

**Area Metropolitan Ambulance Authority**

**MedStar Mobile Healthcare**

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**Board of Directors Agenda**

**February 27, 2013**

**NOTICE OF  
 AREA METROPOLITAN AMBULANCE AUTHORITY  
 BOARD OF DIRECTORS MEETING  
 551 EAST BERRY STREET  
 FORT WORTH, TEXAS 76110  
 February 27, 2013  
 10:00 a.m.**

- |             |                                  |  |  |
|-------------|----------------------------------|--|--|
| <b>I.</b>   | <b>CALL TO ORDER</b>             |  | Mr. Zimmerman                          |
| <b>II.</b>  | <b>INTRODUCTION OF GUESTS</b>    |  |  |
| <b>III.</b> | <b>CITIZEN PRESENTATIONS</b>     | Opportunity for citizens to address the Board of Directors   |  |
| <b>IV.</b>  | <b>CONSENT AGENDA</b>            | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. |  |
|             | BC - 1134                        | Approval of minutes for board meeting of January 28, 2013.   | Mr. Zimmerman<br>Page 4                |
|             | BC - 1135                        | Approval of check register for the month of January 2013.  | Mr. Zimmerman<br>Page 9                |
| <b>V.</b>   | <b>NEW BUSINESS</b>              |  | Mr. Hooten                             |
|             | BC - 1136                        | Approval of the creation of the MedStar Foundation and Appointment of the initial board.   | Page 12-13                             |
|             | BC - 1137                        | Approval of easement agreement with Quik Trip  | Page 14                                |
|             | BC - 1138                        | Approval to establish a bank account for construction.   | Page 15                                |
| <b>VI.</b>  | <b>MONTHLY REPORTS</b>           |  |  |
| A.          | <b>Executive Director Report</b> | <ul style="list-style-type: none"> <li>• General Updates</li> <li>• Building Updates</li> <li>• Scorecard</li> </ul>   | Mr. Hooten<br>Handout                  |
| B.          | <b>Compliance Report</b>         | <ul style="list-style-type: none"> <li>• Licenses and Certifications</li> </ul>  | Ms. Jordan<br>Page                     |
| C.          | <b>Finance Report</b>            |  | Ms. Jordan<br>Page 16                  |
| D.          | <b>Operations Report</b>         |  | Mr. Hooten<br>Page 26-28<br>Page 34-41 |

- E. **Business Office & Billing** Ms. Brown
- F. **Human Resources** Ms. Keenan  
  - Staffing Page 29-31
- G. **Clinical** Mr. Hooten  
  - What Matters Operational Report Handout
- H. **Public Affairs Report** Mr. Zavadsky  
Handout
- I. **EPAB Monthly Report** Dr. Beeson  
Page 32-33

**VII. OTHER DISCUSSION**

- A. Miscellaneous information items from the staff or requests from the Board for future agenda items. Mr. Hooten

**VIII. CLOSED SESSION**

The AMAA Board may conduct a closed meeting concerning any subjects and for any purposes permitted under Chapter 551 of the Texas Government Code, including, but not limited to, the following:

- (1) Consultation with its attorney pursuant to Section 551.071
- (2) Deliberation regarding real property pursuant to Section 551.072
- (3) Deliberation regarding prospective gift pursuant to Section 551.073
- (4) Deliberation regarding personnel matters pursuant to Section 551.074

**IX. RECONVENE FROM CLOSED SESSION**

- BC - 1139 Act on any item discussed on Closed Session. Mr. Zimmerman

**X. ADJOURNMENT**



## MINUTES

### AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET  
FORT WORTH, TEXAS 76110  
January 23, 2013  
10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on November 28, 2012 at the Ambulance Authority offices.

#### I. CALL TO ORDER

Chairman Zim Zimmerman called the meeting to order at 10:03 am. Board members present were Dr. Jeff Beeson, Byron Black, Paul Harral, Dr. Robert Adams and Dr. Rajesh Gandhi.

#### II. INTRODUCTION OF GUESTS

Others present were Douglas Hooten, Joyce Brown, Danyelle Keenan, Joan Jordan, Matt Zavadsky, Mike D'Agostino, John Elder, Mike Potts and Marianne Schmidt, all with MedStar; AMAA Board Attorney, Matt Goetz; and FW Fire Department Richard Neuhaus. Also visiting: Adam McCain with Weaver and Tidwell LLP, Certified Public Accountants and Consultants. Gary Ferguson with FergusonStudio Architect firm and Steven Dunn with Dunn Engineering.

#### III. CITIZEN PRESENTATIONS

There were no citizen presentations.

#### IV. CONSENT AGENDA

**BC-1126 Approval of minutes for board meeting of November 28, 2012**  
**BC-1127 Approval of check registers for the month of November and December**

The motion to approve items in the consent agenda was made by Byron Black and was seconded by Paul Harral. The motion carried unanimously.

Mr. Zimmerman asked that the two visitors to do their presentations.

Adam McCain with Weaver and Tidwell LLP, Certified Public Accountants and Consultants reviewed the AMAA Financial Report for September 30, 2012. Mr. McCain also reviewed Weaver's significant audit findings that were in a letter to the board of directors.

Mr. Gary Ferguson of FergusonStudio Architect firm presented elevation drawings for the new facility located at 2900 Alta Mere, Fort Worth. Mr. Ferguson explained what types of products were going to be used on the façade of the building.

#### V. NEW BUSINESS

Mr. Zimmerman read the following motions for board approval:

**BC-1128      Motion to approve financing**

A motion is made to approve and accept the construction financing proposal made by JPMorgan Chase Bank for the new facility project, as reflected in its Credit Facility Commitment distributed to the Board members, and to authorize Douglas Hooten to negotiate, with the assistance of legal counsel, and execute the documents, on behalf of AMAA, required to effectuate and close the financing on reasonable and customary terms.

- Motion was second by Paul Harral.
- Motion carried forward unanimously.

**BC-1129      Motion to pass reimbursement resolution**

A motion is made to pass a resolution that authorizes AMAA to use its loan proceeds to reimburse its expenditures relating to the new facility project that were made prior to the funding of the loan as set forth in the Statement Expressing Official Intent To Reimburse Costs Of Building Project distributed to the Board members, and to authorize Zim Zimmerman to sign the Statement to evidence the Board's approval of same.

- Motion was second by Robert Adams.
- Motion carried forward unanimously.

**BC-1130      Motion to approve general contractor**

A motion is made to approve and accept the proposal made by JBM Builders, Inc. to serve as the general contractor for the new facility project and to authorize Douglas Hooten to negotiate, with the assistance of legal counsel, and execute a contract, on behalf of AMAA, with JBM Builders, Inc., on reasonable and customary terms, to engage JBM as general contractor for the project.

- Motion was second by Paul Harral.
- Motion carried forward unanimously.

**VI. MONTHLY REPORTS**

**A. Executive Director Report**

- Mr. Hooten updated the board on the flu and how it has been affecting our personnel.
- 1/26 MedStar is having a BBQ at our new building to let everyone see what we've bought and walk around with the architect.
- Mr. Hooten reviewed the Scorecard.

**B. Compliance Report**

- Ms. Jordan reviewed the Refunds Audit Report for January 2013

**C. Finance Report**

- Ms. Jordan reviewed the finance reports; we are on track for 2013.

- Ms. Jordan reviewed the “wedge” and stated we are on track.

#### **D. Operations Report**

- Mr. D’Agostino let the board know that for the beginning of the month of December we were compliant in all categories. By the end of the month, we saw a slight decrease in drop times. This decrease was due to the flu.
- Our staffing is good. 96% for Paramedics, 98% for EMTs.

#### **E. Business Office & Billing**

- Ms. Brown reviewed the PCG contract renewal. MedStar signed a 3 year agreement in March 2010 with the Public Consulting Group. At that time, they were still in the developmental stage, working with the Texas Health and Human Services Commission (HHSC) and in July 2011, received approval from the Centers for Medicare and Medicaid Services (CMS) to implement a Medicaid Supplemental Payment program for ambulance services providers in Texas.
- 1<sup>st</sup> cost report filed for August & September 2011 = \$21,000
- 2<sup>nd</sup> cost report is already being worked on and must be filed by April 2013.
- PCG keeps up with any changes / questions from HHSC & CMS, takes responsibility for the cost report filing and will work with the state on the annual audits of the cost reports.
- PCG has received no compensation for the work that they have done; compensation will be 15% of the supplement payment received.

We are asking the board to approve this 3 year contract with Public Consulting Group (PCG). A motion was brought to the board by Dr. Gandhi and seconded by Dr. Adams. Motion carried unanimously.

- **Charity Care Program, started in October 2012**

**Reviewed 21 total to date**

8 full write off = \$9,898.50

4 partial write off = \$2,285.00

14 to date = \$12,183.50

- **Prompt Pay Discounts, started in October 2012**

1<sup>st</sup> offer = 3,551 accounts, rec’d \$225K

2<sup>nd</sup> offer = February 1<sup>st</sup> to be mailed, Sept thru Nov

#### **F. Human Resources**

- Ms. Keenan reviewed the Dec Separation Statistics, Turnovers and Lost Hours report for FY 2012-2013.

#### **G. Clinical**

- Mr. Elder reviewed the “What Matter’s” handout.

## **H. Public Affairs**

- Mr. Zavadsky reviewed the following:
  - 1115 Waiver Project: RHP approval for MedStar participation in 3 projects - \$2-3 million project over 3 years.
  - Medicare/Medicaid Initiative: Amerigroup met 1/7 to discuss our proposal for shared cost savings proposal. Awaiting word on net steps.
  - Lead role in National Community Paramedicine in September 2013.
  - Sendera Ranch: Invited to write article for their community newsletter on MedStar and best steps to take when calling 9-1-1.
  - Safe Cities Coalition: Site reviewers approved Ft. Worth as a designated Safe City. Celebration and presentation at FW City Council 2/12.
  - State legislation of interest: SB 8 & 56, HB 521 & HB 522
  - CCR: FW Mayor and dignitaries on-site taping 1/25 at Stockyards. CBS-11 Anchor narration in CBS-11 Studio 1/28.

## **I. EPAB Monthly Report**

- There are many people in the emergency rooms.

## **VII. OTHER DISCUSSION**

## **VIII. CLOSED SESSION**

Nothing for closed session.

## **IX. RECONVENE FROM CLOSED SESSION**

Nothing for closed session.

## **X. ADJOURNMENT**

There being no further business, Chairman Mr. Zimmerman adjourned the meeting 11:28 a.m.

