



Metropolitan Area EMS Authority
2900 Alta Mere Drive
Fort Worth, Texas 76116-4115
(817) 923-3700
www.medstar911.org

MEMORANDUM

DATE: March 24, 2021
TO: MAEMSA Board of Directors
FROM: Kenneth J. Simpson, Interim CEO
SUBJECT: Board of Directors ePacket for March 2021

Enclosed are the board reports for March 2021. If you have any questions, please feel free to contact me at (817) 269-7494 or ksimpson@medstar911.org

Our Mission:

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



Discussion

- AMA-Alternate Disposition Pilot
- Credentialing Committee
- Tiered Response Task Force
- Protocol Update

M.E.D.S. Committee

- Next meeting May 18

Education and Training

- OMD 20Q3 CE – Is out to the System
- OMD 20Q4 CE – Is out to the System
- OMD 21Q1 CE – Mar/Apr – Skills verification and new protocol exam
 - Moving forward CE will have a skills verification portion
- ACLS and PALS – Upcoming 3 days of classes for FWFD
 - Estimated 119 providers
- BLS – Upcoming additional classes outside of system
 - Bedford Dispatch
 - Jetta Operating Company

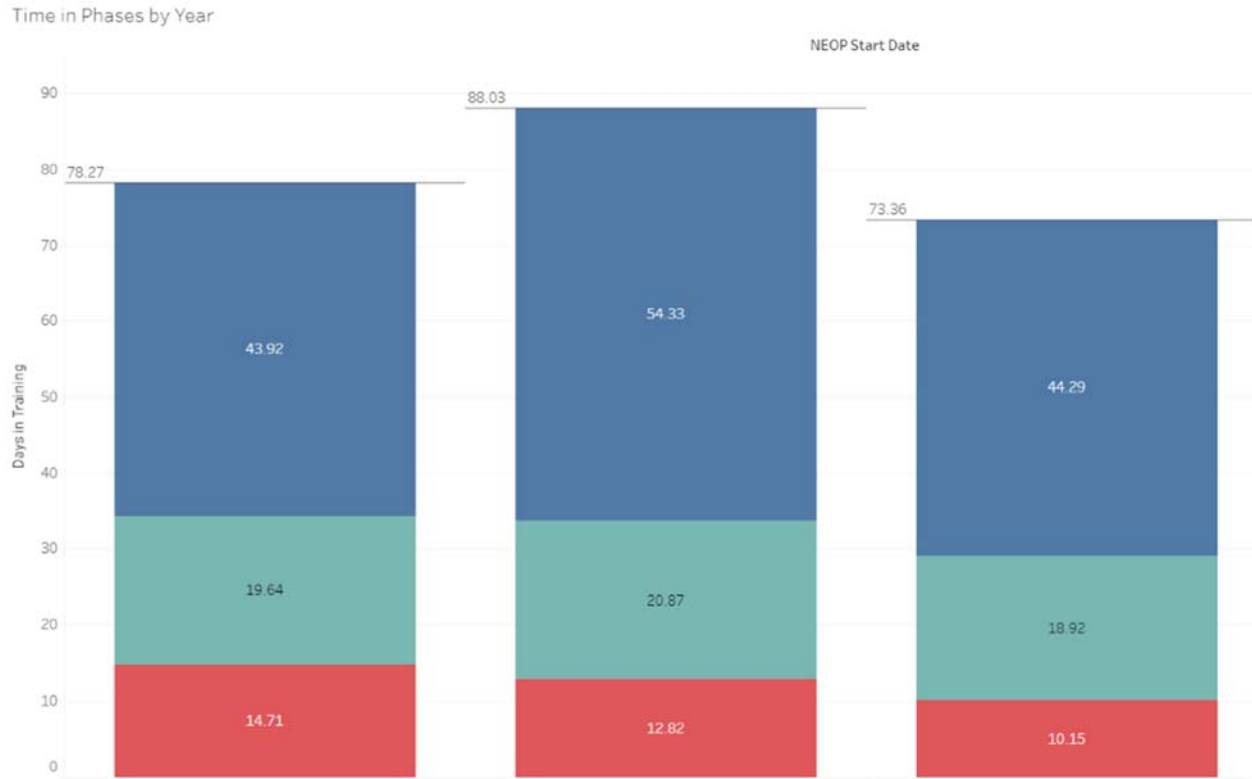
Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS	Course Challenges
MedStar	27	0	2	23	17	3
FRO	1	0	2	3	2	3
External	0	0	0	3	6	0

Credentialing

2021	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	16	4	1	0	11
Adv Upgrade	2	1	1	0	0
Basic	22	8	0	2	12
FRO	72	7	0	0	67

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- Overall Credentialing – Time in training by phase



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QA



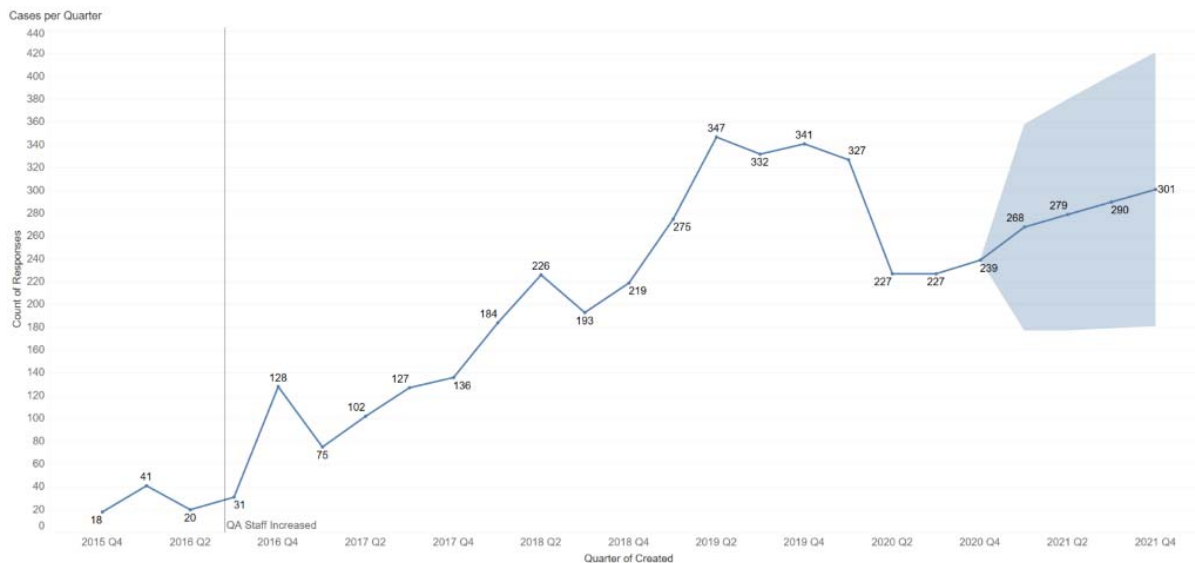
Case Acuity

	January 2021	February 2021
High	5 (7.2%)	2 (2.8%)
Moderate	14 (20.3%)	18 (25.0%)
Low	46 (66.7%)	52 (72.2%)
Non QA/QI	4 (5.8%)	
Grand Total	69 (100.0%)	72 (100.0%)

Data Current as of: 3/18/2021 4:02:14 AM

Case Disposition

	January 2021	February 2021
Clinically Appropriate	3 (4.3%)	1 (1.4%)
Needs Improvement	34 (49.3%)	51 (70.8%)
Forwarded	8 (11.7%)	4 (5.6%)
No Fault	18 (26.1%)	13 (18.1%)
Pending	8 (11.6%)	3 (4.2%)
Grand Total	69 (100.0%)	72 (100.0%)



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Mechanical Compression Device Quality Improvement Project Charter

Problem:

Mechanical Compression Device (MCD) use in the pre-hospital setting has increased dramatically in this system within the past six months. We currently track CPR performance data for the system, and have observed some common issues with application and performance of these devices causing our system to fall below current CPR performance goals. Specifically, the CPR pause associated with application of the MCD does not meet our current standard and the MCD appears to travel (“MCD Walk”) on the patient during use causing compressions to be delivered at an inadequate depth. Additionally, the role of code commander has not been adequately established in the system and has been a point of confusion for crews performing resuscitation.

Rationale:

MCD application in cardiac arrests has increased from 18.6% in January to 84.7% in November.

November MCD Performance:

- 91% failed to meet the goal of <10 second application time
- 43.4 % of MCD placements demonstrated “Walk” during the resuscitation
- 4.8% of placements were error free, as defined by <10 second application time and no “MCD walk”.

Expected Outcomes and Benefits:

If successful this project will improve MCD placement time, will resolve the incidence of MCD walking, and will improve how cardiac arrests are managed within the system. This project will also improve the skill level of providers who are performing MCD placement. Lastly, this project will give insight into the unique challenges of pre-hospital cardiac arrest management involving MCDs.

AIM:

To reduce errors associated with mechanical compression device placement and management during cardiac arrests by 25% in 6 months

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Change Theories:

CHANGE:	DESCRIPTION	PHASE:
NECK STRAP USAGE	Ensure each MCD within the system is equipped with a neck strap and all crew members are trained on its significance and use. Update protocol to include neck strap use with MCD.	D
INCIDENT COMMAND CHECKLIST	A checklist to be used by the Code Commander on every arrest which details MCD placement steps and overall arrest management	D
MCD CHECKLIST AND INFOGRAPHIC	A device specific checklist and infographic form that will remain with each MCD for use by crew members	D

Project Team:

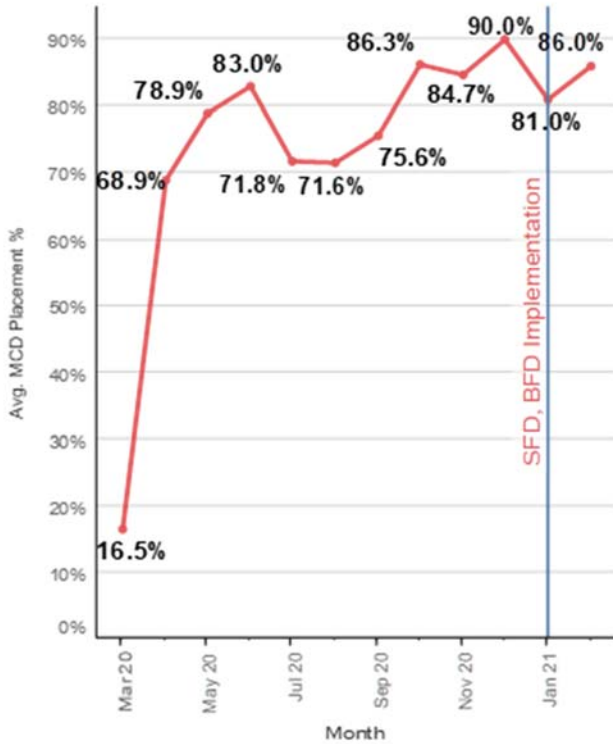
Executive Sponsor:	Veer Vithalani, Dwayne Howerton
Physician Lead:	Veer Vithalani
First Responder Lead:	Casey Davis
Project Manager:	Kerby Johnson
Clinical Team:	Buck Gleason, Will Mercer,

Measures:

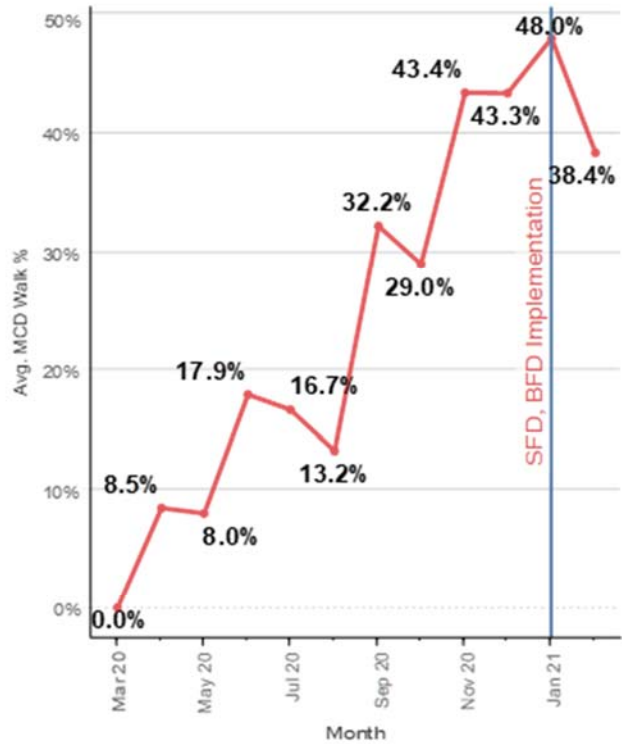
TYPE:	MEASURE:
OUTCOME	Error free MCD placement
PROCESS	MCD Placement < 10 seconds
PROCESS	MCD Placements with “walk”

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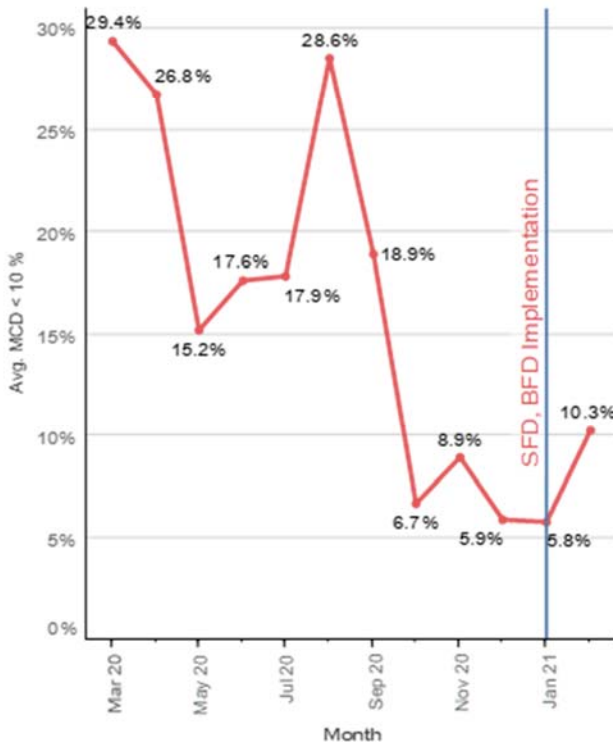
% of Cardiac Arrest w/ MCD Placement



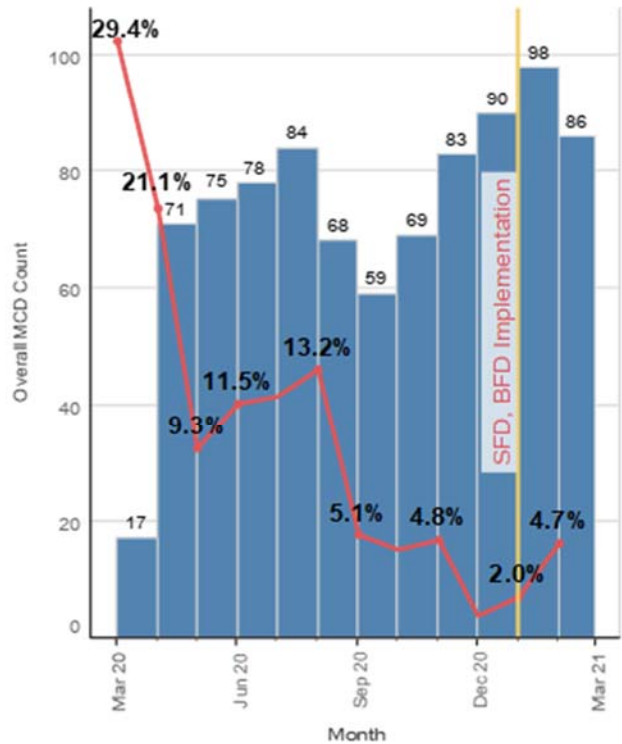
% of MCD Placements with "Walk"



