

**MINUTES  
AREA METROPOLITAN AMBULANCE AUTHORITY  
BOARD of DIRECTORS MEETING**

**September 23, 2009**

A meeting of the Area Metropolitan Ambulance Authority Board of Directors was held at 10:00 a.m., September 23, 2009 at the Ambulance Authority offices. Board members present for the meeting were: Mr. Robert Hampton, Dr. Beeson in attendance for Dr. Griswell, Mr. Byron Black, Mr. Zim Zimmerman, Ms. Sakura Moten-Dedrick and Mr. Paul Harral.

Others present for the meeting were Jack Eades, Joyce Brown, Matt Goetz, Bob Strickland, Matt Zavadsky, Lara Kohl, Lonna Minardi, David Lamb, Tammy Oberst, Chad Carr, Stacy Raborn, John Farris, Marshall Sharp, Chief Rudy Jackson with the City of Fort Worth, Richard Neuhaus and Carl Smart with the City of Fort Worth, Michael Glynn with the Fort Worth Fire Fighter's Association, and Daniel Ebbett with EPAB. Mr. Howard McMahon and Mr. John Hernandez were present for the introductions.

**II. CONSENT AGENDA**

**BC-970 Approval of Minutes of the Board Meeting of August 26, 2009**

**BC-971 Approval of the Check Register for the Month of August 2009**

A motion was made by Mr. Black to approve the consent agenda and was seconded by Mr. Zimmerman. The motion carried unanimously.

**III. NEW BUSINESS**

**Recognition of former Board members.**

Mr. Hampton and Mr. Eades recognized the three out-going Board members, Mr. McMahon, Mr. Hernandez and Mr. Scarth (not present), by acknowledging their many years of service to MedStar and presenting them with a gift of a glass ambulance.

**BC-972 Conduct an election for the office of Chairman.**

Secretary Hampton requested nominations for the position of Board Chairperson. Mr. Black nominated Robert Hampton and Mr. Harral nominated Zim Zimmerman. Mr. Black's nomination did not receive a second and Ms. Moten-Dedrick provided the second for Mr. Zimmerman. Mr. Zimmerman was elected by acclamation. .

**BC-973 Approve the Annual Operating Budget for Fiscal Year 2009-2010.**

Mr. Eades reviewed the significant features of the proposed budget. He said that the budget was drafted in June to provide the required price subsidy options for the member cities by June 30th. He said that in the proposed budget, 92 percent of revenue was derived from fees for service and 6 percent came from subsidies. The remaining 2% of revenue is derived from membership subscriptions and fees for standby services. He said that the proposed budget contained funding for two enhancements, the Community Health program and twelve additional shifts, which represents 12 additional paramedics and 12 additional EMTs. He said that the proposed budget contained funding for merit pay increases and the incentive program. While each of these programs had been reduced from five to three percent, he said the funding was included to remain competitive in the market place. Finally, he said the only other major expenditure was the remount of 32 ambulance units with new cab and chassis, six are funded from reserves and 26 are refinanced over a 3 year term. He said the budget was prepared being mindful of the economic situation and to keep pace with the service area and growth, employee retention and retain our competitiveness.

Mr. Harrell asked where the bad debt was indicated on the budget. He also asked why overtime was indicated at 25%.

Mr. Eades explained that for the bad debt, this was listed on the balance sheet but that as a cash budget, which accounts only for cash, it did not carry over on to the operating budget. Regarding the overtime, field crews are scheduled to work 48-hour shifts with 40 regular hours and 8-scheduled overtime hours. He said the overtime line item was for the scheduled overtime.

A motion was made by Mr. Hampton and seconded by Mr. Black to approve the Annual Operating budget for fiscal year 09/10. The motion carried unanimously.

## **IR-163**

### **Receive Report on Process Improvement Activities.**

Mr. Eades stated that the Fitch Report recommended the utilization of process improvement methodologies. Mr. Eades said in order to use such methodologies; training in process improvement was needed. He said that in April, the Board approved a contract with the Texas Manufacturing Assistance Center to provide such training. A pilot project was selected and employees were invited to participate. He introduced MedStar paramedic John Farris who provided a presentation on the results of the pilot project. Mr. Farris said the project selected was ambulance drop times, the time from which an ambulance arrives at a hospital with a patient to the time it again becomes available for a new call. Mr. Farris stated that an interdisciplinary team was used, and explained the ambulance drop time process in detail. He said currently, the expected drop time is 30 minutes. Based upon the timesavings identified in the process improvement pilot project, 9.9 minutes per call could be realized. He said this savings in time could result in potential annual savings of \$762,700.00 if the changes are implemented.

Mr. Eades summarized by saying that goal is to use this same process improvement methodology in all areas of MedStar.

## **IV. MONTHLY REPORTS**

### **Operations Report**

Mr. Zavadsky, Associate Director of Operations, reviewed the staffing levels for field crews and reviewed the response time performance for August. He said in September, MedStar there has been a dramatic increase in call volume, rather than the typical drop in call volume for this time of year. There has been a significant increase in call types, specifically with motor vehicle accidents, breathing problems and chest pains. There have been 300 more calls in September in these three categories. He said to help cover this increase in call volume, management personnel who are credentialed as paramedics are working one shift per week and EPAB has increased the frequency of testing for paramedic credentialing to help get them credentialed and available for the street. Additionally, all paramedics have been asked to sign up for 1 extra shift per pay period and so far, 21 extra shifts have been covered through next week.

Regarding staffing, he said five more paramedics have been hired and when all the paramedics get through training, we will be fully staffed. Mr. Zavadsky then gave an update on the Community Health Program and reported on a new initiative conducting phone surveys of patients who refused transport. Finally, Mr. Zavadsky said that in conjunction with Training and Education, EPAB and our PIO, we have created after-care brochures that cover a wide range of illnesses from diabetes to wound care that we will leave with patients to increase their chance of improvement. It was suggested that these brochures be made available in Spanish.

### **Media Relations Report**

Lara Kohl, Public Information Officer, said that MedStar has had great media coverage in the last week. She said The Fort Worth Business Press ran a nice profile on MedStar and its improvements, and NBC5 ran a story last week profiling the special equipment for heavier patients. She informed the new Board members of the twice monthly MedStar electronic newsletter called *StarLite*. She said the newsletter was emailed to the public and other interested parties. Finally she said there was a story on KRLD which covered the new study of whether using red lights and sirens in emergency responses makes a difference in patient outcomes.

### **Financial Report**

Mrs. Brown gave the financial report for the month of August 2009, stating that collections were at 46.92% for the month. Year-to-date, the Authority has a collection rate of 45.99% compared to 41.66% last year at this time.

## **EPAB Monthly Report**

Dr. Beeson said he presented the Community Health Project to the Board of Tarrant County Health who asked him to publish the results in their monthly newsletter. He said EPAB Board member and family physician, Dr. Ted Bronstad, has retired. He was an appointee to EPAB by the Tarrant County Medical Society. He said EPAB has asked the Medical Society to appoint another family practitioner. Also, he said EPAB has taken the position to not take ambulance patients to the freestanding emergency hospitals that are open only 12 hours and accept only patients with insurance. He said that EPAB reaffirmed that if these facilities do not have an intensive care unit, that they should not have patients taken there.

### **V. OTHER DISCUSSION**

There was no other discussion.

### **VI. CLOSED SESSION**

There was no closed session.

### **VIII. ADJOURNMENT**

There being no further business, Mr. Zimmerman adjourned the meeting at 11:14 a.m.

Respectfully submitted,

Robert Hampton  
Secretary