Respectfully submitted,

Dr. Rajesh Gandhi  
Secretary



**AMAA  
BOARD COMMUNICATION**

<b>Date:</b> 02/27/13	<b>Reference #:</b> BC-1135	<b>Title:</b> Approval of check register for the month of January 2013.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the check register for payments over \$5,000 for the month January 2013.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

**Submitted by:** Douglas Hooten **Board Action:**     Approved  
    Denied  
    Continued until \_\_\_\_\_

MedStar - Area Metropolitan Ambulance Authority  
 Check History and Description Report for Checks Over \$5,000  
 Activity From 01-01-2013 to 01-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
70787	1/4/13	Applause Promotional Products Uniforms-Field Operations	8,579.00
70789	1/4/13	AT&T Telephone Base-Admin	7,157.96
70792	1/4/13	Boundtree LLC Medical Supplies-Logistics	12,700.50
70804	1/4/13	Ferguson Studio Construction in Progress	12,733.75
70807	1/4/13	GBC Benefits, Ltd. Benefits Administration-Admin	5,833.33
70829	1/4/13	ReCept Pharmacy Medical Supplies-Logistics	16,750.32
70833	1/4/13	Smiths Medical ASD Inc. Medical Supplies-Logistics	6,756.20
70837	1/4/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	11,424.00
70943	1/10/13	Applause Promotional Products Uniforms-Field Operations	9,897.20
70945	1/10/13	Banc of America Leasing Current Portion - Amb Purchase	12,491.57
70962	1/10/13	The Fulcrum Group Prepaid Expense	6,435.36
70966	1/10/13	Imperative Information Group Pre-Employment Health & Bkgr	17,492.55
70980	1/10/13	ReCept Pharmacy Medical Supplies-Logistics	7,930.49
70991	1/10/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	7,896.00
71005	1/10/13	Zoll Data Systems Inc Prepaid Expense	8,505.00
71009	1/17/13	Applause Promotional Products Uniforms-Field Operations	18,328.40
71014	1/17/13	Banc of America Leasing Interest Expense-Admin	17,632.82
71026	1/17/13	Direct Energy Business Utilities-Admin	5,718.24
71027	1/17/13	Dunn Engineering Construction in Progress	15,050.00
71047	1/18/13	ReCept Pharmacy Medical Supplies-Logistics	9,147.48
71048	1/18/13	RevSpring Accelerate Revenue Invoice & Forms Processing-Adm	6,901.59
71055	1/18/13	Sovereign Medical, LLC Medical Supplies-Logistics	5,664.00
71056	1/18/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	5,712.00

MedStar - Area Metropolitan Ambulance Authority  
 Check History and Description Report for Checks Over \$5,000  
 Activity From 01-01-2013 to 01-31-2013

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
71059	1/18/13	UNITED HEALTHCARE Health Ins-Admin	211,119.61
71075	1/25/13	Banc of America Leasing Interest Expense-Admin	24,821.69
71084	1/25/13	Delta Dental Insurance Comany Dental Ins-Admin	14,581.26
71101	1/25/13	ReCept Pharmacy Medical Supplies-Logistics	6,426.11
71104	1/25/13	Smiths Medical ASD Inc. Medical Supplies-Logistics	5,404.96
71198	1/31/13	AT&T Mobility Cell Phones-Admin	5,031.14
71199	1/31/13	Banc of America Leasing Interest Expense-Admin	40,206.61
71201	1/31/13	Black Ink Systems, LLC Verification Services-Admin	8,165.47
71205	1/31/13	CBT Nuggets Continuing Education-IT	5,940.00
71212	1/31/13	Ferguson Studio Construction in Progress	15,426.41
71234	1/31/13	ReCept Pharmacy Medical Supplies-Logistics	18,183.22
71244	1/31/13	Taylor Healthcare Products Inc Medical Supplies-Logistics	5,712.00
			<u>597,756.24</u>
		TOTAL ACCOUNTS PAYABLE	955,762.86
		TOTAL PAYROLL EXPENSE	<u>1,586,670.19</u>
			<u>2,542,433.05</u>



**MEDSTAR FOUNDATION**  
**Mission Statement**

MedStar Foundation (“Foundation”) is a non-profit organization whose mission is to serve as the fund raising and endowment management arm of Area Metropolitan Ambulance Authority d/b/a MedStar (“MedStar”).

In pursuit of its mission, the goals of the Foundation are to aid and support MedStar as it strives to (1) maintain a state-of-the art pre-hospital emergency medical system that provides its member cities with high performance, high quality ambulance service and related emergency medical services; (2) promote, preserve and create programs within its service area that facilitate MedStar’s provision of such services, educate the public regarding the availability and need of such services, and advocate for the provision of such services; (3) make distributions and otherwise provide aid to organizations within MedStar’s service area with purposes similar to, or supporting, MedStar; and (4) carry on other lawful business and activities which are necessary and proper for the accomplishment of any of the purposes enumerated previously or which otherwise further the goals and objectives of MedStar (each a “Supported Activity”).

To achieve its goals, the Foundation’s activities will include (1) raising funds for the ultimate benefit of the Supported Activities; (2) holding, managing and investing endowment funds for the benefit of the Supported Activities; and (3) making grants and expenditures for the benefit of the Supported Activities.

**AMAA  
BOARD COMMUNICATION**

<b>Date:</b> 02/27/13	<b>Reference #:</b> BC-1137	<b>Title:</b> Approval of easement agreement with Quik Trip.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the easement agreement with Quik Trip.

**DISCUSSION:**

Management and Attorney will discuss further during meeting.

**FINANCING:**

N/A

<b>Submitted by:</b> <u>Douglas Hooten</u>	<b>Board Action:</b>	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____

**AMAA**  
**BOARD COMMUNICATION**

<b>Date:</b> 02/27/13	<b>Reference #:</b> BC-1138	<b>Title:</b> Approval to establish a bank account for construction and request approval to fund the account.
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**RECOMMENDATION:**

It is recommended that the board of directors approve to establish a bank account for construction and request approval to fund the account.

**DISCUSSION:**

Management requests approval to open a bank account – Alta Mere Construction Account – to hold activity related to the financing and renovation of the new building. This account will also hold funds as we begin to build our reserves to pay the balloon payment at the conclusion of the loan period.

Additionally, we request approval to fund the account with a startup amount of \$350,000. As the Board approved last month, any building related expenses needed prior to the closing of the loan can be reimbursed with the loan.

**FINANCING:**

N/A

**Submitted by:** Douglas Hooten    **Board Action:**     Approved  
 Denied  
 Continued until \_\_\_\_\_



Area Metropolitan Ambulance Authority  
551 E. Berry Street  
Fort Worth, TX 76110-4329  
(817) 923-3700  
(817) 921-3540 (fax)  
www.medstar911.org

To: Board of Directors, MedStar  
From: Joan Jordan, Compliance Manager  
Date: January 15, 2013  
Subject: Licenses and Certifications

Issue: MedStar as a company, as well as MedStar's field and communications staff, are required to hold certain licenses and certifications. If an individual is found to be working without the proper licenses, we must refund Medicare for any amounts paid for services provided by that individual. Therefore, we should be certain that the process for verifying the existence of all licenses is adequate.

Process: Prior to interview, all field candidates are screened for proper licenses and are not interviewed without them. As each individual is hired, Human Resources obtains appropriate copies, and Clinical department enters into the Scheduling Software (eCore) the licenses and their expiration dates. From then forward, the system reminds the employee and management of the expiration dates and blocks clocking in without a renewal.

Compliance Staff reviewed licenses and certifications as follows: 15 field staff were selected for review. We compared the information contained within eCore to the Texas Department of Health website, and to the employee file.

Issues/Corrections needed:

- We found two instances in which staff possessed the proper licenses, but they were not entered properly into the eCore system.
  - Clinical staff is conducting an audit of its files to insure accuracy of eCore.
- eCore is not being used to its potential in that credentials are not entered as "required." Thus, the system notifies management if an existing cert expires, but does not sound the alarm if a required cert is missing completely.
  - Clinical staff will revise the setup of eCore to include required certifications which will help to ensure staff are not hired without them.
- We were informed anecdotally that several field staff have been hired without the proper certifications in hand. Clinical and Human Resources departments have agreed to a policy and process for ensuring individuals are not hired without proper certifications.

Conclusion: With these changes, we are confident that staff will continue to be monitored for proper certifications.

Respectfully submitted,

Joan Jordan, Compliance Manager



Amaa/MedStar  
Report to Board of Directors  
Finance and Compliance  
February 27, 2013

### **Operational Results**

For the month of January, 2013, revenues were \$3,326,751 compared to budget of \$3,031,529 and a positive variance of \$295,222. Due primarily to the heavy outbreak of flu in Ft. Worth, we billed 8,141 transports against a budget of 7,476 transports. Expenses (net of interest and depreciation) were \$2,650,366 compared to budget of \$2,514,974 for a negative variance of \$135,392. Benefits and Taxes accounted for \$149,649 of this negative variance; primarily due to the increase in 401(a) participation following our November open enrollment. Net Retained Earnings were \$481,057 compared to budget of \$306,434 for a positive variance of \$174,623. Year to Date revenues were \$12,403,879 compared to budget of \$12,018,677 for a positive variance of \$385,203. Expenses (net of interest and depreciation) were \$10,456,491 compared to budget of \$10,605,086 for a positive variance of \$148,595. Net Year to Date Retained Earnings were \$1,155,215 compared to budget of \$573,107 and a positive variance of \$582,108.

### **Collections**

Collections by Month of Service shows an average 12-month collection percentage of 25.80%.

### **Capital Update**

Attached is a summary of the capital budget which was approved in August, 2012 and will be updated monthly with expenditures to date.

### **Compliance Update**

We have completed an audit of the Licenses and Certification Process in effect at MedStar. A copy of the report is attached for your review.

**Area Metropolitan Ambulance Authority**  
**Balance Sheet**  
**January 31, 2013**

**Area Metropolitan Ambulance Authority**  
**Balance Sheet**  
**January 31, 2013**

**ASSETS**

**Current Assets**

Operating Bank Account	\$ 16,842,835.29
Membership Bank Account	15,888.49
Petty Cash	500.00
Payroll Account	18,192.33
Texpool Investment	(0.00)
Patient Accounts Receivable	27,564,729.54
Allowance For Uncollectables	(22,001,024.93)
Manual Payroll Acct Receivable	969.35
Employee Uniform Receivable	(4,625.95)
Inventory Accounts Receivable	356,600.19
Pre-Paid Insurance	345,610.56
Pre-Paid Expense	255,880.27
Prepaid Health Insurance	<u>5,000.00</u>

Total Current Assets

23,400,555.14

**Property and Equipment**

Land	325,165.00
Building	3,052,876.02
Computer Hardware	2,574,001.94
Computer Software	2,052,483.31
Furniture & Fixtures	595,423.44
Mbrship Furniture & Fixtures	1,303.50
Communications Equipment	1,790,484.87
Dispatch Telephone Equipment	9,356.57
EMRS Installation	81,390.65
Electronic Imaging	119,381.29
Automated Extl. Defibrillator	33,950.00
Ambulances	1,723,531.16
Ambulance - Remount	2,758,309.16
Ambulance - Deployment	984,245.43
Ambulance - CCT	195,643.94
Support Vehicles	272,601.10
Vehicle - APP	42,646.08
Fleet Equipment	24,371.21
Canopy	141,472.46
Clinical Equipment	1,250,574.71
Construction in Progress	2,814,662.19
Accumulated Depreciation	(13,877,298.90)

**Area Metropolitan Ambulance Authority**  
**Balance Sheet**  
**January 31, 2013**

**Area Metropolitan Ambulance Authority**

Total Property and Equipment	6,966,575.13
Total Assets	\$ 30,367,130.27

**LIABILITIES AND CAPITAL**

**Current Liabilities**

Accounts Payable	\$	150,166.02	
Funds Held for Other		22,387.68	
Contracts Payable - EPAB		65,303.51	
Interest Payable		17,872.00	
Accrued Sick		310,475.74	
Accrued Vacation		303,741.85	
Accrued Salaries		270,270.59	
Payroll Taxes Payable		0.00	
Payroll Deductions Payable		11,643.24	
Current Portion - Amb Purchase		285,777.04	
Total Current Liabilities			1,437,637.67

**Long-Term Liabilities**

Deferred Subscription Income		120,406.39	
Ambulance Purchase		939,825.52	
Total Long-Term Liabilities			1,060,231.91

Total Liabilities	2,497,869.58
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**Net Assets <Deficit>**

Capital Contribution		316,920.50	
Retained Earnings		26,397,124.86	
Net Income		1,155,215.33	

