



Metropolitan Area EMS Authority
2900 Alta Mere Dr.
Fort Worth, TX 76116
(817) 923-3700
(817) 840-2050 (Fax)
www.medstar911.org

MEMORANDUM

DATE: June 28, 2017
TO: AMAA Board of Directors
FROM: Douglas Hooten, Executive Director
SUBJECT: Cancelled June Board of Directors meeting - May Reports

Enclosed are copies of the May Reports for MedStar Mobile Healthcare Board of Directors meeting. If you have any questions, please feel free to contact me at (817) 923-3700, ext. 249.

Our Mission:

*To provide world class mobile healthcare with the highest quality customer service
and clinical excellence in a fiscally responsible manner*



MedStar - May 2017 - Summary and Trends

Net Income Trend	Dec-16		Jan-17		Feb-17		Mar-17		Apr-17		May-17	
Revenue	\$	3,894,137	\$	4,096,094	\$	3,681,640	\$	4,036,168	\$	3,851,031	\$	4,115,953
Expenses	\$	3,845,642	\$	3,655,469	\$	3,185,977	\$	3,744,177	\$	3,422,501	\$	3,477,152
Net Income	\$	48,495	\$	440,625	\$	495,663	\$	291,991	\$	428,530	\$	638,802

Notes:
Dec-16 included 3 payroll periods, 3 holidays, and excess health insurance payments.

Net Earnings Annual:	
YTD	\$ 2,855,199
9/30/2016	\$ 10,593,621
9/30/2015	\$ 6,718,929
9/30/2014	\$ 5,755,653
9/30/2013	\$ 5,821,481
9/30/2012	\$ 2,788,129
9/30/2011	\$ 3,147,436

Cash in Bank	
EOM	\$ 22,357,498
9/30/2016	\$ 24,621,458
9/30/2015	\$ 19,065,406
9/30/2014	\$ 23,308,668
9/30/2013	\$ 24,307,199
9/30/2012	\$ 19,053,393
9/30/2011	\$ 15,241,840

Billed Transports:	Dec-16	Jan-17	Feb-17	Mar-16	Apr-17	May-17
Emergency	7,637	7,990	7,109	7,659	7,282	7,706
Non Emergency	1,207	1,256	1,169	1,335	1,726	1,986
Total	8,844	9,246	8,278	8,994	9,008	9,692

Cash Collections:	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
	\$ 3,905,420	\$ 3,466,972	\$ 3,404,506	\$ 4,038,055	\$ 3,427,553	\$ 3,813,517

**Area Metropolitan Ambulance Authority/MedStar
Balance Sheet as of May 31, 2017**

ASSETS

	May-17	May-16
Current Assets		
Cash and Equivalents	\$ 22,357,498.15	\$ 20,204,892.61
Patient Accounts Receivable (net of allowance)	13,173,910.60	10,224,910.52
Inventory	279,522.33	338,507.47
Prepaid Insurance and Expense	847,893.20	986,252.89
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Total Current Assets	\$ 36,658,824.28	\$ 31,754,563.49
Property and Equipment	\$ 28,346,374.94	\$ 25,464,317.31
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Total Assets	\$ 65,005,199.22	\$ 57,218,880.80
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LIABILITIES AND CAPITAL

Current Liabilities		
Accounts Payable	\$ 566,445.62	\$ 154,015.60
Interest Payable	3,859.98	3,859.98
Payroll Taxes and Benefits Payable	1,850,746.45	977,967.47
	<hr/>	<hr/>
Total Current Liabilities	\$ 2,421,052.05	\$ 1,135,843.05
Long-Term Liabilities		
Consulting Retainer	2,370.46	2,370.46
Deferred Subscription Income	178,455.48	160,796.88
Construction Loan Chase	5,408,825.35	6,204,770.83
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Total Long-Term Liabilities	\$ 5,589,651.29	\$ 6,367,938.17
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Total Liabilities	\$ 8,010,703.34	\$ 7,503,781.22
Net Assets <Deficit>		
Capital Contribution	316,920.50	316,920.50
Retained Earnings	53,822,376.67	44,352,619.71
Net Income	2,855,198.71	5,045,559.37
	<hr/>	<hr/>
Total Net Assets <Deficit>	\$ 56,994,495.88	\$ 49,715,099.58
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Total Liabilities & Net Assets <Deficit>	\$ 65,005,199.22	\$ 57,218,880.80
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Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
5/31/2017 and for the 8 months then ended
[budget to actual]

	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	13,873,997.07	13,765,246.00	108,751.07	105,266,834.67	105,339,275.00	(72,440.33)
Less: Contractual Allowances	(5,274,470.19)	(5,380,074.00)	105,603.81	(42,193,450.67)	(41,171,932.00)	(1,021,518.67)
Less: Provsion for Uncollectibles	(4,597,439.66)	(4,331,261.00)	(266,178.66)	(32,777,364.25)	(33,131,752.00)	354,387.75
Patient Fees - NET	4,002,087.22	4,053,911.00	(51,823.78)	30,296,019.75	31,035,591.00	(739,571.25)
Special Events	32,341.00	41,459.00	(9,118.00)	345,691.00	331,672.00	14,019.00
Subsidy	1,820.54	2,381.00	(560.46)	19,044.16	19,048.00	(3.84)
Education	10,213.00	30,600.00	(20,387.00)	80,525.60	65,360.00	15,165.60
Other	36,451.31	44,593.00	(8,141.69)	251,244.10	344,744.00	(93,499.90)
DISRIP	30,650.13	32,202.00	(1,551.87)	224,915.11	257,616.00	(32,700.89)
Clinical Research	2,390.00	0.00	2,390.00	11,176.00	0.00	11,176.00
Total Revenues	\$ 4,115,953.20	\$ 4,205,146.00	(89,192.80)	\$ 31,228,615.72	\$ 32,054,031.00	(825,415.28)
Payroll	2,099,660.63	1,969,972.00	129,688.63	16,979,384.71	16,242,336.00	737,048.71
Benefits and Taxes	458,102.57	585,578.00	(127,475.43)	4,157,525.68	4,781,872.00	(624,346.32)
Fuel	69,075.12	57,931.00	11,144.12	507,343.86	418,112.00	89,231.86
Oxygen	5,403.40	5,293.00	110.40	40,085.64	42,344.00	(2,258.36)
Medical Supplies	190,952.96	160,000.00	30,952.96	1,404,984.74	1,280,000.00	124,984.74
Other Vehicle & Equipment	63,580.37	50,852.00	12,728.37	441,235.18	407,616.00	33,619.18
Rent & Utilities	41,430.71	69,520.00	(28,089.29)	317,872.59	556,160.00	(238,287.41)
Repairs & Maintenance Facility & Equipmnt	23,199.69	15,215.00	7,984.69	130,661.77	121,720.00	8,941.77
Postage & Shipping	12,139.78	7,205.00	4,934.78	76,536.32	57,640.00	18,896.32
Equipment Rental	4,179.44	6,929.00	(2,749.56)	56,513.32	55,432.00	1,081.32
Insurance	26,360.27	29,051.00	(2,690.73)	264,648.66	235,408.00	29,240.66
Advertising & Public Relations	13,516.28	7,538.00	5,978.28	83,110.56	67,604.00	15,506.56
Printing	2,047.98	1,569.00	478.98	26,581.71	25,052.00	1,529.71
Travel & Entertainment	14,890.90	13,910.00	980.90	75,859.68	113,370.00	(37,510.32)
Professional Fees	95,363.85	114,700.00	(19,336.15)	1,033,522.58	1,029,847.00	3,675.58
Non-Capital Equipment	9,162.56	3,939.00	5,223.56	77,543.75	54,172.00	23,371.75
Educational Expense/Training	22,567.36	4,269.00	18,298.36	167,219.89	116,925.00	50,294.89
Office Equip Maint	82,472.64	95,298.00	(12,825.36)	689,562.02	762,384.00	(72,821.98)
Bank Service Charges	9,408.92	9,399.00	9.92	86,843.31	75,192.00	11,651.31
Dues & Subscriptions	7,662.21	5,045.00	2,617.21	56,185.61	49,512.00	6,673.61
Computer Related Costs	0.00	250.00	(250.00)	0.00	2,000.00	(2,000.00)
Miscellaneous	272.00	1,010.00	(738.00)	2,210.53	8,080.00	(5,869.47)
Total Other Expenses	\$ 3,251,449.64	\$ 3,214,473.00	36,976.64	\$ 26,675,432.11	\$ 26,502,778.00	172,654.11
Earnings before Interest & Depreciation	864,503.56	990,673.00	(126,169.44)	4,553,183.61	5,551,253.00	(998,069.39)
Interest	10,401.96	11,236.00	(834.04)	84,056.66	89,888.00	(5,831.34)
Depreciation	215,300.10	160,853.00	54,447.10	1,613,928.24	1,286,824.00	327,104.24
Net Retained Earnings	\$ 638,801.50	\$ 818,584.00	(179,782.50)	\$ 2,855,198.71	\$ 4,174,541.00	(1,319,342.29)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
5/31/2017 and for the 8 months then ended
[prior year to actual]

