



Metropolitan Area EMS Authority
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Fort Worth, Texas 76116-4115
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www.medstar911.org

MEMORANDUM

DATE: November 24, 2021

TO: MAEMSA Board of Directors

FROM: Kenneth J. Simpson, CEO

SUBJECT: Board of Directors ePacket for November 2021

Enclosed are the board reports for November 2021. If you have any questions, please feel free to contact me at (817) 522-2865 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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Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Chief Executive Officer's Report- October 31, 2021

CAAS:

The Commission on Accreditation of Ambulance Services ("CAAS") is known to signify the gold standard in EMS. MedStar has been CAAS accredited for over a decade. An application for reaccreditation was submitted this year, and the virtual inspection was scheduled for November. Upon completion of inspection the inspectors' noted some deficiencies related to safety data aggregation, reporting, trending and then showing that action is taken, if needed, based on the data. Likewise, they noted that it has been over a year since a safety meeting was held. All other aspects of the application and inspection were given very positive reviews including the inspector's interviews with employees.

These deficiencies are not anticipated to prevent reaccreditation, but they will have to be corrected. A corrective action plan is being implemented to address the deficiencies and prevent their reoccurrence. We expect the official correspondence with the outcome to arrive in the coming weeks.

BLS Utilization:

We had the opportunity to discuss how BLS units and associated response times should be handled with the Performance Standards Committee. The recommendation from the group was that the BLS units should be posted utilizing the same methodology as the other ambulances in the system, which is according to historical demand provided Chief Jim Davis didn't have any concerns with it since the majority of MedStar's call volume is in Fort Worth.

Likewise, it was recommended that if a BLS unit is dispatched to an ALS call with a quick response vehicle, and that quick response vehicle is cancelled then the on-scene time for the BLS ambulance be utilized as the on-scene time for the call. Otherwise, for the time being, a BLS ambulance will not be able to stop the response time clock for an ALS call. Both the QRV and the BLS unit must arrive on scene to stop the response time clock for these types of calls.

It was also recommended that the criteria for BLS calls be increased to allow for a greater number of BLS eligible calls. Specifically, consideration be given to increasing the threshold for the allowable percentage of ALS interventions to 5%.

Dispatch Services:

MedStar's communications department began accepting applications for a couple of open positions we will have. We received somewhere around 50 applicants. This information was mentioned between the leadership of MedStar's communications department and Fort Worth PD's communication department leadership, and, as we offered in April, if the additional MedStar applicants can be utilized to help Fort Worth in any way we are more than willing to do so.

There is no concrete plan for exactly what this would entail or whether it is feasible, but if it is something that Fort Worth is interested in costs would be passed through to the City of Fort Worth, and it would likely involve designated MedStar communications staff assisting people navigating through administrative lines. If this evolves into anything actionable the Board will be kept apprised.

Burleson Master Plan Study:

On November 8th Fitch and Associated presented Burleson City Council with Burleson's Master Plan Study. That study recommended that Burleson convert their existing squads and staff from the squads to ambulances and provide ambulance transport. It recommended that if Burleson does get into the ambulance business that they create a communications center similar to MedStar's.

During the city council meeting the council expressed an interest in having MedStar present to the council at a future work session to provide information into MedStar and provide any additional information about the study. We are awaiting confirmation of that workshop date.

Fort Worth Staffing Study:

Fort Worth recently released an RFP for a staffing study that includes an analysis of call volume and call type as well as deployment and utilization. We have provided information to the City of Fort Worth and are looking forward to being involved in this study.

Reprioritization:

A question that has arisen from recent discussions with cities and some of the fire chiefs revolves around how response plans and priorities are determined. Specifically, how is it decided when first responders need to go and when they do not.

The basic response plans were set by the predecessors of most of the people in fire chief and executive positions today. Through collaborative meetings the decision was made by some cities that they would first respond on emergency calls, priority 1 and 2, and some priority 3 calls. Other fire departments elected to respond on priority 1, 2 and 3 calls. These requested response plans were put into the computer aided dispatch system so as the call gets triaged it automatically assigns the units required by that city's response plan.

As call volumes have increased it has strained some of the agencies, so during the last performance standards meeting we suggested we look at the priorities associated with the calls and the corresponding response plans as there may be mutually beneficial opportunities utilize historical data to recommend the optimal deployment of first response, ambulance dispatch and priority of response.

HRIS/ADP:

We are continuing to work through the ADP implementation. Several modules are being utilized to the point the implementation team is handing off support to ADP's service team who will continue with fine tuning and ensuring some of the remaining live feeds are made to the system. The next large implementation will be the scheduling/time and attendance module. We anticipate that being rolled out in January/February of 2022.

Billing/EMS|MC:

The billing project has been going extremely well. EMS|MC has provided frequent updates on their progress, and they are working on creating dashboards to provide insight into the billing and collections process. They have some existing integrations with some of the hospital systems in the service area, and we continue to help facilitate meetings our hospital partners as necessary to improve data sharing for billing purposes. The initial go live date is still anticipated to be 12/1/2021.

Board Training:

The date is set for board training. It will be January 28th. It will be in A234, which is a classroom here at MedStar, and it will be a half day training event starting at 8:00 am.



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	89	32	29	75	50	58
FRO	2	3	3	13	68	3
External	4	0	0	5	9	0

Credentialing

- New Protocol Transition

Agency	Completion Status	Projected Date	Agency	Completion Status	Projected Date
MedStar	Completed	4/26	Haslet VFD	In-Process	10/31
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	10/31
Burleson FD	Completed	08/23-25	Saginaw FD	Completed	08/23-25
Edgecliff Village Fire Rescue	In-Process	10/31	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

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

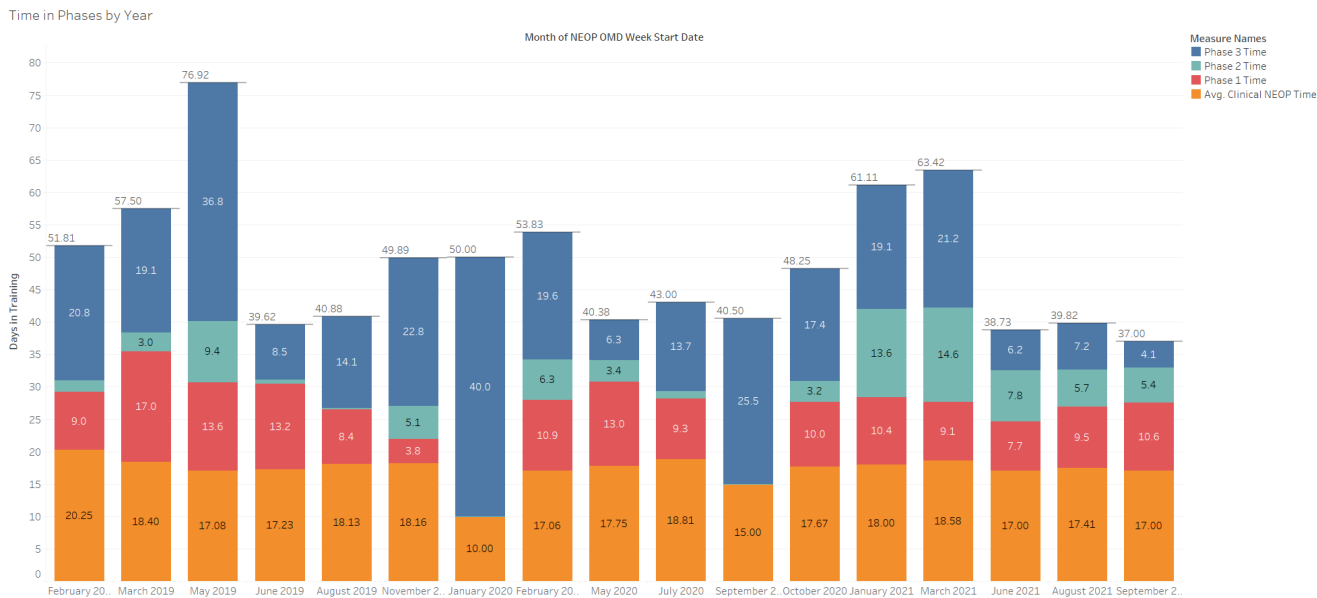
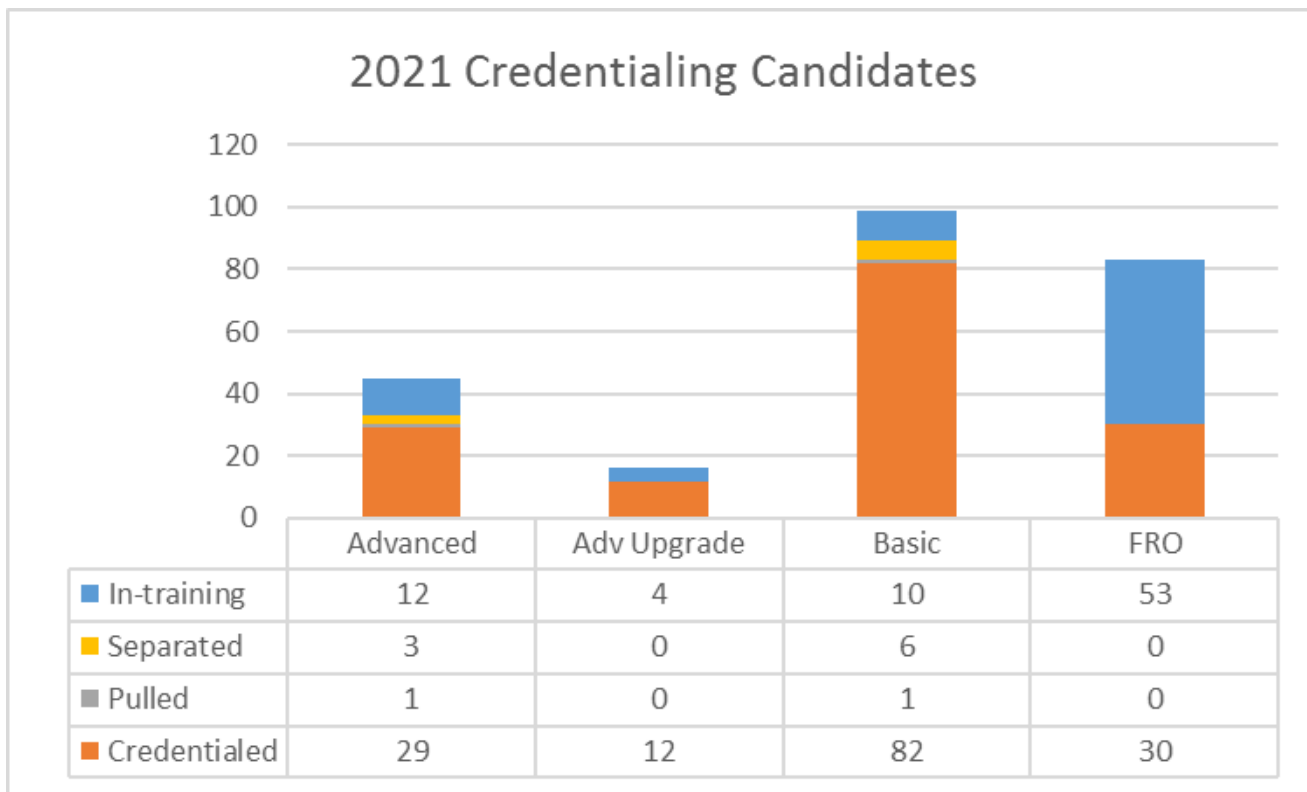


Fort Worth FD	Completed	8/31	White Settlement VFD	Completed	07/22,26,28
Haltom City FD	Completed	8/31			

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- Credentialing Process



* Does not account for 28 days in administrative/operational/clinical classroom training.

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Quality Assurance

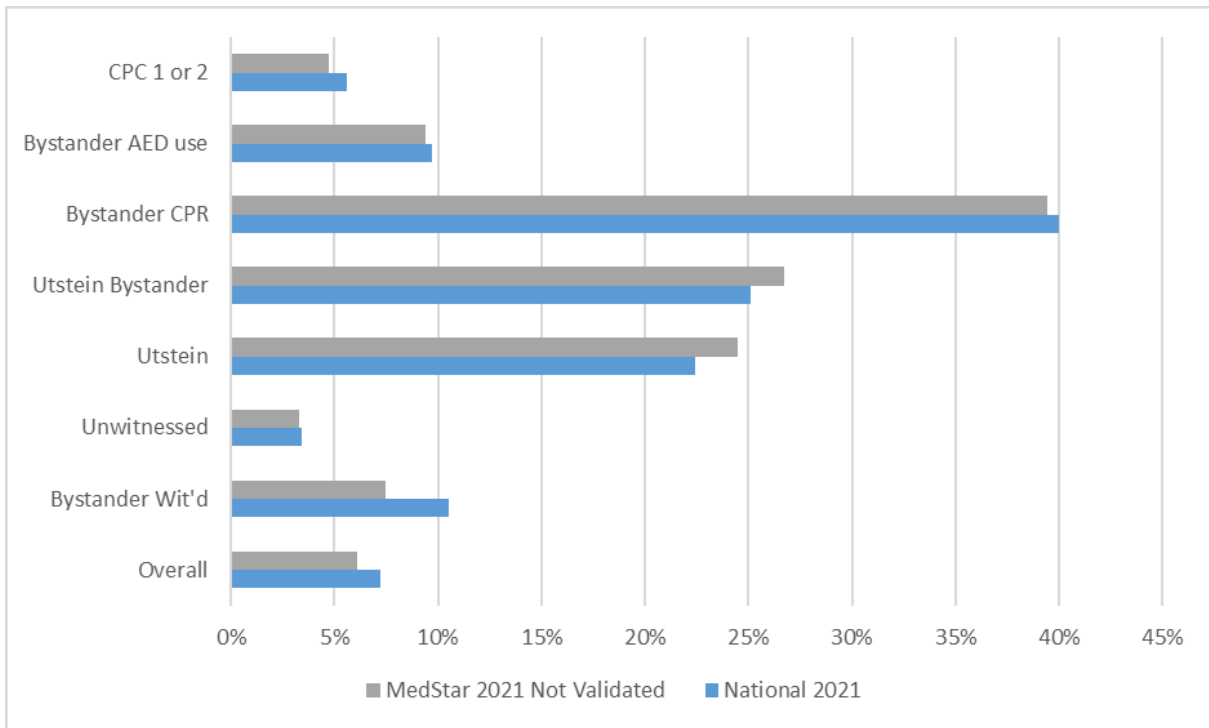
Case Acuity		
	September 2021	October 2021
High	2 (2.4%)	2 (2.4%)
Moderate	27 (32.1%)	18 (21.2%)
Low	47 (56.0%)	46 (54.1%)
Non QA/QI	8 (9.5%)	19 (22.4%)
Grand Total	84 (100.0%)	85 (100.0%)

Case Disposition		
	September 2021	October 2021
Clinically Appropriate		1 (1.2%)
Needs Improvement	59 (70.2%)	59 (69.4%)
Forwarded	2 (2.4%)	4 (4.7%)
No Fault	20 (23.8%)	21 (24.7%)
Pending	3 (3.6%)	
Grand Total	84 (100.0%)	85 (100.0%)



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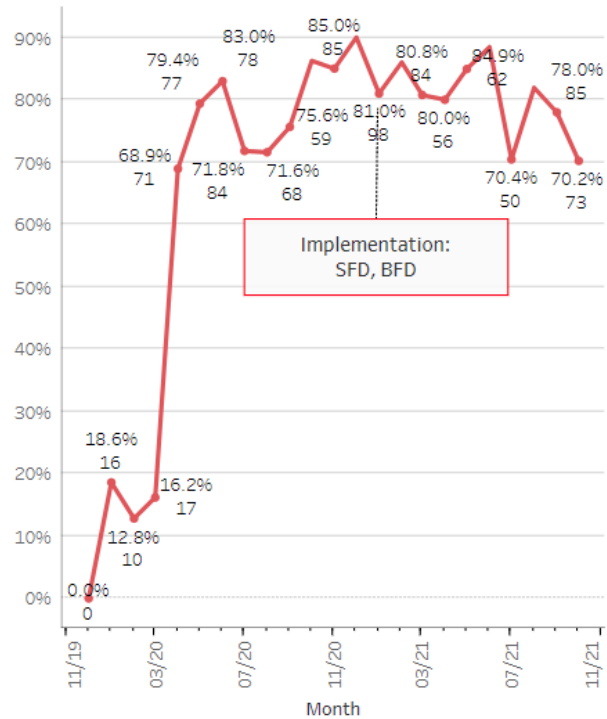
- CARES



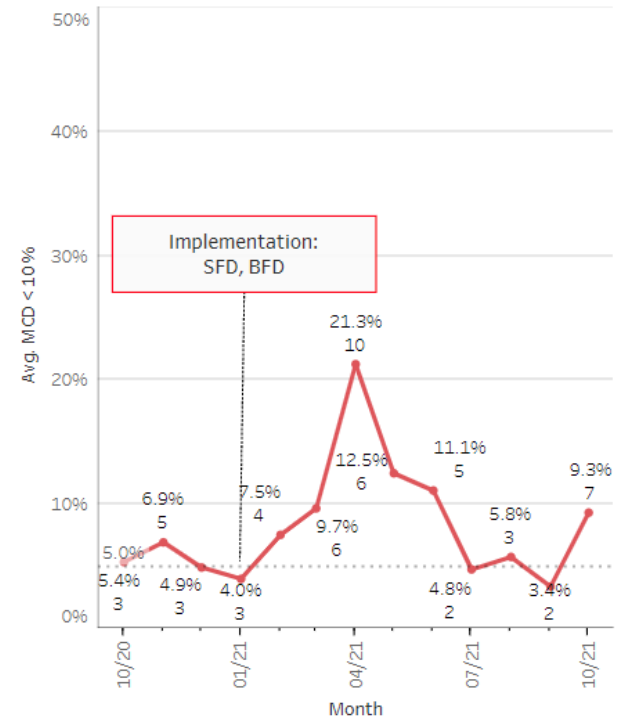
- 2021 (Not Validated)
 - 867-cases through October
 - 56-outcomes still pending

