



**Metropolitan Area EMS Authority (MAEMSA)**

**d.b.a. MedStar Mobile Healthcare**

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**Board of Directors**

**June 4, 2020**

**METROPOLITAN AREA EMS AUTHORITY  
DBA MEDSTAR MOBILE HEALTHCARE  
NOTICE OF MEETING AND  
BOARD OF DIRECTORS BUDGET WORKSHOP**

**Date and Time: June 4, 2020; 10:00 a.m.**

**The meeting will be conducted by conference call-in, pursuant to the Governor's March 16, 2020 suspension of certain provisions of the Open Meetings Act. The public may observe the meeting by clicking this URL:**

**[https://webinar.ringcentral.com/w/1482194387?tk=UZ0c5JJsY4NtJWcWPax\\_uDCRvZxmckpEp8SW2lff7rs.DOEAAAAAWFh90xZCN0Y4MjVxeVFzMngxcE9wRnNXYVRBAA](https://webinar.ringcentral.com/w/1482194387?tk=UZ0c5JJsY4NtJWcWPax_uDCRvZxmckpEp8SW2lff7rs.DOEAAAAAWFh90xZCN0Y4MjVxeVFzMngxcE9wRnNXYVRBAA)**

**To listen by phone: (for higher quality, dial a number based on your current location): (213)250-5700; (312)2630281; (346)980-4201; (646)357-3664; (650)242-4929. Webinar ID: 148 219 4387**

**AGENDA**

- |             |                               |   |                             |
|-------------|-------------------------------|---|-----------------------------|
| <b>I.</b>   | <b>CALL TO ORDER</b>          |   | Dr. Brian Byrd              |
| <b>II.</b>  | <b>INTRODUCTION OF GUESTS</b> |   | Dr. Brian Byrd              |
| <b>III.</b> | <b>CONSENT AGENDA</b>         | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member may request an item be removed from the consent agenda and considered separately. The consent agenda consists of the following: |                             |
|             | <b>BC – 1424</b>              | Approval of Board Minutes for April 2020.   | Dr. Brian Byrd<br>Pg. 4     |
|             | <b>BC – 1425</b>              | Approval of Check register for April 2020.  | Dr. Brian Byrd<br>Pg. 7     |
| <b>IV.</b>  | <b>NEW BUSINESS</b>           |   |                             |
|             | <b>BC – 1426</b>              | Approval to purchase Video Laryngoscope devices as per RFP #2020-001.   | Douglas Hooten<br>Pg. 9     |
|             | <b>BC – 1427</b>              | Approval of recommendation from EPAB, appointing Dr. Vithalani as the Medical Director for MAEMSA.  | Dr. Gary Floyd<br>Pg. 13    |
|             | <b>BC – 1428</b>              | Approval of recommendation from EPAB, appointing Dr. Miller as the Associate Medical Director.  | Dr. Gary Floyd<br>Pg. 14    |
| <b>V.</b>   | <b>BUDGET WORKSHOP</b>        | Discussion of FY 2021 budget challenges, goals and priorities   | Dr. Brian Byrd and<br>Staff |

**VI. OTHER  
DISCUSSIONS**

**VI. CLOSED SESSION**

The Board of Directors may conduct a closed meeting in order to discuss matters permitted by any of the following sections of Chapter 551 of the Texas Government Code:

1. Section 551.071: To seek the advice of its attorney(s) concerning pending or contemplated litigation or a settlement offer, or on any matter in which the duty of the attorney to the Board and the Authority to maintain confidentiality under the Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Open Meetings Act, including without limitation, consultation regarding legal issues related to matters on this Agenda;
2. Section 551.072: To deliberate the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the Authority in negotiations with a third person;
3. Section 551.074: To (1) deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of an Authority officer or employee; or (2) to hear a complaint or charge against an officer or employee; or
4. Section 551.089: To deliberate security assessments or deployments relating to information resources technology; network security information; or the deployment of, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

**VII. RECONVENE FROM CLOSED SESSION**

The Board may act on any agenda item discussed during the Closed Session.

**VIII. ADJOURNMENT**



## MINUTES

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

**Meeting Date and Time: April 22, 2020; 10:00 a.m.**

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

#### **I. CALL TO ORDER**

Chairman Brian Byrd called the meeting to order at 10:05 a.m.

Chairman Byrd took roll of the board members who participated through video conferencing:

Dr. Brian Byrd, Chairman, Dr. Janice Knebl, Paul Harral, Matthew Aiken, Dr. Chris Bolton, EPAB; Dr. Rajesh Gandhi, Douglas Hooten (Ex-officio), Fire Chief Kirt Mays (Ex-officio), Fire Chief Jim Davis (Ex-officio), Dr. Veer Vithalani (Ex-officio) and Kristofer Schleicher, General Counsel for MAEMSA dba MedStar Mobile Healthcare. A quorum was met for this video-conference board meeting.

#### **Guests on phone:**

Chad Carr, Matt Zavadsky, Steve Post, Dwayne Howerton, Austin Cox, Buck Gleason, Dale Rose, Brian Miller, MD, OMD; Josh Nackenson, MD, OMD; Kier Brister, Leila Peeples, Misti Skinner, Shaun Curtis, Will Mercer, Police Chief David Burgess, Fire Chief Fred Napp, Mike Sanborn - BSW Fort Worth, Jeremy Bishop - FTW 440; Jason Allen, CBS 11; Rick Smith, Fox 4.

#### **II. CONSENT AGENDA**

**BC-1420 Approval of Board minutes for February, 26, 2020.**

**BC-1421 Approval of Board minutes for March Emergency meeting, March 25, 2020.**

**BC-1422 Approval of Check History for February and March 2020.**

The motion to approve all items on the Consent Agenda was made by Paul Harral and seconded by Janice Knebl. The motion carried unanimously.

#### **III. NEW BUSINESS**

**IR-214 COVID-19 Financial Impact.** Steve Post addressed this issue for the board.

Raj Gandhi moved to authorize the acceptance of the first round of CARES funding and to apply for the Second Round. Dr. Gandhi accepted Paul Harral's friendly amendment to include authorization to accept funds in the second round of CARES funding as appropriate. The amended motion was seconded by Paul Harral and carried unanimously.

**BC-1423 Approval to purchase a Unified Communications as a Service System (UCaaS).**

The motion to approve was made by Dr. Gandhi and seconded by Janice Knebl. The motion carried unanimously.

#### **IV. MONTHLY REPORTS**

**A. Chief Executive Officer:** Douglas Hooten reported on finalization of the opening of the North Deployment Center (NDC), which is coming in under budget. Most of our time is spent on COVID-19; calls, video conferences – working with others on how to get and share PPE. Mr. Hooten has calls 3 times a week with all the employees to keep them up to date with all that is going on within the County and here at MedStar. MedStar employees have deployed with the Military for COVID-19 and we have employees helping with State Testing.

**B. Office of the Medical Director:** Dr. Vithalani reviewed Tab B.

**C. Chief Financial Officer:** Steve Post reviewed Tab C and thanked IT for all their help setting up our Business Office folks to work from home.

**D. Human Resources:** Leila Peeples reviewed Tab D.

**E. Compliance Officer:** Chad Carr reviewed Tab E.

**F. Chief Operations:** Ken Simpson reviewed Tab F.

**G. FRAB:** Chief Davis informed the board that the Interlocal was on the Fort Worth City Council meeting for Tuesday, May 5, 2020.

**H. Chief Strategic Integration Officer:** Matt Zavadsky reviewed Tab H.

#### **V. CLOSED SESSION**

There was no closed session.

Chairman Byrd asked that at the next meeting, update the board on which cities have / have not signed the Inter Local.

#### **VI. ADJOURNMENT**

There being no further business, Chairman Byrd adjourned the meeting at 11:18 a.m.

Respectfully submitted,

Janice Knebl  
Secretary

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 06/04/2020	<b>Reference #:</b> BC-1425	<b>Title:</b> Approval of check register for the month of April 2020.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the check register for payments over \$5,000 for the month April 2020.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

<b>Submitted by:</b> <u>Douglas Hooten</u>	<b>Board Action:</b>	____ Approved ____ Denied ____ Continued until _____
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**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**AP Check Details Over 5000.00**  
**For Checks Between 4/1/2020 and 4/30/2020**

Check Number	CK Date	Vendor Name	Check Amount	Description
13377	4/16/2020	WEX Bank	73,872.07	March '20 Fuel
100686	4/2/2020	AT&T Mobility	12,980.73	Cell Phone and Aircards - 03-2
100687	4/2/2020	Bound Tree Medical LLC	21,823.65	Medical Supplies
100693	4/2/2020	Direct Energy Business	8,615.40	Electric Service
100694	4/2/2020	Ergogenesis Workplace Solutions, LLC	5,263.29	NDC Cap-ex item
100697	4/2/2020	Life Fitness	42,993.80	N. Deployment Gym
100699	4/2/2020	Maintenance of Ft Worth, Inc.	5,373.61	Janitorial Service and Supplies
100704	4/2/2020	O'Neill Marketing & Event Mgmt.	14,801.09	February Billing - Reports
100706	4/2/2020	Paranet Solutions	18,360.00	North Deployment Center IT/Net
100709	4/2/2020	ReCept Pharmacy	13,582.69	Medical Supplies
100711	4/2/2020	Tyler Technologies	132,107.00	Application Services - Annual Renewal
100714	4/2/2020	XL Parts	5,992.32	Various Parts
100715	4/7/2020	Innovative Developers, Inc.	394,636.78	North Deployment Center
100726	4/9/2020	Bound Tree Medical LLC	39,490.61	Medical Supplies
100740	4/9/2020	NRS	6,586.26	Collection agency fees
100744	4/9/2020	ReCept Pharmacy	39,601.93	Medical Supplies
100746	4/9/2020	RingCentral	9,557.08	DigitalLine Unilimed Premium
100750	4/9/2020	Stryker	17,373.60	new vehicle equipment
100760	4/9/2020	Whitlock	7,999.60	AV Equipment for North Deploym
100782	4/16/2020	Bound Tree Medical LLC	16,199.40	Medical Supplies
100783	4/16/2020	Bradshaw Consulting Services, Inc	11,984.10	Annual MARVLIS Maintenance
100787	4/16/2020	CyrusONE	7,434.00	Colocation Hosting Charges
100791	4/16/2020	Fort Worth Heat & Air	8,934.50	Seasonal Maintenance
100793	4/16/2020	ImageTrend	13,848.00	Monthly Fee - Elite EMS SaaS
100795	4/16/2020	Logis Solutions	28,495.07	IDS Maint/HERE IDS/NAV Q2-2020
100798	4/16/2020	MetLife - Group Benefits	38,454.80	Dental/Vision/STD/LTD/Basic Life
100804	4/16/2020	Paranet Solutions	52,833.49	Agreement - Managed Services
100806	4/16/2020	ReCept Pharmacy	48,869.56	Medical Supplies
100808	4/16/2020	Teleflex Medical	23,100.00	Medical Supplies
100816	4/16/2020	Zoll Medical Corporation	39,313.84	Annual Maintenance Kit
100890	4/23/2020	Bound Tree Medical LLC	27,511.72	Medical Supplies
100907	4/23/2020	Microsoft Corporation	10,040.00	Repairs to Surfaces
100917	4/23/2020	ReCept Pharmacy	24,125.44	Medical Supplies
100919	4/23/2020	Stryker	32,063.68	Wipes and Stretcher for New Ambu
100925	4/30/2020	Chris Willingham	25,000.00	Masks
100931	4/30/2020	AT&T	6,387.53	Internet
100935	4/30/2020	Bound Tree Medical LLC	38,323.00	Medical Supplies
100937	4/30/2020	Business Interiors	21,493.55	NDC Cap-ex item
100941	4/30/2020	City of Fort Worth Water Department	5,164.81	Water Service
100952	4/30/2020	McKesson Medical Surgical Inc	6,416.33	Medical Supplies
100957	4/30/2020	On Shift	21,312.00	Background Services
100962	4/30/2020	City of Burleson	9,326.96	Reimburse - IPads ImageTrend
100964	4/30/2020	Paranet Solutions	7,083.13	Managed Services - Windows 10
100974	4/30/2020	Whitlock	66,787.36	AV Equipment for North Deploym
100976	4/30/2020	ZirMed Inc	10,697.88	Verification, Invoices, Claims
4152020	4/15/2020	Frost	13,358.94	Interest Payment
4282020	4/28/2020	Frost	30,067.92	N Deployment Center Loan
32044430	4/30/2020	Veer D. Vithalani	23,171.97	Med Dir Salary and Cell Phone
177844302	4/30/2020	UT Southwestern Medical Center	12,833.33	Assoc Medical Dir - B. Miller
204020346	4/2/2020	UMR Benefits	49,679.02	Health Insurance - April Premi
985241620	4/16/2020	American Express	13,727.73	Credit Card Bill

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 06/04/2020	<b>Reference #:</b> BC- 1426	<b>Title:</b> Approval to purchase Video Laryngoscope devices as per RFP#2020-001.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the purchase of Video Laryngoscope devices as per RFP#2020-001.

