

**DETERMINED
TO BE THERE FOR
MOMENTS THAT
MATTER.**



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COMMUNITY REPORT 2025

DEAR COMMUNITY MEMBERS:

As I reflect on 2025, I am grateful both for the contributions of our AAS team members, and also for the privilege to serve our communities in New Mexico.

In 2025, we implemented new mission, vision, and values statements, crafted by our team members during our annual strategic planning cycle. This work is critical for aligning our identity and the statements will serve as our north star when making both day-to-day and more difficult decisions in our work.

We continued to invest in new equipment, including video laryngoscopy, which is a tool that allows paramedics to better visualize a patient's airway when placing a breathing tube. All our trucks now have an infant restraint device, ensuring our smallest patients will be safely transported.

Particularly worthy of celebration, in 2025 we received the first of our new model ambulances. Incorporating frontline employee feedback, our trucks feature a new, bolder design along with more reflective striping and brighter lights to increase safety.

Additional highlights:

- Education conferences hosted by AAS with participants from all over NM and the USA
- Quality collaborative airway project with AFR and BCFR to implement improvements in clinical performance and documentation practices
- The Golden Opportunity project utilizing Suboxone to expand treatment of substance use patients, in conjunction with numerous other community partners
- Partnership providing on-field standby coverage for NM United soccer matches

In 2026, we are committed to strengthening how we carry out our mission of providing meaningful, high-quality care in the moments that matter for our teams, as well as the communities we serve. We will accomplish our vision for the future by focusing on our clinical practice and partnerships in the community, prioritizing our workforce, and continuing to seek innovative solutions.

Thank you for allowing us to serve you and your communities when it matters most.

Julia Heinz, NMEMT-P, MPH

Chief, Albuquerque Ambulance Service

COMMUNITY REPORT 2025

We responded to **118,178** requests for service

65,330 responses with Albuquerque Fire Rescue

14,210 responses with the Bernalillo County Fire Department

677 responses with the Corrales Fire Department

261 responses with the Kirtland Air Force Base (KAFB) Fire Department

23,639 inter-facility transfers

AAS performed **89,876** transports

66,623 9-1-1 transports

55,897 in Albuquerque

8,972 in Bernalillo County

474 in Corrales

142 on KAFB

22,755 Inter-facility transports

1,117 transports in Santa Fe / Northern New Mexico

1,138 Critical Care transports



OPERATIONS UPDATE:



Albuquerque Ambulance Service Operations is proud to serve the community with a talented and dedicated team of 300 EMTs and Paramedics. AAS provides both emergency and non-emergency response and transportation for the citizens of Albuquerque and Bernalillo County, using the highest standards of evidence-based prehospital medicine and with specialized equipment and ambulances. We also provide interfacility transportation for all local hospitals, clinics, long-term living facilities and rehabilitation facilities. Our staff is supported by nine Commanders and 19 Captains, who provide education and clinical support for our field crews.

SPECIAL EVENTS/ COMMUNITY OUTREACH UPDATE:



Albuquerque Ambulance Service provides multiple options for events including single-provider, multiple-provider, alternate levels of providers or the Albuquerque Ambulance Service Bike Team. In 2025, AAS provided medical standby services for many local events including the Albuquerque International Balloon Fiesta, ABQ CiQlovia and The Alzheimer's Association's Walk to End Alzheimer's.

Additionally, AAS participated in multiple public relations events and educational opportunities at many local schools, helping to introduce students from pre-school through college to EMS. Albuquerque Ambulance Service is also proud to support the New Mexico United Football Club as the team's dedicated on-field EMS and transport provider.

QUALITY IMPROVEMENT:



Albuquerque Ambulance Service is committed to providing excellent care to our community. The Quality Improvement (QI) Department reviews hundreds of patient encounters every month, tracking the quality of care and documenting a variety of patient types and measures. Our team has added two new Quality Captains to more effectively improve quality standards.

The department has also increased our focus on patient and employee safety. Throughout the year, we launched several initiatives specifically focused on monitoring and improving safety, including Patient Safety Awareness Week, an initiative led by the Institute for Healthcare Improvement and the Center for Patient Safety. We also integrated our local guidelines with PediSTAT to provide better medication dosage accuracy in pediatric patients in emergency situations. Additionally, we launched a new Patient and Employee Safety Committee. Finally, a major focus of the QI Department involved airway performance, specifically the lifesaving procedure of intubation, developing and launching an intensive airway management training for our paramedics in addition to providing video laryngoscopes to all paramedics to improve intubations for our patients.

