



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

MEMORANDUM

DATE: September 23, 2020
TO: MAEMSA Board of Directors
FROM: Douglas R. Hooten, CEO
SUBJECT: Board of Directors ePacket for September 2020

Enclosed are the board reports for September 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*



Discussion

- ☒ AMA-Alternate Disposition Pilot
- ☒ Protocol Update

M.E.D.S. Committee

Education and Training

- OMD 20Q3 CE – in progress
 - AMA-Alternate Disposition Pilot
 - Crashing Patient Medical / Trauma
 - Traumatic Cardiac Arrest
- ☒ Zoll monitor and LUCAS device implementation training with White Settlement FD
- ☒ UEScope implementation training at cadaver lab with Saginaw FD

Research

- ☒ NAEMSP Abstract Submissions
 - Sudden Ambulance Death Syndrome: Movement of Unstable Prehospital Patients
 - Relief of Nausea from Isopropyl Alcohol Compared to Ondansetron in the Prehospital Setting
 - A Standardized Template for Measuring Telecommunicator Cardiopulmonary Resuscitation in Pediatric Out-of-Hospital Cardiac Arrest
 - Dose Limitation of Intravenous Epinephrine and Outcomes in Out of Hospital Cardiac Arrest
 - Evaluation of MPDS Protocol 36 in Identifying Suspected EMS Patients with COVID-19
 - Non-Transport and Referral of Suspected COVID-19 EMS Patients

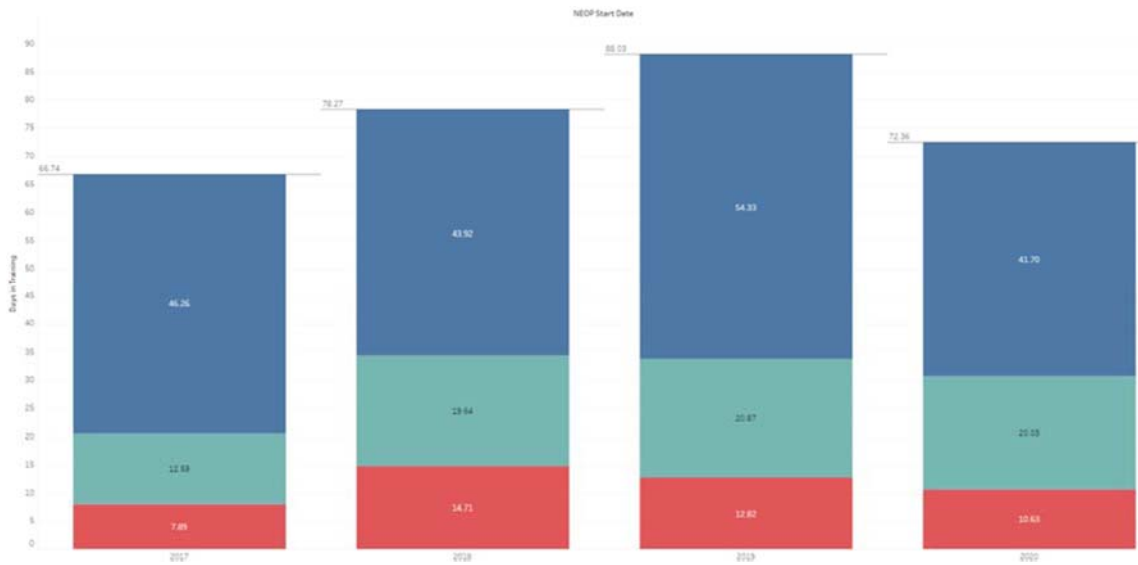
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



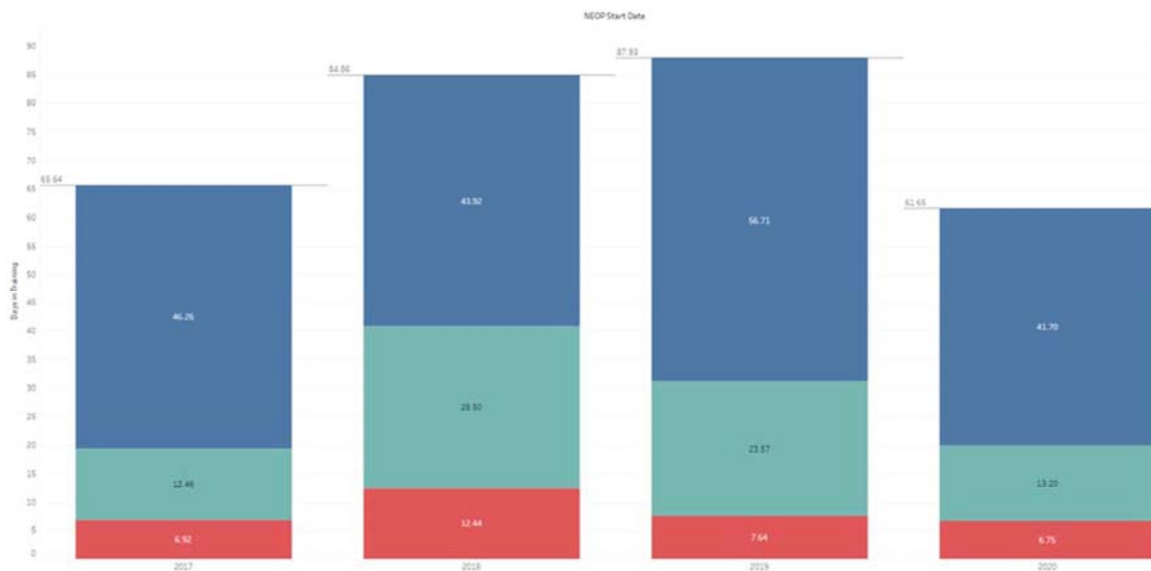
Credentialing

2020	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	14	10	0	1	3
Adv Upgrade	10	7	0	0	3
Basic	28	25	1	1	1

- Overall Credentialing – Time in training by phase

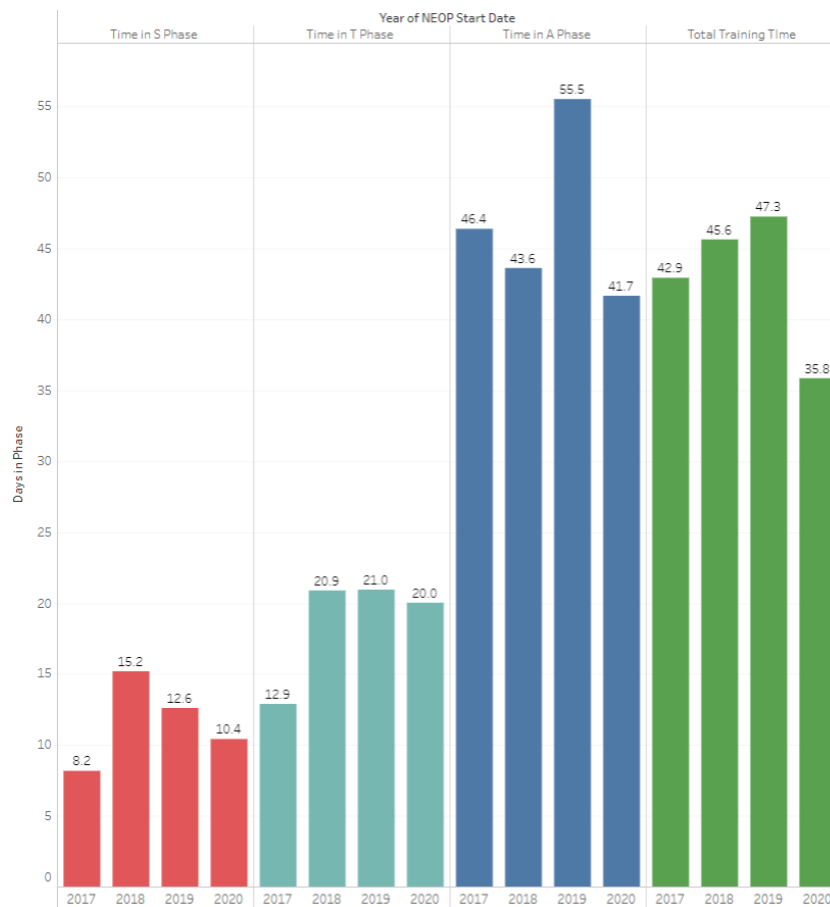
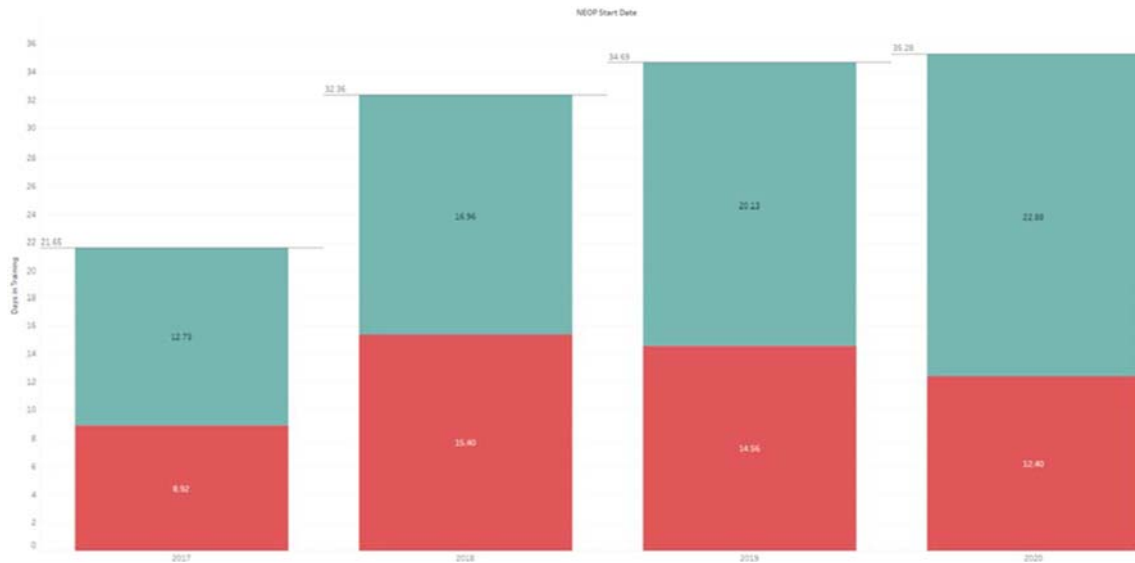


- Advance Credentialing – Time in training by phase



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- Basic Credentialing – Time in training by phase



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QA

Case Acuity		
	July 2020	August 2020
High	7 (10.1%)	8 (10.0%)
Moderate	10 (14.5%)	18 (22.5%)
Low	48 (69.6%)	51 (63.8%)
Non QA/QI	4 (5.8%)	3 (3.8%)
Grand Total	69 (100.0%)	80 (100.0%)

Case Disposition		
	July 2020	August 2020
Needs Improvement	23 (33.3%)	26 (32.5%)
Clinically Inappropria..	7 (10.1%)	3 (3.8%)
Forwarded	6 (8.7%)	9 (11.3%)
No Fault	32 (46.4%)	36 (45.0%)
Pending	1 (1.4%)	6 (7.5%)
Grand Total	69 (100.0%)	80 (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	1.7 days	3.4 days	5.1 days
Moderate	3.4 days	4.0 days	7.4 days
Low	3.4 days	1.7 days	4.9 days
Non QA/QI	2.3 days	0.0 days	2.3 days
Grand To..	3.2 days	2.1 days	5.1 days

Case Origin		System Clinical Issues		
Self Report 71 47.7%	OMD 21 14.1%	July 2020	August ..	
	Airway QA 12 8.1%	Equipment Issues	2	1
		Facility 23 15.4%	Inadequately Treated U..	3
Ops	No EtCO2 w/ PPV		2	3
		Untreated Lethal Arrhyth..		1
		Case Status		
		July 2020	August 2020	
		Closed	67 (97.1%)	67 (83.8%)
		Open	2 (2.9%)	13 (16.3%)
		Grand Total	69 (100.0%)	80 (100.0%)

