



Metropolitan Area EMS Authority (MAEMSA)

dba MedStar Mobile Healthcare

Board of Directors

August 25, 2021

**METROPOLITAN AREA EMS AUTHORITY
DBA MEDSTAR MOBILE HEALTHCARE
NOTICE OF MEETING**

Date and Time: August 25, 2021 at 10:00 a.m.

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 observe the meeting by clicking this URL: <https://webinar.ringcentral.com/j/1483283227> or join by phone: Dial US: +1(469)4450100; meeting Webinar ID: 148 328 3227

AGENDA

- | | | |
|-----------------------------------|---|---------------------------|
| I. CALL TO ORDER | | Dr. Janice Knebl |
| II. INTRODUCTION OF GUESTS | | Dr. Janice Knebl |
| III. CITIZEN PRESENTATIONS | Members of the public may address the Board on any posted agenda item and any other matter related to Authority business. All speakers are required to register prior to a meeting using the link on the Authority's website, (see, http://www.medstar911.org/board-of-directors/ where more details can be found, including information on time limitations). The deadline for registering is 4:30 p.m. August 24, 2021. No person shall be permitted to speak on an agenda item or address the Board during Citizen Presentations unless they have timely registered and have been recognized by the Chair. | |
| IV. 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 – 1470 | Approval of Board Minutes for July 28, 2021 | Dr. Janice Knebl
Pg. 3 |
| BC – 1471 | Approval of Check register for July 2021 | Dr. Janice Knebl
Pg. 6 |
| V. NEW BUSINESS | | |
| BC –1472 | Approval of 2021/22 Budget | Kenneth Simpson
Pg. 11 |
| BC –1473 | Approval of Ambulance Chassis Purchase | Kenneth Simpson
Pg. 12 |
| BC –1474 | Approval of Ambulance Module Purchase | Kenneth Simpson
Pg. 14 |
| BC –1475 | Approval of IV Pumps | Kenneth Simpson
Pg. 16 |

BC –1476	MedStar Medical Billing Services RFP outsource approval	Steve Post Pg. 18-19
BC- 1477	Approval of Request to Defer Officer Elections until regular September meeting	Matthew Aiken Pg. 20

VI. MONTHLY REPORTS

A.	Chief Executive Officer’s Report	Kenneth Simpson
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 Officer	Kenneth Simpson
G.	FRAB	Fire Chief Jim Davis Fire Chief Doug Spears
H.	Chief Strategic Integration Officer	Matt Zavadsky

VII. OTHER DISCUSSIONS

A.	Requests for future agenda items	Dr. Janice Knebl
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VIII. CLOSED SESSION

The Board of Directors may meet in a closed session under Section 551.074 of the Texas Government Code to deliberate regarding the selection and employment of the Chief Executive Officer.

Under Section 551.071 of the Texas Government Code, the Board of Directors may seek the advice of its attorney in closed session concerning 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.

IX. ADJOURNMENT

There will be no further action taken after any closed session and the meeting will automatically stand adjourned.

MINUTES

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

Meeting Date and Time: July 28, 2021, at 1:30 p.m.

The Metropolitan Area EMS Authority Board of Directors conducted a meeting by video and conference call-in, pursuant to the Governor's March 16, 2020, suspension of certain provisions of the Open Meetings Act. The public participated by an URL and phone. A recording of the meeting is available.

I. CALL TO ORDER

Interim Chairman Dr. Janice Knebl called the meeting to order at 1:34 p.m.

Board members participating through video conferencing: Fire Chief Jim Davis, Fire Chief Doug Spears, Dr. Chris Bolton, Dr. Brad Commons, Susan Alanis, and Teneisha Kennard. Physically present Interim Chairman Dr. Janice Knebl, Kenneth Simpson, Interim CEO (Ex-officio), Kristofer Schleicher, Chief Legal Officer, Dr. Veer Vithalani (Ex-officio), Matthew Aiken, Matt Zavadsky, Steve Post, Leila Peeples, Dwayne Howerton, and Chad Carr.

Guests on phone or in person as attendees: Deputy Fire Chief Brian Jacobs, Dr. Brian Miller, Chris Cunningham, Bradley Crenshaw, Lindy Curtis, Casey Davis, Matt Earle, Maria Felkner, Melba Fowler, Michael Griffith, Bettina Martin, Kirt Mays, Elizabeth Paoli, Joleen Quigg, Pete Rizzo, Misti Skinner, Maerissa Thomas, Kristine Valenti, Brian White, and Brian Wong.

II. CLOSED SESSION

Board went into closed session at 1:34 p.m. and returned to open meeting at 2:37 p.m. without taking further action.

III. CONSENT AGENDA

BC-1468 Approval of Board minutes for June 28, 2021.

BC-1469 Approval of Check History for June 2021.

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

IV. NEW BUSINESS

IR- 220 Ken Simpson reviewed the proposed budget for Fiscal Year 2021-2022

V. MONTHLY REPORTS

Members of the Board were referred to the written reports. There were no questions.

IV. REQUEST FOR FUTURE AGENDA ITEMS

None.

VII. ADJOURNMENT

Dr. Knebl adjourned the meeting at 3:20 p.m.

Respectfully submitted,

Janice Knebl
Secretary

AP Check Details Over 5000.00
For Checks Between 7/1/2021 and 7/31/2021



Check Number	CK Date	Vendor Name	Check Amount	Description
70121	7/1/2021	Frost	39,363.52	Frost Loan #9001
105335	7/6/2021	AT&T	19,577.96	aircards and cellphones
105336	7/6/2021	Paranet Solutions	49,632.96	monthly billing June
105340	7/9/2021	Weatherford College	27,600.00	MIH Course
105345	7/15/2021	Airgas USA, LLC	5,559.47	oxygen
105353	7/15/2021	Bound Tree Medical LLC	48,749.29	Medical supplies
105369	7/15/2021	ImageTrend	16,595.00	monthly fee-June
105373	7/15/2021	Maintenance of Ft Worth, Inc.	5,909.00	Janitorial Supplies and Services
105377	7/15/2021	Medline Industries, Inc.	35,657.84	medical supplies
105380	7/15/2021	NRS	11,740.42	Collection services
105383	7/15/2021	Ogletree Deakins Nash Smoak & Stewart	17,668.80	diversity and inclusion initial
105384	7/15/2021	ReCept Pharmacy	5,318.34	medical supplies
105387	7/15/2021	Roger Williams Automall	5,846.42	Various Parts
105395	7/15/2021	Teleflex Medical	8,800.00	IO needles
105403	7/15/2021	XL Parts	12,468.37	Various Parts
105411	7/16/2021	Bound Tree Medical LLC	6,280.05	medical supplies
105416	7/16/2021	CyrusONE	7,717.68	Colocation Hosting Charges
105425	7/16/2021	Medline Industries, Inc.	8,888.28	medical supplies
105427	7/16/2021	NRS	15,504.72	collection agency fees
105430	7/16/2021	Paranet Solutions	46,140.14	monthly billing July
105497	7/22/2021	Bound Tree Medical LLC	28,649.36	medical supplies
105508	7/22/2021	Logis Solutions	35,746.20	CR-MST039, Logis IDS Mainten
105512	7/22/2021	Medline Industries, Inc.	19,755.01	medical supplies
105513	7/22/2021	MetLife - Group Benefits	36,650.64	Dental/Vision/Life Insurance
105520	7/22/2021	School of EMS	6,000.00	B Elliott - Paramedic School
105541	7/26/2021	MetLife - Group Benefits	39,484.84	Dental/Vision/Life Insurance
105545	7/29/2021	All-Pro Construction & Commerical	6,413.54	Monthly Services and repairs
105551	7/29/2021	AT&T	13,232.20	aircards/cellphones
105552	7/29/2021	Bound Tree Medical LLC	16,014.98	medical supplies
105564	7/29/2021	Direct Energy Business	12,805.97	Electric Service
105574	7/29/2021	Maintenance of Ft Worth, Inc.	5,909.00	Janitorial Supplies and Services
105578	7/29/2021	Medline Industries, Inc.	7,232.97	medical supplies
105579	7/29/2021	Medline Industries, Inc.	24,242.42	medical supplies
105582	7/29/2021	Mutual of Omaha	5,492.62	critical care/accident
105583	7/29/2021	NRS	30,193.49	collection agency fees
105585	7/29/2021	O'Rourke Petroleum	6,408.85	Fuel
105592	7/29/2021	ReCept Pharmacy	14,033.86	medical supplies
105594	7/29/2021	RQI Partners	41,032.00	RQI-T activation fee
105604	7/29/2021	The State of Texas	5,105.05	microsoft 365 and Subscription
105610	7/29/2021	XL Parts	5,477.73	Various Parts

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For Checks Between 7/1/2021 and 7/31/2021



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1084007	7/20/2021	WEX Bank	101,783.48	Fuel
1113296	7/29/2021	UMR Benefits	49,017.63	Health Insurance - July Premium
1113303	7/29/2021	UT Southwestern Medical Center	12,833.33	Contract Service - B. Miller
7012021	7/1/2021	Frost	61,053.88	Frost Loan #30001
7022021	7/2/2021	Frost	38,540.62	Frost Loan #4563-001
7162021	7/16/2021	JP Morgan Chase Bank, N.A.	14,870.31	MasterCard Bill

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7162021	7/16/2021	JP Morgan Chase Bank, N.A.	14,870.31	MasterCard Bill

MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE 08/25/21	REQUISITIONER Shaun Curtis	DEPARTMENT Fleet	COST CENTER Fleet	ACCT CODE	CAPITAL TRACKING # BC-1473
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Budgeted Funds? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES - LIST BUDGET NUMBER (s)					
	BUDGET #	AMOUNT \$1,320,000	MONTH	BUDGET #	AMOUNT	MONTH

PROJECT TITLE: Fleet Expansion	CAPITAL CATEGORY: <u>1</u> <u>2</u> <u>3</u> Choose "X" only one (priority)
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DESCRIPTION OF ITEMS BEING REQUESTED:	
1. 24 x 2020 Dodge 4500 Reg Cab Chassis 4x2 w/ ambulance prep package plus delivery (\$50,000 each).....	\$1,200,000
2. 10% Contingency.....	\$120,000

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

This request for capital is a continuation of the plan to replace current ambulances that are exceeding their mileage limits.

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

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL: Ken Simpson	PROPOSED CAPITAL (Tax Exempt)	\$	1,320,000.00
	CHIEF FINANCIAL OFFICER Steve Post	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual} 0
	EXECUTIVE DIRECTOR Ken Simpson	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	1,320,000.00
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				

MedStar

REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE 08/25/21	REQUISITIONER Shaun Curtis	DEPARTMENT Fleet	COST CENTER Fleet	ACCT CODE	CAPITAL TRACKING # BC-1474
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Budgeted Funds?	IF YES - LIST BUDGET NUMBER (s)					
	<input checked="" type="checkbox"/> Yes	BUDGET #	AMOUNT \$4,838,748	MONTH	BUDGET #	AMOUNT
<input type="checkbox"/> No						

PROJECT TITLE: Fleet Replacement/ Expansion	CAPITAL CATEGORY: <u>1</u> <u>2</u> <u>3</u> Choose "X" only one (priority)
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DESCRIPTION OF ITEMS BEING REQUESTED:

1. 24 x 2020 Demers Module Upfit on Dodge 4500 chassis plus delivery (\$173,361.48 each).....	\$4,160,675.52
2. 2 x Equipment for vehicle updates.....	\$12,073.63
3. 12 x new vehicle upfit.....	\$618,091.32
4. 1% Contingency.....	\$47,908

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

This request for capital is a continuation of the plan to replace current ambulances that are exceeding their mileage limits.

This also includes the following equipment for an additional truck to begin a 3 year expansion of the fleet (\$51,507.61):

- Arrow Driver/Case \$275
- Grainger 27 bins per unit \$45.36
- Lytix Drive Cam \$545.00
- Sapphire IV Pump \$1,900.00
- Laerdal Portable Suction \$530.00
- COFW Radio Install per unit (65 per hour @ 3 Hrs) \$195.00
- Traction Splint \$250
- Cambridge Group Kenwood Mobile Radio \$4,750.00
- Ferno Scoop \$311.25
- Ferno Folding Stretcher \$450
- Connection IT Package- Phone and Tablet \$1,500
- Stat Pack Set of Kits \$700.00
- Cambridge Group 2 Kenwood Portable Radios \$ 6,306.00
- Monitor Zoll \$33,750

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

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$	4,838,748.47
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual} 0
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	4,838,748.47
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				

**MAEMSA
BOARD COMMUNICATION**

Date: 08/25/2021	Reference #: BC-1475	Title: IV Pump Approval
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RECOMMENDATION:

It is recommended that the Board of Directors approve the purchase of the sapphire IV pumps.

DISCUSSION:

A competitive RFP was conducted in coordination with field operations and the Office of the Medical Director. Medline provided the Sapphire IV pump as the most appropriate option based on the RFP criteria. The total amount for replacement of the current IV pumps is \$147,703, which is less than the \$229,500 budgeted for IV pump replacement.

FINANCING:

Submitted by: <u>Kenneth Simpson</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 08/18/21	REQUISITIONER Shaun Curtis	DEPARTMENT Logistics	COST CENTER Logistics	ACCT CODE	CAPITAL TRACKING # BC- 1475
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Budgeted Funds? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	IF YES - LIST BUDGET NUMBER (s)					
	BUDGET #	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
		\$147,703				

PROJECT TITLE: IV Infusion Pump Replacement	CAPITAL CATEGORY: <u>1</u> <u>2</u> <u>3</u> Choose "X" only one (priority)
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DESCRIPTION OF ITEMS BEING REQUESTED:
<p>95 x Sapphire IV Infusion Pump (\$1,887.85 ea) \$179,345.75 190 x Full Drip Sets (\$8.70 ea) \$1,653.00 190 x 1/2 Drip Sets (\$9.35 ea) \$1,776.50 4 x Communication Cable (\$75.72 ea) \$302.88 2 x Triple Pump Mount for CCP (\$1,014.94)</p>

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

MedStar Mobile Healthcare currently has MedSystem 3 IV Infusion Pumps in all ambulances and support vehicles. The MedSystem 3 pumps are past their service life and parts are no longer available. IV sets are also becoming increasingly difficult to procure.

In addition, the IV pumps that were previously in use for the Critical Care Paramedics were recalled and have not been replaced.

This plan is to place one pump on each ambulance and 2 pumps on each CCP vehicle.

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

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$	147,703.01
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual} 0
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	147,703.01
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				

**MAEMSA
BOARD COMMUNICATION**

Date: 08/25/2021	Reference #: BC-1476	Title: MedStar Medical Billing Service RFP outsource approval
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RECOMMENDATION:

It is recommended that the Board of Directors approve outsourcing MedStar's Medical Billing Service RFP ID number: 2021-001 to the highest ranked proposer, EMS|MC.

DISCUSSION:

As the Board is aware an RFP was released to explore whether additional cost savings or revenue could be derived by utilizing an outside billing agency for MedStar's medical billing. A panel was assembled to draft the RFP and conduct the RFP process. The RFP focused on the respondent's ability to increase dollars collected, leverage technology to improve billing and reporting, and ability to provide cost savings. There were six respondents to the RFP. The review panel evaluated six categories which were; quality and completeness of the responses, offeror stability, reputation and product history, ability to meet the scope of work requirements, evaluation/performance of demonstration, cost proposal, and reference checks from current EMS agency customers for each respondent.

Based on those reviews, it appears that the option of outsourcing our billing process would result in significant revenue enhancement and expense savings to MedStar, which is especially important, given the very challenging fiscal pressures for MedStar.

1. The outsource option offers the highest obtainable collections possible from all payer sources.
 - a. EMS|MC projects an 11.8% increase in collections per transport (CPT). This is an estimate of \$4.6M annually. An increase of \$2M is included in the FY 2022 budget.
2. Expense savings of \$518K annually to provide billing services.
3. Outstanding customer experience with extended customer service hours and robust online patient portal for customers to pay bills, provide insurance information, set up payment plans, ask a question and submit required signature.
4. Robust compliance/regulatory adherence with a focus on risk mitigation.
 - a. The current environment is constantly changing and EMS/MC provides compliance monitoring of EMS law, regulations changes and updates along with a focus on state regulations, ICD-10 code compliance, medical necessity compliance and quality assurance programs.
5. EMS|MC's education and training portal, EMScholar, provides training for field staff to improve compliance and maximize revenue.

