MISSION
HEMSI PROVIDES EXCELLENCE IN COMPASSIONATE PARAMEDICINE FOR OUR COMMUNITY.

VISION 2020
HEMSI WILL MAINTAIN THE HIGHEST STANDARDS OF EMERGENCY MEDICAL CARE FOR THE COMMUNITY THROUGH OPERATIONAL READINESS, FISCAL ACCOUNTABILITY, AND MAXIMUM EFFICIENCY.

STATION LOCATIONS
Station 1, 2701 Governors Drive
Station 2, 1057 Oakwood Ave NW
Station 3, 1 Hospital Drive (Crestwood)
Station 4, 707 Walton Drive, Madison
Station 5, 143 Winchester Road
Station 6, 8207 Stephanie Drive
Station 7, 1503 Sparkman Drive
Station 8, 2476 Old Hwy 431, Owens Cross Roads
Station 10, 11645 US Hwy 231 North, Meridianville
Station 11, 8450 Wann Drive, Madison
Station 12, 1825 Jeff Road
Station 14, 11545 Memorial Parkway South

HEMSI (Huntsville Emergency Medical Services, Inc.) is Madison County’s 501(c)3 / not-for-profit ambulance service provider offering world-class service and the highest standards of care.

Serving close to 370,000 residents in over 800 square miles of Huntsville-Madison County, Alabama, HEMSI provides emergency medical transportation as well as many other community-enhancing support services.

PROGRAM OVERVIEW

2017 Call Volume
Responses = 65,712
Transports = 51,912
Average per day: 142.2
Average per month: 4326

Total Units
36 Ambulances
3 Contract Ambulances (CCT & Kids Care)
18 Support Vehicles
2 Off-Road Vehicles

Strategically located throughout the county to minimize response times

Accreditations
Accredited by the Commission on Accreditation of Ambulance Services for 15 Years
Accredited Center of Excellence by National Academy of Emergency Dispatch
COMMUNITY OUTREACH SERVICES

- Hands-Only CPR and First Aid Instruction
- Clinical Rotation Site for EMT Training Programs
- Services at Non-Profit Community Events at No Cost
- Philanthropic Activities throughout the Year

BOARD OF DIRECTORS

President: David Blair, appointed by Huntsville City Council
Vice President: John T. Brown, Jr., appointed by Mayor of Huntsville
Secretary: Melissa Musgrove, appointed by Mayor of Huntsville
Treasurer: Stan Chapman, appointed by Madison County Commission
John Seifert, appointed by Madison City Council
Dr. Steven Werdehoff, appointed by Huntsville Hospital
Dr. John Wisda, appointed by Crestwood Medical Center

LEADERSHIP

Jon Howell, chief executive officer
Dea Calce, chief operating officer
Kimberlee Wacker, chief financial officer
Dr. Sherrie Squyres, medical director
Don Webster, community relations director

OPERATING EXPENSES

No funding comes from taxes or any other publically funded source.

TOTAL EMPLOYEES: 261

- Processed 439 applications for employment and hired 31 new employees in 2017 with an 87% retention rate.

COMMUNITY OUTREACH SERVICES

- Hands-Only CPR and First Aid Instruction
- Clinical Rotation Site for EMT Training Programs
- Services at Non-Profit Community Events at No Cost
- Philanthropic Activities throughout the Year
ACHIEVEMENTS

- Upgraded 67% of heart monitors to complete phased replacement program and provide state-of-the-art equipment throughout the fleet.
- Re-opened Monrovia substation with new construction meeting all ambulance station design and specification requirements.
- Received the American Heart Association's National EMS Mission Lifeline Silver Award in 2016, Gold Award in 2017, and Gold Plus Award in 2018.
- Re-accredited with both the Commission on Accreditation of Ambulance Services (CAAS) and the International Academies of Emergency Dispatch (ACE).

STRATEGIC GOALS 2018-2020

- Increase Capabilities of Employees and Systems
- Improve Operational Productivity
- Ensure the Workplace Aligns with Employee Needs
- Collaborate with Key Partners on Significant Challenges
- Enhance Internal Communications
- Expand Engagement with Our Community

THE HEMSI WAY: OUR VALUES

PRIDE
Demonstrating confidence in ourselves, our organization, and our work

ADVOCACY
Keeping patient needs at the forefront

TEAMWORK
Working toward common goals and helping each other grow

INTEGRITY
Doing the right thing morally and ethically

EXCELLENCE
Applying the highest standards of paramedicine

NONSTOP RESPONSE
Providing timely care day and night

TRUST
Respecting patients, fellow employees, and the organization

SERVICE
Exhibiting a compassionate spirit toward others and the community