



Metropolitan Area EMS Authority (MAEMSA)

d.b.a. MedStar Mobile Healthcare

Board of Directors

April 22, 2020

**METROPOLITAN AREA EMS AUTHORITY
DBA MEDSTAR MOBILE HEALTHCARE
BOARD OF DIRECTORS**

Notice is hereby given that the Board of Directors of the Metropolitan Area EMS Authority will conduct an emergency meeting pursuant to Section 551.045 of the Texas Government Code.

The meeting will be conducted by conference call-in, pursuant to the Governor's March 16, 2020 suspension of certain provisions of the Open Meetings Act. The public may participate by: Please click this URL to join. <https://webinar.ringcentral.com/j/1485090971>
Or join by phone: Dial (for higher quality, dial a number based on your current location):
US: +1(213)2505700; +1(312)2630281; +1(346)9804201; +1(646)3573664; +1(650)2424929
Webinar ID: 148 509 0971

Meeting Date and Time: April 22, 2020; 10:00 a.m.

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|-------------|-----------------------------------|---|
| I. | CALL TO ORDER | Dr. Brian Byrd |
| II. | INTRODUCTION
OF GUESTS | Dr. Brian Byrd |
| III. | CONSENT
AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member may request an item be removed from the consent agenda and considered separately. The consent agenda consists of the following: |
| | BC – 1420 | Approval of board minutes from February 26, 2020 meeting. Dr. Brian Byrd
Pg. 4 |
| | BC – 1421 | Approval of board minutes from March Emergency meeting 25, 2020. Dr. Brian Byrd
Pg. 8 |
| | BC - 1422 | Approval of Check History for February and March 2020. Dr. Brian Byrd
Pg. 10 |
| IV. | NEW BUSINESS | |
| | IR – 214 | COVID-19 Financial Impact Steve Post |
| | BC – 1423 | Approval to purchase a Unified Communications as a Service System (UCaaS). Douglas Hooten
Pg. 13 |
| V. | MONTHLY REPORTS | |
| | A. | Chief Executive Officer's Report Douglas Hooten |
| | B. | Office of the Medical Director Report Dwayne Howerton
Dr. Veer Vithalani |

C.	Chief, Financial Officer	Steve Post
D.	Human Resources	Leila Peeples
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**

Date: 04/22/2020	Reference #: BC-1420	Title: Approval board minutes February 26, 2020
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RECOMMENDATION:

It is recommended that the Board of Directors approve the minutes for board meeting on February 26, 2020.

DISCUSSION:

N/A

FINANCING:

N/A

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

MINUTES

METROPOLITAN AREA EMS AUTHORITY DBA MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS MEETING

2900 Alta Mere Dr., Fort Worth, TX 76116
February 26, 2020

The Metropolitan Area EMS Authority Board of Directors met on February 26, 2020 at MedStar Mobile Healthcare offices.

I. CALL TO ORDER

Chairman Brian Byrd called the meeting to order at 10:10 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 Kirt Mays (Ex-officio), Fire Chief Jim Davis (Ex-officio), Dr. Veer Vithalani (Ex-officio) and Kristofer Schleicher, General Counsel for MAEMSA dba MedStar Mobile Healthcare. Not present: Dr. Rajesh Gandhi.

Guests present were Dr. Gary Floyd and Dr. Steve Martin of EPAB, Fire Chief Jacobs, Fire Chief Napp, Fire Chief Christensen, Fire Chief Spears, Jeremy Bishop Local 440, Dr. Brian Miller, Dr. Josh Nackenson of OMD. Also present were Dale Rose, Leila Peeples, Chad Carr, Ken Simpson, Steve Post, Matt Zavadsky, Susan Swagerty, Chris Cunningham, Pete Rizzo, Jennifer Terry-Balcazar, Shaun Curtis, Misti Skinner and Marianne Schmidt; all with MedStar.

II. INTRODUCTION OF GUESTS

Ms. Leann Guzman, Senior Assistant City Attorney, City of Fort Worth and Dr. Amit Srivastava, Pediatric Fellow.

III. CONSENT AGENDA

BC – 1414 Approval of Board minutes for January 22, 2020.
BC – 1415 Approval of Board Audit minutes from January 22, 2020.
BC – 1416 Approval of Check History for January 2020.

The motion to approve all items on the Consent Agenda was made by Matthew Aiken and seconded by Paul Harral. The motion carried unanimously.

IV. OLD BUSINESS

There was no old business.

V. NEW BUSINESS

The Chairman suggested we move **BC-1418** up and discuss this before we move on.

BC – 1418 Review and Approval of Proposed Interlocal Revisions.

Matt Aiken reviewed the latest changes of the Interlocal with the board members. Ms. Leann Guzman explained that the language in the Ordinance is in alignment with the Interlocal. Dr. Martin thanked everyone who worked on the Interlocal and Ordinance.

The motion to approve was made by Paul Harral and seconded by Matt Aiken. The motion carried unanimously.

IR – 211 Discussion of Aggregate Stop-Loss coverage. Steve Post, CFO informed the board that we do have aggregate Stop-Loss coverage in our health policy.

IR – 212 Discussion of Development of Investments Policies. Douglas Hooten, CEO informed the board that MedStar has always been ultra conservative. We have met with a couple of companies and we are putting together options for the Board. We will have these at the next in-person meeting, April 22, 2020.

IR – 213 Discussion of IT Security Measures (moved to Closed Session)

BC – 1417 Approval of Hospital Resource and Continuity Committee

Resolved, that the Board of Directors recognize the creation of the advisory committee Hospital Resource and Continuity Committee composed of one executive level representative from each hospital system in the service area to provide input and advice to the Board regarding hospital and health system level issues related to pre-hospital care.

The motion to approve was made by Paul Harral and seconded by Janice Knebl. The motion carried unanimously.

VI. MONTHLY REPORTS

A. Chief Executive Officer: Douglas Hooten.

B. Office of the Medical Director: Dr. Vithalani reviewed Tab B.

C. Chief Financial Officer: Steve Post reviewed Tab C.

D. Human Resources: Leila Peebles reviewed Tab D.

E. Compliance Officer: Chad Carr reviewed Tab E.

F. Chief Operations: Ken Simpson reviewed Tab F. .

G. FRAB: Our monitors are coming to end of life, working with Zoll to get new models.

H. Chief Strategic Integration Officer: Matt Zavadsky reviewed Tab H.

VII. CLOSED SESSION

There was a closed session 11:17 a.m.

VIII. RECONVENE FROM CLOSED SESSION

Returned from Closed Session 11:35 a.m.

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

VIII. ADJOURNMENT

There being no further business, Chairman Byrd adjourned the meeting at 11:35 a.m.

Respectfully submitted,

Janice Knebl
Secretary

**MAEMSA
BOARD COMMUNICATION**

Date: 04/22/2020	Reference #: BC-1421	Title: Approval board minutes of Emergency board meeting on March 25, 2020.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the minutes for the Emergency board meeting on March 25, 2020.

DISCUSSION:

N/A

FINANCING:

N/A

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

METROPOLITAN AREA EMS AUTHORITY DBA MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS EMERGENCY MEETING

Meeting Date and Time: Wednesday, March 25, 2020; 11:00a.m.

The Metropolitan Area EMS Authority Board of Directors conducted an emergency meeting by video-conference, pursuant to the Governor's March 16, 2020 suspension of certain provisions of the Open Meetings Act. The public participated by telephone by dialing in to 215-446-0183, Access Code: 1355242. A recording of the meeting will be available after the meeting.

I. CALL TO ORDER

Chairman Brian Byrd called the meeting to order at 11:15 a.m.

Chairman Byrd took roll call of board members who participated through video conferencing:

Dr. Brian Byrd, Chairman, Dr. Janice Knebl, Paul Harral, Matthew Aiken, Dr. Chris Bolton, EPAB; Dr. Rajesh Gandhi, Douglas Hooten (Ex-officio), Fire Chief Kirt Mays (Ex-officio), Fire Chief Jim Davis (Ex-officio), Dr. Veer Vithalani (Ex-officio) and Kristofer Schleicher, General Counsel for MAEMSA dba MedStar Mobile Healthcare. A quorum was met for this video-conference board meeting.

Guests on phone:

Kristofer Schleicher, Chad Carr, Matt Zavadsky, Steve Post, Dale Rose, Police Chief David Burgess, Police Chief Kevin Reaves, Fire Chief Doug Spears, Fire Chief Mark Ball, Fire Chief Mike Christensen, Fire Chief Jeff Ballew, Brian Miller, MD, OMD; Ms. Brandy Barrett, Westworth Village City Secretary; Gary Floyd, MD, EPAB; Joseph DeLeon – THR Fort Worth, Mike Sanborn - BSW Fort Worth.

II. EMERGENCY BUSINESS

BC-1419 Deliberate or take action on the System's response to the Covid-19 epidemic and declarations of public health emergency.

Matt Aiken moved to authorize the Chief Executive Officer to spend up to \$100K to purchase Personal Protective Equipment (PPE) necessary to protect employees over the next thirty days. This need for further emergency authority will be reviewed at the next Board meeting on April 22, 2020. The motion was seconded by Chris Bolton. The motion carried unanimously.

III. CLOSED SESSION

There was no closed session.

IV. ADJOURNMENT

There being no further business, Chairman Byrd adjourned the meeting at 12:00 p.m.

Respectfully submitted,

Janice Knebl
Secretary



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

AP Check Details Over 5000.00
For Checks Between 2/1/2020 and 2/29/2020

Check Number	CK Date	Vendor Name	Check Amount	Description
100083	2/4/2020	Saginaw Fire Department	9,051.73	Electronic Tablets
100085	2/4/2020	Innovative Developers, Inc.	371,434.72	N. Deployment Center
100093	2/6/2020	Direct Energy Business	8,370.01	Electric Service
100103	2/6/2020	Modern Mobility	323,472.00	ambulance conversions
100116	2/6/2020	Page Wolfberg & Wirth, LLC	8,550.00	Legal Services
100117	2/6/2020	Paranet Solutions	52,753.31	Agreed Managed Services - January
100131	2/13/2020	AT&T Mobility	12,990.38	Cell Phones and Aircards
100135	2/13/2020	Bound Tree Medical LLC	21,048.45	IV sets
100146	2/13/2020	DocuSign	8,300.00	Esignature System Automated - 3 years
100148	2/13/2020	Fort Worth Heat & Air	8,758.75	Quarterly Maintenance
100159	2/13/2020	Mutual of Omaha	5,315.20	Accident and Critical Care Ins
100161	2/13/2020	NRS	16,371.94	Collection Agency Fees
100166	2/13/2020	Paranet Solutions	63,680.17	Managed Services - February
100168	2/13/2020	ReCept Pharmacy	8,272.12	Medical Supplies
100178	2/13/2020	Whitley Penn, LLC	7,000.00	Audit Services
100218	2/20/2020	Bound Tree Medical LLC	41,354.26	Medical Supplies
100227	2/20/2020	CyrusONe	7,434.00	Colocation Hosting Charges
100236	2/20/2020	ImageTrend	29,956.00	ELite EMS Saas
100240	2/20/2020	M-Pak, Inc.	5,885.68	Uniforms
100245	2/20/2020	Mobile Wireless, LLC	18,219.00	Annual Maintenance
100247	2/20/2020	NRS	24,835.06	Collection agency fees
100253	2/20/2020	Pollock	16,500.00	NDC Cap-ex item
100255	2/20/2020	ReCept Pharmacy	11,499.23	Medical Supplies
100258	2/20/2020	Sheraton Fort Worth	8,913.04	Texas EMS Conference 2018
100273	2/20/2020	Zoll Medical Corporation	7,950.90	Monitor Supplies
100278	2/25/2020	Veteran's Administration	12,475.81	Patient Refunds
100293	2/27/2020	AT&T	12,617.99	Internet
100297	2/27/2020	Bound Tree Medical LLC	54,568.39	Medical Supplies
100311	2/27/2020	Lytix, Inc.	36,422.32	Cameras for new Ambulances
100328	2/27/2020	ReCept Pharmacy	18,720.01	Medical Supplies
100334	2/27/2020	T & W Tire	6,431.70	MICU Tires for Ram 4500
100337	2/27/2020	Teleflex Medical	6,050.00	EZIO Needles - Teleflex
100341	2/27/2020	Whitlock	33,604.60	AV Equipment for NDC
100342	2/27/2020	XL Parts	8,805.17	Various Parts
100343	2/27/2020	ZirMed Inc	11,924.40	Payments/Claims/Invoices/Verify
2192020	2/19/2020	WEX Bank	85,776.48	Fuel
2212020	2/21/2020	Frost	12,344.98	Interest
2272020	2/27/2020	Frost	30,067.92	Frost Loan
71638983	2/19/2020	Chase Ink Cardmember Service	8,211.31	Chase CC Bill
200580038	2/27/2020	UT Southwestern Medical Center	12,833.33	B Miller - Assoc Med Dir - Feb
200580041	2/27/2020	Veer D. Vithalani	23,171.97	Med Dir Salary/Cell Phone - Feb
219204142	2/19/2020	American Express	21,545.17	Credit Card Bill



