



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

MEMORANDUM

DATE: December 20, 2019
TO: MAEMSA Board of Directors
FROM: Douglas R. Hooten, CEO
SUBJECT: Board of Directors ePacket for December 2019

Enclosed are the board reports for December 2019. If you have any questions, please feel free to contact me at (817) 632-0509 or dhooten@medstar911.org.

Our Mission:

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

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – November 30, 2019**

The following summarizes significant items in the November 30, 2019 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of November, 2019 is a gain of \$266,442 as compared to a budgeted gain of \$41,548 for a positive variance of \$224,784. EBITDA for the month of November, 2019 is a gain of \$590,433 compared to a budgeted gain of \$357,717.62 for positive variance of \$232,716.

- Transports for the month of November were over budget by 7.5%. This equates to a positive variance in transport revenue of \$1,114,292.
- The positive variance to budget was driven primarily by transport revenue, lower than expected Employee Benefit expense and fuel costs.
- With the start of the new year, Insurance Claims paid is very low and the budget number was based on a 12-month average, therefore; the overall claims paid will catch up by year end.

Year to Date: EBITDA is a gain of \$609,923 as compared to a budgeted loss of (\$307,926) for a positive variance to budget of \$917,850.

- Transports for the year are up by 5%. After accounting for Contractual Allowances and Provision for Uncollectable, this equates to a positive to budget variance for Net Revenue of \$89,871.91.
- The positive variance to budget for EBITDA was driven primarily by transport revenue, lower than expected Salaries and Employee Benefit expense, Fuel Costs and Professional Fees.
- We will continue to monitor the timing of our Insurance Claims as we progress through the year. It is expected to see these expenses to increase throughout the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$12.48 in current assets (Cash, receivables) for every dollar in current debt. (Goal: a score of \$1.00 would mean sufficient current assets to pay debts.)
- Cash as % of Annual Expenditures – The Restated Interlocal Cooperative Agreement, Sec 5.5.2, mandates 3 months of operating capital. As of November 30, there is 4.3 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar's effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar's goal is a ratio greater than 3.0 times; current turnover is 4.4 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 November, the return is 4.08%.

MAEMSA/EPAB cash reserve balance as of November 30, 2019 is \$493,592.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending November 30, 2019



	Current Year	Last Year
Assets		
Cash - Unrestricted	\$4,397,001.94	\$6,588,087.51
Cash - Restricted	\$15,124,084.74	\$14,487,042.00
Accounts Receivable	\$11,345,981.47	\$9,184,493.85
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$1,313,994.81	\$1,268,101.80
Property Plant & Equ	\$54,318,730.29	\$48,503,057.43
Accumulated Deprecia	(\$21,705,657.75)	(\$17,594,238.70)
Total Assets	\$65,079,292.16	\$62,736,443.28
Liabilities		
Accounts Payable	(\$1,249,049.50)	(\$320,231.46)
Other Current Liabil	(\$1,030,738.05)	(\$853,498.87)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$9,326.61)	(\$7,926.24)
Long Term Debt	(\$4,205,380.80)	(\$4,450,000.00)
Other Long Term Liab	(\$3,647,999.10)	(\$162,483.53)
Total Liabilities	(\$10,150,275.37)	(\$5,801,921.41)
Equities		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	\$702,796.84	\$163,963.17
Total Equities	(\$54,929,016.79)	(\$56,934,521.87)
Total Liabilities and Equities	(\$65,079,292.16)	(\$62,736,443.28)



**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures**

[Actual compared with Budget]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenue						
Transport Fees	\$14,860,588.03	\$13,746,296.00	\$1,114,292.03	\$29,970,215.52	\$28,304,123.00	\$1,666,092.52
Contractual Allow	(\$6,206,293.98)	(\$3,738,457.00)	(\$2,467,836.98)	(\$12,790,553.43)	(\$7,697,086.00)	(\$5,093,467.43)
Provision for Uncoll	(\$4,651,847.67)	(\$6,102,148.00)	\$1,450,300.33	(\$9,079,504.33)	(\$12,566,748.00)	\$3,487,243.67
Education Income	\$1,829.29	\$0.00	\$1,829.29	\$9,669.29	\$9,400.00	\$269.29
MIH Program Income	\$44,753.73	\$55,241.56	(\$10,487.83)	\$82,969.75	\$110,482.12	(\$27,512.37)
Standby/Subscription	\$85,376.76	\$76,520.58	\$8,856.18	\$191,357.52	\$150,520.16	\$40,837.36
Pop Health PMPM	(\$1.00)	\$0.00	(\$1.00)	(\$1.00)	\$0.00	(\$1.00)
interest on Investme	\$12,309.75	\$0.00	\$12,309.75	\$13,325.87	\$0.00	\$13,325.87
Gain(Loss) on Dispos	\$3,084.00	\$0.00	\$3,084.00	\$3,084.00	\$0.00	\$3,084.00
Total Revenue	\$4,149,798.91	\$4,037,453.14	\$112,345.77	\$8,400,563.19	\$8,310,691.28	\$89,871.91
Expenditures						
Salaries	\$2,353,897.91	\$2,307,680.67	\$46,217.24	\$5,562,552.71	\$5,663,779.34	(\$101,226.63)
Benefits and Taxes	\$301,181.73	\$456,272.00	(\$155,090.27)	\$552,921.06	\$1,017,940.00	(\$465,018.94)
Interest	\$19,082.18	\$14,000.00	\$5,082.18	\$36,290.56	\$27,000.00	\$9,290.56
Fuel	\$88,439.73	\$108,944.00	(\$20,504.27)	\$185,071.80	\$225,593.00	(\$40,521.20)
Medical Supp/Oxygen	\$174,216.27	\$166,510.00	\$7,706.27	\$360,405.29	\$342,524.00	\$17,881.29
Other Veh & Eq	\$30,461.73	\$39,068.88	(\$8,607.15)	\$77,011.19	\$78,137.76	(\$1,126.57)
Rent and Utilities	\$38,331.96	\$57,100.00	(\$18,768.04)	\$97,466.31	\$109,442.00	(\$11,975.69)
Facility & Eq Mtc	\$57,224.54	\$62,403.67	(\$5,179.13)	\$128,165.40	\$125,002.33	\$3,163.07
Postage & Shipping	\$1,629.38	\$3,403.00	(\$1,773.62)	\$6,932.29	\$6,806.00	\$126.29
Station	\$34,060.69	\$29,453.83	\$4,606.86	\$63,024.23	\$55,208.66	\$7,815.57
Comp Maintenance	\$122,753.33	\$133,828.00	(\$11,074.67)	\$223,727.52	\$267,656.00	(\$43,928.48)
Insurance	\$34,931.99	\$33,807.47	\$1,124.52	\$76,240.47	\$67,614.94	\$8,625.53
Advertising & PR	(\$3,460.63)	\$7,608.00	(\$11,068.63)	\$3,503.37	\$8,216.00	(\$4,712.63)
Printing	\$2,556.60	\$3,906.00	(\$1,349.40)	\$8,812.67	\$7,812.00	\$1,000.67



**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures**

[Actual compared with Budget]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Travel & Entertain	\$6,533.04	\$2,940.00	\$3,593.04	\$15,539.59	\$12,860.00	\$2,679.59
Dues & Subs	\$3,473.94	\$7,016.00	(\$3,542.06)	\$26,801.97	\$24,849.00	\$1,952.97
Continuing Educ Ex	\$740.68	\$14,348.00	(\$13,607.32)	\$2,740.16	\$37,625.00	(\$34,884.84)
Professional Fees	\$282,663.75	\$243,883.00	\$38,780.75	\$374,995.10	\$564,426.00	(\$189,430.90)
Education Expenses	\$9,767.70	\$0.00	\$9,767.70	\$23,018.80	\$0.00	\$23,018.80
Miscellaneous	\$878.53	\$1,563.00	(\$684.47)	\$1,709.71	\$3,126.00	(\$1,416.29)
Depreciation	\$323,991.05	\$302,058.83	\$21,932.22	\$650,600.09	\$604,117.66	\$46,482.43
Total Expenditures	\$3,883,356.10	\$3,995,794.35	(\$112,438.25)	\$8,477,530.29	\$9,249,735.69	(\$772,205.40)
Net Income	\$266,442.81	\$41,658.79	\$224,784.02	(\$76,967.10)	(\$939,044.41)	\$862,077.31
EBITDA	\$590,433.86	\$357,717.62	\$232,716.24	\$609,923.55	(\$307,926.75)	\$917,850.30

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
November 30, 2019

	Goal	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Current Ratio	> 1	8.88	7.19	8.97	9.49	20.71	12.48

Indicates the total short term resources available to service each dollar of debt. Ratio should be greater than 1, so that assets are available to retire debt when due.

Cash as % of Annual Expenditures	> 25%	49.02%	65.31%	55.06%	47.07%	42.95%	35.53%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	5.47	4.16	4.96	4.28	3.65	4.40
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets	7.04%	13.95%	11.60%	10.35%	10.11%	4.04%	4.08%
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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
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 580,113.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 523,303.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 503,012.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 493,592.69
Balance 11/30/19			<u>\$ 493,592.69</u>



Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 11/27/19

Next Closing Date 12/27/19

Account Ending [REDACTED]

New Balance	\$29,525.62
Minimum Payment Due	\$1,063.38
Payment Due Date	12/22/19[‡]

‡ Late Payment Warning: Your Payment Due Date is 12/22/19. If you do not pay your Minimum Payment Due by your Next Closing Date, you may have to pay a late fee of up to \$39.00 and your Pay Over Time APR may be increased to the Penalty APR of 29.99%.

Membership Rewards® Points

Available and Pending as of 10/31/19

894,803

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

Account Summary

Pay In Full Portion

Previous Balance	\$688.09
Payments/Credits	-\$688.09
New Charges	+\$776.38
Fees	+\$0.00
New Balance =	\$776.38

Pay Over Time Portion

Previous Balance	\$18,954.64
Payments/Credits	-\$19,001.66
New Charges	+\$28,796.26
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance =	\$28,749.24
Minimum Due	\$287.00

Account Total

Previous Balance	\$19,642.73
Payments/Credits	-\$19,689.75
New Charges	+\$29,572.64
Fees	+\$0.00
Interest Charged	+\$0.00

New Balance	\$29,525.62
Minimum Payment Due	\$1,063.38

Days in Billing Period: 30

Customer Care

Pay by Computer
americanexpress.com/business

Customer Care 1-800-492-3344
Pay by Phone 1-800-472-9297

See page 3 for additional information.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your Pay Over Time balance. For example:

If you make no additional charges and each month you pay...	You will pay off the balance shown on this statement in about...	And you will pay an estimated total of...
Only the Minimum Payment Due	31 years	\$75,740
\$1,066	3 years	\$38,388 (Savings = \$37,352)

If you would like information about credit counseling services, call 1-888-733-4139.

- See page 2 for important information about your account.
- See page 9 for a Notice Of Change To The Membership Rewards Program Terms & Conditions.
- Please refer to the **IMPORTANT NOTICES** section for any changes to your Account terms and any other communications on pages 9 - 13.

Continued on page 3

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

Payment Coupon
Do not staple or use paper clips

Pay by Computer
americanexpress.com/business

Pay by Phone
1-800-472-9297

Account Ending [REDACTED]

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

DOUGLAS R HOOTEN
MEDSTAR/AMAA
2900 ALTA MERE DR
FORT WORTH TX 76116-4115

Douglas R. Hooten 12/6/19
Douglas R. Hooten, CEO

APPROVED

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

AMERICAN EXPRESS
P.O. BOX 650448
DALLAS TX 75265-0448

\$ _____
Amount Enclosed

Payment Due Date	12/22/19
New Balance	\$29,525.62
Minimum Payment Due	\$1,063.38



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Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 11/27/19

Account Ending [REDACTED]

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

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

ACCESS YOUR ACCOUNT ANYWHERE, ANYTIME

Easily manage your account online.
 You can check your statement, pay your bill, and enroll in special offers – all in one place. Visit americanexpress.com/PSmyca to get started.