6. Comprehensive reporting and analytics module.

- a. Current reporting from the billing software does not provide the level of analytics necessary to make appropriate decisions regarding revenue cycle management, and is not sufficient to keep up with the increased reporting requirements for Medicare and Medicaid coming in the next two years and in the future.
- b. Upgrading MedStar's current billing software, and the training necessary for existing staff would be cost prohibitive.

MedStar will focus on providing a smooth transition for all team members effected by the outsourcing of the medical billing. It is our intent to work with all team members and provide a significant amount of support and lead time to find new opportunities whether that is at MedStar, EMS|MC or beyond MedStar.

- 1. Communication – It is our intent to keep everyone involved informed about all decisions and timing of the outsource process.
- 2. Support – MedStar will provide all team members impacted by the outsourcing of our billing services with outplacement services to assist with creating a resume, job search and obtaining employment. EMS|MC will provide all team members with the opportunity to interview for positions created at EMS|MC due to the outsourcing of MedStar's medical billing.
- 3. Financial Assistance – a severance package will be provided to support team members during the time they are looking for employment.

FINANCING:

Submitted by: Steve Post

Board Action:

Approved
 Denied
 Continued until _____

**MAEMSA
BOARD COMMUNICATION**

Date: 8/25/2021	Reference #: BC-1477	Title: Approval of Request to Defer Officer Elections until regular September meeting
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RECOMMENDATION:

It is recommended that the Board of Directors approve the request of Matthew Aiken to defer the election of officers until the regular September Meeting, due to his surgery and recovery period.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: <u>Matthew Aiken</u>	Board Action: <input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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Tab A – Chief Executive Officer

Tab B --Office of the Medical Director



Discussion

- ET3
- Credentialing Committee
- Tiered Response Task Force
- ECPR Center Project

Education and Training

- Tube Talk with Dr. Miller
 - Video presentation of VL attempts with tricks to be successful
- OMD 21Q3CE – September
 - Trach Emergencies
- OMD 21Q2 CE – June – Resuscitation Academy
 - MedStar complete
 - Scheduling with FROs after completion of protocol transition

Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS	Additional Course Challenges
MedStar	61	9	13	42	29	5
FRO	2	3	3	3	67	3
External	4	0	0	4	9	0

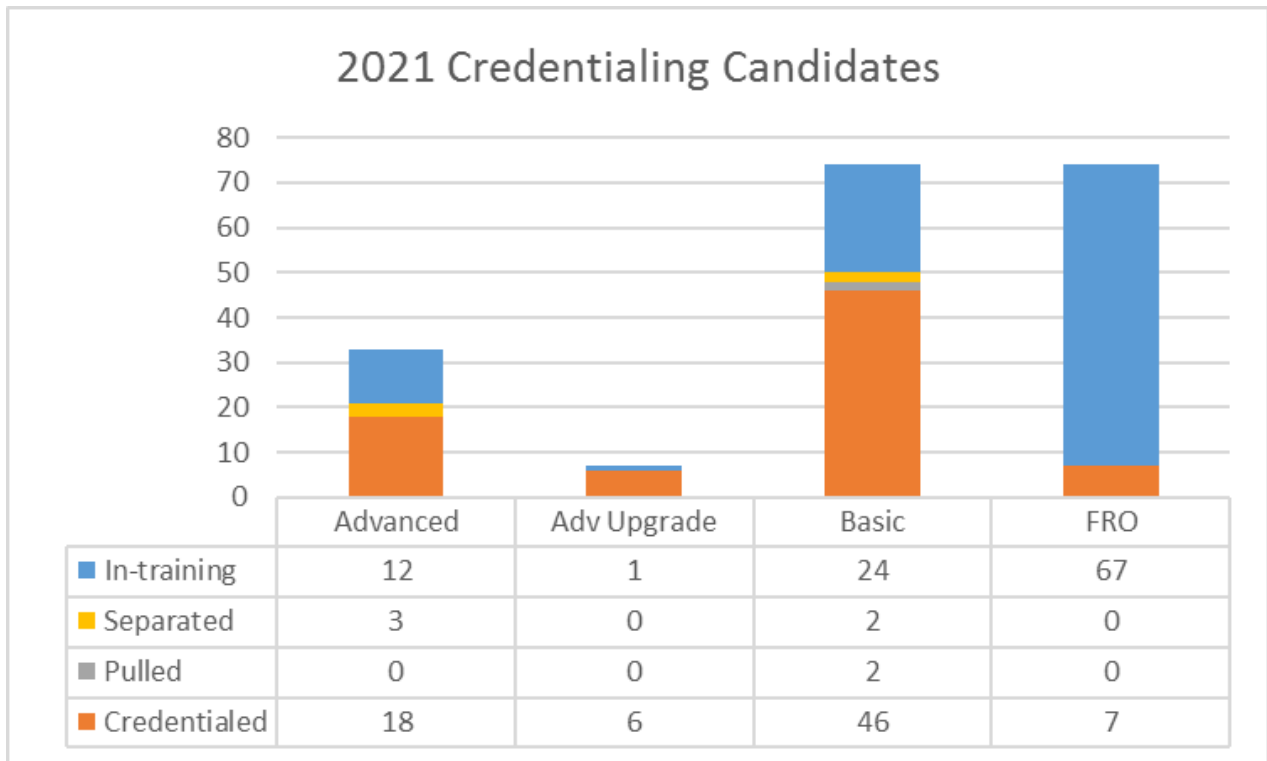
Credentialing

- New Protocol Transition

Agency	Completion Status	Projected Date	Agency	Completion Status	Projected Date
MedStar	Completed	4/26	Haslet VFD	In-Process	
Bell Textron Helicopter	In-Process	08/23-30	Lake Worth FD	In-Process	8/09-11
Blue Mound VFD	In-Process	08/23-30	River Oaks FD	TBD	
Burleson FD	In-Process	08/23-25	Saginaw FD	In-Process	08/23-25
Edgecliff Village Fire Rescue	In-Process	8/02	Sansom Park Fire Rescue	In-Process	08/01-06
Forest Hill FD	In-Process	8/16-17	Westover Hills PD	In-Process	08/09-13
Fort Worth PD	In-Process	8/02	Westworth Village PD	N/A	ECA
Fort Worth FD	In-Process	8/31	White Settlement VFD	In-Process	07/22,26,28
Haltom City FD	Completed	8/31			

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

- Credentialing Process



* Does not account for 9.5 days in administrative/operational classroom training.

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



Quality Assurance

Cases by Origin

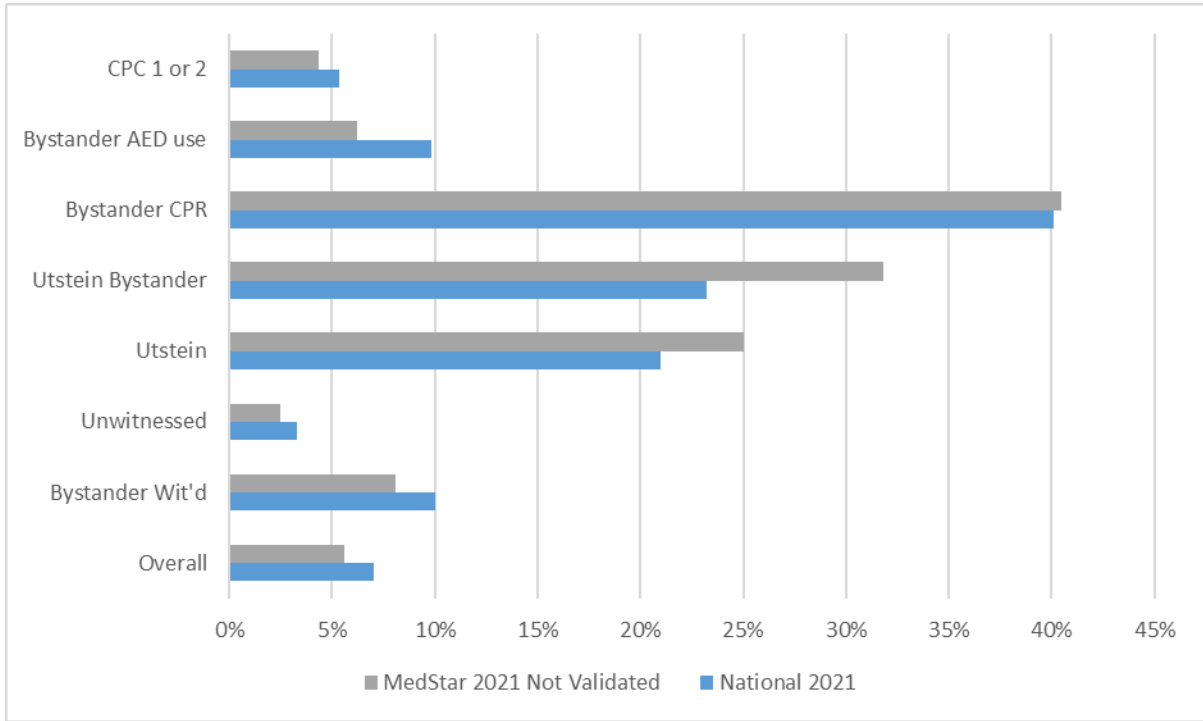


Case Acuity		
	June 2021	July 2021
High	4 (6.1%)	1 (1.6%)
Moderate	17 (25.8%)	17 (27.0%)
Low	34 (51.5%)	28 (44.4%)
Non QA/QI	11 (16.7%)	17 (27.0%)
Grand Total	66 (100.0%)	63 (100.0%)

Case Disposition		
	June 2021	July 2021
Clinically Appropriate	1 (1.5%)	
Needs Improvement	50 (75.8%)	39 (61.9%)
Clinically Inappropria..		1 (1.6%)
Forwarded	1 (1.5%)	1 (1.6%)
No Fault	11 (16.7%)	17 (27.0%)
Pending	3 (4.5%)	5 (7.9%)
Grand Total	66 (100.0%)	63 (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.

- CARES

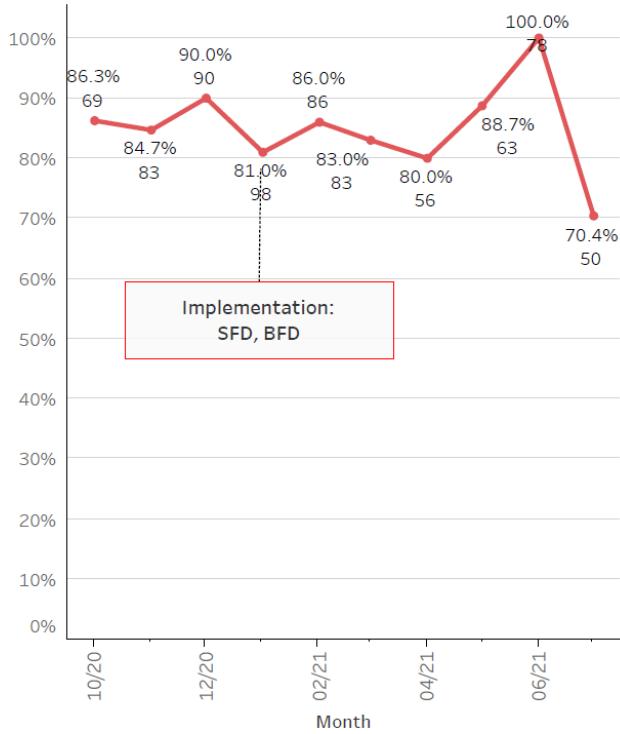


- 2021 (Not Validated)
 - o 645-cases through July
 - o 48-outcomes still pending

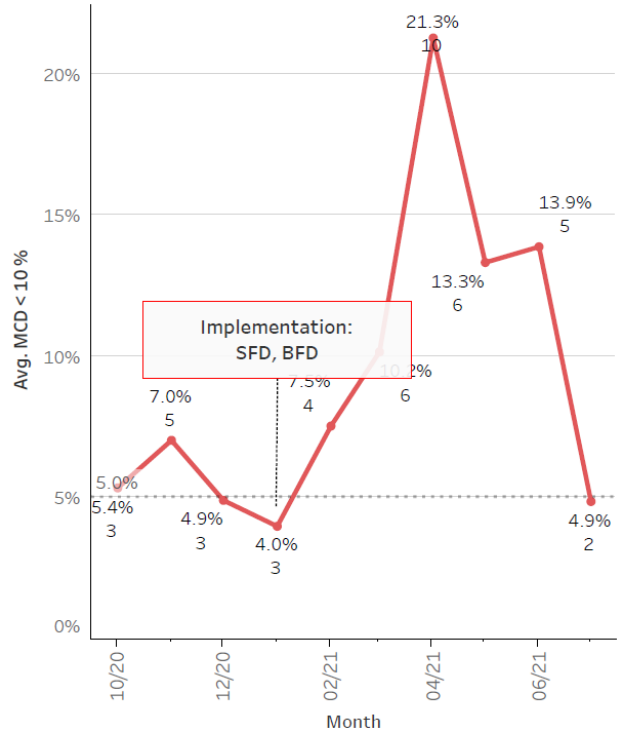
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- MCD

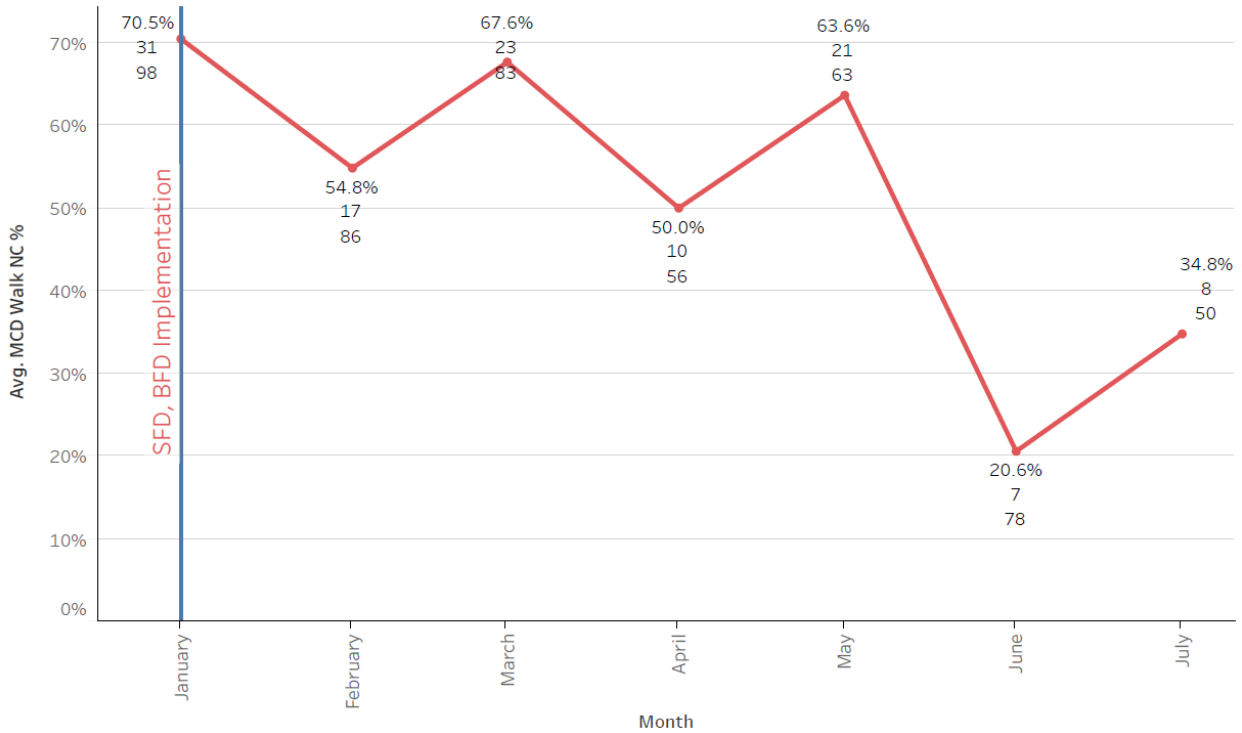
MCD Placement %



MCD Placement < 10 sec %



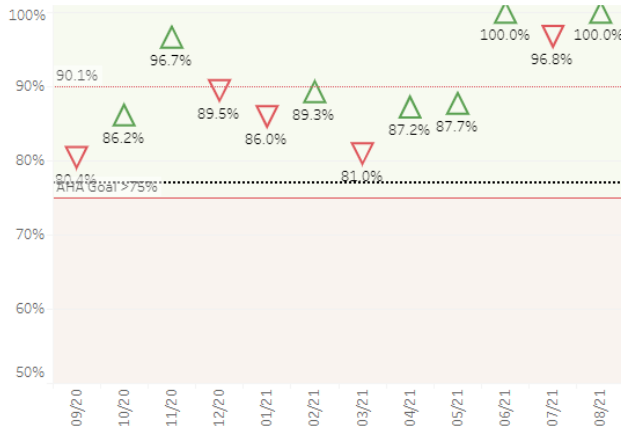
% of Uncorrected MCD Walk



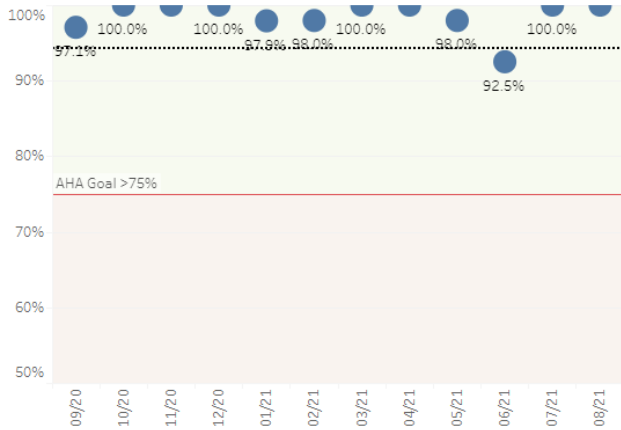
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T-CPR