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

AP Check Details Over 5000.00
For Checks Between 3/1/2020 and 3/31/2020

Check Number	CK Date	Vendor Name	Check Amount	Description
100352	3/5/2020	Bound Tree Medical LLC	23,710.23	Medical Supplies
100360	3/5/2020	Direct Energy Business	8,837.38	Electric Service
100366	3/5/2020	Maintenance of Ft Worth, Inc.	5,112.44	Janitorial Supplies
100369	3/5/2020	Motorola Solutions, Inc.	111,179.70	NICE Gold Annual Renewal
100371	3/5/2020	NRS	8,013.92	Collection agency fees
100375	3/5/2020	Diana Jimenez	6,000.00	Reimburse - Paramedic School
100378	3/5/2020	Paranet Solutions	7,000.00	Nutanix Hardware Migration
100380	3/5/2020	ReCept Pharmacy	9,042.92	Medical Supplies
100387	3/5/2020	Zoll Medical Corporation	29,756.55	Annual Monitor Maintenance
100388	3/6/2020	Innovative Developers, Inc.	413,278.29	North Deployment Center
100489	3/12/2020	AT&T Mobility	32,509.60	Sierra MP70, Antenna, Aircards & Cell Phones
100493	3/12/2020	Bound Tree Medical LLC	11,754.84	Medical Supplies
100500	3/12/2020	Contract Logix LLC	10,400.00	Annual Premium SaaS License
100501	3/12/2020	CyrusONE	7,434.00	Colocation Hosting Charges
100508	3/12/2020	ImageTrend	13,711.00	Elite EMS SaaS
100513	3/12/2020	Lytix, Inc.	7,707.18	(13) Drive Cams - New Trucks
100518	3/12/2020	MetLife - Group Benefits	37,427.15	Dental/Vision/Basic Life/Supp
100523	3/12/2020	NRS	21,147.02	Collection agency fees
100539	3/12/2020	Paranet Solutions	52,829.27	Agreement - Managed Services
100543	3/12/2020	ReCept Pharmacy	8,745.42	Medical Supplies
100556	3/12/2020	Zoll Data Systems Inc	7,283.59	Rescue Net - 03/15/20-06/14/20
100564	3/19/2020	AT&T	5,099.91	Point to Point Circuit
100569	3/19/2020	Bound Tree Medical LLC	27,545.54	Medical Supplies
100582	3/19/2020	Korn Ferry	27,229.21	Professional Services Rendered
100583	3/19/2020	Logis Solutions	10,096.58	CR-MST023 Envir Migratin P2
100589	3/19/2020	On Shift	11,133.00	Background Services
100598	3/19/2020	School of EMS	6,000.00	Paramedic Tuition - K Donohew
100604	3/19/2020	ReCept Pharmacy	9,046.89	Medical Supplies
100614	3/19/2020	ZirMed Inc	9,781.10	Pymts/Claims & Invoices/Verify
100636	3/26/2020	All-Pro Construction & Commerical	5,845.00	Concrete Failing at Entrance
100640	3/26/2020	AT&T	14,739.84	Internet
100643	3/26/2020	Bound Tree Medical LLC	31,553.82	Medical Supplies
100652	3/26/2020	Dell Marketing LP	5,260.00	Dell Latitude 7400
100667	3/26/2020	ReCept Pharmacy	9,916.68	Medical Supplies
100671	3/26/2020	T & W Tire	5,824.14	Tires
100679	3/26/2020	Zoll Medical Corporation	32,467.11	Monitor Supplies and New Monitors
100680	3/27/2020	JBM Specialties LLC	6,508.40	hand sanitizer and 8oz bottles
3162020	3/16/2020	Frost	11,685.62	Interest Payment
200770353	3/17/2020	UMR Benefits	48,126.22	Health - March Premium
200770394	3/17/2020	WEX Bank	72,245.48	Fuel
200860001	3/26/2020	Frost	30,067.92	Frost Loan
200860443	3/26/2020	UT Southwestern Medical Center	12,833.33	B Miller - Associate Med Dir Salary
200860447	3/26/2020	Veer D. Vithalani	23,171.97	Med Dir Salary and Cell Phone
200860710	3/26/2020	Tier 1 Transnational, LLC	79,000.00	N95 - 20,000
317203854	3/17/2020	American Express	14,294.25	Credit Card Bill

**MAEMSA
BOARD COMMUNICATION**

Date: 04/22/2020	Reference #: BC-1423	Title: Approval for UCaaS Phone System
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RECOMMENDATION:

It is recommended that the Board of Directors approve a three year contract with Ring Central for phone service and associated hardware.

DISCUSSION:

Please see attached SBAR

FINANCING:

N/A

Submitted by: <u>Douglas Hooten</u>	Board Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE	REQUISITIONER	DEPARTMENT	COST CENTER	ACCT CODE	CAPITAL TRACKING #
04/22/20	Pete Rizzo	IT	70010		BC-1423

Budgeted Funds?	IF YES - LIST BUDGET NUMBER (s)							
	<input checked="" type="checkbox"/>	Yes	BUDGET #	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
	<input type="checkbox"/>	No		\$113,094				

PROJECT TITLE: Unified Communications as a Service (UCaaS)	CAPITAL CATEGORY:	1	2	3
	Choose "X" only one (priority)			

DESCRIPTION OF ITEMS BEING REQUESTED:

Unified Communications as a Service. A cloud-based RingCentral solution to replace the current office phone, office fax, call recording and call reporting systems. The solution also includes videoconferencing hardware for six conference rooms and three training rooms.

\$4,046.61 - Monthly recurring service fee (3 year term)
 \$113,094 - Non recurring one time equipment and installation
 \$20,000 - Contingency for MedStar covered installation costs

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

Since the successful completion of the server and storage replacement/colocation project the primary remaining MedStar servers on-site in the headquarters data center support the systems referenced above. Moving these systems to the cloud will provide redundancy, high-availability, and portability features. The office phone, fax, call recording, and call monitoring features will be available securely from any location with internet access.

Additionally, the requested solution will yield annual cost savings compared to the systems being replaced.

Please note that the 911 systems are not in scope for this initiative.

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

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$	113,094.00
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual} 20,000
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	133,094.00
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				



Situation, Background, Assessment, & Recommendation (SBAR)

S	<p><i>Situation</i></p> <p>MedStar has been moving hardware to cloud based services as they near the end of their life cycle to add additional reliability and scalability. Phone service is part of that move. The primary objectives of this movement are to provide the requisite security, provide video and audio conferencing solutions, facilitate intra-organizational communication, provide a faxing solution, call recording solution, and provide a solution that is workable for EMS crews to access on-line protocol guidance (“OLPG”).</p>
B	<p><i>Background</i></p> <p>The current phone system is through CISCO, which is an on premises phone system housed in the server room at Alta Mere. The associated hardware is nearing its end of life, and expanding the hardware for the North Deployment Center would require additional hardware purchases without the additional redundancy found in a unified communications as a service (“UCaaS”) system. An RFP was issued seeking proposals for providers that can provide an UCaaS solution with features as outlined above, and to include any hardware necessary to assist in video conferencing and potentially the streaming of classes.</p>
A	<p><i>Assessment</i></p> <p>Three qualified responses were received from the RFP process. The suggested vendor, while not the least expensive, provides an overall decrease in phone expense by eliminating some of the infrastructure and services necessitated by on premises phone systems and by consolidating fax, call recording, phone service and OLPG service with a single provider. Additionally, they are the only vendor that is HITRUST certified, offers file sharing group communication for projects, and was recommended by the evaluating committee. The suggested vendor has provided a satisfactory OLPG solution to MedStar for the last two years.</p>
R	<p><i>Recommendation</i></p> <p>For the above reasons we recommend the MAEMSA Board approve a three year contract with Ring Central as the UCaaS provider for the MedStar offices. The contract will be for \$4,047/mo. for a three year period and up to \$133,094 in one time equipment and installation costs.</p>

Tab A – Chief Executive Officer

Tab B –Office of the Medical Director

Discussion

- COVID-19

MEDS Committee

- Video Laryngoscope RFP in-process
- Evaluating IO deployment devices

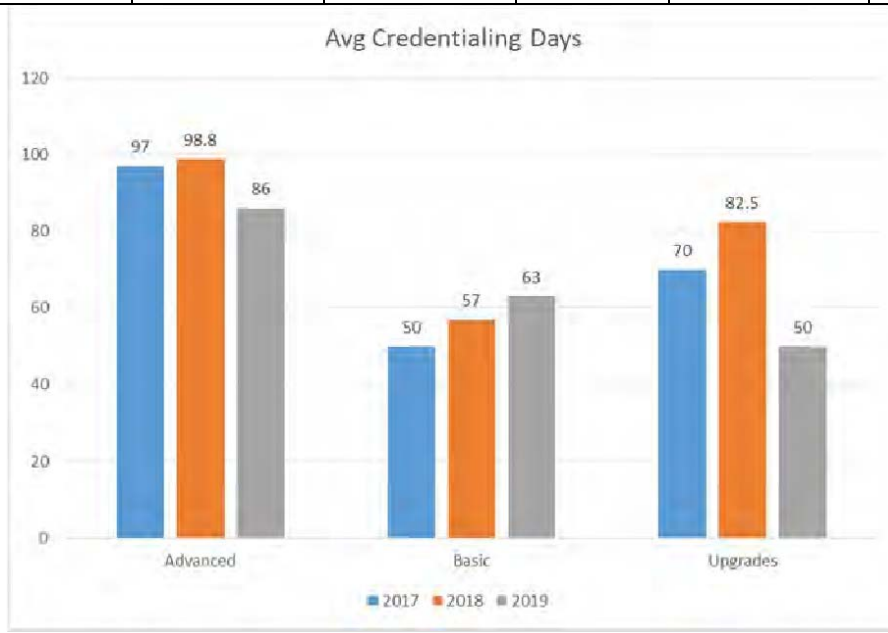
Education and Training

- CE in March was cancelled
- Cadaver Lab in June still scheduled

Credentialing

- June NEOP moved to April
 - Paramedics - 3
 - EMTs - 6

2020	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	7	2	0	0	5
Adv Upgrade	6	4	0	0	2
Basic	11	6	1	0	4



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



QA

Case Acuity		March 2020
High		5 (5.7%)
Moderate		29 (33.3%)
Low		49 (56.3%)
Non QA/QI		4 (4.6%)
Grand Total		87 (100.0%)

Case Disposition		March 2020
Needs Improvement		32 (36.8%)
Forwarded		7 (8.0%)
No Fault		33 (37.9%)
Pending		15 (17.2%)
Grand Total		87 (100.0%)

