that the cities of Fargo and West Fargo were awarded a three-year designation as Cardiac Ready Communities from the ND Department of Health.



# MISSION: LIFELINE

When someone suffers a heart attack, prehospital personnel are the first providers of care. These personnel can make the difference between life and death for those patients. The role of EMS in the system-of-care for cardiac patients is crucial and often sets the course for the patient's outcome.

Mission: Lifeline EMS is a program launched by the American Heart Association in 2014 designed to showcase and recognize Emergency Medical Service organizations across the nation for excellent STEMI (ST Elevation Myocardial Infarction) care. "ST elevation happens when a patient experiences a complete blockage of blood flow to an area of the heart that requires timely treatment. The change, or "elevation" can be seen on a heart monitor by a paramedic. Every year, more than 250,000 people experience a STEMI. To prevent death, it's critical to restore blood flow as quickly as possible, either by surgically opening the blocked vessel or by giving clot-busting medication.

In 2021, Sanford Ambulance was awarded the highest Mission: Lifeline award - Gold Plus. This award recognizes Sanford Ambulance for implementing quality improvement measures for the treatment of patients who experience severe heart attacks. The award helps celebrate the achievements of prehospital providers and their collaboration with each other and destination hospitals specific to STEMI patient care. Sanford Ambulance is one of only 33 ambulance services around the nation to have achieved the top Mission:Lifeline level year.

The Mission: Lifeline initiative provides tools, training and other resources to support heart attack care following protocols from the most recent evidence-based treatment guidelines. Mission: Lifeline's EMS recognition program recognizes emergency medical services for their efforts in improving systems of care to rapidly identify suspected heart attack patients, promptly notify the medical center and trigger an early response from the awaiting hospital personnel. Sanford Ambulance is proud to be recognized for the top-notch cardiac care that we provide the residents of our community.



***"Sanford Ambulance is dedicated to providing optimal care for heart attack patients and making our service among the best in the country, and the American Heart Association's Mission: Lifeline program is helping us accomplish that by implementing processes for improving systems of care with the goal of improving the quality of care for all acute coronary syndrome patients. We are pleased to be recognized for our dedication and achievements in emergency medical care for all cardiac patients."***

*- Jason Eblen*

# A LOOK AT THE NUMBERS

RESIDENTS IN OUR SERVICE AREA

**221,064**

OVERALL MILES DRIVEN BY OUR CREWS

**512,346**

PATIENTS TRANSPORTED

**24,231**

LOADED MILES (PATIENTS ON BOARD)

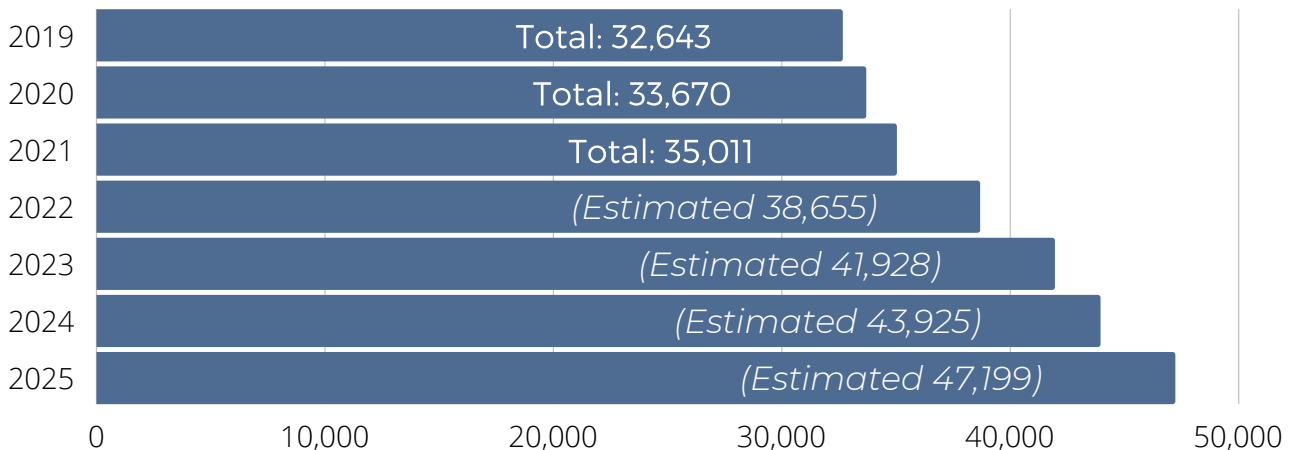
**206,260**

GALLONS OF FUEL USED

**79,675**

## Requests for Service

Our paramedics and EMTs respond to calls for service 24 hours/day, every day of the week. We understand that when people need our help, it is often the worst day of their lives. Our EMTs and paramedics strive to make that day a little better, whether it's through a small gesture like a smile or something bigger, like saving a life.