	Current Month Actual	Prior Month Actual	Current Month Variance	Year to Date Actual	Prior Year Actual	Year to Date Variance
Revenues						
Patient Fees-Service	13,873,997.07	13,101,899.44	772,097.63	105,266,834.67	101,069,303.52	4,197,531.15
Less: Contractual Allowances	(5,274,470.19)	(5,178,269.20)	(96,200.99)	(42,193,450.67)	(39,366,477.16)	(2,826,973.51)
Less: Provsion for Uncollectibles	(4,597,439.66)	(4,266,824.20)	(330,615.46)	(32,777,364.25)	(32,097,855.91)	(679,508.34)
Patient Fees - NET	4,002,087.22	3,656,806.04	345,281.18	30,296,019.75	29,604,970.45	691,049.30
Special Events	32,341.00	40,560.00	(8,219.00)	345,691.00	322,011.00	23,680.00
Subsidy	1,820.54	1,820.54	0.00	19,044.16	19,044.16	0.00
Education	10,213.00	17,161.20	(6,948.20)	80,525.60	61,518.64	19,006.96
Other	36,451.31	29,500.06	6,951.25	251,244.10	309,374.15	(58,130.05)
DISRIP	30,650.13	25,124.90	5,525.23	224,915.11	257,614.08	(32,698.97)
Clinical Research	2,390.00	272.00	2,118.00	11,176.00	134,200.00	(123,024.00)
Total Revenues	\$ 4,115,953.20	\$ 3,771,244.74	344,708.46	\$ 31,228,615.72	\$ 30,708,732.48	519,883.24
Payroll	2,099,660.63	2,020,536.64	79,123.99	16,979,384.71	15,453,050.32	1,526,334.39
Benefits and Taxes	458,102.57	362,259.12	95,843.45	4,157,525.68	4,155,425.30	2,100.38
Fuel	69,075.12	55,788.00	13,287.12	507,343.86	403,000.83	104,343.03
Oxygen	5,403.40	4,409.16	994.24	40,085.64	40,714.03	(628.39)
Medical Supplies	190,952.96	180,568.14	10,384.82	1,404,984.74	1,273,769.70	131,215.04
Other Vehicle & Equipment	63,580.37	57,691.69	5,888.68	445,736.57	381,504.40	64,232.17
Rent & Utilities	41,430.71	64,607.51	(23,176.80)	317,872.59	505,429.71	(187,557.12)
Repairs & Maintenance Facility & Equipmnt	23,199.69	15,009.66	8,190.03	130,661.77	129,119.05	1,542.72
Postage & Shipping	12,139.78	6,580.02	5,559.76	76,536.32	55,953.88	20,582.44
Equipment Rental	4,179.44	7,630.36	(3,450.92)	52,011.93	56,300.95	(4,289.02)
Insurance	26,360.27	(129,015.93)	155,376.20	264,648.66	(87,058.78)	351,707.44
Advertising & Public Relations	13,516.28	5,159.33	8,356.95	83,110.56	79,771.91	3,338.65
Printing	2,047.98	6,417.95	(4,369.97)	26,581.71	26,927.73	(346.02)
Tehnical Support	0.00	0.00	0.00	0.00	0.00	0.00
Travel & Entertainment	14,890.90	15,978.03	(1,087.13)	75,859.68	116,545.79	(40,686.11)
Professional Fees	95,363.85	107,650.73	(12,286.88)	1,033,522.58	826,755.43	206,767.15
Non-Capital Equipment	9,162.56	12,652.90	(3,490.34)	77,543.75	126,047.91	(48,504.16)
Educational Expense/Training	22,567.36	11,185.49	11,381.87	167,219.89	59,527.04	107,692.85
Office Equip Maint	82,472.64	69,532.51	12,940.13	689,562.02	560,151.66	129,410.36
Bank Service Charges	9,408.92	2,476.20	6,932.72	86,843.31	73,004.68	13,838.63
Dues & Subscriptions	7,662.21	5,184.82	2,477.39	56,185.61	35,721.69	20,463.92
Computer Related Costs	0.00	301.25	(301.25)	0.00	1,441.00	(1,441.00)
Miscellaneous	272.00	549.35	(277.35)	2,210.53	25,646.10	(23,435.57)
Total Other Expenses	\$ 3,251,449.64	\$ 2,883,152.93	368,296.71	\$ 26,675,432.11	\$ 24,298,750.33	2,376,681.78
Earnings before Interest & Depreciation	864,503.56	888,091.81	(23,588.25)	4,553,183.61	6,409,982.15	(1,856,798.54)
Interest	10,401.96	11,450.62	(1,048.66)	84,056.66	96,567.57	(12,510.91)
Depreciation	215,300.10	161,389.28	53,910.82	1,613,928.24	1,267,855.21	346,073.03
Net Retained Earnings	\$ 638,801.50	\$ 715,251.91	(76,450.41)	\$ 2,855,198.71	\$ 5,045,559.37	(2,190,360.66)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
5/31/2017 and for the 8 months then ended
[Office of the Medical Director]

	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	0.00	0.00	0.00	0.00	0.00	0.00
Less: Contractual Allowances	0.00	0.00	0.00	0.00	0.00	0.00
Less: Provsion for Uncollectibles	0.00	0.00	0.00	0.00	0.00	0.00
Patient Fees - NET	0.00	0.00	0.00	0.00	0.00	0.00
Special Events	0.00	0.00	0.00	0.00	0.00	0.00
Subsidy	0.00	0.00	0.00	0.00	0.00	0.00
Education	0.00	0.00	0.00	0.00	0.00	0.00
Other	0.00	0.00	0.00	0.00	0.00	0.00
DISRIP	0.00	0.00	0.00	0.00	0.00	0.00
Clinical Research	2,390.00	2,000.00	390.00	11,176.00	4,000.00	7,176.00
Total Revenues	\$ 2,390.00	\$ 2,000.00	390.00	\$ 11,176.00	\$ 4,000.00	7,176.00
Payroll	67,195.82	67,873.00	(677.18)	513,649.94	554,934.00	(41,284.06)
Benefits and Taxes	7,511.08	10,717.00	(3,205.92)	63,065.48	91,076.00	(28,010.52)
Fuel	0.00	0.00	0.00	0.00	0.00	0.00
Oxygen	0.00	0.00	0.00	0.00	0.00	0.00
Medical Supplies	0.00	0.00	0.00	0.00	0.00	0.00
Other Vehicle & Equipment	110.94	0.00	110.94	110.94	0.00	110.94
Rent & Utilities	244.60	588.00	(343.40)	2,718.24	4,704.00	(1,985.76)
Repairs & Maintenance Facility & Equipmnt	0.00	0.00	0.00	0.00	0.00	0.00
Postage & Shipping	0.00	0.00	0.00	0.00	0.00	0.00
Equipment Rental	0.00	792.00	(792.00)	4,501.39	6,336.00	(1,834.61)
Insurance	0.00	2,000.00	(2,000.00)	14,733.21	19,000.00	(4,266.79)
Advertising & Public Relations	0.00	300.00	(300.00)	0.00	1,200.00	(1,200.00)
Printing	0.00	0.00	0.00	0.00	0.00	0.00
Travel & Entertainment	920.18	2,100.00	(1,179.82)	19,544.40	23,950.00	(4,405.60)
Professional Fees	45,233.33	44,325.00	908.33	361,866.64	354,600.00	7,266.64
Non-Capital Equipment	0.00	0.00	0.00	7,300.86	3,450.00	3,850.86
Educational Expense/Training	94.36	0.00	94.36	7,308.89	9,000.00	(1,691.11)
Office Equip Maint	0.00	0.00	0.00	0.00	0.00	0.00
Bank Service Charges	0.00	0.00	0.00	0.00	0.00	0.00
Dues & Subscriptions	207.17	559.00	(351.83)	10,046.13	10,523.00	(476.87)
Computer Related Costs	0.00	250.00	(250.00)	0.00	2,000.00	(2,000.00)
Miscellaneous	0.00	755.00	(755.00)	0.00	6,040.00	(6,040.00)
Total Other Expenses	\$ 121,517.48	\$ 130,259.00	(8,741.52)	\$ 1,004,846.12	\$ 1,086,813.00	(81,966.88)
Earnings before Interest & Depreciation	(119,127.48)	(128,259.00)	9,131.52	(993,670.12)	(1,082,813.00)	89,142.88
Interest	0.00	0.00	0.00	0.00	0.00	0.00
Depreciation	0.00	0.00	0.00	0.00	0.00	0.00
Net Retained Earnings	(\$ 119,127.48)	(\$ 128,259.00)	9,131.52	(\$ 993,670.12)	(\$ 1,082,813.00)	89,142.88