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System Diagnostics

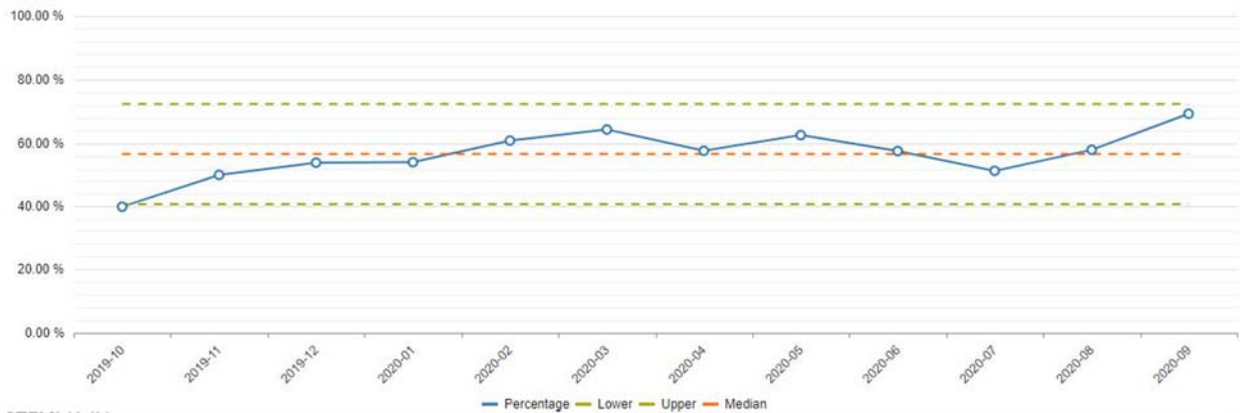
- **System Performance Bundles**

- o @ end of report

- **Clinical Bundles**

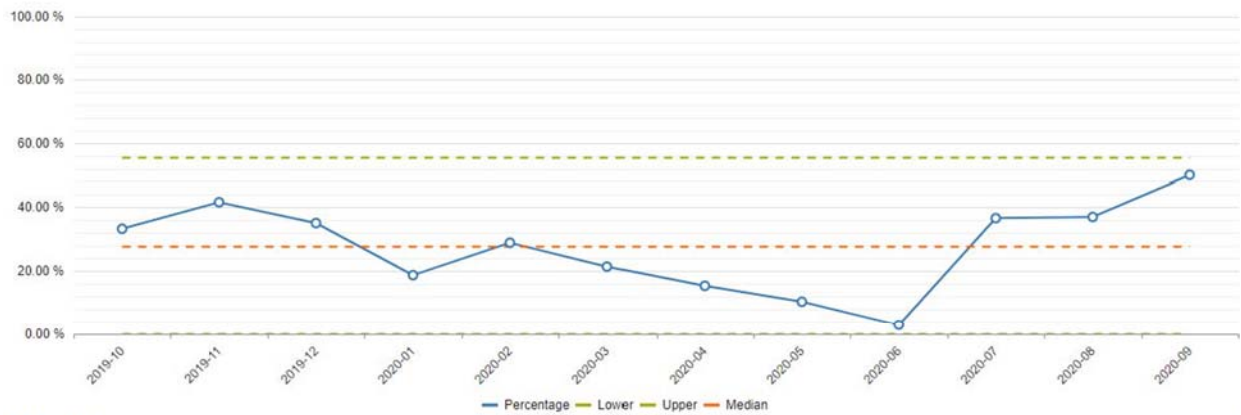
Sepsis (Adj.)

EXIT



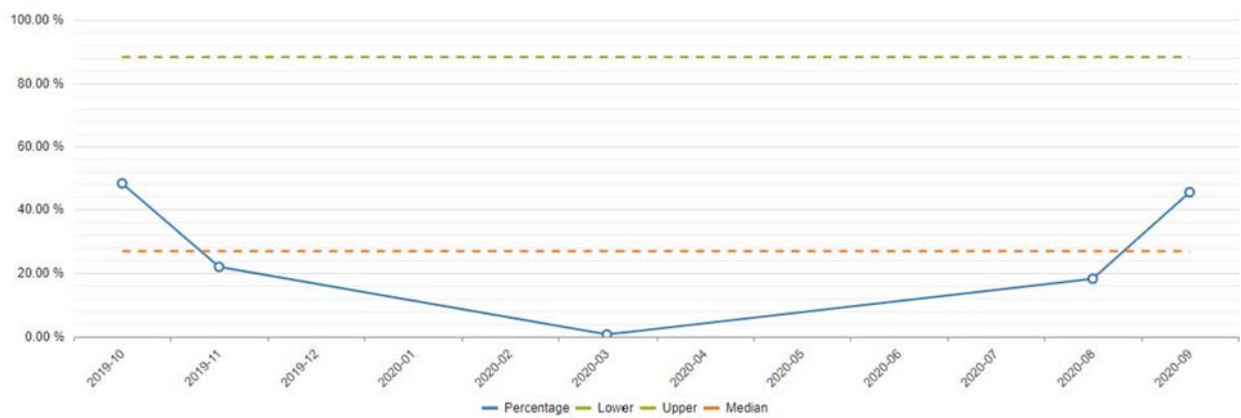
STEMI (Adj.)

EXIT



Stroke (Adj.)

EXIT

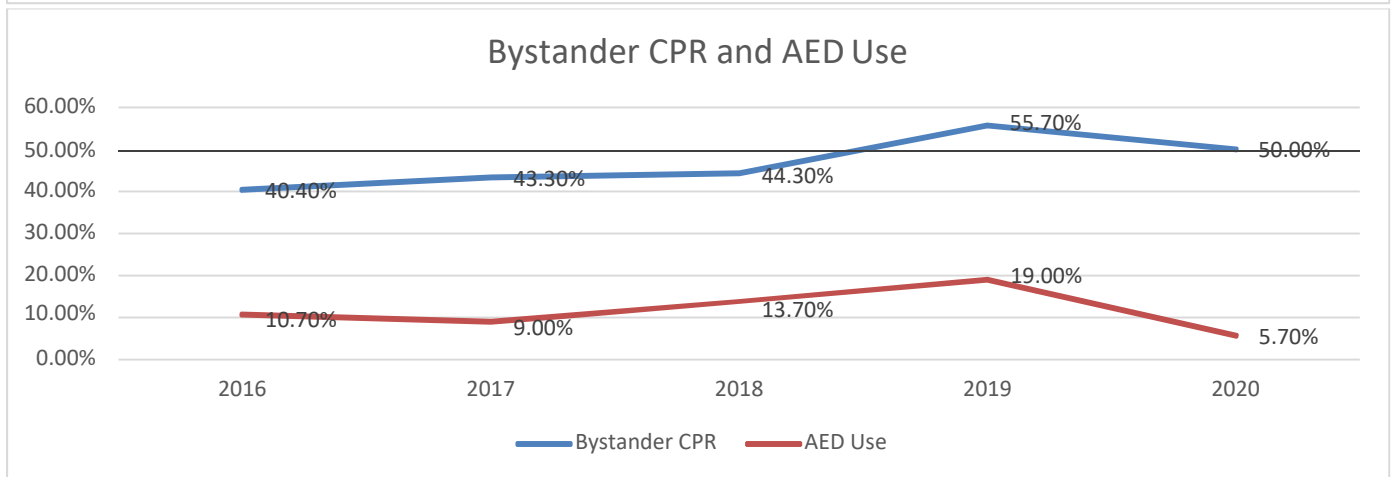
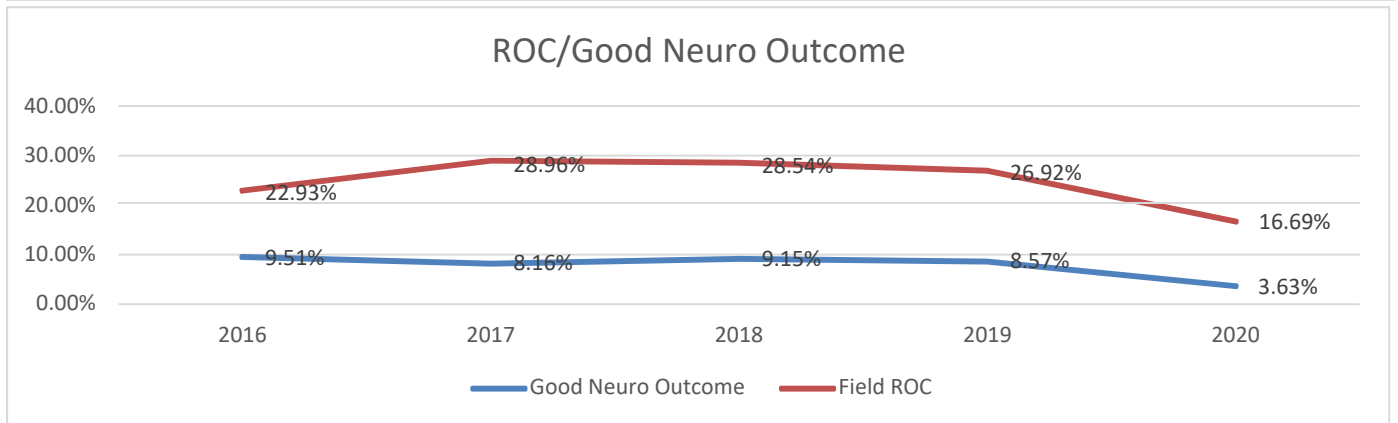
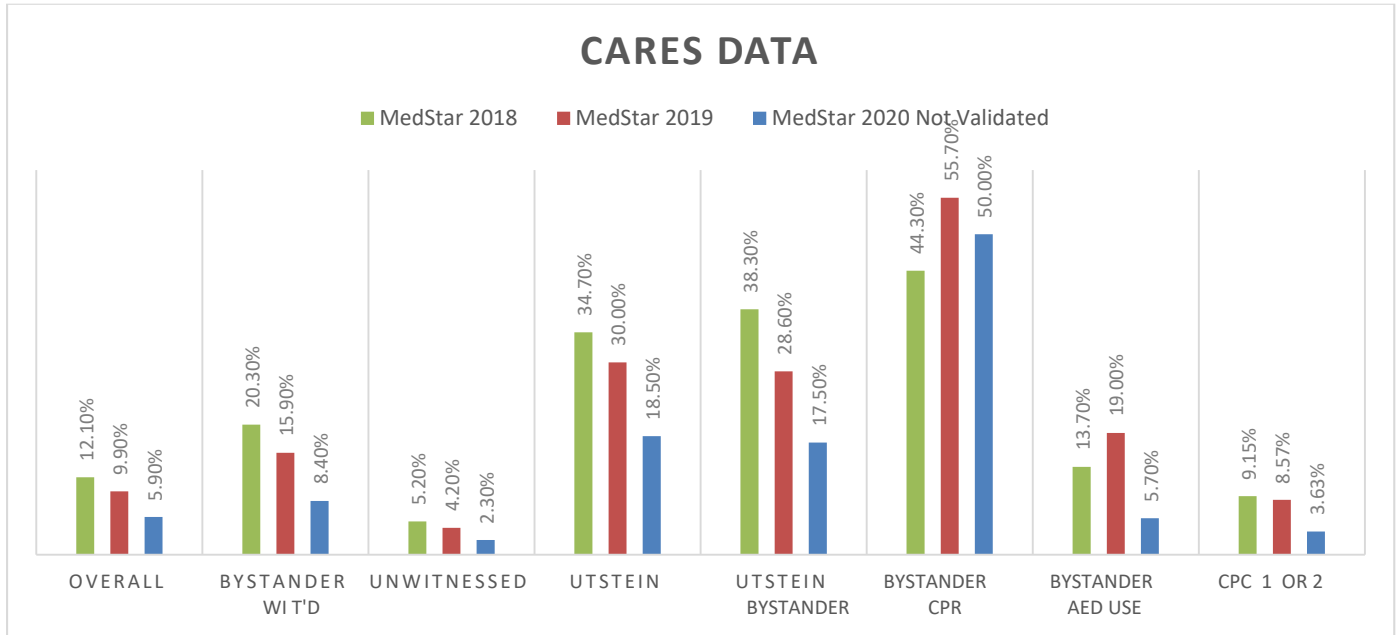


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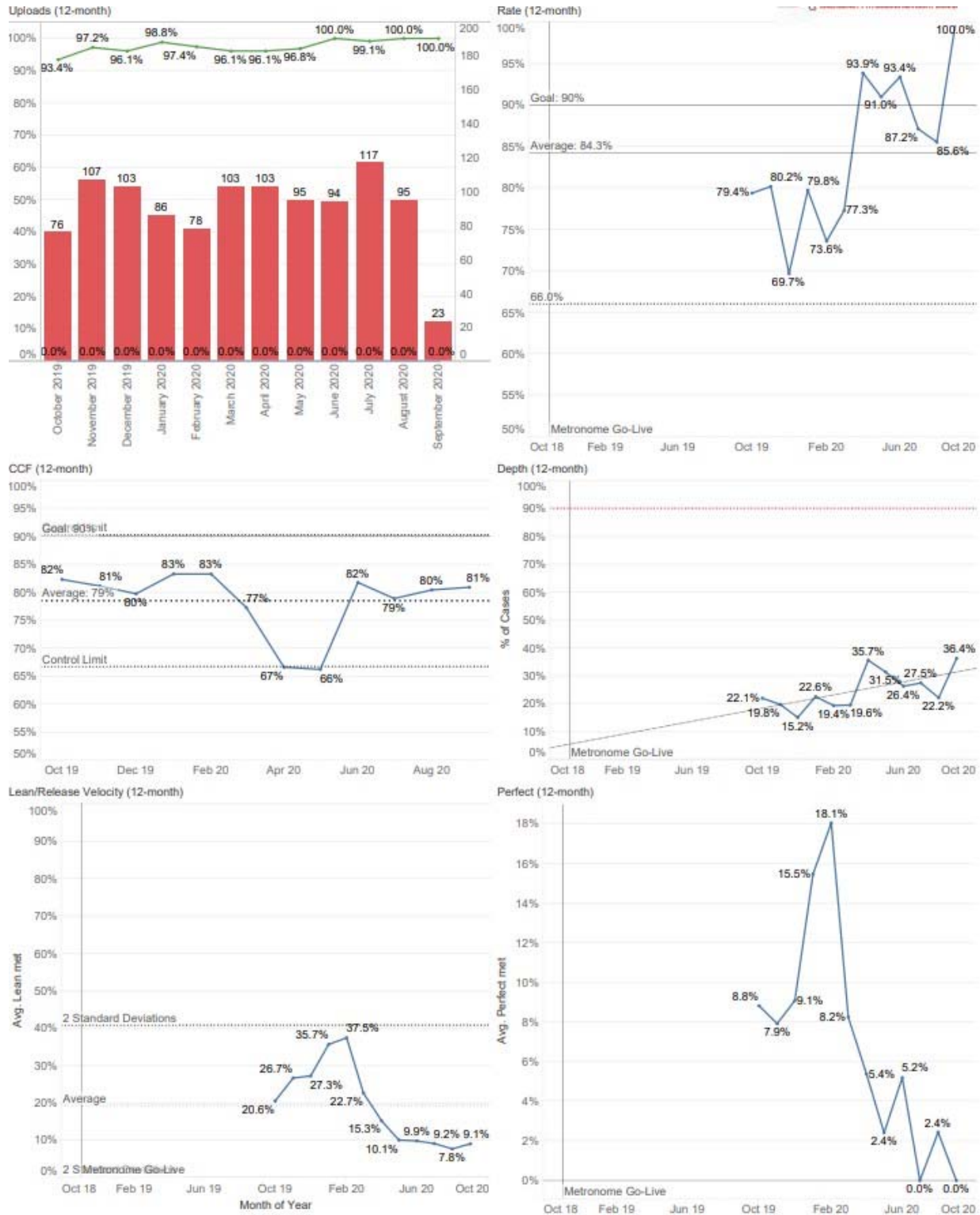
- **Resuscitation**

