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Office of Emergency Medical Services

Agency Profile 1

Office of Emergency Medical Services — Agency Profile

https://mn.gov/oems/

AT A GLANCE

- 13% of Minnesota's population relies on emergency medical services each year
- 351 ambulance licenses issued (some organizations have multiple licenses) operating 876 ground and 61 air resources
- 239 primary service areas (PSAs) are covered by those licenses
- 183 unique owners and/or operators of those PSAs
- 187 approved emergency medical services education programs
- 33,596 certified and registered emergency medical services personnel
- Nearly 400 applicant criminal history disclosures reviewed annually
- 51 investigations completed in response to allegations of misconduct pertaining to individuals and entities subject to the agency's jurisdiction in SFY25.
- 48% of licensed ambulance services rely at least in part on either a volunteer or paid / volunteer staffing model
- 66% of OEMS's SFY25 expenditures were disbursed to the emergency medical services community.

PURPOSE

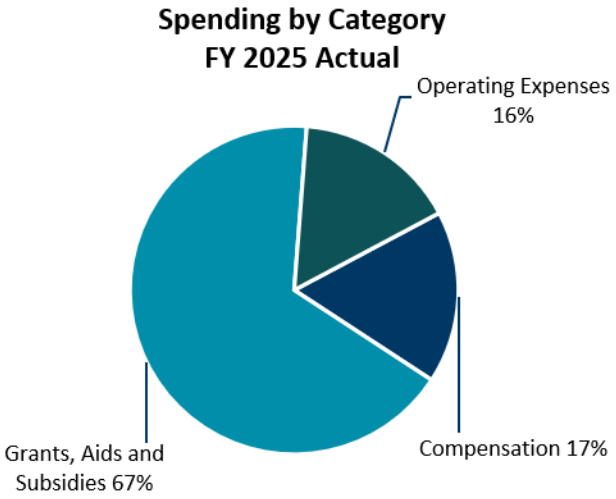
The Office of Emergency Medical Services (OEMS) is Minnesota's lead agency responsible for ensuring the safety, reliability, and quality of the statewide emergency medical services system. OEMS fulfills its statutory responsibilities by certifying EMS personnel; licensing and inspecting ambulance services; registering medical response units; and approving, monitoring, and auditing EMS education programs. These functions ensure that the training, testing, and operational standards used across Minnesota align with nationally recognized best practices.

OEMS also administers several state and federal funding programs that strengthen the EMS workforce, support uncompensated care, enhance pediatric readiness, and improve ambulance and hospital communication systems. Many communities, particularly those with small or rural populations, rely heavily on volunteer or hybrid staffing models. OEMS works directly with these agencies to identify operational challenges, implement practical solutions, and maintain continuous, safe ambulance coverage throughout the state.

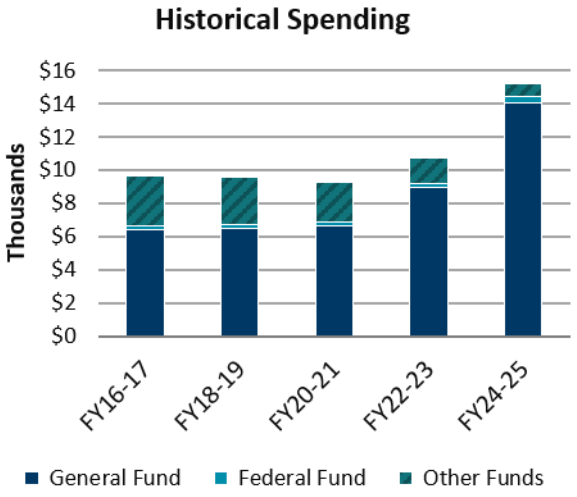
The office safeguards the public by investigating complaints and allegations of misconduct involving EMS personnel, education programs, and licensed services, ensuring fair and timely processes. OEMS further supports statewide preparedness by coordinating EMS assets and communication during natural disasters or human-caused emergencies.

Through these combined regulatory, operational, financial, and quality-assurance responsibilities, OEMS protects Minnesotans before, during, and after the 9-1-1 call, ensuring that every community has access to timely, high-quality emergency medical care.