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
May 31, 2017

	Goal	FY2013	FY 2014	FY 2015	FY 2016	FY 2017
Current Ratio	> 1	11.77	10.27	14.11	10.27	15.14

Indicates the total short term resources available to service each dollar of debt. Ratio should be greater than 1, so that assets are available to retire debt when due.

Debt/Equity Ratio	<2:1	.14:1	.09:1	.16:1	.11:1	.10:1
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Relative amount of funds provided by lenders. Today, 4% of all funds are provided by debt. Desired ratio is dependent on agency's cash needs and risk tolerance but should always be less than 2 to 1.

Accounts Receivable Turnover	>3	6.53	8.26	5.47	4.16	3.70
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets	6.90%	10.42%	15.11%	16.66%	21.13%	15.01%
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Reveals management's effectiveness in generating profits from the assets available. Our budgeted return on net assets is 6.9%.

AMAA/Medstar - Capital Plan FY2016-2017

Item Description	Dept	FY2017	Expended	Remaining
Carryover from FY2016				
CAD	Comms	\$ 369,253	\$ 594,742	
Special Events Building	Admin	\$ 120,393	\$ 56,358	\$ -
ERP software	Admin	\$ 450,000	\$ -	\$ 450,000
Billing software	Admin	\$ 200,000	\$ -	\$ 200,000
Flood/Driveway repairs	Admin	\$ 500,000	\$ 242,850	\$ -
Replace Cardiac Monitors	Clinical	\$ 2,450,000	\$ -	\$ 2,450,000
A/C after cooler	Fleet	\$ 6,850	\$ -	\$ -
Supervisory vehicle	FOPS	\$ 60,000	\$ 59,455	\$ 545
Non-Emergency vehicles (2)	FOPS	\$ 206,000	\$ -	\$ -
Ventilator	CHP	\$ 30,000	\$ -	\$ -
Tablet Replacements	IT	\$ 67,827	\$ -	\$ 67,827
Milo Response MTS Training System Package	IT	\$ 37,000	\$ -	\$ 37,000
Cloverleaf integration engine (hospital connections)	IT	\$ 100,000	\$ -	\$ 100,000
Vmware expansion license	IT	\$ 18,000	\$ -	\$ 18,000
Gateway replacements	IT	\$ 23,700	\$ 24,379	\$ (679)
Communications Center Computer replacements	IT	\$ 48,000	\$ -	\$ 48,000
Blade Chassis replacement (16 servers) replacement	IT	\$ 242,000	\$ -	\$ 242,000
End user comptuer replacements (Desktop and Laptop)	IT	\$ 36,000	\$ -	\$ 36,000
Test system development	IT	\$ 35,000	\$ -	\$ 35,000
Remount Ambulances Units (12 in FY17, 10 in FY18)	Logistics	\$ 900,000	\$ 763,681	\$ 136,319
Replace ambulances 12 per year	Logistics	\$ 1,920,000	\$ -	\$ -
Replace 176 mobile and portable radios over 4 years	Logistics	\$ 150,000	\$ 68,584	\$ 81,416
Replace truck bags	Logistics	\$ 65,600	\$ 41,268	\$ 24,332
Garage resurfacing (safety issue)	Logistics	\$ 10,000	\$ -	\$ -
Additional floor scrubber	Logistics	\$ 17,000	\$ -	\$ -
OMD support vehicle - Chevy Tahoe	OMD	\$ 60,000	\$ -	\$ 60,000
Portable Ultrasound	OMD	\$ 24,000	\$ -	\$ 24,000
Non - budgeted				\$ -
Replace Shop Lifts (net of old lift return)			\$ 22,530	\$ -
Hail Resistant Parking (Board approved 12/14/16)		\$ 1,250,000	\$ 834,426	\$ 415,574
Access updates			\$ 7,333	\$ -
HVAC upgrades			\$ 127,177	\$ -
Furniture			\$ 46,842	\$ -
Laerdahl Simulation Upgrades			\$ 8,068	\$ -
Software - Eschat			\$ 28,650	\$ -
				\$ -
				\$ -
Total Capital Request		\$ 8,906,977	\$ 2,926,343	\$ 4,425,334

