Lakes Region

EMS







YOUR COMMUNITY AMBULANCE SERVICE









2024 ANNUAL REPORT

Lakes Region



Executive Director's Report

Aarron Reinert, MA, NRP
Executive Director

FOUR PILLARS

- **State-of-the-Art Patient Care**
- **Outstanding Customer Service**
- **Dedication to the Communities We Serve**
- **Financial Health and Responsibility**





As I reflect on 2024 and look ahead to 2025, I find myself thinking about legacy — the one we've inherited, the one we are building, and the one we have the power to create in the years to come.

Legacy takes many forms. It's the lasting impact of actions, decisions, and generosity. The legacy of Dennis Frandsen is a remarkable example. His extraordinary gifts to Lakes Region EMS (LREMS) have shaped our ability to serve, grow, and innovate. But legacy is also found in the everyday moments — the ones that may seem small but leave a lasting imprint on those we serve.

In 2024, LREMS responded to 4,850 emergency medical requests. While this number is significant, it doesn't capture the full extent of our impact. Beyond emergency calls, our team members connected with the community in countless ways — through our Charitable Missions Committee, events such as National Night Out and Touch-a-Truck, and simple, everyday encounters at restaurants, gas stations, and local gatherings.

Every one of these interactions is an opportunity to create a lasting impact. It might be the comforting presence of an EMT holding a patient's hand on the way to the hospital, a reassuring hug given on someone's worst day, or a warm conversation that eases the fears of a worried family member. Legacy is also found in the helping hand extended when someone needs groceries, a meal for their child's backpack, or guidance through the complexities of the healthcare system.

A lasting impact is also measured in the transformative effect of generosity. Dennis Frandsen's gift of over $5 million has allowed LREMS to enhance our ability to serve communities across East-Central Minnesota and West-Central Wisconsin. His contributions have helped us invest in critical, life-saving equipment, modernize our bases to create a better work environment for our 90+ employees, and bring an air medical helicopter to our Rush City base — an addition that elevates our critical care transportation system to new heights. While these resources may not save a life every day, they touch thousands of lives in meaningful ways.

But legacy is not just about what we receive; it is also about what we choose to give. Legacy is a conscious decision — an intentional effort to make a difference in the lives of others. Poet and author Maya Angelou captured this idea beautifully when she said, "People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Each day, we have the opportunity to create a legacy of kindness, compassion, and excellence. It's in the way we show up for our patients, our colleagues, and our community. It's in our commitment to professionalism, our pursuit of excellence, and our ability to bring out the best in each other.

As we step into 2025, I imagine a future where we choose to be different — where we actively build a legacy of positivity, service, and excellence in every interaction. We have the power to shape the future, not just through the work we do but through the way we do it. Let's make it count.

Aarron Reinert
Executive Director



Chris Ward, M.D.
Medical Director

Medical Director Report

2024 was a year of growth and refinement for the Lakes Region EMS Education Department. As we navigated a transition in clinical leadership, we took the opportunity to reinforce our foundation, focusing on the fundamentals that define excellent patient care. From delivering highly efficient treatment during cardiac arrest to mastering the nuanced assessments needed for patients with dizziness or weakness, our goal was clear: Build upon core clinical principles to support the continued advancement of our critical care capabilities.

In alignment with best medical practices, we implemented key updates to our use of checklists for Rapid Sequence Induction/Intubation (RSI). The aviation industry has long demonstrated that structured checklists improve safety in high-risk procedures, and healthcare is no different. This past year, we refined our RSI checklist and dedicated significant training time to ensure our team is fully prepared for this complex and critical procedure. These updates are another step toward optimizing patient safety and outcomes for those requiring advanced airway management.

One of the most significant challenges we faced in 2024 was change. Our team grew as we welcomed Ryan Quinn as our new Director of Clinical Services in January, John Misewicz as our Clinical Education Coordinator in October, and Cody Miller as our Quality Assurance and Clinical Coordinator in December. Each of these leaders brings valuable expertise and a shared commitment to excellence, and we are excited to build upon the strong clinical foundation that has defined LREMS for decades.

Looking ahead to 2025, we remain committed to strengthening our foundational knowledge while expanding our clinical skill set. One key focus for the coming year is advancing our use of ultrasound in patient care. While we first integrated ultrasound technology several years ago, we are now working to expand its applications, particularly in pulmonary assessments for patients experiencing respiratory distress. This technology will enable us to differentiate between conditions such as Congestive Heart Failure (CHF) and Chronic Obstructive Pulmonary Disease (COPD), allowing for more precise and effective treatment in the field.

At Lakes Region EMS, we hold ourselves to the highest standards because our patients expect nothing less. As we move forward, we remain dedicated to providing our EMTs and paramedics with the knowledge, resources, and training necessary to deliver the very best in prehospital care — today and in the years to come.

Thank you,

Chris Ward, M.D.
Medical Director



PILLAR ONE

State-of-the-Art Patient Care

Clinical Development Introduction

Lakes Region EMS continued to build on its foundation of excellence in 2024, guided by the mantra "Building on the Foundation of Quality." This approach ensured that the team maintained a strong, consistent level of care across all providers, enabling the highest standards in patient treatment. LREMS focused on reinforcing core clinical skills to strengthen its ability to deliver advanced critical care.

To uphold its mission of state-of-the-art patient care, the organization introduced key personnel changes, expanded clinician education efforts, standardized clinical processes, and invested in new tools and technology. By focusing on these core areas, LREMS not only sustained its reputation for excellence, but also advanced in clinical proficiency, quality assurance, and critical care education.

Clinical Department Changes

The Clinical Department underwent notable leadership changes in 2024, welcoming Ryan Quinn as the Director of Clinical Services in January, Cody Miller as the Clinical Coordinator with a focus on quality assurance in December, and John Misewicz as the Clinical Education Coordinator in October. These new leaders stepped into key roles with a commitment to maintaining the high standards set by their predecessors while continuing to advance patient care initiatives.

In July, the team also said goodbye to Clinical Education Coordinator Nick Eastman, acknowledging his contributions and dedication to the department. While change is always a challenge, the seamless transition in leadership has ensured that LREMS remains on its forward trajectory, emphasizing continuity, excellence, and improvement.

Clinician Development and Education

Lakes Region EMS sustained its commitment to clinician education through a structured, evolving curriculum aimed at improving both foundational and advanced skills. The department continued quarterly education initiatives, with a strong focus on cardiac arrest training and streamlining response protocols to ensure efficient, high-quality patient care. Standardizing these responses has been crucial in improving neurologically intact outcomes for patients experiencing cardiac arrest.

The department also continued its monthly case reviews, which analyze significant or complex patient cases, allowing for a reflective learning process. These reviews, which include events such as multi-victim crashes and unique medical cases, provide insights into clinical decision-making in real-time scenarios.

