



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

MEMORANDUM

DATE: March 25, 2020
TO: MAEMSA Board of Directors
FROM: Douglas R. Hooten, CEO
SUBJECT: Board of Directors ePacket for March 2020

Enclosed are the board reports for March 2020. 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 – February 29, 2020**

The following summarizes significant items in the February 29, 2020 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of February, 2020 is a gain of \$10,353 as compared to a budgeted gain of \$179,000 for a negative variance of (\$168,647). EBITDA for the month of January, 2020 is a gain of \$350,743 compared to a budgeted gain of \$498,859 for negative variance of (\$148,116).

- Total Revenue for January is -3% to budget. The negative variance was driven primarily by the Contractual and Provision for Uncollectable dollars booked. The number of transports for the month of February are over budget by 3%. This equates to a positive variance in transport gross revenue of \$486,801.
- The negative variance to budget is also driven by a large Employee Benefit claim paid and additional salaries and wages needed to provide coverage for the positive variance in transports.

Year to Date: EBITDA is a gain of \$2,714,715 as compared to a budgeted gain of \$1,212,931 for a positive variance to budget of \$1,501,784.

- 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 \$151,109.
- The positive variance to budget for EBITDA is also driven by lower than expected Health Insurance Claims, Fuel Expense, Computer Hardware and Software expense 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 \$12.09 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 February 29, 2020 there is 4 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 4.48 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 January, the return is 5.0%.

MAEMSA/EPAB cash reserve balance as of February 29, 2020 is \$475,470.69.



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending February 29, 2020

	Current Year	Last Year
Assets		
Cash - Unrestricted	\$6,683,492.37	\$6,442,881.31
Cash - Restricted	\$12,953,708.41	\$14,487,052.00
Accounts Receivable	\$11,166,654.26	\$10,887,229.36
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$1,040,733.79	\$1,193,993.40
Property Plant & Equ	\$55,845,742.22	\$49,011,569.23
Accumulated Deprecia	(\$22,673,297.70)	(\$18,485,434.61)
Total Assets	\$65,302,190.01	\$63,210,260.58
Liabilities		
Accounts Payable	(\$914,974.35)	(\$433,870.10)
Other Current Liabil	(\$1,562,574.77)	(\$1,404,580.30)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$4,628.21)	(\$6,452.10)
Long Term Debt	(\$4,143,512.10)	(\$4,389,465.64)
Other Long Term Liab	(\$4,771,394.62)	(\$171,068.14)
Total Liabilities	(\$11,404,865.36)	(\$6,413,217.59)
Equities		
Equity	(\$55,433,102.63)	(\$57,098,485.04)
Control	\$1,535,777.98	\$301,442.05
Total Equities	(\$53,897,324.65)	(\$56,797,042.99)
Total Liabilities and Equities	(\$65,302,190.01)	(\$63,210,260.58)



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

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenue						
Transport Fees	\$14,314,873.13	\$13,828,072.00	\$486,801.13	\$75,178,474.17	\$71,121,570.00	\$4,056,904.17
Contractual Allow	(\$6,173,957.96)	(\$3,760,102.00)	(\$2,413,855.96)	(\$31,773,026.10)	(\$19,340,262.00)	(\$12,432,764.10)
Provision for Uncoll	(\$4,312,731.72)	(\$6,141,597.00)	\$1,828,865.28	(\$23,192,571.90)	(\$31,580,731.00)	\$8,388,159.10
Education Income	\$337.00	\$50.00	\$287.00	\$12,948.29	\$37,350.00	(\$24,401.71)
Other Income	\$28,330.92	\$55,240.56	(\$26,909.64)	\$331,530.18	\$276,205.80	\$55,324.38
Standby/Subscription	\$75,574.27	\$57,732.58	\$17,841.69	\$394,999.39	\$311,008.90	\$83,990.49
Pop Health PMPM	\$0.00	\$0.00	\$0.00	(\$1.00)	\$0.00	(\$1.00)
interest on Investme	\$1,129.51	\$0.00	\$1,129.51	\$20,813.99	\$0.00	\$20,813.99
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$3,084.00	\$0.00	\$3,084.00
Total Revenue	\$3,933,555.15	\$4,039,396.14	(\$105,840.99)	\$20,976,251.02	\$20,825,141.70	\$151,109.32
Expenditures						
Salaries	\$2,262,468.97	\$2,184,641.67	\$77,827.30	\$12,513,834.08	\$12,501,517.35	\$12,316.73
Benefits and Taxes	\$479,446.71	\$451,606.00	\$27,840.71	\$1,514,337.17	\$2,389,468.00	(\$875,130.83)
Interest	\$21,848.68	\$17,800.00	\$4,048.68	\$97,935.56	\$78,800.00	\$19,135.56
Fuel	\$92,396.20	\$103,114.00	(\$10,717.80)	\$453,669.34	\$555,201.00	(\$101,531.66)
Medical Supp/Oxygen	\$173,908.29	\$167,560.00	\$6,348.29	\$920,324.75	\$860,621.00	\$59,703.75
Other Veh & Eq	\$38,208.92	\$39,068.88	(\$859.96)	\$191,863.79	\$195,344.40	(\$3,480.61)
Rent and Utilities	\$67,997.20	\$63,306.00	\$4,691.20	\$293,812.96	\$289,625.00	\$4,187.96
Facility & Eq Mtc	\$60,009.95	\$63,987.66	(\$3,977.71)	\$320,105.68	\$315,483.31	\$4,622.37
Postage & Shipping	\$2,455.25	\$3,603.00	(\$1,147.75)	\$17,003.91	\$17,215.00	(\$211.09)
Station	\$30,196.14	\$28,928.83	\$1,267.31	\$163,804.89	\$146,058.17	\$17,746.72
Comp Maintenance	\$119,587.34	\$133,828.00	(\$14,240.66)	\$558,522.42	\$669,140.00	(\$110,617.58)
Insurance	\$34,407.13	\$33,808.47	\$598.66	\$164,944.30	\$169,039.35	(\$4,095.05)



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

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Advertising & PR	\$22,955.59	\$13,108.00	\$9,847.59	\$44,562.89	\$22,540.00	\$22,022.89
Printing	\$4,561.65	\$3,796.00	\$765.65	\$20,036.79	\$19,310.00	\$726.79
Travel & Entertain	\$10,576.19	\$13,083.00	(\$2,506.81)	\$44,522.77	\$42,748.00	\$1,774.77
Dues & Subs	\$8,648.46	\$7,381.00	\$1,267.46	\$50,423.41	\$62,635.00	(\$12,211.59)
Continuing Educ Ex	\$4,294.00	\$14,268.00	(\$9,974.00)	\$38,154.16	\$80,568.00	(\$42,413.84)
Professional Fees	\$166,056.91	\$213,884.00	(\$47,827.09)	\$913,287.58	\$1,267,881.00	(\$354,593.42)
Education Expenses	\$3,568.88	\$0.00	\$3,568.88	\$33,665.90	\$0.00	\$33,665.90
Miscellaneous	\$1,068.48	\$1,564.00	(\$495.52)	\$4,659.25	\$7,816.00	(\$3,156.75)
Depreciation	\$318,541.19	\$302,058.83	\$16,482.36	\$1,618,240.04	\$1,510,294.15	\$107,945.89
Total Expenditures	\$3,923,202.13	\$3,860,395.34	\$62,806.79	\$19,977,711.64	\$21,201,304.73	(\$1,223,593.09)
Net Rev in Excess of Expend	\$10,353.02	\$179,000.80	(\$168,647.78)	\$998,539.38	(\$376,163.03)	\$1,374,702.41
EBITDA	\$350,742.89	\$498,859.63	(\$148,116.74)	\$2,714,714.98	\$1,212,931.12	\$1,501,783.86

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
February 29, 2020**

	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	12.09

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%	34.17%
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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	4.48
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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%	5.00%
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Reveals management's effectiveness in generating profits from the assets available. Budgeted return on net assets for FY19 is 7.04%.

**Emergency Physicians Advisory Board
Cash expenditures Detail**

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
Balance 02/29/2020			<u>\$ 475,470.69</u>



Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 02/26/20 Next Closing Date 03/27/20

Account Ending ~~XXXXXX~~

New Balance	\$14,294.25
Minimum Payment Due	\$765.59
Payment Due Date	03/22/20[‡]

‡ Late Payment Warning: Your Payment Due Date is 03/22/20. 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%.

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	25 years	\$35,251

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 Important Information About Your Account Terms.
- Please refer to the **IMPORTANT NOTICES** section for any changes to your Account terms and any other communications on pages 9 - 11.