- o **CARES: 743-resuscitations attempted / 49-outcomes pending**



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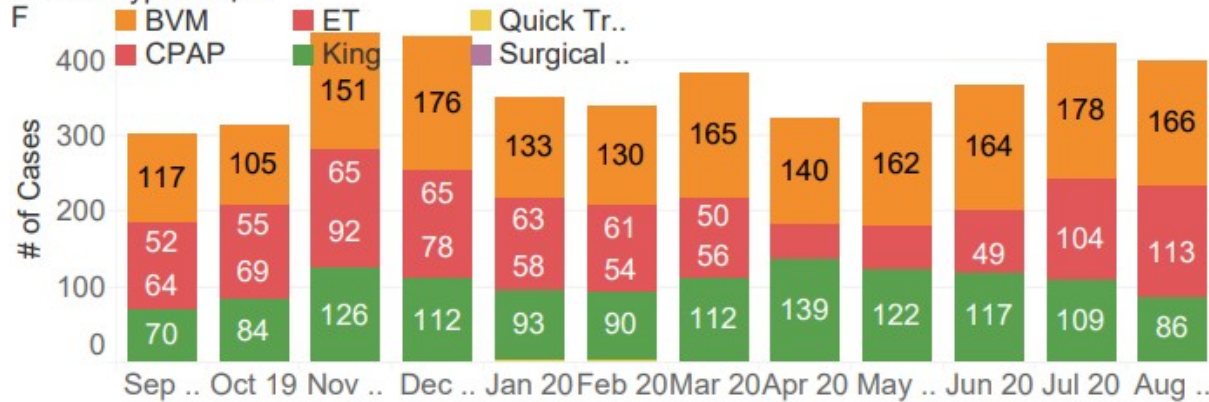
Cardiac Arrest Performance



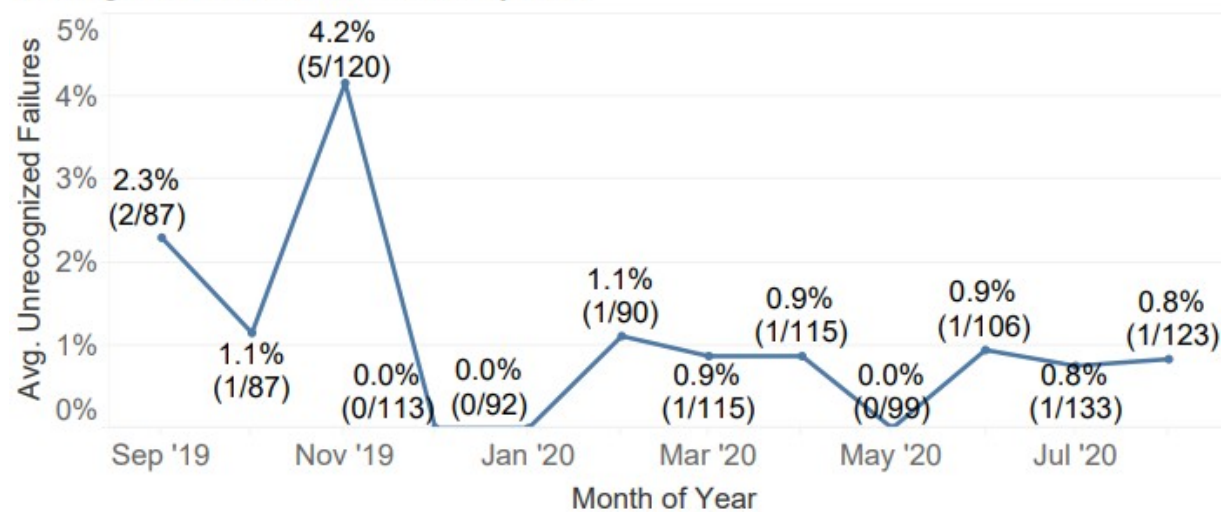
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Airway Management

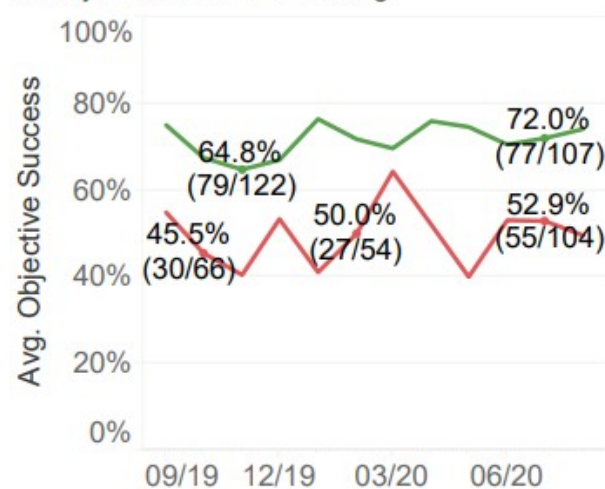
Number of Attempts



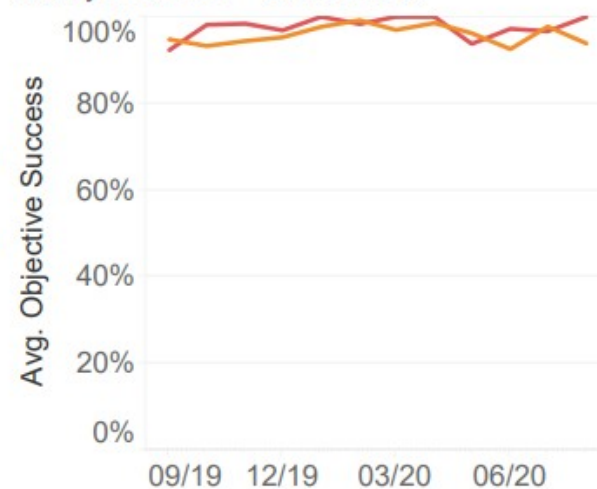
Unrecognized Failed Advanced Airway Rate



Airways Success - ET & King



Airways Success - BVM & CPAP



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Cardiac Arrest	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Current Avg.	Goal
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	54.7%	53.8%	46.9%	59.6%	56.8%	57.5%	49.9%	
Median time between 9-1-1 call and OHCA recognition	0:00:36	0:00:42	0:00:35	0:00:40	0:00:43	0:00:43	0:00:38	
% of recognized 2nd party OHCA cases that received tCPR	81.6%	81.1%	97.8%	100.0%	96.3%	100.0%	89.9%	
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases	0:02:18	0:02:36	0:01:56	0:02:00	0:01:18	0:02:25	0:02:06	
% of cases with time to tCPR < 180 sec from first key stroke	66.7%	70.5%	64.5%	79.7%	68.8%	69.2%	59.9%	
System response time < 5 mins for Dispatch-presumed cardiac arrest								
% of cases with CCF ≥ 90%	83.0%	77.0%	67.0%	66.0%	82.0%	80.0%	79.7%	
% of cases with compression rate 100-120 cpm 90% of the time	73.6%	77.3%	93.5%	95.2%	96.1%	85.0%	82.2%	
% of cases with compression depth that meet appropriate depth benchmark 90% of the time	19.4%	18.6%	36.6%	33.7%	28.6%	30.9%	25.3%	
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	20.0%	29.4%	26.8%	15.6%	18.8%	18.2%	36.4%	
% of cases with Pre-shock pause < 10 sec	97.1%	95.6%	75.8%	66.7%	64.3%	68.7%	81.1%	
% arrive at E/D with ROSC	16.0%	21.5%	14.6%	21.3%	13.7%	15.0%	20.3%	
% discharged alive	4.0%	10.8%	3.1%	4.5%	6.3%	4.2%	7.5%	
% neuro intact at discharge (Good or Moderate Cognition)	4.0%	6.5%	0.0%	3.4%	7.4%	4.2%	5.9%	
% of cases with bystander CPR	47.3%	42.7%	56.2%	50.5%	54.2%	63.0%	50.7%	
% of cases with bystander AED use	22.7%	24.7%	14.6%	14.6%	10.5%	22.5%	19.4%	
# of people trained in CCR								
Ventilation Management	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Current Avg.	Goal
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped	99.6%	99.0%	99.3%	99.4%	99.0%	100.0%	97.8%	
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)	100.0%	100.0%	99.3%	99.3%	95.2%	100.0%	98.4%	
% of successful ventilation management as evidenced by etCO2 waveform throughout the case								
% of successful King Airway placement	71.8%	70.0%	75.9%	74.6%	70.5%	72.0%	72.2%	
% of successful endotracheal tube placement	50.0%	64.3%	52.0%	40.0%	53.1%	52.9%	46.8%	
System response time < 5 mins for Dispatch-presumed compromised airway								

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STEMI	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	urrent Av	Goal
% of suspected STEMI patients correctly identified by EMS		75.0%	69.2%	68.9%	55.8%	63.3%	72.1%	
% of suspected STEMI patients w/ASA admin (<i>in the absence of contraindications</i>)	97.4%	85.7%	92.3%	96.5%	100.0%	96.7%	91.8%	
% of suspected STEMI patients w/NTG admin (<i>in the absence of contraindications</i>)	86.8%	71.4%	80.7%	89.7%	94.1%	100.0%	84.2%	
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	63.2%	64.3%	61.5%	72.4%	82.4%	76.7%	72.9%	
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	34.2%		46.2%	75.9%	61.8%	63.3%	51.6%	
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patie	26.3%	21.4%	11.5%	17.2%	8.8%	20.0%	21.7%	
% of patients with Suspected STEMI Transported to PCI Center	100.0%	96.4%	100.0%	100.0%	100.0%	96.7%	98.2%	
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes				60.0%	47.1%	53.3%		
Stroke	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	urrent Av	Goal
% of suspected Stroke patients correctly identified by EMS								
% of suspected Stroke patients w/BGL measured	87.8%	90.2%	87.7%	86.8%	90.0%	95.1%	89.9%	
% of suspected Stroke patients w/CSS measured	73.1%	73.6%	75.3%	77.2%	73.2%	73.2%	78.4%	
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) measured	79.0%	75.4%	79.3%	74.7%	80.2%	71.3%	79.8%	
% of suspected stroke patients with stroke facility notified of suspected stroke within 10 minutes of EMS patient contact								
% of suspected stroke patients w/LAMS scores 4 - 5 transported to Comprehensive Stroke Center	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	99.1%	

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**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – August 31, 2020**

The following summarizes significant items in the August 31, 2020 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of August 2020 is a loss of (\$139,851.32) as compared to a budgeted gain of \$186,595 for a negative variance of (\$326,447). EBITDA for the month of August 2020 is a gain of \$213,229 compared to a budgeted gain of \$505,154 for negative variance of (\$291,925).

- Transport volume in August ended the month -1% to budget. Average Patient Charges are -0.7% below budget leading to a -0.1% shortfall to budget in Transport Fees.
- Net Revenue in August is down -11% to budget. Provision for Uncollectible is higher than normal due to a higher percentage of Bill Patient patient encounters and a lower percentage of Commercial Insurance patient encounters in August.
- Total Expenses ended the month -4.4% or (\$177,511) below budget. In August, MedStar had significant savings in Fuel, Medical Supplies and Professional Fees.

Year to Date: EBITDA is \$3,586,496 as compared to a budget of \$4,837,606 for a negative variance to budget of (\$1,251,110).