A major addition in 2024 was the introduction of guest speakers, who brought expertise in specialized areas such as ventilator management, cardiology, and electrocardiogram (EKG) interpretation. These speakers have helped broaden the clinical knowledge base within the department, providing external perspectives that enhance internal training efforts.

Additionally, 2024 marked the beginning of formal recognition for crews that met national benchmarks for stroke and STEMI (heart attack) patients. These time-sensitive conditions require rapid recognition, precise treatment, and efficient hospital notification. EMS crews were evaluated based on their ability to identify these critical conditions, initiate proper care protocols, and transport patients to the most appropriate facility within the recommended timeframes. Those who met all benchmarks received custom-designed recognition stickers, reinforcing a culture of excellence and encouraging adherence to best practices. By tracking and rewarding performance in these high-stakes cases, LREMS continues to drive improvements in time-sensitive patient care while fostering a strong clinical culture.

New-hire training was a key priority in 2024 as LREMS welcomed its largest onboarding class yet, bringing 31 new team members on board. Due to natural turnover and shifts in the EMS workforce landscape, a significant number of new paramedics and EMTs joined the team. To ensure a smooth transition, the department provided a comprehensive training program that extended beyond basic orientation. New hires participated in a series of essential classes covering patient care protocols, equipment usage, and critical decision-making skills. This structured approach ensured that all incoming providers met the department's high standards and were fully equipped to deliver state-of-the-art patient care.

To further enhance its education initiatives, Lakes Region EMS evaluated and selected a new learning management system in 2024, designed to centralize and streamline training efforts. Implementation is set for January 2025, providing EMS personnel with on-demand access to educational materials, structured coursework, and performance tracking tools. This system will improve the efficiency of training while ensuring that all providers remain up to date with the latest protocols and best practices.

Continued Quality Assurance

The Quality Assurance (QA) program remained a pillar of Lakes Region EMS operations in 2024, maintaining the standard of 100% review of stroke, intubation, STEMI (heart attack), and cardiac arrest calls. These critical cases require precise execution of protocols, and thorough QA processes ensure adherence to best practices.

During 2024, we remained committed to ongoing improvement and transparency, with the QA team actively analyzing key clinical metrics to identify areas for growth. Looking ahead to 2025, the department aims to refine its approach to data analysis and case review while maintaining its emphasis on learning from patient care outcomes to drive continuous improvement.

Tools to Do Our Job (Clinical Equipment, Equipment Standardization)

Maintaining access to state-of-the-art clinical tools is a core component of delivering high-quality patient care. In 2024, Lakes Region EMS made several key equipment updates:

- Air-Q3 supraglottic airways: This advanced silicone airway device was introduced to improve airway management and patient safety, particularly for EMTs handling airway interventions.
- OneScope video laryngoscopes: This new system allows paramedics to record intubations, providing real-time quality assurance and post-procedure analysis. By reviewing recorded footage, teams can assess techniques, identify areas for improvement, and adjust training accordingly.
- HandTevy Mobile tool: The department continued its use of this advanced guideline and medication reference app, ensuring precise dosing and streamlined treatment decisions for both pediatric and adult patients.

These enhancements reinforce the department's ongoing efforts to equip EMS providers with the most effective tools to optimize patient outcomes.

Critical Care Provider Course

The partnership with FlightBridgeED continued to strengthen critical care education at Lakes Region EMS in 2024. Five paramedics successfully completed the Critical Care Provider Course, reinforcing the department's goal of expanding critical care capabilities.

Additionally, Lakes Region EMS adopted the FlightBridgeED Learning Management System (LMS), implementing it in January 2025. This system provides structured educational content, allowing paramedics to continue their critical care training through an interactive, on-demand platform.

The commitment to ongoing professional development and advanced training ensures that Lakes Region EMS remains at the forefront of prehospital critical care, delivering the highest standard of patient treatment.

Key Patient Care Stats:

- Total IV Attempts: **3,341**
- Successful IV Attempts: **2,287**
- Patients Intubated by LREMS: **41**
- Intubated Patients Transported: **67**
- Total NIV Usage: **126**
- Patients Transported on Hamilton: **259**
- Advanced Airway Places: **70**
- Total 12-Leads: **2,495**
- Total High Flow Nasal Cannula Usage: **28**
- King Airway Placed: **29**
- Total Patients With Blood Glucose Assessed: **3,613**
- Patients Who Received a Neb Treatment: **231**
- ETCO2 Usage: **454**

Arrowhead Association EMS Conference & Expo

Lakes Region EMS once again had a strong presence at the Arrowhead EMS Conference & Expo, held in mid-January at the Duluth Entertainment Convention Center (DECC) in Duluth, MN. Maintaining our large corner booth, we showcased one of our new 2024 ambulances alongside our 2023 Model Y Tesla, a newly outfitted admin response vehicle equipped with lights and sirens. Designed to provide rapid support and additional personnel when needed, the Tesla sparked considerable interest at the conference, drawing attendees into

discussions about its capabilities and the evolving role of electric vehicles in EMS operations.

Attending on behalf of Lakes Region EMS were Director of Operations Ben Wasmund, Operations Manager Lee Huber, Operations Supervisor Alissa Behl, Vehicle Service Technician Courtney Martin, Paramedic Erin Bortz, and EMT Dan Struemke. This dedicated team engaged with clinicians and EMS professionals from across the state, exchanging insights with both high-call-volume metro agencies and rural services that handle fewer than 100 calls per year.

Beyond networking, the conference provided valuable continuing education opportunities. Our team attended specialized classes led by experts from various sectors of the medical field, earning essential continuing education credits for re-certification. These sessions not only reinforced clinical knowledge but also introduced innovative practices that can enhance patient care and operational efficiency.

Lakes Region EMS was especially proud to recognize staff members for their outstanding dedication by providing them the opportunity to attend Arrowhead. We believe in fostering professional growth and strengthening our positive relationships with the agencies, vendors, and partners we work with daily. Events such as Arrowhead allow us to maintain these crucial connections while creating new partnerships that can drive future opportunities for our organization and the communities we serve.

With another successful year at Arrowhead, Lakes Region EMS continues to demonstrate its commitment to innovation, collaboration, and excellence in emergency medical services

Star of Life

Royce has been a committed member of Lakes Region EMS since 2018, beginning his journey as an EMT and advancing to the role of EMT Field Training Officer (FTO) in 2020. In addition to his work in EMS, Royce has proudly served in the Army National Guard since 2012, bringing valuable experience and leadership to his role in the military and at Lakes Region EMS. Over the years, he has contributed as an educator for new hires and occasionally served as an orientation educator, mentoring, and guiding the next generation of EMS professionals.

Among the many calls he has responded to, what truly stands out are the instances where he provided help outside of typical EMS duties. From shoveling a patient's driveway to assisting an elderly patient with groceries, Royce believes these compassionate acts are just as significant as delivering medical care. One memorable moment involved helping a patient clean her kitchen while a partner made her a sandwich. Her son later arrived on the scene, expressing heartfelt gratitude. These acts of kindness, often unnoticed by the public, define the essence of his service to the community.