**DISCUSSION:**

**FINANCING:**

**Submitted by:** Douglas Hooten      
 **Board Action:**   
  Approved  
   
  Denied  
   
  Continued until \_\_\_\_\_

## MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE 05/28/20	REQUISITION# Dwayne Howerton	DEPARTMENT OMO	COST CENTER 2000	ACCT CODE	CAPITAL TRACKING#
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Budgeted Funds?		IF YES • LIST BUDGET NUMBER (s)					
<input checked="" type="checkbox"/>	Yes	BUDGET#	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
	No		\$96,000				
PROJECT TITLE: Video Laryngoscopes				CAPITAL CATEGORY:    1    i    3			
				Choose * X * only one (priority)			

**DESCRIPTION OF ITEMS BEING REQUESTED:**

This RCE is for the purchase of 128 UEScope 2 Video Laryngoscope (VL) medical devices through Boundtree at a cost of \$160,000 and the initial number of disposable blades (1,165) for each VL unit and training at a cost of \$36,406.25. Total cost is \$196,406.25. The implementation of the video laryngoscopy medical devices into the airway management techniques of Advanced and Assist-credentialed providers in the System will increase the overall intubation success rate in an effort to improve patient outcomes.

**QUALITATIVE JUSTIFICATION:** (Attach supporting documentation if necessary)

Please See Attached

\*\*\*\* PURCHASE REQUISITION(S) & ALL QUOTES/CONTRACTS/LEASEDOCUMENTS MUST BE ATTACHED\*\*\*\*

DATE	SIGNATURES	REQUESTED EXPENDITURE
	DEPT/DIRECTOR LEVEL:	PROPOSED CAPITAL
		(Tax Exempt)    \$    196,406.25
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE    {Annual}
		(EXPLAIN ABOVE)    \$    0
	EXECUTIVE DIRECTOR	PROPOSED PROJECT TOTAL
		(Total of capital & other exp.)    \$    196,406.25
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:    Closed:    Actual:

## Video Laryngoscopy (VL) Proposal

### ***Background***

In recent years, there has been increased scrutiny of the long-established practice of paramedics performing endotracheal intubation. Many EMS agencies moved to primarily using supraglottic airways in an attempt to prevent the failures of correctly placing an endotracheal tube. Although introduced with good intentions, this failed to address a significant underlying issue: a lack of an effective quality assurance program, such as evaluating waveform capnography versus subjectively documented success. Further, this resulted in the unintended consequence of the degraded intubation skills.

Historically, this System struggled with a high rate of unrecognized misplaced advanced airways. Through education, training, quality improvement, and remediation, these cases are now nearly non-existent. As the recognition of misplaced airways has improved, so has that of successfully placed airways. EMS providers inserting advanced airways are as good at confirming that the device placed is appropriately ventilating the patient. Unfortunately, overall success endotracheal intubation has been trending down, reaching as low as 27.1% in the last 12-months. With focused training on airway management and intubation techniques, this rate has thankfully begun to increase.

Though the overall success rate in this System is comparable to the national average, there are well-documented ways to improve overall and first-attempt success. One of these is the switch from "direct" to "video" laryngoscopy. This increased success is most evident in the novice or infrequent intubator. Even for experienced providers, video laryngoscopy optimizes airway management, especially when faced with difficult airway anatomy or environment. Further, the ability to record videos allows for an increased ability to educate, train, and perform quality improvement.

### ***Objective***

Implement video laryngoscopy into the available airway management techniques of Advanced and Assistant-credentialed providers in the System. This would include the following number of units and first set of disposable blades for the System:

85 Units and 850 disposable blades - MedStar Mobile Healthcare

43 Units and 215 disposable blades - First Responder Organizations

### ***Key Results***

The key results of the implementation of video laryngoscopy will be measured by:

- An increase in overall intubation success rate

  - o Average 12-months intubation success = 46%

- An upward trend in intubation first attempt success rate

**Request for Proposal Evaluation and Scoring**

<b>Evaluation Criteria</b>	<b>Points Available</b>	<b>AirTraq</b>	<b>GlideScope Go</b>	<b>UEScope</b>
Quality, responsiveness and completeness of Response	10	10	10	6
Cost proposal	25	25	17.8	23.8
Evaluation/performance of demonstration devices	25	21	21	25
Meets or exceeds technical requirements	20	19.5	17.5	20
Vendor stability, reputation, product history	10	8	10	10
Customer References	10	10	9.7	9
<b>Total Score</b>	<b>100</b>	<b>93.5</b>	<b>86</b>	<b>93.8</b>

# MAEMSA BOARD COMMUNICATION

<b>Date:</b> 06/04/2020	<b>Reference #:</b> BC-1427	<b>Title:</b> Approval of recommendation from EPAB, appointing Dr. Vithalani as the Medical Director of MAEMSA.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the recommendation from EPAB in support of removing the interim title from Dr. Vithalani and having him take the position of permanent Medical Director.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

<b>Submitted by:</b> <u>Douglas Hooten</u>	<b>Board Action:</b>	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 06/04/2020	<b>Reference #:</b> BC-1428	<b>Title:</b> Approval of recommendation from EPAB, appointing Dr. Miller as the Associate Medical Director of MAEMSA.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the recommendation from EPAB in support of removing the interim label for Dr. Miller and having him take on the permanent roll of Associate Medical Director.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

**Submitted by:** Douglas Hooten      **Board Action:**    \_\_\_ Approved  
    \_\_\_ Denied  
    \_\_\_ Continued until \_\_\_\_\_

# Tab A – Chief Executive Officer



# Tab B –Office of the Medical Director



Discussion

MEDS Committee

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

Education and Training

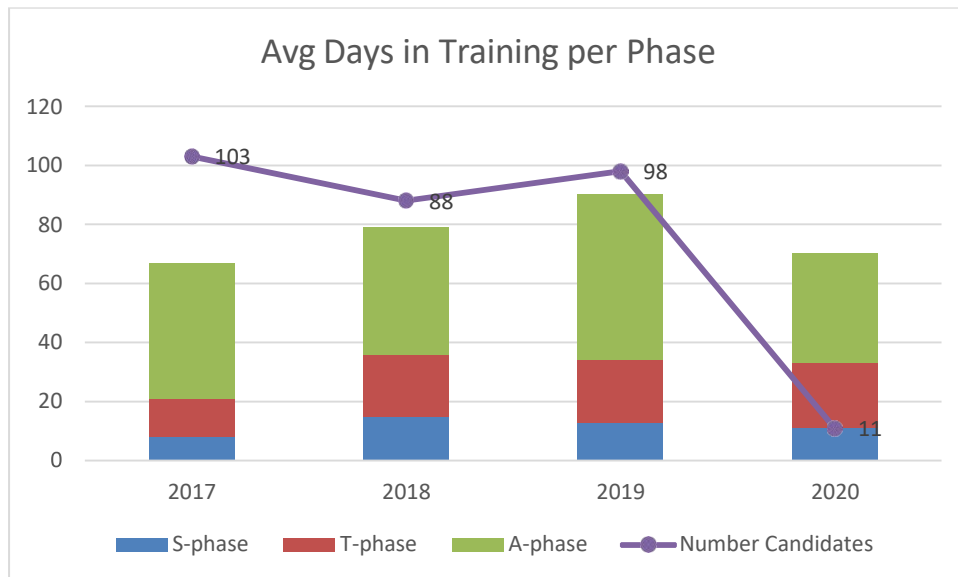
- Assisting FWFD with video laryngoscope implementation
- Advanced CE in June
  - Procedural cadaver lab
- Basic CE in June
  - Advanced assessment
  - Critical thinking / Decision making

Credentialing

- Current NEOP candidates headed to field training
  - Paramedics - 3
  - EMTs – 6
- NEOP proposed to start July 6

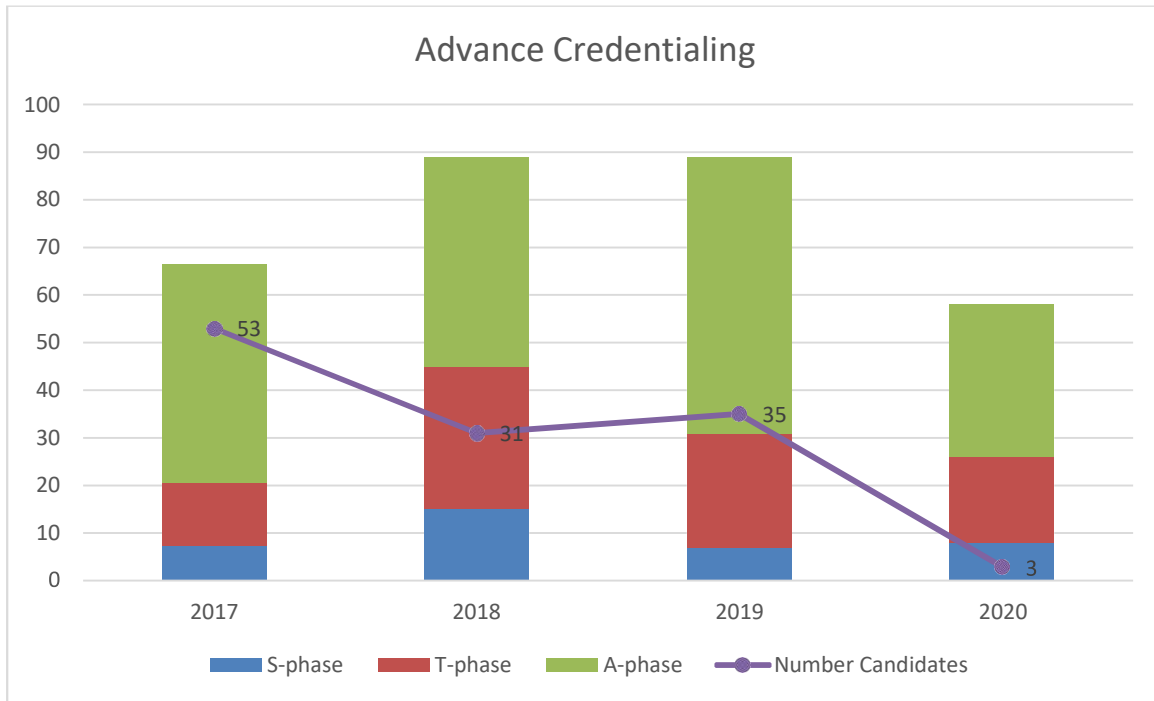
2020	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	10	3	0	0	7
Adv Upgrade	6	4	0	0	2
Basic	17	8	1	0	8