Payments and Credits

Summary

	Pay In Full	Pay Over Time ↕	Total
Payments	-\$641.07	-\$19,001.66	-\$19,642.73
Credits	-\$47.02	\$0.00	-\$47.02
Total Payments and Credits	-\$688.09	-\$19,001.66	-\$19,689.75

Detail *Indicates posting date

Payments	Amount
11/19/19* ONLINE PAYMENT - THANK YOU	-\$19,642.73
Credits	Amount
11/04/19* AMAZON SHOP WITH POINTS CREDIT Keurig coffee pod holder, paid w/points	-\$18.86
11/14/19 EVENTBRITE Refund from TEMSA for conf. fee on 11/25/19 SAN FRANCISCO CA 8014137200	-\$28.16

New Charges

Summary

	Pay In Full	Pay Over Time ↕	Total
Total New Charges	\$776.38	\$28,796.26	\$29,572.64

Detail ◆ - denotes Pay Over Time activity

For more information, visit americanexpress.com/payovertimeinfo

DOUGLAS R HOOTEN
 Card Ending [REDACTED]

	Amount
10/28/19 AMZN MKTP US*1U67C0V73 BOOK STORES TX EMS conf. Raffle giveaway	AMZN.COM/BILL WA PO 2200306 \$68.99
10/28/19 QT 881 QT 881 8002473452 Communications Center 1st qtr recognition awards PAY OVER TIME OPTION	FT WORTH TX PO 2200304 \$150.00 ◆

Detail Continued					◆ - denotes Pay Over Time activity
					Amount
10/28/19	CVS PHARMACY 8007467287 PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200305	\$164.85 ◆
	Communications ctr - 1st qtr awards				
10/28/19	AMAZON.COM*GG5LU90A3 MERCHANDISE PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2200307	\$400.00 ◆
	MedStar Casino Party 11/25 @ TX EMS Conference - giveaway				
10/28/19	THE OLIVE GARDEN 817-732-0618 PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200356	\$632.50 ◆
	NEOP lunch for 10/28/19				
10/29/19	SLADEK CONFERENCE SERVICE 899000002503 BSLADEK@SCS-EVENTS.COM PAY OVER TIME OPTION	HUTTO	TX	PO 2200308	\$300.00 ◆
	Registration for D.Hooten to attend TX EMS Conf.				
10/29/19	DIFFERENTIAL & GEAR OF FO 628044006587 817-222-9595 PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200309	\$240.00 ◆
	GM gears for Ambulance				
10/31/19	IDENTOGO - TSA PRECHECK UZZY2SRBH3PC 01821 MISC PERSONAL SERVICES	BILLERICA	MA	PO 2200395	\$85.00
	TSA renewal for D.Hooten				
11/01/19	TACO CABANA 10133 ECOM 972-702-9300 PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200355	\$75.72
	Bkfast w/Supervisors - NEOP				
11/01/19	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	588-895-4815	WA	PO 2200463	\$150.00 ◆
	Monthly Concur Travel Site fee				
11/01/19	AMZN MKTP US*9C2S20VF3 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2200285	\$142.87 ◆
	Lights for Ambulance, Bikes, Mule, Horses - parade of lights				
11/02/19	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2200407	\$10.33
11/03/19	AMZN MKTP US*3I3WO7PL3 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2200333	\$71.96
	Mounted team lights for horses				
11/04/19	WORKHUMAN LIVE 2020 +18887436723 PAY OVER TIME OPTION	FRAMINGHAM	MA	PO 2200388	\$1,295.00 ◆
	Sara Welsh registration to conference in Austin				
11/04/19	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE	SEATTLE	WA	Paid with AmEx points	\$18.86
11/04/19	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2200406	\$69.00
11/04/19	NAEMSP 461682001370022 GJOINER@KELLENCOMPANY.COM PAY OVER TIME OPTION	OVERLAND PARK	KS	PO 2200387	\$185.00 ◆
	NAEMSP renewal fee				
11/04/19	TCU WEB PAYMENT 260000025477001 8172575128 PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200401	\$20.00
	K.Schleicher attended A healthy bottom line what matters to patients				
11/04/19	PAYFLOW/PAYPAL 0045 888-883-9770 PAY OVER TIME OPTION	LAVISTA	NE	PO 2200448	\$30.60
	Monthly fee				
11/04/19	DIFFERENTIAL & GEAR OF FO 628044006587 817-222-9595 PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200421	\$240.00 ◆
	GM 10.5-373, 14BOLT gear				
11/05/19	SCOTTEVEST 866-909-8378 PAY OVER TIME OPTION	866-909-8378	ID	PO 2200398	\$1,300.00 ◆
	BOD members holiday gift from MedStar				
11/05/19	NTTA AUTOCHARGE TOLLS TOLL FEES PAY OVER TIME OPTION	PLANO	TX	PO 2200735	\$320.00 ◆
11/05/19	PAYPAL *SRMONOGRAMM 6302228335 PAY OVER TIME OPTION	6302228335	IL	PO 2200399	\$60.00
	Digitize MedStar logo for embroidery				

**Business Gold Rewards**MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 11/27/19

Account Ending ██████████

Detail Continued

◆ - denotes Pay Over Time activity

					Amount
11/05/19	FEDEX OFFICE 1016171419795143 76116 Thank you for your Sponsorship PCG.docx Welcome sign.docx Thank you for your Sponsorship Paranet.d Thank you for your Sponsorship Zoll.docx PAY OVER TIME OPTION	800-463-3339	TX	PO 2200437	\$236.69 ◆
11/06/19	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO	TX	PO 2200735	\$36.00
11/06/19	DIFFERENTIAL & GEAR OF FO 628044006587 817-222-9595 GM 10.5 14BOLT 3.73 gear PAY OVER TIME OPTION	FORT WORTH	TX	PO 2200653	\$240.00 ◆
11/07/19	FORT WORTH CHAMBER OF COM 8173362491 D.Hooten Legislative Power Hour	817-3362491	TX	PO 2200447	\$10.00
11/07/19	FORT WORTH CHAMBER OF COM 8173362491 K.Schleicher Legislative Power Hour	817-3362491	TX	PO 2200434	\$10.00
11/07/19	FORT WORTH CHAMBER OF COM 8173362491 M.Zavadsky Legislative Power Hour	817-3362491	TX	PO 2200436	\$10.00
11/10/19	AMZN MKTP US*331696M33 BOOK STORES Parade of lights	AMZN.COM/BILL	WA	PO 2200438	\$49.80
11/11/19	PWW MEDIA INC 000000001 7176910100 Reg's S.Willingham for PWW abc360 course PAY OVER TIME OPTION	MECHANICSBURG	PA	PO 2200562	\$650.00 ◆
11/11/19	FDIC/FIRE ENGINEER CONF & EXHIB D.Hooten registration fee for EMS Today Conf. 2020 Tampa FL PAY OVER TIME OPTION	800-331-4463	OK	PO 2200478	\$470.00 ◆
11/11/19	PLANET HOLLYWD ADV DEPO Arrival Date Departure Date 11/10/19 11/11/19 00000000 LODGING Hotel deposit for S.Willingham to attend PWW abc360 course CARDEPOSIT PAY OVER TIME OPTION	LAS VEGAS	NV	PO 2200563	\$134.92 ◆
11/12/19	TEXAS EXPOSITION SERVICES 8888935927 TX EMS Booth PAY OVER TIME OPTION	HOUSTON	TX	PO 2200578	\$3,221.00 ◆
11/12/19	AMAZON.COM*8D2R50GH3 MERCHANDISE CHP team birthday gift cards PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2200546	\$100.00 ◆
11/13/19	SCREENCRAFT 650000009353627 4013518644 BOD mbrs spouses holiday gift PAY OVER TIME OPTION	LINCOLN	RI	PO 2200545	\$412.50 ◆
11/14/19	PHOENIX USA, INC. 931-526-3393 Lug nuts for Dodge 4500 Ambulance PAY OVER TIME OPTION	931-526-6128	TN	PO 2200538	\$141.60 ◆
11/15/19	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2200529	\$10.00
11/18/19	WIRE BELT COMPANY OF AME 603-644-2500 Parts for shrink wrap machine in Logistics	LONDONDERRY	NH	PO 2200528	\$52.64
11/19/19	AMAZON.COM*KZ1R98PY3 MERCHANDISE Command Poster hanging strips for OMD posters	AMZN.COM/BILL	WA	PO 2200629	\$14.08
11/19/19	WIRE BELT COMPANY OF AME 603-644-2500 Parts for shrink wrap machine in Logistics	LONDONDERRY	NH	PO 2200528	\$14.44

Detail Continued

◆ - denotes Pay Over Time activity

					Amount
11/20/19	AMERICAN AIRLINES 45105502 AMERICAN AIRLINES Ticket Number: 0010610504849 Passenger Name: HOOTEN/DOUGLAS Document Type: ADDITIONAL COLLECTION PAY OVER TIME OPTION	800-433-7300 Gold Status for 2020	TX	PO 2200617	\$695.00 ◆
11/20/19	MODERN HEALTHCARE SUBSCRI 877-812-1581 PAY OVER TIME OPTION	DETROIT	MI	PO 2200740	\$107.50 ◆
11/20/19	NATIONAL DIVERSITY COUN 43684555575689 JASON.DEGROOT@NATIONALDIV PAY OVER TIME OPTION	GRIDIRON Mbrship renewal for MedStar	TX	PO 2200668	\$129.00 ◆
11/21/19	ALIBABA.COM SINGAPORE ALIBABA.COM SIN WHOLESALE CLUB PAY OVER TIME OPTION	LONDON Conference giveaways - HR	GB	PO 2200669	\$391.75 ◆
11/21/19	ESTREETPLASTICS LLC 115710001166591 972-722-2513 PAY OVER TIME OPTION	ROYSE CITY Plastic for mounting Ambulance license ppwk in Ambulance	TX	PO 2200590	\$58.96
11/22/19	ROUGH CREEK LODGE 039300981088080 Arrival Date 06/03/20 00000000 LODGING PAY OVER TIME OPTION	Departure Date 06/05/20 50% Deposit for BOD Retreat at Rough Creek Lodge June 2020	TX	PO 2200656	\$12,615.00 ◆
11/22/19	HF CUSTOM SOLUTIONS 628024006988844 817-386-2303 PAY OVER TIME OPTION	FORT WORTH TX EMS Conference giveaways	TX	PO 2299577	\$793.72 ◆
11/25/19	HF CUSTOM SOLUTIONS 628024006988844 817-386-2303 PAY OVER TIME OPTION	FORT WORTH TX EMS Conference giveaways	TX	PO 2200577	\$527.03 ◆
11/25/19	HF CUSTOM SOLUTIONS 628024006988844 817-386-2303 PAY OVER TIME OPTION	FORT WORTH TX EMS conference giveaways	TX	PO 2200646	\$201.75 ◆
11/26/19	AMZN MKTP US*6D5MF4JT3 BOOK STORES 30- IT RAM PAY OVER TIME OPTION	AMZN.COM/BILL Chargers for Ambulances	WA	PO 2200712	\$689.70 ◆
11/26/19	CVS PHARMACY 8007467287 PAY OVER TIME OPTION	FORT WORTH Gift cards to purchase Holiday Party gifts	TX	PO 2200686	\$1,011.90 ◆
11/26/19	PAYPAL *SRMONOGRAMM 6302228335 PAY OVER TIME OPTION	6302228335 Monogram of BOD member gifts	IL	PO 2200687	\$128.00 ◆
11/27/19	AMAZON MKTPPLACE PMTS GENERAL MERCHANDISE PAY OVER TIME OPTION	SEATTLE Scanner for Marianne's desk	WA	Paid w/AmEx points	\$378.98 ◆