- The negative variance to budget for EBITDA is driven by lower than expected transport volume during the COVID-19 pandemic and expenses directly related to COVID-19.

Key Financial Indicators:

- Current Ratio – MedStar has \$12.16 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 mandates 3 months of operating capital. As of August 31, 2020 there is 5.5 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 4.93 times.
- Return on Net Assets – This ratio determines whether the agency is financially better off than in previous years by measuring total economic return. An improving trend indicates increasing net assets and the ability to set aside financial resources to strengthen future flexibility. Through August, the return is (0.68)%.

MAEMSA/EPAB cash reserve balance as of August 31, 2020 is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending August 31, 2020

Assets	Current Year	Last Year
Cash - Unrestricted	\$12,126,200.51	\$7,449,477.83
Cash - Restricted	\$10,000,000.00	\$12,487,052.00
Accounts Receivable	\$9,560,384.61	\$13,334,305.02
Inventory	\$285,156.66	\$299,899.39
Prepaid Expenses	\$565,570.33	\$885,603.09
Property Plant & Equ	\$62,839,700.03	\$53,097,440.04
Accumulated Deprecia	(\$24,810,524.02)	(\$19,909,229.61)
Total Assets	\$70,566,488.12	\$67,644,547.76
Liabilities		
Accounts Payable	(\$716,855.53)	(\$457,161.71)
Other Current Liabil	(\$1,943,614.28)	(\$1,510,552.37)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$7,582.43)	(\$4,608.86)
Long Term Debt	(\$4,017,897.07)	(\$4,266,831.63)
Other Long Term Liab	(\$8,514,544.67)	(\$2,534,007.41)
Total Liabilities	(\$15,208,275.29)	(\$8,780,943.29)
Equities		
Equity	(\$55,631,813.63)	(\$57,098,485.04)
Control	\$273,600.80	(\$1,765,119.43)
Total Equities	(\$55,358,212.83)	(\$58,863,604.47)
Total Liabilities and Equities	(\$70,566,488.12)	(\$67,644,547.76)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
August 31, 2020

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenue						
Transport Fees	\$14,540,916.61	\$14,556,268.00	(\$15,351.39)	\$155,420,111.41	\$159,894,874.00	(\$4,474,762.59)
Contractual Allow	(\$6,059,817.59)	(\$3,958,206.00)	(\$2,101,611.59)	(\$65,630,648.60)	(\$43,477,164.00)	(\$22,153,484.60)
Provision for Uncoll	(\$4,814,444.11)	(\$6,463,898.00)	\$1,649,453.89	(\$48,950,033.56)	(\$71,015,353.00)	\$22,065,319.44
Education Income	\$730.00	\$2,250.00	(\$1,520.00)	\$59,357.79	\$94,700.00	(\$35,342.21)
Other Income	\$37,637.92	\$55,239.55	(\$17,601.63)	\$2,084,315.20	\$607,648.14	\$1,476,667.06
Standby/Subscription	\$33,061.27	\$50,482.58	(\$17,421.31)	\$620,482.60	\$634,074.38	(\$13,591.78)
Pop Health PMPM	\$0.00	\$0.00	\$0.00	(\$1.00)	\$0.00	(\$1.00)
interest on Investme	\$93.72	\$0.00	\$93.72	\$23,342.92	\$0.00	\$23,342.92
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$3,084.00	\$20,000.00	(\$16,916.00)
Total Revenue	\$3,738,177.82	\$4,242,136.13	(\$503,958.31)	\$43,630,010.76	\$46,758,779.52	(\$3,128,768.76)
Expenditures						
Salaries	\$2,318,254.86	\$2,359,322.67	(\$41,067.81)	\$26,656,358.55	\$26,471,821.37	\$184,537.18
Benefits and Taxes	\$481,961.04	\$463,494.00	\$18,467.04	\$4,153,232.48	\$5,154,706.00	(\$1,001,473.52)
Interest	\$18,073.25	\$16,500.00	\$1,573.25	\$215,171.23	\$181,550.00	\$33,621.23
Fuel	\$69,847.47	\$129,628.00	(\$59,780.53)	\$866,447.25	\$1,298,703.00	(\$432,255.75)
Medical Supp/Oxygen	\$133,446.64	\$175,997.00	(\$42,550.36)	\$1,992,306.10	\$1,933,732.00	\$58,574.10
Other Veh & Eq	\$35,825.02	\$39,068.88	(\$3,243.86)	\$433,031.03	\$429,757.68	\$3,273.35
Rent and Utilities	\$73,103.60	\$63,448.00	\$9,655.60	\$717,299.58	\$664,259.00	\$53,040.58
Facility & Eq Mtc	\$66,089.89	\$61,961.66	\$4,128.23	\$762,867.62	\$713,141.29	\$49,726.33
Postage & Shipping	\$2,686.64	\$3,604.00	(\$917.36)	\$37,595.19	\$38,836.00	(\$1,240.81)
Station	\$54,676.10	\$26,953.84	\$27,722.26	\$420,279.92	\$313,903.16	\$106,376.76
Comp Maintenance	\$104,847.29	\$132,549.00	(\$27,701.71)	\$1,207,652.55	\$1,469,550.00	(\$261,897.45)
Insurance	\$35,483.18	\$33,809.47	\$1,673.71	\$380,684.31	\$371,894.17	\$8,790.14
Advertising & PR	\$0.00	\$608.00	(\$608.00)	\$61,301.43	\$39,188.00	\$22,113.43

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
August 31, 2020

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Printing	\$2,134.33	\$3,908.00	(\$1,773.67)	\$37,957.06	\$42,536.00	(\$4,578.94)
Travel & Entertain	\$1,203.29	\$9,590.00	(\$8,386.71)	\$51,307.21	\$103,838.00	(\$52,530.79)
Dues & Subs	\$9,014.09	\$6,775.00	\$2,239.09	\$88,018.86	\$129,577.00	(\$41,558.14)
Continuing Educ Ex	\$0.00	\$10,813.00	(\$10,813.00)	\$39,670.59	\$158,330.00	(\$118,659.41)
Professional Fees	\$119,245.99	\$213,886.00	(\$94,640.01)	\$1,797,693.06	\$2,570,195.00	(\$772,501.94)
Education Expenses	\$4,789.68	\$0.00	\$4,789.68	\$40,646.24	\$0.00	\$40,646.24
Miscellaneous	\$12,339.59	\$1,565.00	\$10,774.59	\$299,165.11	\$17,205.00	\$281,960.11
Depreciation	\$335,007.19	\$302,058.83	\$32,948.36	\$3,755,466.36	\$3,322,647.13	\$432,819.23
Total Expenditures	\$3,878,029.14	\$4,055,540.35	(\$177,511.21)	\$44,014,151.73	\$45,425,369.80	(\$1,411,218.07)
Net Rev in Excess of Expend	(\$139,851.32)	\$186,595.78	(\$326,447.10)	(\$384,140.97)	\$1,333,409.72	(\$1,717,550.69)
EBITDA	\$213,229.12	\$505,154.61	(\$291,925.49)	\$3,586,496.62	\$4,837,606.85	(\$1,251,110.23)

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
August 31, 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	12.16

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%	49.57%
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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	4.93
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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%	-0.68%
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Reveals management's effectiveness in generating profits from the assets available.

Emergency Physicians Advisory Board
Cash expenditures Detail

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
Balance 08/31/2020			<u><u>\$ 475,470.69</u></u>



Business Gold Rewards

MEDSTAR/MAEMSA
DOUGLAS R HOOTEN
Closing Date 08/28/20 Next Closing Date 09/27/20
Account Endin

Customer Care: 1-800-492-3344
ITV: 1-800-221-9950
Website: americanexpress.com

New Balance \$7,570.42
Minimum Payment Due \$507.65
Payment Due Date 09/22/20*

Late Payment Warning: Your Payment Due Date is 09/22/20 . 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 29.24%.

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	19 years	\$16,850

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

Q See page 2 for important information about your account.

[;] Please refer to the **IMPORTANT NOTICES** section for any changes to your Account terms and any other communications on **pages 7 - 12.**

[;] For information on your Pay Over Time feature and limit, see **page 6**

Membership Rewards® Points
Available and Pending as of 07/31/20
127,539
Q For more details about Rewards, please visit americanexpress.com/rewardsinfo

Account Summary

Pay In Full Portion	
Previous Balance	\$664.53
Payments/Credits	-\$734.72
New Charges	+\$506.84
Fees	+\$0.00
New Balance	= \$436.65

Pay Over Time Portion	
Previous Balance	\$4,131.72
Payments/Credits	-\$4,131.72
New Charges	+\$7,133.77
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	= \$7,133.77
Minimum Due	\$71.00

Account Total	
Previous Balance	\$4,796.25
Payments/Credits	-\$4,866.44
New Charges	+\$7,640.61
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	\$7,570.42
Minimum Payment Due	\$507.65

Pay Over Time Limit	\$55,000.00
Available Pay Over Time Limit	\$47,866.23
Days in Billing Period:	31

Continued on page 3



APPROVED

Douglas R. Hooten
Douglas R. Hooten, CEO C//,I z;t,i,c>

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

!!! Payment Coupon
1...1 Do not staple or use paper clips

1:1 Pay by Computer
liiii americanexpress.com/
business

91!! Pay by Phone
LIII 1-800-472-9297

Account Endin

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

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

Payment Due Date
09/22/20
New Balance
\$7,570.42
Minimum Payment Due
\$507.65

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

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

\$ _____ - _____
Amount Enclosed



0000349991382953784 000757042000050765 24 rl

**Business Gold Rewards**MEDSTAR/MAEMSA
DOUGLAS R HOOTEN
Closing Date 08/28/20

Account Ending (ID0(3))CI

Customer Care & Billing Inquiries
International Collect
Large Print & Braille Statements
Lost or Stolen Card
Express Cash1-800-678-0745
1-336-393-1111
1-800-678-0745
1-800-678-0745
1-800-CA5H-NOW**Hearing Impaired**
TTY: 1-800-221-9950
FAX: 1-623-707-4442
In NY: 1-800-522-1897

Website: americanexpress.com

Customer Care & Billing Inquiries
P.O. BOX 981535
EL PASO, TX
79998-1535**Payments**
P.O. BOX 650448
DALLAS TX 75265-0448**Put More Time to Business
and Less Time to Bills**

Grant a member of your team access to your account to log in and securely handle expense management on your behalf. Terms apply.

Visit www.AmericanExpress.com/enrollIAM to enroll an Account Manager now.**Payments and Credits****Summary**

	Pay In Full	Pay Over Time +	Total
Payments	-\$664.53	-\$4,131.72	-\$4,796.25
Credits	-\$70.19	\$0.00	-\$70.19
Total Payments and Credits	-\$734.72	-\$4,131.72	-\$4,866.44

[Detail *Indicates posting date

	Amount
Payments	Amount
08/20/20* ONLINE PAYMENT - THANK YOU	-\$4,796.25
Credits	Amount
08/04/20* AMAZON SHOP WITH POINTS CREDIT	-\$40.20
08/06/20* AMAZON SHOP WITH POINTS CREDIT	-\$29.99

New Charges**Summary**

	Pay In Full	Pay Over Time +	Total
Total New Charges	\$506.84	\$7,133.77	\$7,640.61

[Detail

+ - denotes Pay Over Time activity

DOUGLAS R HOOTEN
Card Ending **DIIXX**

	Amount
07/29/20 AMAZON .COM*MF0DH03K1 AMZN.COM/BILL WA PO2203202 \$83.90 MERCHANDISE Dayco belt for MEPS generator	
07/29/20 AMZN MKTP US*MVOXX 9U22 AMZ N.COM/BILL WA PO2203371 \$635.70+ BOOKSTORES Service awards employees PAY OVER TIME OPTION	
07/30/20 MCALISTERS 1367 0000 FORT WORTH TX PO 2203228 \$35.88 214-373-3400 Lunch delivered for ESD-11 mtg w/ExeTeam	

