



**Metropolitan Area EMS Authority (MAEMSA)**

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

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**Board of Directors Meeting**

**February 24, 2021**

**METROPOLITAN AREA EMS AUTHORITY  
DBA MEDSTAR MOBILE HEALTHCARE  
NOTICE OF MEETING**

**Date and Time: February 24, 2021 at 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/j/1498707348> or join by phone: Dial US: (720) 902-7700 (US Central), meeting ID: 149 870 7348**

**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>CITIZEN PRESENTATIONS AND PUBLIC COMMENT</b> | Members of the public may address the Board on any posted agenda item and any other matter related to Authority business at this time. All speakers are required to register prior to a meeting using the link on the Authority’s website (see, <a href="https://www.medstar911.org/board-of-directors/">https://www.medstar911.org/board-of-directors/</a> where more details can be found, including information on time limitations). The deadline for registering is 4:30 p.m. <u>February 23, 2021</u> . No person shall be permitted to speak on an agenda item or address the Board during Citizen Presentations unless they have timely registered and have been recognized by the Chair. |  |
| <b>IV.</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 – 1458</b>                                | Approval of Board Minutes for January 27, 2021.   | Dr. Brian Byrd<br>Pg. 4                |
|             | <b>BC – 1459</b>                                | Approval of Check register for January 2021.  | Dr. Brian Byrd<br>Pg. 8                |
| <b>V.</b>   | <b>NEW BUSINESS</b>                             |   |  |
|             | <b>IR-217</b>                                   | Review of MedStar response to mass casualty event (I-35 pile-up) and impact of winter weather.  | Kenneth Simpson<br>Dr. Vithalani       |
| <b>VI.</b>  | <b>MONTHLY REPORTS</b>                          |   |  |
|             | <b>A.</b>                                       | Chief Executive Officer   | Kenneth Simpson                        |
|             | <b>B.</b>                                       | Office of the Medical Director  | Dwayne Howerton,<br>Dr. Veer Vithalani |
|             | <b>C.</b>                                       | Chief Financial Officer   | Steve Post                             |
|             | <b>D.</b>                                       | Chief Human Resources Officer   | Leila Peoples                          |
|             | <b>E.</b>                                       | Compliance Officer/Legal  | Chad Carr                              |

		Kristofer Schleicher
F.	Chief Operations Officer	Kenneth Simpson
G.	FRAB	Fire Chief Jim Davis Fire Chief Doug Spears
H.	Chief Transformation Officer	Matt Zavadsky

**VIII. OTHER DISCUSSIONS**

A.	Requests for future agenda items	Dr. Brian Byrd
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**IX. 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.

**IX. ADJOURNMENT**

There will be no further action or proceedings following any closed session and the meeting will stand adjourned.



## MINUTES

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

**Meeting Date and Time: January 27, 2021 at 10:00 am**

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 10:11 a.m.

Physically present were Kenneth Simpson, Interim CEO (Ex-officio), and Kristofer Schleicher, General Counsel for the Board. Board members participating through video conferencing were: Chairman Dr. Brian Byrd, Dr. Janice Knebl, Paul Harral, Matthew Aiken, Dr. Chris Bolton, Dr. Brad Commons, Fire Chief Doug Spears, Fire Chief Jim Davis, and Dr. Veer Vithalani (Ex-officio). Not attending: Dr. Rajesh Gandhi.

**Guests on phone:** Fire Chief Brian Jacobs, Chad Carr, Dwayne Howerton, Matt Zavadsky, Pete Rizzo, Steve Post, Leila Peeples, Chris Cunningham, Bob Strickland, Bradley Crenshaw, Dr. Brian Miller, Police Chief David Burgess, David Hume, Desiree Partain, Elizabeth Paoli, Joe Merry, Jr, Kier Brister, Kristine Valenti, Lauren Junker, Monica Cruz, Melba Fowler, Michael Potts, Mike Barbaro, Misti Skinner, Nancy Cychol, Rhode Ontiveros Romero, Shaun Curtis, Sherry Willingham, Susan Swagerty, Will Mercer, Josh Argen, Jenni Barnett, and Marianne Schmidt.

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

**BC-1449 Approval of Board minutes for December 9, 2020.**

**BC-1450 Approval of Check History for December 2020.**

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

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

**IR – 216** Josh Argen and Jenni Barnett of Whitley Penn reviewed the MedStar Audit with the board of directors. A motion to receive the audit findings as presented by Whitley Penn was made by Matt Aiken and seconded by Fire Chief Doug Spears. The motion carried unanimously.

**BC-1455 Car Wash Capital Purchase – Alta Mere.**

The motion to approve was made by Paul Harral and seconded by Dr. Janice Knebl. The motion carried by a vote of 7 to 1, with Dr. Brian Byrd, Dr. Janice Knebl, Paul Harral, Matthew Aiken, Dr. Chris Bolton, Dr. Brad Commons, and Chief Doug Spears voting yes, and Chief James Davis voting no.

**BC-1456 MedStar Fee Schedule**

The motion to approve was made by Matt Aiken and seconded by Dr. Chris J. Bolton. The motion carried unanimously.

**BC-1457 Title change for General Counsel.**

The motion to approve was made by Fire Chief Doug Spears and seconded by Dr. Janice Knebl. The motion carried unanimously. The new title will be “Chief Legal Officer and General Counsel.”

**IR-217 Fort Worth Tiered Response System Pilot Letter**

Ken Simpson reviewed the status of the Tiered Ambulance Deployment Pilot Project and reviewed the letter that was in the board ePacket.

**IV. MONTHLY REPORTS**

**A. Chief Executive Officer** – Ken Simpson informed the Board that long-time MedStar employee of Melissa Allen, Dispatch QA Supervisor, had died from COVID-19. As many as 10% of MedStar field employees have been out at one time due to COVID but most have now returned to work. Ten employees are currently out due to Covid. Covid related calls continue to increase, mirroring national trends. Mr. Simpson reported on joint efforts with First Responders related to the pandemic, including a mobile vaccine clinic with Fort Worth Fire at Station 3 and working with Fort Worth Fire on monoclonal antibody treatment for first responders and their families. MedStar received CARES dollars from White Settlement, Blue Mound, Westworth Village, Saginaw, Lake Worth, Haslet, Fort Worth, and Edgecliff Village. New ambulances will be delivered through March and April.

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

**C. Chief Financial Officer** – Steve Post reviewed Tab C and thanked Controller Misti Skinner and Business Office Manager Susan Swagerty for their work with the Auditors.

**D. Chief Human Resources Officer** – Leila Peebles reviewed Tab D and reported on the status of the CEO search. Dr. Janice Knebl thanked everyone who spoke with the recruiter, John Self and thanked all the committee members for the extra time they are devoting to this very important process.

**E. Compliance Officer/Legal** – Chad Carr reviewed Tab E.

**F. Chief Operations Officer** – Ken Simpson reviewed Tab F and announced the hiring of a new Communications Manager, Joseph Merry, Jr.

**G. FRAB** – Fire Chief Spears reported that the FRAB had a meeting on January 21<sup>st</sup> with discussions mirroring the issues being discussed amongst the board.

**H. Chief Transformation Officer** – Matt Zavadsky reviewed Tab H and encouraged the board to watch for a CBS 11 news story featuring a MedStar team member as one of the Super Ones for Texas.

**V. REQUEST FOR FUTURE AGENDA ITEMS**

Matt Aiken requested a financial review to see if there are any other places to reduce expenses.

**VI. CLOSED SESSION**

There board entered closed session at 11:10 a.m. The closed session ended at 11:32 a.m., after which no further action was taken.

## **VII. ADJOURNMENT**

The board stood adjourned at 11:32 a.m.

Respectfully submitted,

Janice Knebl  
Secretary

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 2/24/2021	<b>Reference #:</b> BC-1459	<b>Title:</b> Approval of Check register for January 2021.
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve check register for check written over \$5000 in January 2021.

**DISCUSSION:**

**FINANCING:**

<b>Submitted by:</b> <u>Kenneth Simpson</u>	<b>Board Action:</b>	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**AP Check Details Over 5000.00**  
**For Checks Between 1/1/2021 and 1/31/2021**

Check Number	CK Date	Vendor Name	Check Amount	Description
4418	1/14/2021	American Express	7,147.88	Credit Card Bill
10421	1/4/2021	Frost	61,053.88	Frost Loan #630001
10521	1/5/2021	Frost	38,540.62	Frost Loan #4563-001
10721	1/7/2021	AT&T	8,029.90	Point to Point Circuit
103519	1/7/2021	Bound Tree Medical LLC	34,436.39	Various Medical Supplies
103521	1/7/2021	Cambridge Group	66,497.20	new truck radios
103527	1/7/2021	Direct Energy Business	7,239.87	electric service
103532	1/7/2021	Fort Worth Heat & Air	9,122.00	2nd floor office/filters
103535	1/7/2021	John G Self and partners, Inc	8,250.00	Advisory Services - CEO Search
103544	1/7/2021	NRS	11,345.68	Collection agency fees
103555	1/7/2021	ReCept Pharmacy	10,446.53	Various Medical Supplies
103569	1/7/2021	XL Parts	5,422.04	Various Parts
103577	1/14/2021	AT&T	5,815.22	Phone for DR Site
103578	1/14/2021	AT&T	7,958.20	Point to Point Circuit
103583	1/14/2021	Priority Dispatch (NAEMD)	21,360.00	ESP System/ProQA license Renew
103603	1/21/2021	Bound Tree Medical LLC	22,162.87	Various Medical Supplies
103611	1/21/2021	CyrusONE	7,803.25	burstable bandwidth billing
103615	1/21/2021	EMS Survey Team	5,848.00	phone surveys- Dec
103620	1/21/2021	Fort Worth Heat & Air	6,898.57	OEM replace water heat pump
103623	1/21/2021	ImageTrend	15,596.00	Elite EMS SaaS monthly fee- Dec
103627	1/21/2021	Logis Solutions	6,895.80	Create over underpasses w/Custom address data, support hours
103631	1/21/2021	M-Pak, Inc.	5,234.20	Uniforms
103632	1/21/2021	Maintenance of Ft Worth, Inc.	6,762.11	Janitorial Services and Supplies
103634	1/21/2021	Medline Industries, Inc.	12,649.56	Various Medical Supplies
103635	1/21/2021	MetLife - Group Benefits	36,348.73	Dental/Vision/STD/LTD/Supp Life
103637	1/21/2021	NRS	18,428.40	Collection agency fees
103641	1/21/2021	Paranet Solutions	7,440.00	office 365 migration
103645	1/21/2021	RingCentral	6,970.00	professional services
103674	1/28/2021	Bound Tree Medical LLC	13,982.75	Various Medical Supplies
103679	1/28/2021	Coast Biomedical Equipment LLC	5,042.99	Repairs to IV Pumps
103680	1/28/2021	Direct Energy Business	7,288.69	electric service
103689	1/28/2021	Medline Industries, Inc.	24,645.33	Various Medical Supplies
103690	1/28/2021	MetLife - Group Benefits	39,838.54	Dental/Vision/STD/LTD/Supp Life
103691	1/28/2021	Mutual of Omaha	5,170.16	Critical Care/Accident - Febru
103698	1/28/2021	Paranet Solutions	49,979.36	monthly billing- Jan
103707	1/28/2021	Teleflex Medical	8,298.00	IO needles
103710	1/28/2021	Whitlock	9,893.53	AV Equipment for North Deploym
521229	1/4/2021	Frost	39,363.52	Frost Loan #9001
552123	1/14/2021	UMR Benefits	48,349.29	Health Insurance Premium - Jan
552151	1/14/2021	WEX Bank	64,292.98	Fuel
576718	1/22/2021	UT Southwestern Medical Center	12,833.33	B Miller - Assoc Med Dir - Jan
10072021	1/7/2021	AT&T Mobility	12,686.35	aircards and cell phones

# Tab A – Chief Executive Officer

# Tab B –Office of the Medical Director



**Discussion**

- AMA-Alternate Disposition Pilot
- Credentialing Committee
- Tiered Response Task Force
- Protocol Update

**M.E.D.S. Committee**

- February 16 - cancelled

**Education and Training**

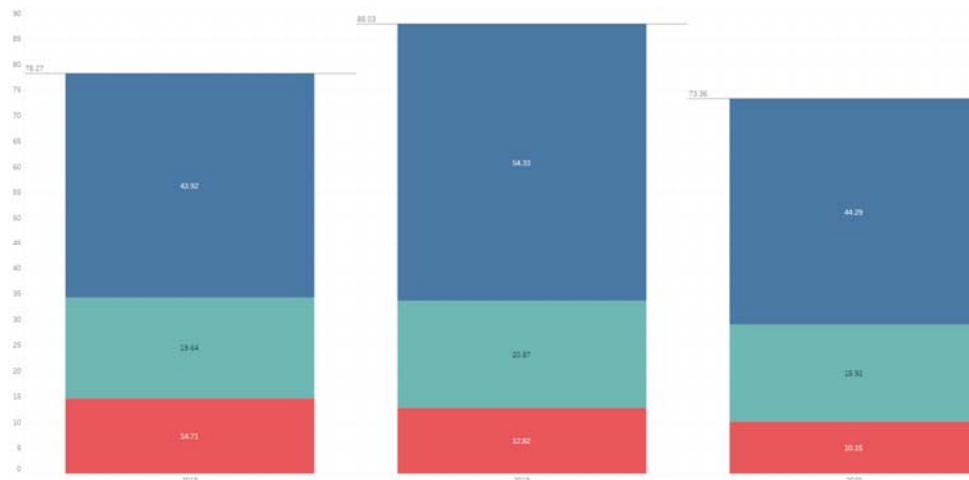
- OMD 20Q3 & 4 CE – Is out to the System
- OMD 21Q1 CE – Feb/Mar – Skills verification and new protocol exam (delayed start due to weather)
- Training Courses – 2021
  - ECA Course for Westworth Village PD (2-Officers)

Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS
MedStar	22	0	2	18	3
FRO	1	0	2	3	2
External	0	0	0	0	5

**Credentialing**

2021	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	12	1	1	0	10
Adv Upgrade	3	1	1	0	1
Basic	12	2	0	0	10

- 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.