Douglas R Hooten 3/10/2020 *Continued on page 3*

APPROVED

Douglas R. Hooten

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

Payment Coupon
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1-800-472-9297

Account Ending ~~XXXXXX~~

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

DOUGLAS R HOOTEN
MEDSTAR/AMAA
2900 ALTA MERE DR
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See reverse side for instructions on how to update your address, phone number, or email.

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\$ _____
Amount Enclosed

Membership Rewards® Points
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535,183

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

Account Summary

Pay In Full Portion	
Previous Balance	\$600.32
Payments/Credits	-\$600.32
New Charges	+\$628.59
Fees	+\$0.00
New Balance =	\$628.59

Pay Over Time Portion	
Previous Balance	\$20,944.85
Payments/Credits	-\$21,945.89
New Charges	+\$14,666.70
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance =	\$13,665.66
Minimum Due	\$137.00

Account Total	
Previous Balance	\$21,545.17
Payments/Credits	-\$22,546.21
New Charges	+\$15,295.29
Fees	+\$0.00
Interest Charged	+\$0.00

New Balance	\$14,294.25
Minimum Payment Due	\$765.59

Days in Billing Period: 29

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.

Payment Due Date	03/22/20
New Balance	\$14,294.25
Minimum Payment Due	\$765.59

0000349991382953784 001429425000076559 24 H



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 02/26/20

Account Ending ~~XXXXXXXXXX~~



Customer Care & Billing Inquiries
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 1-800-678-0745
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Payments and Credits

Summary

	Pay In Full	Pay Over Time ♦	Total
Payments	-\$493.22	-\$21,051.95	-\$21,545.17
Credits			
DOUGLAS R HOOTEN XXXXXXXXXX	-\$107.10	-\$893.94	-\$1,001.04
Total Payments and Credits	-\$600.32	-\$21,945.89	-\$22,546.21

Detail

*Indicates posting date

♦ - denotes Pay Over Time activity

For more information, visit americanexpress.com/payovertimeinfo

Payments

02/19/20*	DOUGLAS R HOOTEN	ONLINE PAYMENT - THANK YOU		Amount	-\$21,545.17
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Credits

02/01/20	DOUGLAS R HOOTEN	AMZN MKTP US AMZN.COM/BILL WA BOOK STORES	Credit back - tray not available.	Amount	-\$81.13
02/03/20	DOUGLAS R HOOTEN	MCALISTERS 1367 MM 1367 FORT WORTH TX 214-373-3400 PAY OVER TIME OPTION	Credit back - house acct	Amount	-\$203.94 ♦
02/08/20*	DOUGLAS R HOOTEN	AMAZON SHOP WITH POINTS CREDIT	Credit back	Amount	-\$25.97
02/21/20	DOUGLAS R HOOTEN	PINNACLE EMS 000000001 PLATTE CITY MO 8164312600 PAY OVER TIME OPTION	Refund for M.Zavadsky for speaking at Pinnacle EMS 2020.	Amount	-\$690.00 ♦

New Charges

Summary

	Pay In Full	Pay Over Time ♦	Total
DOUGLAS R HOOTEN XXXXXXXXXX	\$628.59	\$11,685.75	\$12,314.34

Summary Continued

	Pay In Full	Pay Over Time ♦	Total
STEVE POST 9-31056	\$0.00	\$2,980.95	\$2,980.95
Total New Charges	\$628.59	\$14,666.70	\$15,295.29

Detail ♦ - denotes Pay Over Time activity

For more information, visit americanexpress.com/payovertimeinfo

 **DOUGLAS R HOOTEN**
Card Ending ~~XXXXXXXXXX~~

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					Amount
01/28/20	KINEQUIP INCORPORATED NC 9489079570088 S15039SO 76116 Repair of Dome Lights for Trucks PAY OVER TIME OPTION	CHARLOTTE NC	PO 2201400		\$436.44 ♦
01/29/20	TRAIL DRIVE MANAGEMENT CO 00-080352783 817-4029000 Catered dinner at Dickies Arena for 16 people PAY OVER TIME OPTION	FORT WORTH TX	PO 2201493		\$646.25 ♦
01/29/20	AMZN MKTP US*2N1ST4YK3 BOOK STORES Projector, screen & stand - Risk & Safety presentations PAY OVER TIME OPTION	AMZN.COM/BILL WA	PO 2201343		\$382.82 ♦
01/29/20	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO TX	PO 2201799		\$48.00
01/30/20	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007840587562 Passenger Name: WILLINGHAM/SHERRY AN Document Type: TRAVEL AGENCY FEE	BLOOMINGTON IN	PO 2201401		\$5.00
01/30/20	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: LAS VEGAS MCCARRAN DALLAS/FORT WORTH Carrier: AA Class: V AA V Attending PWW abc360 course Ticket Number: 00175156883053 Date of Departure: 03/24 Passenger Name: WILLINGHAM/SHERRY AN Document Type: PASSENGER TICKET PAY OVER TIME OPTION	BLOOMINGTON IN	PO 2201401		\$416.80 ♦
01/30/20	AMZN MKTP US*RA3L23JG3 BOOK STORES USB-C charging port adapter	AMZN.COM/BILL WA	PO 2201382		\$45.31
01/31/20	TOOL AND EQUIPMENT 203-248-7553 Charger assembly retro kit PAY OVER TIME OPTION	HAMDEN CT	PO 2201389		\$123.97 ♦
01/31/20	MCALISTERS 1367 MM 1367 4323 761160 CATERING PAY OVER TIME OPTION	FORT WORTH TX	Credit back		\$203.94 ♦
01/31/20	QT 881/QUIKTRIP 554100881 INSIDE SALE CommCtr gift card awards PAY OVER TIME OPTION	FT WORTH TX	PO 2201384		\$150.00 ♦
01/31/20	CVS PHARMACY 8007467287 CommCtr gift card awards PAY OVER TIME OPTION	FORT WORTH TX	PO 2201383		\$248.75 ♦
01/31/20	TACO CABANA 10133 ECOM 972-702-9300 NEOP Breakfast with the Supervisors PAY OVER TIME OPTION	FORT WORTH TX	PO 2201355		\$103.86 ♦
02/01/20	AMEXGIFTCARD.COM-BOL 0244 833-205-8622 February service awards to be given out in March PAY OVER TIME OPTION	ATLANTA GA	PO 2201385		\$1,538.60 ♦



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 02/26/20

Account Ending ~~XXXXXX~~

Detail Continued

◆ - denotes Pay Over Time activity

Amount

Date	Description	Account Number	State	PO Number	Amount
02/01/20	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	588-895-4815	WA	PO 2201446	\$150.00 ◆
02/03/20	AMZN MKTP US*AG9A86MB3 BOOK STORES New drill for IT	AMZN.COM/BILL	WA	PO 2201443	\$70.18
02/03/20	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	PO 2201489	\$30.00
02/04/20	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007842108006 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201419	\$5.00
02/04/20	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: SAN DIEGO LINDBERG DALLAS/FORT WORTH Carrier: AA Class: L AA V Date of Departure: 02/12 Ticket Number: 00175156927212 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: PASSENGER TICKET PAY OVER TIME OPTION	BLOOMINGTON	IN	PO 2201419	\$546.80 ◆
02/04/20	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2201440	\$69.00
02/04/20	SOUTHWEST BENEFITS TRADE ASSOCI Renewal of mbrsp for M.Fowler PAY OVER TIME OPTION	DALLAS	TX	PO 2201418	\$175.00 ◆
02/04/20	PAYPAL *PRAYERBREAK 4029357733 Table reg's for Prayer Breakfast on 4/9/20 PAY OVER TIME OPTION	4029357733	TX	PO 2201474	\$395.00 ◆
02/04/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2201441	\$10.54
02/06/20	HOLIDAY INN EXP & SUITES FTWW Arrival Date 02/04/20 Departure Date 02/06/20 00000000 LODGING Weather was bad, Sleep rooms for duty personal that live over 50 miles away. PAY OVER TIME OPTION	FORT WORTH	TX	PO 2201492	\$495.00 ◆
02/07/20	AMAZON MKTPLACE PMTS GENERAL MERCHANDISE	SEATTLE	WA	Credit back	\$25.97
02/07/20	ACT*TYLER TECHNOLOGIES CONFERENCE Reg's for M.Skinner to attend MUNIS training PAY OVER TIME OPTION	800-646-2633	OH	PO 2201771	\$975.00 ◆
02/08/20	QUALITY LOGO PRODUCTS 866-312-5646 Hydration tumbles for MIH PAY OVER TIME OPTION	AURORA	IL	PO 2201491	\$812.59 ◆
02/11/20	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007843375231 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2201534	\$5.00