Case Metrics (Time to MD Review, Time to Closure)			
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days
High	1.8 days	4.0 days	6.3 days
Moderate	2.1 days	8.4 days	10.5 days
Low	3.5 days	0.5 days	4.0 days
Non QA/QI	4.5 days	0.0 days	4.5 days
Grand To..	3.0 days	3.4 days	6.4 days

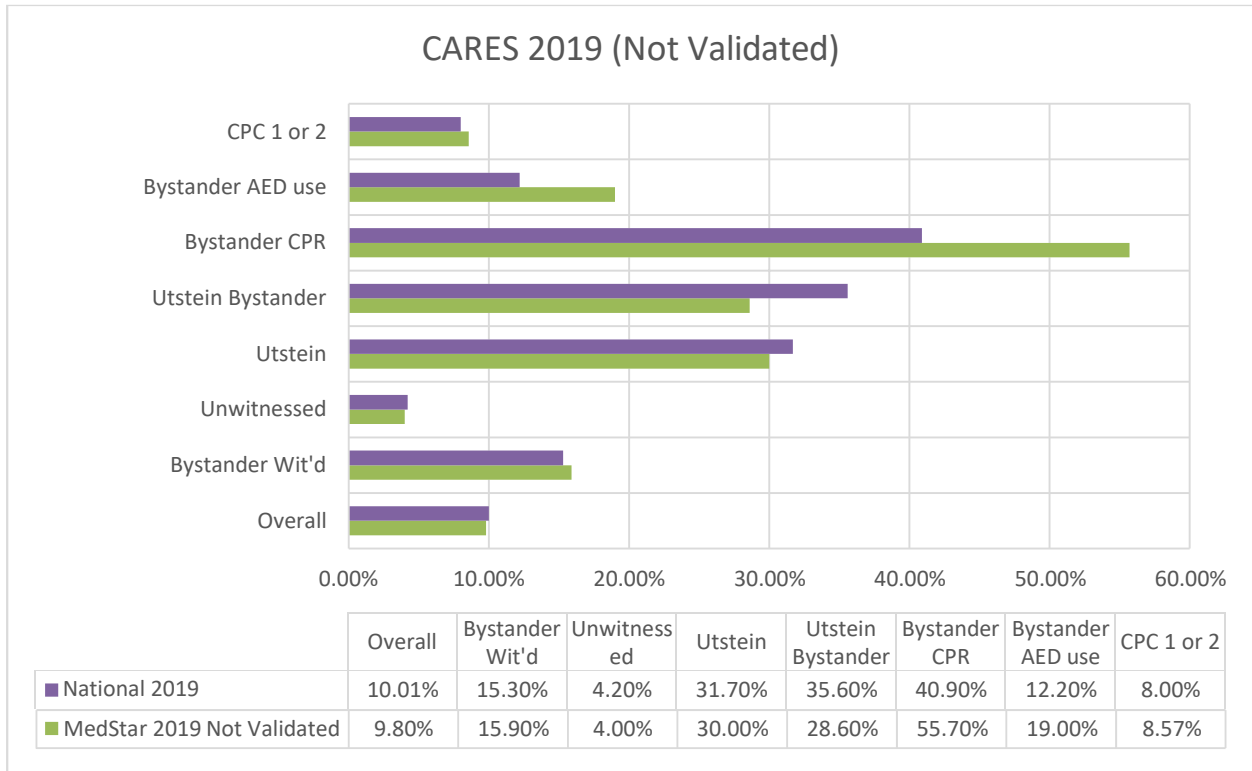
Case Origin			System Clinical Issues	
CQI/First Pass 30 34.5%	Facility 12 13.8%	OMD 9 10.3%	March 2020	
			Equipment Issues	1
Self Report 20 23.0%	Airway QA 6 6.9%	Ops 3	No EtCO2 w/ PPV	1
			Unrecognized Failed Airway	1
			Case Status	
			March 2020	
			Closed	65 (74.7%)
			Open	21 (24.1%)
			Open CIP	1 (1.1%)
			Grand Total	87 (100.0%)

The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



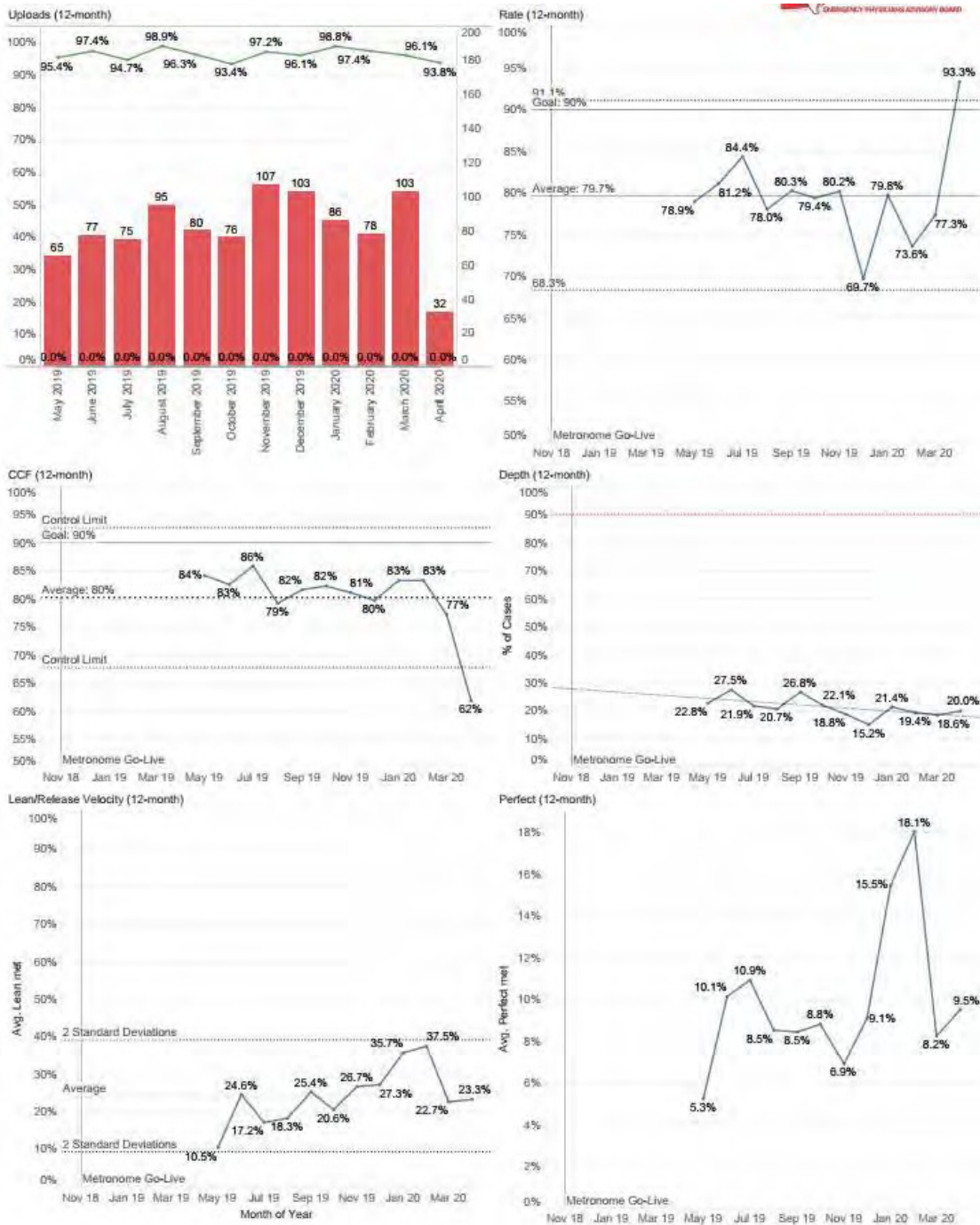
System Diagnostics

- System Performance Bundles
 - o @ end of report
- Clinical Bundles
 - o Bundle mapping is being worked on with First Watch
- Resuscitation / CARES
 - o 2019 data is not validated



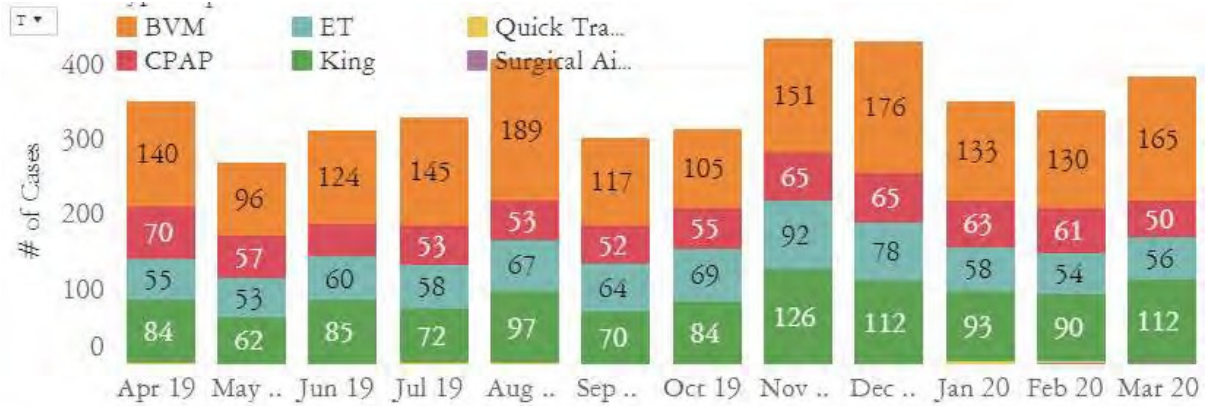
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

Cardiac Arrest Performance



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

Airway



Unrecognized Failed Advanced Airway Rate



Airways Success - ET & King



Airways Success - BVM & CPAP



The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



Cardiac Arrest	Goal	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Current Avg.	Goal
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch						58.3%	59.2%	57.3%	72.5%	80.9%	81.6%	89.2%		
Median time between 9-1-1 call and OHCA recognition					0:00:37				0:00:28	0:00:39	0:00:36	0:00:42		
% of recognized 2nd party OHCA cases that received tCPR					100.0%	92.9%	100.0%	93.6%	70.6%	74.5%	81.6%	81.1%		
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases					0:02:17				0:02:01	0:02:01	0:02:18	0:02:36		
% of cases with time to tCPR < 180 sec from first key stroke														
System response time < 5 mins for Dispatch-presumed cardiac arrest														
% of cases with CCF ≥ 90%		84.0%	83.0%	86.0%	79.0%	82.0%	82.0%	81.0%	80.0%	83.0%	83.0%	77.0%		
% 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%	69.7%	79.8%	73.6%	77.3%		
% 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%	15.2%	21.4%	19.4%	18.6%		
% 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%		68.8%	20.0%	29.4%		
% of cases with Pre-shock pause < 10 sec		81.8%	71.4%	88.9%	92.3%	87.5%	81.8%	69.6%		93.9%	97.1%	95.6%		
% arrive at E/D with ROSC		20.5%	35.2%	22.2%	18.2%	18.8%	20.4%	20.7%	22.4%	16.7%	16.0%	21.5%		
% discharged alive		15.4%	18.5%	8.9%	7.3%	4.2%	4.1%	7.3%	3.8%	3.6%	2.7%	1.1%		
% neuro intact at discharge (Good or Moderate Cognition)		11.9%	6.4%	10.0%	3.7%	5.1%	5.3%		3.8%	3.6%	1.3%			
% of cases with bystander CPR			79.6%	80.0%	79.2%	64.6%	77.6%		42.9%	37.7%	34.0%			
% of cases with bystander AED use			0.0%	25.0%	0.0%	41.7%	25.0%		0.0%	0.0%	12.5%			
# of people trained in CCR														

