

Area Metropolitan Ambulance Authority

MedStar

**Board of Directors
Agenda**

November 28, 2012

**NOTICE OF
 AREA METROPOLITAN AMBULANCE AUTHORITY
 BOARD OF DIRECTORS MEETING
 551 EAST BERRY STREET
 FORT WORTH, TEXAS 76110
 November 28, 2012
 10:00 a.m.**

- | | | | |
|-------------|-------------------------------|--|--------------------------|
| I. | CALL TO ORDER | | Mr. Zimmerman |
| II. | INTRODUCTION OF GUESTS | | |
| III. | CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
| IV. | CONSENT AGENDA | 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 - 1123 | Approval of minutes for board meeting of October 24, 2012. | Mr. Zimmerman
Page 4 |
| | BC - 1124 | Approval of check register for the month of October 2012 | Mr. Zimmerman
Page 10 |
| | BC - 1125 | Approval of New Building Purchase Contract (final)
(Handout) | Mr. Zimmerman
Page 12 |
| V. | NEW BUSINESS | | Mr. Hooten |
| VI. | MONTHLY REPORTS | | |
| | A. | Executive Director Report <ul style="list-style-type: none"> • Staffing • What Matters Operational Report • Scorecard (Final) | Mr. Hooten |
| | B. | Compliance Report <ul style="list-style-type: none"> • Narcotics Purchase and Resupply | Ms. Jordan
Page 19 |
| | C. | Finance Report | Ms. Jordan
Page 21 |
| | D. | Operations Report | Mr. D'Agostino |
| | E. | Public Affairs Report | Mr. Zavadsky |

F. EPAB Monthly Report Dr. Beeson

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 will also conduct a closed meeting to deliberate personnel matters as authorized by Section 551.074 of the Texas Government Code. In addition, 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 - 1126 Act on any item discussed on Closed Session. Mr. Zimmerman

X. ADJOURNMENT

**AMAA
BOARD COMMUNICATION**

Date: 11/28/2012	Reference #: BC-1123	Title: Approval of minutes for board meeting of October 24, 2012.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the minutes for the board meeting of October 24, 2012.

DISCUSSION:

N/A

FINANCING:

N/A

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

MINUTES

AREA METROPOLITAN AMBULANCE AUTHORITY BOARD OF DIRECTORS MEETING

551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
October 24, 2012
10:00 am

The Area Metropolitan Ambulance Authority Board of Directors met on October 24, 2012 at the Ambulance Authority offices.

I. CALL TO ORDER

Chairman Zim Zimmerman called the meeting to order at 10:02 am. Board members present were Dr. Jeff Beeson, Byron Black, Paul Harral, Dr. Robert Adams. Dr. Rajesh Gandhi not present.

II. INTRODUCTION OF GUESTS

Others present were Douglas Hooten, Joyce Brown, Danyelle Keenan, Joan Jordan, Matt Zavadsky, Mike D'Agostino, Chad Carr, Paul Trusty, John Elder, and Marianne Schmidt, all with MedStar; AMAA Board Attorney, Matt Goetz; Chief Rudy Jackson with the FWFD. Veer Vithalani, JPS Emergency Medical visiting EPAB.

Doug Hooten introduced Heath Wright, new Assistant Director of Operations. Heath comes to us from Albuquerque, NM. Heath will be working with our Communications and process analysis and strategic items. Starting yesterday, we have Judy Jones; she will be Mike, Heath and John Elders Administrative Assistant.

III. CITIZEN PRESENTATIONS

There were no citizen presentations.

IV. CONSENT AGENDA

BC-1118	Approval of minutes for board meeting of September 22, 2012
BC-1119	Approval of check registers for the month of September
BC-1120	Approval of MARVLIS Client
BC-1121	Approval of Purchase Orders \$25,000 and over

The motion to approve items in the consent agenda was made by Byron Black and was seconded by Dr. Robert Adams. The motion carried unanimously.

V. NEW BUSINESS

VI. MONTHLY REPORTS

- **Executive Director Report**

Mr. Hooten reviewed the following:

- **Staffing** – We’ve finished out our fiscal year and have totaled out the year end with staffing. You can see that we finished out the year with a turnover rate of 17.26% which is 10% less than last year. We expect this to be a trend as we go forward. The staff worked hard to do this. We have an academy going on currently which will bring us to 100% staffed once they complete training.

- **What Matters** – We are still working on this scorecard for this fiscal year. We have been assured that we can get the STEMI info from the hospitals. We have difficulty getting stroke info from our crews; this can be documented a number of different ways. We have training for the crews to take care of this. Trauma scene time: our goal is 10 minutes, we are at 16 minutes. Cardiac Arrest: our system goal is 50% for bystander CPR, we still believe we have some issues with the numbers we have here because we give instructions over the phone, then that results in bystander CPR and we are not capturing this. It is showing on the CAD, but not in the reports. Arriving at the ED with ROSC is 23.5% which is pretty consistent for us. Percent discharged alive is 8%; this is pretty consistent. **Zim Zimmerman:** Does the board have any interest in doing a one-time deeper dive into all the statics we get or are you happy where we are now? **Dr. Adams:** I would be interested in it for sure; I’d like to see some breakdown on other categories here. And also one question is; are these exactly the benchmarks you see nationally, is that why they are on here? **Zim Zimmerman:** Doug, why don’t you and I sit down and talk and see if we can put together a little program about all the things you measure here. And then let the board ask questions to understand the overall metrics. **Paul Harral:** It would be nice to see both sets of numbers; the numbers we count and the numbers everyone else counts. **Dr. Beeson:** We can do that. There are five different ways to look at the numbers; most people look at the prettiest and it’s not the true number. **Paul Harral:** The CCR training that I went through with you is pretty simple stuff. You can be talked through it. I wonder if it would be worth our while to make a mini CD/DVD of how to do CCR and put it in the monthly city water bill? **All:** that’s a good idea. **Matt Zavadsky:** We have a recording studio in EPAB where we can create this. Get some Fire people and MedStar people and put this together. This would be a great City collaboration. Then put it on the city website also. **Byron Black:** And stream on the different cities websites too. **Doug Hooten:** We continue to do bystander CCR. We are working with ISD’s on train-the-trainer. It’s a big focus for us, our goal is 5000; we are well on our way. Survey card comments: 106 back, 95 positive. 89.6% satisfaction, which is common. A lot of these are billing issues.

- **Scorecard** – This is our scorecard for next year as it relates to operations. This was one of our strategic goals. It is called the MedStar FY 2012-2013 Scorecard. These are all the goals we’ve listed for the next FY. Baseline, research and develop – many are in progress. When we have a solid baseline, we will put that in there. One change is where it has “Track and report Critical Vehicle Failures” that is going to be per 100,000 miles. The number will be a point instead of a whole number. We have a new process that we are putting in place called “PULSE” and Heath is leading the charge on this.

Please look at this and if you have any questions let us know. This will be reported on a monthly basis with progress towards our goals so that we will know at the end of the year how well we did with the goals that we set, and the budget we set to support. **Paul Harral:** Under “Community” what is the Public Information Team? **Doug Hooten:** This is the team that works with Matt to deliver public information. They will be trained for TV also. **Zim Zimmerman:** You might think about adding a column that compares the previous month with the reported month. Keep the baseline and show how you are doing month to month. Are you going to keep track of the mileage of all vehicles or just ambulances? **Doug Hooten:** All vehicles, because they all have incidents. **Zim Zimmerman:** Then I suggest you break it down into two categories; Ambulances and others.

Compliance Report – Joan Jordan reviewed the below:

- Response Time Compliance
- Narcotics Purchase and Resupply – **Dr. Beeson:** Third bullet under Issues/Corrections: We are holding on to our expired controlled substances because of the national shortage. We (the United States) may run out – so we may need to use our expired controlled substances. I’ve asked MedStar not to destroy them just for this purpose. This not uncommon. **Dr. Adams:** The sentence “The size of the stock is becoming unwieldy and unsafe” is a strong statement. Are we to expect the issues and corrections will be addressed at the next meeting? As far as how they are going to be dealt with? **Doug Hooten:** Yes. **Zim Zimmerman:** Typically when I see an audit where corrective actions are required, part of the audit there is a time frame in which those actions will be accomplished and a follow up report saying that they in fact have been done.

Financial Report

- Ms. Brown reviewed the new formatted financial report for the month of September 2012, stating total collected for the year to date was \$34,030,001 or 26.38% gross collections and 44.30% year to date net/net collections for the year. A detailed statement of revenue and expenditures by department was included in the board packet.

D. Operations Report

- We have a NEOP class going on right now and once they are all trained our staffing numbers will be all caught up. Working with HR and creating a plan to make sure we don’t find ourselves in the same predicament. Compliance – we maintain 92.9% system wide. Priority 1, 2 and 3 are all above 90%. We continue to show an increase in Priority 4, we are very close to making the 90% mark, for September we are at 89.2% this month we are currently at 95%.

E. Public Affairs Report

Mr. Zavadsky

- **1115 Waiver Project:** JPS/MedStar Patient Navigation project still tied for 1st of the 15 projects.