Fees

	Amount
Total Fees for this Period	\$0.00



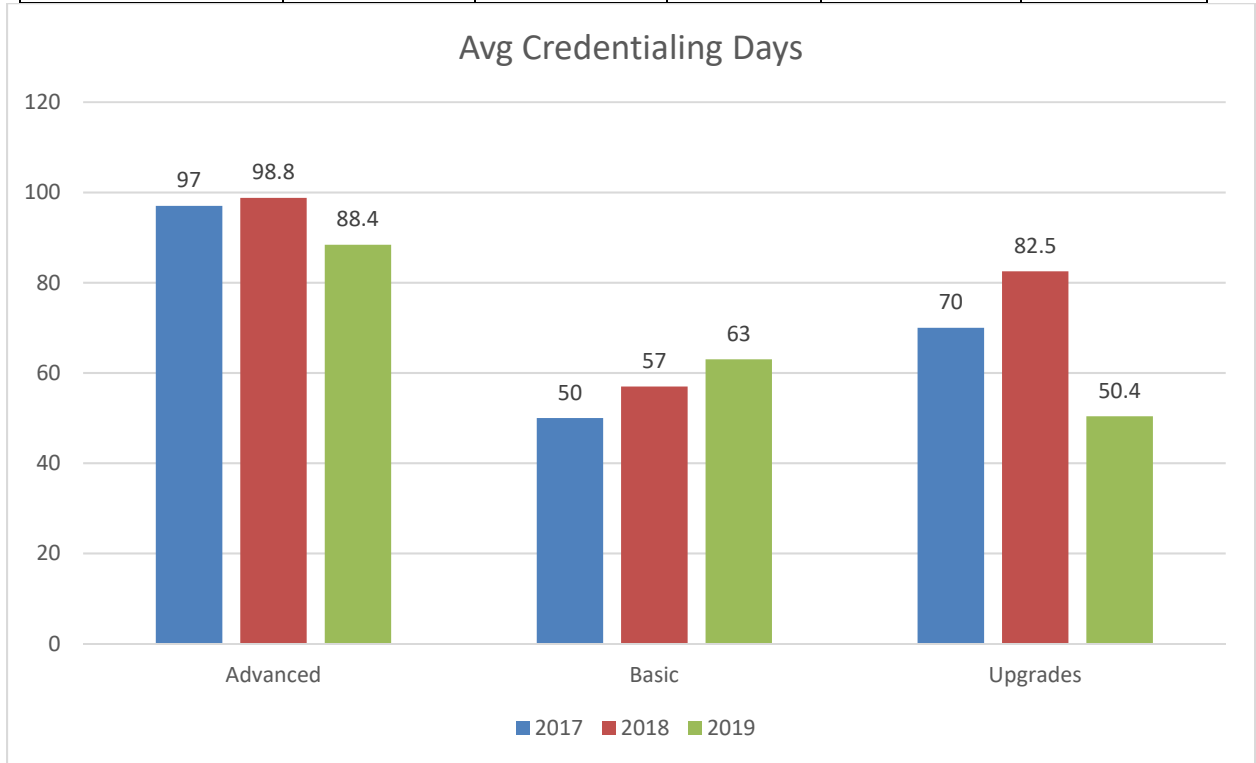
Discussion

Education and Training

- FRO – Airway CE being delivered to the First Responders
- OMD 19Q4 CE Completed
 - Patient care communication tool
 - Airway Management Decision Making
 - Leadership training

Credentialing

2019	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	17	10	0	0	6
Adv Upgrade	21	15	1	0	5
Basic	46	41	0	1	4



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QA

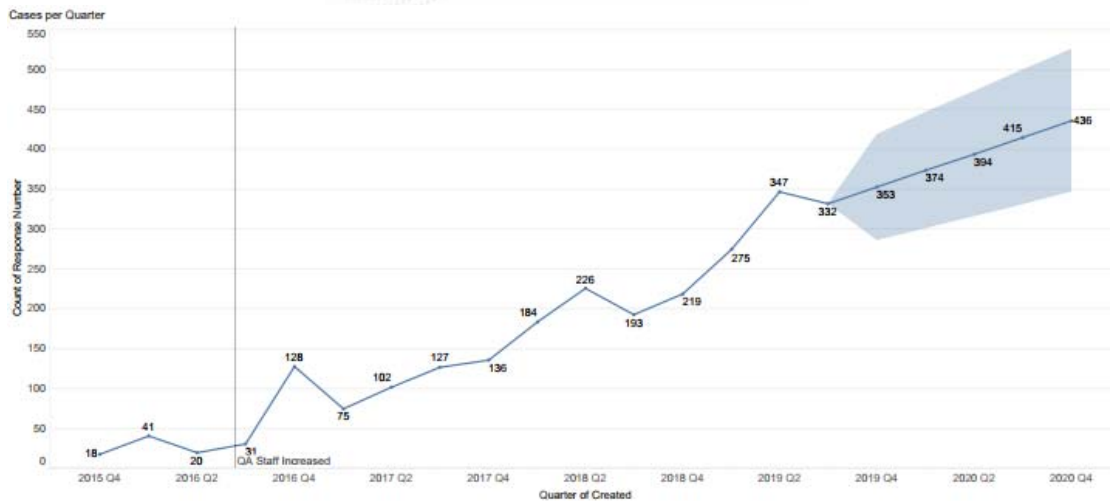
Case Acuity		
	October 2019	November 2019
High	10 (9.0%)	11 (11.7%)
Moderate	35 (31.5%)	23 (24.5%)
Low	63 (56.8%)	56 (59.6%)
Non QA/QI	3 (2.7%)	4 (4.3%)
Grand Total	111 (100.0%)	94 (100.0%)

Case Disposition		
	October 2019	November 2019
Needs Improvement	56 (50.5%)	38 (40.4%)
Clinically Inappropria..	5 (4.5%)	3 (3.2%)
Forwarded	4 (3.6%)	4 (4.3%)
No Fault	29 (26.1%)	29 (30.9%)
Pending	17 (15.3%)	20 (21.3%)
Grand Total	111 (100.0%)	94 (100.0%)

Case Metrics (Time to MD Review, Time to Closure)				
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days	
High	1.2 days	7.6 days	8.8 days	
Moderate	2.0 days	8.0 days	9.3 days	
Low	3.0 days	4.4 days	7.3 days	
Non QA/QI	3.4 days	1.0 days	4.5 days	
Grand To..	2.6 days	5.1 days	7.7 days	

Case Origin			System Clinical Issues	
CQI/First Pass 71 34.6%	Airway QA 24 11.7%	OMD 19 9.3%	October .. Novemb..	
	Self Report 56 27.3%	Facility 16 7.8%	Ops 6	#Unrecognized Failed A.. 1
CPR QA			#Untreated Lethal Arrhy.. 1	
			Equipment Issues 1	
			Inadequately Treated U.. 2	
			No EtCO2 w/ PPV 3	
			Unrecognized Failed Air.. 2	
			Untreated Lethal Arrhyth.. 1	
			Case Status	
			October 2019	November 2019
			Closed 91 (82.0%)	69 (73.4%)
			Open 19 (17.1%)	24 (25.5%)
			Open CIP 1 (0.9%)	1 (1.1%)
			Grand Total 111 (100.0%)	94 (100.0%)

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System Diagnostics

System Performance

<u>Cardiac Arrest</u>	Goal	5/19	6/19	7/19	8/19	9/19	10/19	Current Avg.
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch					84.00%			
Median time between 911 call and OHCA recognition					0:00:37			
% of recognized 2nd party OHCA cases that received tCPR					79.2%			
Median time between 911 Access to tCPR hands on chest time for OHCA cases					0:02:17			
% of cases with time to tCPR < 180 sec from first key stroke								
System response time < 5 mins for Dispatch-presumed cardiac arrest								
% of cases with CCF \geq 90%		84.0%	83.0%	86.0%	79.0%	82.0%	82.0%	
% of cases with compression rate 100-120 cpm 90% of the time		78.9%	81.2%	84.4%	78.0%	80.3%	79.4%	
% of cases with compression depth that meet appropriate depth benchmark 90% of the time		22.8%	27.5%	33.3%	20.7%	26.8%	22.1%	

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% of cases with mechanical CPR device placement with < 10 sec pause in chest compression		33.3%	42.9%	45.5%	30.8%	50.0%	50.0%	
% of cases with Pre-shock pause < 10 sec		81.8%	71.4%	88.9%	92.3%	87.5%	81.8%	
% arrive at E/D with ROSC		16.4%	39.7%	24.3%	16.3%			
% discharged alive		13.4%	6.4%	10.0%	5.7%			
% neuro intact at discharge (Good or Moderate Cognition)		11.9%	6.4%	10.0%	3.7%			
% of cases with bystander CPR			79.6%	80.0%	79.2%			
% of cases with bystander AED use			0.0%	25.0%	0.0%			
# of people trained in CCR								

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- **Clinical Bundles**

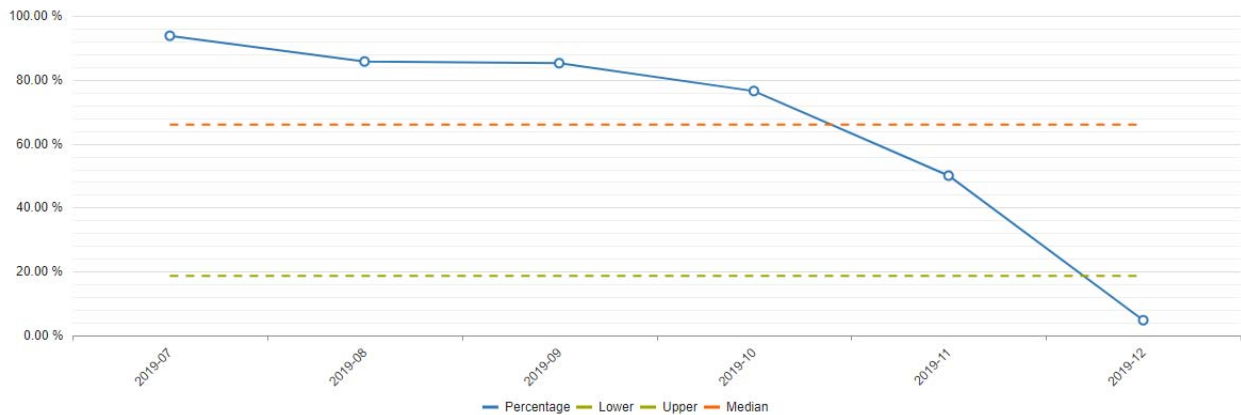
Sepsis (Adj.)

EXIT



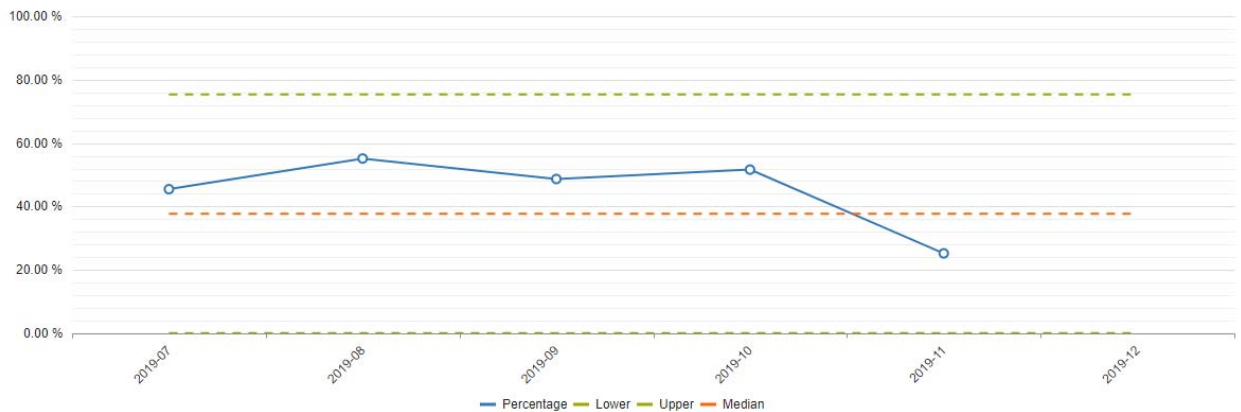
STEMI (Adj.)

EXIT



Stroke (Adj.)