Detail Continued

◆ - denotes Pay Over Time activity

Amount

02/11/20	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: SAN DIEGO LINDBERG DALLAS/FORT WORTH Ticket Number: 00175161493452 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: PASSENGER TICKET PAY OVER TIME OPTION	BLOOMINGTON IN	PO 2201534	\$449.77 ◆
* 02/11/20	AMAZON.COM*L47AX3G73 MERCHANDISE Gift cards for MHP crews PAY OVER TIME OPTION	AMZN.COM/BILL	WA PO 2201554	\$105.99 ◆
02/11/20	PINNACLE EMS 000000001 8164312600 This was credited back. PAY OVER TIME OPTION	PLATTE CITY MO	PO 2201647	\$690.00 ◆
02/11/20	PAYPAL *NAT CHILD 5177646070 FTW PD Annual Material Drive PAY OVER TIME OPTION	5177646070 MI	PO 2201543	\$250.00 ◆
02/12/20	PINNACLE EMS 000000001 8164312600 Pinnacle registration for D.Hooten & S.Simpson PAY OVER TIME OPTION	PLATTE CITY MO	PO 2201614	\$1,180.00 ◆
02/13/20	LASXPRESS 221000000001370 DGANGWISH@SUITEACCESSLV.C Shuttle service for S.Willingham	LAS VEGAS NV	PO 2201558	\$26.00
02/14/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO	PO 2201569	\$10.01
02/14/20	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO TX	PO 2201827	\$48.00
* 02/17/20	AMZN MKTP US*M09V148D3 BOOK STORES 100 G3 bodypack transmitter for recording system PAY OVER TIME OPTION	AMZN.COM/BILL	WA PO 2201626	\$636.85 ◆
02/18/20	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007844743322 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: TRAVEL AGENCY FEE	BLOOMINGTON IN	PO 2201646	\$21.00
* 02/19/20	AMZN MKTP US*PZ6454B93 BOOK STORES Microphone & Lavalier for video lab PAY OVER TIME OPTION	AMZN.COM/BILL	WA PO 2201787	\$252.52 ◆
02/20/20	VISTAPR*VISTAPRINT.COM PRINTING Post Cards for Clay Shoot	866-8936743 MA	PO 2201727	\$78.80
* 02/20/20	SMK*SURVEYMONKEY.COM 35673742 76110 Renew subscription SUBSCRIPTION RENEWAL PAY OVER TIME OPTION	971-244-5555 CA	PO 2201746	\$319.80 ◆
02/20/20	STAR TELEGRAM ADVERTIS 817-390-7132 RFP video laryngoscope device	FORT WORTH TX	PO 2201723	\$99.84
02/24/20	AMZN MKTP US*UF10P1LT3 BOOK STORES LED decoder to fix LED bulbs on trucks	AMZN.COM/BILL	WA PO 2201681	\$30.94



STEVE POST

Card Ending ~~XXXXXXXX~~

* 01/29/20	SAGE SOFTWARE 1-866-996-7243 PAY OVER TIME OPTION Financial software for reporting - used to be called Peachtree.	IRVINE CA	PO 2201472	\$2,555.95 ◆
* 02/24/20	HFMA CIVIC/SOCIA Mbrshp renewal PAY OVER TIME OPTION	708-531-9600 IL	PO 2201683	\$425.00 ◆

Human Resources - February 2020

Hiring:

- Five new hires in January
 - 2 Logistics
 - 2 Administrative/Billing
 - 1 Fleet

Turnover:

- Feb turnover – 2.71%
 - FT – 1.58%
 - PT – 16.22%
- Year to date turnover – 7.39%
 - FT – 5.43%
 - PT – 37.84%

Leaves:

- 45 employees on FMLA / 10.18% of workforce
 - 35 cases on intermittent
 - 10 case on a block
- Top request reasons
 - FMLA-Child (8)
 - Migraines (7)
 - FMLA-Parent (5)
 - FMLA-Spouse (5)

HR Other:

- Annual backgrounds in progress
- Annual Anti-Harassment training in progress
- Annual TB/Immunization update completed

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

Conditions		Percentage by Department					
		Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Cardiology	1	Advanced	128	11	2.49%	24.44%	7.64%
Chronic Illness	2	Basic	144	13	2.94%	28.89%	9.03%
Ear-Nose-Throat	1	Business Office	28	8	1.81%	17.78%	28.57%
FMLA - Child	8	Communications	36	1	0.23%	2.22%	2.78%
FMLA - Parent	5	Field Supervisor/Manager	18	1	0.23%	2.22%	5.56%
FMLA - Spouse	5	Mobile Integrated Health	15	3	0.68%	6.67%	20.00%
Gastroenterology	1	Office of the Medical Director	10	1	0.23%	2.22%	10.00%
Gout	1	Support Services - Facilities, Fleet, S.E., Logistics	32	7	1.58%	15.56%	21.88%
Migraines	7	Grand Total	411	45			
Neurological	2	Total # of Full Time Employees - February 2020	442				
Orthopedic	4	% of Workforce using FMLA	10.18%				
Pregnancy	3	TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Psychological	4	Intermittent Leave	35	77.78%			
Respiratory	1	Block of Leave	10	22.22%			
Grand Total	45	Total	45	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	860:09	519:58	423:16	357:35	44:24	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	860:09	1380:07	1803:23	2160:58	2205:22	2205:22	2205:22	2205:22	2205:22	2205:22	2205:22	2205:22	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	266:21	165:35	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1106:34	1106:34	1106:34	1106:34	1106:34	1106:34	1106:34	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	8:00	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	15:28	15:28	15:28	15:28	15:28	15:28	15:28	15:28	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	2034:59	2051:20	1960:47	870:22	1019:22	0:00	0:00	0:00	0:00	0:00	0:00	0:00	793:41
FY 19-20	2034:59	4086:19	6047:06	6917:28	7936:50	7936:50	7936:50	7936:50	7936:50	7936:50	7936:50	7936:50	7936:50
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

All Other Leave for Fiscal Year 2019-2020'													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	6910:47	5898:25	6976:46	5941:14	5814:56	0:00	0:00	0:00	0:00	0:00	0:00	0:00	3154:12
FY 19-20	6910:47	12809:12	19785:58	25727:12	31542:08	31542:08	31542:08	31542:08	31542:08	31542:08	31542:08	31542:08	
FY 18-19													0:00

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

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	24:00	48:00	120:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	36:06
FY 19-20	95:00	169:00	193:00	241:00	361:00	361:00	361:00	361:00	361:00	361:00	361:00	361:00	361:00
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

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	10583:01	8810:04	9550:24	7217:11	7006:42	0:00	0:00	0:00	0:00	0:00	0:00	0:00	4316:44
FY 19-20	10583:01	19393:05	28943:29	36160:40	43167:22	43167:22	43167:22	43167:22	43167:22	43167:22	43167:22	43167:22	
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

Summary of Fiscal Year 2019-2020							
	Light Duty- WC	Light Duty - HR	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	2205:22	1106:34	15:28	7936:50	31542:08	361:00	43167:22
Goal / Compare	5189:07	0:00	149:13	16159:57	0:00	1096:00	22594:18

MedStar Mobile Health Care Separation Statistics - February 2020

	Current Month			Year to Date			Compared to Feb '19		Headcount
	Vol	Invol	Total	Vol	Invol	Total	Feb '19	%	Feb-20
Full Time Separations	5	2	7	20	4	24	18	33%	442
Part Time Separations	6	0	6	12	2	14	22	-36%	37
Total Separations	11	2	13	32	6	38	40	-5%	479
Total Turnover %	1.58%	16.22%	2.71%	5.43%	37.84%	7.93%			