Through 2025, AAS remained involved with the National EMS Quality Alliance (NEMSQA). As the only EMS agency in the state participating in this alliance, AAS has continued to be engaged in quality improvement at the national level.

ITEM ON 911 CALLS	COUNT
CPAP	594
Cricothyroidotomy	1
Needle Decompression	49
Advanced Airways (Intubation, LMA, etc.)	743
Tourniquet	116
Nebulizer Treatments	2,713
Naloxone Administrations	940
STEMIs	276
Strokes	1,435
Septic Shock	690
Critical Trauma	368
Cardiac Arrest	746

CCT UPDATE



Albuquerque Ambulance Service provides critical care ground transport between facilities—such as hospital-to-hospital or hospital-to-long-term acute care—throughout New Mexico. Critical Care Transport (CCT) is available 24/7 statewide for critically ill or injured patients. CCT ensures continuity of care for New Mexico’s sickest patients, helping to close the gap where ICU-level resources may not be immediately available.

Our CCT team consists of two critical care-certified Paramedics and an EMT Basic or Intermediate. Functioning as the ground-based equivalent of a medical flight crew, this team delivers ICU-level care with much of the same advanced equipment—often at a significantly lower cost to patients and their insurers.

In 2025, the CCT program continued to experience steady growth in transport volume and system utilization, reflecting sustained demand for high-acuity interfacility care across the state. During this period, CCT response criteria were refined to ensure that, when available and clinically indicated, the Critical Care team serves as the primary transport resource for patients requiring ICU-level care. This adjustment reinforces the program’s focus on aligning advanced transport resources with patients whose acuity warrants critical care capabilities in transit.

Additionally, 2025 marked the operational launch of the PICU Transport Team, developed in partnership with AAS CCT. While pediatric critical care transport has long been part of our service line, this structure formalizes coordination with hospital-based pediatric resources and supports continued development of specialized pediatric transport processes.

MIH UPDATE



Albuquerque Ambulance Service (AAS) operates a comprehensive Mobile Integrated Healthcare (MIH) program in collaboration with healthcare systems and insurance providers to expand access to care, support high-risk populations, reduce emergency department and acute care utilization, and help patients achieve optimal health outcomes.

The MIH team includes four MIH paramedics, a licensed social worker, and a Commander. AAS MIH paramedics manage patients with complex, high-risk clinical needs through specialized training developed in collaboration with clinical specialists. This training includes expanded skill sets beyond the traditional New Mexico paramedic scope of practice, along with dedicated clinical shifts designed to maintain competency and foster strong collaborative partnerships.

During 911 or interfacility transports, AAS providers who identify patients with unmet social needs may initiate referrals through the electronic patient care reporting system to the community health specialist and social worker. With patient consent, the MIH team conducts assessments and connects patients to appropriate community-based resources and services.

In recognition of its innovative approach, the AAS MIH program received the 2021 ACCC Innovator Award for its partnership with an oncology group, delivering in-home services such as rehydration, laboratory draws, PICC line access and PICC line dressing changes.

LOGISTICS UPDATE:



Our Ambulance Logistics Team, a dedicated group of 20 professionals, exists to ensure that every ambulance placed into service is fully stocked, clean, disinfected and mechanically sound. Their mission is to minimize equipment and vehicle failures so EMTs and paramedics can focus entirely on patient care. They do this by cleaning, disinfecting, stocking and tracking all equipment and supplies on the ambulance. They are responsible for assigning, maintaining and tracking all equipment and supplies including pharmaceuticals. Ambulances are prepped, inspected, staged and ready for the EMTs and paramedics when they arrive for a shift.

In 2025, the team processed 14,463 ambulances, each one fully washed, disinfected, stocked and prepared for service.

COMMUNICATIONS CENTER UPDATE:



Albuquerque Ambulance Service (AAS) continues to triage and respond to emergent and non-emergent calls throughout Albuquerque, Bernalillo County, Santa Fe and central New Mexico. Our commitment remains focused on providing timely, high-quality service to the communities we serve. In 2025, our communications center triaged 14,092 calls.

In December 2024, AAS implemented a significant upgrade to our Computer Aided Dispatch (CAD) system. In January 2025, we launched a formal Quality Assurance process for call taking.