**QA**

Case Acuity		
	December 2020	January 2021
High	6 (8.0%)	5 (7.5%)
Moderate	15 (20.0%)	14 (20.9%)
Low	45 (60.0%)	45 (67.2%)
Non QA/QI	9 (12.0%)	3 (4.5%)
Grand Total	75 (100.0%)	67 (100.0%)

Case Disposition		
	December 2020	January 2021
Clinically Appropriate	4 (5.3%)	3 (4.5%)
Needs Improvement	34 (45.3%)	34 (50.7%)
Clinically Inappropria..	2 (2.7%)	
Forwarded	8 (10.7%)	5 (7.5%)
No Fault	21 (28.0%)	18 (26.9%)
Pending	6 (8.0%)	7 (10.4%)
Grand Total	75 (100.0%)	67 (100.0%)

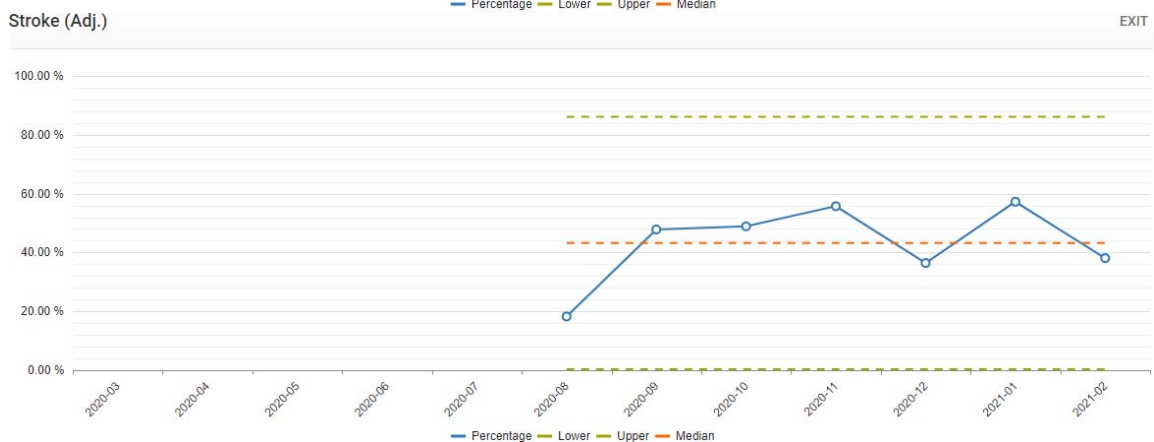
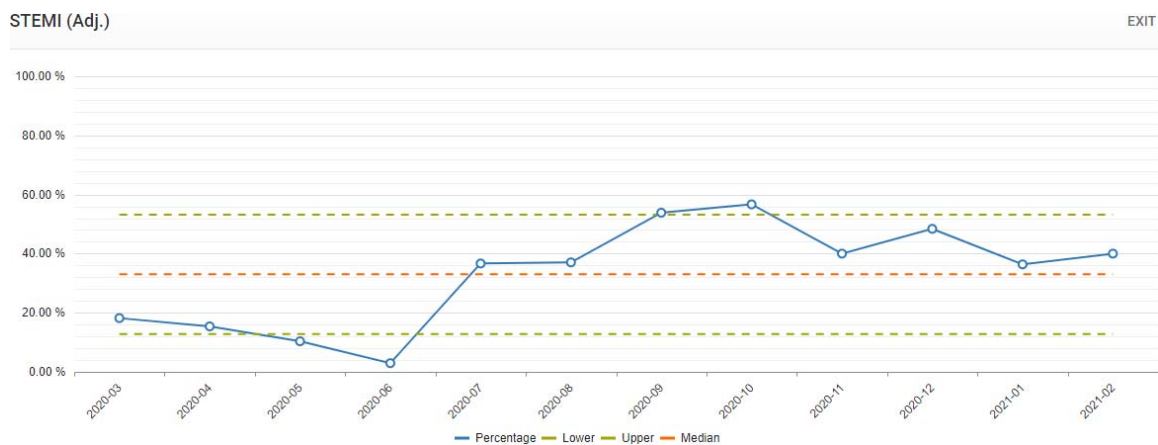
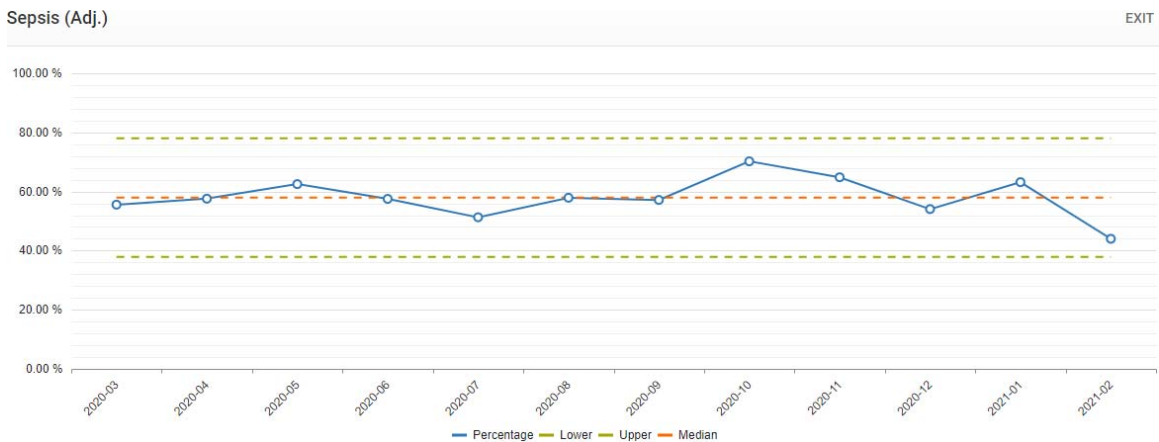
Case Metrics (Time to MD Review, Time to Closure)				
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days	
High	3.5 days	5.0 days	7.6 days	
Moderate	3.1 days	12.4 days	15.4 days	
Low	4.1 days	5.1 days	9.2 days	
Non QA/QI	3.6 days	-1.1 days	2.0 days	
Grand To..	3.8 days	6.2 days	9.8 days	

Case Origin		System Clinical Issues	
Self Report 63 44.4%	Airway QA 19 13.4%	Decemb..	January ..
		Inadequately Treated U..	2 1
		No EtCO2 w/ PPV	1 1
		Unrecognized Failed Air..	3
		Untreated Lethal Arrhyth..	1 1
OMD 24 16.9%	Facility 12 8.5%	<b>Case Status</b>	
		December 2020	January 2021
		Closed	64 (85.3%) 44 (65.7%)
		Open	11 (14.7%) 23 (34.3%)
		Grand Total	75 (100.0%) 67 (100.0%)

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

## System Diagnostics

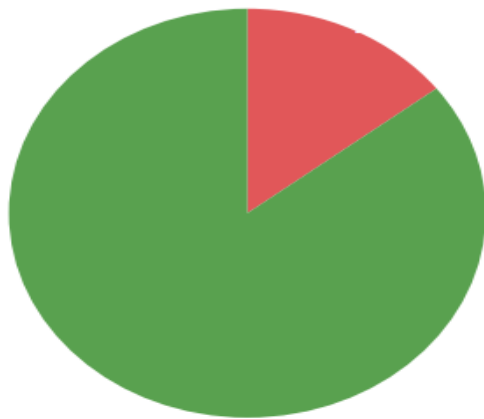
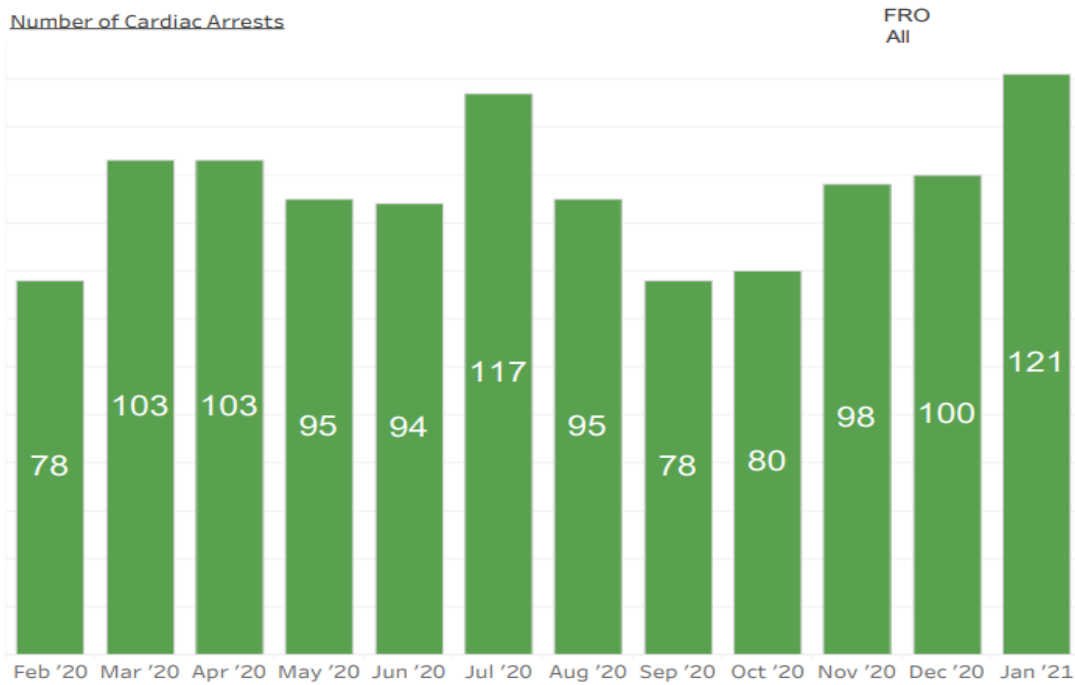
- System Performance Bundles
  - o @ end of report
- Clinical Bundles



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### Cardiac Arrest Performance