The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

www.fwomd.org



Ventilation Management	Goal	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Current Avg.	Goal
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped		91.5%	94.6%	95.9%	95.4%	99.4%	99.4%	96.7%	97.5%	100.0%	99.6%	99.0%		
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)		97.1%	96.6%	99.2%	97.2%	99.2%	98.7%	98.2%	96.8%	98.6%	100.0%	100.0%		
% of successful ventilation management as evidenced by etCO2 waveform throughout the case		76.1%	74.8%											
% of successful King Airway placement		73.3%	75.6%	72.9%	73.1%	78.7%	67.5%	64.8%	67.0%	76.0%	71.8%	70.0%		
% of successful endotracheal tube placement		48.1%	27.1%	43.9%	34.9%	54.8%	45.5%	40.4%	53.3%	41.1%	50.0%	64.3%		
System response time < 5 mins for Dispatch-presumed compromised airway														

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www.fwomd.org



STEMI	Goal	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Current Avg.	Goal
% of suspected STEMI patients correctly identified by EMS														
% of suspected STEMI patients w/ASA admin (in the absence of contraindications)		91.7%	81.3%	71.0%	92.9%	100.0%	91.4%	91.7%	91.9%	96.9%	97.4%	85.7%		
% of suspected STEMI patients w/NTG admin (in the absence of contraindications)		100.0%	65.6%	58.1%	82.1%	92.6%	85.7%	83.3%	78.4%	93.8%	86.8%	71.4%		
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact		91.7%	71.9%	54.8%	75.0%	77.8%	74.3%	70.8%	78.1%	78.1%	63.2%	64.3%		
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation		50.0%	40.6%	54.8%	64.3%	70.4%	51.4%	15.4%	35.1%	59.4%	34.2%			
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact							41.2%	15.3%	21.6%	18.8%	26.3%	21.4%		
% of patients with Suspected STEMI Transported to PCI Center		100.0%	96.9%	96.8%	100.0%	96.3%	94.3%	95.8%	100.0%	100.0%	100.0%	96.4%		
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes														

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www.fwomd.org

Tab C – Chief Financial Officer

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – March 31, 2020**

The following summarizes significant items in the March 31, 2020 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of March, 2020 is a loss of (\$453,297) as compared to a budgeted gain of \$262,452 for a negative variance of (\$715,749). EBITDA for the month of March, 2020 is a loss of (\$114,226) compared to a budgeted gain of \$582,261 for negative variance of (\$696,487).

- Net Revenue for March is -15% to budget. The negative variance is driven primarily by Transport Fees ending up -7.8% to budget and Contractual Allowances and Provision for Uncollectible dollars booked are equal to budget.
- Additional PPE expenses related to COVID-19 of \$93,532 accounts for Total Expenditures ending up \$62,645 over budget.

Year to Date: EBITDA is a gain of \$2,600,489 as compared to a budgeted gain of \$1,795,192 for a positive variance to budget of \$805,297.

- Year to Date Net Revenue is -2% to budget. The positive to budget variance of 3.4% in year to date Transport Fees is offset by year to date Contractual Allowances and Provision for Uncollectible being over budget by 5.6%. This equates to a negative year to date Net Revenue of -2%.
- The positive variance to budget for EBITDA is driven by lower than expected Health Insurance Claims, Fuel Expense, Computer Hardware and Software expense 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 to increase throughout the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$10.71 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 March 31, 2020 there is 4.4 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 4.72 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 January, the return is 3.72%.

MAEMSA/EPAB cash reserve balance as of March 31, 2020 is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending March 31, 2020

	Current Year	Last Year
Assets		
Cash - Unrestricted	\$7,658,737.59	\$6,442,881.31
Cash - Restricted	\$12,935,708.41	\$14,487,052.00
Accounts Receivable	\$10,390,544.02	\$11,594,439.21
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$1,039,914.24	\$1,153,759.99
Property Plant & Equ	\$56,044,453.22	\$49,959,254.28
Accumulated Deprecia	(\$22,991,839.51)	(\$18,648,377.55)
Total Assets	\$65,362,674.63	\$65,037,446.00
Liabilities		
Accounts Payable	(\$1,059,805.67)	(\$620,021.46)
Other Current Liabil	(\$1,783,063.89)	(\$1,691,026.80)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$4,453.62)	(\$4,446.76)
Long Term Debt	(\$4,122,287.92)	(\$4,368,443.42)
Other Long Term Liab	(\$5,298,655.65)	(\$1,277,775.35)
Total Liabilities	(\$12,276,048.06)	(\$7,969,495.10)
Equities		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	\$2,545,187.06	\$30,534.14
Total Equities	(\$53,086,626.57)	(\$57,067,950.90)
Total Liabilities and Equities	(\$65,362,674.63)	(\$65,037,446.00)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

[Actual compared with Budget]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenue						
Transport Fees	\$13,688,176.76	\$14,843,124.00	(\$1,154,947.24)	\$88,866,650.93	\$85,964,694.00	\$2,901,956.93
Contractual Allow	(\$5,975,658.59)	(\$4,035,859.00)	(\$1,939,799.59)	(\$37,748,684.69)	(\$23,376,121.00)	(\$14,372,563.69)
Provision for Uncoll	(\$4,088,454.21)	(\$6,592,955.00)	\$2,504,500.79	(\$27,281,026.11)	(\$38,173,686.00)	\$10,892,659.89
Education Income	\$256.50	\$16,800.00	(\$16,543.50)	\$13,204.79	\$54,150.00	(\$40,945.21)
Other Income	\$31,179.43	\$55,240.56	(\$24,061.13)	\$362,709.61	\$331,446.36	\$31,263.25
Standby/Subscription	\$43,795.02	\$67,025.58	(\$23,230.56)	\$438,794.41	\$378,034.48	\$60,759.93
Pop Health PMPM	\$0.00	\$0.00	\$0.00	(\$1.00)	\$0.00	(\$1.00)
interest on Investme	\$977.09	\$0.00	\$977.09	\$21,791.08	\$0.00	\$21,791.08
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$3,084.00	\$0.00	\$3,084.00
Total Revenue	\$3,700,272.00	\$4,353,376.14	(\$653,104.14)	\$24,676,523.02	\$25,178,517.84	(\$501,994.82)
Expenditures						
Salaries	\$2,366,688.22	\$2,366,148.67	\$539.55	\$14,880,522.30	\$14,867,666.02	\$12,856.28
Benefits and Taxes	\$493,415.71	\$461,828.00	\$31,587.71	\$2,007,752.88	\$2,851,296.00	(\$843,543.12)
Interest	\$20,529.36	\$17,750.00	\$2,779.36	\$118,464.92	\$96,550.00	\$21,914.92
Fuel	\$73,344.23	\$117,159.00	(\$43,814.77)	\$527,013.57	\$672,360.00	(\$145,346.43)
Medical Supp/Oxygen	\$240,953.56	\$179,385.00	\$61,568.56	\$1,161,278.31	\$1,040,006.00	\$121,272.31
Other Veh & Eq	\$43,628.82	\$39,068.88	\$4,559.94	\$235,492.61	\$234,413.28	\$1,079.33
Rent and Utilities	\$69,340.76	\$60,630.00	\$8,710.76	\$363,153.72	\$350,255.00	\$12,898.72
Facility & Eq Mtc	\$73,109.32	\$68,625.66	\$4,483.66	\$393,215.00	\$384,108.97	\$9,106.03
Postage & Shipping	\$2,772.38	\$3,603.00	(\$830.62)	\$19,776.29	\$20,818.00	(\$1,041.71)
Station	\$41,102.37	\$29,975.83	\$11,126.54	\$204,907.26	\$176,034.00	\$28,873.26
Comp Maintenance	\$90,074.63	\$133,828.00	(\$43,753.37)	\$648,597.05	\$802,968.00	(\$154,370.95)
Insurance	\$36,642.22	\$33,808.47	\$2,833.75	\$201,586.52	\$202,847.82	(\$1,261.30)
Advertising & PR	\$15,446.09	\$10,608.00	\$4,838.09	\$60,008.98	\$33,148.00	\$26,860.98
Printing	\$2,384.84	\$3,907.00	(\$1,522.16)	\$22,421.63	\$23,217.00	(\$795.37)
Travel & Entertain	\$5,359.74	\$12,010.00	(\$6,650.26)	\$49,882.51	\$54,758.00	(\$4,875.49)
Dues & Subs	\$8,857.51	\$12,969.00	(\$4,111.49)	\$59,280.92	\$75,604.00	(\$16,323.08)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

[Actual compared with Budget]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Continuing Educ Ex	\$2,155.00	\$18,113.00	(\$15,958.00)	\$40,309.16	\$98,681.00	(\$58,371.84)
Professional Fees	\$153,941.69	\$217,884.00	(\$63,942.31)	\$1,067,229.27	\$1,485,765.00	(\$418,535.73)
Education Expenses	\$1,526.58	\$0.00	\$1,526.58	\$35,192.48	\$0.00	\$35,192.48
Miscellaneous	\$93,754.68	\$1,564.00	\$92,190.68	\$98,413.93	\$9,380.00	\$89,033.93
Depreciation	\$318,541.81	\$302,058.83	\$16,482.98	\$1,936,781.85	\$1,812,352.98	\$124,428.87
Total Expenditures	\$4,153,569.52	\$4,090,924.34	\$62,645.18	\$24,131,281.16	\$25,292,229.07	(\$1,160,947.91)
Net Rev in Excess of Expend	(\$453,297.52)	\$262,451.80	(\$715,749.32)	\$545,241.86	(\$113,711.23)	\$658,953.09
EBITDA	(\$114,226.35)	\$582,260.63	(\$696,486.98)	\$2,600,488.63	\$1,795,191.75	\$805,296.88

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
March 31, 2020

	Goal	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Current Ratio	> 1	8.88	7.19	8.97	9.49	20.71	10.71

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.

Cash as % of Annual Expenditures	> 25%	49.02%	65.31%	55.06%	47.07%	42.95%	36.27%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	5.47	4.16	4.96	4.28	3.65	4.72
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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	7.04%	13.95%	11.60%	10.35%	10.11%	4.04%	3.72%
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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
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
 Balance 03/31/2020			 <u><u>\$ 475,470.69</u></u>



Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 03/27/20

Next Closing Date 04/27/20



New Balance	\$92,727.73
Minimum Payment Due	\$79,696.24
Payment Due Date	04/22/20*

Late Payment Warning: Your Payment Due Date is 04/22/20. 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 29.24%.

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	24 years	\$32,224

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See page 2 for important information about your account.

Q Please refer to the **IMPORTANT NOTICES** section for any changes to your Account terms and any other communications on pages 11-15.

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Q For more details about Rewards, please visit americanexpress.com/rewardsinfo

Account Summary

Pay In Full Portion	
Previous Balance	\$628.59
Payments /Credits	-\$628.59
New Charges	+\$79,564.24
Fees	+\$0.00
New Balance	= \$79,564.24

Pay Over Time Portion	
Previous Balance	\$13,665.66
Payments /Credits	-\$17,244.64
New Charges	+\$16,742.47
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	= \$13,163.49
Minimum Due	\$132.00

Account Total	
Previous Balance	\$14,294.25
Payments /Credits	-\$17,873.23
New Charges Fees	+\$96,306.71
Interest Charged	+\$0.00
	+\$0.00

New Balance	\$92,727.73
Minimum Payment Due	\$79,696.24

Days in Billing Period: 30

Customer Care

1:1 Pay by Computer
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Customer Care	Pay by Phone
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See page 3 for additional information.