In addition to providing exceptional patient care, Royce played a key role in the evolution of the FTO program. When he began as an FTO, the process was paper-based and lacked defined goals. Thanks to the collaboration between FTOs and ongoing feedback, the program has since transitioned to a digital system, improving the experience for new hires. Watching former trainees go on to become FTOs themselves has been one of the rewarding aspects of the job.



Outside of work, Royce leads an active lifestyle, participating in gym workouts, running, and single-track trail riding. He plays in two volleyball leagues with his wife, enjoys disc golfing, and is an amateur ball golfer. In addition, he is learning to cook and loves spending time camping and enjoying the outdoors with family. As a lifelong learner, Royce thrives on solving complex problems and engaging in hobbies like tying fishing flies, playing video games, and traveling with his wife.

Through his dedication to service at Lakes Region EMS and in his military roles, Royce exemplifies the spirit of the Star of Life award.

Featured Story:
Keeping Pace With Technology: How LREMS Is Leveraging Innovation for Long-Term Sustainability, Reliability, and Viability

As technology continues to evolve at a rapid pace, emergency medical services must adapt to stay ahead, ensuring both patient care and operational efficiency. In 2024, Lakes Region EMS embraced several technological advancements designed to streamline operations, reduce administrative burdens on staff, and improve service to the community. Rather than focusing on a single project, LREMS has taken a broader approach — leveraging technology in multiple ways to enhance response times, track equipment, and support field teams.

One of the most significant implementations in 2024 was the expansion of the Operative IQ system, which had already been in use for narcotics and supply management. This year, the system was enhanced with RFID technology to improve asset tracking across the entire vehicle fleet.

Enhancing Equipment Tracking With RFID

For paramedics and EMTs, keeping track of essential equipment is a crucial but challenging responsibility. With hundreds of moving pieces across multiple ambulances, ensuring that every vehicle is fully stocked and ready to respond can be a complex and time-consuming task. To address this challenge, LREMS integrated RFID technology to automate equipment tracking.

"Our goal was to ensure that every ambulance is fully equipped at all times, especially given our high call volume," said LREMS Operations Manager Brandon Trauba. "We needed a system that could reliably track our assets without adding to the workload of our field clinicians."

Through RFID tagging and strategically placed antennas, LREMS can now monitor the movement of every vital piece of equipment in real time. Each tagged item, whether it be a ventilator, monitor, or trauma bag, is automatically tracked when it enters or exits an ambulance. If a piece of equipment is left behind at a hospital or on the side of the road, the system alerts staff within seconds, allowing them to recover it before it impacts patient care.

"In the past, it could take days or even weeks to locate lost equipment," Brandon said. "Now, we can track it down in minutes. In fact, during the first week of implementation, we recovered a misplaced medical bag within minutes — something that would have previously gone unnoticed until the next shift."

Beyond preventing lost equipment, the RFID system also helps ensure that each ambulance is fully stocked and prevents unnecessary duplication of resources. This technology alleviates the burden on clinicians, allowing them to focus on patient care instead of manual inventory management.

While the current RFID system is primarily used to track major assets, LREMS sees even greater potential for expansion.

"Right now, we're tracking high-value equipment that moves frequently," said Lee Huber, LREMS Operations Manager. "But in the future, we could expand it to monitor smaller supplies, narcotics, and even vehicle compartments to ensure that everything is properly stocked."



The system serves as both an operational tool and an added layer of security, ensuring that LREMS remains proactive rather than reactive in managing its resources. While the technology is still being fully optimized, leadership anticipates future enhancements that will further improve accountability and efficiency.

Fleet Management and Predictive Maintenance

Beyond asset tracking, LREMS has also leveraged technology to improve fleet management. With the help of Operative IQ and Samsara, LREMS has been able to use data-driven insights to better maintain its vehicles, ensuring they remain reliable despite increasing demands.

"GM's vehicle reliability has been inconsistent, so we've had to get creative in how we maintain our fleet," Lee noted. "Technology allows us to monitor vehicle performance and make smarter decisions about repairs and replacements."

By analyzing data trends, LREMS can now predict maintenance needs before breakdowns occur, reducing downtime and ensuring that ambulances remain operational when they are needed most.

Streamlining Scheduling and Training With Custom Apps

Recognizing that operational efficiency extends beyond vehicles and equipment, LREMS has also embraced digital solutions for scheduling, training, and communication. Using Power Apps within Office365, we have developed a suite of applications designed to improve the experience for both new hires and existing staff.

One of the most impactful applications is the field training officer app, which digitizes the entire onboarding process for new hires. Trainees can access real-time information about their next shift, track competencies, and receive feedback from their trainers. Meanwhile, trainers can monitor progress, identify learning gaps, and provide targeted support.

"The app has completely changed how we train new team members," Lee said. "Instead of sifting through paper records, we now have instant access to performance data, allowing us to intervene early if a trainee is struggling. This ensures that every new hire is fully prepared before they go out on their own."



In addition to training, LREMS has also developed a staff app that consolidates essential resources into one platform. Through the app, employees can submit PTO requests, swap shifts, report sick days, and even access door codes for partner facilities — all without having to navigate multiple websites or email threads.

"These might seem like small conveniences, but they add up," Brandon explained. "Something as simple as finding a door code at 3 a.m. can make a big difference when responding to a call. By streamlining these processes, we're making life easier for our crews."

Positioned for the Future

The technology initiatives implemented in 2024 represent just the beginning of what LREMS hopes to accomplish. By continuously adapting and integrating new tools, the organization is not merely keeping up with technology, but actively leveraging it to improve patient care and support its staff.

"We're no longer just reacting to what's available — we're strategically using technology to make our system better," Lee said. "Everything we implement is with the goal of improving efficiency, reducing stress on our clinicians, and ensuring that every patient gets the best possible care."

As LREMS looks ahead to 2025 and beyond, the foundation has been laid for continued innovation. Whether through expanded RFID tracking, advanced fleet management, or further enhancements to digital tools, we remain committed to staying ahead of the curve — because when it comes to emergency medical services, every second, every piece of equipment, and every streamlined process counts.

PILLAR TWO

Outstanding Customer Service



For more than two decades, Lakes Region EMS has been a pillar of support in our community, defined not only by our advanced medical care, but also by our unwavering dedication to exceptional customer service. Providing compassionate, high-quality care remains at the heart of our mission, ensuring that every interaction reflects our commitment to excellence.

By consistently prioritizing the needs of those we serve, we have strengthened community relationships and deepened trust in our team's expertise. This dedication to service excellence has solidified our reputation as a leading EMS provider in the region, reinforcing our role as a dependable and compassionate presence in times of need.

LREMS Annual Survey

As part of our ongoing commitment to excellence, we continued our annual practice in 2024 of distributing survey cards to assess customer satisfaction in four essential areas: response time, professionalism, courtesy, and overall service quality. Since resuming this initiative in 2021 after a pause in 2020 due to the pandemic, we have consistently received outstanding feedback from those we serve.