MedStar - Collections by Charge Month

Month	Charges	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13	Month 14	Month 15	Month 16	Month 17	Month 18	Month 19	Month 20	Month 21	Month 22	Month 23	Month 24+	Total	% Collected	
Jun-14	\$ 11,432,425	\$ 248,793	\$ 1,634,928	\$ 644,264	\$ 248,321	\$ 96,840	\$ 72,415	\$ 39,339	\$ 22,899	\$ 28,108	\$ 13,202	\$ 9,176	\$ 8,116	\$ 6,194	\$ 7,512	\$ 31,932	\$ 7,740	\$ 5,969	\$ 1,588	\$ 5,362	\$ 681	\$ 2,106	\$ 3,561	\$ 1,498	\$ 21,412	\$ 3,161,955	27.66%	
Jul-14	\$ 11,603,155	\$ 292,448	\$ 1,625,183	\$ 652,164	\$ 204,267	\$ 89,689	\$ 66,493	\$ 24,857	\$ 31,171	\$ 4,079	\$ 17,481	\$ 10,133	\$ 6,949	\$ 11,038	\$ 23,855	\$ 9,740	\$ 4,837	\$ 2,403	\$ 2,533	\$ 1,651	\$ 816	\$ 1,511	\$ 2,967	\$ 3,279	\$ 23,361	\$ 3,112,903	26.83%	
Aug-14	\$ 11,800,018	\$ 281,734	\$ 1,866,381	\$ 563,842	\$ 186,063	\$ 106,702	\$ 42,511	\$ 42,384	\$ 34,560	\$ 19,586	\$ 18,547	\$ 9,711	\$ 13,503	\$ 39,262	\$ 8,038	\$ 4,589	\$ 4,416	\$ 2,360	\$ 5,328	\$ 1,257	\$ 4,869	\$ 1,402	\$ 1,122	\$ 1,307	\$ 15,739	\$ 3,275,213	26.96%	
Sep-14	\$ 11,783,151	\$ 345,840	\$ 1,779,834	\$ 431,590	\$ 211,407	\$ 87,531	\$ 81,300	\$ 43,751	\$ 28,994	\$ 35,594	\$ 17,299	\$ 17,318	\$ 37,598	\$ 9,495	\$ 2,612	\$ 4,112	\$ 3,680	\$ 4,938	\$ 1,318	\$ 5,559	\$ 970	\$ 3,527	\$ 985	\$ 648	\$ 20,468	\$ 3,176,367	26.96%	
Oct-14	\$ 12,081,605	\$ 615,727	\$ 1,522,241	\$ 550,929	\$ 161,524	\$ 103,504	\$ 59,314	\$ 44,485	\$ 34,412	\$ 25,620	\$ 14,087	\$ 50,120	\$ 16,127	\$ 10,364	\$ 7,153	\$ 11,521	\$ 11,621	\$ 3,060	\$ 3,062	\$ 2,744	\$ 1,897	\$ 3,956	\$ 2,984	\$ 3,360	\$ 23,247	\$ 3,283,060	27.17%	
Nov-14	\$ 10,962,033	\$ 337,166	\$ 1,698,613	\$ 408,207	\$ 185,205	\$ 117,720	\$ 54,746	\$ 43,439	\$ 32,470	\$ 26,925	\$ 39,689	\$ 6,178	\$ 12,862	\$ 1,704	\$ 8,463	\$ 5,017	\$ 5,137	\$ 4,124	\$ 3,973	\$ 2,557	\$ 1,159	\$ 3,194	\$ 286	\$ 3,992	\$ 16,181	\$ 3,019,008	27.54%	
Dec-14	\$ 11,698,208	\$ 541,746	\$ 1,585,059	\$ 511,655	\$ 251,799	\$ 84,978	\$ 48,958	\$ 62,021	\$ 31,614	\$ 18,051	\$ 13,794	\$ 15,979	\$ 8,981	\$ 9,298	\$ 6,090	\$ 8,223	\$ 8,374	\$ 4,781	\$ 4,389	\$ 4,055	\$ 782	\$ 7,303	\$ 1,845	\$ 7,602	\$ 17,908	\$ 3,255,284	27.83%	
Jan-15	\$ 11,593,188	\$ 181,698	\$ 1,588,536	\$ 650,300	\$ 344,682	\$ 155,151	\$ 78,646	\$ 47,096	\$ 39,598	\$ 32,406	\$ 21,259	\$ 8,933	\$ 9,127	\$ 5,368	\$ 9,030	\$ 3,461	\$ 10,276	\$ 3,139	\$ 4,150	\$ 5,900	\$ 2,053	\$ 4,938	\$ 3,386	\$ 3,173	\$ 11,852	\$ 3,224,158	27.81%	
Feb-15	\$ 10,760,162	\$ 251,869	\$ 1,601,592	\$ 444,434	\$ 238,762	\$ 146,154	\$ 75,585	\$ 51,531	\$ 24,756	\$ 27,122	\$ 16,423	\$ 9,118	\$ 9,302	\$ 6,826	\$ 8,536	\$ 8,570	\$ 5,266	\$ 7,202	\$ 4,547	\$ 6,717	\$ 2,774	\$ 4,432	\$ 3,525	\$ 4,021	\$ 15,437	\$ 2,974,503	27.64%	
Mar-15	\$ 12,319,239	\$ 530,455	\$ 1,690,520	\$ 493,897	\$ 300,576	\$ 165,966	\$ 68,285	\$ 53,039	\$ 34,579	\$ 30,132	\$ 22,088	\$ 11,844	\$ 7,721	\$ 11,975	\$ 9,593	\$ 11,753	\$ 10,687	\$ 3,843	\$ 5,945	\$ 3,661	\$ 3,024	\$ 899	\$ 2,119	\$ 2,883	\$ 11,978	\$ 3,487,464	28.31%	
Apr-15	\$ 11,684,963	\$ 553,958	\$ 1,683,500	\$ 591,217	\$ 276,244	\$ 144,129	\$ 77,868	\$ 46,824	\$ 36,049	\$ 21,425	\$ 34,329	\$ 18,534	\$ 13,802	\$ 10,013	\$ 18,557	\$ 12,601	\$ 4,731	\$ 2,267	\$ 3,787	\$ 3,196	\$ 2,448	\$ 2,451	\$ 2,520	\$ 4,381	\$ 18,184	\$ 3,583,014	30.66%	
May-15	\$ 12,148,722	\$ 330,125	\$ 1,665,642	\$ 578,455	\$ 280,735	\$ 182,798	\$ 108,679	\$ 38,012	\$ 43,955	\$ 30,249	\$ 21,344	\$ 19,057	\$ 9,717	\$ 11,570	\$ 12,517	\$ 15,423	\$ 5,249	\$ 11,166	\$ 5,152	\$ 5,322	\$ 14,485	\$ 12,169	\$ 4,493	\$ 5,809	\$ 6,359	\$ 3,415,482	28.11%	
Jun-15	\$ 11,928,719	\$ 291,657	\$ 1,680,690	\$ 481,596	\$ 315,658	\$ 217,072	\$ 67,586	\$ 40,766	\$ 35,981	\$ 23,453	\$ 17,919	\$ 15,901	\$ 16,575	\$ 10,043	\$ 11,280	\$ 13,432	\$ 1,446	\$ 8,069	\$ 5,514	\$ 10,281	\$ 9,317	\$ 5,476	\$ 4,418	\$ 6,635	\$ 1,285	\$ 3,292,047	27.60%	
Jul-15	\$ 12,554,606	\$ 540,677	\$ 1,600,462	\$ 439,748	\$ 359,754	\$ 206,141	\$ 95,829	\$ 48,216	\$ 38,543	\$ 21,745	\$ 30,211	\$ 18,187	\$ 17,026	\$ 6,201	\$ 6,283	\$ 5,690	\$ 9,832	\$ 4,323	\$ 7,426	\$ 1,553	\$ 2,720	\$ 5,877	\$ 1,877	\$ 4,396	-	\$ 3,472,718	27.66%	
Aug-15	\$ 12,723,885	\$ 392,771	\$ 1,647,860	\$ 549,042	\$ 371,733	\$ 171,994	\$ 85,346	\$ 40,951	\$ 46,898	\$ 25,607	\$ 15,632	\$ 15,084	\$ 4,789	\$ 6,936	\$ 14,783	\$ 3,731	\$ 6,874	\$ 13,300	\$ 8,353	\$ 4,902	\$ 5,635	\$ 3,937	\$ 1,647	-	-	\$ 3,437,805	27.02%	
Sep-15	\$ 12,491,412	\$ 353,780	\$ 1,692,530	\$ 550,717	\$ 362,764	\$ 248,527	\$ 106,978	\$ 68,292	\$ 39,364	\$ 27,444	\$ 22,893	\$ 20,380	\$ 10,161	\$ 9,108	\$ 12,923	\$ 7,942	\$ 9,353	\$ 3,519	\$ 1,642	\$ 974	\$ 3,466	\$ 3,203	-	-	-	\$ 3,555,960	28.47%	
Oct-15	\$ 12,411,835	\$ 392,770	\$ 1,464,897	\$ 663,929	\$ 449,446	\$ 192,567	\$ 103,062	\$ 72,839	\$ 27,174	\$ 31,201	\$ 19,208	\$ 19,744	\$ 11,079	\$ 5,643	\$ 18,329	\$ 7,128	\$ 10,867	\$ 4,654	\$ 2,124	\$ 3,242	\$ 1,755	-	-	-	-	\$ 3,501,658	28.21%	
Nov-15	\$ 11,737,568	\$ 292,097	\$ 1,744,117	\$ 661,104	\$ 237,687	\$ 131,754	\$ 51,202	\$ 36,127	\$ 39,410	\$ 22,214	\$ 23,117	\$ 12,606	\$ 17,917	\$ 10,460	\$ 6,296	\$ 9,191	\$ 4,620	\$ 1,601	\$ 5,729	\$ 3,512	-	-	-	-	-	\$ 3,310,762	28.21%	
Dec-15	\$ 13,565,920	\$ 625,380	\$ 1,736,460	\$ 552,284	\$ 266,523	\$ 91,051	\$ 46,979	\$ 42,705	\$ 15,199	\$ 16,676	\$ 13,817	\$ 13,804	\$ 8,325	\$ 7,441	\$ 9,259	\$ 10,800	\$ 6,800	\$ 5,617	\$ 7,879	-	-	-	-	-	-	\$ 3,476,998	25.63%	
Jan-16	\$ 12,478,383	\$ 293,460	\$ 1,599,589	\$ 743,812	\$ 265,246	\$ 143,997	\$ 120,473	\$ 52,093	\$ 22,373	\$ 20,773	\$ 22,282	\$ 13,709	\$ 13,252	\$ 23,307	\$ 8,882	\$ 8,541	\$ 8,669	\$ 5,885	-	-	-	-	-	-	-	\$ 3,366,344	26.98%	
Feb-16	\$ 12,167,793	\$ 278,552	\$ 1,777,350	\$ 532,560	\$ 294,175	\$ 131,942	\$ 91,527	\$ 30,936	\$ 31,100	\$ 34,006	\$ 29,932	\$ 15,240	\$ 22,726	\$ 20,278	\$ 12,715	\$ 7,983	\$ 4,940	-	-	-	-	-	-	-	-	-	\$ 3,315,962	27.25%
Mar-16	\$ 13,164,919	\$ 525,941	\$ 1,673,074	\$ 537,572	\$ 479,919	\$ 193,371	\$ 60,489	\$ 57,802	\$ 36,845	\$ 20,478	\$ 17,524	\$ 35,289	\$ 20,244	\$ 11,428	\$ 12,835	\$ 8,704	-	-	-	-	-	-	-	-	-	-	\$ 3,691,516	28.04%
Apr-16	\$ 12,828,472	\$ 529,800	\$ 1,779,119	\$ 457,097	\$ 431,816	\$ 162,333	\$ 68,732	\$ 56,808	\$ 20,371	\$ 33,065	\$ 31,371	\$ 31,697	\$ 18,261	\$ 9,811	\$ 7,374	-	-	-	-	-	-	-	-	-	-	-	\$ 3,637,656	28.36%
May-16	\$ 13,105,507	\$ 542,437	\$ 1,719,493	\$ 520,768	\$ 311,955	\$ 155,490	\$ 96,315	\$ 61,982	\$ 46,772	\$ 46,853	\$ 23,307	\$ 27,131	\$ 20,524	\$ 23,169	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,596,197	27.44%
Jun-16	\$ 13,129,019	\$ 631,552	\$ 1,472,814	\$ 651,564	\$ 333,447	\$ 160,041	\$ 71,452	\$ 53,317	\$ 63,631	\$ 29,719	\$ 28,349	\$ 30,338	\$ 20,777	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,547,002	27.02%
Jul-16	\$ 13,435,530	\$ 469,583	\$ 1,732,791	\$ 623,495	\$ 323,208	\$ 172,430	\$ 71,071	\$ 54,090	\$ 43,448	\$ 25,121	\$ 18,001	\$ 20,432	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,553,671	26.45%
Aug-16	\$ 13,256,216	\$ 628,138	\$ 1,669,881	\$ 574,120	\$ 306,461	\$ 176,169	\$ 82,109	\$ 54,755	\$ 52,696	\$ 20,997	\$ 17,380	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,582,706	27.03%
Sep-16	\$ 13,276,419	\$ 516,324	\$ 1,720,571	\$ 573,047	\$ 395,300	\$ 174,828	\$ 100,925	\$ 77,949	\$ 32,352	\$ 37,040	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,628,337	27.33%
Oct-16	\$ 13,055,875	\$ 383,833	\$ 1,775,951	\$ 624,904	\$ 295,656	\$ 171,022	\$ 113,838	\$ 52,093	\$ 33,190	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,450,487	26.43%
Nov-16	\$ 12,582,866	\$ 434,924	\$ 1,759,071	\$ 536,815	\$ 315,051	\$ 191,301	\$ 53,472	\$ 73,562	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,364,196	26.74%
Dec-16	\$ 13,233,037	\$ 585,371	\$ 1,676,698	\$ 627,897	\$ 375,948	\$ 117,642	\$ 107,705	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,491,262	26.38%
Jan-17	\$ 13,789,946	\$ 218,557	\$ 1,739,466	\$ 824,040	\$ 382,897	\$ 168,719	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 3,333,679	24.17%
Feb-17	\$ 12,370,455	\$ 121,209	\$ 1,819,139	\$ 572,224	\$ 368,268	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 2,880,840	23.29%
Mar-17	\$ 13,698,674	\$ 369,223	\$ 1,631,963	\$ 677,972	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 2,679,158	19.56%
Apr-17	\$ 12,992,230	\$ 391,017	\$ 1,619,694	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 2,010,710	15.48%
May-17	\$ 13,945,156	\$ 568,388	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	\$ 568,388	4.08%
AVG 24 Mo		3.36%	13.14%	4.61%	2.65%	1.33%	0.67%	0.42%	0.29%	0.22%	0.18%	0.15%	0.12%	0.09%	0.09%	0.08%	0.06%	0.04%	0.04%	0.03%	0.03%	0.03%	0.02%	0.03%	0.20%	27.88%		