- Overall Credentialing – Time in training by phase

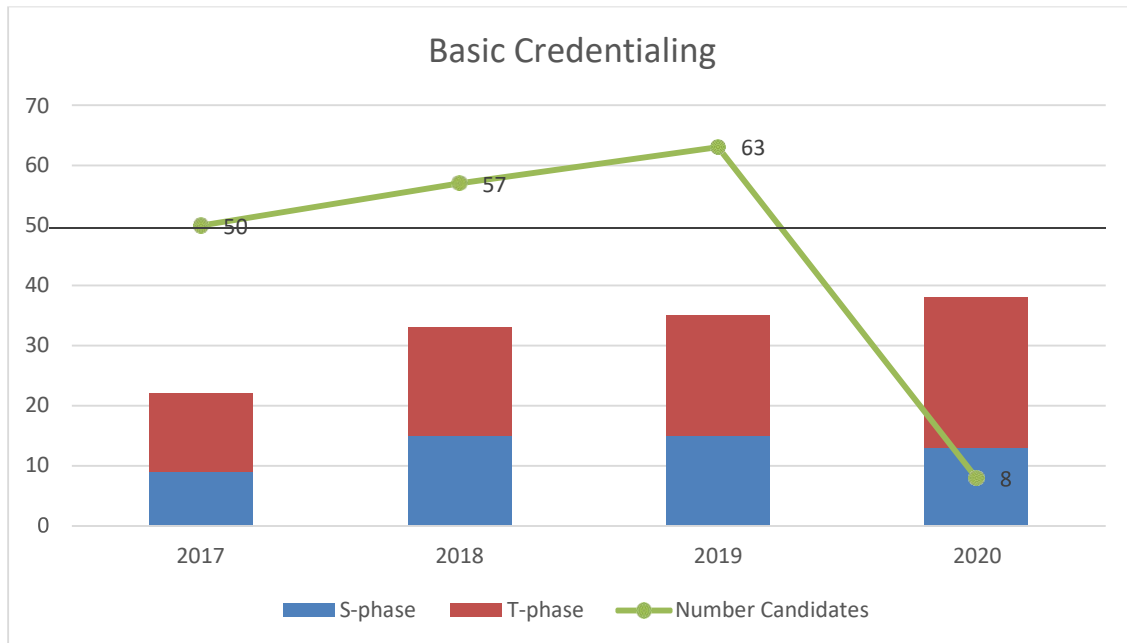


The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

□ Advance Credentialing – Time in training by phase



□ Basic Credentialing – Time in training by phase



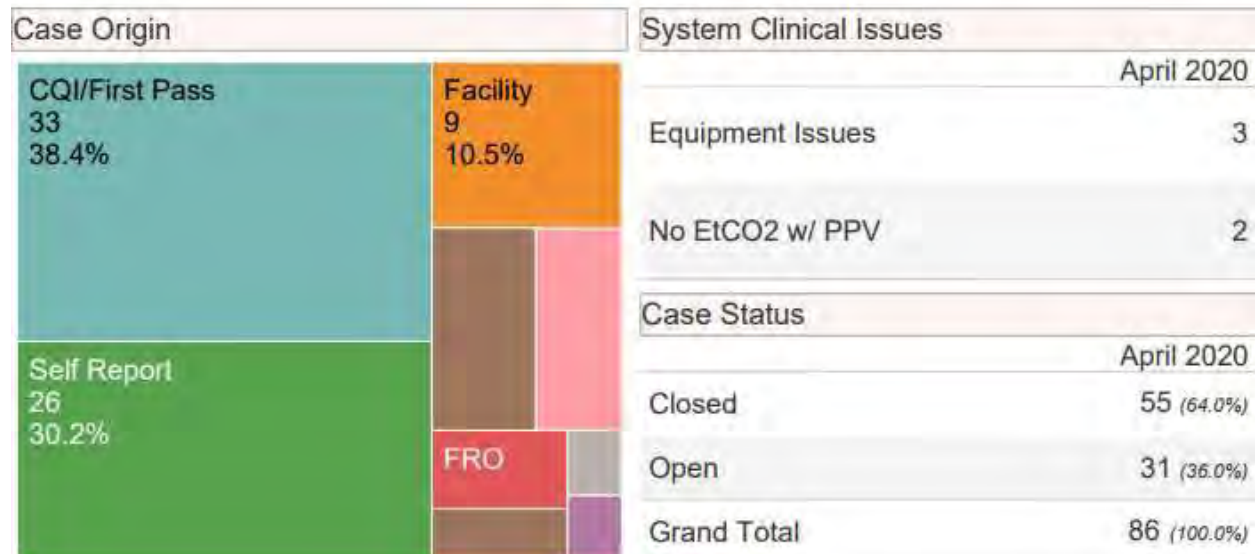
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QA

Case Acuity		April 2020
High		4 (4.7%)
Moderate		27 (31.4%)
Low		50 (58.1%)
Non QA/QI		5 (5.8%)
<b>Grand Total</b>		<b>86 (100.0%)</b>

Case Disposition		April 2020
Needs Improvement		31 (36.0%)
Clinically Inappropria..		2 (2.3%)
Forwarded		9 (10.5%)
No Fault		21 (24.4%)
Pending		23 (26.7%)
<b>Grand Total</b>		<b>86 (100.0%)</b>

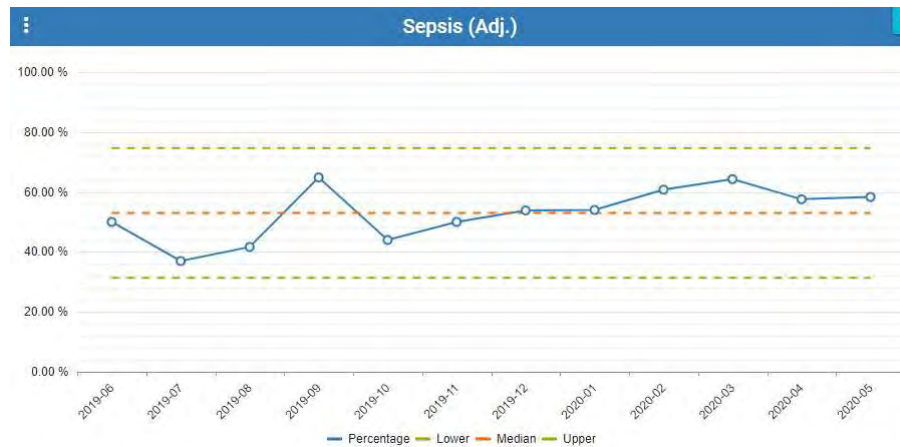
Case Metrics (Time to MD Review, Time to Closure)			
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days
High	3.0 days	days	days
Moderate	3.1 days	0.7 days	3.8 days
Low	3.6 days	0.4 days	3.9 days
Non QA/QI	4.4 days	0.0 days	4.4 days
<b>Grand To..</b>	<b>3.5 days</b>	<b>0.4 days</b>	<b>4.0 days</b>



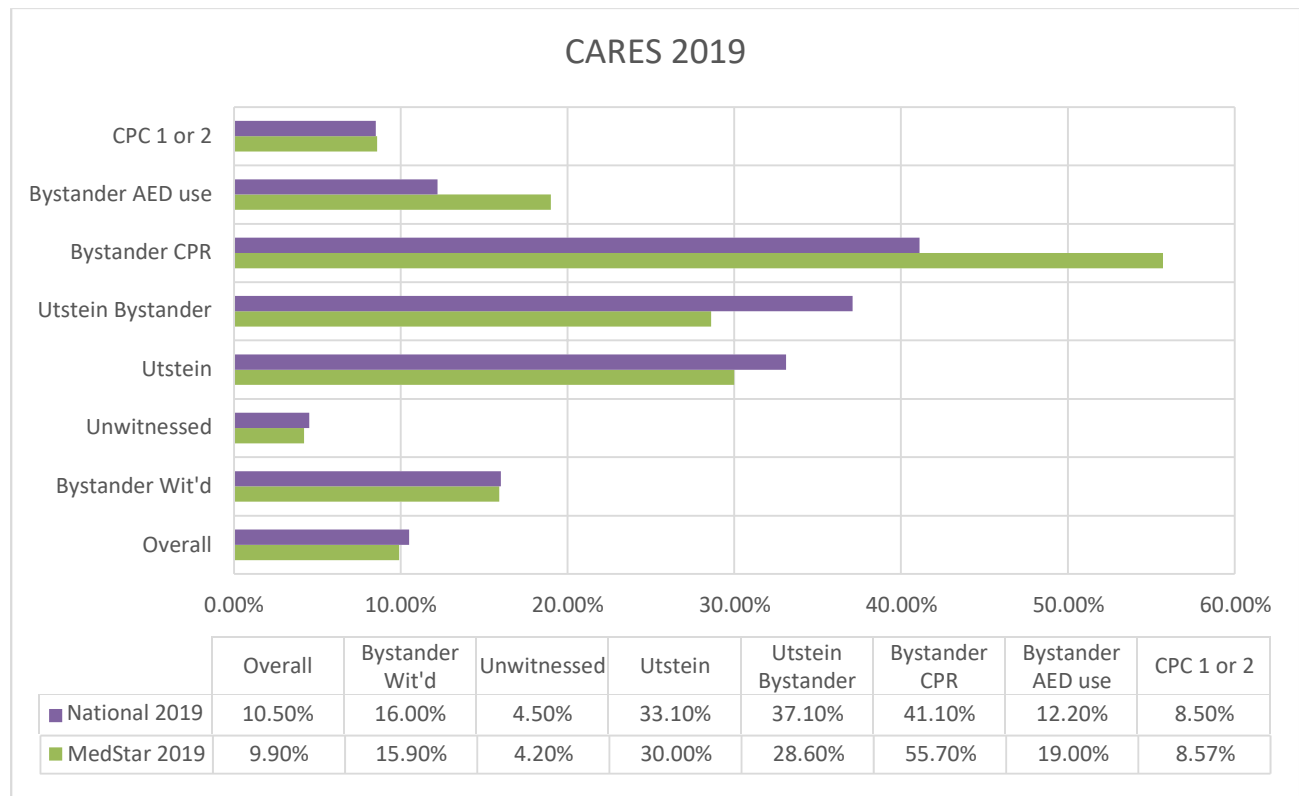
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## System Diagnostics

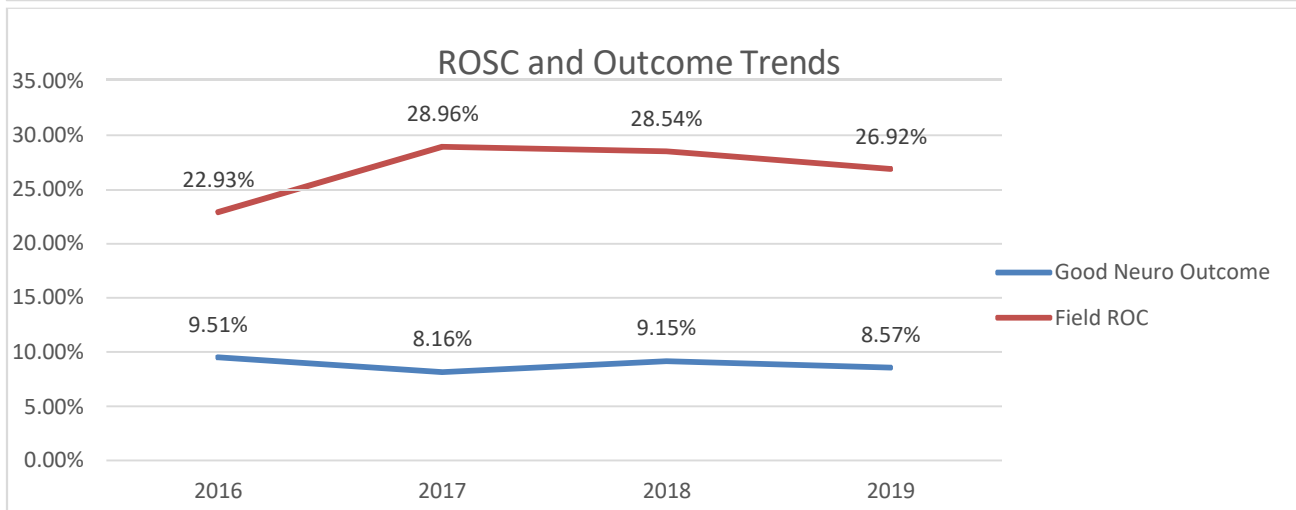
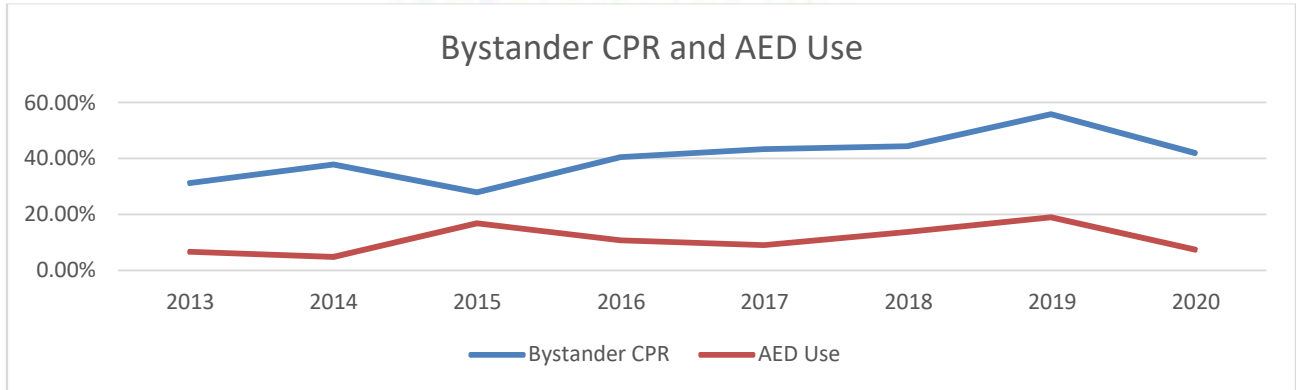
- System Performance Bundles
  - o @ end of report
- Clinical Bundles
  - o Stroke and STEMI bundles are currently under revision
  - o Sepsis Bundle



