

Telemedicine in Motion

South Dakota Department of
Health



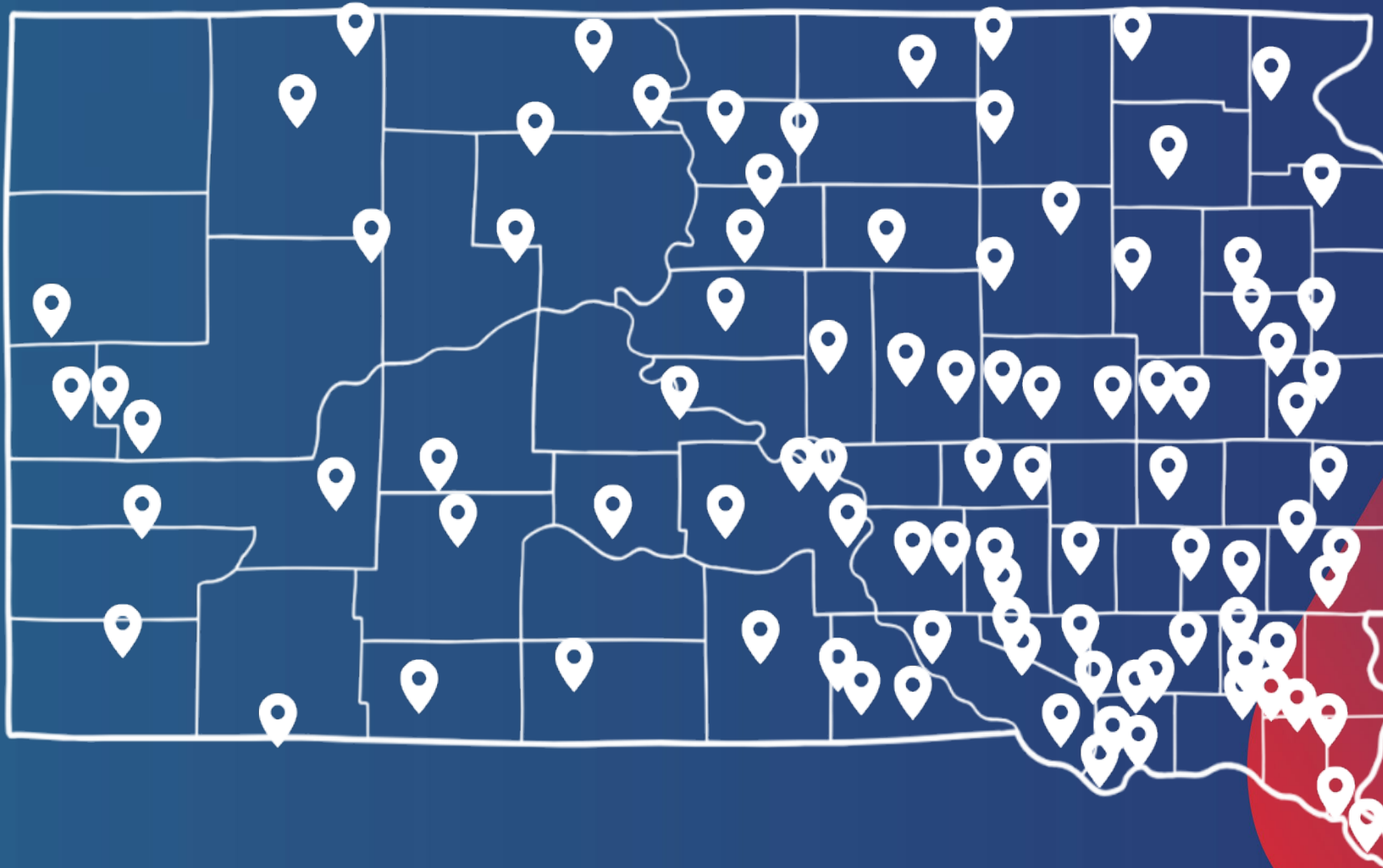
The Evolution of Avel EMS – SD



How it Works



South Dakota Footprint



105 agencies
& **109**
ambulances live

84% of SD
agencies have
TIM

1700+
patients

Challenge: Workforce

Crippling shortage can impact entire communities

2020 American Ambulance Association survey of 258 EMS agencies found:

- Annual turnover rates ranges from **20 to 30 percent**
- **100% turnover rate** over a four-year period
- **1/3** of the EMS workforce left after less than a year, **11%** left within the **first three months**
- **>85%** of EMS personnel in SD are volunteers



Avel Partnership Outcomes

Telemedicine in Motion Agency Feedback (As of June 26, 2025)



72%

- Helps with recruitment and retention

4.4/5

- Adds to staff's capacity to care for their community

4.3/5

- Allows team more time for hands-on patient care

4.4/5

- Improves the quality of care in my community

Voices in the Field

A few of the many testimonials from our survey results

We are very small and very rural with 6 EMTs and a nurse. Your service is indispensable for allowing us to operate at the level we do. We are very grateful for this service!