- **Nurse Triage Program:** 373 calls referred to Triage Nurse though yesterday. Averaging 3-5 calls/8hr weekday.
- **North Texas Specialty Physicians:** 4 referrals total, 2 this past week.
- **CHP Program:** Daily requests for information – Re-admission data out to hospitals last month. Many visitors over the past month from Colorado, Utah, Illinois, Arkansas, Nevada and Texas.
- **Sendera Ranch:** Town Hall meeting with them on 11/3 to discuss EMS System roles and response times. Fort Worth FD will be attending with us, Councilman Espino has been invited. **Zim Zimmerman:** Dennis Shingleton should be invited; he will have Sendera Ranch in his district starting in May – I will mention this to him when I get back to the office.
- **Safe Cities Coalition:** MVC Team met with Fort Worth Prosecutors this morning 10/24 on Road-Rageous program. MedStar teaches class monthly and the fee for the class goes to the MedStar Foundation.
- **Consulting Trips:** We have a few trips for November; Santa Clara Ambulance Authority and Highmark BC/BS in Pittsburg, PA. In December we will be going to City of Salt Lake City.
- We have a City Council update scheduled for 12/11. We will also be doing our other city councils meetings now; we will let you know when these are scheduled too. **Doug Hooten:** We will be doing an annual report this year; a written annual report to the community. **Zim Zimmerman:** How do you report your consulting revenue? **Doug Hooten:** It will be a line item in Revenue for consulting. **Zim Zimmerman:** In the course of things, this is not an ordinary business operation of MedStar. We need to make sure we are not double billing; hours for being here and hours for being there. We need a policy written for this, now that we are getting into consulting – so that it is very clear on how we do this, what we charge, how we charge and where we put it. **Doug Hooten:** We are just testing the water with the charging piece of it, to see what the tolerances are for people as it relates to them, it's a lot higher than we thought it would be. **Zim Zimmerman:** I think this is a Kudo's to MedStar; a lot of people are asking us "how do you do your business?" but at the same time I want to make sure since we are a public entity – we don't get ourselves in one of those "Got'cha" situations. Let's sit down, and write a policy and procedures that go with Consulting. **Doug Hooten:** We've already thought of this and have started a draft.

F. EPAB Monthly Report

- Research side, all of the ROC's met in DC last week. Fort Worth got lots of recognition since we were the first and sole leaders in the Trauma study that is ongoing. One hundred and thirty or so enrolled since March, 107 of them are right here in Fort Worth. It's been very nice, although it's the Dallas ROC site; people are referring to it as the Dallas Fort Worth ROC site. The EPAB board meeting is tomorrow. We are proposing a new format change in the protocols. Not a lot of clinical changes as far as

medications or procedures. Completely different outlay and trying to clarify some of the credential levels we have, making it a little more simplistic for the operations side.

VII. OTHER DISCUSSION

- **Zim Zimmerman:** I would like to request that you (MedStar) do lots of activities and events during the holidays. And I would appreciate it if you let the board know the times and dates of those events so we can try to come out and support. **Matt Zavadsky:** We are going to have our Thanksgiving dinner on 11/22 at 0430 and 1700.

VIII. CLOSED SESSION

Meeting adjourned for closed session at 10:45 a.m.

IX. RECONVENE FROM CLOSED SESSION

Meeting reconvened from closed session at 11:05 a.m.

- **Zim Zimmerman:** Our next meeting is November 28th. Does anyone have a problem with that date? Okay, we are scheduled for the 28th. Also, the board here by directs MedStar to go ahead and proceed with investigating the creation of a 501(c)3 Foundation; and do whatever is necessary and bring back to board for further deliberation.

X. ADJOURNMENT

There being no further business, Chairman Mr. Zimmerman adjourned the meeting 11:15 a.m.

Respectfully submitted,

Dr. Jeff Beeson
Secretary Designee

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 10-01-12 To 10-31-12

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
69792	10/5/12	Banc of America Leasing Ambulance Lease	70,821.89
69794	10/5/12	Bound Tree Medical LLC Medical Supplies-Logistics	10,824.43
69810	10/5/12	Laerdal Medical Corporation Clinical Equipment	53,912.70
69825	10/5/12	ReCept Pharmacy Medical Supplies-Logistics	7,963.12
69862	10/18/12	Banc of America Leasing Ambulance Lease	25,128.19
69868	10/18/12	Dantom Systems, Inc. Invoice & Forms Processing-Adm	7,124.07
69896	10/18/12	ReCept Pharmacy Medical Supplies-Logistics	10,724.31
69904	10/18/12	Taylor Healthcare Products Inc Medical Supplies-Logistics	5,712.00
69938	10/24/12	Medicaid Star Cooks Life Synch Patient Refunds	8,161.44
69989	10/26/12	Banc of America Leasing Ambulance Lease	11,292.78
69992	10/26/12	Bound Tree Medical LLC Medical Supplies-Logistics	11,567.46
69996	10/26/12	CDW Government Inc Minor Equipment- Hardware-IT	5,475.37
70003	10/26/12	Direct Energy Business Utilities-Admin	6,512.43
70019	10/26/12	Bruce Lowrie Chevrolet Maintenance-Fleet	5,316.57
70023	10/26/12	Murphy Mahon Keffler & Farrier LLP Legal Services-Admin	15,976.74
70034	10/26/12	ReCept Pharmacy Medical Supplies-Logistics	26,088.81
70040	10/29/12	Taylor Healthcare Products Inc Medical Supplies-Logistics	5,712.00
70044	10/29/12	TML Intergovernmental Risk Pool Pre-Paid Insurance Permiums	560,006.21
70050	10/29/12	XL Parts Maintenance-Fleet	8,684.85
			<u>857,005.37</u>
TOTAL ACCOUNTS PAYABLE			1,033,165.74
TOTAL PAYROLL EXPENSE			<u>1,821,421.35</u>
			<u>2,854,587.09</u>

**AMAA
BOARD COMMUNICATION**

Date: 11/28/12	Reference #: BC-1125	Title: Approval of New Building Purchase Contract (final).
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RECOMMENDATION:

It is recommended that the Board of Directors approve the New Building Purchase Contract (final).
HANDOUT

DISCUSSION:

N/A

FINANCING:

N/A

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

MedStar System Performance Summary

October 2012

Staffing

	<u>Paramedic</u>	<u>EMT</u>
Authorized Shifts	95	95
Filled	89	79
In Training	3	12
Medstar Paramedic School	n/a	n/a
FMLA / Light Duty / Other	0	0
Availability %	93.7%	83.2%

Unit Hour Production

Scheduled UH	19,390
Produced UH	17,876
Scheduling Efficiency	92.2%

Unfilled Shifts

Average Scheduled Shifts Per Day	50
Daily Average Unfilled Shifts	4

Response Time Reliability

Overall	93.6%
P1	91.0%
P2	94.2%
P3	94.7%
P4	90.9%
P5	93.6%

P1 Adjusted Reliability

09:30 RT Standard	92.8%
10:00 RT Standard	93.9%
10:30 RT Standard	94.9%
11:00 RT Standard	95.8%

Avg/Med Response Time

	<u>Average</u>	<u>Median</u>
P1	5:24	4:55
P2	5:34	5:04
P3	7:12	6:34

Extended Calls

	<u>Total</u>	<u>Daily Avg</u>
P1 Calls > 19:00	12	0.4
P2 Calls > 21:00	12	0.4
P3 Calls > 25:00	17	0.5

Customer Satisfaction Twelve Month Period

Cards Mailed	22,269
Cards Returned	3,085
EMS Dispatcher Helpful?	80%
Care & Treatment Explained By The Paramedic	87%
EMS Crew Helpful & Professional?	95%
Billing Staff Helpful?	54%
Overall Were You Satisfied With The Services?	94%

System Response Time Reliability and Average Response Time Performance

October 01, 2012 thru October 31, 2012

Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Current Month On Time %	100 Response On Time %	Avg RT
1	2,198	2,166	1,655	2,088	91.0%	91.0%	00:05:26
2	3,297	3,203	2,380	3,069	94.2%	94.2%	00:05:35
3	3,099	2,960	2,063	2,600	94.7%	94.7%	00:07:13
4	33	32	28	28	90.9%	89.0%	00:01:39
5	807	799	762	762	93.6%	93.6%	00:21:11
	9,434	9,160	6,888	8,547			