Our survey results reflect an impressive 98.7% of customers rating our services as excellent. This reinforces our team's dedication to delivering not only rapid and effective care, but also compassionate and personalized service. We remain steadfast in our mission to exceed expectations and uphold the highest standards in EMS.

Patient survey scores in 2024 remained exceptionally strong, with all four key metrics increasing compared to 2023. Across all categories, our average rating stood at 4.93, with individual scores ranging from 4.67 to 4.97 on a 5-point scale:

- Ambulance arrival time: **4.67**
- Professionalism of our Ambulance EMTs/Paramedics: **4.93**
- EMT/Paramedics courteous and kind: **4.97**
- Overall quality of care by Ambulance crew: **4.97**

LREMS is deeply moved by the gratitude expressed by our patients, who take the time to acknowledge the life-saving efforts of our EMTs and paramedics. In 2024, this tradition of appreciation remained strong, with community members continuing to show their support through heartfelt thank-you notes and thoughtful gestures.

The encouragement we receive from those we serve reinforces the impact of our work and serves as a powerful motivator for our team. It underscores the vital role that outstanding customer service plays — not only in strengthening our connection with the community but also in fostering a sense of purpose and pride within our organization.

Top comments we received from our most recent survey:

"Both Dan and Cody were fantastic. Great guys with wonderful gurney sides."

"Both EMTs were very caring and very polite."

"Both of the men who helped me were wonderful."

"Both were caring and cheerful and put me at ease. They made me feel very cared for and unworried. Much appreciated."

"These people are gems! Take good care of them, they deserve it! All of you guys are fantastic. Thank you for taking care of my mom."

"I could not have asked for a better trio to take such great care of me. Thank you."

"Crews like this is what it is all about!"

"Kaleb and Ashley were very personable, respectful, engaging, and professional. I felt like I was in very good hands."

"First class."

"I wish I knew about you for the last 36 years. I live in North Branch! Thanks."

"I felt safe and secure. They handled my situation with a very caring attitude. Thanks to them both!"

"Just like you wish it could happen. Very satisfied. They got an A+ from me."



PILLAR THREE

Dedication to the Communities We Serve

At Lakes Region EMS, our commitment to the communities we serve goes beyond providing exceptional Advanced Life Support and interfacility transfer services. While we are proud to be a trusted provider in Chisago County and parts of Isanti, Pine, and Polk counties, our dedication reaches further — into the heart of the communities we call home.

Community engagement is woven into our core values, and we take pride in making a meaningful impact through outreach programs, such as the Good Neighbor, Anonymous Santa, and SWAT initiatives, along with many other local projects. Each year, we seek new ways to strengthen these connections, ensuring our role extends beyond emergency response and medical transport.

Through the efforts of our Charitable Missions Committee, we actively explore innovative opportunities to support residents in need, foster partnerships, and promote health education. Whether we are sharing life-saving knowledge, participating in local events, or assisting our community partners, we remain steadfast in our mission to serve — not just in moments of crisis, but in everyday moments that make a lasting difference.

LREMS is more than an EMS provider; we are a dedicated community partner, committed to enhancing the well-being of those we serve.

2024 Community Event Participation:

Good Neighbor Project

The Good Neighbor Project was created to assist individuals and families navigating difficult circumstances caused by medical hardships. In 2024, we had the privilege of supporting a sweet family facing an unimaginable loss. A beloved, young man lost his battle with cancer, leaving behind his fiancé and their two young boys. Wanting to bring comfort during such a difficult time, our team learned about their favorite things and, with hearts full of love, surprised them with a carload of personalized gifts. The young man's fiancé shared that she felt overwhelmed with happiness — a feeling she had nearly forgotten. Being able to bring even a small moment of light to the family's day was an honor for all of us.

Family Pathway's Chisago County Backpack Program

In 2024, LREMS upheld its commitment to community support by continuing to deliver backpack meals each month to the North Branch schools and contributing $3,000 to Family Pathways for the Backpack Program in Chisago County schools. This vital initiative helps provide nutritious food to children in need, ensuring they have reliable meals outside of school hours. By easing food insecurity for hundreds of students, the program has made a meaningful difference, with noticeable improvements in both focus and behavior among participants.

Girl Scouts, Boy Scouts, and 4H

n 2024, we had the privilege of working with local Girl Scout and Boy Scout troops, as well as 4-H groups, introducing them to essential first aid skills, Hands-Only CPR, and Automated External Defibrillator (AED) use. For many, this hands-on experience helped them earn their respective badges while also providing valuable insight into the roles of medics and EMTs. During their visits, they explored our headquarters, toured an ambulance, and asked fantastic questions, making for an engaging and educational experience.

We were also honored to support Miss Anabelle Heath in achieving her Girl Scout Gold Award. She selected LREMS as the recipient of her sensory bag project, designed to provide comfort and helpful resources to children who may need extra support during emergencies. Thanks to her thoughtful initiative, these sensory bags are now stocked on all our ambulances, ready to offer reassurance to young patients when they need it most.

It is always a joy to support local youth organizations and share knowledge that empowers the next generation. Their enthusiasm and curiosity make these experiences truly rewarding!





Anonymous Santa Program

In 2024, LREMS proudly celebrated 10 years of involvement with the Anonymous Santa program, a charitable initiative that has been brightening the holidays for families in need for more than 30 years. This program ensures that children, who might otherwise go without, receive meaningful gifts. These include clothing, toys, games, and sports equipment, as well as winter essentials, such as hats and mittens. Each child also receives a book and stocking stuffers, adding extra joy to their holiday season.

Our dedicated team of volunteers worked tirelessly to collect donations throughout Chisago County and parts of Washington County, rallying support from local businesses and families. Thanks to their generosity, we successfully filled two ambulances with gifts, helping to spread holiday joy to approximately 200 children. We are incredibly grateful to everyone who contributed in 2024, proving once again that the spirit of giving is alive and well in our community.

SWAT

In 2024, the LREMS tactical EMS team marked 18 years of dedicated collaboration with the Chisago County SWAT Unit, reinforcing a crucial partnership that enhances safety in high-risk situations. By combining the specialized skills of law enforcement and emergency medical services, this joint effort plays a vital role in protecting both officers and the community.

Throughout the past year, our tactical EMS team responded to 13 high-stakes incidents, providing essential medical support in challenging environments. As we move into 2025, we remain committed to this invaluable partnership, continuing to support the SWAT unit and ensuring the safety of those who serve and protect our community.

Chisago County Safety Camp

In 2024, we were excited to take part again in a free, one-day camp dedicated to equipping children with essential safety skills. This hands-on event covered a range of important topics, including bike safety, fire safety, first aid, 911 procedures, and personal safety, giving kids practical knowledge in a fun and engaging environment. Open to students who had completed third, fourth, or fifth grade, the camp provided a unique opportunity for learning through real-world demonstrations and interactive sessions.

