



**Metropolitan Area EMS Authority (MAEMSA)**

**d.b.a. MedStar Mobile Healthcare**

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**Board of Directors**

**January 22, 2020**

**METROPOLITAN AREA EMS AUTHORITY  
D/B/A MEDSTAR MOBILE HEALTHCARE  
BOARD OF DIRECTORS MEETING**

**Meeting Location: MedStar Mobile Healthcare, 2900 Alta Mere Dr., Fort Worth, TX 76116**  
**Meeting Date and Time: January 22, 2020; 10:00 a.m.**

- |             |                                   |                                                                                                                                                                                                                                                                                   |                                       |
|-------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| <b>I.</b>   | <b>CALL TO ORDER</b>              |                                                                                                                                                                                                                                                                                   | Dr. Brian Byrd                        |
| <b>II.</b>  | <b>INTRODUCTION<br/>OF GUESTS</b> |                                                                                                                                                                                                                                                                                   | Dr. Brian Byrd                        |
| <b>III.</b> | <b>CONSENT<br/>AGENDA</b>         | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member may request an item be removed from the consent agenda and considered separately. The consent agenda consists of the following: |                                       |
|             | <b>BC – 1407</b>                  | Approval of board minutes from October 23, 2019 meeting.                                                                                                                                                                                                                          | Dr. Brian Byrd<br>Pg. 4               |
|             | <b>BC – 1408</b>                  | Approval of Check History for October, November, December 2019.                                                                                                                                                                                                                   | Dr. Brian Byrd<br>Pg. 7               |
| <b>IV.</b>  | <b>NEW BUSINESS</b>               |                                                                                                                                                                                                                                                                                   |                                       |
|             | <b>IR – 210</b>                   | WhitneyPenn Audit review                                                                                                                                                                                                                                                          | Douglas Hooten                        |
|             | <b>BC – 1409</b>                  | Approval of Asset Surplus                                                                                                                                                                                                                                                         | Douglas Hooten<br>Pg. 12              |
|             | <b>BC – 1410</b>                  | Approval request for capital expenditure – 2020 Demers Ambulance Modules Plus                                                                                                                                                                                                     | Douglas Hooten<br>Pg. 14              |
|             | <b>BC – 1411</b>                  | Approval for Tarrant County College ambulance donation                                                                                                                                                                                                                            | Douglas Hooten<br>Pg. 16              |
|             | <b>BC – 1412</b>                  | Approval of MAEMSA STEMI Clinical Bundle Performance                                                                                                                                                                                                                              | Douglas Hooten<br>Pg. 18              |
|             | <b>BC – 1413</b>                  | Review and Approval of Proposed Interlocal Revisions                                                                                                                                                                                                                              | Dr. Brian Byrd<br>Pg. 20              |
| <b>V.</b>   | <b>MONTHLY REPORTS</b>            |                                                                                                                                                                                                                                                                                   |                                       |
|             | <b>A.</b>                         | Chief Executive Officer’s Report                                                                                                                                                                                                                                                  | Douglas Hooten                        |
|             | <b>B.</b>                         | Office of the Medical Director Report                                                                                                                                                                                                                                             | Dwayne Howerton<br>Dr. Veer Vithalani |

C.	Chief, Financial Officer	Steve Post
D.	Human Resources	Leila Peoples
E.	Compliance Officer/Legal	Chad Carr Kristofer Schleicher
F.	Chief, Operations	Ken Simpson
G.	FRAB	Fire Chief Jim Davis Fire Chief Kirt Mays
H.	Chief, Strategic Integration Officer	Matt Zavadsky

**VI. OTHER DISCUSSIONS**

A.	Requests for future agenda items	Dr. Brian Byrd
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**VII. CLOSED SESSION**

The Board of Directors may conduct a closed meeting in order to discuss matters permitted by any of the following sections of Chapter 551 of the Texas Government Code:

1. Section 551.071: To seek the advice of its attorney(s) concerning pending or contemplated litigation or a settlement offer, or on any matter in which the duty of the attorney to the Board and the Authority to maintain confidentiality under the Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Open Meetings Act, including without limitation, consultation regarding legal issues related to matters on this Agenda;
2. Section 551.072: To deliberate the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the Authority in negotiations with a third person;
3. Section 551.074: To (1) deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of an Authority officer or employee; or (2) to hear a complaint or charge against an officer or employee; or
4. Section 551.089: To deliberate security assessments or deployments relating to information resources technology; network security information; or the deployment of, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

**VIII. RECONVENE FROM CLOSED SESSION**

The Board may act on any agenda item discussed during the Closed Session.

**IX. ADJOURNMENT**

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 01/22/20	<b>Reference #:</b> BC-1407	<b>Title:</b> Approval board minutes October 23, 2019.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the minutes for board meeting on October 23, 2019.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

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

## MINUTES

### METROPOLITAN AREA EMS AUTHORITY D/B/A MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS MEETING

2900 Alta Mere Dr., Fort Worth, TX 76116

October 23, 2019

The Metropolitan Area EMS Authority Board of Directors met on October 23, 2019 at MedStar Mobile Healthcare offices.

#### I. CALL TO ORDER

Chairman Brian Byrd called the meeting to order at 10:01 a.m.

MedStar Board members present: Dr. Brian Byrd, Chairman, Dr. Janice Knebl, Paul Harral, Matthew Aiken, Dr. Chris Bolton, EPAB; Douglas Hooten (Ex-officio), Fire Chief Jim Davis (Ex-officio), Dr. Veer Vithalani (Ex-officio) and Kristofer Schleicher, General Counsel for MAEMSA d/b/a MedStar Mobile Healthcare. Not present: Dr. Rajesh Gandhi and Fire Chief Kirt Mays.

Guests present were Dr. Brian Miller, Dr. Thomas Schaeffer, Dr. Josh Nackenson and Dr. Agozie Iloma all with OMD; Fire Chief Casey Davis, Fire Chief Doug Spears, Fire Chief Mike Christensen, Jeremy Bishop of FTW Local 440. Also present were Chad Carr, Chris Cunningham, Shaun Curtis, Dwayne Howerton, Desi Partain, Steve Post, Pete Rizzo, Ken Simpson, Misti Skinner, Tina Smith, Susan Swagerty, Matt Zavadsky and Marianne Schmidt; all with MedStar.

#### II. INTRODUCTION OF GUESTS

Dr. Miller introduced the two new doctors who will be working in OMD: Dr. Thomas Schaeffer and Dr. Agozie Iloma.

#### III. CONSENT AGENDA

**BC – 1404 Approval of Board minutes for August 28, 2019.**

**BC – 1405 Approval of Check History for August and September 2019.**

The motion to approve all items on the Consent Agenda was made by Matt Akin and seconded by Janice Knebl. The motion carried unanimously.

#### IV. OLD BUSINESS

There was no old business.

#### V. NEW BUSINESS

**BC – 1406 Approval of Clinical Performance Bundle – OHCA.**

The motion to approve was made by Paul Harral and seconded by Chris Bolton. The motion carried unanimously.

## **VI. MONTHLY REPORTS**

- A. Chief Executive Officer:** Douglas Hooten: We have submitted our ET3 paperwork and are waiting for approval. We are 85% complete for the server migration to Carrollton, TX and Chandler, Arizona. We are working on a CBD Oil policy for the company. Fire Chief Davis will be introducing a CBD Oil expert to Douglas Hooten and will be sending over their policy on CBD Oil.
- B. Office of the Medical Director:** Dr. Vithalani reviewed Tab B.
- C. Chief Financial Officer:** Steve Post reviewed Tab C.
- D. Chief Strategic Integration Officer:** Matt Zavadsky reviewed Tab D.
- E. Compliance Officer/Legal:** Chad Carr reviewed Tab E.
- F. Chief Operations:** Ken Simpson reviewed Tab F.
- G. FRAB:**
- H. Human Resources:** Tina Smith reviewed Tab H.

## **VII. CLOSED SESSION**

There was no closed session.

## **VIII. ADJOURNMENT**

There being no further business, Chairman Byrd adjourned the meeting at 10:53 am.

Respectfully submitted,

Janice Knebl  
Secretary

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 01/22/20	<b>Reference #:</b> BC-1408	<b>Title:</b> Approval of check register for the month(s) of October, November and December 2019.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the check register for payments over \$5,000 for the month(s) of October, November and December 2019.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

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



**Metropolitan Area EMS Authority dba MedStar Mobile  
AP Check Details Over 5000.00  
For Checks Between 10/1/2019 and 10/31/2019**

Check Number	CK Date	Vendor Name	Check Amount	Description
3182	10/11/2019	American Express	18,060.98	Credit Card Bill
98948	10/3/2019	AT&T Mobility	14,626.44	Cell Phones and Aircards
98951	10/3/2019	Bound Tree Medical LLC	54,810.48	Medical Supplies
98952	10/3/2019	Bruce Lowrie Chevrolet	5,164.98	Various Parts
98960	10/3/2019	Direct Energy Business	11,558.69	Electric Service
98963	10/3/2019	Fort Worth Heat & Air	8,758.75	Seasonal Maintenance
98971	10/3/2019	Maintenance of Ft Worth, Inc.	6,335.00	Janitorial Supplies
98975	10/3/2019	NRS	8,502.25	Collection Services
98985	10/3/2019	Paranet Solutions	20,000.00	Nutanix Hardware Migration
98990	10/3/2019	ReCept Pharmacy	21,994.88	Medical Supplies
98999	10/3/2019	Zoll Medical Corporation	5,925.35	Monitor Supplies
99000	10/8/2019	Innovative Developers, Inc.	419,710.40	N. Deployment Center
99007	10/10/2019	Bound Tree Medical LLC	16,518.24	Medical Supplies
99024	10/10/2019	Logis Solutions	29,442.00	Support/Maint./HERE IDS & Nav
99030	10/10/2019	NRS	24,410.61	Collection Services
99037	10/10/2019	ReCept Pharmacy	9,968.85	Medical Supplies
99100	10/17/2019	AT&T	5,294.43	Point to Point Circuit
99103	10/17/2019	Bayshore Solutions	6,842.50	Website Build
99105	10/17/2019	City of Fort Worth Water Department	6,727.66	Water Service
99108	10/17/2019	CyrusONE	6,230.20	Bandwidth/Colocation
99116	10/17/2019	Infor	48,919.00	Talent Science Annual Renewal
99120	10/17/2019	MetLife - Group Benefits	38,539.82	Dental/Vision/Life/STD
99129	10/17/2019	Paranet Solutions	50,508.07	Agreement Managed Services
99134	10/17/2019	TML Intergovernmental Risk Pool	589,803.08	Insurance
99156	10/24/2019	AT&T	6,464.16	Voice over IP
99159	10/24/2019	Bound Tree Medical LLC	46,485.96	Medical Supplies
99163	10/24/2019	CDW Government Inc	7,577.74	Surface Keyboards
99169	10/24/2019	EverBridge Inc.	12,600.00	Annual Mass Notification Renewal
99173	10/24/2019	Group One	9,286.00	Drug Test/Background check
99181	10/24/2019	Modern Mobility	161,736.00	ambulance conversions
99194	10/24/2019	ReCept Pharmacy	29,177.08	Medical Supplies
99198	10/24/2019	T & W Tire	6,431.70	MICU Tires
99199	10/24/2019	Teleflex Medical	7,016.48	Medical Supplies
99204	10/24/2019	XL Parts	5,730.14	Various Parts
99205	10/24/2019	ZirMed Inc	10,884.91	Verification, claims, invoices
99206	10/24/2019	Zoll Medical Corporation	116,007.33	Monitor Supplies
99264	10/31/2019	Bayshore Solutions	6,842.50	Website Build
99265	10/31/2019	Bound Tree Medical LLC	29,518.77	Medical Supplies
99274	10/31/2019	Direct Energy Business	10,800.79	Electric Service
99281	10/31/2019	Maintenance of Ft Worth, Inc.	5,337.44	Janitorial Service
99282	10/31/2019	MetLife - Group Benefits	38,277.65	Den/Vis/STD/Basic Life/LTD/Sup
99293	10/31/2019	NCTTRAC	7,147.00	Mbrshp dues 2019-2020
99296	10/31/2019	ReCept Pharmacy	11,518.75	Daily Order - ReCept
1031119	10/31/2019	Veer D. Vithalani	22,070.92	Medical Dir Salary
10152019	10/15/2019	Frost	7,833.69	Frost Loan - Interest
10282019	10/28/2019	Frost	30,067.92	Frost Loan - October
10292019	10/29/2019	UMR Benefits	41,189.92	Health - October Premium
10311901	10/31/2019	UT Southwestern Medical Center	12,833.33	B Miller - Assoc Med Dir Salar
191011027	10/11/2019	WEX Bank	92,698.71	Sept Fuel