## - Resuscitation / CARES

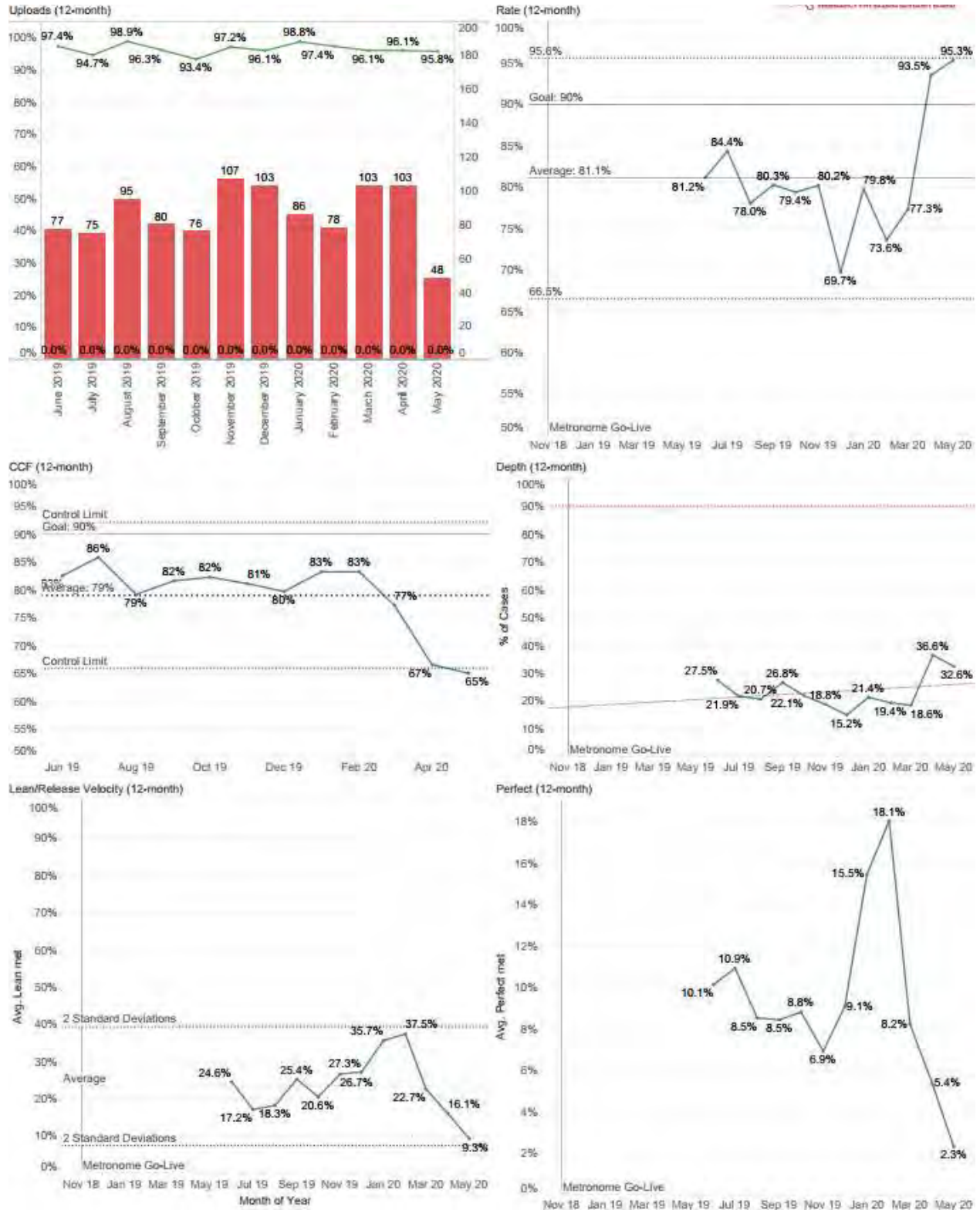


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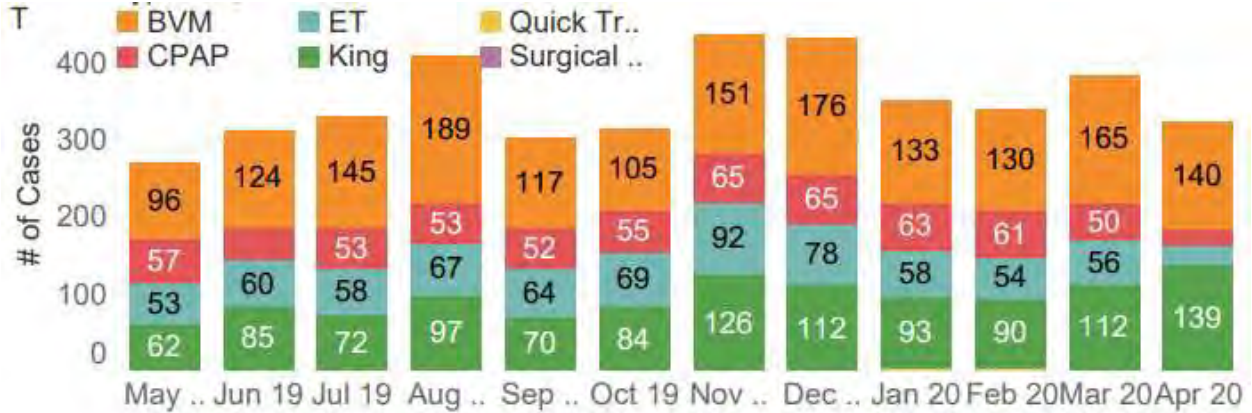
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## Cardiac Arrest Performance

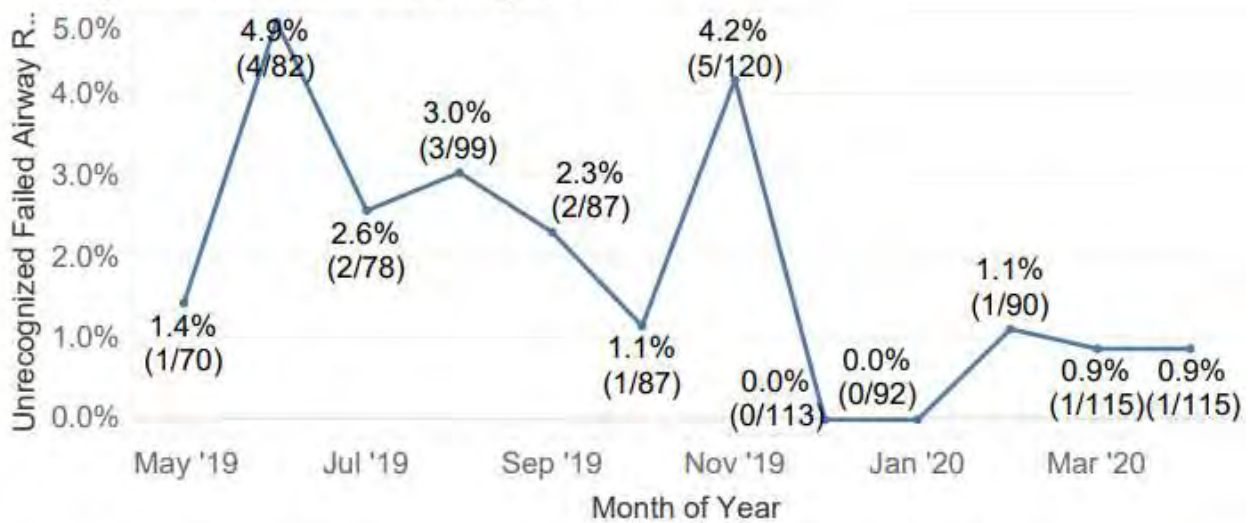


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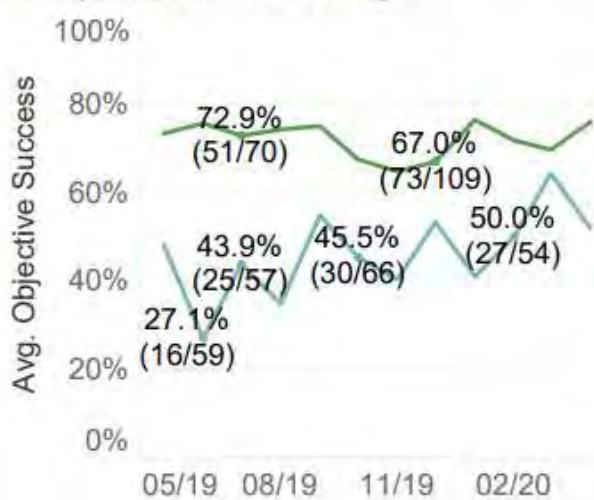
**Airway Management**



**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.





<b>Cardiac Arrest</b>	<b>Goal</b>	<b>Mar-20</b>	<b>Apr-20</b>	<b>Current Avg.</b>	<b>Goal</b>
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch		89.2%	80.4%		
Median time between 9-1-1 call and OHCA recognition		0:00:42	0:00:35		
% of recognized 2nd party OHCA cases that received tCPR		81.1%	78.6%		
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases		0:02:36	0:01:56		
% 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%		77.0%	67.0%		
% of cases with compression rate 100-120 cpm 90% of the time		77.3%	93.5%		
% of cases with compression depth that meet appropriate depth benchmark 90% of the time		18.6%	36.6%		
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression		29.4%	26.8%		
% of cases with Pre-shock pause < 10 sec		95.6%	75.8%		
% arrive at E/D with ROSC		21.5%	16.1%		
% discharged alive		8.2%	0.0%		
% neuro intact at discharge (Good or Moderate Cognition)		0.0%	0.0%		
% of cases with bystander CPR		75.4%	69.4%		
% of cases with bystander AED use		0.0%	33.3%		
# of people trained in CCR					
<b>Ventilation Management</b>	<b>Goal</b>	<b>Mar-20</b>	<b>Apr-20</b>	<b>Current Avg.</b>	<b>Goal</b>
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped		99.0%	99.3%		
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)		100.0%	99.3%		
% of successful ventilation management as evidenced by etCO2 waveform throughout the case					
% of successful King Airway placement		70.0%	75.9%		
% of successful endotracheal tube placement		64.3%	52.0%		
System response time < 5 mins for Dispatch-presumed compromised airway					
<b>STEMI</b>	<b>Goal</b>	<b>Mar-20</b>	<b>Apr-20</b>	<b>Current Avg.</b>	<b>Goal</b>
% of suspected STEMI patients correctly identified by EMS		75.0%	69.2%		
% of suspected STEMI patients w/ASA admin ( <i>in the absence of contraindications</i> )		85.7%	92.3%		
% of suspected STEMI patients w/NTG admin ( <i>in the absence of contraindications</i> )		71.4%	80.7%		
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact		64.3%	61.5%		
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation			46.2%		
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact		21.4%	11.5%		
% of patients with Suspected STEMI Transported to PCI Center		96.4%	100.0%		
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes					

# Tab C – Chief Financial Officer

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Finance Report – April 30, 2020**

The following summarizes significant items in the April 30, 2020 Financial Reports:

Statement of Revenues and Expenses:

**Month to Date:** Net Income for the month of April 2020 is a loss of (\$389,875) as compared to a budgeted gain of \$380,821 for a negative variance of (\$770,696). EBITDA for the month of April 2020 is a loss of (\$48,257) compared to a budgeted gain of \$700,379 for negative variance of (\$748,636).

- Due to the COVID-19 Pandemic, transport volume in April ended the month -27.2% to budget. Average Patient Charges are 1.7% above budget leading to a -26% shortfall to budget in Transport Fees.
- Net Revenue in April is -14% to budget. A portion of the shortfall in Transport Fees is offset because MedStar received \$672K from the CARES Act Provider Relief Fund.
- Total Expenses ended the month 4% or \$148,741 above budget. In April MedStar had significant savings in Fuel, Health Insurance Claims and Professional Fees. The additional COVID-19 expenses of \$347,296 offset the savings.

**Year to Date:** EBITDA is \$2,552,231 as compared to a budget of \$2,495,571 for a positive variance to budget of \$56,660.

- Year to Date Net Revenue is -4% to budget. The negative variance is a combination of Transport Fees -1% to budget and Contractual and Provision for Uncollectable -1% to budget.
- The positive variance to budget for EBITDA is 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. We expect to see these expenses to increase throughout the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$10.75 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 April 30, 2020 there is 5 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 5.12 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 2.35%.

MAEMSA/EPAB cash reserve balance as of April 30, 2020 is \$475,470.69.