Summary - 12 Mo Average Rate by Member City

	Billed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total
Blue Mound	\$ 409,370.50	\$ 13,507.55 3.30%	\$ 50,129.92 12.25%	\$ 16,460.13 4.02%	\$ 8,803.41 2.15%	\$ 2,679.61 0.65%	\$ 595.19 0.15%	\$ 1,189.71 0.29%	\$ 200.01 0.05%	\$ 176.51 0.04%	\$ 150.01 0.04%	\$ 50.00 0.01%	\$ 613.13 0.15%	\$ 94,555.17 23.10%
Burleson	\$ 11,295,588.44	\$ 445,572.78 3.94%	\$ 1,843,912.48 16.32%	\$ 962,728.61 8.52%	\$ 614,701.99 5.44%	\$ 194,802.57 1.72%	\$ 71,328.79 0.63%	\$ 41,292.83 0.37%	\$ 38,912.38 0.34%	\$ 17,615.42 0.16%	\$ 12,384.34 0.11%	\$ 9,605.81 0.09%	\$ 32,950.03 0.29%	\$ 4,285,808.03 37.94%
Edgecliffe Vill	\$ 371,925.00	\$ 15,582.78 4.19%	\$ 56,193.63 15.11%	\$ 16,302.76 4.38%	\$ 3,852.11 1.04%	\$ 3,676.45 0.99%	\$ 2,976.12 0.80%	\$ 662.31 0.18%	\$ 1,694.68 0.46%	\$ 921.68 0.25%	\$ 178.68 0.05%	\$ 128.68 0.03%	\$ 643.38 0.17%	\$ 102,813.25 27.64%
Forest Hill	\$ 3,818,069.21	\$ 126,049.13 3.30%	\$ 387,123.96 10.14%	\$ 79,949.31 2.09%	\$ 52,038.94 1.36%	\$ 39,915.69 1.05%	\$ 8,820.07 0.23%	\$ 7,209.32 0.19%	\$ 6,249.57 0.16%	\$ 4,281.42 0.11%	\$ 5,869.05 0.15%	\$ 1,780.62 0.05%	\$ 8,978.99 0.24%	\$ 728,266.07 19.07%
Ft Worth	\$ 275,454,190.50	\$ 9,237,328.12 3.35%	\$ 34,378,710.17 12.48%	\$ 11,372,778.87 4.13%	\$ 6,128,958.48 2.23%	\$ 3,038,401.11 1.10%	\$ 1,467,351.83 0.53%	\$ 869,170.11 0.32%	\$ 572,907.03 0.21%	\$ 397,362.63 0.14%	\$ 295,319.27 0.11%	\$ 265,568.23 0.10%	\$ 849,463.40 0.31%	\$ 68,873,319.25 25.00%
Haltom City	\$ 8,448,760.33	\$ 283,031.50 3.35%	\$ 1,029,641.73 12.19%	\$ 295,334.78 3.50%	\$ 421,730.34 4.99%	\$ 90,519.32 1.07%	\$ 38,400.30 0.45%	\$ 26,849.71 0.32%	\$ 6,992.84 0.08%	\$ 7,263.80 0.09%	\$ 14,734.34 0.17%	\$ 9,193.34 0.11%	\$ 16,960.59 0.20%	\$ 2,240,652.58 26.52%
Haslet	\$ 693,367.58	\$ 33,126.34 4.78%	\$ 127,345.44 18.37%	\$ 62,428.21 9.00%	\$ 39,008.12 5.63%	\$ 17,321.78 2.50%	\$ 9,364.30 1.35%	\$ 1,295.17 0.19%	\$ 2,378.07 0.34%	\$ 612.23 0.09%	\$ 3,661.47 0.53%	\$ 2,130.61 0.00%	\$ 1,793.15 0.00%	\$ 303,057.07 43.71%
Lake Worth	\$ 2,524,969.46	\$ 87,994.12 3.48%	\$ 357,271.46 14.15%	\$ 93,377.33 3.70%	\$ 68,483.90 2.71%	\$ 23,377.17 0.93%	\$ 18,537.96 0.73%	\$ 8,985.32 0.36%	\$ 4,425.19 0.18%	\$ 6,413.05 0.25%	\$ 1,697.98 0.07%	\$ 3,837.68 0.15%	\$ 16,470.63 0.65%	\$ 692,858.05 27.44%
Lakeside	\$ 148,816.00	\$ 5,154.91 3.46%	\$ 24,765.87 16.64%	\$ 6,706.47 4.51%	\$ 3,475.72 2.34%	\$ 563.67 0.38%	\$ 25.00 0.02%	\$ 775.15 0.52%	\$ 26.50 0.00%	\$ - -	\$ - -	\$ - -	\$ - -	\$ 41,493.30 27.88%
River Oaks	\$ 1,518,337.50	\$ 47,832.89 3.15%	\$ 166,320.43 10.95%	\$ 42,942.34 2.83%	\$ 25,885.32 1.70%	\$ 12,166.98 0.80%	\$ 8,657.22 0.57%	\$ 6,702.31 0.44%	\$ 2,119.05 0.14%	\$ 840.38 0.06%	\$ 894.84 0.06%	\$ 200.00 0.01%	\$ 11,364.98 0.75%	\$ 326,373.75 21.50%
Saginaw	\$ 3,163,005.92	\$ 111,562.44 3.53%	\$ 464,338.27 14.68%	\$ 148,308.20 4.69%	\$ 82,312.79 2.60%	\$ 44,471.00 1.41%	\$ 16,754.80 0.53%	\$ 12,130.14 0.38%	\$ 9,392.79 0.30%	\$ 8,231.94 0.26%	\$ 3,227.40 0.10%	\$ 5,162.39 0.16%	\$ 15,874.31 0.50%	\$ 925,837.39 29.27%
Sansom Park	\$ 1,418,902.10	\$ 53,460.20 3.77%	\$ 169,063.35 11.92%	\$ 27,448.84 1.93%	\$ 19,244.53 1.36%	\$ 8,294.29 0.58%	\$ 4,128.47 0.29%	\$ 2,540.90 0.18%	\$ 3,445.45 0.24%	\$ 552.89 0.04%	\$ 180.00 0.01%	\$ 55.00 0.00%	\$ 803.39 0.06%	\$ 289,247.32 20.39%
Westover Hills	\$ 71,757.10	\$ 1,353.33 1.89%	\$ 11,962.57 16.67%	\$ 4,727.05 6.59%	\$ 4,520.66 6.30%	\$ - 0.00%	\$ 410.48 0.57%	\$ 556.18 0.78%	\$ 50.02 0.07%	\$ 902.67 1.26%	\$ 2,093.88 2.92%	\$ 50.02 0.07%	\$ 667.23 0.93%	\$ 27,344.12 38.11%
Westworth Vill	\$ 593,904.50	\$ 22,792.69 3.84%	\$ 77,244.86 13.01%	\$ 14,406.87 2.43%	\$ 12,316.14 2.07%	\$ 11,016.44 1.85%	\$ 3,464.70 0.58%	\$ 866.29 0.15%	\$ 175.31 0.03%	\$ 2,425.57 0.41%	\$ 173.55 0.03%	\$ 135.00 0.02%	\$ 275.01 0.05%	\$ 145,417.42 24.48%
White Settlement	\$ 6,463,501.97	\$ 230,049.00 3.56%	\$ 872,805.54 13.50%	\$ 199,409.00 3.09%	\$ 232,900.52 3.60%	\$ 61,534.25 0.95%	\$ 34,132.85 0.53%	\$ 16,503.55 0.26%	\$ 12,392.05 0.19%	\$ 8,260.99 0.13%	\$ 3,419.19 0.05%	\$ 5,976.83 0.09%	\$ 8,380.13 0.13%	\$ 1,689,511.98 26.14%