Detail Continued						+ -denotes Pay Over Time activity
						Amount
07/30/20	NATIONAL EMS MANAGEMENT A899000003955 SSWEARENGIN@EMPRIZE.NET PAY OVERTIME OPTION	PLATTE CITY	MO	PO 2203214	\$450.00 +	
Renewal group mbrship						
07/31/20	AMEXGIFTCARD.COM-BOL0244 833-205-8622 PAY OVER TIME OPTION	ATLANTA	GA	PO 2203203	\$1,014.90 +	
30yr service award for Pam Oldham						
08/01/20	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	588-895-4815	WA	PO 2203277	\$150.00 +	
travel website fee						
08/03/20	AMAZON.COM GENERAL MERCHANDISE	SEATTLE	WA	Credited	\$40.20	
08/03/20	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	PO 2203269	\$30.00	
08/04/20	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2203270	\$69.00	
08/04/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2203290	\$10.68	
08/04/20	AMZN MKTP US*MF0C58H50 BOOKSTORES PAY OVERTIME OPTION	AMZN.COM/BILL	WA	PO 2203253	\$174.95 +	
5-webcam w/microphone - used by Ops Supervisors for Production mtgs						
08/05/20	AMAZON.COM GENERAL MERCHANDISE	SEATTLE	WA	Credited	\$29.99	
08/07/20	NAEMSP 461682001370022 MERCHANTSERVICES@KELLENCO PAYOVERTIMEOPTION	OVERLAND PARK	KS	PO 2203300	\$185.00 +	
NAEMSP renewal for Douglas Hooten						
08/07/20	WWWBCCTPCOR 7709784400 PAY OVER TIME OPTION	7709784400	GA	PO 2203322	\$325.00 +	
Renewal of IBSC for Allen Snell						
08/07/20	IDENTIPLUS MD0006538 53151 CATALOG MERCHANT PAY OVERTIME OPTION	NEW BERLIN	WI	PO 2203301	\$822.95 +	
COVID screening wristbands - used at MedStar & North Star						
08/09/20	AMAZON.COM*MF7SC1562 MERCHANDISE PAY OVERTIME OPTION	AMZN.COM/BILL	WA	PO 2203297	\$282.90 +	
10-Vinyl steering wheel cover w/OSHA msg						
08/13/20	GEPETTOPIZZA squareup.com/receipts PAY OVER TIME OPTION	Fort Worth	TX	PO 2203365	\$1,079.82 +	
Food Truck- Rotary Club						
08/14/20	ARVIZU'S TAQUERIA GooDs1sERv1cEs PAY OVER TIME OPTION	Fort Worth	TX	PO 2203364	\$825.60 +	
Food Truck - Rotary Club						
08/14/20	PAYPAL*STATEREFORM 4253612118 PAY OVER TIME OPTION	4253612118	WA	PO 2203395	\$149.00 +	
2020 NTX State of Reform Virtual Health Policy Cont.						
08/15/20	NTTA AUTOCHARGE TOLLS TOLL FEES PAY OVER TIME OPTION	PLANO	TX	PO 2203566	\$200.00 +	
08/15/20	TWILIO, INC. COMPUTER STORE	SAN FRANCISCO		PO 2203411	\$10.00	
08/17/20	AMAZON.COM*MM2S28ZG2 MERCHANDISE PAY OVERTIME OPTION	AMZN.COM/BILL	WA	PO 2203368	\$334.56 +	
Samsung Portable SSD 2TB - for comms diagnostic testing						
08/18/20	AMZNMKTP US*MM7LR6LEO BOOK STORES PAY OVERTIME OPTION	AMZN.COM/BILL	WA	PO 2203404	\$14.98	
Pneumatic y splitter						
08/19/20	AMAZON.COM*MM63B7DU1 MERCHANDISE	AMZN.COM/BILL	WA	PO 2203413	\$75.19	
Dayco Belt for MEPS generator system						

**Business Gold Rewards**

MEDSTAR/MAEMSA
 DOUGLAS R HOOTEN
 Closing Date 08/28/20

Account **Endin !BOOB<****Detail Continued**

+ - denotes Pay Over Time activity

						Amount
08/20/20	DSHS REGULATORY PROG 0000 512-458-7111 Renewal CE Provider Registration	AUSTIN	TX	PO2203421		\$62.00
08/24/20	STAR TELEGRAM ADVERTIS 017-390-7132 Classified ad for surplus ambulances for sale PAY OVER TIME OPTION	FORT WORTH	TX	PO2203454		\$154.38 +
08/25/20	AMZNMKTP U5*MM3B T7SC2 BOOKSTORES 15- fast chargers for iPad Pro PAY OVER TIME OPTION	AMZN .COM/BILL	WA	PO2203451		\$241.51 +
08/25/20	MODERNHEALTHCARESUBSCRI 877-812-1581 PAY OVER TIME OPTION	DETROIT	MI	PO2203480		\$107.50+
08/27/20	TWILIO, INC. COMPUTERSTORE	SAN FRANCISCO		PO 2203561		\$10.02
08/28/20	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	PO 2203562		\$35.00

Fees

		Amount
Total Fees for this Period		\$0.00

Interest Charged

		Amount
Total Interest Charged for this Period		\$0.00

About Trailing Interest

You may see interest on your next statement even if you pay the new balance in full and on time and make no 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

		Amount
Total Fees in 2020		\$175.00
Total Interest in 2020		\$0.00

Human Resources - August 2020

Turnover:

- August turnover – 2.79%
 - FT – 2.56%
 - PT – 5.41%
- Year to date turnover – 17.81%
 - FT – 13.75%
 - PT – 64.86%

Leaves:

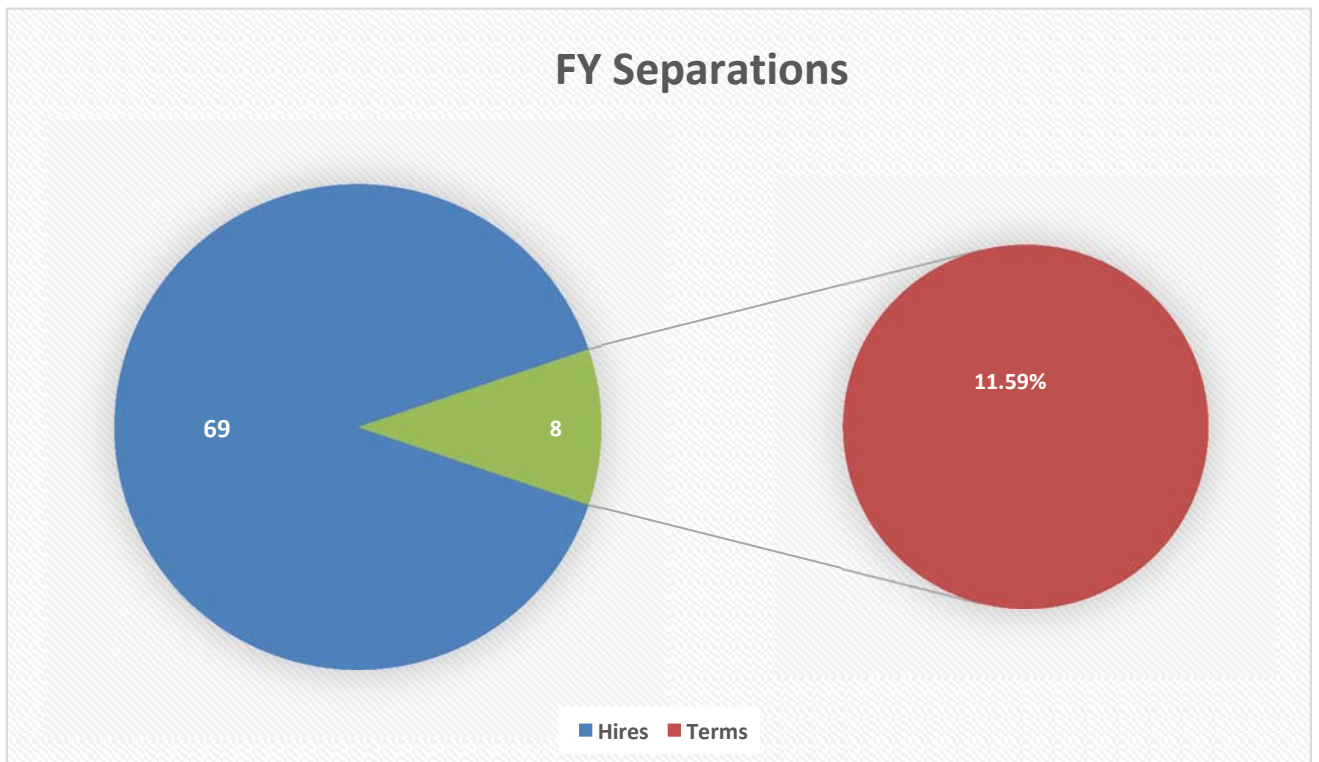
- ☒ 54 employees on FMLA / 12.59% of workforce
 - 36 cases on intermittent
 - 18 case on a block
- ☒ Top request reasons/conditions
 - Orthopedic (8)
 - FMLA – Parent (8)
 - Neurological (8)

COVID-19:

- ☒ 198 tests conducted
- 39 positive – 19.69% of tested, 8.36% of total employees
- ☒ COVID Administrative Leave
 - 467:26 hours in August
 - 5,227:31 hours to date

Recruiting & Staffing Report

Fiscal Year 2019-2020



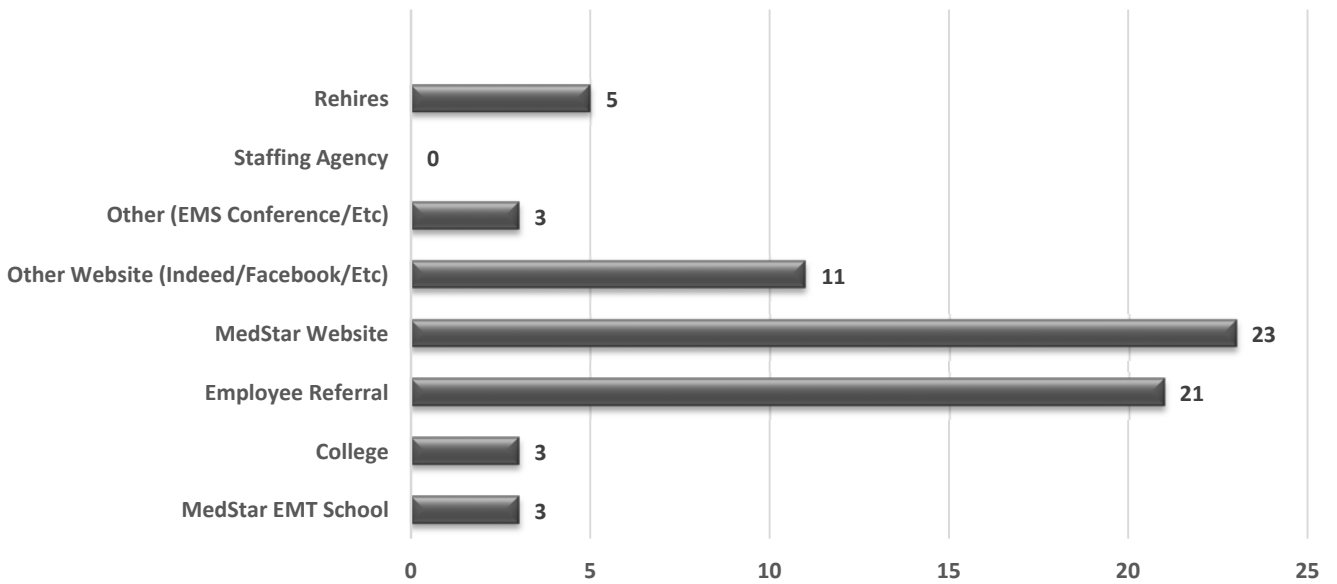
Fiscal Year Statistics
 Total hires to date 69
 Total separations from hires 7

Another opportunity – 2
 Didn't feel ready to be an EMT – 1

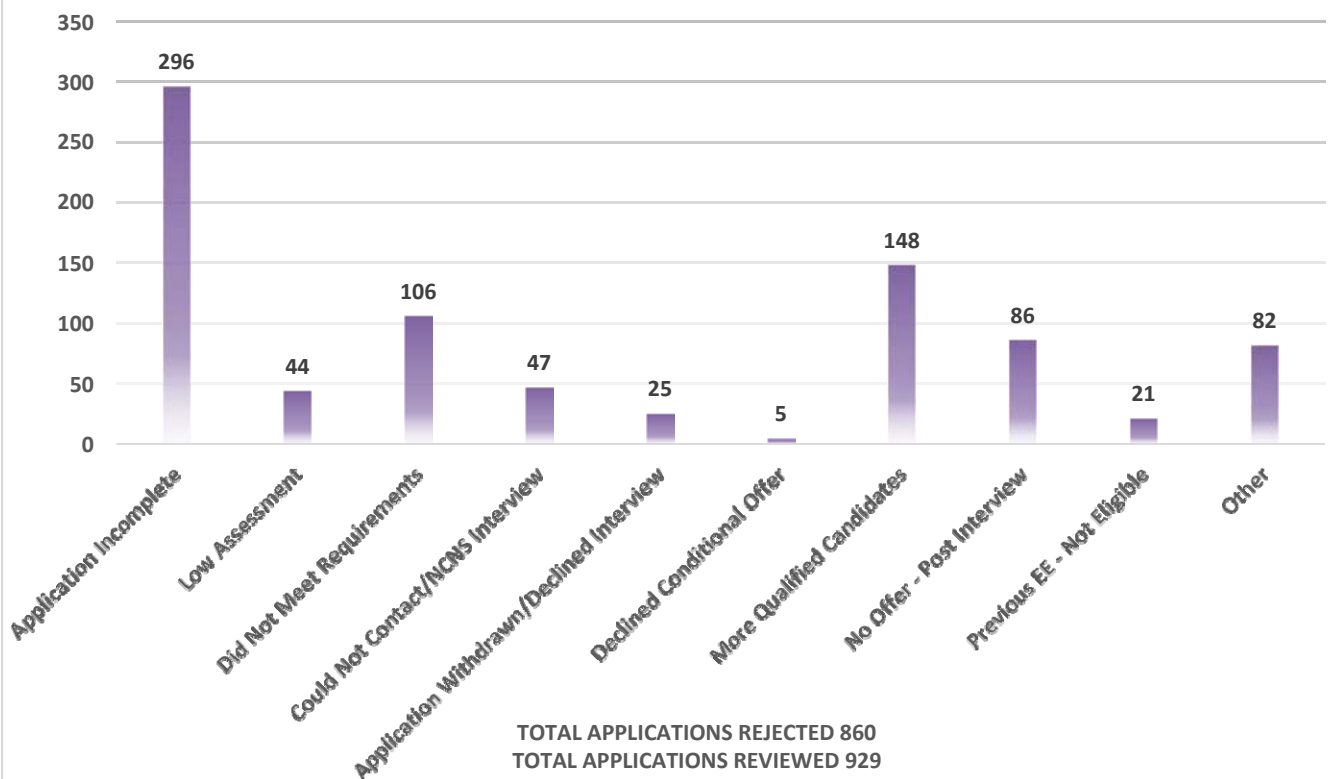
Reasons for Separation
 Job abandonment – 2
 Personal – 1