This valuable experience was made possible through the collective efforts of several organizations, including the Chisago County Sheriff's Office, Lakes Area Police Department, Chisago City and Lindstrom Fire Departments, Lakes Region EMS, M Health Fairview Lakes Medical Center, Xcel Energy, Chisago County Public Health, and Peterson Companies. As part of our support, we ensured that both volunteers and participants were well-fed by providing lunch for the dedicated staff and snacks for the kids. We are always grateful for opportunities to work alongside our community partners to promote safety and preparedness for the next generation.

Charitable Missions Committee

Founded in 2016, the LREMS Charitable Missions Committee has been a driving force in our community outreach, providing critical resources and support to those in need. This dedicated group strengthens LREMS' commitment to service by assisting individuals and contributing to larger community initiatives. Our efforts include food-security programs, the Good Neighbor Project, and other impactful charitable endeavors. Throughout the year, the committee

carefully reviews requests for aid, ensuring that financial resources are distributed where they can make the greatest difference. Through ongoing collaboration and thoughtful decision-making, the Committee continues to expand LREMS' role in making a meaningful impact on the communities we serve.

In 2024, the Committee approved 12 charitable requests in addition to its ongoing commitments. Among these efforts, we continued the Good Neighbor Project, contributed $3,000 to the Backpack Programs in Chisago County schools, and awarded $1,000 scholarships to graduating seniors from each of the county's high schools — North Branch, Chisago Lakes, and Rush City — bringing the total to $3,000 in scholarships.

Furthering our dedication to education and professional growth, we also allocated more than $19,000 to our Paramedic Scholarship Program, reinforcing our investment in the future of emergency medical services and the communities we serve.

Community Education Space

Our dedication to the communities we serve extends beyond EMS care and financial assistance — we are also committed to fostering education and collaboration. Since 2014, our community education space has been available through the "Use of Facilities" program, allowing government agencies and nonprofit organizations to access a modern, well-equipped meeting space at no cost. This initiative supports in-person training, presentations, and community development by providing a venue with state-of-the-art technology.

Our Community Meeting Room seats approximately 80 people, while the Community Conference Room accommodates 16 individuals. Both spaces offer internet access and presentation tools, ensuring a seamless experience for meetings and training sessions. The Community Meeting Room is particularly notable for its high-quality video and audio-conferencing capabilities, as well as a multi-function video wall that can run up to five programs simultaneously.

Beyond hosting external organizations, this space plays a vital role in LREMS' own educational efforts, serving as the site for EMT-Basic courses, CPR training, and other skill-building programs. By providing access to these resources, we continue to strengthen our connection to the community and support the advancement of emergency preparedness and public safety.

School Drives/Donations

Every year, we proudly support our local high school seniors by contributing to their class parties, as well as various sports and activity fundraisers. In addition, we award a scholarship to one graduating senior from each high school in our service area, helping to empower the next generation. Investing in our community's youth is a priority for us, and we are honored to play a role in their future success.

Hands Only CPR & AED Training

We've had the privilege of providing Hands-Only CPR and AED training to local churches, elementary schools, and neighborhood co-ops throughout our service area. Teaching this simple yet life-saving skill is incredibly rewarding, because we believe everyone should have the knowledge and confidence to step in during an emergency. Empowering our community with these essential techniques can truly make a difference when it matters most.

Delivering on a Promise

In 2024, Paramedic Brandon Scharmer made a promise to a patient — one he wasn't entirely sure he could keep. On March 30, 2024, Lakes Region EMS, Life Link III, Shafer-Franconia Fire & Rescue, and the Chisago County Sheriff's Office responded to a severe head-on crash on Highway 8 in Shafer, MN. Among those critically injured was Rachel Hedberg. During her initial treatment, Scharmer had to cut off her favorite jacket, but in that difficult moment, Brandon assured her he would replace it.

Four months later, he made good on that promise. With the help of the Charitable Missions Committee, Brandon found a similar jacket and personally delivered it to Rachel's home. Reflecting on the experience, Brandon shared, "I got the pleasure of seeing some good in this career again. So often I'm just doing my job, and I don't get to see the good we do every day. Delivering this coat is a memory I'll never forget."

It was a moment of kindness and connection — a reminder that even in the toughest situations, small gestures can make a lasting impact.

PILLAR FOUR

Financial Health and Responsibility

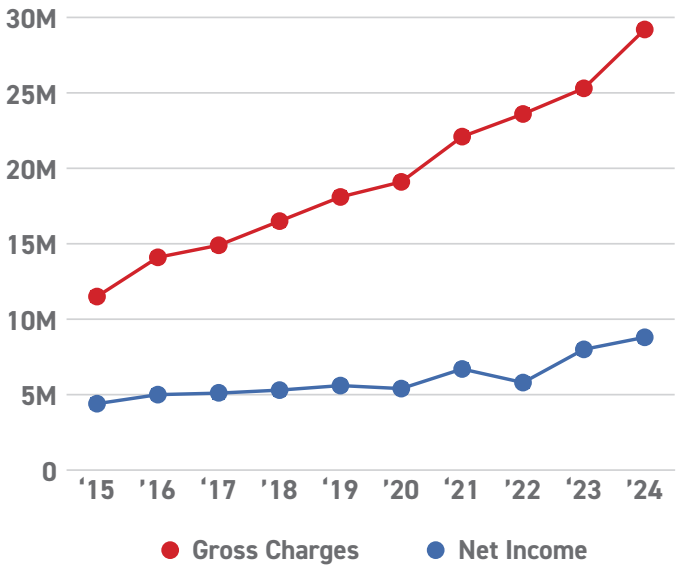


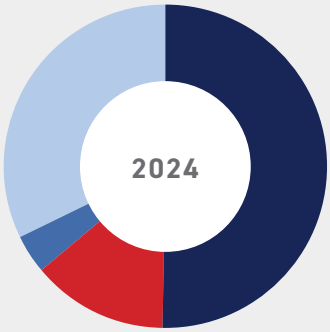
LREMS' financial stability is built on four key pillars: liquidity, solvency, profitability, and operational efficiency. To maintain a strong financial foundation, we conduct weekly assessments, making necessary adjustments to ensure continued fiscal health.

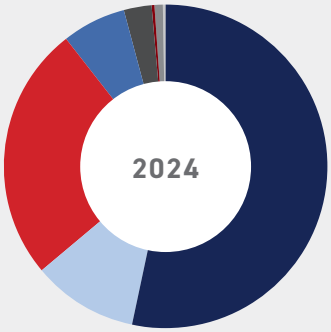
In 2024, our payor mix shifted slightly. Commercial payors decreased from 20.6% in 2023 to 19.6% in 2024, while Medicare increased from 54.5% to 58.0%, and Self Pay rose from 3.3% to 3.8%. With the growth in Medicare, commercial payments declined, yet we still achieved a positive bottom line.

