



MedStar in the Media

Recently, the international news agency, the Associated Press did a story about MedStar's innovative Community Health Program (CHP.) The CHP is designed to proactively care for patients who frequently call 9-1-1 with non-emergency needs.

Click here to view the story: [AP Story](#)

Since the inception of the CHP in July 2009, the program has involved over 100 patients and graduated almost half. In helping these patients learn to navigate the healthcare system, become more knowledgeable about their health conditions and treatments and being able to manage their own care appropriately, the CHP has reduced non-emergency 9-1-1 use among this group by almost 60% and saved the healthcare system over \$1.3 million.

The newest facet of the CHP focuses on the special needs of patients with congestive heart failure who have recently been discharged from the hospital. For more details and read more about a patient in the program, check out this weekend's Star Telegram!

Investment in Peace of Mind

\$1,500. That is the approximate cost of an emergency ambulance transport in most of MedStar's 15 member-cities. However, when a medical emergency strikes, the ambulance bill should not have to be an additional concern.

While this cost is lower than in many North Texas cities, it can still seem daunting, especially for those without insurance coverage. Even for those with health insurance or Medicare, a deductible, co-pay and any non-covered portion of the bill can often still be out-of-pocket costs.

A StarSaver Membership with MedStar EMS is an affordable way to off-set the costs of ambulance transport and take the worry out of call 9-1-1. An annual membership is only \$55 for those with health insurance or Medicare and \$110 for those without.

For this low annual fee, a StarSaver Membership covers an entire household, including dependants living at the primary residence and even a spouse who may live at a health care facility or nursing home. The membership covers unlimited emergency transports and provides up to a 40% discount on non-emergency transports.

Unlike an insurance policy that applies anywhere, a StarSaver Membership applies only to ambulance transports that start in the MedStar service area and end at a medical facility in Tarrant County. The MedStar service area includes the City of Fort Worth and 14 other immediately-adjacent cities.

More program information and a downloadable application are available on the MedStar website at www.medstar911.org under the Customers tab or by calling (817) 632-0535.

June Compliance

MedStar's response time has been on the rise as more and more staff come out of training and take to the streets. In the month of June, MedStar made over 90% in every call category, despite a nearly 3% rise in call volume over the same month a year ago.



System Performance June 1-30, 2011

(Figures listed have been finalized.)

Response time goals (90% of time):	
Priority 1	9 min. or less
Priority 2	11 min. or less
Priority 3	15 min. or less

Call Priority	# of Calls	On Time %	Avg. Resp. Time
1	2081	91.2%	5.21
2	2987	93.8%	5.43
3	3335	92.7%	7.42
Total	8,403		

LEARN TO BE A LIFESAVER!



Chest Compression
Training hosted by
MEDSTAR
EMERGENCY MEDICAL SERVICES

More Information:
www.medstar911.org
(817) 632-0507

Congratulations to these groups who have already hosted Chest Compression Training:

- Alcon Labs
- Baylor Healthcare Cityview
- Burleson City Council
- Cesar Chavez Primary School
- East Side Community Advisory Committee
- Eastside Neighborhood Association
- Fort Worth Chamber
- Fort Worth Code Blue Citizen's on Patrol, South Division
- Glencrest 6th Grade Center
- JC Penney Logistics Center
- Mother's Against Drunk Driving
- Main Street Arts Festival
- Mayfest
- Presbyterian Night Shelter
- Tarrant County College, NW Campus
- Tarrant County Sheriff's Office
- Texas Motor Speedway