**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**



**AP Check Details Over 5000.00  
For Checks Between 11/1/2019 and 11/30/2019**

Check Number	CK Date	Vendor Name	Check Amount	Description
2682	11/26/2019	UT Southwestern Medical Center	12,833.33	B. Miller - Assoc Med Dir Salary
2687	11/26/2019	Veer D. Vithalani	22,070.92	Medical Dir Salary - November
2692	11/26/2019	UMR Benefits	49,378.17	Health Premium - December
8772	11/19/2019	American Express	19,642.73	Credit Card Bill
99315	11/7/2019	AT&T Mobility	12,298.77	Cell Phone and Aircards
99316	11/7/2019	Bound Tree Medical LLC	22,090.06	Medical Supplies
99334	11/7/2019	Mutual of Omaha	5,745.61	Critical/Accidental Insurance - Nov
99336	11/7/2019	NRS	8,737.89	Collection agency fees
99343	11/7/2019	Paranet Solutions	16,209.71	Veeam Maintenance Renewal
99344	11/7/2019	ReCept Pharmacy	8,572.77	Medical Supplies
99355	11/7/2019	Zoll Medical Corporation	5,830.70	Monitor Supplies
99356	11/8/2019	Casino Parties, Inc.	5,264.00	Casino Parties - TX EMS Conf.
99357	11/8/2019	Innovative Developers, Inc.	417,107.15	N. Deployment Center
99366	11/14/2019	AT&T	5,571.36	Circuit Line for T1
99369	11/14/2019	Bound Tree Medical LLC	33,743.82	Medical Supplies
99375	11/14/2019	CyrusONE	7,434.00	Colocation Hosting Charges
99379	11/14/2019	Epignosis	8,500.00	TalentLMS-Annul Subscript
99387	11/14/2019	Korn Ferry	20,000.00	Compensation and Performance
99397	11/14/2019	NRS	7,633.05	Collection agency fees
99406	11/14/2019	ReCept Pharmacy	9,624.00	Medical Supplies
99416	11/14/2019	Zoll Medical Corporation	5,267.95	Monitor Supplies
99421	11/14/2019	Veteran's Administration	11,326.76	Patient Refunds
99444	11/21/2019	Bound Tree Medical LLC	23,469.50	Medical Supplies
99446	11/21/2019	Cambridge Group	46,563.20	speaker mic, belt clip
99452	11/21/2019	City of Fort Worth Water Department	5,105.29	Water Service
99476	11/21/2019	ReCept Pharmacy	11,160.87	Medical Supplies
99493	11/26/2019	AT&T	6,464.08	Internet
99495	11/26/2019	Bound Tree Medical LLC	30,837.52	Medical Supplies
99509	11/26/2019	Maintenance of Ft Worth, Inc.	5,419.78	Janitorial Services - November
99515	11/26/2019	Paranet Solutions	60,000.00	Datacenter Migration
99517	11/26/2019	ReCept Pharmacy	8,965.13	Medical Supplies
99519	11/26/2019	Stonegate Grand Events, LLC	11,050.59	Venue for Holiday Party
99521	11/26/2019	TML Intergovernmental Risk Pool	13,450.42	Deductibles
99525	11/26/2019	ZirMed Inc	12,216.92	Verification, Claims, Invoices
111219	11/12/2019	UMR Benefits	48,354.42	Health Ins - November Premium
11152019	11/15/2019	Frost	9,439.12	Frost Interest - November
11192019	11/19/2019	WEX Bank	87,504.14	October '19 Fuel
191120534	11/20/2019	Veer D. Vithalani	25,000.00	Bonus
193300012	11/26/2019	Frost	30,067.92	Frost Loan - November

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare



AP Check Details Over 5000.00  
For Checks Between 12/1/2019 and 12/31/2019

Check Number	CK Date	Vendor Name	Check Amount	Description
99534	12/5/2019	Bound Tree Medical LLC	16,376.36	Medical Supplies
99537	12/5/2019	City of Fort Worth	113,361.78	Radios Primary System Usage
99538	12/5/2019	Direct Energy Business	8,161.63	Electric Service
99545	12/5/2019	KnowBe4 Inc.	10,926.56	Professional Fees for Security
99547	12/5/2019	Modern Mobility	323,472.00	ambulance conversions - M46
99549	12/5/2019	NRS	42,775.43	Collection agency fees
99557	12/5/2019	Paranet Solutions	50,044.63	Managed Services - November
99559	12/5/2019	Public Consulting Group, Inc.	62,242.99	Ambulance Supplemental Payment
99561	12/5/2019	ReCept Pharmacy	6,934.40	Medical Supplies
99567	12/5/2019	Zoll Data Systems Inc	7,283.59	Rescue Net: 12/15/19-03/14/20
99568	12/6/2019	Innovative Developers, Inc.	359,184.67	N. Deployment Center
99576	12/6/2019	Veteran's Administration	11,777.03	Patient Refunds
99598	12/12/2019	AT&T	5,125.03	Point to Point Circuit
99599	12/12/2019	AT&T Mobility	13,278.00	Cell Phones and Aircards
99601	12/12/2019	Bound Tree Medical LLC	18,243.54	Medical Supplies
99607	12/12/2019	City Kitchen Fine Foods	7,698.20	Food - Holiday Party
99617	12/12/2019	Gladstone Dodge Chrysler Jeep Ram	197,408.00	2020 Dodge Chassis
99619	12/12/2019	ImageTrend	10,000.00	Annual Maintenance Fee
99623	12/12/2019	LogMeIn	5,976.00	GoToTraining Plus Service
99627	12/12/2019	MetLife - Group Benefits	37,796.30	Dental/Vision/Life Insurance
99629	12/12/2019	Mutual of Omaha	5,045.69	Accident/Critical Life Insurance
99639	12/12/2019	Paranet Solutions	71,398.12	Agreed Mgmt Services & FirePower Lic
99658	12/12/2019	Whitley Penn, LLC	6,694.00	Audit Services
99671	12/19/2019	AT&T	6,375.66	Internet - Main Bldg/DR
99675	12/19/2019	Bound Tree Medical LLC	34,343.30	Medical Supplies
99676	12/19/2019	Bruce Lowrie Chevrolet	5,549.56	Various Parts
99682	12/19/2019	CyrusONE	7,434.00	Colocation Hosting Charges
99687	12/19/2019	Gladstone Dodge Chrysler Jeep Ram	345,464.00	2020 Dodge Chassis
99707	12/19/2019	School of EMS	6,000.00	Tuition Payment - Brendan Burk
99711	12/19/2019	ReCept Pharmacy	16,351.67	Medical Supplies
99714	12/19/2019	Teleflex Medical	7,792.74	IO needles
99719	12/19/2019	XL Parts	6,054.61	Various Parts
99720	12/19/2019	Zoll Medical Corporation	5,239.80	Monitor Equipment
99721	12/23/2019	Innovative Developers, Inc.	32,717.19	N. Deployment Center
99724	12/27/2019	Bound Tree Medical LLC	24,480.40	Medical Supplies
99738	12/27/2019	ReCept Pharmacy	9,140.85	Medical Supplies
99739	12/27/2019	Whitley Penn, LLC	30,665.00	Audit Services
12172019	12/17/2019	Frost	9,794.78	Frost - Interest Payment
42701219	12/19/2019	American Express	29,525.62	Credit Card Bill
69539856	12/17/2019	Business Interiors	19,340.93	Deposit for furniture - N Deploy Center
193530252	12/19/2019	WEX Bank	78,513.16	November Fuel



AP Check Details Over 5000.00  
For Checks Between 12/1/2019 and 12/31/2019

Check Number	CK Date	Vendor Name	Check Amount	Description
193610002	12/27/2019	Frost	30,067.92	Frost Loan - December Payment
193610095	12/27/2019	Veer D. Vithalani	25,374.07	Med Dir Salary
193610099	12/27/2019	UT Southwestern Medical Center	12,833.33	B Miller - Assoc Med Dir Salary





Date: January 22, 2019

Asset to be declared surplus:

Item Description	Chassis Manufacturer	Chassis Year	VIN	Mileage
Ambulance Unit 63	Chevrolet	2014	1GB3G2CL4E1214179	284258
Ambulance Unit 40	Chevrolet	2014	1GB3G2CL4E1212691	295839
Ambulance Unit 37	Chevrolet	2015	1GB3G2CL1F1176444	265658
Ambulance Unit 41	Chevrolet	2015	1GB3G2CL9F1177227	264324
Ambulance Unit 27	Chevrolet	2015	1GB3G2CL4F1178401	260534
Ambulance Unit 66	Chevrolet	2014	1GB6G5CL5E1112582	240614
Ambulance Unit 36	Chevrolet	2014	1GB3G2CL8E1186385	239931
Ambulance Unit 57	Chevrolet	2015	1GB3G2CL1F1176914	239523
Ambulance Unit 68	Chevrolet	2015	1GB3G2CL2F1280568	253453
Ambulance Unit 34	Chevrolet	2015	1GB3G2CL5F1280774	233607

Reason:

These vehicles are at their end of life. They are being replaced by new ambulances. It is recommended the MAEMSA board approve the surplus disposal of these vehicles.

Approved:

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Steve Post, Chief Financial Officer

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Douglas R. Hooten  
Chief Executive Officer

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Dr. Brian Byrd  
Chair, Metropolitan Area EMS Authority



## MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE	REQUISITIONER	DEPARTMENT	COST CENTER	ACCT CODE	CAPITAL TRACKING #
01/06/19	Shaun Curtis	Fleet	Fleet		

Budgeted Funds?	IF YES - LIST BUDGET NUMBER (s)					
<input checked="" type="checkbox"/> Yes	BUDGET #	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
<input type="checkbox"/> No		\$2,348,660				

PROJECT TITLE:	CAPITAL CATEGORY:						
Fleet Replacement/ Expansion	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;"><u>1</u></td> <td style="width: 33%; text-align: center;"><u>2</u></td> <td style="width: 33%; text-align: center;"><u>3</u></td> </tr> <tr> <td colspan="3" style="font-size: small;">Choose "X" only one (priority)</td> </tr> </table>	<u>1</u>	<u>2</u>	<u>3</u>	Choose "X" only one (priority)		
<u>1</u>	<u>2</u>	<u>3</u>					
Choose "X" only one (priority)							

DESCRIPTION OF ITEMS BEING REQUESTED:
<p>1. 13 x 2020 Demers Module Upfit on Dodge 4500 chassis plus delivery (\$166,629.64 each)..... \$2,166,185.62                  2. 12 x Equipment for vehicle updates..... \$72,441.80                  3. 1 x new vehicle upfit..... \$83,973.64                  4. Contingency..... \$26,058.94</p>

QUALITATIVE JUSTIFICATION:	(Attach supporting documentation if necessary)
	<p>This request for capital is a continuation of the plan to replace current ambulances that are exceeding their mileage limits.</p> <p>This also includes the following equipment for an additional truck to begin a 3 year expansion of the fleet (\$83,973.64):                  Arrow Driver, Case \$250                  Grainger 27 bins per unit \$45.36                  Lytx Drive Cam \$545.00                  Coastal Biomed IV Pump \$2,700.00                  Laerdal Portable Suction \$470.00                  COFW Radio Install per unit (65 per hour @ 3 Hrs) \$195.00                  Traction Splint \$250                  Cambridge Group Kenwood Mobile Radio \$4,000.00                  Ferno Scoop \$311.25                  Stryker Power Load and Cot \$38,815.48                  Stryker Stair Chair \$3,319                  Connection IT Package- Phone and Tablet \$1,632.55                  Stat Pack Set of Kits \$700.00                  Cambridge Group 2 Kenwood Portable Radios \$ 4,296.00                  Monitor Zoll \$26,444</p>

\*\*\*\*\* PURCHASE REQUISITION(S) & ALL QUOTES/CONTRACTS/LEASE DOCUMENTS MUST BE ATTACHED \*\*\*\*\*

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$	2,348,660.00
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual} 0
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	2,348,660.00
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				







## Enhancing Local EMS Education with Surplus Ambulance Donation

*SBAR Recommendation Document*

<b>S</b>	<p><i>Describe the <b>situation</b> or current state as it relates to the suggested recommendation.</i></p> <ul style="list-style-type: none"> <li>• Tarrant County College (TCC) is the primary EMS education provider for EMT and paramedic programs in the MedStar Service area.</li> <li>• TCC is using an old retired ambulance, donated by Rural/Metro Ambulance (circa 1990?) to assist EMS students simulate patient care in the back of an ambulance.</li> <li>• The vehicle is exceptionally old and does not adequately represent current ambulance patient compartment configuration for simulation.</li> <li>• MedStar should replace the old ambulance by donating a recently de-commissioned, surplus ambulance to TCC's EMS educational program.</li> </ul>
<b>B</b>	<p><i>Explain the <b>background</b> behind the situation or current state.</i></p> <ul style="list-style-type: none"> <li>• Tarrant County College (TCC) is a valuable partner in EMS education for MedStar and other area EMS agencies.</li> <li>• They conduct 15 EMS certification courses annually (11 EMT and 4 paramedic).               <ul style="list-style-type: none"> <li>○ <i>TCC graduates approximately 200 students per year from their EMS programs.</i></li> </ul> </li> <li>• Continuing MedStar's commitment to TCC's EMS education program by providing more current and relevant simulated ambulance with patient care compartment will not only enhance the skill level of program graduates, but potentially also enhance the recruitment of students into the EMS programs.</li> </ul>
<b>A</b>	<p><i>Provide your <b>assessment</b> of how adopting the suggested recommendation will address unmet needs or actions necessary to achieve a desired future state.</i></p> <ul style="list-style-type: none"> <li>• Many MedStar applicants indicate they applied to MedStar because they took their EMS certification courses at TCC, and in many cases, did their preceptor/internship training with MedStar.</li> <li>• TCC and MedStar have a clinical affiliation agreement that facilitates TCC EMS students riding with MedStar preceptors for field educational experiences.               <ul style="list-style-type: none"> <li>○ Enhancing the in-class simulation of providing patient care in the patient compartment of a newer ambulance will provide the students with a better field internship, since they will be more familiar with the current patient compartment layout and cabinetry.</li> </ul> </li> </ul>
<b>R</b>	<p><i>Provide your <b>recommendation(s)</b>.</i></p> <ul style="list-style-type: none"> <li>• MedStar should donate one of the recently retired ambulances to TCC to use for EMS course education simulation.               <ul style="list-style-type: none"> <li>○ We would normally sell the retired ambulance to a commercial ambulance provider for the average price of \$750 – \$5,000</li> </ul> </li> <li>• MedStar should request that TCC place a small sign in the patient compartment of the ambulance that the ambulance was donated by MedStar to enhance the education of current and future students in TCC's EMS education programs.</li> </ul>



**MAEMSA Clinical Bundle Performance Dashboard - STEMI**

Agency:

Approved by the MAEMSA System Performance Committee 1/15/2020

<b>STEMI</b>	<b>Goal</b>	<b>Dec-19</b>	<b>Jan-20</b>	<b>Feb-20</b>	<b>Current Avg.</b>	<b>Goal</b>
% of suspected STEMI patients correctly identified by EMS and Confirmed at the Hospital						
% STEMI identified at the Hospital, but not by EMS						
% STEMI identified by EMS, without hospital outcomes						
% of suspected STEMI patients w/ASA admin <i>(in the absence of contraindications)</i>						
% of suspected STEMI patients w/NTG admin <i>(in the absence of contraindications)</i>						
% of suspected STEMI patients with 12L acquisition within 10 minutes of ambulance patient contact						
% of suspected STEMI patients with 12L transmitted within 5 minutes of ambulance transport initiation						
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of ambulance patient contact						
% of patients with Suspected STEMI Transported to PCI Center						
% of suspected STEMI patients with MedStar PSAP time to Cath Lab intervention time < 90 minutes						