% of MCD Placement < 10 sec



"Error Free" MCD Placement %

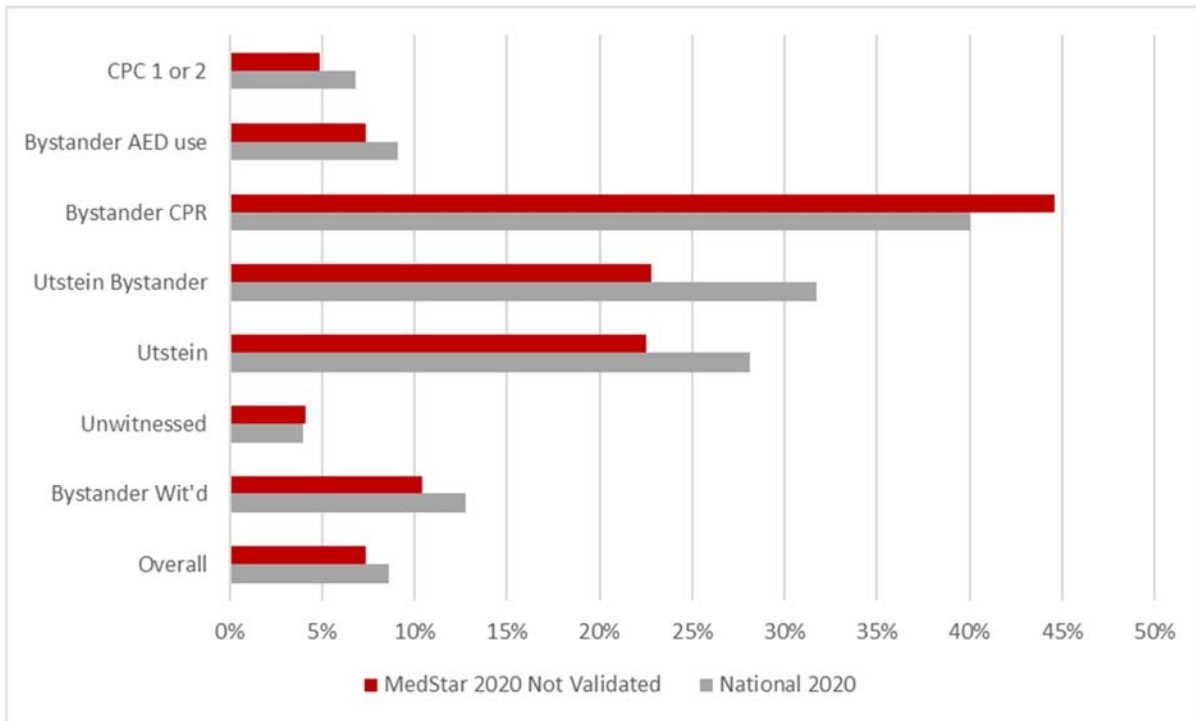


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System Diagnostics

CARES

- 2020 Data (not validated)
- Validated data to be published in April report



- 2021
 - o 95-cases in January
 - o 44.4% bystander CPR rate
 - o 50% Public AED use

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Cardiac Arrest	Goal	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Current Avg.
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	x	89.6%	90.0%	80.4%	86.2%	96.7%	87.9%	75.7%
Median time between 9-1-1 call and OHCA recognition		0:00:43	0:00:46	0:00:37	0:00:41	0:00:39	0:00:36	0:00:40
% of recognized 2nd party OHCA cases that received tCPR	x	100.0%	98.4%	97.1%	100.0%	100.0%	100.0%	97.8%
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases		0:02:25	0:02:18	0:01:51	0:02:09	0:01:52	0:02:07	0:02:06
% of cases with time to tCPR < 180 sec from first key stroke		69.2%	81.7%	58.2%	70.6%	76.5%	73.4%	61.1%
% of cases with CCF ≥ 90%		79.0%	80.0%	76.0%	75.0%	79.0%	80.0%	79.2%
% of cases with compression rate 100-120 cpm 90% of the time		87.2%	85.6%	94.9%	98.7%	93.8%	95.8%	84.3%
% of cases with compression depth that meet appropriate depth benchmark 90% of the time		26.6%	22.2%	37.2%	34.2%	46.9%	41.7%	26.7%
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression		18.2%	28.6%	18.9%	6.7%	8.9%	5.9%	31.8%
% of cases with Pre-shock pause < 10 sec	x	68.7%	71.6%					80.5%
% arrive at E/D with ROSC	x	15.0%	9.7%	18.4%	15.1%	23.3%	2.2%	19.3%
% discharged alive	x	6.7%	5.4%	4.6%	3.2%	6.7%	2.2%	7.6%
% neuro intact at discharge (Good or Moderate Cognition)	x	5.8%	3.2%	2.3%	3.2%	4.4%	2.2%	5.6%
% of cases with bystander CPR		63.0%	65.6%	37.9%	54.8%	31.1%	56.5%	51.0%
% of cases with bystander AED use		22.5%	16.1%	19.5%	10.8%	24.4%	19.6%	18.7%

STEMI	Goal	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Current Avg.
% of suspected STEMI patients correctly identified by EMS		63.3%	59.3%	76.9%	83.3%	66.7%		72.1%
% of suspected STEMI patients w/ASA admin (<i>in the absence of contraindications</i>)		96.7%	100.0%	100.0%	90.0%	100.0%	87.1%	93.0%
% of suspected STEMI patients w/NTG admin (<i>in the absence of contraindications</i>)		100.0%	92.6%	88.4%	83.3%	100.0%	77.4%	85.6%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact		76.7%	77.8%	88.4%	80.0%	87.5%	67.7%	75.1%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation		63.3%	55.6%	76.9%	73.3%	87.5%	58.1%	56.5%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact		20.0%	18.5%	26.9%	30.0%	12.5%	3.2%	21.7%
% of patients with Suspected STEMI Transported to PCI Center		96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes		53.3%	55.6%	38.5%	16.7%	12.5%		

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Ventilation Management	Goal	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Current Avg.
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped		100.0%	97.6%	99.5%	98.6%	98.7%	100.0%	98.0%
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)		100.0%	97.9%	98.8%	99.4%	99.5%	98.9%	98.5%
% of successful ventilation management as evidenced by etCO2 waveform throughout the case		98.8%	95.6%	98.7%	96.3%	96.2%	92.8%	97.4%
% of successful King Airway placement		72.0%	74.1%	72.6%	66.2%	52.0%	60.0%	71.0%
% of successful endotracheal tube placement		52.9%	49.6%	49.5%	47.0%	67.0%	66.7%	48.1%
Stroke	Goal	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-21	Current Avg.
% of suspected Stroke patients w/BGL measured		95.1%	80.3%	92.8%	90.0%	93.3%	84.3%	89.7%
% of suspected Stroke patients w/CSS measured		73.2%	73.7%	74.8%	80.4%	80.0%	74.3%	78.4%
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) measured		71.3%	80.9%	77.0%	78.3%	80.0%	74.3%	79.8%
% of suspected stroke patients with stroke facility notified of suspected stroke within 10 minutes of EMS patient contact								
% of suspected stroke patients w/LAMS scores 4 - 5 transported to Comprehensive Stroke Center		96.3%	96.1%	98.6%	97.1%	100.0%	97.9%	98.9%

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**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – February 28, 2021**

The following summarizes significant items in the February 28, 2021 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of February 2021 is a loss of (\$508,363) as compared to a budgeted loss of (\$263,323) for a negative variance of (\$245,039). EBITDA for the month of February 2021 is a loss of \$173,726) compared to a budgeted gain of \$50,697 for a negative variance of (\$245,039).

- Transport volume in February ended the month 100% to budget. Total Patient Encounters ended the month at 99.8% to budget.
- Net Revenue in February is 96.4% to budget. Percentage of Insurance and Medicaid customers is down 0.97% and 2.44% respectively and percentage of Self Pay customers is up by 2.18%. The payer mix changes equates to an additional \$260K in contractual and allowances taken this month.
- Total Expenses ended the month 102.5% to budget or \$104,694 above budget. In February, MedStar incurred additional expenses in Salaries, \$252K, and Medical Supplies, \$61K, due to the weeklong freeze and snowstorm. The overage is partially offset by lower than expected expenses for fuel, computer maintenance and professional fees.

Year to Date: EBITDA is \$1,385,083 as compared to a budget of \$875,935 for a positive variance of \$509,147.

- The main drivers for this positive variance are a positive YTD variance in total expenses of \$438,357, YTD patient encounters are at 99.8% to budget, the one-time CARES Act distribution from the COFW of \$606K and a CARES Act Provider Relief payment of \$584K.
- While the YTD patient encounters are at 99.5% to budget, the payer mix of Commercial Insurance is below budget and Self Pay is above budget leading to additional contractual allowances and provision for uncollectable accounts of \$3,275,153 or 6.1% above budget.

Key Financial Indicators:

- Current Ratio – MedStar has \$8.13 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 mandates 3 months of operating capital. As of February 28, 2021 there is 5.8 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 4.74 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 February, the return is (0.47%).

MAEMSA/EPAB cash reserve balance as of February 28, 2021 is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending February 28, 2021

Assets	Current Year	Last Year
Cash	\$11,086,231.68	\$6,632,683.20
Cash Restricted	\$11,618,103.72	\$12,953,708.41
Accounts Receivable	\$9,445,589.68	\$11,166,654.26
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$1,088,204.93	\$1,040,733.79
Property Plant & Equ	\$59,436,958.39	\$56,587,864.74
Accumulated Deprecia	(\$23,482,413.49)	(\$22,673,297.70)
Total Assets	\$69,551,664.66	\$65,993,503.36
Liabilities		
Accounts Payable	(\$865,082.27)	(\$989,974.35)
Other Current Liabil	(\$2,489,361.25)	(\$1,562,574.77)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$8,624.62)	(\$4,628.21)
Long Term Debt	(\$3,891,157.76)	(\$4,143,512.10)
Other Long Term Liab	(\$8,196,066.97)	(\$4,771,394.62)
Total Liabilities	(\$15,458,074.18)	(\$11,479,865.36)
Equities		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$1,114,514.61	\$1,118,175.63
Total Equities	(\$54,093,590.48)	(\$54,513,638.00)
Total Liabilities and Equities	(\$69,551,664.66)	(\$65,993,503.36)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
February 28, 2021

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Transport Fees	\$15,844,311.05	\$14,165,639.79	\$1,678,671.26	\$74,963,952.86	\$73,550,640.12	\$1,413,312.74
Contractual Allow	(\$6,594,481.08)	(\$5,980,637.19)	(\$613,843.89)	(\$31,089,902.14)	(\$31,051,449.83)	(\$38,452.31)
Provision for Uncoll	(\$5,670,923.67)	(\$4,389,141.00)	(\$1,281,782.67)	(\$26,016,057.84)	(\$22,779,357.00)	(\$3,236,700.84)
Education Income	\$2,715.10	\$0.00	\$2,715.10	\$4,298.50	\$480.00	\$3,818.50
Other Income	\$98,034.89	\$31,222.67	\$66,812.22	\$1,769,085.65	\$298,713.35	\$1,470,372.30
Standby/Subscription	\$72,152.01	\$62,430.50	\$9,721.51	\$359,322.38	\$290,521.00	\$68,801.38
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$277.28	\$2,916.67	(\$2,639.39)	\$1,631.91	\$14,583.35	(\$12,951.44)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$0.00	\$53,693.73
Total Revenue	\$3,752,085.58	\$3,892,431.44	(\$140,345.86)	\$20,046,025.05	\$20,324,130.99	(\$278,105.94)
Expenditures						
Salaries	\$2,444,700.68	\$2,192,431.74	\$252,268.94	\$12,945,655.95	\$12,761,755.70	\$183,900.25
Benefits and Taxes	\$542,595.07	\$536,345.00	\$6,250.07	\$1,928,076.67	\$1,918,724.00	\$9,352.67
Interest	\$32,365.93	\$33,500.00	(\$1,134.07)	\$125,996.69	\$167,500.00	(\$41,503.31)
Fuel	\$70,148.34	\$85,187.00	(\$15,038.66)	\$329,103.01	\$452,057.00	(\$122,953.99)
Medical Supp/Oxygen	\$275,144.23	\$213,674.74	\$61,469.49	\$952,278.43	\$1,106,786.10	(\$154,507.67)
Other Veh & Eq	\$29,328.66	\$31,930.67	(\$2,602.01)	\$187,676.54	\$186,643.28	\$1,033.26
Rent and Utilities	\$67,272.79	\$65,333.63	\$1,939.16	\$346,919.77	\$321,590.15	\$25,329.62
Facility & Eq Mtc	\$88,899.51	\$73,727.97	\$15,171.54	\$360,772.93	\$381,813.85	(\$21,040.92)
Postage & Shipping	\$1,994.07	\$3,521.55	(\$1,527.48)	\$14,459.99	\$17,607.75	(\$3,147.76)
Station	\$61,508.06	\$49,652.18	\$11,855.88	\$209,268.01	\$299,173.90	(\$89,905.89)
Comp Maintenance	\$51,402.52	\$288,552.00	(\$237,149.48)	\$290,320.74	\$385,808.00	(\$95,487.26)
Insurance	\$36,707.99	\$36,438.37	\$269.62	\$183,000.47	\$182,191.85	\$808.62
Advertising & PR	\$0.00	\$10,500.00	(\$10,500.00)	\$935.60	\$18,000.00	(\$17,064.40)
Printing	\$6,586.69	\$3,615.41	\$2,971.28	\$19,702.64	\$18,077.05	\$1,625.59
Travel & Entertain	\$1,279.91	\$9,736.00	(\$8,456.09)	\$5,200.36	\$47,995.00	(\$42,794.64)
Dues & Subs	\$82,503.29	\$64,818.00	\$17,685.29	\$328,896.06	\$356,853.00	(\$27,956.94)
Continuing Educ Ex	\$0.00	\$5,633.00	(\$5,633.00)	\$6,512.03	\$41,024.00	(\$34,511.97)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
February 28, 2021

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Professional Fees	\$145,688.06	\$167,196.34	(\$21,508.28)	\$821,514.80	\$932,286.66	(\$110,771.86)
Education Expenses	\$151.19	\$1,548.00	(\$1,396.81)	\$1,742.99	\$10,348.00	(\$8,605.01)
Miscellaneous	\$19,901.45	\$1,892.00	\$18,009.45	(\$271,095.41)	\$9,460.00	(\$280,555.41)
Depreciation	\$302,270.68	\$280,521.49	\$21,749.19	\$1,522,555.69	\$1,410,261.98	\$112,293.71
Total Expenditures	\$4,260,449.12	\$4,155,755.09	\$104,694.03	\$20,309,493.96	\$21,025,957.27	(\$716,463.31)
Net Rev in Excess of Expend	(\$508,363.54)	(\$263,323.65)	(\$245,039.89)	(\$263,468.91)	(\$701,826.28)	\$438,357.37
EBITDA	(\$173,726.93)	\$50,697.84	(\$224,424.77)	\$1,385,083.47	\$875,935.70	\$509,147.77

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
February 28, 2021**

	Goal	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Current Ratio	> 1	7.19	8.97	9.49	20.71	10.48	8.13

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%	65.31%	55.06%	47.07%	42.95%	51.76%	46.44%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	4.16	4.96	4.28	3.65	5.44	4.74
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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	-1.00%	11.60%	10.35%	10.11%	4.04%	0.00%	-0.47%
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Reveals management's effectiveness in generating profits from the assets available.