Number of Cardiac Arrests

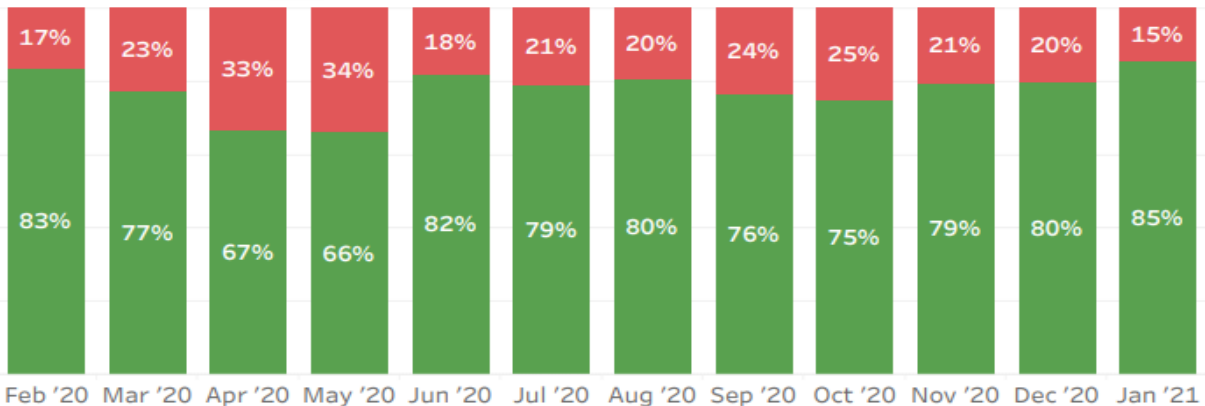


January 2021  
FRO  
All

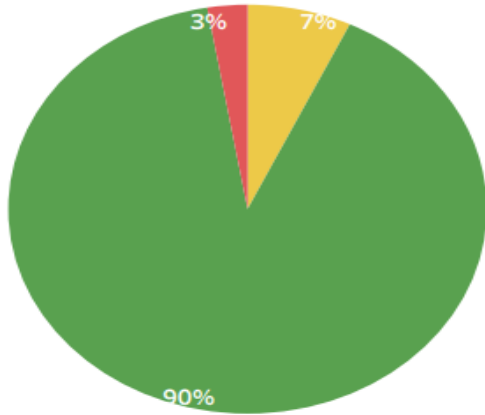
Chest Compression Fraction

- < 90%
- ≥ 90%

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



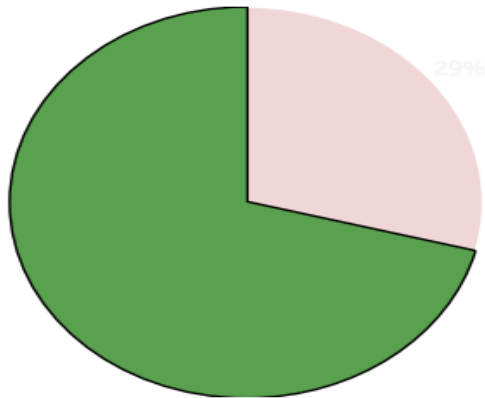
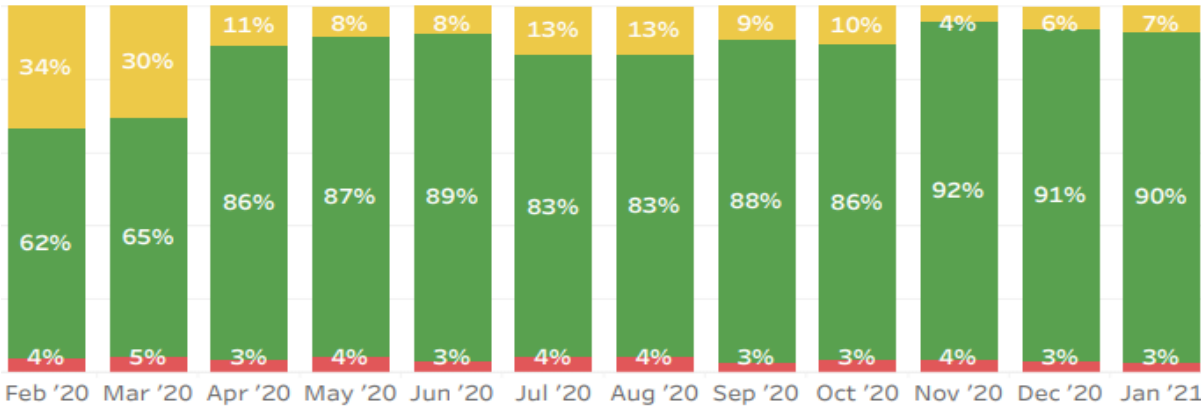
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January 2021  
FRO  
All

**Rate**  
■ Too Fast  
■ Correct Rate  
■ Too Slow

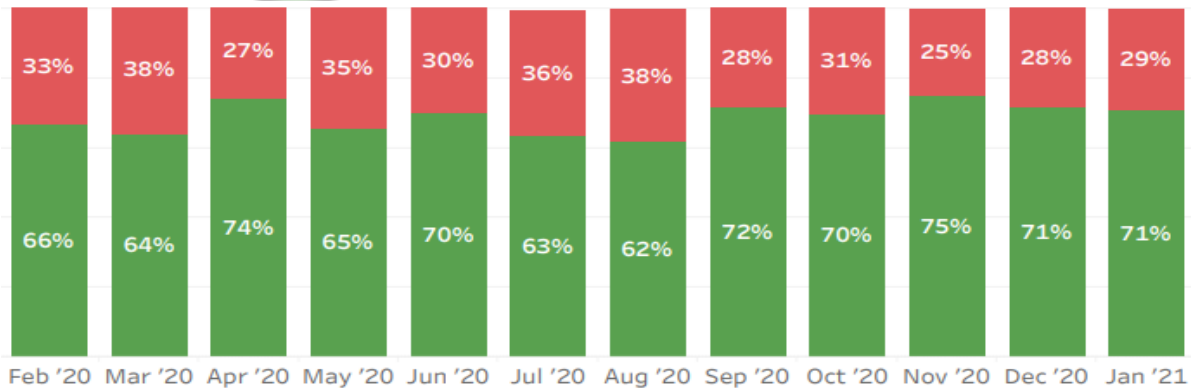
Chest compression should be performed at a rate of 100-120 compressions per minute



January 2021  
FRO  
All

**Depth**  
■ Too Shallow  
■ Correct Depth

Chest compressions should meet a minimum depth of 2 inches



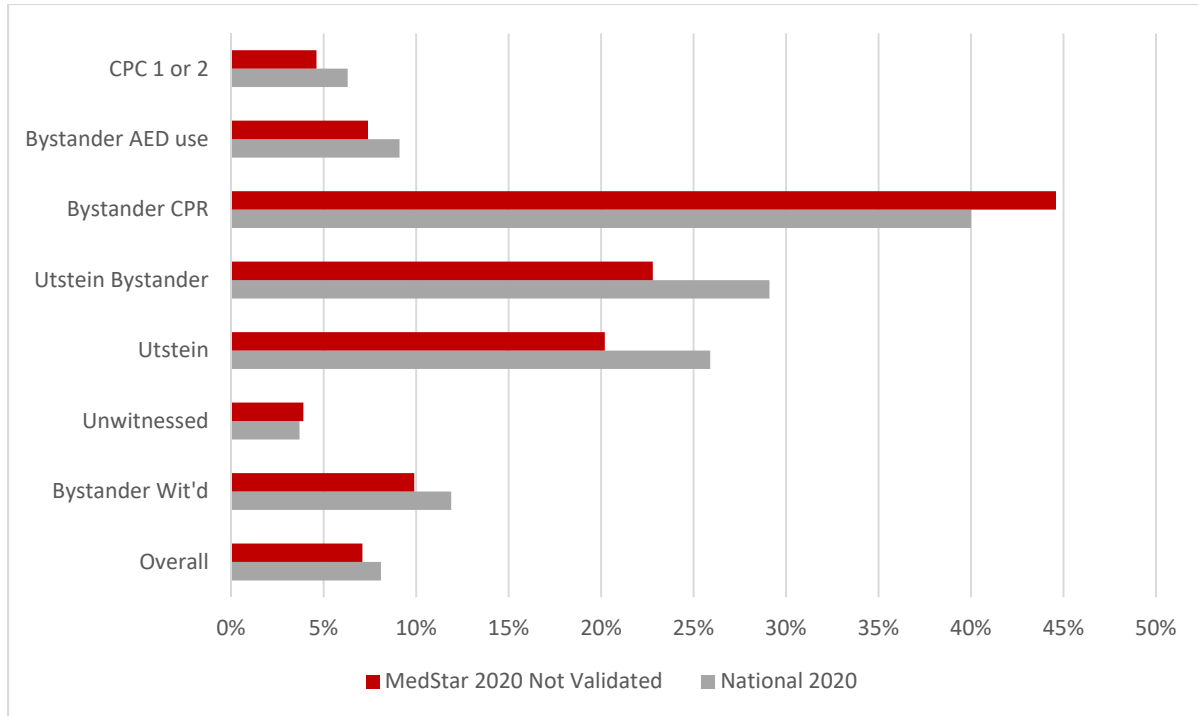
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.





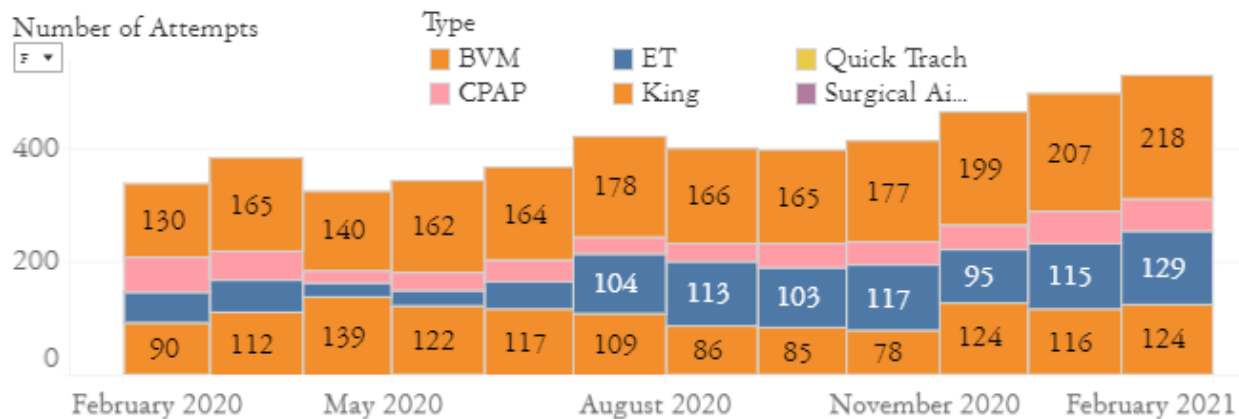
## CARES

- 2020 Data (not validated)
- Validated data to be published in April report
- 2021
  - o 95-cases in January
  - o 44.4% bystander CPR rate
  - o 50% Public AED use

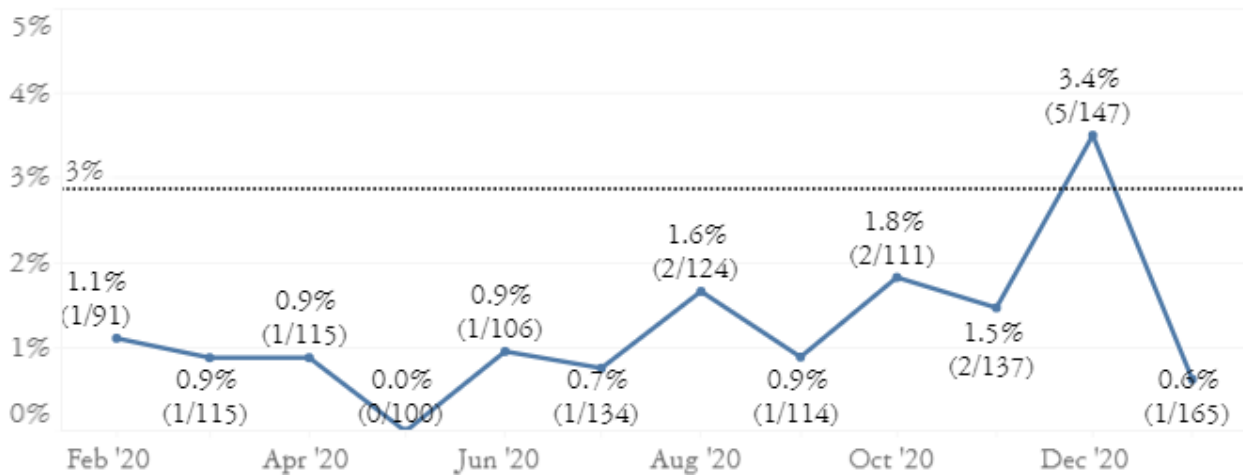


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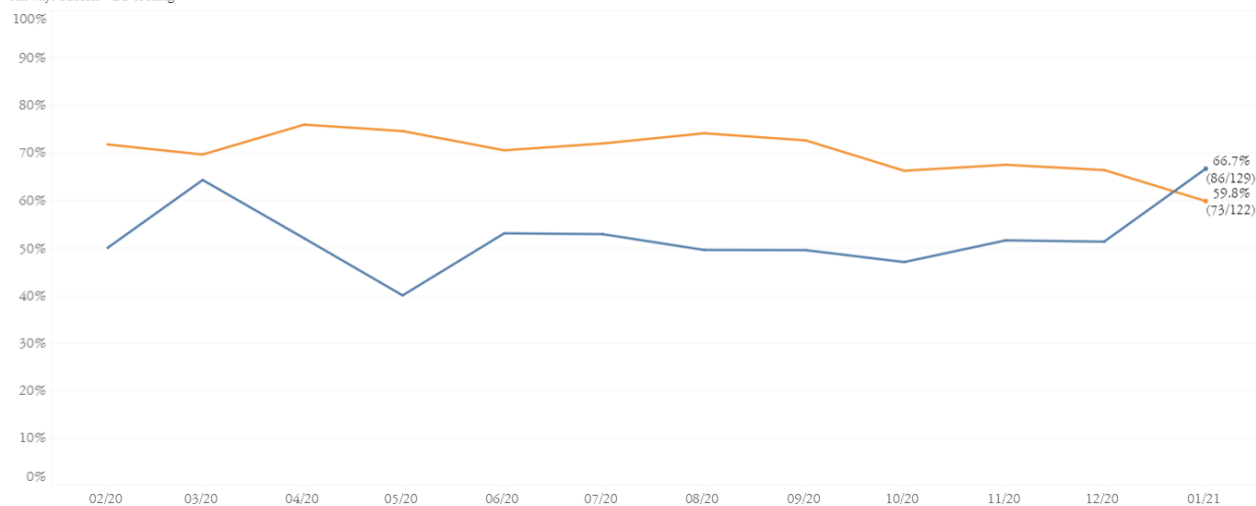
## Airway Management



### Unrecognized Failed Advanced Airway Rate



### Airways Success - ET & King



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# Tab C – Chief Financial Officer

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

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

Statement of Revenues and Expenses:

**Month to Date:** Net Income for the month of January 2021 is a gain of \$237,172 as compared to a budgeted gain of \$221,625 for a positive variance of \$15,547. EBITDA for the month of January 2021 is a gain of \$572,453 compared to a budgeted gain of \$536,800 for a positive variance of \$35,652.