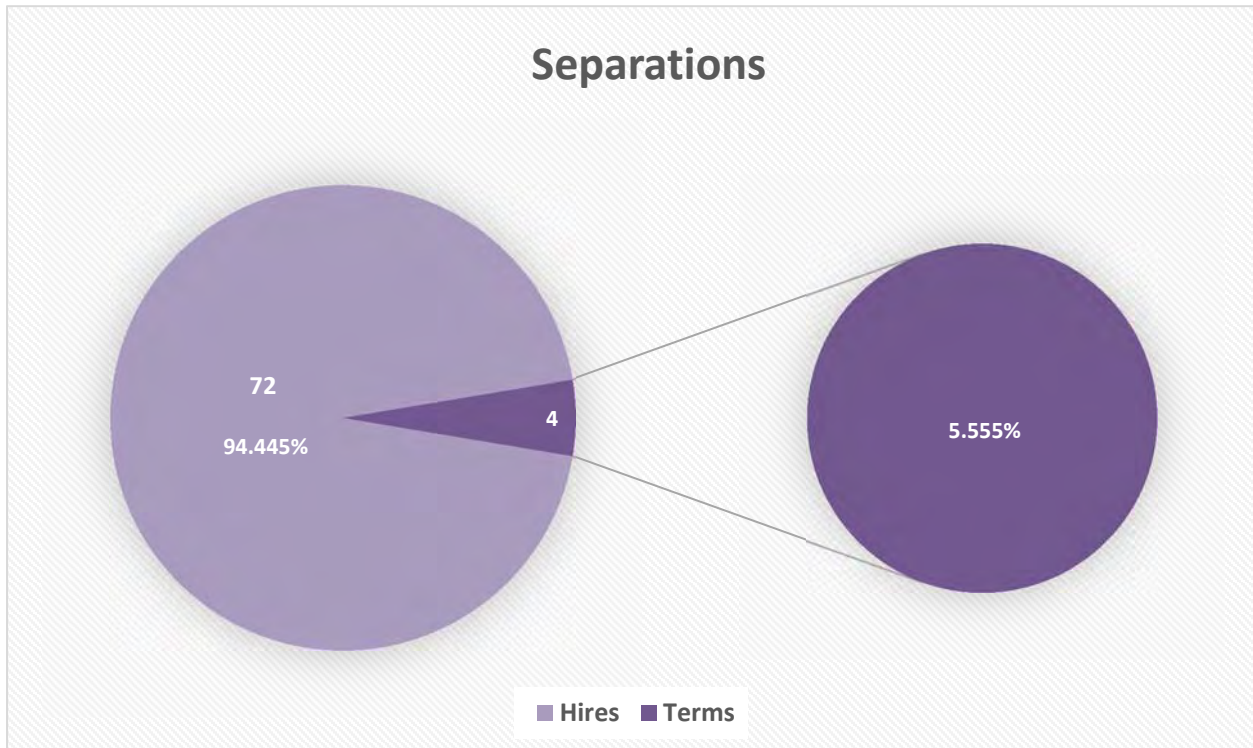
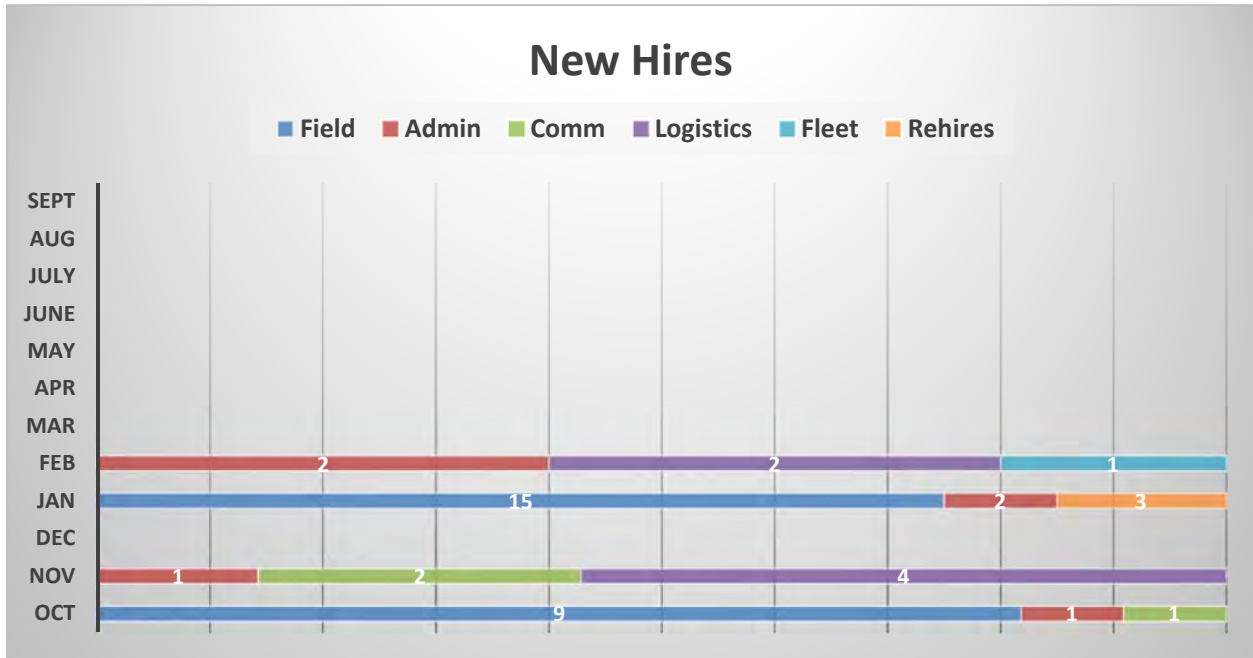
Separations by Department

Full Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Feb-20
Administration							2
Advanced	3	0	3	8	0	8	128
Basics				4	0	4	144
Business Intelligence - Deployment, QI, Scheduler							3
Business Office				2	0	2	28
Communications	0	1	1	0	1	1	36
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Executives							6
Field Manager/Supervisors - Operations	1	0	1	1	0	1	18
Human Resources				2	0	2	6
Information Technology							2
Medical Records							2
Mobile Integrated Health Department							15
MTAC - MedStar Training Academy				1	0	1	3
Office of the Medical Director							10
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics	1	1	2	2	3	5	32
Total	5	2	7	20	4	24	442

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Feb-20
Advanced	2	0	2	4	0	4	21
Basics	3	0	3	7	1	8	10
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications							1
Compliance							
Controller - Payroll, Purchasing, A/P							
Field Manager/Supervisors - Operations							
Human Resources							
Information Technology							
Medical Records							
Mobile Integrated Health Department				0	1	1	2
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics	1	0	1	1	0	1	3
Total	6	0	6	12	2	14	37