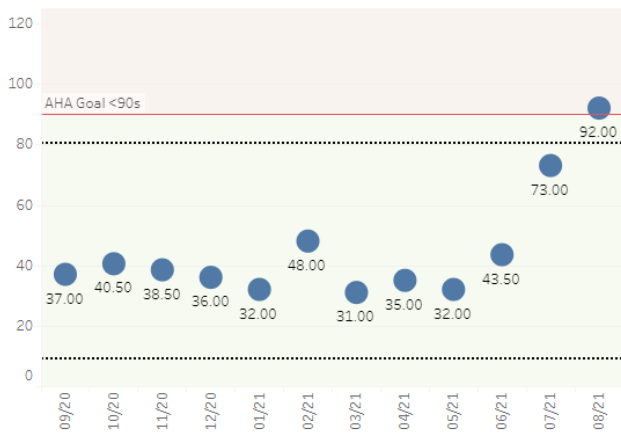
Percentage of OHCA Identified by PSAP



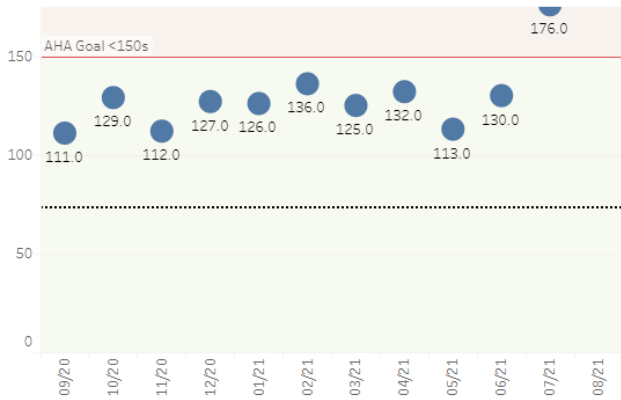
Percentage of Recognized OHCA Receiving T-CPR



Median Time Between 9-1-1 Call and OHCA Recognition

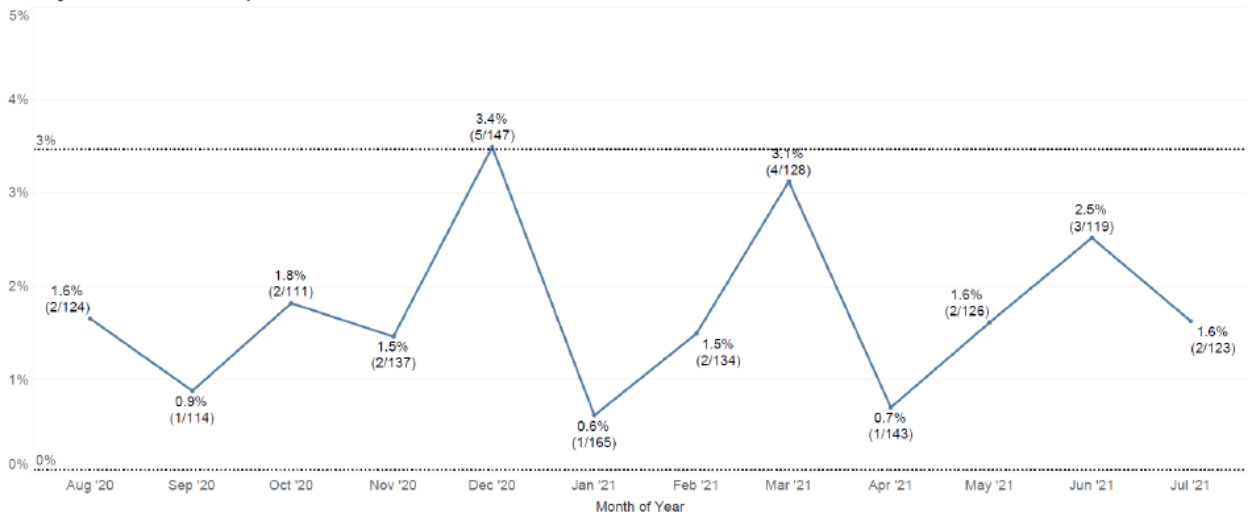


Median Time Between 9-1-1 Call and First T-CPR-Directed Compression



• Airway Management

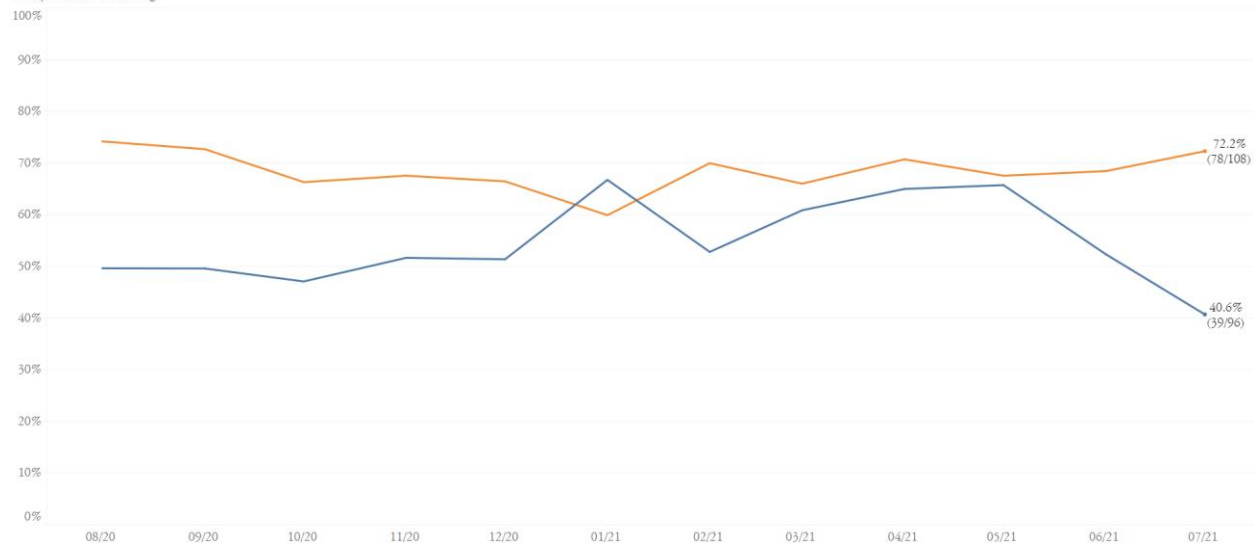
Unrecognized Failed Advanced Airway Rate



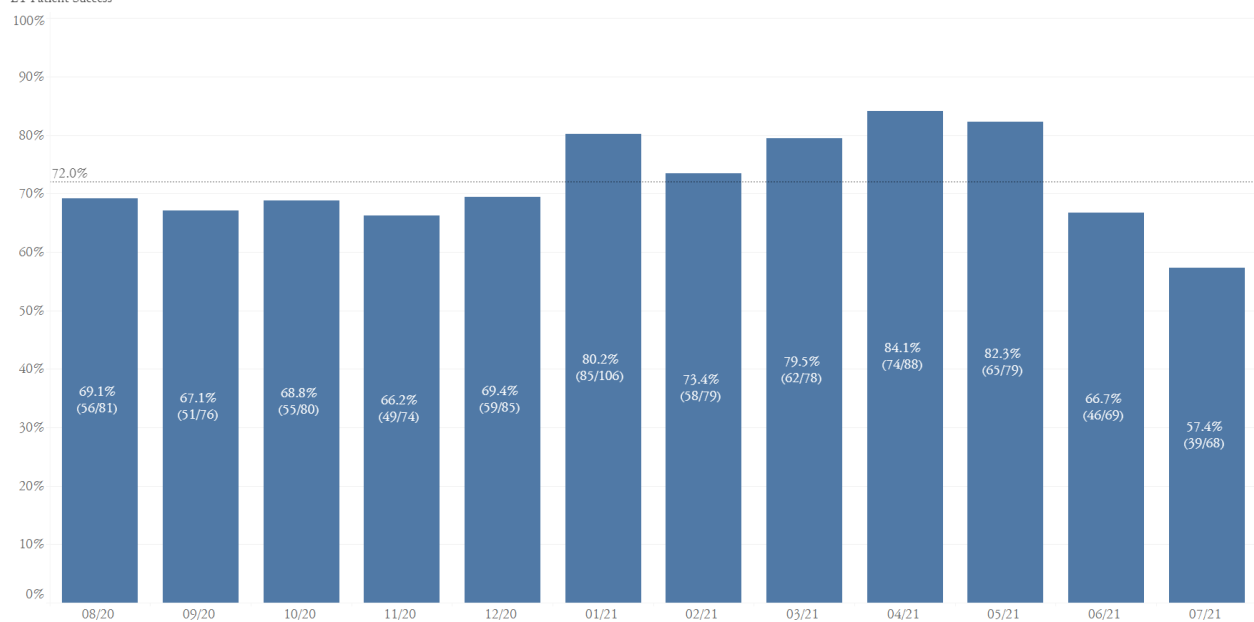
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



Airways Success - ET & King



ET Patient Success



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

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System Diagnostics

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Current Avg.	Goal
Cardiac Arrest								
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	84.9%	89.0%	81.0%	87.2%	87.7%	100.0%	87.2%	75%
Median time between 9-1-1 call and OHCA recognition	0:00:30	0:00:48	0:00:31	0:00:35	0:00:32	0:00:43	0:00:32	< 0:01:30
% of recognized 2nd party OHCA cases that received tCPR	97.7%	98.0%	100.0%	100.0%	98.0%	92.5%	99.2%	75%
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases	0:02:02	0:02:16	0:02:05	0:02:17	0:01:53	0:02:10	0:01:53	< 0:02:30
% of cases with time to tCPR < 180 sec from first key stroke	70.7%	78.7%	72.5%	73.1%	72.9%	89.1%	73.3%	
% of cases with CCF > 90%	85.0%	87.0%	90.0%	90.0%	88.0%	76.0%	85.9%	90%
% of cases with compression rate 100-120 cpm 90% of the time	94.6%	94.3%	91.2%	89.6%	95.5%	97.3%	94.1%	90%
% of cases with compression depth that meet appropriate depth benchmark 90% of the time	46.8%	39.8%	40.7%	53.7%	37.9%	45.9%	43.8%	90%
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	5.8%	10.3%	14.3%	21.3%	13.3%	13.9%	9.9%	
% of cases with Pre-shock pause < 10 sec	94.2%	97.4%	96.5%	97.5%			95.8%	
% arrive at E/D with ROSC	14.0%	8.0%	19.2%	25.3%	15.1%	5.6%	17.2%	
% discharged alive	5.0%	4.5%	7.1%	10.1%	5.8%	1.4%	7.2%	
% neuro intact at discharge (Good or Moderate Cognition)	4.1%	4.5%	6.1%	8.9%	5.8%	1.4%	6.1%	
% of cases with bystander CPR	43.8%	36.4%	38.8%	45.6%	48.8%	36.2%	42.3%	
% of cases with bystander AED use	20.7%	18.2%	30.6%	22.8%	20.9%	28.2%	21.2%	

	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Current Avg.	Goal
STEMI								
% of suspected STEMI patients correctly identified by EMS	37.5%	42.9%	53.9%	41.4%			72.1%	75%
% of suspected STEMI patients w/ASA admin (in the absence of contraindications)	77.3%	93.3%	91.7%	93.9%			93.0%	90%
% of suspected STEMI patients w/NTG admin (in the absence of contraindications)	77.3%	76.7%	87.5%	84.9%			85.6%	90%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	54.6%	60.0%	70.8%	72.7%			75.1%	90%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	59.1%	56.7%	58.3%	54.6%			56.5%	90%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact	18.2%	16.7%	12.5%	30.3%			21.7%	75%
% of patients with Suspected STEMI Transported to PCI Center	100.0%	100.0%	100.0%	100.0%			98.2%	90%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes	0.0%	25.0%	50.0%	30.0%			26.8%	50%

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

Tab C – Chief Financial Officer

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – July 31, 2021

The following summarizes significant items in the July 31, 2021 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of July 2021 is a gain of \$87,051 as compared to a budgeted gain of \$167,313 for a negative variance of (\$80,262). EBITDA for the month of July 2021 is a gain of \$433,404 compared to a budgeted gain of \$487,509 for a negative variance of (\$54,105).

- Transport volume in July ended the month 104.2% to budget. Total Patient Encounters ended the month at 103.6% to budget.
- Net Revenue in July is 102% to budget or \$89,011 above budget for July. The patient mix for Bill Patient is above budget by 3.46%. This has a negative effect on the Net Revenue because of the additional \$255,000 booked for Provision for Doubtful Accounts due to the lower collectability of the Bill Patient.
- Total Expenses ended the month 104% to budget or \$169,273 over budget. In July, MedStar incurred additional expenses in Salaries, Taxes and Benefits of \$330,783 over budget. This overage is due to additional overtime incurred and incentives paid to pick up additional shifts. The overage is offset by lower than expected expenses for Medical Supplies (\$29K under budget), Computer Maintenance (\$46K), Insurance (\$49K), Professional Fees (\$29K) and Miscellaneous Expense (\$42K).

Year to Date: EBITDA is \$2,598,708 as compared to a budget of \$2,683,039 for a negative variance of (\$80,331).

- The main drivers for this variance are YTD patient encounters at 100% to budget, total expenses are 101% to budget for the year, the one-time CARES Act distribution from the COFW of \$606K and a CARES Act Provider Relief payment of \$584K.

Key Financial Indicators:

- Current Ratio – MedStar has \$11.42 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 Reserves – The Restated Interlocal Cooperative Agreement mandates 3 months of operating capital. As of July 31, 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 5.81 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 July, the return is -1.32%.