- Transport volume in January ended the month 98.43% to budget. Total Patient Encounters ended the month at 99.2% to budget.
- Net Revenue in January is 102% to budget due to MedStar receiving a CARES Act Provider Relief payment of \$584K. Without the CARES Act funding net revenue is 89% to budget primarily due to Emergency Transports below budget by 6.6% and the change in payer mix. Percentage of Insurance and Medicaid customers is down 1.60% and 2.58% respectively and percentage of Self Pay customers is up by 1.81%. The payer mix changes equates to an additional \$250K in contractual and allowances taken this month.
- Total Expenses ended the month 102% to budget or \$71,740 above budget. In January, the \$169K overage in Salaries is partially offset by lower than expected expenses for fuel, medical supplies and non-capital expenses.

**Year to Date:** EBITDA is \$1,558,810 as compared to a budget of \$825,238 for a positive variance of \$733,572.

- The main drivers for this positive variance are a positive YTD variance in total expenses of \$892,897, YTD patient encounters are at 99.7% to budget, the one-time CARES Act distribution from the COFW of \$606K and a CARES Act Provider Relief payment of \$584K.
- While the YTD patient encounters are at 99.5% to budget, the payer mix of Commercial Insurance is below budget and Self Pay is above budget leading to additional contractual allowances and provision for uncollectable accounts of \$1,379,526 or 3.2% above budget.

Key Financial Indicators:

- Current Ratio – MedStar has \$8.78 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 January 31, 2021 there is 5.8 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 6.87 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 1.23%.

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

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**

**Balance Sheet By Character Code**

For the Period Ending January 31, 2021

<b>Assets</b>	<b>Current Year</b>	<b>Last Year</b>
Cash	\$11,465,210.14	\$6,278,672.34
Cash - Restricted	\$11,991,618.00	\$12,961,415.41
Accounts Receivable	\$8,686,396.16	\$11,421,440.83
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$1,026,561.13	\$1,024,764.29
Property Plant & Equ	\$59,411,026.93	\$55,447,712.74
Accumulated Deprecia	(\$23,180,142.81)	(\$22,354,756.51)
<b>Total Assets</b>	<b>\$69,759,659.30</b>	<b>\$65,064,405.76</b>
<b>Liabilities</b>		
Accounts Payable	(\$487,140.52)	(\$1,188,149.19)
Other Current Liabil	(\$2,340,470.19)	(\$1,459,345.08)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$11,061.07)	(\$6,368.09)
Long Term Debt	(\$3,919,665.56)	(\$4,164,076.32)
Other Long Term Liab	(\$8,289,852.45)	(\$4,421,319.97)
<b>Total Liabilities</b>	<b>(\$15,055,971.10)</b>	<b>(\$11,247,039.96)</b>
<b>Equities</b>		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$504,416.89	\$1,814,447.83
Total Equities	(\$54,703,688.20)	(\$53,817,365.80)
<b>Total Liabilities and Equities</b>	<b>(\$69,759,659.30)</b>	<b>(\$65,064,405.76)</b>

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Statement of Revenue and Expenditures**  
**January 31, 2021**

<b>Revenue</b>	<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>
Transport Fees	\$15,572,747.47	\$15,735,577.02	(\$162,829.55)	\$59,119,641.81	\$59,385,000.33	(\$265,358.52)
Contractual Allow	(\$6,257,353.76)	(\$6,643,565.04)	\$386,211.28	(\$24,495,421.06)	(\$25,070,812.64)	\$575,391.58
Provision for Uncoll	(\$5,513,007.01)	(\$4,875,824.00)	(\$637,183.01)	(\$20,345,134.17)	(\$18,390,216.00)	(\$1,954,918.17)
Education Income	\$778.40	\$320.00	\$458.40	\$1,583.40	\$480.00	\$1,103.40
Other Income	\$627,237.20	\$101,222.67	\$526,014.53	\$1,671,050.76	\$267,490.68	\$1,403,560.08
Standby/Subscription	\$38,376.61	\$61,157.00	(\$22,780.39)	\$287,170.37	\$228,090.50	\$59,079.87
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$312.82	\$2,916.67	(\$2,603.85)	\$1,354.63	\$11,666.68	(\$10,312.05)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$0.00	\$53,693.73
<b>Total Revenue</b>	<b>\$4,469,091.73</b>	<b>\$4,381,804.32</b>	<b>\$87,287.41</b>	<b>\$16,293,939.47</b>	<b>\$16,431,699.55</b>	<b>(\$137,760.08)</b>
<b>Expenditures</b>						
Salaries	\$2,608,794.07	\$2,439,251.74	\$169,542.33	\$10,500,955.27	\$10,569,323.96	(\$68,368.69)
Benefits and Taxes	\$379,764.99	\$375,020.00	\$4,744.99	\$1,385,481.60	\$1,382,379.00	\$3,102.60
Interest	\$32,172.27	\$33,500.00	(\$1,327.73)	\$93,630.76	\$134,000.00	(\$40,369.24)
Fuel	\$69,360.43	\$92,711.00	(\$23,350.57)	\$258,954.67	\$366,870.00	(\$107,915.33)
Medical Supp/Oxygen	\$199,154.34	\$236,629.62	(\$37,475.28)	\$677,134.20	\$893,111.36	(\$215,977.16)
Other Veh & Eq	\$49,639.69	\$35,028.11	\$14,611.58	\$158,347.88	\$154,712.61	\$3,635.27
Rent and Utilities	\$72,230.71	\$62,794.63	\$9,436.08	\$279,646.98	\$256,256.52	\$23,390.46
Facility & Eq Mtc	\$70,508.56	\$92,319.97	(\$21,811.41)	\$271,873.42	\$308,085.88	(\$36,212.46)
Postage & Shipping	\$2,753.53	\$3,521.55	(\$768.02)	\$12,465.92	\$14,086.20	(\$1,620.28)
Station	\$35,137.50	\$126,288.18	(\$91,150.68)	\$147,759.95	\$249,521.72	(\$101,761.77)
Comp Maintenance	\$54,532.99	\$22,573.00	\$31,959.99	\$238,918.22	\$97,256.00	\$141,662.22
Insurance	\$34,915.63	\$36,438.37	(\$1,522.74)	\$146,292.48	\$145,753.48	\$539.00
Advertising & PR	\$367.45	\$500.00	(\$132.55)	\$935.60	\$7,500.00	(\$6,564.40)
Printing	\$3,862.03	\$3,615.41	\$246.62	\$13,115.95	\$14,461.64	(\$1,345.69)
Travel & Entertain	\$0.00	\$17,526.00	(\$17,526.00)	\$3,920.45	\$38,259.00	(\$34,338.55)
Dues & Subs	\$87,944.04	\$79,244.00	\$8,700.04	\$246,392.77	\$292,035.00	(\$45,642.23)
Continuing Educ Ex	\$100.00	\$6,832.00	(\$6,732.00)	\$6,512.03	\$35,391.00	(\$28,878.97)
Professional Fees	\$222,844.75	\$212,146.34	\$10,698.41	\$675,826.74	\$765,090.32	(\$89,263.58)
Education Expenses	\$708.00	\$672.00	\$36.00	\$1,591.80	\$8,800.00	(\$7,208.20)
Miscellaneous	\$4,020.52	\$1,892.00	\$2,128.52	(\$290,996.86)	\$7,568.00	(\$298,564.86)
Depreciation	\$303,107.72	\$281,675.23	\$21,432.49	\$1,220,285.01	\$1,129,740.49	\$90,544.52
<b>Total Expenditures</b>	<b>\$4,231,919.22</b>	<b>\$4,160,179.15</b>	<b>\$71,740.07</b>	<b>\$16,049,044.84</b>	<b>\$16,870,202.18</b>	<b>(\$821,157.34)</b>
<b>Net Rev in Excess of Expend</b>	<b>\$237,172.51</b>	<b>\$221,625.17</b>	<b>\$15,547.34</b>	<b>\$244,894.63</b>	<b>(\$438,502.63)</b>	<b>\$683,397.26</b>
<b>EBITDA</b>	<b>\$572,452.50</b>	<b>\$536,800.40</b>	<b>\$35,652.10</b>	<b>\$1,558,810.40</b>	<b>\$825,237.86</b>	<b>\$733,572.54</b>

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

	<b>Goal</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>
<b>Current Ratio</b>	<b>&gt; 1</b>	<b>7.19</b>	<b>8.97</b>	<b>9.49</b>	<b>20.71</b>	<b>10.48</b>	<b>8.78</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>65.31%</b>	<b>55.06%</b>	<b>47.07%</b>	<b>42.95%</b>	<b>51.76%</b>	<b>48.32%</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>4.16</b>	<b>4.96</b>	<b>4.28</b>	<b>3.65</b>	<b>5.44</b>	<b>6.87</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>-1.00%</b>	<b>11.60%</b>	<b>10.35%</b>	<b>10.11%</b>	<b>4.04%</b>	<b>0.00%</b>	<b>1.23%</b>
-----------------------------	---------------	---------------	---------------	---------------	--------------	--------------	--------------

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 01/31/2021				\$	475,470.69





**Business Gold Rewards**

MEDSTAR/MAEMSA  
DOUGLAS R HOOTEN

Closing Date 01/28/21 Next Closing Date 02/25/21

~~ACCOUNT ENDING 000000~~

p. 1/8

Customer Care: 1-800-492-3344

TTY: 1-800-221-9950

Website: americanexpress.com

<b>New Balance</b>	<b>\$5,919.67</b>
<b>Minimum Payment Due</b>	<b>\$285.85</b>
<b>Payment Due Date</b>	<b>02/22/21 ‡</b>

‡ **Late Payment Warning:** Your Payment Due Date is 02/22/21. 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	17 years	\$13,156

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

➔ See page 2 for important information about your account.

➔ Please refer to the **IMPORTANT NOTICES** section on pages 7 - 8.

➔ For information on your Pay Over Time feature and limit, see page 5

Continued on page 3

  
 **APPROVED** Kenneth J. Simpson  
 Interim CEO

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

**Payment Coupon**  
Do not staple or use paper clips

**Pay by Computer**  
americanexpress.com/  
business

**Pay by Phone**  
1-800-472-9297

~~ACCOUNT ENDING 000000~~

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	<b>02/22/21</b>
New Balance	<b>\$5,919.67</b>
Minimum Payment Due	<b>\$285.85</b>

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 000591967000028585 24 H



**Business Gold Rewards**  
 MEDSTAR/MAEMSA  
 DOUGLAS R HOOTEN  
 Closing Date 01/28/21

~~Account Ending 00000000~~

**Customer Care & Billing Inquiries**  
 International Collect  
 Large Print & Braille Statements  
 Lost or Stolen Card  
 Express Cash

1-800-678-0745  
 1-336-393-1111  
 1-800-678-0745  
 1-800-678-0745  
 1-800-CASH-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

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Learn more by visiting [americanexpress.com/MRBonusOffer](http://americanexpress.com/MRBonusOffer).  
 Terms apply.