APPROVED **DOUGLAS R. HOOTEN, CEO**

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

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1:1 Pay by Computer
liil americanexpress.com/business

Pay by Phone
1,11 1-800-472-9297



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	04/22/20
New Balance	\$92,727.73
Minimum Payment Due	\$79,696.24

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

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Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 03/27/20



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Customer Care & Billing Inquiries
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ELPASO, TX
79998-1535
Payments
P.O. BOX 650448
DALLAS TX 75265-0448

Payments and Credits

Summary

	Pay In Full	Pay Over Time +	Total
Payments	-\$628.59	-\$13,665.66	-\$14,294.25
Credits	\$0.00	-\$3,578.98	-\$3,578.98
Total Payments and Credits	-\$628.59	-\$17,244.64	-\$17,873.23

Detail

*Indicates posting date

+ - denotes Pay Over Time activity

For more information, visit
americanexpress.com/payovertimeinfo

Payments

	Amount
03/17/ 20* ONLINE PAYMENT - THANK YOU	-\$14,294.25

Credits

	Amount
02/28/20 LOEWSHOTELSCORONADOBAYLOEWSHOTELS Roland Hernandez - credit for deposit CORONADO CA Arrival Date 02/23/20 Departure Date 02/26/20 00000000 LODGING PAY OVER TIME OPTION	-\$174.03 +
02/28/20 LOEWSHOTELSCORONADOBAYLOEWSHOTELS Mike Shelton - credit for deposit CORONADO CA Arrival Date 02/23/20 Departure Date 02/26/20 00000000 LODGING PAY OVER TIME OPTION	-\$174.03 +
03/12/20 PLANETHOLLYWDADVDEPO S. Willingham - Hotel credit back - class cx'd. LAS VEGAS NV Arrival Date 12/31/99 Departure Date 03/12/20 00000000 LODGING PAY OVERTIME OPTION	-\$134.92 +
03/13/20 NATIONAL ACADEMY OF EMD NATIONAL ACADE 50% credit back from Navigator 2020 SALT LAKECTY UT 800-363-9127 PAY OVER TIME OPTION	-\$262.50 +
03/13/20 NATIONAL ACADEMY OF EMD NATIONAL ACADE 50% credit back from Navigator 2020 SALT LAKECTY UT 800-363-9127 PAY OVER TIME OPTION	-\$262.50 +
03/13/20 NATIONAL ACADEMY OF EMD NATIONAL ACADE 50% credit back from Navigator 2020 SALT LAKECTY UT 800-363-9127 PAY OVER TIME OPTION	-\$262.50 +

Detail Continued		*Indicates posting date	+ - denotes Pay Over Time activity	Amount
03/25/20	DISNEY RESORTS-RESE LAKE BUENA VI FL 407-828-5630 PAY OVER TIME OPTION		Credit back on 03/27/2020 Cont. cancelled	-\$513.00*
03/25/20	DISNEY RESORTS-RESE LAKE BUENA VI FL 407-828-5630 PAY OVERTIME OPTION		Credit back on 03/27/2020 Cont. cancelled	-\$513.00 +
03/25/20	DISNEY RESORTS-RESE LAKE BUENA VI FL 407-828-5630 PAY OVERTIME OPTION		Credit back on 03/27/2020 Cont. cancelled	-\$256.50 +
03/25/20	DISNEY RESORTS-RESE LAKE BUENA VI FL 407-828-5630 PAY OVERTIME OPTION		Credit back on 03/27/2020 Cont. cancelled	-\$513.00 +
03/25/20	DISNEY RESORTS-RESE LAKE BUENA VI FL 407-828-5630 PAY OVERTIME OPTION		Credit back on 03/27/2020 Cont. cancelled	-\$256.50 +
03/25/20	DISNEY RESORTS-RESE LAKEBUENA VI FL 407-828-5630 PAY OVER TIME OPTION		Credit back on 03/27/2020 Cont. cancelled	-\$ 255.50*

New Charges

Summary

	PayIn Full	Pay Over Time +	Total
Total New Charges	\$79,564.24	\$16,742.47	\$96,306.71

[Detail

+ - denotes Pay Over Time activity J

For more information, visit americanexpress.com/payovertimeinfo

r11 DOUGLAS R HOOTEN
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				Amount
02/18/20	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: SAN DIEGO LINDBERG LOS ANGELES INTERN DALLAS/FORT WORTH Ticket Number: 00175165535182 Passenger Name: ZAVADSKY/MATIHEW SCO Document Type: PASSENGER TICKET PAY OVER TIME OPTION	BLOOMINGTON	IN PO 2202047 Change to original flight	\$281.56 +
02/26/20	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007846081862 Passenger Name: HOWERTON/DWAYNE DOUG Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN PO 2202044 TVL Fee	\$5.00



Business GoldRewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 03/27/20



Detail Continued

+ - denotes Pay Over Time activity

					Amount
02/26/20	FROSCH/GANTTRAVELMANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: ORLANDO INTERNATIO DALLAS/FORT WORTH Ticket Number: 00175169652140 Passenger Name: HOWERTON/DWAYNE DOUG Document Type: PASSENGER TICKET PAYOVERTIMEOPTION	BLOOMINGTON	IN	PO 2202044	\$405.17 +
					Flight to Navigator 2020 This will be cx'd and credit back to MedStar.
02/26/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2201724	\$10.00
02/27/20	FROSCH/GANTTRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847424904 Passenger Name: CARR/THOMAS C Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201748	\$5.00
					TVL fee
02/27/20	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/ FORT WORTH To: TAMPA INTERNATIONA DALLAS/FORT WORTH Ticket Number: 00175169664655 Passenger Name: CARR/THOMAS C Document Type: PASSENGER TICKET PAY OVERTIME OPTION	BLOOMINGTON	IN	PO 2201748	\$438.14 +
					Attending PVVW xi training/GE's
02/27/20	DISNEY RESORTS-RESE 407-828-5630 PAY OVERTIME OPTION	LAKE BUENA VI	FL	PO 2201836	\$513.00 +
02/27/20	DISNEY RESORTS-RESE 407-828-5630 PAYOVERTIME OPTION	LAKE BUENA VI	FL	PO 2201836	\$513.00 +
02/27/20	DISNEY RESORTS-RESE 407-828-5630 PAYOVERTIME OPTION	LAKE BUENA VI	FL	PO 2201836	\$256.50 +
02/27/20	DISNEY RESORTS-RESE 407-828-5630 PAY OVER TIME OPTION	LAKE BUENA VI	FL	PO 2201836	\$256.50 +
02/27/ 20	DISNEY RESORTS-RESE 407 -828-5630 PAY OVER TIME OPTION	LAKE BUENA VI	FL	PO 2201836	\$256.50 +
02/27/20	DISNEY RESORTS-RESE 407-828-5630 PAY OVER TIME OPTION	LAKE BUENA VI	FL	PO 2201836	\$513.00 +
02/27/20	NATIONAL ACADEMY OF EMDNATIONAL ACADE 800-363-9127 Reg's for 3 to attend Navigator 2020. PAY OVERTIME OPTION	SALT LAKECTY	UT	PO 2201749	\$1,575.00+
02/27/20	SIGNQUICK 2514741313 No concealed Carry posters for BOD mtgs PAYOVERTIMEOPTION	2814741313	TX	PO 2201734	\$138.57 +
02/27/20	AMZNMKTPUS*KV2F41LW3 BooKsToREs 16-USB C to USB C Cables PAYOVERTIMEOPTION	AMZN.COM/BILL	WA	PO 2201726	\$187.45+
02/27/20	AMZNMKTPUS*PM6JR68G3 sooKsToREs 10- USB C fast charger for 2018 iPads PAYOVERTIMEOPTION	AMZN.COM/BILL	WA	PO 2201725	\$161.82+

Detail Continued

t -denotes Pay Over Time activity

Amount

						Amount
02/28/20	FROSCH/GANTTRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: ORLANDO INTERNATIO DALLAS/FORT WORTH	BLOOMINGTON	IN	PO 2201753		\$466.28 t
Carrier: AA Class: G AA V Ticket Number: 00175172694443 Date of Departure: 04/28 Passenger Name: CLAY/JOHNATHAN STEVE DocumentType: PASSENGER TICKET Navigator 2020 _ ticket cx'd w/credit PAY OVERTIME OPTION						
02/28/20	FROSCH/GANT TRAVELMANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847434682 Passenger Name: CLAY/JOHNATHAN STEVE Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201753	TVL fee	\$5.00
02/28/20	FROSCH/GANTTRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847434656 Passenger Name: HICKMAN/STEVEN M DocumentType:TRAVELAGENCYFEE	BLOOMINGTON	IN	PO 2201752	TVL fee	\$5.00
02/28/20	FROSCH/GANTTRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: ORLANDOINTERNATIO DALLAS/FORT WORTH	BLOOMINGTON	IN	PO 2201750		\$466.28 t
Carrier: AA Class: G AA V TicketNumber:00175172694410 Date of Departure:04/28 Passenger Name: SCHOONOVER/ JAMEY DEN DocumentType:PASSENGERTICKET Navigator 2020 T" k 'd / d. PAYOVERTIMEOPTION av,gator - ic et ex were ,t						
02/28/20	FROSCH/GANTTRAVELMANAGE UNITED AIRLINES From: DALLAS/FORT WORTH To: HOUSTON INTERCONTI CORPUS CHRISTI INT HOUSTON INTERCONTI DALLAS/FORT WORTH	BLOOMINGTON	IN	PO 2201787		\$412.40 t
Carrier: UA Class: T UA S UA S Ticket Number: 01675172694403 Date of Departure: 04/21 Passenger Name: GRIFFITHMICHAEL JOS Flight to attend TDSHS Coordinator Course & TX EMS DocumentType: PASSENGER TICKET Educators Summit PAY OVERTIME OPTION						
02/28/20	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847434660 Passenger Name: SCHOONOVER/ JAMEY DEN Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201750		\$5.00
02/28/20	FROSCH/GANTTRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847434645 Passenger Name: GRIFFITH/MICHAELJOS Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201787	tvf fee	\$5.00
02/28/20	FROSCH/GANTTRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847431985 Passenger Name: HICKMAN/DONNA THERES Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201751	Tvf fee	\$5.00
02/28/20	FROSCH/GANTTRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: ORLANDOINTERNATIO DALLAS/FORT WORTH	BLOOMINGTON	IN	PO 221751		\$442.03 +
Carrier: AA Class: G AA G TicketNumber:00175172692402 Date of Departure: 04/28 Passenger Name: HICKMAN/DONNA THERES DocumentType: PASSENGER TICKET Navigator 2020- ticket cx'd w/credit PAY OVERTIME OPTION						



Detail Continued

+ - denotes Pay Over Time activity

						Amount
02/28/20	FROSCH/GANTTRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: ORLANDO INTERNATIO DALLAS/FORT WORTH Ticket Number: 00175172694421 Passenger Name: HICKMAN/STEVENM DocumentType: PASSENGERTICKET PAY OVER TIME OPTION	BLOOMINGTON	IN	PO 2201752	\$442.03 +	
Navigator 2020 - ticket cx'd w/credit						
02/28/20	FROSCH/GANTTRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007847437644 Passenger Name: SKINNER/MISTI ANN Document Title: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201745	\$5.00	
tvf fee						
02/28/20	FROSCH/GANTTRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: ORLANDO INTERNATIO DALLAS/FORT WORTH Ticket Number: 00175172696786 Passenger Name: SKINNER/MISTIANN DocumentType: PASSENGER TICKET PAY OVER TIME OPTION	BLOOMINGTON	IN	PO 2201745	\$405.17 +	
MUNIS training - ex due to COVID-19 / ticket credit back						
02/28/20	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	PO 2201812	\$35.00	
02/28/20	NTIACUSTSVCTOLLSONLINE TOLLFEES	PLANO	TX	PO 2202073	\$48.00	
02/29/20	NTI A AUTOCHARGE TOLLS TOLL FEES PAY OVER TIME OPTION	PLANO	TX	PO 2201800	\$320.00 +	
02/29/20	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	588-895-4815	WA	PO 2201790	\$150.00 +	
03/01/20	AMZN MKTP US*OK8ZC8153 BookSTOREs 15-High speed Cables, 10-Fast Pwr adapter PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2201679	\$280.48 +	
03/02/20	FREDPRYOR CAREERTRACK 02002750667766202 SEMINAR INV-28624269 SEMINAR INV-28624274 PAY OVER TIME OPTION	800-556-3012	KS	PO 2201768	\$128.00 +	
Advance Excel virtual class for HR personnel						
03/02/20	PAYFLOW/PAYPAL004S 888-883-9770	LAVISTA	NE	PO 2201796	\$30.30	
03/04/20	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2201809	\$69.00	
03/04/20	AMZN MKTP US*S26NV5BR3 BOOKSTORES \$.:l 00 gift card/Service Award PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2201794	\$105.95 +	
03/05/20	AMZN MKTP US*YNS4N6UL3 BOOKSTORES 8-bicycle storage bags for BERT PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2201802	\$101.36 +	
03/06/20	FORT WORTH HUMAN RESOURCE 899000004001 DELLIOTI@RIVERCREST-CC.OR HR Le al U dates luncheon	COPPELL	TX	PO 2201821	\$30.00	
03/06/20	FORT WORTH HUMAN RESOURCE 899000004001 DELLIOTI@RIVERCREST-CC.OR HR Le al U dates luncheon	COPPELL	TX	PO 2201820	\$30.00	
03/06/20	STAR TELEGRAM ADVERTIS 817-390-7132 RFP reg for hones	FORT WORTH	TX	PO 2201850	\$99.84	