Didn't like working in busy 911 system - 1
 Nursing School - 1

New Hire Referral Source



APPLICANT REJECTION REASONS



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

Conditions	
Row Labels	Count of Last
Cardiology	2
Digestive	1
ENT	1
FMLA - Child	7
FMLA - Parent	8
FMLA - Spouse	5
Mental Health	7
Neurological	8
Obstetrics	4
Orthopedic	8
Podiatrist	1
Pulmonary	2
Grand Tota	54

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	124	13	3.03%	24.07%	10.48%
Basic	140	21	4.90%	38.89%	15.00%
Business Office	26	7	1.63%	12.96%	26.92%
Communications	35	4	0.93%	7.41%	11.43%
Field Managers/Supervisors - Operations	18	1	0.23%	1.85%	5.56%
Mobile Integrated Health	14	3	0.70%	5.56%	21.43%
Support Services - Facilities, Fleet, S.E., Logistic	32	5	1.17%	9.26%	15.63%
Grand Tota	389	54			
Total # of Full Time Employees - Aug 2020	429				
% of Workforce using FMLA	12.59%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	36	66.67%			
Block of Leave	18	33.33%			
Total	54	100.00%			

MedStar Mobile Healthcare
Leave of Absence Report - Fiscal Year 2013-2014

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	99:05	377:46	188:35	193:53	171:14	391:50	0:00	
FY 19-20	860:09	1380:07	1803:23	2160:58	2205:22	2304:27	2682:13	2870:48	3064:41	3235:55	3627:45	3627:45	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	48:00	417:12	189:50	209:37	132:00	72:00	0:00	
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1571:46	1761:36	1971:13	2103:13	2175:13	2175:13	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	7:46	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													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2034:59	2051:20	2016:20	877:32	1019:22	1208:26	1368:31	1529:54	1486:55	1320:20	1851:34	0:00	1491:21
FY 19-20	2034:59	4086:19	6102:39	6980:11	7999:33	9207:59	10576:30	12106:24	13593:19	14913:39	16765:13	16765:13	
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	6928:46	5941:14	5814:56	6118:22	4188:53	4921:11	5953:48	7386:08	6222:19	0:00	6006:15
FY 19-20	6910:47	12809:12	19737:58	25679:12	31494:08	37612:30	41801:23	46722:34	52676:22	60062:30	66284:49	66284:49	
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	68:00	180:00	360:00	318:00	332:00	348:00	0:00	161:54
FY 19-20	95:00	169:00	193:00	241:00	361:00	429:00	609:00	969:00	1287:00	1619:00	1967:00	1967:00	
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	10583:19	8810:04	9557:57	7224:21	7006:42	7541:53	6532:22	7189:30	8162:13	9341:42	8885:43	0:00	8195:00
FY 19-20	10583:19	19393:23	28951:20	36175:41	43182:23	50724:16	57256:38	64446:08	72608:21	81950:03	90835:46	90835:46	
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	3627:45	2175:13	15:46	16765:13	66284:49	1967:00	90835:46
Goal / Compare	5189:07	0:00	149:13	16159:57	0:00	1096:00	22594:18

MedStar Mobile Health Care Separation Statistics - August 2020

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
10	1	11
2	0	2
12	1	13

Year to Date		
Vol	Invol	Total
49	10	59
22	2	24
71	12	83

Compared to Aug '19		Headcount
Aug '19	%	Aug-20
66	-11%	429
39	-38%	37
105	-21%	466

Total Turnover %	Full Time	Part Time	Total
	2.56%	5.41%	2.79%

Full Time	Part Time	Total
13.75%	64.86%	17.81%

Separations by Department

Full Time	Current Month		
	Vol	Invol	Total
Administration			
Advanced			
Basics	5	1	6
Business Intelligence - Deployment, QI, Scheduler			
Business Office	1	0	1
Communications			
Compliance			
Controller - Payroll, Purchasing, A/P	1	0	1
Executives			
Field Manager/Supervisors - Operations			
Human Resources	1	0	1
Information Technology			
Medical Records			
Mobile Integrated Health			
MTAC - MedStar Training Academy			
Office of the Medical Director	1	0	1
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics	1	0	1
Total	10	1	11

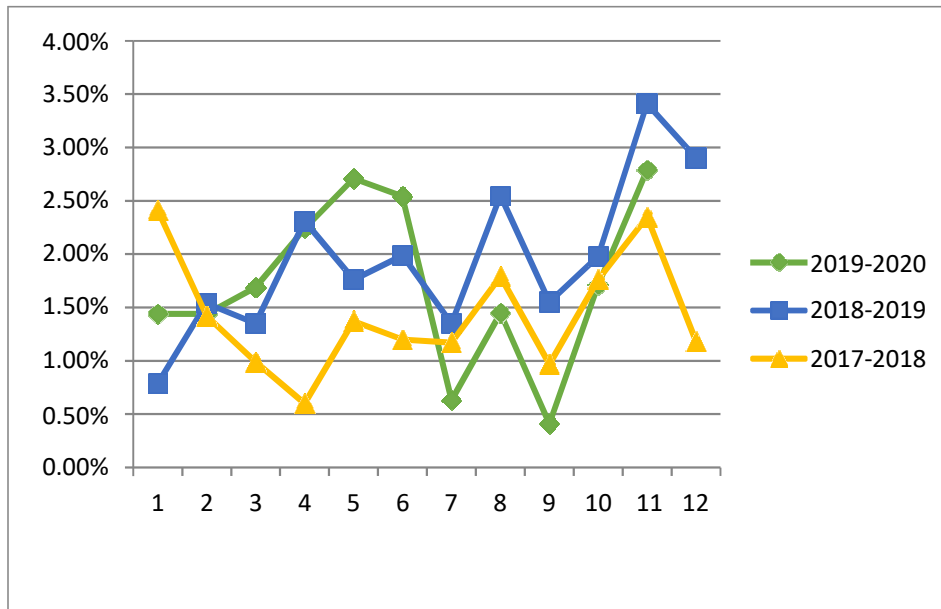
Year to Date			Headcount
Vol	Invol	Total	Aug-20
1	0	1	1
14	2	16	124
18	2	20	140
			3
3	1	4	26
0	2	2	35
			1
1	0	1	5
			7
1	0	1	18
4	0	4	7
			2
			2
0	1	1	14
2	0	2	0
1	0	1	10
			2
4	2	6	32
49	10	59	429

Part Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics			
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications			
Compliance			
Controller - Payroll, Purchasing, A/P			
Field Manager/Supervisors - Operations			
Human Resources			
Information Technology			
Medical Records			
Mobile Integrated Health Department			
MTAC - MedStar Training Academy			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics	1	0	1
Total	2	0	2

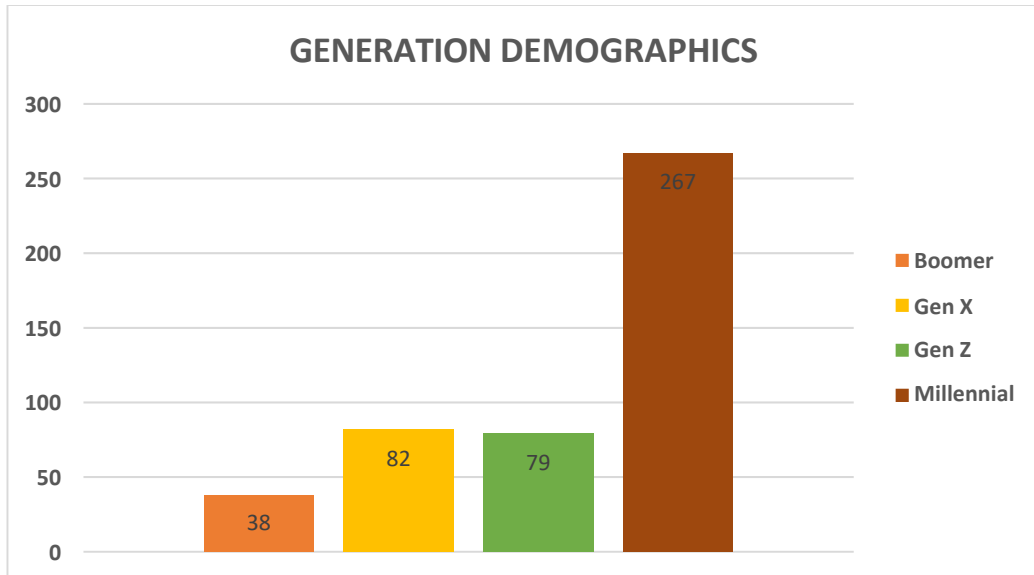
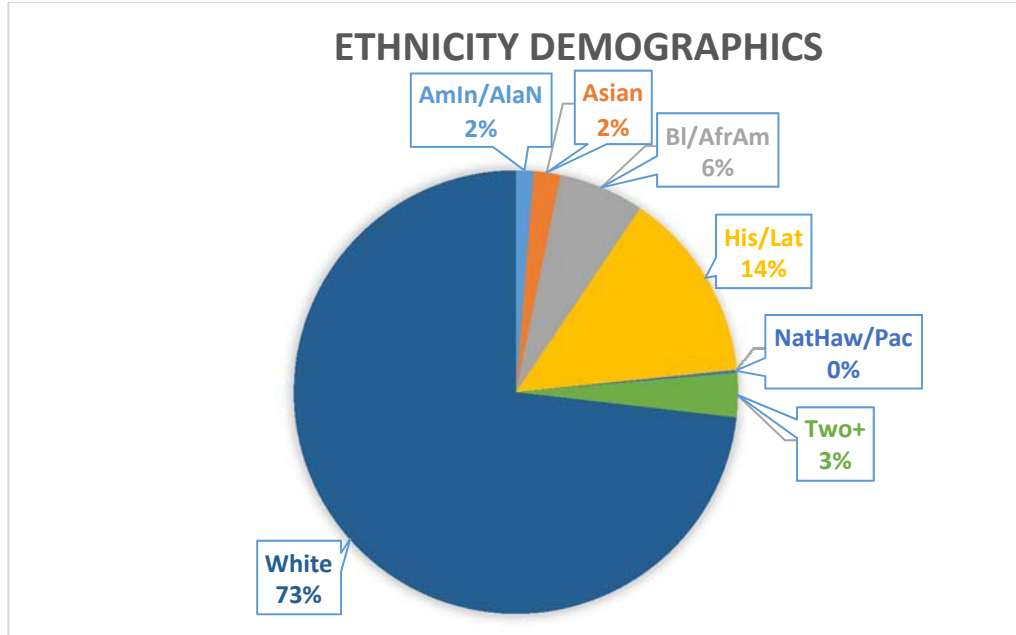
Year to Date			Headcount
Vol	Invol	Total	Aug-20
8	0	8	20
12	1	13	9
			3
0	1	1	2
2	0	2	3
22	2	24	37

MedStar Mobile Healthcare Turnover Fiscal Year 2019 - 2020

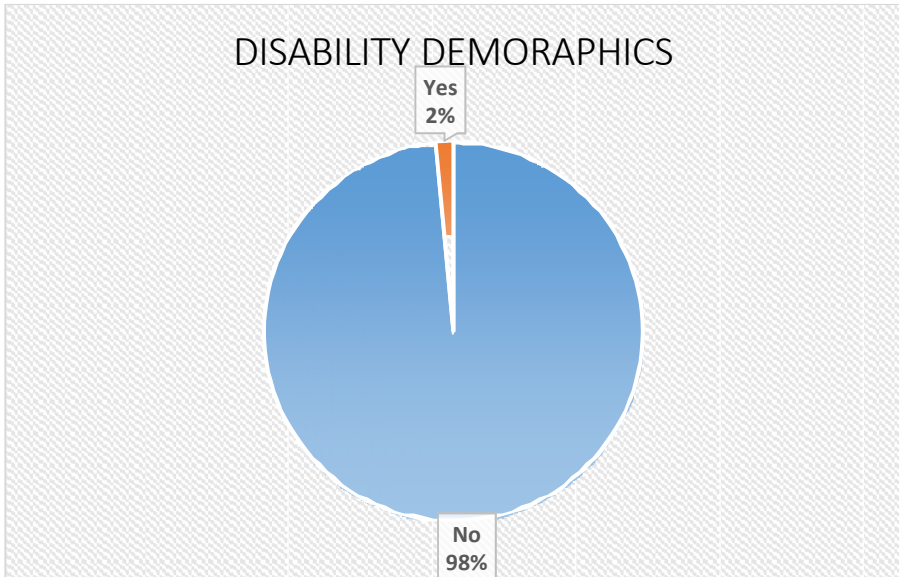
	Full & Part Time Turnover			Full Time Only
	2019-2020	2018-2019	2017-2018	2019-2020
October	1.44%	0.79%	2.41%	1.59%
November	1.44%	1.54%	1.42%	1.14%
December	1.69%	1.35%	0.99%	1.63%
January	2.24%	2.31%	0.60%	0.89%
February	2.71%	1.76%	1.37%	1.58%
March	2.54%	1.99%	1.20%	2.30%
April	0.63%	1.35%	1.17%	0.46%
May	1.45%	2.55%	1.79%	1.34%
June	0.41%	1.55%	0.97%	0.45%
July	1.71%	1.98%	1.76%	0.92%
August	2.79%	3.41%	2.35%	2.56%
September		2.90%	1.18%	
Actual Turnover	17.81%	24.84%	17.13%	13.75%