**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 02/28/2021			<u><u>\$ 475,470.69</u></u>

**Business Gold Rewards**

MEDSTAR/MAEMSA
DOUGLAS R HOOTEN
Closing Date 02/25/21
Account Ending 934001

Next Closing Date 03/28/21

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Customer Care: 1-800-492-3344
TTY: 1-800-221-9950
Website: americanexpress.com

New Balance	\$34,961.11
Minimum Payment Due	\$1,237.64
Payment Due Date	03/22/21 †

† **Late Payment Warning:** Your Payment Due Date is 03/22/21. 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%.

Membership Rewards® Points	177,841
Available and Pending as of 01/31/21	
For more details about Rewards, please visit americanexpress.com/rewardsinfo	

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	31 years	\$81,230
\$1,251	3 years	\$45,031 (Savings = \$36,199)

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 9**.
- ➔ For information on your Pay Over Time feature and limit, see **page 7**

Account Summary	
Pay In Full Portion	
Previous Balance	\$228.85
Payments/Credits	-\$270.97
New Charges	+\$556.76
Fees	+\$0.00
New Balance =	\$514.64
Pay Over Time Portion	
Previous Balance	\$5,690.82
Payments/Credits	-\$5,690.82
New Charges	+\$34,446.47
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance =	\$34,446.47
Minimum Due	\$723.00
Account Total	
Previous Balance	\$5,919.67
Payments/Credits	-\$5,961.79
New Charges	+\$35,003.23
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	\$34,961.11
Minimum Payment Due	\$1,237.64
Pay Over Time Limit	\$55,000.00
Available Pay Over Time Limit	\$20,553.53
Days in Billing Period: 28	

↓ 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

Pay by Phone
1-800-472-9297

Account Ending 934001

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

Kenneth J. Simpson, Interim CEO

Payment Due Date	03/22/21
New Balance	\$34,961.11
Minimum Payment Due	\$1,237.64

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 003496111000123764 24 H



Business Gold Rewards
 MEDSTAR/MAEMSA
 DOUGLAS R HOOTEN
 Closing Date 02/25/21

~~Account Ending 994001~~

	Customer Care & Billing Inquiries	1-800-678-0745	Hearing Impaired
	International Collect	1-336-393-1111	TTY: 1-800-221-9950
	Large Print & Braille Statements	1-800-678-0745	FAX: 1-623-707-4442
	Lost or Stolen Card	1-800-678-0745	In NY: 1-800-522-1897
	Express Cash	1-800-CASH-NOW	

	Website: americanexpress.com
Customer Care & Billing Inquiries	Payments
P.O. BOX 981535	P.O. BOX 650448
EL PASO, TX	DALLAS TX 75265-
79998-1535	0448

Payments and Credits

Summary

	Pay In Full	Pay Over Time \blacklozenge	Total
Payments	-\$228.85	-\$5,690.82	-\$5,919.67
Credits	-\$42.12	\$0.00	-\$42.12
Total Payments and Credits	-\$270.97	-\$5,690.82	-\$5,961.79

Detail *Indicates posting date

Payments		Amount
02/18/21*	ONLINE PAYMENT - THANK YOU	-\$5,919.67
Credits		Amount
02/04/21*	AMAZON SHOP WITH POINTS CREDIT <i>Pen/highlighter combo for MZ</i>	-\$20.15
02/22/21	HOLIDAY INN FORT WORTH F FTWG <i>Hotel charged wrong account.</i>	-\$21.97
	FORT WORTH TX	
	Arrival Date	Departure Date
	12/31/99	02/22/21
	00000000	
	LODGING	

New Charges

Summary

	Pay In Full	Pay Over Time \blacklozenge	Total
Total New Charges	\$556.76	\$34,446.47	\$35,003.23

Detail \blacklozenge - denotes Pay Over Time activity

DOUGLAS R HOOTEN					Amount
01/30/21	TWILIO INC	SAN FRANCISCO	CA	PO 2022411	\$10.00
	+18778894546				
01/30/21	CONCUR TECHNOLOGIES	588-895-4815	WA	PO 2022398	\$150.00 \blacklozenge
	588-895-4815 <i>TVL website fee</i>				
	PAY OVER TIME OPTION				
02/01/21	AMZN MKTP US*UL5656JD3	AMZN.COM/BILL	WA	PO 2022363	\$41.99
	BOOK STORES <i>Custom Engraved Brass Plate for M. Allen room dedication.</i>				
02/02/21	PAYFLOW/PAYPAL 0045	LAVISTA	NE	PO 2022413	\$30.00
	888-883-9770				
02/03/21	AMAZON MKTPLACE PMTS	SEATTLE	WA	Used points	\$20.15
	GENERAL MERCHANDISE <i>pen/highlighter for MZ</i>				

Detail Continued

◆ - denotes Pay Over Time activity

					Amount
02/03/21	GLOBAL INDUSTRIAL EQ CURTIS12172020 76116 PAY OVER TIME OPTION	800-645-2986 Biotech Dual Probe Temperature Monitoring Devices (3)	FL	PO 2021962	\$647.16 ◆
02/03/21	STARBUCKS COFFEE PAY OVER TIME OPTION	(800)782-7282 HR gifts for personnel	WA	PO 2022448	\$2,500.00 ◆
02/04/21	PWW MEDIA INC 000000001 7176910100 PAY OVER TIME OPTION	MECHANICSBURG HIPAA proposed changes course for Chad Carr.	PA	PO 2022416	\$149.00 ◆
02/05/21	TEXAS DE BRAZIL GC 2146152184 PAY OVER TIME OPTION	Gift card for D.Anderson Working to keep up with the incentives and changes and causes to the shifts, more time consuming for D.Anderson - all done manually. A big Thank you for all she is doing.	TX	PO 2022425	\$159.33 ◆
02/08/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022546	\$10.00
02/08/21	STATE BAR TX-CLE WEB CLE COURSES, PAY OVER TIME OPTION	AUSTIN Registration for K.Schleicher to attend annual CE.	TX	PO 2022485	\$145.00 ◆
02/09/21	STAR TELEGRAM DIGITAL SU NA 800-776-7827	FORTH WORTH Online subscription for K.Simpson	TX	PO 2022497	\$1.07
02/11/21	APPLE ONLINE STORE ELECTRONICS STORE	Fix iPad Pro CUPERTINO	CA	PO 2022547	\$53.04
02/11/21	APPLE ONLINE STORE ELECTRONICS STORE	Fix iPad Pro CUPERTINO	CA	PO 2022550	\$53.04
02/15/21	AMZN MKTP US*7U8DW9163 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL HR Service Award gift cards	WA	PO 2022496	\$847.60 ◆
02/16/21	ALBERTSONS 800-898-4027	Lunch items for Supervisors FORT WORTH	TX	PO 2022613	\$34.59
02/16/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date 02/14/21 00000000 LODGING PAY OVER TIME OPTION	Departure Date 02/16/21 Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021	TX	PO 2022672	\$180.00 ◆
02/16/21	JIMMY JOHNS - 1911 000000001 2144125704 PAY OVER TIME OPTION	FORT WORTH Lunch for Supervisors working on the streets	TX	PO 2022628	\$119.08 ◆
02/16/21	TOM THUMB.COM #3622 3622 FDOA-381FC75B0D37761160 GROCERIES/SUNDRIES PAY OVER TIME OPTION	817-377-5980 Hot Chocolate for duty personnel	TX	PO 2022627	\$194.66 ◆
02/16/21	OLE DONUT 848334400263464 KDJAA@YAHOO.CO.KR PAY OVER TIME OPTION	FORT WORTH Breakfast Wed/Thu/Fri for duty personnel Feb 17, 18, 19, 2021	TX	PO 2022630	\$212.50 ◆
02/16/21	THE OLIVE GARDEN 817-732-0618 PAY OVER TIME OPTION	FORT WORTH Dinner for duty personnel	TX	PO 2022612	\$894.87 ◆
02/17/21	THE OLIVE GARDEN 817-732-0618 PAY OVER TIME OPTION	FORT WORTH Lunch for duty personnel	TX	PO 2022611	\$429.40 ◆
02/18/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date 02/13/21 00000000 LODGING PAY OVER TIME OPTION	Departure Date 02/17/21 Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021.	TX	PO 2022672	\$2,194.20 ◆



Business Gold Rewards
 MEDSTAR/MAEMSA
 DOUGLAS R HOOTEN
 Closing Date 02/25/21

Account Ending 93400*

Detail Continued						◆ - denotes Pay Over Time activity
						Amount
02/18/21	FUZZY TACO SHOP ALLIANCE 000000002 9728340800 Dinner for NDC duty personnel	FORT WORTH	TX	PO 2022610	\$574.54 ◆	
	PAY OVER TIME OPTION					
02/18/21	SMK*SURVEYMONKEY.COM 40086928 94301 Subscription renewal	971-244-5555	CA	PO 2022616	\$372.00 ◆	
	STANDARD ANNUAL PLAN PAY OVER TIME OPTION					
02/19/21	GEPETTO'S PIZZA TRUCK Food for Duty personnel squareup.com/receipts	FORT WORTH	TX	PO 2022615	\$205.00 ◆	
	PAY OVER TIME OPTION					
02/19/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date Departure Date 02/13/21 02/17/21	FORT WORTH	TX	PO 2022672	\$112.70 ◆	
	00000000 LODGING Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021 PAY OVER TIME OPTION					
02/19/21	GEPETTO'S PIZZA TRUCK Food for duty personnel squareup.com/receipts	FORT WORTH	TX	PO 2022615	\$1,540.00 ◆	
	PAY OVER TIME OPTION					
02/19/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date Departure Date 02/16/21 02/19/21	FORT WORTH	TX	PO 2022672	\$172.50 ◆	
	00000000 LODGING Hotel rooms for duty personnel North Deployment Center February 16 -22, 2021. PAY OVER TIME OPTION					
02/19/21	CHICK-FIL-A #01201 000000000406626 8174238806 Lunch for Duty personnel	FORT WORTH	TX	PO 2022614	\$820.54 ◆	
	PAY OVER TIME OPTION					
02/19/21	RAILHEAD SMOKEHOUSE 8177389808 Lunch for Duty personnel	FORT WORTH	TX	PO 2022629	\$922.77 ◆	
	PAY OVER TIME OPTION					
02/19/21	APPLE ONLINE STORE Fix iPad pro ELECTRONICS STORE	CUPERTINO	CA	PO 2022609	\$53.04	
02/19/21	APPLE ONLINE STORE Fix iPad pro ELECTRONICS STORE	CUPERTINO	CA	PO 2022607	\$53.04	
02/20/21	GEPETTO'S PIZZA TRUCK Food for duty personnel GOODS/SERVICES	FORT WORTH	TX	PO 2022615	\$55.00	
02/20/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date Departure Date 02/13/21 02/17/21	FORT WORTH	TX	PO 2022672	\$277.15 ◆	
	00000000 LODGING Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021. PAY OVER TIME OPTION					
02/20/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022608	\$10.01	
02/22/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date Departure Date 02/20/21 02/21/21	FORT WORTH	TX	PO 2022672	\$280.72 ◆	
	00000000 LODGING Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021 PAY OVER TIME OPTION					
02/22/21	APPLE ONLINE STORE Fix iPad pro ELECTRONICS STORE	CUPERTINO	CA	PO 2022624	\$53.04	

Detail Continued

◆ - denotes Pay Over Time activity

						Amount
02/22/21	HOLIDAY INN FORT WORTH F FTWG	FORT WORTH	TX	PO 2022672		\$172.50 ◆
	Arrival Date	Departure Date				
	02/20/21	02/21/21				
	00000000	Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021.				
	LODGING					
	PAY OVER TIME OPTION					
02/22/21	HOLIDAY INN FORT WORTH F FTWG	FORT WORTH	TX	PO 2022672		\$78.75
	Arrival Date	Departure Date				
	02/13/21	02/17/21				
	00000000	Hotel rooms for duty personnel North Deployment Center February 16 - 22, 2021.				
	LODGING					
02/23/21	AMZN MKTP US*D75LX85N3	AMZN.COM/BILL	WA	PO 2022496		\$413.90 ◆
	BOOK STORES	HR Service Award gift cards				
	PAY OVER TIME OPTION					
02/23/21	HOLIDAY INN EXP & SUITES FTWW	FORT WORTH	TX	PO 2022669		\$19,759.35 ◆
	Arrival Date	Departure Date				
	02/12/21	03/07/21				
	00000000	Hotel rooms for duty personnel from Main Star, February 11 - 22, 2021.				
	LODGING					
	PAY OVER TIME OPTION					

Fees

		Amount
Total Fees for this Period		\$0.00

Interest Charged

		Amount
Total Interest Charged for this Period		\$0.00

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.

2021 Fees and Interest Totals Year-to-Date

		Amount
Total Fees in 2021		\$0.00
Total Interest in 2021		\$0.00

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

	Annual Percentage Rate	Balance Subject to Interest Rate	Interest Charge
Pay Over Time option	18.24% (v)	\$0.00	\$0.00
Total			\$0.00

(v) Variable Rate

Human Resources - February 2021

Turnover:

- February turnover – 1.04%
 - FT – 0.90%
 - PT – 2.63%
- Year to date turnover – 8.09%
 - FT – 5.63%
 - PT – 36.84%