MAEMSA/EPAB cash reserve balance as of July 31, 2021 is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending July 31, 2021

Assets	Current Year	Last Year
Cash	\$21,016,463.35	\$19,684,412.14
Accounts Receivable	\$8,094,981.50	\$9,547,129.21
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$468,213.69	\$612,278.06
Property Plant & Equ	\$63,512,467.60	\$60,247,920.23
Accumulated Deprecia	(\$25,014,717.06)	(\$24,475,516.83)
Total Assets	\$68,436,398.83	\$65,901,379.47
Liabilities		
Accounts Payable	(\$200,833.43)	(\$767,861.32)
Other Current Liabil	(\$2,183,453.78)	(\$1,743,324.81)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$12,974.65)	(\$8,876.59)
Long Term Debt	(\$3,745,678.43)	(\$4,038,750.34)
Other Long Term Liab	(\$7,811,995.15)	(\$6,353,144.50)
Total Liabilities	(\$13,962,716.75)	(\$12,919,738.87)
Equities		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$734,423.01	\$2,650,173.03
Total Equities	(\$54,473,682.08)	(\$52,981,640.60)
Total Liabilities and Equities	(\$68,436,398.83)	(\$65,901,379.47)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
July 31, 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	\$18,460,167.74	\$15,540,710.02	\$2,919,457.72	\$160,162,378.06	\$149,167,759.72	\$10,994,618.34
Contractual Allow	(\$7,310,758.79)	(\$6,561,194.74)	(\$749,564.05)	(\$66,332,431.63)	(\$62,975,944.81)	(\$3,356,486.82)
Provision for Uncoll	(\$6,893,316.97)	(\$4,814,753.00)	(\$2,078,563.97)	(\$55,656,665.54)	(\$46,202,791.00)	(\$9,453,874.54)
Education Income	\$1,146.70	\$160.00	\$986.70	\$10,301.20	\$13,370.00	(\$3,068.80)
Other Income	\$75,492.00	\$101,222.67	(\$25,730.67)	\$2,151,880.53	\$594,826.70	\$1,557,053.83
Standby/Subscription	\$55,008.12	\$32,200.00	\$22,808.12	\$752,340.73	\$480,704.00	\$271,636.73
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$2,534.34	\$2,916.67	(\$382.33)	\$9,162.44	\$29,166.70	(\$20,004.26)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$4,626.00	\$49,067.73
Total Revenue	\$4,390,273.14	\$4,301,261.62	\$89,011.52	\$41,150,659.52	\$41,111,717.31	\$38,942.21
Expenditures						
Salaries	\$2,680,240.22	\$2,390,443.74	\$289,796.48	\$26,331,202.11	\$24,653,688.40	\$1,677,513.71
Benefits and Taxes	\$469,324.87	\$428,338.00	\$40,986.87	\$4,285,778.15	\$4,333,776.00	(\$47,997.85)
Interest	\$29,927.45	\$33,500.00	(\$3,572.55)	\$278,271.93	\$335,000.00	(\$56,728.07)
Fuel	\$107,894.53	\$107,964.00	(\$69.47)	\$793,769.49	\$956,507.00	(\$162,737.51)
Medical Supp/Oxygen	\$203,934.33	\$233,690.84	(\$29,756.51)	\$1,869,387.67	\$2,244,255.84	(\$374,868.17)
Other Veh & Eq	\$63,992.91	\$46,581.23	\$17,411.68	\$417,990.10	\$369,086.41	\$48,903.69
Rent and Utilities	\$60,588.67	\$65,458.63	(\$4,869.96)	\$684,496.57	\$643,285.30	\$41,211.27
Facility & Eq Mtc	\$85,104.76	\$79,049.97	\$6,054.79	\$761,829.87	\$769,050.70	(\$7,220.83)
Postage & Shipping	\$2,750.04	\$3,521.55	(\$771.51)	\$35,291.65	\$35,215.50	\$76.15
Station	\$51,480.34	\$48,952.18	\$2,528.16	\$468,832.46	\$544,734.80	(\$75,902.34)
Comp Maintenance	\$58,081.23	\$104,874.23	(\$46,793.00)	\$567,915.87	\$745,999.69	(\$178,083.82)
Insurance	(\$12,718.33)	\$36,438.37	(\$49,156.70)	\$328,034.76	\$364,383.70	(\$36,348.94)
Advertising & PR	\$0.00	\$500.00	(\$500.00)	\$15,530.70	\$33,500.00	(\$17,969.30)
Printing	\$4,091.58	\$3,615.41	\$476.17	\$42,013.55	\$36,154.10	\$5,859.45
Travel & Entertain	\$894.39	\$14,431.00	(\$13,536.61)	\$36,007.66	\$94,210.00	(\$58,202.34)
Dues & Subs	\$53,643.97	\$64,449.00	(\$10,805.03)	\$624,971.53	\$708,684.00	(\$83,712.47)
Continuing Educ Ex	\$12,567.89	\$2,028.00	\$10,539.89	\$50,258.14	\$74,718.00	(\$24,459.86)
Professional Fees	\$151,541.72	\$180,696.34	(\$29,154.62)	\$1,486,550.89	\$1,786,268.36	(\$299,717.47)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
July 31, 2021

Revenue	Current Month		Current Month		Year to Date		Year to Date	
	Actual	Budget	Variance	Actual	Budget	Variance		
Education Expenses	\$4,300.00	\$828.00	\$3,472.00	\$14,518.41	\$16,240.00	(\$1,721.59)		
Miscellaneous	(\$40,843.83)	\$1,892.00	(\$42,735.83)	(\$262,428.24)	\$18,920.00	(\$281,348.24)		
Depreciation	\$316,425.40	\$286,695.87	\$29,729.53	\$3,054,859.26	\$2,813,973.75	\$240,885.51		
Total Expenditures	\$4,303,222.14	\$4,133,948.36	\$169,273.78	\$41,885,082.53	\$41,577,651.55	\$307,430.98		
Net Rev in Excess of Expend	\$87,051.00	\$167,313.26	(\$80,262.26)	(\$734,423.01)	(\$465,934.24)	(\$268,488.77)		
EBITDA	\$433,403.85	\$487,509.13	(\$54,105.28)	\$2,598,708.18	\$2,683,039.51	(\$84,331.33)		

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
July 31, 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	11.42

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%	41.73%
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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	5.81
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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%	-1.32%
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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 07/31/2021			<u><u>\$ 475,470.69</u></u>

Tab D – Chief Human Resources Officer

Human Resources - July 2021

Turnover:

- July turnover – 2.56%
 - FT – 2.33%
 - PT – 5.00%
- Year to date turnover –18.12%
 - FT – 14.69%
 - PT – 55.00%

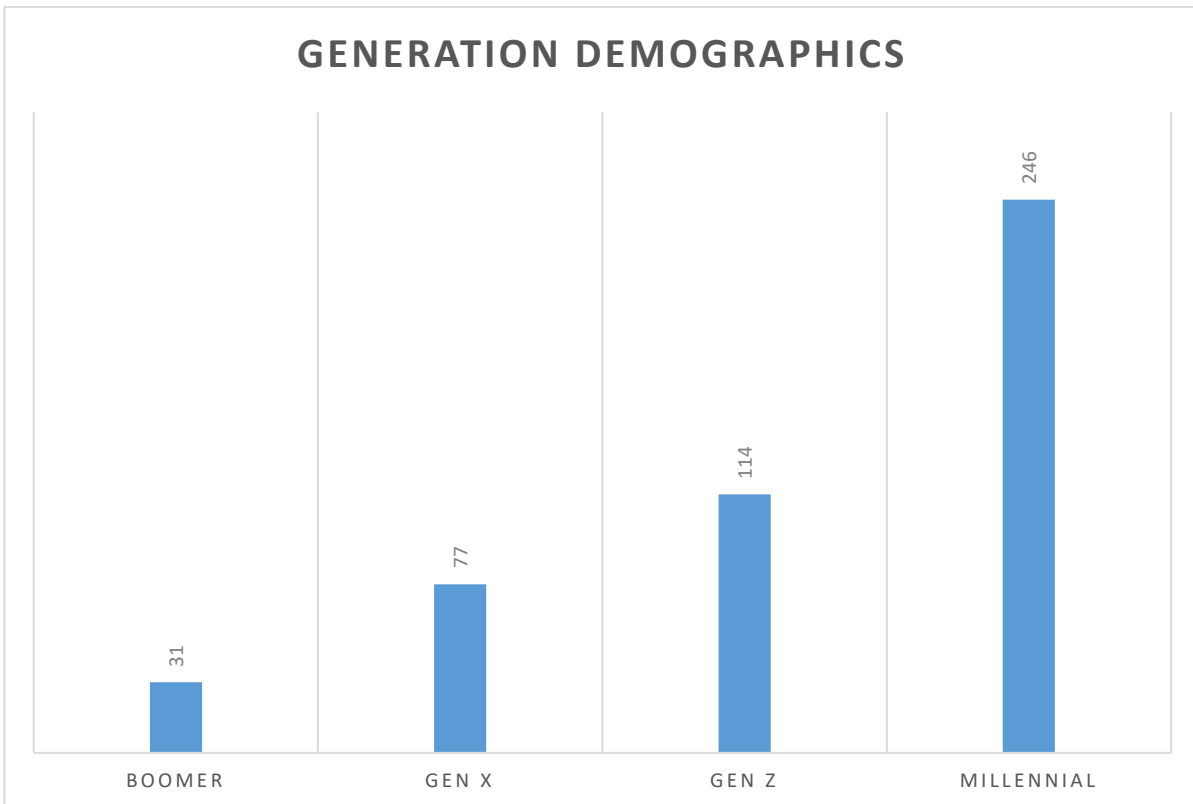
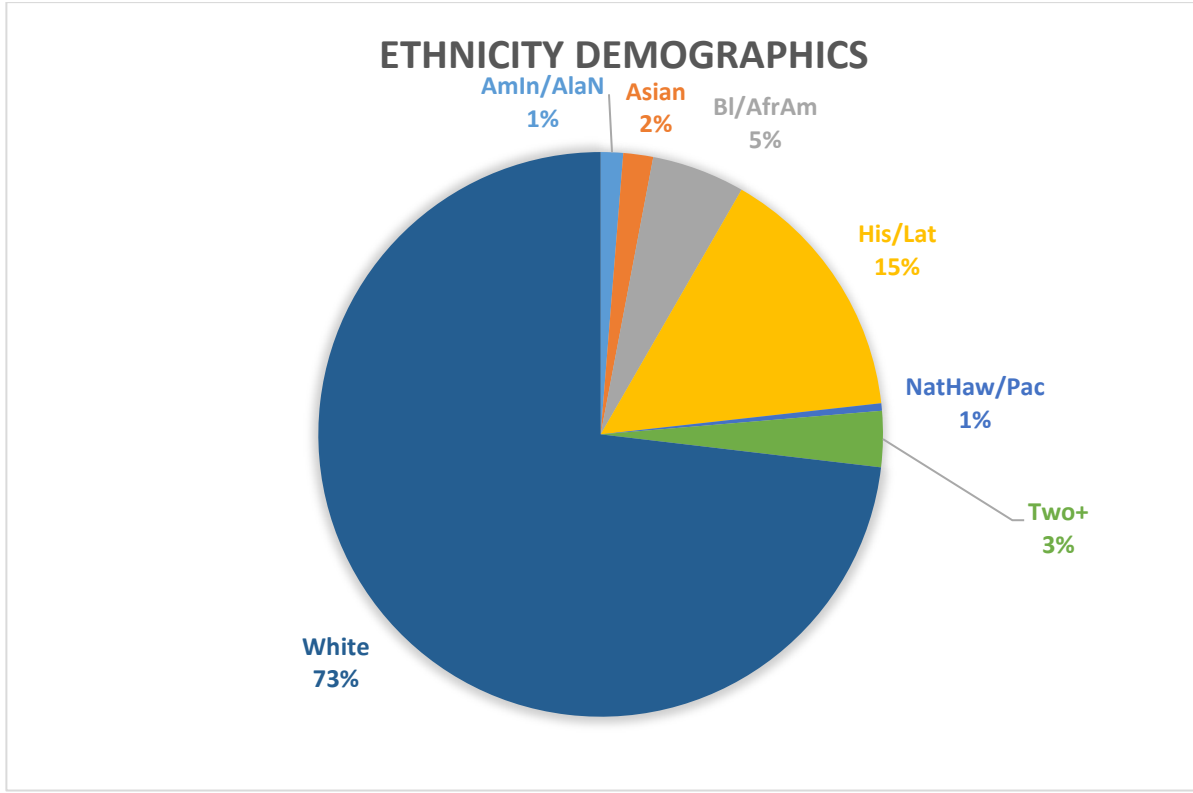
Leaves:

- 44 employees on FMLA / 10.26% of workforce
 - 33 cases on intermittent
 - 11 cases on a block
- Top FMLA request reasons/conditions
 - FMLA Parent (6)
 - Mental Health (6)
 - Neurological (6)
- COVID Administrative Leave
 - 193:30 hours in July
 - 14374:35 hours to date

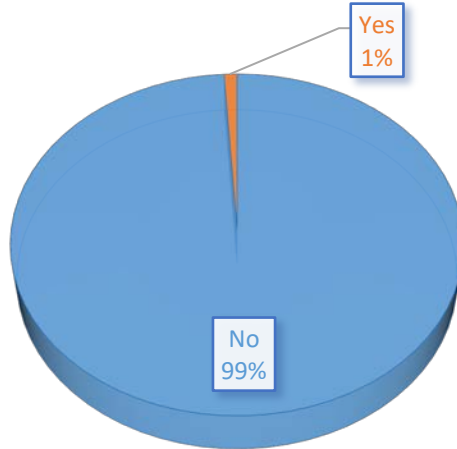
Staffing

- 0 hires in July
- 116 hires FYTD

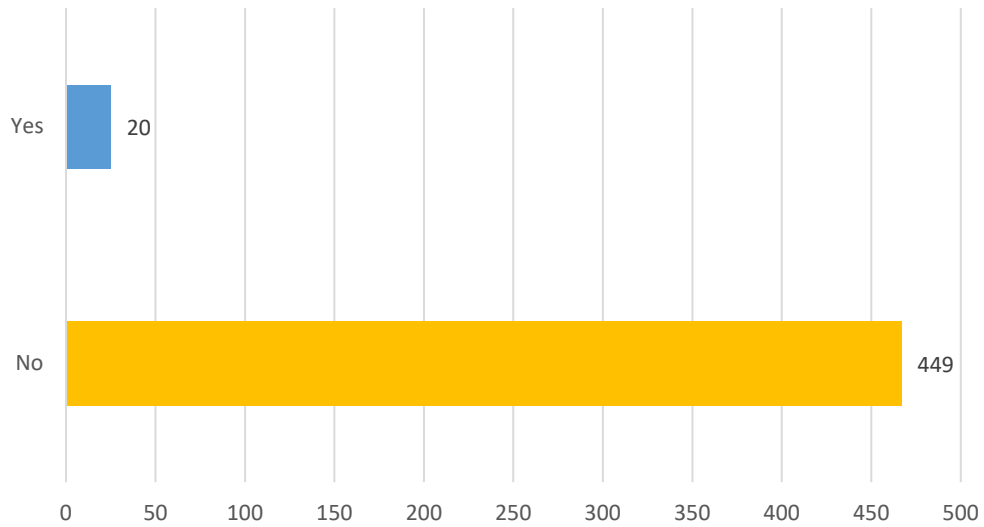
JULY 2021 DIVERSITY STATISTICS



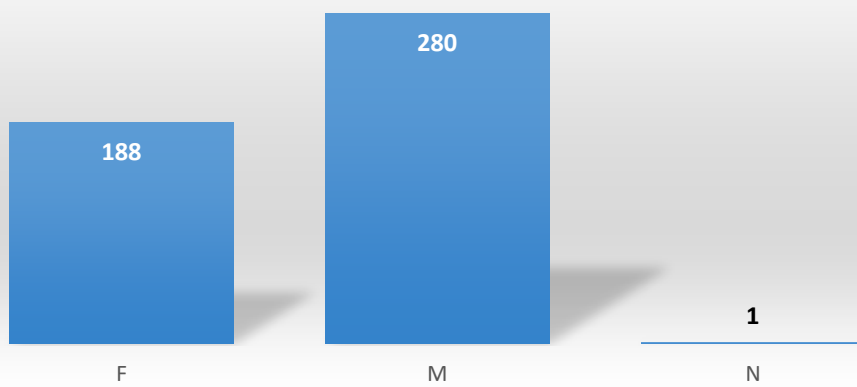
DISABILITY DEMOGRAPHICS



VETERAN DEMOGRAPHICS



GENDER DEMOGRAPHICS



**FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 7/1/2021 thru 7/31/2021
Percentages by Department/Conditions**

Row Labels		Conditions	Percentage by Department					
Row Labels	Count of Reason		# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC	
Cardiology	5		109	9	2.33%	20.45%	8.26%	
Digestive	2		149	10	2.59%	22.73%	6.71%	
FMLA - Child	7		25	8	2.07%	18.18%	32.00%	
FMLA - Parent	6		36	9	2.33%	20.45%	25.00%	
FMLA - Spouse	2		6	1	0.26%	2.27%	16.67%	
Internal Medicine	2		13	2	0.52%	4.55%	15.38%	
Mental Health	6		13	1	0.26%	2.27%	7.69%	
Neurological	6		35	4	1.04%	9.09%	11.43%	
Obstetrics	5							
Orthopedic	2							
Pulmonary	1							
Grand Total	44		386	44				
Total # of Full Time Employees - July 2021			429					
% of Workforce using FMLA			10.26%					
TYPE OF LEAVES UNDER FMLA			# of Ees	% on Leave				
Intermittent Leave			33	75.00%				
Block of Leave			11	25.00%				
Total			44	100.00%				