# Tab A – Chief Executive Officer

# Tab B –Office of the Medical Director



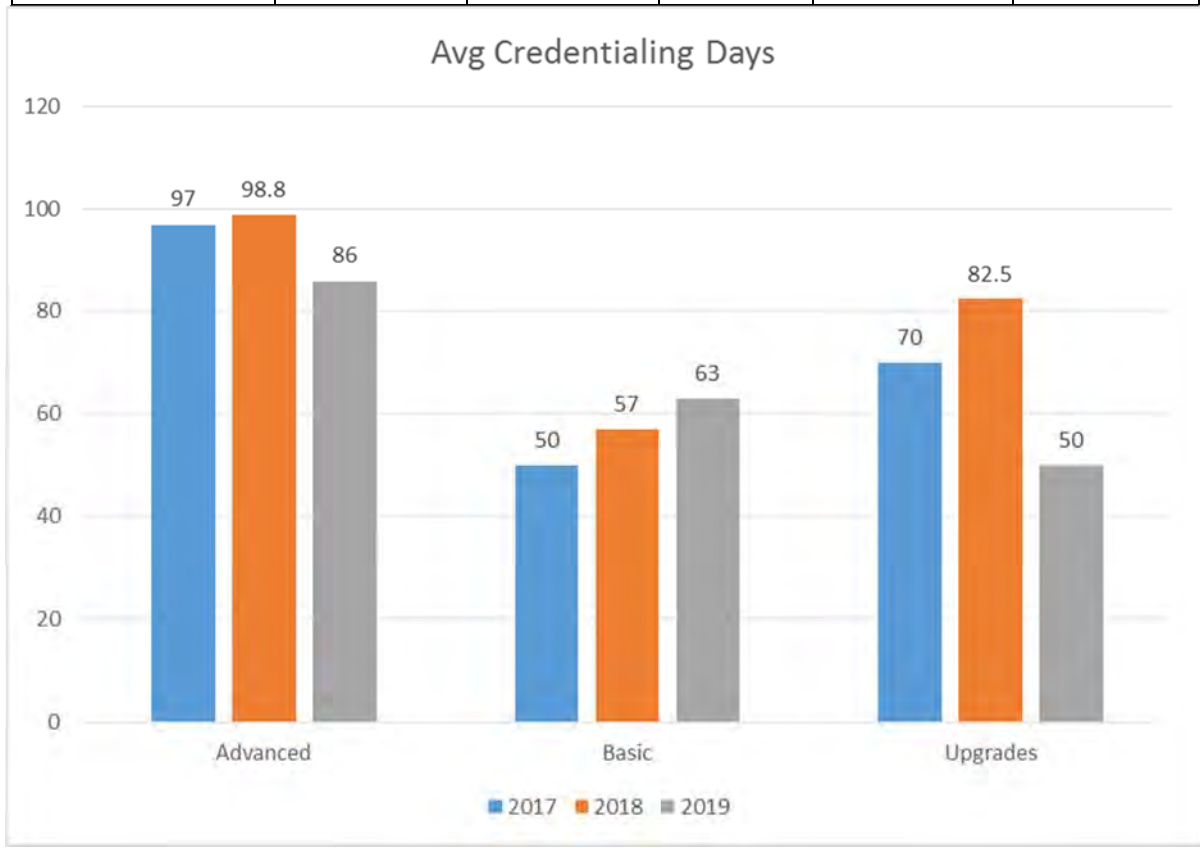
**Discussion**

**Education and Training**

- FRO – Airway CE being delivered to the First Responders

**Credentialing**

2019	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	17	12	0	0	5
Adv Upgrade	21	19	1	0	1
Basic	46	45	0	1	0



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**QA**

Case Acuity				
	October 2019	November 2019	December 2019	
High	10 (9.0%)	11 (11.7%)	5 (5.1%)	
Moderate	35 (31.5%)	23 (24.5%)	25 (25.3%)	
Low	63 (56.8%)	56 (59.6%)	65 (65.7%)	
Non QA/QI	3 (2.7%)	4 (4.3%)	4 (4.0%)	
<b>Grand Total</b>	<b>111 (100.0%)</b>	<b>94 (100.0%)</b>	<b>99 (100.0%)</b>	

Case Disposition				
	October 2019	November 2019	December 2019	
Needs Improvement	56 (50.5%)	38 (40.4%)	33 (33.3%)	
Clinically Inappropria..	5 (4.5%)	3 (3.2%)	3 (3.0%)	
Forwarded	4 (3.6%)	4 (4.3%)	5 (5.1%)	
No Fault	29 (26.1%)	29 (30.9%)	32 (32.3%)	
Pending	17 (15.3%)	20 (21.3%)	26 (26.3%)	
<b>Grand Total</b>	<b>111 (100.0%)</b>	<b>94 (100.0%)</b>	<b>99 (100.0%)</b>	

Case Metrics (Time to MD Review, Time to Closure)				
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days	
High	1.2 days	6.2 days	7.0 days	
Moderate	2.3 days	7.8 days	9.1 days	
Low	3.0 days	3.8 days	6.7 days	
Non QA/QI	2.5 days	2.2 days	4.9 days	
<b>Grand To..</b>	<b>2.6 days</b>	<b>4.5 days</b>	<b>7.0 days</b>	

Case Origin			System Clinical Issues																															
<b>CQI/First Pass</b> 103 33.9%	<b>Airway QA</b> 37 12.2%	<b>OMD</b> 34 11.2%																																
			<table border="1"> <thead> <tr> <th></th> <th>Octo..</th> <th>Nov..</th> <th>Dec..</th> </tr> </thead> <tbody> <tr> <td>#Unrecognized Failed A..</td> <td></td> <td>1</td> <td></td> </tr> <tr> <td>#Untreated Lethal Arrhy..</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Equipment Issues</td> <td>1</td> <td>1</td> <td></td> </tr> <tr> <td>Inadequately Treated U..</td> <td>2</td> <td>2</td> <td>1</td> </tr> <tr> <td>No EtCO2 w/ PPV</td> <td></td> <td>3</td> <td>1</td> </tr> <tr> <td>Unrecognized Failed Air..</td> <td>2</td> <td>1</td> <td>1</td> </tr> <tr> <td>Untreated Lethal Arrhyth..</td> <td>1</td> <td></td> <td>1</td> </tr> </tbody> </table>				Octo..	Nov..	Dec..	#Unrecognized Failed A..		1		#Untreated Lethal Arrhy..	1			Equipment Issues	1	1		Inadequately Treated U..	2	2	1	No EtCO2 w/ PPV		3	1	Unrecognized Failed Air..	2	1	1	Untreated Lethal Arrhyth..
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<b>Self Report</b> 84 27.6%	<b>Facility</b> 21 6.9%		<table border="1"> <thead> <tr> <th></th> <th>October ..</th> <th>Novemb..</th> <th>Decemb..</th> </tr> </thead> <tbody> <tr> <td>Closed</td> <td>91 (82.0%)</td> <td>71 (75.5%)</td> <td>63 (63.6%)</td> </tr> <tr> <td>Open</td> <td>19 (17.1%)</td> <td>22 (23.4%)</td> <td>35 (35.4%)</td> </tr> <tr> <td>Open CIP</td> <td>1 (0.9%)</td> <td>1 (1.1%)</td> <td>1 (1.0%)</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>111 (100.0%)</b></td> <td><b>94 (100.0%)</b></td> <td><b>99 (100.0%)</b></td> </tr> </tbody> </table>				October ..	Novemb..	Decemb..	Closed	91 (82.0%)	71 (75.5%)	63 (63.6%)	Open	19 (17.1%)	22 (23.4%)	35 (35.4%)	Open CIP	1 (0.9%)	1 (1.1%)	1 (1.0%)	<b>Grand Total</b>	<b>111 (100.0%)</b>	<b>94 (100.0%)</b>	<b>99 (100.0%)</b>									
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**System Diagnostics**

<b><u>Cardiac Arrest</u></b>	<b>Goal</b>	<b>May-19</b>	<b>Jun-19</b>	<b>Jul-19</b>	<b>Aug-19</b>	<b>Sep-19</b>	<b>Oct-19</b>	<b>Nov-19</b>	<b>Current Avg.</b>
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch					38.2%	58.3%	59.20%	57.30%	
Median time between 9-1-1 call and OHCA recognition					0:00:37				
% of recognized 2nd party OHCA cases that received tCPR					100.0%	92.9%	100.0%	93.6%	
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases					0:02:17				
% of cases with time to tCPR < 180 sec from first key stroke									
System response time < 5 mins for									

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Dispatch-presumed cardiac arrest									
% of cases with CCF $\geq$ 90%		84.0%	83.0%	86.0%	79.0%	82.0%	82.0%	81.0%	
% of cases with compression rate 100-120 cpm 90% of the time		78.9%	81.2%	84.4%	78.0%	80.3%	79.4%	80.0%	
% of cases with compression depth that meet appropriate depth benchmark 90% of the time		22.8%	27.5%	33.3%	20.7%	26.8%	22.1%	21.2%	
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression		33.3%	42.9%	45.5%	30.8%	50.0%	50.0%	60.0%	
% of cases with Pre-shock pause < 10 sec		81.8%	71.4%	88.9%	92.3%	87.5%	81.8%	69.6%	
% arrive at E/D with ROSC		20.5%	35.2%	22.2%	18.2%	18.8%	20.4%	20.7%	

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% discharged alive		15.4%	18.5%	8.9%	7.3%	4.2%	4.1%	7.3%	
% neuro intact at discharge (Good or Moderate Cognition)		11.9%	6.4%	10.0%	3.7%	5.1%	5.3%		
% of cases with bystander CPR			79.6%	80.0%	79.2%	64.6%	77.6%		
% of cases with bystander AED use			0.0%	25.0%	0.0%	41.7%	25.0%		
# of people trained in CCR									

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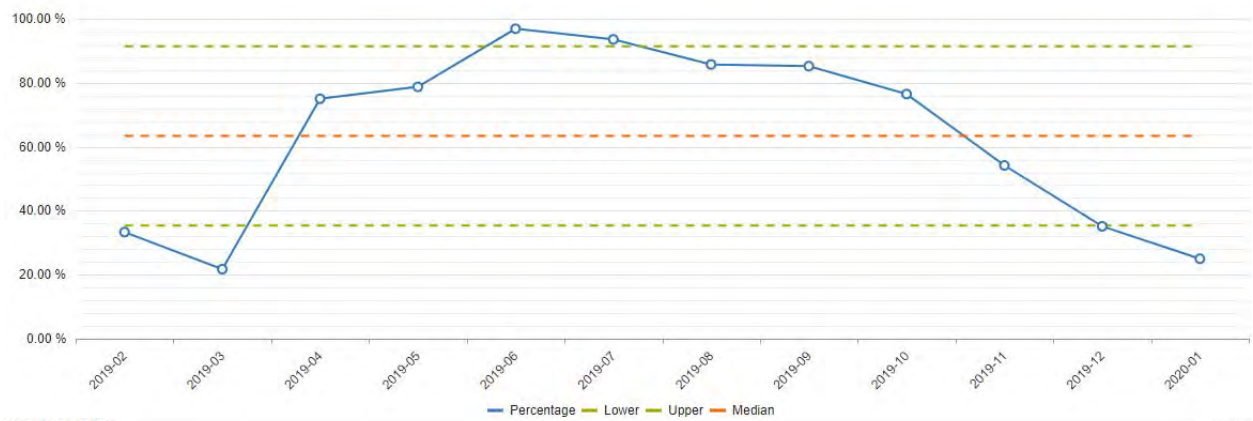
- **Clinical Bundles**  
Sepsis (Adj.)

EXIT



**STEMI (Adj.)**

EXIT



**Stroke (Adj.)**

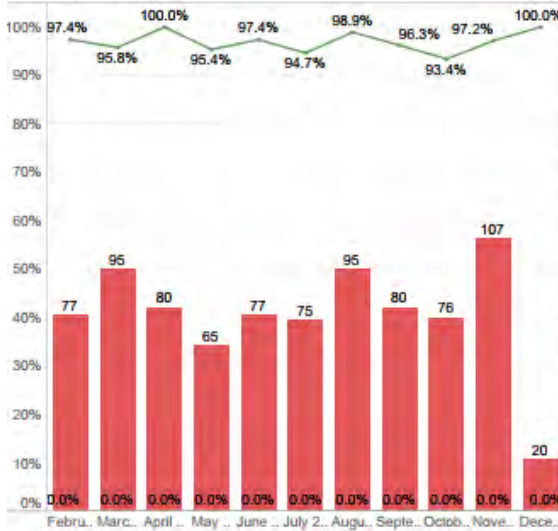
EXIT



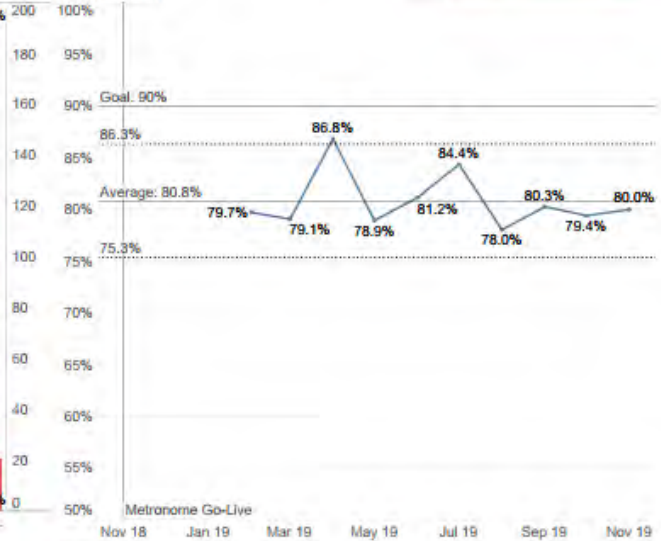
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**- Resuscitation**

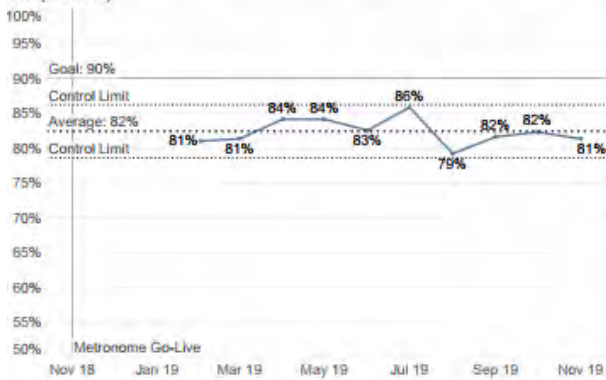
Uploads (12-month)