Total Net Assets <Deficit>	27,869,260.69
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Total Liabilities & Net Assets <Deficit>	\$ 30,367,130.27
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Area Metropolitan Ambulance Authority  
 Budgeted Statement of Revenues and Expenditures  
 For the Four Months Ending January 31, 2013

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
<b>Revenues</b>						
Patient Fees - NET	4,026,848.36	2,963,785.00	1,063,063.36	14,149,549.51	11,757,618.00	2,391,931.51
Other Revenues	(700,097.04)	67,743.69	(767,840.73)	(1,745,669.72)	261,058.76	(2,006,728.48)
<b>Total Revenues</b>	<b>\$ 3,326,751.32</b>	<b>\$ 3,031,528.69</b>	<b>295,222.63</b>	<b>\$ 12,403,879.79</b>	<b>\$ 12,018,676.76</b>	<b>385,203.03</b>
Payroll & Benefits	2,015,726.48	1,831,656.67	184,069.81	8,083,928.48	7,578,739.68	505,188.80
Fuel	118,227.36	119,840.00	(1,612.64)	428,252.37	479,360.00	(51,107.63)
Medical Supplies/Oxygen	165,263.66	183,325.00	(18,061.34)	532,181.31	733,300.00	(201,118.69)
Other Vehicle & Equipment	44,920.81	36,230.83	8,689.98	155,553.34	144,923.32	10,630.02
Rent & Utilities	32,824.22	33,124.33	(300.11)	114,204.18	132,497.32	(18,293.14)
Repairs & Maintenance Facility & Equipmnt	14,388.75	24,282.50	(9,893.75)	59,802.48	97,130.00	(37,327.52)
Insurance	21,118.38	21,318.67	(200.29)	83,989.15	85,274.68	(1,285.53)
Professional Fees	123,561.28	124,732.99	(1,171.71)	548,216.15	500,381.96	47,834.19
Non-Capital Equipment	31,565.20	17,178.00	14,387.20	151,375.73	310,993.00	(159,617.27)
Other Expenses	82,770.30	123,284.99	(40,514.69)	298,987.82	542,485.96	(243,498.14)
<b>Total Other Expenses</b>	<b>\$ 2,650,366.44</b>	<b>\$ 2,514,973.98</b>	<b>135,392.46</b>	<b>\$ 10,456,491.01</b>	<b>\$ 10,605,085.92</b>	<b>(148,594.91)</b>
Earnings before Interest & Depreciation	676,384.88	516,554.71	159,830.17	1,947,388.78	1,413,590.84	533,797.94
Interest	5,535.99	4,663.00	872.99	20,888.50	18,652.00	2,236.50
Depreciation	189,791.74	205,458.00	(15,666.26)	771,284.95	821,832.00	(50,547.05)
<b>Net Retained Earnings</b>	<b>\$ 481,057.15</b>	<b>\$ 306,433.71</b>	<b>174,623.44</b>	<b>\$ 1,155,215.33</b>	<b>\$ 573,106.84</b>	<b>582,108.49</b>

Area Metropolitan Ambulance Authority  
 Budgeted Statement of Revenues and Expenditures  
 For the Four Months Ending January 31, 2013

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
<b>Revenues</b>						
Patient Fees-Service	12,253,779.85	11,184,096.00	1,069,683.85	44,604,837.27	44,368,368.00	236,469.27
Less: Contractual Allowances	(4,930,198.49)	(5,829,151.00)	898,952.51	(19,434,955.60)	(23,124,793.00)	3,689,837.40
Less: Provision for Uncollectibles	(4,071,339.49)	(2,391,160.00)	(1,680,179.49)	(13,143,227.74)	(9,485,957.00)	(3,657,270.74)
<b>Patient Fees - NET</b>	<b>3,252,241.87</b>	<b>2,963,785.00</b>	<b>288,456.87</b>	<b>12,026,653.93</b>	<b>11,757,618.00</b>	<b>269,035.93</b>
Special Events	9,655.60	16,228.00	(6,572.40)	112,942.46	64,912.00	48,030.46
Subsidy	4,010.94	4,010.94	0.00	18,761.76	18,761.76	0.00
Education	7,434.00	15,167.00	(7,733.00)	11,939.00	45,034.00	(33,095.00)
Other	53,408.91	32,337.75	21,071.16	233,582.64	132,351.00	101,231.64
<b>Total Revenues</b>	<b>\$ 3,326,751.32</b>	<b>\$ 3,031,528.69</b>	<b>295,222.63</b>	<b>\$ 12,403,879.79</b>	<b>\$ 12,018,676.76</b>	<b>385,203.03</b>
Payroll	1,481,068.77	1,446,647.67	34,421.10	6,300,505.25	6,006,063.68	294,441.57
Benefits and Taxes	534,657.71	385,009.00	149,648.71	1,783,423.23	1,572,676.00	210,747.23
Fuel	118,227.36	119,840.00	(1,612.64)	428,252.37	479,360.00	(51,107.63)
Oxygen	6,470.29	4,292.00	2,178.29	17,631.97	17,168.00	463.97
Medical Supplies	158,793.37	179,033.00	(20,239.63)	514,549.34	716,132.00	(201,582.66)
Other Vehicle & Equipment	44,920.81	36,230.83	8,689.98	155,553.34	144,923.32	10,630.02
Rent & Utilities	32,824.22	33,124.33	(300.11)	114,204.18	132,497.32	(18,293.14)
Repairs & Maintenance Facility & Equipmnt	14,388.75	24,282.50	(9,893.75)	59,802.48	97,130.00	(37,327.52)
Postage & Shipping	10,656.49	11,261.41	(604.92)	38,968.32	45,045.64	(6,077.32)
Equipment Rental	5,519.94	6,661.50	(1,141.56)	22,764.11	26,646.00	(3,881.89)
Insurance	21,118.38	21,318.67	(200.29)	83,989.15	85,274.68	(1,285.53)
Advertising & Public Relations	17,501.81	12,395.08	5,106.73	43,827.49	49,580.32	(5,752.83)
Printing	3,512.10	1,168.00	2,344.10	10,344.62	4,672.00	5,672.62
Technical Support	158.72	159.00	(0.28)	476.16	636.00	(159.84)
Travel & Entertainment	3,783.86	12,190.00	(8,406.14)	25,108.06	42,540.00	(17,431.94)
Professional Fees	123,561.28	124,732.99	(1,171.71)	548,216.15	500,381.96	47,834.19
Non-Capital Equipment	6,924.56	17,178.00	(10,253.44)	59,074.82	310,993.00	(251,918.18)
Educational Expense/Training	12,918.96	19,401.00	(6,482.04)	51,951.02	133,170.00	(81,218.98)
Office Equip Maint	43,935.43	48,093.00	(4,157.57)	162,156.20	192,372.00	(30,215.80)
Bank Service Charges	7,984.83	5,500.00	2,484.83	25,993.50	22,000.00	3,993.50
Dues & Subscriptions	1,318.80	1,789.00	(470.20)	4,918.99	7,156.00	(2,237.01)
Computer Related Costs	0.00	4,667.00	(4,667.00)	4,410.26	18,668.00	(14,257.74)
Miscellaneous	120.00	0.00	120.00	370.00	0.00	370.00
<b>Total Other Expenses</b>	<b>\$ 2,650,366.44</b>	<b>\$ 2,514,973.98</b>	<b>135,392.46</b>	<b>\$ 10,456,491.01</b>	<b>\$ 10,605,085.92</b>	<b>(148,594.91)</b>
<b>Earnings before Interest &amp; Depreciation</b>	<b>676,384.88</b>	<b>516,554.71</b>	<b>159,830.17</b>	<b>1,947,388.78</b>	<b>1,413,590.84</b>	<b>533,797.94</b>
Interest	5,535.99	4,663.00	872.99	20,888.50	18,652.00	2,236.50
Depreciation	189,791.74	205,458.00	(15,666.26)	771,284.95	821,832.00	(50,547.05)
<b>Net Retained Earnings</b>	<b>\$ 481,057.15</b>	<b>\$ 306,433.71</b>	<b>174,623.44</b>	<b>\$ 1,155,215.33</b>	<b>\$ 573,106.84</b>	<b>582,108.49</b>

## AMAA/Medstar Collections by Date of Service

Date of Service	Charges	Mo 1	Mo 2	Mo 3	Mo 4	Mo 5	Mo 6
Nov-11	\$ 10,211,488.34	\$ 393,260.58 3.85%	\$ 1,447,103.96 18.02%	\$ 455,570.25 22.48%	\$ 164,574.81 24.10%	\$ 91,784.90 24.99%	\$ 104,213.74 26.01%
Dec-11	\$ 10,798,771.40	\$ 290,889.09 2.69%	\$ 1,325,598.04 14.97%	\$ 581,753.26 20.36%	\$ 199,781.05 22.21%	\$ 265,354.58 24.66%	\$ 69,587.94 25.31%
Jan-12	\$ 10,789,836.68	\$ 147,358.01 1.37%	\$ 1,263,704.64 13.08%	\$ 483,206.70 17.56%	\$ 552,785.29 22.68%	\$ 82,241.09 23.44%	\$ 61,172.55 24.01%
Feb-12	\$ 10,366,994.81	\$ 239,152.50 2.31%	\$ 1,295,092.63 14.80%	\$ 701,314.34 21.56%	\$ 177,401.90 23.28%	\$ 73,962.92 23.99%	\$ 47,319.24 24.45%
Mar-12	\$ 10,757,102.96	\$ 254,369.10 2.36%	\$ 1,707,860.12 18.24%	\$ 494,410.05 22.84%	\$ 170,351.93 24.42%	\$ 84,838.87 25.21%	\$ 62,157.99 25.79%
Apr-12	\$ 10,604,385.15	\$ 271,235.96 2.56%	\$ 1,497,909.21 16.68%	\$ 490,665.59 21.31%	\$ 174,800.97 22.96%	\$ 114,456.61 24.04%	\$ 63,017.50 24.63%
May-12	\$ 10,836,157.96	\$ 292,040.38 2.70%	\$ 1,399,540.99 15.61%	\$ 563,398.40 20.81%	\$ 263,624.81 23.24%	\$ 92,687.28 24.10%	\$ 85,956.34 24.89%
Jun-12	\$ 10,502,970.00	\$ 189,715.51 1.81%	\$ 1,277,995.55 13.97%	\$ 716,041.35 20.79%	\$ 203,473.40 22.73%	\$ 120,537.10 23.88%	23.88%
Jul-12	\$ 11,224,146.84	\$ 143,224.42 1.28%	\$ 1,499,441.62 14.64%	\$ 647,405.25 20.40%	\$ 253,378.49 22.66%	22.66%	22.66%
Aug-12	\$ 11,165,123.85	\$ 395,382.61 3.54%	\$ 1,259,900.14 14.83%	\$ 716,076.91 21.24%	21.24%	21.24%	21.24%
Sep-12	\$ 10,811,313.57	\$ 256,850.30 2.38%	\$ 1,262,919.34 14.06%	14.06%	14.06%	14.06%	14.06%
Oct-12	\$ 10,766,416.34	\$ 329,495.00 3.06%	3.06%	3.06%	3.06%	3.06%	3.06%
<b>12 mo average</b>		<b>2.49%</b>	<b>12.91%</b>	<b>5.45%</b>	<b>2.24%</b>	<b>1.09%</b>	<b>0.66%</b>