~Enning

We struggle with getting people interested in becoming an EMT. Our current EMTs feel so much more comfortable knowing you are just a phone call away which helps encourage us to stick with it!

~Faith

It gives the crew added confidence that they have additional resources available in the ambulance.

~Selby

I believe it helps with recruitment knowing we have the system for backup when needed

~Flandreau

This service has been invaluable. Just the extra documentation, second/third set of eyes/ears, has been so helpful in the back.

~Ipswich

As a driver and EMT student, I've called Avel on three runs. They've been incredibly helpful — providing reassurance we're working within our scope, tracking steps and timing in the chaos, and offering experienced eyes when it matters most.

~Wessington Springs

Challenge: Innovation

Improving the delivery of EMS and Trauma Care no matter the location

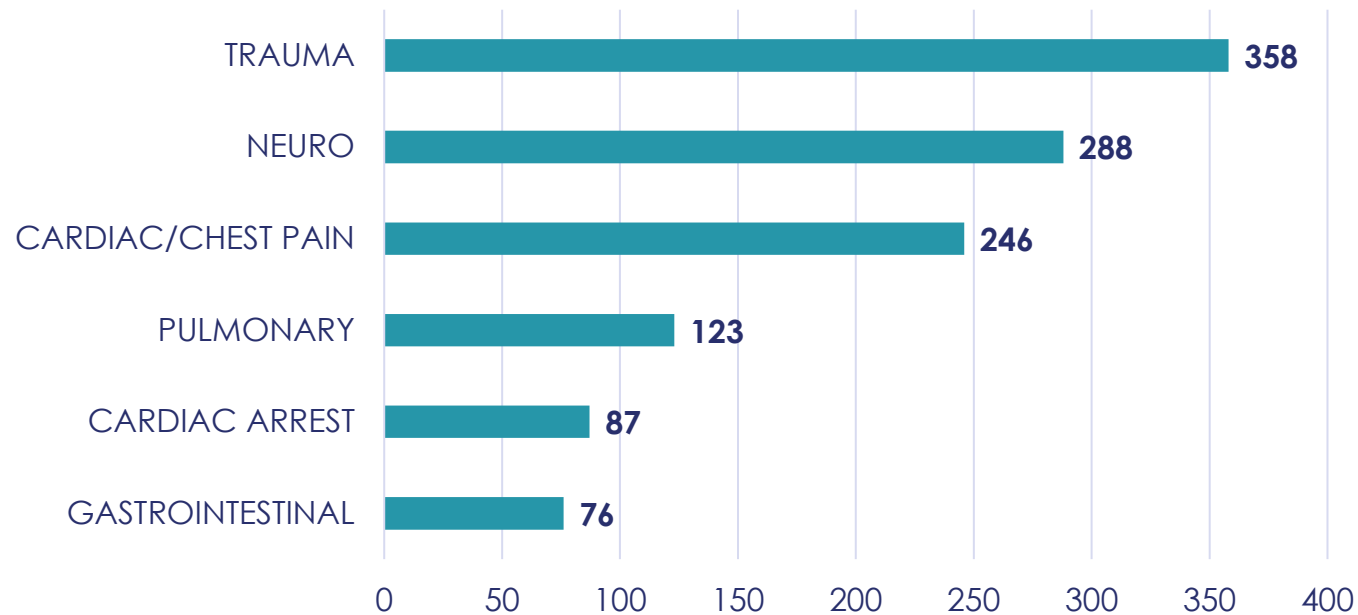
- Low percentage of EMS Agencies have ALS certifications in which provide a larger scope of service for response to crashes
- Volunteer EMTs, rather than full-time paramedics