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Balance Sheet By Character Code**  
**For the Period Ending April 30, 2020**

<b>Assets</b>	<b>Current Year</b>	<b>Last Year</b>
Cash - Unrestricted	\$8,552,530.80	\$5,144,994.63
Cash - Restricted	\$13,169,091.41	\$14,487,052.00
Accounts Receivable	\$9,212,337.73	\$12,297,330.32
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$891,769.02	\$1,203,529.55
Property Plant & Equ	\$59,649,159.16	\$51,050,010.11
Accumulated Deprecia	(\$23,310,695.16)	(\$18,933,545.81)
<b>Total Assets</b>	<b>\$68,449,349.62</b>	<b>\$65,549,270.19</b>
<b>Liabilities</b>		
Accounts Payable	(\$930,028.48)	(\$1,651,134.50)
Other Current Liabil	(\$1,935,370.14)	(\$733,075.69)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	\$53,911.35	(\$108,331.48)
Long Term Debt	(\$4,101,623.70)	(\$4,348,342.50)
Other Long Term Liab	(\$5,741,277.32)	(\$1,382,181.92)
<b>Total Liabilities</b>	<b>(\$12,662,169.60)</b>	<b>(\$8,230,847.40)</b>
<b>Equities</b>		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	(\$155,366.39)	(\$219,937.75)
<b>Total Equities</b>	<b>(\$55,787,180.02)</b>	<b>(\$57,318,422.79)</b>
<b>Total Liabilities and Equities</b>	<b>(\$68,449,349.62)</b>	<b>(\$65,549,270.19)</b>

**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
<b>Revenue</b>						
Transport Fees	\$11,040,884.20	\$14,954,521.00	(\$3,913,636.80)	\$99,907,535.13	\$100,919,215.00	(\$1,011,679.87)
Contractual Allow	(\$5,336,737.85)	(\$4,065,523.00)	(\$1,271,214.85)	(\$43,085,422.54)	(\$27,441,644.00)	(\$15,643,778.54)
Provision for Uncoll	(\$2,791,449.76)	(\$6,645,729.00)	\$3,854,279.24	(\$30,072,475.87)	(\$44,819,415.00)	\$14,746,939.13
Education Income	\$0.00	\$0.00	\$0.00	\$13,204.79	\$54,150.00	(\$40,945.21)
Other Income	\$789,512.84	\$55,240.56	\$734,272.28	\$1,152,222.45	\$386,686.92	\$765,535.53
Standby/Subscription	\$28,920.11	\$55,210.58	(\$26,290.47)	\$467,714.52	\$433,245.06	\$34,469.46
Pop Health PMPM	\$0.00	\$0.00	\$0.00	(\$1.00)	\$0.00	(\$1.00)
interest on Investme	\$635.10	\$0.00	\$635.10	\$22,426.18	\$0.00	\$22,426.18
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$3,084.00	\$0.00	\$3,084.00
<b>Total Revenue</b>	<b>\$3,731,764.64</b>	<b>\$4,353,720.14</b>	<b>(\$621,955.50)</b>	<b>\$28,408,287.66</b>	<b>\$29,532,237.98</b>	<b>(\$1,123,950.32)</b>
<b>Expenditures</b>						
Salaries	\$2,277,897.60	\$2,261,610.67	\$16,286.93	\$17,158,419.90	\$17,129,276.69	\$29,143.21
Benefits and Taxes	\$387,054.60	\$456,850.00	(\$69,795.40)	\$2,394,807.48	\$3,308,146.00	(\$913,338.52)
Interest	\$22,762.64	\$17,500.00	\$5,262.64	\$141,227.56	\$114,050.00	\$27,177.56
Fuel	\$79,302.85	\$117,134.00	(\$37,831.15)	\$606,316.42	\$789,494.00	(\$183,177.58)
Medical Supp/Oxygen	\$435,118.91	\$180,786.00	\$254,332.91	\$1,596,397.22	\$1,220,792.00	\$375,605.22
Other Veh & Eq	\$30,662.60	\$39,068.88	(\$8,406.28)	\$266,155.21	\$273,482.16	(\$7,326.95)
Rent and Utilities	\$61,684.21	\$63,308.00	(\$1,623.79)	\$424,837.93	\$413,563.00	\$11,274.93
Facility & Eq Mtc	\$76,303.95	\$69,152.67	\$7,151.28	\$469,518.95	\$453,261.64	\$16,257.31
Postage & Shipping	\$5,483.42	\$3,603.00	\$1,880.42	\$25,259.71	\$24,421.00	\$838.71
Station	\$33,632.74	\$31,303.83	\$2,328.91	\$238,540.00	\$207,337.83	\$31,202.17
Comp Maintenance	\$113,115.96	\$133,828.00	(\$20,712.04)	\$761,713.01	\$936,796.00	(\$175,082.99)
Insurance	\$23,667.62	\$33,808.47	(\$10,140.85)	\$225,254.14	\$236,656.29	(\$11,402.15)
Advertising & PR	\$0.00	\$3,608.00	(\$3,608.00)	\$60,008.98	\$36,756.00	\$23,252.98

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Statement of Revenue and Expenditures**  
[Actual compared with Budget]

	<b>Current Month Actual</b>	<b>Current Month Budget</b>	<b>Current Month Variance</b>	<b>Year to Date Actual</b>	<b>Year to Date Budget</b>	<b>Year to Date Variance</b>
Printing	\$914.22	\$3,907.00	(\$2,992.78)	\$23,335.85	\$27,124.00	(\$3,788.15)
Travel & Entertain	\$903.38	\$14,135.00	(\$13,231.62)	\$50,785.89	\$68,893.00	(\$18,107.11)
Dues & Subs	\$8,219.23	\$11,763.00	(\$3,543.77)	\$67,500.15	\$87,367.00	(\$19,866.85)
Continuing Educ Ex	\$1,982.42	\$14,023.00	(\$12,040.58)	\$42,291.58	\$112,704.00	(\$70,412.42)
Professional Fees	\$150,984.78	\$213,886.00	(\$62,901.22)	\$1,218,214.05	\$1,699,651.00	(\$481,436.95)
Education Expenses	\$0.00	\$0.00	\$0.00	\$35,192.48	\$0.00	\$35,192.48
Miscellaneous	\$93,093.33	\$1,565.00	\$91,528.33	\$191,507.26	\$10,945.00	\$180,562.26
Depreciation	\$318,855.65	\$302,058.83	\$16,796.82	\$2,255,637.50	\$2,114,411.81	\$141,225.69
<b>Total Expenditures</b>	<b>\$4,121,640.11</b>	<b>\$3,972,899.35</b>	<b>\$148,740.76</b>	<b>\$28,252,921.27</b>	<b>\$29,265,128.42</b>	<b>(\$1,012,207.15)</b>
<b>Net Rev in Excess of Expend</b>	<b>(\$389,875.47)</b>	<b>\$380,820.79</b>	<b>(\$770,696.26)</b>	<b>\$155,366.39</b>	<b>\$267,109.56</b>	<b>(\$111,743.17)</b>
<b>EBITDA</b>	<b>(\$48,257.18)</b>	<b>\$700,379.62</b>	<b>(\$748,636.80)</b>	<b>\$2,552,231.45</b>	<b>\$2,495,571.37</b>	<b>\$56,660.08</b>

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Key Financial Indicators  
April 30, 2020**

	<b>Goal</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>
<b>Current Ratio</b>	<b>&gt; 1</b>	<b>8.88</b>	<b>7.19</b>	<b>8.97</b>	<b>9.49</b>	<b>20.71</b>	<b>10.75</b>

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.

<b>Cash as % of Annual Expenditures</b>	<b>&gt; 25%</b>	<b>49.02%</b>	<b>65.31%</b>	<b>55.06%</b>	<b>47.07%</b>	<b>42.95%</b>	<b>48.02%</b>
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

<b>Accounts Receivable Turnover</b>	<b>&gt;3</b>	<b>5.47</b>	<b>4.16</b>	<b>4.96</b>	<b>4.28</b>	<b>3.65</b>	<b>5.12</b>
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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 .

<b>Return on Net Assets</b>	<b>7.04%</b>	<b>13.95%</b>	<b>11.60%</b>	<b>10.35%</b>	<b>10.11%</b>	<b>4.04%</b>	<b>2.35%</b>
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Reveals management's effectiveness in generating profits from the assets available.

**Emergency Physicians Advisory Board  
Cash expenditures Detail**

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
 Balance 04/30/2020			 <u><u>\$ 475,470.69</u></u>





**Business Gold Rewards**

MEDSTAR/AMAA  
DOUGLAS R HOOTEN  
Closing Date 04/27/20 Next Closing Date 05/28/20

Account Ending • iiiiii

**New Balance** **\$27,091.85**

**Please Pay By** **05/12/20\***

\*Payment is due upon receipt. We suggest you pay by the Please Pay By date. You may have to pay a late fee if your payment is not received by the Next Closing Date.

See page 2 for important information about your account.

Please refer to the **IMPORTANT NOTICES** section on **pages 9 - 10**.

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*Douglas R. Hooten 4/29/2020*  
 **APPROVED** Douglas R. Hooten, CEO

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Please Pay By  
**05/12/20**

Amount Due  
**\$27,091.85**

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**648,138**

For more details about Rewards, please visit [americanexpress.com/rewardsinfo](http://americanexpress.com/rewardsinfo)

### Account Summary

#### Pay In Full Portion

Previous Balance	\$79,564.24
Payments/Credits	-\$52,876.15
New Charges	+\$403.76
Fees	+\$0.00
<b>New Balance</b>	<b>= \$27,091.85</b>

#### Pay Over Time Portion

Previous Balance	\$13,163.49
Payments/ Credits	-\$79,000.00
New Charges	+\$65,836.51
Fees	+\$0.00
In terest Charged	+\$0.00
<b>New Balance</b>	<b>= \$0.00</b>
Mini mum Due	\$0.00

#### Account Total

<b>Previous Balance</b>	<b>\$92,727.73</b>
Payments/Credits	-\$131,876.15
New Charges	+\$66,240.27
Fees	+\$0.00
In terest Charged	+\$0.00

**New Balance** **\$1 7,091.85**

Days in Billing Period: 31

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**Pay by Phone**  
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See page 3 for additional information.

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

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# Business Gold Rewards

MEDSTAR/AMAA  
DOUGLAS R HOOTEN  
Closing Date 04/27/20

XXXXXXXXXXXX1513

**Customer Care & Billing Inquiries**  
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**Lost or Stolen Card**  
**Express Cash**

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1-336393-1111  
1-800-678-0745  
1-800-678-0745  
1-800-CASH-N OW

**Hearing Impaired**  
**TIY:** 1-800-22-9950  
**FAX:** 1-623-7074442  
**In NY:** 1-800-522-1897

# 151

Website: americanexpress.com

**Customer Care & Billing Inquiries**  
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EL PASO, TX  
79998-1535

**Payments**  
P.O. BOX 650448  
DALLAS TX 75265-0448

## Payments and Credits

### Summary

	Pay In Full	PayOver Time +	Total
<b>Payments</b>	-\$13,727.73	\$0.00	-\$13,727.73
<b>Credits</b>			
<del>DOUGLAS R HOOTEN</del>	<del>\$99,146.42</del>	<del>\$79,000.00</del>	<del>-\$118,146.42</del>
<b>Total Payments and Credits</b>	<b>-\$52,876.15</b>	<b>-\$79,000.00</b>	<b>-\$131,876.15</b>

### Detail

\*Indicates posting date

+ de notes Pay Over time activity

Formore information, visit  
[americanexpress.com/payovertimeinfo](http://americanexpress.com/payovertimeinfo)

#### Payments

			Amount
04/16/20*	DOUGLAS R HOOTEN	ONLINE PAYMENT-THANK YOU	-\$13,727.73

#### Credits

03/23/20	DOUGLAS R HOOTEN	WORKHUMAN LIVE2020 FRAMINGHAM MA +18887436723	Credit back - course cx'd	-\$1,295.00
03/26/20	DOUGLAS R HOOTEN	TIER 1 TRANSNATIONAL WACO TX 210 -501-5000 PAY OVER TIME OPTION	Credit back	-\$79,000.00+
03/31/20	DOUGLAS R HOOTEN	ACT*ACTIVE EVENTS REG 800-646-2633 OH CONFERENCE	Credit back - course cx'd	-\$975.00
04/06/20	DOUGLAS R HOOTEN	DISCOUNT MUGS w . *DISCO UNTMUGS II w MIAMI FI	Credit back Tax	-\$81.95
04/24/20	DOUGLAS R HOOTEN	LOEWSHOTELSCORONADO BAY CORONADO CA Arrival Date 02/23/20 00000000 LODGING	Credit back	-\$117.06
04/24/20	DOUGLAS R HOOTEN	LOEWSHOTELSCORONADO BAY CORONADO CA Arrival Date 02/23/20 00000000 LODGING	Credit back	-\$117.06
04/27/20*	DOUGLAS R HOOTEN	CREDIT ADJUSTMENT	Credit adj	-\$36,562.35