Row Labels	Count of Reason
Cardiology	5
Digestive	2
FMLA - Child	7
FMLA - Parent	6
FMLA - Spouse	2
Internal Medicine	2
Mental Health	6
Neurological	6
Obstetrics	5
Orthopedic	2
Pulmonary	1
Grand Total	44

MedStar Mobile Healthcare
 Leave of Absence Report - Fiscal Year 2020 -2021

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	233:29	14:25	0:00	85:14	423:03	0:00	0:00	
FY 20-21	337:52	794:12	1368:03	1498:06	1650:25	1883:54	1898:19	1898:19	1983:33	2406:36	2406:36	2406:36	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	36:15	0:00	0:00	203:12	670:24	547:00	226:57	12:59	140:05	0:00	0:00	
FY 20-21	192:17	228:32	228:32	228:32	431:44	1102:08	1649:08	1876:05	1889:04	2029:09	2029:09	2029:09	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	1481:30	1855:25	2111:10	1585:52	1378:47	1276:46	960:02	1310:15	1299:20	0:00	0:00	1495:58
FY 20-21	1700:39	3182:09	5037:34	7148:44	8734:36	10113:23	11390:09	12350:11	13660:26	14959:46	14959:46	14959:46	
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	6258:06	5087:16	6331:06	3959:43	4362:28	6059:33	5485:28	6672:17	6843:17	6916:50	0:00	0:00	5797:36
FY 20-21	6258:06	11345:22	17676:28	21636:28	25998:38	32058:12	37543:40	44215:57	51059:14	57976:04	57976:04	57976:04	
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	243:00	270:00	81:00	52:00	0:00	0:00	0:00	129:11
FY 20-21	144:00	216:00	276:00	373:00	645:55	888:55	1158:55	1239:55	1291:55	1291:55	1291:55	1291:55	
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	2009:50	2489:16	2338:13	2011:06	1855:16	1561:11	1041:02	1447:29	1722:23	0:00	0:00	1865:49
FY 20-21	2182:31	4192:21	6681:37	9019:50	11030:56	12886:12	14447:23	15488:25	16935:54	18658:17	18658:17	18658:17	
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 2020-2021							
	Light Duty WC	Light Duty HR	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	2406:36	2029:09	0:00	14959:46	57976:04	1291:55	18658:17
Goal-	3571:50	2162:30	14:11	18086:55	71602:36	1096:00	96534:03

Revision # 9/24/2014

MedStar Mobile Health Care Separation Statistics - July 2021

	Current Month			Year to Date			YTD Compared to July'20		Headcount
	Vol	Invol	Total	Vol	Invol	Total	July'20	%	Jul-21
Full Time Separations	9	1	10	47	16	63	48	11.03%	429
Part Time Separations	2	0	2	22	0	22	22	64.71%	40
Total Separations	11	1	12	69	16	85	70	14.93%	469
							Difference	3.194%	
Total Turnover %	2.33%	5.00%	2.56%	14.69%	55.00%	18.12%			

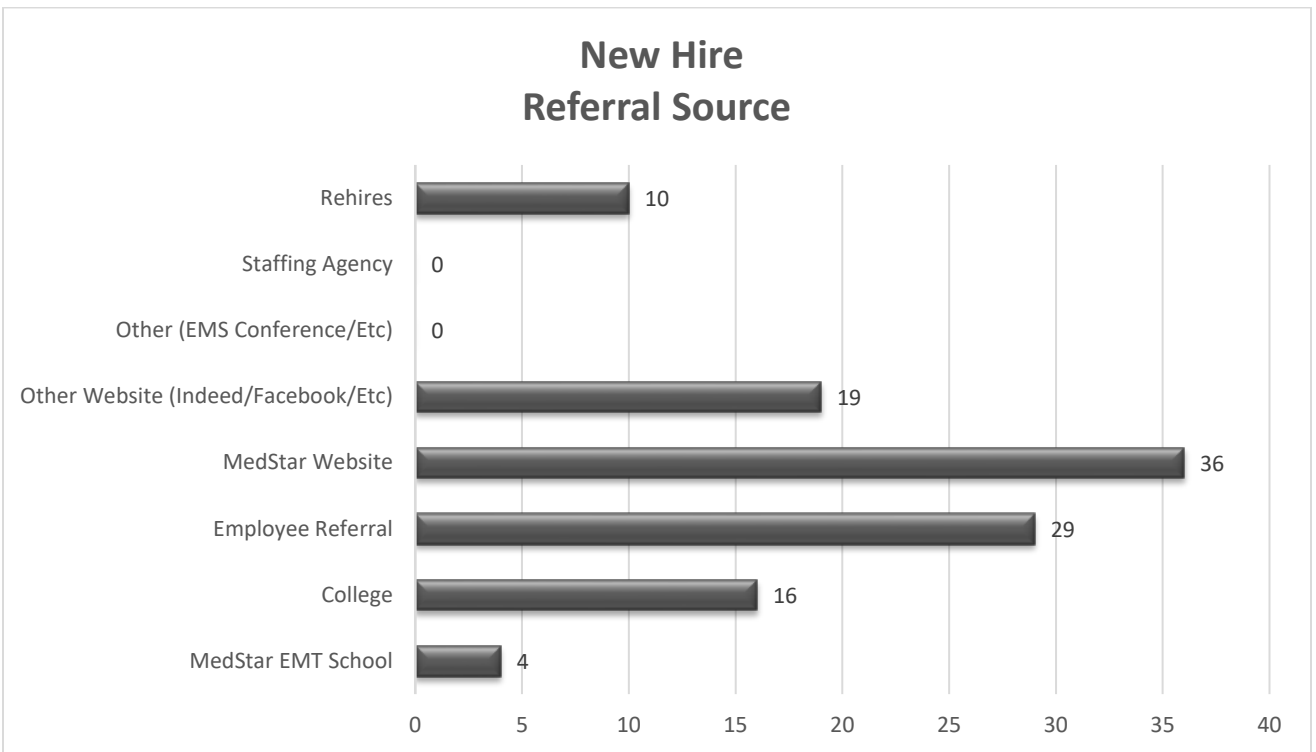
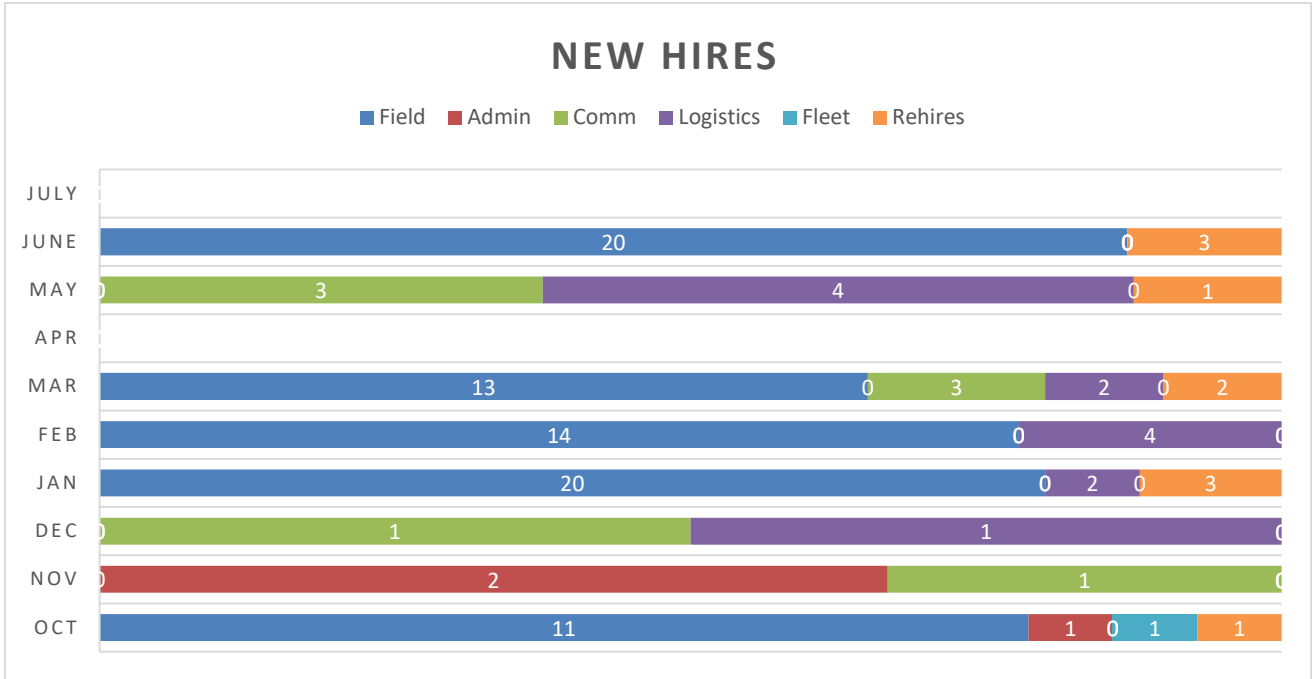
Separations by Department

Full Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Jul-21
Administration							0
Advanced	5	0	5	19	2	21	109
Basics	1	0	1	18	5	23	149
Business Intelligence - Deployment, QI, Scheduler				1	0	1	2
Business Office	1	0	1	1	0	1	25
Communications	1	1	2	3	5	8	36
Compliance							2
Controller - Payroll, Purchasing, A/P							6
Executives							7
Field Manager/Supervisors - Operations				1	0	1	20
Human Resources							6
Information Technology							2
Medical Records							2
Mobile Integrated Health				1	1	2	13
Office of the Medical Director							13
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics	1	0	1	3	3	6	35
Total	9	1	10	47	16	63	429

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Jul-21
Advanced	2	0	2	12	0	12	20
Basics				6	0	6	12
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications							4
Compliance							
Controller - Payroll, Purchasing, A/P							
Field Manager/Supervisors - Operations							
Human Resources							
Information Technology							
Medical Records							
Mobile Integrated Health Department				3	0	3	1
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics				1	0	1	3
Total	2	0	2	22	0	22	40

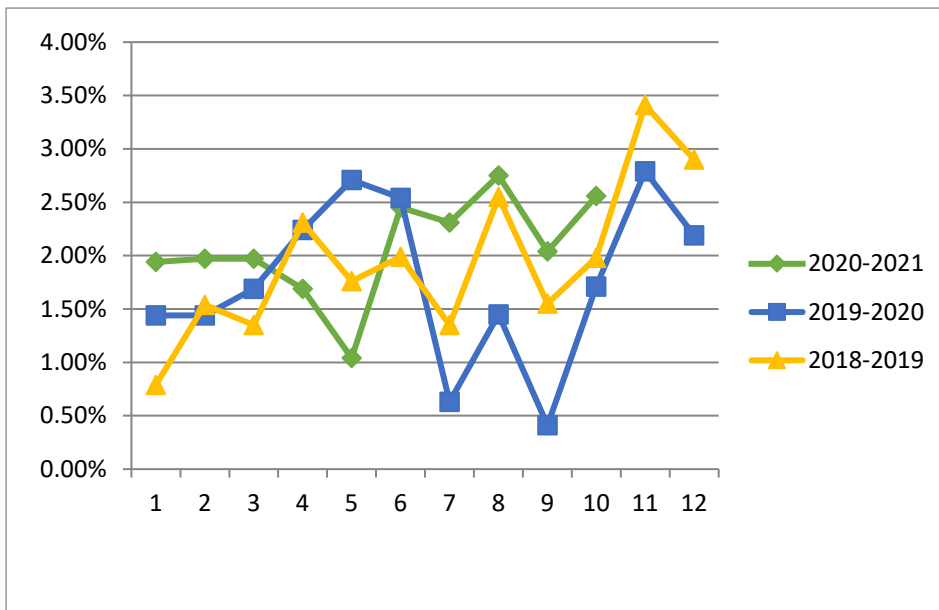
Recruiting & Staffing Report

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	2020-2021
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	2.45%	2.54%	1.99%	2.22%
April	2.31%	0.63%	1.35%	1.82%
May	2.75%	1.45%	2.55%	2.28%
June	2.04%	0.41%	1.55%	1.69%
July	2.56%	1.71%	1.98%	2.33%
August		2.79%	3.41%	
September		2.19%	2.90%	
Actual Turnover	18.12%	19.91%	23.48%	14.69%



Tab E – Compliance and Legal



Compliance Officer's Report July 19, 2021- August 16, 2021

Compliance Officer Duties

- Submitted EMS provider roster changes to the DSHS as required by TX Admin Code 157.11.
- Assisted Business Office Manager with Medicaid revalidation data collection.
- Assisted multiple Police departments with criminal investigations, records, and interviews.
- Assisted Tarrant County Medical Examiner's office with multiple death investigations.
- The following five Narcotic Anomalies occurred during this reporting period:
 - A Paramedic had two vials of Midazolam fall out of his pouch and break while treating a patient.
 - Two paramedics inadvertently took their narcotic pouch home at the end of shift.
 - A paramedic turned in an unused vial of Fentanyl missing a cap at the end of shift.
 - A paramedic lost a cap to a vial of Ketamine.

In all occurrences the MedStar narcotics anomaly process was followed, drug screens performed as warranted, and no foul play was discovered.

Paralegal Duties

- 19 DFPS reports were made for suspected abuse, neglect, or exploitation.
- 1 Pre-trial meetings was held with the Tarrant Co. District Attorney's office.
- Assisted General Counsel & outside counsel with civil litigation.
- 2 Subpoenas(s) for witness appearance processed and served.
- Drafted, reviewed, and executed multiple contractual agreements with outside parties.
- Assisted HR with employee investigations regarding various employment matters.

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

Tab F – Operations

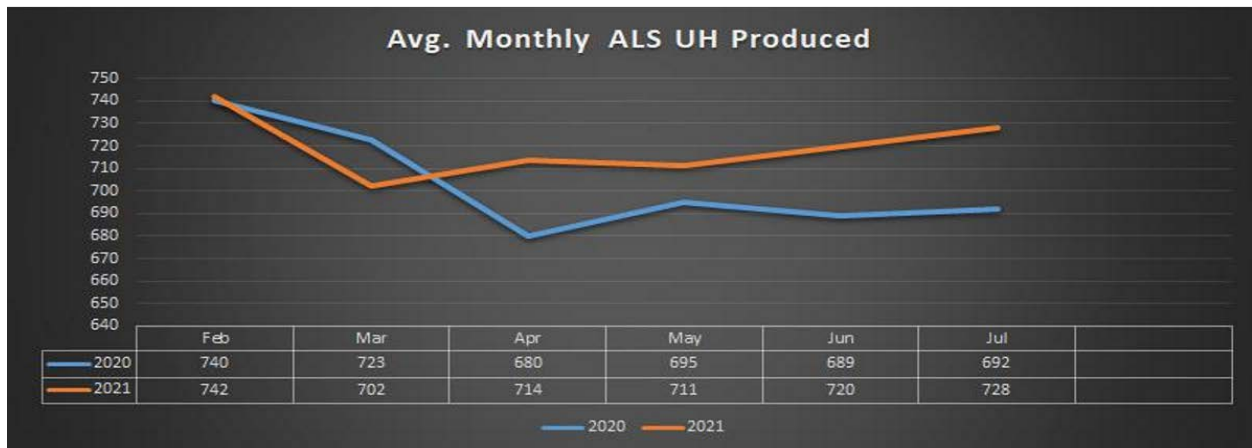
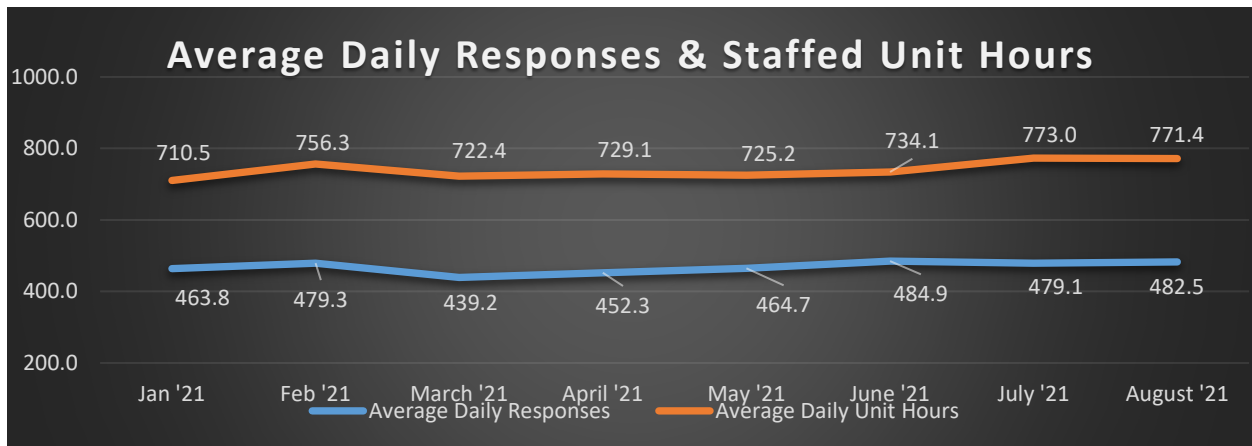
Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Operations Report- July 31, 2021

The following summarizes significant operational items through July 31, 2021:

Field Operations:

- July’s call volume exceeded budget expectations by 6%, and transport volume by more than 3%.
 - Incentives are being provided for certain shifts to help fill scheduled needs.
 - This is subject to safety requirements such as limits on consecutive hours worked and consecutive days worked.
 - A resurgence of COVID positive employees, unscheduled leaves and significantly higher call volume resulted in 5% lower unit hours than budgeted.
- Implemented mandatory weekly COVID testing of all employees.
- BLS ambulance pilot is ongoing.
 - Added ALS Quick Response Vehicles (“QRV”) to help better allocate resources.
- ET3 started in early April with ongoing crew education.
 - Field Ops and Transformation teams are providing crew education.
- Large New Hire class started August 16th.