EXIT

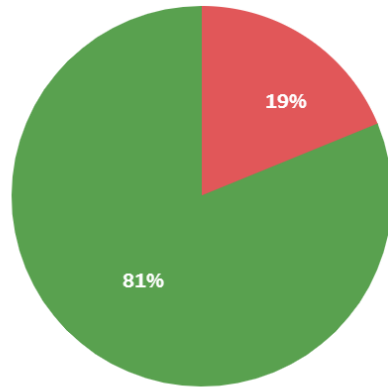
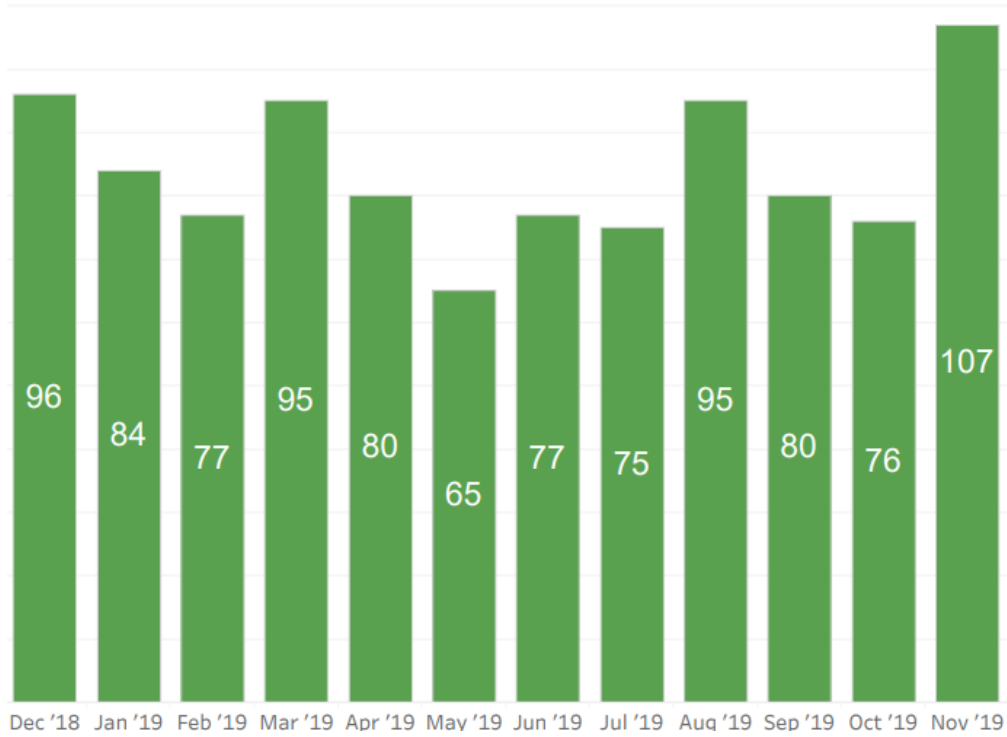


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- **Resuscitation**

Number of Cardiac Arrests

FRO
All

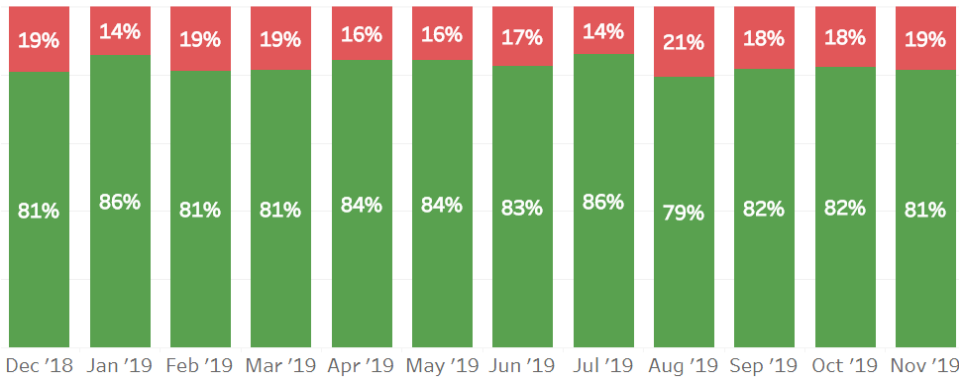


November 2019
FRO
All

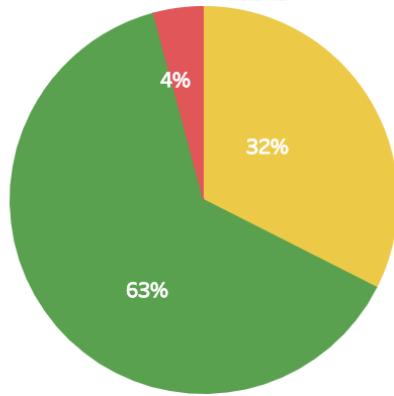
Chest Compression Fraction

- < 90%
- ≥ 90%

Chest compressions should be performed at least 90% of the time during a cardiac arrest



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November 2019

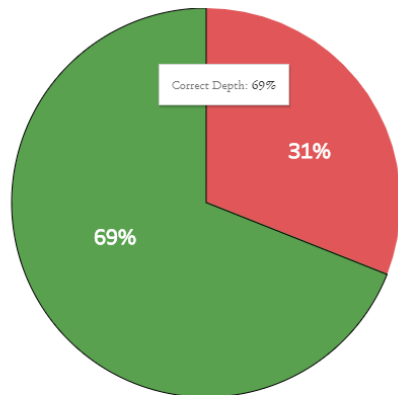
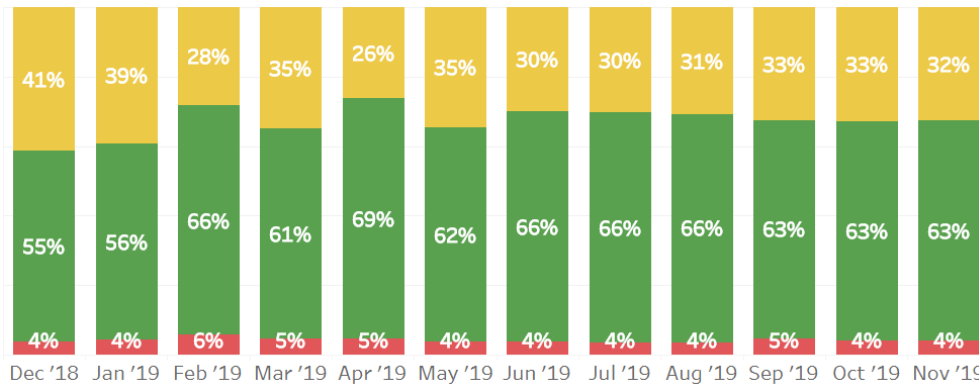
FRO

(All)

Rate

- Too Fast
- Correct Rate
- Too Slow

Chest compression should be performed at a rate of 100-120 compressions per minute



November 2019

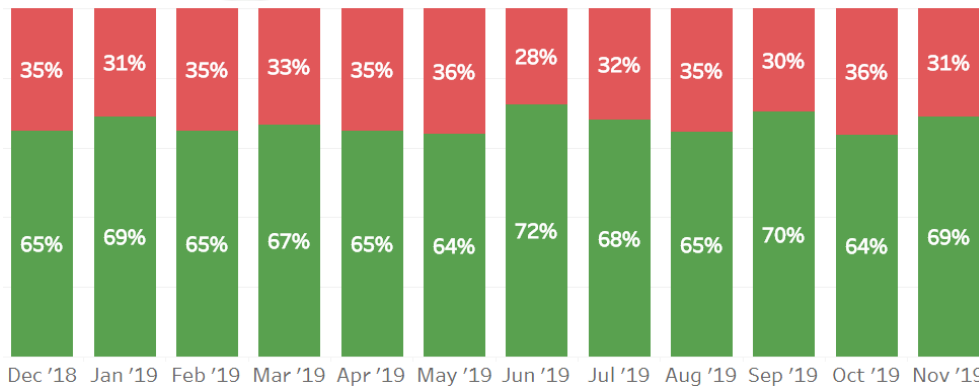
FRO

(All)

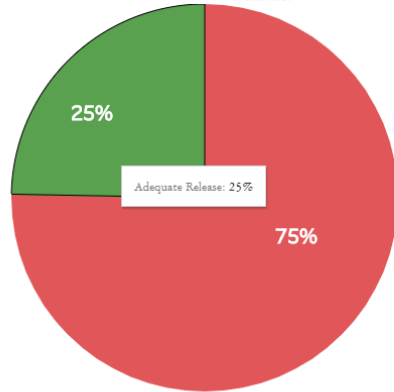
Depth

- Too Shallow
- Correct Depth

Chest compressions should meet a minimum depth of 2 inches



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November 2019

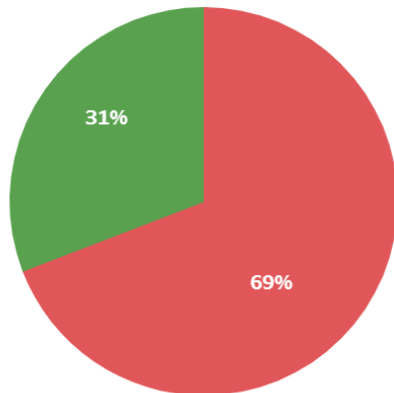
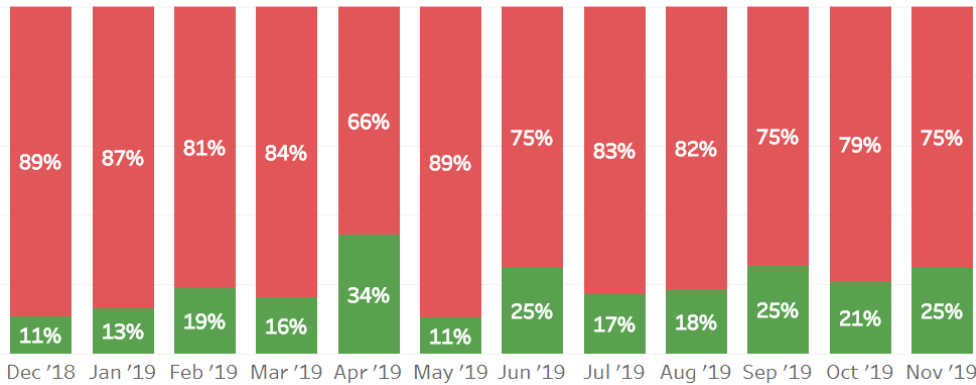
FRO

(All)

Release Velocity

- Inadequate Release
- Adequate Release

You should allow full chest recoil at a speed of at least 400 mm/s



November 2019

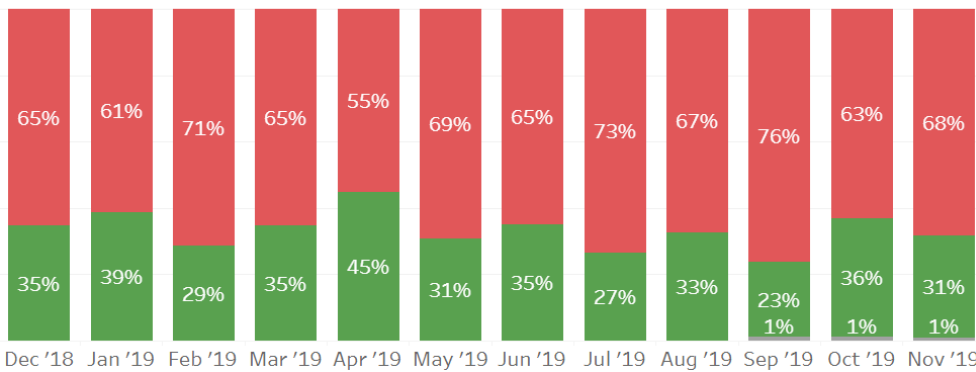
FRO

(All)