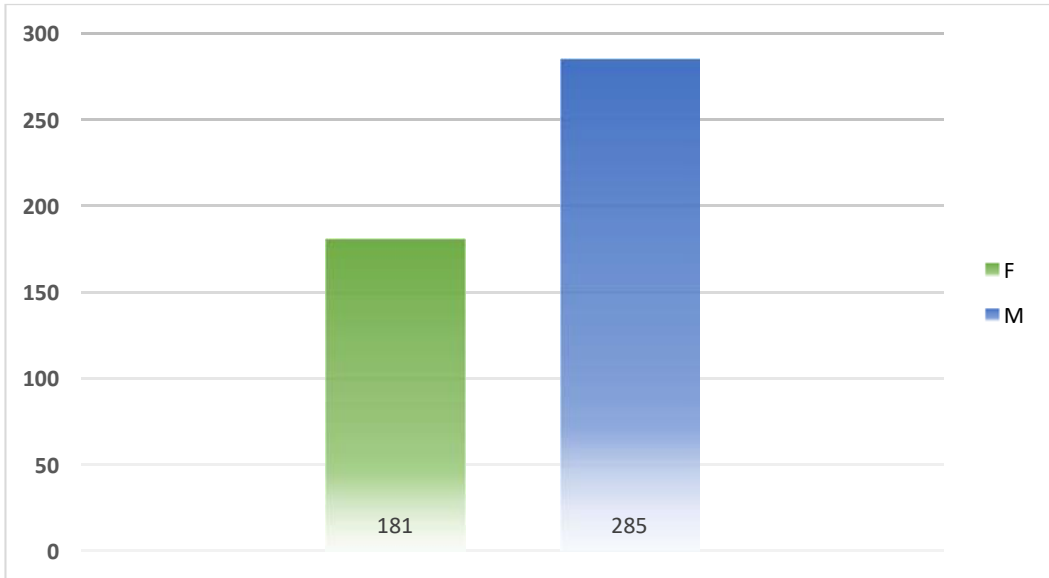
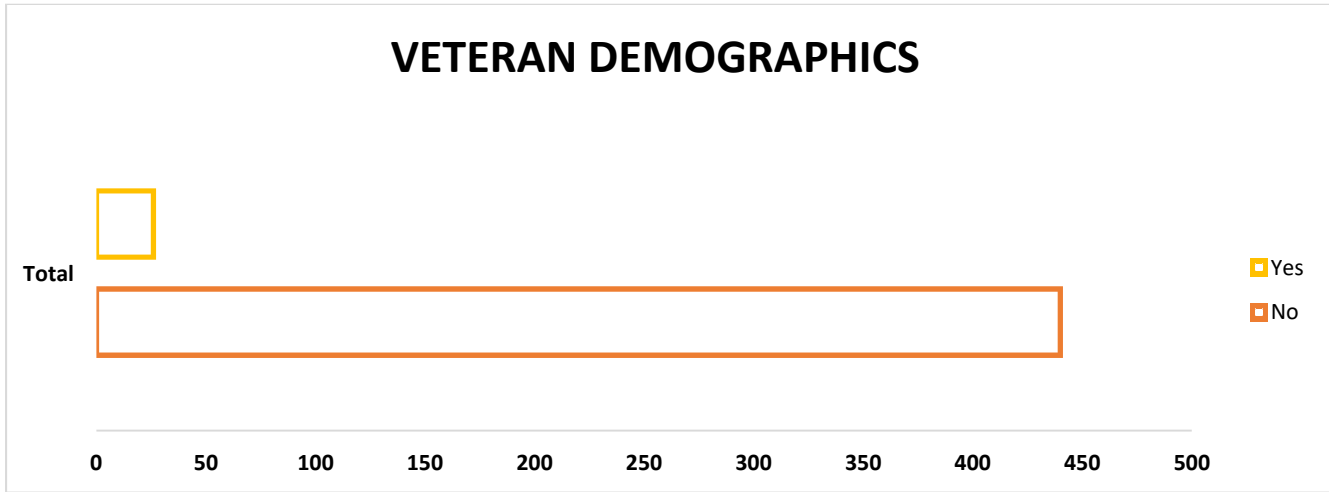
AUGUST DIVERSITY STATISTICS



DISABILITY DEMORAPHICS



VETERAN DEMOGRAPHICS



Prepared September 17, 2020



Compliance Officer's Report August 18, 2020 to September 17, 2020

Compliance Officer Duties

- ☐ 1 narcotic anomaly occurred during the reporting period
 - A Paramedic inadvertently took a narcotics pouch home at the end of shift. The pouch was immediately returned and the anomaly process followed. No foul play was discovered.
- ☐ Fiscal year end narcotic anomaly overview
 - Total anomalies for the FY – 20
 - Number of pouches issued during FY– 20,361
 - Total anomaly rate – .10%
- ☐ Submitted all employee provider roster changes to the DSHS as required by 157 rules

Paralegal Duties

- ☐ 11 DFPS reports made for suspected abuse, neglect, or exploitation
 - 4 Pre-trial virtual meetings held with the Tarrant Co. District Attorney's office
- ☐ 2 Law Enforcement agency virtual interviews
- ☐ 5 Subpoenas(s) for witness appearance processed and served
- ☐ Created, reviewed, and processed multiple contractual agreements with GC as needed

A handwritten signature in black ink, appearing to read "Chad Carr", is written over a faint, light-colored rectangular stamp or watermark.

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

Prepared September 17, 2020



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



MedStar Response Time Reliability and AVG Response Time Performance

Period: Aug 2020

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	4	4	00:09:01	1	75.0%	0	0.0%	46	9	80.4%
	2	7	7	00:10:08	0	100.0%	0	0.0%	7	0	100.0%
	3	5	4	00:14:08	1	80.0%	0	0.0%	42	5	88.1%
Total Blue Mound		16	15								
Burleson	1	93	90	00:08:50	20	78.5%	3	3.2%	93	20	78.5%
	2	183	173	00:09:54	35	80.9%	12	6.6%	183	35	80.9%
	3	66	59	00:11:40	8	87.9%	3	4.5%	66	8	87.9%
	4	166	164	00:28:18	14	91.6%	6	3.6%	166	14	91.6%
Total Burleson		508	486								
Edgecliff Village	1	6	6	00:07:12	0	100.0%	0	0.0%	48	3	93.8%
	2	11	10	00:07:29	0	100.0%	0	0.0%	42	5	88.1%
	3	5	4	00:10:22	0	100.0%	0	0.0%	54	3	94.4%
Total Edgecliff Village		22	20								
Forest Hill	1	43	43	00:08:48	8	81.4%	1	2.3%	43	8	81.4%
	2	91	84	00:09:45	15	83.5%	2	2.2%	91	15	83.5%
	3	44	39	00:11:56	6	86.4%	3	6.8%	77	11	85.7%
Total Forest Hill		178	166								
Fort Worth	1	2558	2453	00:09:02	543	78.8%	77	3.0%	2558	543	78.8%
	2	5016	4771	00:10:01	814	83.8%	100	2.0%	5016	814	83.8%
	3	2969	2730	00:11:46	408	86.3%	81	2.7%	2969	408	86.3%
	4	1082	1051	00:27:49	79	92.7%	39	3.6%	1082	79	92.7%
Total Fort Worth		11625	11005								
Haltom City	1	109	106	00:10:10	33	69.7%	4	3.7%	109	33	69.7%
	2	153	147	00:11:49	43	71.9%	7	4.6%	153	43	71.9%
	3	81	69	00:13:01	16	80.2%	1	1.2%	81	16	80.2%
	4	2	2	00:18:54	0	100.0%	0	0.0%	33	0	100.0%
Total Haltom City		345	324								
Haslet	1	9	9	00:08:50	2	77.8%	0	0.0%	9	2	77.8%
	2	15	13	00:08:54	0	100.0%	0	0.0%	82	6	92.7%
	3	6	6	00:12:07	1	83.3%	1	16.7%	78	7	91.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Aug 2020

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
	4	1	1	00:14:53	0	100.0%	0	0.0%	1	0	100.0%
Total Haslet		31	29								
Lake Worth	1	24	24	00:09:40	10	58.3%	0	0.0%	107	32	70.1%
	2	46	44	00:08:06	4	91.3%	2	4.3%	114	26	77.2%
	3	24	23	00:10:25	4	83.3%	0	0.0%	119	20	83.2%
Total Lake Worth		94	91								
Lakeside	1	4	3	00:12:23	3	25.0%	1	25.0%	36	20	44.4%
	2	4	4	00:14:06	1	75.0%	1	25.0%	46	23	50.0%
	3	6	4	00:18:07	3	50.0%	1	16.7%	27	6	77.8%
Total Lakeside		14	11								
River Oaks	1	17	17	00:09:30	5	70.6%	0	0.0%	82	16	80.5%
	2	29	25	00:09:23	5	82.8%	0	0.0%	127	26	79.5%
	3	14	11	00:09:24	2	85.7%	0	0.0%	74	8	89.2%
Total River Oaks		60	53								
Saginaw	1	33	31	00:11:07	13	60.6%	2	6.1%	76	36	52.6%
	2	58	49	00:11:37	18	69.0%	3	5.2%	58	18	69.0%
	3	45	39	00:14:35	12	73.3%	1	2.2%	78	22	71.8%
	4	12	12	00:23:30	0	100.0%	0	0.0%	17	1	94.1%
Total Saginaw		148	131								
Sansom Park	1	20	20	00:09:17	5	75.0%	1	5.0%	70	15	78.6%
	2	32	30	00:09:53	7	78.1%	0	0.0%	32	7	78.1%
	3	23	21	00:14:34	7	69.6%	2	8.7%	86	22	74.4%
	4	3	2	00:05:42	0	100.0%	0	0.0%	41	0	100.0%
Total Sansom Park		78	73								
Westover Hills	1	2	2	00:08:21	0	100.0%	0	0.0%	9	1	88.9%
	2	1	1	00:05:17	0	100.0%	0	0.0%	11	2	81.8%
	3	3	3	00:12:08	0	100.0%	0	0.0%	9	0	100.0%
Total Westover Hills		6	6								
Westworth Village	1	10	9	00:09:47	3	70.0%	0	0.0%	10	3	70.0%
	2	34	34	00:12:02	12	64.7%	0	0.0%	34	12	64.7%



MedStar Response Time Reliability and AVG Response Time Performance

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Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
	3	9	9	00:12:25	2	77.8%	0	0.0%	51	11	78.4%
	4	3	0	00:01:09	0	100.0%	0	0.0%	4	0	100.0%
Total Westworth Village		56	52								
White Settlement	1	66	66	00:08:18	13	80.3%	1	1.5%	66	13	80.3%
	2	119	118	00:09:32	22	81.5%	3	2.5%	119	22	81.5%
	3	52	51	00:12:12	12	76.9%	3	5.8%	115	20	82.6%
	4	9	6	00:05:31	0	100.0%	0	0.0%	62	0	100.0%
Total White Settlement		246	241								
System Wide	1	2998	2883	00:09:05	659	78.0%	90	3.0%	3362	754	77.6%
	2	5799	5510	00:10:03	976	83.2%	130	2.2%	6115	1054	82.8%
	3	3352	3072	00:11:51	482	85.6%	96	2.9%	3926	567	85.6%
	4	1278	1238	00:27:30	93	92.7%	45	3.5%	1447	95	93.4%
Total System Wide		13427	12703								

Strategic Integration Summary

September 2020

Alternate Payment Models

- ② CMMI Announced ET3 model implementation 1/1/21
 - Reached out to our project officer with additional questions
- ② Work continues w/Congressional Reps & Staff to authorize Medicare reimbursement for Treatment in Place (TIP) {Attached}
 - Jointly drafted language with other National EMS associations
 - Rep. Axne and others have agreed to sponsor the language
 - Currently in Legislative Council being finalized for House Ways and Means Committee and Senate Finance Committee
- ② Amerigroup approved pilot payment plan for Alternate Dispositions
 - MedStar's largest Medicaid MCO
 - Meeting with Amerigroup officials Sept 21st
- Working with BCBS, Care 'N Care, CIGNA, Cook Children's Health Plan and JPS on agreement for payment for alternate dispositions