**Business Gold Rewards**

MEDSTAR/AMAA  
DOUGLAS R HOOTEN  
Closing Date 04/27/20

diYHiaml[RijEl@ffiiiJ

**Detail Continued**

\*Indicates posting date

+ -denotes PayOver Timeactivity

					<b>Amount</b>
04/10/20	NTIAAUTOCHARGETOLLS TOLLFEES PAYOVER TIMEOPTION	PLANO	TX	<b>PO 2202279</b>	\$360.00 +
04/10/20	PREFERRED PACKAGING 10142026490855555 <b>Parts kit to fix shrink wrap machine</b> BUSINESS SERVICES PAYOVER TIMEOPTION	RANCHO CUCAMO	CA	<b>PO 2202170</b>	\$438.08 +
04/10/20	NEIGHBOR'S HOUSE GROCERY 0000 817-507-9191 <b>Easter dinner hams for crews</b> PAYOVER TIMEOPTION	FORT WORTH	TX	<b>PO 2202214</b>	\$168.87 +
04/11/20	SANTO STACOS <b>Food truck</b> squareup.com/receipts PAYOVER TIME OPTION	Fort Worth	TX	<b>PO 2202171</b>	\$1,688.70 +
04/11/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		<b>PO 2202270</b>	\$10.00
04/15/20	AMERICAN BAR ASSOCIATION	CHICAGO	IL	<b>PO 2202213</b>	\$75.72
80 0-25 -2221	<b>eBook How to win Medicare appeals</b>				
04/16/20	LONESTAR BANNER & FLAGS 0680 817-335-2548 <b>American Flags/MedStar Flags</b> PAY OVER TIMEOPTION	HALTOM CITY	TX	<b>PO 2202192</b>	\$370.80 +
04/16/20	RINGCENTRAL, INC 117277500294002 <b>MAEMSA board</b>	BELMONT	CA	<b>PO 2202232</b>	\$33.05
04/16/20	RINGCENTRAL, INC 117269500294002 <b>meeting</b>	BELMONT	CA	<b>PO 2202232</b>	\$80.97
04/17/20	ARVIZU'S TAQUERIA <b>Food Truck</b> squareup.com/receipts	Fort Worth	TX	<b>PO 2202216</b>	\$888.00 +
	PAYOVER TIMEOPTION				
04/22/20	IDENIPLUS JENNIFER 4.22.20 53151 <b>Tyvek wristbands for COVID check-in</b> CATALOG MERCHANT PAY OVER TIMEOPTION	NEW BERLIN	WI	<b>PO 2202258</b>	\$171.10 +
04/23/20	GEPITT OPIZZA <b>Food truck for crew</b> GOOD SERVICES	Fort Worth	TX	<b>PO 2202257</b>	\$2,219.42 +
	PAYOVER TIMEOPTION				
	04/23/20 TX <b>PO 2202265</b> JACKIE P@BIGFROG.CO.M <b>EMS week Hoodie</b> PAYOVER TIME OPTION	BIG FROG CUSTOM TSHIRTS A930553410146			FORT WORTH \$7,181.75 +
04/24/20	AMZN MKTP US* A86WW2TB3 BOOKSTORES <b>Adj monitor for NOC time clock</b> PAYOVER TIMEOPTION	AMZN.COM/BILL	WA	<b>PO 2202269</b>	\$129.48 +
04/27/20*	DEBIT ADJUSTMENT				\$36,562.35 +
<b>8</b>	<b>STEVE POST</b> Card End irfBJ tm@ !ffi				
	<b>Amount</b>				
04/10/20	QT881/QUIKTRIP 554100881 INSID E SALE <b>Telecommunicators week - gift cards</b> PAYOVER TIME OPTION	FT WORTH	TX	<b>PO 2202176</b>	\$375.00 +
04/10/20	CVS PHARMACY 8007467287 <b>Telecommunicators week gift cards</b> PAYOVER TIME OPTION	FORT WORTH	TX	<b>PO 2202177</b>	\$165.00 +
04/10/20	CVS PHARMACY 8007467287 <b>Telecommunicators week gift cards</b> PAYOVER TIME OPTION	FORT WORTH	TX	<b>PO 2202177</b>	\$500.00 +

**Detail Continued**

\* Indicates posting date

+ -de notes PayOverTime activity

						<b>Amount</b>
04/10/20	CVSPHARMACY 8007467287	Telecommunicators week 9iftcards	FORTWORTH TX	PO 2202177		\$60.00
04/10/20	CVSPHARMACY 8007467287	Telecommunicators week gift cards	FORTWORTH TX	PO 2202 177		\$250.00 +
	PAYOVER TIME OPTION					
04/16 /20	LOLAS squareup.com/receipts	Food Truck	Fort Worth TX	PO 2202215		\$654.30 +
	PAYOVER TIME OPTION					

**Fees**

	<b>Amount</b>
<b>Total Fees for this Period</b>	<b>\$0.00</b>

**Interest Charged**

	<b>Amount</b>
<b>Total Interest Charged for this Period</b>	<b>\$0.00</b>

**About Trailing Interest**

You may see interest on your next statement even if you pay the new balance in full and don't make any new charges. This is called "trailing interest." Trailing interest is the interest charged when, for example, you didn't pay your previous balance in full. When that happens we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full and on time each month. Please see the "When we charge interest" sub-section in your Cardmember Agreement for details.

**2020 Fees and Interest Totals Year-to-Date**

	<b>Amount</b>
Total Fees in 2020	\$0.00
Total Interest in 2020	\$0.00

**Interest Charge Calculation**

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

	<b>Annual Percentage Rate</b>	<b>Balance Subject to Interest Rate</b>	<b>Interest Charge</b>
PayOverTime option	18.24%(v)	\$0.00	\$0.00
<b>Total</b>			<b>\$0.00</b>

(v) Variable Rate

**Information on Pay Over Time**

**There is no pre-set spending limit on your Card**

No pre-set spending limit does not mean unlimited spending. Purchasing power adjusts with your use of the Card, your payment history, credit record and financial resources known to us and other factors. Unless you have been previously notified otherwise, your Card has a no pre-set spending limit.



Continued on next page

# Tab D – Human Resources

## **Human Resources - April 2020**

### **Hiring:**

- Five EMTs
- Two Advanced
- Two Administrative

### **Turnover:**

- March turnover – 2.54%
  - FT – 0.46%
  - PT – 2.63%
- Year to date turnover – 10.36%
  - FT – 7.97%
  - PT – 44.74%

### **Leaves:**

- 47 employees on FMLA / 10.71% of workforce
  - 32 cases on intermittent
  - 15 case on a block
- Top request reasons
  - FMLA-Child (9)
  - Obstetrics (8)
  - Neurological (8)
- COVID Administrative Leave
  - 1,236.24 hours in April
  - 1,593.52 hours to date
  - 43 total employees

### **COVID-19:**

- 43 employees tested
- 5 positive - 11.62% of tested, 1.01% of total employees

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Balance Sheet By Character Code  
For the Period Ending April 30, 2020**

<b>Assets</b>	<b>Current Year</b>	<b>Last Year</b>
Cash - Unrestricted	\$8,552,530.80	\$5,144,994.63
Cash - Restricted	\$13,169,091.41	\$14,487,052.00
Accounts Receivable	\$9,212,337.73	\$12,297,330.32
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$891,769.02	\$1,203,529.55
Property Plant & Equ	\$59,649,159.16	\$51,050,010.11
Accumulated Deprecia	(\$23,310,695.16)	(\$18,933,545.81)
<b>Total Assets</b>	<b>\$68,449,349.62</b>	<b>\$65,549,270.19</b>
<b>Liabilities</b>		
Accounts Payable	(\$930,028.48)	(\$1,651,134.50)
Other Current Liabil	(\$1,935,370.14)	(\$733,075.69)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	\$53,911.35	(\$108,331.48)
Long Term Debt	(\$4,101,623.70)	(\$4,348,342.50)
Other Long Term Liab	(\$5,741,277.32)	(\$1,382,181.92)
<b>Total Liabilities</b>	<b>(\$12,662,169.60)</b>	<b>(\$8,230,847.40)</b>
<b>Equities</b>		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	(\$155,366.39)	(\$219,937.75)
<b>Total Equities</b>	<b>(\$55,787,180.02)</b>	<b>(\$57,318,422.79)</b>
<b>Total Liabilities and Equities</b>	<b>(\$68,449,349.62)</b>	<b>(\$65,549,270.19)</b>

Light Duty WC for Fiscal Year 2019-2020													Goal
	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	99:05	377:46	0:00	0:00	0:00	0:00	0:00	
FY 19-20	860:09	1380:07	1803:23	2160:58	2205:22	2304:27	2682:13	2682:13	2682:13	2682:13	2682:13	2682:13	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													Goal
	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	48:00	417:12	0:00	0:00	0:00	0:00	0:00	
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1571:46	1571:46	1571:46	1571:46	1571:46	1571:46	0:00
FY 18-19													

Worker's Comp LOA for Fiscal Year 2019-2020													Goal
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	7:46	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	7:46	7:46	7:46	7:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	15:46	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													AVG
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2034:59	2051:20	1968:20	877:32	1019:22	1208:26	1356:31	0:00	0:00	0:00	0:00	0:00	1051:39
FY 19-20	2034:59	4086:19	6054:39	6932:11	7951:33	9159:59	10516:30	10516:30	10516:30	10516:30	10516:30	10516:30	
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*													AVG
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	5638:39	5261:15	6258:57	5369:43	5218:56	5856:22	4152:53	0:00	0:00	0:00	0:00	0:00	3775:40
FY 19-20	5638:39	10899:54	17158:51	22528:34	27747:30	33603:52	37756:45	37756:45	37756:45	37756:45	37756:45	37756:45	
FY 18-19													0:00

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

Military Leave for Fiscal Year 2019-2020													AVG
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	83:00	38:00	24:00	48:00	120:00	68:00	180:00	0:00	0:00	0:00	0:00	0:00	56:06
FY 19-20	83:00	121:00	145:00	193:00	313:00	381:00	561:00	561:00	561:00	561:00	561:00	561:00	
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

**MedStar Mobile Health Care Separation Statistics - April 2020**

	Current Month			Year to Date			Compared to Mar '19		Headcount
	Vol	Invol	Total	Vol	Invol	Total	Apr '19	%	Apr-20
Full Time Separations	2	0	2	32	3	35	30	17%	439
Part Time Separations	1	0	1	15	2	17	26	-35%	38
Total Separations	3	0	3	47	5	52	56	-7%	477
	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>			
Total Turnover %	0.46%	2.63%	0.63%	7.97%	44.74%	10.90%			

**Separations by Department**

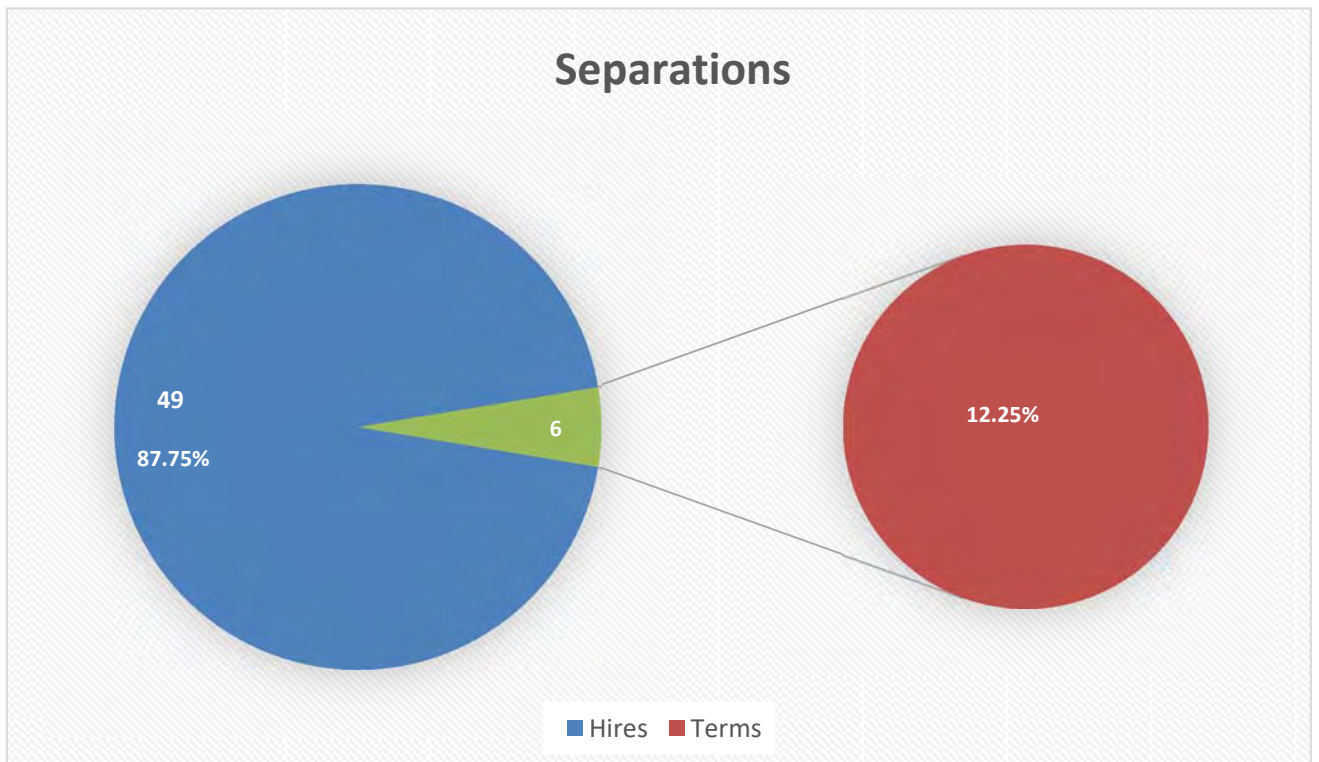
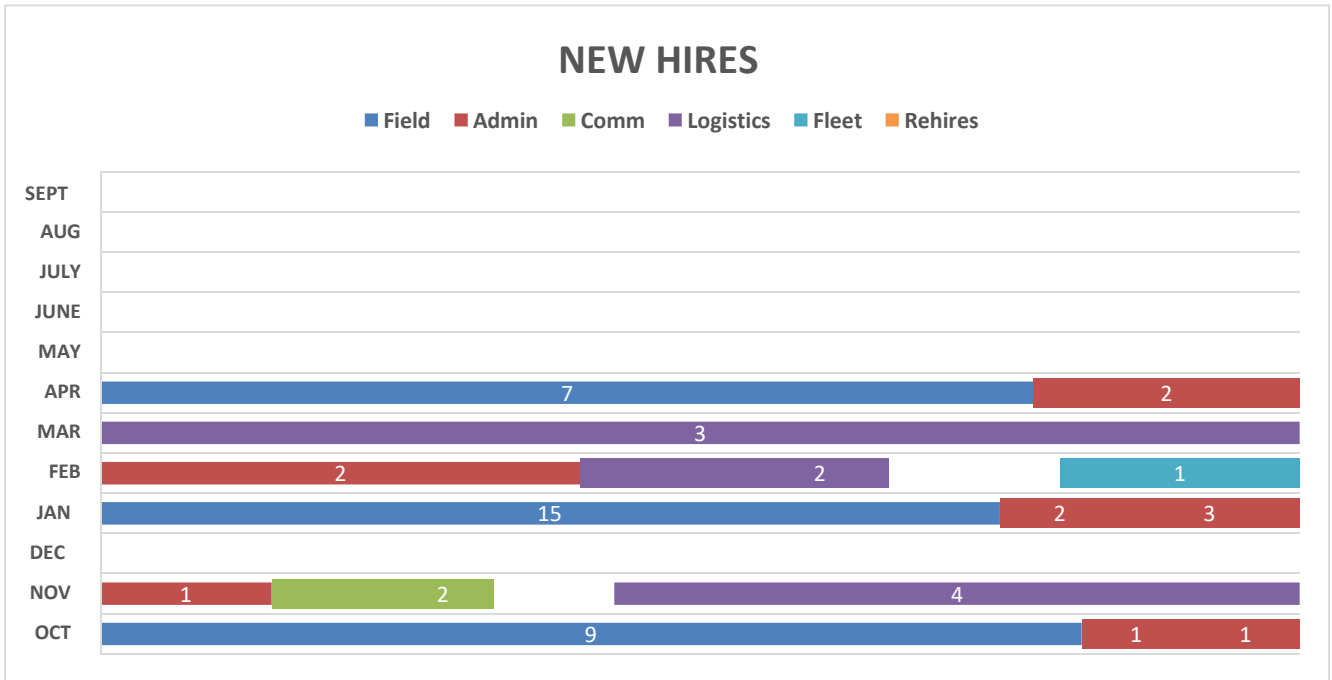
Full Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Apr-20
Administration							2
Advanced	1	0	1	12	0	12	125
Basics	1	0	1	10	0	10	142
Business Intelligence - Deployment, QI, Scheduler							3
Business Office				2	0	2	28
Communications				0	1	1	37
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Executives							6
Field Manager/Supervisors - Operations				1	0	1	19
Human Resources				2	0	2	7
Information Technology							2
Medical Records							2
Mobile Integrated Health Department							15
MTAC - MedStar Training Academy				2	0	2	0
Office of the Medical Director							12
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics				3	2	5	32
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>32</b>	<b>3</b>	<b>35</b>	<b>439</b>