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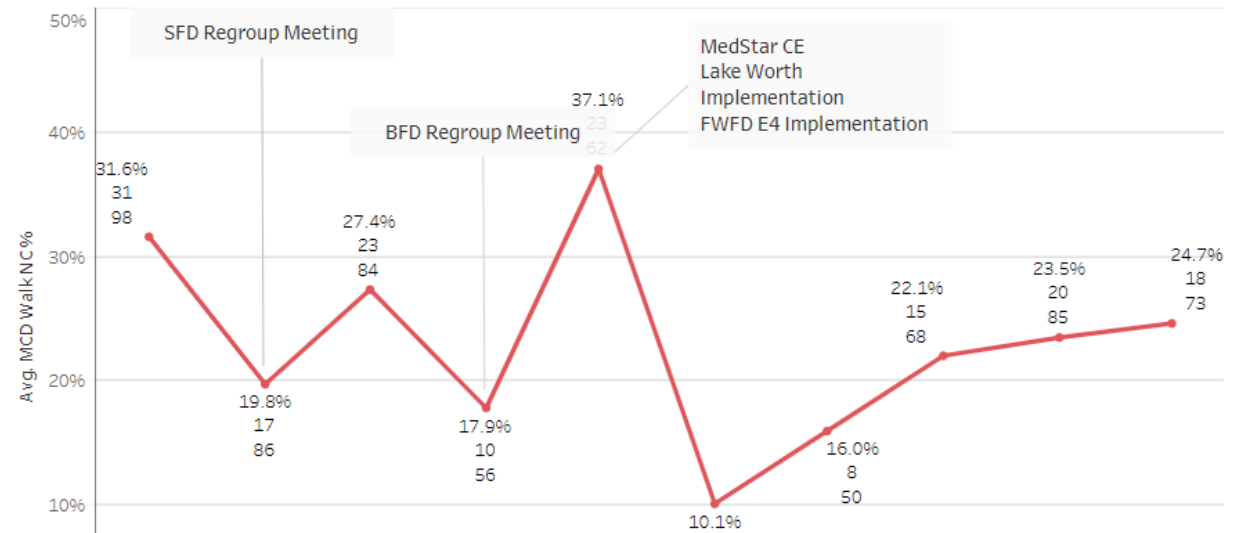
MCD Placement %



MCD Placement < 10 sec %



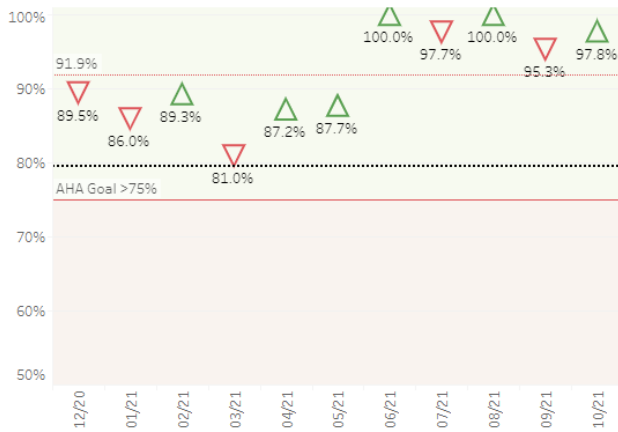
% of Uncorrected MCD Walk/Overall placement



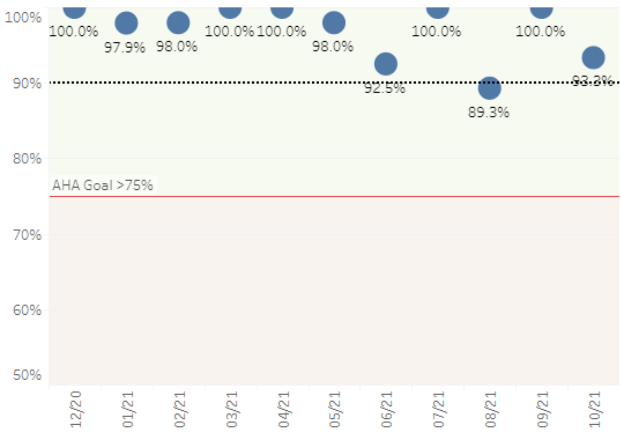
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• T-CPR

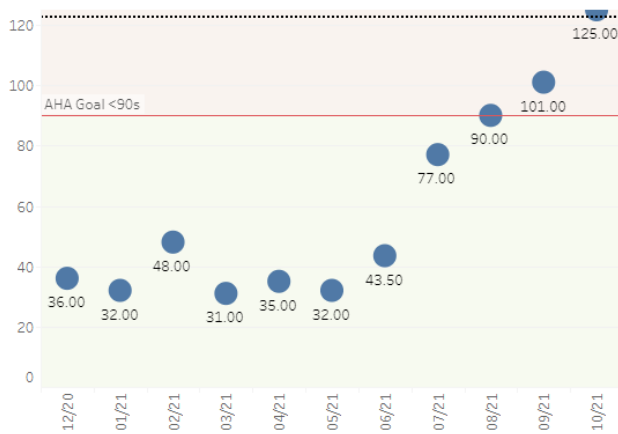
Percentage of OHCA Identified by PSAP



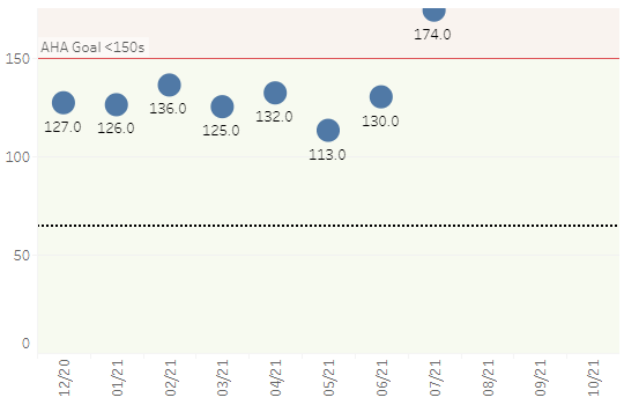
Percentage of Recognized OHCA Receiving T-CPR



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

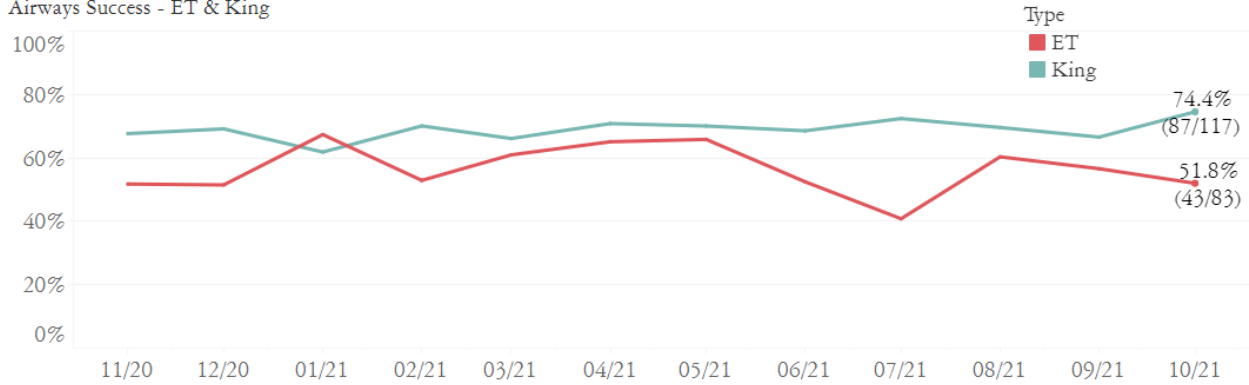
Unmanaged Airway



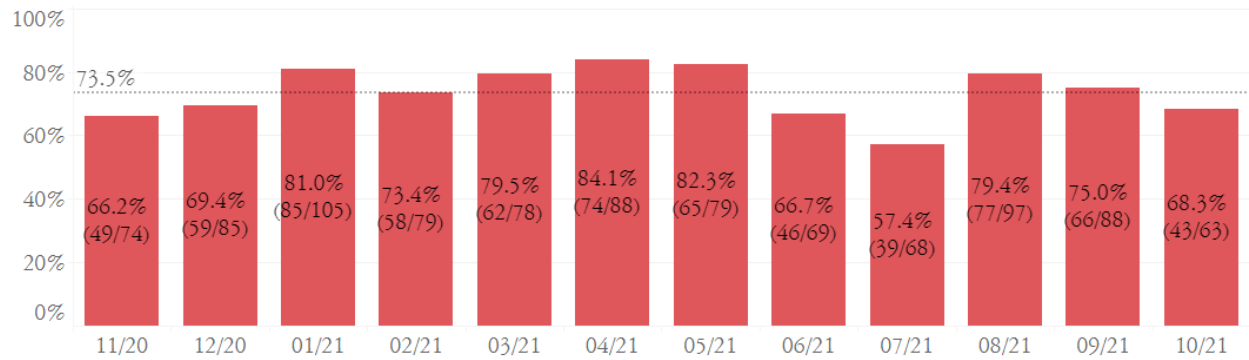
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Airways Success - ET & King



ET Patient Success



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System Diagnostics

	Goal	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Current Avg.	
Cardiac Arrest										
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	x	81.0%	87.2%	87.7%	100.0%	97.7%	100.0%	94.1%	86.0%	
Median time between 9-1-1 call and OHCA recognition		0:00:31	0:00:35	0:00:32	0:00:43	0:01:17	0:01:30	0:01:33	0.0%	
% of recognized 2nd party OHCA cases that received tCPR	x	100.0%	100.0%	98.0%	92.5%	100.0%	89.3%	100.0%	98.6%	
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases		0:02:05	0:02:17	0:01:53	0:01:53	0:02:10	0:02:54		0.1%	
% of cases with time to tCPR < 180 sec from first key stroke		72.5%	73.1%	72.9%	89.1%	79.2%	75.7%	61.5%	71.3%	
% of cases with CCF ≥ 90%		90.0%	90.0%	88.0%	76.0%	72.0%	74.0%	84.0%	79.9%	
% of cases with compression rate 100-120 cpm 90% of the time		91.2%	89.6%	95.5%	97.3%	87.5%	90.9%	93.3%	89.7%	
% of cases with compression depth that meet appropriate depth benchmark 90% of the time		40.7%	53.7%	37.9%	45.9%	90.9%	42.9%	46.1%	33.7%	
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression		14.3%	21.3%	13.3%	13.9%	9.5%	8.1%	3.4%	19.9%	
% of cases with Pre-shock pause < 10 sec	x	96.5%	97.5%						89.2%	
% arrive at E/D with ROSC	x	19.2%	25.3%	15.1%	6.9%	14.8%	18.7%	13.3%	16.7%	
% discharged alive	x	7.1%	11.4%	8.1%	5.5%	4.9%	2.7%	3.6%	7.1%	
% neuro intact at discharge (Good or Moderate Cognition)	x	6.1%	10.1%	8.1%	2.8%	3.7%	2.7%	2.4%	5.3%	
% of cases with bystander CPR		52.0%	51.9%	53.5%	58.3%	39.5%	44.0%	31.3%	48.7%	
% of cases with bystander AED use		30.6%	22.8%	20.9%	29.2%	27.2%	26.7%	24.1%	19.8%	
STEMI										
% of suspected STEMI patients correctly identified by EMS		58.8%	44.1%	52.2%	52.0%	57.1%	65.0%	44.1%	62.0%	75.0%
% of suspected STEMI patients w/ASA admin (<i>in the absence of contraindications</i>)		88.9%	89.7%	96.9%	90.6%	87.5%	92.9%	94.7%	94.5%	90.0%
% of suspected STEMI patients w/NTG admin (<i>in the absence of contraindications</i>)		81.5%	89.7%	84.4%	87.5%	87.5%	85.7%	81.6%	87.7%	90.0%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact		70.4%	66.7%	59.4%	81.3%	65.6%	71.4%	63.2%	72.1%	90.0%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation		63.0%	53.9%	71.9%	71.9%	59.4%	46.4%	60.5%	62.4%	90.0%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact		14.8%	25.6%	18.8%	21.9%	12.5%	25.0%	23.7%	18.5%	75.0%
% of patients with Suspected STEMI Transported to PCI Center		100.0%	100.0%	96.9%	96.9%	100.0%	100.0%	94.7%	99.6%	100.0%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes		42.9%	36.4%	18.2%	54.6%	8.3%	44.4%	28.6%	32.7%	50.0%
STEMI BUNDLE COMPLIANCE		16.7%	16.7%	33.3%	33.3%	16.7%	33.3%		25.0%	

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

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

Statement of Revenues and Expenses:

Month to Date and Year to Date: Net Income for the month of October 2021 is a loss of (\$131,966) as compared to a budgeted gain of 45,178 for a negative variance of (\$177,144). EBITDA for the month of October 2021 is a gain of \$230,622 compared to a budgeted gain of \$378,706 for a negative variance of (\$148,083).

- Transport volume in October ended the month 104.6% to budget.
- Net Revenue in October is 103.5% to budget or \$149,521 above budget. The gain in Net Revenue is driven by transport volume ending the month 4.6% above budget. The patient mix for Bill Patient is above budget by 1.01%. This has a negative effect on the Net Revenue because of the additional \$75,000 booked for Provision for Doubtful Accounts due to the lower collectability of the Bill Patient transports.
- Total Expenses ended the month 107% to budget or \$326,666 over budget. In October, MedStar incurred additional expenses in Salaries of \$432,130 primarily made up of \$230,961 in Overtime and \$196,475 in Shift Incentives. All other expense categories are under budget by \$105,467. The Shift Incentive payments ended on October 22nd.

Key Financial Indicators:

- Current Ratio – MedStar has \$7.36 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 October 31, 2021, there is 5 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 6.73 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 October, the return is -0.37%.

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

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet

For the Period Ending October 31, 2021

Assets	Current Year	Last Year
Cash	\$22,227,731.80	\$22,170,791.50
Accounts Receivable	\$7,803,199.96	\$8,314,735.15
Inventory	\$383,481.43	\$358,989.75
Prepaid Expenses	\$1,214,325.30	\$1,116,619.73
Property Plant & Equ	\$63,814,632.18	\$59,599,628.26
Accumulated Deprecia	(\$25,986,722.46)	(\$22,602,841.58)
Total Assets	\$69,456,648.21	\$68,957,922.81
Liabilities		
Accounts Payable	(\$346,474.70)	(\$540,434.36)
Other Current Liabil	(\$2,123,144.90)	(\$1,692,979.49)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$104,889.04)	(\$15,465.98)
Long Term Debt	(\$3,658,125.21)	(\$3,975,755.01)
Other Long Term Liab	(\$10,417,890.03)	(\$8,525,995.90)
Total Liabilities	(\$16,658,305.19)	(\$14,758,412.05)
Equities		
Equity	(\$52,937,262.49)	(\$55,208,105.09)
Control	\$138,919.47	\$1,008,594.33
Total Equities	(\$52,798,343.02)	(\$54,199,510.76)
Total Liabilities and Equities	(\$69,456,648.21)	(\$68,957,922.81)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
October 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	\$18,430,120.08	\$17,142,636.57	\$1,287,483.51	\$18,430,120.08	\$17,142,636.57	\$1,287,483.51
Contractual Allow	(\$6,804,599.56)	(\$7,471,008.18)	\$666,408.62	(\$6,804,599.56)	(\$7,471,008.18)	\$666,408.62
Provision for Uncoll	(\$7,368,880.47)	(\$5,573,095.75)	(\$1,795,784.72)	(\$7,368,880.47)	(\$5,573,095.75)	(\$1,795,784.72)
Education Income	\$31,216.80	\$1,690.00	\$29,526.80	\$31,216.80	\$1,690.00	\$29,526.80
Other Income	\$37,167.20	\$116,360.75	(\$79,193.55)	\$37,167.20	\$116,360.75	(\$79,193.55)
Standby/Subscription	\$125,408.84	\$84,905.39	\$40,503.45	\$125,408.84	\$84,905.39	\$40,503.45
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$1,077.40	\$500.00	\$577.40	\$1,077.40	\$500.00	\$577.40
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Revenue	\$4,451,510.29	\$4,301,988.78	\$149,521.51	\$4,451,510.29	\$4,301,988.78	\$149,521.51
Expenditures						
Salaries	\$3,100,341.56	\$2,668,210.66	\$432,130.90	\$3,100,341.56	\$2,668,210.66	\$432,130.90
Benefits and Taxes	\$266,242.18	\$301,909.00	(\$35,666.82)	\$266,242.18	\$301,909.00	(\$35,666.82)
Interest	\$35,793.16	\$33,500.00	\$2,293.16	\$35,793.16	\$33,500.00	\$2,293.16
Fuel	\$114,924.41	\$103,091.92	\$11,832.49	\$114,924.41	\$103,091.92	\$11,832.49
Medical Supp/Oxygen	\$174,398.32	\$186,101.20	(\$11,702.88)	\$174,398.32	\$186,101.20	(\$11,702.88)
Other Veh & Eq	\$28,603.31	\$43,040.00	(\$14,436.69)	\$28,603.31	\$43,040.00	(\$14,436.69)
Rent and Utilities	\$72,234.82	\$66,144.52	\$6,090.30	\$72,234.82	\$66,144.52	\$6,090.30
Facility & Eq Mtc	\$70,516.98	\$80,301.26	(\$9,784.28)	\$70,516.98	\$80,301.26	(\$9,784.28)
Postage & Shipping	\$8,612.09	\$3,521.55	\$5,090.54	\$8,612.09	\$3,521.55	\$5,090.54
Station	\$29,018.78	\$45,136.01	(\$16,117.23)	\$29,018.78	\$45,136.01	(\$16,117.23)
Comp Maintenance	\$37,999.97	\$62,274.99	(\$24,275.02)	\$37,999.97	\$62,274.99	(\$24,275.02)
Insurance	\$51,231.80	\$44,026.52	\$7,205.28	\$51,231.80	\$44,026.52	\$7,205.28
Advertising & PR	\$174.00	\$4,792.00	(\$4,618.00)	\$174.00	\$4,792.00	(\$4,618.00)
Printing	\$4,042.67	\$3,615.41	\$427.26	\$4,042.67	\$3,615.41	\$427.26
Travel & Entertain	\$199.57	\$15,363.00	(\$15,163.43)	\$199.57	\$15,363.00	(\$15,163.43)
Dues & Subs	\$130,664.69	\$143,977.00	(\$13,312.31)	\$130,664.69	\$143,977.00	(\$13,312.31)
Continuing Educ Ex	\$13,523.16	\$21,768.00	(\$8,244.84)	\$13,523.16	\$21,768.00	(\$8,244.84)
Professional Fees	\$102,284.43	\$127,865.71	(\$25,581.28)	\$102,284.43	\$127,865.71	(\$25,581.28)
Education Expenses	\$1,578.78	\$0.00	\$1,578.78	\$1,578.78	\$0.00	\$1,578.78
Miscellaneous	\$14,296.26	\$2,144.00	\$12,152.26	\$14,296.26	\$2,144.00	\$12,152.26
Depreciation	\$326,795.94	\$300,028.00	\$26,767.94	\$326,795.94	\$300,028.00	\$26,767.94
Total Expenditures	\$4,583,476.88	\$4,256,810.75	\$326,666.13	\$4,583,476.88	\$4,256,810.75	\$326,666.13
Net Rev in Excess of Expend	(\$131,966.59)	\$45,178.03	(\$177,144.62)	(\$131,966.59)	\$45,178.03	(\$177,144.62)
EBITDA	\$230,622.51	\$378,706.03	(\$148,083.52)	\$230,622.51	\$378,706.03	(\$148,083.52)