# A LOOK AT THE NUMBERS



**Number of cardiac or respiratory arrests**

225



**Number of STEMIs called in the field**

37



**Number of patients placed on a cardiac monitor**

5,833



**Number of times the LUCAS was used**

127

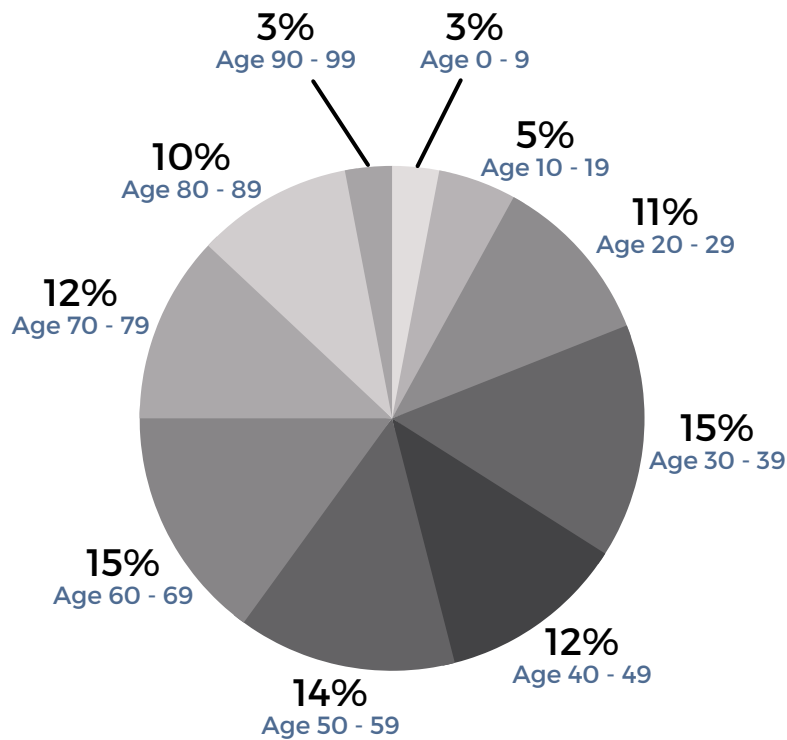
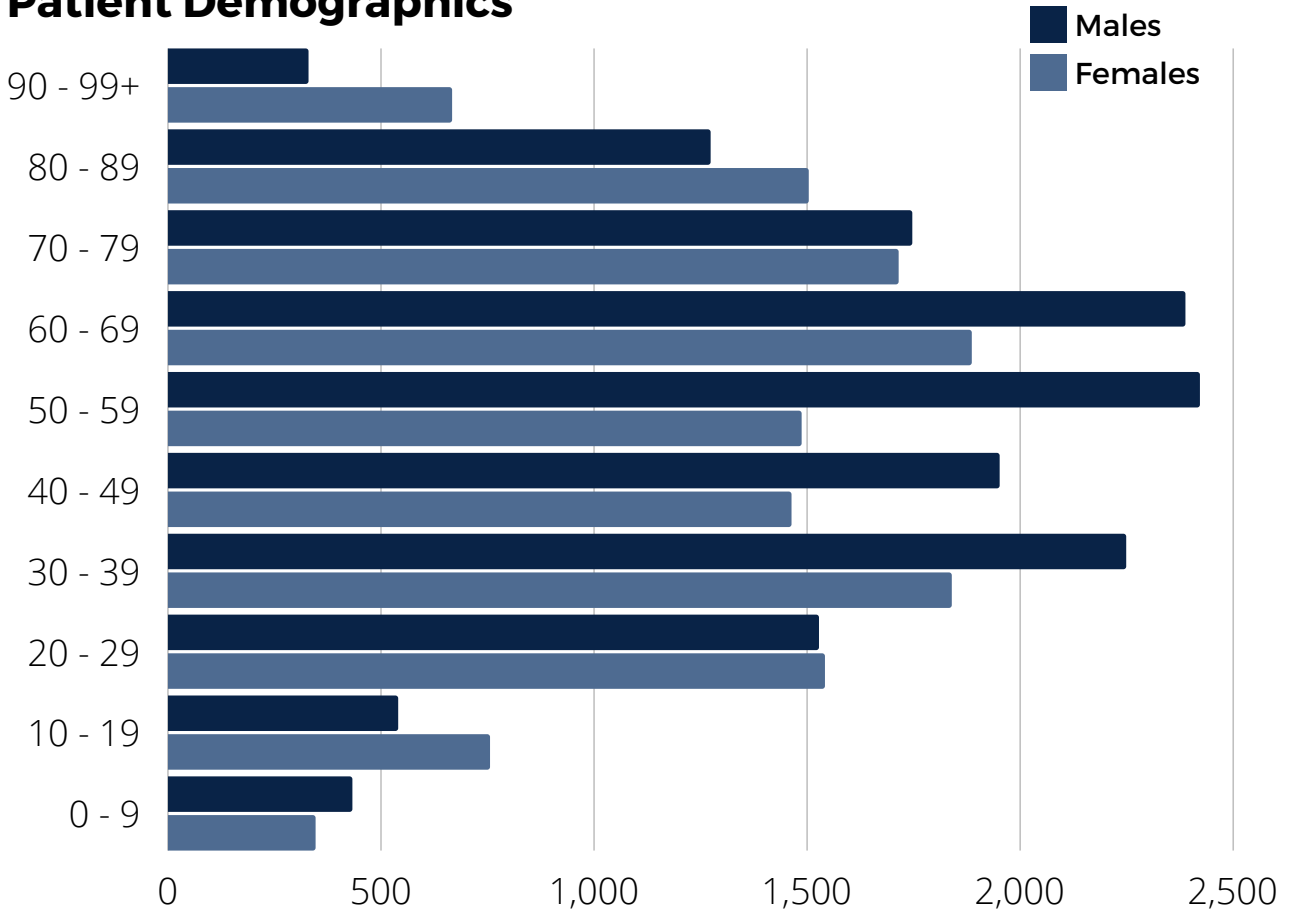
The LUCAS is a machine that provides mechanical chest compressions to patients in cardiac arrest.