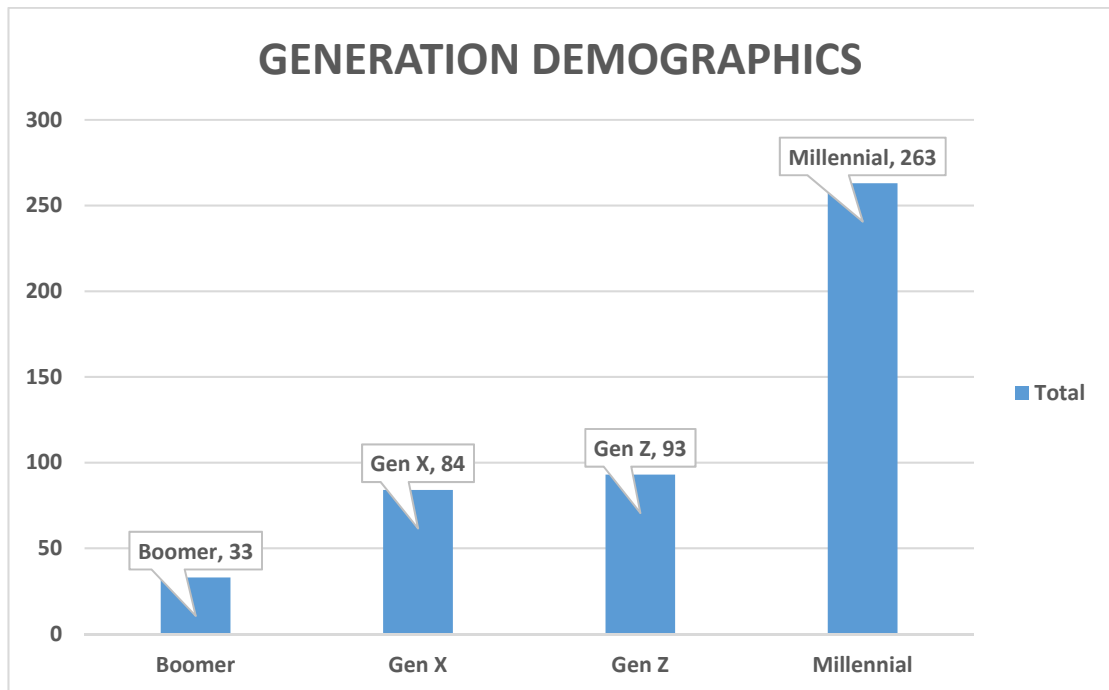
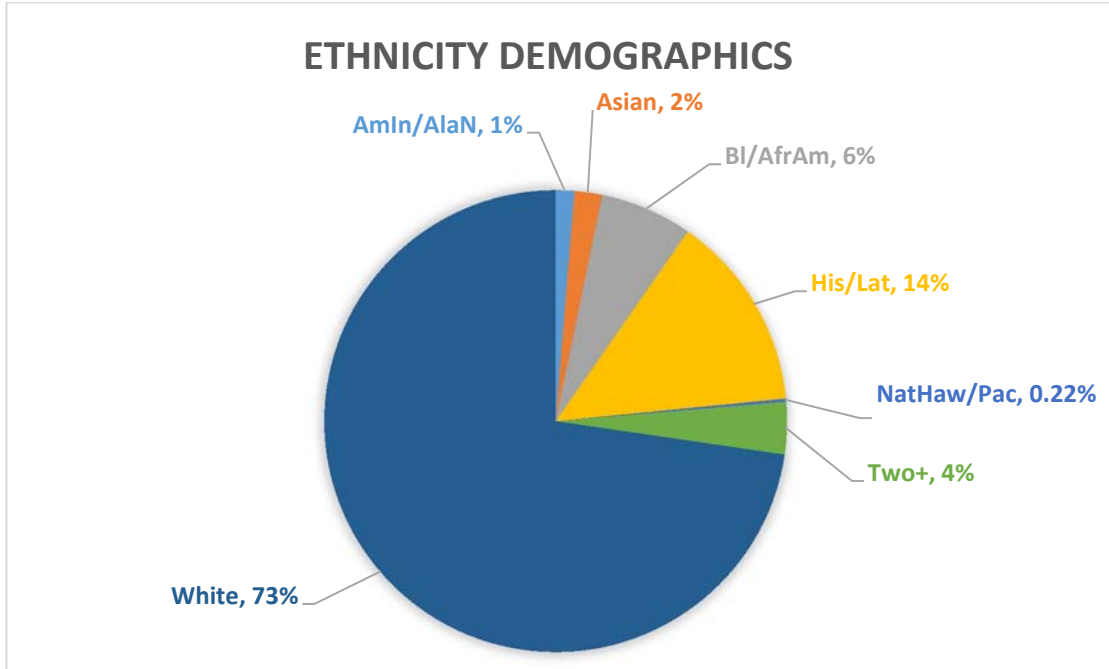
Leaves:

- 84 employees on FMLA / 18.92% of workforce
 - 44 cases on intermittent
 - 40 cases on a block
- Top request reasons/conditions
 - Orthopedic (13)
 - Obstetrics (13)
 - Mental Health (11)

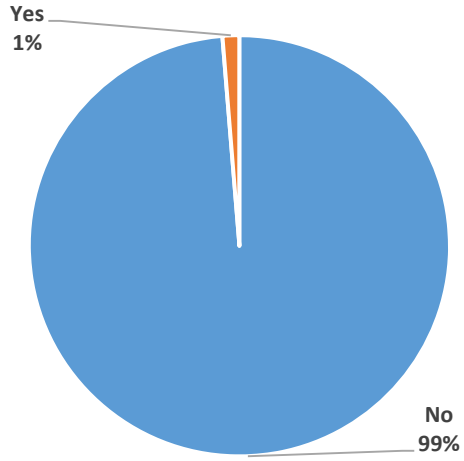
COVID-19:

- 487 tests conducted
- 102 positive
- COVID Administrative Leave
 - 333:00 hours in Feb.
 - 11,287:07 hours to date

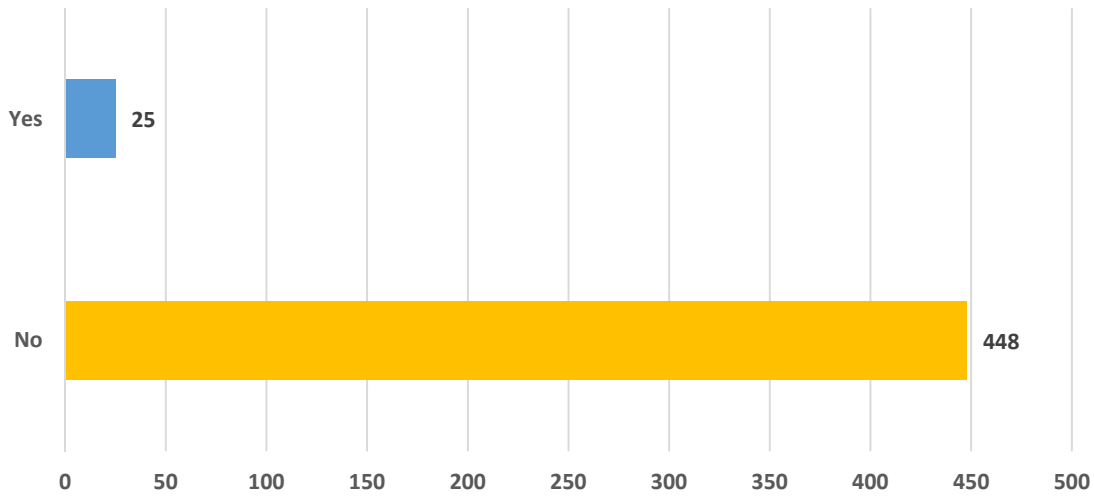
FEB 2021 DIVERSITY STATISTICS



DISABILITY DEMOGRAPHICS



VETERAN DEMOGRAPHICS



GENDER DEMOGRAPHICS



FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/2020 - 09/30/2021
Percentages by Department/Conditions

Conditions	
Row Labels	Count of Reason
Cardiology	4
Digestive	4
FMLA - Child	5
FMLA - Parent	9
FMLA - Spouse	6
Internal Medicine	1
Mental Health	11
Neurological	8
Obstetrics	13
Orthopedic	13
Podiatry	1
Pulmonary	9
Grand Total	84

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	120	25	5.63%	29.76%	20.83%
Basic	151	27	6.08%	32.14%	17.88%
Business Office	27	9	2.03%	10.71%	33.33%
Communications	35	8	1.80%	9.52%	22.86%
Human Resources	6	1	0.23%	1.19%	16.67%
Mobile Integrated Health	13	5	1.13%	5.95%	38.46%
Office of the Medical Director	12	1	0.23%	1.19%	8.33%
Risk & Safety	2	2			100.00%
Support Services - Facilities, Fleet, S.E., Logistics	36	6	1.35%	7.14%	16.67%
Grand Total	402	84			
Total # of Full Time Employees - Feb 2021	444				
% of Workforce using FMLA	18.92%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	44	52.38%			
Block of Leave	40	47.62%			
Total	84	100.00%			

Full-time EE's: 444
Part-time EE's: 38
Total EE's: 482

MedStar Mobile Healthcare
Leave of Absence Report - Fiscal Year 2013-2014

Light Duty WC for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	337:52	456:20	573:51	130:03	152:19	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	337:52	794:12	1368:03	1498:06	1650:25	1650:25	1650:25	1650:25	1650:25	1650:25	1650:25	1650:25	3571:50
FY 19-20	860:09	1380:07	1803:23	2160:58	2205:22	2304:27	2682:13	2870:48	3064:41	3235:55	3627:45	3968:43	

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

Light Duty HR for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	192:17	72:15	0:00	0:00	203:12	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	192:17	264:32	264:32	264:32	467:44	467:44	467:44	467:44	467:44	467:44	467:44	467:44	2162:30
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1571:41	1761:31	1971:08	2103:08	2180:38	2402:47	

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

Worker's Comp LOA for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	14:11
FY 19-20	7:46	7:46	7:46	7:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	

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

FMLA LOA for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1700:39	1433:30	1841:13	2122:10	1611:52	0:00	0:00	0:00	0:00	0:00	0:00	0:00	870:56
FY 20-21	1700:39	3134:09	4975:22	7097:32	8709:24	8709:24	8709:24	8709:24	8709:24	8709:24	8709:24	8709:24	
FY 19-20	2034:59	4086:19	6102:39	6980:11	7999:33	9207:59	10576:30	12106:24	13593:19	14903:41	16709:37	18086:55	10199:00:30

All Other Leave for Fiscal Year 2020-2021*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	5663:17	4831:13	6097:58	3815:13	4181:50	0:00	0:00	0:00	0:00	0:00	0:00	0:00	2458:57
FY 20-21	5663:17	10494:30	16592:28	20407:41	24589:31	24589:31	24589:31	24589:31	24589:31	24589:31	24589:31	24589:31	
FY 19-20	6910:47	12809:12	19737:58	25679:12	31494:08	37612:30	41801:23	46722:34	52676:22	60024:42	66251:14	71602:36	39443:33:10

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

Military Leave for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	144:00	72:00	60:00	97:00	272:55	0:00	0:00	0:00	0:00	0:00	0:00	0:00	64:35
FY 20-21	144:00	216:00	276:00	373:00	645:55	645:55	645:55	645:55	645:55	645:55	645:55	645:55	
FY 19-20	95:00	169:00	193:00	241:00	361:00	429:00	609:00	969:00	1287:00	1619:00	1967:00	2562:00	18086:55:00

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2182:31	1961:50	2475:04	2349:13	2037:06	0:00	0:00	0:00	0:00	0:00	0:00	0:00	1100:34
FY 20-21	2182:31	4144:21	6619:25	8968:38	11005:44	11005:44	11005:44	11005:44	11005:44	11005:44	11005:44	11005:44	
FY 19-20	10583:19	19393:23	28951:20	36175:41	43182:23	50724:16	57256:33	64446:03	72608:16	81902:12	90752:00	98638:47	71602:36:00

Summary of Fiscal Year 2019-2020						
	Light Duty	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	1650:25	0:00	8709:24	0:00	645:55	11005:44
Goal-Compare	3571:50	14:11	18086:55	71602:36	1096:00	94371:33

MedStar Mobile Health Care Separation Statistics - February 2021

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
3	1	4
1	0	1
4	1	5

Year to Date		
Vol	Invol	Total
21	4	25
14	0	14
35	4	39

Compared to Feb '20		Headcount
Feb '20	%	Feb-21
7	1.58%	444
6	16.22%	38
13	2.71%	482

Total Turnover %

Full Time	Part Time	Total
0.90%	2.63%	1.04%

Full Time	Part Time	Total
5.63%	36.84%	8.09%

Separations by Department

Full Time	Current Month		
	Vol	Invol	Total
Administration			
Advanced	2	0	2
Basics	1	0	1
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications	0	1	1
Compliance			
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Human Resources			
Information Technology			
Medical Records			
Mobile Integrated Health			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics			
Total	3	1	4

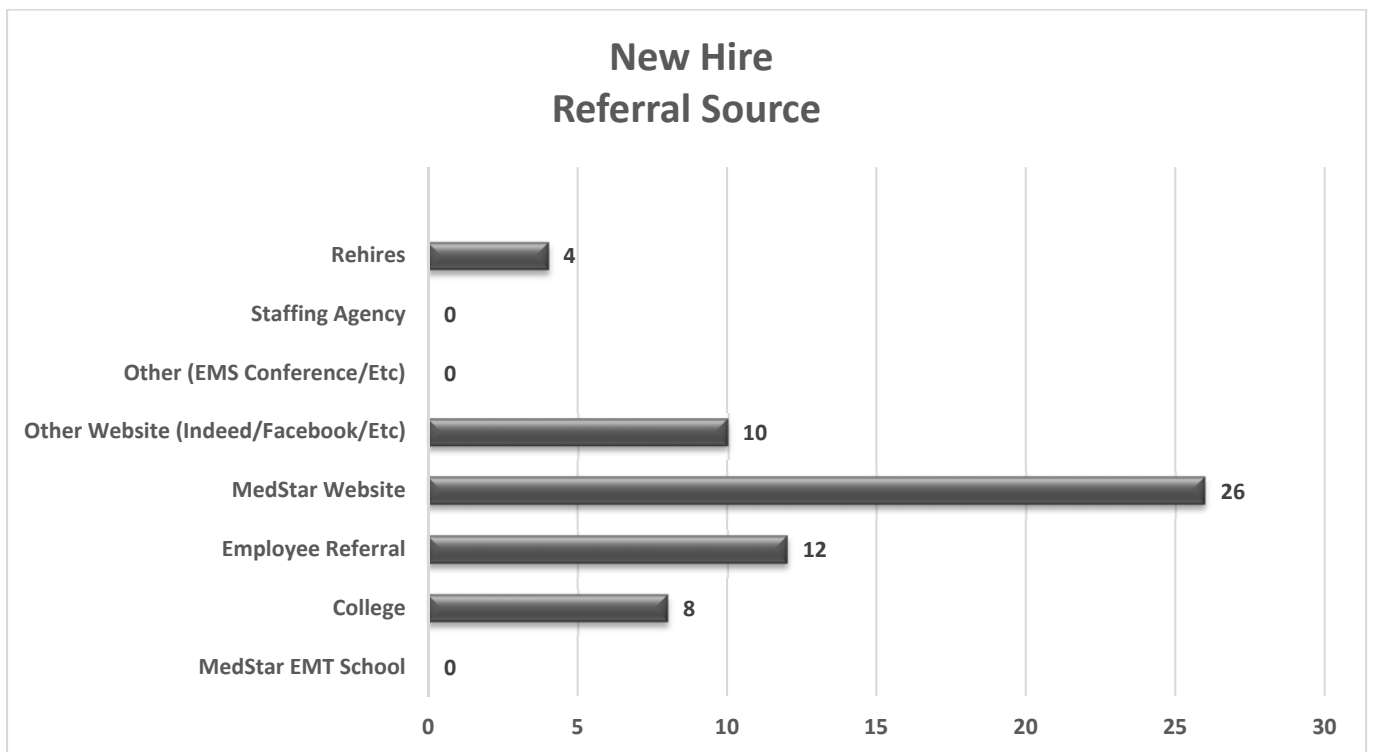
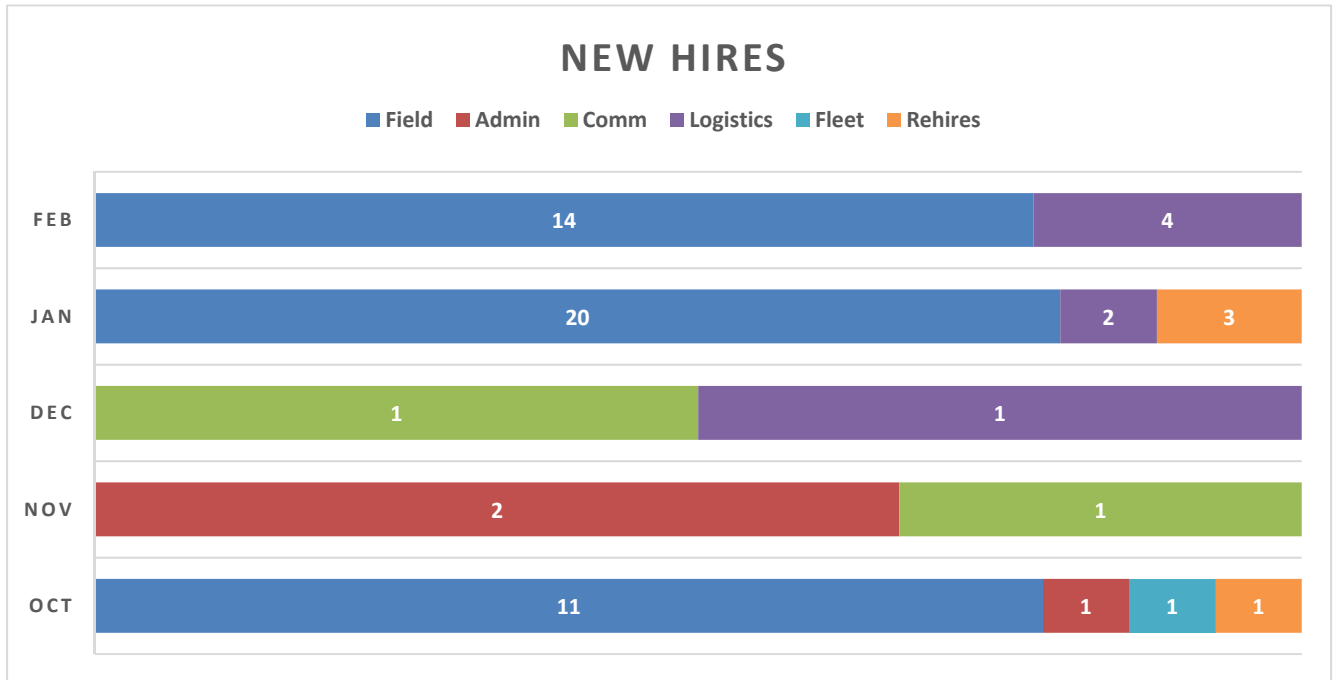
Year to Date			Headcount
Vol	Invol	Total	Feb-21
			1
9	0	9	120
10	1	11	151
			3
			27
1	1	2	35
			2
			6
			7
			19
			6
			2
			2
1	1	2	13
			12
			2
0	1	1	36
21	4	25	444