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

	Goal	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Current Ratio	> 1	8.97	9.49	11.59	10.48	8.43	7.36

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%	55.06%	47.07%	42.95%	51.76%	44.45%	41.73%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	4.96	4.28	3.65	5.44	6.34	6.73
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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%	10.35%	10.11%	4.04%	0.00%	-4.03%	-0.37%
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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 10/31/2021			 <u><u>\$ 475,470.69</u></u>

Human Resources - October 2021

Turnover:

- October turnover –1.54%
 - FT – 1.05%
 - PT – 6.98%
- Year to date turnover –1.54%
 - FT – 1.05%
 - PT – 6.98%

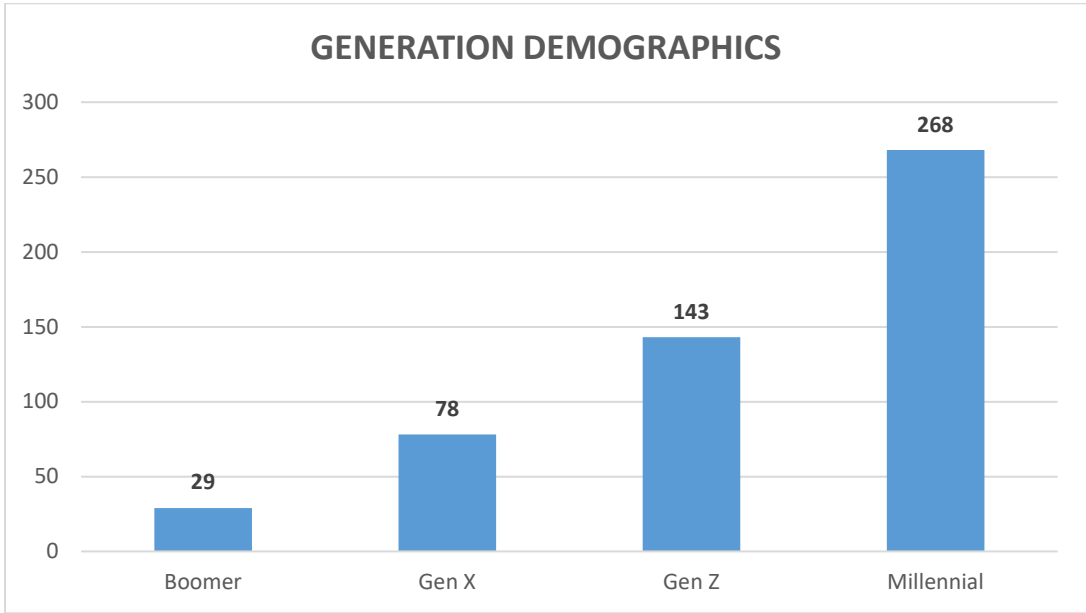
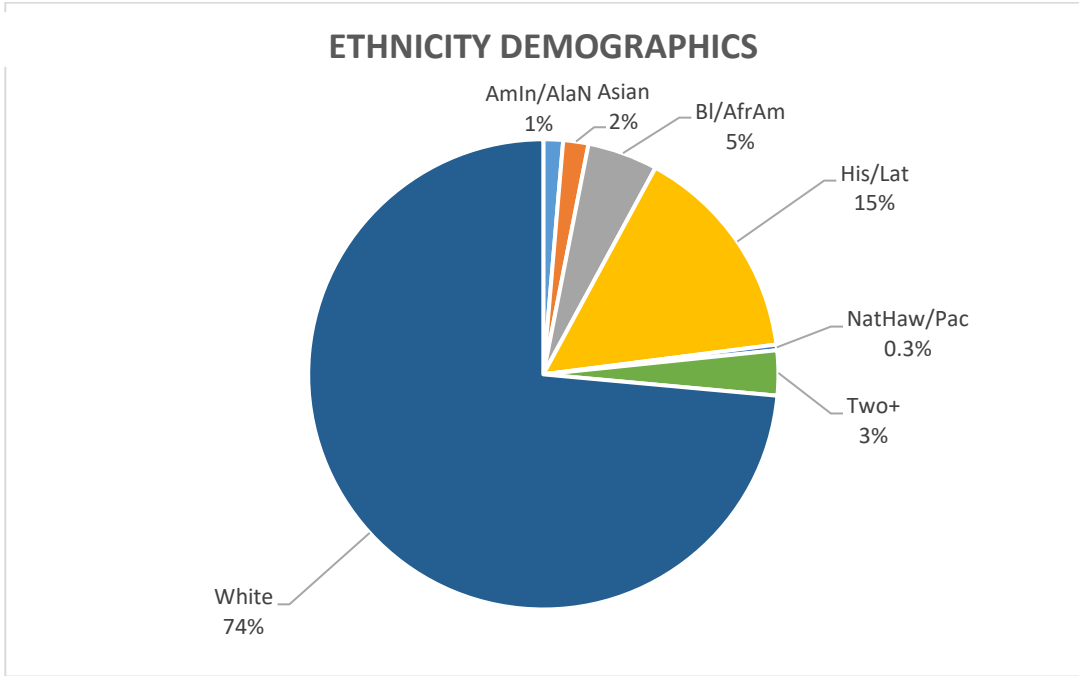
Leaves:

- 45 employees on FMLA / 9.24% of workforce
 - 36 cases on intermittent
 - 9 cases on a block
- Top FMLA request reasons/conditions
 - FMLA Child (9)
 - Neurological (9)
 - FMLA Parent (7)
- COVID Administrative Leave
 - 359:17 hours in October
 - 17483:58 hours to date

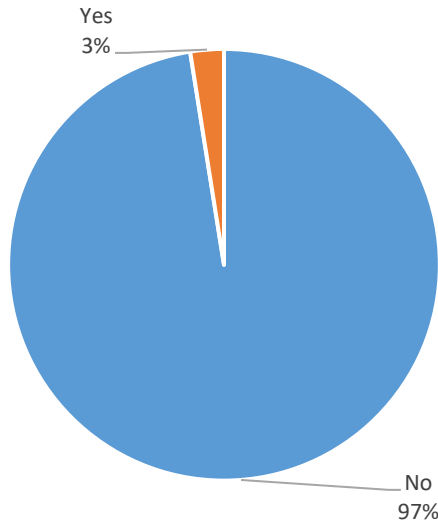
Staffing

- 16 hires in October
- 16 hires FYTD

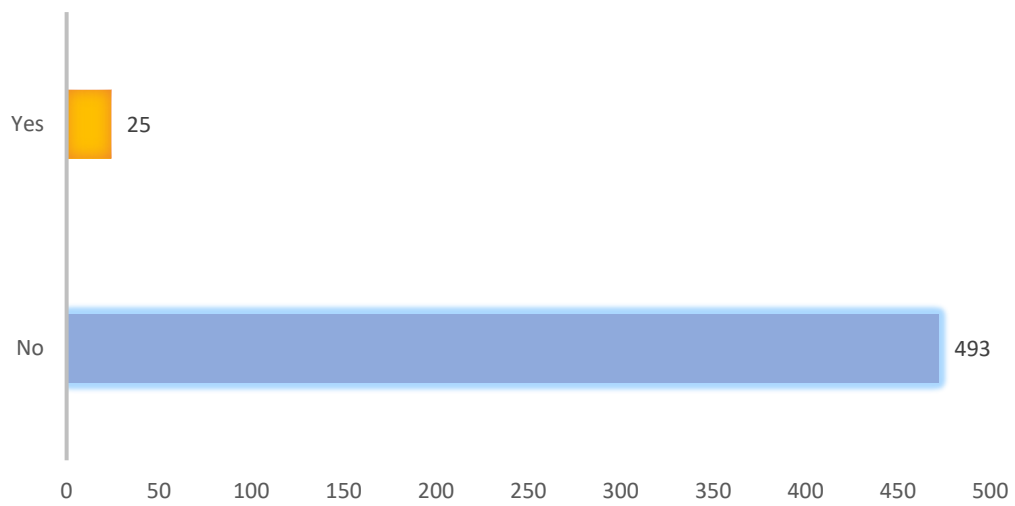
OCTOBER 2021 DIVERSITY STATISTICS



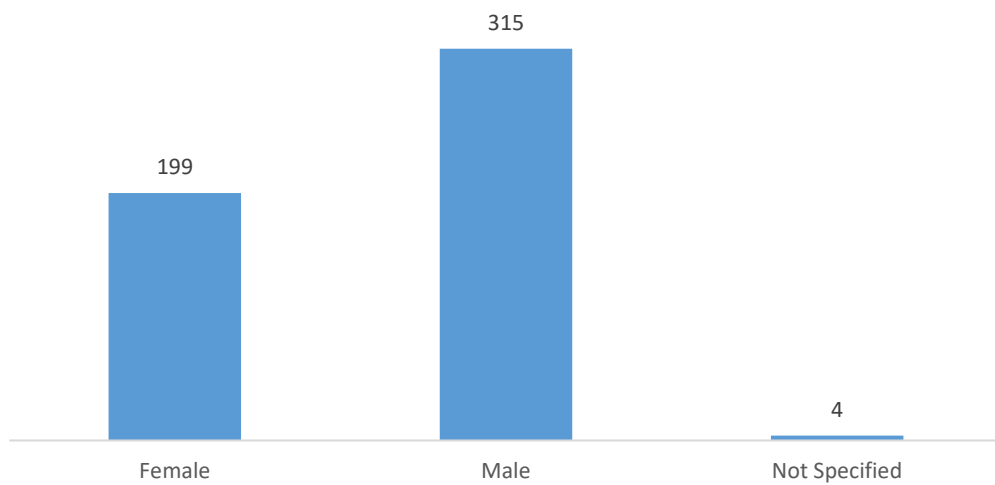
DISABILITY DEMOGRAPHICS



VETERAN DEMOGRAPHICS



GENDER DEMOGRAPHICS



FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/2021 thru 10/31/2021
Percentages by Department/Conditions

Conditions	
Row Labels	Count of Reason
Cardiology	2
Dentistry	1
Digestive	1
External Medicine	1
FMLA - Child	9
FMLA - Parent	7
FMLA - Spouse	1
Internal Medicine	2
Mental Health	7
Neurological	9
Obstetrics	3
Orthopedic	1
Pulmonary	1
Grand Total	45

Percentage by Department						
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC	
Administration	14	2	0.42%	4.55%	14.29%	
Advanced	142	10	2.10%	22.73%	7.04%	
Basic	65	10	2.10%	22.73%	15.38%	
Business Office	21	6	1.26%	13.64%	28.57%	
Communications	46	5	1.05%	11.36%	10.87%	
Executive	6	1	0.21%	2.27%	16.67%	
Human Resources	6	1	0.21%	2.27%	16.67%	
Mobile Integrated Health	6	2	0.42%	4.55%	33.33%	
Office of the Medical Director	15	2	0.42%	4.55%	13.33%	
Support Services - Facilities, Fleet, S.E., Logistics	36	5	1.05%	11.36%	13.89%	
Grand Total	357	44				
Total # of Full Time Employees - October 2021	476					
% of Workforce using FMLA	9.24%					
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave				
Intermittent Leave	36	80.00%				
Block of Leave	9	20.00%				
Total	45	100.00%				

MedStar Mobile Healthcare
Leave of Absence Report - Fiscal Year 2021 - 2022

Light Duty WC for Fiscal Year 2021 - 2022													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	634:59	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	472:14	
FY 21-22	634:59	634:59	634:59	634:59	634:59	634:59	634:59	634:59	634:59	634:59	634:59	1107:13	3254:00
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	3615:34	

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

Light Duty HR for Fiscal Year 2021 - 2022													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	46:20	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	82:52	
FY 21-22	192:17	228:32	228:32	228:32	431:44	1102:08	1649:08	1876:05	1889:04	2029:09	2189:44	2272:36	2162:30
FY 20-21	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 2021 - 2022													
	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 21-22	0:00	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	

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

FMLA LOA for Fiscal Year 2021 - 2022													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	852:24	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	85:14
FY 21-22	852:24	852:24	852:24	852:24	852:24	852:24	852:24	852:24	852:24	852:24	852:24	852:24	
FY 20-21	1700:39	3182:09	5037:34	7148:44	8734:36	10113:23	11390:09	12350:11	13660:26	14959:46	16303:24	17497:06	10173:10:35

All Other Leave for Fiscal Year 2021 - 2022*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	7250:27	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	725:02
FY 21-22	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	7250:27	
FY 20-21	6258:06	11345:22	17676:28	21636:11	25998:39	32058:12	37543:40	44215:57	51059:14	57964:04	63772:29	69441:53	36580:51:15

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

Military Leave for Fiscal Year 2021 - 2022													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	166:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	16:36
FY 21-22	166:00	166:00	166:00	166:00	166:00	166:00	166:00	166:00	166:00	166:00	166:00	166:00	
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	1442:55	18086:55:00

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1653:23	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	472:14	165:20
FY 21-22	1653:23	1653:23	1653:23	1653:23	1653:23	1653:23	1653:23	1653:23	1653:23	1653:23	1653:23	2125:37	
FY 20-21	2182:31	4192:21	6681:37	9019:50	11030:56	12886:12	14447:23	15488:25	16935:54	18658:17	20829:39	22555:35	71602:36:00

Summary of Fiscal Year 2020-2021							
	WC Light Duty	HR Light Duty	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	1107:13	2272:36	0:00	852:24	7250:27	166:00	2125:37
Goal-Compare	3254:00	2162:30	0:00	17497:06	69441:53	1096:00	93451:29

MedStar Mobile Health Care Separation Statistics - October 2021

	Current Month			Year to Date			Compared to Oct'20		Headcount
	Vol	Invol	Total	Vol	Invol	Total	Total	%	Oct-21
Full Time Separations	3	2	5	3	2	5	7	1.64%	475
Part Time Separations	3	0	3	3	0	3	2	5.26%	43
Total Separations	6	2	8	6	2	8	9	1.94%	518
	Full Time	Part Time	Total	Full Time	Part Time	Total			
Total Turnover %	1.05%	6.98%	1.54%	1.05%	6.98%	1.54%			