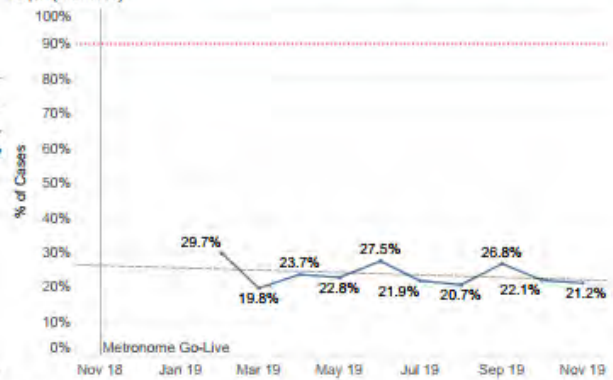
Rate (12-month)



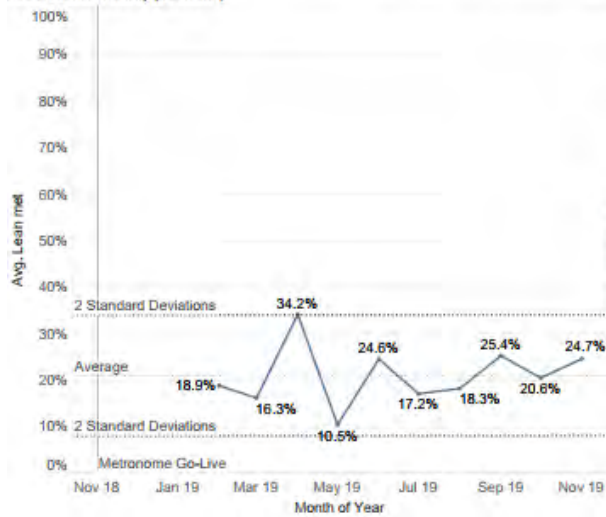
CCF (12-month)



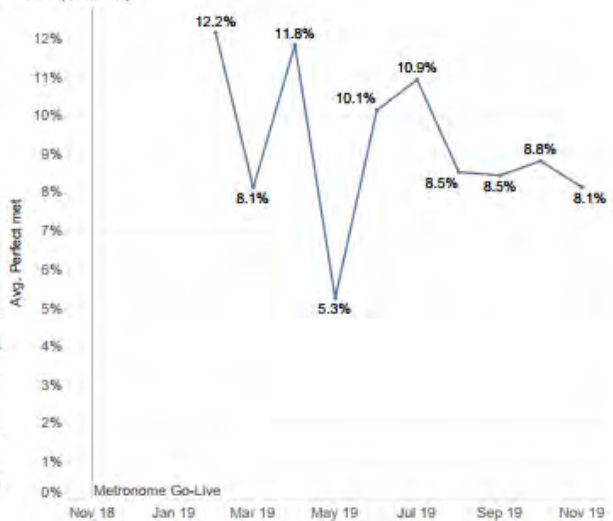
Depth (12-month)



Lean/Release Velocity (12-month)



Perfect (12-month)

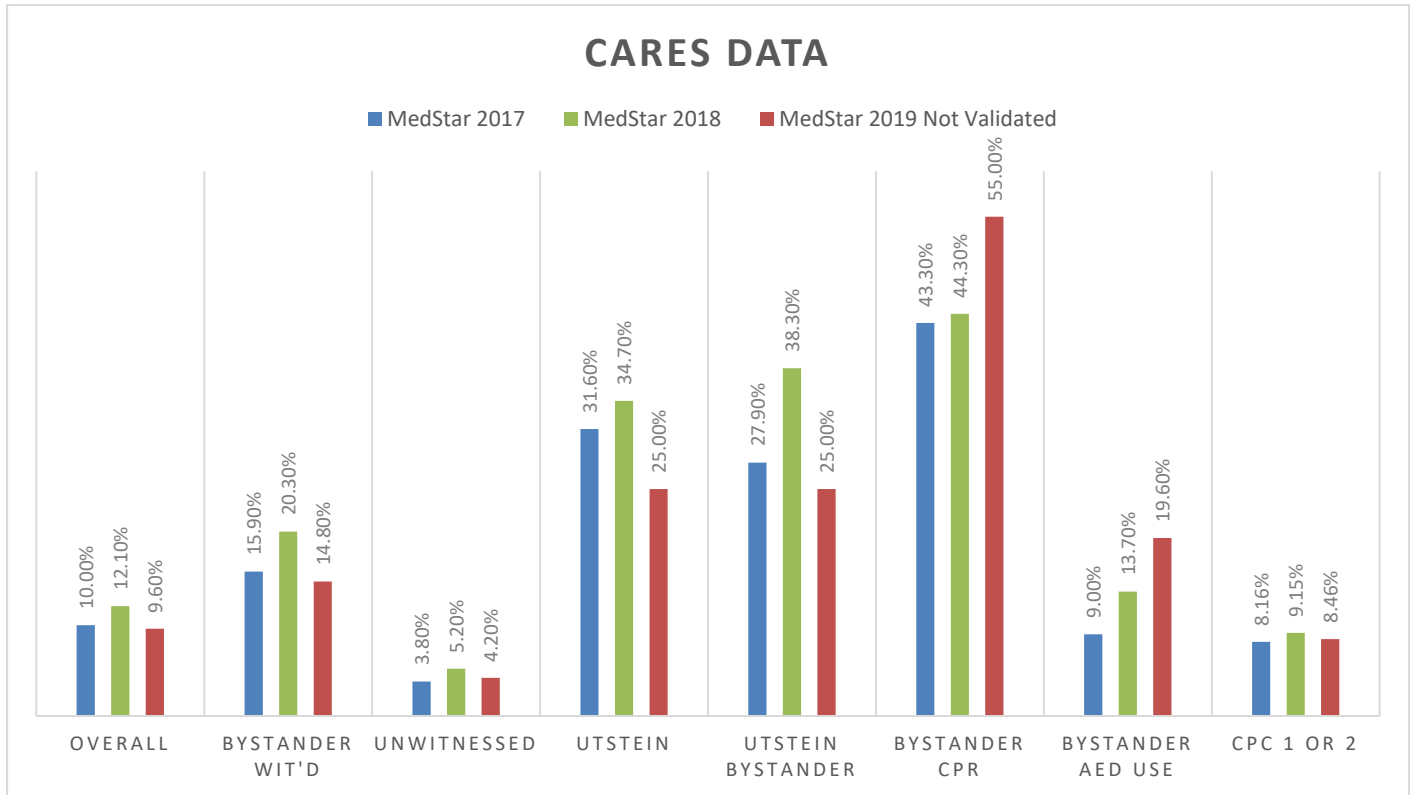


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## CARES

- 2019 data is not validated
  - o 22 outcomes pending
  - o December data incomplete

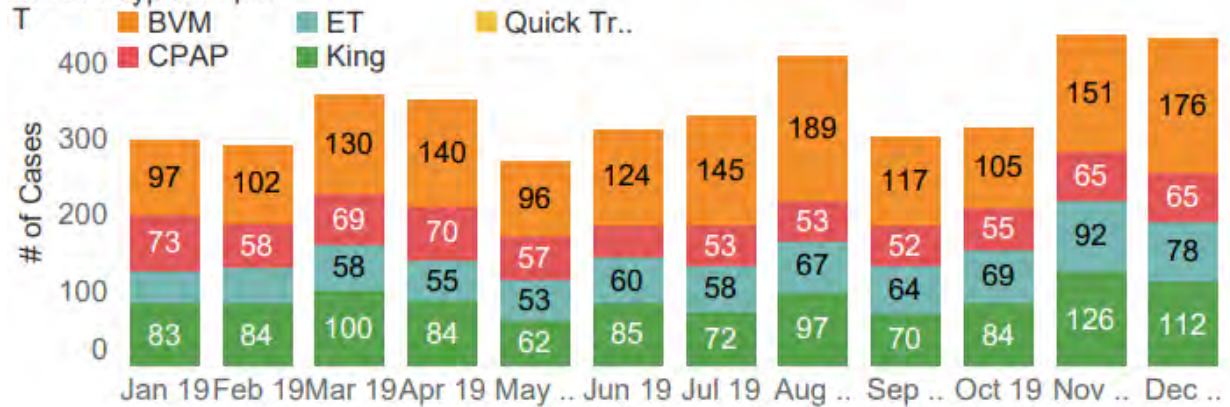


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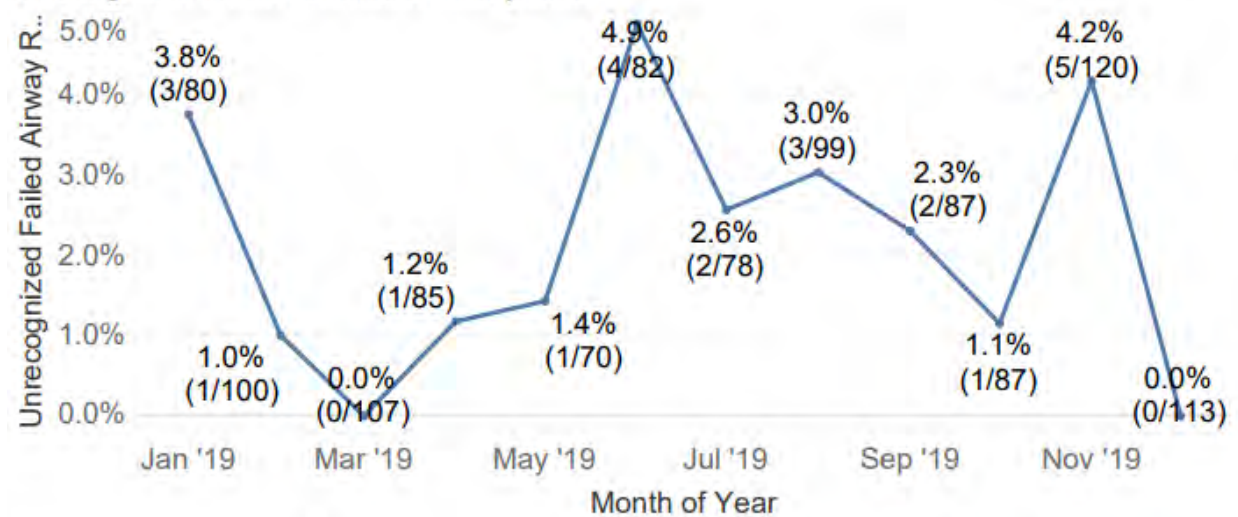


### Airway

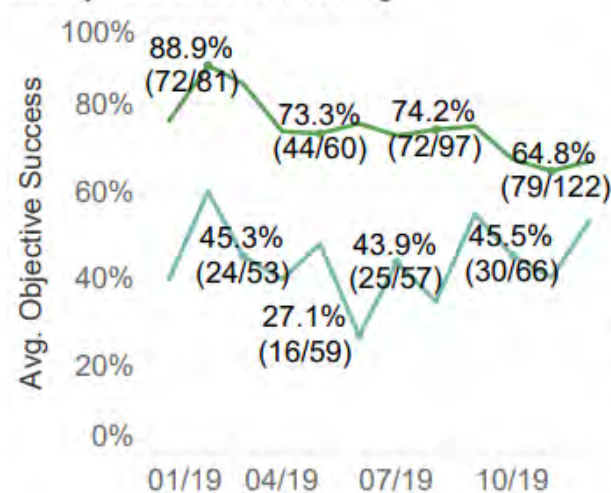
Number of Attempts



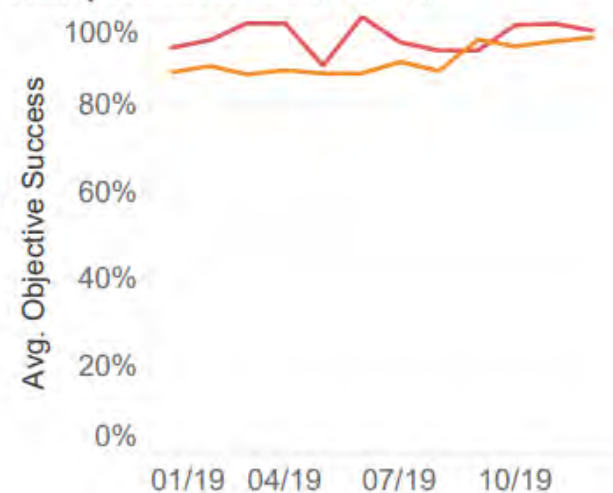
### Unrecognized Failed Advanced Airway Rate



### Airways Success - ET & King



### Airways Success - BVM & CPAP



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# Tab C – Chief Financial Officer



**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Finance Report – December 31, 2019**

The following summarizes significant items in the December 31, 2019 Financial Reports:

Statement of Revenues and Expenses:

**Month to Date:** Net Income for the month of December, 2019 is a gain of \$642,939 as compared to a budgeted gain of \$212,545 for a positive variance of \$430,393. EBITDA for the month of December, 2019 is a gain of \$985,675 compared to a budgeted gain of \$530,605 for positive variance of \$455,070.

- Transports for the month of December where over budget by 4.8%. This equates to a positive variance in transport revenue of \$816,470.
- The positive variance to budget was driven primarily by transport revenue, lower than expected Employee Benefit expense and fuel costs.
- With the start of the New Year Insurance Claims paid is very low and the budget number was based on a 12-month average therefore the overall claims paid will catch up by year end.

**Year to Date:** EBITDA is a gain of \$1,595,599 as compared to a budgeted gain of 222,677.88 for a positive variance to budget of \$1,372,921.

- Transports for the year are up by 5%. After accounting for Contractual Allowances and Provision for Uncollectable this equates to a positive to budget variance for Net Revenue of \$142,568.
- The positive variance to budget for EBITDA was driven primarily by transport revenue, lower than expected Salaries and Employee Benefit expense, Fuel Costs and Professional Fees.
- We will continue to monitor the timing of our Insurance Claims as we progress through the year. It is expected to see these expenses increase throughout the year.

**Key Financial Indicators:**

- Current Ratio – MedStar has \$13.81 in current assets (Cash, receivables) for every dollar in current debt. (Goal: a score of \$1.00 would mean sufficient current assets to pay debts.)
- Cash as % of Annual Expenditures – The Restated Interlocal Cooperative Agreement, Sec 5.5.2, mandates 3 months of operating capital. As of December 31, 2019 there is 5 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 4.1 times.
- Return on Net Assets – This ratio determines whether the agency is financially better off than in previous years by measuring total economic return. An improving trend indicates increasing net assets and the ability to set aside financial resources to strengthen future flexibility. Through December, the return is 4.84%.