Detail Continued						+ *denotes Pay Over nme activity
						Amount
03/06/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2201810		\$10.01
03/09/20	RINGCENTRAL, INC 1083043002 94002 PAY OVER TIME OPTION	BELMONT	CA	PO 2201837		\$2,373.48 +
03/10/20	IN*DEFENDER OUTDOORS, LLC 8176752887 Deposit for Clay Shoot PAY OVERTIME OPTION	FORT WORTH	TX	PO 2201926		\$500.00 +
03/10/20	AMZN MKTP US*408M23U83 BOOKSTORES Recliner.coffee table, table/lamp combo PAYOVERTIMEOPTION furniture for ui e Room i North tar	AMZN.COM/BILL	WA	PO 2201848		\$464.37 +
03/11/20	SOCIETYFORHUMANRESOURCE 5050656322314 SHRM professional mbrship - M.Fowler PAY OVERTIME OPTION	ALEXANDRIA	VA	PO 2201881		\$219.00 +
03/13/20	AMZN MKTP U5*MA7447AB3 BOOKSTORES 1Opkg: batteries for automatic toilet flush and water faucets PAY OVERTIME OPTION	AMZN.COM/BILL	WA	PO 2201862		\$128.94+
03/17/20	CALENDLY + 18009799850 Calendar software for cand,aate interviews	ii.1LANTA	GA	PO 2201968		\$72.00
03/17/20	NCOURT*TXTARRANTCOPROBAT 844-400-8880 Secure Attorney Access - Renewal fee PAY OVERTIMEOPTION	FORT WORTH	TN	PO 2201937		\$101.79 +
03/17/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2201904		\$10.00
03/18/20	AMZN MKTP US*ZW96S4JU3 BOOKSTORES Wall decal for Comms & Os	AMZN.COM/BILL	WA	PO 2201931		\$80.09
03/20/20	QT 1Ns10ESALE HR gift cards for gifts of upcoming events PAY OVER TIME OPTION	TULSA	OK	PO 2201962		\$750.00 +
03/20/20	VIDABOX LLC 00-08032658042 515-4995050 Tablet enclosure & mounts for Employee Tracking software PAY OVERTIME OPTION	PLAINVIEW	NY	PO 2201957		\$1,08 2.24 +
03/2 2/20	AMZNMKTPUS*J64FJ1YB3 BOOKSTORES Keyboards for iPads PAY OVERTIME OPTION	AMZN .COM/BILL	WA	PO 2201938		\$209.97+
03/25/20	FEDEXORncE Printing of Home Care 3302002478976116 instructions that MedStar & FRO will hand out. PAY OVERTIMEOPTION	FORT WORTH	TX	PO 2202007		\$1,696.49+
03/25/20	TIER 1 TRANSNATIONAL0535 210-5o1-5000 This was credited back on 03/29/2020 It will show u on April AmEx invoice	WACO	TX			\$79,000.00
[Fees						
						Amount
Total Fees for this Period						\$0.00

Tab D – Human Resources

Human Resources - March 2020

Hiring:

- Three Logistics new hires in March.
- Please note there was an error on the pie chart for Feb. the number of hires should have been 40 with three separations for a total percentage of 6.98.

Turnover:

- March turnover – 2.54%
 - FT – 2.30%
 - PT – 5.26%
- Year to date turnover – 10.36%
 - FT – 7.59%
 - PT – 42.11%

Leaves:

- 47 employees on FMLA / 10.06% of workforce
 - 30 cases on intermittent
 - 17 case on a block
- Top request reasons
 - FMLA-Child (8)
 - FMLA-Parent (7)
 - Obstetrics (6)
 - Orthopedic (6)
- COVID Administrative Leave
 - 27 employees totaling 984.89 hours

HR Other

- Annual Anti-Harassment training in progress
- Annual backgrounds completed
- Annual TB/Immunization update completed

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

Conditions		Percentage by Department					
		Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept H
Anxiety	2	Advanced	124	14	3.22%	29.79%	11.29%
Cardiology	1	Basic	140	12	2.76%	25.53%	8.57%
Chronic Illness	2	Business Office	28	8	1.84%	17.02%	28.57%
FMLA - Child	8	Communications	36	1	0.23%	2.13%	2.78%
FMLA - Parent	7	Field Managers/Supervisors - Operations	18	1	0.23%	2.13%	5.56%
FMLA - Spouse	3	Mobile Integrated Health	15	3	0.69%	6.38%	20.00%
Gastroenterology	1	Office of the Medical Director	12	2	0.46%	4.26%	16.67%
Gynecology	1	Support Services - Facilities, Fleet, S.E., Logistic	32	6	1.38%	12.77%	18.75%
Migraines	5	Grand Tota	405	47			
Neurological	2						
Obstetrics	6	Total # of Full Time Employees - February 2020	435				
Orthopedic	6	% of Workforce using FMLA	10.80%				
Psychological	2						
Respiratory	1						
Grand Tota	47						
		TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
		Intermittent Leave	30	63.83%			
		Block of Leave	17	36.17%			
		Total	47	100.00%			

Leave of Absence Report - Fiscal 2019-2020

Light Duty WC for Fiscal Year 2019-2020												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hours/Mo	860:09	519:58	423:16	357:35	44:24	99:05	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	860:09	1380:07	1803:23	2160:58	2205:22	2304:27	2304:27	2304:27	2304:27	2304:27	2304:27	2304:27
FY 2019-2020												2304:27

Light Duty HR for Fiscal Year 2019-2020												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hours/Mo	674:38	266:21	165:35	0:00	0:00	48:00	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1154:34	1154:34	1154:34	1154:34	1154:34	1154:34
FY 2019-2020												1154:34

Worker's Comp LOA for Fiscal Year 2019-2020												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hours/Mo	7:28	0:00	0:00	0:00	8:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	7:28	7:28	7:28	7:28	15:28	15:28	15:28	15:28	15:28	15:28	15:28	15:28
FY 2019-2020												15:28

FMLA LOA for Fiscal Year 2019-2020												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hours/Mo	2034:59	2051:20	1960:47	870:22	1019:22	1208:26	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	2034:59	4086:19	6047:06	6917:28	7936:50	9145:16	9145:16	9145:16	9145:16	9145:16	9145:16	9145:16
FY 2019-2020												9145:16

All Other Leave for Fiscal Year 2019-2020*												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hours/Mo	6910:47	5898:25	6976:46	5941:14	5814:56	5914:22	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	6910:47	12809:12	19785:58	25727:12	31542:08	37456:30	37456:30	37456:30	37456:30	37456:30	37456:30	37456:30
FY 2019-2020												37456:30

*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
Hours/Mo	95:00	74:00	24:00	48:00	120:00	68:00	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	95:00	169:00	193:00	241:00	361:00	429:00	429:00	429:00	429:00	429:00	429:00	429:00
FY 2019-2020												429:00

Total Leave Hours												
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Hours/Mo	10583:01	8810:04	9550:24	7217:11	7006:42	7337:53	0:00	0:00	0:00	0:00	0:00	0:00
Hours YTD	10583:01	19393:05	28943:29	36160:40	43167:22	50505:15	50505:15	50505:15	50505:15	50505:15	39922:14	50505:15
FY 2019-2020												50505:15

MedStar Mobile Health Care Separation Statistics - March 2020

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
10	0	10
2	0	2
12	0	12

Year to Date		
Vol	Invol	Total
30	3	33
14	2	16
44	5	49

Compared to Mar '19		Headcount Mar-20
Mar '19	%	
24	38%	435
25	-36%	38
49	0%	473

	Full Time	Part Time	Total
Total Turnover %	2.30%	5.26%	2.54%

	Full Time	Part Time	Total
Total Turnover %	7.59%	42.11%	10.36%

Separations by Department

Full Time

	Current Month		
	Vol	Invol	Total
Administration			
Advanced	3	0	3
Basics	5	0	5
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications			
Compliance			
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Human Resources			
Information Technology			
Medical Records			
Mobile Integrated Health Department			
MTAC - MedStar Training Academy	1	0	1
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics	1		1
Total	10	0	10

	Year to Date			Headcount Mar-20
	Vol	Invol	Total	
				2
	11	0	11	124
	9	0	9	140
				3
	2	0	2	28
	0	1	1	36
				1
				4
				6
	1	0	1	18
	2	0	2	8
				2
				2
				15
	2	0	2	0
				12
				2
	3	2	5	32
Total	30	3	33	435