Part Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics			
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	1	0	1

Year to Date			Headcount
Vol	Invol	Total	Jan-21
10	0	10	18
2	0	2	12
			3
1	0	1	3
1	0	1	2
14	0	14	38

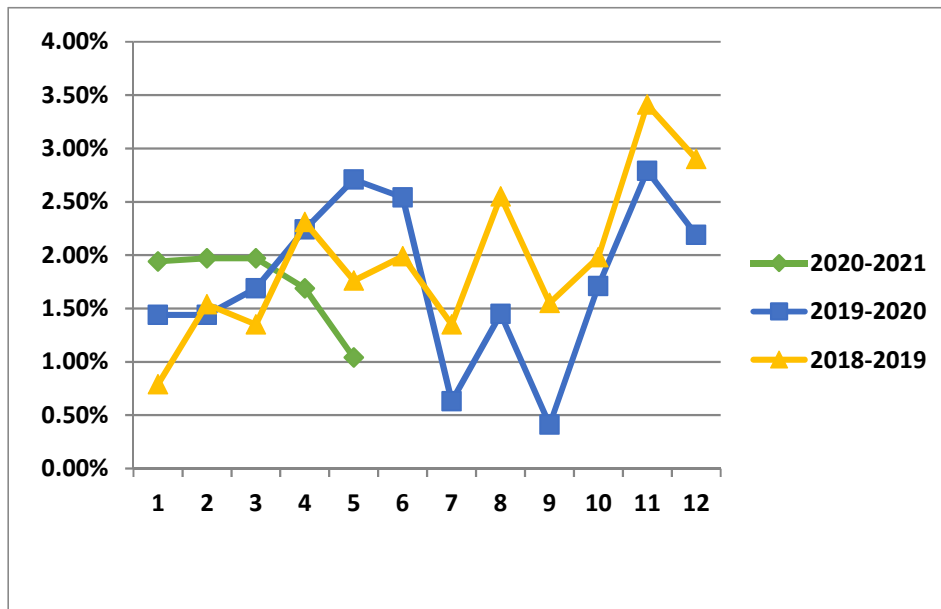
Recruiting & Staffing Report

Fiscal Year 2020-2021



MedStar Mobile Healthcare Turnover Fiscal Year 2020 - 2021

	Full & Part Time Turnover			Full Time Only
	2020-2021	2019-2020	2018-2019	2019-2020
October	1.94%	1.44%	0.79%	1.64%
November	1.97%	1.44%	1.54%	0.96%
December	1.97%	1.69%	1.35%	1.44%
January	1.69%	2.24%	2.31%	0.92%
February	1.04%	2.71%	1.76%	0.90%
March		2.54%	1.99%	
April		0.63%	1.35%	
May		1.45%	2.55%	
June		0.41%	1.55%	
July		1.71%	1.98%	
August		2.79%	3.41%	
September		2.19%	2.90%	
Actual Turnover	8.09%	19.91%	23.48%	5.63%





MedStar Response Time Reliability and AVG Response Time Performance

Period: Feb 2021

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	3	3	00:07:49	0	100.0%	0	0.0%	13	1	92.3%
	2	5	4	00:13:54	1	66.7%	0	0.0%	57	6	89.5%
	3	5	4	00:09:08	0	100.0%	0	0.0%	17	5	70.6%
Total Blue Mound		13	11								
Burleson	1	112	105	00:12:19	20	73.7%	6	5.4%	76	20	73.7%
	2	174	169	00:13:11	24	81.0%	5	2.9%	126	24	81.0%
	3	89	74	00:18:06	6	88.9%	1	1.1%	54	6	88.9%
	4	170	170	01:04:23	9	92.9%	3	1.8%	126	9	92.9%
Total Burleson		545	518								
Edgecliff Village	1	12	12	00:12:08	1	85.7%	0	0.0%	31	5	83.9%
	2	1	1	00:08:33	0	100.0%	0	0.0%	1	0	100.0%
	3	7	4	00:07:46	0	100.0%	0	0.0%	34	1	97.1%
Total Edgecliff Village		20	17								
Forest Hill	1	58	50	00:10:30	11	75.0%	1	1.7%	44	11	75.0%
	2	88	78	00:14:16	7	87.9%	2	2.3%	58	7	87.9%
	3	37	32	00:14:41	3	90.0%	1	2.7%	78	15	80.8%
Total Forest Hill		183	160								
Fort Worth	1	2435	2310	00:11:34	371	78.5%	57	2.3%	1727	371	78.5%
	2	4969	4627	00:12:49	591	83.9%	88	1.8%	3671	591	83.9%
	3	3050	2831	00:16:17	344	84.2%	93	3.0%	2179	344	84.2%
	4	1098	1095	00:50:25	62	93.0%	19	1.7%	884	62	93.0%
Total Fort Worth		11552	10863								
Haltom City	1	93	90	00:12:21	21	69.1%	5	5.4%	68	21	69.1%
	2	159	144	00:13:36	20	82.1%	4	2.5%	112	20	82.1%
	3	107	87	00:15:08	8	90.1%	0	0.0%	81	8	90.1%
	4	5	5	03:02:44	0	100.0%	0	0.0%	49	1	98.0%
Total Haltom City		364	326								
Haslet	1	2	2	00:04:38	0	100.0%	0	0.0%	43	10	76.7%
	2	8	6	00:07:15	0	100.0%	0	0.0%	34	8	76.5%
	3	3	2	00:16:29	1	50.0%	0	0.0%	20	3	85.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Feb 2021

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 %
Total Haslet		13	10								
Lake Worth	1	25	23	00:14:45	5	68.8%	2	8.0%	42	13	69.0%
	2	38	34	00:12:49	5	80.8%	1	2.6%	26	5	80.8%
	3	25	22	00:13:22	5	76.2%	1	4.0%	21	5	76.2%
Total Lake Worth		88	79								
Lakeside	1	2	2	00:18:47	1	0.0%	1	50.0%	31	14	54.8%
	2	4	3	00:16:12	1	75.0%	1	25.0%	41	22	46.3%
	3	4	4	00:17:52	2	50.0%	0	0.0%	20	7	65.0%
Total Lakeside		10	9								
River Oaks	1	23	22	00:11:07	2	87.5%	0	0.0%	96	22	77.1%
	2	38	37	00:14:24	7	70.8%	1	2.6%	56	13	76.8%
	3	21	15	00:13:33	2	86.7%	1	4.8%	80	16	80.0%
Total River Oaks		82	74								
Saginaw	1	47	43	00:12:36	15	54.5%	1	2.1%	81	37	54.3%
	2	78	60	00:18:06	13	73.5%	0	0.0%	49	13	73.5%
	3	43	33	00:19:02	8	71.4%	1	2.3%	65	27	58.5%
Total Saginaw		168	136								
Sansom Park	1	17	16	00:11:07	1	88.9%	0	0.0%	77	17	77.9%
	2	51	44	00:13:17	5	84.8%	0	0.0%	33	5	84.8%
	3	21	18	00:20:05	4	73.3%	1	4.8%	86	18	79.1%
	4	7	7	00:20:34	0	100.0%	0	0.0%	27	2	92.6%
Total Sansom Park		96	85								
Westover Hills	1	1	1	00:14:25	1	0.0%	0	0.0%	4	1	75.0%
	2	4	4	00:07:42	0	100.0%	0	0.0%	5	1	80.0%
	3	1	1	00:13:54	0	100.0%	0	0.0%	7	3	57.1%
Total Westover Hills		6	6								
Westworth Village	1	11	11	00:08:45	0	100.0%	0	0.0%	57	7	87.7%
	2	20	20	00:11:54	6	66.7%	1	5.0%	50	15	70.0%
	3	11	10	00:18:53	1	85.7%	0	0.0%	20	7	65.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Feb 2021

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 %
Total Westworth Village		42	41								
White Settlement	1	56	54	00:11:40	4	89.2%	0	0.0%	115	24	79.1%
	2	112	110	00:13:05	11	86.6%	1	0.9%	82	11	86.6%
	3	62	57	00:16:03	12	76.0%	2	3.2%	50	12	76.0%
	4	9	9	00:15:58	0	100.0%	0	0.0%	21	2	90.5%
Total White Settlement		239	230								
System Wide	1	2897	2744	00:11:38	453	77.9%	73	2.5%	2505	574	77.1%
	2	5749	5341	00:12:57	691	83.6%	104	1.8%	4401	741	83.2%
	3	3486	3194	00:16:17	396	84.1%	101	2.9%	2812	477	83.0%
	4	1289	1286	00:52:27	71	93.1%	22	1.7%	1112	76	93.2%
Total System Wide		13421	12565								

Prepared March 22, 2021



Compliance Officer's Report February 16, 2021- March 22, 2021

Compliance Officer Duties

- Two Narcotic Anomalies:
 1. Two paramedics took inadvertently took their narcotics home at the end of shift. The anomaly process was followed and not foul play was detected.
- Submitted EMS provider roster changes to the DSHS as required.
- Secondary driver's license audit completed for renewals pending COVID extensions.
- DSHS license renewal was accepted by the state and renewal completed.

Paralegal Duties

- 24 DFPS reports made for suspected abuse, neglect, or exploitation.
- 2 Pre-trial virtual meetings held with the Tarrant Co. District Attorney's office.
- 1 Law Enforcement agency virtual interviews.
- 3 Subpoenas(s) for witness appearance processed and served.
- Assisted General Counsel & outside counsel with civil mediations.
- Drafted, reviewed, and executed multiple contractual agreements with outside parties for various ventures and services.

A handwritten signature in black ink, appearing to read "Chad Carr", is written over a light gray circular stamp.

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

Strategic Integration Summary

March 2021

Alternate Payment Models

- ET3 Model starting on **April 5, 2021**
 - Inaugural ET3 Steering Committee met this month.
 - Most hospital CEOs, and community partners on the committee
 - Sen. Kolkhorst introduced the Budget Rider in the Senate to require HHSC to adopt the ET3 payment model.
 - She also sponsored a Senate Bill requiring the same.
 - Rep. Mando Martinez has introduced a House Bill for Community Paramedicine, including the ET3 model payment model.
- American Rescue Plan Act signed into law.
 - Contains authorization for CMS to issue a waiver to pay for treatment in place for PHE related non-transports if part of a community-wide protocol to preserve healthcare system capacity.
 - MedStar part of the team CMS reached out to help craft the waiver.
- Continuing to work with Amerigroup, BCBS, CIGNA, and Cook Children's Health Plan on agreement for payment for alternate *dispositions*.
- Started dialog with Southwestern Health Resources to engage in ET3 model payment for their full risk population with Humana and UnitedHealthcare.

StarSaver+PLUS:

- Working on expanding the model for StarSaver benefits plus MedStar on Demand services

Tiered System Response Pilot

- Launched 2/1/21
- Task Force Reviewing Data bi-weekly
- Recent Outcomes attached
 - 92 BLS ambulance 911 responses
 - 82 patients assessed
 - 38 transported to area facilities
- Experience surveys extremely positive

COVID Vaccines

- Mobile (pop-up) vaccine clinics ongoing in cooperation with Fort Worth
 - 2,240 initial doses and 481 2nd doses administered.

COVID Antibody Infusion Program

- Amerigroup program set up completed.
- Awaiting first referrals
- Confirmed with CMS that mAb infusions will be covered by Medicare.
 - Including uninsured through the HRSA uninsured care fund.

Medicaid Ambulance Supplemental Payment Program – ASPP

- HHSC approved plan to include Medicaid MCOs in the program moving forward.
- PCG beginning cost data collection for this year's allocation based on Average Commercial Reimbursement (our recommendation) as opposed to strictly cost-based (historic).

Treatment in Place Model – AMA Pilot

- Program continues to work well
- Latest data below:

Telehealth Summary Data		
	As of:	2/28/2021
AMAs	6,294	
Telehealth Offered	4,367	69.4%
Telehealth Completed	85	1.9%
Telehealth Offered, but not Completed	4,282	68.0%
Patient Refused	4,186	95.9%
Connection Failure	96	2.2%

"No" or "N/A" Documented Cases	1,718	42.4%
Suspicion of High Acuity Illness/Injury	562	32.7%
Patient in Custody	362	21.1%
Not documented	543	31.6%
Patient in a Healthcare Facility	88	5.1%
< 1 y/o	70	4.1%
Unable to Demonstrate Decisional Capacity	55	3.2%
Ambulance Not On Scene	13	0.8%
OB Complaint	25	1.5%

Average Scene Times		"N"
Telemedicine Not Attempted (<i>not offered, pt. declined, etc.</i>)	0:39:15	5,857
Telemedicine Completed or Attempted	0:48:50	174

Legislative Issues

- *Local* - Actively working with numerous stakeholders on proposed legislation regarding ground ambulance balanced billing prohibition, EMS personnel carrying guns on ambulances and fire trucks, telehealth expansion, ET3 payment models and COVID liability.
- *Federal* – Assisting with legislation on Medicare extenders, telehealth expansion, EMS grant funding, and EMS Workforce issues.

Best Practices in Evidence-Based Protocol Development

- Dr. Miller conducted an AIMHI webinar on 3/23 with the Medical Director from Niagara (CA) EMS.