ROSC

- No
- Yes
- Other

Percentage of cases with documented return of spontaneous circulation

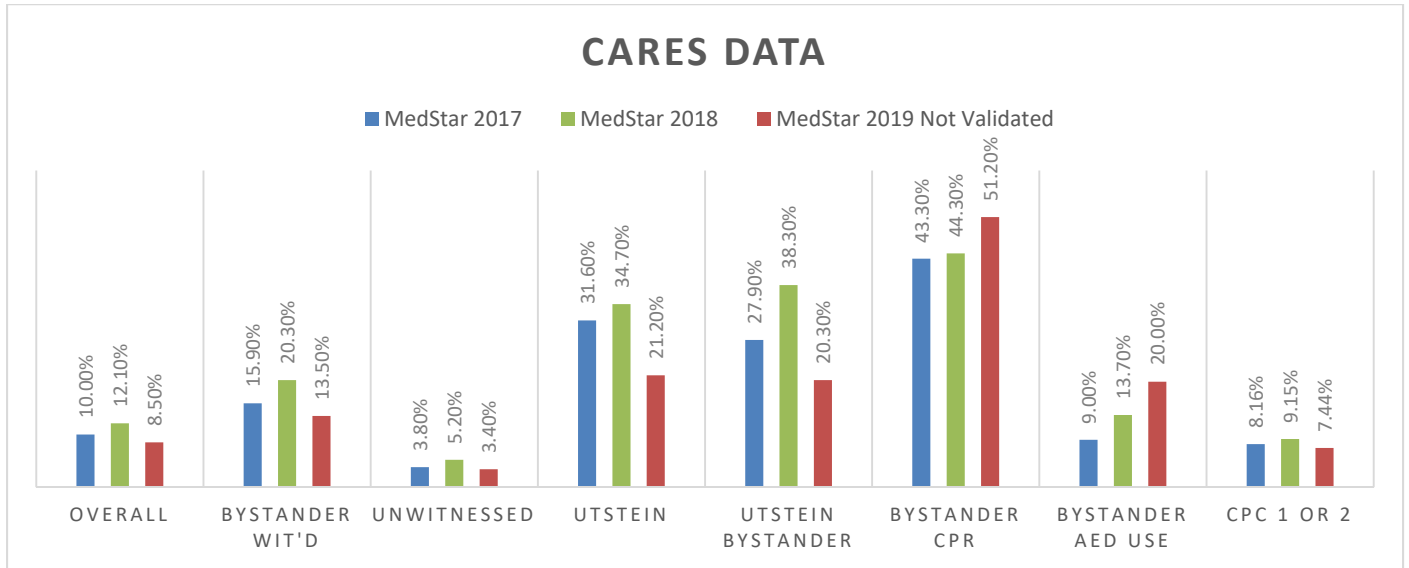


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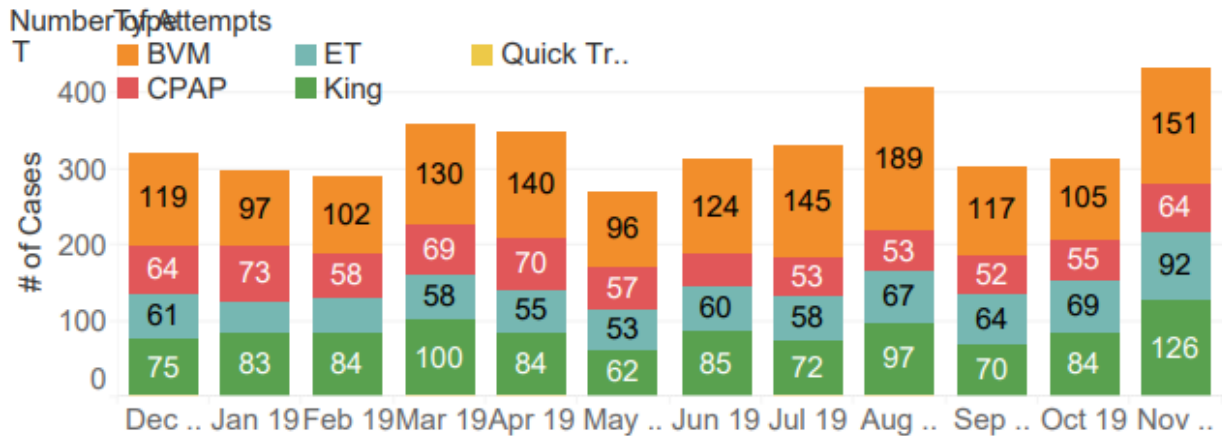
CARES

- 2019 data is not complete
 - o 85 outcomes pending

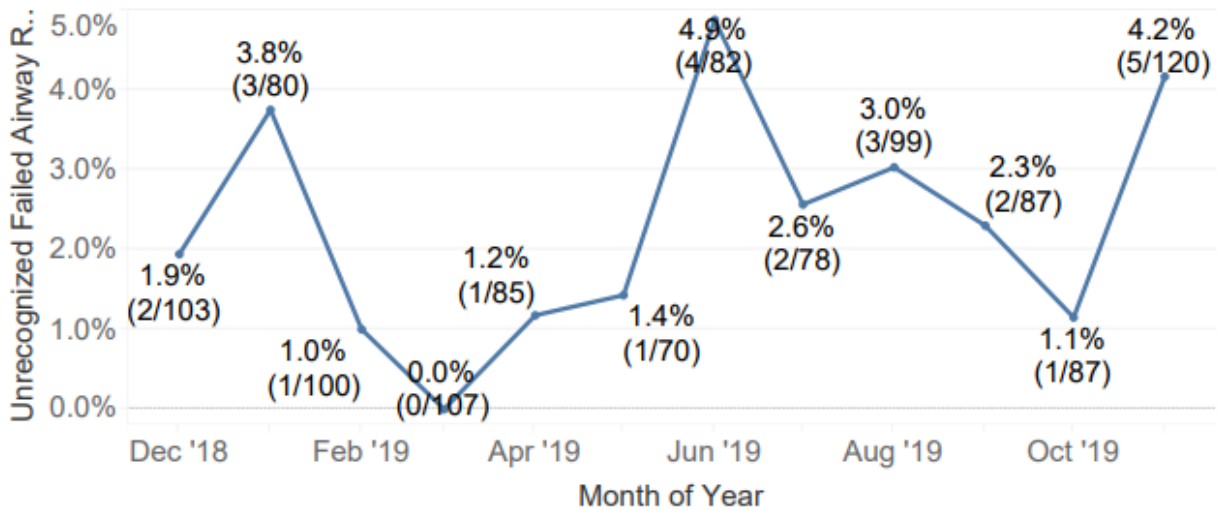


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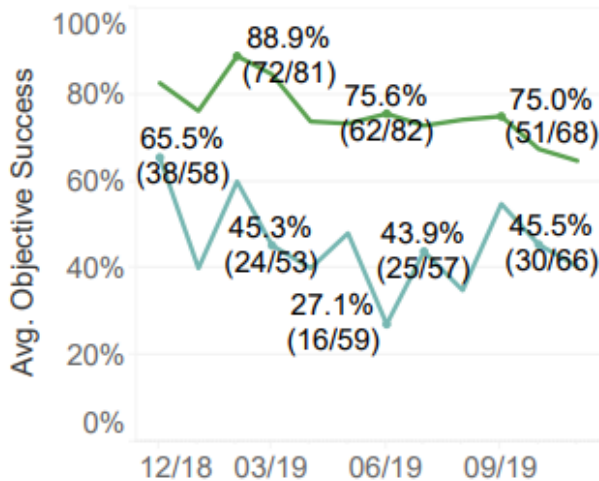
Airway



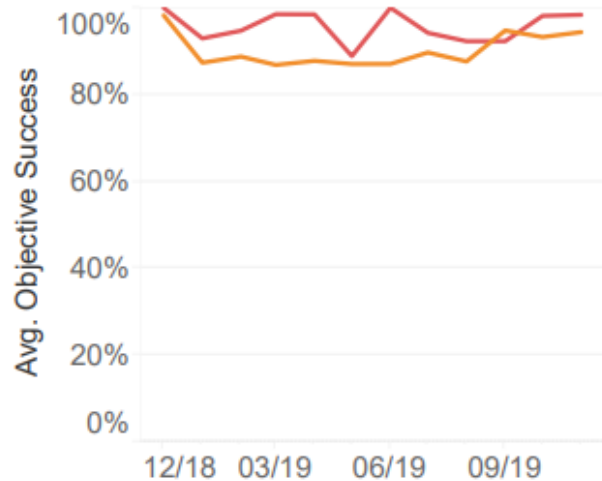
Unrecognized Failed Advanced Airway Rate



Airways Success - ET & King



Airways Success - BVM & CPAP



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



MedStar Response Time Reliability and AVG Response Time Performance

Period: Nov 2019

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	4	4	00:09:05	1	75.0%	0	0.0%	7	1	85.7%
	2	7	7	00:09:22	1	85.7%	0	0.0%	27	3	88.9%
	3	2	2	00:05:47	0	100.0%	0	0.0%	5	0	100.0%
Total Blue Mound		13	13								
Burleson	1	96	95	00:08:41	21	78.1%	7	7.3%	181	37	79.6%
	2	167	157	00:08:53	27	83.8%	8	4.8%	167	27	83.8%
	3	85	76	00:10:42	10	88.2%	3	3.5%	146	16	89.0%
	4	155	154	00:29:13	16	89.7%	4	2.6%	155	16	89.7%
Total Burleson		503	482								
Edgecliff Village	1	7	7	00:07:07	0	100.0%	0	0.0%	9	0	100.0%
	2	10	9	00:07:21	0	100.0%	0	0.0%	76	3	96.1%
	3	5	4	00:07:54	0	100.0%	0	0.0%	13	1	92.3%
Total Edgecliff Village		22	20								
Forest Hill	1	52	49	00:09:12	11	78.8%	0	0.0%	110	20	81.8%
	2	90	83	00:09:03	10	88.9%	2	2.2%	90	10	88.9%
	3	38	32	00:10:14	2	94.7%	0	0.0%	82	7	91.5%
	4	2	2	01:52:21	1	50.0%	1	50.0%	6	1	83.3%
Total Forest Hill		182	166								
Fort Worth	1	2605	2500	00:08:06	391	85.0%	63	2.4%	2605	391	85.0%
	2	5059	4609	00:08:23	450	91.1%	57	1.1%	5059	450	91.1%
	3	2800	2599	00:10:07	235	91.6%	44	1.6%	2800	235	91.6%
	4	1019	1014	00:25:48	63	93.8%	25	2.5%	1019	63	93.8%
Total Fort Worth		11483	10722								
Haltom City	1	82	78	00:08:57	18	78.0%	0	0.0%	157	32	79.6%
	2	169	158	00:09:34	25	85.2%	1	0.6%	169	25	85.2%
	3	83	67	00:10:34	4	95.2%	0	0.0%	161	12	92.5%
	4	4	4	00:14:40	0	100.0%	0	0.0%	37	1	97.3%
Total Haltom City		338	307								



MedStar Response Time Reliability and AVG Response Time Performance

Period: Nov 2019

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 %
Haslet	1	19	18	00:08:08	5	73.7%	1	5.3%	36	9	75.0%
	2	19	19	00:08:24	2	89.5%	1	5.3%	64	11	82.8%
	3	13	12	00:08:27	0	100.0%	0	0.0%	24	2	91.7%
Total Haslet		51	49								
Lake Worth	1	28	27	00:08:50	6	78.6%	3	10.7%	109	23	78.9%
	2	74	69	00:08:12	10	86.5%	2	2.7%	74	10	86.5%
	3	22	18	00:10:20	3	86.4%	0	0.0%	22	3	86.4%
	4	2	2	00:11:27	0	100.0%	0	0.0%	4	0	100.0%
Total Lake Worth		126	116								
Lakeside	1	4	3	00:09:58	0	100.0%	0	0.0%	9	4	55.6%
	2	5	4	00:15:25	2	60.0%	1	20.0%	9	4	55.6%
	3	4	2	00:20:19	1	75.0%	1	25.0%	8	1	87.5%
Total Lakeside		13	9								
River Oaks	1	17	17	00:07:05	1	94.1%	0	0.0%	33	1	97.0%
	2	21	19	00:07:53	1	95.2%	0	0.0%	63	7	88.9%
	3	14	10	00:10:10	2	85.7%	0	0.0%	28	5	82.1%
Total River Oaks		52	46								
Saginaw	1	36	36	00:09:28	11	69.4%	3	8.3%	102	29	71.6%
	2	70	66	00:10:09	14	80.0%	2	2.9%	145	28	80.7%
	3	31	31	00:13:17	9	71.0%	2	6.5%	31	9	71.0%
Total Saginaw		137	133								
Sansom Park	1	13	13	00:07:26	1	92.3%	1	7.7%	106	18	83.0%
	2	51	46	00:08:01	7	86.3%	0	0.0%	145	20	86.2%
	3	17	17	00:09:12	1	94.1%	1	5.9%	34	2	94.1%
	4	2	2	00:05:19	0	100.0%	0	0.0%	2	0	100.0%
Total Sansom Park		83	78								
Westover Hills	1	2	2	00:08:05	0	100.0%	0	0.0%	3	0	100.0%
	2	1	1	00:08:55	0	100.0%	0	0.0%	2	0	100.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Nov 2019

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	2	0	00:07:11	0	100.0%	0	0.0%	3	0	100.0%
Total Westover Hills		5	3								
Westworth Village	1	3	3	00:11:06	1	66.7%	0	0.0%	22	2	90.9%
	2	21	21	00:09:35	2	90.5%	0	0.0%	47	4	91.5%
	3	14	14	00:13:14	3	78.6%	0	0.0%	47	8	83.0%
Total Westworth Village		38	38								
White Settlement	1	48	48	00:07:05	7	85.4%	0	0.0%	48	7	85.4%
	2	85	81	00:07:33	4	95.3%	0	0.0%	85	4	95.3%
	3	57	54	00:08:44	3	94.7%	1	1.8%	57	3	94.7%
	4	6	5	00:08:13	0	100.0%	0	0.0%	71	2	97.2%
Total White Settlement		196	188								
System Wide	1	3016	2900	00:08:10	474	84.3%	78	2.6%	3537	574	83.8%
	2	5849	5349	00:08:27	555	90.5%	74	1.3%	6222	606	90.3%
	3	3187	2938	00:10:10	273	91.4%	52	1.6%	3461	304	91.2%
	4	1190	1183	00:26:12	80	93.3%	30	2.5%	1295	83	93.6%
Total System Wide		13242	12370								