### AMAA/Medstar Collections by Date of Service (cont'd)

Mo 7	Mo 8	Mo 9	Mo 10	Mo 11	Mo 12	Total
\$ 50,834.42	\$ 32,653.34	\$ 20,629.29	\$ 11,756.60	\$ 12,399.17	\$ 11,821.61	\$ 2,796,602.67
26.51%	26.83%	27.03%	27.15%	27.27%	27.39%	27.39%
\$ 43,369.97	\$ 26,284.69	\$ 26,994.42	\$ 16,199.44	\$ 12,587.71		\$ 2,858,400.19
25.71%	25.95%	26.20%	26.35%	26.47%	26.47%	26.47%
\$ 47,272.93	\$ 26,011.07	\$ 21,006.05	\$ 20,222.65			\$ 2,704,980.98
24.45%	24.69%	24.88%	25.07%	25.07%	25.07%	25.07%
\$ 34,334.97	\$ 26,628.57	\$ 25,397.54				\$ 2,620,604.61
24.78%	25.03%	25.28%	25.28%	25.28%	25.28%	25.28%
\$ 41,731.11	\$ 34,087.78					\$ 2,849,806.95
26.18%	26.49%	26.49%	26.49%	26.49%	26.49%	26.49%
\$ 41,525.45						\$ 2,653,611.29
25.02%	25.02%	25.02%	25.02%	25.02%	25.02%	25.02%
						\$ 2,697,248.20
24.89%	24.89%	24.89%	24.89%	24.89%	24.89%	24.89%
						\$ 2,507,762.91
23.88%	23.88%	23.88%	23.88%	23.88%	23.88%	23.88%
						\$ 2,543,449.78
22.66%	22.66%	22.66%	22.66%	22.66%	22.66%	22.66%
						\$ 2,371,359.66
21.24%	21.24%	21.24%	21.24%	21.24%	21.24%	21.24%
						\$ 1,519,769.64
14.06%	14.06%	14.06%	14.06%	14.06%	14.06%	14.06%
						\$ 329,495.00
3.06%	3.06%	3.06%	3.06%	3.06%	3.06%	3.06%
<b>0.41%</b>	<b>0.28%</b>	<b>0.22%</b>	<b>0.15%</b>	<b>0.12%</b>	<b>0.12%</b>	<b>26.14%</b>

**MedStar - Area Metropolitan Ambulance Authority  
Collection For Fiscal Year 2012-2013**

		Oct-12	%	Nov-12	%	Dec-12	%	Jan-13	%	Total	%
Blue Mound	Billed	23,900		16,521		22,317		22,434		85,171	
	Collected	7,133	30%	4,373	26.47%	2,865	12.84%	0	0.00%	14,371	17%
Burleson	Billed	380,502		385,192		425,409		436,086		1,627,189	
	Collected	150,340	40%	149,030	38.69%	148,869	34.99%	1,294	0.30%	449,533	28%
Edgecliff Village	Billed	4,835		1,557		8,952		18,861		34,205	
	Collected	1,407	29%	368	23.64%	1,362	15.21%	1,252	6.64%	4,389	13%
Forest Hill	Billed	120,077		116,598		126,919		141,055		504,649	
	Collected	23,829	20%	23,211	19.91%	17,029	13.42%	2,444	1.73%	66,513	13%
Ft. Worth	Billed	9,375,465		8,845,886		9,708,581		10,379,134		38,309,066	
	Collected	2,193,488	23%	1,801,647	20.37%	1,613,096	16.62%	144,220	1.39%	5,752,451	15%
Haltom City	Billed	281,313		291,301		306,731		356,660		1,236,004	
	Collected	65,862	23%	46,295	15.89%	57,722	18.82%	2,224	0.62%	172,102	14%
Haslet	Billed	12,845		21,003		15,579		11,178		60,605	
	Collected	5,525	43%	10,925	52.01%	5,365	34.44%	0	0.00%	21,814	36%
Lakeside	Billed	6,828		4,272		5,504		7,029		23,632	
	Collected	3,102	45%	501	11.73%	1,278	23.22%	360	5.12%	5,241	22%
Lake Worth	Billed	123,267		132,701		132,624		150,260		538,852	
	Collected	30,392	25%	25,215	19.00%	29,761	22.44%	1,957	1.30%	87,325	16%
River Oaks	Billed	84,100		76,363		67,904		77,873		306,239	
	Collected	16,087	19%	17,975	23.54%	13,753	20.25%	2,736	3.51%	50,551	17%
Saginaw	Billed	108,601		115,184		137,282		106,250		467,316	
	Collected	31,395	29%	26,658	23.14%	34,849	25.39%	0	0.00%	92,902	20%
Sansom Park	Billed	44,982		44,284		32,389		62,117		183,771	
	Collected	9,417	21%	10,862	24.53%	7,820	24.14%	914	1.47%	29,012	16%
White Settlement	Billed	217,918		195,304		206,163		292,838		912,222	
	Collected	47,926	22%	47,177	24.16%	35,822	17.38%	3,097	1.06%	134,023	15%
Westover Hills	Billed	1,315		5,266		2,652		2,624		11,857	
	Collected	-	0%	1,994	37.87%	357	0.00%	0	0.00%	2,351	20%
Westworth Village	Billed	18,923		20,568		23,460		17,385		80,336	
	Collected	1,787	9%	1,938	9.42%	4,272	18.21%	200	1.15%	8,197	10%
<b>Total Billed</b>		<b>10,804,869</b>		<b>10,271,998</b>		<b>11,222,463</b>		<b>12,081,781</b>		<b>44,381,111</b>	
<b>Total Collected</b>		<b>2,587,691</b>	<b>23.95%</b>	<b>2,168,169</b>	<b>21.11%</b>	<b>1,974,218</b>	<b>17.59%</b>	<b>160,698</b>	<b>1.33%</b>	<b>6,890,775</b>	<b>15.53%</b>



Capital Budget FY2013  
Purchase Summary

Item	Budget	Spend to Date	Remaining Budget	Closed? Y/N
New Building	\$ 3,000,000	\$ 2,753,838	\$ 246,162	y
Clinical AV Project (2 year project)	\$ 25,000		\$ 25,000	
Ventilators (3)	\$ 82,000		\$ 82,000	
Braun IV pumps (23)	\$ 112,000		\$ 112,000	
			\$ -	
Paramount Interface	\$ 36,000		\$ 36,000	
CAD Production SQL Rehost	\$ 52,250		\$ 52,250	
Marvlis field client	\$ 84,600		\$ 84,600	
			\$ -	
Supervisor Vehicles (2)	\$ 98,000		\$ 98,000	
			\$ -	
Online fax / fax server	\$ 15,660		\$ 15,660	
Online Research Solution (gartner)	\$ 6,900		\$ 6,900	
Exchange Server Replacement	\$ 8,412		\$ 8,412	
Additional Switch - BODC	\$ 8,793		\$ 8,793	
Standard Server replace - non-blade (2)	\$ 9,276		\$ 9,276	
R&D	\$ 15,000		\$ 15,000	
Cisco B fabric for Chassis 01	\$ 16,225		\$ 16,225	
Servers replaced with blades (4)	\$ 16,800		\$ 16,800	
Virtualization - Servers (3)	\$ 16,824		\$ 16,824	
New AntiVirus Solution - symantec	\$ 33,788		\$ 33,788	
Stonefly shelf expanded storage	\$ 46,081		\$ 46,081	
Tablet Replacements (28)	\$ 105,980		\$ 105,980	
Data Warehousing/Kleere Communicati	\$ 117,581		\$ 117,581	
Road safety vests (300)	\$ 10,500	\$ 8,620	\$ 1,880	Y
Stryker Stair Chair (56)	\$ 106,000		\$ 106,000	
Replace Totaled vehicle (Unit 66)	\$ 130,000		\$ 130,000	
Mannequin Upgrades for CCR Training	\$ 4,500		\$ 4,500	
Non-budgeted purchases:				
Laerdal Corp - SimJunior	0	\$ 31,399	\$ (31,399)	
Total Purchases	\$ 4,158,170	\$ 2,793,857	\$ 1,364,313	

# MedStar System Performance Summary

January 2013

## Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	95	95
Filled	87	95
In Training	2	5
Medstar Paramedic School	0	0
FMLA / Light Duty / Other	0	0
Availability %	91.6%	100.0%

## Unit Hour Production

Scheduled UH	19,327
Produced UH	18,807
Scheduling Efficiency	97.3%

## Unfilled Shifts

Average Scheduled Shifts Per Day	50
Daily Average Unfilled Shifts	1

## Response Time Reliability

Overall	91.5%
P1	89.3%
P2	91.9%
P3	91.9%
P4	92.0%
P5	95.0%

## P1 Adjusted Reliability

09:30 RT Standard	91.2%
10:00 RT Standard	92.8%
10:30 RT Standard	93.9%
11:00 RT Standard	95.0%

## Avg/Med Response Time

	<u>Average</u>	<u>Median</u>
P1	5:35	5:05
P2	5:59	5:20
P3	7:35	6:58

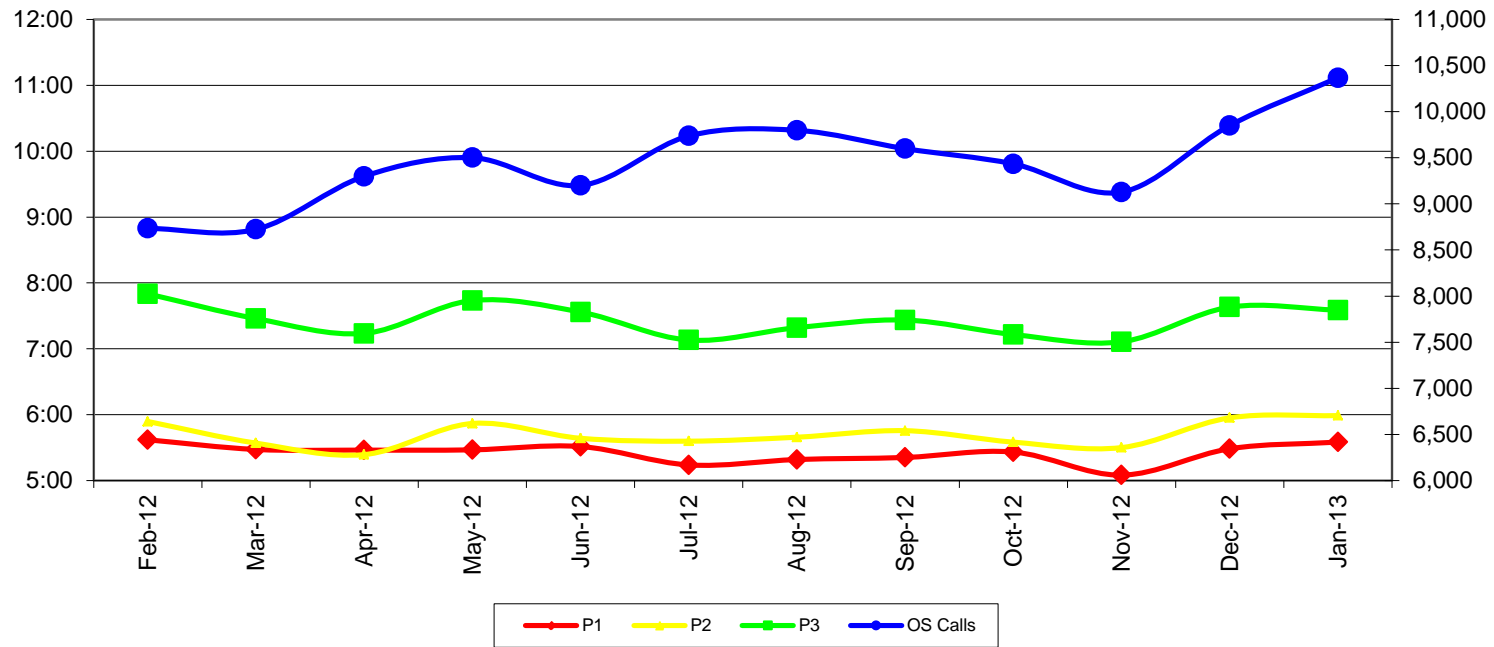
## Extended Calls

	<u>Total</u>	<u>Daily Avg</u>
P1 Calls > 19:00	11	0.4
P2 Calls > 21:00	26	0.8
P3 Calls > 25:00	52	1.7