**MAEMSA/EPAB** cash reserve balance as of December 31, 2019 is \$493,592.69.



**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Balance Sheet By Character Code**  
 For the Period Ending December 31, 2019

	<b>Current Year</b>	<b>Last Year</b>
<b>Assets</b>		
Cash - Unrestricted	\$6,039,808.88	\$6,442,881.31
Cash - Restricted	\$13,606,892.00	\$14,487,052.00
Accounts Receivable	\$11,412,046.31	\$9,921,776.30
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$1,180,304.71	\$1,306,091.11
Property Plant & Equ	\$54,566,429.22	\$48,847,082.60
Accumulated Deprecia	(\$22,029,315.39)	(\$17,893,605.47)
<b>Total Assets</b>	<b>\$65,061,322.39</b>	<b>\$63,411,177.24</b>
<b>Liabilities</b>		
Accounts Payable	(\$1,344,126.44)	(\$510,926.13)
Other Current Liabil	(\$1,213,724.40)	(\$1,139,166.75)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$8,096.85)	(\$9,896.69)
Long Term Debt	(\$4,184,596.75)	(\$4,429,431.59)
Other Long Term Liab	(\$4,027,023.45)	(\$187,512.80)
<b>Total Liabilities</b>	<b>(\$10,785,349.20)</b>	<b>(\$6,284,715.27)</b>
<b>Equities</b>		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	\$1,355,840.44	(\$10,975.70)
<b>Total Equities</b>	<b>(\$54,275,973.19)</b>	<b>(\$57,109,460.74)</b>
<b>Total Liabilities and Equities</b>	<b>(\$65,061,322.39)</b>	<b>(\$63,394,176.01)</b>



**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Statement of Revenue and Expenditures**

		[Actual compared with Budget]					
	Current Month	Current Month	Current Month	Year to Date	Year to Date	Year to Date	
	Actual	Budget	Variance	Actual	Budget	Variance	
<b>Revenue</b>							
40	Transport Fees	\$15,326,931.86	\$14,567,181.00	\$759,750.86	\$45,297,147.38	\$42,871,304.00	\$2,425,843.38
41	Contractual Allow	(\$6,496,445.83)	(\$3,961,161.00)	(\$2,535,284.83)	(\$19,286,999.26)	(\$11,658,247.00)	(\$7,628,752.26)
42	Provision for Uncoll	(\$4,702,766.50)	(\$6,468,808.00)	\$1,766,041.50	(\$13,782,270.83)	(\$19,035,556.00)	\$5,253,285.17
43	Education Income	\$2,651.00	\$50.00	\$2,601.00	\$12,320.29	\$9,450.00	\$2,870.29
44	MIH Program Income	\$102,281.67	\$55,241.56	\$47,040.11	\$185,251.42	\$165,723.68	\$19,527.74
45	Standby/Subscription	\$56,142.51	\$46,073.58	\$10,068.93	\$247,500.03	\$196,593.74	\$50,906.29
46	Pop Health PMPM	\$0.00	\$0.00	\$0.00	(\$1.00)	\$0.00	(\$1.00)
48	Interest on Investme	\$2,978.58	\$0.00	\$2,978.58	\$16,304.45	\$0.00	\$16,304.45
49	Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$3,084.00	\$0.00	\$3,084.00
	<b>Total Revenue</b>	<b>\$4,291,773.29</b>	<b>\$4,238,577.14</b>	<b>\$53,196.15</b>	<b>\$12,692,336.48</b>	<b>\$12,549,268.42</b>	<b>\$143,068.06</b>
<b>Expenditures</b>							
50	Salaries	\$2,337,717.75	\$2,327,278.67	\$10,439.08	\$7,900,270.46	\$7,991,058.01	(\$90,787.55)
55	Benefits and Taxes	\$143,550.75	\$459,069.00	(\$315,518.25)	\$696,471.81	\$1,477,009.00	(\$780,537.19)
72	Interest	\$19,078.65	\$16,000.00	\$3,078.65	\$55,369.21	\$43,000.00	\$12,369.21
73	Fuel	\$83,093.26	\$113,271.00	(\$30,177.74)	\$268,165.06	\$338,864.00	(\$70,698.94)
74	Medical Supp/Oxygen	\$182,641.35	\$176,125.00	\$6,516.35	\$543,046.64	\$518,649.00	\$24,397.64
75	Other Veh & Eq	\$38,657.78	\$39,068.88	(\$411.10)	\$115,668.97	\$117,206.64	(\$1,537.67)
76	Rent and Utilities	\$53,894.12	\$59,776.00	(\$5,881.88)	\$151,360.43	\$169,218.00	(\$17,857.57)
77	Facility & Eq Mtc	\$55,499.03	\$62,928.66	(\$7,429.63)	\$183,664.43	\$187,930.99	(\$4,266.56)
78	Postage & Shipping	\$2,125.85	\$3,403.00	(\$1,277.15)	\$9,058.14	\$10,209.00	(\$1,150.86)
80	Station	\$30,628.09	\$25,556.83	\$5,071.26	\$93,652.32	\$80,765.49	\$12,886.83
81	Comp Maintenance	\$105,170.00	\$133,828.00	(\$28,658.00)	\$328,897.52	\$401,484.00	(\$72,586.48)
85	Insurance	\$50,392.27	\$33,807.47	\$16,584.80	\$126,632.74	\$101,422.41	\$25,210.33
86	Advertising & PR	\$6,578.73	\$608.00	\$5,970.73	\$10,082.10	\$8,824.00	\$1,258.10
87	Printing	\$2,865.56	\$3,796.00	(\$930.44)	\$11,678.23	\$11,608.00	\$70.23
88	Travel & Entertain	\$16,498.37	\$3,565.00	\$12,933.37	\$32,037.96	\$16,425.00	\$15,612.96
89	Dues & Subs	\$8,341.00	\$11,207.00	(\$2,866.00)	\$35,142.97	\$36,056.00	(\$913.03)
90	Continuing Educ Ex	\$2,510.00	\$9,238.00	(\$6,728.00)	\$5,250.16	\$46,863.00	(\$41,612.84)
91	Professional Fees	\$181,491.89	\$243,883.00	(\$62,391.11)	\$556,486.99	\$808,309.00	(\$251,822.01)
95	Education Expenses	\$4,086.35	\$0.00	\$4,086.35	\$27,105.15	\$0.00	\$27,105.15
96	Miscellaneous	\$356.00	\$1,563.00	(\$1,207.00)	\$2,065.71	\$4,689.00	(\$2,623.29)
97	Depreciation	\$323,657.36	\$302,058.83	\$21,598.53	\$974,257.73	\$906,176.49	\$68,081.24
	<b>Total Expenditures</b>	<b>\$3,648,834.16</b>	<b>\$4,026,031.34</b>	<b>(\$377,197.18)</b>	<b>\$12,126,364.73</b>	<b>\$13,275,767.03</b>	<b>(\$1,149,402.30)</b>
	<b>Net Income</b>	<b>\$642,939.13</b>	<b>\$212,545.80</b>	<b>\$430,393.33</b>	<b>\$565,971.75</b>	<b>(\$726,498.61)</b>	<b>\$1,292,470.36</b>
	<b>EBITA</b>	<b>\$985,675.14</b>	<b>\$530,604.63</b>	<b>\$455,070.51</b>	<b>\$1,595,598.69</b>	<b>\$222,677.88</b>	<b>\$1,372,920.81</b>

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Key Financial Indicators  
December 31, 2019**

	Goal	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
<b>Current Ratio</b>	<b>&gt; 1</b>	<b>8.88</b>	<b>7.19</b>	<b>8.97</b>	<b>9.49</b>	<b>20.71</b>	<b>13.81</b>

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.

<b>Cash as % of Annual Expenditures</b>	<b>&gt; 25%</b>	<b>49.02%</b>	<b>65.31%</b>	<b>55.06%</b>	<b>47.07%</b>	<b>42.95%</b>	<b>42.98%</b>
-----------------------------------------	-----------------	---------------	---------------	---------------	---------------	---------------	---------------

Indicates compliance with Ordinance which specifies 3 months cash on hand.

<b>Accounts Receivable Turnover</b>	<b>&gt;3</b>	<b>5.47</b>	<b>4.16</b>	<b>4.96</b>	<b>4.28</b>	<b>3.65</b>	<b>4.41</b>
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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 .

<b>Return on Net Assets</b>	<b>7.04%</b>	<b>13.95%</b>	<b>11.60%</b>	<b>10.35%</b>	<b>10.11%</b>	<b>4.04%</b>	<b>4.84%</b>
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Reveals management's effectiveness in generating profits from the assets available. Budgeted return on net assets for FY19 is 7.04%.

**Emergency Physicians Advisory Board  
Cash expenditures Detail**

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 580,113.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 523,303.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 503,012.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 493,592.69
Balance 12/31/19			<u><u>\$ 493,592.69</u></u>

**Business Gold Rewards**MEDSTAR/AMAA  
DOUGLAS R HOOTEN  
Closing Date 12/27/19

Next Closing Date 01/28/20

Account Ending ~~020000~~

<b>New Balance</b>	<b>\$16,402.88</b>
<b>Minimum Payment Due</b>	<b>\$587.01</b>
<b>Payment Due Date</b>	<b>01/22/20<sup>‡</sup></b>

**‡ Late Payment Warning:** Your Payment Due Date is 01/22/20. If you do not pay your Minimum Payment Due by your Next Closing Date, you may have to pay a late fee of up to \$39.00 and your Pay Over Time APR may be increased to the Penalty APR of 29.99%.

**Minimum Payment Warning:** If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your Pay Over Time balance. For example:

If you make no additional charges and each month you pay...	You will pay off the balance shown on this statement in about...	And you will pay an estimated total of...
Only the Minimum Payment Due	26 years	\$41,449
\$593	3 years	\$21,332 (Savings = \$20,117)

If you would like information about credit counseling services, call 1-888-733-4139.

➔ See page 2 for important information about your account.

➔ Please refer to the **IMPORTANT NOTICES** section on **page 7**.

*Douglas R Hooten 1/2/20*  
 **APPROVED** Douglas R. Hooten, CEO

**Membership Rewards® Points**  
 Available and Pending as of 11/30/19  
**869,725**  
 For more details about Rewards, please visit [americanexpress.com/rewardsinfo](http://americanexpress.com/rewardsinfo)

**Account Summary**

**Pay In Full Portion**

Previous Balance	\$776.38
Payments/Credits	-\$776.38
New Charges	+\$427.01
Fees	+\$0.00
<b>New Balance</b>	<b>= \$427.01</b>

**Pay Over Time Portion**

Previous Balance	\$28,749.24
Payments/Credits	-\$29,519.24
New Charges	+\$16,745.87
Fees	+\$0.00
Interest Charged	+\$0.00
<b>New Balance</b>	<b>= \$15,975.87</b>
<b>Minimum Due</b>	<b>\$160.00</b>

**Account Total**

<b>Previous Balance</b>	<b>\$29,525.62</b>
Payments/Credits	-\$30,295.62
New Charges	+\$17,172.88
Fees	+\$0.00
Interest Charged	+\$0.00

**New Balance \$16,402.88**  
**Minimum Payment Due \$587.01**

Days in Billing Period: 30

**Customer Care**

**Pay by Computer**  
[americanexpress.com/business](http://americanexpress.com/business)

**Customer Care** 1-800-492-3344  
**Pay by Phone** 1-800-472-9297

➔ See page 3 for additional information.

↓ Please fold on the perforation below, detach and return with your payment ↓

**Payment Coupon**  
 Do not staple or use paper clips

**Pay by Computer**  
[americanexpress.com/business](http://americanexpress.com/business)

**Pay by Phone**  
 1-800-472-9297

**Account Ending** ~~020000~~

Enter 15 digit account # on all payments.  
 Make check payable to American Express.

DOUGLAS R HOOTEN  
 MEDSTAR/AMAA  
 2900 ALTA MERE DR  
 FORT WORTH TX 76116-4115

Payment Due Date  
**01/22/20**  
 New Balance  
**\$16,402.88**  
 Minimum Payment Due  
**\$587.01**

See reverse side for instructions on how to update your address, phone number, or email.

AMERICAN EXPRESS  
 P.O. BOX 650448  
 DALLAS TX 75265-0448

\$ \_\_\_\_\_  
**Amount Enclosed**



0000349991382953784 001640288000058701 24 H





**Business Gold Rewards**  
 MEDSTAR/AMAA  
 DOUGLAS R HOOTEN  
 Closing Date 12/27/19

Account Ending ~~020002~~



**Customer Care & Billing Inquiries**  
**International Collect**  
**Large Print & Braille Statements**  
**Lost or Stolen Card**  
**Express Cash**

1-800-678-0745  
 1-336-393-1111  
 1-800-678-0745  
 1-800-678-0745  
 1-800-CASH-NOW

**Hearing Impaired**  
**TTY: 1-800-221-9950**  
**FAX: 1-623-707-4442**  
**In NY: 1-800-522-1897**



Website: [americanexpress.com](http://americanexpress.com)

**Customer Care & Billing Inquiries**  
 P.O. BOX 981535  
 EL PASO, TX  
 79998-1535

**Payments**  
 P.O. BOX 650448  
 DALLAS TX 75265-0448

## Payments and Credits

### Summary

	Pay In Full	Pay Over Time †	Total
<b>Payments</b>	-\$6.38	-\$29,519.24	-\$29,525.62
<b>Credits</b>	-\$770.00	\$0.00	-\$770.00
<b>Total Payments and Credits</b>	<b>-\$776.38</b>	<b>-\$29,519.24</b>	<b>-\$30,295.62</b>

### Detail

\*Indicates posting date

Payments	Amount
12/19/19* ONLINE PAYMENT - THANK YOU	-\$29,525.62
Credits	Amount
11/28/19* AMAZON SHOP WITH POINTS CREDIT	-\$378.98
12/18/19* AMAZON SHOP WITH POINTS CREDIT	-\$391.02

## New Charges

### Summary

	Pay In Full	Pay Over Time †	Total
<b>Total New Charges</b>	<b>\$427.01</b>	<b>\$16,745.87</b>	<b>\$17,172.88</b>

### Detail

† - denotes Pay Over Time activity

For more information, visit [americanexpress.com/payovertimeinfo](http://americanexpress.com/payovertimeinfo)