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Apr-20
Advanced				4	0	4	23
Basics	1	0	1	10	1	11	9
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	3
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics				1	0	1	2
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>15</b>	<b>2</b>	<b>17</b>	<b>38</b>

# Recruiting & Staffing Report

Fiscal Year 2019-2020



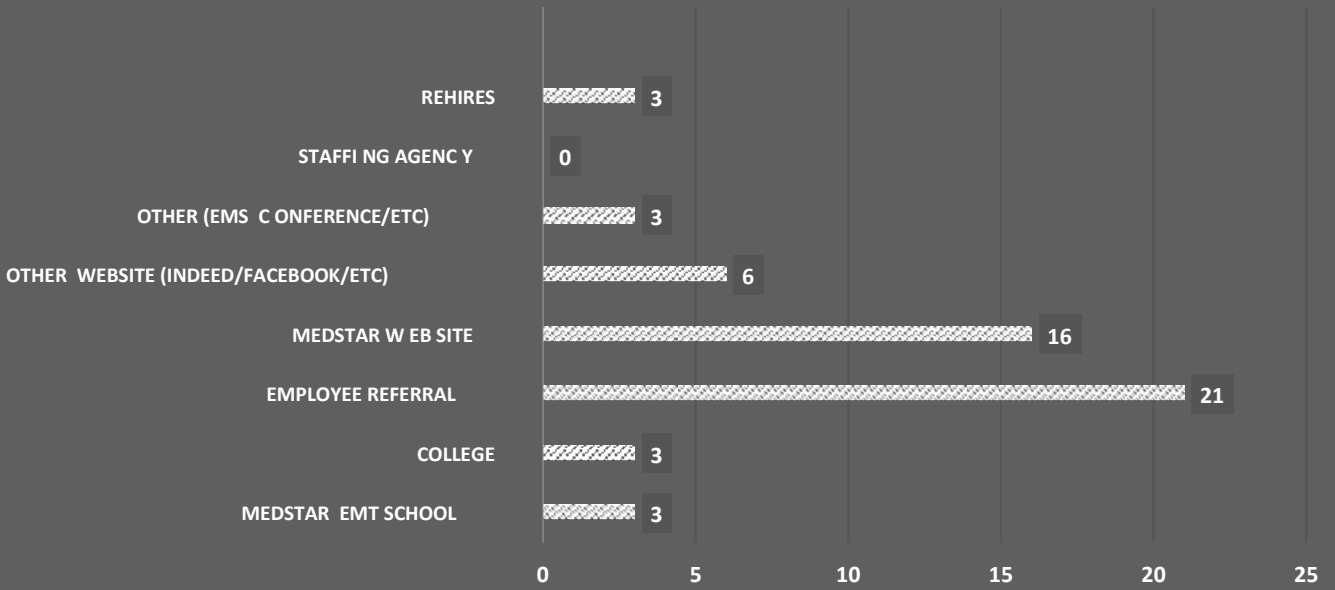
**Fiscal Year Statistics**  
 Total hires to date 55  
 Total separations from hires 6

Another opportunity – 2

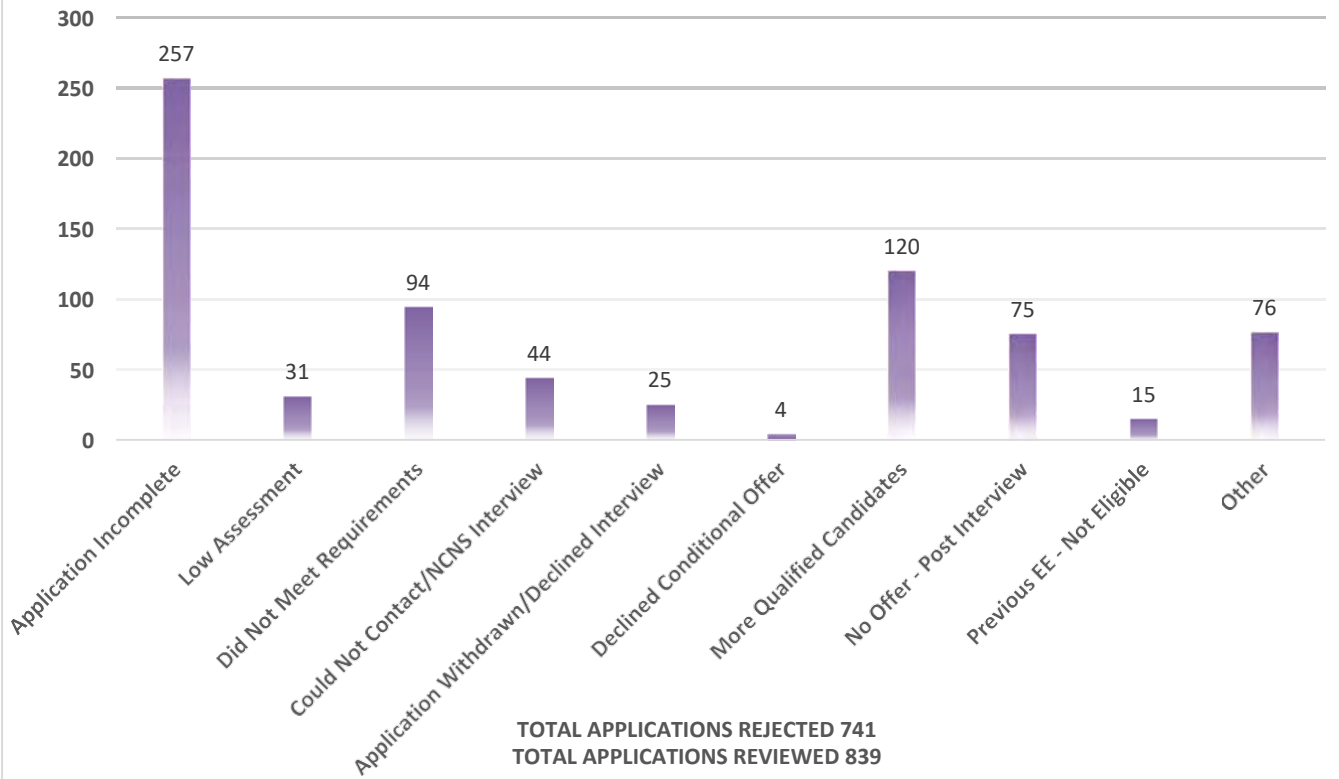
**Reasons for Separation**  
 Job abandonment – 1  
 Didn't feel ready to be an EMT - 1

Didn't like working in busy 911 system -1

## NEW HIRE REFERRAL SOURCE



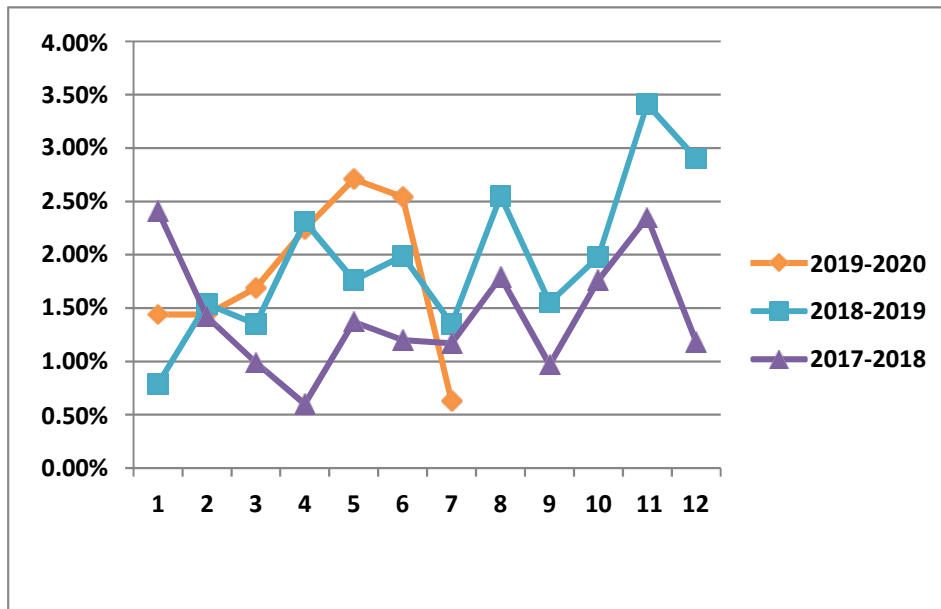
## APPLICANT REJECTION REASONS





**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	2.54%	1.99%	1.20%	2.30%
April	0.63%	1.35%	1.17%	0.46%
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	10.90%	24.84%	17.13%	7.97%



# Tab E – Compliance and Legal



**Wednesday, May 20, 2020**  
**Compliance Officer's Report**  
**April 14, 2020 to May 19, 2020**

**Compliance Officer Duties**

- 2 narcotic anomalies occurred:
  - A Field Operation Supervisor left narcotic pouch in supervisor vehicle at the end of shift
  - A Paramedic did not properly disposed unused FentanylIn both cases the narcotic anomaly process was followed and no foul play was discovered.
- Several internal investigations were conducted for various compliance, and HR matters
- Submitted EMS provider license employee roster changes to the DSHS weekly
- Completed annual compliance training continued education requirements
- Organization wide mandatory cyber security training required by Texas H.B. 3834, Government Code Section 2054.519 (B), is underway and due June 5th.

**Paralegal Duties**

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

A handwritten signature in black ink, appearing to read "Chad Carr", written in a cursive style.