Recruiting & Staffing Report

Fiscal Year 2019-2020

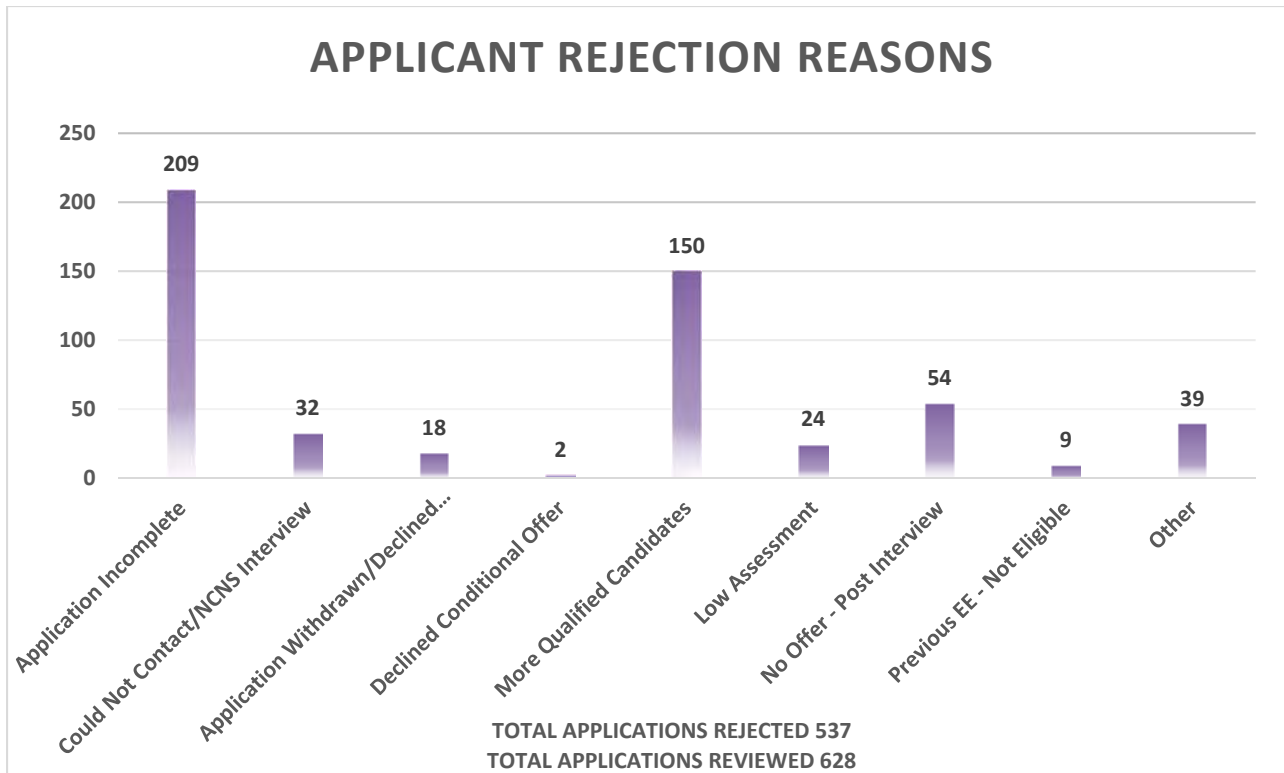
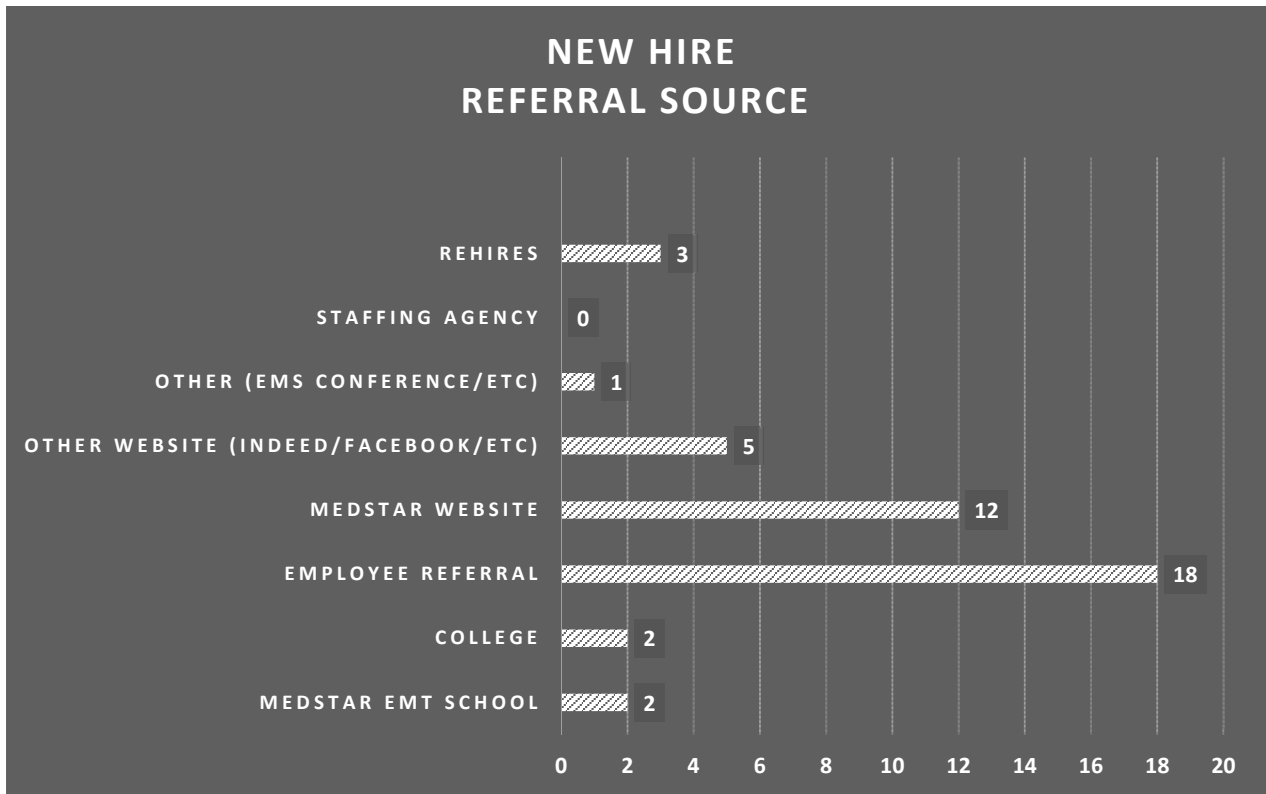


Fiscal Year Statistics
 Total hires to date 72
 Total separations from hires 4

Reasons for Separation
 Job abandonment – 1
 Another opportunity – 2
 Personal reasons - 1

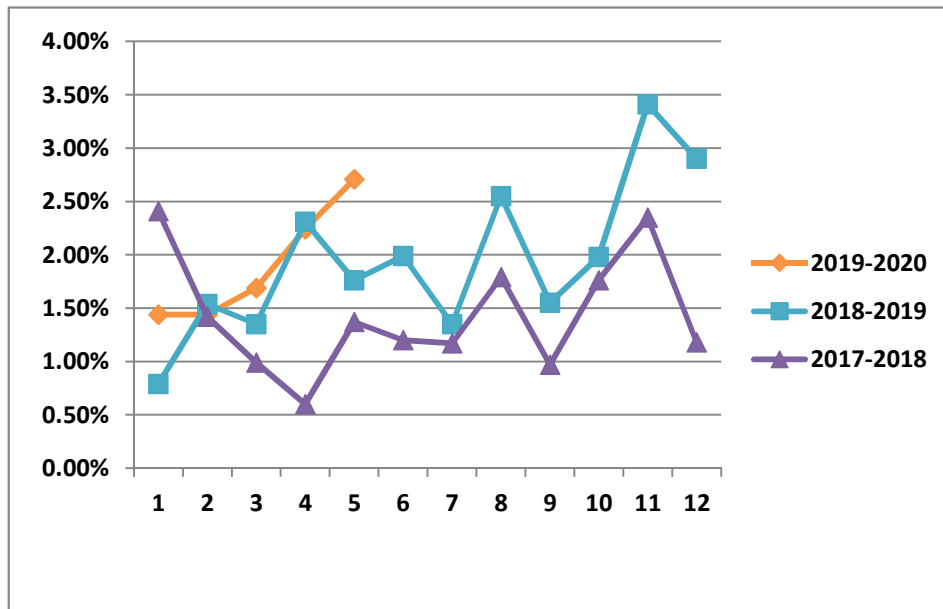
Recruiting & Staffing Report

Fiscal Year 2019-2020



**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	1.69%	1.35%	0.99%	1.63%
January	2.24%	2.31%	0.60%	0.89%
February	2.71%	1.76%	1.37%	1.58%
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	22.848%	23.480%	17.210%	16.392%





MedStar Response Time Reliability and AVG Response Time Performance

Period: Feb 2020

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	6	6	00:07:15	6	83.3%	0	0.0%	21	3	85.7%
	2	8	7	00:08:10	8	87.5%	0	0.0%	52	4	92.3%
	3	8	7	00:12:56	8	75.0%	0	0.0%	24	3	87.5%
Total Blue Mound		22	20								
Burleson	1	77	76	00:07:39	77	87.0%	1	1.3%	77	10	87.0%
	2	145	137	00:08:45	145	84.1%	5	3.4%	145	23	84.1%
	3	73	71	00:11:18	73	83.6%	1	1.4%	73	12	83.6%
	4	151	151	00:24:30	151	94.0%	2	1.3%	151	9	94.0%
Total Burleson		446	435								
Edgecliff Village	1	6	6	00:08:41	6	83.3%	1	16.7%	27	1	96.3%
	2	8	8	00:07:15	8	87.5%	0	0.0%	104	5	95.2%
	3	8	7	00:10:45	8	87.5%	0	0.0%	33	2	93.9%
Total Edgecliff Village		22	21								
Forest Hill	1	38	36	00:08:27	38	81.6%	0	0.0%	38	7	81.6%
	2	88	78	00:08:21	88	92.0%	2	2.3%	156	16	89.7%
	3	34	32	00:11:08	34	94.1%	1	2.9%	65	3	95.4%
Total Forest Hill		160	146								
Fort Worth	1	2444	2347	00:07:49	2444	87.6%	22	0.9%	2444	302	87.6%
	2	4832	4427	00:08:11	4832	90.8%	47	1.0%	4832	444	90.8%
	3	2698	2538	00:09:51	2698	92.2%	34	1.3%	2698	211	92.2%
	4	1044	1037	00:23:37	1044	96.5%	9	0.9%	1044	37	96.5%
Total Fort Worth		11018	10349								
Haltom City	1	91	89	00:08:53	91	75.8%	1	1.1%	91	22	75.8%
	2	124	114	00:08:41	124	91.9%	0	0.0%	124	10	91.9%
	3	64	58	00:09:57	64	95.3%	1	1.6%	64	3	95.3%
	4	14	14	00:15:30	14	100.0%	0	0.0%	65	1	98.5%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Feb 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Total Haltom City		293	275								
Haslet	1	5	5	00:08:53	5	80.0%	0	0.0%	66	16	75.8%
	2	11	11	00:08:03	11	100.0%	0	0.0%	11	0	100.0%
	3	4	3	00:06:52	4	100.0%	0	0.0%	49	5	89.8%
Total Haslet		20	19								
Lake Worth	1	21	21	00:08:39	21	81.0%	2	9.5%	91	14	84.6%
	2	62	57	00:08:36	62	91.9%	0	0.0%	128	17	86.7%
	3	16	13	00:10:31	16	87.5%	0	0.0%	90	12	86.7%
	4	2	1	00:12:28	2	100.0%	0	0.0%	8	0	100.0%
Total Lake Worth		101	92								
Lakeside	1	4	4	00:09:08	4	75.0%	0	0.0%	19	7	63.2%
	2	3	3	00:14:58	3	0.0%	0	0.0%	18	10	44.4%
	3	2	1	00:12:31	2	50.0%	0	0.0%	14	2	85.7%
Total Lakeside		9	8								
River Oaks	1	20	19	00:07:10	20	100.0%	0	0.0%	80	6	92.5%
	2	24	23	00:08:35	24	87.5%	0	0.0%	24	3	87.5%
	3	13	11	00:11:24	13	84.6%	1	7.7%	78	13	83.3%
Total River Oaks		57	53								
Saginaw	1	24	22	00:09:06	24	83.3%	0	0.0%	99	27	72.7%
	2	71	64	00:09:46	71	77.5%	1	1.4%	71	16	77.5%
	3	33	28	00:12:49	33	81.8%	0	0.0%	130	27	79.2%
Total Saginaw		128	114								
Sansom Park	1	24	24	00:07:00	24	91.7%	0	0.0%	62	11	82.3%
	2	38	37	00:08:12	38	89.5%	1	2.6%	38	4	89.5%
	3	10	10	00:11:38	10	80.0%	0	0.0%	81	10	87.7%
	4	6	6	00:13:47	6	100.0%	0	0.0%	18	0	100.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Feb 2020