Part Time

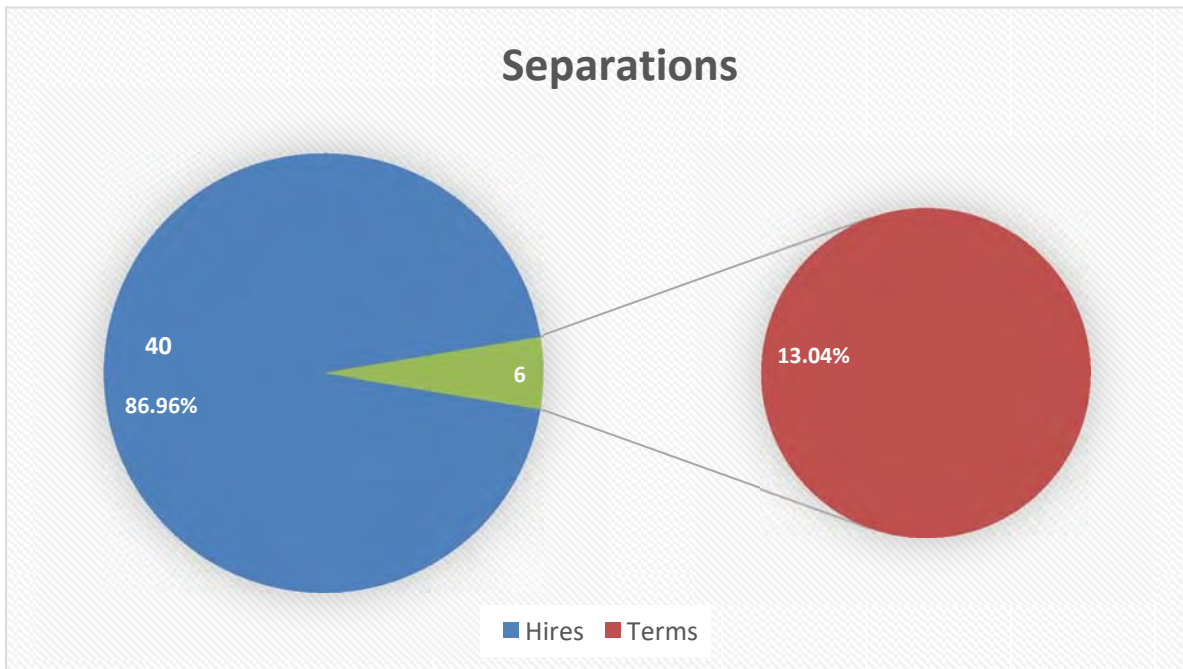
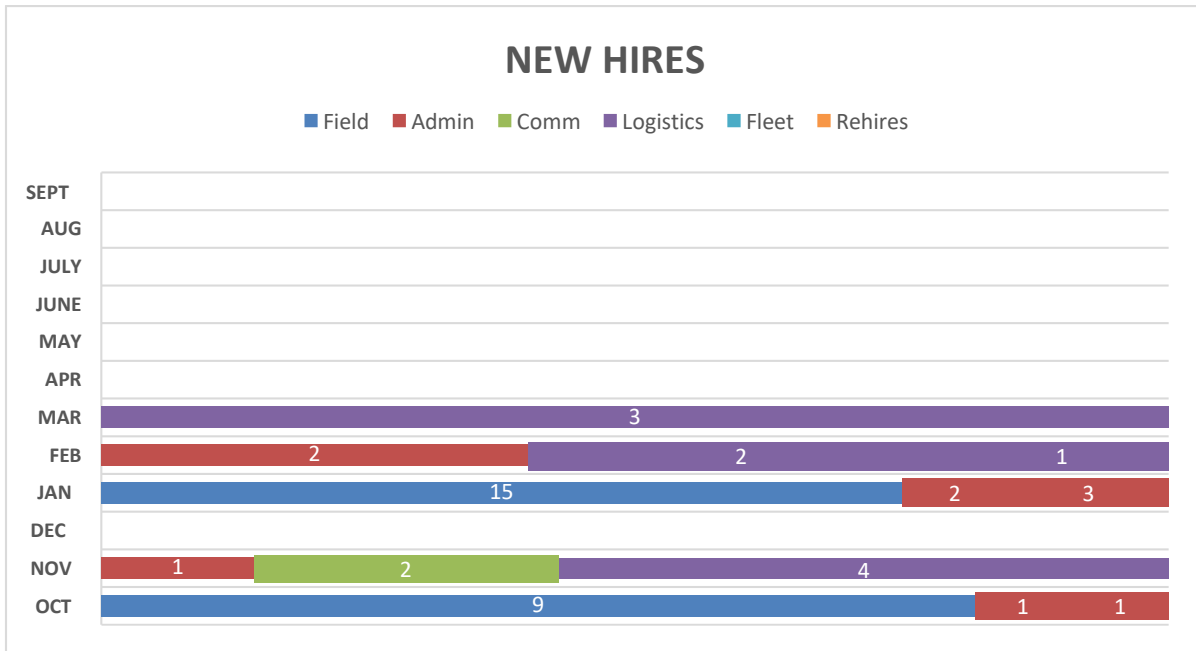
	Current Month		
	Vol	Invol	Total
Advanced			
Basics	2	0	2
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications			
Compliance			
Controller - Payroll, Purchasing, A/P			
Field Manager/Supervisors - Operations			
Human Resources			
Information Technology			
Medical Records			
Mobile Integrated Health Department			
MTAC - MedStar Training Academy			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics			
Total	2	0	2

	Year to Date			Headcount Mar-20
	Vol	Invol	Total	
	4	0	4	22
	9	1	10	10
				1
	0	1	1	2
	1	0	1	3
Total	14	2	16	38

Recruiting & Staffing Report

Fiscal Year 2019-2020

March 2020



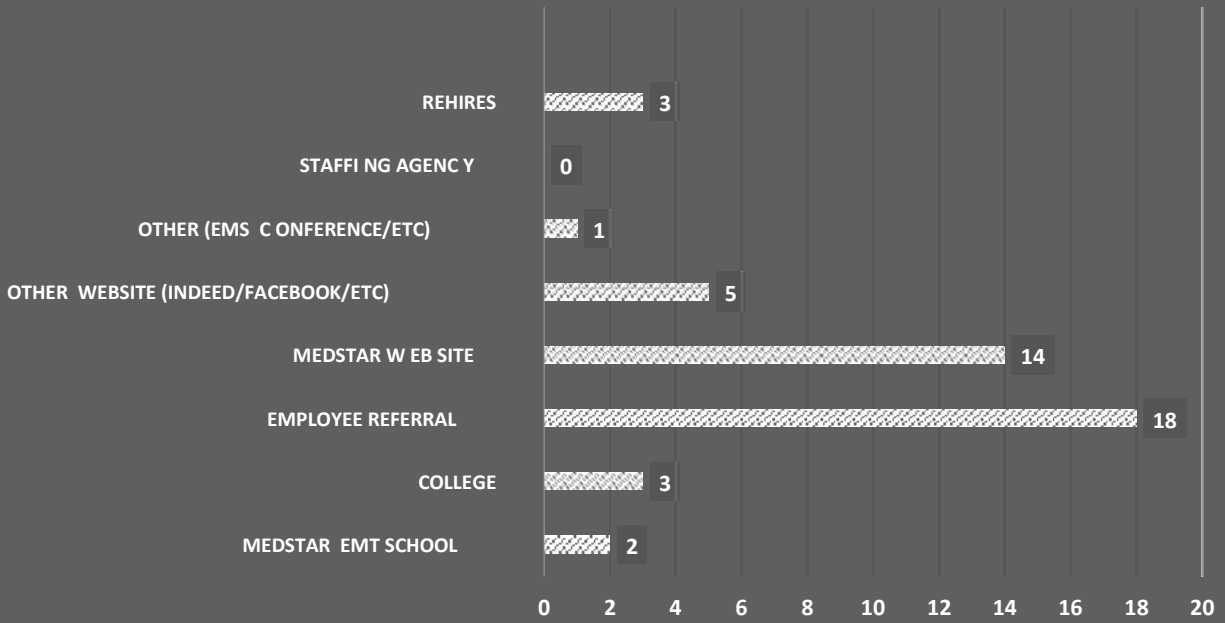
Fiscal Year Statistics
 Total hires to date 46
 Total separations from hires 6

Another opportunity – 2

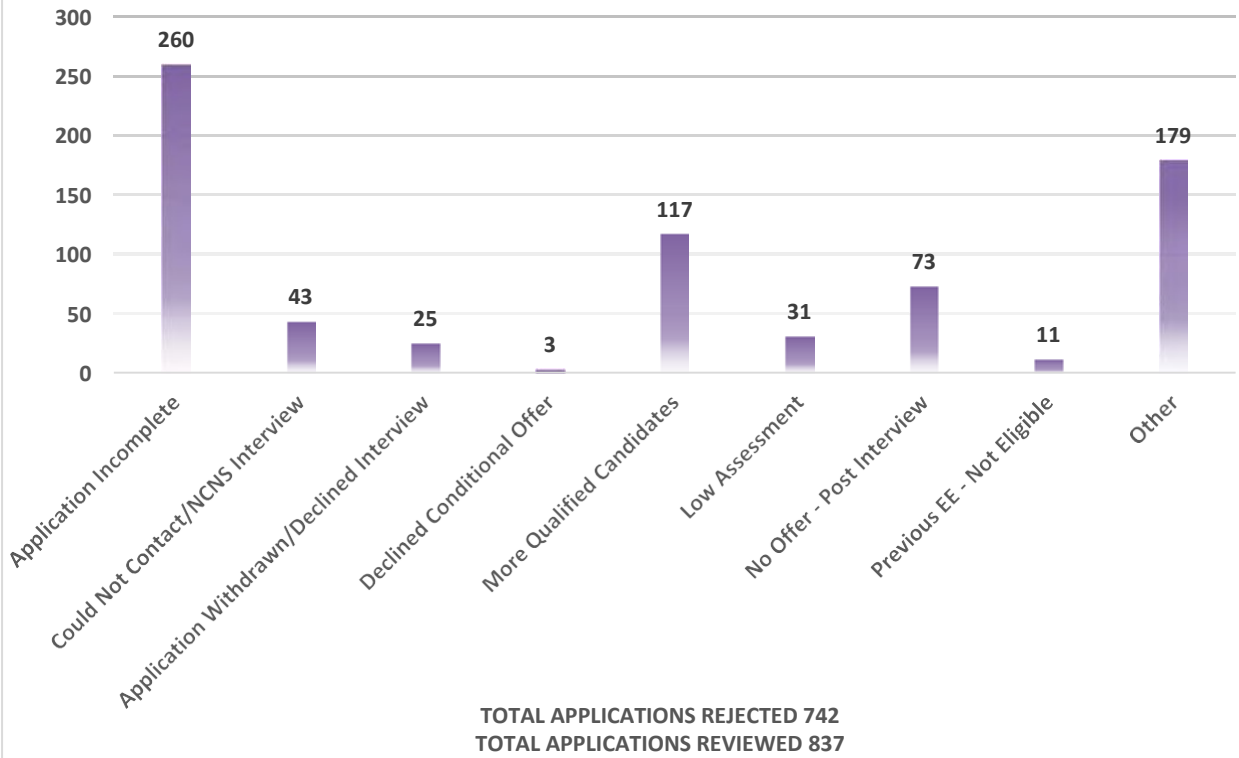
Reasons for Separation
 Job abandonment – 1

Personal reasons - 3

NEW HIRE REFERRAL SOURCE

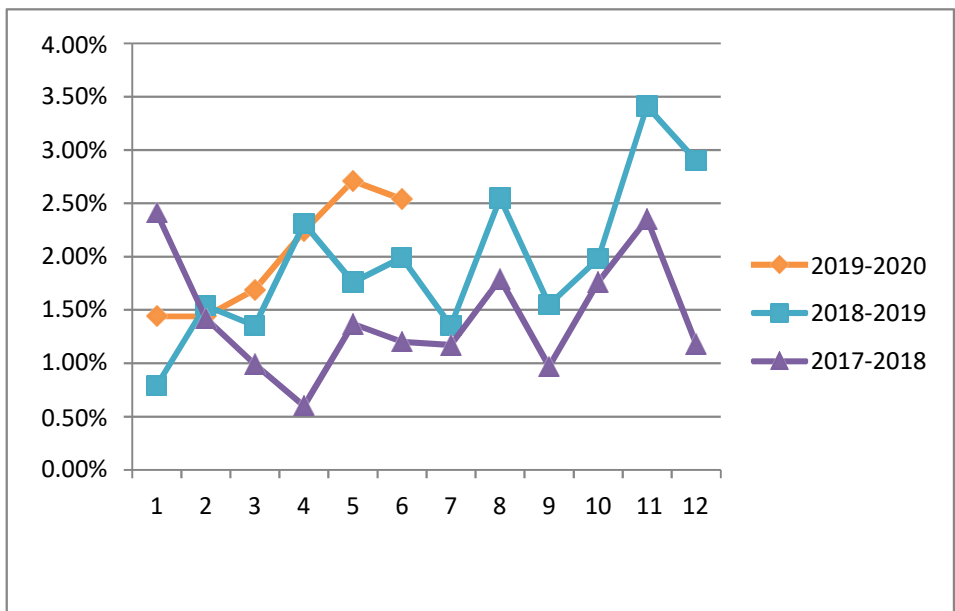


APPLICANT REJECTION REASONS



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	2.24%	2.31%	0.60%	0.89%
February	2.71%	1.76%	1.37%	1.58%
March	2.54%	1.99%	1.20%	2.30%
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	10.36%	24.84%	17.13%	7.59%



Tab E – Compliance and Legal



**Wednesday, April 14, 2020
Compliance Officer's Report
March 17, 2020 to April 13, 2020**

Compliance Officer Duties

- 1 narcotic anomaly to report
 - Field Operation Supervisor left their narcotic pouch in the supervisor vehicle at the end of shift.
- Several investigation conducted for compliance, and employee relations / HR matters
- Submitted all employee provider roster changes to the DSHS as required

Paralegal Duties

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

A handwritten signature in blue ink that reads "Chad Carr". The signature is stylized with a large, sweeping initial "C" and a long horizontal line extending to the right.