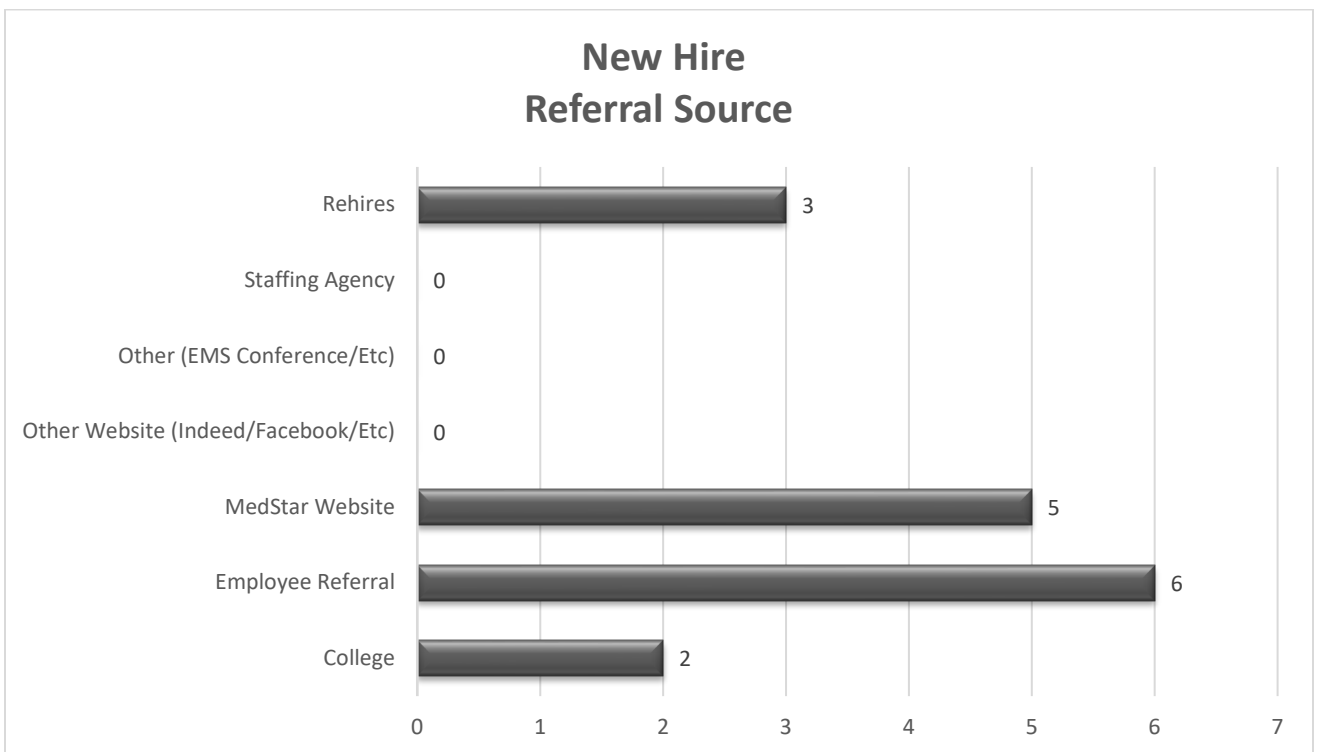
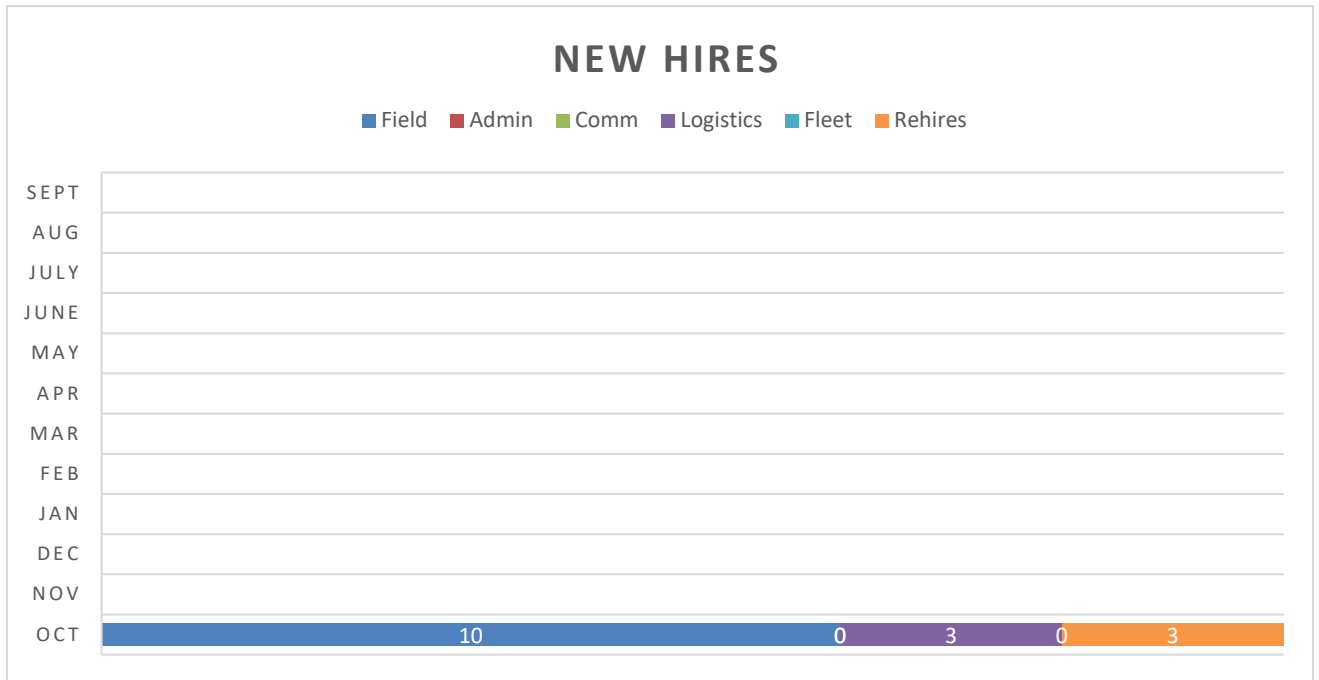
Separations by Department

Full Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Oct-21
Advanced							128
Basics	2	0	2	2	0	2	179
Business Office	1	0	1	1	0	1	21
Communications							40
Controller - Payroll, Purchasing, A/P							6
Executives							7
Field Manager/Supervisors - Operations							24
Field Operations Other							2
Health Information Systems							2
Human Resources	0	1	1	0	1	1	5
Information Technology							2
Legal/Compliance							2
Mobile Integrated Health	0	1	1	0	1	1	11
Office of the Medical Director							13
Public Information							1
Support Services - Facilities, Fleet, S.E., Logistics							32
Total	3	2	5	3	2	5	475

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Oct-21
Advanced	1	0	1	1	0	1	18
Basics	2	0	2	2	0	2	16
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							1
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics						0	4
Total	3	0	3	3	0	3	43

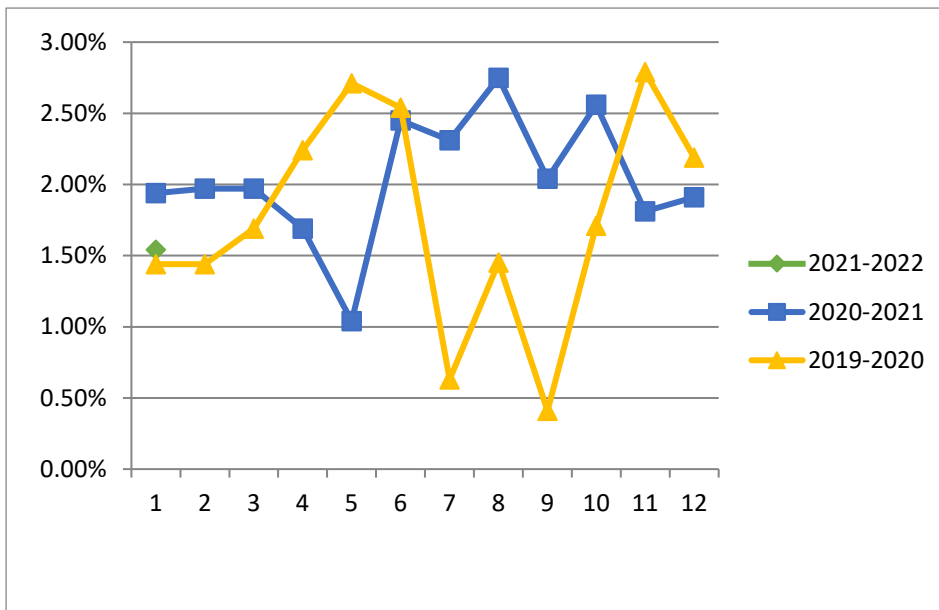
Recruiting & Staffing Report

Fiscal Year 2021-2022



MedStar Mobile Healthcare Turnover Fiscal Year 2021 - 2022

	Full & Part Time Turnover			Full Time Only
	2021-2022	2020-2021	2019-2020	2020-2021
October	1.54%	1.94%	1.44%	1.05%
November		1.97%	1.44%	
December		1.97%	1.69%	
January		1.69%	2.24%	
February		1.04%	2.71%	
March		2.45%	2.54%	
April		2.31%	0.63%	
May		2.75%	1.45%	
June		2.04%	0.41%	
July		2.56%	1.71%	
August		1.81%	2.79%	
September		1.91%	2.19%	
Actual Turnover	1.54%	16.17%	19.91%	1.05%





Compliance Officer's Report October 21, 2021-November 17, 2021

Compliance Officer Duties

- Submitted EMS provider roster changes to the DSHS as required by TX Admin Code 157.11.
- Assisted MAEMSA jurisdiction Police departments with criminal investigations, records, and interviews as needed.
- Assisted Tarrant County Medical Examiner's office with multiple death investigations.

Paralegal Duties

- 23 DFPS reports were made for suspected abuse, neglect, or exploitation.
- 3 Pre-trial meetings were held with the Tarrant Co. District Attorney's office.
- 1 court appearance was made as a State's witness.
- Assisted HR with employee investigations regarding various employment matters and policy violations.
- 3 Subpoenas(s) for witness appearance processed and served.
- Drafted, reviewed, and executed multiple contractual agreements with outside parties.

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

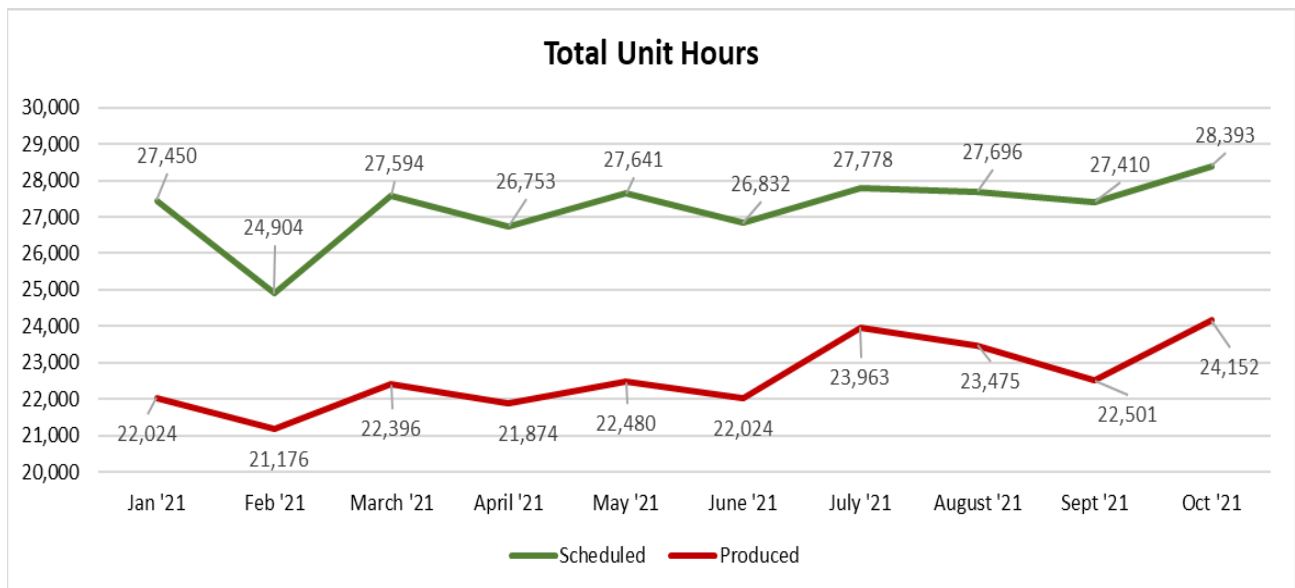
Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Operations Report- October 31, 2021

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

Field Operations:

- October's transport volume exceeded budget expectations by approximately 7%.
- Call volume is normalizing.
- New hires are being released into the system, and we are seeing average daily unit hours continue to increase as a result.
- BLS ambulance pilot is ongoing.
 - Added ALS Quick Response Vehicles ("QRV") to help better allocate resources.
 - Adjusting deployment based on Performance Standards Committee feedback regarding comfort level of clock stoppage with BLS units responding to ALS calls.
- ET3 utilization is increasing and positive feedback from patients and crews.
- Preparing for shift bids that will be effective in January 2022.
- Ambulance in the Burleson Station 16 appears to be going well. Burleson has indicated they are happy with how it is going, and the crew feedback is generally positive.



Fleet/Logistics:

- Fleet upfit of supervisor vehicles is almost complete.
 - The project has been delayed due to supply shortages.
- Additional supplies were added to the ambulances to help keep them in service after treating critical patients.
- IT and logistics are working together to finish GPS upgrades that will allow all equipment to be switched to the First Responder network, FirstNet.

Emergency Management:

- Continuing to provide monoclonal treatments to MedStar team members, co-responders, and their families.
- Hosting weekly vaccine clinics for initial and booster doses.
- Providing some at home vaccinations for homebound individuals.

Vaccine Date (As of 11/2/21)	
Percentage fully vaccinated	64.18%
Percentage w/ 1 Shot	70.31 %

Cumulative Testing	
Negatives	1629
Indeterminate	3
Positives	156 (8.72% Positivity Rate)
Recovered	154
Active Cases	1
Testing as of 02/01/2021 based on vaccination status	
Total Vaccinated Negatives	730
Total Vaccinated Positives	16 (2.14% Positivity Rate)
Total Unvaccinated Negatives	430
Total Unvaccinated Positives	47 (9.85% Positivity Rate)

Vaccine Administrations	
Total Vaccines Administered	8,625
Total Sites	98
Vaccines Administered at MedStar	652
Total MedStar Sites	37
Home Bound Vaccines Administered	88
Total Home Bound Sites (days administered)	13
Community Vaccines Administered	7,885
Community Sites	48

mAb Infusions Administered Since 08/24	
Referrals Received	238
Infusions Completed	169
FRO Referrals	80
MedStar Referrals	29
THR Referrals	50
Other Referrals	32
JPS Referrals	47

Disposition	Total
Completed	169
Declined	22
Did not qualify	16
Scheduled w/ other	12
No Contact	9
No Call/No Show	4
Duplicate	3
Unable to Process	2
Unable to schedule	1
Grand Total	238

Special Operations

- AMBUS 2.0 construction is ongoing and anticipated to complete late 2021 or early 2022.
- Provided coverage for multiple special events.

Information Technology:

- Migrating Gateways and mobile devices to FirstNet, First Response cellular network.
- Completing expanding communications phone lines to enable additional call volume through 10-digit lines with Fort Worth.
- Combining internet circuits to prophylactically increase resiliency and available bandwidth.
- Providing IT support to facilitate drillable dashboards through vendors and in-house BI team.
- Evaluating software for data repository and change management.

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.
- Working on data aggregation and reporting for City of Fort Worth and internal reporting.
- Business Intelligence Manager preparing for semi-retirement.

Communications:

- Currently working on re-accreditation with the International Academy of Emergency Medical Dispatchers, on track to be completed 1-month early
- RQIT Project is going well. All Dispatchers are current with quarterly assignments and remain RQIT T-CPR Certified
- Medical Transport Priority System (MTPS) for non-emergency transportation implementation in progress, expected go-live February 2022
- Working on data aggregation and reporting for City of Fort Worth and internal reporting.

Call Summary		Report Date:	11/16/2021 04:56:24
MedStar Mobile Healthcare		Report Date From:	10/01/2021
2900 Alta Mere Drive		Report Date To:	10/31/2021
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

		October 2021	Total
911	Inbound	8,859	8,859
	Abandoned	32	32
	Abandoned %	0.36%	0.36%
	Unparsed	0	0
	Total	8,891	8,891
	Avg Call Duration	283.3	283.3
	Total	8,891	8,891

PSAP Answer Time (10 Secs)		Report Date:	11/16/2021
Month - Year:	October 2021	Report Date From:	10/01/2021
		Report Date To:	10/31/2021
		Period Group:	Month
		Call Type:	All

This report lists the PSAPs that answered less than 90% of calls within 10 seconds during selected time period.