BUDGET



Source: Budget Planning & Analysis System (BPAS)



Source: Consolidated Fund Statement

STRATEGIES

To accomplish its mission of protecting and improving the public's health and safety, OEMS uses the following strategies:

- Regulation
  - Establish and enforce standards and requirements for ambulance services, EMS personnel, and education programs.
  - License ambulance services, registered medical response units, credential EMS personnel, and approve education programs.
- Prevention
  - Conduct educational compliance seminars.
  - Communicate compliance requirements to medical and ambulance service directors to reduce non-compliance issues.
  - Conduct rural ambulance assessments to help those services in Greater Minnesota obtain and maintain operational and organizational success.
- Compliance
  - Conduct on-site inspections of ambulance services and vehicles and education programs.
  - Investigate complaints, allegations of misconduct, and self-reported violations in a fair and timely manner, ensuring that the subjects of those investigations receive the necessary due process.
  - Collaborate with the Health Professionals Services Program for matters involving EMS providers experiencing mental health or substance abuse issues.
- Support of the EMS System
  - Educate the public, EMS personnel, ambulance services, and education programs about certification and licensing requirements and responsibilities, ethical standards, and the complaint resolution process.
  - Distribute state and federal grant funds that support the EMS community with retention and recruitment of personnel, provision of uncompensated care, ambulance/hospital communications, education reimbursement, equipment acquisition, and improving the pediatric care infrastructure.
  - Continue to reach out to our wider audience: the public, employers, and ethnically diverse populations.

- Maximize Technology and Online Services
    - Use technology to maximize efficiencies, improve customer service, increase data security, and decrease costs.
    - Provide a 24/7 online application and renewal process, no-cost license and certification look-up, and no-cost access to public data on adverse license and certification actions.
- Risk Assessment and Continuous Improvement
    - Evaluate performance through customer surveys, research, and data analysis.
    - Identify trends in the EMS industry that may need new or improved support, standards, or oversight to ensure the public is protected.
    - Conduct system reviews and audits of fees, expenditures, receipts, and disbursements; improve systems as appropriate.
    - Engage the three newly formed advisory councils. Those councils are made up of volunteers representing EMS physicians and personnel, educators, and constituents from public, private, and non-profit organizations. This is important because EMS has touch points in every part of the health care system, and these subject matter experts help identify issues and craft solutions.

RESULTS

Part A: Performance Data

Measure name	Measure type	Measure data source	Historical trend	Most recent data
Number of Credentialed EMS Personnel	Quantity	Active certification counts included in our licensure system	30,888 (SFY25) The number of credentialed EMS personnel has increased 8% from SFY25 to SFY26.	33,596 (SFY26)
Number of ambulance requests	Quantity	Number of patient care reports submitted to state EMS data repository	788,826 (SFY25) The number of reports submitted to the state repository remained consistent from SFY25 to SFY26	790,880 (SFY26)
Average application processing time for new EMT	Quality	Average completion time for completed Emergency Medical Technician (EMT) applications within our license management system	1 Day (SFY25) Consistent with historical trends, automation has kept this customer certification metric consistent despite increases in applications.	1 Day (SFY26)
First Time Pass Rate	Results	National Registry of Emergency Technicians (NREMT) testing database	73% (SFY25) The first-time examination pass rate for EMTs increased 7% from SFY25 to SFY26	80% (SFY26)

Measure name	Measure type	Measure data source	Historical trend	Most recent data
Prompt payment to grantees	Quality	Minnesota Management and Budget Prompt Payment Reports	95.64% (SFY24) Prompt payment performance has been consistent despite a significant increase in invoices from new programs	96.10% (SFY25)
Processed Minnesota Government Data Practices Act Requests	Quantity	GovQA request portal	103 processed requests (SFY25) The number of requests has decreased slightly, but the technical complexity and depth of requests has significantly increased.	91 (SFY26)

Part B: Evidence of Effectiveness

Funding programs administered by the Office of EMS are legislatively directed programs. Several programs are pilot in nature and as a result, sufficient evidence has not yet been developed at the time of publishing to classify them as evidence-based practices.

Effective January 1, 2025 The Office of Emergency Medical Services legal authority comes from Minnesota Statute 144E and Minnesota Rules 4690 (https://www.revisor.mn.gov/statutes/cite/144E and https://www.revisor.mn.gov/rules/4690/).