**Payments and Credits**

**Summary**

	Pay In Full	Pay Over Time ♦	Total
<b>Payments</b>	-\$423.30	-\$6,724.58	-\$7,147.88
<b>Credits</b>			
DOUGLAS R HOOTEN <del>00000000</del>	-\$12.12	-\$615.38	-\$627.50
<b>Total Payments and Credits</b>	<b>-\$435.42</b>	<b>-\$7,339.96</b>	<b>-\$7,775.38</b>

**Detail** \*Indicates posting date ♦ - denotes Pay Over Time activity

<b>Payments</b>			<b>Amount</b>
01/14/21*	DOUGLAS R HOOTEN	ONLINE PAYMENT - THANK YOU	-\$7,147.88
<b>Credits</b>			<b>Amount</b>
01/11/21	DOUGLAS R HOOTEN	WW GRAINGER 004 123 SAN FRANCISCO CA 877-202-2594 CREDIT	-\$615.38 ♦
01/12/21	DOUGLAS R HOOTEN	PAY OVER TIME OPTION APPLE ONLINE STORE CUPERTINO CA ELECTRONICS STORE CREDIT	-\$4.04
01/12/21	DOUGLAS R HOOTEN	APPLE ONLINE STORE CUPERTINO CA ELECTRONICS STORE CREDIT	-\$4.04
01/12/21	DOUGLAS R HOOTEN	APPLE ONLINE STORE CUPERTINO CA ELECTRONICS STORE CREDIT	-\$4.04

**New Charges**

**Summary**

	Pay In Full	Pay Over Time ♦	Total
DOUGLAS R HOOTEN <del>00000000</del>	\$240.97	\$3,475.20	\$3,716.17
STEVE POST <del>00000000</del>	\$0.00	\$2,831.00	\$2,831.00
<b>Total New Charges</b>	<b>\$240.97</b>	<b>\$6,306.20</b>	<b>\$6,547.17</b>

## Detail

◆ - denotes Pay Over Time activity

**DOUGLAS R HOOTEN**  
Card Ending 9-34001

					Amount
12/30/20	HEALTH AFFAIRS 461682000892570 (540)837-2100 2-yrs online subscription - M.Zavadsky PAY OVER TIME OPTION	MILLWOOD	VA	PO 2022137	\$250.00 ◆
12/30/20	CONCUR TECHNOLOGIES 588-895-4815 Travel website fee PAY OVER TIME OPTION	588-895-4815	WA	PO 2022072	\$150.00 ◆
12/30/20	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022017	\$10.02
01/04/21	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	PO 2022097	\$30.00
01/05/21	AMZN MKTP US*Q58UQ69V3 BOOK STORES Service award gift cards PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2022115	\$953.55 ◆
01/07/21	FULLBARS CELL PHONE AND C 00-080311605 ELECTRONICS REPAIR Fixed broken LED screen on iPhone PAY OVER TIME OPTION	FORT WORTH	TX	PO 2022098	\$379.00 ◆
01/08/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022168	\$10.01
01/15/21	FS *ZEBRA TECH 877-327-8914 Software update PAY OVER TIME OPTION	877-327-8914	CA	PO 2022213	\$378.88 ◆
01/16/21	NTTA AUTOCHARGE TOLL FEES PAY OVER TIME OPTION	972-818-6882	TX	PO 2022428	\$320.00 ◆
01/17/21	AMZN MKTP US*F76A44AA3 BOOK STORES Service award gift cards PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2022211	\$519.85 ◆
01/19/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022193	\$10.00
01/20/21	PREFERRED PACKAGING 020698263179 9055555 BUSINESS SERVICES Replacement Teflon conveyor belt in Logistics PAY OVER TIME OPTION	RANCHO CUCAMO	CA	PO 2022234	\$417.00 ◆
01/21/21	GUITAR CENTER #449 449 866-498-7882 Adapter cables for recording studio PAY OVER TIME OPTION	FORT WORTH	TX	PO 2022293	\$106.92 ◆
01/26/21	AMER ASSOC NOTARIESW MEMBERSHIP O Renew Notary for M.Schmidt	HOUSTON	TX	PO 2022297	\$92.90
01/26/21	APPLE ONLINE STORE Fixed broken iPad Pro ELECTRONICS STORE	CUPERTINO	CA	PO 2022324	\$53.04
01/28/21	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	PO 2022412	\$35.00

**STEVE POST**  
Card Ending 9-31056

					Amount
01/23/21	SAGE SOFTWARE 1-866-996-7243 Finance reporting software PAY OVER TIME OPTION	IRVINE	CA	PO 2022273	\$2,831.00 ◆

# Tab D – Chief Human Resources Officer

## **Human Resources - January 2021**

### **Turnover:**

- January turnover – 1.69%
  - FT – 0.92%
  - PT – 10.00%
- Year to date turnover – 7.19%
  - FT – 4.85%
  - PT – 32.50%

### **Leaves:**

- 47 employees on FMLA / 9.59% of workforce
  - 30 cases on intermittent
  - 17 cases on a block
- Top request reasons/conditions
  - Pulmonary (7)
  - Obstetrics (6)
  - Neurological (6)

### **COVID-19:**

- 465 tests conducted
- 100 positive
- COVID Administrative Leave
  - 1,728:01 hours in Jan.
  - 11,066:44 hours to date

## MedStar Mobile Health Care Separation Statistics - December 2020

	Current Month			Year to Date			Compared to Jan '20		Headcount Jan-21
	Vol	Invol	Total	Vol	Invol	Total	Jan '20	%	
Full Time Separations	3	1	4	18	3	21	4	0.89%	433
Part Time Separations	4	0	4	13	0	13	7	16.28%	40
Total Separations	7	1	8	31	3	34	11	2.24%	473
	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>	<b>Full Time</b>	<b>Part Time</b>	<b>Total</b>			
Total Turnover %	0.92%	10.00%	1.69%	4.85%	32.50%	7.19%			

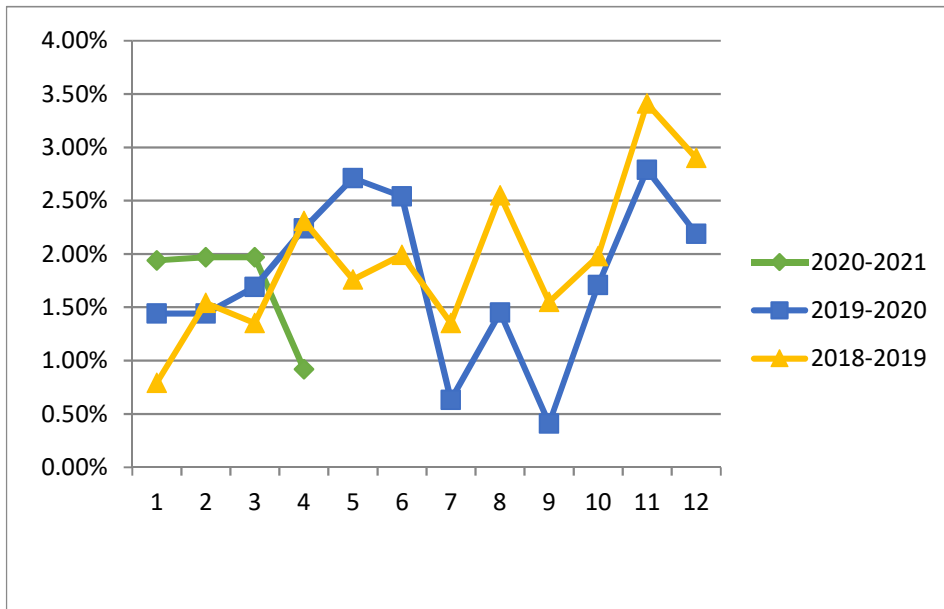
### Separations by Department

Full Time	Current Month			Year to Date			Headcount Jan-21
	Vol	Invol	Total	Vol	Invol	Total	
Administration							1
Advanced	2	0	2	7	0	7	118
Basics	1	1	2	9	1	10	143
Business Intelligence - Deployment, QI, Scheduler							3
Business Office							27
Communications				1	0	1	38
Compliance							2
Controller - Payroll, Purchasing, A/P							6
Executives							7
Field Manager/Supervisors - Operations							19
Human Resources							6
Information Technology							2
Medical Records							2
Mobile Integrated Health				1	1	2	12
Office of the Medical Director							12
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics				0	1	1	33
<b>Total</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>18</b>	<b>3</b>	<b>21</b>	<b>433</b>

Part Time	Current Month			Year to Date			Headcount Jan-21
	Vol	Invol	Total	Vol	Invol	Total	
Advanced	2	0	2	9	0	9	19
Basics	1	0	1	2	0	2	12
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications							3
Compliance							
Controller - Payroll, Purchasing, A/P							
Field Manager/Supervisors - Operations							
Human Resources							
Information Technology							
Medical Records							
Mobile Integrated Health Department				1	0	1	3
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics	1	0	1	1	0	1	3
<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>0</b>	<b>13</b>	<b>40</b>

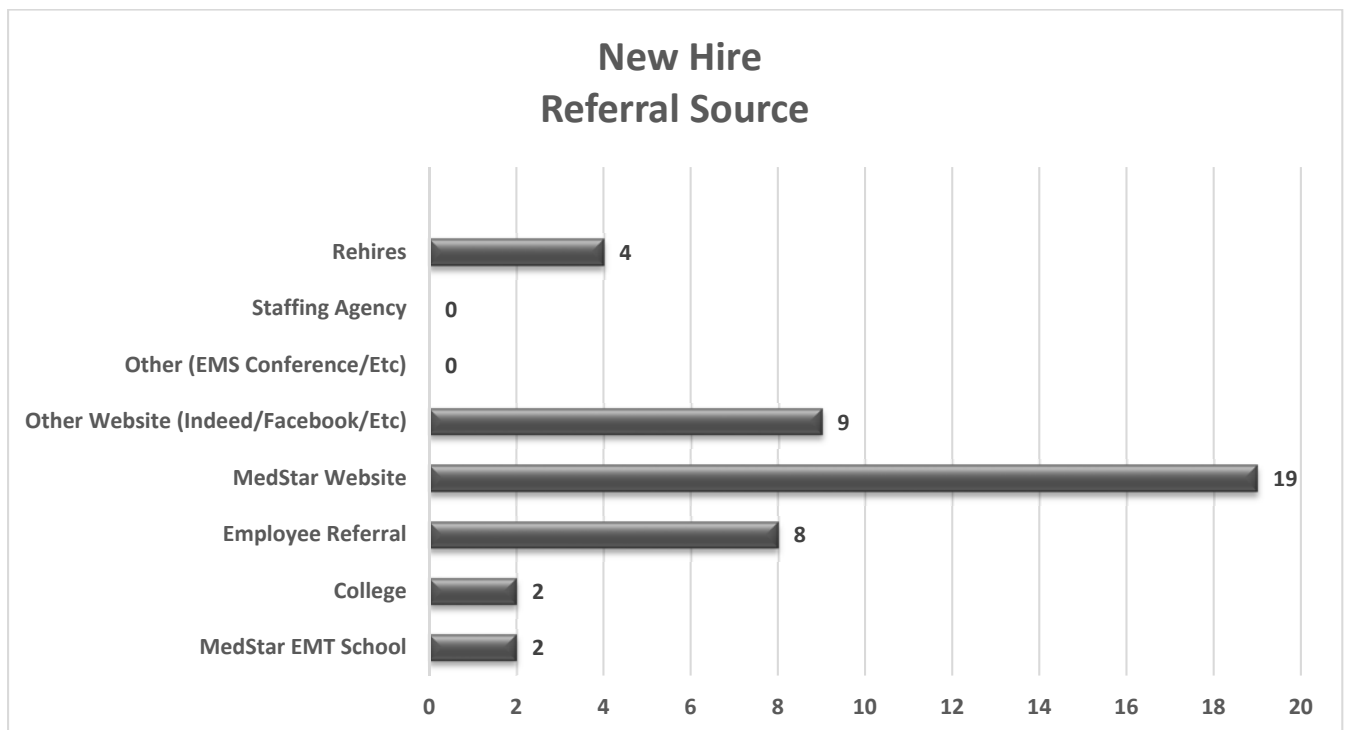
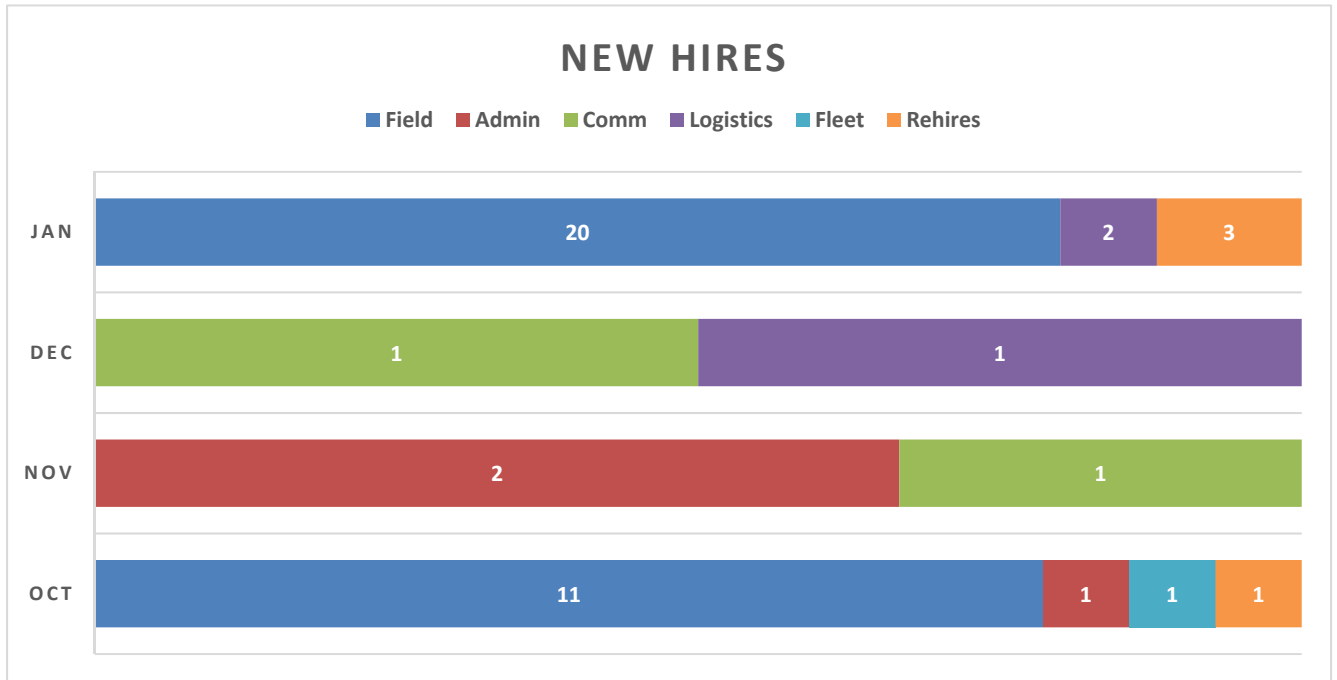
### MedStar Mobile Healthcare Turnover Fiscal Year 2020 - 2021