FCC ID #	PSAP Name	County	% ≤ 10 Secs PSAP
6767	MedStar Mobile Healthcare	Tarrant	81.60%



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 10/01/2021 thru 10/31/2021

Aid Received	Total Calls	% of Calls
55	14728	0.37%

Aid Type	Total										
Given	55										
Aid TO											
Arlington	28										
	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX	
	Arlington	M46	10/22/2021 11:08:55	1951551	2	Arlington	29B05 - Traffic Collision / Transportation Incident - P2	00:02:16	FD/PD Cancelled MedStar	0	
	Arlington	M32	10/26/2021 21:55:17	1957308	2	Arlington	17B04 - Falls - P2	01:26:59		1	
	Arlington	M32	10/22/2021 11:06:18	1951543	2	Arlington	29B05 - Traffic Collision / Transportation Incident - P2	00:06:35	FD/PD Cancelled MedStar	0	
	Arlington	M62	10/29/2021 16:04:49	1960701	2	Arlington	26C03 - Sick Person (Specific Diagnosis) - P2	01:06:55		1	
	Arlington	M44	10/19/2021 11:56:35	1947806	2	Arlington	26C01 - Sick Person (Specific Diagnosis) - P2	00:03:35	FD/PD Cancelled MedStar	0	
	Arlington	M66	10/26/2021 22:01:07	1957320	3	Arlington	26A10 - Sick Person (Specific Diagnosis) - P3	01:36:35		1	
	Arlington	M63	10/24/2021 11:14:47	1954088	3	Arlington	17A02 - Falls - P3	00:03:28	FD/PD Cancelled MedStar	0	
	Arlington	M44	10/19/2021 10:39:55	1947739	3	Arlington	26A11 - Sick Person (Specific Diagnosis) - P3	01:22:51		1	
	Arlington	M26	10/02/2021 15:56:18	1927597	2	Arlington	29B05 - Traffic Collision / Transportation Incident - P2	00:55:56	RAS - Release At Scene	0	
	Arlington	M41	10/03/2021 13:59:22	1928640	1	Arlington	06D02 - Breathing Problems - P1	01:15:37		1	
	Arlington	M58	10/05/2021 17:14:07	1931292	1	Arlington	12D04 - Convulsions / Seizures - P1	01:16:27		1	
	Arlington	M22	10/05/2021 17:15:06	1931299	3	Arlington	04B03 - A - Assault / Sexual Assault / Stun Gun - Assault - P2	00:07:18	FD/PD Cancelled MedStar	0	
	Arlington	M22	10/05/2021 17:15:06	2456912	3	Arlington	04B03 - A - Assault / Sexual Assault / Stun Gun - Assault - P2	00:12:27		0	
	Arlington	M59	10/05/2021 17:24:06	1931298	2	Arlington	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients - P2	00:12:19	Calling Party Cancelled	0	
	Arlington	M22	10/05/2021 17:39:44	1931313	2	Arlington	06C01 - E - Breathing Problems - COPD (Emphysema/Chronic bronchitis) - P2	01:02:23		1	
	Arlington	M64	10/05/2021 18:14:19	1931363	2	Arlington	29B03 - V - Vehicle vs. vehicle - Multiple patients - P2	00:06:42	FD/PD Cancelled MedStar	0	
	Arlington	M64	10/05/2021 18:25:00	1931375	2	Arlington	29B03 - V - Vehicle vs. vehicle - Multiple patients - P2	01:00:07		1	
	Arlington	M66	10/08/2021 19:16:32	1935262	2	Arlington	02B01 - Allergies (Reactions) / Envenomations (Stings, Bites) - P2	00:37:06	False Call	0	
	Arlington	M27	10/09/2021 09:34:09	1935728	2	Arlington		00:02:01	Calling Party Cancelled	0	



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 10/01/2021 thru 10/31/2021

	Arlington	M49	10/09/2021 15:51:20	1936104	2	Arlington	17B04 - Falls - P2	01:00:13		1
	Arlington	M39	10/11/2021 08:21:15	1938138	3	Arlington	26A10 - Sick Person (Specific Diagnosis) - P3	01:32:58		1
	Arlington	M82	10/12/2021 09:43:05	1939466	2	Arlington	17B04 - G - Falls - On the ground or floor - P2	00:02:53	FD/PD Cancelled MedStar	0
	Arlington	M46	10/14/2021 21:05:02	1942622	2	Arlington	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	01:03:30		1
	Arlington	M56	10/14/2021 21:08:02	1942626	1	Arlington	27D04 - G - Gunshot wound - Gunshot - P1	00:52:58	AMA - Assessed and/or Treated & Released	0
	Arlington	M56	10/14/2021 21:08:02	2469472	1	Arlington	27D04 - G - Gunshot wound - Gunshot - P1	00:02:30		0
	Arlington	M38	10/14/2021 21:08:58	1942624	2	Arlington	12B01 - GENERALIZED seizure (not FOCAL or Impending) - P2	00:14:24	Calling Party Cancelled	0
	Arlington	M31	10/18/2021 12:12:08	1946589	3	Arlington	17B04 - Falls - P2	01:03:04		1
	Arlington	M26	10/18/2021 19:21:02	2474915	1	Arlington	21D03 - T - Traumatic (injury) bleeding - TRAUMA - P1	00:01:21		0
Azle	1									
	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
	Azle	M61	10/03/2021 15:02:52	1928712	2	Azle	29B05 - Traffic Collision / Transportation Incident - P2	01:03:37		1
Benbrook	17									
	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
	Benbrook	M63	10/26/2021 18:37:50	1957153	2	Benbrook	17B04 - G - Falls - On the ground or floor - P2	01:17:59		1
	Benbrook	M33	10/31/2021 02:11:26	1962264	2	Benbrook	17B01 - G - Falls - On the ground or floor - P2	00:34:12	AMA - Assessed and/or Treated & Released	0
	Benbrook	M36	10/28/2021 14:48:02	1959350	3	Benbrook	26A07 - Sick Person (Specific Diagnosis) - P3	01:31:55		1
	Benbrook	M22	10/28/2021 13:44:28	1959254	2	Benbrook	17B01 - G - Falls - On the ground or floor - P2	01:18:39		1
	Benbrook	M64	10/29/2021 14:33:36	1960579	3	Benbrook	17A01 - Falls - P3	01:15:28		1
	Benbrook	M81	10/24/2021 19:43:42	1954616	3	Benbrook	26A08 - Sick Person (Specific Diagnosis) - P3	01:39:31		1
	Benbrook	M55	10/25/2021 17:47:29	1955831	2	Benbrook	33C01 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:11:12		1
	Benbrook	M35	10/19/2021 08:22:09	1947644	2	Benbrook	17B04 - G - Falls - On the ground or floor - P2	01:17:15		1
	Benbrook	M32	10/24/2021 06:14:56	1953913	1	Benbrook	17D04 - Falls - P1	00:58:07	AMA - Assessed and/or Treated & Released	0
	Benbrook	M68	10/02/2021 08:00:44	1927217	2	Benbrook	06C01 - Breathing Problems - P2	01:04:46		1
	Benbrook	M55	10/03/2021 06:42:48	1928357	2	Benbrook	17B01 - Falls - P2	01:22:18		1
	Benbrook	M45	10/03/2021 15:52:53	1928744	3	Benbrook	33C06 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	00:57:22		1
	Benbrook	M57	10/03/2021 20:49:38	1928993	2	Benbrook	33C02 - T - Transfer/Interfacility - Transfer/Interfacility - P2	01:29:33		1
	Benbrook	M61	10/08/2021 09:37:12	1934482	2	Benbrook	17B01 - Falls - P2	01:05:28		1



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 10/01/2021 thru 10/31/2021

		Benbrook	M49	10/09/2021 18:21:58	1936321	2	Benbrook	17B01 - Falls - P2	00:48:52		1
		Benbrook	M25	10/14/2021 08:31:06	1941838	2	Benbrook	06C01 - Breathing Problems - P2	01:01:54		1
		Benbrook	M76	10/14/2021 17:35:48	1942433	3	Benbrook	26A02 - Sick Person (Specific Diagnosis) - P3	01:15:59		1
Crowley		7									
		Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
		Crowley	M77	10/23/2021 18:40:53	1953258	1	Crowley	31D02 - Unconscious / Fainting (Near) - P1	01:08:32		1
		Crowley	M38	10/29/2021 15:32:32	1960651	1	Crowley	29D01 - b - Bus - Bus - P1	00:03:07	Calling Party Cancelled	0
		Crowley	M58	10/03/2021 19:38:23	1928951	2	Crowley	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	01:18:13		1
		Crowley	M72	10/07/2021 22:02:25	1933963	3	Crowley		00:01:18	Calling Party Cancelled	0
		Crowley	M48	10/10/2021 18:48:26	1937575	3	Crowley	32B03 - Unknown Problem (Person Down) - P2	00:18:16	Calling Party Cancelled	0
		Crowley	M70	10/11/2021 02:39:24	1937981	3	Crowley		01:15:14		1
		Crowley	M42	10/11/2021 07:19:45	1938107	2	Crowley	19C07 - Heart Problems / A.I.C.D. - P2	01:21:40		1
Watauga		2									
		Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
		Watauga	M72	10/24/2021 19:54:24	1954630	3	Watauga	04B03 - T - Stun gun - Stun gun - P2	00:04:39	Calling Party Cancelled	0
		Watauga	M72	10/24/2021 19:54:24	2483622	3	Watauga	04B03 - T - Stun gun - Stun gun - P2	00:00:10		0
Received		45									
	Aid FROM	Total									
	Arlington EMS	6									
		Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
		Arlington EMS	AMR Arlington 1	10/27/2021 04:39:17	1957516	2	Fort Worth	23C02 - A - Overdose / Poisoning (Ingestion) - Accidental - P2	01:07:04		1
		Arlington EMS	AMR Arlington 1	10/27/2021 03:52:03	1957495	2	Fort Worth	29B05 - Solitary vehicle - P2	00:12:53	FD/PD Cancelled MedStar	0
		Arlington EMS	AMR Arlington 1	10/27/2021 08:12:35	1957723	2	Fort Worth	28C01 - F - Stroke (CVA) / Transient Ischemic Attack (TIA) - STRONG evidence of stroke (< T hours) - P2	01:08:16		1
		Arlington EMS	AMR Arlington 1	10/29/2021 09:46:50	1960276	2	Forest Hill	06C01 - O - Breathing Problems - Other lung problems - P2	01:03:55		1
		Arlington EMS	AMR Arlington 1	10/04/2021 13:28:44	1929757	2	Fort Worth	26C01 - Sick Person (Specific Diagnosis) - P2	00:44:15		0



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 10/01/2021 thru 10/31/2021

	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Benbrook	Arlington EMS	AMR Arlington 1	10/18/2021 13:07:15	1946697	2	Fort Worth	13C03 - Diabetic Problems - P2	00:23:40		0
	Benbrook	Benbrook Medic 1	10/24/2021 06:50:09	1953956	1	Fort Worth	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - P1	01:08:32		1
	Benbrook	Benbrook Medic 1	10/17/2021 02:44:48	1945352	1	Fort Worth	31D02 - Unconscious / Fainting (Near) - P1	00:12:54	FD/PD Cancelled MedStar	0
Crowley	Crowley	Crowley 254	10/24/2021 21:54:18	1954765	1	Burleson	21D04 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - P1	01:01:42		1
	Crowley	Crowley 254	10/02/2021 02:36:07	1927051	1	Burleson	06D02 - Breathing Problems - P1	01:04:24		1
	Crowley	Crowley 54	10/05/2021 11:47:15	1930832	2	Burleson	19C07 - Heart Problems / A.I.C.D. - P2	01:22:32		1
	Crowley	Crowley 54	10/05/2021 18:33:11	1931392	2	Burleson	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	01:03:14		0
	Crowley	Crowley 254	10/07/2021 11:30:54	1933156	2	Burleson	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P2	00:22:07		0
	Crowley	Crowley 254	10/07/2021 16:42:37	1933615	1	Burleson	21D03 - T - Hemorrhage (Bleeding) / Lacerations - TRAUMA - P1	01:19:00		1
	Crowley	Crowley 54	10/11/2021 19:50:52	1938985	1	Burleson	06D01 - Breathing Problems - P1	01:20:04		1
	Crowley	Crowley 54	10/12/2021 16:01:29	1939886	2	Burleson	17B01 - G - Falls - On the ground or floor - P2	00:52:45		1
	Crowley	Crowley 54	10/14/2021 17:57:27	1942471	2	Burleson	25B06 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	00:32:07		0
	Eagle Mountain	Eagle Mountain	Eagle Mountain	10/31/2021 18:27:19	1962980	2	Fort Worth	29O01 - V - Traffic Collision / Transportation Incident - Multiple patients - P2	00:21:43	
Eagle Mountain		Eagle Mountain	10/21/2021 12:54:14	1950466	3	Fort Worth	12A01 - E - Convulsions / Seizures - Epileptic or Previous seizure diagnosis - P3	01:20:29		1
Eagle Mountain		Eagle Mountain	10/25/2021 10:03:55	1955233	1	Fort Worth	17D05 - Falls - P1	01:09:42		1



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 10/01/2021 thru 10/31/2021

Eagle Mountain	Eagle Mountain	10/26/2021 16:43:39	1956979	2	Fort Worth	33C02 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:33:15		1
Eagle Mountain	Eagle Mountain	10/24/2021 15:59:53	1954352	2	Fort Worth	33C03 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	00:59:20		1
Eagle Mountain	Eagle Mountain	10/31/2021 23:52:29	1963276	1	Fort Worth	17D04 - Falls - P1	01:32:11		1
Eagle Mountain	Eagle Mountain	10/23/2021 02:49:27	1952478	1	Fort Worth	24D03 - Pregnancy / Childbirth / Miscarriage - P1	01:33:16		1
Eagle Mountain	Eagle Mountain	10/25/2021 07:17:46	1955073	2	Fort Worth	09B01 - a - OBVIOUS DEATH (suspected) - Cold and stiff in a warm environment - P2	00:52:11	DOS	0
Eagle Mountain	Eagle Mountain	10/28/2021 14:04:58	1959312	1	Fort Worth	12D01 - Convulsions / Seizures - P1	01:01:53		0
Eagle Mountain	Eagle Mountain	10/25/2021 22:49:36	1956168	2	Fort Worth	23C06 - A - Overdose / Poisoning (Ingestion) - Accidental - P2	01:12:34		1
Eagle Mountain	Eagle Mountain	10/02/2021 01:33:36	1926965	1	Saginaw	10D02 - Chest Pain / Chest Discomfort (Non-Traumatic) - P1	00:59:01		1
Eagle Mountain	Eagle Mountain	10/02/2021 01:35:21	1926964	1	Fort Worth	26D01 - Sick Person (Specific Diagnosis) - P1	00:00:34		0
Eagle Mountain	Eagle Mountain	10/04/2021 13:03:02	1929724	1	Fort Worth	27D04 - X - Gunshot wound - Self-inflicted GSW (intentional) - P1	00:49:12		0
Eagle Mountain	Eagle Mountain	10/07/2021 17:25:53	1933695	1	Lake Worth	29D02 - I - Traffic Collision / Transportation Incident - Auto vs. bicycle/Auto vs. motorcycle - P1	00:55:16		1
Eagle Mountain	Eagle Mountain	10/08/2021 01:52:25	1934123	2	Fort Worth	04B01 - A - Assault / Sexual Assault / Stun Gun - Assault - P2	00:13:28	FD/PD Cancelled MedStar	0
Eagle Mountain	Eagle Mountain	10/08/2021 05:28:00	1934244	2	Fort Worth	17B01 - Falls - P2	01:25:21		1
Eagle Mountain	Eagle Mountain	10/08/2021 12:05:27	1934670	1	Saginaw	06D01 - A - Breathing Problems - Asthma - P1	01:01:03		1
Eagle Mountain	Eagle Mountain	10/08/2021 14:09:02	1934822	2	Fort Worth	29B01 - V - Vehicle vs. vehicle - Multiple patients - P2	00:12:50		0
Eagle Mountain	Eagle Mountain	10/12/2021 16:20:41	1939925	2	Fort Worth	25B03 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	00:16:23	Documentation Only	0
Eagle Mountain	Eagle Mountain	10/15/2021 13:51:39	1943336	1	Fort Worth	31D04 - Unconscious / Fainting (Near) - P1	02:11:49		1



MedStar Mutual Aid Response Task Time Report

Criteria:

Period: 10/01/2021 thru 10/31/2021

		Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
		Eagle Mountain	Eagle Mountain	10/16/2021 11:48:20	1944511	1	Saginaw	06D04 - A - Breathing Problems - Asthma - P1	00:54:29		1
Johnson County	1										
		Johnson County	AMR JC 1	10/01/2021 17:26:31	1926498	2	Burleson	29B03 - V - Traffic Collision / Transportation Incident - Multiple patients - P2	-00:05:53		1
Life Care EMS	1										
		Life Care EMS	Life Care EMS (Willow Park)	10/27/2021 07:55:35	1957699	1	Fort Worth	29D05 - Traffic Collision / Transportation Incident - P1	00:52:04		1
Watauga	5										
		Watauga	Watauga	10/21/2021 08:22:33	1950127	1	Haltom City	10D05 - Sick Person (Specific Diagnosis) - P1	00:45:40		1
		Watauga	Watauga	10/01/2021 16:58:37	1926433	2	Haltom City	17B04 - Falls - P2	00:49:24		1
		Watauga	Watauga	10/05/2021 16:46:39	1931259	3	Fort Worth	26A10 - Sick Person (Specific Diagnosis) - P3	00:03:13	FD/PD Cancelled MedStar	0
		Watauga	Watauga	10/08/2021 15:49:40	1935000	1	Fort Worth	29D01 - b - Bus - Bus - P1	00:08:43		0
		Watauga	Watauga	10/09/2021 20:06:09	1936475	1	Fort Worth	06D02 - A - Breathing Problems - Asthma - P1	01:43:50		1