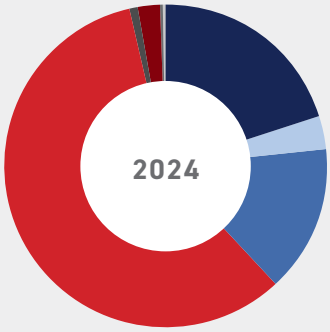
LREMS closed out the year with a 10% increase over our projected call volume and a notable rise in loaded miles, from 104,786 in 2023 to 113,492 in 2024. We responded to 6,475 requests and transported 4,828 patients, marking an 11.9% increase in 9-1-1 calls and a 12.4% rise in transfer volume.

To sustain our operational success, we closely track funding sources and allowed discounts. After factoring in government and private payer discounts, charity care, and bad debt, LREMS collected approximately 30 cents for every dollar billed. These net patient revenues are then allocated to cover operating expenses, ensuring the continued strength and efficiency of our services.









EXPENSES

49%	Salaries and Wages
13%	Taxes and Benefits
4%	Vehicles
31%	Other

PAYORS – MONEY RECEIVED

53.56%	Commerical
10.44%	Government
25.67%	Medicare
6.43%	Medicaid
2.72%	Auto
0.28%	Self-Pay
0.74%	Work Comp
0.15%	Other

PAYORS – BILLED OUT

20.20%	Commerical
3.34%	Government
58.19%	Medicare
14.69%	Medicaid
0.97%	Auto
2.20%	Self-Pay
0.26%	Work Comp
0.15%	Other

New Equipment

New Vehicles

LREMS expanded and upgraded its fleet in 2024 to improve operational efficiency, reliability, and emergency response capabilities. This year's updates included the acquisition of new vehicles, remounted ambulances, and enhanced fleet management strategies.

A notable addition to the fleet was the 2023 Tesla Model Y, which was introduced for administrative use. The Tesla's all-wheel drive system and balanced weight distribution have provided strong performance in Minnesota's winter conditions, particularly on icy roads. Maintenance costs for the vehicle have also been significantly lower than those of traditional gas-powered vehicles, making it a cost-effective and environmentally sustainable choice.

Because the compact interior of this Tesla limits the storage capacity for medical equipment and supplies, it is not ideal for front-line, high-intensity emergency response. However, it can effectively serve in administrative or Basic Life Support (BLS) roles. Another consideration is the vehicle's range in extreme cold weather. While low temperatures can reduce battery efficiency, potentially affecting a vehicle's ability to idle on scene or travel long distances, this has not been an issue so far with this model, as the Tesla is stored in temperature-controlled spaces daily. Within its designated role, the Tesla provides a reliable, sustainable, and low-maintenance option that supports the operational needs of LREMS.

LREMS also added two Dodge Durangos for use as supervisor vehicles. These SUVs were selected for their larger storage capacity, all-wheel drive capabilities, and maneuverability, making them well-suited for rapid response in both urban and rural environments. By integrating these vehicles into the fleet, supervisors are now better equipped to manage on-scene operations and provide support to crews in the field.

In addition to acquiring new vehicles, LREMS invested in three remounted ambulances. Rather than purchasing entirely new units, these ambulances were rebuilt onto new chassis, extending their operational lifespan while incorporating modern features. This approach provided the same level of functionality as brand-new ambulances while keeping costs lower. The remounted vehicles helped maintain a fully equipped and prepared fleet, which remains a priority given the high call volume and extensive medical asset inventory LREMS manages.

Vehicle Design

LREMS continuously evaluates vehicle design to improve safety, efficiency, and functionality for both emergency responders and patients. Feedback from paramedics and EMTs in the field has played a key role in shaping improvements to ambulance layouts and configurations. Fleet monitoring and management have been enhanced through the continued use of systems such as Operative IQ and Samsara. These platforms provide real-time data on vehicle usage and mechanical performance, allowing the organization to make strategic maintenance decisions and prevent unexpected

breakdowns. With these tools, ambulances can be kept in optimal condition, reducing downtime and ensuring reliability.

With the increasing complexity of emergency response, LREMS has placed greater emphasis on making equipment more accessible within vehicles. The latest fleet updates have focused on optimizing storage and workspace configurations to improve efficiency during patient care. As manufacturers have faced growing challenges with vehicle durability and longevity, LREMS has adjusted its fleet maintenance strategies to extend vehicle lifespan and maintain consistent performance.

New Vehicle Systems and Features

One of the most significant technology upgrades in 2024 was the expansion of the Operative IQ system with RFID technology. Previously implemented for managing narcotics and medical supplies, this system was enhanced to include real-time tracking of medical equipment across the entire fleet. The new RFID system was designed to ensure that ambulances remain fully equipped at all times, which is essential given LREMS's high call volume. Every major piece of equipment, such as ventilators, trauma bags, and monitors, was fitted with an RFID tag. Antennas installed in each ambulance automatically track when these items enter or exit the vehicle. If an item is left behind at a hospital or on an emergency scene, the system quickly alerts staff so that it can be retrieved before impacting patient care.

Before the implementation of RFID tracking, locating lost equipment could take days or even weeks. The new system has significantly improved this process, allowing lost items to be found within minutes. In one instance, a first responder mistakenly took an LREMS medical bag, but the tracking system identified the location of the missing item almost immediately, enabling its rapid recovery. Beyond preventing equipment loss, the RFID system has streamlined inventory management by ensuring that ambulances are properly stocked without unnecessary duplication. This automation has also reduced the burden on clinicians, allowing them to focus more on patient care. While the system currently tracks high-value assets, LREMS has plans to expand it further, potentially monitoring smaller supplies, narcotics, and even vehicle compartments to ensure inventory accuracy.

LREMS has also used technology to improve vehicle maintenance and fleet management. By leveraging data from Operative IQ and Samsara, the organization has been able to predict maintenance needs before major mechanical issues arise. This proactive approach has increased vehicle reliability and reduced service disruptions.

The inconsistency in vehicle reliability from manufacturers such as GM has made it necessary for LREMS to develop new fleet maintenance strategies. By analyzing vehicle usage patterns and performance data, LREMS has been able to make more informed decisions about scheduling repairs and replacements, ensuring that ambulances remain in service for as long as possible without compromising performance.

In 2024, LREMS also upgraded its suction units, ensuring more efficient airway management in emergency situations. These new SSCOR suction units were introduced as part of a broader effort to modernize equipment and streamline EMS operations. Suction units play a critical role in airway clearance, allowing emergency responders to quickly and effectively remove obstructions from a patient's airway. The updated devices are designed to be more powerful, reliable, and easier to maintain than previous models, helping clinicians provide better care in high-stress environments.