Response Time Reliability and Average Response Time Performance By Member City

October 01, 2012 thru October 31, 2012

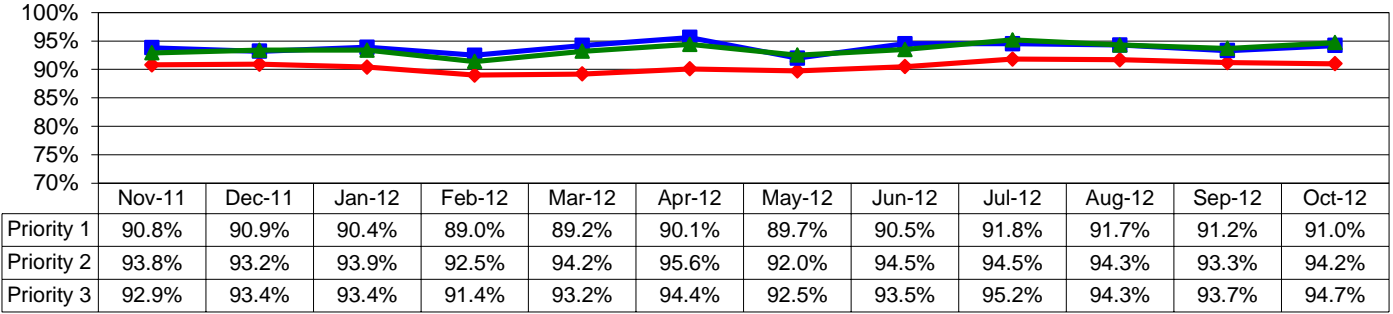
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
Blue Mound	1	3	3	3	3	< 09:00	100.0%	91.0%	00:03:23
	2	5	5	4	5	< 11:00	100.0%	95.0%	00:05:37
	3	7	7	7	7	< 15:00	100.0%	96.0%	00:05:30
		15	15	14	15				
Burleson	1	56	53	38	52	< 09:00	80.4%	81.0%	00:05:48
	2	99	90	67	87	< 11:00	89.9%	90.0%	00:05:36
	3	95	84	62	79	< 15:00	93.7%	93.0%	00:07:12
	5	92	91	90	90	< 60:00	91.3%	NA	00:28:47
		342	318	257	308				
Edgecliff Village	1	3	3	1	2	< 09:00	100.0%	98.0%	00:03:49
	2	8	7	3	7	< 11:00	100.0%	98.0%	00:04:49
	3	5	4	2	4	< 15:00	100.0%	94.0%	00:05:31
		16	14	6	13				
Forest Hill	1	24	23	21	23	< 09:00	95.8%	96.0%	00:05:34
	2	45	45	31	44	< 11:00	95.6%	96.0%	00:05:49
	3	32	32	23	31	< 15:00	96.9%	96.0%	00:07:33
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
		102	101	76	99				
Fort Worth	1	1,896	1,871	1,429	1,804	< 09:00	91.2%	91.2%	00:05:25
	2	2,791	2,718	2,011	2,601	< 11:00	94.7%	94.7%	00:05:32
	3	2,729	2,614	1,808	2,271	< 15:00	94.9%	94.9%	00:07:09
	4	29	28	24	24	= 00:00	89.7%	NA	00:01:53
	5	702	695	660	660	< 60:00	93.7%	93.7%	00:20:27
		8,147	7,926	5,932	7,360				
Haltom City	1	85	85	69	80	< 09:00	85.9%	86.0%	00:05:51
	2	114	109	84	103	< 11:00	89.5%	89.5%	00:06:42
	3	76	71	51	66	< 15:00	90.8%	90.0%	00:08:50
		275	265	204	249				
Haslet	1	8	8	6	8	< 09:00	87.5%	58.0%	00:07:26
	2	3	2	1	2	< 11:00	66.7%	72.0%	00:07:42
		11	10	7	10				
Lakeside	1	3	3	1	3	< 09:00	33.3%	NA	00:10:54
	2	4	3	3	3	< 11:00	75.0%	NA	00:08:40
	3	1	1	1	1	< 15:00	0.0%	NA	00:28:55
		8	7	5	7				
Lake Worth	1	18	17	12	17	< 09:00	100.0%	91.0%	00:04:48
	2	54	51	41	49	< 11:00	92.6%	95.0%	00:05:41
	3	28	27	19	25	< 15:00	96.4%	92.0%	00:07:19
	4	1	1	1	1	= 00:00	100.0%	NA	00:00:00
	5	4	4	4	4	< 60:00	100.0%	NA	00:00:00
		105	100	77	96				
River Oaks	1	20	19	17	19	< 09:00	90.0%	91.0%	00:06:09
	2	21	21	18	21	< 11:00	95.2%	94.0%	00:06:24
	3	21	20	14	20	< 15:00	85.7%	90.0%	00:09:27
		62	60	49	60				
Saginaw	1	21	21	16	20	< 09:00	95.2%	88.0%	00:05:31
	2	39	39	29	36	< 11:00	87.2%	91.0%	00:07:20
	3	26	25	19	25	< 15:00	88.5%	91.0%	00:08:21
		86	85	64	81				
Sansom Park	1	12	12	8	12	< 09:00	100.0%	91.0%	00:04:12
	2	25	24	19	22	< 11:00	100.0%	89.0%	00:03:53
	3	11	10	8	8	< 15:00	100.0%	94.0%	00:05:19

Response Time Reliability and Average Response Time Performance By Member City

October 01, 2012 thru October 31, 2012

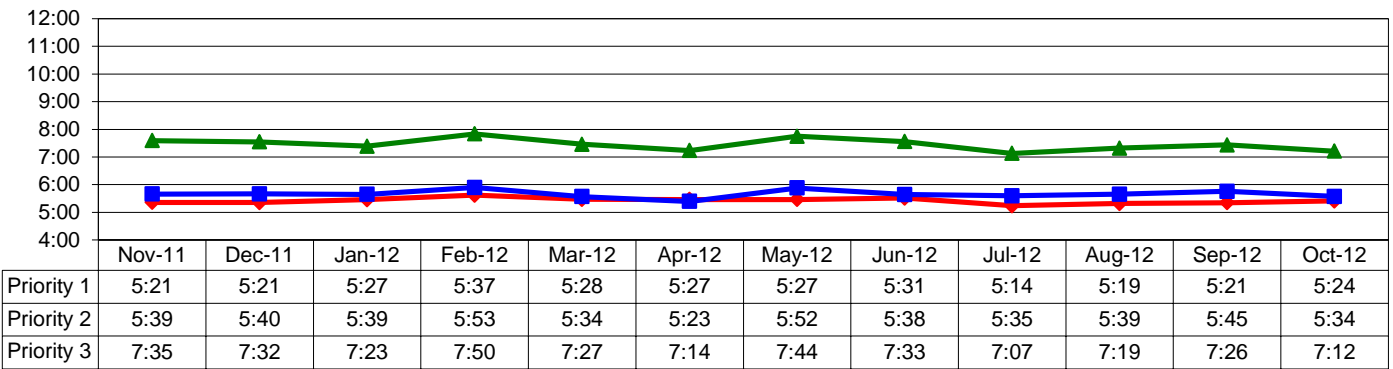
City	Priority	Calls for Service	Calls On Scene	Transport Count	Patient Contacts	Standard	Current Month On Time %	100 Response On Time %	Avg RT
	5	2	2	1	1	< 60:00	100.0%	NA	00:03:23
		50	48	36	43				
Westover Hills	1	1	1	1	1	< 09:00	100.0%	NA	00:07:40
	2	1	1	1	1	< 11:00	100.0%	NA	00:04:48
		2	2	2	2				
White Settlement	1	44	43	31	40	< 09:00	97.7%	94.0%	00:04:25
	2	83	83	65	83	< 11:00	92.8%	91.0%	00:05:07
	3	61	58	42	56	< 15:00	95.1%	96.0%	00:06:13
	4	2	2	2	2	= 00:00	100.0%	NA	00:00:00
	5	7	7	7	7	< 60:00	100.0%	NA	00:12:10
		197	193	147	188				
Westworth Village	1	4	4	2	4	< 09:00	100.0%	89.0%	00:06:54
	2	5	5	3	5	< 11:00	80.0%	98.0%	00:07:02
	3	7	7	7	7	< 15:00	85.7%	90.0%	00:10:19
		16	16	12	16				
Grand Total		9,434	9,160	6,888	8,547				

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



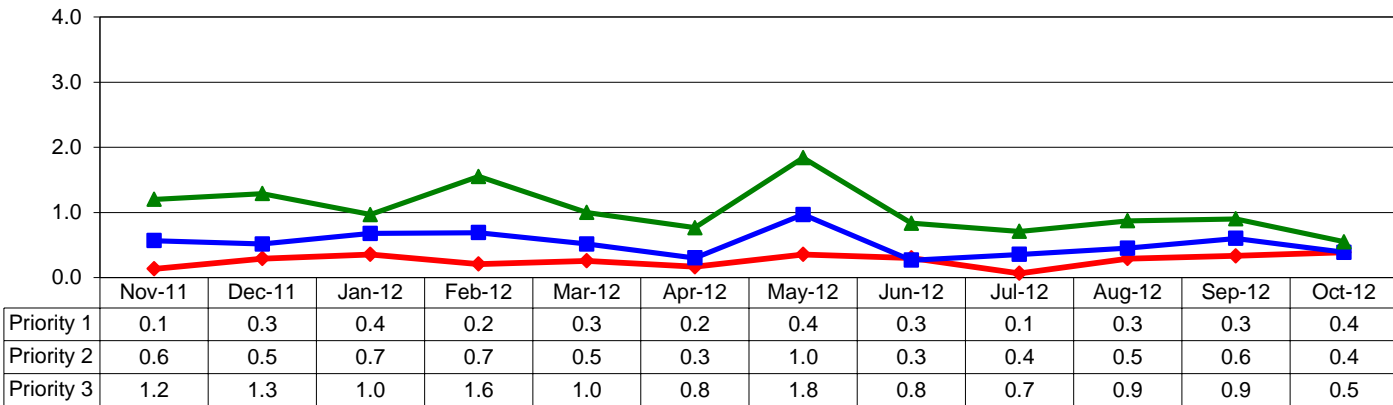
◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