# A LOOK AT THE NUMBERS

## Patient Demographics



# A LOOK AT THE NUMBERS

## Top 10 Most Common Calls

- 1.COVID-19 (Confirmed)
- 2.Behavioral Emergency
- 3.Abdominal Pain
- 4.Generalized Weakness
- 5.Alcohol Use
- 6.Suicidal Ideation
- 7.Shortness of breath
- 8.Chest Pain
- 9.Back Pain
- 10.Seizure



**Busiest Day of the Week:**

Wednesday

**Slowest Day of the Week:**

Tuesday

**Busiest Day of 2021:**

Wednesday, July 21  
140 calls in 24 hours

**Least Busy Day of 2021:**

Sunday, January 3  
61 calls in 24 hours

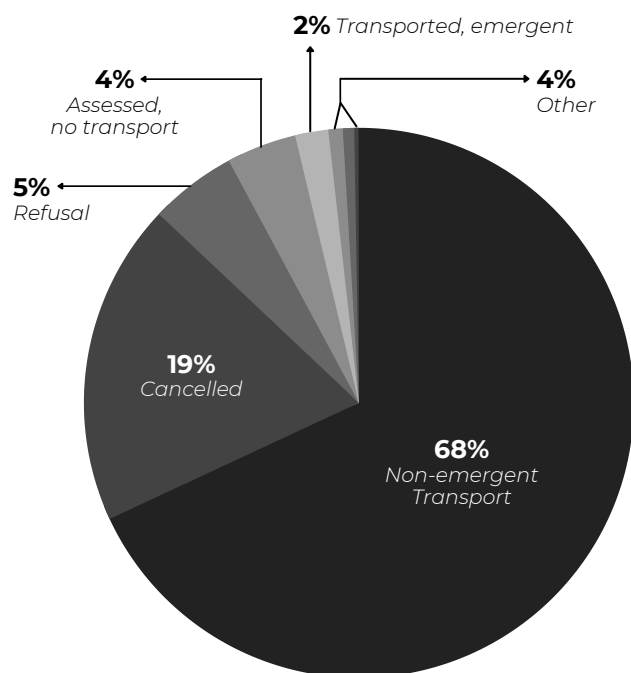
**Busiest Time of Day:**

5:00 PM - 6:00 PM

# A LOOK AT THE NUMBERS

## Patient Dispositions

- 23,557** Transported, non-emergent  
*The decision whether to transport with lights & sirens is based on the patient's needs. The majority of the patients that we transport are not emergent transports.*
- 6,567** Cancelled  
*Sometimes we are cancelled prior to arriving at a call if care is not needed.*
- 1,770** Refusal  
*Unless a patient is unconscious or in an altered state of mind, everyone has the right to refuse ambulance transport.*
- 1,425** Assessed, no transport  
*Some patients may be injured or sick, but they don't need ambulance transport.*
- 674** Transported, emergent  
*Lights & sirens are used to transport patients who are critically ill or injured in order to get them to definitive care quickly.*
- 293** Treated & released  
*In some cases, we can treat a patient on-scene so they don't need to be seen in the emergency department.*
- 230** Deceased
- 82** Intercept  
*Sanford Ambulance will provide ALS services to rural communities; our ALS providers will meet them on the way to the hospital after the rural first responders have started caring for the patient.*
- 12** Organ transport  
*Time can be critical in organ transplants - if we have a truck available, we will help transport organs to help save lives.*





# A LOOK AT THE NUMBERS

NUMBER OF IV'S  
PLACED

**6,748**

NUMBER OF  
INTRAOSSUEOUS INFUSIONS

**183**

MEDICATIONS  
ADMINISTERED

**4,237**

ADVANCED AIRWAYS  
PLACED

**283**

PATIENTS PLACED  
ON OXYGEN

**3,474**

STROKE ALERTS

**107**

TRAUMA ALERTS

**116**



# LOOKING TO THE FUTURE

## NEAT: Non-Emergency Ambulance Transport

As our community has grown, so have the number of healthcare facilities that require transportation between them. In order to help assure that those transports take place in a timely manner, Sanford Ambulance launched the Non-Emergency Ambulance Transport (NEAT) program in December 2021.