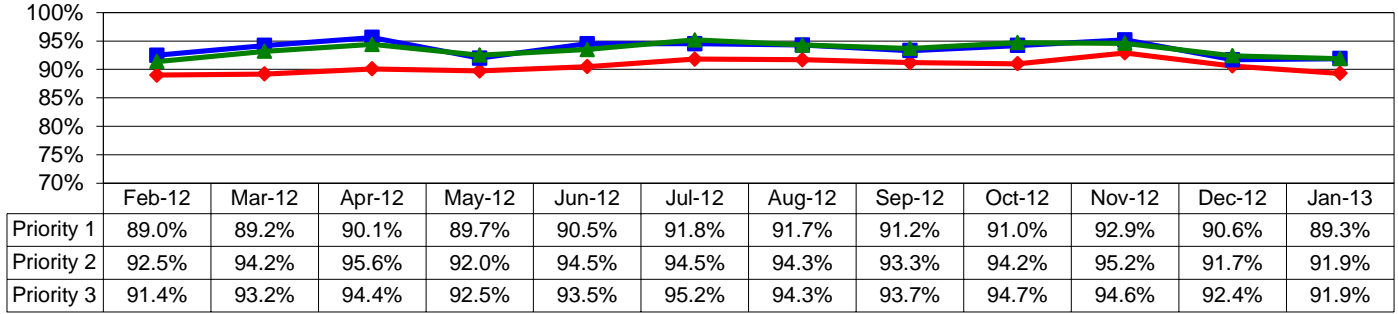
## Customer Satisfaction Twelve Month Period

Cards Mailed	24,333
Cards Returned	3,317
EMS Dispatcher Helpful?	81%
Care & Treatment Explained By The Paramedic	87%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	55%
Overall Were You Satisfied With The Services?	93%

### Average Response Time And Response Volume

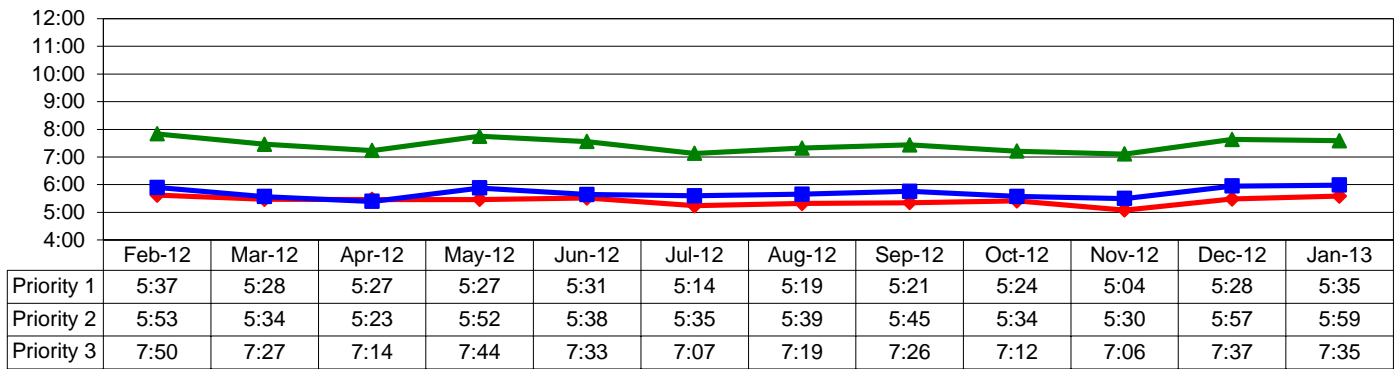


**Performance Indicators Last 12 Months  
Response Time Reliability**



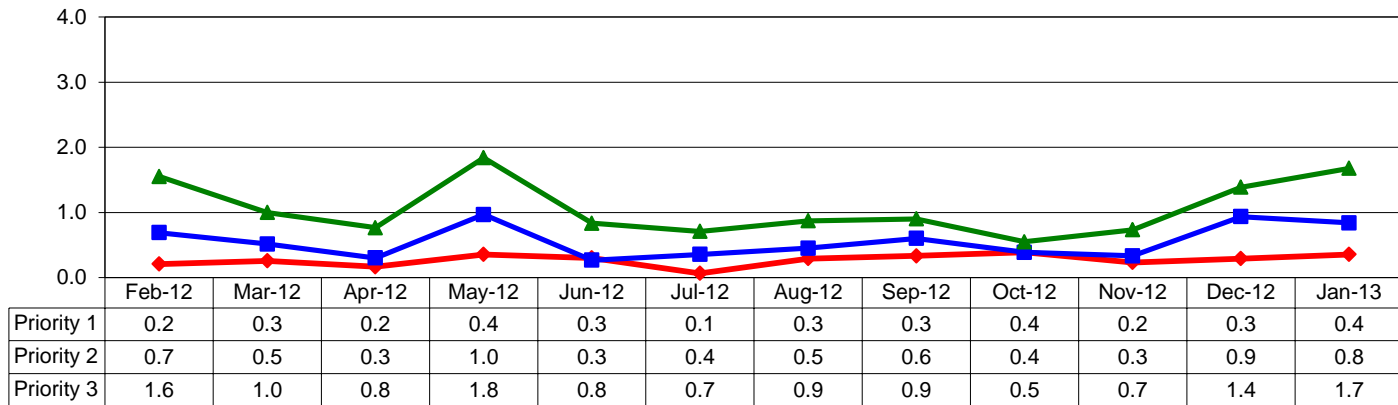
◆ Priority 1   
 ■ Priority 2   
 ▲ Priority 3

**Performance Indicators Last 12 Months  
Average Response Time**



◆ Priority 1   
 ■ Priority 2   
 ▲ Priority 3

**Performance Indicators Last 12 Months  
Average Daily Extended Responses (> 10 Minutes Past Goal)**



◆ Priority 1   
 ■ Priority 2   
 ▲ Priority 3

## MedStar Mobile Healthcare Separation Statistics - January FY 2013

	CURRENT MONTH				YEAR TO DATE			
	Vol	Invol	Total	Avg EE Count	Vol	Invol	Total	Avg EE Count
<b>Full Time Separations</b>	3	0	3	322.00	8	0	8	318.06
<b>Part Time Separations</b>	2	0	2	49.40	7	0	7	46.75
<b>Total Separations</b>	5	0	5	371.40	15	0	15	364.81
	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>		<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>	
<b>Total Turnover</b>	<b>0.93%</b>	<b>4.05%</b>	<b>1.35%</b>		<b>2.52%</b>	<b>14.97%</b>	<b>4.11%</b>	

### FULL TIME

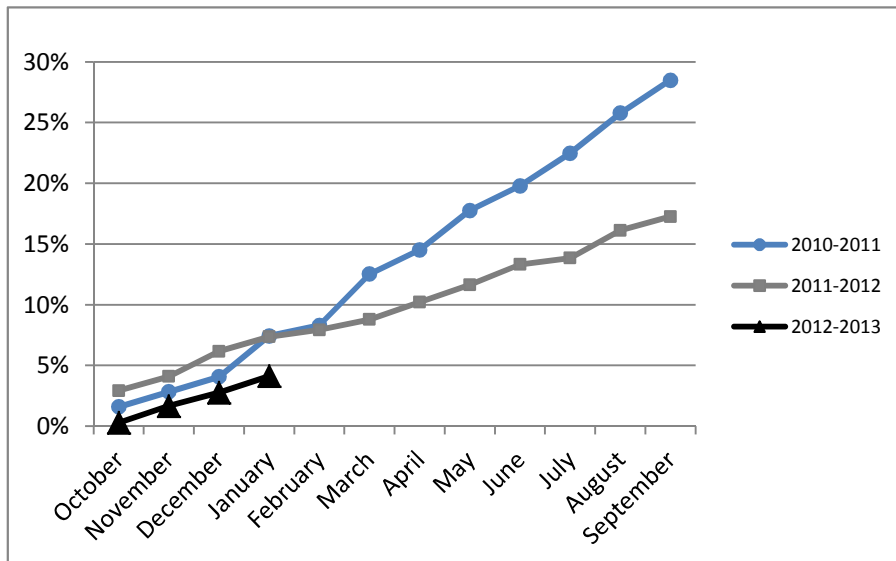
Separations by Department	Vol	Invol	Total	Avg EE Count	Turn Over %	Transfer Out	New Hires	Transfer In
Admin/Billing Office	1		1	29.4	3%			
Clinical			0	3.0				
Communications Center	1		1	25.0	4%	2		
Compliance			0	2.0				
Deployment			0	3.0				
Directors - Exec, Ops, Admin, HR			0	8.0				
Field - All Others			0	3.0				
Field Supervisors			0	8.0		1		1
Fleet			0	6.0			1	
Human Resources			0	3.0				
Information Technology			0	4.0				
Logistics			0	27.8			1	
Primary (L4, L4T, L5 and L6)	1		1	100.4	1%	3		
Risk and Safety			0	1.0				
Secondary (L1, L2, and L3)			0	98.4			13	1
Special Events			0	0.0				
<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>322.0</b>	<b>0.93%</b>	<b>6</b>	<b>15</b>	<b>2</b>

### PART TIME

Separations by Department	Vol	Invol	Total	Avg EE Count	Turn Over %	Transfer Out	New Hires	Transfer In
Admin/Billing Office			0	1.0				
Clinical			0					
Communications Center	1		1	5.8	17%			2
Compliance			0					
Deployment			0					
Directors - Exec, Ops, Admin, HR			0					
Field - All Others			0					
Field Supervisors			0					
Fleet			0					
Human Resources			0	1.0				
Information Technology			0					
Logistics			0	2.4			1	
Primary (L4, L4T, L5 and L6)	1		1	19.6	5%			2
Risk and Safety			0					
Secondary (L1, L2, and L3)			0	16.0				
Special Events			0	3.6			2	
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>49.4</b>	<b>4.05%</b>	<b>0</b>	<b>3</b>	<b>4</b>

## MedStar Mobile Healthcare Turnover Fiscal Year 2012-2013

Cumulative YTD			
	2012-2013	2011-2012	2010-2011
<b>October</b>	0.27%	2.91%	1.59%
<b>November</b>	1.65%	4.10%	2.83%
<b>December</b>	2.76%	6.16%	4.06%
<b>January</b>	4.11%	7.36%	7.43%
<b>February</b>		7.93%	8.29%
<b>March</b>		8.79%	12.52%
<b>April</b>		10.20%	14.52%
<b>May</b>		11.62%	17.76%
<b>June</b>		13.32%	19.79%
<b>July</b>		13.85%	22.48%
<b>August</b>		16.13%	25.78%
<b>September</b>		17.26%	28.48%
<b>Projected</b>	12.3%		



MedStar Mobile Healthcare  
Lost Hours Report - Fiscal Year 2012-2013

**LIGHT DUTY for Fiscal Year 2012 - 2013**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	30:01	0:00	68:54	102:10									
FY 2013	30:01	30:01	98:55	201:05									1293:36
FY 2012	192:01	325:45	413:26	527:15	728:28	816:00	932:02	964:01	1001:39	1247:29	1323:19	1437:21	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

