



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

MEMORANDUM

DATE: September 29, 2021
TO: MAEMSA Board of Directors
FROM: Kenneth J. Simpson, Interim CEO
SUBJECT: Board of Directors ePacket for September 2021

Enclosed are the board reports for September 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*

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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; ET3 Initiative; Pediatric Trauma (presented by Cook Children’s)
- OMD 21Q4CE – December
 - Airway Management Cadaver Lab

Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS	Additional Course Challenges
MedStar	84	21	24	61	42	5
FRO	2	3	3	9	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	08/25-27
Bell Textron Helicopter	Completed	08/23-30	Lake Worth FD	Completed	8/09-11
Blue Mound VFD	Completed	08/23-30	River Oaks FD	In-Process	
Burleson FD	Completed	08/23-25	Saginaw FD	Completed	08/23-25
Edgecliff Village Fire Rescue	In-Process	8/02	Sansom Park Fire Rescue	Completed	08/01-06
Forest Hill FD	Completed	8/16-17	Westover Hills PD	Completed	08/09-13
Fort Worth PD	Completed	8/02	Westworth Village PD	N/A	ECA
Fort Worth FD	Completed	8/31	White Settlement VFD	Completed	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

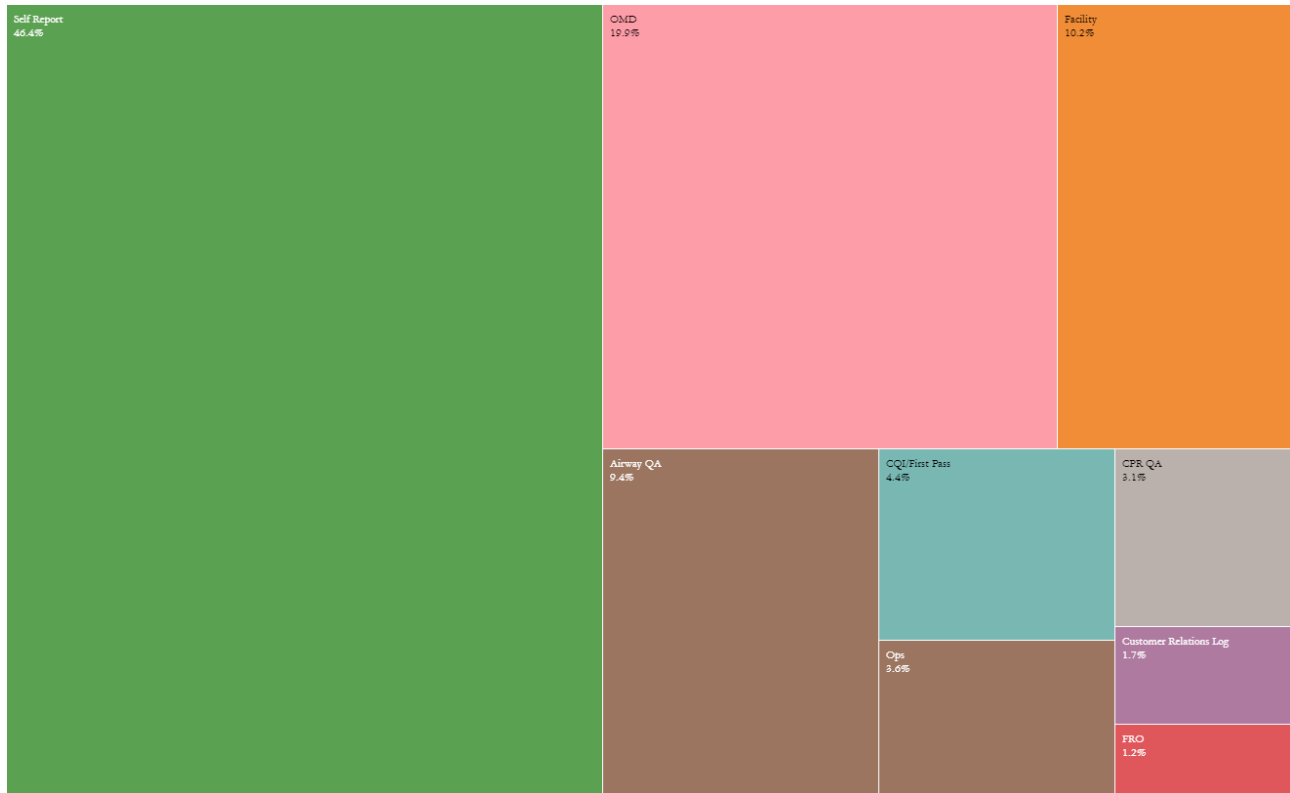


* Does not account for 9.5 days in administrative/operational classroom training.

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Quality Assurance



Case Acuity

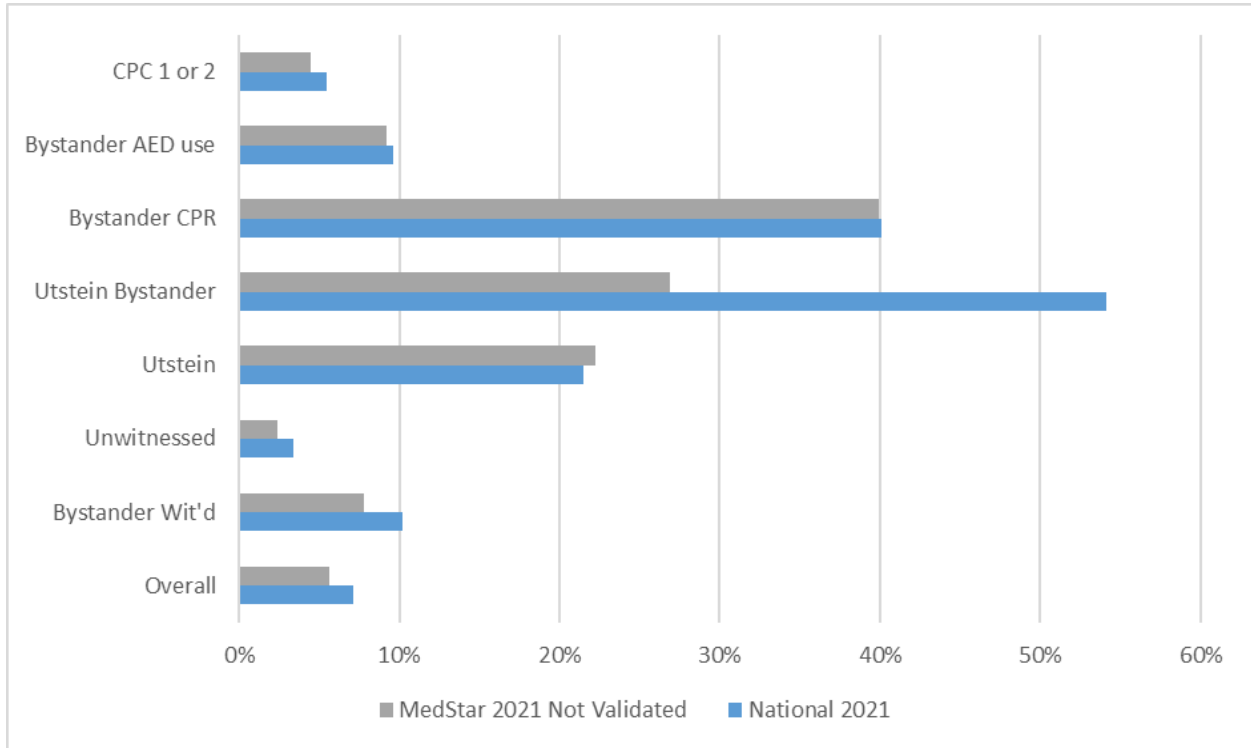
	July 2021	August 2021
High	1 (1.6%)	3 (4.1%)
Moderate	17 (27.0%)	24 (32.9%)
Low	28 (44.4%)	40 (54.8%)
Non QA/QI	17 (27.0%)	6 (8.2%)
Grand Total	63 (100.0%)	73 (100.0%)

Case Disposition

	July 2021	August 2021
Clinically Appropriate		1 (1.4%)
Needs Improvement	39 (61.9%)	54 (74.0%)
Forwarded	1 (1.6%)	2 (2.7%)
No Fault	18 (28.6%)	15 (20.5%)
Pending	5 (7.9%)	1 (1.4%)
Grand Total	63 (100.0%)	73 (100.0%)

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- CARES

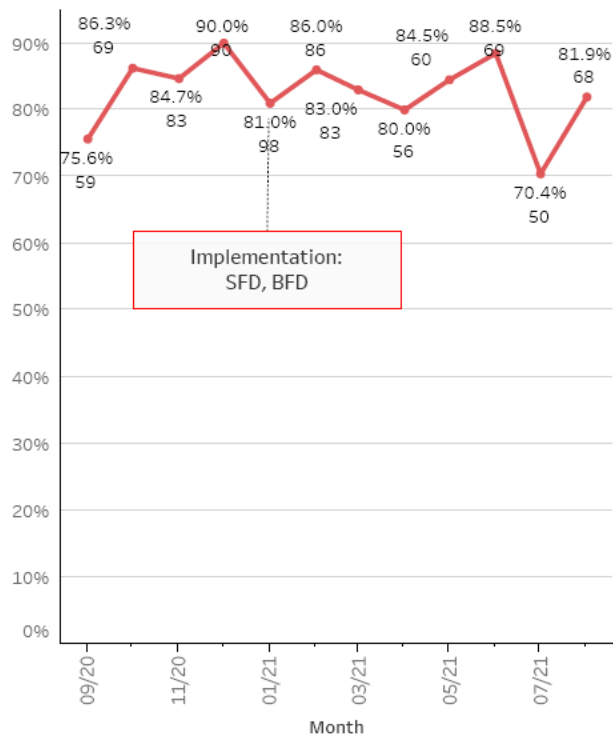


- 2021 (Not Validated)
 - o 697-cases through August
 - o 61-outcomes still pending

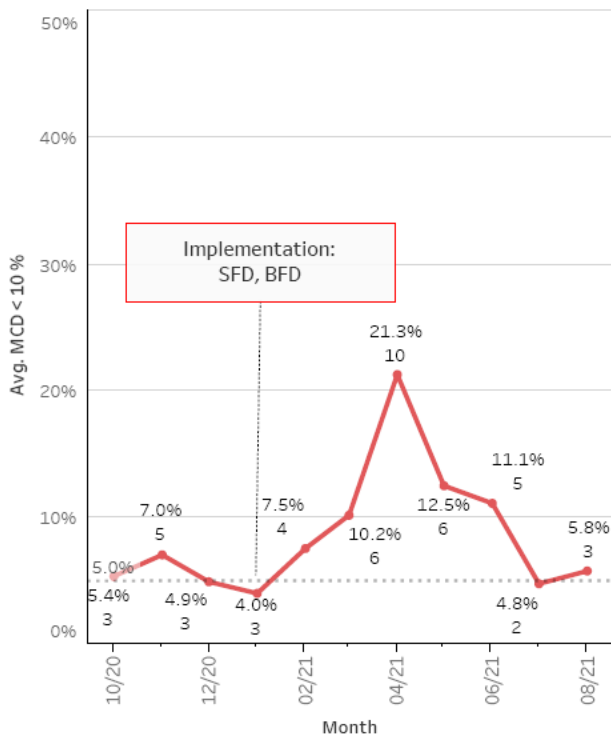
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- MCD

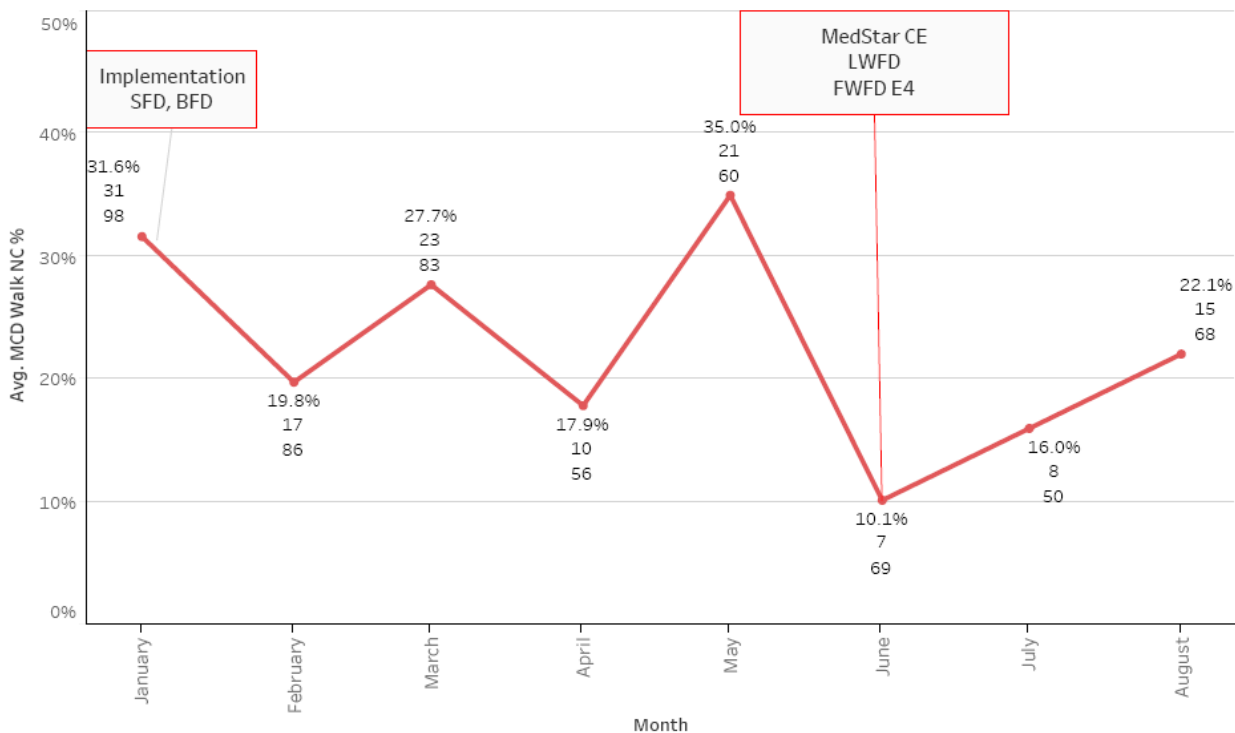
MCD Placement %



MCD Placement < 10 sec %



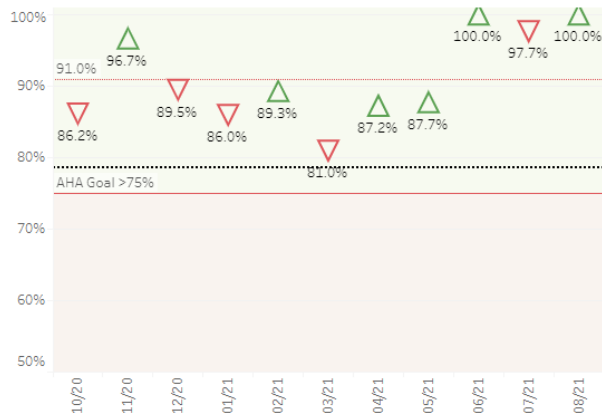
% of Uncorrected MCD Walk



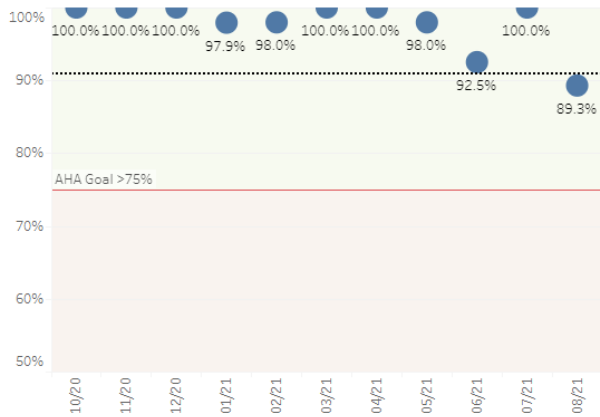
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T-CPR