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

# Tab F – Operations



## MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 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	2	2	00:06:37	2	100.0%	0	0.0%	27	4	85.2%
	2	4	4	00:08:06	4	75.0%	0	0.0%	59	7	88.1%
	3	5	5	00:11:12	5	80.0%	0	0.0%	32	4	87.5%
Total Blue Mound		11	11								
Burleson	1	80	79	00:08:39	80	76.3%	4	5.0%	80	19	76.3%
	2	116	115	00:09:24	116	86.2%	3	2.6%	116	16	86.2%
	3	63	58	00:10:40	63	90.5%	1	1.6%	63	6	90.5%
	4	131	131	00:22:58	131	97.7%	2	1.5%	131	3	97.7%
Total Burleson		390	383								
Edgecliff Village	1	3	3	00:07:21	3	66.7%	0	0.0%	35	2	94.3%
	2	3	3	00:07:22	3	100.0%	0	0.0%	9	0	100.0%
	3	1	1	00:11:57	1	100.0%	0	0.0%	39	2	94.9%
Total Edgecliff Village		7	7								
Forest Hill	1	44	44	00:08:39	44	81.8%	0	0.0%	44	8	81.8%
	2	83	79	00:09:01	83	94.0%	1	1.2%	167	14	91.6%
	3	39	39	00:11:25	39	94.9%	0	0.0%	39	2	94.9%
Total Forest Hill		166	162								
Fort Worth	1	2058	1960	00:08:34	2058	84.0%	32	1.6%	2058	330	84.0%
	2	4142	3967	00:09:22	4142	89.2%	36	0.9%	4142	446	89.2%
	3	2534	2369	00:10:54	2534	92.3%	16	0.6%	2534	194	92.3%
	4	763	760	00:23:51	763	96.6%	9	1.2%	763	26	96.6%
Total Fort Worth		9497	9056								
Haltom City	1	64	57	00:08:44	64	81.3%	1	1.6%	64	12	81.3%
	2	132	129	00:10:20	132	83.3%	3	2.3%	132	22	83.3%
	3	56	51	00:11:08	56	91.1%	1	1.8%	56	5	91.1%
	4	14	14	00:12:07	14	100.0%	0	0.0%	14	0	100.0%
Total Haltom City		266	251								
Haslet	1	3	3	00:10:20	3	66.7%	0	0.0%	83	19	77.1%
	2	8	8	00:08:44	8	87.5%	0	0.0%	33	1	97.0%



## MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 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 %
	3	5	5	00:09:11	5	100.0%	0	0.0%	59	5	91.5%
Total Haslet		16	16								
Lake Worth	1	10	8	00:09:34	10	90.0%	0	0.0%	10	1	90.0%
	2	42	40	00:08:42	42	83.3%	1	2.4%	108	16	85.2%
	3	18	15	00:11:10	18	94.4%	0	0.0%	18	1	94.4%
	4	1	1	00:12:34	1	100.0%	0	0.0%	12	0	100.0%
Total Lake Worth		71	64								
Lakeside	1	1	1	00:15:15	1	0.0%	0	0.0%	21	9	57.1%
	2	1	1	00:03:48	1	100.0%	0	0.0%	24	11	54.2%
	3	1	0	00:07:33	1	100.0%	0	0.0%	17	2	88.2%
Total Lakeside		3	2								
River Oaks	1	13	13	00:07:23	13	92.3%	0	0.0%	13	1	92.3%
	2	40	40	00:08:14	40	95.0%	0	0.0%	102	12	88.2%
	3	12	11	00:09:56	12	100.0%	0	0.0%	102	16	84.3%
Total River Oaks		65	64								
Saginaw	1	29	28	00:09:51	29	82.8%	0	0.0%	29	5	82.8%
	2	55	47	00:10:30	55	85.5%	0	0.0%	55	8	85.5%
	3	31	21	00:10:48	31	90.3%	1	3.2%	58	8	86.2%
Total Saginaw		115	96								
Sansom Park	1	17	17	00:07:48	17	100.0%	0	0.0%	100	16	84.0%
	2	39	37	00:09:08	39	84.6%	0	0.0%	118	14	88.1%
	3	21	20	00:11:30	21	95.2%	0	0.0%	117	15	87.2%
	4	3	3	00:09:50	3	100.0%	0	0.0%	27	0	100.0%
Total Sansom Park		80	77								
Westover Hills	2	2	2	00:12:28	2	50.0%	0	0.0%	8	2	75.0%
Total Westover Hills		2	2								
Westworth Village	1	7	7	00:06:23	7	100.0%	0	0.0%	81	9	88.9%
	2	20	20	00:10:26	20	75.0%	0	0.0%	43	10	76.7%
	3	11	11	00:14:14	11	72.7%	0	0.0%	11	3	72.7%



## MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 2020

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Compliance Calculated Responses	On Time %	Extended Responses Count	%	Compliance Calculated Responses	Late Responses	On Time %
Total Westworth Village		38	38								
White Settlement	1	46	45	00:07:36	46	84.8%	0	0.0%	98	18	81.6%
	2	91	89	00:08:42	91	91.2%	1	1.1%	187	21	88.8%
	3	49	48	00:10:00	49	87.8%	0	0.0%	111	10	91.0%
	4	6	6	00:08:16	6	100.0%	0	0.0%	27	0	100.0%
Total White Settlement		192	188								
System Wide	1	2377	2267	00:08:33	2377	83.8%	37	1.6%	2747	453	83.5%
	2	4778	4581	00:09:22	4778	88.9%	45	0.9%	5303	600	88.7%
	3	2846	2654	00:10:55	2846	92.2%	19	0.7%	3261	273	91.6%
	4	918	915	00:23:28	918	96.8%	11	1.2%	981	30	96.9%
Total System Wide		10919	10417								

# Tab G – FRAB



# Tab H – Chief Strategic Integration Officer

# Strategic Integration Summary

May 2020



## **Alternate Payment Models**

- **HHSC Announces Medicaid Payment for treatment in place (TIP)**
  - Had several discussions with them to assist with this determination
  - Effective 4/1, maybe 3/1
  - Rules being developed
- **CMS Announces payment for alternate destinations**
  - Working legislatively to allow reimbursement for TIP
- Meetings with Texas Association of Health Plans
  - Member alternate payment model education
- **Working with CIGNA and Care 'N Care on agreement for payment for alternate dispositions**

## **Medicaid Ambulance Supplemental Payment Program – ASPP**

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

## **COVID-19 Legislative Activity**

- Federal
  - HEROS Act Legislation
    - \$100B for all Medicare suppliers/providers
  - Working with several national associations to include EMS specific provisions in COVID IV
    - Priority for PPE and testing for EMS workers
    - Funding for extraordinary costs (quarantine, childcare, supplies, etc.)
    - Funding for lost revenue
    - Reimbursement for Treatment in Place services
- State
  - Texas EMS Alliance and MedStar pushing for Medicaid rate increase to help mitigate COVID financial impact
  - Rep. Klick and Rep. Goldman's Offices

## **COVID-19 Special Programs & Activities**

- Through TCPH - On-site drive thru testing for First Responder and Healthcare worker testing
- Through TCPH - In-Home testing for First Responder and Healthcare workers
- Through TCPH – Education and PPE training for assisted and independent living facilities
- Through Texas Department of Emergency Management and HHSC - EMTF – Skilled Nursing Facility assessments and testing for staff and patients
- Planning – COVID-19 testing for homeless/shelters
- Hosting Tarrant County Ambulance Providers coordination calls bi-weekly
- Part of DFW regional collaborative to message risks of NOT calling 9-1-1 or seeking medical care

## **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 EMS Considerations during COVID-19 pandemic 4/15**
    - **In partnership with AIMHI**

- ICMA Webinar on EMS cost/value analysis and system changes in light of budget challenges 5/27

**Annual Report**

- Emailed to all member cities in lieu of on-site EMS Week presentations
- Emailed to COG member cities in Tarrant, Parker, Johnson, Wise, and Denton counties

**Media**

Local –

- COVID-19, call volume, cardiac arrest statistics, heart attack and stroke delayed access (multiple stories)
  - FOX 4, NBC 5, ABC 8, CBS 11, Star-Telegram, DHealthcare, WBAP, KRLD

National –

- COVID-19 (multiple stories, PPE, finance, cardiac arrest statistics, call volume)
  - Wall Street Journal, New York Times, NBC Nightly News



**Hospitals' Covid-19 Surge Puts EMS Providers in Financial Squeeze**

*In coronavirus pandemic, ambulances have been treating patients in their homes without pay, leading to steep revenue shortfalls*

By Sarah Krouse | Photographs by Christopher Gregory for The Wall Street Journal  
May 6, 2020

**THE WALL STREET JOURNAL.**

[https://www.wsj.com/articles/hospitals-covid-19-surge-puts-ems-providers-in-financial-squeeze-11588766657?shareToken=st9430f0943248419487d1006d262c305e&reflink=article\\_email\\_share](https://www.wsj.com/articles/hospitals-covid-19-surge-puts-ems-providers-in-financial-squeeze-11588766657?shareToken=st9430f0943248419487d1006d262c305e&reflink=article_email_share)

Empress Emergency Medical Services treated about 1,200 New York-area patients over a recent 30-day period in homes and other places for conditions like low blood sugar, dehydration and asthma, rather than transporting them to a hospital. The service didn't get paid for any of it.

# Mobile Integrated Healthcare Report

## April 2020 Activity

### MIH Activities in Support of COVID-19 Pandemic:

- TCPH partnership for in-home swab collection for PUI as HCW and First Responders
- TCPH partnership to do the swabbing for ambulatory here at MedStar
- Food delivery for food insecure persons

### Hospice:

Vitas: 9 active

- 9-1-1 calls: 1

Holy Savior: 7 active

- 9-1-1 calls: 0

Embrace: 6 active

- 9-1-1 calls: 0

Community: 5 active

- 9-1-1 calls: 1

### Home Health:

Klarus: 187 active

- total 9-1-1 calls w/CCP on scene: 7
- in-home, scheduled visits: 0

Health Masters: 15 active

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

### Readmission Avoidance:

- THR FW: 1
- THR Alliance: 4
- Internal: 1
- Dr. Ewing: 1
- Southwestern Health Resources: 6
- UTSW NAIP: 1
- 9-1-1 Encounters w/CCP on scene: 2

### High Utilizer:

- UTSW NAIP: 13
- Internal/FD: 3
- Non-adherent high utilizers: 12
- Southwestern Health Resources: 5
- 9-1-1 Encounters w/CCP on scene: 18

### Palliative Care, Southwestern Health Resources:

- 32 active
- 9-1-1 Encounters w/CCP on scene: 6

### Star Saver Plus:

- 360 Active
- In-home visit: 1
- 9-1-1 Encounters: 7

### COVID Testing

- TCPH: 73

### 9-1-1 Nurse Triage:

- Total calls navigated to RN: 72
- Alternative Care/Destination: 22
  - Transportation assistance via Lyft: 8
  - Private vehicle: 2
- Alternative Transportation to ED: 8
  - Lyft: 4
  - CCT: 2
  - POC: 2

# **Customer and Community Relations Report**

## **April-May 2020 Activity**

### **MedStar Virtual Blood Drive:**

- May1-16<sup>th</sup> online social media campaign
- Facebook Event

### **National Nurses' Week:**

Packaged and delivered 1,083 goodie bags to local nurses

-Bags included:

- Hand sanitizers w/ MedStar Sticker logo
- Slim Jim
- Nature Valley Bar
- Fruit Snack
- Mint
- Stapled thank you card

### **National EMS Week:**

-525 Black Hoodies ordered for all employees w/ MedStar logo & art design by MedStar's Nate Pressinger

-525 Goodie bags for all employees (filled with same items from Nurses' week)

As well as:

- Paintball Voucher (\$27 voucher-donated)
- Portable Phone Charger (Donated by Reliant)

-15 Pizzas ordered for North Deployment Center | May 20<sup>th</sup>

-EMS Week Calendar created and shared agency-wide

-Giveaway prizes from local businesses' gift cards and donated vouchers

-2020 EMS Week Calendar created & published on social media

### **COVID 19:**

-1,500 Stickers ordered for employees and community

#EMShero & #EMSsupporter

-Pre-screened COVID 19 custom Wristbands: 8,500 ordered

## StarSaver Report

Membership New / Renewal Comparison														
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change
<b>New Households</b>														
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%	92	170	80.9%
April	40	184	68	185	0.5%	45	180	-2.7%	44	138	-23.3%	112	282	104.3%
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%	22	304	84.2%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%		304	55.1%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%		304	30.5%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%		304	15.2%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%		304	-43.7%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%		304	-44.0%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%		304	-45.3%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%		304	-47.7%
<b>Total New Member Households</b>	<b>450</b>		<b>458</b>			<b>419</b>			<b>581</b>			<b>304</b>		
<b>Renewing Households</b>														
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%	44	293	-61.5%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	954	1715	-24.8%	947	1240	-27.7%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%	214	1454	-30.5%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%		1454	-41.1%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%		1454	-47.1%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%		1454	-51.8%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%		1454	-54.2%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%		1454	-56.5%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%		1454	-57.5%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%		1454	-60.2%
<b>Total Renewing Households</b>	<b>4854</b>		<b>4727</b>			<b>4520</b>			<b>3657</b>			<b>1454</b>		
<b>Total Member Households</b>	<b>5304</b>		<b>5185</b>			<b>4939</b>			<b>4238</b>			<b>1758</b>		

# COMMONLY USED ACRONYMS

## A

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

## B

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

## C

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

## D

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

## E

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

## F

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

## G

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

## H

HIPAA – Health Insurance Portability & Accountability Act of 1996

## I

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

## J

JEMS – Journal of Emergency Medical Services

## K

## L

LMS – Learning Management System

## M

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

# COMMONLY USED ACRONYMS

## **N**

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

## **O**

OMD – Office of the Medical Director

## **P**

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

## **Q**

QRV – Quick Response Vehicle

## **R**

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

## **S**

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

## **T**

## **U**

## **V**

VFIB – Ventricular fibrillation; an EKG rhythm

## **W**

## **X/Y/Z**