Presentations

Event (virtual, unless noted)	Date	Attendees
National EMS Finance Summit	March 2021	~250
Texas Healthcare Financial Management Assoc.	May 2020	~200
Michigan EMS Expo	June 2020	~300
International Acad. of Emergency Dispatch (Las Vegas)	July 2021	~1,500
Pinnacle EMS Leadership Summit (Phoenix)	August 2021	~750
EMS Today (Atlanta)	August 2021	1,500

On-Going Paid Consulting Activity

- Current Active Agreements
 - P3 Health Partners
 - National IPA
 - Assisting with MIH connections and program development in AZ, CO, OR and NV
 - South Texas EMS Foundation
 - Assisting with MIH program development in Harlingen, TX
 - Center for Public Safety Management (*in partnership with ICMA*)
 - County of San Diego, CA – Evaluation of EMS agency performance
 - Steuben, NY – EMS evaluation and redesign
 - Projects pending for Burbank, CA; Madison, CT and Coalinga, CA
 - Harris County ESD-11
 - Assisting with education on high-performance, high value EMS and potential transition of EMS provision in the ESD-11 area
 - Building proforma for public utility like system
 - Recruitment of Executive Director
 - Executive Director selected
 - City of Austin Dispatch Assessment/Resource Assignment Recommendations
 - Through Public Consulting Group (PCG)

Media Summary

- LVT Rise Vax Clinic
 - CBS 11, ABC 8, NBC 5, FOX 4, KRLD, WBAP, Star-Telegram, FTW Business Press.
- Mobile Vax Clinics
 - NBC 5, CBS 11
- Ruben Cisneros hospitalized
 - NBC 5
- I-35W Crash
 - CBS 11, ABC 8, NBC 5, FOX 4, KRLD, WBAP, Star-Telegram, FTW Business Press
 - TVEyes Report tracked over 145 local, national, and international media hits.
 - As far away as Europe and Australia
 - 5,891,000 broadcast viewers
- Winter Storm Uri
 - CBS 11, ABC 8, NBC 5, FOX 4, KRLD, WBAP, Star-Telegram, FTW Business Press
 - TVEyes Report tracked over 319 local, national, and international media hits.
 - 12,960,200 broadcast viewers

Membership New / Renewal Comparison									
	2019	Cumulative	% Change	2020	Cumulative	% Change	2021	Cumulative	% Change
New Households									
January	21	21	-44.7%	44	44	109.5%	96	96	118.2%
February	38	59	-25.3%	34	78	32.2%	66	162	94.1%
March	35	94	-30.4%	92	170	80.9%	31	193	-66.3%
April	44	138	-23.3%	112	282	104.3%		193	-100.0%
May	27	165	-22.9%	54	336	103.6%		193	-100.0%
June	31	196	-21.6%	55	391	99.5%		193	-100.0%
July	37	233	-17.1%	46	437	87.6%		193	-100.0%
August	31	264	-16.5%	79	516	95.5%		193	-100.0%
September	276	540	59.8%	90	606	12.2%		193	-100.0%
October	3	543	53.4%	31	637	17.3%		193	-100.0%
November	13	556	46.7%	35	672	20.9%		193	-100.0%
December	25	581	38.7%	48	720	23.9%		193	-100.0%
Total New Member Households	581			720			193		
Renewing Households									
January	216	216	-37.8%	183	183	-15.3%	159	159	-13.1%
February	210	426	-52.3%	66	249	-41.5%	136	295	106.1%
March	335	761	-23.1%	44	293	-61.5%	80	375	81.8%
April	954	1715	-24.8%	947	1240	-27.7%		375	-100.0%
May	377	2092	-23.5%	321	1561	-25.4%		375	-100.0%
June	376	2468	-21.2%	474	2035	-17.5%		375	-100.0%
July	279	2747	-19.6%	360	2395	-12.8%		375	-100.0%
August	269	3016	-19.6%	196	2591	-14.1%		375	-100.0%
September	162	3178	-18.2%	457	3048	-4.1%		375	-100.0%
October	166	3344	-19.5%	110	3158	-5.6%		375	-100.0%
November	75	3419	-19.1%	66	3224	-5.7%		375	-100.0%
December	238	3657	-19.1%	627	3851	5.3%		375	-100.0%
Total Renewing Households	3657			3851			375		
Total Member Households	4238			4571			568		

247 are Trinity Terrace Members
StarPlus Program

18 are Trinity Terrace Households
StarPlus Program

19 are Trinity Terrace Households
StarPlus Spring Program

249 are Fall Trinity Terrace Households
StarPlus Program

BLS Ambulance Response Outcomes/Data as of 3/21/21

BLS Response Report Summary					
Through: 3/21/2021					
Response Determinant	Description	Responses	Patients Assessed	Transports	Transport Ratio
2B01	Allergic Reaction/Stings	1	0	0	0.0%
4B01A	Assault	7	7	4	57.1%
5A01	Back Pain (Non-Traumatic)	1	1	1	100.0%
17B04	Fall	2	2	1	50.0%
20B02C	Heat/Cold Exposure	5	0	0	0.0%
25O01	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	5	5	2	40.0%
25O02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	4	2	2	50.0%
25A02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	3	3	3	100.0%
25B03	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	1	1	1	100.0%
26A08	Sick Person	1	1	1	100.0%
29A01V	Traffic/Transportation Incident (MVC)	1	0	0	0.0%
29B01	Traffic/Transportation Incident (MVC)	1	1	1	100.0%
29B01V	Traffic/Transportation Incident (MVC)	19	22	5	26.3%
29B03	Traffic/Transportation Incident (MVC)	1	0	0	0.0%
29B03U	Traffic/Transportation Incident (MVC)	2	3	1	50.0%
29B05	Traffic/Transportation Incident (MVC)	4	6	0	0.0%
29B05U	Traffic/Transportation Incident (MVC)	6	13	10	166.7%
29B05V	Traffic/Transportation Incident (MVC)	8	9	1	12.5%
30B01	Traumatic Injury	1	1	1	100.0%
31D02	Unconscious/Fainting/Near-Fainting	1	1	0	0.0%
32B03	Unknown Problem/Person Down	18	4	4	22.2%
Total		92	82	38	41.3%

BLS Ambulance Response Report

Incident Date Time	Day of Wk	Unit #	Incident City	Response Plan	Co-Responder Unit #	Incident Zip Code	Dispatch Complaint	EMD Card #	Disposition
2/1/2021 8:58	Monday	M575	FORT WORTH	P3B-FD	None	76104	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25002	Transported - by this Unit
2/1/2021 13:35	Monday	M575	FORT WORTH	P3B+FD+PD	Unknown	76104	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Found)
2/3/2021 8:51	Wednesday	M550	FORT WORTH	P2B+FD+PD	A05	76104	Assault	4B01A	Refusal - Refused all Evaluation/Care
2/3/2021 15:01	Wednesday	M542	FORT WORTH	P2B+FD+PD	E06	76107	Traffic/Transportation Incident (MVC)	29B03U	AMA - Assessed &/or Treated & Released
2/3/2021 15:01	Wednesday	M542	FORT WORTH	P2B+FD+PD	E06	76107	Traffic/Transportation Incident (MVC)	29B03U	Refusal - Refused all Evaluation/Care
2/4/2021 1:35	Thursday	M572	FORT WORTH	P2B+FD+PD	E04	76105	Assault	4B01A	Transported - by this Unit
2/5/2021 6:34	Friday	M575	FORT WORTH	P3B-FD	None	76110	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25002	Canceled on Scene (No Pt Contact)
2/5/2021 9:26	Friday	M533	FORT WORTH	P2B+FD+PD	E17	76133	Traffic/Transportation Incident (MVC)	29B03	Canceled (Prior to Arrival)
2/5/2021 18:45	Friday	M527	City of Fort Worth	P2B+FD+PD	E05	76102	Traffic/Transportation Incident (MVC)	29B01V	Canceled (Prior to Arrival)
2/5/2021 19:11	Friday	M527	Fort Worth	P2B+FD+PD	E02	76102	Traffic/Transportation Incident (MVC)		RAS - Release at Scene
2/5/2021 19:04	Friday	M551	City of Fort Worth	P2B+FD+PD	E17	76115	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
2/5/2021 19:04	Friday	M551	City of Fort Worth	P2B+FD+PD	E17	76115	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
2/5/2021 19:04	Friday	M551	City of Fort Worth	P2B+FD+PD	E17	76115	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
2/5/2021 19:04	Friday	M551	City of Fort Worth	P2B+FD+PD	E17	76115	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
2/6/2021 2:42	Saturday	M567	FORT WORTH	P1B+FD+PD	Unknown	76120	Traffic/Transportation Incident (MVC)	29B03U	Transported - by this Unit
2/6/2021 7:08	Saturday	M552	FORT WORTH	P2B+FD+PD	T02	76104	Traffic/Transportation Incident (MVC)	29B05	RAS - Release at Scene
2/6/2021 7:08	Saturday	M552	FORT WORTH	P2B+FD+PD	T02	76104	Traffic/Transportation Incident (MVC)	29B05	RAS - Release at Scene
2/6/2021 15:14	Saturday	M531	FORT WORTH	P2B+FD+PD	E04	76119	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/6/2021 15:14	Saturday	M531	FORT WORTH	P2B+FD+PD	E04	76119	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/7/2021 15:35	Sunday	M544	FORT WORTH	P2B+FD+PD	E05	76104	Traffic/Transportation Incident (MVC)	29B05	RAS - Release at Scene
2/7/2021 15:35	Sunday	M544	FORT WORTH	P2B+FD+PD	E05	76104	Traffic/Transportation Incident (MVC)	29B05	RAS - Release at Scene
2/8/2021 6:31	Monday	M527	FORT WORTH	P2B+FD+PD	E05	76102	Traffic/Transportation Incident (MVC)	29B05V	Canceled on Scene (No Pt Found)
2/8/2021 8:23	Monday	M527	FORT WORTH	P3B+FD+PD	E14	76102	Unknown Problem/Person Down	32B03	Canceled (Prior to Arrival)
2/8/2021 8:47	Monday	M527	FORT WORTH	P2B+FD+PD	Unknown	76104	Traffic/Transportation Incident (MVC)	29B01V	Transported - by this Unit
2/8/2021 8:47	Monday	M527	FORT WORTH	P2B+FD+PD	Unknown	76104	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released
2/10/2021 12:40	Wednesday	M560	FORT WORTH	P3B-FD	None	76177	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25002	Transported - by this Unit
2/10/2021 23:21	Wednesday	M559	FORT WORTH	P3B+FD+PD	E08	76104	Unknown Problem/Person Down	32B03	Transported - by this Unit
2/11/2021 7:04	Thursday	M578	FORT WORTH	P2B+FD+PD	T08	76111	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/11/2021 7:04	Thursday	M578	FORT WORTH	P2B+FD+PD	T08	76111	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/11/2021 7:04	Thursday	M578	FORT WORTH	P2B+FD+PD	T08	76111	Traffic/Transportation Incident (MVC)	29B05U	Transported - w/AMA
2/11/2021 7:04	Thursday	M578	FORT WORTH	P2B+FD+PD	T08	76111	Traffic/Transportation Incident (MVC)	29B05U	Transported - w/AMA
2/11/2021 7:04	Thursday	M578	FORT WORTH	P2B+FD+PD	T08	76111	Traffic/Transportation Incident (MVC)	29B05U	Transported - w/AMA
2/11/2021 7:04	Thursday	M578	FORT WORTH	P2B+FD+PD	T08	76111	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/12/2021 6:45	Friday	M576	Westover Hills	P2B+FD+PD	WHPD	76107	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/14/2021 6:25	Sunday	M537	FORT WORTH	P2+FD	E02	76104	Heat/Cold Exposure	20B02C	Canceled False Call
2/14/2021 17:23	Sunday	M520	FORT WORTH	P2B+FD+PD	E05	76104	Traffic/Transportation Incident (MVC)	29B05V	Canceled on Scene (No Pt Found)
2/14/2021 17:52	Sunday	M520	FORT WORTH	P2B+FD+PD	E04	76105	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Contact)
2/15/2021 10:01	Monday	M547	FORT WORTH	P3B+FD+PD	E14	76103	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Contact)
2/15/2021 10:22	Monday	M547	FORT WORTH	P2+FD	E20	76111	Heat/Cold Exposure	20B02C	Canceled (Prior to Arrival)
2/15/2021 10:38	Monday	M547	FORT WORTH	P2B+FD	RES14	76111	Heat/Cold Exposure	20B02C	Canceled (Prior to Arrival)
2/15/2021 12:10	Monday	M547	FORT WORTH	P2B+FD	E14	76103	Heat/Cold Exposure	20B02C	Canceled on Scene (No Pt Contact)
2/15/2021 12:47	Monday	M547	FORT WORTH	P2B+FD+PD	E37	76137	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
2/15/2021 12:47	Monday	M547	FORT WORTH	P2B+FD+PD	E37	76137	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released