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

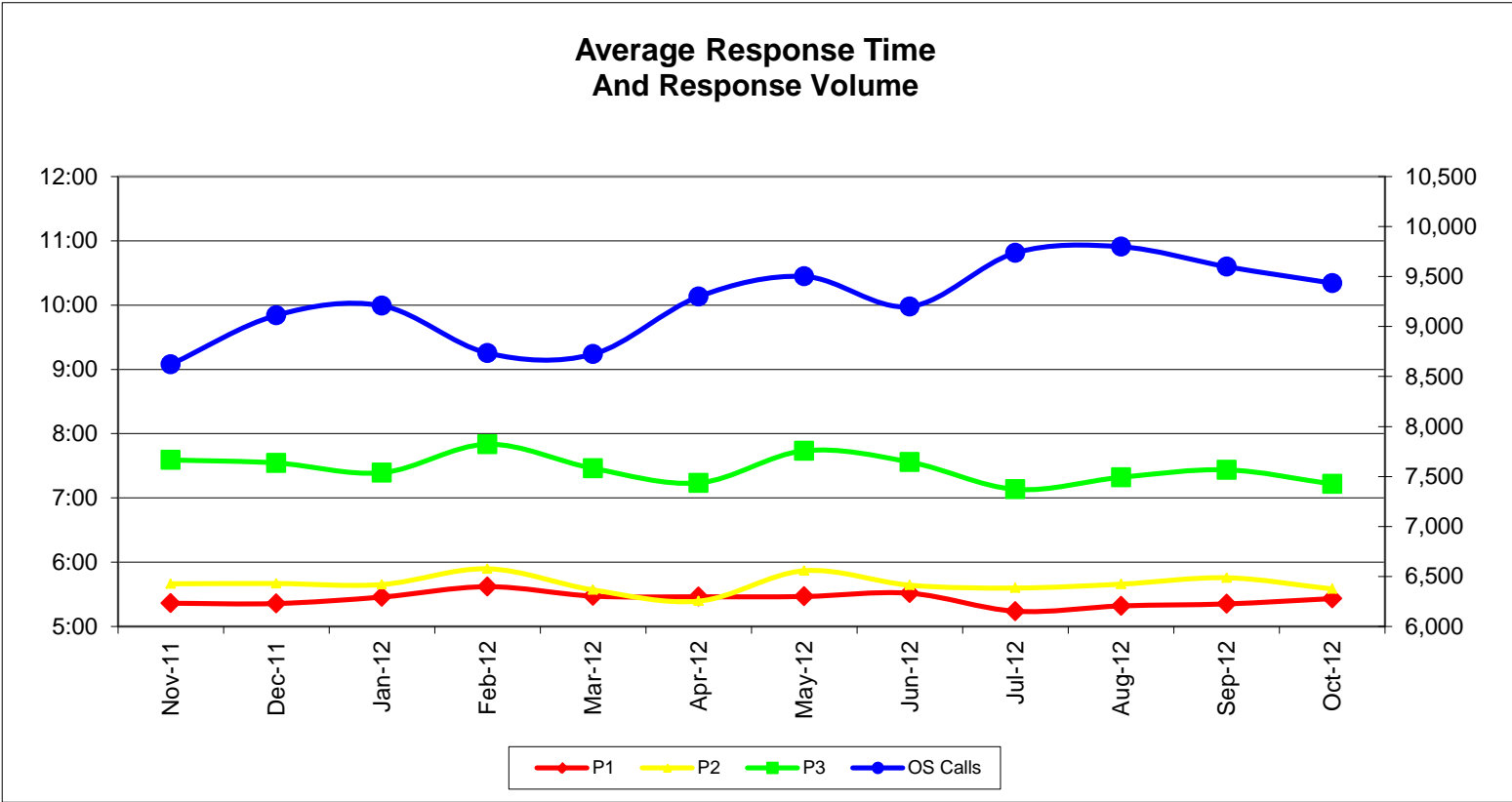


◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

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



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3



Amaa/MedStar
Report to Board of Directors
Compliance and Finance
October, 2012

Compliance Update

During the October meeting, the Board requested an update as to the action plan regarding the Narcotics Purchase and Resupply process audit. That update is attached.

Operational Results

For the month of October, 2012, revenues were \$3,144,715 compared to budget of \$3,063,519 and a positive variance of \$81,196. Expenses (net of interest and depreciation) were \$2,827,217 compared to budget of \$3,120,020 for a positive variance of \$292,803. Net Retained Earnings were \$119,029 compared to budgeted loss of \$266,623 for a positive variance of \$385,652.

Collections

Total collections in the month of October, 2012 were \$3,048,861, compared with \$2,721,082 in September, 2012. During the months of October and November, we offered a discount to those with old balances; collections under this program were \$176,110 through November 13.

In reviewing collections, we evaluate the amounts collected for a specific charge month. For example, for dates of service in December, 2011, we would look at collections in December 11, January 12, February 12, and so on. Generally, the bulk of the collections are seen in the second month after date of service; however it takes about 12-13 months to receive the full amount expected. Using the average of the last 12 months, our collection rate is 26.14%.

Annual Audit

Field work on the annual audit began November 5 and ended November 14. We have asked that the report be available for discussion and review at January's Board meeting.

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. In October, we made an earnest money deposit of \$30,000 on the Alta Mere building and purchased road safety vests.



Area Metropolitan Ambulance Authority
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www.medstar911.org

To: Board of Directors, MedStar
From: Joan Jordan, Compliance Manager
Date: November 28, 2012
Subject: Narcotics Purchase and Resupply

We reported the results of our audit of the Narcotics Purchase and Resupply process during the October, 2012 Board meeting. The Board requested an update as to the action plan to address the issues raised.

- Active and expired/damaged supply is kept in locked, steel cabinets which are not bolted to the floor and would not withstand a brute force attack for 10 minutes – both of which are requirements of the DEA. Also, the office in which the cabinets are located is often left unlocked and unoccupied.
 - Action: The active supply at the window has been bolted to the floor and a second lock added to the opposite side. The safe in the Logistics Manager's office has been bolted to the floor and the door will be closed with the office is vacant. (11/6/2012)
- Records pertaining to Schedule II drugs are not isolated from all other drug records, another DEA requirement.
 - Action: All inventory records have been digitized and password protected. (11/1/2012)
- At the Medical Director's request, MedStar maintains a stock of expired controlled substances to be used in case of extended shortages of the drugs. The size of the stock is becoming unwieldy and unsafe. We recommend MedStar work with its Medical Director to determine a safe supply level.
 - Action: As discussed during the Board meeting, Dr. Beeson has asked us to retain the supplies of expired drugs due to the continuing shortages. The supply has been inventoried, packaged, sealed, and stored in the Logistics Manager's safe (11/2/2012). During the weekly inventory process, we will ensure all seals are intact and medications remain in their containers.
- Both Logistics Technicians and Supervisors are inconsistent in the application of policy regarding checking in of narcotics either at the window or in the field. We recommend additional training in proper procedures.
 - Action: Logistics Supervisors were trained in the process at the supervisors meeting on 11/8/2012. They were tasked with training their staff to be completed by 11/15 2012. The training was mandatory, and has been documented with sign-in sheets and agenda for each session. Field Supervisors were also trained on 11/7/2012.

Respectfully submitted,

//s//

Joan Jordan
Compliance Manager

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the One Month Ending October 31, 2012

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees - NET	2,961,034.57	2,975,679.00	(14,644.43)	2,961,034.57	2,975,679.00	(14,644.43)
Other Revenues	183,680.52	87,839.69	95,840.83	182,400.52	87,839.69	94,560.83
Total Revenues	\$ 3,144,715.09	\$ 3,063,518.69	\$ 81,196.40	\$ 3,143,435.09	\$ 3,063,518.69	79,916.40
Payroll & Benefits	2,295,060.94	2,141,208.67	153,852.27	2,295,060.94	2,141,208.67	153,852.27
Fuel	107,307.32	119,840.00	(12,532.68)	107,307.32	119,840.00	(12,532.68)
Medical Supplies/Oxygen	105,175.19	183,325.00	(78,149.81)	105,175.19	183,325.00	(78,149.81)
Other Vehicle & Equipment	37,846.73	36,230.83	1,615.90	37,846.73	36,230.83	1,615.90
Rent & Utilities	13,124.27	33,124.33	(20,000.06)	13,124.27	33,124.33	(20,000.06)
Repairs & Maintenance Facility & Equipmnt	12,873.09	24,282.50	(11,409.41)	12,873.09	24,282.50	(11,409.41)
Insurance	25,371.32	21,318.67	4,052.65	25,371.32	21,318.67	4,052.65
Professional Fees	134,961.03	126,182.99	8,778.04	134,961.03	126,182.99	8,778.04
Non-Capital Equipment	34,402.02	255,508.00	(221,105.98)	34,402.02	255,508.00	(221,105.98)
Other Expenses	61,095.31	178,999.99	(117,904.68)	61,095.31	178,999.99	(117,904.68)
Total Other Expenses	\$ 2,827,217.22	\$ 3,120,020.98	(292,803.76)	\$ 2,827,217.22	\$ 3,120,020.98	(292,803.76)
Earnings before Interest & Depreciation	317,497.87	(56,502.29)	374,000.16	316,217.87	(56,502.29)	372,720.16
Interest	709.61	4,663.00	(3,953.39)	709.61	4,663.00	(3,953.39)
Depreciation	197,758.87	205,458.00	(7,699.13)	197,758.87	205,458.00	(7,699.13)
Net Retained Earnings	\$ 119,029.39	(\$ 266,623.29)	\$ 385,652.68	\$ 117,749.39	(\$ 266,623.29)	384,372.68