Fleet/Logistics:

- Fleet upfit of supervisor vehicles is in progress.
 - Will be completed in house for cost savings.
 - The project has been delayed due to supply shortages.
- Logistics completed RFP for IV pumps with OMD help.
- Logistics continues to actively track potential supply issues and find alternatives if necessary.

Emergency Management:

COVID Positives as of 08/16/2021

Positives 122
Recovered 111
Active Cases 10

Admin	1
Communications	12
Field	93
HR	1
Logistics	6
MIH	1
OMD	3
Business Office	5

COVID Testing as of 08/16/2021

Negative 646
Positive 122
Indeterminate 3

Since 7/18/2021 180 tests have been completed using PCR and Binax rapid test

Negative 159
Positive 20
Indeterminate 1

Internal Vaccines

56.41% of the organization has been fully vaccinated for COVID-19.
61.93% of the organization has received at least one Vaccine dose.

Vaccine Administration

- 67 Scheduled Sites and 7,879 vaccines administered.
 - 20 MedStar sites for employees and families.
 - Effective 08/06 all vaccines offered at MedStar are open to the public.
 - 318 vaccines administered.
 - 43 Community sites
 - Includes Fort Worth, Haltom City, Sansom Park and Lake Worth.
 - 7,532 vaccines administered.
 - 4 Dates of administering Home Bound vaccines.
 - 29 vaccines administered.

Other

- Participated in regional Complex Coordinated Terrorist Attack exercise with the COFW.
- AMBUS 2.0 chassis has been delivered and planning will begin in September 2021 for construction.
- Peak special events season will begin mid-August.
 - Provide EMS coverage for 6 school districts, 4 private schools and TCU Athletics.
- Completed in-service with local HS Athletic Trainers.
 - Held annually prior to football season beginning to review equipment, protocol changes and skills demonstration.

Information Technology:

- Evaluating best option for upgrading existing Sharepoint sites to Office 365.
- Retiring legacy radio networking equipment due to completed radio system upgrade.
- Configuring the cellular network to work with the new FirstNet APN, and then we will migrate each ambulance and support vehicle to FirstNet.
 - The estimated completion date for this project is early September.

Business Intelligence:

- Working on updating reports with a new reporting vendor to integrate with ADP.
 - This includes validating reporting and transitioning existing reports to new vendor.

Communications:

- Working with Burleson's Communications Department to improve their time to dispatch calls for priority calls.
- We are continuing the Resuscitation Quality Improvement for Telecommunicators (RQIT) project. Last quarter we had 100% pass rate for the department. We have started this quarter's training and expect all certification simulations to be completed on or before September 15th which is sooner than the deadline of 11/30/21.
- Recruitment efforts are continuing. We have re-worked the training program within the center which in turn has reduced training time by an average of 3 weeks which in turn puts new employees on the floor sooner. Their progress is then monitored for 90 days to ensure compliance, address any performance issues, and provide the new employee feedback.

- Communications is beginning the implementation process from MTPS which will allow a more comprehensive process for non-emergency work and ensuring that the right level of service is consistently provided to those patients needing transport in a non-emergency mode.
- In conjunction with other providers throughout the country of similar size to MedStar, we continue to participate in the Heart Attack Symptoms project which is designed to evaluate and benchmark a telecommunicators ability through the EMD process to identify and appropriately intervene when a patient is experiencing this type of medical emergency. A key component of this is an independent review of actual calls that we have taken. Those evaluations are done independently by IAED. In May, one of the evaluators provided MedStar feedback regarding our quality and noted “MedStar’s calls are a pleasure to listen to. Their dispatchers are outstanding. In addition to stellar Protocol Compliance, they provide exceptional reassurance and Customer Service on every call. Wish my staff was this good.”
- Communications Director and managers are working with Fort Worth to order CAD configuration changes that will help support Fort Worth’s overflow call taking process.

Call Summary		Report Date:	08/16/2021 11:33:34
MedStar Mobile Healthcare		Report Date From:	05/01/2021
2900 Alta Mere Drive		Report Date To:	07/31/2021
Fort Worth, TX 76116		Period Group:	Month
	County: Tarrant	Days Of Week:	All
Year:	2021	Call Type:	911 Calls
Agency Affiliation	Medical	Abandoned Filters:	Include Abandoned
		NSI Filters:	NSI Included in 911 Totals
		Agency Affiliation:	All

		May 2021	June 2021	July 2021	Total
911	Inbound	10,580	10,791	10,296	31,667
	Abandoned	16	26	20	62
	Abandoned %	0.15%	0.24%	0.19%	0.20%
	Unparsed	0	0	0	0
	Total	10,596	10,817	10,316	31,729
	Avg Call Duration	288.6	283.9	275.2	282.6
	Total	10,596	10,817	10,316	31,729

PSAP Answer Time

MedStar Mobile Healthcare

2900 Alta Mere Drive

Fort Worth, TX 76116

County: Tarrant

Month - Year: July 2021

Agency Affiliation: Medical

Report Date: 08/16/2021 11:37:59

Report Date From: 05/01/2021

Report Date To: 07/31/2021

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

Include: Voice Calls Only

The PSAP Answer Time Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Call Hour	Answer Times In Seconds							Total	Avg. Duration	% Answered			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	258	17	16	15	5	2	0	313	319.0	82.43 %	87.86 %	92.97 %	97.76 %
01:00	264	18	10	18	5	2	0	317	300.8	83.28 %	88.96 %	92.11 %	97.79 %
02:00	248	17	12	12	4	1	0	294	301.3	84.35 %	90.14 %	94.22 %	98.30 %
03:00	222	15	5	13	2	1	0	258	316.0	86.05 %	91.86 %	93.80 %	98.84 %
04:00	190	11	2	4	0	1	0	208	292.6	91.35 %	96.63 %	97.60 %	99.52 %
05:00	194	7	2	3	0	0	0	206	303.4	94.17 %	97.57 %	98.54 %	100.00 %
06:00	256	6	4	5	2	0	0	273	255.8	93.77 %	95.97 %	97.44 %	99.27 %
07:00	279	8	5	7	4	3	0	306	265.8	91.18 %	93.79 %	95.42 %	97.71 %
08:00	364	20	14	15	4	3	1	421	255.7	86.46 %	91.21 %	94.54 %	98.10 %
09:00	393	36	9	27	3	2	0	470	262.3	83.62 %	91.28 %	93.19 %	98.94 %
10:00	444	27	14	23	5	0	0	513	258.6	86.55 %	91.81 %	94.54 %	99.03 %
11:00	427	42	29	31	13	3	0	545	268.9	78.35 %	86.06 %	91.38 %	97.06 %
12:00	485	39	24	20	4	1	0	573	258.3	84.64 %	91.45 %	95.64 %	99.13 %
13:00	474	37	19	25	5	1	0	561	259.5	84.49 %	91.09 %	94.47 %	98.93 %
14:00	449	57	30	37	10	1	0	584	273.3	76.88 %	86.64 %	91.78 %	98.12 %
15:00	470	43	15	36	8	4	0	576	258.4	81.60 %	89.06 %	91.67 %	97.92 %
16:00	447	36	15	22	5	4	0	529	264.9	84.50 %	91.30 %	94.14 %	98.30 %
17:00	432	45	17	23	5	2	0	524	277.9	82.44 %	91.03 %	94.27 %	98.66 %
18:00	479	15	7	11	0	0	0	512	289.1	93.55 %	96.48 %	97.85 %	100.00 %
19:00	478	13	15	25	3	1	0	535	274.9	89.35 %	91.78 %	94.58 %	99.25 %
20:00	443	27	10	19	7	2	1	509	274.9	87.03 %	92.34 %	94.30 %	98.04 %
21:00	422	32	13	20	6	5	0	498	266.8	84.74 %	91.16 %	93.78 %	97.79 %
22:00	317	35	25	34	10	9	1	431	292.7	73.55 %	81.67 %	87.47 %	95.36 %
23:00	284	21	16	27	6	5	1	360	296.6	78.89 %	84.72 %	89.17 %	96.67 %
Total:	8,719	624	328	472	116	53	4	10,316	275.2	84.52 %	90.57 %	93.75 %	98.32 %
Overall %:	84.52%	6.05%	3.18%	4.58%	1.12%	0.51%	0.04%						



MedStar Mutual Aid Response Task Time Report

Period: 07/01/2021 thru 07/31/2021

Criteria:

Mutual Aid Given	Mutual Aid Received	Total P1-P3 Calls	% of Calls Mutual Aided
58	40	13345	0.300%
Total		58	
Total		36	

Aid Type	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted in TX
Given	Arlington	M33	07/23/2021 23:04:51	1832826	2	Arlington	29B05 - V - Traffic Collision / Transportation Incident - Multiple patients - P2	00:03:17	Calling Party Cancelled	0
	Arlington	M34	07/15/2021 10:33:57	1822209	1	Arlington	31D02 - Unconscious / Fainting (Near) - P1	00:02:21	Calling Party Cancelled	0
	Arlington	M560	07/25/2021 14:21:33	1834785	3	Arlington	32B03 - Unknown Problem (Person Down) - P2	00:00:34	Reassign	0
	Arlington	M28	07/22/2021 11:18:18	1830723	2	Arlington	17B04 - Falls - P2	00:09:50	FDPD Cancelled MedStar	0
	Arlington	M68	07/23/2021 12:41:34	1831960	2	Arlington	17B01 - Falls - P2	00:01:13	FDPD Cancelled MedStar	0
	Arlington	M64	07/31/2021 19:46:58	1843216	3	Arlington	26A10 - Sick Person (Specific Diagnosis) - P3	01:00:28		1
	Arlington	M36	07/25/2021 14:11:00	1834773	2	Arlington	17B04 - G - Falls - On the ground or floor - P2	00:01:47	FDPD Cancelled MedStar	0
	Arlington	M76	07/25/2021 14:21:33	1834789	3	Arlington	32B03 - Unknown Problem (Person Down) - P2	00:06:36	Calling Party Cancelled	0
	Arlington	M81	07/14/2021 14:49:49	1821312	2	Arlington	28C04 - U - Stroke (CVA) / Transient Ischemic Attack (TIA) - Unknown when the symptoms started - P2	00:00:29	Reassign	0
	Arlington	M73	07/19/2021 06:55:23	1826727	2	Arlington	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	00:04:48	FDPD Cancelled MedStar	0
	Arlington	M30	07/28/2021 20:57:07	1839174	3	Arlington	32B03 - Unknown Problem (Person Down) - P2	00:00:22	Reassign	0
	Arlington	M20	07/31/2021 15:10:10	1842884	2	Arlington	29B05 - Traffic Collision / Transportation Incident - P2	00:01:25	Mutual Aid Ambulance Requested by MedStar	0
	Arlington	M56	07/29/2021 12:02:47	1839787	2	Arlington	19C07 - Heart Problems / A.I.C.D. - P2	00:01:17	Calling Party Cancelled	0
	Arlington	M39	07/15/2021 21:01:24	1822865	3	Arlington	32B03 - Unknown Problem (Person Down) - P2	00:01:16	Calling Party Cancelled	0
	Arlington	M56	07/14/2021 13:26:49	1821241	2	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:05:52	Calling Party Cancelled	0
	Arlington	M71	07/14/2021 11:31:21	1821152	3	Arlington	26A10 - Sick Person (Specific Diagnosis) - P3	00:01:13	Calling Party Cancelled	0
	Arlington	M30	07/22/2021 14:20:24	1830897	1	Arlington	26D01 - Sick Person (Specific Diagnosis) - P1	01:31:29		1
	Arlington	M49	07/11/2021 17:55:05	1818350	2	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:07:25	FDPD Cancelled MedStar	0
	Arlington	M24	07/12/2021 18:59:52	1819555	2	Arlington	17B04 - Falls - P2	01:51:42		1
	Arlington	M26	07/27/2021 23:24:41	1838006	3	Arlington	26A10 - Sick Person (Specific Diagnosis) - P3	00:52:16		1
	Arlington	M575	07/31/2021 09:24:28	1842561	2	Arlington	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients - P2	00:11:01	FDPD Cancelled MedStar	0
	Arlington	M73	07/27/2021 08:59:01	1837069	2	Arlington	18B01 - Headache - P2	01:25:13		1
	Arlington	M36	07/25/2021 14:25:14	1834790	2	Arlington	17B04 - Falls - P2	00:06:48	FDPD Cancelled MedStar	0
	Arlington	M33	07/23/2021 22:16:22	1832789	2	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:43:42		1
	Arlington	M49	07/18/2021 10:14:22	1825792	2	Arlington	17B04 - G - Falls - On the ground or floor - P2	00:47:51	AMA - Assessed and/or Treated & Released	0
	Arlington	M30	07/28/2021 20:57:07	2362214	3	Arlington	32B03 - Unknown Problem (Person Down) - P2	00:44:59		0
	Arlington	M53	07/15/2021 10:30:34	1822208	3	Arlington	33C06 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	00:06:24	Calling Party Cancelled	0
	Arlington	M59	07/27/2021 11:16:20	1837172	2	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:01:44	Calling Party Cancelled	0
	Arlington	M20	07/31/2021 09:21:53	1842559	2	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:00:42	Calling Party Cancelled	0
	Arlington	M20	07/01/2021 19:58:43	1806817	2	Arlington	Unknown number of patients - P2	00:10:15	FDPD Cancelled MedStar	0
	Arlington	M80	07/03/2021 14:03:05	1806901	3	Arlington	17A03 - G - Falls - On the ground or floor - P3	00:44:08	AMA - Assessed and/or Treated & Released	0
	Arlington	M43	07/04/2021 06:02:19	1809646	2	Arlington	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	00:15:02	RAS - Release At Scene	0

MedStar Mutual Aid Response Task Time Report

Period: 07/01/2021 thru 07/31/2021

Criteria:

Mutual Aid Given	58
Mutual Aid Received	40
Total P1-P3 Calls	13345
% of Calls Mutual Aided	0.300%

Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Arlington	M60	07/04/2021 06:09:51	1808656	2	Arlington	29B05 - Vehicle vs. vehicle - P2	00:05:06	Calling Party Cancelled	0
Arlington	M65	07/08/2021 20:34:59	1815033	1	Arlington	29D02 - I - Overdose / Poisoning (Ingestion) - Intentional - P1	01:21:28		1
Arlington	M30	07/08/2021 22:39:23	1815114	2	Arlington	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P2	01:43:03		1
Arlington	M66	07/09/2021 12:44:56	1815803	3	Arlington	07A01 - Abdominal Pain / Problems - P3	00:02:15	Calling Party Cancelled	0

Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Crowley	M54	07/19/2021 01:26:03	1828546	2	Crowley	26C01 - Sick Person (Specific Diagnosis) - P2	01:14:50		1
Crowley	M48	07/21/2021 18:04:58	1829992	2	Crowley	25B06 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	01:09:58		1
Crowley	M58	07/30/2021 23:03:51	1842137	3	Crowley	32B02 - Medical Alarm (Alert) notification - P3	00:02:56	FDPD Cancelled MedStar	0
Crowley	M81	07/31/2021 20:55:05	1843306	2	Crowley	06C01 - Breathing Problems - P2	01:16:37		1
Crowley	M28	07/31/2021 00:53:32	1842214	3	Crowley	05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	01:22:41		1
Crowley	M82	07/25/2021 14:18:00	1834780	2	Crowley	02B01 - Allergies (Reactions) / Envenomations (Stings, Bites) - P2	00:09:03	Calling Party Cancelled	0
Crowley	M27	07/25/2021 13:53:11	1834755	2	Crowley	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P2	01:18:22		1
Crowley	M20	07/29/2021 19:38:01	1840538	2	Crowley	26B01 - Sick Person (Specific Diagnosis) - P2	00:52:18		1
Crowley	M56	07/04/2021 16:42:16	1810083	2	Crowley	17B04 - Falls - P2	01:14:57		1

Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Grand Prairie	M79	07/13/2021 19:03:30	1820522	2	Grand Prairie	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	00:04:22	FDPD Cancelled MedStar	0

Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Johnson County	M62	07/13/2021 12:24:19	1820131	3	Johnson County	26A11 - Sick Person (Specific Diagnosis) - P3	01:14:27		1

Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Tarrant County	M73	07/20/2021 13:15:26	1828216	3	Tarrant County	32B02 - Unknown Problem (Person Down) - P3	00:13:08	FDPD Cancelled MedStar	0
Tarrant County	M64	07/28/2021 07:47:51	1838277	2	Tarrant County	29B01 - U - Traffic Collision / Transportation Incident - Unknown number of patients - P2	00:20:36	AMA - Assessed and/or Treated & Released	0
Tarrant County	M64	07/18/2021 20:05:39	1828277	1	Tarrant County	29D03 - U - HIGH VELOCITY impact - Unknown number of patients - P1	01:30:23		1
Tarrant County	M30	07/01/2021 13:18:14	1806488	2	Tarrant County	20B02 - H - Heat exposure - Heat exposure - P2	01:05:09	AMA - Assessed and/or Treated & Released	0
Tarrant County	M30	07/04/2021 17:58:50	1810150	2	Tarrant County	17B04 - Falls - P2	01:58:14		1
Tarrant County	M55	07/05/2021 17:20:07	1811372	2	Tarrant County	30B01 - Traumatic Injuries (Specific) - P2	01:09:41		1
Tarrant County	M54	07/08/2021 14:36:59	1814589	2	Tarrant County	17B04 - Falls - P2	01:32:04		1
Tarrant County	M50	07/09/2021 12:38:56	1815779	1	Tarrant County	31D02 - Unconscious / Fainting (Near) - P1	00:28:37	FDPD Cancelled MedStar	0

Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Watauga	M45	07/10/2021 15:33:03	1817098	2	Watauga	13C01 - Diabetic Problems - P2	00:07:11	Calling Party Cancelled	0
Watauga	M49	07/03/2021 17:26:21	1808069	2	Watauga	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	01:39:48		1

Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Arlington EMS	AMR	07/16/2021 14:04:52	1823720	1	Fort Worth	31D04 - Unconscious / Fainting (Near) - P1	01:21:06		1
Total									
6									

Received

MedStar Mutual Aid Response Task Time Report

Period: 07/01/2021 thru 07/31/2021

Criteria:

Mutual Aid Given	58
Mutual Aid Received	40
Total P1-P3 Calls	13345
% of Calls Mutual Aided	0.300%

Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted in TX
Benbrook	Arlington EMS	07/17/2021 03:09:15	1824472	2	Fort Worth	16B01 - Eye Problems / Injuries - P2	01:04:55		1
	Arlington EMS	07/04/2021 13:28:21	1806921	2	Fort Worth	23C02 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	01:29:30		1
	Arlington EMS	07/05/2021 03:26:01	1810778	2	Fort Worth	17B04 - G - Falls - On the ground or floor - P2	01:39:46		0
	Arlington EMS	07/06/2021 12:06:12	1812140	3	Fort Worth	26A07 - C - Sick Person (Specific Diagnosis) - Suspected coronavirus illness - P3	01:23:24		1
	Arlington EMS	07/09/2021 11:06:04	1815639	2	Fort Worth	31C02 - Unconscious / Fainting (Near) - P2	03:29:32		1
Crowley	Benbrook	07/04/2021 20:48:50	1810342	2	Fort Worth	12C04 - Convulsions / Seizures - P2	00:56:01		1
Eagle Mountain	Eagle Mountain	07/15/2021 17:54:24	1822689	2	Saginaw	29B01 - V - Vehicle vs. vehicle - Multiple patients - P2	00:04:20	FDPD Cancelled MedStar	0
	Eagle Mountain	07/13/2021 21:14:37	1820683	1	Fort Worth	06D02 - Breathing Problems - P1	02:16:22		1
	Eagle Mountain	07/22/2021 09:40:33	1830621	3	Fort Worth	05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	01:19:58		1
	Eagle Mountain	07/16/2021 03:48:32	1823166	2	Saginaw	28C06 - K - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR evidence of stroke (≥ T hours) - P2	01:00:30		1
	Eagle Mountain	07/21/2021 19:25:11	1830076	1	Fort Worth	26D01 - Sick Person (Specific Diagnosis) - P1	01:23:32		1
	Eagle Mountain	07/23/2021 13:43:22	1832039	3	Fort Worth	17A03 - Falls - ECNS Eligible	01:12:37		1
	Eagle Mountain	07/23/2021 16:57:13	1832340	2	Lake Worth	33C01 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:14:49		1
	Eagle Mountain	07/12/2021 03:12:57	1818845	3	Fort Worth	26A02 - Sick Person (Specific Diagnosis) - P3	00:08:31		0
	Eagle Mountain	07/26/2021 01:14:49	1835452	1	Fort Worth	06D02 - Breathing Problems - P1	01:31:02		1
	Eagle Mountain	07/19/2021 12:18:59	1827037	2	Fort Worth	06C01 - Breathing Problems - P2	01:11:46		1
	Eagle Mountain	07/27/2021 15:08:40	1837456	2	Fort Worth	33C05 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:01:07		1

MedStar Mutual Aid Response Task Time Report

Period: 07/01/2021 thru 07/31/2021

Criteria:

Mutual Aid Given	58
Mutual Aid Received	40
Total P1-P3 Calls	13345
% of Calls Mutual Aided	0.300%

Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX	
Johnson County	Eagle Mountain	07/21/2021 01:33:44	1829057	2	Fort Worth	29B01 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	01:00:00		1	
	Eagle Mountain	07/22/2021 11:28:20	1830737	2	Fort Worth	26C01 - J - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR evidence of stroke (< 72 hours) - P2	01:02:27		1	
	Eagle Mountain	07/29/2021 15:44:28	1840194	1	Saginaw	06D02 - Breathing Problems - P1	00:07:33	FD/PPD Cancelled MedStar	0	
	Eagle Mountain	07/11/2021 03:23:37	1817762	3	Fort Worth	26A08 - Sick Person (Specific Diagnosis) - P3	01:17:09		1	
	Eagle Mountain	07/17/2021 03:25:08	1824480	2	Saginaw	26C07 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	01:16:17		1	
	Eagle Mountain	07/25/2021 05:13:41	1834345	2	Fort Worth	24C03 - Pregnancy / Childbirth / Miscarriage - P2	05:19:56		1	
	Eagle Mountain	07/06/2021 18:04:25	1812553	2	Lakeside	26C02 - C - Sick Person (Specific Diagnosis) - Suspected coronavirus illness - P2	01:06:10		1	
	Eagle Mountain	07/09/2021 11:53:40	1815718	2	Saginaw	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P2	00:59:04		1	
	4									
	Life Care EMS	Johnson County	07/24/2021 21:29:07	1833952	2	Burleson	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:09:51		0
Johnson County		07/30/2021 04:14:02	1840958	3	Burleson	17A04 - G - Falls - On the ground or floor - FIRE ONLY	00:54:14		1	
Johnson County		07/07/2021 16:28:30	1813533	3	Burleson	26A11 - Sick Person (Specific Diagnosis) - P3	01:10:16		0	
Johnson County		07/08/2021 14:41:02	1814613	3	Burleson	26A10 - Sick Person (Specific Diagnosis) - P3	01:08:12		1	
2										
Life Care EMS		Life Care EMS	07/25/2021 02:27:26	1834214	3	Fort Worth	05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	01:01:31		1
		Life Care EMS	07/24/2021 21:09:57	1833908	3	Fort Worth	05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	01:17:05		1
		3								
Watauga		Watauga	07/20/2021 19:35:50	1828680	1	Fort Worth	01D01 - Abdominal Pain / Problems - P1	00:13:49	Calling Party Cancelled	0
		Watauga	07/21/2021 01:50:12	1829071	1	Fort Worth	10D02 - Chest Pain / Chest Discomfort (Non-Traumatic) - P1	00:50:39		1
	Watauga	07/30/2021 15:03:30	1841546	3	Haltom City	12A03 - Convulsions / Seizures - P3	01:14:56		1	



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jul 2021

Member City	Pri	Calls	On Scene	Avg RT	Current Month			100 Response Compliance Period		
					Late Responses	On Time %	Extended Responses Count	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	9	9	00:08:52	2	77.8%	0	43	9	79.1%
	2	15	14	00:08:16	3	80.0%	0	104	15	85.6%
	3	5	5	00:08:40	0	100.0%	0	40	10	75.0%
Total Blue Mound		29	28							
Burleson	1	97	85	00:07:44	18	81.4%	9	97	18	81.4%
	2	194	182	00:09:08	30	84.5%	8	194	30	84.5%
	3	106	96	00:11:42	18	83.0%	6	188	38	79.8%
	4	139	139	00:27:37	7	95.0%	3	139	7	95.0%
Total Burleson		536	502							
Edgecliff Village	1	8	8	00:06:44	0	100.0%	0	70	12	82.9%
	2	8	8	00:08:37	1	87.5%	0	48	7	85.4%
	3	4	4	00:08:56	0	100.0%	0	57	6	89.5%
Total Edgecliff Village		20	20							
Forest Hill	1	42	40	00:08:59	9	78.6%	1	42	9	78.6%
	2	86	77	00:09:08	8	90.7%	0	158	19	88.0%
	3	41	36	00:11:59	3	92.7%	1	80	7	91.3%
	4	2	2	00:00:00	0	100.0%	0	2	0	100.0%
Total Forest Hill		171	155							
Fort Worth	1	3082	2899	00:08:07	486	84.2%	75	3082	486	84.2%
	2	5276	4983	00:09:10	686	87.0%	94	5276	686	87.0%
	3	3234	2996	00:11:13	430	86.7%	112	3234	430	86.7%
	4	1359	1348	00:27:34	76	94.4%	39	1359	76	94.4%
Total Fort Worth		12951	12226							
Haltom City	1	110	106	00:09:39	35	68.2%	5	110	35	68.2%
	2	139	135	00:10:03	22	84.2%	3	139	22	84.2%
	3	102	92	00:11:41	15	85.3%	0	102	15	85.3%
Total Haltom City		351	333							
Haslet	1	9	9	00:10:31	3	66.7%	1	79	24	69.6%
	2	11	11	00:09:49	3	72.7%	1	97	22	77.3%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jul 2021

Member City	Pri	Calls	On Scene	Avg RT	Current Month			100 Response Compliance Period											
					Late Responses	On Time %	Extended Responses Count	Compliance Calculated Responses	Late Responses	On Time %									
Total Haslet		30	30																
	3	10	10	00:11:06	1	90.0%	0	0.0%	46	7	84.8%								
Lake Worth																			
	1	29	27	00:08:07	6	79.3%	2	6.9%	57	13	77.2%								
	2	54	52	00:07:39	6	88.9%	1	1.9%	54	6	88.9%								
	3	24	21	00:10:59	3	87.5%	3	12.5%	53	8	84.9%								
Total Lake Worth		107	100																
	1	6	6	00:12:30	2	66.7%	1	16.7%	58	26	55.2%								
	2	8	7	00:10:26	2	75.0%	0	0.0%	73	34	53.4%								
	3	2	2	00:10:45	0	100.0%	0	0.0%	31	12	61.3%								
Total Lakeside		16	15																
	1	19	15	00:06:55	1	94.7%	0	0.0%	100	27	73.0%								
	2	30	30	00:07:53	2	93.3%	0	0.0%	90	14	84.4%								
	3	18	15	00:09:47	3	83.3%	0	0.0%	86	20	76.7%								
Total River Oaks		67	60																
	1	48	44	00:10:53	17	64.6%	7	14.6%	48	17	64.6%								
	2	67	60	00:11:15	18	73.1%	4	6.0%	131	45	65.6%								
	3	56	49	00:16:23	20	64.3%	7	12.5%	56	20	64.3%								
Total Saginaw		171	153																
	1	14	13	00:07:03	4	71.4%	0	0.0%	72	16	77.8%								
	2	45	40	00:09:06	7	84.4%	0	0.0%	135	26	80.7%								
	3	25	25	00:11:17	4	84.0%	0	0.0%	93	25	73.1%								
	4	3	3	00:21:40	0	100.0%	0	0.0%	47	4	91.5%								
Total Sansom Park		87	81																
	2	2	2	00:09:38	0	100.0%	0	0.0%	15	4	73.3%								
	3	2	1	00:07:12	0	100.0%	0	0.0%	13	3	76.9%								
Total Westover Hills		4	3																
	1	9	9	00:09:03	3	66.7%	0	0.0%	82	13	84.1%								
	2	22	22	00:10:20	4	81.8%	1	4.5%	37	7	81.1%								
	3	10	10	00:12:57	2	80.0%	1	10.0%	84	14	83.3%								



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jul 2021

Member City	Pri	Calls	On Scene	Avg RT	Current Month			100 Response Compliance Period			
					Late Responses	On Time %	Extended Responses Count	Compliance Calculated Responses	Late Responses	On Time %	
Total Westworth Village											
	4	1	1	01:04:40	1	0.0%	0	0.0%	3	1	66.7%
Total											
		42	42								
White Settlement											
1		75	74	00:07:15	10	86.7%	1	1.3%	75	10	86.7%
2		121	119	00:08:38	15	87.6%	2	1.7%	121	15	87.6%
3		71	67	00:11:23	11	84.5%	3	4.2%	140	23	83.6%
4		4	4	00:38:34	0	100.0%	0	0.0%	58	6	89.7%
Total White Settlement											
		271	264								
System Wide											
1		3557	3344	00:08:11	596	83.2%	102	2.9%	4020	716	82.2%
2		6078	5742	00:09:11	807	86.7%	114	1.9%	6672	952	85.7%
3		3710	3429	00:11:19	510	86.3%	133	3.6%	4303	638	85.2%
4		1508	1497	00:27:37	84	94.4%	42	2.8%	1629	94	94.2%
Total System Wide											
		14853	14012								

Tab G – FRAB

Tab H – Chief Transformation Officer

Transformation Report

August 2021

Alternate Payment Models

- ET3 Model
 - Medicare FFS payments being received!
 - Enrollments slowly improving.
 - ET3 education during the next OMD CE.
 - Case examples, scenarios
 - Working w/CMS on patient declination challenges – suggesting revisions on patient consent requirement from express to implied.
 - Updated outcomes attached.

Ambulance Supplemental Payment Program (ASPP)

- HHSC filed revised 1115 Waiver to facilitate new ASPP methodology.
- Continuing to work w/HHSC on revised State Plan Amendment for updated program rules.

Legislative Issues

- Federal:
 - New CMS rule that prevents balance billing for non-emergency transfers drafted by CMS.
 - Working with national associations on response to the draft with examples of potential financial impact on MedStar
 - Continuing to work with national EMS associations on legislation on making Treatment in Place (TIP) permanent, extending the Medicare extenders, EMS grant funding, and EMS Workforce issues.

Member City Budget Briefings

- Setting up meetings with managers and fire chiefs of member cities to brief on budget draft and 5-year outlook.

COVID Vaccines

- Conducting regularly scheduled public vax clinics at MedStar.
- Working with partners on promotion of vaccine availability.
- Promoting vaccines and mAb through local media.
- Outsourced billing process working well.