**DOUGLAS R HOOTEN**  
 Card Ending ~~020002~~

				Amount
11/26/19	DIFFERENTIAL & GEAR OF FO 628044006587 817-222-9595 PAY OVER TIME OPTION	FORT WORTH TX	PO 220390	\$240.00 †
	<b>Gear set for Ambulance</b>			
11/27/19	AMAZON.COM*1F53F0FW3 MERCHANDISE PAY OVER TIME OPTION	AMZN.COM/BILL WA	PO 2200692	\$955.98 †
	<b>(2) TV's for Cantina</b>			
11/28/19	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO CA	PO 2200750	\$35.00
11/28/19	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO	PO 2200734	\$10.01
11/30/19	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	588-895-4815 WA	PO 2200745	\$150.00 †
12/02/19	CVS PHARMACY 8007467287 PAY OVER TIME OPTION	FORT WORTH TX	PO 2200725	\$505.95 †
	<b>Holiday Party gifts</b>			

## Detail Continued

◆ - denotes Pay Over Time activity

					Amount
12/02/19	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	PO 2200733	\$30.30
12/03/19	DIGICERT INC 801-701-9684 PAY OVER TIME OPTION	Renewal CertCentral acct. LEHI	UT	PO 2200724	\$218.00 ◆
12/03/19	WWWBCCTPCOR 7709784400 PAY OVER TIME OPTION	CCP-C Recert for D. Partain 7709784400	GA	PO 2200747	\$450.00 ◆
12/04/19	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2200757	\$69.00
12/04/19	DIFFERENTIAL & GEAR OF FO 628044006587 817-222-9595 PAY OVER TIME OPTION	Gears for Ambulance FORT WORTH	TX	PO 2200728	\$240.00 ◆
12/05/19	AMZN MKTP US*VN5XP3ZT3 BOOK STORES	Back up battery for toilet AMZN.COM/BILL	WA	PO 2200746	\$19.23
12/06/19	GLOBAL INDUSTRIAL EQ CURTIS12062019 33144 PAY OVER TIME OPTION	Paralytic fridge for meds in logistics 800-645-2986	FL	PO 2200752	\$1,380.33 ◆
12/08/19	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO	CA	PO 2200802	\$10.48
12/09/19	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007830998542 Passenger Name: PARTAIN/DESIREE VIRG Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2200830	\$5.00
12/09/19	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: LUBBOCK MUNICIPAL DALLAS/FORT WORTH Ticket Number: 00175128123251 Passenger Name: PARTAIN/DESIREE VIRG Document Type: PASSENGER TICKET PAY OVER TIME OPTION	MIH consulting BLOOMINGTON	IN	PO 2200830	\$312.80 ◆
		Carrier: AA Class: N Date of Departure: 01/14			
12/09/19	CVS PHARMACY 8007467287 PAY OVER TIME OPTION	Gift card for Special Events to purchase items for Parade Of Lights at after Christmas sales FORT WORTH	TX	PO 2200791	\$505.95 ◆
12/10/19	COWBOY CHICKEN 817-346-7822 PAY OVER TIME OPTION	Hiring process lunch for interviewers FORT WORTH	TX	PO 2200807	\$208.96 ◆
12/11/19	NTTA AUTOCHARGE TOLLS TOLL FEES PAY OVER TIME OPTION	PLANO	TX	PO 2201009	\$360.00 ◆
12/11/19	CVS PHARMACY 8007467287 PAY OVER TIME OPTION	Gift cards for Shining Star awards at FORT WORTH	TX	PO 2200815	\$847.60 ◆
12/11/19	CVS PHARMACY 8007467287 PAY OVER TIME OPTION	MedStar Holiday Party FORT WORTH	TX	PO 2200815	\$847.60 ◆
12/14/19	TLF=TCU FLORIST INC 00-08020913649 817-9242211	Get well soon flowers for K.Schleicher FORT WORTH	TX	PO 2200982	\$90.97
12/16/19	REATA FTW 021770021645067 DOMI@JMKINT.COM PAY OVER TIME OPTION	MAEMSA Holiday dinner at Reata FORT WORTH	TX	PO 2200853	\$2,565.00 ◆
12/16/19	MULTIPURPOSE ARENA BOX OFFICE TICKET AGENCY TICKETS 20191216 PAY OVER TIME OPTION	Stock show tickets FORT WORTH	TX	PO 2200866	\$3,000.00 ◆





**Business Gold Rewards**  
 MEDSTAR/AMAA  
 DOUGLAS R HOOTEN  
 Closing Date 12/27/19

Account Ending **882288**

<b>Detail Continued</b>						◆ - denotes Pay Over Time activity
						<b>Amount</b>
12/16/19	FULLBARS CELL PHONE AND C 00-080311605 ELECTRONICS REPAIR <a href="#">fix iPhone screen</a>	FORT WORTH	TX	<a href="#">PO 2200877</a>	\$99.00	
12/16/19	CANVA* 02541-3551681 8778877815 <a href="#">Graphic design tool for email</a> PAY OVER TIME OPTION	CAMDEN	DE	<a href="#">PO 2201012</a>	\$119.40	◆
12/17/19	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE <a href="#">business card scanner</a> PAY OVER TIME OPTION	SEATTLE	WA	<a href="#">Paid w/Points</a>	\$391.02	◆
12/18/19	IN *TROPHY ARTS INC. 90376 761071 <a href="#">20 yr crystal ambulance for M.Allen</a> PAY OVER TIME OPTION	FORT WORTH	TX	<a href="#">PO 2200964</a>	\$242.34	◆
12/18/19	AMZN MKTP US*ST9DR0T43 BOOK STORES <a href="#">Bike strap kit for peddles</a>	AMZN.COM/BILL	WA	<a href="#">PO 2200788</a>	\$48.00	
12/18/19	PAYPAL *TEMSA 2147287672 <a href="#">2020 Membership renewal</a> PAY OVER TIME OPTION	2147287672	TX	<a href="#">PO 2200878</a>	\$3,000.00	◆
12/22/19	Networksolutions.com 888-642-9675 <a href="#">Renewal MedStar911.com domain</a> PAY OVER TIME OPTION	800-333-7680	FL	<a href="#">PO 2200981</a>	\$204.94	◆
12/22/19	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		<a href="#">PO 2201002</a>	\$10.02	

<b>Fees</b>		<b>Amount</b>
<b>Total Fees for this Period</b>		<b>\$0.00</b>

<b>Interest Charged</b>		<b>Amount</b>
<b>Total Interest Charged for this Period</b>		<b>\$0.00</b>

**About Trailing Interest**

You may see interest on your next statement even if you pay the new balance in full and on time and make no new charges. This is called "trailing interest." Trailing interest is the interest charged when, for example, you didn't pay your previous balance in full. When that happens we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full and on time each month. Please see the "When we charge interest" sub-section in your Cardmember Agreement for details.

<b>2019 Fees and Interest Totals Year-to-Date</b>		<b>Amount</b>
Total Fees in 2019		\$225.00
Total Interest in 2019		\$0.00

# Tab D – Human Resources

Light Duty WC for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	860:09	519:58	423:16	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	860:09	1380:07	1803:23	1803:23	1803:23	1803:23	1803:23	1803:23	1803:23	1803:23	1803:23	1803:23	5189:07
FY 18-19	350:17	592:25	1117:25	1447:17	1747:31	1964:44	2198:51	2475:11	2694:00	3546:44	4735:28	5765:42	

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

Light Duty HR for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	674:38	266:21	166:35	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	674:38	940:59	1107:34	1107:34	1107:34	1107:34	1107:34	1107:34	1107:34	1107:34	1107:34	1107:34	0:00
FY 18-19													

Worker's Comp LOA for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	7:28	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	149:13
FY 18-19	5:10	5:10	21:48	21:48	21:48	21:48	129:48	165:48	165:48	165:48	165:48	165:48	

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

FMLA LOA for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2034:59	2051:20	2040:47	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	612:42
FY 19-20	2034:59	4086:19	6127:06	6127:06	6127:06	6127:06	6127:06	6127:06	6127:06	6127:06	6127:06	6127:06	
FY 18-19	1693:07	3187:29	4463:04	5841:46	6902:34	8114:18	9213:02	10296:18	11291:28	12442:54	14432:44	16159:57	8669:53:25

All Other Leave for Fiscal Year 2019-2020*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	6910:47	5898:25	6898:46	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1970:47
FY 19-20	6910:47	12809:12	19707:58	19707:58	19707:58	19707:58	19707:58	19707:58	19707:58	19707:58	19707:58	19707:58	
FY 18-19													0:00:00

\*includes all other leaves (LOA, MLOA, Vacation, Sick, Jury, etc.)

Military Leave for Fiscal Year 2019-2020													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	95:00	74:00	24:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	19:18
FY 19-20	95:00	169:00	193:00	193:00	193:00	193:00	193:00	193:00	193:00	193:00	193:00	193:00	
FY 18-19	72:00	120:00	192:00	308:00	367:00	487:00	584:00	750:00	1046:00	1096:00	1096:00	1096:00	109:36:00

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	10583:01	8810:04	9553:24	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	2894:38
FY 19-20	10583:01	19393:05	28946:29	28946:29	28946:29	28946:29	28946:29	28946:29	28946:29	28946:29	28946:29	28946:29	
FY 18-19	2120:34	3905:04	5794:17	7618:51	9038:53	10587:50	12125:41	13687:17	15197:16	17251:26	20430:00	23187:27	1725:08:36

Summary of Fiscal Year 2019-2020							
	Light Duty - WC	Light Duty - HR	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	1803:23	1107:34	7:28	6127:06	19707:58	193:00	28946:29
Goal / Compare	5189:07	0:00	149:13	16159:57	0:00	1096:00	22594:18

**FMLA Leave of Absence (FMLA Detailed Report)**  
**Fiscal Year 10/1/19 - 09/30/2020**  
**Percentages by Department/Conditions**

Conditions		Percentages by Department					
Conditions			# of EEs	# on FMLA	% of FTE	% by FMLA	% by Dep
Anxiety	1						
Asthma	1						
Cardiology	2	Advanced	123	11	2.56%	20.37%	8.94%
Chronic Illness	2	Basic	140	17	3.96%	31.48%	12.14%
FMLA - Child	10	Business Office	27	8	1.86%	14.81%	29.63%
FMLA - Parent	4	Communications	37	4	0.93%	7.41%	10.81%
FMLA - Spouse	2	Controller - Payroll, A/P, Purchasing	14	3	0.70%	5.56%	21.43%
Gallstones	1	Field Manager/Supervisors - Operations	10	1	0.23%	1.85%	10.00%
Gastric	2	Mobile Integrated Health	31	7	1.63%	12.96%	22.58%
Gout	1	MTAC - MedStar Training Academy	4	1	0.23%	1.85%	25.00%
Migraines	7	Office of the Medical Director	17	1	0.23%	1.85%	5.88%
Non-WC Back Injury	1	Support Services - Facilities, Fleet, S.E., Logistics, S.E., Logistics	3	1	0.23%	1.85%	33.33%
Orthopedic	6	<b>Grand Totals</b>	<b>406</b>	<b>54</b>			
Pregnancy	7						
Psychological	6	<b>Total # of Full Time Employees - December 2019</b>	<b>429</b>				
Sphincterotomy	1	<b>% of Workforce using FMLA</b>	<b>12.59%</b>				
<b>Grand Total</b>	<b>54</b>						

TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave
Intermittent Leave	38	70.37%
Block of Leave	16	29.63%
<b>Total</b>	<b>54</b>	<b>100.00%</b>

**Separations by Status**

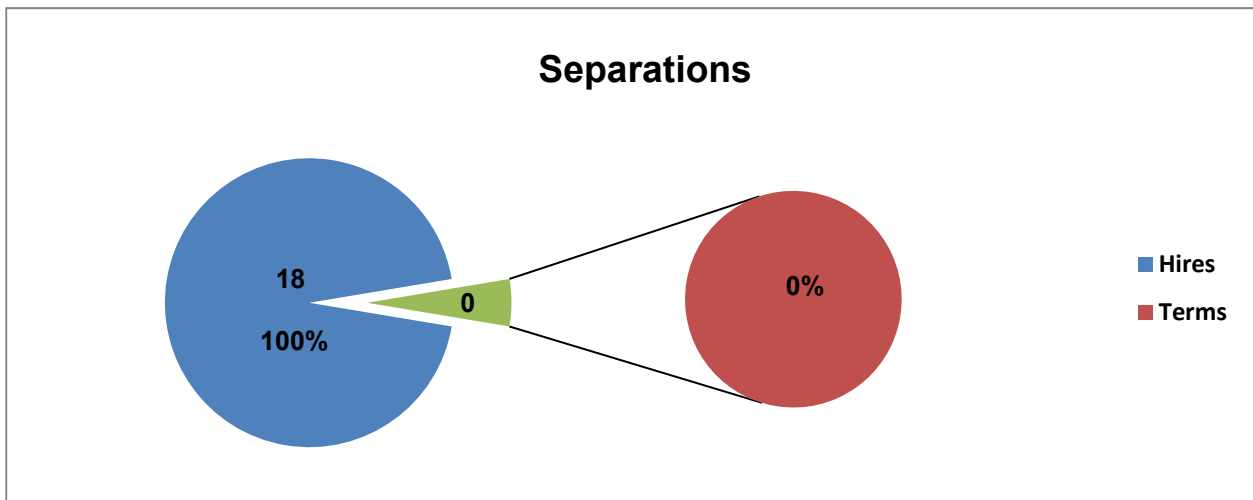
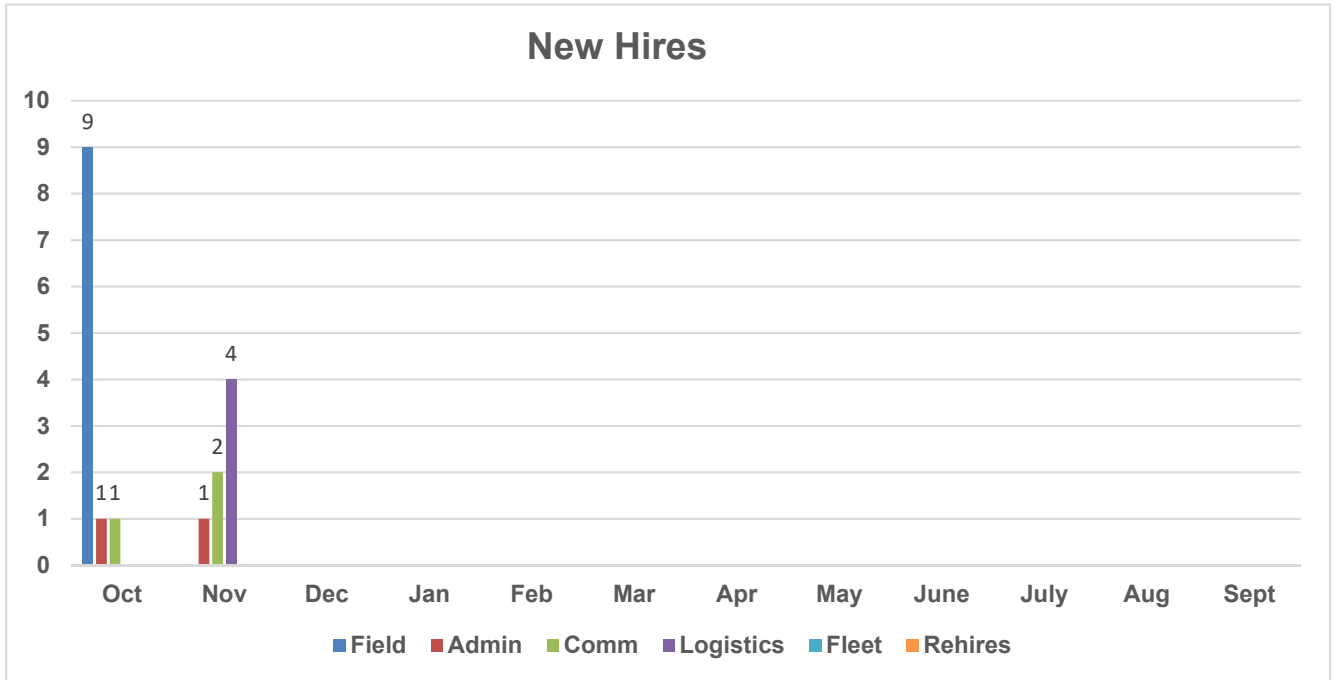
	Current Month			Year to Date			Compared to Dec-18		EE End of
	Vol	Invol	Total	Vol	Invol	Total	18-Dec	%inc/dec	Period
Full Time Separations	6	1	7	15	4	19	9	111.1%	429
Part Time Separations	1	0	1	2	1	3	10	-70.0%	45
Total Separations	7	1	8	17	5	22	19	15.8%	474
Total Turnover %	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>			
	1.63%	2.22%	1.69%	4.43%	6.67%	4.64%			