Area Metropolitan Ambulance Authority
 Budgeted Statement of Revenues and Expenditures
 For the One Month Ending October 31, 2012

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees-Service	10,971,611.84	11,228,976.00	(257,364.16)	10,971,611.84	11,228,976.00	(257,364.16)
Less: Contractual Allowances	(5,680,425.64)	(5,852,542.00)	172,116.36	(5,680,425.64)	(5,852,542.00)	172,116.36
Less: Provsion for Uncollectibles	(2,330,151.63)	(2,400,755.00)	70,603.37	(2,330,151.63)	(2,400,755.00)	70,603.37
Patient Fees - NET	2,961,034.57	2,975,679.00	(14,644.43)	2,961,034.57	2,975,679.00	(14,644.43)
Special Events	50,345.74	16,228.00	34,117.74	50,345.74	16,228.00	34,117.74
Subsidy	9,739.50	9,740.94	(1.44)	9,739.50	9,740.94	(1.44)
Education	1,990.00	26,533.00	(24,543.00)	1,990.00	26,533.00	(24,543.00)
Other	121,605.28	35,337.75	86,267.53	120,325.28	35,337.75	84,987.53
Total Revenues	\$ 3,144,715.09	\$ 3,063,518.69	81,196.40	\$ 3,143,435.09	\$ 3,063,518.69	79,916.40
Payroll	1,906,609.12	1,718,180.67	188,428.45	1,906,609.12	1,718,180.67	188,428.45
Benefits and Taxes	388,451.82	423,028.00	(34,576.18)	388,451.82	423,028.00	(34,576.18)
Fuel	107,307.32	119,840.00	(12,532.68)	107,307.32	119,840.00	(12,532.68)
Oxygen	2,380.47	4,292.00	(1,911.53)	2,380.47	4,292.00	(1,911.53)
Medical Supplies	102,794.72	179,033.00	(76,238.28)	102,794.72	179,033.00	(76,238.28)
Other Vehicle & Equipment	37,846.73	36,230.83	1,615.90	37,846.73	36,230.83	1,615.90
Rent & Utilities	13,124.27	33,124.33	(20,000.06)	13,124.27	33,124.33	(20,000.06)
Repairs & Maintenance Facility & Equipmnt	12,873.09	24,282.50	(11,409.41)	12,873.09	24,282.50	(11,409.41)
Postage & Shipping	5,190.34	11,261.41	(6,071.07)	5,190.34	11,261.41	(6,071.07)
Equipment Rental	4,887.55	6,661.50	(1,773.95)	4,887.55	6,661.50	(1,773.95)
Insurance	25,371.32	21,318.67	4,052.65	25,371.32	21,318.67	4,052.65
Advertising & Public Relations	7,612.79	12,395.08	(4,782.29)	7,612.79	12,395.08	(4,782.29)
Printing	2,050.76	1,168.00	882.76	2,050.76	1,168.00	882.76
Technical Support	0.00	159.00	(159.00)	0.00	159.00	(159.00)
Travel & Entertainment	3,141.15	17,150.00	(14,008.85)	3,141.15	17,150.00	(14,008.85)
Professional Fees	134,961.03	126,182.99	8,778.04	134,961.03	126,182.99	8,778.04
Non-Capital Equipment	34,402.02	255,508.00	(221,105.98)	34,402.02	255,508.00	(221,105.98)
Educational Expense/Training	14,385.04	70,156.00	(55,770.96)	14,385.04	70,156.00	(55,770.96)
Office Equip Maint	14,004.98	48,093.00	(34,088.02)	14,004.98	48,093.00	(34,088.02)
Bank Service Charges	10,082.70	5,500.00	4,582.70	10,082.70	5,500.00	4,582.70
Dues & Subscriptions	(260.00)	1,789.00	(2,049.00)	(260.00)	1,789.00	(2,049.00)
Computer Related Costs	0.00	4,667.00	(4,667.00)	0.00	4,667.00	(4,667.00)
Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00
Total Other Expenses	\$ 2,827,217.22	\$ 3,120,020.98	(292,803.76)	\$ 2,827,217.22	\$ 3,120,020.98	(292,803.76)
Earnings before Interest & Depreciation	317,497.87	(56,502.29)	374,000.16	316,217.87	(56,502.29)	372,720.16
Interest	709.61	4,663.00	(3,953.39)	709.61	4,663.00	(3,953.39)
Depreciation	197,758.87	205,458.00	(7,699.13)	197,758.87	205,458.00	(7,699.13)
Net Retained Earnings	\$ 119,029.39	(\$ 266,623.29)	385,652.68	\$ 117,749.39	(\$ 266,623.29)	384,372.68

ASSETS

Current Assets

Cash	\$	19,099,702.89	
Patient Accounts Receivable - net		5,218,949.54	
Inventory		356,600.19	
Prepaid Expenses		<u>795,687.43</u>	
Total Current Assets			25,470,940.05

Property and Equipment

Property and Equipment		17,910,848.55	
Accumulated Depreciation		<u>(13,303,772.82)</u>	
Total Property and Equipment			<u>4,607,075.73</u>
Total Assets			<u><u>\$ 30,078,015.78</u></u>

LIABILITIES AND CAPITAL

Current Liabilities

Accounts Payable	\$	317,370.41	
Accrued Payroll Liabilities		1,301,999.29	
Current Portion - Amb Purchase		<u>368,601.45</u>	
Total Current Liabilities			1,987,971.15

Long-Term Liabilities

Deferred Subscription Income		170,807.26	
Ambulance Purchase		<u>1,086,162.62</u>	
Total Long-Term Liabilities			<u>1,256,969.88</u>
Total Liabilities			3,244,941.03

Net Assets <Deficit>

Capital Contribution		316,920.50	
Retained Earnings		26,397,124.86	
Net Income		<u>119,029.39</u>	
Total Net Assets <Deficit>			<u>26,833,074.75</u>
Total Liabilities & Net Assets <Deficit>			<u><u>\$ 30,078,015.78</u></u>

AMAA/Medstar Collections by Date of Service

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

Date of Service	Charges	Mo 1	Mo 2	Mo 3	Mo 4	Mo 5	Mo 6	Mo 7	Mo 8	Mo 9	Mo 10	Mo 11	Mo 12	Total
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%	\$ 50,834.42 26.51%	\$ 32,653.34 26.83%	\$ 20,629.29 27.03%	\$ 11,756.60 27.15%	\$ 12,399.17 27.27%	\$ 11,821.61 27.39%	\$ 2,796,602.67 27.39%
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%	\$ 43,369.97 25.71%	\$ 26,284.69 25.95%	\$ 26,994.42 26.20%	\$ 16,199.44 26.35%	\$ 12,587.71 26.47%		\$ 2,858,400.19 26.47%
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%	\$ 47,272.93 24.45%	\$ 26,011.07 24.69%	\$ 21,006.05 24.88%	\$ 20,222.65 25.07%			\$ 2,704,980.98 25.07%
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%	\$ 34,334.97 24.78%	\$ 26,628.57 25.03%	\$ 25,397.54 25.28%				\$ 2,620,604.61 25.28%
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%	\$ 41,731.11 26.18%	\$ 34,087.78 26.49%					\$ 2,849,806.95 26.49%
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%	\$ 41,525.45 25.02%						\$ 2,653,611.29 25.02%
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%							\$ 2,697,248.20 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%								\$ 2,507,762.91 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%									\$ 2,543,449.78 22.66%
Aug-12	\$ 11,165,123.85	\$ 395,382.61 3.54%	\$ 1,259,900.14 14.83%	\$ 716,076.91 21.24%										\$ 2,371,359.66 21.24%
Sep-12	\$ 10,811,313.57	\$ 256,850.30 2.38%	\$ 1,262,919.34 14.06%											\$ 1,519,769.64 14.06%
Oct-12	\$ 10,766,416.34	\$ 329,495.00 3.06%												\$ 329,495.00 3.06%
12 mo average		2.49%	12.91%	5.45%	2.24%	1.09%	0.66%	0.41%	0.28%	0.22%	0.15%	0.12%	0.12%	26.14%