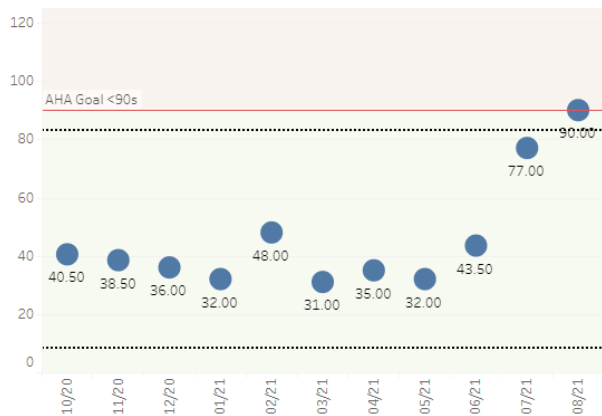
Percentage of OHCA Identified by PSAP



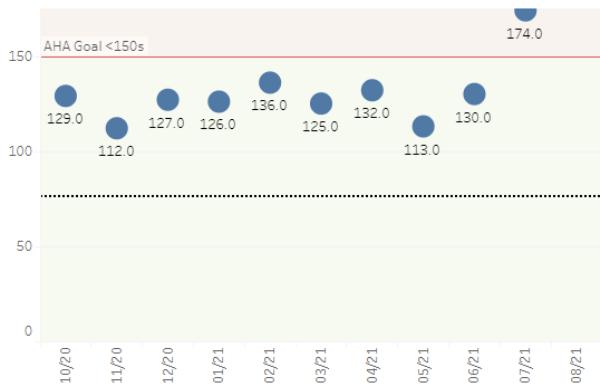
Percentage of Recognized OHCA Receiving T-CPR



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

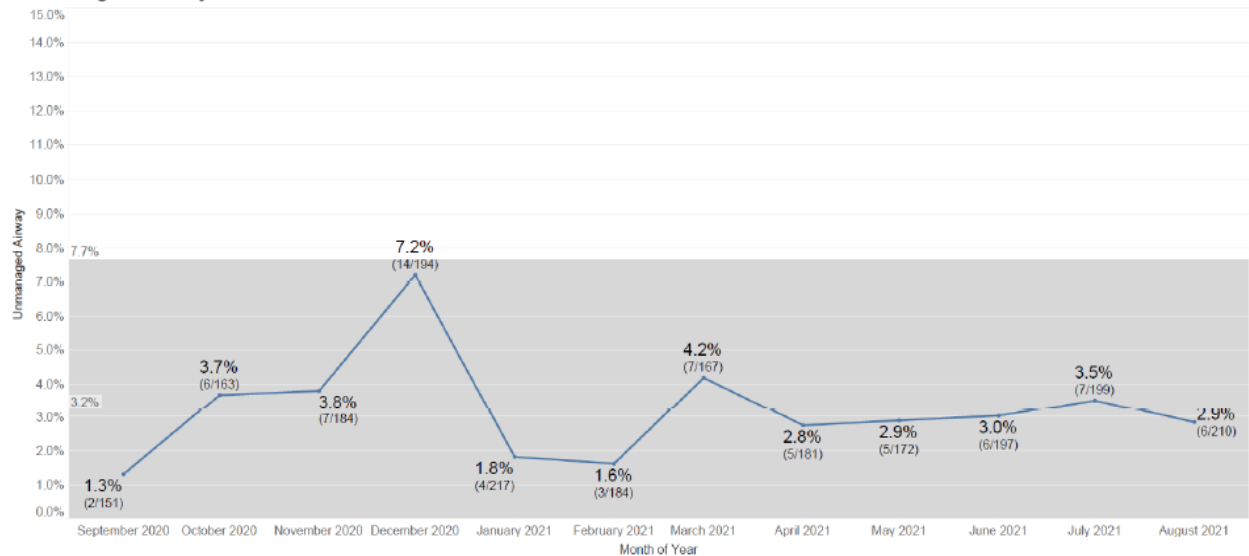


Median Time Between 9-1-1 Call and First T-CPR-Directed Compression



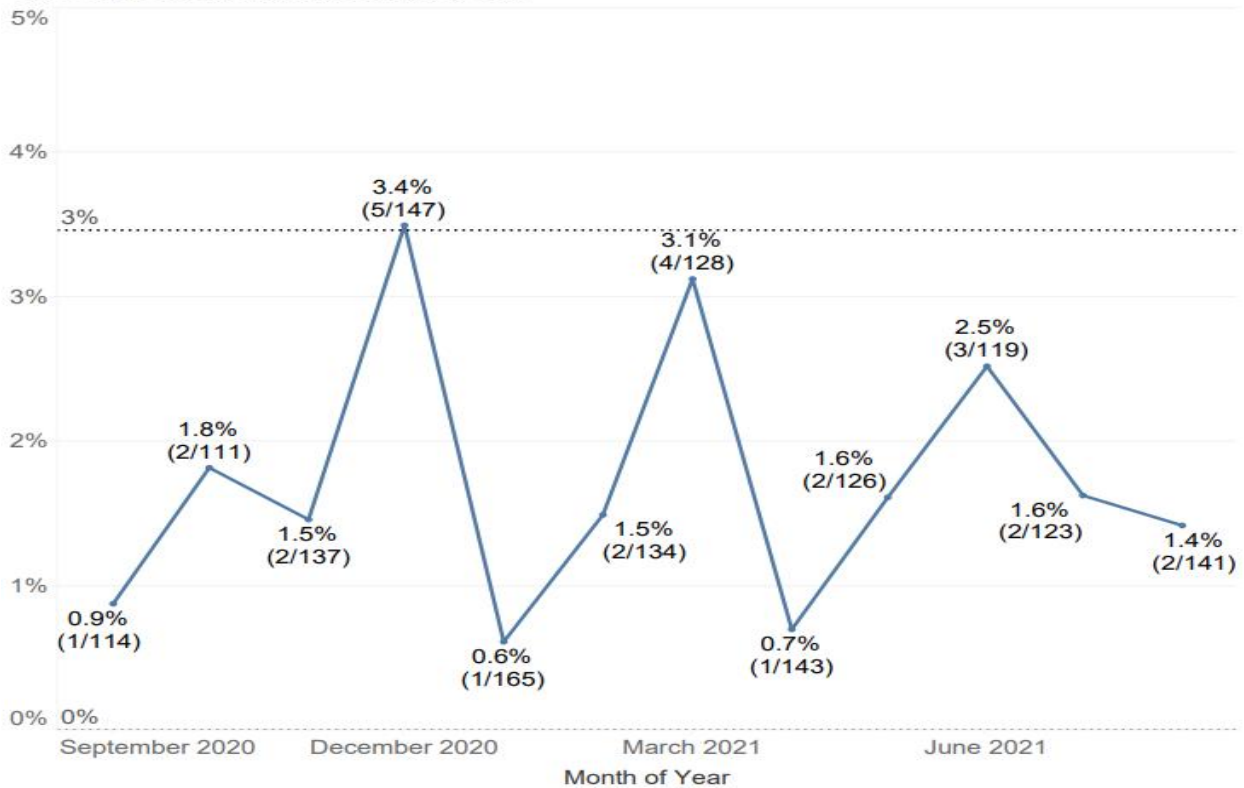
• **Airway Management**

Unmanaged Airway %

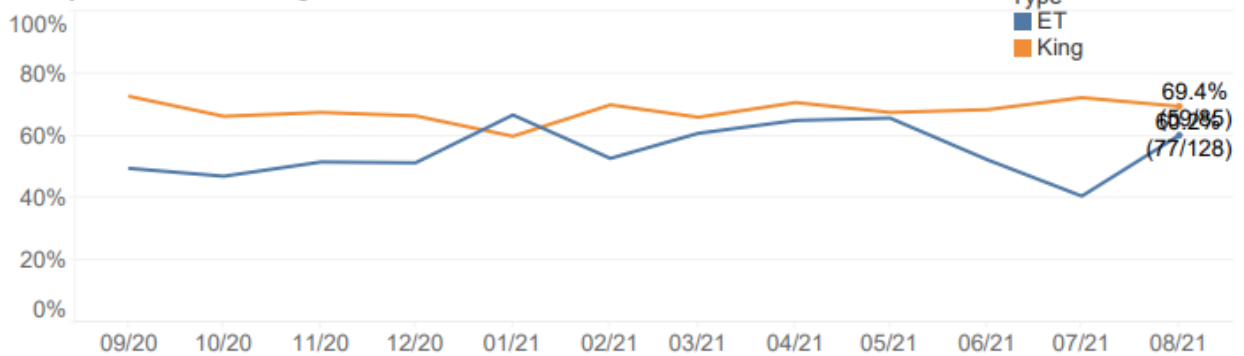


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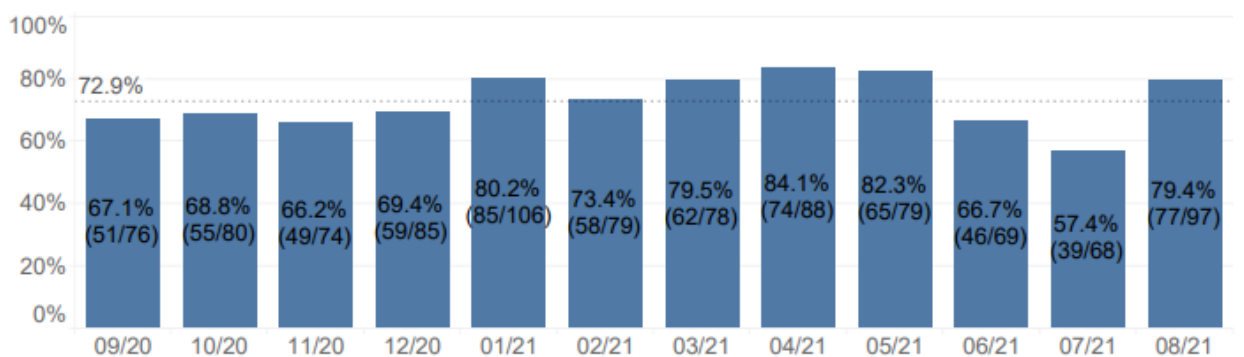
Unrecognized Failed Advanced Airway Rate



Airways Success - ET & King



ET Patient Success



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System Diagnostics

Cardiac Arrest	Goal	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Current Avg.		Goal
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	x	84.9%	89.0%	81.0%	87.2%	87.7%	100.0%	97.7%	86.0%		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	0:01:17	0:00:00		< 0:01:30
% of recognized 2nd party OHCA cases that received tCPR	x	97.7%	98.0%	100.0%	100.0%	98.0%	92.5%	100.0%	98.6%		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	0:01:53	0:02:10	0:1%		<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%	79.2%	71.3%		90%
% of cases with CCF ≥ 90%		85.0%	87.0%	90.0%	90.0%	88.0%	76.0%	72.0%	79.9%		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%	87.5%	89.7%		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%	90.9%	33.7%		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%	9.5%	19.9%		
% of cases with Pre-shock pause < 10 sec	x	94.2%	97.4%	96.5%	97.5%				89.2%		
% arrive at E/D with ROSC	x	14.0%	8.0%	19.2%	25.3%	15.1%	6.9%	14.8%	16.7%		
% discharged alive	x	5.0%	4.5%	7.1%	11.4%	7.0%	1.4%	1.2%	7.1%		
% neuro intact at discharge (Good or Moderate Cognition)	x	4.1%	4.5%	6.1%	10.1%	7.0%	1.4%	1.2%	5.3%		
% of cases with bystander CPR		43.8%	36.4%	38.8%	45.6%	48.8%	36.2%		47.5%		
% of cases with bystander AED use		20.7%	18.2%	30.6%	22.8%	20.9%	28.2%	25.9%	19.8%		
STEMI	Goal	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21			Goal
% of suspected STEMI patients correctly identified by EMS		37.5%	42.9%	53.9%	41.4%	45.0%	52.2%	63.2%	60.4%	75.0%	75%
% of suspected STEMI patients w/ASA admin (in the absence of contraindications)		96.7%	93.3%	91.7%	89.5%	100.0%		84.0%	94.6%	90.0%	90%
% of suspected STEMI patients w/NTG admin (in the absence of contraindications)		90.0%	83.3%	87.5%	86.8%	100.0%		88.0%	87.9%	90.0%	90%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact		60.0%	56.7%	70.8%	68.4%	44.4%		64.0%	72.2%	90.0%	90%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation		66.7%	60.0%	62.5%	55.3%	55.6%		60.0%	62.4%	90.0%	90%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact		23.3%	16.7%	12.5%	26.3%	11.1%		8.0%	18.4%	75.0%	75%
% of patients with Suspected STEMI Transported to PCI Center		100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	99.6%	100.0%	90%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes		0.0%	25.0%	50.0%	30.0%	22.2%	60.0%	8.3%	33.4%	50.0%	50%
STEMI BUNDLE COMPLIANCE		33.3%	33.3%	33.3%	16.7%	50.0%			29.2%		

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

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

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of August 2021 is a loss of \$123,844 as compared to a budgeted gain of \$93,120 for a negative variance of (\$216,965). EBITDA for the month of August 2021 is a gain of \$225,061 compared to a budgeted gain of \$412,162 for a negative variance of (\$187,101).

- Transport volume in August ended the month 106.6% to budget. Total Patient Encounters ended the month at 106% to budget.
- Net Revenue in August is 103% to budget or \$127,873 above budget for August. The patient mix for Bill Patient is above budget by 3.91%. This has a negative effect on the Net Revenue because of the additional \$285,000 booked for Provision for Doubtful Accounts due to the lower collectability of the Bill Patient.
- Total Expenses ended the month 108% to budget or \$344,839 over budget. In August, MedStar incurred additional expenses in Salaries, Taxes and Benefits of \$519K 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 (\$98K under budget), Rent and Utilities (\$31K), and Professional Fees (\$54K).

Year to Date: EBITDA is \$2,823,769 as compared to a budget of \$3,095,202 for a negative variance of (\$271,432).

- The main drivers for this variance are YTD patient encounters at 100.5% to budget, total expenses are 101.4% 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 \$10.65 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 August 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 5.92 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 August, the return is -1.54%.