Billing and Collections - Key Trends

	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Total
Collections	\$ 3,803,886	\$ 3,394,692	\$ 3,710,866	\$ 3,605,754	\$ 3,535,222	\$ 3,586,602	\$ 3,905,420	\$ 3,466,972	\$ 3,442,843	\$ 4,038,055	\$ 3,427,553	\$ 3,813,518	\$ 43,731,382
Billed Transports	8830	8998	8895	8953	9004	8649	9142	9610	8653	9517	9010	9692	108953
Cost to Bill and Collect	\$ 140,191	\$ 140,362	\$ 140,340	\$ 194,638	\$ 145,406	\$ 148,880	\$ 147,830	\$ 143,765	\$ 145,791	\$ 143,247	\$ 144,163	\$ 209,788	\$ 1,844,400
Cost per claim	\$ 15.88	\$ 15.60	\$ 15.78	\$ 21.74	\$ 16.15	\$ 17.21	\$ 16.17	\$ 14.96	\$ 16.85	\$ 15.05	\$ 16.00	\$ 21.65	\$ 16.93
Cost as % of collections	3.69%	4.13%	3.78%	5.40%	4.11%	4.15%	3.79%	4.15%	4.23%	3.55%	4.21%	5.50%	4.22%



Area Metropolitan Ambulance Authority
2900 Alta Mere Drive
Fort Worth, Texas 76116
(817) 923-3700 (Main)
(817) 840-2050 (Fax)
www.medstar911.org

June 20, 2017
Compliance Officer Report
Reporting Period: April 18th to June 20, 2017

Narcotic Anomalies

- Three narcotic anomalies occurred during this reporting period
 1. A Logistics Supervisor inadvertently broke a vial of Ketamine by dropping the narcotic box.
 2. A Paramedic used Ketamine on a critical patient and left the un-wasted medication that was in a syringe in the MICU. The syringe was discovered by a Logistics Tech, the crew was notified, and the drug was wasted appropriately.
 3. A Paramedic took his entire narcotic box home at the end of shift and it was not discovered for several hours. The Logistics staff did not note the narcotics were missing. The Paramedic self-reported and returned the medications. This was the 2nd occurrence for the Paramedic. Corrective action was issued.

The procedures for reporting these incidents was followed and all parties involved were drug tested with negative results. The negligent team members were addressed regarding their failure(s) to follow procedural rules. No foul play was identified or suspected after the conclusion of the investigations.

Compliance Projects

- TX DSHS Provider license was renewed successfully
- HIPAA risk assessment (ongoing).
- Certified employee provider roster updated with DSHS bi-weekly to account for terminations and new hires.

Legal

- 5 Pre-trial meetings held with the District Attorney's office
- 11 Criminal Court appearances
- 3 Law Enforcement agency interviews
- 51 Subpoena(s) processed
- 42 Affidavit(s) provided
- Reviewed and processed multiple contractual agreements with General Counsel

