



Metropolitan Area EMS Authority (MAEMSA)

d.b.a. MedStar Mobile Healthcare

Board of Directors Meeting

April 28, 2021

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

Date and Time: April 28, 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/1496661340> or join by phone: Dial US: +1(469)4450100; meeting ID: 149 666 1340

AGENDA

- | | | | |
|-------------|---|--|--|
| I. | CALL TO ORDER | | Dr. Brian Byrd |
| II. | INTRODUCTION OF GUESTS | | Dr. Brian Byrd |
| III. | CITIZEN PRESENTATIONS AND PUBLIC COMMENT | 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, https://www.medstar911.org/board-of-directors/ where more details can be found, including information on time limitations). The deadline for registering is 4:30 p.m. <u>April 27, 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. | |
| IV. | CONSENT AGENDA | 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: | |
| | BC – 1458 | Approval of Board Minutes for February 24, 2021. | Dr. Brian Byrd
Pg. 4 |
| | BC – 1459 | Approval of Check register for February and March 2021. | Dr. Brian Byrd
Pg. 8 |
| V. | NEW BUSINESS | | |
| | BC-1460 | Approval of ADP for Human Capital Management | Leila Peeples
Kenneth Simpson
Pg. 12 |
| | BC-1461 | Approval of Support Vehicles | Kenneth Simpson
Pg. 16 |
| | IR – 218 | Financial Reserves | Kenneth Simpson
Pg. 21 |
| VI. | MONTHLY REPORTS | | |
| | A. | Chief Executive Officer | Kenneth Simpson |
| | B. | Office of the Medical Director | Dwayne Howerton,
Dr. Veer Vithalani |
| | C. | Chief Financial Officer | Steve Post |

D.	Chief Human Resources Officer	Leila Peeples
E.	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.

**MAEMSA
BOARD COMMUNICATION**

Date: 04/28/2021	Reference #: BC-1458	Title: Approval board minutes for February 24, 2021.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the minutes for board meeting on February 24, 2021..

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: <u>Kenneth Simpson</u>	Board Action: <input type="checkbox"/> Approved
	<input type="checkbox"/> Denied
	<input type="checkbox"/> Continued until _____

MINUTES

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

Meeting Date and Time: February 24, 2021 10:00 a.m.

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

I. CALL TO ORDER

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

Board members participating through video conferencing: Chairman Dr. Brian Byrd, Dr. Rajesh Gandhi, Dr. Janice Knebl, Paul Harral, Dr. Chris Bolton, Dr. Brad Commons, Fire Chief Jim Davis, Fire Chief Doug Spears, and Dr. Veer Vithalani (Ex-officio). Board member not present: Matthew Aiken. Physically present were Kenneth Simpson, Interim CEO (Ex-officio), Steve Post, Matt Zavadsky, Leila Peeples.

Guests on phone as attendees: Kristofer Schleicher, General Counsel; Chad Carr, Dwayne Howerton, Dr. Al Lulla, Bob Strickland, Bradley Crenshaw, Brandon Pate, Brian Jacobs, Dr. Brian Miller, Joe Merry, Kristine Valenti, Lauren Junker, Liz Paoli, Monica Cruz, Melba Fowler, Misti Skinner, Nancy Cychol, Quinton Wallace, Rhode Ontiveros Romero, Susan Swagerty, Sherry Willingham, Pete Rizzo, and Marianne Schmidt.

II. CONSENT AGENDA

BC-1458 Approval of Board minutes for January 27, 2021.

BC-1459 Approval of Check History for January 2021.

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 – 217 Ken Simpson reported on the mass casualty accident on I-35 on Feb 11, 2021 and MedStar's management of significantly higher call volume during the freezing weather and other weather related challenges.

- There were 133 vehicles involved.
- The inter-agency cooperation was excellent to get all the patients triaged and transported to hospitals and reunited with loved ones.
- Matt Zavadsky and PIOs from FWFD and FWPD worked together for public releases.

Dr. Vithalani added that it was a really great job with the coordination all around; all the training and time to develop these relationships went a long way.

Fort Worth experienced a week of unusually low temperatures. During this time the MAEMSA system was able to collaboratively manage significantly increased call volume for EMS, FD & PD.

MedStar's internal teams arranged food, lodging, and basic needs for frontline crews. When MedStar was without running water for 36 hours, we obtained a water shuttle that was filled by a Fort Worth Fire truck. One of MedStar's managers picked up extra O2 for MedStar units and provided tanks to those FROs that requested it.

Dr. Vithalani added that the system was able to successfully manage the weather crisis by employing tools and strategies we have been working on for some time, including utilizing the Ambus for low acuity call and mass patient transport and deploying BLS ambulances. As a result, MedStar was able to respond to all patients that called 911 while some jurisdictions in Texas were not able to do and could not respond to some calls for minor complaints.

Dr. Knebl mentioned that there is still a vulnerability in our community, related to long term care assisted living. Assisted living facilities are not required to have a backup generator nor are retirement communities. Hopefully this will be taken up within the regional emergency preparedness committees at the state wide level. There may be a need for policy changes.