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Total Sansom Park		78	77								
Westworth Village	1	16	16	00:07:25	16	87.5%	0	0.0%	64	9	85.9%
	2	24	24	00:09:02	24	95.8%	0	0.0%	123	8	93.5%
	3	14	14	00:10:53	14	78.6%	1	7.1%	96	12	87.5%
Total Westworth Village		54	54								
White Settlement	1	41	39	00:08:12	41	75.6%	1	2.4%	102	14	86.3%
	2	102	98	00:07:24	102	91.2%	2	2.0%	102	9	91.2%
	3	49	43	00:09:52	49	89.8%	2	4.1%	126	13	89.7%
	4	13	13	00:20:08	13	100.0%	0	0.0%	13	0	100.0%
Total White Settlement		205	193								
System Wide	1	2817	2710	00:07:52	2817	87.0%	28	1.0%	3285	449	86.3%
	2	5540	5088	00:08:14	5540	90.5%	58	1.0%	5934	570	90.4%
	3	3026	2836	00:09:58	3026	91.7%	41	1.4%	3625	328	91.0%
	4	1230	1222	00:23:35	1230	96.3%	11	0.9%	1306	48	96.3%
Total System Wide		12613	11856								



Discussion

- COVID-19

MEDS Committee

- Video Laryngoscope RFP in-process
- Evaluating IO deployment devices

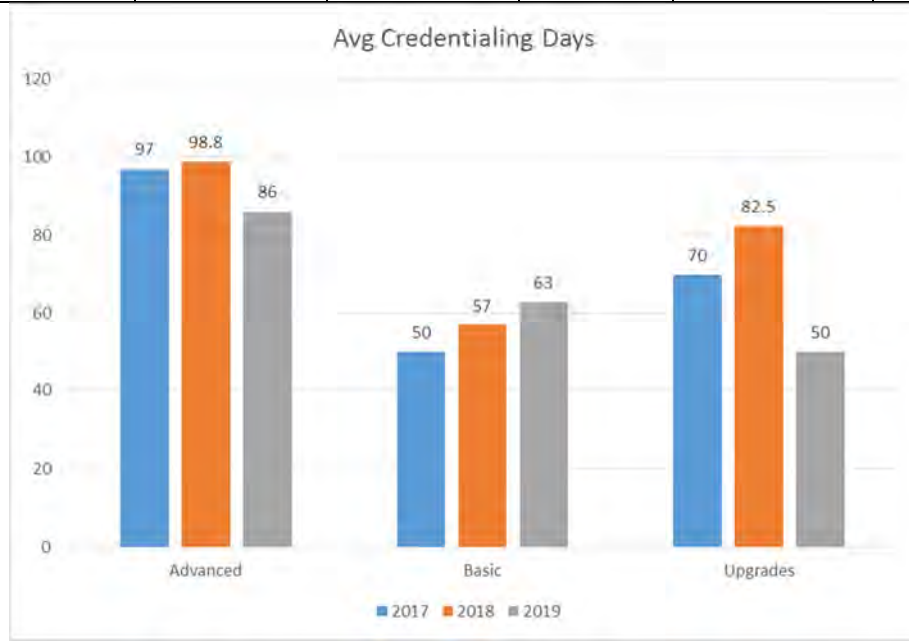
Education and Training

- CE in March has been moved to online
- Cadaver Lab in June still scheduled
- Community programs (STB, CPR/AED) cancelled or postponed
- Hybrid EMT course postponed
- High School EMT programs on hold
- Clinical rotations with MedStar on hold
- NREMT has extended recertification date to June and waived the “Live” CE requirement

Credentialing

- Expiration dates of card certifications for credentialing are being extended 60-days
- June NEOP moved to April

2020	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	8	0	0	0	8
Adv Upgrade	3	3	0	0	6
Basic	11	0	1	0	10



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



QA

Case Acuity		February 2020
High		5 (6.3%)
Moderate		24 (30.4%)
Low		45 (57.0%)
Non QA/QI		5 (6.3%)
Grand Total		79 (100.0%)

Case Disposition		February 2020
Needs Improvement		23 (29.1%)
Clinically Inappropria..		2 (2.5%)
Forwarded		4 (5.1%)
No Fault		33 (41.8%)
Pending		17 (21.5%)
Grand Total		79 (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	1.4 days	2.0 days	4.3 days
Moderate	2.6 days	2.7 days	4.8 days
Low	3.5 days	0.8 days	4.3 days
Non QA/QI	4.2 days	0.0 days	4.2 days
Grand To..	3.1 days	1.0 days	4.4 days

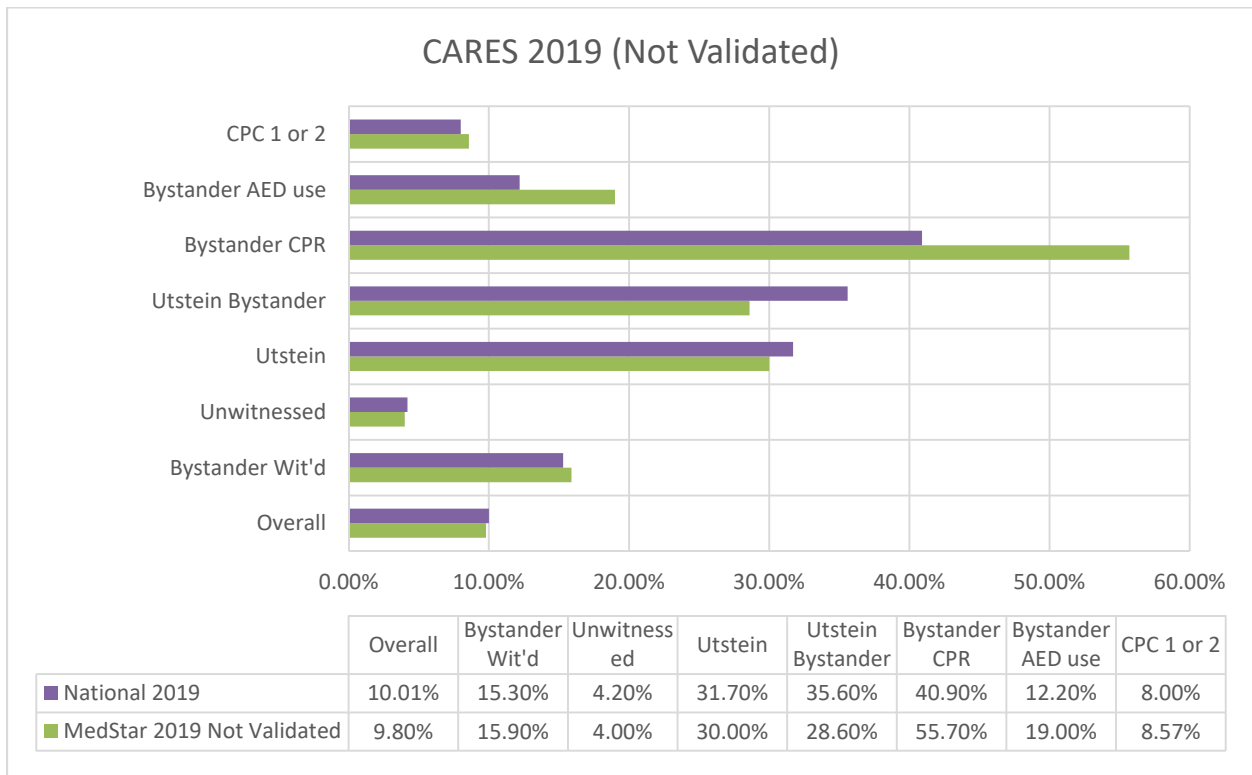
Case Origin		System Clinical Issues	
CQI/First Pass 27 34.2%	OMD 14 17.7%	February 2020	
Self Report 24 30.4%	Airway QA 6 7.6%	Equipment Issues	2
	FRO	Inadequately Treated U..	1
		No EtCO2 w/ PPV	2
		Case Status	
		February 2020	
		Closed	53 (67.1%)
		Open	26 (32.9%)
		Grand Total	79 (100.0%)