BLS Ambulance Response Report									
Incident Date Time	Day of Wk	Unit #	Incident City	Response Plan	Co-Responder Unit #	Incident Zip Code	Dispatch Complaint	EMD Card #	Disposition
2/16/2021 8:44	Tuesday	M551	FORT WORTH	P2B+FD+PD	Unknown	76103	Traffic/Transportation Incident (MVC)	29B01V	Transported - by this Unit
2/16/2021 8:44	Tuesday	M551	FORT WORTH	P2B+FD+PD	Unknown	76103	Traffic/Transportation Incident (MVC)	29B01V	Transported - by this Unit
2/16/2021 10:20	Tuesday	M551	FORT WORTH	P3B+FD+PD	T08	76110	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Found)
2/16/2021 11:18	Tuesday	M551	FORT WORTH	P3-FD	None	76137	Back Pain (Non-Traumatic)	5A01	Transported - by this Unit
2/16/2021 10:37	Tuesday	M551	FORT WORTH	P3-FD	None	76104	Falls	17B04	AMA - Assessed &/or Treated & Released
2/16/2021 14:45	Tuesday	M551	FORT WORTH	P3-FD	None	76133	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Found)
2/16/2021 17:20	Tuesday	M551	FORT WORTH	P3B+FD+PD	None	76107	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25O01	Transported - by this Unit
2/17/2021 12:26	Wednesday	M554	FORT WORTH	P3B-FD	None	76102	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25O02	Canceled on Scene (No Pt Contact)
2/19/2021 21:23	Friday	M523	WHITE SETTLEMENT	P2B+FD+PD	Unknown	76108	Heat/Cold Exposure	20B02C	Canceled on Scene (No Pt Contact)
2/21/2021 1:50	Sunday	M554	FORT WORTH	P3B+FD+PD	E10	76115	Unknown Problem/Person Down	32B03	Canceled False Call
2/21/2021 6:21	Sunday	M527	FORT WORTH	P3B+FD+PD	E10	76115	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Found)
2/22/2021 1:17	Monday	M577	FORT WORTH	P2B+FD+PD	E02	76102	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
2/22/2021 1:17	Monday	M577	FORT WORTH	P2B+FD+PD	E02	76102	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
2/22/2021 1:17	Monday	M577	FORT WORTH	P2B+FD+PD	E02	76102	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
2/22/2021 1:17	Monday	M577	FORT WORTH	P2B+FD+PD	E02	76102	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
2/22/2021 3:36	Monday	M577	FORT WORTH	P2B+FD+PD	None	76115	Traffic/Transportation Incident (MVC)	29B05V	Canceled (Prior to Arrival)
2/22/2021 6:42	Monday	M531	FORT WORTH	P2B+FD	Unknown	76116	Traumatic Injury	30B01	Transported - by this Unit
2/23/2021 9:09	Tuesday	M558	FORT WORTH	P3B+FD+PD	Q13	76135	Unknown Problem/Person Down	32B03	Canceled (Prior to Arrival)
2/23/2021 10:27	Tuesday	M558	FORT WORTH	P2B+FD+PD	E29	76133	Traffic/Transportation Incident (MVC)	29B01V	Canceled (Prior to Arrival)
2/25/2021 2:57	Thursday	M548	FORT WORTH	P2B+FD+PD	Unknown	76137	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
2/25/2021 3:48	Thursday	M548	FORT WORTH	P3B-FD	None	76102	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25O01	COVID-19 Non-transport & Referral
2/25/2021 7:49	Thursday	M558	FORT WORTH	P3B-FD	None	76102	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25A02	Transported - by this Unit
2/25/2021 12:19	Thursday	M558	FORT WORTH	P2+FD	RES14	76102	Unknown Problem/Person Down	32B03	Canceled (Prior to Arrival)
2/26/2021 19:49	Friday	M520	BURLESON	P2B+FD+PD	Unknown	76028	Traffic/Transportation Incident (MVC)	29B05U	RAS - Release at Scene
2/26/2021 21:31	Friday	M561	FORT WORTH	P2B+FD+PD	E16	76116	Traffic/Transportation Incident (MVC)	29B05	Canceled on Scene (No Pt Contact)
2/26/2021 21:51	Friday	M561	FORT WORTH	P2B+FD+PD	Q16	76116	Traffic/Transportation Incident (MVC)	29B05	AMA - Assessed &/or Treated & Released
2/26/2021 21:51	Friday	M561	FORT WORTH	P2B+FD+PD	Q16	76116	Traffic/Transportation Incident (MVC)	29B05	AMA - Assessed &/or Treated & Released
2/26/2021 22:51	Friday	M561	FORT WORTH	P2B+FD+PD	E04	76119	Traffic/Transportation Incident (MVC)	29B05U	Transported - by this Unit
2/28/2021 13:03	Sunday	M581	FORT WORTH	P2B+FD+PD	RES14	76103	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released
2/28/2021 13:03	Sunday	M581	FORT WORTH	P2B+FD+PD	RES14	76103	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released
3/3/2021 17:39	Wednesday	M545	FORT WORTH	P2B+FD+PD	E30	76116	Assault	4B01A	Transported - by this Unit
3/3/2021 18:11	Wednesday	M562	FORT WORTH	P2B+FD+PD	E23	76108	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
3/3/2021 18:11	Wednesday	M562	FORT WORTH	P2B+FD+PD	E23	76108	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
3/4/2021 6:35	Thursday	M567	FORT WORTH	P3B-FD	None	76104	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25O01	Transported - by this Unit
3/4/2021 8:59	Thursday	M567	FORT WORTH	P3B-FD	None	76133	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25A02	Transported - by this Unit
3/4/2021 14:22	Thursday	M530	FORT WORTH	P3B+FD+PD	Unknown	76108	Unknown Problem/Person Down	32B03	Canceled (Prior to Arrival)
3/4/2021 15:15	Thursday	M567	FORT WORTH	P2B+FD+PD	Unknown	76133	Traffic/Transportation Incident (MVC)	29B01V	Canceled (Prior to Arrival)
3/4/2021 15:28	Thursday	M567	FORT WORTH	P2B+FD+PD	Unknown	76105	Assault	4B01A	AMA - Assessed &/or Treated & Released
3/5/2021 6:15	Friday	M578	FORT WORTH	P2B+FD+PD	E05	76102	Assault	4B01A	Refusal - Refused all Evaluation/Care
3/5/2021 7:31	Friday	M530	FORT WORTH	P2B+FD+PD	E02	76104	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
3/5/2021 7:31	Friday	M530	FORT WORTH	P2B+FD+PD	E02	76104	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released
3/5/2021 10:12	Friday	M530	City of Burleson	P2+FD	Unknown	76028	Allergic Reaction/Stings	2B01	Canceled on Scene (No Pt Contact)
3/5/2021 10:37	Friday	M578	FORT WORTH	P3B+FD+PD	E17	76115	Unknown Problem/Person Down	32B03	Canceled (Prior to Arrival)
3/5/2021 15:13	Friday	M543	FORT WORTH	P2B+FD+PD	T01	76111	Traffic/Transportation Incident (MVC)	29B01V	Transported - by this Unit
3/5/2021 15:13	Friday	M543	FORT WORTH	P2B+FD+PD	T01	76111	Traffic/Transportation Incident (MVC)	29B01V	Transported - by this Unit

BLS Ambulance Response Report					Co-Responder			
Incident Date Time	Day of Wk	Unit #	Incident City	Response Plan	Unit #	Dispatch Complaint	EMD Card #	Disposition
3/9/2021 19:31	Tuesday	M534	FORT WORTH	P2B+FD+PD	E08	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released
3/10/2021 9:08	Wednesday	M520	FORT WORTH	P3-FD	None	Sick Person	26A08	Transported - by this Unit
3/10/2021 11:08	Wednesday	M520	FORT WORTH	P3B-FD	None	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25O01	AMA - Assessed &/or Treated & Released
3/10/2021 12:04	Wednesday	M520	FORT WORTH	P3B+FD+PD	E14	Unknown Problem/Person Down	32B03	AMA - Assessed &/or Treated & Released
3/12/2021 2:58	Friday	M539	FORT WORTH	P3B+FD+PD	E14	Unknown Problem/Person Down	32B03	Transported - w/AMA
3/12/2021 9:35	Friday	M551	FORT WORTH	P3B-FD	None	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25O01	Transported - by this Unit
3/13/2021 9:46	Saturday	M539	FORT WORTH	P3B+FD+PD	E17	Unknown Problem/Person Down	32B03	Canceled on Scene (No Pt Found)
3/14/2021 7:43	Sunday	M548	FORT WORTH	P2B+FD+PD	E10	Assault	4B01A	Transported - by this Unit
3/14/2021 11:10	Sunday	M561	FORT WORTH	P2B+FD+PD	E14	Traffic/Transportation Incident (MVC)	29B01V	Refusal - Refused all Evaluation/Care
3/14/2021 11:10	Sunday	M561	FORT WORTH	P2B+FD+PD	E14	Traffic/Transportation Incident (MVC)	29B01V	Refusal - Refused all Evaluation/Care
3/14/2021 11:10	Sunday	M561	FORT WORTH	P2B+FD+PD	E14	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
3/14/2021 11:10	Sunday	M561	FORT WORTH	P2B+FD+PD	E14	Traffic/Transportation Incident (MVC)	29B01V	RAS - Release at Scene
3/14/2021 12:04	Sunday	M558	FORT WORTH	P3B+FD+PD	E04	Unknown Problem/Person Down	32B03	Canceled False Call
3/14/2021 12:13	Sunday	M561	FORT WORTH	P2B+FD+PD	T02	Traffic/Transportation Incident (MVC)	29B05U	Canceled on Scene (No Pt Found)
3/16/2021 7:32	Tuesday	M559	FORT WORTH	P2B+FD+PD	E05	Traffic/Transportation Incident (MVC)	29B05V	Transported - by this Unit
3/17/2021 16:08	Wednesday	M529	FORT WORTH	P2B+FD+PD	Unknown	Traffic/Transportation Incident (MVC)	29B05U	RAS - Release at Scene
3/17/2021 16:08	Wednesday	M529	FORT WORTH	P2B+FD+PD	Unknown	Traffic/Transportation Incident (MVC)	29B05U	RAS - Release at Scene
3/17/2021 18:33	Wednesday	M529	FORT WORTH	P2B+FD+PD	Unknown	Traffic/Transportation Incident (MVC)	29B01	Transported - by this Unit
3/18/2021 21:00	Thursday	M525	FORT WORTH	P2B+FD+PD	E16	Assault	4B01A	Transfer of Care (Ground)
3/19/2021 9:39	Friday	M543	FORT WORTH	P2B+FD+PD	E01	Traffic/Transportation Incident (MVC)	29B01V	Canceled (Prior to Arrival)
3/19/2021 10:19	Friday	M525	FORT WORTH	P3B+FD+PD	E10	Unknown Problem/Person Down	32B03	Canceled (Prior to Arrival)
3/19/2021 10:35	Friday	M525	FORT WORTH	P3B+FD+PD	E05	Unknown Problem/Person Down	32B03	AMA - Assessed &/or Treated & Released
3/19/2021 13:48	Friday	M543	FORT WORTH	P2B+FD+PD	Unknown	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25B03	Transported - by this Unit
3/19/2021 19:20	Friday	M560	FORT WORTH	P2B+FD+PD	E16	Traffic/Transportation Incident (MVC)	29B01V	AMA - Assessed &/or Treated & Released
3/20/2021 12:50	Saturday	M554	FORT WORTH	P3-FD	None	Unconscious/Fainting/Near-Fainting	31D02	AMA - Assessed &/or Treated & Released
3/20/2021 20:00	Saturday	M571	BLUE MOUND	P2+FD	Unknown	Falls	17B04	Transported - by this Unit
3/21/2021 0:31	Sunday	M571	FORT WORTH	P3B-FD+PD	None	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	25A02	Transported - by this Unit
3/21/2021 1:44	Sunday	M571	FORT WORTH	P2B+FD+PD	E10	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
3/21/2021 1:44	Sunday	M571	FORT WORTH	P2B+FD+PD	E10	Traffic/Transportation Incident (MVC)	29B05V	RAS - Release at Scene
3/21/2021 15:24	Sunday	M546	FORT WORTH	P2B+FD+PD	Q21	Traffic/Transportation Incident (MVC)	29B01V	Canceled on Scene (No Pt Contact)
3/21/2021 15:38	Sunday	M546	FORT WORTH	P2B+FD+PD	Q21	Traffic/Transportation Incident (MVC)	29B01V	Canceled on Scene (No Pt Contact)
3/22/2021 6:27	Monday	M551	FORT WORTH	P2B+FD+PD	E17	Traffic/Transportation Incident (MVC)	29A02V	Canceled on Scene (No Pt Contact)

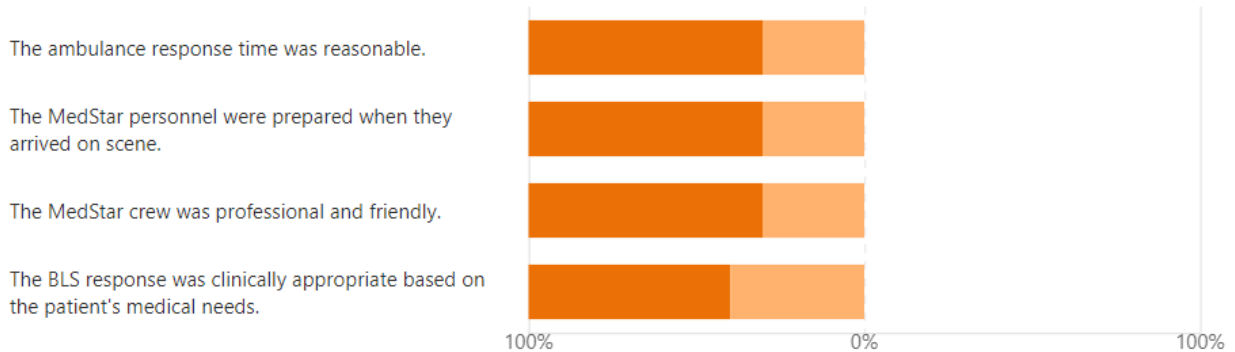
BLS Ambulance Response Provider Survey Results as of 3-21-21

Co-Response Agency Surveys – (9 completed)

4. Experience with MedStar's Response

[More Details](#)

Strongly Agree Agree Neutral Disagree Strongly Disagree



5. Was ALS care administered to the patient, subsequent to the request of an ALS ambulance response, or an intercept by an ALS unit?

[More Details](#)

Yes 0
No 10



Co-Response Agency Unit #:

Fort Worth FD

Fort Worth Engine 4

FWFD Engine 5

Westover Hills Police Department #145

Burleson Truck 2

Burleson FD Truck 2

Burleson Truck 2

Engine 2

Comments Submitted:

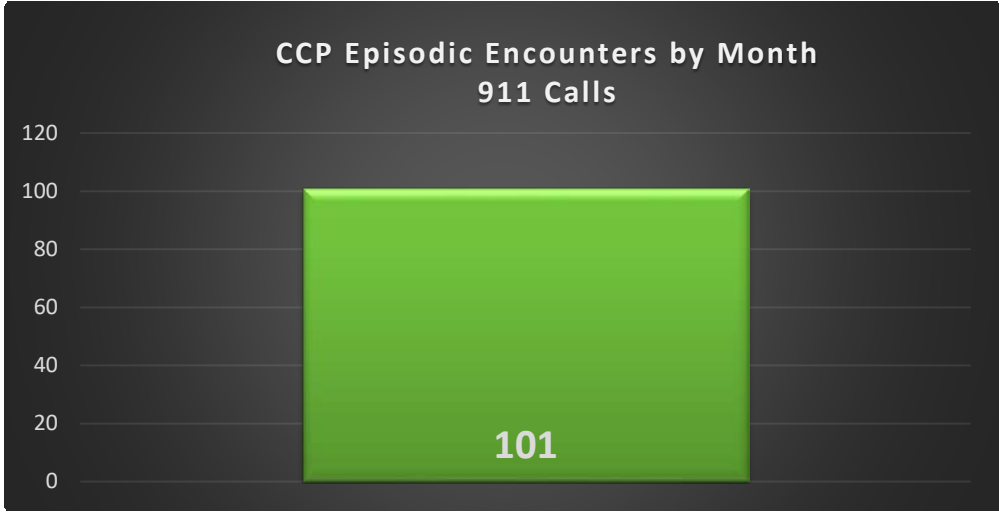
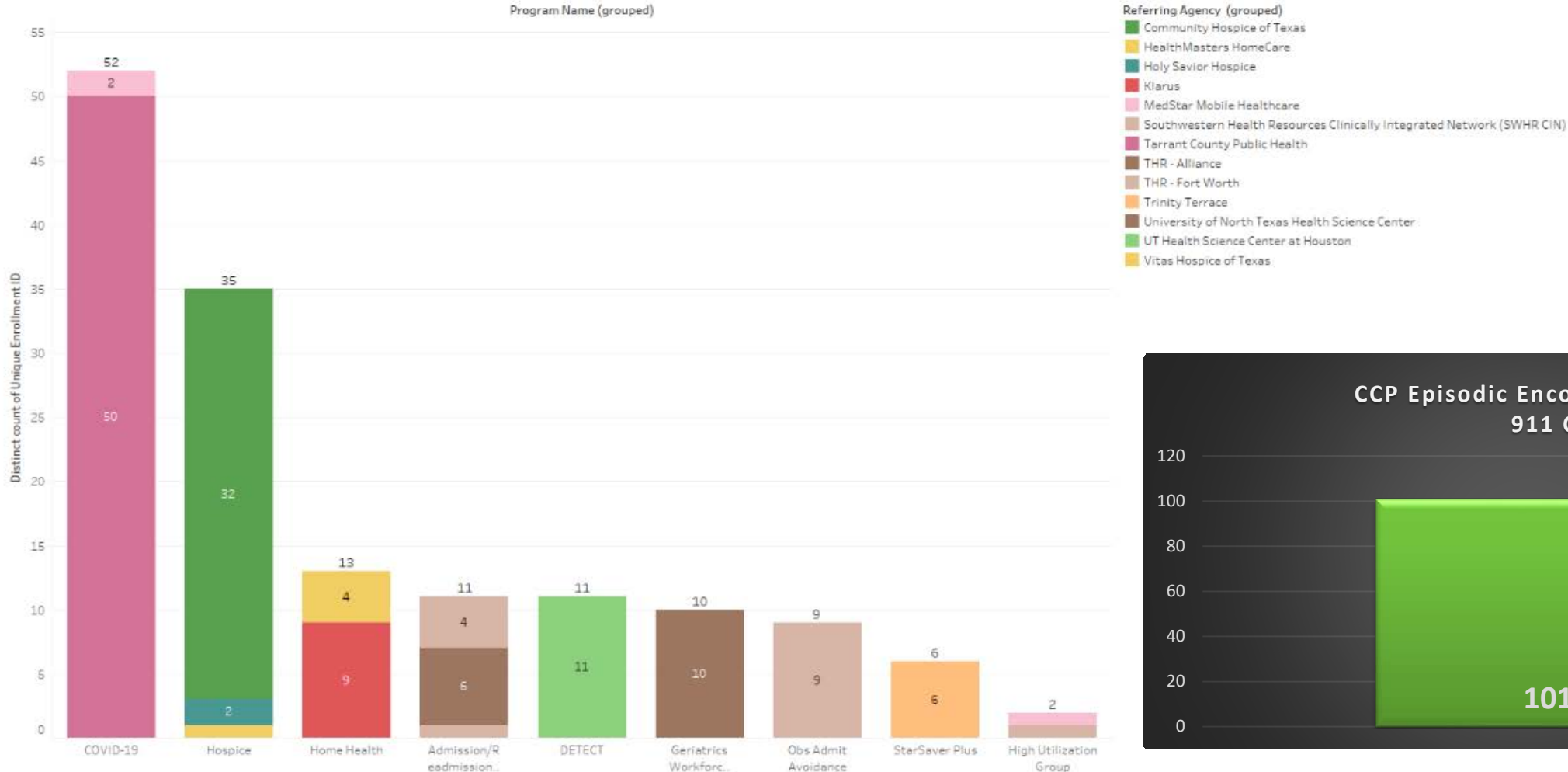
- Medstar's crew was great as always. Carrington Steward's crew is always awesome to work with!
- Worked well for an MVA with no injuries.
- "The crew did a great job. Thank you for all that you do.
- Sgt. A. Sheehan, EMT-P, Westover Hills Police Department"
- Everything went well.