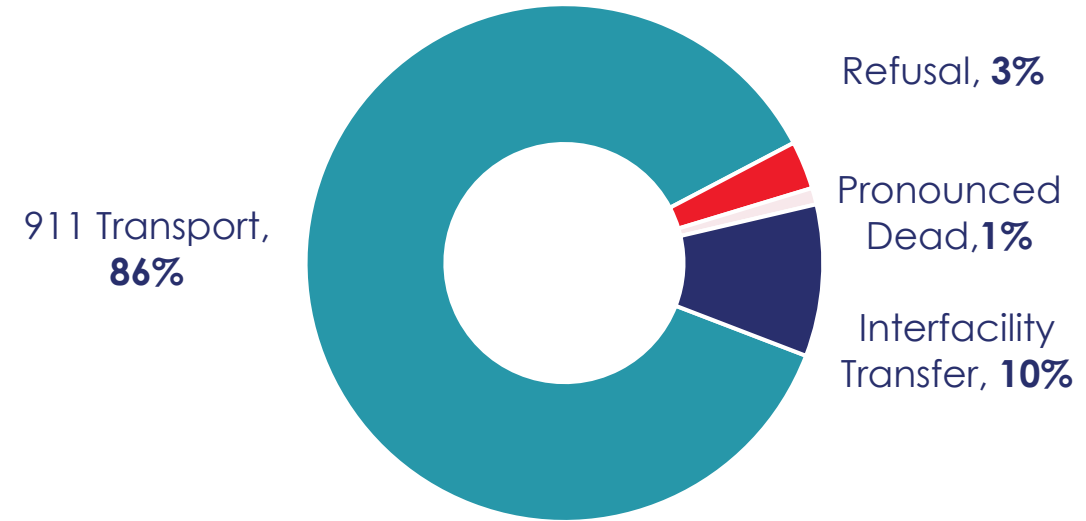
SD TIM EMS Outcomes



SD CHIEF COMPLAINTS



Patient Disposition



1700+ Encounters

Median Patient Age: **57 y.o.**
Median Patient ESI: **2 severity**

*ESI=Emergency Severity Index

Challenge: Response

EMS agencies struggle to meet timeliness goals for time on scene, due to the distance to travel and staffing

- Longer chute times, and time from 911 dispatch to time on scene
- National benchmark for response is **9 minutes**. Agencies perform at an **average of 14.5–25 minutes** impacting the “**Golden Hour**” for trauma care



We are effectuating real change in the golden hour—redefining what's possible in pre-hospital care through telemedicine.



In EMS



EMS REPORT:

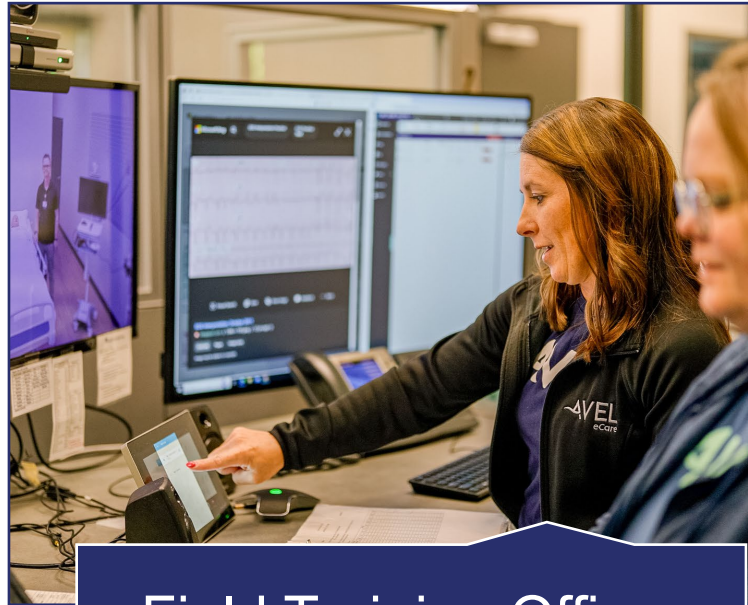
Male attacked by buffalo multiple times.



Future Initiatives



Behavioral Health
Integration



Field Training Officer
(FTO)



Public Safety Answering
Point (911 Dispatch)

Telemedicine in Motion

Collaborating to Save Lives
and Improve Outcomes.

Scope of Service and
Protocol– Live Resource
and Education.

Timely Communication
and
Documentation Support



The background is a solid dark blue. In the top-left corner, there is a small red rectangle. On the right side, there are two large, overlapping, rounded shapes. The top one is a teal color, and the bottom one is a red-to-purple gradient, with the red at the bottom and fading into purple towards the top.

QUESTIONS?