	Full & Part Time Turnover			Full Time Only
	2020-2021	2019-2020	2018-2019	2019-2020
October	1.94%	1.44%	0.79%	1.64%
November	1.97%	1.44%	1.54%	0.96%
December	1.97%	1.69%	1.35%	1.44%
January	0.92%	2.24%	2.31%	1.69%
February		2.71%	1.76%	
March		2.54%	1.99%	
April		0.63%	1.35%	
May		1.45%	2.55%	
June		0.41%	1.55%	
July		1.71%	1.98%	
August		2.79%	3.41%	
September		2.19%	2.90%	
Actual Turnover	7.19%	19.91%	23.48%	4.85%



# Recruiting & Staffing Report

Fiscal Year 2020-2021





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

Light Duty WC for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	337:52	456:20	573:51	130:03	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	337:52	794:12	1368:03	1498:06	1498:06	1498:06	1498:06	1498:06	1498:06	1498:06	1498:06	1498:06	3571:50
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	3968:43	

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

Light Duty HR for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	192:17	72:15	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	192:17	264:32	264:32	264:32	264:32	264:32	264:32	264:32	264:32	264:32	264:32	264:32	2162:30
FY 19-20	674:38	940:59	1106:34	1106:34	1106:34	1154:34	1571:41	1761:31	1971:08	2103:08	2180:38	2402:47	

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

Worker's Comp LOA for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	14:11
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	

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

FMLA LOA for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1700:39	1385:30	1757:33	2106:17	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	694:59
FY 20-21	1700:39	3086:09	4843:42	6949:59	6949:59	6949:59	6949:59	6949:59	6949:59	6949:59	6949:59	6949:59	
FY 19-20	2034:59	4086:19	6102:39	6980:11	7999:33	9207:59	10576:30	12106:24	13593:19	14903:41	16709:37	18086:55	10199:00:30

All Other Leave for Fiscal Year 2020-2021*													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	5750:39	4883:36	6160:38	3965:16	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	2076:00
FY 20-21	5750:39	10634:15	16794:53	20760:09	20760:09	20760:09	20760:09	20760:09	20760:09	20760:09	20760:09	20760:09	
FY 19-20	6910:47	12809:12	19737:58	25679:12	31494:08	37612:30	41801:23	46722:34	52676:22	60024:42	66251:14	71602:36	39443:33:10

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

Military Leave for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	144:00	72:00	60:00	97:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	37:18
FY 20-21	144:00	216:00	276:00	373:00	373:00	373:00	373:00	373:00	373:00	373:00	373:00	373:00	
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	2562:00	18086:55:00

Total Leave Hours													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2182:31	1913:50	2391:24	2333:20	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	882:06
FY 20-21	2182:31	4096:21	6487:45	8821:05	8821:05	8821:05	8821:05	8821:05	8821:05	8821:05	8821:05	8821:05	
FY 19-20	10583:19	19393:23	28951:20	36175:41	43182:23	50724:16	57256:33	64446:03	72608:16	81902:12	90752:00	98638:47	71602:36:00

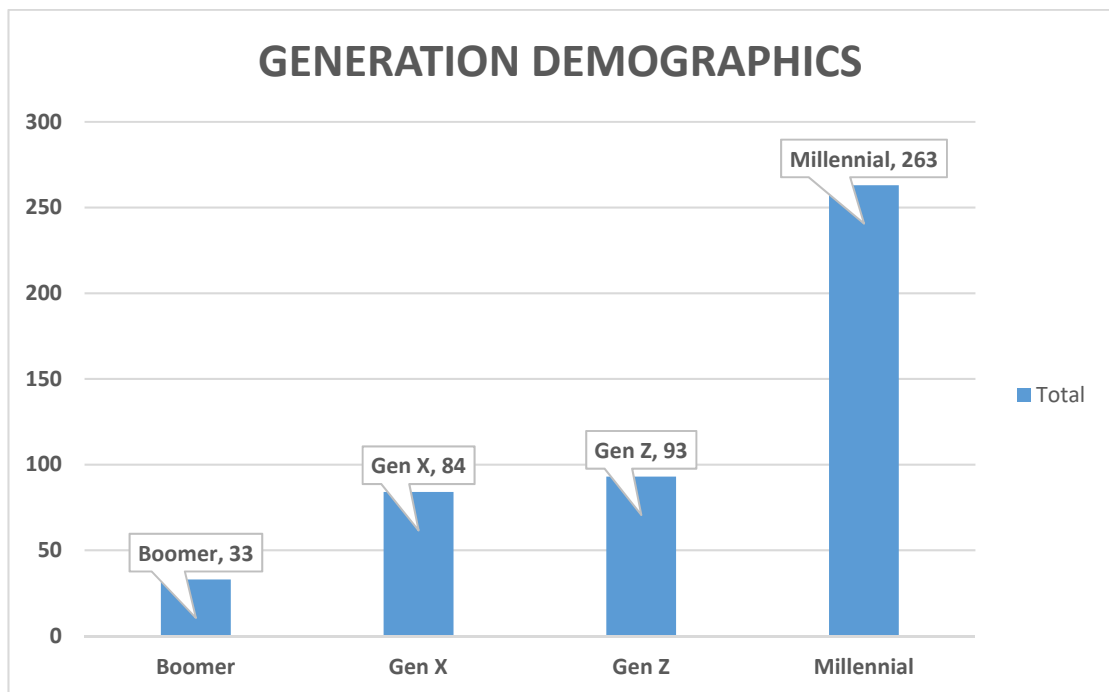
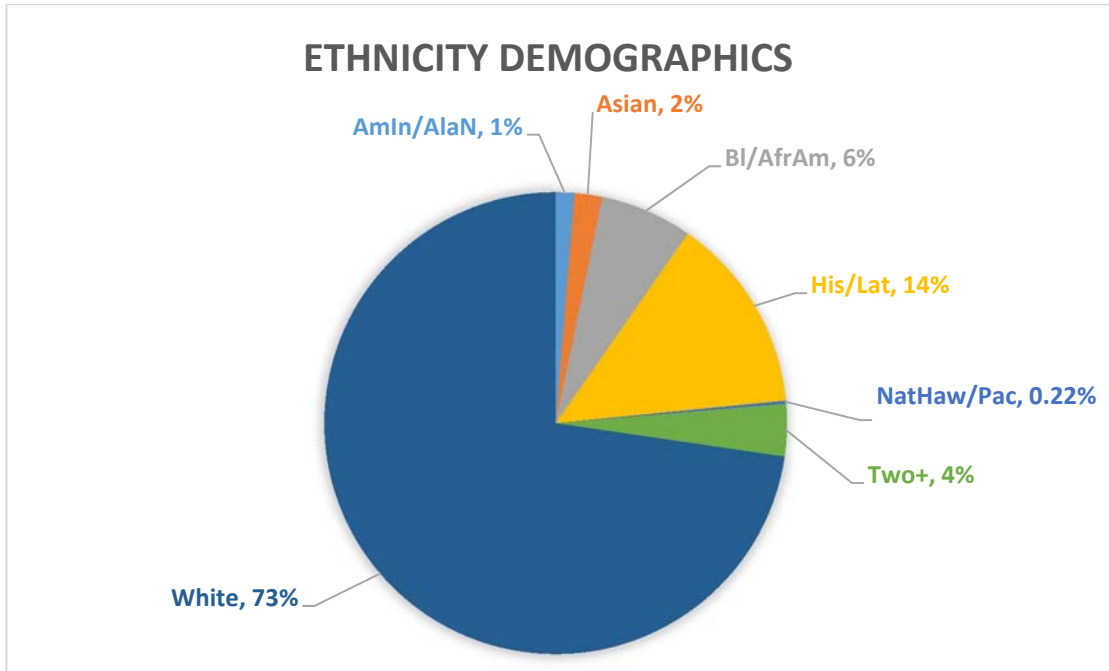
Summary of Fiscal Year 2019-2020						
	Light Duty	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	1498:06	0:00	6949:59	0:00	373:00	8821:05
Goal-Compare	3571:50	14:11	18086:55	71602:36	1096:00	94371:33

**FMLA Leave of Absence (FMLA Detailed Report)**  
**Fiscal Year 10/1/2020 - 09/30/2021**  
**Percentages by Department/Conditions**

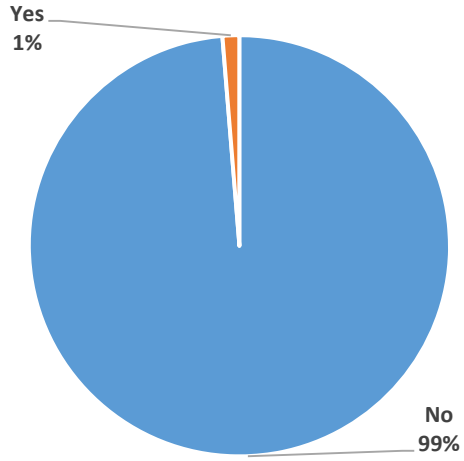
Conditions	
Row Labels	Count of Reason
Cardiology	4
Digestive	1
FMLA - Child	4
FMLA - Parent	4
FMLA - Spouse	5
Internal Medicine	1
Mental Health	5
Neurological	6
Obstetrics	6
Orthopedic	4
Pulmonary	7
<b>Grand Total</b>	<b>47</b>

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	118	14	3.23%	29.79%	11.86%
Basic	143	11	2.54%	23.40%	7.69%
Business Office	27	5	1.15%	10.64%	18.52%
Communications	38	4	0.92%	8.51%	10.53%
Mobile Integrated Health	12	4	0.92%	8.51%	33.33%
Office of the Medical Director	12	1	0.23%	2.13%	8.33%
Risk & Safety	2	2	0.46%	4.26%	100.00%
Support Services - Facilities, Fleet, S.E., Logistics	33	6	1.39%	12.77%	18.18%
<b>Grand Total</b>	<b>385</b>	<b>47</b>			
<b>Total # of Full Time Employees - Jan 2021</b>	433				
<b>% of Workforce using FMLA</b>	10.85%				
<b>TYPE OF LEAVES UNDER FMLA</b>	<b># of Ees</b>	<b>% on Leave</b>			
Intermittent Leave	30	63.83%			
Block of Leave	17	36.17%			
<b>Total</b>	<b>47</b>	<b>100.00%</b>			