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

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending August 31, 2021

Assets	Current Year	Last Year
Cash	\$24,743,779.70	\$22,126,200.51
Accounts Receivable	\$8,033,937.43	\$9,560,384.61
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$457,401.47	\$565,570.33
Property Plant & Equ	\$63,542,155.60	\$62,839,700.03
Accumulated Deprecia	(\$25,333,129.68)	(\$24,810,524.02)
Total Assets	\$71,803,134.27	\$70,566,488.12
Liabilities		
Accounts Payable	(\$422,272.04)	(\$791,855.53)
Other Current Liabil	(\$2,608,934.23)	(\$1,943,614.28)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$5,800.65)	(\$7,582.43)
Long Term Debt	(\$3,716,681.50)	(\$4,017,897.07)
Other Long Term Liab	(\$10,691,827.35)	(\$8,514,544.67)
Total Liabilities	(\$17,453,297.08)	(\$15,283,275.29)
Equities		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$858,267.90	\$348,600.80
Total Equities	(\$54,349,837.19)	(\$55,283,212.83)
Total Liabilities and Equities	(\$71,803,134.27)	(\$70,566,488.12)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

August 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	\$19,872,131.28	\$15,806,159.02	\$4,065,972.26	\$180,034,509.34	\$164,973,918.74	\$15,060,590.60
Contractual Allow	(\$7,966,883.83)	(\$6,673,399.44)	(\$1,293,484.39)	(\$74,299,315.46)	(\$69,649,344.25)	(\$4,649,971.21)
Provision for Uncoll	(\$7,579,183.20)	(\$4,897,945.00)	(\$2,681,238.20)	(\$63,235,848.74)	(\$51,100,736.00)	(\$12,135,112.74)
Education Income	\$276.70	\$2,250.00	(\$1,973.30)	\$10,577.90	\$15,620.00	(\$5,042.10)
Other Income	\$64,721.21	\$31,222.67	\$33,498.54	\$2,216,601.74	\$626,049.37	\$1,590,552.37
Standby/Subscription	\$53,564.54	\$46,194.00	\$7,370.54	\$805,905.27	\$526,898.00	\$279,007.27
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$645.05	\$2,916.67	(\$2,271.62)	\$9,807.49	\$32,083.37	(\$22,275.88)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$4,626.00	\$49,067.73
Total Revenue	\$4,445,271.75	\$4,317,397.92	\$127,873.83	\$45,595,931.27	\$45,429,115.23	\$166,816.04
Expenditures						
Salaries	\$2,938,139.44	\$2,418,840.74	\$519,298.70	\$29,269,341.55	\$27,072,529.14	\$2,196,812.41
Benefits and Taxes	\$555,808.12	\$577,637.00	(\$21,828.88)	\$4,841,586.27	\$4,911,413.00	(\$69,826.73)
Interest	\$30,493.73	\$33,500.00	(\$3,006.27)	\$308,765.66	\$368,500.00	(\$59,734.34)
Fuel	\$105,640.47	\$117,669.00	(\$12,028.53)	\$899,409.96	\$1,074,176.00	(\$174,766.04)
Medical Supp/Oxygen	\$139,106.01	\$237,694.06	(\$98,588.05)	\$2,008,493.68	\$2,481,949.90	(\$473,456.22)
Other Veh & Eq	\$47,385.21	\$40,760.17	\$6,625.04	\$465,375.31	\$409,846.58	\$55,528.73
Rent and Utilities	\$34,516.24	\$65,473.63	(\$30,957.39)	\$719,012.81	\$708,758.93	\$10,253.88
Facility & Eq Mtc	\$56,548.58	\$66,397.97	(\$9,849.39)	\$818,378.45	\$835,448.67	(\$17,070.22)
Postage & Shipping	\$360.87	\$3,521.55	(\$3,160.68)	\$35,652.52	\$38,737.05	(\$3,084.53)
Station	\$36,935.96	\$49,802.18	(\$12,866.22)	\$505,768.42	\$594,536.98	(\$88,768.56)
Comp Maintenance	\$47,582.10	\$40,163.00	\$7,419.10	\$615,497.97	\$786,162.69	(\$170,664.72)
Insurance	\$23,846.43	\$36,438.37	(\$12,591.94)	\$351,881.19	\$400,822.07	(\$48,940.88)
Advertising & PR	\$2,074.46	\$500.00	\$1,574.46	\$17,605.16	\$34,000.00	(\$16,394.84)
Printing	\$3,457.38	\$3,615.41	(\$158.03)	\$45,470.93	\$39,769.51	\$5,701.42
Travel & Entertain	\$6,149.01	\$9,476.00	(\$3,326.99)	\$42,156.67	\$103,686.00	(\$61,529.33)
Dues & Subs	\$62,073.84	\$64,592.00	(\$2,518.16)	\$687,045.37	\$773,276.00	(\$86,230.63)
Continuing Educ Ex	\$147.00	\$1,238.00	(\$1,091.00)	\$50,405.14	\$75,956.00	(\$25,550.86)
Professional Fees	\$112,676.15	\$167,196.34	(\$54,520.19)	\$1,599,227.04	\$1,953,464.70	(\$354,237.66)
Education Expenses	\$189.00	\$2,328.00	(\$2,139.00)	\$14,707.41	\$18,568.00	(\$3,860.59)
Miscellaneous	\$47,574.02	\$1,892.00	\$45,682.02	(\$214,854.22)	\$20,812.00	(\$235,666.22)
Depreciation	\$318,412.62	\$285,542.12	\$32,870.50	\$3,373,271.88	\$3,099,515.87	\$273,756.01
Total Expenditures	\$4,569,116.64	\$4,224,277.54	\$344,839.10	\$46,454,199.17	\$45,801,929.09	\$652,270.08
Net Rev in Excess of Expend	(\$123,844.89)	\$93,120.38	(\$216,965.27)	(\$858,267.90)	(\$372,813.86)	(\$485,454.04)
EBITDA	\$225,061.46	\$412,162.50	(\$187,101.04)	\$2,823,769.64	\$3,095,202.01	(\$271,432.37)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
August 31, 2021

	Goal	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Current Ratio	> 1	7.19	8.97	9.49	11.59	10.48	10.65

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%	48.47%
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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	5.92
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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%	-1.54%
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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 08/31/2021			 <u><u>\$ 475,470.69</u></u>

Human Resources - August 2021

Turnover:

- August turnover – 1.81%
 - FT – 1.54%
 - PT – 4.88%
- Year to date turnover –18.95%
 - FT – 15.38%
 - PT – 58.54%

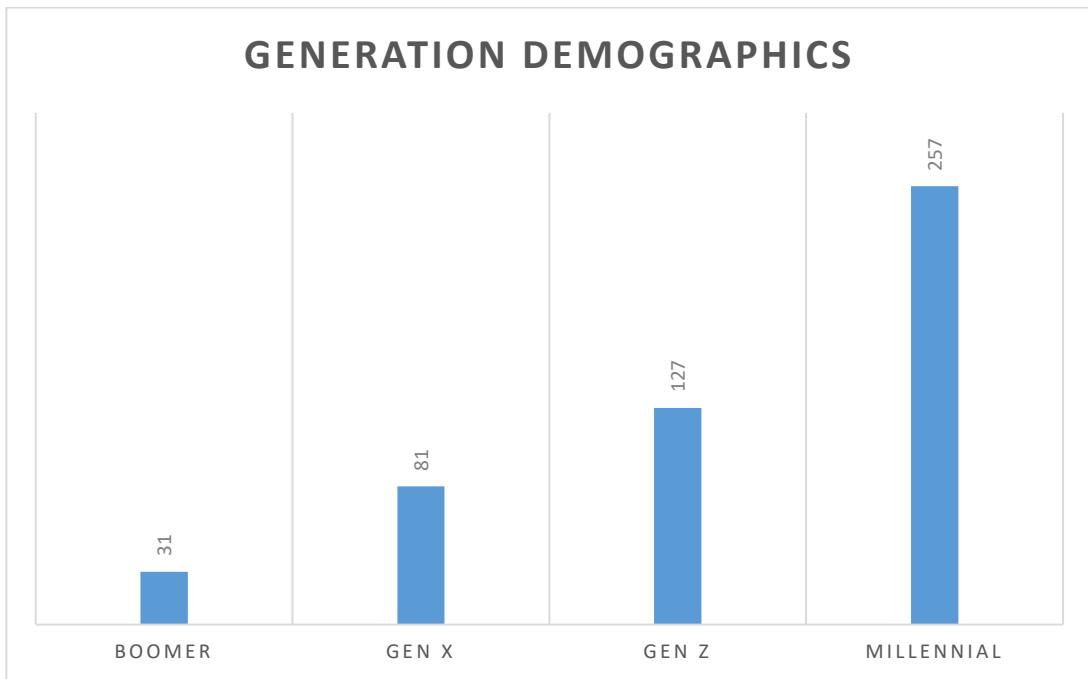
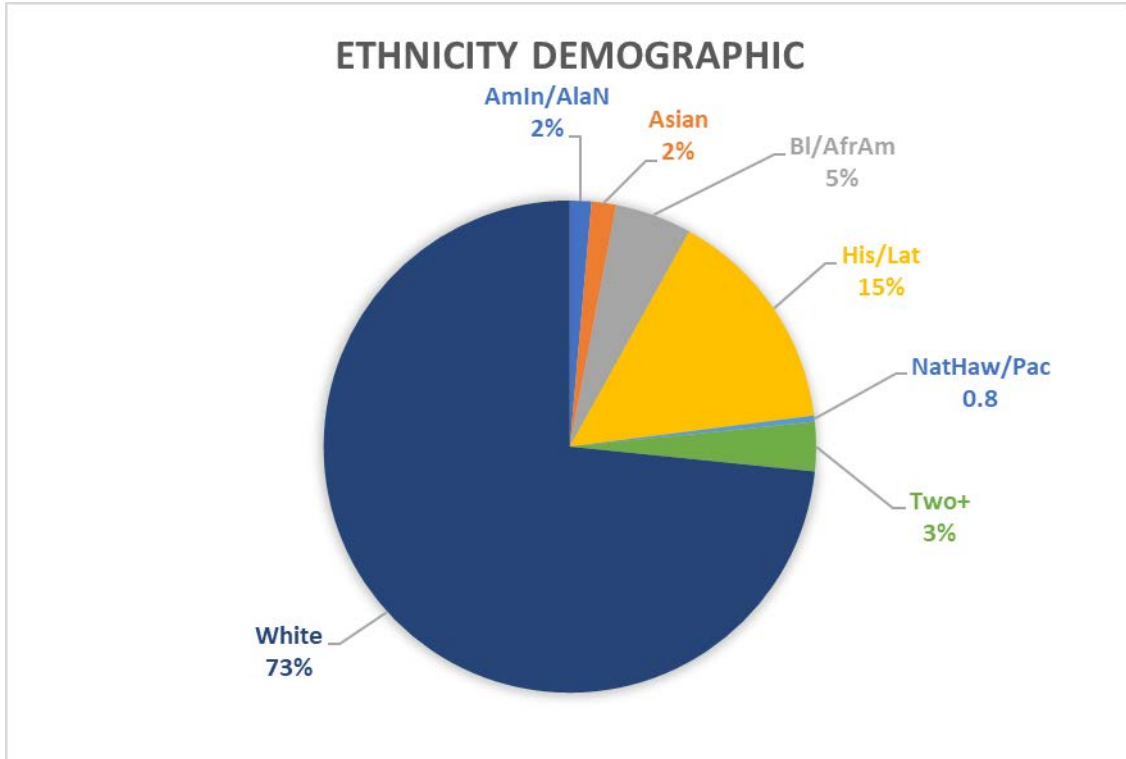
Leaves:

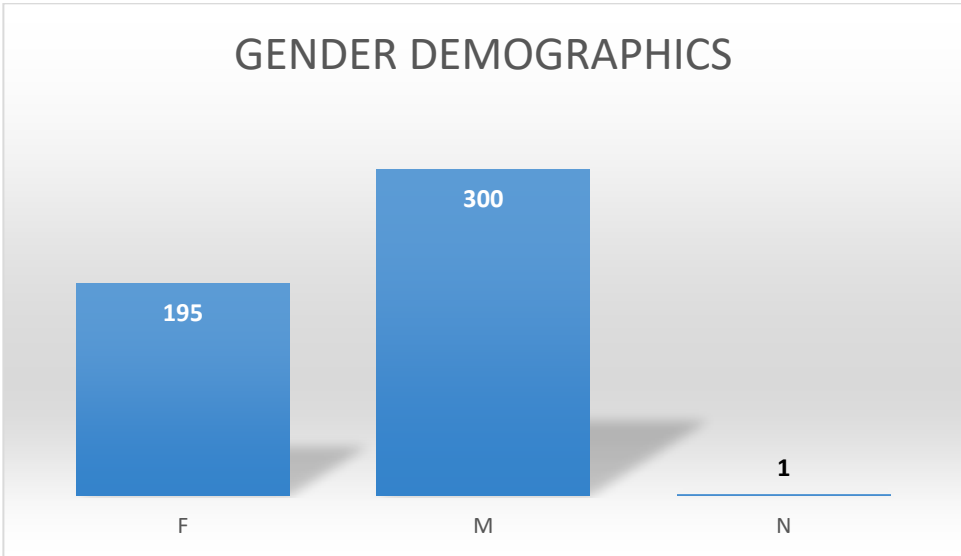
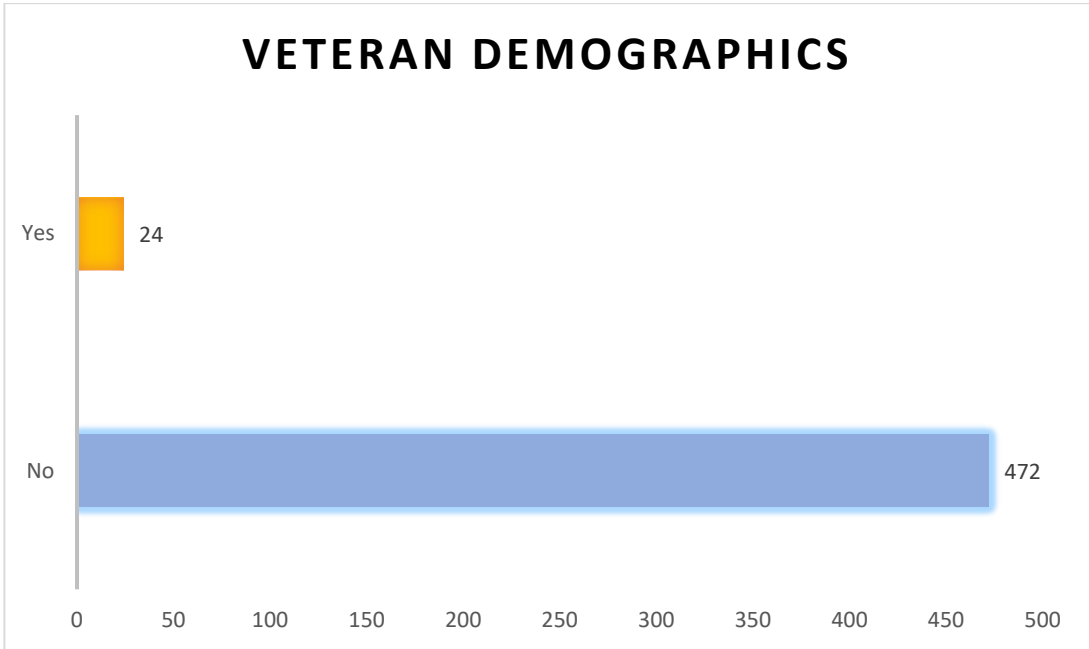
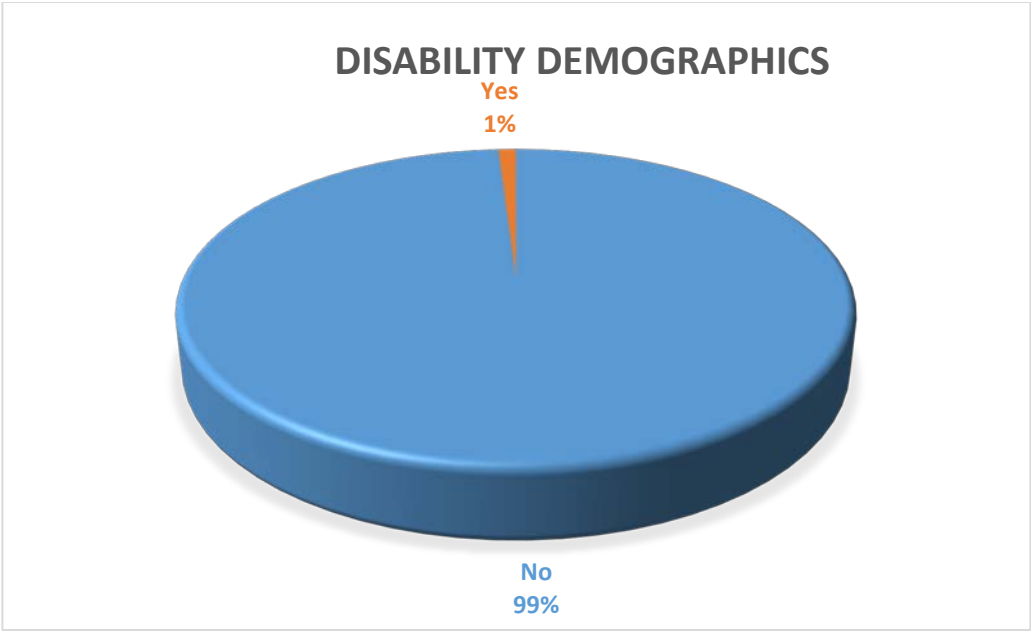
- 47 employees on FMLA / 9.48% of workforce
 - 35 cases on intermittent
 - 12 cases on a block
- Top FMLA request reasons/conditions
 - FMLA Child (8)
 - Mental Health (7)
 - FMLA Parent (7)
- COVID Administrative Leave
 - 2206:14 hours in August
 - 16374:35 hours to date