MedStar Response Time Reliability and AVG Response Time Performance

Period: Oct 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	10	10	00:08:32	1	90.0%	0	0.0%	10	1	90.0%
	2	4	4	00:08:56	0	100.0%	0	0.0%	20	1	95.0%
	3	5	4	00:14:07	2	60.0%	0	0.0%	5	2	60.0%
Total Blue Mound		19	18								
Burleson	1	140	122	00:08:54	44	68.6%	13	9.3%	140	44	68.6%
	2	199	186	00:08:48	36	81.9%	8	4.0%	199	36	81.9%
	3	114	105	00:10:24	15	86.8%	3	2.6%	114	15	86.8%
	4	140	139	00:31:09	10	92.9%	3	2.1%	140	10	92.9%
Total Burleson		593	552								
Edgecliff Village	1	6	6	00:09:35	3	50.0%	0	0.0%	6	3	50.0%
	2	10	10	00:08:36	1	90.0%	0	0.0%	80	15	81.3%
	3	6	2	00:11:15	1	83.3%	0	0.0%	6	1	83.3%
Total Edgecliff Village		22	18								
Forest Hill	1	53	52	00:09:26	15	71.7%	2	3.8%	117	29	75.2%
	2	74	61	00:09:06	11	85.1%	1	1.4%	74	11	85.1%
	3	34	31	00:12:57	5	85.3%	2	5.9%	74	15	79.7%
Total Forest Hill		161	144								
Fort Worth	1	2899	2776	00:08:46	587	79.8%	109	3.8%	2899	587	79.8%
	2	5182	4848	00:09:36	817	84.2%	157	3.0%	5182	817	84.2%
	3	3253	2921	00:10:51	425	86.9%	112	3.4%	3253	425	86.9%
	4	1503	1494	00:29:18	114	92.4%	62	4.1%	1503	114	92.4%
Total Fort Worth		12837	12039								
Haltom City	1	105	103	00:09:25	29	72.4%	3	2.9%	105	29	72.4%
	2	147	141	00:10:32	35	76.2%	4	2.7%	147	35	76.2%
	3	77	68	00:12:53	16	79.2%	3	3.9%	77	16	79.2%
	4	4	4	01:02:40	1	75.0%	0	0.0%	22	2	90.9%
Total Haltom City		333	316								
Haslet	1	11	11	00:09:04	3	72.7%	0	0.0%	26	10	61.5%
	2	18	17	00:11:42	8	55.6%	2	11.1%	57	22	61.4%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Oct 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	7	4	00:09:39	1	85.7%	0	0.0%	7	1	85.7%
Total Haslet		36	32								
Lake Worth	1	21	21	00:09:03	6	71.4%	2	9.5%	57	17	70.2%
	2	46	43	00:08:00	5	89.1%	1	2.2%	113	22	80.5%
	3	24	20	00:08:42	3	87.5%	0	0.0%	24	3	87.5%
Total Lake Worth		91	84								
Lakeside	1	4	4	00:09:24	1	75.0%	1	25.0%	4	1	75.0%
	2	5	3	00:10:27	1	80.0%	0	0.0%	5	1	80.0%
	3	3	3	00:22:00	1	66.7%	1	33.3%	3	1	66.7%
Total Lakeside		12	10								
River Oaks	1	20	20	00:07:44	3	85.0%	1	5.0%	71	14	80.3%
	2	35	35	00:09:30	5	85.7%	0	0.0%	71	14	80.3%
	3	20	18	00:12:24	5	75.0%	0	0.0%	45	16	64.4%
Total River Oaks		75	73								
Saginaw	1	51	47	00:11:29	24	52.9%	5	9.8%	103	49	52.4%
	2	60	53	00:10:59	13	78.3%	3	5.0%	60	13	78.3%
	3	58	52	00:15:46	21	63.8%	6	10.3%	111	39	64.9%
	4	1	1	00:29:22	0	100.0%	0	0.0%	1	0	100.0%
Total Saginaw		170	153								
Sansom Park	1	15	14	00:10:03	7	53.3%	1	6.7%	33	11	66.7%
	2	57	56	00:10:09	18	68.4%	4	7.0%	139	38	72.7%
	3	20	19	00:10:55	4	80.0%	1	5.0%	46	13	71.7%
	4	5	5	00:28:31	1	80.0%	0	0.0%	5	1	80.0%
Total Sansom Park		97	94								
Westworth Village	1	11	10	00:11:27	4	63.6%	2	18.2%	27	8	70.4%
	2	18	18	00:11:33	4	77.8%	2	11.1%	109	29	73.4%
	3	11	9	00:12:58	2	81.8%	1	9.1%	27	6	77.8%
	4	2	2	00:40:41	0	100.0%	0	0.0%	2	0	100.0%
Total Westworth Village		42	39								



MedStar Response Time Reliability and AVG Response Time Performance

Period: Oct 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 %
White Settlement	1	52	52	00:08:02	8	84.6%	2	3.8%	126	28	77.8%
	2	111	108	00:09:13	16	85.6%	5	4.5%	111	16	85.6%
	3	62	57	00:09:15	5	91.9%	1	1.6%	62	5	91.9%
	4	15	15	00:38:45	4	73.3%	4	26.7%	87	12	86.2%
Total White Settlement		240	232								
System Wide	1	3398	3248	00:08:51	735	78.4%	141	4.1%	3724	831	77.7%
	2	5966	5583	00:09:36	970	83.7%	187	3.1%	6367	1070	83.2%
	3	3694	3313	00:10:58	506	86.3%	130	3.5%	3854	558	85.5%
	4	1670	1660	00:29:38	130	92.2%	69	4.1%	1760	139	92.1%
Total System Wide		14728	13804								



MedStar Response Time Reliability and AVG Response Time Performance

Period: Through Nov 18, 2021

Member City	Pri	Current Month								100 Response Compliance Period		
		Calls	On Scene	Avg RT	Compliance Calculated Responses	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	3	3	00:10:42	3	1	66.7%	0	0.0%	13	2	84.6%
	2	5	5	00:08:39	5	0	100.0%	0	0.0%	25	1	96.0%
	3	2	2	00:09:23	2	0	100.0%	0	0.0%	7	2	71.4%
Total Blue Mound		10	10									
Burleson	1	64	56	00:06:58	64	5	92.2%	1	1.6%	64	5	92.2%
	2	114	108	00:07:30	114	9	92.1%	2	1.8%	114	9	92.1%
	3	62	58	00:08:47	62	5	91.9%	1	1.6%	62	5	91.9%
	4	63	63	00:30:51	63	2	96.8%	1	1.6%	63	2	96.8%
Total Burleson		303	285									
Edgecliff Village	1	7	7	00:07:44	7	1	85.7%	0	0.0%	13	4	69.2%
	2	6	6	00:07:45	6	0	100.0%	0	0.0%	86	15	82.6%
	3	2	2	00:10:16	2	0	100.0%	0	0.0%	8	1	87.5%
Total Edgecliff Village		15	15									
Forest Hill	1	20	19	00:08:15	20	3	85.0%	0	0.0%	20	3	85.0%
	2	42	38	00:09:03	42	4	90.5%	0	0.0%	116	15	87.1%
	3	26	26	00:10:29	26	0	100.0%	0	0.0%	100	15	85.0%
Total Forest Hill		88	83									
Fort Worth	1	1624	1576	00:08:38	1624	289	82.2%	57	3.5%	1624	289	82.2%
	2	2878	2722	00:09:17	2878	404	86.0%	76	2.6%	2878	404	86.0%
	3	1902	1717	00:10:45	1902	213	88.8%	54	2.8%	1902	213	88.8%
	4	913	903	00:25:28	913	45	95.1%	26	2.8%	913	45	95.1%
Total Fort Worth		7317	6918									
Haltom City	1	51	50	00:09:26	51	18	64.7%	3	5.9%	51	18	64.7%
	2	80	73	00:09:37	80	11	86.3%	1	1.3%	80	11	86.3%
	3	37	30	00:13:14	37	8	78.4%	1	2.7%	114	24	78.9%
Total Haltom City		168	153									
Haslet	1	9	9	00:09:12	9	3	66.7%	2	22.2%	35	13	62.9%
	2	15	15	00:09:19	15	4	73.3%	0	0.0%	72	26	63.9%
	3	3	3	00:05:27	3	0	100.0%	0	0.0%	10	1	90.0%
Total Haslet		27	27									



MedStar Response Time Reliability and AVG Response Time Performance

Period: Through Nov 18, 2021

Lake Worth	1	11	11	00:10:01	11	4	63.6%	3	27.3%	68	21	69.1%
	2	32	30	00:08:47	32	6	81.3%	0	0.0%	32	6	81.3%
	3	14	12	00:08:22	14	2	85.7%	0	0.0%	38	5	86.8%
	4	2	2	00:17:44	2	0	100.0%	0	0.0%	2	0	100.0%
Total Lake Worth		59	55									
Lakeside	1	3	2	00:10:54	3	1	66.7%	1	33.3%	7	2	71.4%
	2	2	1	00:11:20	2	0	100.0%	0	0.0%	7	1	85.7%
Total Lakeside		5	3									
River Oaks	1	10	8	00:08:33	10	2	80.0%	0	0.0%	81	16	80.2%
	2	10	10	00:10:53	10	2	80.0%	1	10.0%	81	16	80.2%
	3	11	11	00:11:47	11	1	90.9%	0	0.0%	56	17	69.6%
Total River Oaks		31	29									
Saginaw	1	23	23	00:09:28	23	7	69.6%	1	4.3%	23	7	69.6%
	2	32	30	00:11:34	32	7	78.1%	2	6.3%	92	20	78.3%
	3	29	26	00:13:34	29	10	65.5%	1	3.4%	29	10	65.5%
Total Saginaw		84	79									
Sansom Park	1	19	19	00:09:40	19	6	68.4%	2	10.5%	52	17	67.3%
	2	27	24	00:07:44	27	3	88.9%	0	0.0%	27	3	88.9%
	3	12	11	00:07:34	12	0	100.0%	0	0.0%	58	13	77.6%
	4	1	1	00:43:00	1	0	100.0%	0	0.0%	6	1	83.3%
Total Sansom Park		59	55									
Westworth Village	1	6	6	00:09:20	6	3	50.0%	0	0.0%	33	11	66.7%
	2	16	15	00:10:43	16	2	87.5%	1	6.3%	16	2	87.5%
	3	6	6	00:13:09	6	1	83.3%	0	0.0%	33	7	78.8%
	4	1	1	00:29:18	1	0	100.0%	0	0.0%	3	0	100.0%
Total Westworth Village		29	28									
White Settlement	1	33	32	00:07:40	33	2	93.9%	0	0.0%	33	2	93.9%
	2	56	56	00:09:48	56	13	76.8%	1	1.8%	56	13	76.8%
	3	30	29	00:09:06	30	3	90.0%	0	0.0%	92	8	91.3%
	4	6	6	00:22:42	6	0	100.0%	0	0.0%	93	12	87.1%
Total White Settlement		125	123									
System Wide	1	1883	1821	00:08:37	1883	345	81.7%	70	3.7%	2117	410	80.6%
	2	3315	3133	00:09:15	3315	465	86.0%	84	2.5%	3682	542	85.3%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Through Nov 18, 2021

System wide	3	2136	1933	00:10:43	2136	243	88.6%	57	2.7%	2512	322	87.2%
	4	986	976	00:25:52	986	47	95.2%	27	2.7%	1103	62	94.4%
Total System Wide		8320	7863									

Transformation Report

November 2021

Alternate Payment Models

- ET3 Model
 - Enrollments up post mandatory CE – Thank you Desi Partain!
 - Updated outcomes attached.
- Work continues with Molina Healthcare on an MIH and ET3 payment model
 - Molina acquiring CIGNA HealthSpring in January '21
- Negotiated final terms with Cigna Commercial on ET3 payment model for their commercial population
 - Pending legal review
- Agreement execution pending with Landmark Health on a new project for Southwestern Health Resources.
- Resource Recovery Council Post Opioid OD follow-up project agreement executed
 - RRC substance abuse specialist and MedStar personnel
 - DOJ/DEA funded grant

Ambulance Supplemental Payment Program (ASPP)

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

Legislative Issues

- Federal:
 - Working with other national associations on EMS Workforce issues
- State:
 - Working with the Texas EMS Alliance on EMS Workforce issues
 - Legislature approved \$21.7 million for EMS workforce enhancement

COVID Vaccines & Monoclonal Antibody Infusions

- Conducting regularly scheduled public vax clinics at MedStar
 - Over 8,800 vaccines administered since December 2020
 - Weekly public clinics weekly at MedStar
 - Employer sponsored clinics continue
- mAb infusion requests trending down.
 - Over 110 mAb infusions administered
 - Outsourced billing process invoicing the mAb infusions.

Tiered System Response Pilot

- Request for response time definition revision that includes BLS units sent to the FRAB.
 - Current definition only references ALS transport unit.
- Developed goal analysis for final pilot evaluation.

Toy Drive/Donations

- Sponsoring 2 families for One Safe Place
- Received donation of 120 plush stuffed animals to place in ambulances
 - More being delivered in coming weeks
 - Will donate many to One Safe Place

Upcoming Presentations:

Event (location)	Date	Attendees
Texas EMS Conference (Austin)	November 2021	~1,000
Zoll Dispatch Summit (Virtual)	November 2021	~500
National EMS Financial Summit (Virtual)	November 2021	~100
North Carolina EMS Expo (Charlotte)	May 2022	~750

Media Summary

Local –

- Mom/Dispatcher Reunion after successful telephone CPR
 - CBS 11, NBC 5, FOX 4, ABC 8, KRLD, WBAP, Star-Telegram, Spectrum News1
-
- MedStar Trick or Treat Event
 - CBS 11, NBC 5, FOX 4
- COVID-19 Pediatric Vax Clinics
 - NBC 5, AP, Spectrum News1

ET3 Model Outcome Summary & Examples:

ET3 Program Summary		
April 5, 2021 through: 11/7/2021		
Overall Emergency Response Volume		
Documented Medicare Patient Contacts	15,885	
≥ 65	11,507	72.4%
< 65	4,378	27.6%
Transported	13,687	86.2%
AMA (incl. Refused All Care & Refusal w/o Capacity)	1,442	9.1%
ET3 Telehealth Intervention - IES	227	1.4%
ET3 Telehealth Intervention - MHMR	2	
Outcomes		
Transported	40	17.6%
Hospital ED	38	
Other	2	
TIP	140	61.7%
Dispatch Health Referral	48	

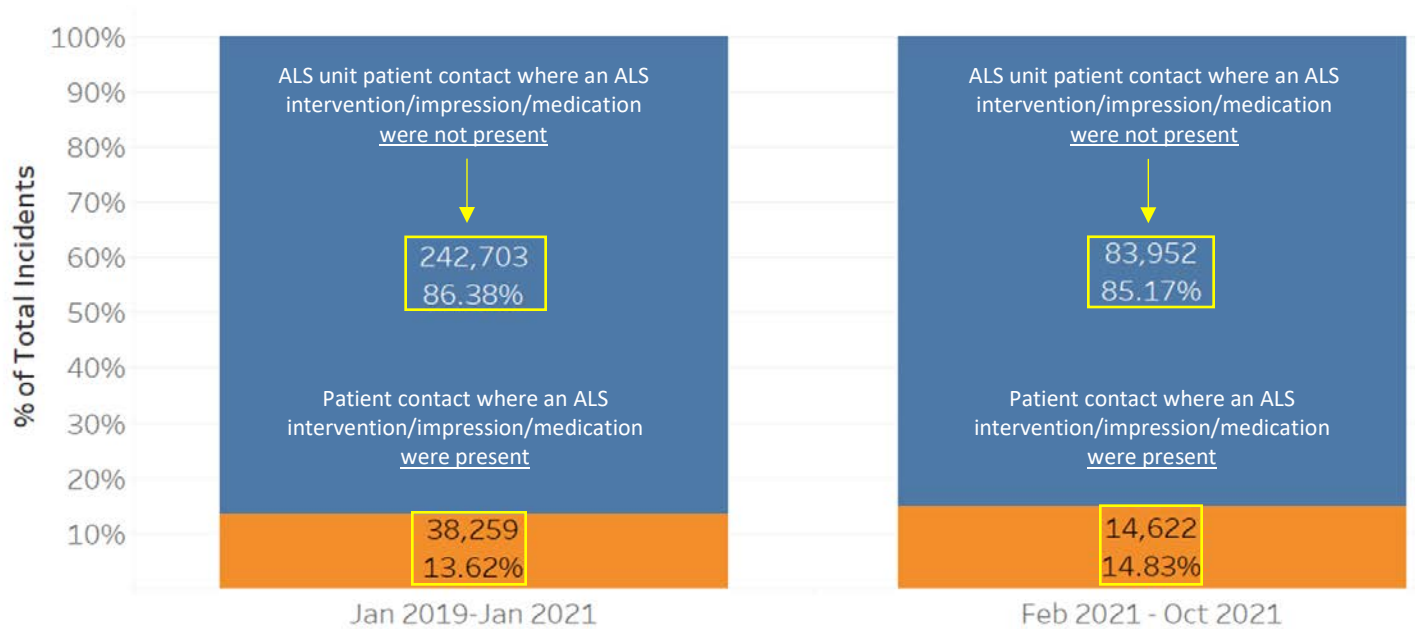
ET3 Use Post-CE Analysis			
As of 11/7/21			
	Pre-October 15, 2021	Since October 15, 2021	% Change
Days	191	22	
ET3 Telehealth Offers	2043	344	
Number per day	10.7	15.6	46.2%
ET3 Telehealth Offers Accepted	220	50	
% Accepted	10.8%	14.5%	35.0%
Patient Refused Telehealth	1823	143	
Number per day	9.5	6.5	-31.9%
% Declined	89.2%	41.6%	-53.4%

Tiered Deployment Pilot Evaluation Summary/Outcomes

Goal – Enhance Paramedic ALS Skill Utilization

- Measure
 - % of calls assigned to an ALS unit that result in an ALS intervention
 - Cohort 1: % of ALS unit patient contacts that resulted in an ALS intervention Post-implementation
 - Control group: % of ALS unit patient contacts that resulted in an ALS intervention Pre-implementation