Capital Budget FY2013
Purchase Summary

Item	Budget	Spend to Date	Remaining Budget	Closed? Y/N
New Building	\$ 3,000,000	\$ 30,000	\$ 2,970,000	N
Clinical AV Project (2 year project)	\$ 25,000			
Ventilators (3)	\$ 82,000			
Braun IV pumps (23)	\$ 112,000			
Paramount Interface	\$ 36,000			
CAD Production SQL Rehost	\$ 52,250			
Marvlis field client	\$ 84,600			
Supervisor Vehicles (2)	\$ 98,000			
Online fax / fax server	\$ 15,660			
Online Research Solution (gartner)	\$ 6,900			
Exchange Server Replacement	\$ 8,412			
Additional Switch - BODC	\$ 8,793			
Standard Server replace - non-blade (2)	\$ 9,276			
R&D	\$ 15,000			
Cisco B fabric for Chassis 01	\$ 16,225			
Servers replaced with blades (4)	\$ 16,800			
Virtualization - Servers (3)	\$ 16,824			
New AntiVirus Solution - symantec	\$ 33,788			
Stonefly shelf expanded storage	\$ 46,081			
Tablet Replacements (28)	\$ 105,980			
Data Warehousing/Kleere Communicati	\$ 117,581			
Road safety vests (300)	\$ 10,500	\$ 8,620	\$ 1,880	Y
Stryker Stair Chair (56)	\$ 106,000			
Replace Totaled vehicle (Unit 66)	\$ 130,000			
Mannequin Upgrades for CCR Training	\$ 4,500			
Total Capital Request	\$ 4,158,170			

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

		Oct-12	%	Total	%
Blue Mound	Billed	23,900		23,900	
	Collected	-	0%	-	0%
Burleson	Billed	379,585		379,585	
	Collected	18,735	5%	18,735	5%
Edgecliff Village	Billed	4,834		4,834	
	Collected	340	7%	340	7%
Forest Hill	Billed	120,077		120,077	
	Collected	2,955	2%	2,955	2%
Ft. Worth	Billed	9,288,426		9,288,426	
	Collected	280,251	3%	280,251	3%
Haltom City	Billed	279,798		279,798	
	Collected	9,934	4%	9,934	4%
Haslet	Billed	12,845		12,845	
	Collected	-	0%	-	0%
Lakeside	Billed	6,828		6,828	
	Collected	-	0%	-	0%
Lake Worth	Billed	121,741		121,741	
	Collected	2,116	2%	2,116	2%
River Oaks	Billed	84,100		84,100	
	Collected	1,449	2%	1,449	2%
Saginaw	Billed	105,351		105,351	
	Collected	3,804	4%	3,804	4%
Sansom Park	Billed	46,550		46,550	
	Collected	1,676	4%	1,676	4%
White Settlement	Billed	217,927		217,927	
	Collected	7,966	4%	7,966	4%
Westover Hills	Billed	1,315		1,315	
	Collected	-	0%	-	0%
Westworth Village	Billed	18,923		18,923	
	Collected	269	1%	269	1%
Total Billed		10,712,199		10,712,199	
Total Collected		329,495	3.08%	329,495	3.08%

Emergency Physician Advisory Board
Annual Operating Budget
For The First Month Ended 10-31-12

	FY 11-12 Actual Year	FY 12-13 Adopted Budget	FY 12-13 ProRated Budget	FY 12-13 Current Month	FY 12-13 YTD	
Revenues						
Quality Assurance Fees	715,499.31	732,070.00	61,005.83	60,172.71	60,172.71	8%
Interest Income	0.00	0.00	0.00	0.00	0.00	0%
Transfer from Fund Balance	0.00	25,000.00	2,083.33	0.00	0.00	0%
Development & Research Program	108,510.29	130,210.00	10,850.83	0.00	0.00	0%
Gross Revenues	824,009.60	887,280.00	73,940.00	60,172.71	60,172.71	7%
Expenditures						
Development Expenses - Salaries						
Salaries	464,997.54	510,000.00	40,961.54	36,302.24	36,302.24	7%
Worker's Compensation Insurance	2,528.57	3,640.00	303.33	2,831.81	2,831.81	78%
FICA/FUTA/SUI	11,361.95	14,560.00	560.00	1,083.75	1,083.75	7%
Health & Disability Ins	10,319.24	51,173.00	4,264.42	(160.39)	(160.39)	0%
Health & Disability Ins-Med Dir	35,502.50	45,000.00	3,750.00	3,000.00	3,000.00	7%
Matching ICMA	3,869.64	12,759.00	981.46	605.36	605.36	5%
Auto Allowance	0.00	0.00	0.00	0.00	0.00	0%
Total Development Salaries	528,579.44	637,132.00	50,820.75	43,662.77	43,662.77	7%
Development Expenses - Operating						
Dev & Research-Education	411.75	1,500.00	125.00	3,047.39	3,047.39	203%
Grant Research & Writing	0.00	11,200.00	933.33	0.00	0.00	0%
Research/Audit Expenses	3,044.56	500.00	41.67	0.00	0.00	0%
Legal Services	2,200.00	10,000.00	833.33	0.00	0.00	0%
Phone - Office	5,318.69	4,000.00	333.33	316.64	316.64	8%
Cellular Phone	3,662.58	5,400.00	450.00	288.70	288.70	5%
Pagers	77.76	0.00	0.00	0.00	0.00	0%
Printing	391.76	500.00	41.67	0.00	0.00	0%
Office Supplies	726.86	1,000.00	83.33	166.07	166.07	17%
Postage	318.90	400.00	33.33	5.85	5.85	1%
Bank Charges	879.71	1,000.00	83.33	145.60	145.60	15%
Payroll Services	2,826.35	2,800.00	233.33	334.65	334.65	12%
Uniforms	2,784.06	2,000.00	166.67	0.00	0.00	0%
Subscriptions & Memberships	407.98	500.00	41.67	0.00	0.00	0%
Publications	533.00	500.00	41.67	448.00	448.00	90%
Committee Work and Team Supplies	6,717.16	8,000.00	666.67	241.89	241.89	3%
Computer Hardware	154.22	2,500.00	208.33	0.00	0.00	0%
Computer Software	2,831.31	2,500.00	208.33	0.00	0.00	0%
Vehicle Insurance	0.00	7,200.00	600.00	0.00	0.00	0%
Vehicle Costs	0.00	14,000.00	1,166.67	0.00	0.00	0%
Repairs & Maintenance/Contingency	429.10	1,000.00	83.33	14.10	14.10	1%
Online Web Services / Hosting	7,092.72	5,300.00	441.67	181.53	181.53	3%
Office Equipment Leasing	3,210.80	6,000.00	500.00	820.50	820.50	14%
Office Furniture & Equipment	1,066.31	1,000.00	83.33	0.00	0.00	0%
Meeting Room Rental	870.00	1,000.00	83.33	0.00	0.00	0%
Professional Development	315.00	0.00	0.00	0.00	0.00	0%
Travel-Medical Director	5,873.03	5,000.00	416.67	265.60	265.60	5%
Travel-Staff	2,196.24	5,000.00	416.67	13.23	13.23	0%
Dues-Medical Director	5,949.75	5,000.00	416.67	1,213.00	1,213.00	24%
Dues-Assistant to Medical Director	0.00	500.00	41.67	0.00	0.00	0%
Insurance-Malpractice	18,697.55	20,000.00	1,666.67	0.00	0.00	0%
Total Development Operating	78,987.15	125,300.00	10,441.67	7,502.75	7,502.75	6%
Total Development Expenses	607,566.59	762,432.00	61,262.42	51,165.52	51,165.52	7%

Emergency Physician Advisory Board
Annual Operating Budget
For The First Month Ended 10-31-12

	FY 11-12 Actual Year	FY 12-13 Adopted Budget	FY 12-13 ProRated Budget	FY 12-13 Current Month	FY 12-13 YTD	
Research Expenses - Salaries						
Salaries - Research	86,699.08	82,000.00	6,307.69	8,356.90	8,356.90	10%
FICA/FUTA/SUI	6,549.02	6,620.00	509.23	583.32	583.32	9%
Health & Disability Ins	13,619.54	21,735.00	1,811.25	(44.54)	(44.54)	0%
Matching ICMA	0.00	6,150.00	473.08	0.00	0.00	0%
Total Research Salaries	106,867.64	116,505.00	9,101.25	8,895.68	8,895.68	8%
Research Expenses - Operating						
Printing	371.52	1,000.00	83.33	0.00	0.00	0%
Fuel Cost	1,278.67	3,043.00	253.58	256.25	256.25	8%
Office Supplies	872.41	1,000.00	83.33	23.75	23.75	2%
Postage	0.00	100.00	8.33	0.00	0.00	0%
Provider and Hospital Fees	0.00	200.00	16.67	0.00	0.00	0%
Office Furniture & Equipment	338.32	500.00	41.67	0.00	0.00	0%
Travel	1,998.92	0.00	0.00	125.19	125.19	0%
Computer Hardware	0.00	1,000.00	83.33	0.00	0.00	0%
Computer Software	0.00	500.00	41.67	0.00	0.00	0%
Pagers	0.00	500.00	41.67	0.00	0.00	0%
Committee Work and Team Supplies	1,902.28	500.00	41.67	0.00	0.00	0%
Total Research Operating	6,762.12	8,343.00	695.25	405.19	405.19	5%
Total Research Expenses	113,629.76	124,848.00	9,796.50	9,300.87	9,300.87	7%
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	3,333.33	0.00	0.00	0%
Total Capital Outlay	0.00	40,000.00	3,333.33	0.00	0.00	0%
Total Expenditures	721,196.35	887,280.00	71,058.92	60,466.39	60,466.39	7%
Ending Balance	102,813.25	0.00	2,881.08	(293.68)	(293.68)	