Staffing

- 37 hires in August
- 153 hires FYTD

AUGUST 2021 DIVERSITY STATISTICS





FMLA Leave of Absence (FMLA Detailed Report)
8/1/2021 thru 8/31/2021
Percentages by Department/Conditions

Conditions	
Row Labels	Count of Reason
Cardiology	5
Digestive	1
FMLA - Child	8
FMLA - Parent	7
FMLA - Spouse	1
Internal Medicine	2
Mental Health	7
Neurological	6
Obstetrics	3
Orthopedic	4
Pulmonary	3
Grand Total	47

Percentage by Department						
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC	
Administration	16	1	0.20%	2.13%	6.25%	
Advanced	119	10	2.02%	21.28%	8.40%	
Basic	165	12	2.42%	25.53%	7.27%	
Business Office	24	8	1.61%	17.02%	33.33%	
Communications	39	8	1.61%	17.02%	20.51%	
Human Resources	6	1	0.20%	2.13%	16.67%	
Mobile Integrated Health	13	2	0.40%	4.26%	15.38%	
Support Services - Facilities, Fleet, S.E., Logistics	30	5	1.01%	10.64%	16.67%	
Grand Total	412	47				
Total # of Full Time Employees - August 2021	496					
% of Workforce using FMLA	9.48%					
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave				
Intermittent Leave	35	74.47%				
Block of Leave	12	25.53%				
Total	47	100.00%				

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	233:29	14:25	0:00	85:14	423:03	736:44	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	3143:20	3143:20	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	160:35	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	2189:44	2189:44	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	1481:30	1855:25	2111:10	1585:52	1378:47	1276:46	960:02	1310:15	1299:20	1325:03	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	16284:49	16284:49	
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	6904:50	5827:00	0:00	5796:24
FY 20-21	6258:06	11345:22	17676:28	21636:11	25998:39	32058:12	37543:40	44215:57	51059:14	57964:04	63791:04	63791:04	
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	91:00	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	1382:55	1382:55	
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

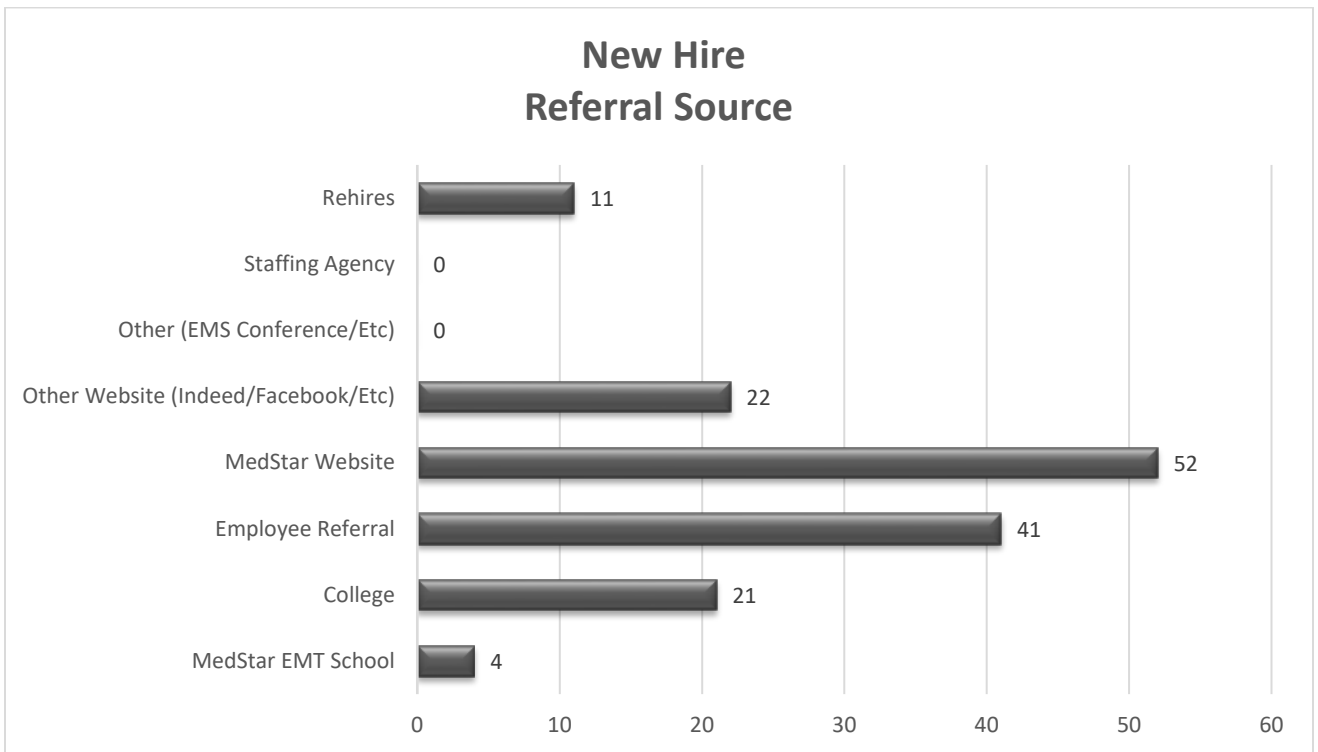
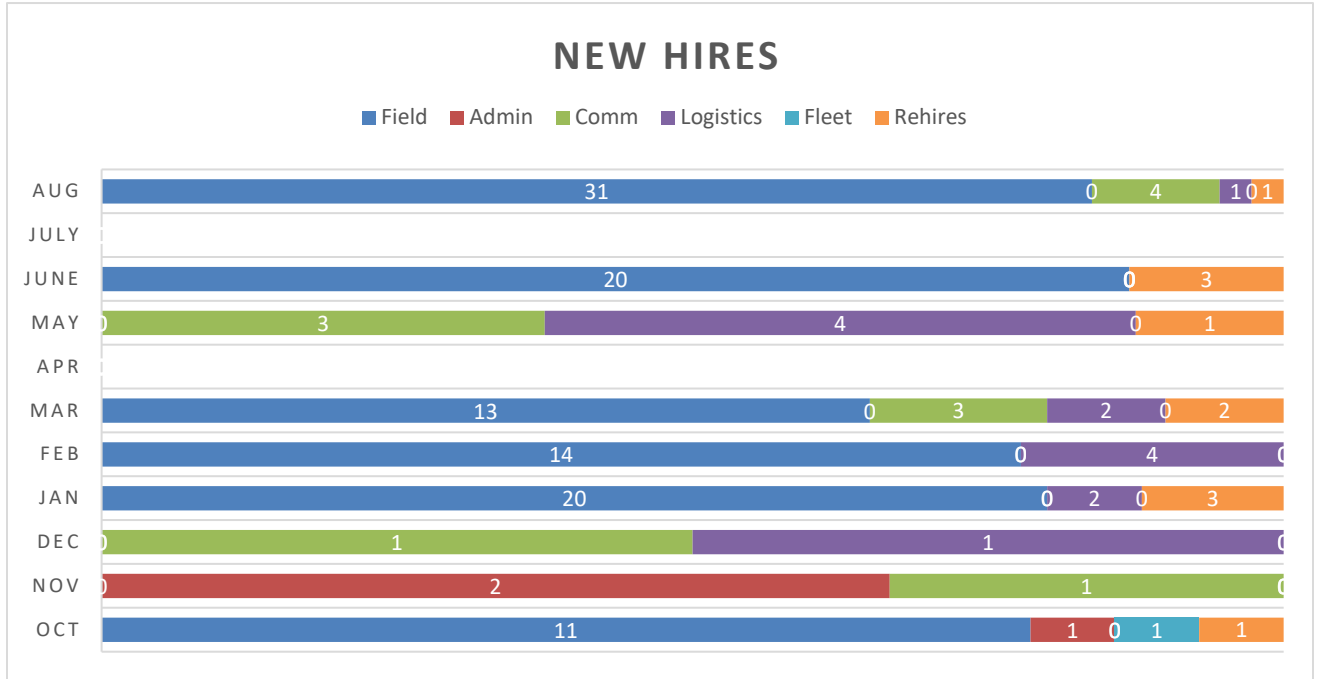
Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2182:31	2009:50	2489:16	2338:13	2011:06	1855:16	1561:11	1041:02	1447:29	1722:23	2152:47	0:00	1865:49
FY 20-21	2182:31	4192:21	6681:37	9019:50	11030:56	12886:12	14447:23	15488:25	16935:54	18658:17	20811:04	20811:04	
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	3143:20	2189:44	0:00	16284:49	63791:04	1382:55	20811:04
Goal-Compare	3571:50	2162:30	14:11	18086:55	71602:36	1096:00	96534:03

Revision #2 9/24/2014

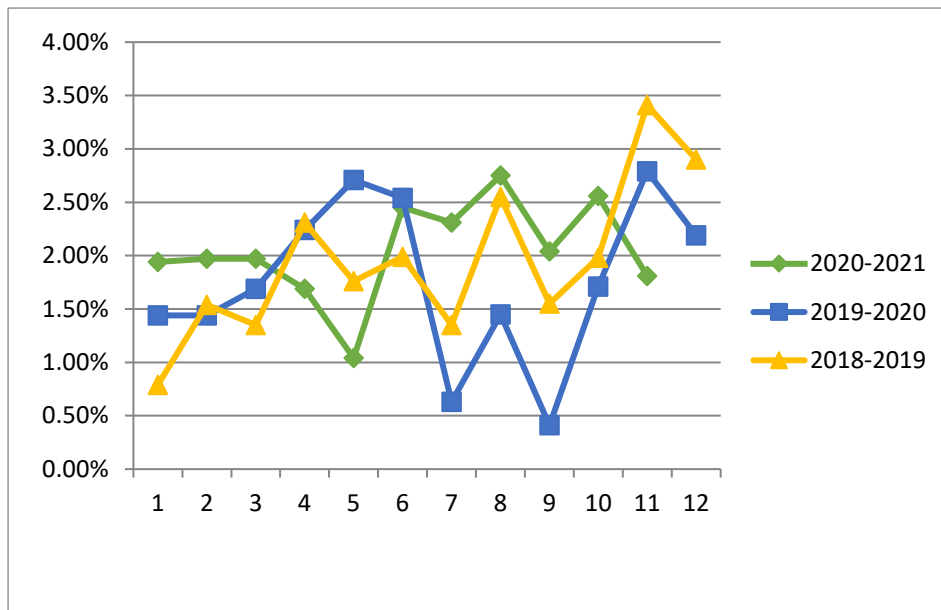
Recruiting & Staffing Report

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	1.81%	2.79%	3.41%	1.54%
September		2.19%	2.90%	
Actual Turnover	18.95%	19.91%	23.48%	15.38%





Compliance Officer's Report August 17, 2021- September 21, 2021

Compliance Officer Duties

- Submitted EMS provider roster changes to the DSHS as required by TX Admin Code 157.11.
- Assisted multiple Police departments with criminal investigations, records, and interviews.
- Assisted Tarrant County Medical Examiner's office with multiple death investigations.
- The following two Narcotic Anomalies occurred during this reporting period:
 - A Paramedic took narcotics pouch home at the end of shift.
 - A Paramedic noticed a cap missing from a vial of Versed during end of shift procedures.
 - In all occurrences the MedStar narcotics anomaly process was followed, drug screens performed as warranted, and no foul play was discovered.

Paralegal Duties

- 18 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.
- 1 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.

A handwritten signature in black ink, appearing to read "Chad Carr", is positioned above the typed name.