MedStar Survey Response Comments:

- No patient at scene.
- P3 psych, no FD, no staging, PD arrived and stayed till we transported.
- Patient was transported safely without other interventions for the care he needed.
- Call was check on the welfare and the patient was not home. All units cleared. No patient contact.
- I love the idea of 911 BLS. I think it's a great way to help out our community get the appropriate health care by keeping the ALS units available for calls that require more ALS interventions. I think an EMT-B at Medstar has had the appropriate training by our amazing OMD team to handle BLS calls. I also think it's a great way to help with staffing.
- FD was on scene flushing eyes, patient symptoms resolved enough that mother refused any further care from EMS, we took the refusal as transport unit. Resupplied FD to be available. Worked and communicated well!
- FRO OS provide vitals and info to help expedite clearing.
- Went very well fire assisted with movement of patient and transported in a timely manner. ALS was put on the ticket but canceled on scene due to patient being stable.
- No one complained of any pain, it was 100% BLS. Love the idea of 911 BLS.
- I believe it will be a good system, less busy when there are more trucks at once.
- I think the BLS response was appropriate.
- No ALS Was avail, dispatch advised they were holding 25 calls. BLS only to the hospital.
- No patient found and no interaction with fire.
- Great working with BFD, no ALS interventions required, Paramedic on scene.
- Medstar was first on scene, gathered scene size up and responded to dispatch with 3 green PTs and no additional resources needed. Fort Worth Fire assisted with blocking traffic and obtaining 1 RAS while Medstar obtained 2 AMAs.

Program Enrollments and 9-1-1 Encounters

Enrollment Count



Perceived Health Status: Enrollment and Graduation

	THR Observation Admit Avoidance		
	Enrollment	Graduation	Change
Sample Size	21		
Mobility (2)	2.48	2.62	5.77%
Self-Care (2)	2.57	2.67	3.70%
Perform Usual Activities (2)	2.44	2.44	0.00%
Pain and Discomfort (2)	2.43	2.62	7.84%
Anxiety/Depression (2)	2.52	2.81	11.32%
Overall Health Status (3)	5.33	7.62	42.86%

	THR FW Admit Avoidance		
	Enrollment	Graduation	Change
Sample Size	23		
Mobility (2)	2.31	2.49	8.02%
Self-Care (2)	2.54	2.78	9.39%
Perform Usual Activities (2)	2.26	2.64	16.85%
Pain and Discomfort (2)	2.39	2.60	8.62%
Anxiety/Depression (2)	2.66	2.84	6.89%
Overall Health Status (3)	5.32	7.22	35.79%

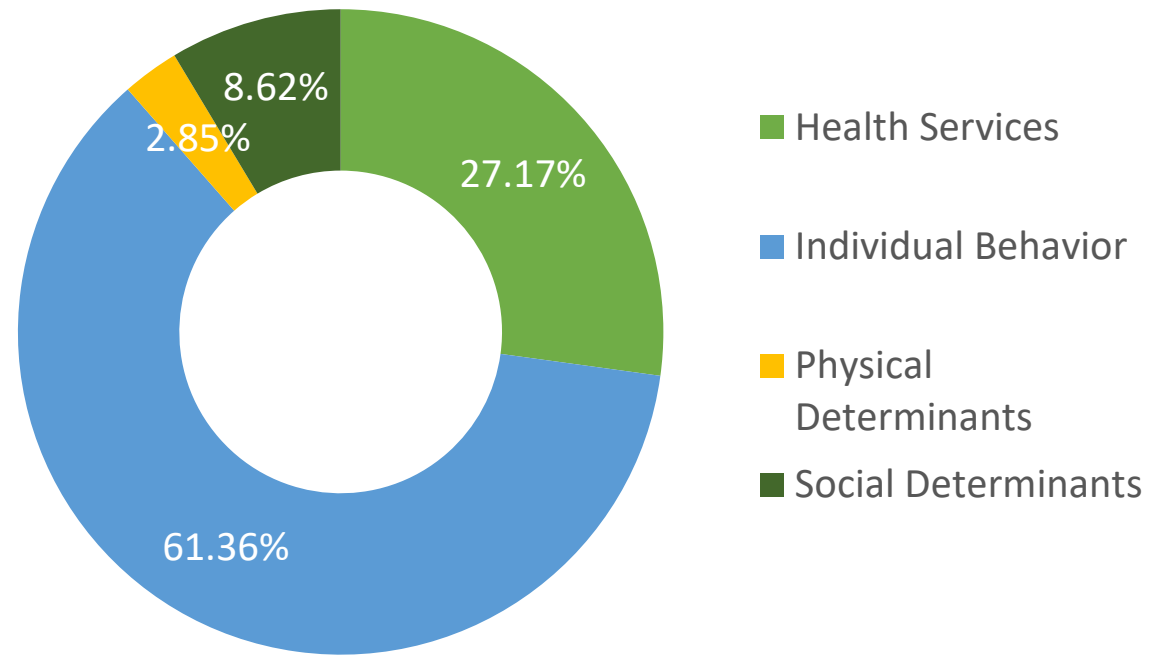
	THR Alliance Admit Avoidance		
	Enrollment	Graduation	Change
Sample Size	34		
Mobility (2)	2.59	2.77	6.75%
Self-Care (2)	2.74	2.88	4.86%
Perform Usual Activities (2)	2.56	2.87	12.05%
Pain and Discomfort (2)	2.41	2.66	10.38%
Anxiety/Depression (2)	2.52	2.73	8.28%
Overall Health Status (3)	5.57	7.18	29.04%

	SWHR Admit Avoidance & HUG		
	Enrollment	Graduation	Change
Sample Size	25		
Mobility (2)	2.15	2.39	11.21%
Self-Care (2)	2.51	2.70	7.45%
Perform Usual Activities (2)	2.11	2.43	15.42%
Pain and Discomfort (2)	1.99	2.33	17.51%
Anxiety/Depression (2)	2.18	2.56	17.55%
Overall Health Status (3)	4.84	6.81	40.51%

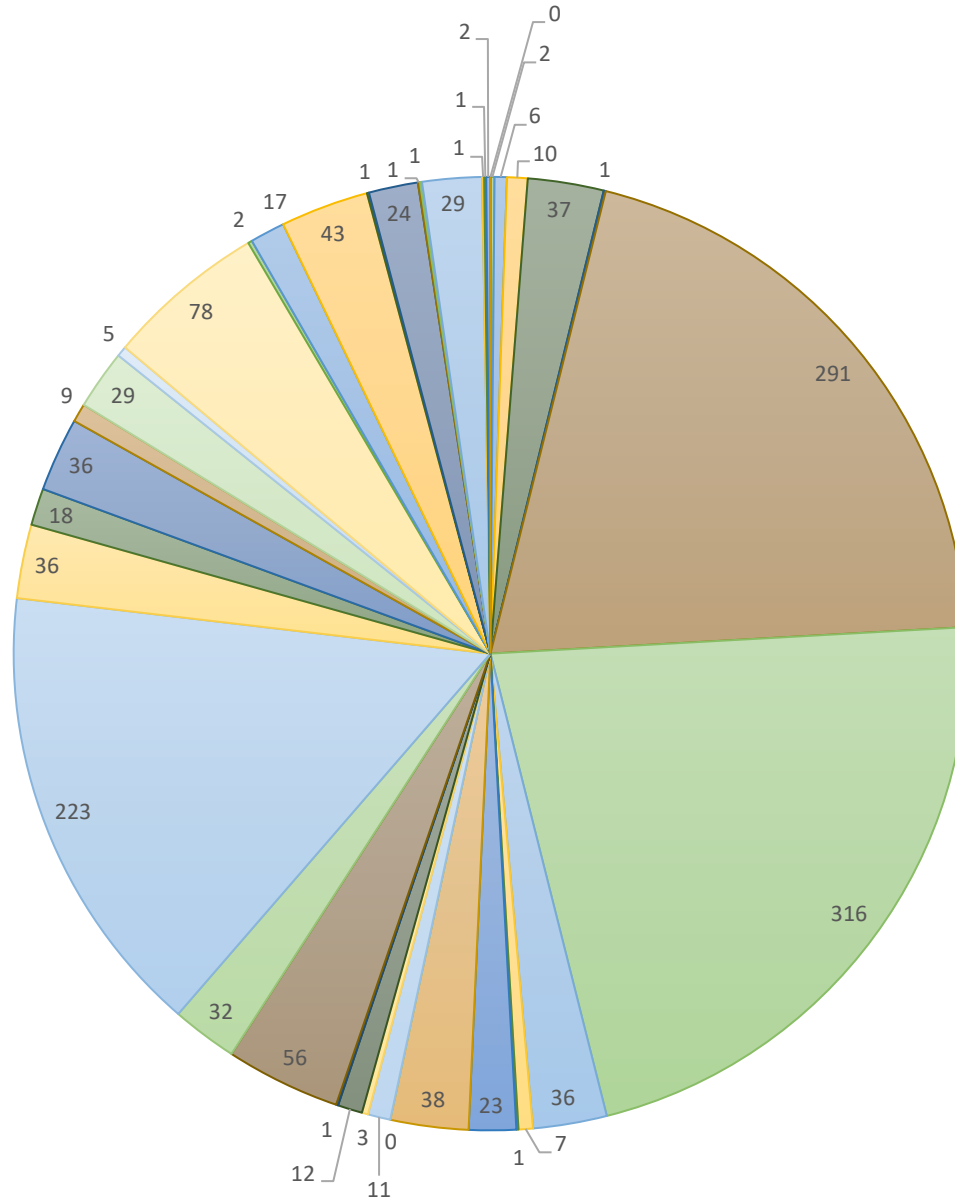
1. Average scores of pre and post enrollment data from EuroQol EQ-5D-3L Assessment Questionnaire
2. Score 1 - 3 with 3 most favorable
3. Score 1 - 10 with 10 most favorable

Determinants of Health

Determinants of Health Identified & Addressed



Determinants of Health

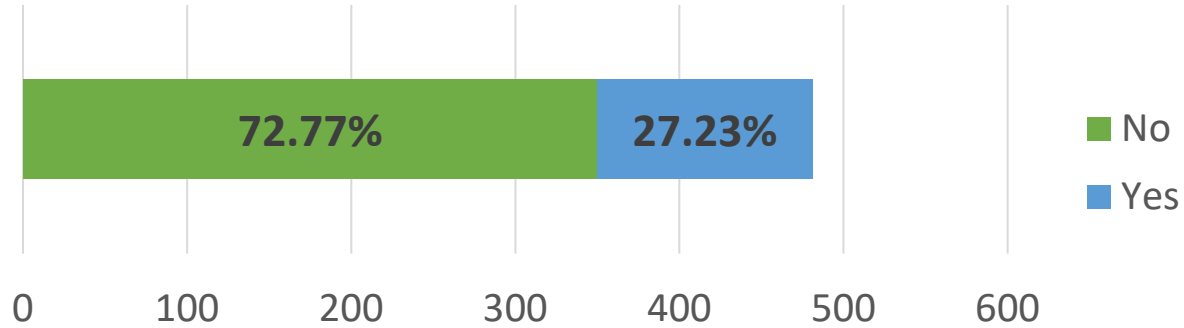


Domain Breakdown

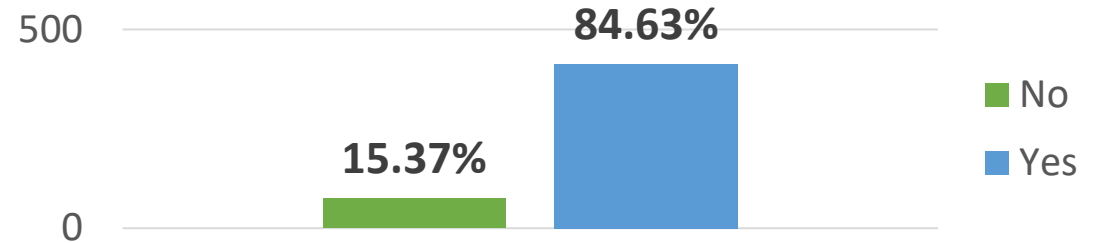
- Alcohol Cessation
- APS Referral
- Bathroom Grab Bars / Bed Rails / Ramps
- Case Manager/Social Worker
- Cell Phone
- Client Binder
- Disease Specific Education
- Durable Medical Equipment
- Education on Appropriate Healthcare Utilization
- Education on Self-Care
- Financial Assistance
- Food Services (Food Bank, Meals on Wheels)
- Guardianship Services
- Home Health
- Hospice
- Housing
- Infestation Extermination
- Matter of Balance
- Medical Funding
- Medication Compliance
- Mental Health Provider
- Palliative Care
- PCP
- PCP Appointment
- Physical Therapy
- Silver Sneakers
- Specialist
- Substance Abuse Cessation
- Tobacco Cessation
- Transportation
- Wound Care
- Weight Loss / Exercise / Proper Nutrition
- Medication Delivery

Common Determinants of Health Identified Upon Enrollment of MIH Patients

Food Insecurity



Reliable Transportation



Financial Insecurity