**Worker's Comp LOA for Fiscal Year 2012 - 2013**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	10:29	0:00	0:00	0:00									
FY 2013	10:29	10:29	10:29	10:29									388:36
FY 2012	0:00	0:00	25:59	25:59	33:59	33:59	33:59	33:59	60:38	139:47	371:47	431:47	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

**FMLA LOA for Fiscal Year 2012 - 2013**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1076:11	726:41	1424:32	1156:19									1095:55
FY 2013	1076:11	1802:52	3227:24	4383:43									
FY 2012	954:44	1667:45	2150:28	2709:24	3277:17	3922:35	4392:34	4937:28	5492:41	6282:42	7564:55	8673:49	722:49

**Military Leave for Fiscal Year 2012 - 2013**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	100:00	169:28	52:00	64:00									96:22
FY 2013	100:00	269:28	321:28	385:28									

**Total Leave Hours**

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1216:41	896:09	1545:26	1322:29									1245:11
FY 2013	1216:41	2112:50	3658:16	4980:45									

**Emergency Physician Advisory Board  
Annual Operating Budget  
For The Fourth Month Ended 1-31-13**

	FY 11-12 Actual Year	FY 12-13 Adopted Budget	FY 12-13 ProRated Budget	FY 12-13 Current Month	FY 12-13 YTD	
<b>Revenues</b>						
Quality Assurance Fees	715,499.31	732,070.00	244,023.33	67,734.81	247,164.33	34%
Interest Income	0.00	0.00	0.00	0.00	0.00	0%
Transfer from Fund Balance	0.00	25,000.00	8,333.33	0.00	0.00	0%
Development & Research Program	108,510.29	130,210.00	43,403.33	0.00	106,833.00	0%
<b>Gross Revenues</b>	<b>824,009.60</b>	<b>887,280.00</b>	<b>295,760.00</b>	<b>67,734.81</b>	<b>353,997.33</b>	<b>40%</b>
<b>Expenditures</b>						
<b>Development Expenses - Salaries</b>						
Salaries	464,997.54	510,000.00	163,846.15	44,007.07	154,894.83	30%
Worker's Compensation Insurance	2,528.57	3,640.00	1,213.33	1,221.00	4,052.81	111%
FICA/FUTA/SUI	11,361.95	14,560.00	1,120.00	1,731.85	4,709.01	32%
Health & Disability Ins	10,319.24	51,173.00	17,057.67	862.78	2,787.02	5%
Health & Disability Ins-Med Dir	35,502.50	45,000.00	15,000.00	3,750.00	14,250.00	32%
Matching ICMA	3,869.64	12,759.00	3,925.85	2,110.95	5,530.91	43%
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0%
<b>Total Development Salaries</b>	<b>528,579.44</b>	<b>637,132.00</b>	<b>202,163.00</b>	<b>53,683.65</b>	<b>186,224.58</b>	<b>29%</b>
<b>Development Expenses - Operating</b>						
Dev & Research-Education	411.75	1,500.00	500.00	0.00	11,665.08	778%
Grant Research & Writing	0.00	11,200.00	3,733.33	920.00	920.00	8%
Research/Audit Expenses	3,044.56	500.00	166.67	0.00	0.00	0%
Legal Services	2,200.00	10,000.00	3,333.33	3,392.62	3,392.62	34%
Phone - Office	5,318.69	4,000.00	1,333.33	316.64	1,266.56	32%
Cellular Phone	3,662.58	5,400.00	1,800.00	617.24	1,304.26	24%
Pagers	77.76	0.00	0.00	0.00	0.00	0%
Printing	391.76	500.00	166.67	0.00	0.00	0%
Office Supplies	726.86	1,000.00	333.33	179.50	619.87	62%
Postage	318.90	400.00	133.33	18.95	24.80	6%
Bank Charges	879.71	1,000.00	333.33	0.00	341.65	34%
Payroll Services	2,826.35	2,800.00	933.33	184.40	877.45	31%
Uniforms	2,784.06	2,000.00	666.67	0.00	0.00	0%
Subscriptions & Memberships	407.98	500.00	166.67	0.00	75.00	15%
Publications	533.00	500.00	166.67	267.00	715.00	143%
Committee Work and Team Supplies	6,717.16	8,000.00	2,666.67	142.97	1,509.80	19%
Computer Hardware	154.22	2,500.00	833.33	0.00	405.89	16%
Computer Software	2,831.31	2,500.00	833.33	1,000.00	1,000.00	40%
Vehicle Insurance	0.00	7,200.00	2,400.00	1,824.00	4,159.07	58%
Vehicle Costs	0.00	14,000.00	4,666.67	0.00	0.00	0%
Repairs & Maintenance/Contingency	429.10	1,000.00	333.33	14.10	56.40	6%
Online Web Services / Hosting	7,092.72	5,300.00	1,766.67	200.53	773.10	15%
Office Equipment Leasing	3,210.80	6,000.00	2,000.00	861.01	3,336.47	56%
Office Furniture & Equipment	1,066.31	1,000.00	333.33	0.00	0.00	0%
Meeting Room Rental	870.00	1,000.00	333.33	0.00	152.00	15%
Professional Development	315.00	0.00	0.00	0.00	0.00	0%
Travel-Medical Director	5,873.03	5,000.00	1,666.67	1,002.04	4,680.93	94%
Travel-Staff	2,196.24	5,000.00	1,666.67	0.00	13.23	0%
Dues-Medical Director	5,949.75	5,000.00	1,666.67	0.00	1,238.00	25%
Dues-Assistant to Medical Director	0.00	500.00	166.67	0.00	0.00	0%
Insurance-Malpractice	18,697.55	20,000.00	6,666.67	0.00	2,255.57	11%
<b>Total Development Operating</b>	<b>78,987.15</b>	<b>125,300.00</b>	<b>41,766.67</b>	<b>10,941.00</b>	<b>40,782.75</b>	<b>33%</b>
<b>Total Development Expenses</b>	<b>607,566.59</b>	<b>762,432.00</b>	<b>243,929.67</b>	<b>64,624.65</b>	<b>227,007.33</b>	<b>30%</b>
<b>Research Expenses - Salaries</b>						
Salaries - Research	86,699.08	82,000.00	25,230.77	9,627.35	33,486.05	41%
FICA/FUTA/SUI	6,549.02	6,620.00	2,036.92	874.38	2,550.99	39%
Health & Disability Ins	13,619.54	21,735.00	7,245.00	28.14	2,239.47	10%
Matching ICMA	0.00	6,150.00	1,892.31	0.00	0.00	0%
<b>Total Research Salaries</b>	<b>106,867.64</b>	<b>116,505.00</b>	<b>36,405.00</b>	<b>10,529.87</b>	<b>38,276.51</b>	<b>33%</b>
<b>Research Expenses - Operating</b>						
Printing	371.52	1,000.00	333.33	573.82	573.82	57%
Fuel Cost	1,278.67	3,043.00	1,014.33	491.43	1,493.05	49%
Office Supplies	872.41	1,000.00	333.33	18.96	155.14	16%
Postage	0.00	100.00	33.33	0.00	0.00	0%
Provider and Hospital Fees	0.00	200.00	66.67	0.00	0.00	0%
Office Furniture & Equipment	338.32	500.00	166.67	0.00	0.00	0%
Travel	1,998.92	0.00	0.00	0.00	125.19	0%
Computer Hardware	0.00	1,000.00	333.33	0.00	0.00	0%
Computer Software	0.00	500.00	166.67	0.00	0.00	0%



Emergency Physician Advisory Board  
Annual Operating Budget  
For The Fourth Month Ended 1-31-13

	FY 11-12 Actual Year	FY 12-13 Adopted Budget	FY 12-13 ProRated Budget	FY 12-13 Current Month	FY 12-13 YTD	
Pagers	0.00	500.00	166.67	0.00	0.00	0%
Committee Work and Team Supplies	1,902.28	500.00	166.67	0.00	10.98	2%
Total Research Operating	<u>6,762.12</u>	<u>8,343.00</u>	<u>2,781.00</u>	<u>1,084.21</u>	<u>2,358.18</u>	<u>28%</u>
Total Research Expenses	<u>113,629.76</u>	<u>124,848.00</u>	<u>39,186.00</u>	<u>11,614.08</u>	<u>40,634.69</u>	<u>33%</u>
Capital Outlay:						
Computer System Upgrades	0.00	0.00	0.00	0.00	0.00	0%
Office Equipment	0.00	0.00	0.00	0.00	0.00	0%
Medical Training Equipment	0.00	0.00	0.00	0.00	0.00	0%
Vehicle	0.00	40,000.00	13,333.33	0.00	25,836.00	0%
Total Capital Outlay	<u>0.00</u>	<u>40,000.00</u>	<u>13,333.33</u>	<u>0.00</u>	<u>25,836.00</u>	<u>0%</u>
Total Expenditures	<u>721,196.35</u>	<u>887,280.00</u>	<u>283,115.67</u>	<u>76,238.73</u>	<u>293,478.02</u>	<u>33%</u>
Ending Balance	<u>102,813.25</u>	<u>0.00</u>	<u>12,644.33</u>	<u>(8,503.92)</u>	<u>60,519.31</u>	

**Area Metropolitan Ambulance Authority dba MedStar  
Rolling Twelve Month Summary February 2012 - January 2013**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
FEB '12	1566	226	14%
MAR '12	1696	286	17%
APR '12	1412	163	12%
MAY '12	1948	345	18%
JUN '12	1878	313	17%
JUL '12	1998	257	13%
AUG '12	1927	269	14%
SEP '12	1927	244	13%
OCT '12	2623	335	13%
NOV '12	2298	336	15%
DEC '12	2052	311	15%
JAN '13	3008	232	8%
<b>TOTAL</b>	<b>24333</b>	<b>3317</b>	<b>14%</b>

Fire Department Helpful?					
YES	%	NO	%	NA	%
176	78%	5	2%	45	20%
238	83%	0	0%	48	17%
120	74%	4	2%	39	24%
271	79%	7	2%	67	19%
245	78%	6	2%	62	20%
198	77%	6	2%	53	21%
206	77%	5	2%	58	22%
183	75%	7	3%	54	22%
267	80%	8	2%	60	18%
267	79%	4	1%	65	19%
245	79%	5	2%	61	20%
186	80%	1	0%	45	19%
2602	78%	58	2%	657	20%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
169	75%	4	2%	53	23%
244	85%	0	0%	42	15%
124	76%	1	1%	38	23%
282	82%	3	1%	60	17%
265	85%	1	0%	47	15%
213	83%	1	0%	43	17%
209	78%	4	1%	56	21%
188	77%	5	2%	51	21%
270	81%	3	1%	62	19%
261	78%	3	1%	72	21%
257	83%	0	0%	54	17%
195	84%	2	1%	35	15%
2677	81%	27	1%	613	18%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
197	87%	10	4%	19	8%
252	88%	8	3%	26	9%
136	83%	7	4%	20	12%
300	87%	12	3%	33	10%
274	88%	11	4%	28	9%
222	86%	9	4%	26	10%
238	88%	9	3%	22	8%
211	86%	12	5%	21	9%
284	85%	16	5%	35	10%
296	88%	11	3%	29	9%
279	90%	7	2%	25	8%
210	91%	5	2%	17	7%
2899	87%	117	4%	301	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
210	93%	6	3%	10	4%
266	93%	7	2%	13	5%
153	94%	2	1%	8	5%
328	95%	4	1%	13	4%
302	96%	3	1%	8	3%
251	98%	2	1%	4	2%
254	94%	6	2%	9	3%
228	93%	7	3%	9	4%
310	93%	8	2%	17	5%
321	96%	5	1%	10	3%
293	94%	3	1%	15	5%
222	96%	1	0%	9	4%
3138	95%	54	2%	125	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
132	58%	4	2%	90	40%
155	54%	0	0%	131	46%
86	53%	4	2%	73	45%
181	52%	6	2%	158	46%
157	50%	6	2%	150	48%
171	67%	3	1%	83	32%
162	60%	9	3%	98	36%
129	53%	9	4%	106	43%
178	53%	7	2%	150	45%
184	55%	7	2%	145	43%
157	50%	3	1%	151	49%
119	51%	0	0%	113	49%
1811	55%	58	2%	1448	44%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
215	95%	2	1%	9	4%
262	92%	10	3%	14	5%
147	90%	4	2%	12	7%
321	93%	7	2%	17	5%
289	92%	6	2%	18	6%
247	96%	2	1%	8	3%
253	94%	2	1%	14	5%
224	92%	9	4%	11	5%
316	94%	10	3%	9	3%
316	94%	7	2%	13	4%
291	94%	3	1%	17	5%
220	95%	2	1%	10	4%
3101	93%	64	2%	152	5%