In early 2024, the organization began implementing First Arriving dashboard technology across all of its bases, aiming to enhance real-time communication, situational awareness, and operational efficiency. This system integrates data from 15 different platforms, consolidating crucial information into a centralized display. By providing instant access to real-time truck locations, traffic cameras, daily supervisor assignments, and other key updates, the dashboard ensures that EMS teams remain informed and prepared for every call.

In 2024, LREMS also rolled out the First Arriving dashboard, which is designed to streamline operations by reducing the need for multiple logins and disparate data sources. Instead of manually checking separate systems for fleet status, staffing updates, or incident reports, personnel can access all essential information in one place. This level of integration not only improves decision-making, but also allows teams to respond more effectively to emergencies. Additionally, by incorporating predictive analytics and automated alerts, the system helps identify potential issues before they become critical, ensuring that resources are optimally allocated.

In addition to displaying essential information such as vehicles locations and traffic data, the system is being leveraged for internal communications, employee recognition, and education. It now includes features such as milestone celebrations, showcasing achievements such as paramedic school completions, new hires, and employee recognition. With a rotating display visible across all bases, it ensures that all crews stay informed. In 2024, the system was increasingly used as an educational tool, presenting training slides and reinforcing key information after education sessions. The rollout of the dashboard has been gradual, with plans to expand its capabilities over time, ultimately maximizing its role in enhancing communication, training, and operational efficiency.

In-House Vehicle Maintenance Program

To ensure emergency vehicles remain operational and available, LREMS has expanded its in-house maintenance program, welcoming a new vehicle service engineer and bringing over 50% of its mechanical fleet under internal service in 2024. This shift has significantly reduced downtime and improved efficiency by eliminating the need to send vehicles to outside vendors for routine maintenance. Previously, a standard oil change for a vehicle stationed at an outlying base could take an entire day or longer due to the time required to transport the vehicle to a third-party provider and return it to service. Now, LREMS can complete oil changes, brake services, repairs, and other light mechanical work in-house, reducing the time a vehicle is off the frontline by approximately 70%. Instead of multiple personnel traveling to coordinate service, a single team member can swap out the vehicle and return it to the station, with maintenance completed within two to three hours.

LREMS performs approximately 120 oil changes annually, reflecting the high mileage demands on its fleet. The expanded in-house program not only streamlines routine maintenance but also includes a 20-point inspection, ensuring vehicles are serviced thoroughly and logged for historical tracking. This improvement has led to a more efficient operation, reducing manpower needs and keeping more ambulances available for emergency response.

Equipment Partnership

LREMS continues to invest in advanced medical equipment to enhance patient care and operational efficiency. In 2024, the organization replaced two older Zoll cardiac monitors with new units, upgraded three LUCAS chest compression devices for improved cardiac arrest response, and updated several iPads to support digital patient care documentation. By continuing to work with technology providers, LREMS remains committed to staying at the forefront of EMS innovation and exploring new ways to improve emergency response capabilities.

Incident City | Lakes Region EMS

CITY	COUNT	PERCENT
North Branch	1,315	27.11%
Chisago City	648	13.36%
Rush City	514	10.60%
Lindstrom	490	10.10%
Township Of Franconia	215	4.43%
Stacy	213	4.39%
Township Of Chisago Lake	182	3.75%
Harris	125	2.58%
Township Of North Branch	101	2.08%
Township Of Nessel	89	1.84%
Township Of Sunrise	85	1.75%
Wyoming	78	1.61%
Center City	72	1.48%
Township Of Fish Lake	72	1.48%
Shafer	63	1.30%
Cambridge	50	1.03%
City Of Center City	37	0.76%
Rock Creek	36	0.74%
Township Of Rushseba	33	0.68%
Township Of Oxford	31	0.64%
Township Of Amador	29	0.60%
City Of Lindstrom	28	0.58%
Isanti	28	0.58%
Forest Lake	27	0.56%
City Of Cambridge	21	0.43%
Township Of Shafer	19	0.39%
City Of North Branch	18	0.37%
Saint Croix Falls	18	0.37%
City Of Isanti	16	0.33%
Burnsville	15	0.31%
City Of Wyoming	15	0.31%
City Of Chisago City	13	0.27%
City Of Harris	11	0.23%
City Of Rush City	10	0.21%
Braham	9	0.19%
City Of Shafer	9	0.19%
Pine City	9	0.19%
City Of Pine City	8	0.16%

CITY	COUNT	PERCENT
City Of Stacy	8	0.16%
Franconia (Township Of)	8	0.16%
City Of Taylors Falls	6	0.12%
Osceola	6	0.12%
Taylors Falls	6	0.12%
Township Of Isanti	6	0.12%
Township Of Royalton	5	0.10%
Blaine	4	0.08%
City Of Braham	4	0.08%
Columbus	4	0.08%
Stanchfield	4	0.08%
East Bethel	3	0.06%
Circle Pines	2	0.04%
Dresser	2	0.04%
Linwood	2	0.04%
Little Canada	2	0.04%
Roseville	2	0.04%
Scandia	2	0.04%
Shoreview	2	0.04%
Amador (Township Of)	1	0.02%
Andover	1	0.02%
Cambridge Twp	1	0.02%
City Of Forest Lake	1	0.02%
City Of Mora	1	0.02%
City Of Saint Croix Falls	1	0.02%
City Of Saint Paul	1	0.02%
City Of Scandia	1	0.02%
Columbia Heights	1	0.02%
Coon Rapids	1	0.02%
Credit River	1	0.02%
Grantsburg	1	0.02%
Ham Lake	1	0.02%
Hinckley	1	0.02%
Lino Lakes	1	0.02%
Linwood Township	1	0.02%
Mora	1	0.02%
Saint Louis Park	1	0.02%
Sandstone	1	0.02%
Town Of Balsam Lake	1	0.02%

Transfer Origin of Calls | Lakes Region EMS

TRANSFER HOSPITAL	COUNT	AVERAGE OF DISP-ENROUTE	AVERAGE OF DISP-ARRIVE	AVERAGE OF TIME ON SCENE
Spooner Health System Hospital	17	63.68	128.16	23.62
Cumberland Healthcare Hospital	138	59.32	98.36	25.65
Indianhead Medical Center -Shell Lake	2	80.44	129.49	35.63
Mayo Clinic Health System Northland	1	62.42	118.92	24.22
St. Croix Health	878	40.78	52.25	18.53
Burnett Medical Center	36	39.39	60.01	29.24
Osceola Medical Center	253	33.13	56.26	17.65
Amery Regional Medical Center - WI	103	41.42	74.22	19.68
Essentia Health - St Mary's Medical Center	2	32.23	132.38	44.5
Essentia Health Sandstone	28	29.46	59.98	22.87
Mercy Hospital - Coon Rapids	2	25.01	48.9	18.89
Essentia Health - Moose Lake	18	32.41	80.59	26.2
Fairview Lakes Region Hospital - Wyoming	917	29.24	44.55	20.36
Cambridge Medical Center	54	90.65	133.24	15.9
St Luke's Hospital	1	90.58	123.48	16.48