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



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 08/01/2021 thru 08/31/2021

	Benbrook	Benbrook Medic 1	08/21/2021 03:33:03	1870248	1	Fort Worth	06D04 - Breathing Problems - P1	01:00:54		1
	Benbrook	Benbrook Medic 1	08/16/2021 01:36:43	1863193	2	Fort Worth	19C03 - Heart rate reported (per device) - P2	00:51:47		1
	Benbrook	Benbrook Medic 1	08/14/2021 10:48:03	1860766	1	Fort Worth	12D02 - Convulsions / Seizures - P1	01:01:52		1
Crowley	15									
	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
	Crowley	Crowley 54	08/05/2021 17:04:32	1849208	2	Burleson	33C01 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:04:06		1
	Crowley	Crowley 254	08/28/2021 12:17:07	1880609	1	Burleson	06D02 - A - Breathing Problems - Asthma - P1	00:18:48	Reassign	0
	Crowley	Crowley 254	08/20/2021 13:04:17	1869214	2	Burleson	26C01 - Sick Person (Specific Diagnosis) - P2	00:48:25		1
	Crowley	Crowley 54	08/29/2021 02:59:22	1881581	2	Burleson	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	00:44:46		1
	Crowley	Crowley 254	08/13/2021 18:03:13	1859950	2	Burleson	31C01 - Falls - P2	00:13:55		0
	Crowley	Crowley 254	08/15/2021 23:33:28	1863050	2	Burleson	31C01 - Falls - P2	00:43:27		1
	Crowley	Crowley 254	08/02/2021 19:15:21	1845884	1	Burleson	24D03 - Pregnancy / Childbirth / Miscarriage - P1	01:00:34		1
	Crowley	Crowley 254	08/28/2021 12:09:33	1880655	3	Burleson	30A01 - Traumatic Injuries (Specific) - P3	01:09:00		1
	Crowley	Crowley 254	08/27/2021 17:08:32	1879578	2	Burleson	33C03 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	00:59:29		1
	Crowley	Crowley 254	08/15/2021 08:22:39	1862144	2	Burleson	25B06 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	00:30:12	No Pt Found/Pt Left Scene	0
	Crowley	Crowley 54	08/08/2021 04:44:07	1852417	1	Burleson	06D02 - Breathing Problems - P1	01:09:26		1
	Crowley	Crowley 254	08/13/2021 09:06:46	1859055	2	Burleson	13C01 - Diabetic Problems - P2	02:07:44	FD Only (FD RESPONSE REQUIRED)	0
	Crowley	Crowley 254	08/14/2021 07:28:50	1860608	2	Burleson	28C02 - G - Unconscious / Fainting (Near) - Greater than "T" hours since the symptoms started - P2	01:19:37		1
	Crowley	Crowley 254	08/20/2021 10:36:14	1869005	2	Burleson	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:51:16		1
	Crowley	Crowley 254	08/28/2021 04:08:42	1880200	1	Burleson	32D01 - Unknown Problem (Person Down) - P1	00:02:56	FD/PD Cancelled MedStar	0
Eagle Mountain	32									



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 08/01/2021 thru 08/31/2021

	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
	Eagle Mountain	Eagle Mountain	08/21/2021 16:15:59	1870917	2	Fort Worth		00:51:15		1
	Eagle Mountain	Eagle Mountain	08/31/2021 21:54:08	1885296	2	Fort Worth	25B03 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	01:30:27		1
	Eagle Mountain	Eagle Mountain	08/28/2021 17:14:08	1880973	1	Fort Worth	06D01 - Breathing Problems - P1	01:32:38		1
	Eagle Mountain	Eagle Mountain	08/17/2021 20:40:26	1865744	2	Lakeside	17B01 - G - Falls - On the ground or floor - P2	00:12:40	FD/PD Cancelled MedStar	0
	Eagle Mountain	Eagle Mountain	08/23/2021 14:38:19	1873508	1	Fort Worth	26D01 - Sick Person (Specific Diagnosis) - P1	01:33:23		1
	Eagle Mountain	Eagle Mountain	08/06/2021 21:37:41	1850860	3	Fort Worth	32B02 - Unknown Problem (Person Down) - P3	00:09:56	Calling Party Cancelled	0
	Eagle Mountain	Eagle Mountain	08/31/2021 20:49:11	1885213	1	Fort Worth	06D02 - Breathing Problems - P1	00:17:38	FD/PD Cancelled MedStar	0
	Eagle Mountain	Eagle Mountain	08/13/2021 13:29:54	1859406	1	Fort Worth	06D04 - Breathing Problems - P1	01:05:29		1
	Eagle Mountain	Eagle Mountain	08/19/2021 16:43:42	1868029	1	Fort Worth	10D01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P1	00:45:23		1
	Eagle Mountain	Eagle Mountain	08/12/2021 01:02:46	1857380	2	Fort Worth	06C01 - Breathing Problems - P2	00:27:45	AMA - Assessed and/or Treated & Released	0
	Eagle Mountain	Eagle Mountain	08/04/2021 16:56:10	1848045	1	Lake Worth	06D02 - Breathing Problems - P1	01:02:25		1
	Eagle Mountain	Eagle Mountain	08/09/2021 16:26:31	1854215	2	Fort Worth	17B01 - G - Falls - On the ground or floor - P2	01:21:17		1
	Eagle Mountain	Eagle Mountain	08/13/2021 01:39:53	1858762	3	Fort Worth	26A04 - Sick Person (Specific Diagnosis) - P3	01:11:10		1
	Eagle Mountain	Eagle Mountain	08/13/2021 17:30:25	1859861	2	Fort Worth	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients - P2	01:39:58		1
	Eagle Mountain	Eagle Mountain	08/26/2021 10:56:14	1877560	1	Fort Worth	29D02 - I - Auto vs. bicycle - Auto vs. bicycle/Auto vs. motorcycle - P1	00:59:37		1
	Eagle Mountain	Eagle Mountain	08/21/2021 10:00:56	1870458	1	Fort Worth	06D02 - E - Breathing Problems - COPD (Emphysema/Chronic bronchitis) - P1	01:22:27		1



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 08/01/2021 thru 08/31/2021

	Eagle Mountain	Eagle Mountain	08/19/2021 14:11:08	1867805	3	Fort Worth	26A05 - Sick Person (Specific Diagnosis) - P3	01:51:59		1
	Eagle Mountain	Eagle Mountain	08/15/2021 22:11:35	1862971	3	Fort Worth	04B03 - A - Assault - Assault - P2	00:23:01	No Pt Found/Pt Left Scene	0
	Eagle Mountain	Eagle Mountain	08/16/2021 08:25:42	1863451	1	Fort Worth	06D02 - Breathing Problems - P1	01:26:43		1
	Eagle Mountain	Eagle Mountain	08/11/2021 05:22:41	1856137	1	Fort Worth	21D04 - M - Non-traumatic (medical) bleeding - MEDICAL - P1	01:10:30		1
	Eagle Mountain	Eagle Mountain	08/27/2021 23:12:51	1879980	3	Fort Worth	26A08 - Sick Person (Specific Diagnosis) - P3	00:26:51	AMA - Assessed and/or Treated & Released	0
	Eagle Mountain	Eagle Mountain	08/25/2021 22:03:50	1876956	3	Fort Worth	30A01 - Traumatic Injuries (Specific) - P3	01:22:54		1
	Eagle Mountain	Eagle Mountain	08/23/2021 21:19:03	1874071	2	Fort Worth	06C01 - Breathing Problems - P2	01:00:52		1
	Eagle Mountain	Eagle Mountain	08/25/2021 12:08:14	1876153	1	Fort Worth	06D02 - Breathing Problems - P1	00:36:00	AMA - Assessed and/or Treated & Released	0
	Eagle Mountain	Eagle Mountain	08/23/2021 18:01:57	1873830	2	Fort Worth	17B01 - Falls - P2	02:30:36		1
	Eagle Mountain	Eagle Mountain	08/21/2021 15:14:42	1870843	1	Fort Worth	25D03 - Psychiatric / Abnormal Behavior / Suicide Attempt - P1	00:26:06	Extended Staging Protocol	0
	Eagle Mountain	Eagle Mountain	08/13/2021 10:07:58	1859148	3	Fort Worth	31A01 - Unconscious / Fainting (Near) - P3	01:20:48		1
	Eagle Mountain	Eagle Mountain	08/02/2021 18:54:08	1845861	2	Fort Worth	05C01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P2	00:57:51		0
	Eagle Mountain	Eagle Mountain	08/26/2021 18:00:33	1878184	1	Fort Worth	06D02 - E - Breathing Problems - COPD (Emphysema/Chronic bronchitis) - P1	01:15:45		1
	Eagle Mountain	Eagle Mountain	08/27/2021 10:56:44	1879063	3	Fort Worth	17A01 - Falls - P3	01:11:16		1
	Eagle Mountain	Eagle Mountain	08/22/2021 04:10:22	1871658	2	Fort Worth	23C01 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	01:03:16		1
	Eagle Mountain	Eagle Mountain	08/01/2021 14:13:56	1844196	1	Fort Worth	06D02 - Breathing Problems - P1	01:14:22		1
Johnson County					3					
	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
	Johnson County	AMR JC 1	08/13/2021 15:35:41	1859631	1	Burleson	12D04 - Convulsions / Seizures - P1	00:43:04		1



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 08/01/2021 thru 08/31/2021

	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Life Care EMS	Johnson County	AMR JC 1	08/06/2021 10:50:20	1850130	3	Burleson	01A03 - Abdominal Pain / Problems - P3	01:13:52		1
	Johnson County	AMR JC 1	08/09/2021 16:53:23	1854258	2	Burleson	33C02 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:14:24		1
Roanoke	Life Care EMS	Life Care EMS (Willow Park)	08/13/2021 09:31:56	1859098	2	Fort Worth	26C01 - C - Sick Person (Specific Diagnosis) - Suspected coronavirus illness - P2	00:43:44		1
	Life Care EMS	Life Care EMS (Willow Park)	08/11/2021 00:10:25	1855963	2	Fort Worth	29B05 - V - Solitary vehicle - Multiple patients - P2	00:11:20	RAS - Release At Scene	0
Watauga	Roanoke	Roanoke	08/06/2021 10:38:07	1850144	3	Haltom City	26A10 - Sick Person (Specific Diagnosis) - P3	00:55:32		1
	Watauga	Watauga	08/23/2021 11:45:29	1873261	1	Fort Worth	06D02 - Breathing Problems - P1	00:31:34		0
Watauga	Watauga	Watauga	08/31/2021 22:58:38	1885380	1	Fort Worth	06D04 - Spider bite - P1	00:49:00		1
	Watauga	Watauga	08/01/2021 03:41:29	1843734	3	Fort Worth	17A02 - Falls - P3	00:58:25		1
	Watauga	Watauga	08/09/2021 13:42:33	1853970	1	Fort Worth	08D06 - C - Burns (Scalds) / Explosion (Blast) - Chemical - P1	01:43:00		1
	Watauga	Watauga	08/22/2021 01:58:09	1871575	3	Fort Worth	25A02 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	00:57:51		1
	Watauga	Watauga	08/28/2021 11:59:45	1880571	2	Fort Worth	28C04 - X - Stroke (CVA) / Transient Ischemic Attack (TIA) - No test evidence of stroke (< T hours) - P2	01:11:38	AMA - Assessed and/or Treated & Released	0
Watauga	Watauga	08/17/2021 18:03:21	1865558	3	Fort Worth	30A02 - Traumatic Injuries (Specific) - P3	00:45:03		1	

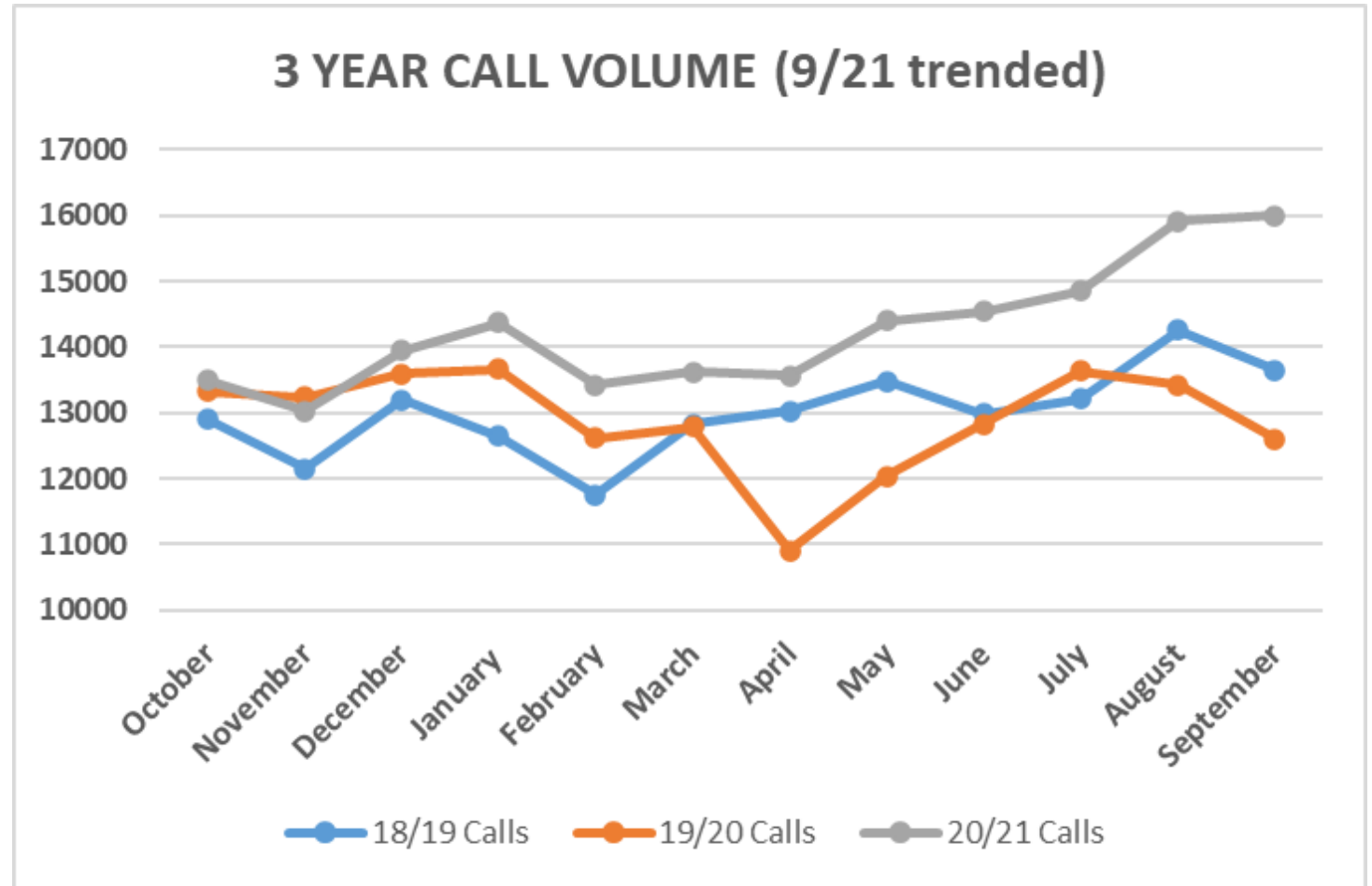


2021 Summer Responses

Increased Call Volume

- August saw call volume increase by 1,068 calls over July.
- Previous high of 14,263 calls passed in May 21.
- August 21 saw 15,919 calls.