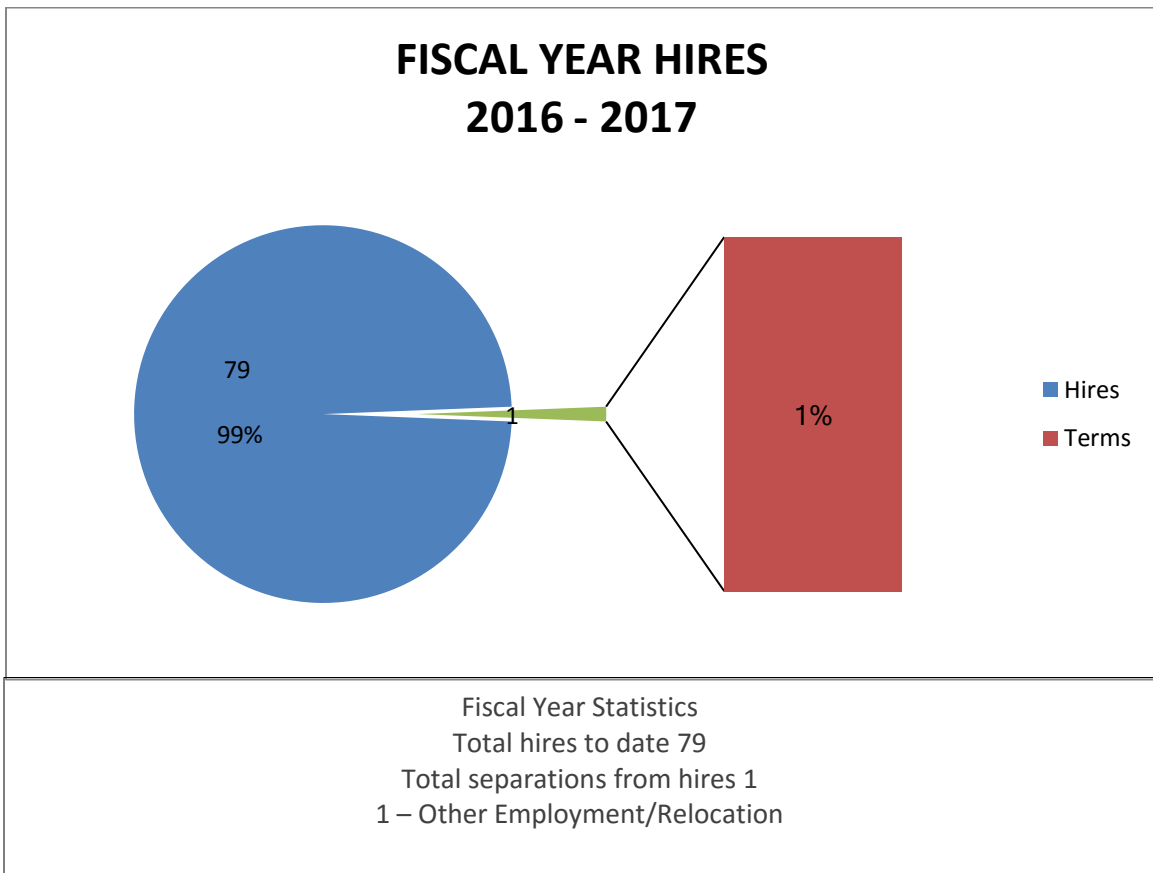
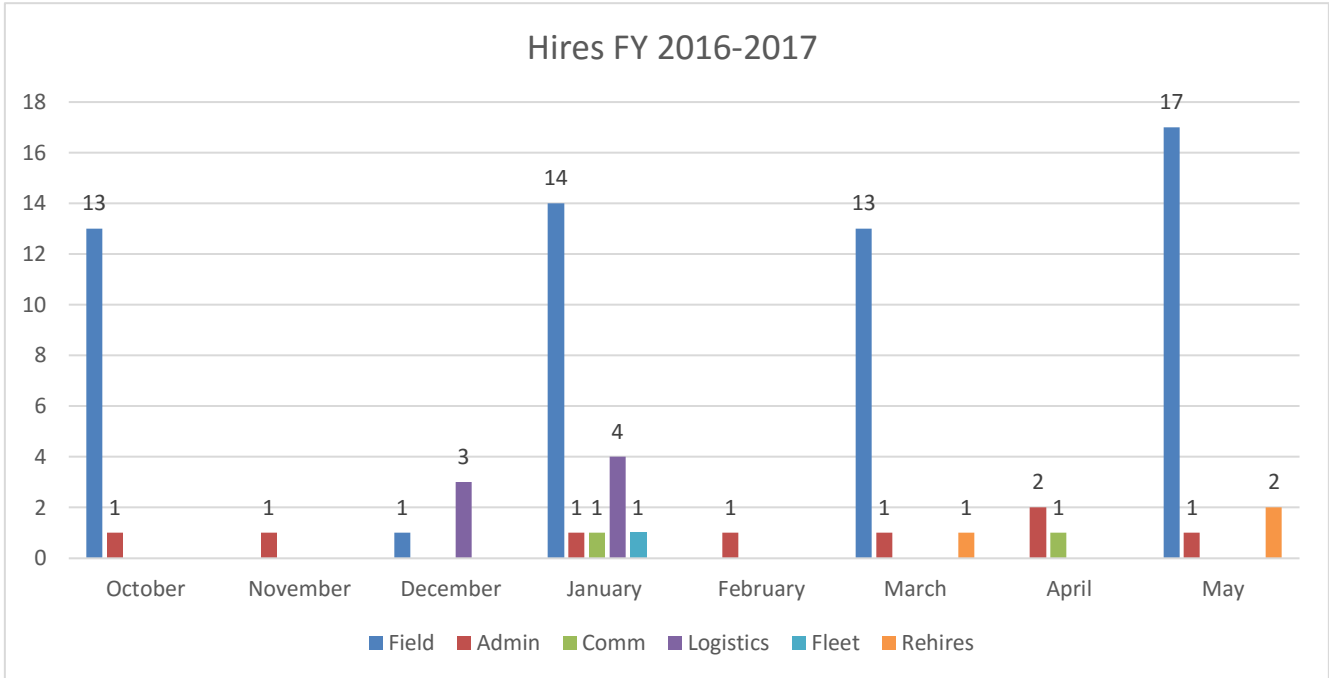
Kind regards,

Chad Carr, Compliance Officer / Paralegal

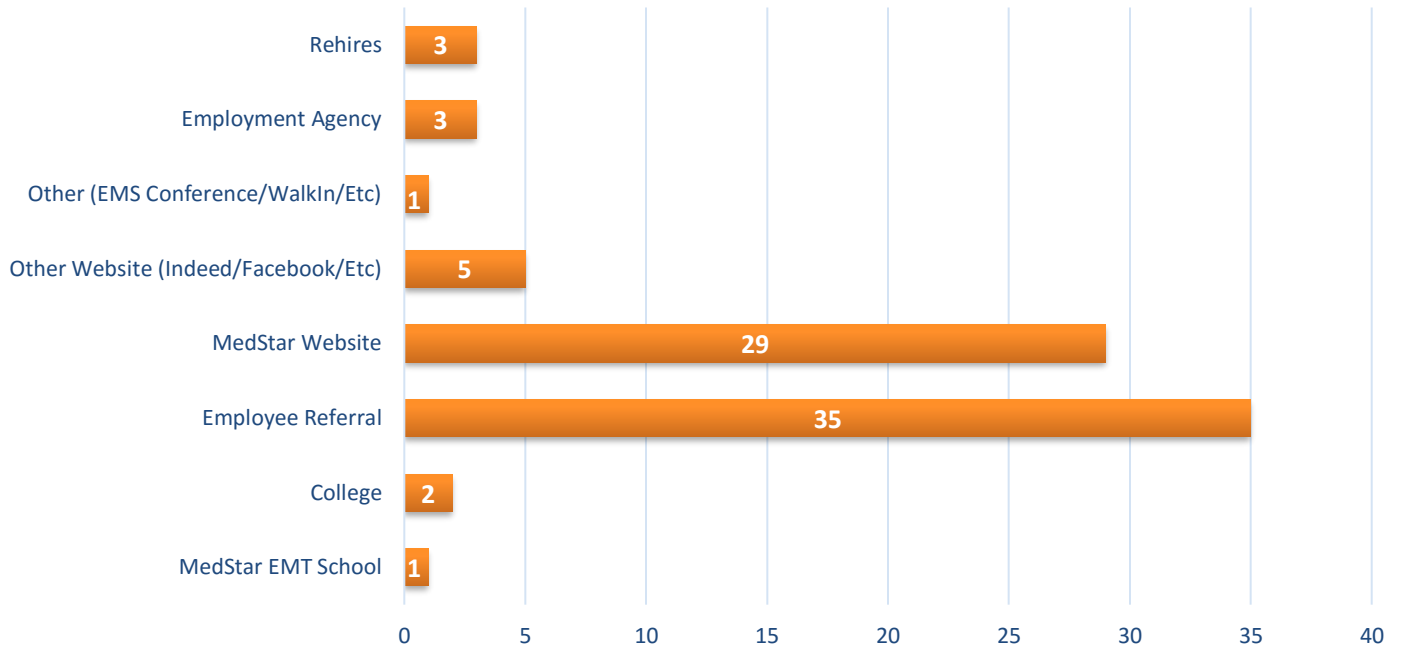
Our Mission:
*To provide world class mobile healthcare with the highest quality customer service
and clinical excellence in a fiscally responsible manner*