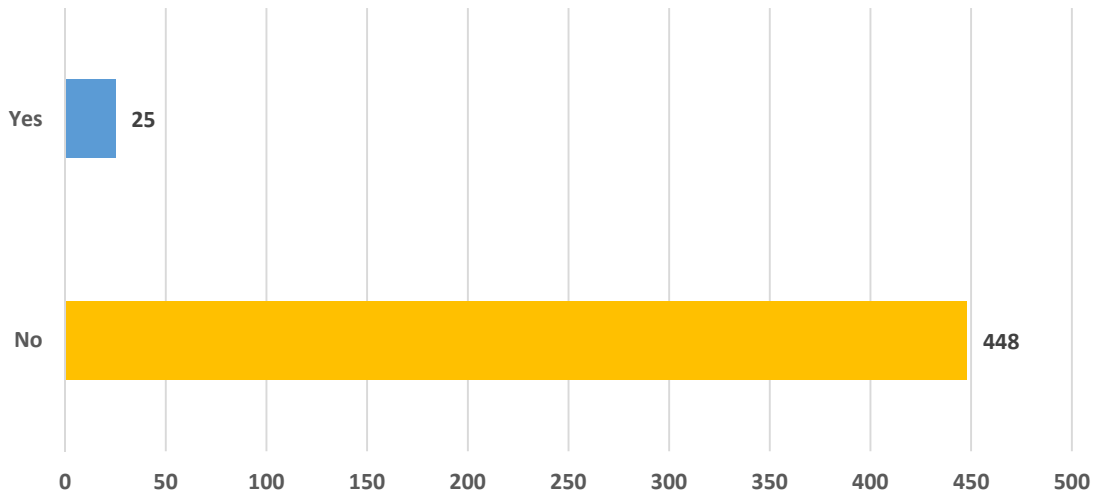
# JAN 2021 DIVERSITY STATISTICS



### DISABILITY DEMOGRAPHICS



### VETERAN DEMOGRAPHICS



### GENDER DEMOGRAPHICS



# Tab E – Compliance and Legal

Prepared February 15, 2021



## **Compliance Officer's Report January 19, 2021-February 15, 2021**

### **Compliance Officer Duties**

- 1 Narcotic anomaly occurred during this reporting period:
  - A Paramedic inadvertently took a narcotic pouch home at end of shift. All narcotics were recovered, the anomaly process followed, and no foul play was detected.
- Submitted EMS provider roster changes to the DSHS as required.
- DSHS license renewal was prepared and submitted to the state.

### **Paralegal Duties**

- 11 DFPS reports made for suspected abuse, neglect, or exploitation.
- 1 Pre-trial virtual meetings held with the Tarrant Co. District Attorney's office.
- 4 Law Enforcement agency virtual interviews.
- 5 Subpoenas(s) for witness appearance processed and served.
- Assisted General Counsel & outside legal counsel with preparation regarding civil litigation depositions, and discovery documentation.
- Drafted, reviewed, and executed multiple contractual agreements with outside parties.

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

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: Jan 2021

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	4	4	00:05:46	0	100.0%	0	0.0%	11	1	90.9%
	2	9	9	00:09:45	1	88.9%	0	0.0%	54	5	90.7%
	3	2	2	00:21:04	1	50.0%	1	50.0%	15	5	66.7%
<b>Total Blue Mound</b>		<b>15</b>	<b>15</b>								
Burleson	1	123	119	00:09:53	33	73.2%	13	10.6%	123	33	73.2%
	2	191	177	00:10:31	50	73.8%	13	6.8%	191	50	73.8%
	3	104	100	00:14:35	32	69.2%	11	10.6%	177	57	67.8%
	4	237	237	00:41:30	43	81.9%	18	7.6%	237	43	81.9%
<b>Total Burleson</b>		<b>655</b>	<b>633</b>								
Edgecliff Village	1	5	5	00:08:15	0	100.0%	0	0.0%	24	4	83.3%
	2	10	10	00:14:49	5	50.0%	3	30.0%	99	21	78.8%
	3	7	7	00:10:10	0	100.0%	0	0.0%	27	1	96.3%
<b>Total Edgecliff Village</b>		<b>22</b>	<b>22</b>								
Forest Hill	1	57	53	00:09:35	17	70.2%	1	1.8%	115	44	61.7%
	2	77	67	00:09:47	11	85.7%	0	0.0%	169	27	84.0%
	3	48	46	00:14:15	12	75.0%	6	12.5%	48	12	75.0%
<b>Total Forest Hill</b>		<b>182</b>	<b>166</b>								
Fort Worth	1	2756	2628	00:09:26	726	73.7%	137	5.0%	2756	726	73.7%
	2	5255	4994	00:10:39	1120	78.7%	239	4.5%	5255	1120	78.7%
	3	3011	2806	00:12:56	581	80.7%	186	6.2%	3011	581	80.7%
	4	1282	1277	00:30:58	122	90.5%	43	3.4%	1282	122	90.5%
<b>Total Fort Worth</b>		<b>12304</b>	<b>11705</b>								
Haltom City	1	102	100	00:09:44	27	73.5%	4	3.9%	102	27	73.5%
	2	161	157	00:11:48	56	65.2%	7	4.3%	161	56	65.2%
	3	87	76	00:14:07	20	77.0%	7	8.0%	164	37	77.4%
	4	3	3	00:13:29	0	100.0%	0	0.0%	45	1	97.8%
<b>Total Haltom City</b>		<b>353</b>	<b>336</b>								
Haslet	1	11	11	00:09:18	3	72.7%	0	0.0%	41	10	75.6%
	2	10	8	00:11:17	3	70.0%	1	10.0%	29	8	72.4%
	3	2	2	00:19:39	1	50.0%	1	50.0%	18	2	88.9%





## MedStar Response Time Reliability and AVG Response Time Performance

Period: Jan 2021

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	%	Compliance Calculated Responses	Late Responses	On Time %
<b>Total Haslet</b>		<b>23</b>	<b>21</b>								
Lake Worth	1	26	25	00:08:36	8	69.2%	2	7.7%	26	8	69.2%
	2	53	51	00:10:20	14	73.6%	7	13.2%	104	21	79.8%
	3	23	22	00:11:29	4	82.6%	1	4.3%	115	21	81.7%
<b>Total Lake Worth</b>		<b>102</b>	<b>98</b>								
Lakeside	1	7	4	00:06:33	0	100.0%	0	0.0%	30	13	56.7%
	2	14	14	00:17:02	10	28.6%	4	28.6%	37	21	43.2%
	3	4	4	00:12:44	0	100.0%	0	0.0%	16	5	68.8%
<b>Total Lakeside</b>		<b>25</b>	<b>22</b>								
River Oaks	1	17	16	00:10:14	5	70.6%	1	5.9%	80	20	75.0%
	2	32	28	00:10:11	6	81.3%	0	0.0%	32	6	81.3%
	3	21	18	00:14:21	6	71.4%	4	19.0%	65	14	78.5%
<b>Total River Oaks</b>		<b>70</b>	<b>62</b>								
Saginaw	1	48	43	00:10:40	22	54.2%	1	2.1%	48	22	54.2%
	2	87	81	00:12:10	25	71.3%	4	4.6%	163	52	68.1%
	3	37	31	00:17:25	19	48.6%	4	10.8%	37	19	48.6%
<b>Total Saginaw</b>		<b>172</b>	<b>155</b>								
Sansom Park	1	24	24	00:09:27	7	70.8%	1	4.2%	68	16	76.5%
	2	55	51	00:11:05	19	65.5%	2	3.6%	147	41	72.1%
	3	15	14	00:15:28	3	80.0%	1	6.7%	71	14	80.3%
	4	5	5	00:36:52	1	80.0%	1	20.0%	20	2	90.0%
<b>Total Sansom Park</b>		<b>99</b>	<b>94</b>								
Westover Hills	2	1	1	00:09:21	0	100.0%	0	0.0%	4	1	75.0%
<b>Total Westover Hills</b>		<b>1</b>	<b>1</b>								
Westworth Village	1	10	10	00:09:00	1	90.0%	0	0.0%	48	7	85.4%
	2	32	31	00:11:13	9	71.9%	3	9.4%	32	9	71.9%
	3	13	12	00:17:36	6	53.8%	2	15.4%	13	6	53.8%
<b>Total Westworth Village</b>		<b>55</b>	<b>53</b>								
White Settlement	1	78	77	00:09:18	20	74.4%	2	2.6%	78	20	74.4%
	2	150	141	00:10:07	35	76.7%	7	4.7%	150	35	76.7%



## MedStar Response Time Reliability and AVG Response Time Performance

Period: Jan 2021

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
White Settlement	3	59	54	00:11:41	8	86.4%	4	6.8%	119	20	83.2%
	4	13	13	00:27:45	2	84.6%	0	0.0%	13	2	84.6%
<b>Total White Settlement</b>		<b>300</b>	<b>285</b>								
System Wide	1	3268	3119	00:09:27	869	73.4%	162	5.0%	3553	951	73.2%
	2	6137	5820	00:10:42	1364	77.8%	290	4.7%	6627	1473	77.8%
	3	3433	3194	00:13:05	693	79.8%	228	6.6%	3902	797	79.6%
	4	1540	1535	00:32:39	168	89.1%	62	4.0%	1602	170	89.4%
<b>Total System Wide</b>		<b>14378</b>	<b>13668</b>								

# Tab G -- FRAB

# Tab H – Chief Transformation Officer

# Strategic Integration Summary

February 2021

## Alternate Payment Models

- **Will likely delay start of ET3 Model until April 4, 2021**
  - Discussing issues with CMS data request
  - They are requesting data for ALL patient contact from all payers for 2019/20 as well as monthly updates
    - Discussing with CMS/CMMI to assure no HIPAA issues
  - Awaiting execution of JPS' partner agreement
  - Finalizing MHMR and Cook Children's processes
  - ET3 Steering Committee Seeded
    - Many hospital and health plan C-Suite representatives on the committee
  - Texas EMS Coalition for Innovation
    - Support building for a 'Budget Rider' through the legislature to support payment for TIP and alternate destination transports
- Congressional efforts on Medicare Reimbursement for Treatment in Place (TIP) continues
  - SB 146 introduced that authorizes CMS to issue a waiver for the PHE that allows payment for TIP
  - Bipartisan support
  - Possibly include the Reconciliation Bill

## Treatment in Place Model – AMA Pilot

- Program continues to work well
- Latest data below:

AMAs	4,880		
Telehealth Offered	3,270	67.0%	<i>Of the total AMAs</i>
Telehealth Completed	76	2.3%	<i>Of the Telehealth offered</i>
Telehealth Offered, but not Completed	3,204	65.7%	<i>Of the total AMAs</i>
Patient Refused	3,130	95.7%	<i>Of the Consult Not Completed</i>
Connection Failure	74	2.3%	<i>Of the Consult Not Completed</i>
Documented "No" or "N/A" Telemed Consults	1,406	28.8%	<i>Of the total AMAs</i>
Documented reasons:			
Healthcare Facility	103	7.3%	<i>Of the "No" or "N/A" documented outcomes</i>
Jail Facility	68	4.8%	
Reason for No Telemed Offered Not Documented	204	4.2%	<i>Of the total AMAs</i>
<b>AMA Encounters Since 11/13 Documentation Update</b>	4,049		
Telehealth Completed	45	1.1%	
Patient Refused	2,915	72.0%	
Connection Failure	67	1.7%	

"No" or "N/A" Cases	1,002	24.7%	<i>Of the total AMAs</i>
Suspicion of High Acuity Illness/Injury	406	40.5%	<i>Of the No or N/A Cases</i>
Patient in Custody	288	28.7%	<i>Of the No or N/A Cases</i>
Not documented	114	11.4%	<i>Of the No or N/A Cases</i>
Patient in a Healthcare Facility	68	6.8%	<i>Of the No or N/A Cases</i>
< 1 y/o	53	5.3%	<i>Of the No or N/A Cases</i>
Unable to Demonstrate Decisional Capacity	41	4.1%	<i>Of the No or N/A Cases</i>
Ambulance Not On Scene	9	0.9%	<i>Of the No or N/A Cases</i>
OB Complaint	23	2.3%	<i>Of the No or N/A Cases</i>
<b>Average Scene Times</b>			"N"
No Telemedicine ( <i>not offered, pt. declined, etc.</i> )	0:37:49	4,325	
Telemedicine Completed or Attempted	0:48:32	136	

**Tiered Response Pilot**

Launched 2/1/21

Most recent outcome data

<b>BLS Response Report Summary</b>			
Through:	2/15/2021		
<b>Response Determinant</b>	<b>Responses</b>	<b>Patients Assessed</b>	<b>Transports</b>
4B01A	2	2	1
25O02	3	2	2
29B01V	5	4	1
29B03	1	0	0
29B03U	2	3	1
29B05	2	4	0
29B05U	3	9	9
29B05V	3	6	0
32B03	4	1	1
<b>Total</b>	<b>25</b>	<b>31</b>	<b>15</b>

Survey Responses – MedStar

5. Did the patient require any ALS interventions and/or ALS intercept?

[More Details](#)



4. Experience with the Co-Response agency personnel

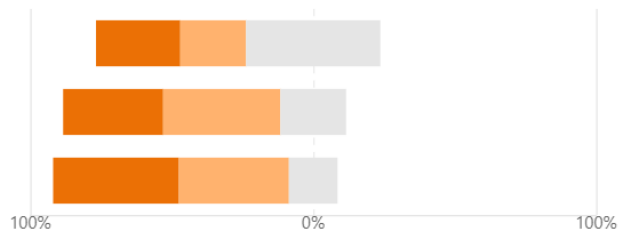
[More Details](#)

■ Strongly Agree 
 ■ Agree 
 ■ Neutral 
 ■ Disagree 
 ■ Strongly Disagree

The Co-Response personnel provided an effective patient care transition report.