○ 24.3% increase over 2020



What We're Doing About It



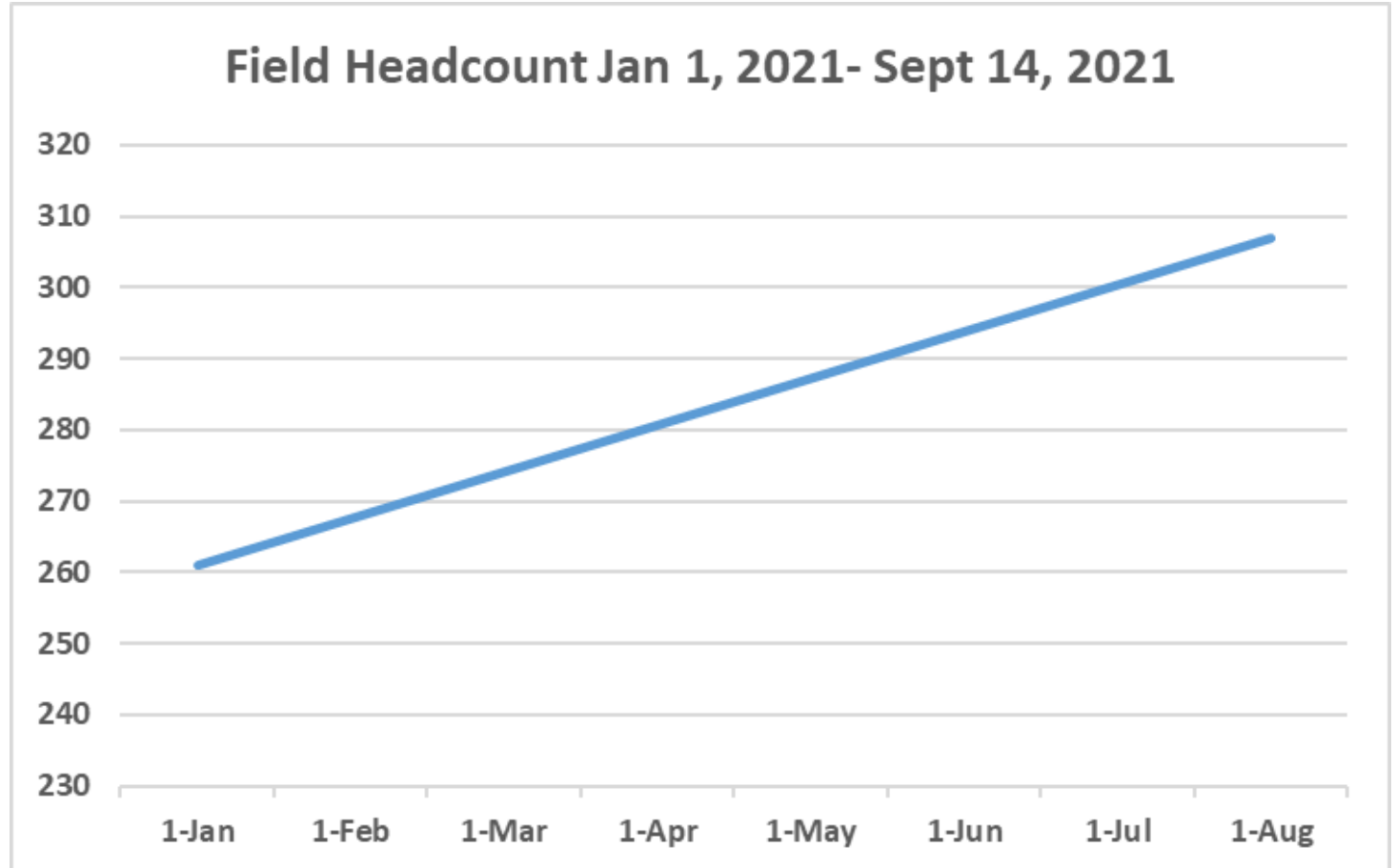
Board Approved Budget

- **Adds Full-Time, Front-Line Team.**
- **Allows much needed equipment.**
- **Increases Fleet Size**
- **Replaces end of life equipment.**



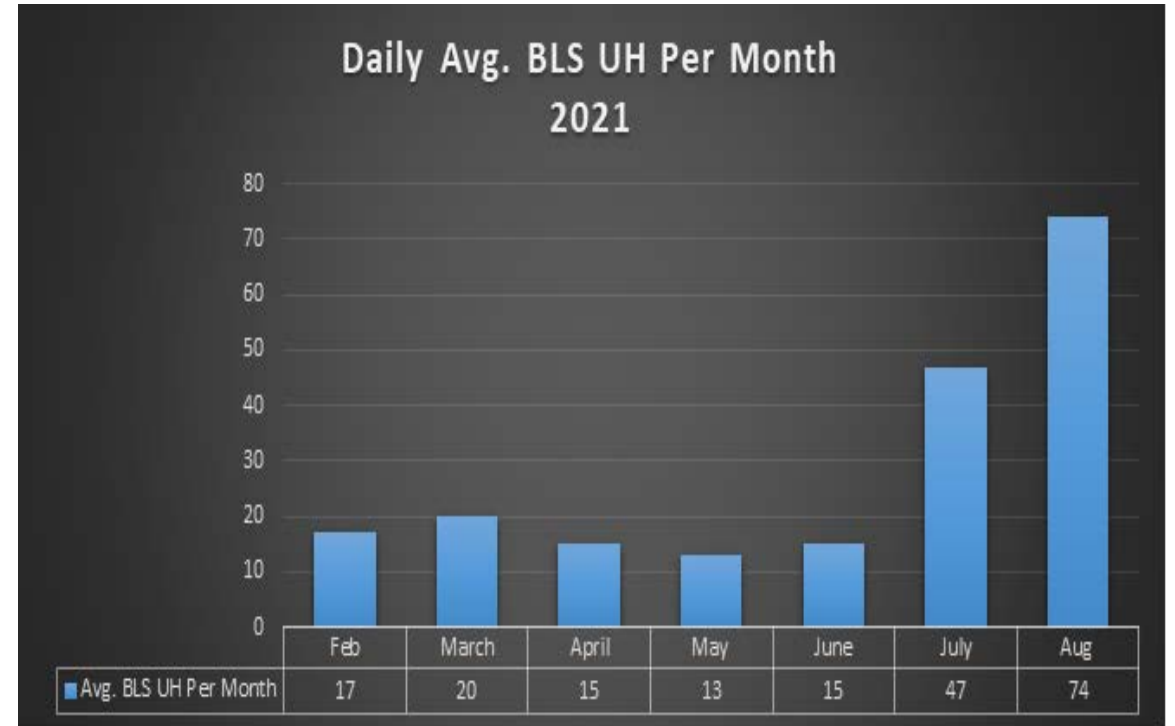
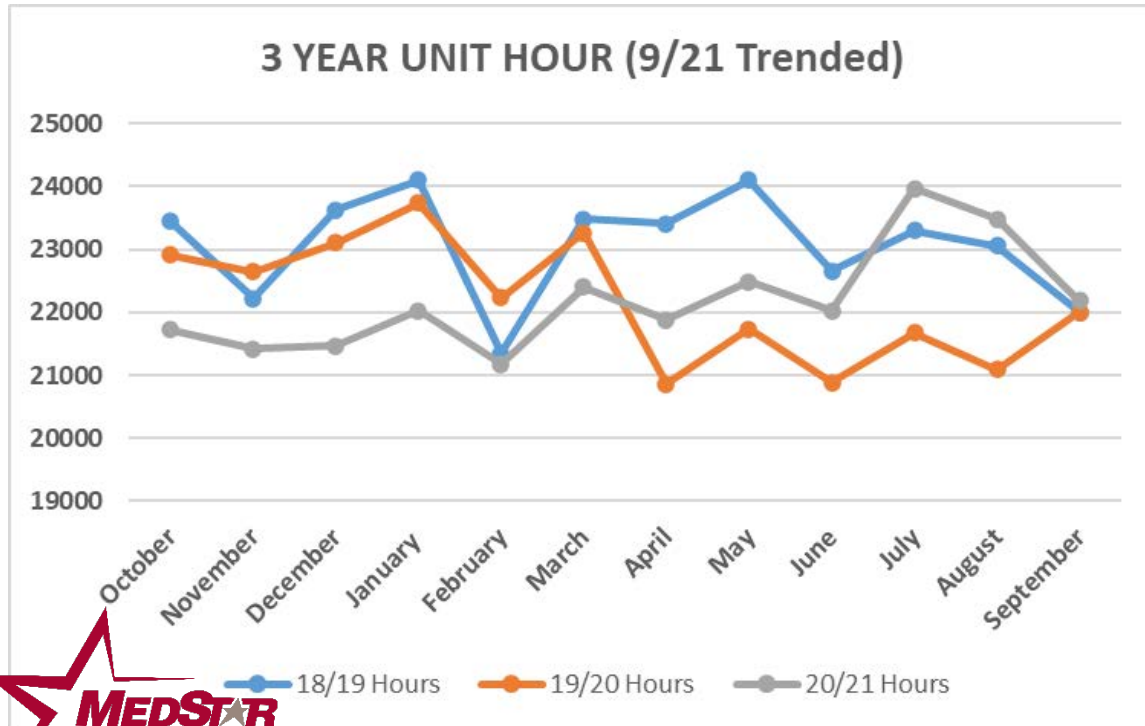
Onboarding New Team

- January 21 had 261 full time field members.
- Sept 21 has 307.



Increased Unit Hour Production

- Addition of BLS ambulances has helped.
- Developing new schedule with even more UH.
- Utilizing light duty and admin to assist in monoclonal & vaccine to mitigate COVID-19

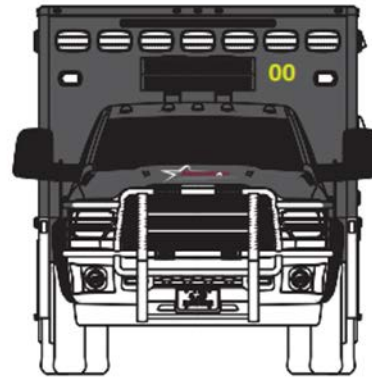


Mitigation of Volume and Addition of Equipment

- **Attempting to mitigate Non-emergency volume.**
 - Seeking to add mutual aid providers for some IFT volume
 - This volume is secondary to 911 volume.
- **Increasing equipment for fleet to add ambulances.**
- **Not retiring 3-5 ambulances to keep fleet size up.**
- **Evaluating options to decrease MVCs with ambulances including:**
 - Ambulance design & conspicuity
 - Driving factors
 - Safety mechanisms



Ambulance Design & Conspicuity





MedStar Response Time Reliability and AVG Response Time Performance

Period: Aug 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	5	5	00:08:10	1	80.0%	0	0.0%	48	10	79.2%
	2	6	5	00:06:15	0	100.0%	0	0.0%	6	0	100.0%
	3	6	6	00:11:19	0	100.0%	0	0.0%	46	10	78.3%
Total Blue Mound		17	16								
Burleson	1	110	105	00:10:01	37	66.4%	12	10.9%	207	55	73.4%
	2	221	207	00:11:24	71	67.9%	25	11.3%	221	71	67.9%
	3	112	102	00:12:30	29	74.1%	9	8.0%	112	29	74.1%
	4	150	148	00:35:34	16	89.3%	4	2.7%	150	16	89.3%
Total Burleson		593	562								
Edgecliff Village	1	6	6	00:09:30	3	50.0%	0	0.0%	76	15	80.3%
	2	13	12	00:09:29	4	69.2%	0	0.0%	61	11	82.0%
	3	5	5	00:14:53	2	60.0%	0	0.0%	62	8	87.1%
Total Edgecliff Village		24	23								
Forest Hill	1	66	63	00:08:18	10	84.8%	0	0.0%	108	19	82.4%
	2	85	76	00:10:06	17	80.0%	2	2.4%	85	17	80.0%
	3	40	33	00:14:24	11	72.5%	4	10.0%	120	18	85.0%
Total Forest Hill		191	172								
Fort Worth	1	3502	3272	00:09:14	873	75.1%	191	5.5%	3502	873	75.1%
	2	5608	5245	00:09:56	1058	81.1%	207	3.7%	5608	1058	81.1%
	3	3304	3044	00:12:43	672	79.7%	200	6.1%	3304	672	79.7%
	4	1380	1368	00:31:38	117	91.5%	62	4.5%	1380	117	91.5%
Total Fort Worth		13794	12929								
Haltom City	1	139	134	00:10:56	62	55.4%	8	5.8%	139	62	55.4%
	2	181	175	00:11:37	68	62.4%	4	2.2%	181	68	62.4%
	3	119	110	00:14:45	33	72.3%	7	5.9%	119	33	72.3%
	4	5	5	00:23:01	0	100.0%	0	0.0%	15	0	100.0%
Total Haltom City		444	424								
Haslet	1	6	5	00:11:07	3	50.0%	1	16.7%	6	3	50.0%
	2	22	20	00:12:11	8	63.6%	2	9.1%	22	8	63.6%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Aug 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 %
	3	8	8	00:13:59	1	87.5%	1	12.5%	54	8	85.2%
Total Haslet		36	33								
Lake Worth	1	46	43	00:09:51	18	60.9%	3	6.5%	103	31	69.9%
	2	75	69	00:11:06	24	68.0%	8	10.7%	129	30	76.7%
	3	25	19	00:08:39	3	88.0%	0	0.0%	78	11	85.9%
	4	2	2	00:26:38	0	100.0%	0	0.0%	11	0	100.0%
Total Lake Worth		148	133								
Lakeside	1	4	4	00:10:01	1	75.0%	0	0.0%	62	27	56.5%
	2	4	3	00:13:14	1	75.0%	0	0.0%	77	35	54.5%
	3	3	3	00:18:42	2	33.3%	0	0.0%	34	14	58.8%
Total Lakeside		11	10								
River Oaks	1	24	22	00:09:26	5	79.2%	0	0.0%	24	5	79.2%
	2	34	32	00:10:04	7	79.4%	0	0.0%	124	21	83.1%
	3	20	18	00:15:52	7	65.0%	1	5.0%	106	27	74.5%
Total River Oaks		78	72								
Saginaw	1	52	46	00:10:59	21	59.6%	7	13.5%	100	38	62.0%
	2	64	53	00:12:22	22	65.6%	5	7.8%	64	22	65.6%
	3	49	39	00:15:13	14	71.4%	2	4.1%	105	34	67.6%
Total Saginaw		165	138								
Sansom Park	1	36	36	00:09:18	6	83.3%	3	8.3%	108	22	79.6%
	2	40	37	00:10:20	9	77.5%	2	5.0%	40	9	77.5%
	3	21	18	00:12:48	5	76.2%	1	4.8%	114	30	73.7%
	4	4	4	00:47:42	2	50.0%	0	0.0%	51	6	88.2%
Total Sansom Park		101	95								
Westover Hills	1	1	1	00:10:40	0	100.0%	0	0.0%	6	1	83.3%
	2	3	3	00:09:35	0	100.0%	0	0.0%	18	4	77.8%
	3	2	0	00:08:06	0	100.0%	0	0.0%	15	3	80.0%
Total Westover Hills		6	4								
	1	8	8	00:09:20	2	75.0%	0	0.0%	8	2	75.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Aug 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 %
Westworth Village	2	25	25	00:11:12	8	68.0%	1	4.0%	62	15	75.8%
	3	20	19	00:14:23	6	70.0%	2	10.0%	104	20	80.8%
Total Westworth Village		53	52								
White Settlement	1	81	77	00:08:37	19	76.5%	2	2.5%	156	29	81.4%
	2	108	102	00:09:42	23	78.7%	1	0.9%	108	23	78.7%
	3	62	58	00:12:24	11	82.3%	3	4.8%	62	11	82.3%
	4	9	9	00:44:16	1	88.9%	1	11.1%	67	7	89.6%
Total White Settlement		260	246								
System Wide	1	4086	3827	00:09:19	1061	74.0%	227	5.6%	4653	1192	74.4%
	2	6489	6064	00:10:05	1320	79.7%	257	4.0%	6806	1392	79.5%
	3	3796	3482	00:12:49	796	79.0%	230	6.1%	4435	928	79.1%
	4	1550	1536	00:32:10	136	91.2%	67	4.3%	1681	147	91.3%
Total System Wide		15921	14909								

Transformation Report

September 2021

Alternate Payment Models

- **ET3 Model**
 - Enrollments continue to increase.
 - **ET3 education during the next OMD CE.**
 - Case examples, scenarios
 - Updated outcomes attached.
- **Medicaid ET3 Model Payments**
 - Texas Legislature instructed HHSC to implement ET3 Model payments for ambulance providers
 - HHSC has reached out to us, and a few others, to begin the process to set that up
- **Working with Molina Healthcare on an MIH and ET3 payment model**
 - Molina acquiring CIGNA HealthSpring in January '21
- Contacted by Landmark Health to partner with them in a new project for Southwestern Health Resources

Ambulance Supplemental Payment Program (ASPP)

- HHSC filed revised 1115 Waiver to facilitate new ASPP methodology.
 - Based on average commercial reimbursement vs. cost of service
- Awaiting response from CMS

Legislative Issues

- Federal:
 - **Continuing to work with other national associations and CMS on proposed balance billing prohibition rule**
 - 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

- Budget briefings being held with City Managers and Fire Chiefs who desire the briefing.