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

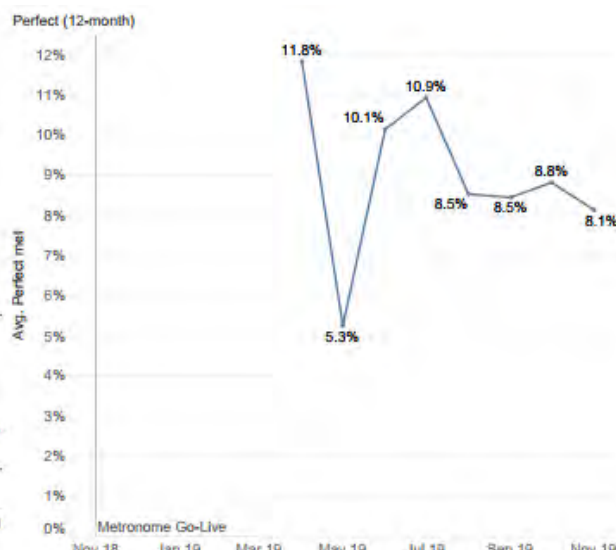
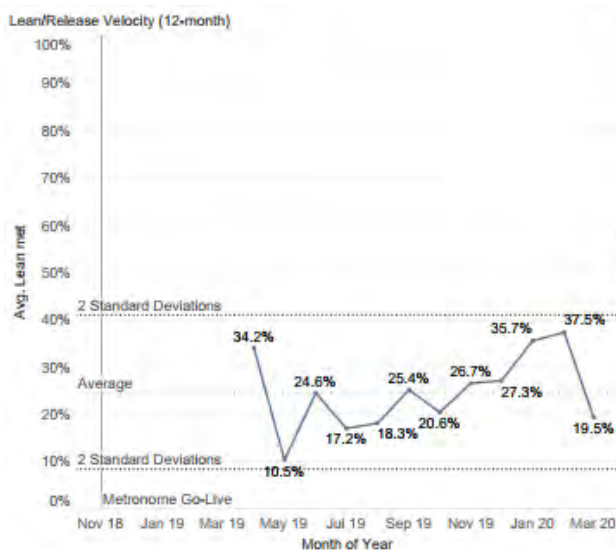
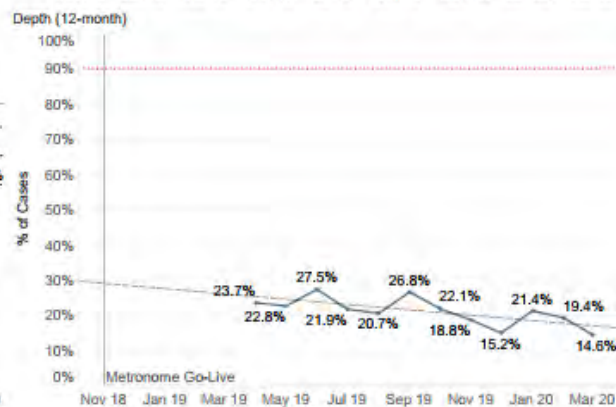
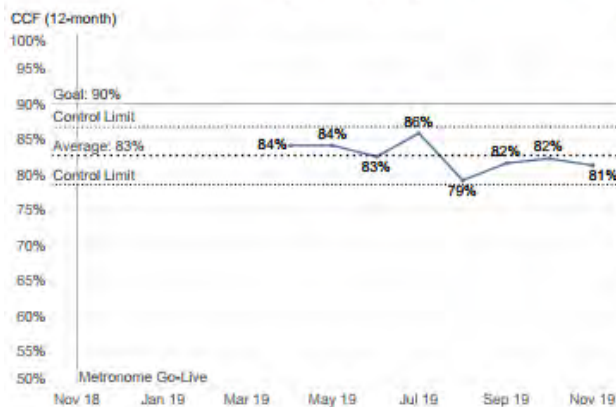
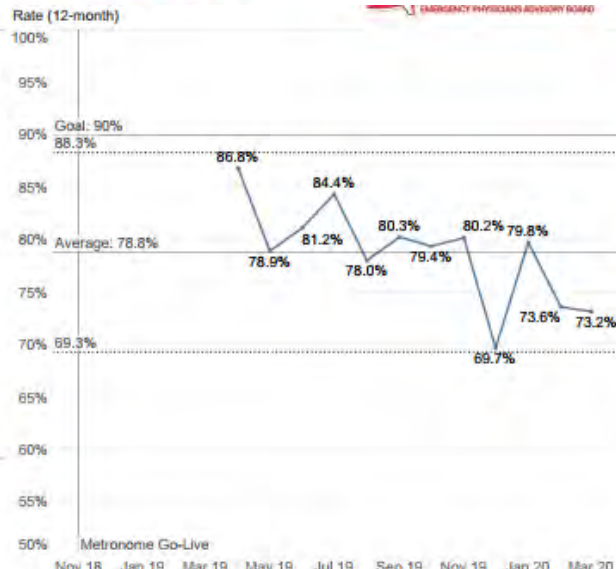
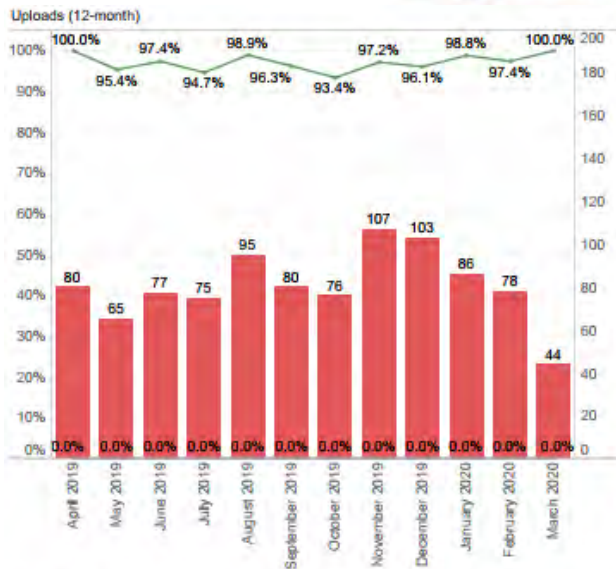


System Diagnostics

- **System Performance Bundles**
 - o Update next month
- **Clinical Bundles**
 - o Bundle mapping is being worked on with First Watch
- **Resuscitation / CARES**
 - o 2019 data is not validated
 - Only missed one hospital outcome



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



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Airway

- **Next month**

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

www.fwomd.org



**Tuesday, March 17, 2020
Compliance Officer's Report
February 18, 2020 to March 16, 2020**

Compliance Officer Duties

- 1 narcotic anomaly to report
 - Field Operation Supervisor dropped a vital of Fentanyl
- District Attorney's Office will be suspecting all trials and jury selections until April
- Several investigation conducted for compliance, and employee relation matters
- Submitted all employee provider roster changes to the DSHS as required