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

Conditions		Percentages by Department					
			#of EEs	# on FMLA	% of	% by FMLA	% by Dep
Asthma	1						
Back Injury/WC	1						
Cardiology	2	Advanced	127	12	2.75%	21.05%	9.45%
Chronic Illness	2	Basic	139	17	3.89%	29.82%	12.23%
FMLA - Child	9	Business Office	28	8	1.83%	14.04%	28.57%
FMLA - Parent	6	Communications	37	5	1.14%	8.77%	13.51%
FMLA - Spouse	2	Controller - Payroll, A/P, Purchasing	4	1	0.23%	1.75%	25.00%
Gastritis/Diverticulitis	1	Field Manager/Supervisors - Operations	18	2	0.46%	3.51%	11.11%
Gout	1	Human Resources	7	1	0.23%	1.75%	14.29%
Migraines	6	Mobile Integrated Health	14	2	0.46%	3.51%	14.29%
Non-WC Back Injury	1	MTAC - MedStar Training Academy	3	1	0.23%	1.75%	33.33%
Ophthalmology	1	Office of the Medical Director	10	1	0.23%	1.75%	10.00%
Orthopedic	4	Support Services - Facilities, Fleet, S.E., Logistics, S.E., Logistics	33	7	1.60%	12.28%	21.21%
Plantar Fasciatis	1	Grand Totals	420	57			
Pregnancy	10						
Pregnancy/Abdomen Issues	1	Total # of Full Time Employees - October 2019	437				
Psychological	6	% of Workforce using FMLA	13.04%				
Sphincterotomy	1						
Stress/Anxiety	1						
Grand Total	57	TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
		Intermittent Leave	40	70.18%			
		Block of Leave	17	29.82%			
		Total	57	100.00%			

Light Duty WC for Fiscal Year 2019-2020

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	676:04	519:58	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	676:04	1196:02	1196:02	1196:02	1196:02	1196:02	1196:02	1196:02	1196:02	1196:02	1196:02	1196:02	5189:07
FY 18-19	350:17	592:25	1117:25	1447:17	1747:31	1964:44	2198:51	2475:11	2694:00	3546:44	4735:28	5765:42	

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

Light Duty HR for Fiscal Year 2019-2020

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	674:38	186:02	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	674:38	860:40	860:40	860:40	860:40	860:40	860:40	860:40	860:40	860:40	860:40	860:40	0:00
FY 18-19													

Worker's Comp LOA for Fiscal Year 2019-2020

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	7:28	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	7:28	149:13
FY 18-19	5:10	5:10	21:48	21:48	21:48	21:48	129:48	165:48	165:48	165:48	165:48	165:48	

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

FMLA LOA for Fiscal Year 2019-2020

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1866:59	2055:02	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	392:12
FY 19-20	1866:59	3922:01	3922:01	3922:01	3922:01	3922:01	3922:01	3922:01	3922:01	3922:01	3922:01	3922:01	
FY 18-19	1693:07	3187:29	4463:04	5841:46	6902:34	8114:18	9213:02	10296:18	11291:28	12442:54	14432:44	16159:57	8669:53:25

Military Leave for Fiscal Year 2019-2020

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	95:00	74:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	16:54
FY 19-20	95:00	169:00	169:00	169:00	169:00	169:00	169:00	169:00	169:00	169:00	169:00	169:00	
FY 18-19	72:00	120:00	192:00	308:00	367:00	487:00	584:00	750:00	1046:00	1096:00	1096:00	1096:00	109:36:00

Total Leave Hours

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2645:31	2649:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	529:27
FY 19-20	2645:31	5294:31	5294:31	5294:31	5294:31	5294:31	5294:31	5294:31	5294:31	5294:31	5294:31	5294:31	
FY 18-19	2120:34	3905:04	5794:17	7618:51	9038:53	10587:50	12125:41	13687:17	15197:16	17251:26	20430:00	23187:27	1725:08:36

Summary of Fiscal Year 2019-2020

	Light Duty	Worker's Comp	FMLA	Military	Total
YTD	1196:02	7:28	3922:01	169:00	5294:31
Goal-Compare	5189:07	149:13	16159:57	1096:00	22594:18

MedStar Mobile Health Care Separation Statistics - November 2019

	Current Month			Year to Date			Compared to Nov '18		EE End of
	Vol	Invol	Total	Vol	Invol	Total	18-Nov	%inc/dec	Period
Full Time Separations	3	2	5	9	3	12	16	-25.0%	437
Part Time Separations	1	1	2	1	1	2	3	100.0%	48
Total Separations	4	3	7	10	4	14	19	-26.3%	485

	Full Time	Part Time	Total
Total Turnover %	1.14%	4.17%	1.44%

	Full Time	Part Time	Total
	2.75%	4.17%	2.89%

Separations by Department

Full time

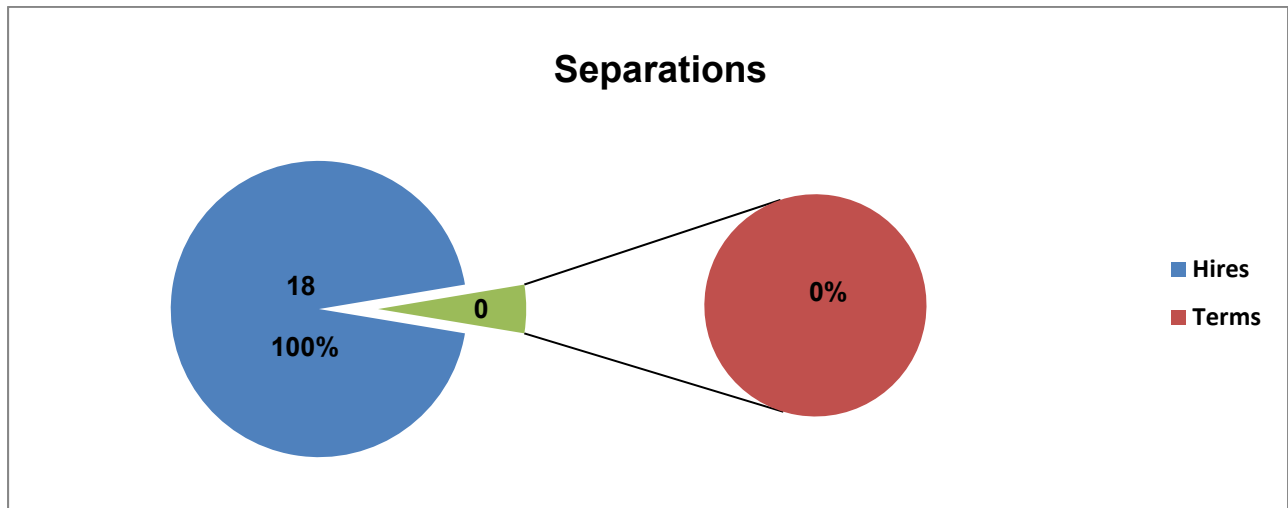
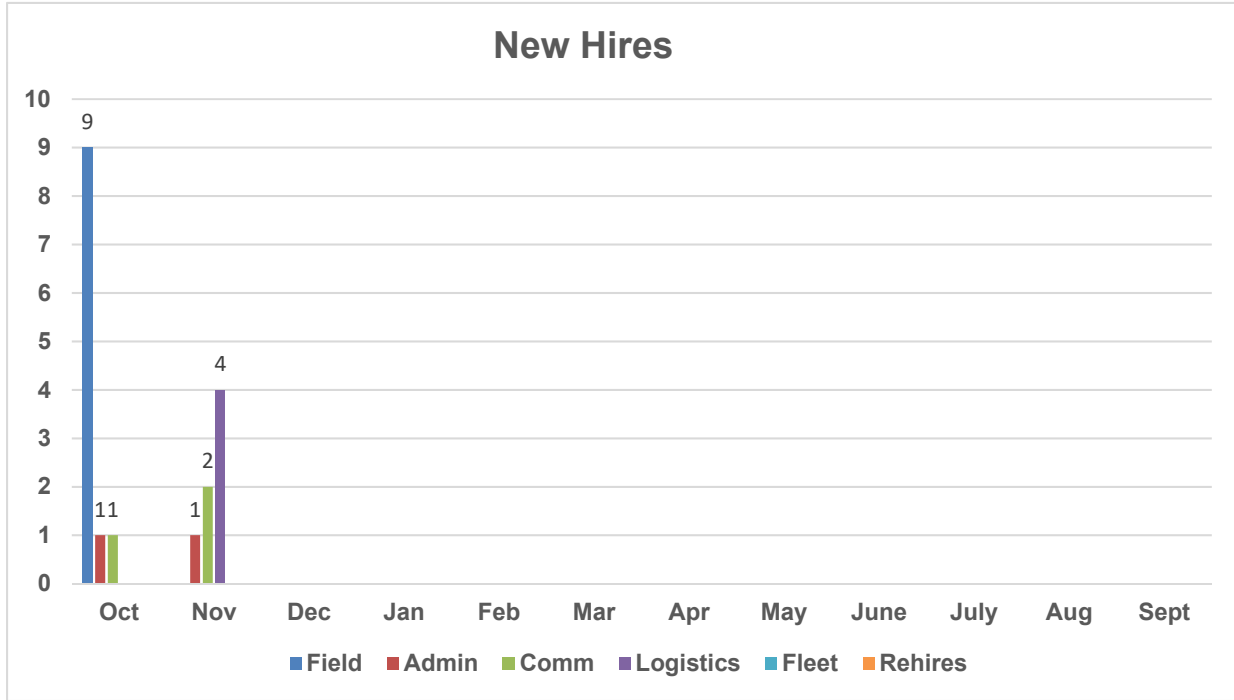
	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Nov-19
Administration							1
Advanced	1	1	2	3	2	5	127
Basic	1	1	2	4	1	5	139
Business Intelligence - Deployment, QI, Scheduler							3
Business Office							28
Communications							37
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Customer Integration							0
Executives							6
Field Manager/Supervisors - Operations							18
Human Resources				1	0	1	7
Information Technology							2
Medical Records							2
Mobile Integrated Health Department							14
MTAC - MedStar Training Academy							3
Office of the Medical Director							10
Risk and Safety							2
Support Services - Facilities, Fleet, Logistics	1	0	1	1	0	1	33
Total	3	2	5	9	3	12	437

Part Time

	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Nov-19
Advanced							23
Basic	1	1	2	1	1	2	18
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications Department							1
Compliance							
Controller - Payroll, Purchasing, A/P							
Customer Integration							
Executives							
Field Manager/Supervisors							
Human Resources							0
Information Technology							
Medical Records							
Mobile Integrated Health Department							2
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, Logistics							4
Total	1	1	2	1	1	2	48