**2010/2011 Gross Responses**

YES	16,228	82%
NO	378	2%
N/A	3,296	17%
	<u>19,902</u>	

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2013**

1	Your care was very helpful.
2	Gracias a Dios por esta institución tan eral ante por este que dios taina an la tierra. Gracias a dios por todos los que sirven en ese luser. Atonta monta.
3	Everyone was very professional.
4	MedStar Staff were very professional. They took very good care of me. They arrived at my house quick. They were very nice and friendly. Thank you.
5	Since I was vomiting the whole time, they did the best they could by getting me to the ER as fast as they could. They did give me medication which helped. The first responders were very helpful in closing up the house.
6	I did not know the answer to question 1 or 2.
7	They did a wonderful job. Answered every question we had and explained everything. Thank you. Thank you for taking good care of me. I was way out of it.
8	We were amazed at how fast the fire dept. and the EMS dispatchers arrived, minutes from each other. They immediately tended to my husband who had collapsed on
9	the dining room floor. They were very efficient and very friendly to us. They got him there in time and he was seen immediately by the Emergency room staff at the hospital. We thank you for your help.
10	I was transferred from one hospital to another hospital. The ride was very bouncy.
11	The EMT's that came to my aid & transported me to hospital were so pleasant, professional and caring. Please tell them Thank you from me. I don't know who they were but they were great. 10/17/12 date of accident.
12	Services used were for transport from Harris Methodist Fort Worth to UTSW after stabilized. EMT team work well together, very professional & caring.
13	We certainly appreciate the staff's concern and help. Thanks MedStar.
14	My husband became ill at a ball game. Everyone was great. Thank you.
15	My care could have been excellent if the suspension on the ambulance was better. It was a bone jarring ride.
16	My daughter is the one who called 911 and she said the dispatcher was awesome, very courteous and professional.
17	The response was very prompt. Thank you.
18	I received outstanding service during this emergency.
19	I don't remember much, because I was out of it - but I know my family said you were great. I would not be here today had they not responded so quickly. P.S. Ambulance had a bad leak and water coming in from the rain.
20	MedStar was very professional & efficient.
21	Each individual that responded was professional. They treated my husband very skillfully and were comforting and pleasant. Thank you.
22	Excellent service and professionalism from MedStar!
23	Fire Dept. arrived with MedStar staff. As such, they were redundant for this particular call.
24	Thanks for the support & professional service that MedStar provided. My mom was pretty bad shape prior to their arrival but I was reassured of her care during the MedStar process and aftercare.
25	The 1st responders were wonderful. They helped my husband stay calm and managed his pain very well. They also were at the house within 5 minutes of my call. The dispatcher was also good, she listened and asked appropriate questions with excellent follow up instructions. Thank you for the excellent care.
26	Everyone was very helpful during that stressful time. Thanks.
27	All good!
28	Very good service. Thank you.
29	I so appreciated the woman attendant in the ambulance. She was very caring & explained everything well. Please thank her for me.
30	Timely & professional service provided.
31	I was well taken care of! Thank you.
32	I was at my Doctor's office and was sitting in the lobby. I started having chest pain so I took a nitro, then minutes later took another. The pain was getting worse so I tapped on the office glass door. I told her I had taken two nitro & I was hurting really bad. They called MedStar immediately. They arrived right away. They rushed me to Baylor Allsaints where I had worked as a PCT for 17 years. I went from ER to the cardiac unit. I really appreciate the EMT's concern & care. They were professional but friendly and nice. I was I was never so glad to see them arrive at my doctor's office. This was the second doctor that you were called to take me to ER. Thank you so much.
33	I felt more comfortable with the care my husband received thru MedStar. The crew were very helpful.
34	Services were very good everyone was so helpful, kind & stable and very alert with patient, very very good.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2013**

35	Thank you.
36	The staff was friendly & kind to talk to. Care for patient was very good
37	This service sucked the guys talked about it being their last call before they got off. So they were going to take their time. They did nothing for me but charged me \$1001.00 and I had asked to have another service pick me up which they wouldn't let me do that either. This is a joke!
38	MedStar crew was exceptional.
39	I pray none of your fellows ever get what I had a 11 m Kidney stone plus infection. Thank you so very much and may your days be good ones. Thank you again.
40	The two MedStar crew was excellent in caring for me. If the other MedStar crew is anything like these two (guys) everyone will get excellent care. Thank you from bottom of my heart. Thanks.
41	I could have not asked for better care. Very professional.
42	I have not received a bill or talked to anyone.
43	Fire Dept. and EMS was very helpful. It's always slow when you get to the emergency room. Doesn't matter if there are a few people or many.
44	Don't remember being transported to hospital only remember waking up in hospital.
45	The female in the ambulance was superb and caring.
46	MedStar crew are so wonderful with patients. They can calm you when you're are in a panic mode.
47	I was very pleased with the service and attention that was given to me.
48	Very calm, informative and kind. Thank you for coming so quick.
49	They were a great team in transporting my husband to the Fort Worth Hospital and very pleasant. I wish to thank them for there help. Working on a rescue unit for over 25 yrs. as a volunteer I was happy to have them come and do their job.
50	Everyone was caring and responsive. Thanks.
51	The lady from the business office was very disrespectful and prejudice. She seemed as if she did not know her job duties and when we asked questions her answers were short and uneducated. The nurses were very nice & helpful. The driver was terrible. She hit every hole in the street & got smart when I asked her about the ride to the hospital. She was very, very rude & nasty. I don't understand these people. They shouldn't be working with people that are ill. I was very disappointed. I am not use to this type of treatment in California!
52	They were professional & very caring & calm or that would have made me nervous.
53	Excellent!
54	They were great.
55	I did not experience a billing staff.
56	I more than appreciate the EMT. They both truly cared for me and made me feel at ease.
57	Overall - A+. Emt's very professional and at the same time caring. Helped make a stressful situation for this family much easier. Thank you.
58	A Okay
59	My name is (pt's correct name) not D. BCBS denied put to MedStar. Please resubmit with corrected name. They said I used an ambulance service that was not a provider & I know that is incorrect.
60	As always, very tender and caring.
61	They were excellent and the nurse was super good at starting my IV stand traveling on the freeway. It was on Monday and the IV stayed until Friday with no problem.
62	Thank you.
63	The service was excellent and professional. They took really good care of our mother.
64	I was made comfortable by the driver with his humor and concern for my injury.
65	Excellent.
66	These emergency people helped us so much. Words can not say enough for these people.
67	One of the Fire Dept. personnel said that there was nothing but a pulled muscle wrong with me when I had fractured ribs & he was rude, but the MedStar personnel was very helpful.
68	All I want to say is thank you for your great service.
69	Great Service. Very Professional. Thank you.
70	A lot of waste in blankets. The hospital said that either I take it with me or they throw it away! This seems to be very wasteful.

**Area Metropolitan Ambulance Authority dba MedStar  
Survey Cards  
2013**

71	Thank you.
72	The responders were very nice, helpful & caring. Made the situation more bearable.
73	EMT insisted I had to be transported to Harris Downtown instead of Harris SW as I requested. At Harris downtown I was basically left in the hallway and ignored for six hours before I was admitted. I do not believe that would have happened at Harris Southwest. How do I make sure they take me where I want to go next time if there is a next time?
74	The paramedic in the ambulance was wonderful! Made me feel secure & had a great sense of humor. Muah!
75	Thank you for your excellent response & service. May god bless you all for your kindness.
76	Very efficient knowledgeable, courteous.
77	MedStar has always been very professional and helpful.
78	You have great people who took excellent care of me! Thank you!!
79	Very kind & calm.
80	The response time was unbelievable. The care by the fire department personnel & MedStar was exemplary.
81	Very helpful in their instructions to my spouse as they helped him calm down.
82	On Oct. 28, 2012 I had a heart failure. If it wasn't for the quick response and excellent treatment by the paramedic I wouldn't be writing this letter. Thanks to MedStar I have the opportunity for a full recovery.
83	I use be out in the cold they responded as soon as possible. I would recommend their services to any senior citizen or 18 yrs. or older.
84	I have not yet received a billing statement. I assume the Medicare and Tricare for life has been contacted for payment. My care in transporting me to Harris Hospital left nothing to be desired, care & courtesy were given with great attention.
85	It was great to have such a caring team when I was in crisis. Thank you.
86	My mother who has dementia doesn't remember much of when she had her seizure but she tells everyone one thing. "There was a nice man that held my hand because I was scared."
87	Very helpful. I have told everyone that will listen how wonderful your people were. Thanks for your wonderful service.
88	I am dearly grateful to all who were involved in my emergency care. I wish I could personally thank each one for without their response I may not be here today. Thanks again.
89	Very pleased with your service.
90	We have used MedStar since my husband had a stroke 8 years ago. He is in a wheel chair and lost his voice . We don't have cars so I ride with them since I'm his voice. He can't talk so I'm very grateful for your great service. God Bless.
91	They were very gentle with her broken hip. They used a tool to take her our of the house and were careful. They did give her a shot for pain.
92	Sorry, I didn't remember much from this last transport except the staff was kind.
93	It was cold, keeping me covered would have been nice.
94	Good Job! Well Done!!
95	They were great & made me feel better in a short period of time.
96	The crews were here almost before I could get off the phone with 911. They were excellent, kind, patient & very helpful. Thank you so much for the excellent service we received.
97	Great EMT in ambulance calmed me down, even made me laugh with his Santa hat.
98	I was going to follow and meet the ambulance at the Forest Park Hospital from Huguley Hospital. Neither Huguley Hospital nor the MedStar personnel would tell me the address of the Forest Park Hospital they were taking my wife to. Also Blue Cross Blue Shield has contacted you at least twice to get my bill information and I have given the information to MedStar also, but yet we are getting bills in the mail and getting collection phone calls.
99	She just had to wait too long to be transferred back to Nursing Home.
100	Thank you so very much for so many people that wanted to help. Everyone took very good care of my husband who broke his leg. They explained everything to me. Thank You.
101	Dad had Alzheimer's and medic was not reassuring that pt would not be left alone!! I explained twice that he wanders and would leave. Medic dismissed me twice!! Not comforting!!!
102	From time of 911 call, arrival time was just under 30 minutes. I was placed in the ambulance very professional. I was adequately advised to the arrival of elevated pain when I was placed on the gurney. The ride was smooth as could be expected. Your crew was very focused on my comfort.
103	I was transported from Health South to the ER at Plaza. All went well with transport. Please send a note of thanks to your staff for my transport care.
104	Everyone was very caring & nice. I have been in the care of MedStar many times and they take very good care of you.