The Co-Responder crew was professional and customer friendly.

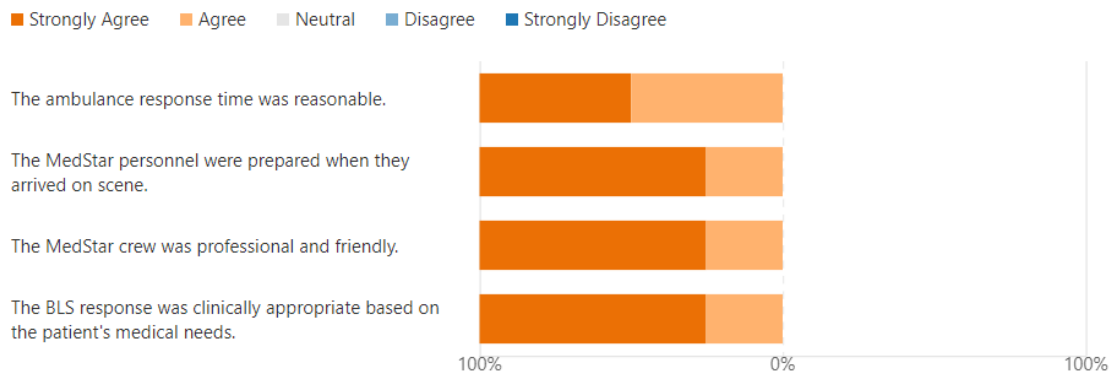
The BLS response was appropriate based on the patient's clinical needs.



Survey Responses – Co-Responders

4. Experience with MedStar's Response

[More Details](#)



5. Was ALS care administered to the patient, subsequent to the request of an ALS ambulance response, or an intercept by an ALS unit?

[More Details](#)

- Yes 0
- No 4



**COVID Vaccines**

- Assisting with TCPH vaccine site(s) with personnel on scene with ambulance and assisting with shots
- Community VAX centers being conducted almost weekly

**COVID Antibody Infusion Program**

- Working with CareMore clinic and Amerigroup on a program for their members
- Done here at MainStar 3-4 days/week

**Medicaid Ambulance Supplemental Payment Program – ASPP**

- HHSC approved plan to include Medicaid MCOs in the program moving forward
- PCG beginning cost data collection for this year's allocation based on Average Commercial Reimbursement (our recommendation) as opposed to strictly cost-based (historic)

### **Paid Consulting Activity**

- Current Active Agreements
  - P3 Health Partners
    - National IPA
    - Assisting with MIH connections and program development in AZ, CO, OR and NV
  - South Texas EMS Foundation
    - Assisting with MIH program development in Harlingen, TX
  - Center for Public Safety Management (*in partnership with ICMA*)
    - County of San Diego, CA – Evaluation of EMS agency performance
    - Steuben, NY – EMS evaluation and redesign
    - Projects pending for Burbank, CA; Billings, MT; Madison, CT and Coalinga, CA
  - Harris County ESD-11
    - Assisting with education on high-performance, high value EMS and potential transition of EMS provision in the ESD-11 area
    - Building proforma for public utility like system
    - Recruitment of Executive Director
      - Executive Director selected
  - City of Austin Dispatch Assessment/Resource Assignment Recommendations
    - Through Public Consulting Group (PCG)

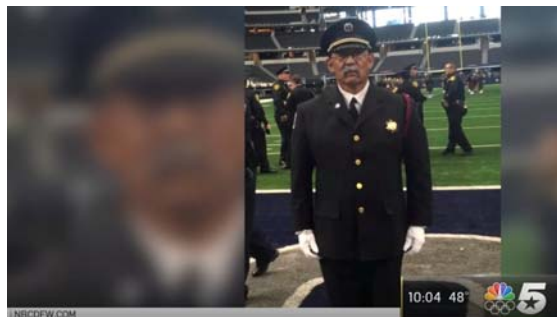
### **Presentations**

<b><u>Event (virtual, unless noted)</u></b>	<b><u>Date</u></b>	<b><u>Attendees</u></b>
JEMS What Lessons Has EMS Learned from the Covid-19 Pandemic?	February 2021	~250
National Rural Health Symposium	February 2021	~500
National EMS Finance Summit	March 2021	~250
International Acad of Emergency Dispatch (Las Vegas)	July 2021	~1,500
EMS Today (Atlanta)	August 2021	~1,500
Pinnacle EMS Summit (Phoenix)	August 2021	~700



### Media Summary

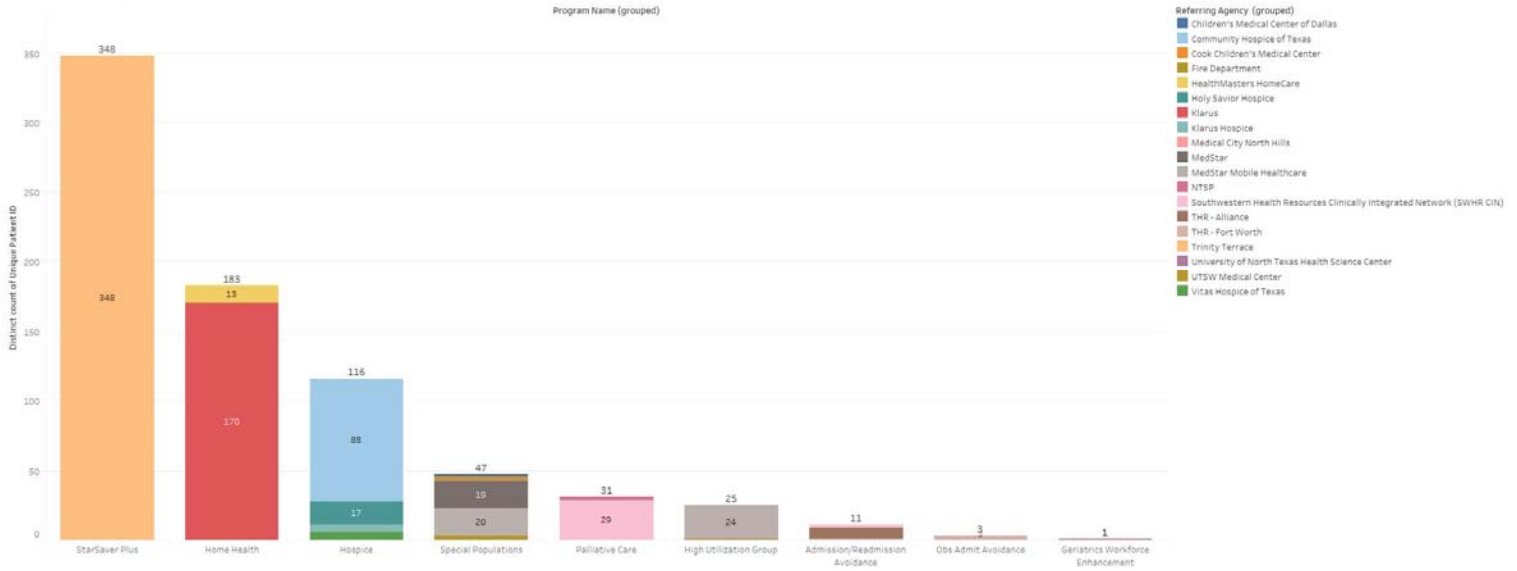
- John Hamilton Profiled a “Super One”
  - CBS 11
- Andrea Dornan interviewed on Dr. Oz about opioid overdose patient management
  - Numerous national outlets
- Ruben Cisneros profiled about COVID hospitalization
  - NBC 5
- Winter Weather Safety
  - NBC 5
- COVID Impact on First Responders
  - ABC 8



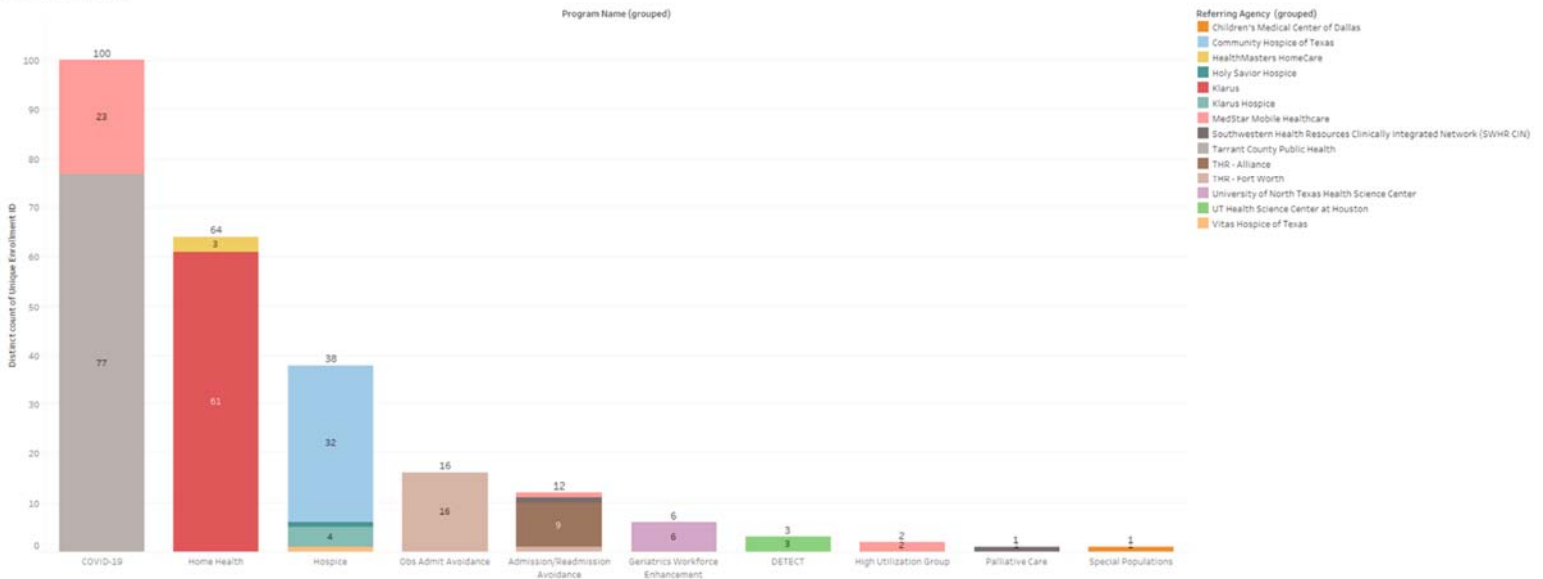
# Mobile Integrated Healthcare Report

## January 2021 Activity

Currently Enrolled



Enrollment Count



## Health Status Outcomes from THR-Fort Worth Post-ED Discharge Follow Up Project

	Enrollment	Obs Admit Avoidance Graduation	Change
<b>Sample Size</b>	<b>16</b>		
Mobility (2)	<b>2.50</b>	<b>2.75</b>	<b>10.0%</b>
Self-Care (2)	2.56	2.69	4.9%
Perform Usual Activities (2)	2.44	2.44	0.0%
Pain and Discomfort (2)	<b>2.19</b>	<b>2.69</b>	<b>22.9%</b>
Anxiety/Depression (2)	<b>2.56</b>	<b>2.88</b>	<b>12.2%</b>
<b>Overall Health Status (3)</b>	<b>5.19</b>	<b>7.25</b>	<b>39.8%</b>

**Notes:**

1. Average scores of pre and post enrollment data from EuroQol EQ-5D-3L Assessment Questionnaire
2. Score 1 - 3 with 3 most favorable
3. Score 1 - 10 with 10 most favorable

# 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**