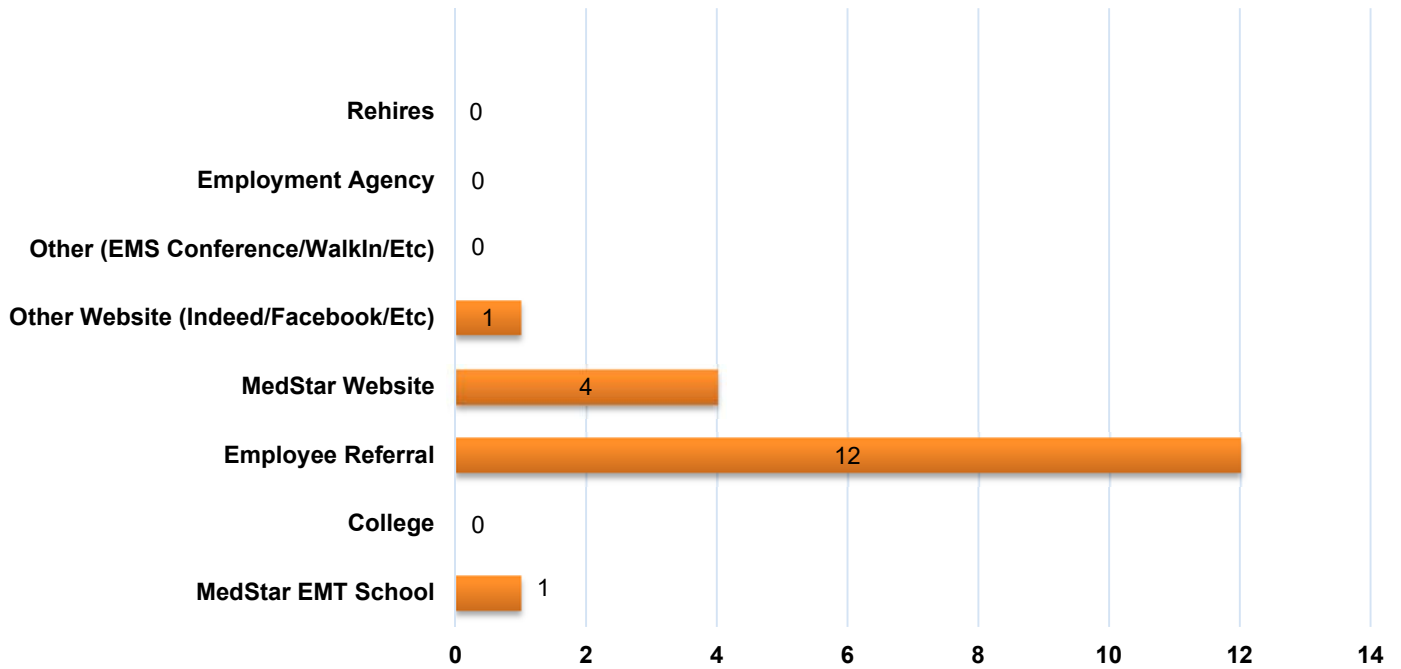
Recruiting & Staffing Report

Fiscal Year 2019-2020

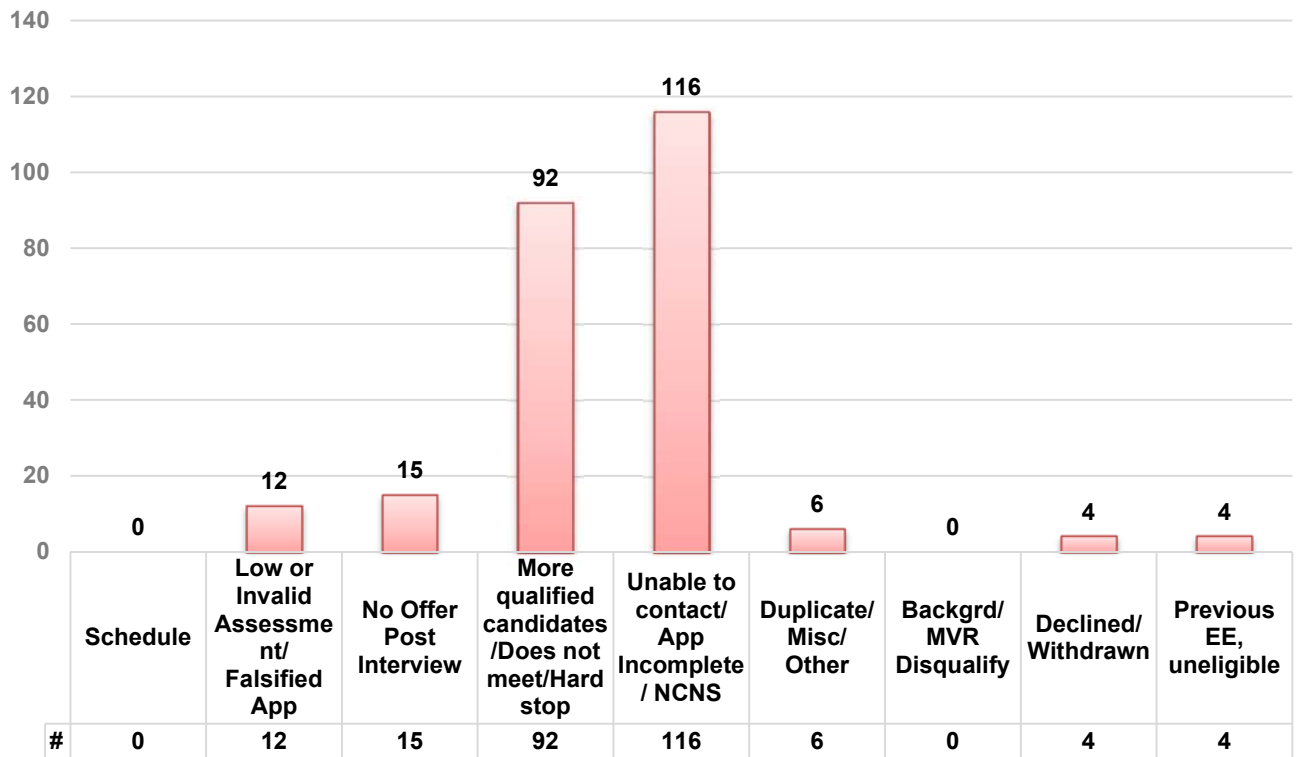


Fiscal Year Statistics
Total hires to date 18
Total separations from hires 0

New Hire Referral Source



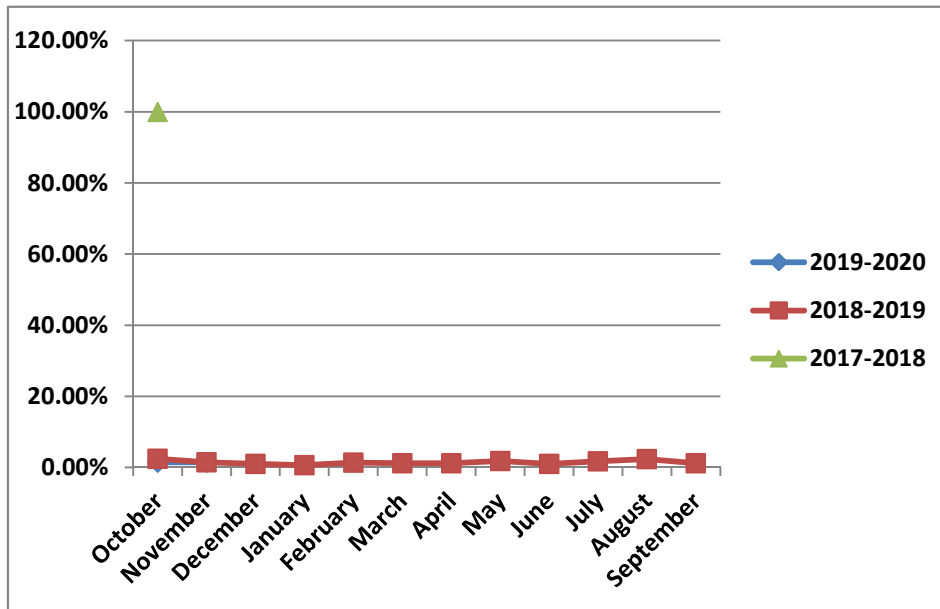
Applicant Rejection Reasons



TOTAL APPLICATIONS REJECTED 249
 TOTAL APPLICATIONS REVIEWED 294

MedStar Mobile Healthcare Turnover Fiscal Year 2019 - 2020

	Full & Part Time Turnover			Full Time Only
	2019-2020	2018-2019	2017-2018	2019-2020
October	1.44%	0.79%	2.41%	1.59%
November	1.44%	1.54%	1.42%	1.14%
December		1.35%	0.99%	
January		2.31%	0.60%	
February		1.76%	1.37%	
March		1.99%	1.20%	
April		1.35%	1.17%	
May		2.55%	1.79%	
June		1.55%	0.97%	
July		1.98%	1.76%	
August		3.41%	2.35%	
September		2.90%	1.18%	
Actual Turnover	17.280%	23.480%	17.210%	16.380%





Compliance Officer's Report Reporting Period 11/18/19 to 12/16/19

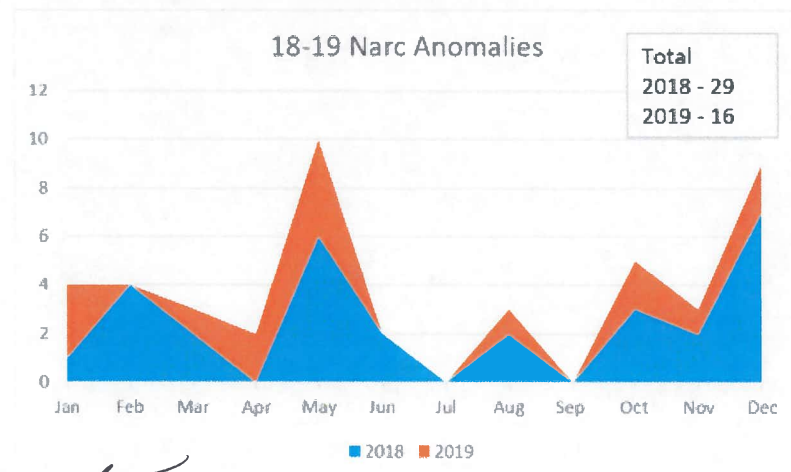
Compliance Officer Duties

- 3 narcotic anomalies
 - 2 Paramedics inadvertently took their narcotics pouch home at the end of shift. The employees immediately returned the drugs, and were drug tested. No foul play was suspected.
 - 1 Paramedic lost a syringe that contained 50 Mcg of Fentanyl, after administering 50 Mcg to a patient. The employee immediately reported the loss to a Supervisor, and was immediately drug tested. No foul play was suspected.
- Several investigations were conducted for complaints, and miscellaneous compliance concerns
- Submitted all employee provider roster changes to the DSHS as required
- Processed one MAEMSA air transport permit renewal
- Annual HIPAA training is underway and scheduled to be completed by all employees on 12/22/19

Paralegal Duties

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

Year End Narcotic Anomaly Overview



Chad Carr
Compliance Officer
Office of General Counsel Paralegal

Strategic Integration Summary

December 2019



Alternate Payment Models

- CMMI//CMS “ET3” Alternate Payment Model for EMS – Most letters of support/interest/intent
 - Pending notifications by CMS for approved participants
 - CMS’ and their Learning Action Network contractor, Impaq, requested consult from MedStar on best practices and outcome measures for ET3 model participants
 - Conducted a webinar/call with reps from CMS/CMMI and Impaq and provided follow-up information

Medicaid Ambulance Supplemental Payment Program – ASPP

- We continue to work w/HHSC continues to try and find a resolution
- HHSC seems resolute on a supplemental payment plan based on the difference between the state-wide Average Commercial Reimbursement (ACR) and the average Medicaid reimbursement
 - State Plan Amendment (SPA) needs to be filed by the state with CMS by 12/31/19 to apply for FY 2020-21
 - FY 2019-20 will be based on prior, cost-based reimbursement
- HHSC requested our assistance with state-wide dissemination to providers about the data collection on ACRs by provider

Paid Consulting Activity

- Center for Public Safety Management (in partnership with ICMA)
 - Work continues with them on 2 projects
 - San Diego County, CA – Evaluation of EMS agency performance
 - Medford, OR – Evaluation of the city’s fire department
 - 3rd project recently awarded for upstate New York which we will be a part of as well
- Covenant Health (Lubbock)
 - Renewed consult agreement to assist with further MIH expansion

Opioid Collaboration

- Work continues with TCPH, ME’s Office, FWFD, OD Aid, DFW Hospital Council, MedStar Community Health Collaborative and Tarrant County MHMR TORRI project to enhance surveillance monitoring and data tracking
 - Coordinating data collection and syndromic surveillance monitoring with Tarrant County Public Health

Member City Meetings

- Initiated individual meetings with member city managers and fire chiefs
 - No agenda, simply touch-base meetings to build communication channels

Tarrant County Commissioners Court

- Did a MedStar update presentation for Tarrant County Commissioner’s Court on December 10th

Thanksgiving

- Management team, MedStar Board and representatives of JPS Trauma Surgeons served Thanksgiving dinner to MedStar team members on Thanksgiving – THANK YOU!



Toy Drive

- Conducted a toy drive for One Safe Place – GREAT success!



Texas EMS Conference

- MedStar’s Ryan Bader and Miguel Brito received EMS Person of the Year award from the Texas Department of State Health Services!
- MAEMSA Chairman Brian Byrd did a great job welcoming the 3,000 attendees to the Texas EMS Conference at the Fort Worth Convention Center – THANK YOU!



Parade of Lights

- MedStar had an amazing entry this year!
- Special kudos to Tina Martin and all the volunteers who truly made our showing this year very special!