MedStarSaver+PLUS

- Pilot planned for expanding the model for StarSaver benefits plus MedStar on Demand services Effective 7/1/2021.
 - Mailers going out with current bills.
 - Web application in development.

System Performance Committee

- Addressing EMS System-wide COVID 4.0 impact.
 - COVID+ personnel issues, response volume, dispatch, and on-scene procedures.
- Continuing work on process improvement for STEMI bundles to meet system goals.

Tiered System Response Pilot

- Recent hiring and credentialing of multiple EMTs has significantly improved BLS ambulance staffing.
 - Avg. 13 BLS responses/day currently; avg. 2/day prior to 7/17 enhancement.
- Using Quick Response Vehicles (QRVs) as a resource due to increased BLS staffing.
- Recent outcomes attached.

Back to School Events

- Participated with FWPD on several ‘welcome back to school’ events.

Upcoming Presentations:

<u>Event (location)</u>	<u>Date</u>	<u>Attendees</u>
EMS Today (Virtual)	August 2021	~1,500
California Amb. Assoc. Annual Conf. (Lake Tahoe)	September 2021	~500
National Association of Accountable Care Orgs (D.C.)	September 2021	~400
Texas Assoc. of Rural & Comm. Hosp. (Round Rock)	September 2021	~300
Zoll Dispatch Summit (Virtual)	September 2021	~500
New York MIH Symposium (Virtual)	September 2021	~500
EMS World Expo (Atlanta)	October 2021	~3,000

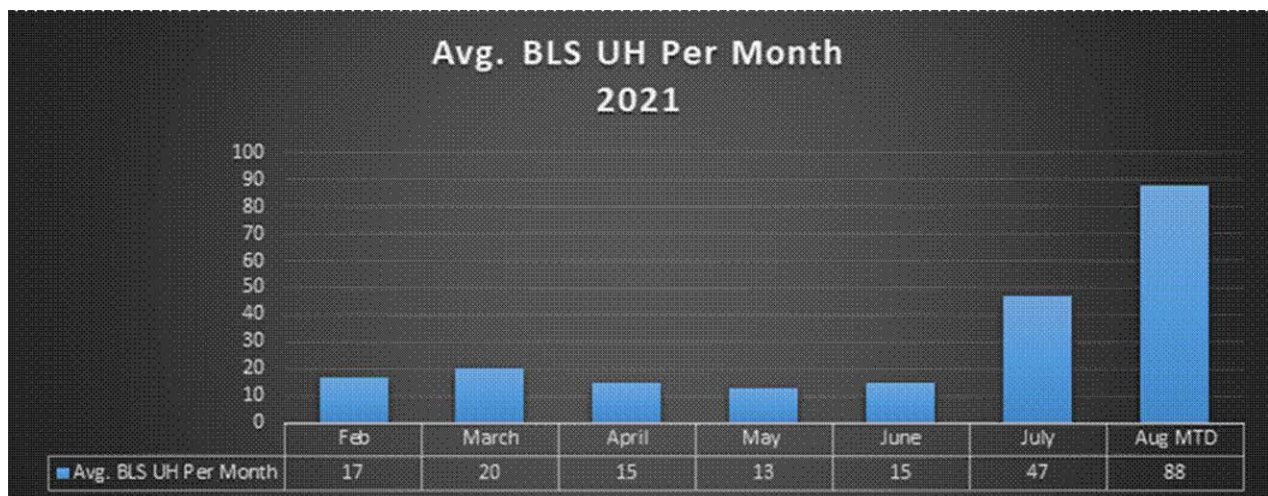
Media Summary

Local -

- COVID response volume impact on EMS providers
 - CBS 11, NBC 5, ABC 8, KRLD, WBAP, Star Telegram
- Hospital Delay Avoidance
 - KRLD
- Mental Health in EMS/MedStar’s Hope Squad
 - NBC 5
- PD and Sundance Square Security Officer LifeSaver Awards
 - NBC 5, CBS 11, ABC 8, FOX 4, Star Telegram, KRLD, WBAP
- I-35W MCI, 6 month anniversary
 - CBS 11
- Back to School Safety
 - KRLD
- COVID 19 Response Volume and Vaccine Clinics
 - CBS 11, NBC 5, ABC 8
- Heat Emergencies
 - CBS 11, NBC 5, ABC 8, FOX 4, S-T, KRLD, WBAP/KLIF, KERA

Tiered Response Data:

BLS Response Report Summary - BLS Eligible Determinants					
Through: 8/3/2021					
Determinant	Description	Responses	Patients Assessed	Transports	Transport Ratio
4D03A	Assault	1	0	0	0.0%
4B03A	Assault	2	1	1	50.0%
4B01A	Assault	28	24	15	53.6%
4D03A	Assault	1	0	0	0.0%
10C01	Chest Pain	1	1	1	100.0%
16A01	Eye Problem/Injury	1	1	1	100.0%
20B02C	Heat/Cold Exposure	3	0	0	0.0%
20B02H	Heat/Cold Exposure	6	3	3	50.0%
25A02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	5	5	5	100.0%
25B03	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	13	11	11	84.6%
25B06	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	1	0	0	0.0%
25O01	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	12	10	7	58.3%
25O02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	8	6	6	75.0%
26A03	Sick Person	1	1	1	100.0%
26A06	Sick Person	6	6	6	100.0%
26A06C	Sick Person	1	1	0	0.0%
26C02C	Sick Person	1	1	1	100.0%
26O28	Sick Person	6	6	6	100.0%
29A01	Traffic/Transportation Incident (MVC)	1	1	0	0.0%
29A02V	Traffic/Transportation Incident (MVC)	13	7	6	46.2%
29B01	Traffic/Transportation Incident (MVC)	15	10	7	46.7%
29B01U	Traffic/Transportation Incident (MVC)	5	5	2	40.0%
29B01V	Traffic/Transportation Incident (MVC)	103	90	36	35.0%
29B01Y	Traffic/Transportation Incident (MVC)	1	1	1	100.0%
29B02V	Traffic/Transportation Incident (MVC)	1	1	1	100.0%
29B03	Traffic/Transportation Incident (MVC)	2	0	0	0.0%
29B03U	Traffic/Transportation Incident (MVC)	5	4	2	40.0%
29B03V	Traffic/Transportation Incident (MVC)	14	13	2	14.3%
29B05	Traffic/Transportation Incident (MVC)	21	13	2	9.5%
29B05U	Traffic/Transportation Incident (MVC)	45	35	14	31.1%
29B05V	Traffic/Transportation Incident (MVC)	44	36	10	22.7%
30B01	Traumatic Injury	1	1	1	100.0%
32B03	Unknown Problem/Person Down	56	18	11	19.6%
32D01	Unknown Problem/Person Down	1	0	0	0.0%
Total		425	312	159	37.4%



Avg. Monthly ALS UH Produced



Avg. Monthly Total Unit Hours Produced (BLS and ALS combined)



ET3 Model Outcome Summary & Examples from Week of August 6th:

ET3 Program Summary		
April 5, 2021 through: 8/15/2021		
Overall Emergency Response Volume		
Documented Medicare Patient Contacts	17,106	
≥ 65	13,842	80.9%
< 65	3,264	19.1%
Transported	14,201	83.0%
AMA (incl. Refused All Care & Refusal w/o Capacity)	1,678	9.8%
ET3 Telehealth Intervention	149	0.9%
Outcomes		
Transported	35	23.5%
Hospital ED	34	
Other	1	
TIP	114	76.5%
Dispatch Health Referral	16	
AMA Data - Medicare Documented as Payer	690	
Telehealth Not Offered	223	32.3%
Healthcare facility	53	
Suspicion of moderate or high-acuity illness	121	
Pt. unable to demonstrate decisional capacity	19	
Pt. in Custody	8	
Ambulance Not on Scene	2	
Scene Safety Concern	3	
Age < 1 yr	1	
Not documented	15	

Brandon Wattleworth, Anthony Espinoza

MedStar XX arrived on scene to find patient ambulatory outside of apartment home with a GCS 15 and reporting of nausea/vomiting that began 30 minutes prior to EMS arrival while he tried to eat ramen noodles. Patient states he had three episode of vomiting but is no longer experiencing any current nausea but admits to a chronic headache that he experiences often. Patient states he vomited liquid emesis, no blood or food product in emesis noted. Patient denies any diarrhea, abdominal pain, sick contacts, fever, chills, or weakness/dizziness. Patient had vital signs assessed and negative orthostatics noted. **Patient agreed to have Telehealth evaluation. Dr. Adebí evaluated patient with EMS assistance. She ordered EMS to obtain IV access and administer 250 mL normal saline bolus along with 4 mg Zofran. Dr. Adebí advised the patient if he is still experiencing nausea after treatment to call 911 or go to the ER for further evaluation and patient agreed.** EMS confirmed orders and administered treatment. Patient admitted to improved condition after the treatment and agreed to call should his condition remain unchanged. Patient signed in appropriate fields and EMS cleared scene.

Kirk Borg, Thomas Dorosky

MXX AOSTF a XX y.o. male complaining of HTN x 1 day. Pt reported that they had in home physical therapy that day who reported that their blood pressure was high at 190/90. They were instructed monitor their blood pressure for the remainder of the day and to contact EMS if it did not resolve. Pt was GCS 15 A&O x4. PT was breathing normally with a patent airway. PT stroke screens was negative. PT reported no new complaints. Pt had chronic lower weakness. Pt reported no worsening. Pt vitals were assessed. **ET3 was contacted. Dr Larussa MD was contacted who instructed the patient that they were ok to stay home and to follow up with PCP and Dispatch Health.** No further treatment was ordered. **PT was left at scene with a Dispatch Health appointment established.**

MedStarSaver Enrollment Report

Membership New / Renewal Comparison												
	2016	2017	2018	2019	2020	2021	% Change	Cumulative	% Change	2020	2021	% Change
New Households	35	37	38	21	44	96		21	-44.7%	44	96	118.2%
January	58	32	41	38	34	66		59	-25.3%	78	162	94.1%
February	51	144	56	35	92	223		94	-30.4%	170	61	-33.7%
March	40	68	45	44	112	280		138	-23.3%	282	57	-49.1%
April	48	229	34	27	54	321		165	-22.9%	336	41	-24.1%
May	24	256	36	31	196	359		196	-21.6%	391	38	-30.9%
June	22	278	31	37	233	421		233	-17.1%	46	62	34.8%
July	36	314	35	31	264	429		264	-16.5%	79	8	-89.9%
August	42	356	22	276	540	429		540	59.8%	90	429	-100.0%
September	53	409	38	3	543	429		543	-10.6%	31	637	17.3%
October	32	441	25	13	556	429		556	46.7%	35	672	20.9%
November	9	450	40	25	581	429		581	38.7%	48	429	-100.0%
December	450	458	419	581	720	429		720	23.9%	429	429	-100.0%
Total New Member Households	450	458	419	581	720	429		720		720	429	
Renewing Households	2016	2017	2018	2019	2020	2021	% Change	Cumulative	% Change	2020	2021	% Change
January	454	344	347	216	183	159		216	-37.8%	183	159	-13.1%
February	306	117	546	210	66	295		426	-52.3%	249	136	106.1%
March	192	78	96	335	44	434		761	-23.1%	44	139	215.9%
April	1137	788	1293	954	947	1314		1715	-24.8%	947	880	-7.1%
May	910	1493	453	377	321	1654		2092	-23.5%	321	340	5.9%
June	354	3353	395	376	474	2052		2468	-21.2%	474	398	-16.0%
July	357	3710	287	279	360	2389		2747	-19.6%	360	337	-6.4%
August	335	4045	335	269	196	2471		3016	-19.6%	196	82	-58.2%
September	326	4371	132	162	457	2471		3178	-18.2%	457	2471	-100.0%
October	192	4563	269	166	110	2471		3344	-19.5%	110	2471	-100.0%
November	165	4728	75	75	66	2471		3419	-19.1%	66	2471	-100.0%
December	126	4854	292	238	627	2471		3657	-19.1%	627	2471	-100.0%
Total Renewing Households	4854	4727	4520	3657	3851	2471		3851	5.3%	3851	2471	

247 are Trinity Terrace Members
StarPlus Program

18 are Trinity Terrace Households
StarPlus Program

249 are Fall Trinity Terrace Households
StarPlus Program

19 are Trinity Terrace Households
StarPlus Spring Program

MIH Referrals – June 2021



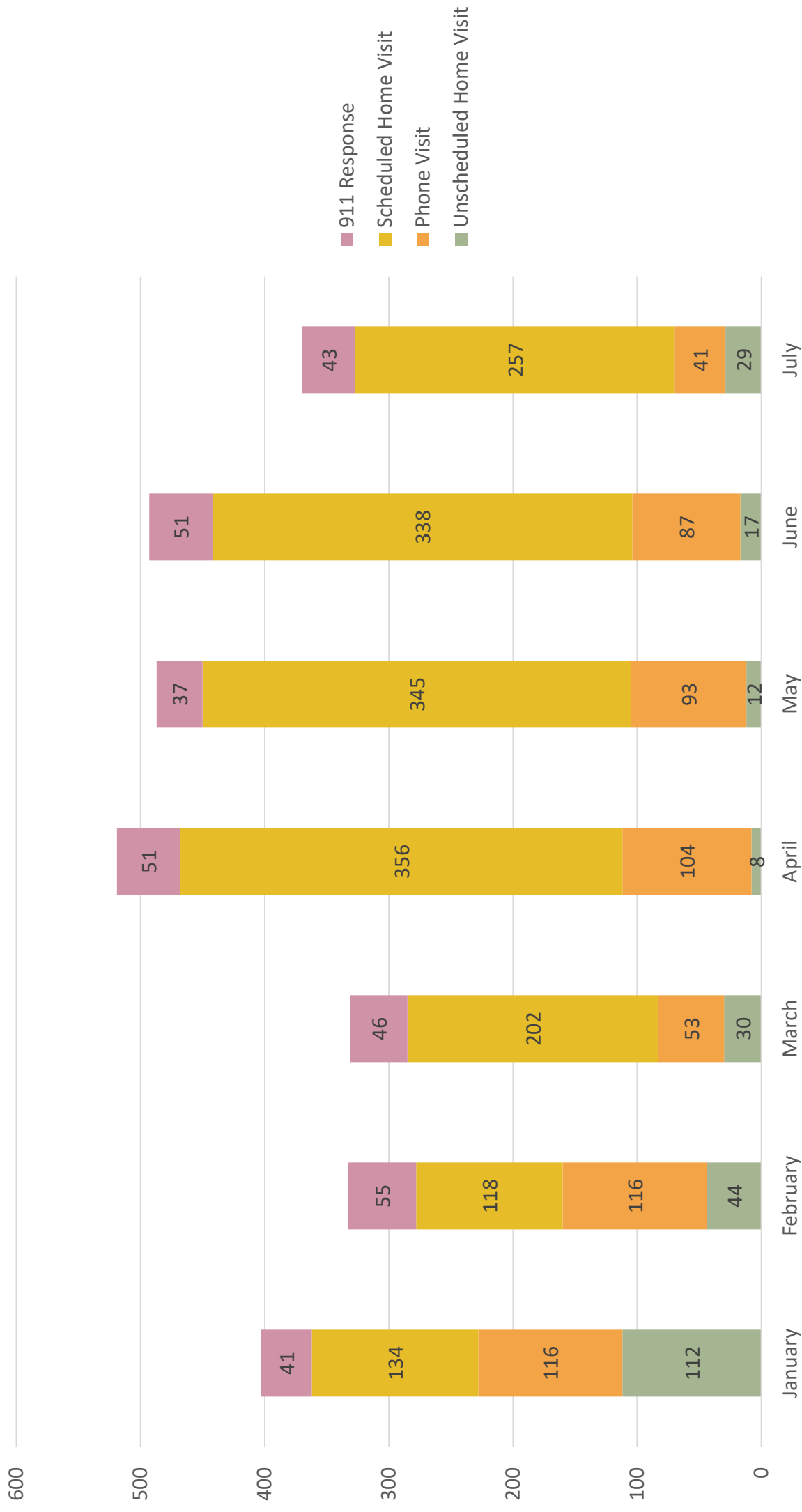
MIH Enrollments – June 2021



MIH Clients – Currently Enrolled



MIH Encounters – Year to Date



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
CCP – Critical Care Paramedic
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