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

Tab F – Operations



MedStar Response Time Reliability and AVG Response Time Performance

Period: Mar 2020

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	3	00:08:05	1	75.0%	0	0.0%	25	4	84.0%
	2	3	3	00:13:16	2	33.3%	0	0.0%	55	6	89.1%
	3	3	3	00:09:51	0	100.0%	0	0.0%	27	3	88.9%
Total Blue Mound		10	9								
Burleson	1	73	71	00:08:55	15	79.5%	4	5.5%	150	25	83.3%
	2	156	148	00:07:54	11	92.9%	1	0.6%	156	11	92.9%
	3	88	83	00:11:29	13	85.2%	3	3.4%	161	25	84.5%
	4	150	149	00:28:15	9	94.0%	2	1.3%	150	9	94.0%
Total Burleson		467	451								
Edgecliff Village	1	5	5	00:06:19	0	100.0%	0	0.0%	32	1	96.9%
	2	6	6	00:08:54	0	100.0%	0	0.0%	6	0	100.0%
	3	5	3	00:05:12	0	100.0%	0	0.0%	38	2	94.7%
Total Edgecliff Village		16	14								
Forest Hill	1	49	45	00:09:00	13	73.5%	0	0.0%	87	20	77.0%
	2	84	75	00:09:22	9	89.3%	0	0.0%	84	9	89.3%
	3	43	42	00:12:09	7	83.7%	1	2.3%	108	10	90.7%
Total Forest Hill		176	162								
Fort Worth	1	2344	2247	00:08:21	360	84.6%	59	2.5%	2344	360	84.6%
	2	4944	4624	00:08:52	551	88.9%	66	1.3%	4944	551	88.9%
	3	2903	2722	00:10:32	250	91.4%	43	1.5%	2903	250	91.4%
	4	910	909	00:24:36	51	94.4%	16	1.8%	910	51	94.4%
Total Fort Worth		11101	10502								
Haltom City	1	80	77	00:09:05	13	83.8%	0	0.0%	171	35	79.5%
	2	156	146	00:09:36	24	84.6%	2	1.3%	156	24	84.6%
	3	76	70	00:09:59	3	96.1%	0	0.0%	140	6	95.7%
	4	14	14	00:08:20	0	100.0%	0	0.0%	79	1	98.7%
Total Haltom City		326	307								
Haslet	1	14	13	00:08:23	2	85.7%	0	0.0%	80	18	77.5%
	2	14	13	00:07:51	0	100.0%	0	0.0%	25	0	100.0%
	3	5	5	00:10:27	0	100.0%	0	0.0%	54	5	90.7%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Mar 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	%	Compliance Calculated Responses	Late Responses	On Time %
Total Haslet		33	31								
Lake Worth	1	26	24	00:07:24	4	84.6%	1	3.8%	117	18	84.6%
	2	66	63	00:08:41	9	86.4%	1	1.5%	66	9	86.4%
	3	22	22	00:09:47	3	86.4%	0	0.0%	112	15	86.6%
	4	3	3	00:09:21	0	100.0%	0	0.0%	11	0	100.0%
Total Lake Worth		117	112								
Lakeside	1	1	1	00:14:04	1	0.0%	0	0.0%	20	8	60.0%
	2	5	5	00:10:37	1	80.0%	0	0.0%	23	11	52.2%
	3	2	2	00:16:34	0	100.0%	0	0.0%	16	2	87.5%
Total Lakeside		8	8								
River Oaks	1	22	22	00:08:01	3	86.4%	1	4.5%	102	9	91.2%
	2	38	38	00:09:04	7	81.6%	2	5.3%	62	10	83.9%
	3	12	11	00:12:54	3	75.0%	1	8.3%	90	16	82.2%
Total River Oaks		72	71								
Saginaw	1	28	28	00:09:35	8	71.4%	0	0.0%	127	35	72.4%
	2	54	44	00:09:48	8	85.2%	2	3.7%	125	24	80.8%
	3	27	22	00:11:57	5	81.5%	0	0.0%	27	5	81.5%
Total Saginaw		109	94								
Sansom Park	1	21	21	00:09:34	5	76.2%	1	4.8%	83	16	80.7%
	2	41	41	00:08:25	4	90.2%	0	0.0%	79	8	89.9%
	3	15	14	00:12:14	4	73.3%	0	0.0%	96	14	85.4%
	4	6	6	00:20:45	0	100.0%	0	0.0%	24	0	100.0%
Total Sansom Park		83	82								
Westover Hills	3	1	0	00:09:27	0	100.0%	0	0.0%	5	0	100.0%
Total Westover Hills		1	0								
Westworth Village	1	10	10	00:07:55	0	100.0%	0	0.0%	74	9	87.8%
	2	23	23	00:10:25	5	78.3%	0	0.0%	23	5	78.3%
	3	14	14	00:11:11	1	92.9%	0	0.0%	110	13	88.2%
Total Westworth Village		47	47								
	1	52	49	00:07:56	11	78.8%	0	0.0%	52	11	78.8%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Mar 2020

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	2	96	94	00:08:48	13	86.5%	0	0.0%	96	13	86.5%
	3	62	59	00:09:45	4	93.5%	0	0.0%	62	4	93.5%
	4	8	8	00:16:06	0	100.0%	0	0.0%	21	0	100.0%
Total White Settlement		218	210								
System Wide	1	2729	2616	00:08:24	436	84.0%	66	2.4%	3468	569	83.6%
	2	5686	5323	00:08:52	644	88.7%	74	1.3%	5906	682	88.5%
	3	3278	3072	00:10:34	293	91.1%	48	1.5%	3949	370	90.6%
	4	1091	1089	00:24:57	60	94.5%	18	1.6%	1202	62	94.8%
Total System Wide		12784	12100								

Tab G – FRAB

Tab H – Chief Strategic Integration Officer

Strategic Integration Summary

April 2020



Alternate Payment Models

- **ET3 Model Officially on hold until Fall 2020**
 - Had several discussions with them to assist with this determination
 - CMS implemented Alternate Destinations effective 3/1/20
 - Working with them on reimbursement for Treatment in Place for duration of COVID-19 PHE
 - Questions regarding statutory authority and ROI determination
 - Working with HHSC on payment for alternate destinations and treat in place models

Medicaid Ambulance Supplemental Payment Program – ASPP

- Still working with HHSC on revised program
- Starting internal work on the charity care component of the program

COVID-19 Activity

- CARES Act (COVID III) Legislation
 - \$100B for all Medicare suppliers/providers
- Working with several national associations to include EMS specific provisions in COVID IV
 - Priority for PPE
 - Priority for testing
 - Funding for extraordinary costs (quarantine, childcare, supplies, etc.)
 - Reimbursement for Treatment in Place services
- Working with CMMI/CMS and HHSC on implementing Medicare/Medicaid payment for no-transport
 - Discussions with CMS/CM and Office of the Actuary in their concerns
- Requested HHSC mirror the new coverage extensions

Paid Consulting Activity

- Center for Public Safety Management (in partnership with ICMA)
 - Work continues with them on 4 projects
 - San Diego County, CA – Evaluation of EMS agency performance
 - Paradise Valley, AZ – Ambulance RFP and contracting
 - Lewiston, ME – Fire/EMS evaluation
 - Steuben, NY – EMS evaluation
- **ICMA webinar on EMS Considerations during COVID-19 pandemic 4/15**
 - In partnership with CPSM and AIMHI

Upcoming Speaking Engagements

<u>Event</u>	<u>Date</u>	<u>Location</u>	<u>Attendees</u>
JEMS/EMS Today (4 sessions)	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
Institute for Accountable Care	May '20	Chicago, IL	~200
Zoll Summit (3 sessions)	June '20	Denver, CO	~500
Pinnacle EMS Power Seminar	July 2020	Phoenix, AZ	~100

Media

Local –

- COVID-19 (multiple stories)
 - FOX 4, NBC 5, ABC 8, CBS 11, Star-Telegram, WBAP, KRLD, Sirius XM

National –

- COVID-19 (multiple stories, PPE, finance, call volume)
 - Wall Street Journal, US News & World Report, MSNBC, Atlanta Journal Constitution

Mobile Integrated Healthcare Report

March 2020 Activity

MIH Activities in Support of COVID-19 Pandemic:

- TCPH partnership for in-home swab collection for PUI as HCW and First Responders
- TCPH partnership to do the swabbing for ambulatory here at MedStar
- Working on agreement to educate SNF staff on COVID mitigation
- Food delivery for food insecure persons

Hospice:

Vitas: 6 active

- 9-1-1 calls: 1

Holy Savior: 7 active

- 9-1-1 calls: 0

Embrace: 6 active

- 9-1-1 calls: 0

Community: 4 active

- 9-1-1 calls: 1

Home Health:

Klarus: 113 active

- total 9-1-1 calls w/CCP on scene: 16
- in-home, scheduled visits: 3

Health Masters: 9 active

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

Readmission Avoidance:

- THR FW: 1
- Southwestern Health Resources: 1
- 9-1-1 Encounters w/CCP on scene: 2

High Utilizer:

- UTSW NAIP: 1
- Internal/FD: 1
- Non-adherent high utilizers: 12
- Southwestern Health Resources: 4
- 9-1-1 Encounters w/CCP on scene: 31

Palliative Care, Southwestern Health Resources:

- 25 active
- 9-1-1 Encounters w/CCP on scene: 4

Star Saver Plus:

- 360 Active
- 9-1-1 Encounters: 7

9-1-1 Nurse Triage:

- Total calls navigated to RN: 106
- Alternative Care/Destination: 40
 - Transportation assistance via Lyft: 16
 - Private vehicle: 5
- Alternative Transportation to ED: 6
 - Lyft: 6

Customer and Community Relations Report

- **MedStar's 2nd Annual Clay Shoot**
 - Date Changed to Tuesday, September 8th, 2020
- **EMS & Nurse's Week**
 - EMS & Nurses week Committee established
 - Pocket Hand Sanitizer with MedStar logo ordered for both weeks
 - EMS Week appreciation gift: Black Hoodies with white screen printing w/MedStar Logo
- **Hospital Volume Report**
 - March 1, 2019 – March 31, 2020 report created and emailed
 - Observation: Decline in call volume in the last month
- **COVID-19 Support**
 - Participation in the JEOC Joint Information Center (JIC)
 - Skilled nursing research and contacts
 - EMS Hero & Support decals
 - Wristbands & process for employee health screening
- **Virtual Blood Drive**
 - Carter Blood Care Virtual Blood Drive with MedStar
 - May 1-16th: Schedule apt, take a selfie, and post with #MedStarBloodDrive

StarSaver Report

Membership New / Renewal Comparison														
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change
New Households														
January	35	35	37	37	5.7%	38	38	2.7%	21	21	-44.7%	44	44	109.5%
February	58	93	32	69	-25.8%	41	79	14.5%	38	59	-25.3%	34	78	32.2%
March	51	144	48	117	-18.8%	56	135	15.4%	35	94	-30.4%	92	170	80.9%
April	40	184	68	185	0.5%	45	180	-2.7%	44	138	-23.3%	32	202	46.4%
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%		202	22.4%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%		202	3.1%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%		202	-13.3%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%		202	-23.5%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%		202	-62.6%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%		202	-62.8%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%		202	-63.7%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%		202	-65.2%
Total New Member Households	450		458			419			581			202		
Renewing Households	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change
January	454	454	344	344	-24.2%	347	347	0.9%	216	216	-37.8%	183	183	-15.3%
February	306	760	117	461	-39.3%	546	893	93.7%	210	426	-52.3%	66	249	-41.5%
March	192	952	78	539	-43.4%	96	989	83.5%	335	761	-23.1%	44	293	-61.5%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	954	1715	-24.8%	19	312	-81.8%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%		312	-85.1%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%		312	-87.4%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%		312	-88.6%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%		312	-89.7%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%		312	-90.2%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%		312	-90.7%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%		312	-90.9%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%		312	-91.5%
Total Renewing Households	4854		4727			4520			3657			312		
Total Member Households	5304		5185			4939			4238			514		

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