Goal 1 - Enhance Paramedic ALS Skill Utilization



Goal - Increase staffed ambulance unit hours available for 9-1-1 response

- Measure
 - Number of staffed ambulance Unit Hours (UH) available for 9-1-1 response
 - Cohort 1: Number of staffed 9-1-1 ambulance UHs post-implementation
 - Control Group: Number of staffed 9-1-1 ambulance UHs pre-implementation

Unit Hours Produced:

May '20 - Jan '21 (9 months (276 days)) 194,724, average per day = 705.5
 Feb - Oct '21 (9 months (269 days)) 204,041, average per day = 747.4 (5.9% increase)
 Aug - Oct '21 (3 months (92 days)) 70,128, average per day = 762.3 (8.0% increase)

Goal - Reduce or maintain overall ambulance response times

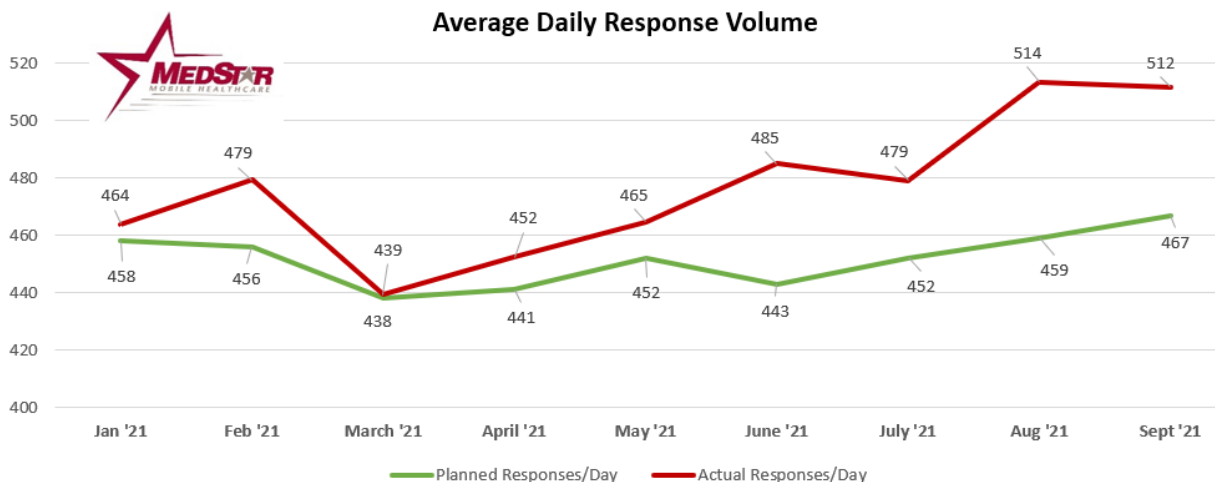
- Measure
 - Cohort 1: System-Wide average and fractile response times for P1, P2 and P3 calls post-implementation
 - Control Group: System-Wide average and fractile response times for P1, P2 and P3 calls pre-implementation

Response Times

	P1		P2		P3	
	Avg	%	Avg	85%	Avg	85%
Apr '20	8:33	83.8%	9:22	88.9%	10:55	92.2%
May '20	8:59	80.1%	9:50	85.4%	11:24	89.0%
Jun '20	9:10	78.1%	10:02	83.7%	11:40	87.0%
Jul '20	9:17	76.8%	10:29	80.1%	12:33	82.3%
Aug '20	9:05	78.0%	10:03	83.2%	11:51	85.6%
Sep '20	8:39	83.0%	9:30	86.9%	11:21	88.5%
Oct '20	9:11	77.0%	10:17	81.7%	12:15	83.6%
Nov '20	9:09	76.9%	9:57	83.5%	12:12	84.0%
Dec '20	9:31	73.1%	10:42	77.1%	13:20	77.6%
Jan '21	9:27	73.4%	10:42	77.8%	13:05	79.8%
Overall	9:06	78.0%	10:05	82.8%	12:03	85.0%
Feb '21	11:38	77.9%	13:05	83.6%	16:17	84.1%
Mar '21	9:23	75.5%	10:17	81.6%	12:18	83.4%
Apr '21	9:27	75.2%	10:20	80.9%	12:37	81.6%
May '21	9:06	77.4%	9:53	82.7%	11:44	84.7%
Jun '21	8:52	78.0%	9:50	82.4%	12:06	82.6%
Jul '21	8:11	83.2%	9:11	86.7%	11:19	86.3%
Aug '21	9:19	74.0%	10:05	79.7%	12:49	79.0%
Sep '21						
Oct '21						
Overall	9:03	77.3%	9:56	82.5%	12:08	83.1%
Change	0:03	-0.71%	0:09	-0.32%	0:05	-1.86%

Notes:

- February 2021 not included in the analysis due to Winter Storm Uri response volume and weather conditions anomaly.
- August '21 response volume at record level w/average of 514 responses/day vs. 459 planned.



Goal - Reduce overall unit hour expense

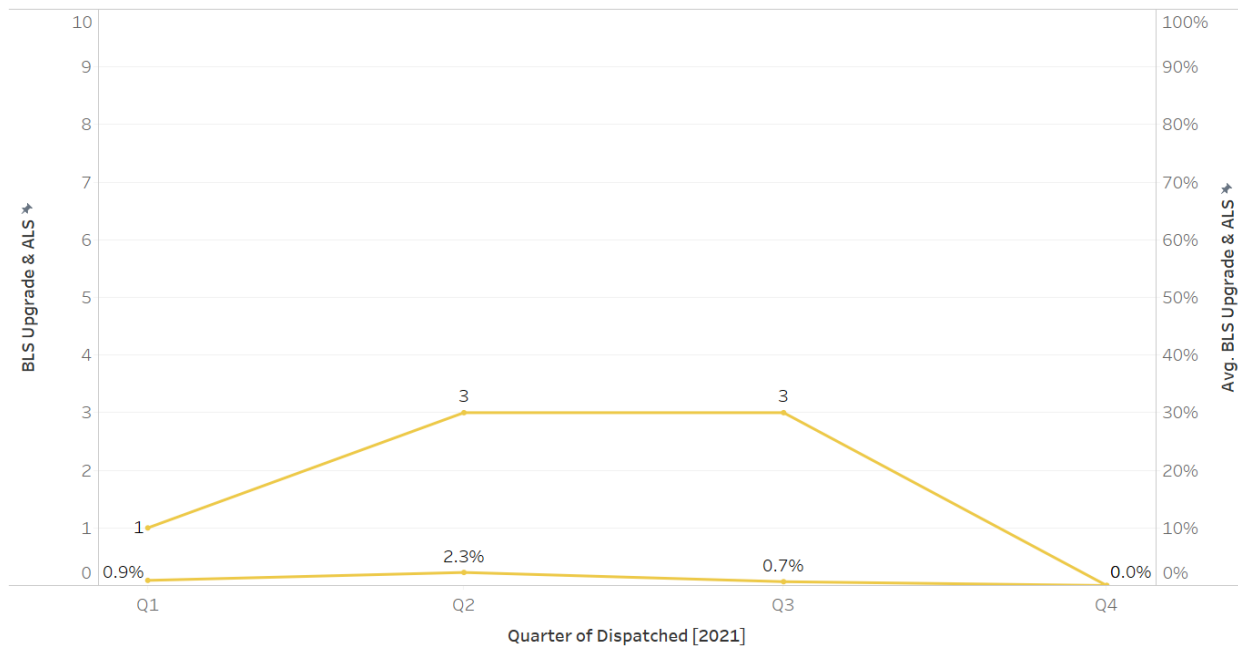
- Measure
 - Cohort 1: Average operational cost per unit hour post-implementation (*field ops, comm, fleet, logistics costs*)
 - Control Group: Average operational cost per unit hour pre-implementation (*field ops, comms, fleet, logistics costs*)

	Avg. Hrly	Regular Hour Equivalents	Annual Salary	Annual Hours	Weighted	ALS UH Cost	BLS UH Cost	Savings Per UH	Staffed BLS UH Feb - Oct 2021	Total UH Savings
Advanced	\$ 25.99	2,288	\$ 59,465.12	2,184	\$ 27.23	\$ 46.13	\$ 37.80	\$ 8.33	9,215.56	\$ 76,752.45
Basic	\$ 18.04	2,288	\$ 41,275.52	2,184	\$ 18.90					

Goal – Dispatched response level accuracy

- Measure
 - # and % of 9-1-1 calls dispatched to a BLS ambulance that resulted in an ALS unit response request AND resulted in an ALS intervention
 - # and % of calls in which an ALS first responder was required to ride-in with the patient due to a BLS unit on scene and an ALS first responder-initiated ALS care

BLS Upgrade & ALS Performed



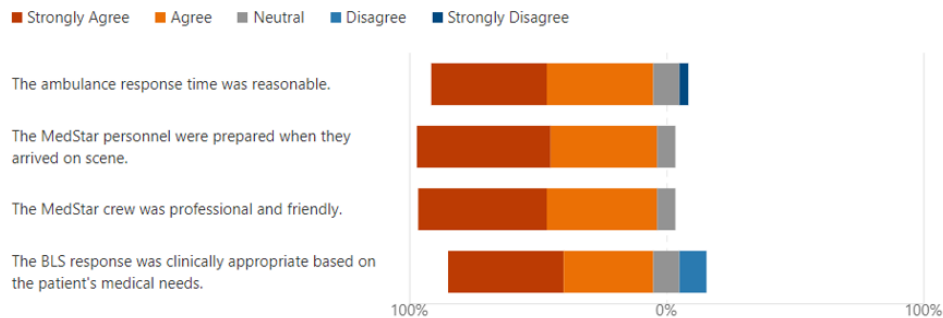
Goal – Provider Experience

The Tiered System Response Task force will develop a brief experiential survey that will be provided to the lead EMS official in each member jurisdiction, along with a report detailing the date, time and address for every call receiving a BLS response and transport. The EMS Lead will determine which of the agency's personnel were assigned to the BLS call for feedback.

Co-Response Agency Surveys (29 responses)

4. Experience with MedStar's Response

[More Details](#)

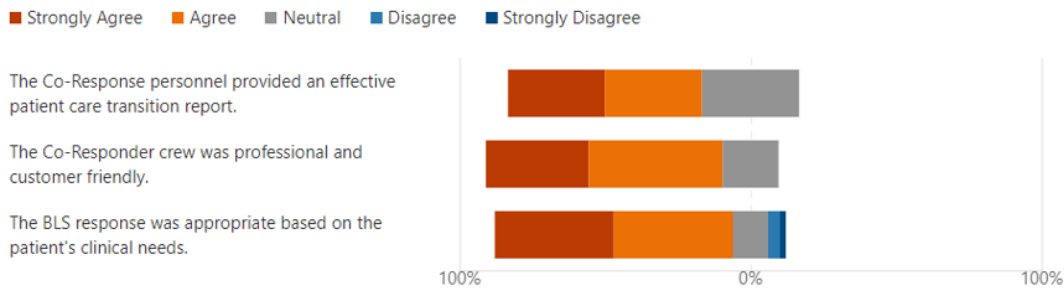


Co-Responder Comments Submitted:

- Medstar's crew was great as always. Carrington Steward's crew is always awesome to work with!
- Worked well for an MVA with no injuries.
- "The crew did a great job. Thank you for all that you do.
- Sgt. A. Sheehan, EMT-P, Westover Hills Police Department"
- Everything went well.
- ALS ambulance was requested due to the high velocity head on impact and due to the patient's condition. This ALS unit was requested by the MedStar EMT on scene.
 - **NOTE: Does not appear any ALS was administered to either of the two patients during this response. 2nd ambulance was requested. Sent to OMD and Comms Center Manager for QA review**
- This was a welfare check called in by the residents Doctor's office. The resident was not home and no care administered.
- Good crew!
- We had 2 ambulances respond and arrive on scene at the same time from 2 different directions.
 - BLS unit did not have same dispatch call note info as Q472 and the ALS unit.
 - It was a child seizure.
 - Obviously the child patient went with the ALS Medstar unit to hospital.
 - Q472 crew was confused on why 2 ambulances responded, other than that issue they were quick response and no complaints.
- On this call we got both an ALS unit and a BLS unit.
 - They arrived simultaneously, but this was an ALS call so the ALS unit cared for and transported the patient.
- The response time was longer than normal.
 - The injuries to the Pt. were minimal and suitable for the crew arriving.
 - FRO's will probably need to give dispatch better updates while on-scene to assist in determining if the BLS response is appropriate.
- No ALS needed on this call. Crew was very friendly and cooperative.

4. Experience with the Co-Response agency personnel

[More Details](#)



MedStar Survey Response Comments:

- This call was exactly what the BLS units need to be responding to so that ALS trucks aren't tied up on calls like this.
- Good job by all parties.
- P3 psych, no FD, no staging, PD arrived and stayed till we transported.
- Patient was transported safely without other interventions for the care he needed.
- Call was check on the welfare and the patient was not home. All units cleared. No patient contact.
- I love the idea of 911 BLS. I think it's a great way to help out our community get the appropriate health care by keeping the ALS units available for calls that require more ALS interventions. I think an EMT-B at Medstar has had the appropriate training by our amazing OMD team to handle BLS calls. I also think it's a great way to help with staffing.
- FD was on scene flushing eyes, patient symptoms resolved enough that mother refused any further care from EMS, we took the refusal as transport unit. Resupplied FD to be available. Worked and communicated well!
- FRO OS provide vitals and info to help expedite clearing.
- Went very well fire assisted with movement of patient and transported in a timely manner. ALS was put on the ticket but canceled on scene due to patient being stable.
- No one complained of any pain, it was 100% BLS. Love the idea of 911 BLS.
- I believe it will be a good system, less busy when there are more trucks at once.
- I think the BLS response was appropriate.
- Great working with BFD, no ALS interventions required, Paramedic on scene.
- Medstar was first on scene, gathered scene size up and responded to dispatch with 3 green PTs and no additional resources needed. Fort Worth Fire assisted with blocking traffic and obtaining 1 RAS while Medstar obtained 2 AMAs.
- 1 AMA and 1 RAS we arrived 1st and assessed patient priority. Fire did come and ask if we needed help.
- We were able to treat pt and complete documentation prior to departure but although the call did not require the need for ALS intervention it would have been preferable for stronger pain management options due to the pt being noticeably in severe pain
- It was a 3rd party call regarding an unknown/possible person inside of a bedsheet near the train tracks. Nothing was found by either M558 or E04, neither crews made personal contact, and cleared by dispatch, False Call.
- Highway MVC with three 'green' patients. Call ran smoothly with FWFD and FWPD assist, M559 transported two patients with minor injuries, no ALS intercept was needed. BLS response seemed appropriate.
- This was very appropriate for a BLS response.
- This pt was initially hypertensive in the 210s with a head injury. We considered ALS, then canceled it and transported when the BP came down.
- The chief complaint from what I remember was nausea, vomiting, & dizziness. Due to that and the age of the patient I don't believe that the BLS unit should have been placed on the call at all. The PT ended up getting IV fluids, IV meds, & a 12 lead was done.