Paralegal Duties

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

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

Strategic Integration Summary

March 2020



Alternate Payment Models

- Received official notice from CMMI that MedStar is approved to participate in the ET3 Model
 - Many steps in the next part of the process
 - We are working through those now
 - Participation Agreement with CMMI due to them by 4/24/20
 - We and many others have discussed with CMMI an extension due to COVID19 activities and complexity of the PA review

Medicaid Ambulance Supplemental Payment Program – ASPP

- Still working with HHSC on revised program
- Starting internal work on the charity care component of the program

COVID-19 Activity

- Worked with lobbyists to secure \$10 million of EMS funding in COVID I
 - EMS Provider training
- Working with lobbyists to include EMS specific provisions in COVID III
 - Priority for PPE
 - Priority for testing
 - Funding for extraordinary costs (quarantine, childcare, supplies, etc.)
- Working with CMMI/CMS and HHSC on implementing Medicare/Medicaid payment for no-transport
 - Minimize impact to MedStar and other agencies as we all consider implementation of a pandemic no-transport policy to reduce preventable ED visits, preserving hospital capacity
- Coordinated a Tarrant County Ambulance Agency collaboration effort
- Conducted a national webinar on EMS Myths and Realities managing COVID patients

Paid Consulting Activity

- Center for Public Safety Management (in partnership with ICMA)
 - Work continues with them on 4 projects
 - San Diego County, CA – Evaluation of EMS agency performance
 - Paradise Valley, AZ – Ambulance RFP and contracting
 - Lewiston, ME – Fire/EMS evaluation
 - Steuben, NY – EMS evaluation
- ICMA webinar on High Performance/High Value EMS March 31, 2020
 - In partnership with CPSM and AIMH

DKMS Bone Marrow Drive

- 62 people registered during the drive
- Special thanks to EMT Nicole Dronette!

New MIH Agreement

- Community Healthcare of Texas
- Hospice Services

2020 Careholder's Report Complete

- At the printers, due 3/31/20
- Will distribute link to report on website in 2-3 weeks (post-COVID-19)

Upcoming Speaking Engagements

Event	Date	Location	Attendees
JEMS/EMS Today (4 sessions)	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
Institute for Accountable Care	May '20	Chicago, IL	~200
Zoll Summit (3 sessions)	June '20	Denver, CO	~500
Pinnacle EMS Power Seminar	July 2020	Phoenix, AZ	~100

Media

Local –

- COVID-19 Preparations (multiple stories)
 - FOX 4, NBC 5, ABC 8, CBS 11, Star-Telegram, WBAP, KRLD, Sirius XM
- Flu Stats and Prevention
 - NBC 5, CBS 11, Star-Telegram, WBAP, KRLD, Sirius XM
- New ambulance passenger restrictions
 - NBC 5, ABC 8, KRLD, Univision

Mobile Integrated Healthcare Report

February 2020 Activity

Hospice:

Vitas: 6 active

- 9-1-1 calls: 1

Holy Savior: 8 active

- 9-1-1 calls: 0

Embrace: 7 active

- 9-1-1 calls: 0

Community: 4 active

- 9-1-1 calls: 0

Home Health:

Klarus: 156 active

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

Health Masters: 17 active

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

Readmission Avoidance Enrollments:

- Southwestern Health Resources: 9
- THR Alliance: 9
- THR FW: 2
- UTSW NAIP: 1
- 9-1-1 Encounters w/CCP on scene: 6

High Utilizer:

- UTSW NAIP: 2
- Internal/FD: 3
- Non-adherent high utilizers: 12
- Southwestern Health Resources: 3
- 9-1-1 Encounters w/CCP on scene: 26

Palliative Care, Southwestern Health Resources:

- 28 active
- 9-1-1 Encounters w/CCP on scene: 7

Star Saver Plus:

- 360 Active
- 9-1-1 Encounters: 9
- In-home, scheduled visits: 0

9-1-1 Nurse Triage:

- Total calls navigated to RN: 78
- Alternative Care/Destination: 27
 - Transportation assistance via Lyft: 15
 - Private vehicle: 3
- Alternative Transportation to ED: 6
 - Lyft: 2
 - Wheelchair service: 3
 - Private vehicle: 1

StarSaver Report

Membership New / Renewal Comparison														
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change
New Households														
January	35	35	37	37	5.7%	38	38	2.7%	21	21	-44.7%	44	44	109.5%
February	58	93	32	69	-25.8%	41	79	14.5%	38	59	-25.3%	34	78	32.2%
March	51	144	48	117	-18.8%	56	135	15.4%	35	94	-30.4%	39	117	24.5%
April	40	184	68	185	0.5%	45	180	-2.7%	44	138	-23.3%		117	-15.2%
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%		117	-29.1%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%		117	-40.3%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%		117	-49.8%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%		117	-55.7%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%		117	-78.3%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%		117	-78.5%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%		117	-79.0%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%		117	-79.9%
Total New Member Households	450		458			419			581			117		
Renewing Households	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change
January	454	454	344	344	-24.2%	347	347	0.9%	216	216	-37.8%	183	183	-15.3%
February	306	760	117	461	-39.3%	546	893	93.7%	210	426	-52.3%	66	249	-41.5%
March	192	952	78	539	-43.4%	96	989	83.5%	335	761	-23.1%	17	266	-65.0%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	954	1715	-24.8%		266	-84.5%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%		266	-87.3%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%		266	-89.2%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%		266	-90.3%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%		266	-91.2%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%		266	-91.6%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%		266	-92.0%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%		266	-92.2%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%		266	-92.7%
Total Renewing Households	4854		4727			4520			3657			266		

COMMONLY USED ACRONYMS

A

ACEP – American College of Emergency Physicians
ACEP – American Academy of Pediatrics
ACLS – Advanced Cardiac Life Support
AED – Automated External Defibrillator
ALJ – Administrative Law Judge
ALS – Advance Life Support
ATLS – Advanced Trauma Life Support

B

BLS – Basic Life Support
BVM – Bag-Valve-Mask

C

CAAS – Commission on Accreditation of Ambulance Services (US)
CAD – Computer Aided Dispatch
CAD – Coronary Artery Disease
CCT – Critical Care Transport
CISD – Critical Incident Stress Debriefing
CISM – Critical Incident Stress Management
CMS – Centers for Medicare and Medicaid Services
CMMI - Centers for Medicare and Medicaid Services Innovation
COG – Council of Governments

D

DFPS – Department of Family and Protective Services
DSHS – Department of State Health Services
DNR – Do Not Resuscitate

E

ED – Emergency Department
EKG – ElectroCardioGram
EMD – Emergency Medical Dispatch (protocols)
EMS – Emergency Medical Services
EMT – Emergency Medical Technician
EMTALA – Emergency Medical Treatment and Active Labor Act
EMT – I – Intermediate
EMT – P – Paramedic
ePCR – Electronic Patient Care Record
ER – Emergency Room

F

FFS – Fee for service
FRAB – First Responder Advisory Board
FTE – Full Time Equivalent (position)
FTO – Field Training Officer
FRO – First Responder Organization

G

GCS – Glasgow Coma Scale
GETAC – Governor’s Emergency Trauma Advisory Council

H

HIPAA – Health Insurance Portability & Accountability Act of 1996

I

ICD – 9 – International Classification of Diseases, Ninth Revision
ICD -10 – International Classification of Diseases, Tenth Revision
ICS – Incident Command System

J

JEMS – Journal of Emergency Medical Services

K

L

LMS – Learning Management System

M

MAEMSA – Metropolitan Area EMS Authority
MCI – Mass Casualty Incident
MI – Myocardial Infarction
MICU – Mobile Intensive Care Unit
MIH – Mobile Integrated Healthcare

COMMONLY USED ACRONYMS

N

NAEMSP – National Association of EMS Physicians
NAEMT – National Association of Emergency Medical Technicians
NEMSAC – National EMS Advisory Council (NHTSA)
NEMSIS – National EMS Information System
NFIRS – National Fire Incident Reporting System
NFPA – National Fire Protection Association
NIMS – National Incident Management System

O

OMD – Office of the Medical Director

P

PALS – Pediatric Advanced Life Support
PHTLS – Pre-Hospital Trauma Life Support
PSAP – Public Safety Answering Point (911)
PUM – Public Utility Model

Q

QRV – Quick Response Vehicle

R

ROSC – Return of Spontaneous Circulation
RFQ – Request for Quote
RFP – Request for Proposal

S

SSM – System Status Management
STB – Stop the Bleed
STEMI – ST Elevation Myocardial Infarction

T

U

V

VFIB – Ventricular fibrillation; an EKG rhythm

W

X/Y/Z