Upcoming Speaking Engagements

Event	Date	Location	Attendees
National Association of EMS Physicians	January '20	San Diego, CA	~700
JEMS/EMS Today	March '20	Tampa, FL	~3,000
NAEMT EMS Transformation Summit	March '20	Washington, DC	~250
Inter. Acad. Of Emerg. Disp. – Navigator	April '20	Orlando, FL	~1,500
Zoll Summit	June '20	Denver, CO	~500

Media

Local –

- Special Profile of MedStar Field Operations Supervisor Roland Hernandez
 - Fort Worth Magazine (attached)

- MedStar Toy Drive
 - FOX 4, NBC 5, ABC 8, CBS 11, Star-Telegram, KRLD, WBAP

- CPR Survivor Reunion
 - CBS 11, Star-Telegram

- Thanksgiving Dinner at MedStar
 - ABC 8

- Adverse weather driving and crash stats
 - FOX 4, NBC 5, ABC 8, CBS 11, Star-Telegram, KRLD, WBAP

- Stop the Bleed kits and distribution
 - NBC 5 (including live from MedStar), ABC 8, CBS 11, Star-Telegram, KRLD, WBAP

- Amazing Evasion of Wrong-Way Driver
 - CBS 11

Mobile Integrated Healthcare Report

November 2019 Activity

Hospice:

Vitas: 5 active

- 9-1-1 calls: 1

Holy Savior: 21 active

- 9-1-1 calls: 0

Embrace: 8 active

- 9-1-1 calls: 0

Community: 2 active

- 9-1-1 calls: 0

Home Health:

Klarus: 221 active

- total 9-1-1 calls w/CCP on scene: 17
- in-home, scheduled visits: 1

Health Masters: 29 active

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

Readmission Avoidance Enrollments:

- Silverback: 4
- THR Alliance: 9
- THR FW: 4
- UTSW NAIP: 1
- 9-1-1 Encounters w/CCP on scene: 3

High Utilizer:

- UTSW NAIP: 11
- Internal/FD: 8
- Non-adherent high utilizers: 10
- Silverback: 5
- 9-1-1 Encounters w/CCP on scene: 25

Palliative Care, Silverback:

- 26 active
- 9-1-1 Encounters w/CCP on scene: 5

Star Saver Plus:

- 337 Active
- 9-1-1 Encounters: 14
- In-home, scheduled visits: 1

9-1-1 Nurse Triage:

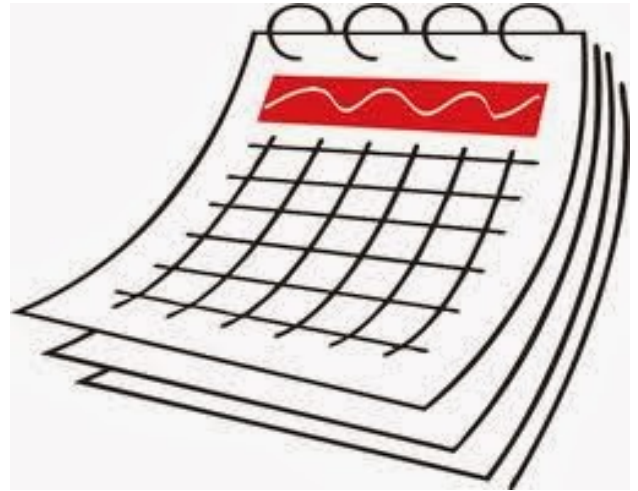
- Total calls navigated to RN: 108
- Alternative Care/Destination: 29
 - Transportation assistance via Lyft: 13
- Alternative Transportation to ED: 8
 - Lyft: 7
 - private vehicle: 1



Education & Community Programs Calendar

EDUCATION REPORT

- 12/7 PALS Renewal
- 12/09 PHTLS Renewal
- 12/11 Eaton HS State Skills
- 12/12 Weatherford HS EMT State Skills
- 12/12 Byron Nelson HS EMS State Skills
- 12/13 CPR Renewal
- 12/13 ACLS Renewal
- 1/6 & 1/7 AMLS for new M* Medics
- 1/8 AMLS Refresher
- 1/9 CPR Renewal
- 1/14 ACLS Renewal
- 1/15 PHTLS Refresher



Community Programs:

- 11/23-11/24 AMLS 3.0 Texas EMS Conference
- 11/27 The "S" Word Presentation at Texas EMS Conference
- 12/04 CPR TX Wesleyan Coaching Staff



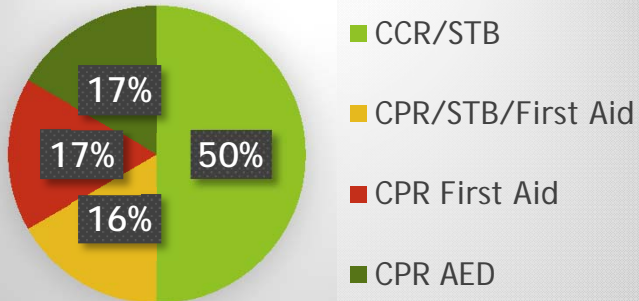
MedStar Training Academy Dashboard

October 2019 – December 2019



447

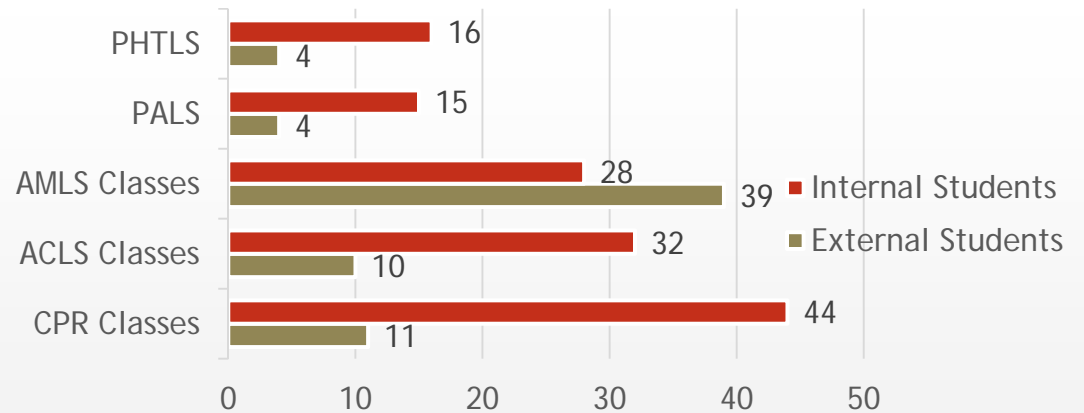
Total Number of External Students receiving training from MTAC



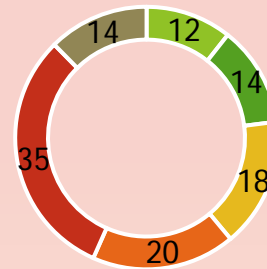
32

Hours donated to Community Education/Training

Card Classes



EMT Students in MedStar EMT/EMR Programs



- Weatherford High School
- NW High School
- Byron Nelson High School
- VR Eaton High School
- Ben Barber High School
- MedStar Fall EMT

Life on Fire

BY [SAMANTHA CALIMBAHIN](#), [LINDA SIMMONS](#), [MATT PAYNE](#)
DECEMBER 5, 2019

fortworth

<https://fwtx.com/culture/life-on-fire/>

Fort Worth Magazine spent three days on the scene with several first responders, becoming acquainted with the intricate details of their everyday jobs: the tedious tasks, the constant readiness, and the moments of terror.

MedStar EMS



Starbucks isn't open when Roland Hernandez starts his day. The paramedic/supervisor is up before the sun comes out — around 3:45 a.m. — and makes his coffee at home before heading to Medstar's Alta Mere facility to begin his 12-hour shift, from 5 a.m. to 5 p.m.

Like all paramedics, his first order of business is clocking in and picking up his basket, packed with essentials like a radio and an intraosseous kit (or IO kit, used in place of an IV). He's ready to go.

Hernandez's job as a supervisor has an element of fluidity — while he answers calls like any other paramedic, supervisors also act as an extra set of hands, able to drive to any emergency in any part of town to help crews needing assistance. Another part of his job is scheduling and making sure ambulances are available, on time, and back on the streets in a timely manner.

This day is a rainy one, assumed to produce some sort of highway wreck during the morning rush. To Hernandez's surprise, however, his phone is quiet, giving him time to chill in his office for a moment.

By around 7 a.m., Hernandez was in his truck, No. 801, scrolling through a Samsung tablet listing about 30 ambulances. Normally, he'd be looking for units marked in red, indicating that an ambulance has been on the scene longer than normal and needs to be checked on. Tap one, and a short profile of the case would appear, describing the injury or illness, along with the location of the incident.

But, for whatever reason, on this day, most ambulances were marked green and labeled “Standby Position.”

“No active calls,” Hernandez says, so he calls dispatch. “What’s going on with the system? What’s wrong with it?”

The dispatcher on the other line has a simple explanation: The rain, coupled with the cold, might be keeping people at home and off the roads. But “we’ll get you dropped on any good calls,” the dispatcher says.

Despite this, Hernandez refuses to say the “S word” (that is, “slow”). Turns out the “S word” is taboo among paramedics — because anything can happen to change that.

Hernandez, who’s been a paramedic for over 30 years, is all too familiar with the intensity of the job. He’s seen his share of gunshot wounds, murders, and fires, with stories of blood and gore that rival anything fictionalized in “The Walking Dead.” There’s hardly an average day.

“It’s steadily busy every day,” Hernandez says. “You don’t know what to expect.”

And while paramedics often see people on their worst days, Hernandez says those who work in this business seem to share a similar personality — calm and compassionate, with a quirky, offbeat sense of humor.

Back at “The Star,” the nickname for Medstar’s Alta Mere headquarters, Hernandez grabs a coffee in the break room and meets up with a notably popular paramedic, George Church — popular, particularly for his staccato way of speaking and his way of saying hello: “Hey, foo!”



The camaraderie is apparent among Hernandez, Church, and the other paramedics in the office. They’re constantly cracking jokes, unafraid to throw in a little juvenile potty humor.

Being a paramedic is truly a hurry-up-and-wait business, Hernandez says. Even during chill moments, there’s an element of anticipation.

Finally, by around 9:45 a.m. — in what already feels like half a day — Hernandez gets a call about a patient who may have a head injury. And just like that, he’s back in his car heading toward the emergency.

Hernandez’s demeanor is calm during the drive, like a guy who’s been around the block once or twice. And while the wailing of the car’s siren as it passes through red lights naturally has a sense of urgency, Hernandez says paramedics often find themselves discussing anything but the call they’re driving to. Perhaps a crazy incident that happened in the past. Or what they’re going to have for lunch.

When Hernandez arrives, a firetruck and ambulance are already at the scene — a rundown residence, darkly lit and covered in trash, while reeking of a musty odor. Hernandez and crew members help the patient (who's conscious and alert) out of the home and into the ambulance, hooking the patient up to a Zoll cardiac monitor.

In a matter of minutes, the ambulance is off; Hernandez is back in his truck; and from the radio, one can hear the paramedic's voice giving a report to the hospital.

Hernandez is notably unphased by the sight of the patient's living conditions — 30-plus years being a paramedic has shown him all sorts of neighborhoods. And sickness does not discriminate.

Just like one call from a slightly higher-end neighborhood in another part of town. A patient was rendered unconscious, with dispatch giving CPR instructions to a frantic loved one over the phone. By the time Hernandez made it to the scene, it was too late. The patient had passed.

Hernandez says over the years, he's come to realize not every life can be saved. "You have no control over who lives or dies," he says. On some days, he's able to move on from death; other days hit harder. For Hernandez, it's the loss of a child, and one of the worst sounds he can ever hear is the "screech of a mother whose child just died."

"It's horrible," he says. "They look to us for help. We know that in many situations, there's nothing we can do, but we do our best to at least give them hope."

On a stop to Texas Health Harris Methodist Hospital Fort Worth, Hernandez asks a paramedic how many of them have PTSD. "Everyone," the paramedic says. Even the scratch of a radio can give Hernandez a jolt (it's happened once while he was on vacation). And drives down certain streets remind him of shootings and bodies he's had to pick up.

Thankfully, Hernandez says, mental health is discussed on a regular basis at Medstar; and there's a Hope Squad dedicated to helping crews deal with everyday stress.

Being a paramedic is a calling, Hernandez says, recalling his childhood fascination with ambulances and how he'd doodle them as a child. Life story in a nutshell: He got his first job as a paramedic in Lubbock in 1984 before moving to Fort Worth in 1987. And he's stayed in the Fort ever since. He knows the ins and outs of the city, every inside road and shortcut to get to the next call, answering each one with his signature greeting: "801, it's Roland."

"I've learned to appreciate life more than you'll ever know, even through hard times," he says. "You always know that, regardless of what your circumstances or situations are, you have it a lot better than most people do."