In July 2025, we also implemented a new phone and call recording system, further enhancing reliability, transparency and quality monitoring capabilities within dispatch operations.

Our dispatch team consists of 32 licensed Emergency Medical Dispatchers, including full-time, PRN and cross-trained personnel. They take great pride in serving our community with professionalism, compassion and dedication every day.

EDUCATION UPDATE:



The Albuquerque Ambulance Education Department provides continuing education courses and onboarding education for new hires.

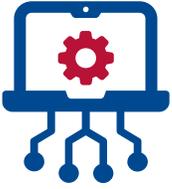
In 2025, AAS hosted six new-hire orientation classes, managing 91 new employees through three weeks of classroom training, and anywhere from four to 10 weeks of field training with dedicated field training Captains.

In 2025, AAS hosted 36 formal carded courses, 27 in-person CE courses for employees, and two mini conferences. The mini conferences were each 16 hours of free, in-person CEs offered both in class and live via Zoom to providers around the state and the region. More than 200 EMS providers, many of whom either work or volunteer in rural areas of New Mexico, attended the mini conferences.

In 2025, AAS worked closely with the QI department to identify skills gaps in our providers' practice and implement training solutions to help address these gaps.

- PIT Crew Airway Training for Paramedics:
- This training was developed to help AAS paramedics improve, not only their overall intubation success rates, but their "first pass" success rates. This means that they would be successful in securing an airway on their first attempt.
- Pacing Intervention Training:
- This training was developed to help AAS paramedics ensure proper reassessment of patients who were receiving transcutaneous pacing interventions, and recognition of failed pacing events.

INFORMATION TECHNOLOGY UPDATE:



In 2025, Albuquerque Ambulance Service's in-house IT team continued support of our existing technological infrastructure throughout our base, ambulances and on-site workstations. Many hours have been logged supporting our navigation and charting tablets as we continue to ensure that the EMTs and Paramedics at AAS have the best technology available to do their jobs. Additionally, the IT team stood up an off-site, back-up Communications Center to ensure that dispatch operations will be able to continue smoothly in the event of incapacitation of our

Communications Center. The IT team has worked hard throughout the year to ensure smooth integration of the Computer Aided Dispatch system with the charting program we utilize. This has enabled AAS to produce accurate data that has helped to drive our community response.

FLEET DEPARTMENT UPDATE:

Fleet Department AAS has an advanced seven-bay vehicle maintenance shop and employs some of the best ambulance mechanics in the country. In 2024 our mechanics in the fleet department supported more than 3 MILLION miles driven in 65 ambulances and 10 staff vehicles. In 2025, they:



- Performed 82 Annual DOT inspections and performed monthly inspections on 82 of our units
- Completed 984 engine oil services
- Implemented telematics monitoring systems on all units
- Installed, trained on, and began utilizing a 4-wheel alignment system
- Implemented a new Fleet Management system to allow improved visibility and tracking of maintenance and repair work as well as parts inventory
- Installed 700 MHz radio systems in all units allowing for improved communication throughout the state
- Performed final inspection and took delivery of four new Braun NW Type 3 ambulances

This Department employs six full-time mechanics who all have received Ford Factory training as well as specialized training to maintain, diagnose and perform repairs our ambulances. All our units have a Stryker Power-LOAD gurney lift system, which greatly reduces the risk of injury to our staff and patients.

HEALTH EQUITY:



AAS is committed to providing the best care, and the right care, to each member of our community. Part of the QI Department's role is to ensure that we deliver equitable care to every patient. In 2025, AAS increased rounding with frontline staff to discuss equity in care to and to address health disparities. Additionally, AAS participated in systemwide projects focused on more specialized care for patients with opioid use disorder and alcohol intoxication.

Throughout the year, AAS continued participating in a Suboxone administration and referral to rehabilitation for patients experiencing opioid-related overdose. This program, known as the "Golden Opportunity," allows EMS to administer Suboxone to patients experiencing withdrawals after an overdose and make direct referrals to rehabilitation centers. This is a lifesaving program that we are happy to participate in. At the end of 2025, AAS also partnered with other public safety agencies and the new Medical Sobering Center at Gateway Center to begin transport of patients with alcohol intoxication to this facility. Transport to this facility provides a valuable service for individuals who do not require services at an emergency department but still need a safe location for sobering.



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