**Separations by Department**

Full time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	19-Dec
Administration							1
Advanced	2	0	2	5	2	7	123
Basics	1	0	1	5	1	6	140
Business Intelligence - Deployment, QI, Scheduler							3
Business Office	1	0	1	1	0	1	27
Communications							37
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Executives							6
Field Manager/Supervisors - Operations							17
Human Resources	1	0	1	2	0	2	6
Information Technology							2
Medical Records							2
Mobile Integrated Health Department							14
MTAC - MedStar Training Academy							3
Office of the Medical Director							10
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics	1	1	2	2	1	3	31
<b>Total</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>15</b>	<b>4</b>	<b>19</b>	<b>429</b>
Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	19-Dec
Advanced	1	0	1	1	0	1	24
Basics				1	1	2	15
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications Department							1
Compliance							
Controller - Payroll, Purchasing, A/P							
Customer Integration							
Deployment							
Directors							
Field Manager/Supervisors							
Fleet							
Human Resources							
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							4
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>45</b>

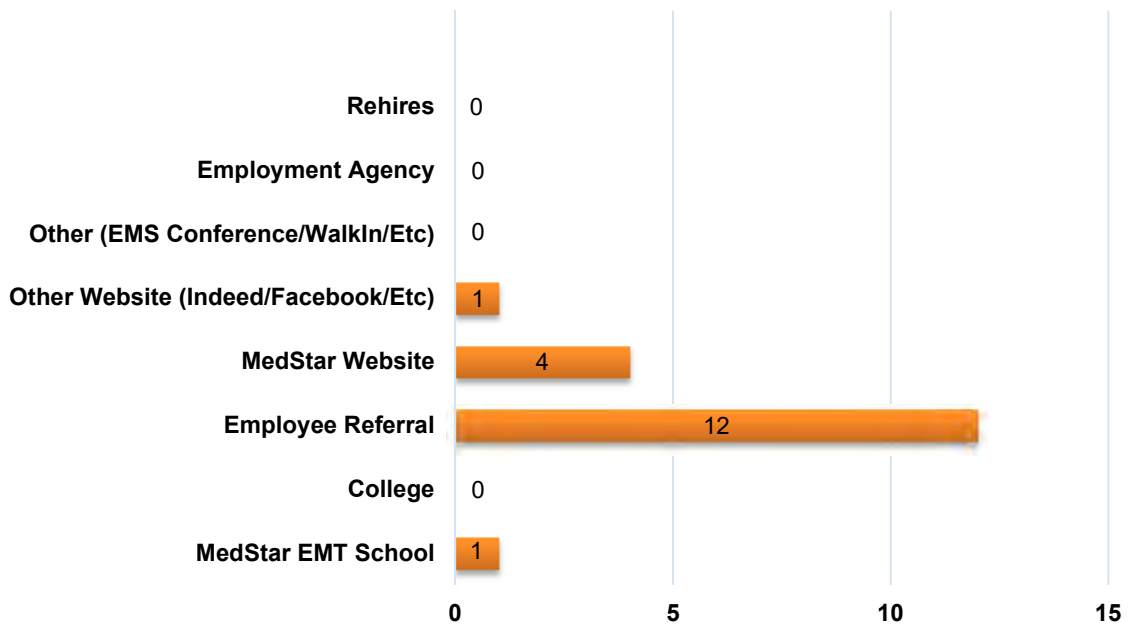
# Recruiting & Staffing Report

Fiscal Year 2019-2020



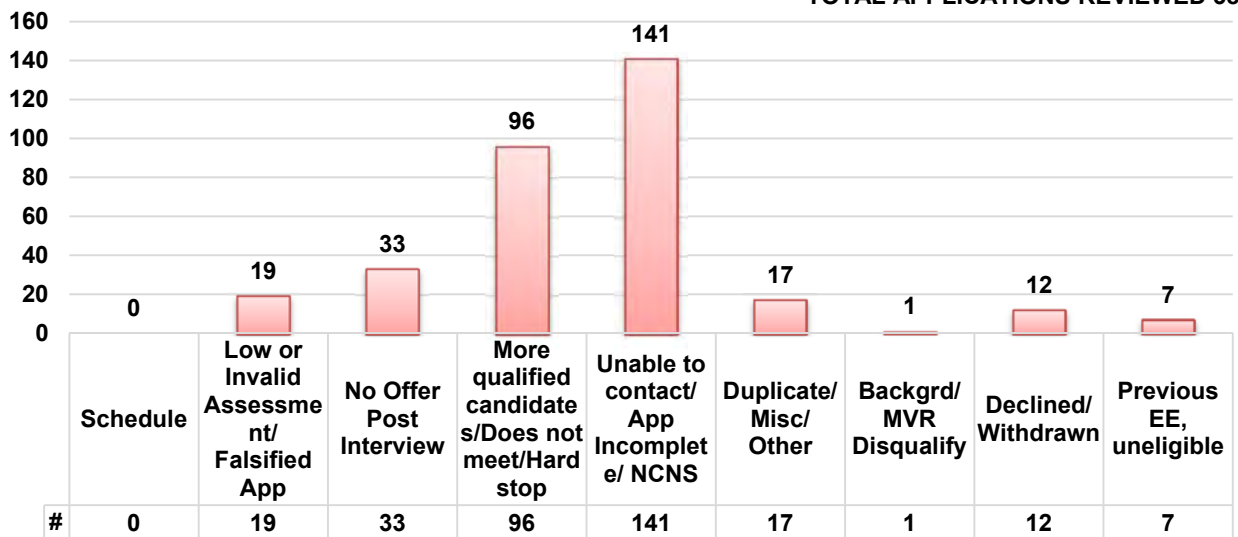
**Fiscal Year Statistics**  
Total hires to date 18  
Total separations from hires 0

### New Hire Referral Source



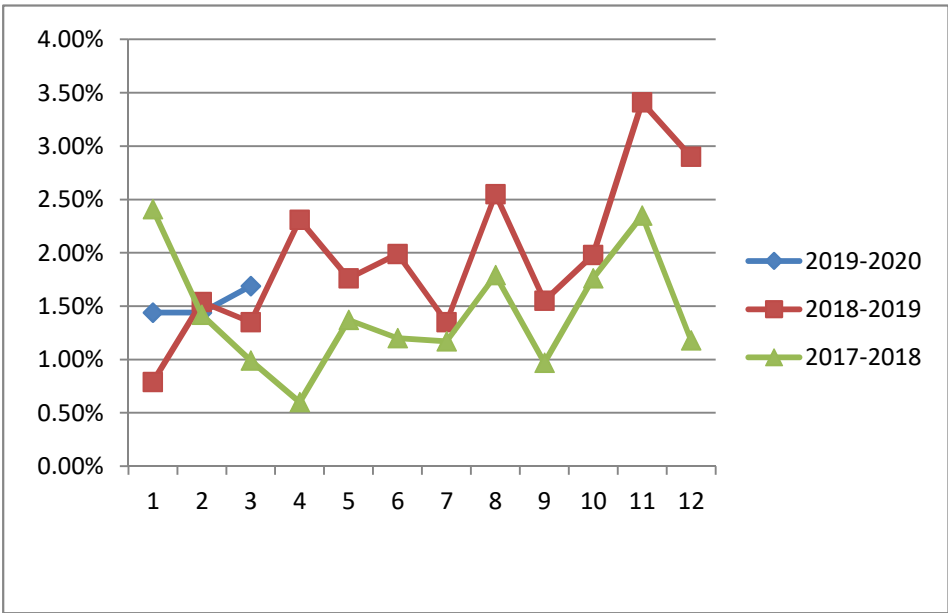
### Applicant Rejection Reasons

TOTAL APPLICATIONS REJECTED 326  
 TOTAL APPLICATIONS REVIEWED 388



**MedStar Mobile Healthcare Turnover  
Fiscal Year 2019 - 2020**

	Full & Part Time Turnover			Full Time Only
	2019-2020	2018-2019	2017-2018	2019-2020
October	1.44%	0.79%	2.41%	1.59%
November	1.44%	1.54%	1.42%	1.14%
December	1.69%	1.35%	0.99%	1.63%
January		2.31%	0.60%	
February		1.76%	1.37%	
March		1.99%	1.20%	
April		1.35%	1.17%	
May		2.55%	1.79%	
June		1.55%	0.97%	
July		1.98%	1.76%	
August		3.41%	2.35%	
September		2.90%	1.18%	
Actual Turnover	18.280%	23.480%	17.210%	17.440%





# Tab E – Compliance and Legal



**Wednesday, January 15, 2020  
Compliance Officer's Report  
December 17, 2019 to January 16, 2020**

**Compliance Officer Duties**

- 2 narcotic anomalies to report
  - 2 Paramedics inadvertently took their narcotics pouch home at the end of shift. The employees immediately returned the drugs, and were drug tested. No foul play was suspected.
- Several investigation conducted for compliance, and employee relation matters
- Submitted all employee provider roster changes to the DSHS as required
- Annual HIPAA training completed organization wide

**Paralegal Duties**

- 7 DFPS reports made for suspected abuse, neglect, or exploitation
- 5 Pre-trial meetings held with the District Attorney's office
- 3 Criminal court witness appearances
- 4 Law Enforcement agency interviews
- 11 Subpoenas(s) for witness appearance processed and served
- Created, reviewed, and processed multiple contractual agreements with GC as needed

A handwritten signature in black ink, appearing to read "Chad Carr", is written over a horizontal line.

Chad Carr  
Compliance Officer  
Paralegal- Office of General Counsel  
CACO, CAPO, CRC, EMT-P

# Tab F – Operations

## Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

### Operations Report- December 31, 2019

The following summarizes significant operational items through December of 2019:

#### Field Operations:

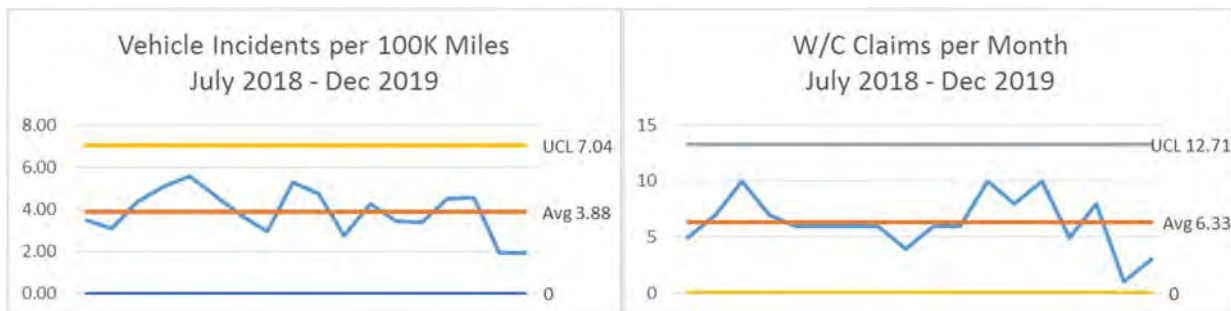
- Collaborated with OMD & MTAC to complete CE including leadership development for frontline staff. This is part of our organization wide leadership development program.
- Initiated new shift outline with more options for shift flexibility to better meet employees scheduling needs while still providing system coverage.
- We have experienced increases in call volume possibly due in part to increase flu related volume.
  - 1002 transports above budget fiscal year through December 31, 2019
  - 1946 calls above budget fiscal year through December 31, 2019
- Provided Thanksgiving meals for crews working on Thanksgiving with help from some board members and community partners.

#### Fleet/Logistics:

- Placed 9 of the 12 new Demers ambulances in service with remaining 3 anticipated before the end of the month.
- Fuel costs were under budget for December.
- Continue to evaluate medical equipment efficacy through the MEDS committee, and make changes as needed such as hospital grade thermometers being installed on new ambulances.

#### Safety & Risk:

- Workers compensation claims are trending down from the summer when they peaked
- Vehicle incidents have also been trending down.
- Bloodborne pathogens training was completed by all employees that may come in contact with pathogens.



#### Information Technology/Business Intelligence:

- Server replacement project is on track to be completed before the end of January 2020.
- Making preparations to begin next approved projects including migration to Office 365.
- Working on improvements to facilitate faster mapping updates for CAD.
- Developed schedule for North Deployment Center

#### Communications:

- Burlison CAD to CAD is expected to be completed by mid-January
- CAD is expected to be on new servers in mid-January
- Met IAED compliance standards for November based on QA evaluation
- Answered 17,262 calls which includes a record setting 10,097 emergency calls in December.
- Upgraded to Vesta digital phone system which will unlock future possibilities such as text to 911.