The primary mission of the NEAT program is to perform non-emergency interfacility transports between healthcare facilities within the Fargo-Moorhead area; NEAT EMTs are dedicated to caring for patients while transporting them to the definitive care that they need. NEAT EMTs aren't scheduled to respond to 911 calls. Instead, they perform patient care while responding to interfacility transports, or moving patients between area hospitals. Focusing on interfacility transports has many benefits, including helping EMTs build a good foundation with patient assessment skills and help develop a future EMS career. NEAT EMTs have a unique opportunity to enhance their patient relation and communication skills and get familiar with Sanford Ambulance. After working as a NEAT team member for one year, the EMT is eligible for a full scholarship to paramedic school through the Sanford Health EMS Education Department paramedic program run through the North Dakota State College of Science (NDSCS).



The majority of transports that NEAT EMTs provide are for patients that need to be moved between the three Sanford hospitals. The three locations focus on different healthcare needs. Which hospital the patient will be admitted to is based on what services are provided at the location to best meet the needs of the patient. NEAT EMTs are primarily scheduled during the times that are busiest for transports between area hospitals.



# LOOKING TO THE FUTURE

## Expanded Sanford Ambulance Locations

F-M Ambulance began in 1959 as a single Cadillac hearse that was converted into a makeshift ambulance based out of Korsmo Funeral Home in Moorhead. In the early 1980's, the headquarters building moved to 1101 1st Avenue South in Fargo, where it stayed until 2000 when the current headquarters at 2215 18th Street South in Fargo opened.

Since 2000, Sanford Ambulance has experienced an incredible growth in calls for service. Between 2003 and 2020, the number of requests for ambulance service have increased by 170%. Projections looking out to 2030 show an ambulance request volume growing at a 6% to 8% rate per year, which would amount to around 60,000 ambulance calls by that time.

The number of ambulances, EMTs, paramedics, dispatchers, and administrative personnel needed to keep up with the anticipated demand has outgrown the current headquarters building. Future Sanford Ambulance building and location plans include:

- A new headquarters building in south Fargo
- An additional post in the southern portion of West Fargo
- Adding a post in the south Moorhead area
- Increased partnerships for potential posts in Clay County



F-M Ambulance based out of Korsmo Funeral Home



F-M Ambulance headquarters at 1101 1st Ave. S. in Fargo



Current Sanford Ambulance headquarters in Fargo





SANFORD  
AMBULANCE