COVID Vaccines & Monoclonal Antibody Infusions

- Conducting regularly scheduled public vax clinics at MedStar
 - Over 8,000 vaccines administered since December 2020
 - Outsourced billing process collecting revenue from vaccine ops
- Averaging 5-10 mAb infusions weekdays for first responders and at as referred by area hospital partners.
 - Over 90 mAb infusions administered
 - Outsourced billing process invoicing the mAb infusions now.

MedStarSaver+PLUS

- Mailers going out with current bills.
- Testing on-line payment portal with URLs provided by on-line payment partner to support on-line StarSaver+PLUS enrollments
 - Once completed, will launch community marketing campaign.

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.

Upcoming Presentations:

Event (location)	Date	Attendees
National Association of Accountable Care Orgs (D.C.)	September 2021	~400
EMS World Expo (Atlanta)	October 2021	~3,000
California Amb. Assoc. Annual Conf. (Lake Tahoe)	October 2021	~500
Texas EMS Conference (Austin)	November 2021	~1,000

Media Summary

Local –

- Cowtown Marathon Cardiac Arrest Survivor Reunion
 - NBC 5
- Air Quality Alert Day Precautions
 - CBS 11
- COVID Non-Transport Protocol
 - CBS 11, NBC 5, FOX 4, KRLD, WBAP
- COVID Response Volume
 - CBS 11, NBC 5, KRLD
- Overall Response Volume & Mitigation
 - NBC 5
- Monoclonal Antibody Infusion program
 - CBS 11, NBC 5, FOX 4

Tiered System Response Pilot

- Updated outcomes below.

BLS Response Report Summary - BLS Eligible Determinants				
		Through:	9/20/2021	
<i>*BLS Response Determinants w/BLS Unit Response</i>				
Determinant	Responses	Patients Assessed	Transports	Transport Ratio
01A03 - Abdominal Pain / Problems - P3	1	1	1	100.0%
04B01 - A - Assault - Assault - P2	44	0	25	56.8%
04B03 - A - Assault / Sexual Assault / Stun Gun - Assault - P2	1	1	1	100.0%
04D05 - A - Assault - Assault - P1	3	24	1	33.3%
05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	1		1	100.0%
10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P2	1	0	1	100.0%
16A01 - Eye Problems / Injuries - P3	3	1	2	66.7%
20B02 - H - Heat / Cold Exposure - Heat exposure - P2	11	1	3	27.3%
20O01 - H - Heat exposure - Heat exposure - P3	1	0	0	0.0%
25A02 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	8	3	6	75.0%
25B03 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	26	5	17	65.4%
25O01 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	29	11	18	62.1%
25O02 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	17	0	15	88.2%
26A06 - Sick Person (Specific Diagnosis) - P3	12	10	8	66.7%
26A10 - Sick Person (Specific Diagnosis) - P3	2	6	2	100.0%
26C02 - C - Sick Person (Specific Diagnosis) - Suspected coronavirus i	1	1	1	100.0%
26O28 - Sick Person (Specific Diagnosis) - P3	11	6	10	90.9%
29A02 - V - Traffic Collision / Transportation Incident - Multiple patie	18	1	4	22.2%
29B01 - V - Vehicle vs. vehicle - Multiple patients - P2	109	1	55	50.5%
29B02 - V - Vehicle vs. vehicle - Multiple patients - P2	1	7	1	100.0%
29B03 - V - Vehicle vs. vehicle - Multiple patients - P2	19	10	6	31.6%
29B05 - Traffic Collision / Transportation Incident - P2	124	5	47	37.9%
29D05 - U - Vehicle vs. vehicle - Unknown number of patients - P1	1	90	1	100.0%
32B03 - Unknown Problem (Person Down) - P2	73	1	16	21.9%
No EMD Code	9		1	11.1%
Total	526	184	243	46.2%

ET3 Model Outcome Summary & Examples:

ET3 Program Summary		
April 5, 2021 through:		9/19/2021
Overall Emergency Response Volume		
Documented Medicare Patient Contacts	13,271	
≥ 65	9,565	72.1%
< 65	3,706	27.9%
Transported	11,405	85.9%
AMA (incl. Refused All Care & Refusal w/o Capacity)	1,247	9.4%
ET3 Telehealth Intervention	156	1.2%
Outcomes		
Transported	19	12.2%
Hospital ED	17	
Other	2	
TIP	137	87.8%
Dispatch Health Referral	33	

Jenny Massingill, Deanna VonBehrens

Medstar XX dispatched for sick person P2. AOSTF Pt walking down flight of stairs. PT walked to MICU and sat down on the stretcher. PT is GCS of 15, A&Ox4 and ambulatory on arrival. PT stated that she is having a flare up of her lupus and would like to go to Baylor. EMS put on auto cuff to access pts vitals. PTs vitals were within normal range for her. PT said that she has an appointment next week with pain management but it's really bad and she can't wait. EMS seen that the PT was on Medicare and offered the ET3 program and explained to her what it was about, and she said yes. EMS did a full examination of the PT while getting the video set up. Once we were connected with the doctor EMS explained what was going on with the PT and doctor asked questions to the PT. PT explained that she was just hurting and needed something to get thru until she seen the pain management next week. Doctor explained that he could give her a muscle relaxer but no pain meds. PT was ok with that. Doctor explained that if anything changed to call EMS back or to go to the ED. END of call with doctor. EMS explained to the PT that we will be here if she needs us for anything and to just calls us. PT was very happy with the new program and signed and walked back to her room.

Sana Iqbal, John Laroussi

EMS AOS at an apartment complex to find the pt standing at her front door waiving EMS in. She is AO4/GCS 15, fully ambulatory and has a CC of mid back pain x 3 days. She has point tenderness around the T12/L1 vertebrae and says she thinks she might have hurt herself while lifting ting something heavy several days ago, after the pain became worse, she called 911. VS/12 lead assessed as documented. The pt is offered ET3 which she accepts. Dr. Sara Adibi is reached via logins phone and after examining the pt she orders EMS to administer 125mg of solumedrol and 30mg of toradol IM. The medications are administered and a dispatch health appoint is scheduled for the pt. She is left sitting on her bed and told to call 911 or go to an ER if the pain continues to worsen. End of pt contact.

Timothy Statum, Stephen Evans

AOSTF XX yo f ambulatory on scene, c/o a headache that is around her forehead and is causing her face to "feel tired.". She says that the pain started last night, and that she took acetaminophen for it but that it didn't seem to help. She woke up this morning with the pain being worse, and decided she needed to call someone. Her skin is warm, dry and pink. Airway is patent, she has normal breathing and good radial pulses. Pt explains that she was just placed on a new diabetic med that she takes once a week and took the first dose on Monday. She is also in the process of moving and says that she has been packing but has been trying to not pack too much into boxes so that she can lift it. Since her pain started, she hasn't been able to eat or drink for fear of throwing up, therefore has not had any of her meds. She relates that she is not sure that she wants to go to the hospital if they are busy. EMS explains that we can call telehealth and she can speak to a physician via skype. She agrees. After getting on the call with Dr Knepper, and a complete neuro exam is done as is negative, the Dr states that he doesn't feel that this is neuro in nature and believes that she would do well with a headache cocktail. He asks EMS to given 500mL saline, 25mg diphenhydramine, 4mg Zofran, and asks pt to take her Flexeril. Pt agrees to all. 22g IV is placed in her L hand which is secured and patent, no signs of infiltration noted. She is given 25mg Benadryl which is flushed with the 500mL saline. Pt is given 4mg Zofran IV which is also flushed with the 500mL saline. Pt says after the treatment that she is feeling a little better, and EMS reminds her to take her Flexeril. EMS then explains that if her headache doesn't get better and she decides to, to call back and we will come take her to the hospital. She agrees and signs chart. EMS clear incident.

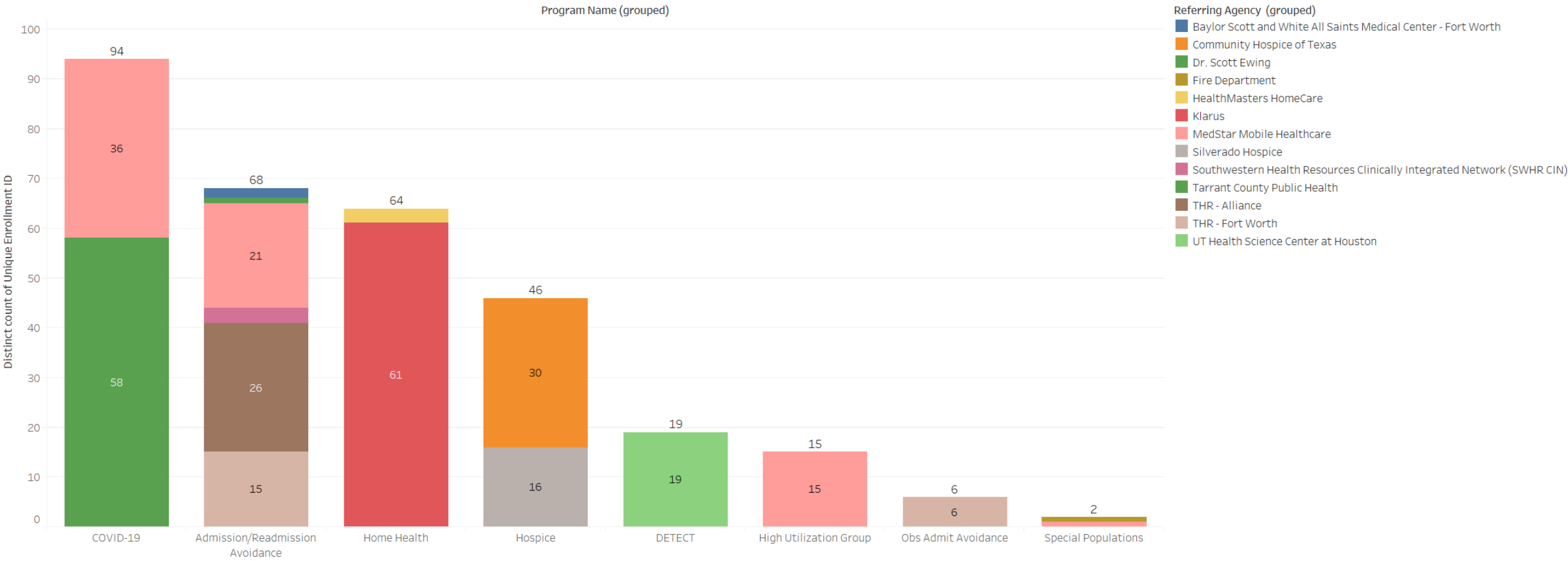
MedStarSaver Enrollment Report

Membership New / Renewal Comparison																		
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change	2021	Cumulative	% Change	
New Households																		
January	35	35	37	37	5.7%	38	38	2.7%	21	21	-44.7%	44	44	109.5%	96	96	118.2%	
February	58	93	32	69	-25.8%	41	79	14.5%	38	59	-25.3%	34	78	32.2%	66	162	94.1%	
March	51	144	48	117	-18.8%	56	135	15.4%	35	94	-30.4%	92	170	80.9%	61	223	-33.7%	
April	40	184	68	185	0.5%	45	180	-2.7%	44	138	-23.3%	112	282	104.3%	57	280	-49.1%	
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%	54	336	103.6%	41	321	-24.1%	
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%	55	391	99.5%	38	359	-30.9%	
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%	46	437	87.6%	62	421	34.8%	
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%	79	516	95.5%	46	467	-41.8%	
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%	90	606	12.2%	25	492	-72.2%	
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%	31	637	17.3%		492	-100.0%	
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%	35	672	20.9%		492	-100.0%	
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%	48	720	23.9%		492	-100.0%	
Total New Member Households	450		458			419			581			720			492			
Renewing Households																		
January	454	454	344	344	-24.2%	347	347	0.9%	216	216	-37.8%	183	183	-15.3%	159	159	-13.1%	
February	306	760	117	461	-39.3%	546	893	93.7%	210	426	-52.3%	66	249	-41.5%	136	295	106.1%	
March	192	952	78	539	-43.4%	96	989	83.5%	335	761	-23.1%	44	293	-61.5%	139	434	215.9%	
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	954	1715	-24.8%	947	1240	-27.7%	880	1314	-7.1%	
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%	321	1561	-25.4%	340	1654	5.9%	
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%	474	2035	-17.5%	398	2052	-16.0%	
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%	360	2395	-12.8%	337	2389	-6.4%	
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%	196	2591	-14.1%	264	2653	34.7%	
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%	457	3048	-4.1%	87	2740	-81.0%	
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%	110	3158	-5.6%		2740	-100.0%	
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%	66	3224	-5.7%		2740	-100.0%	
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%	627	3851	5.3%		2740	-100.0%	
Total Renewing Households	4854		4727			4520			3657			3851			2740			
Total Member Households	5304		5185			4939			4238			4571			3232			