## MedStar Response Time Reliability and AVG Response Time Performance

Period: Dec 2019

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	4	4	00:06:02	0	100.0%	0	0.0%	11	1	90.9%
	2	12	11	00:05:15	0	100.0%	0	0.0%	39	3	92.3%
	3	7	5	00:06:49	0	100.0%	0	0.0%	12	0	100.0%
<b>Total Blue Mound</b>		<b>23</b>	<b>20</b>								
Burleson	1	82	80	00:07:29	10	87.8%	2	2.4%	82	10	87.8%
	2	180	167	00:08:03	22	87.8%	5	2.8%	180	22	87.8%
	3	83	66	00:10:02	8	90.4%	2	2.4%	83	8	90.4%
	4	199	199	00:23:56	8	96.0%	1	0.5%	199	8	96.0%
<b>Total Burleson</b>		<b>544</b>	<b>512</b>								
Edgecliff Village	1	7	7	00:05:14	0	100.0%	0	0.0%	16	0	100.0%
	2	13	13	00:08:57	1	92.3%	0	0.0%	89	4	95.5%
	3	8	8	00:09:48	0	100.0%	0	0.0%	21	1	95.2%
<b>Total Edgecliff Village</b>		<b>28</b>	<b>28</b>								
Forest Hill	1	45	44	00:08:50	8	82.2%	0	0.0%	45	8	82.2%
	2	83	75	00:08:01	3	96.4%	0	0.0%	173	13	92.5%
	3	26	22	00:11:29	3	88.5%	1	3.8%	108	10	90.7%
<b>Total Forest Hill</b>		<b>154</b>	<b>141</b>								
Fort Worth	1	2552	2431	00:07:59	333	87.0%	37	1.4%	2552	333	87.0%
	2	5322	4913	00:08:24	477	91.0%	63	1.2%	5322	477	91.0%
	3	2801	2620	00:10:08	248	91.1%	46	1.6%	2801	248	91.1%
	4	1088	1081	00:25:57	66	93.9%	21	1.9%	1088	66	93.9%
<b>Total Fort Worth</b>		<b>11763</b>	<b>11045</b>								
Haltom City	1	80	80	00:09:49	24	70.0%	3	3.8%	80	24	70.0%
	2	147	136	00:09:11	19	87.1%	1	0.7%	147	19	87.1%
	3	87	84	00:12:13	13	85.1%	1	1.1%	87	13	85.1%
	4	1	1	00:00:00	0	100.0%	0	0.0%	38	1	97.4%
<b>Total Haltom City</b>		<b>315</b>	<b>301</b>								
Haslet	1	17	17	00:08:37	5	70.6%	0	0.0%	53	14	73.6%
	2	27	26	00:10:01	9	66.7%	3	11.1%	91	20	78.0%
	3	13	12	00:07:47	0	100.0%	0	0.0%	37	2	94.6%



## MedStar Response Time Reliability and AVG Response Time Performance

Period: Dec 2019

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
<b>Total Haslet</b>		<b>57</b>	<b>55</b>								
Lake Worth	1	35	35	00:08:49	7	80.0%	0	0.0%	35	7	80.0%
	2	72	69	00:08:56	14	80.6%	0	0.0%	146	24	83.6%
	3	25	21	00:09:39	4	84.0%	0	0.0%	47	7	85.1%
	4	2	2	00:24:59	0	100.0%	0	0.0%	6	0	100.0%
<b>Total Lake Worth</b>		<b>134</b>	<b>127</b>								
Lakeside	1	5	5	00:11:41	2	60.0%	0	0.0%	14	6	57.1%
	2	3	3	00:12:41	2	33.3%	0	0.0%	12	6	50.0%
	3	2	2	00:07:14	0	100.0%	0	0.0%	10	1	90.0%
<b>Total Lakeside</b>		<b>10</b>	<b>10</b>								
River Oaks	1	12	11	00:08:28	3	75.0%	0	0.0%	45	4	91.1%
	2	31	27	00:08:54	3	90.3%	1	3.2%	94	10	89.4%
	3	19	16	00:14:07	5	73.7%	1	5.3%	47	10	78.7%
<b>Total River Oaks</b>		<b>62</b>	<b>54</b>								
Saginaw	1	39	39	00:10:07	15	61.5%	0	0.0%	39	15	61.5%
	2	58	49	00:09:05	7	87.9%	1	1.7%	58	7	87.9%
	3	35	32	00:12:45	7	80.0%	3	8.6%	66	16	75.8%
<b>Total Saginaw</b>		<b>132</b>	<b>120</b>								
Sansom Park	1	10	9	00:08:47	3	70.0%	0	0.0%	10	3	70.0%
	2	50	48	00:07:44	4	92.0%	0	0.0%	50	4	92.0%
	3	21	21	00:09:36	3	85.7%	1	4.8%	55	5	90.9%
	4	4	4	00:11:20	0	100.0%	0	0.0%	6	0	100.0%
<b>Total Sansom Park</b>		<b>85</b>	<b>82</b>								
Westover Hills	2	2	2	00:11:27	1	50.0%	0	0.0%	4	1	75.0%
<b>Total Westover Hills</b>		<b>2</b>	<b>2</b>								
Westworth Village	1	17	15	00:07:21	1	94.1%	0	0.0%	39	3	92.3%
	2	29	29	00:08:59	2	93.1%	0	0.0%	76	6	92.1%
	3	17	17	00:11:21	1	94.1%	0	0.0%	64	9	85.9%
<b>Total Westworth Village</b>		<b>63</b>	<b>61</b>								



## MedStar Response Time Reliability and AVG Response Time Performance

**Period: Dec 2019**

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
White Settlement	1	52	52	00:07:25	6	88.5%	0	0.0%	100	13	87.0%
	2	101	93	00:07:53	11	89.1%	0	0.0%	186	15	91.9%
	3	56	54	00:09:31	4	92.9%	0	0.0%	113	7	93.8%
	4	7	7	00:11:37	0	100.0%	0	0.0%	78	2	97.4%
<b>Total White Settlement</b>		<b>216</b>	<b>206</b>								
System Wide	1	2957	2829	00:08:04	417	85.9%	42	1.4%	3124	441	85.9%
	2	6130	5661	00:08:25	575	90.6%	74	1.2%	6667	631	90.5%
	3	3200	2980	00:10:13	296	90.8%	55	1.7%	3554	337	90.5%
	4	1301	1294	00:25:26	74	94.3%	22	1.7%	1422	78	94.5%
<b>Total System Wide</b>		<b>13588</b>	<b>12764</b>								

# Tab G -- FRAB



# Tab H – Chief Strategic Integration Officer

# Strategic Integration Summary

January 2020



Welcome Jennifer Terry-Balcazar, new Customer and Community Relations Manager!

## Alternate Payment Models

- CMMI//CMS “ET3” Alternate Payment Model for EMS – Most letters of support/interest/intent
  - Pending notifications by CMS for approved participants
  - Reviewing telemedicine options
  - CMS’ and their Learning Action Network contractor, Impaq, requested consult from MedStar on best practices and outcome measures for ET3 model participants
    - Conducted a webinar/call with reps from CMS/CMMI and Impaq and provided follow-up information

## Medicaid Ambulance Supplemental Payment Program – ASPP

- We continue to work w/HHSC continues to try and find a resolution
- HHSC committed to a supplemental payment plan based on the difference between the state-wide Average Commercial Reimbursement (ACR) and the average Medicaid reimbursement
  - State Plan Amendment (SPA) was filed by the state with CMS on 12/31/19
    - Would apply for this FY 2020-21 (paid in September 2021)
    - FY 2019-20 (paid in September 2020) will be based on prior, cost-based reimbursement

## Paid Consulting Activity

- Center for Public Safety Management (in partnership with ICMA)
  - Work continues with them on 2 projects
    - San Diego County, CA – Evaluation of EMS agency performance
    - Medford, OR – Evaluation of the city’s fire department
  - 3<sup>rd</sup> project recently awarded for upstate New York which we will be a part of as well
- Covenant Health (Lubbock)
  - Renewed consult agreement to assist with further MIH expansion

## Member City Meetings

- Continuing individual meetings with member city managers and fire chiefs
  - No agenda, simply touch-base meetings to build communication channels

## Tarrant County Mayor’s Council

- Doing a MedStar update presentation for Tarrant County Mayor’s Council on February 3<sup>rd</sup>

## New Website On-Line

- More user friendly
- Mobile responsive
- Greatly streamlined on-line StarSaver application

## Upcoming Speaking Engagements

<u>Event</u>	<u>Date</u>	<u>Location</u>	<u>Attendees</u>
JEMS/EMS Today	March '20	Tampa, FL	~3,000
NAEMT EMS Transformation Summit	March '20	Washington, DC	~250
Inter. Acad. Of Emerg. Disp. – Navigator	April '20	Orlando, FL	~1,500
Zoll Summit	June '20	Denver, CO	~500

## **Media**

### Local –

- Holiday Driving and Travel Safety, crash stats
  - FOX 4, NBC 5, ABC 8, CBS 11, Star-Telegram, KRLD, WBAP
- Flu Stats and Prevention
  - NBC 5, CBS 11, Star-Telegram, WBAP, KRLD
- Stop the Bleed kits and distribution
  - NBC 5 (including live from MedStar), ABC 8, CBS 11, Star-Telegram, KRLD, WBAP
- Amazing Evasion of Wrong-Way Driver
  - CBS 11

# Mobile Integrated Healthcare Report

## December 2019 Activity

### Hospice:

Vitas: 4 active

- 9-1-1 calls: 0

Holy Savior: 22 active

- 9-1-1 calls: 1

Embrace: 5 active

- 9-1-1 calls: 0

Community: 2 active

- 9-1-1 calls: 0

### Home Health:

Klarus: 182 active

- total 9-1-1 calls w/CCP on scene: 9
- in-home, scheduled visits: 1

Health Masters: 28 active

- total 9-1-1 calls w/CCP on scene: 0
- in-home, scheduled visits: 1

### Readmission Avoidance Enrollments:

- Silverback: 1
- THR Alliance: 6
- THR FW: 2
- UTSW NAIP: 1
- 9-1-1 Encounters w/CCP on scene: 8

### High Utilizer:

- UTSW NAIP: 9
- Internal/FD: 5
- Non-adherent high utilizers: 6
- Silverback: 3
- 9-1-1 Encounters w/CCP on scene: 27

### Palliative Care, Silverback:

- 26 active
- 9-1-1 Encounters w/CCP on scene: 3

### Star Saver Plus:

- 335 Active
- 9-1-1 Encounters: 8
- In-home, scheduled visits: 0

### 9-1-1 Nurse Triage:

- Total calls navigated to RN: 102
- Alternative Care/Destination: 34
  - Transportation assistance via Lyft: 21
- Alternative Transportation to ED: 8
  - Lyft: 7
  - Private vehicle: 1

### DETECT Project (UT-Dallas Elder Neglect Grant):

- 55 follow-up interviews for December 2019

# COMMONLY USED ACRONYMS

## A

ACEP – American College of Emergency Physicians  
ACEP – American Academy of Pediatrics  
ACLS – Advanced Cardiac Life Support  
AED – Automated External Defibrillator  
ALJ – Administrative Law Judge  
ALS – Advance Life Support  
ATLS – Advanced Trauma Life Support

## B

BLS – Basic Life Support  
BVM – Bag-Valve-Mask

## C

CAAS – Commission on Accreditation of Ambulance Services (US)  
CAD – Computer Aided Dispatch  
CAD – Coronary Artery Disease  
CCT – Critical Care Transport  
CISD – Critical Incident Stress Debriefing  
CISM – Critical Incident Stress Management  
CMS – Centers for Medicare and Medicaid Services  
CMMI - Centers for Medicare and Medicaid Services Innovation  
COG – Council of Governments

## D

DFPS – Department of Family and Protective Services  
DSHS – Department of State Health Services  
DNR – Do Not Resuscitate

## E

ED – Emergency Department  
EKG – ElectroCardioGram  
EMD – Emergency Medical Dispatch (protocols)  
EMS – Emergency Medical Services  
EMT – Emergency Medical Technician  
EMTALA – Emergency Medical Treatment and Active Labor Act  
EMT – I – Intermediate  
EMT – P – Paramedic  
ePCR – Electronic Patient Care Record  
ER – Emergency Room

## F

FFS – Fee for service  
FRAB – First Responder Advisory Board  
FTE – Full Time Equivalent (position)  
FTO – Field Training Officer  
FRO – First Responder Organization

## G

GCS – Glasgow Coma Scale  
GETAC – Governor’s Emergency Trauma Advisory Council

## H

HIPAA – Health Insurance Portability & Accountability Act of 1996

## I

ICD – 9 – International Classification of Diseases, Ninth Revision  
ICD -10 – International Classification of Diseases, Tenth Revision  
ICS – Incident Command System

## J

JEMS – Journal of Emergency Medical Services

## K

## L

LMS – Learning Management System

## M

MAEMSA – Metropolitan Area EMS Authority  
MCI – Mass Casualty Incident  
MI – Myocardial Infarction  
MICU – Mobile Intensive Care Unit  
MIH – Mobile Integrated Healthcare

# COMMONLY USED ACRONYMS

## **N**

NAEMSP – National Association of EMS Physicians  
NAEMT – National Association of Emergency Medical Technicians  
NEMSAC – National EMS Advisory Council (NHTSA)  
NEMSIS – National EMS Information System  
NFIRS – National Fire Incident Reporting System  
NFPA – National Fire Protection Association  
NIMS – National Incident Management System

## **O**

OMD – Office of the Medical Director

## **P**

PALS – Pediatric Advanced Life Support  
PHTLS – Pre-Hospital Trauma Life Support  
PSAP – Public Safety Answering Point (911)  
PUM – Public Utility Model

## **Q**

QRV – Quick Response Vehicle

## **R**

ROSC – Return of Spontaneous Circulation  
RFQ – Request for Quote  
RFP – Request for Proposal

## **S**

SSM – System Status Management  
STB – Stop the Bleed  
STEMI – ST Elevation Myocardial Infarction

## **T**

## **U**

## **V**

VFIB – Ventricular fibrillation; an EKG rhythm

## **W**

## **X/Y/Z**