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary November 2011 - October 2012**

MONTH	# MAILED BY DOS	# REC'D BY DOS	% REC'D
NOV '11	1956	293	15%
DEC '11	1826	324	18%
JAN '12	1512	313	21%
FEB '12	1566	225	14%
MAR '12	1696	285	17%
APR '12	1412	162	11%
MAY '12	1948	345	18%
JUN '12	1878	312	17%
JUL '12	1998	256	13%
AUG '12	1927	265	14%
SEP '12	1927	222	12%
OCT '12	2623	83	3%
TOTAL	22269	3085	14%

Fire Department Helpful?					
YES	%	NO	%	NA	%
221	75%	5	2%	67	23%
249	77%	6	2%	69	21%
241	77%	3	1%	69	22%
175	78%	5	2%	45	20%
237	83%	0	0%	48	17%
119	73%	4	2%	39	24%
271	79%	7	2%	67	19%
245	79%	6	2%	61	20%
197	77%	6	2%	53	21%
203	77%	4	2%	58	22%
165	74%	7	3%	50	23%
70	84%	0	0%	13	16%
2393	78%	53	2%	639	21%

EMS Dispatcher Helpful?					
YES	%	NO	%	NA	%
234	80%	2	1%	57	19%
255	79%	2	1%	67	21%
253	81%	5	2%	55	18%
168	75%	4	2%	53	24%
243	85%	0	0%	42	15%
123	76%	1	1%	38	23%
282	82%	3	1%	60	17%
265	85%	1	0%	46	15%
212	83%	1	0%	43	17%
205	77%	4	2%	56	21%
172	77%	5	2%	45	20%
66	80%	0	0%	17	20%
2478	80%	28	1%	579	19%

Care & Treatment Explained By The Paramedics?					
YES	%	NO	%	NA	%
251	86%	12	4%	30	10%
293	90%	1	0%	30	9%
276	88%	9	3%	28	9%
196	87%	10	4%	19	8%
252	88%	7	2%	26	9%
135	83%	7	4%	20	12%
300	87%	12	3%	33	10%
274	88%	11	4%	27	9%
221	86%	9	4%	26	10%
234	88%	9	3%	22	8%
193	87%	10	5%	19	9%
73	88%	2	2%	8	10%
2698	87%	99	3%	288	9%

EMS Crew Helpful & Professional?					
YES	%	NO	%	NA	%
273	93%	4	1%	16	5%
315	97%	1	0%	8	2%
303	97%	1	0%	9	3%
209	93%	6	3%	10	4%
265	93%	7	2%	13	5%
152	94%	2	1%	8	5%
328	95%	4	1%	13	4%
302	97%	3	1%	7	2%
250	98%	2	1%	4	2%
250	94%	6	2%	9	3%
207	93%	7	3%	8	4%
78	94%	1	1%	4	5%
2932	95%	44	1%	109	4%

Billing Staff Helpful?					
YES	%	NO	%	NA	%
140	48%	6	2%	147	50%
169	52%	4	1%	151	47%
143	46%	23	7%	147	47%
131	58%	4	2%	90	40%
155	54%	0	0%	130	46%
85	52%	4	2%	73	45%
181	52%	6	2%	158	46%
157	50%	6	2%	149	48%
171	67%	2	1%	83	32%
159	60%	9	3%	97	37%
119	54%	9	4%	94	42%
44	53%	0	0%	39	47%
1654	54%	73	2%	1358	44%

Overall Were You Satisfied With The Services?					
YES	%	NO	%	NA	%
281	96%	2	1%	10	3%
312	96%	1	0%	11	3%
305	97%	4	1%	4	1%
214	95%	2	1%	9	4%
262	92%	9	3%	14	5%
146	90%	4	2%	12	7%
321	93%	7	2%	17	5%
289	93%	6	2%	17	5%
246	96%	2	1%	8	3%
249	94%	2	1%	14	5%
204	92%	9	4%	9	4%
75	90%	4	5%	4	5%
2904	94%	52	2%	129	4%

2010/2011 Gross Responses

YES	15,059	81%
NO	349	2%
N/A	3,102	17%
	<u>18,510</u>	

**Area Metropolitan Ambulance Authority dba MedStar
Survey Cards
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1	The EMT that treated me once I was in the ambulance was terrific. We were sitting in front of my home for at least 20 minutes. It would have been very beneficial if the driver would have told my family that everything was fine and I was being stabilized.
2	The service was good and I am thankful for you and the job you do!
3	Great response. Great people. Thanks!
4	The EMT's were very caring and seemed concerned with my needs. They even asked if my dog needed anything before they took me.
5	I have had to use MedStar a lot in the past 8 years. Never have I met so many very nice and helpful people. They are all awesome. They are kind and it's comforting to know you are being care for by people that are so well qualified.
6	Thank you for your excellent service. The patient died 08/18/12 at Harris Hospital.
7	MedStar was very attentive and the people were pleasant. I felt I was in good hands and I appreciate what they do.
8	The ambulance arrived first and we were surprised on how small both paramedics were. The price was quite shocking since I had nothing but the ride.
9	They saved his life, thank you!
10	Everyone was courteous. We were treated as if they really cared about us. Thanks and keep up the helpful work.
11	Good service. I have used it 3 times already.
12	The gentlemen were very good & compassionate, friendly, confident and I felt well cared for the entire time they were present. Thanks for your excellent care. I have used your services several times during the last 4 years and I appreciate the professional care.
13	I don't have insurance ambulance coverage. All I have is Medicare and United Healthcare. Thank you for your service.
14	I cannot thank you enough for how kind and helpful everyone was. It was a terrible time for me because my husband died, but everyone who came here explained everything to me & showed great compassion for me and my family. God Bless you all.
15	Cost was extremely high!
16	Our family was very pleased with service we received that day. MedStar staff were able to keep a frightened 4 year old calm all the way to Cook Children's. They were professional, kind and thoughtful. Thanks.
17	After receiving the bill I called and made arrangements to pay monthly, as I did not have \$200.00 to pay in full. After agreements had been made the bill was then turned over to collections. If your office isn't going to abide by their agreement why make them in the first place? In the future, I will not use your services for any reason.
18	Thank you for all you do!!!
19	The EMS truck was within 3 miles of where the 911 call was made from Dr. Chen's office next to Vision works in Burleson. There were no delays in getting me and they took all my vitals. Not sure if they were the ones to spell my name wrong but probably was the hospital ER.
20	Over all with the condition I was in at the time, I think they took good care of me & they were very nice. Thanks.
21	The responders were kind and efficient. They were careful to make sure I was comfortable and safely loaded taking slow steps for my well-being.
22	MedStar has very good care and professionalism. They made me feel safe and secure.
23	They were both exceptionally helpful & efficient.
24	They had one paramedic that didn't know how to draw blood. He said he had never did it before.
25	I am so thankful for how quickly MedStar got here and for their excellent care.
26	I had a very good experience, very caring.
27	I was told at Harris DT that I would not be charged by MedStar since the transport was between Harris hospitals.
28	We very much appreciate the prompt and professional service provided to us. Everyone of the responders were competent and compassionate. Thank you all more than words can express.
29	MedStar provided wonderful, prompt care; could not have been better.
30	The first responders to the accident were extremely kind and helpful.
31	The medics were very very good. They did everything to calm the situation. They were very careful not to drop me.