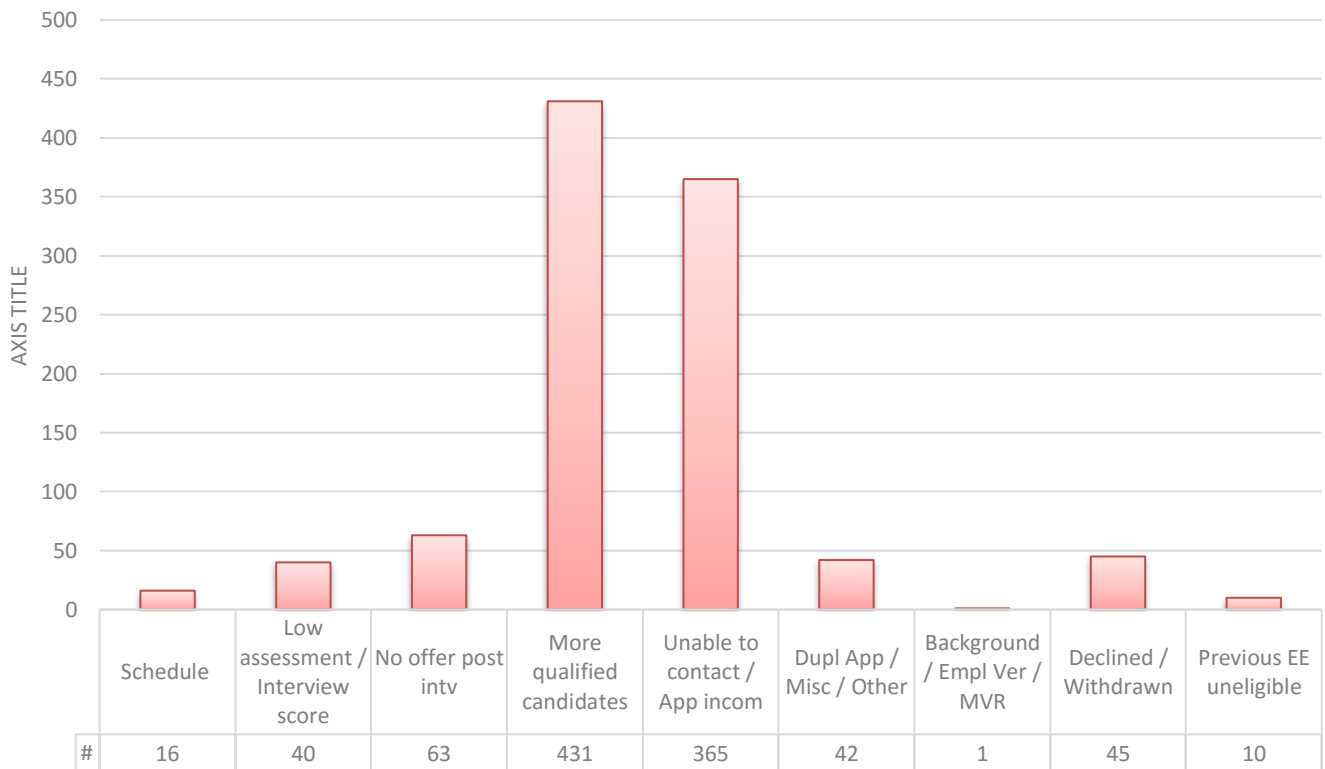
Staffing Update as of May 31, 2017



Hired Employee Referral Source FY 2016-2017



Applicant Rejection Reasons FY 2016-2017



TOTAL APPLICATIONS REJECTED - 1013
TOTAL APPLICATIONS REVIEWED - 1092

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/16 - 9/30/2017
Percentages by Department/Conditions

FMLA Conditions		Percentages by Department					
			#of EEs	# on FMLA	% of FTE	% by FMLA	% by Dep
Blood Transfusion	1						
Cardiology	3						
Chronic Illness	4						
Circulatory Condition	1	Advanced	122	24	5.57%	34.29%	19.67%
Dental	2	Basics	136	17	3.94%	24.29%	12.50%
Diverticulitis	1	Business Intelligence - Deployment, QI, Scheduler	5	2	0.46%	2.86%	40.00%
FMLA - Child	9	Business Office	31	13	3.02%	18.57%	41.94%
FMLA - Parent	12	Communications	34	8	1.86%	11.43%	23.53%
FMLA - Spouse	7	Compliance	1	1	0.23%	1.43%	100.00%
Gall stones	1	Mobile Integrated Health Department	15	1	0.23%	1.43%	6.67%
Gout	1	Support Services - Facilities, Fleet, S.E., Logistics, S.E., Logistics	38	4	0.93%	5.71%	10.53%
Hernia	1	Grand Totals	382	70			
Hip	1						
Hypokalemic	1	Total # of Full Time Employees	431				
Lumbar	3						
Migraines	1						
Mono	1						
Oncology	1						
Orthopedic	5						
Pregnancy	1						
Psychological	11						
Pulmonary	1						
Surgery	1						
Grand Total	70						

LIGHT DUTY for Fiscal Year 2016-2017

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	9:39	94:21	42:03	163:28	239:58	154:37	56:00	284:56	0:00	0:00	0:00	0:00	
FY 2017	9:39	104:00	146:03	309:31	549:29	704:06	760:06	1045:02	1045:02	1045:02	1045:02	1045:02	3846:39
FY 2016	101:47	190:15	510:11	950:15	1153:25	1459:51	2019:41	2284:10	2539:01	3208:28	3778:03	4274:04	

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

Worker's Comp LOA for Fiscal Year 2016-2017

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	27:00	0:00	0:00	32:00	36:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 2017	27:00	27:00	27:00	59:00	95:00	95:00	95:00	95:00	95:00	95:00	95:00	95:00	1125:51
FY 2016	192:00	233:45	358:22	401:38	490:08	510:29	678:46	917:57	1097:57	1145:57	1181:57	1250:57	

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

FMLA LOA for Fiscal Year 2016-2017

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1032:26	1116:02	1295:22	1385:55	1770:56	1817:49	1364:26	1137:26	0:00	0:00	0:00	0:00	1320:08
FY 2017	1032:26	2148:28	3443:50	4829:45	6600:41	8418:30	9782:56	10920:22	10920:22	10920:22	10920:22	10920:22	
FY 2016	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 2016-2017*

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	60:00	80:00	48:00	36:00	82:00	234:00	144:00	207:15	0:00	0:00	0:00	0:00	61:12
FY 2017	60:00	140:00	188:00	224:00	306:00	540:00	684:00	891:15	891:15	891:15	891:15	891:15	

*Unfilled shifts only

Total Leave Hours

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1129:05	1290:23	1385:25	1617:23	2128:54	2206:26	1564:26	1629:37	0:00	0:00	0:00	0:00	1510:14
FY 2017	1129:05	2419:28	3804:53	5422:16	7551:10	9757:36	11322:02	12951:39	12951:39	12951:39	12951:39	12951:39	

Goals and Projection

	Light Duty	Worker's Comp	FMLA	Military	Total
YTD	1045:02	95:00	10920:22	891:15	12951:39
Projection	1567:33	380:00	16380:33	1336:52	19664:58
Goal-Compare	3846:39	1125:51	8673:49	1757:24	15403:43

1079:18 (shifts)

MedStar Mobile Health Care Separation Statistics - May 2017

	Current Month			Year to Date			Actual Turnover		Headcount
	Vol	Invol	Total	Vol	Invol	Total	YTD 2016	%inc/dec	May
Full Time Separations	2	2	4	28	5	33	54	-38.9%	431
Part Time Separations	1	0	1	12	1	13	20	-35.0%	50
Total Separations	3	2	5	40	6	46	74	-37.8%	481

	Full Time	Part Time	Total	Full Time	Part Time	Total
Total Turnover %	0.93%	2.00%	1.04%	7.66%	26.00%	9.56%

Separations by Department

Full time

	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	May
Administration							1
Advanced		1	1	7	3	10	122
Basics	2	0	2	14	1	15	136
Business Intelligence - Deployment, QI, Scheduler							5
Business Office				1	0	1	31
Communications				2	0	2	34
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Customer Integration							1
Executives							6
Field Manager/Supervisors - Operations							10
Human Resources							6
Information Technology				1	0	1	5
Medical Records							2
Mobile Integrated Health Department							15
MTAC - MedStar Training Academy							2
Office of the Medical Director							10
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics		1	1	3	1	4	38
Total	2	2	4	28	5	33	431

Part Time

	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	April
Advanced	1	0	1	5	0	5	23
Basics				5	0	5	22
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications				1	1	2	2
Compliance							
Controller - Payroll, Purchasing, A/P							
Customer Integration							
Deployment							
Directors							
Field Manager/Supervisors							
Fleet							
Human Resources							2
Information Technology							
Medical Records							
Mobile Integrated Health Department							1
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics		0	0	1	0	1	
Total	1	0	1	12	1	13	50

MedStar Mobile Healthcare Turnover
Fiscal Year 2016-2017

	Monthly Turnover By Fiscal Year		
	2016-2017	2015-2016	2014-2015
October	0.44%	1.79%	2.27%
November	1.31%	1.35%	0.92%
December	1.98%	2.07%	1.63%
January	1.29%	2.89%	2.26%
February	0.43%	1.35%	1.82%
March	1.91%	3.52%	1.96%
April	1.50%	2.71%	0.88%
May	1.04%	2.00%	1.30%
June		2.47%	2.22%
July		0.68%	1.81%
August		2.25%	3.60%
September		2.46%	1.61%
Projected	14.850%	25.540%	22.283%