BLS Response Report Summary - BLS Eligible Determinants				
				Through: 10/31/2021
<i>*BLS Response Determinants w/BLS Unit Response</i>				
Determinant	Responses	Patients Assessed	Transports	Transport Ratio
01A03 - Abdominal Pain / Problems - P3	10	8	7	70.0%
04B01 - A - Assault - Assault - P2	69	60	33	47.8%
04B03 - A - Assault / Sexual Assault / Stun Gun - Assault - P2	10	9	7	70.0%
04D05 - A - Assault - Assault - P1	14	12	6	42.9%
05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	6	6	6	100.0%
16A01 - Eye Problems / Injuries - P3	4	4	3	75.0%
20B02 - H - Heat / Cold Exposure - Heat exposure - P2	24	11	5	20.8%
20O01 - H - Heat exposure - Heat exposure - P3	4	2	1	25.0%
23B01 - Overdose/Poisoning/Ingestion	1	1	1	100.0%
24B02 - Pregnancy/Childbirth/Miscarriage	0	0	0	
24C03 - Pregnancy/Childbirth/Miscarriage	2	2	2	100.0%
24D03 - Pregnancy/Childbirth/Miscarriage	3	3	3	100.0%
25A02 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	20	18	13	65.0%
25B03 - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	50	40	37	74.0%
25O01 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	36	33	27	75.0%
25O02 - Psychiatric / Abnormal Behavior / Suicide Attempt - P3	28	25	23	82.1%
26A06 - Sick Person (Specific Diagnosis) - P3	14	12	10	71.4%
26A10 - Sick Person (Specific Diagnosis) - P3	68	54	43	63.2%
26C02 - C - Sick Person (Specific Diagnosis) - Suspected coronavirus illness - P2	23	20	12	52.2%
26O28 - Sick Person (Specific Diagnosis) - P3	13	12	12	92.3%
29A02 - V - Traffic Collision / Transportation Incident - Multiple patients - P3	60	21	13	21.7%
29B01 - V - Vehicle vs. vehicle - Multiple patients - P2	271	141	88	32.5%
29B02 - V - Vehicle vs. vehicle - Multiple patients - P2	4	1	1	25.0%
29B03 - V - Vehicle vs. vehicle - Multiple patients - P2	56	18	9	16.1%
29B05 - Traffic Collision / Transportation Incident - P2	322	116	82	25.5%
32B03 - Unknown Problem (Person Down) - P2	109	37	16	14.7%
Total	1221	666	460	37.7%

BLS Unit Responses By Member Jurisdiction		
<i>CAD Data - BLS Unit Responded</i>		
		As of: 10/31/2021
Member City	BLS Unit Responses	BLS Unit to BLS EMD
Blue Mound	3	1
Burleson	29	9
Edgecliff Village	2	0
Forest Hill	16	4
Fort Worth	1822	637
Haltom City	28	5
Haslet	1	1
Lake Worth	8	3
River Oaks	1	0
Saginaw	3	0
Westworth Village	1	0
White Settlement	8	1
Other	42	29
Blank	4	26
Total	1965	715

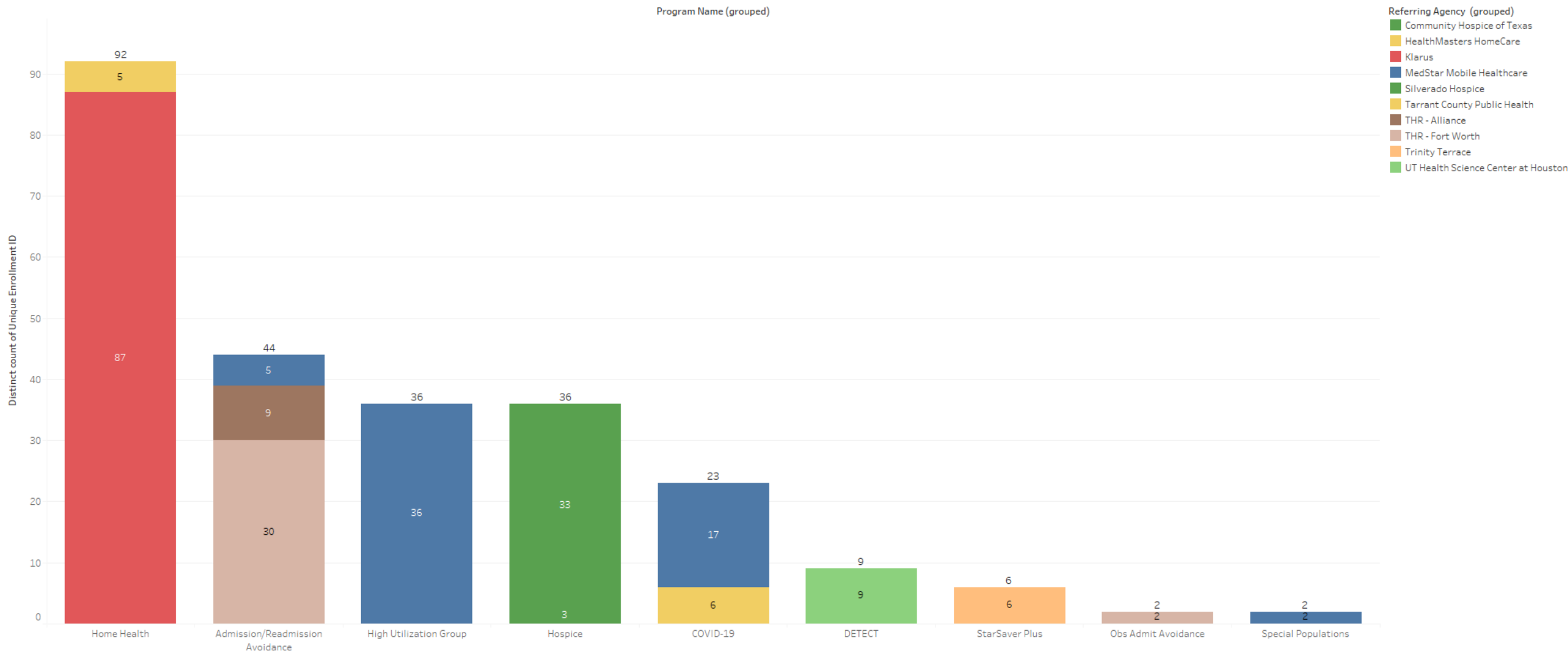
MedStarSaver Enrollment Report

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%	53	520	-41.1%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%	31	637	17.3%	48	568	54.8%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%	35	672	20.9%	14	582	-60.0%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%	48	720	23.9%		582	-100.0%
Total New Member Households	450		458			419			581			720			582		
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%	215	2868	-53.0%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%	110	3158	-5.6%	392	3260	256.4%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%	66	3224	-5.7%	37	3297	-43.9%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%	627	3851	5.3%		3297	-100.0%
Total Renewing Households	4854		4727			4520			3657			3851			3297		
Total Member Households	5304		5185			4939			4238			4571			3879		

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	228 are TT Households StarPlus Fall Program

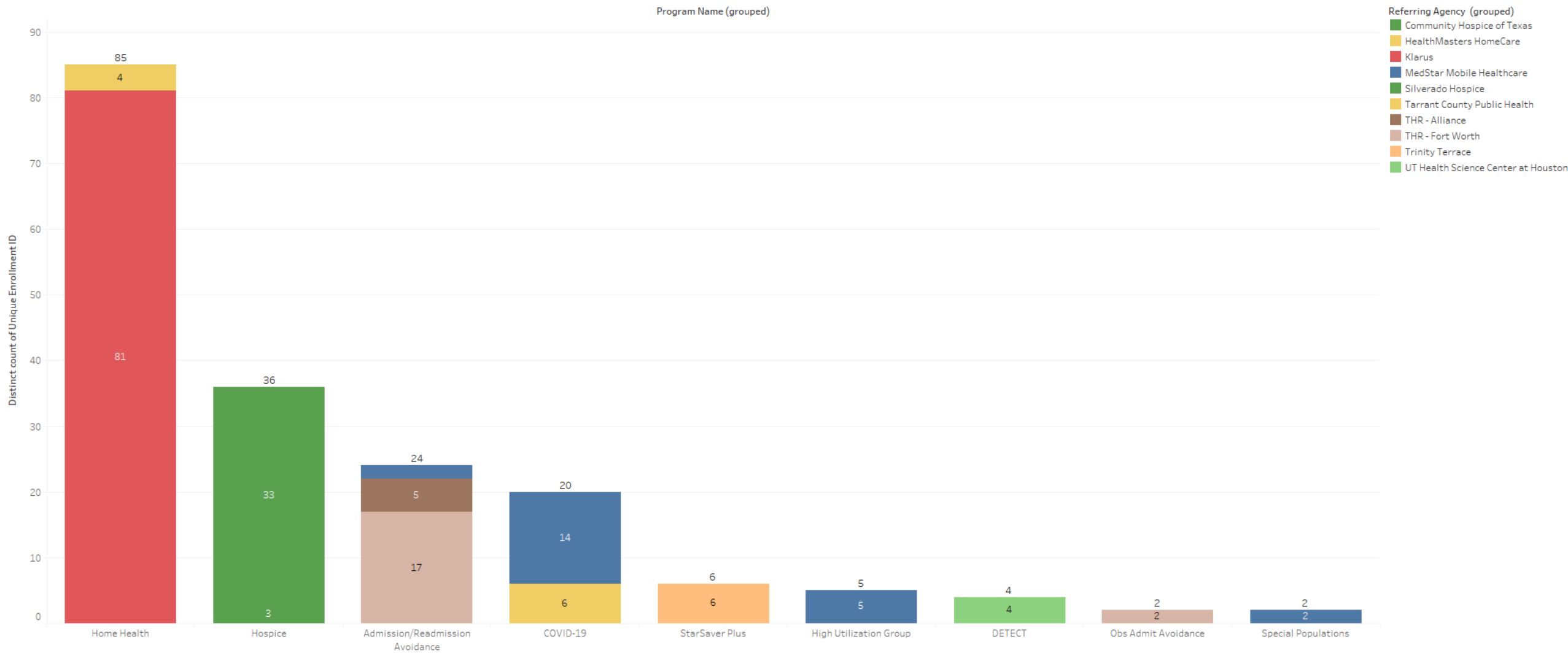
Mobile Integrated Health Referrals – October 2021

Referral Count



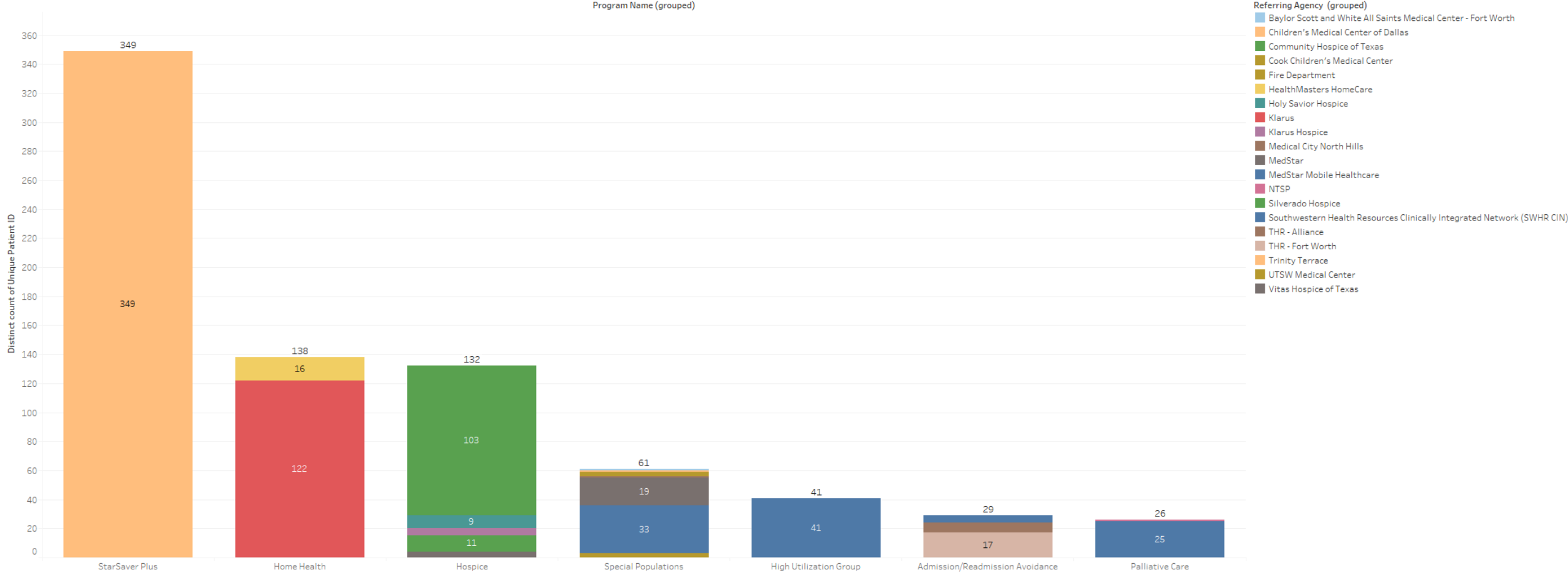
Mobile Integrated Health Enrollments – October 2021

Enrollment Count

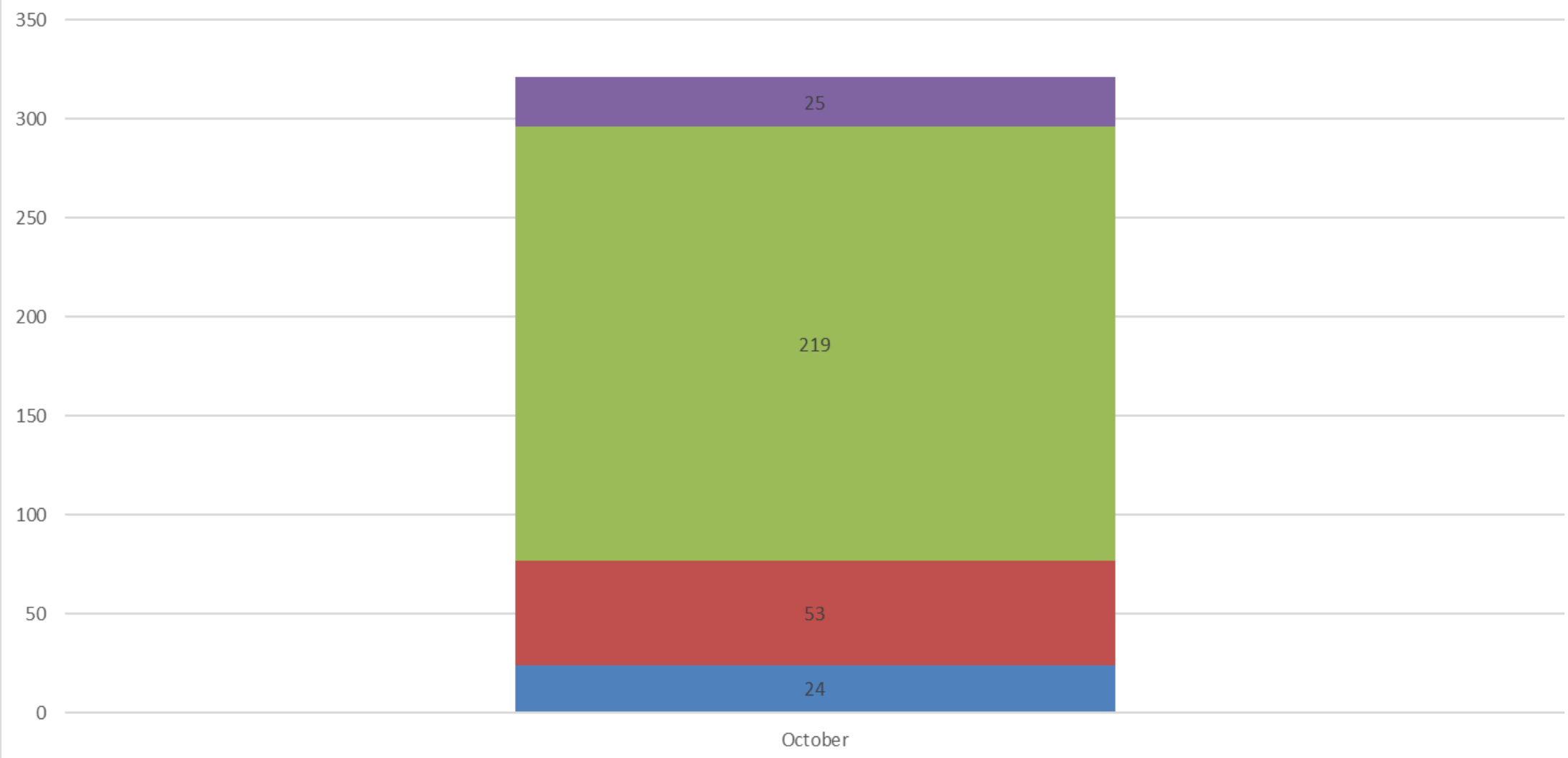


Mobile Integrated Health – Enrolled Clients

Currently Enrolled



MIH Encounters - October 2021

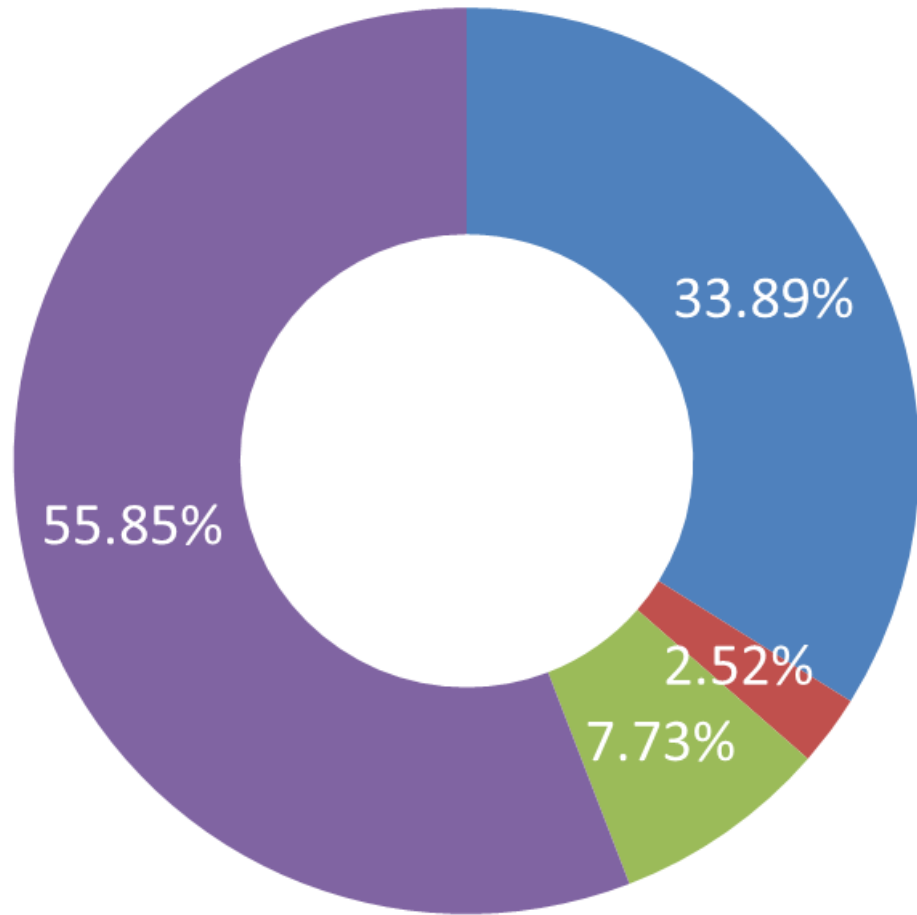


Encounter Type2

Encounter Type

- 911 Response
- Scheduled Home Visit
- Phone Visit
- Unscheduled Home Visit

Mobile Integrated Health Determinants of Health Identified & Addressed



Domain

- Health Services
- Physical Determinants
- Social Determinants
- Health Literacy