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32	As far as I was concerned, everything went well but the person who gave the needles who try to find the spot to insert needs to learn how to give them. I had 4 braces on my right hand, other than that the ride went well. Everything was handled well. I know he said he was sorry. He needs work/lesson on how to give needle & find the right place to insert the needle.
33	The MedStar crew were very good and professional. The fire dept. got lost and showed up after MedStar crew had everything under control. The crew explained everything they did, and made me very comfortable.
34	The good, friendly attitude of the paramedics was reassuring and meant a lot to me.
35	My experience was amazing though I wouldn't recommend a fractured femur. Everyone from the EMS dispatcher who got my family on "3 way" for me then stayed on the phone with me till EMS arrived was awesome. As an ER nurse on the receiving end of the care, I could not have been treated any better. I'm back in Alabama recovering and hope to return to TX soon. I brag to all my fellow workers, MD's, of what great care I received. Everyone has my deepest gratitude and appreciation and I will forever be grateful.
36	The care received was wonderful and saved my husband's life. I'm sure if the situation has not been so emergent, the care/treatment would have been explained to us.
37	Only concern is: Fire Dept. arrived quickly, but then they slowly walked to the back yard of our home to see the injured person. I would have thought they should have moved a little faster to help. The injured person had a stroke and head injury, as we later found out.
38	They drive too fast.
39	I was disappointed that my insurance wasn't billed though I provided it enroute to the hospital. Then I made payment on time, received a threat for collections and a receipt for payment all on the same day!
40	My mother has star saver. She was living with me. So I am waiting to see how the billing is handled.
41	We were very pleased. They have always responded right away with the utmost courtesy. We're very thankful to them. We are in our 70's and we sure feel secure knowing they will be here.
42	Excellent Service.
43	I was very satisfied with all the emergency care I needed at the time. Thank you to everyone that was so helpful. God Bless each of you.
44	A message was left for someone to return my call on the status of Ms. Lee's insurance. No one has called back. We are trying to see if her MedStar Membership has been paid and renewed.
45	Everyone we dealt with was wonderful! Wonderful care, couldn't have been better.
46	Patient suffered a cardiac arrest. I cannot help with this survey, he died on 09-18-12.
47	The ambulance drove so slowly that my husband arrived at Cook's before them. They took the longest way possible too. They did not have a care seat so we had to wait 20 min to get one. We are very disappointed with the service and very costly "service" we had
48	I have worked as a medic since 1994, and as a firefighter since 2006. I have very high expectations when another EMS provider is taking care of my family member. All my expectations were met. The crew was very professional and even though my wife was unaware of what was going on, they were very kind, gentle and courteous with both of us. Thank you for the great service and keeping the MedStar level of care and professionalism high.
49	Except for the fact that I had a ride to the hospital, but was FORCED to use the ambulance. I specifically requested not to take an ambulance. I feel like I've been scammed into another \$1000 bill! They didn't even turn on the light and this was some BIG EMERGENCY that I couldn't have my girlfriend take me?
50	I could not have asked for better care. Thank you.
51	I didn't know that people cared so much, thanks.
52	My daughter had to tell them to pick me up off the floor, but over all they did ok. My 89 year old mother had fallen and hit her head.
53	I don't know what people would do without you. You are a blessing. People should thank God for good people like you.
54	There's no need to threaten a person, so send account to BBA, a person can't go rob a bank to pay bill. I will pay as I can.

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55	My husband and I were highly dissatisfied with the service on 07/31/12. I had given my husband some of my meds to help with neck spasms, and he passed out. I'm aware that it's not a good idea to share your meds, and the EMT stood there and lectured me of that issue while my husband sat on the bathroom floor. I understand it is their duty to inform people on the danger of sharing meds, but the more important thing at the moment was my husband's health. We were surprised by the unprofessionalism and lack of help we received. Hopefully this is not how you treat everyone that uses your service.
56	I called several times to discuss balance with no answer. I am waiting to pay an estate account to set up, which is coming in November.
57	The ride in the ambulance was very rough.
58	I'm sorry I don't remember. I hit my head and everything was a blur.
59	I called the non-emergency number and 3 guys came out Saturday morning. They were great, very kind and patient. I wanted to commend them to their supervisor and got their names, but lost the paper somehow. Hopefully their names are on file with then incident. I couldn't have been treated any better. They were great.
60	The 3 men who arrived in the morning when I fell and broke my hip, arm and ankle could not have been any kinder and more attentive to me. I was very grateful for their professional and personal manner.
61	MedStar's EMT put me on oxygen immediately and gave me a breathing treatment. When I told him I was on Duo-Neb. He gave me a shot or two of something to relax me. Over all I think he was very good.
62	No Complaints.
63	Everyone was professional. Medic in charge explained everything and was very professional. They were here very quickly.
64	We were pleased with everyone that took care of my wife! She is doing better now. Thank you very much.
65	This was my first time to use your services and was very pleased.
66	My call was answered promptly and the ambulance arrived in about 10 minutes or less. The two men were very courteous and professional. The man in the black (Troy) explained each thing he did and why it was necessary. I felt very comfortable and in good hands. The driver drove very carefully.
67	All service was very good. I never got my bible back somebody put it back of emergency vehicle.
68	I received excellent and professional care.
69	The billing department didn't give me an envelope for my bill.
70	I was visiting in Texas when I fell and broke my arm. One of your dispatchers witnessed my fall and called for the ambulance. (what great luck on my part) She was kind and helpful. She also called my son for me. I think her name was Becky, but not sure. Wish I could thank her again! Excellent paramedics. Thank you to them also.
71	Transported me from Huguley to Harris downtown, no problems.
72	Rico and Curtis were most efficient and thoughtful, convincing a reluctant patient she needed to go to the hospital for further care. Hours later Curtis visited reluctant patient to check on her condition, diagnosis and treatment. Outstanding!!!
73	Everyone was extremely professional and courteous. There was no undue noise or confusion. It was a much better experience than I ever expected. Thank you ALL very much.
74	Long wait for them to arrive and before leaving to hospital. It was also very slow getting to hospital.
75	I had very good service, but also "rather pricy".
76	I was completely satisfied with MedStar's service. I was impressed with how quickly I was transitioned from the ambulance to the hospital treatment room and how quickly the hospital responded when I arrived.
77	Thank you for your good care.
78	5 star excellent. Thank you.
79	Everyone was very helpful and caring. Couldn't asked for better help and service.
80	The two-person crew were very professional, but had little to say. It would have been comforting had there been some encouraging words or some info as to what they were doing. My first ambulance ride and it was scary.

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81	The driver was rude and uncaring. Patient broke her hip, medic put her in a walker with chair, not a backboard. When they started rolling her out of the room, he asked her to lift her foot with that broken hip, so I picked it up for her so it wouldn't drag. They were not careful with her while moving her on the stretcher. He acted like he didn't care. I think he needs to go back to school.
82	Just need stronger shocks on the ambulance for you felt all bumps. The help was the best. Thanks.
83	Those guys were so helpful and polite. They made me laugh when I didn't want to. They were wonderful.
84	Billing process not patient enough about insurance. You still tried to balance me after which I am covered 100%. Other than that crew was wonderful.
85	Thank you for being so quick to respond.
86	I haven't gotten a bill yet so don't know about that. The crew was very calm and methodical. They made sure what the situation was before they went to the hospital. They were very competent.
87	If I could say thank you two million times to all of these people, this would not be enough. All of them were super great to me and everyone of them need a metal of honor for what they did for me and I am very thankful to all of them.
88	The paramedics were awesome!
89	I think you are excellent "period". I had a panic attack because I couldn't breath. I'm 86 years old and your wonderful.
90	The provided a very quick response and were very professional.
91	Spouse of the patient stated he wasn't there when patient was transported, and was sure they did a good job.
92	I appreciate you help because of you, you saved my husbands life and other people like him. You have a good job, the way you do and thank you so much and God Bless you.
93	I lost a plastic bag.
94	Thanks for all your help.
95	The EMS team was professional and treated me with dignity and respect.
96	I told the guy (the paramedic) not to do anything to the left arm because my doctor just put a port in it. It was not ready to be used and my doctor said not to let anyone do anything to it but he drew blood and put an IV in that arm. My wife and granddaughter told them not to also. He told me that it would be ok. Other than that it was Ok.
97	I fell and broke my right hip and was in great pain. I was handled careful. I am very grateful. My health card was lost. I had to call my insurance for another one.
98	Thank you.
99	I could not breath and the crew helped calm me down. They helped me feel more at ease. I am very glad they were here to help, and take me to the hospital where I spent five days. Thank you so very much.
100	They were great with my 90 year old mother. Thanks.
101	Sorry my friends but I don't have a very good memory of that trip. From: the lady who fell on the kitchen floor.
102	Everyone was helpful, caring and concerned. Each was competent and explained procedures to me. I was impressed with their knowledge, their work and their efficiency. Thank you for this very worthy service to our community. Everyone was courteous. We were treated as if they really cared about us. Thanks, keep up the helpful work.
103	They were professional and I was medically treated good and I arrived safely.
104	They were the best.
105	Wife had fallen and hit face on concrete step. She is blind in one eye and was scared that her good eye was involved. Bleeding was profuse. She was treated and comforted which meant a great deal.
106	I was in a great deal of respiratory distress. The responders were calming and made me as comfortable as possible.
107	My 93 year old mom was recently treated excellent by MedStar crew. Very courteous and professional and I would never hesitate to use MedStar if needed again. Please send me info on the \$55.00 per year ambulance protection plan for future use. Thanks and keep up the good work.

**Area Metropolitan Ambulance Authority dba MedStar
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108	I was at Harris SW Hospital and they had me transferred to Plaza Medical Center. MedStar crew did an excellent job of getting me down there and the crew were very courteous and nice and everything you'd ask for. I appreciate everything they did for me. Thanks to all of you.
109	Services were appreciated.
110	Thank you for your quick response to my daughter's call for ambulance service. I thought you care in getting me to the hospital very organized and well planned.
111	The sensitivity and skill of the people who first touched me were indescribable. Being in excruciating pain, I was terrified of being moved but I don't remember any pain after the EMT's got there. I know nothing about a 911 call, because I think the hotel made it. (Garden Hilton-medical) I haven't heard about any billing but will watch for bills, should they come. The MedStar crew were cheerful, confident and very fast and I appreciate all of that.
112	I am thankful for the young men who have always been there for me and always very understanding. Thank you for all you do.
113	These men were great and very helpful at a time when we need it.
114	Services were excellent could not have been better.
115	They two young men on the unit that looked after me were excellent.
116	They were nice, excellent and treated me with dignity.