Treatment in Place Model – AMA Pilot

- ② Agreement reached with Integrative Emergency Services (IES) to be one of the telemedicine providers
 - ED contracted physician group for JPS and Baylor
- ② Pilot starting in October for patients who communicate the desire to NOT be transported
 - IES will serve as second opinion to evaluate need for transport
 - Alternate dispositions will be available through DispatchHealth, JPS UCC, MHMR and Cook Children's UCC

Medicaid Ambulance Supplemental Payment Program – ASPP

- ② Still working with HHSC on revised program
 - Sent letter from large public agencies to Commissioner Wilson asking for update {Attached}
 - Working with PCG, Rep. Klick and Rep. Goldman on encouraging HHSC to make progress on this initiative
- ② Continuing internal work on the charity care component of the program

Flu Vaccines

Requests for mobile vaccine clinics coming in

TCPH requested partnership for Flu and COVID Vaccines

- ② TCPH reached to see if we could be part of the distribution of flu and COVID vaccines
 - Initial intro/ideas meeting held 9/14
 - Provided TCPH with heat map of ILI responses during the 2019-2020 flu season

MIH Program for Eye Exams

- ② Requested by SWHR
- In-Home eye exams using devices supplied by SWHR

“End of Summer” Event

- ② Food Trucks at MedStar for all staff/families
- ② October 3, 2020, all day/evening

AIMHI Integration Awards

- MedStar nominated VITAS Hospice and UT-Dallas for EMS Integration and EMS Research awards for the Hospice partnership and DETECT projects, respectively
 - They won!
- ☒ Awards planned to be presented at October MAEMSA Board meeting

Paid Consulting Activity

- ☒ Center for Public Safety Management (*in partnership with ICMA*)
 - Work continues on 4 projects
 - County of San Diego, CA – Evaluation of EMS agency performance
 - Paradise Valley, AZ – Ambulance RFP and contracting
 - Steuben, NY – EMS evaluation
 - Lewiston, ME – Fire and EMS evaluation
 - Projects pending for Burbank, CA and Billings, MT
- Harris County ESD-11
 - Assisting with education on high-performance, high value EMS and potential transition of EMS provision in the ESD-11 area
 - They added recruitment of Executive Director to Scope of Work
 - We've sub-contracted with an EMS Executive Recruiter for that addition
- ☒ City of Austin Dispatch Assessment/Resource Assignment Recommendations
 - Through Public Consulting Group (PCG)

Presentations

Event (all virtual)	Date	Attendees
EMS World Expo (<i>virtual</i>)	Sept. 2020	3,000
Xtelligent Media's Connected Health Virtual Summit	Sept. 2020	300
ICMA UNITE International	Sept. 2020	3,500
EMS Financial Symposium	Sept. 2020	200
Texas State EMS Conference	Nov. 2020	1,500
National Association of EMS Physicians	Jan. 2021	800
EMS Today	Mar. 2021	1,500

Media

Local –

- TCC Ambulance Donation
 - FOX 4, NBC 5, ABC 8, CBS 11
- Heat-related emergencies
 - NBC-5, CBS 11, Univision, Telemundo
- ☒ Hurricane Deployment
 - ABC 8, NBC 5, CBS 11
- ☒ Mobile Flu Clinics
 - NBC 5, Telemundo, KRLD, WBAP
- "Now Hiring" about careers at MedStar
 - CBS 11

Mobile Integrated Healthcare Report

August 2020 Activity

Hospice:

Vitas: 5 active

- 9-1-1 calls w/CCP on scene: 1

Holy Savior: 33 active

- 9-1-1 calls w/CCP on scene: 2

Embrace: 4 active

- 9-1-1 calls w/CCP on scene: 0

Community: 96 active

- 9-1-1 calls w/CCP on scene: 4

Home Health:

Klarus: 171 active

- total 9-1-1 calls w/CCP on scene: 12

Health Masters: 15 active

- total 9-1-1 calls w/CCP on scene: 0

Readmission Avoidance:

- ☐ Baylor: 1
- ☐ THR FW: 3
- ☐ THR Alliance: 4
- ☐ Southwestern Health Resources Clinical Integration Network: 2
- ☐ Internal: 3
- 9-1-1 Encounters w/CCP on scene: 3

High Utilizer:

- ☐ UTSW NAIP: 11
- ☐ Internal/FD: 7
- Non-Adherent High Utilizer: 9
- ☐ Southwestern Health Resources: 1
- 9-1-1 Encounters w/CCP on scene: 22

Palliative Care, Southwestern Health Resources:

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

Star Saver Plus:

- ☐ 360 Active
- 9-1-1 Encounters w/CCP on scene: 5

Detection of Elder Abuse Through Emergency Care Technicians (DETECT) Study:

- ☐ Phone interviews completed: 35
- In-person interviews completed: 30

COVID Testing

- ☐ TCPH: 603
- ☐ MedStar Employees: 119

Hurricane Evacuee Assistance:

- Non-emergent line requests: 12
 - No ED transports
 - Prescription assistance, urgent care and dialysis navigation, and additional primary care assistance

Food Deliveries for Food Insecure Individuals during COVID

- 276

9-1-1 Nurse Triage:

- ☐ Total calls navigated to RN: 32
- ☐ Alternative Care/Destination: 15
 - Transportation assistance via Lyft: 3
 - Private vehicle: 2
- ☐ Alternative Transportation to ED: 6
 - Lyft: 6

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%	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%	54	336	103.6%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%	55	391	99.5%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%	46	437	87.6%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%	79	516	95.5%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%	21	537	-0.6%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%		537	-1.1%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%		537	-3.4%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%		537	-7.6%
Total New Member Households	450		458			419			581			537		
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%	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%	321	1561	-25.4%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%	474	2035	-17.5%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%	360	2395	-12.8%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%	196	2591	-14.1%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%	32	2623	-17.5%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%		2623	-21.6%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%		2623	-23.3%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%		2623	-28.3%
Total Renewing Households	4854		4727			4520			3657			2623		
Total Member Households	5304		5185			4939			4238			3160		

247 are Trinity Terrace Members
StarPlus Program

8 are Trinity Terrace Members
StarPlus Program

[DISCUSSION DRAFT]

116TH CONGRESS
2^D SESSION

H.R. ■ ■

To amend title XVIII of the Social Security Act to provide payment for certain treatment-in-place services furnished by a provider or supplier of ambulance services under the Medicare program.

IN THE HOUSE OF REPRESENTATIVES

Mrs. AXNE introduced the following bill; which was referred to the Committee on ■■■■■■■■■■■■■■■■■■■■

A BILL

To amend title XVIII of the Social Security Act to provide payment for certain treatment-in-place services furnished by a provider or supplier of ambulance services under the Medicare program.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “■■■■■■■■ Act
5 of 2020”.

1 SEC. 2. PROVIDING PAYMENT FOR CERTAIN TREATMENT-
2 IN-PLACE SERVICES FURNISHED BY A PRO-
3 VIDER OR SUPPLIER OF AMBULANCE SERV-
4 ICES UNDER THE MEDICARE PROGRAM.

5 (a) IN GENERAL.—Section 1834(l) of the Social Se-
6 curity Act (42 U.S.C. 1395m(l)) is amended by adding
7 at the end the following new paragraph:

8 “(18) PAYMENT FOR CERTAIN TREATMENT-IN-
9 PLACE SERVICES FURNISHED DURING THE COVID-19
10 EMERGENCY.—

11 “(A) IN GENERAL.—In the case of a treat-
12 ment-in-place item or service (as defined in sub-
13 paragraph (B)) furnished to an individual by a
14 provider or supplier of ground ambulance serv-
15 ices during the period beginning on March 1,
16 2020, and ending on the last day of the emer-
17 gency period described in section
18 1135(g)(1)(B), such item or service shall be
19 deemed to be an ambulance service payable
20 under the fee schedule established under this
21 subsection, regardless of the condition of such
22 individual or whether such individual is trans-
23 ported by such provider or supplier to any loca-
24 tion, if such provider or supplier attests that
25 such item or service was furnished in accord-
26 ance with—

1 “(i) all applicable regulations of the
2 State and locality where such item or serv-
3 ice was so furnished; or

4 “(ii) verbal or standing orders of a
5 physician.

6 “(B) TREATMENT-IN-PLACE ITEM OR
7 SERVICE DEFINED.—For purposes of subpara-
8 graph (A), the term ‘treatment-in-place item or
9 service’ means any item or service furnished by
10 a provider or supplier of ground ambulance
11 services to assess or treat an emergency medical
12 condition (as defined in section 1867(e)(1)) of
13 an individual that such provider or supplier is
14 authorized to furnish under the law of the State
15 in which such items or services are so fur-
16 nished.”.

17 (b) CONFORMING AMENDMENTS.—Section
18 1861(s)(7) of the Social Security Act (42 U.S.C.
19 1395x(s)(7)) is amended—

20 (1) by inserting “, except as provided in para-
21 graph (18) of section 1834(l),” after “where”; and

22 (2) by striking “section 1834(l)(14)” and in-
23 serting “paragraphs (14) and (18) of such section”.

24 (c) REPORT.—Note later than 180 days after the last
25 day of the emergency period described in section

1 1135(g)(1)(B) of the Social Security Act (42 U.S.C.
2 1320b-5(g)(1)(B)), the Secretary of Health and Human
3 Services shall submit to the Committees on Ways and
4 Means and Energy and Commerce of the House of Rep-
5 resentatives and the Committee on Finance of the Senate
6 areportthatincludes—

7 (1) the number of items and services reim-
8 bursed pursuant to section 1834(l)(18) of such Act
9 (as added by subsection (a)); and

10 (2) an analysis of the safety and effectiveness
11 of allowing providers and suppliers of ground ambu-
12 lance services to furnish such services under title
13 XVIII of such Act (42 U.S.C. 1395 et seq.).

14 (d) IMPLEMENTATION.—Notwithstanding any other
15 provision of law, the Secretary of Health and Human
16 Services may implement the amendments made by this
17 section by program instruction or otherwise.

September 11, 2020

Cecile Young, Executive Commissioner, HHSC
Brown Heatly Building
4900 North Lamar Blvd.
Austin, TX 78751



Metropolitan Area EMS Authority
2900 Alta Mere Drive
Fort Worth, Texas 76116
817.991.4487
817.840.2050 (Fax)
www.medstar911.org
MZavadsky@medstar911.org

Dear Commissioner Young:

Recently your staff took time to meet with representatives from the government owned and operated emergency medical services (EMS) provider community to provide an update on the current efforts to address our concerns on reductions to important Medicaid funding streams. As you know, due to the changes of the Uncompensated Care program (UCP) and transition to a charity care pool (CCP) there is an estimated potential loss of \$75,000,000 in federal funds to public EMS first responders in Texas. These funds are critical to offset shortfalls due to inadequate Medicaid reimbursement, as well as to help reimburse safety net providers for serving a disproportionate share of the uninsured. In fact, the **Medicaid program only covers 18 percent of the costs of emergency medical transports**, which is significantly less when compared to other Medicaid provider groups.

We appreciate the efforts the agency is currently undertaking to address Medicaid payment inadequacies and stand ready to assist with the additional work that is still needed. From our meeting, we understand the Commission has committed to the following of next steps:

- ☐ Re-establish monthly meetings to report on progress and work through solutions to preserve critical funding streams (as of this letter, this commitment has been fulfilled, so thank you to your staff).
- ☐ HHSC will continue working to obtain approval of the submitted Medicaid state plan amendment (SPA) to establish a Medicaid fee for service supplemental payment program that includes a retroactive effective date of October 1st, 2019.
 - When available, HHSC will share the responses to the request for additional information that is pending CMS submission in the next two weeks, as well as updated version of the SPA.
 - HHSC will provide a timeline for corresponding Texas administrative code (TAC) for the fee for service supplemental payment program, as well as the draft code once available. In addition, when drafting the code, HHSC will ensure providers have sufficient time permitted for the submission of data and documentation prior to the implementation of the program.
- ☐ HHSC will continue to work on designing a Medicaid managed care state directed fee schedule based on an Average Commercial Rate (ACR) methodology in accordance with federal regulatory guidance,

Our Mission:

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



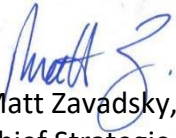
specifically CFR §438.6(c)(1)(iii). This program should be implemented with an effective date no later than September 1st, 2021.

- HHSC will also provide guidance on any budget neutrality issues or concerns in the implementation of this program referenced under the current or renewal of the Section 1115 waiver as appropriate.

The provider community commits to provide technical resources and input throughout the process in order to minimize the administrative burden to the Commission to develop solutions to restore funding.

Thank you in advance for the Commission's support in preserving Medicaid funding streams for the public emergency medical services and first responder community.

Respectfully,



Matt Zavadsky, MedStar, MS-HSA, NREMT
Chief Strategic Integration Officer

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