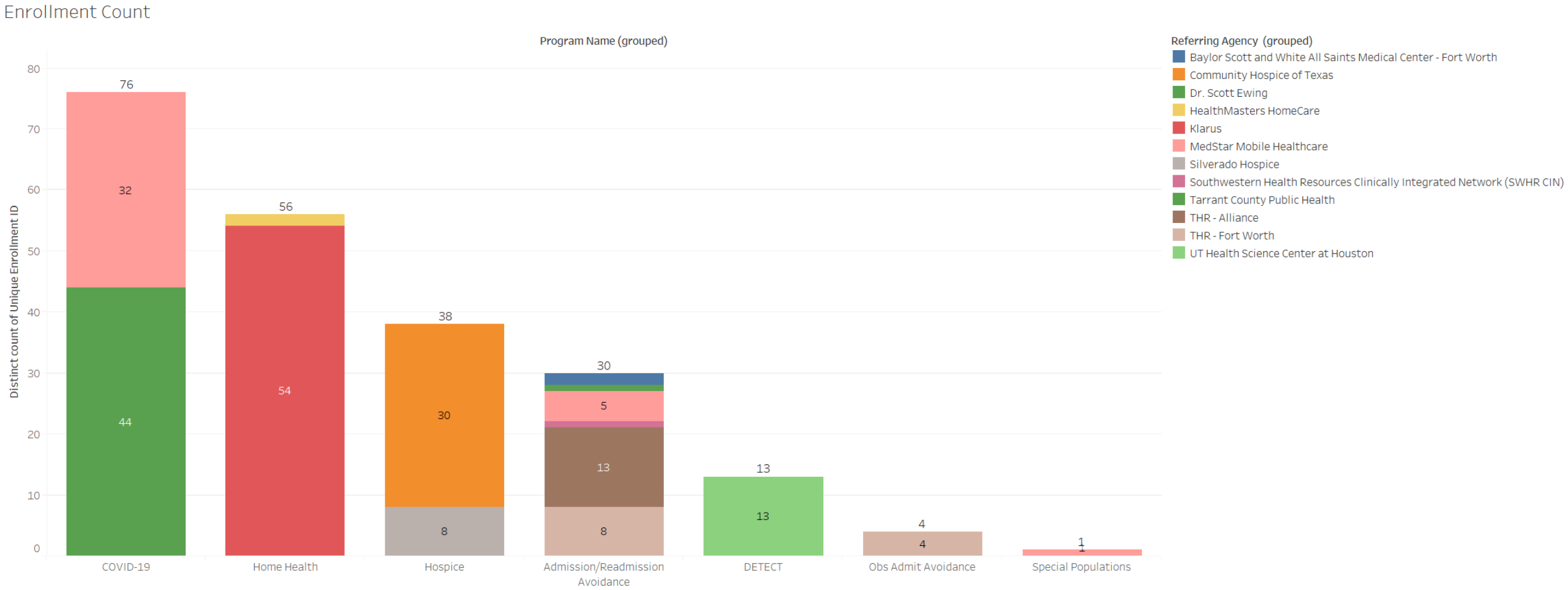
247 are Trinity Terrace Members StarPlus Program	18 are Trinity Terrace Households StarPlus Program	19 are Trinity Terrace Households StarPlus Spring Program
	249 are Fall Trinity Terrace Households StarPlus Program	

MIH Referrals – August 2021

Referral Count

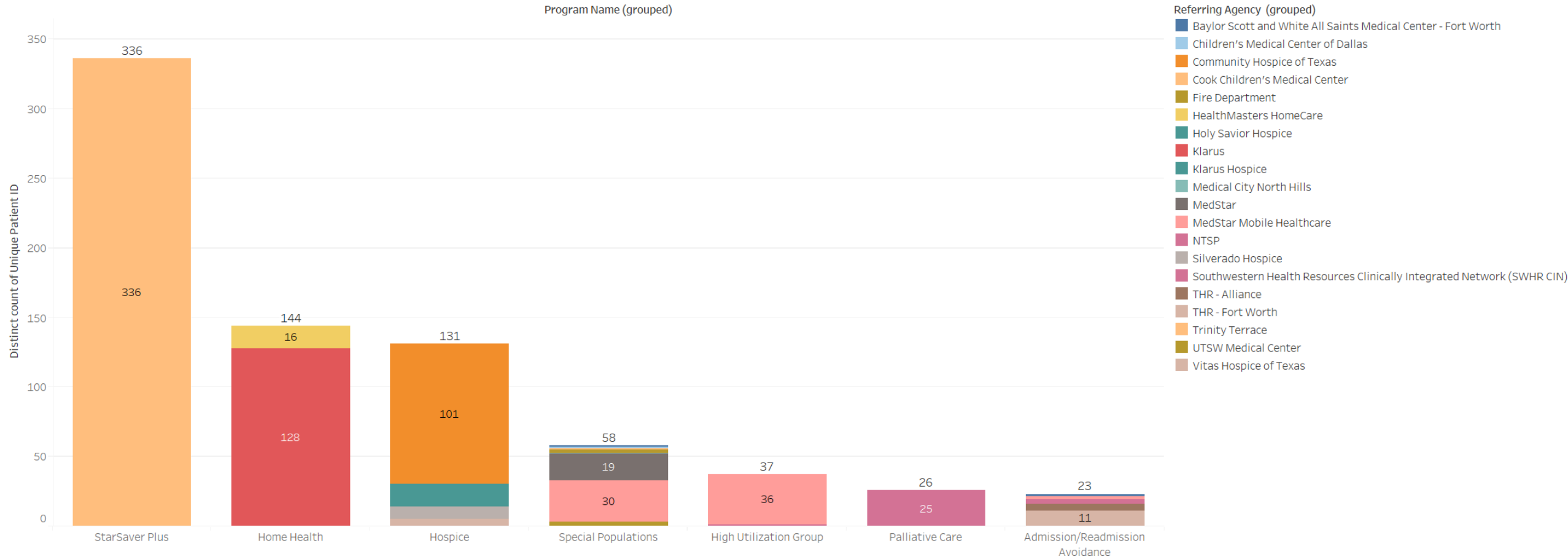


MIH Enrollments – August 2021



Currently Enrolled MIH Clients

Currently Enrolled



MIH Clients Self-Assessment of Health Status

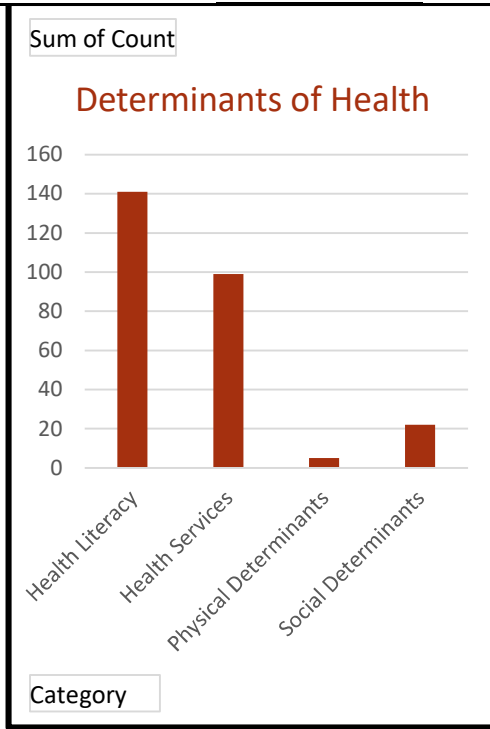
Patient Self-Assessment of Health Status (1)									
As of: 8/31/2021									
	High Utilizer Group			Admission/Readmission Avoidance			Obs Admit Avoidance		
	Enrollment	Graduation	Change	Enrollment	Graduation	Change	Enrollment	Graduation	Change
Sample Size	309			764			72		
Mobility (2)	2.29	2.51	9.7%	2.31	2.52	9.1%	2.40	2.56	7.0%
Self-Care (2)	2.55	2.73	6.8%	2.57	2.73	6.0%	2.67	2.78	4.3%
Perform Usual Activities (2)	2.26	2.60	15.1%	2.32	2.60	11.7%	2.47	2.55	3.1%
Pain and Discomfort (2)	2.01	2.36	17.6%	2.40	2.60	8.5%	2.21	2.35	6.4%
Axiety/Depression (2)	2.23	2.54	13.7%	2.50	2.73	9.0%	2.49	2.76	10.8%
Overall Health Status (3)	5.27	6.97	32.1%	5.55	7.10	27.9%	5.04	6.99	38.7%
Notes:									
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									

**MIH Outcome Measures: Q1, Q7, Q8, Q9, E1, E2, U2, U3, U4
THR – Fort Worth**

Hospital Utilization		THFW		All Programs	
As of:		9/15/2021			
	Before Enrollment (1)	After Graduation (2)	Change	30-Day Readmission (3)	
Sample Size	26			150	
ED Utilization	26	12	-53.85%	16.67%	
Unplanned Admission	75	23	-69.33%		

Notes:

- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/IP admissions during the 12 months after graduation
- Percent of 'Closed/Graduated' clients that experienced a 30-day readmission



Patient Self-Assessment of Health Status (1)		Admission/Readmission Avoidance			Obs Admit Avoidance		
As of:		6/30/2021					
	Sample Size	Enrollment	Graduation	Change	Enrollment	Graduation	Change
Mobility (2)	90	2.37	2.51	6.1%	2.33	2.51	7.7%
Self-Care (2)		2.56	2.72	6.5%	2.51	2.69	7.1%
Perform Usual Activities (2)		2.39	2.64	10.7%	2.36	2.49	5.4%
Pain and Discomfort (2)		2.24	2.54	13.4%	2.21	2.44	10.5%
Anxiety/Depression (2)		2.43	2.77	13.7%	2.54	2.79	10.1%
Overall Health Status (3)		5.58	7.47	33.9%	5.18	7.79	50.5%

Notes:

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

Hospital Utilization		THFW		Admission/Readmission Avoidance	
As of:		9/15/2021			
	Before Enrollment (1)	After Graduation (2)	Change	30-Day Readmission (3)	
Sample Size (4)	26			100	
ED Utilization	26	12	-53.85%	19.00%	
Unplanned Admission	75	23	-69.33%		

Notes:

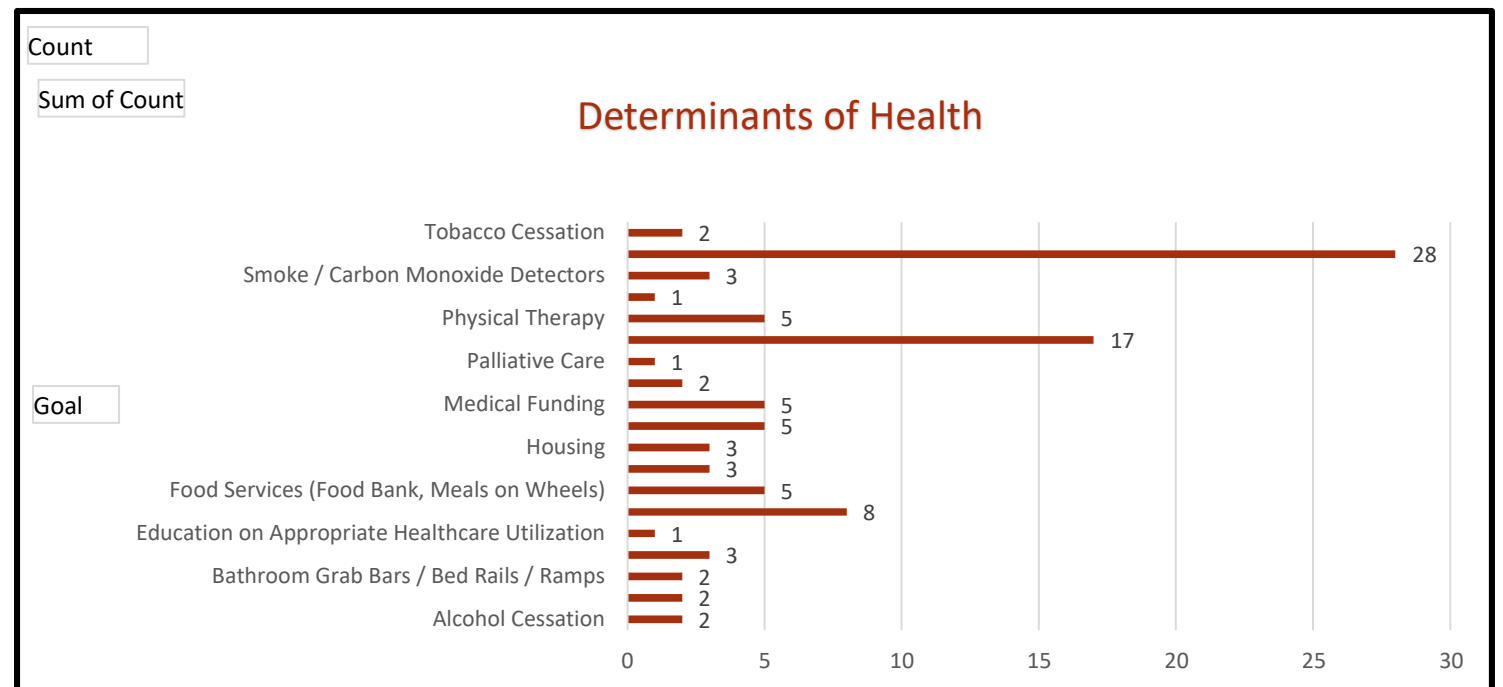
- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/IP admissions during the 12 months after graduation
- Anticipated readmission rate of 100%
- Patient enrollment criteria requires a prior 30-day readmission and/or the referral source expects the patient to have a 30-day readmission



Hospital Utilization		THFW		Obs Admit Avoidance		
As of:		9/15/2021				
	Before Enrollment (1)	After Graduation (2)	Change	ED Visit During Enrollment	30-Day Readmission	
Sample Size (4)	0					
ED Utilization	0	0	-	8.00%	4.00%	
Unplanned Admission	0	0	-			

Notes:

- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/IP admissions during the 12 months after graduation



**MIH Outcome Measures: Q1, Q7, Q8, Q9, E1, E2, U2, U3, U4
THR – Alliance**

Hospital Utilization		THAL			
As of: 9/15/2021					
Sample Size (5)	Before Enrollment (1)	Enrollment Period (2)	After Graduation (3)	Change	30-Day Readmission (4)
Emergency Department Utilization	114	27	69	-39.47%	15.00%
Unplanned Admission	239	30	110	-53.97%	

Notes:

- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/Count of Clients that readmitted during enrollment period
- Count of ED admissions/IP admissions during the 12 months after graduation
- Anticipated readmission rate of 100%
- Patient enrollment criteria requires a prior 30-day readmission and/or the referral source expects the patient to have a 30-day readmission

Patient Self-Assessment of Health Status (1)			
As of: 9/15/2021			
Sample Size	Admission / Readmission Avoidance		
	Enrollment	Graduation	Change
173			
Mobility (2)	2.25	2.51	11.6%
Self-Care (2)	2.50	2.69	7.4%
Perform Usual Activities (2)	2.28	2.54	11.7%
Pain and Discomfort (2)	2.34	2.60	11.4%
Anxiety/Depression (2)	2.51	2.75	9.7%
Overall Health Status (3)	5.21	7.12	36.5%

Notes:

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