2024 Employees

	EMPLOYEE NAME	JOB TITLE	YEARS
	Kirk Winkelman	Critical Care Paramedic	30
	Christine Rudolph	EMT-IV Tech	28
	TenaMarie Meyer	Clinical Education Manager	24
	Aarron Reinert	Executive Director	23
	Benjamin Wasmund	Director of Operations	22
	Gerald Carlson	EMT-IV Tech	20
*	Sarah Cotant-Martens	Critical Care Paramedic	18
	Kim Ditsworth	Billing Specilist	18
	Jessica Keeney	Community Outreach	16
	Michelle Anderson	Director of Administration	16
	Terry Kraabel	Advance EMT	15
	Doug Volin	Critical Care Paramedic	14
	Brian Meyer	Supervisor	13
	Allison Stout	QA Coordinator	13
	John Joswiak	Critical Care Paramedic	13
*	Kayla Hedlund	Critical Care Paramedic	12
	Lauren Buerkle	Critical Care Paramedic	12
	Lee Huber	Operations Manager	11
	Darrell Rohe	Critical Care Paramedic	11
	Nicole Hall	EMT-IV Tech	11
*	Luke Hedlund	Advance EMT	10
*	Amanda Odegaard	Critical Care Paramedic	10
	Bruce Johnson	Advance EMT	10
	Brandon Trauba	Operations Manager	10
	Linette Erickson	Advance EMT	10
	Lonna Coddington	Advance EMT	10
	Jessica Anderson	Critical Care Paramedic	10
	Jason Anderson	Critical Care Paramedic	10
	Elliot St Amand	Paramedic	10
	Joshua Brown	Critical Care Paramedic	8
	Christopher Ward	Medical Director	8
	Brandon Folsom	Critical Care Paramedic	7
	Dakota Mechelke	Advance EMT	7
	Carolyn Sundheim-Little	EMT-IV Tech	7
	Royce Hsiung	EMT-IV Tech	6
	Rebekah Leary	EMT-IV Tech	6
*	Matthew Kramer	Critical Care Paramedic	5
	Jakob Kostecki	Supervisor	5
	Alissa Behl	Supervisor	5
	Hunter Struemke	Critical Care Paramedic	5
	Dakota Miller	QA Coordinator	5
	Daniel McIntosh	Supervisor	5
	Cassandra Keocher	HR Manager	4
*	Jonathan Ekenstedt	Paramedic	3
*	Caitlin Bjorgan	Paramedic	3
	Jeana Strelow	HR Generalist	3
	Jennifer Hatcher	Support Service Lead	3
	Marc Kupka	Critical Care Paramedic	3
	Kenton Pust	EMT-IV Tech	3
	Jaime Szczepanski	EMT-IV Tech	3
	Carissa Zarich	EMT-IV Tech	3
	Dawn Splittstoser	Administrative Assistant	3
	Taylor Gildersleeve	Paramedic	3
	Haley Krehmeyer	Critical Care Paramedic	3
	Erin Bortz	Critical Care Paramedic	3
	Amanda Dronen	EMT-IV Tech	3
	Olivia Hedlund	EMT-IV Tech	3
	Nicole Dodge	EMT-IV Tech	3
	Daniel Struemke	EMT-IV Tech	3
*	Nicholas Eastman	Ed Development Coordinator	2
*	Danielle Mohlin	Sr. Accountant	2
	Aaron Schneider	Critical Care Paramedic	2
	Sophie Voit	Supervisor	2
	Luke Gruhlke	Paramedic	2
	Robert Burke	Paramedic	2
	Carter Steele	Paramedic	2
	Kenneth Hyrkas	Paramedic	2
	Heidi McCurdy	Accountant	2
	Whitney Schmidt	Paramedic	2
	Cory Rossini	Paramedic	2
*	Taylor Reece	Paramedic	1
*	Kellen Lagoon-Watters	IT and System Advisor	1
*	RaeAnna Fasbender	EMT-IV Tech	1
*	Emma Jansen	Paramedic	1
	Jacob Wettschreck	EMT-IV Tech	1
	Nicole Fortune	EMT-IV Tech	1
	John Barnes	EMT-IV Tech	1
	Brianna Garner	Paramedic	1
	Lukas Olson	Critical Care Paramedic	1
	Courtney Martin	Vehicle Service Technician	1
	Lucas Nadeau	EMT-IV Tech	1
*+	Garrett Wagner	Paramedic	0
*+	Derrick Green	Paramedic	0
*+	Darrius Robinson	Paramedic	0
*+	Jennifer Flanagan	EMT-IV Tech	0
*+	Gavin Trapp	EMT-IV Tech	0
*+	Hannah Campbell	Paramedic	0
*	Colin Behl	Vehicle Service Technician	0
*	Hunter Lawrence	EMT-IV Tech	0
*	Kyle Meinke	EMT-IV Tech	0
*	Derek Schnoor	Paramedic	0
+	Ryan Dziubak	Paramedic	0
+	Adrian Walczak	Paramedic	0
+	Lauren Hamme	Paramedic	0
+	Jon Misewicz	Ed Development Coordinator	0
+	Kaleb Rutgers	Paramedic	0
+	Isaac Baker	EMT-IV Tech	0
+	Savanna Olson	EMT-IV Tech	0
+	Paul Morrison	Critical Care Paramedic	0
+	Mason Stebleton	EMT-IV Tech	0
+	Lisa Strenke	Advance EMT	0
+	Katrina Jost	Advance EMT	0
+	Jacob Bearl	EMT-IV Tech	0
+	Danielle Graham	EMT-IV Tech	0
+	Cayden Herfindahl	EMT-IV Tech	0
+	Alyssa Bowman	Paramedic	0
+	Emily Pinkston	Controller	0
+	Lucas Grimsby	EMT-IV Tech	0
+	Chloerice O'Flanagan	Advance EMT	0
+	Chad Mueller	Paramedic	0
+	Ashley Smith	EMT-IV Tech	0
+	Caleb Whaley	Vehicle Service Engineer	0
+	Ryan Quinn	Dir of Clinical Services	0
+	Kaleb Roeser	Paramedic	0
+	Brandon Scharmer	Paramedic	0

+ New Employee in 2024
* Employee left in 2024





Board of Directors

Keith Carlson
Board Chairman

Mike Carroll
Board Vice-Chairman

Dan Meyer
Treasurer

Brandon Thyen
Board Member

Bryan Gaffy
Board Member

Josh Howell
Board Member

Aarron Reinert
Executive Director

Michelle Anderson
Director of Administration

Ben Wasmund
Director of Operations

Ryan Quinn
Director of Clinical Services

Dr. Chris Ward, M.D.
Medical Director

Jessica Keeney
Community Outreach Specialist
Board Liaison

Doug Volin
EMT-Paramedic FTO
Board Liaison

Julie (Schroeder) Johnson
Retired Board Member 6/23

Lakes Region



EMS