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105	The two young boys on the ambulance was great. Even wanted to know how to make gravy. They were great boys. Wish all could be like them. Thank them.
106	A thank you seems totally inadequate. The responders were like guardian angel. Though I would never wish this experience on anyone, I would hope their responders would be just like MedStar's responders. Thank you so much.
107	Thank you for your professionalism.
108	How many of these do you want? This is the 2nd one that I completed. Your paying for the paper and postage. Maybe if you didn't send out so many your customers bills would be cheaper.
109	Unfortunately, patient has dementia and could not answer the questions. No family member was with her at transport.
110	I did this by phone I was very complimentary.
111	We have had to use MedStar service several times in emergencies. On the phone-professional. Entering our home - courteous and professional. Procedure continuous to and within the hospital. Thank you and keep up the good work.
112	Love you!!
113	Neighbor called 911 to help assist patient, who had fallen. MedStar arrived promptly and transported patient to ER.
114	We were very pleased and satisfied with all services we received. It was very reassuring to know Don was transported safety to & from hospitals.
115	Staff was helpful and professional. I rode with my husband in the ambulance; they were very kind to me.
116	Everyone was very professional and very helpful.
117	They were very professional and safe.
118	Service couldn't be better. Thank you.
119	I have not renewed my membership bill, as of today but so far all was good.
120	It was amazing how fast they got there, and very appreciated by our family.
121	Care was prompt & we were impressed. Everyone was professional and informative.
122	Very thankful they could take me to H.E.B. hospital where my PCP doctor attends.
123	Just wonder why it took another ten minutes inside the ambulance before the staff started driving. Overall the service was courteous, helpful and excellent.
124	I want to thank you for your excellent service when I need it. You're very good people. I appreciate everything you have helped me with.
125	Everyone connected with my sister's recent service was professional, personable, and very kind and gentle. The crew were ingenious in their method of transferring her from the bed to their stretcher in very close quarters. The woman medic thought of using a captain's chair to pack saddle her. We thank the crew for their good work; my sister died today and is at last free from the cancer she long endured.
126	I am filling this survey out for my father he really doesn't remember. However, the EMT's and fire men were all professional and caring to my dad. They all showed great compassion and patience with him and me. I am greatly appreciative of them.
127	Crew was very professional and highly skilled. Made me feel very cared for. I took care to tell them so and thank them for their excellent care!
128	Excellent!
129	I really can't say as my son was in a motorcycle accident on Oct 17, 2012 and was taken to JPS.
130	All personnel was very helpful and professional.
131	I thank God that the help is there when we need them. Thank You MedStar!
132	Very helpful.
133	Updated address was sent in, front desk updated on 01-11-13.
134	We could not have asked for better care. The men were very kind and professional. Thanks for all you done for us.
135	They got here real fast.
136	Outstanding.
137	It was 3:30 Christmas morning and every one was great. Moms blood sugar count dropped to .27. Despite her confusion and inability to cooperate, the team was able to help her.
138	MedStar is Great!
139	This happened at 12:30 (lunch time) on Christmas day. The men were very fast and very helpful in getting my 92 year old husband to Harris Hospital. Our heartfelt thanks to you and your staff for getting help for us so quickly.
140	They were very respectful of my mother in law.

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141	We had help from MedStar for transporting my dad from Rehab to hospital.
142	I was not awake at the time.
143	MedStar is completely professional, patient and listened to all of my comments, concerned with my care and well being. Comments and opinion of the ER doctor were not this favorable.
144	Everything was handled wonderfully. Thank you.
145	First EMT had issues with IV, could tell he was in training as I worked in the Med field for 25 yrs. so I understood. The second EMT started the IV and gave tips to the trainee. They did a great job, even though I was under some direst. Response was quick after the call. Very grateful for their help, professionalism and medical knowledge.
146	A facility called MedStar to transfer me to Huguley. The crew was great, haven't talked to billing staff, but I have BCBS and they are billing my insurance.
147	We have Medicare A and B, and BCBS federal, and we have received no less than 6 and maybe more bills on other inquiries. Information is not properly used, thus causing confusion and improper bills being sent out costing your company overhead money. It causes confusion to the customer also. Thank you.
148	We have three insurances, Medicare, Aetna and Tricare for life.
149	Very Professional!
150	I have never needed an ambulance before and they were great in taking care of me.
151	Very friendly and professional staff. I was very happy with the EMS team that came for me. They were helpful and tried to make me comfortable while I was hurting.
152	MedStar crews has always been excellent in every way. We appreciate you.
153	Wonderful! Cant be beat.
154	Wonderful response and care.
155	We were very pleased with the speed, professionalism, courtesy, and just flat out wonderful help from every member that attended us. The dispatcher was calming, the FD very fast and the medic thorough, informative and kind. Our deepest thanks to all.
156	FD didn't show up. I just asked for help getting my husband up, because I wasn't strong enough. The dispatcher was very nice. The crew was every professional and nice. They told me they thought he needed to go to the hospital, which I agreed with. Haven't talked to anyone in billing yet.
157	When I need an ambulance, MedStar has been there for me and I thank everyone one of them. I am thankful for their services.
158	One of the medic was great, the other one said I should have waited and made an appointment. I was in extreme pain with no pain pills and I needed immediate attention.
159	MedStar was called by personnel at City view care center. I didn't talk to a EMS dispatcher.
160	For years my husband & I had MedStar coverage but he died & I lived away from here, Arkansas. I tried there but they did not have MedStar. I just gave up. I cannot speak highly enough about the Fire Dept. during the last year of my husbands life, they were at my side in a moments notice to help me lift or anything else that might happen in a twinkling of an eye. I can remember that we used an ambulance that much, I was a nurse and I managed everything at home.
161	At my (can't read) to River Oaks City Hall - The police gave my wife CPR. The Fire Dept. gave my wife the fibulator by her heart. The ambulance transported my wife to the hospital like she was dead - even stopping at red lights on Jacksboro Hwy, at the hospital I was told that they tried to save my wife for a half hour in the Emergency before she died. Personally I don't believe the hospital, but be aware they could (can't read) because they are charging you for services they didn't preform. In my opinion.
162	What a wonderful group - 2 MedStar very professional at what they do. We could not ask for any better care. This was our first time to need this service and I must say they were wonderful.
163	I was unconscious the whole time so have no memory of circumstances, however I am fine now so imagine all went well.
164	I requested to go to Harris Southwest Hospital & the paramedic refused they said I didn't get to chose what hospital I go to & were rude. Also my 14 year old granddaughter who had a head and neck injury as a result of the same accident did not get a neck brace put on her & was sat on the ambulance & she was the one that got all the car impact.
165	EMS paramedics were professional and very caring and thorough.
166	They were here with minutes of them calling them. Thank you.
167	Truly professional & caring.
168	They arrived very fast and immediately began to help me, very professional. Thanks so much.
169	This was a cardiac arrest. Unfortunately the patient died after 3 days in the ICU @ Harris Hospital. Thanks for the extra time.
170	They passed away.
171	The Med Star crew was so very nice and patient with my husband. He did not want to go with them, but we convinced him he had too. When I got to the hospital my husband told me that he could have rode around with the Med Star guys all day! Thank you.



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172	Thank you for all your help. Do take care and may God Bless and protect you all.
173	Thanks for rescuing me at 4am Sunday & Monday 7 am. I was in surgery for embolism axil bypass. Home doing great. Thanks for you help. Good Job.
174	We have used MedStar many time in the past few years and have always been satisfied with the professional way they handled their jobs. Thank you.
175	Very good Service.
176	Husband & wife had severe food poisoning & were too weak to take care of each other. "On line" nurse suggested emergency room care, which we explained to 911 staff member.
177	I don't know. I was having seizures at MHMR detox and was transferred to JPS hospital. It is all a blur. More info would be helpful. I have Medicare Part A, B & D. Thanks.
178	Unbelievably expensive.
179	The paramedics were very helpful young men. Thanks to them my husband got help right away.
180	Great response.
181	The bill is too high. Did Medicare or UHC pay anything?
182	Thank you again. On 8/8/12 my husband had a heart attack, your fast response also the Fire Dept., along with the dispatcher who guided me on what to do until everyone arrived. Thank you for my from my heart he survived this, I will be forever grateful. This survey is from another time that I had to call for him.
183	My husband was taken from Huguley to UT. I didn't ride with him, but at Huguley the dispatchers were helpful and professional. My husband passed away Oct 9 at UT.
184	Your MedStar crew transported my father to the hospital. He was in last stage of prostate cancer and in extreme pain. They were kind and gentle. They were gentle and careful when they started the IV and took him directly to the hospital. His advanced cancer did result in his death on 1/12/13. Your professional and gentle care is deeply appreciated by his family.
185	I'm grateful for the quick response and caring manners they demonstrated in getting me to the ER.
186	The dispatcher was extremely courteous and considerate. She kept me informed while on the phone as to the ambulance's progress to my mother's location. The EMT's were professional, kind and kept us informed as they assessed my mother's condition.
187	They were at my house within minutes after I called. They were very helpful and professional. They explained everything and transported me to the hospital. I was having a heart attack & had a hard time getting my breath. I couldn't ask for better help. Thanks to all of them.
188	All were very caring & very nice. Thank you for everyone's excellent help. Gold bless you all.
189	Wonderful Service.
190	I have been trying to get patient to hospital for a while. Paramedics did a great job. He will now get care needed.
191	The responders were very professional kind and compassionate and made the trip more enjoyable and comfortable. I felt very blessed to have received such great care. Thank you.
192	On behalf of my mother, the service was great. My mother was only being transported from JPS hospital. So therefore we didn't speak to billing, EMS dispatcher and the fire dept. was not needed but the patient's family give you guy's a 5 star! Thank you.
193	I was taken to Harris Downtown in good order by a fine EMT crew.
194	Very professional, very helpful.
195	Your staff on Mobile ride was professional and made me fell at ease very very great people.
196	Group was professional and friendly. They made me comfortable and safe. Exceptionally good guys.
197	I cannot afford to pay for services. I can pay half only \$100 Feb. \$100 March.
198	Fast & Quick service was greatly appreciated. I was serviced by a wonderful team.
199	I hope to "never" have to use you again. However, that raving being said. If I ever have anything like this again. I hope it is within your service area. You were excellent.
200	The paramedic was very good to me and the fire dept. was very good to me too.
201	As always the best.
202	Very fast response & very professional. Thank you.
203	Member of Star Saver #*****. Renewal next 05/07/13. Excellent service from 911 call. Wife lived through the ordeal.
204	Fire Dept. was not necessary. Billing was never discussed. Patient is deceased.
205	I had they very best of care. Thank you all very much.
206	Response time great.
207	They did a great Job.



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208	Thank you, god bless.
209	This was my first time using MedStar having been in Texas 3 years.
210	Service was fast, polite, efficient and very appreciated.
211	Nothing negative to tell you, thank you.
212	Could not have ask for better, courteous concerned and very helpful.
213	Patient called and gave receptionist the survey: Ambulance came in seconds, billing staff okay, and thank you to the medics that came out.
214	They were very nice.
215	Sorry I can't write good English.
216	All was great.
217	MedStar provides very good Service.
218	On the night of 1/8/13 our mother collapsed in our house. I called 911 & was shown the greatest compassion by the dispatcher. She showed a very caring side that was greatly appreciated. Although our mother was pronounced dead several minutes later, the paramedics were very professional as well as caring. We would like to thank them for that. The Fire Dept. were equally as caring. We are grateful for their compassion as well.
219	I would just like to say that Thank God for people like you all that help those in need especially the older generation.
220	Team worked together especially being careful not to hurt me. They succeeded. They talked to me and told me what to expect from them and the hospital.
221	Patient has dementia and no family members were present when she was transported.