IV. MONTHLY REPORTS

- A. Chief Executive Officer** – Ken Simpson reported that protocol and skills testing were postponed due to the weather challenges. MedStar is providing data to consultants evaluating the City of Burleson's EMS deployment model. Since the pandemic began, there has been a decrease insured patients, resulting in a change in the payor mix.
- B. Office of the Medical Director** – Dr. Veer Vithalani reviewed Tab B. OMD is working on its regularly scheduled protocol update and training with the goal of going live in April or May. The process takes several months as OMD works with each FRO within their own timeframes.

Work continues on the alternate destination pilot and the ET3 program. OMD is ready from clinical perspective but the start date has been pushed back to work through payor source complexities. The pilot program gives low acuity patients access to telemedicine and other interventions as an alternative to transport to the hospital. Good outcomes are expected.

The FRO Credentialing Committee continues to work on adjustments to the credentialing program and training and continuing education to better meet the needs of some of the FROs. The Tiered Response Task force has launched the BLS pilot program and high quality outcomes should continue as more BLS trucks are on the street.

- C. Chief Financial Officer** – The Financial Report is contained in Tab C.
- D. Chief Human Resources Officer** – Leila Peoples reviewed Tab D: HR is conducting back to back New Employee Orientation Programs (NEOP) in January, February, and March, with a total of 48 new employees. The CEO Search Firm's work was slowed by power outages and is a couple of weeks behind. They will have the initial group of up to 10 applicants finalized by early April with recorded interviews and profiles to completed after that and presented to the Recruiting Committee.
- E. Compliance Officer/Legal** – Chad Carr reviewed Tab E.
- F. Chief Operations Officer** – Ken Simpson referred to his earlier report.

G. FRAB – Nothing to report from Chief Spears or Chief Davis.

H. Chief Transformation Officer – Matt Zavadsky reviewed Tab H. The ET3 model was been postponed by a month because of all of the activities and a discussion with CMS regarding the scope of data request. There are currently three proposed bills in the state legislature that authorizes EMTs and Paramedics to carry guns on ambulances. All of them are relatively problematic because they would preclude governmental services from prohibiting EMTs, and Paramedics from carrying handguns on the ambulance.

V. REQUEST FOR FUTURE AGENDA ITEMS

Dr. Byrd would like for Management to prepare a “Lessons Learned” presentation for the Board regarding the accident on I-35 and winter storm. Dr. Byrd also requested a report on the kind of reserve the agency needs to continue a conservative approach and maintain between six months to a year's worth of available working capital.

VI. CLOSED SESSION

There was no closed session.

VII. ADJOURNMENT

The board stood adjourned at 10:46 a.m.

Respectfully submitted,

Janice Knebl
Secretary

**MAEMSA
BOARD COMMUNICATION**

Date: 04.28.2021	Reference #: BC-1459	Title: Approval of Check Register for February and March 2021.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the check register for February and March 2021.

DISCUSSION:

FINANCING:

Submitted by: <u>Kenneth Simpson</u>	Board Action:	- Approved - Denied - Continued until _
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Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

AP Check Details Over 5000.00
For Checks Between 2/1/2021 and 2/28/2021

Check Number	CK Date	Vendor Name	Check Amount	Description
103782	2/3/2021	Innovative Developers, Inc.	21,270.19	Oncor Work Order 3526152
103791	2/4/2021	AT&T	14,430.03	air cards and cellphone
103793	2/4/2021	Bound Tree Medical LLC	10,415.34	Various Medical Supplies
103812	2/4/2021	Medline Industries, Inc.	22,696.18	Various Medical Supplies
103817	2/4/2021	NRS	13,018.07	Collection agency fees
103823	2/4/2021	ReCept Pharmacy	11,064.31	Various Medical Supplies
103828	2/4/2021	T & W Tire	6,439.20	Ram Tires
103830	2/4/2021	The State of Texas	14,567.06	microsoft subscription
103833	2/4/2021	XL Parts	6,397.00	Various Parts
103834	2/4/2021	ZirMed Inc	10,671.32	Verification, Payments, Claims
103837	2/12/2021	Care Now Corporate	5,281.00	Random/New Employee drug screen
103842	2/12/2021	Korn Ferry	59,840.00	engagement
103843	2/12/2021	Logis Solutions	23,870.25	Logis IDS maintenance
103844	2/12/2021	LytX, Inc.	29,299.00	DC enterprise STD purchase
103866	2/12/2021	AT&T	5,815.22	T1 for Radio System
103868	2/12/2021	Bound Tree Medical LLC	23,938.59	Various Medical Supplies
103876	2/12/2021	CyrusONE	7,573.68	charges for march 2021
103881	2/12/2021	EMS Technology Solutions, LLC	14,640.00	narc labels
103887	2/12/2021	ImageTrend	16,076.00	monthly fee Jan
103890	2/12/2021	Logis Solutions	9,624.00	HERE IDS license/ support hour
103891	2/12/2021	Maintenance of Ft Worth, Inc.	6,865.70	Janitorial Supplies/Service
103894	2/12/2021	Medline Industries, Inc.	31,145.23	Various Medical Supplies
103898	2/12/2021	NRS	12,098.57	collection agency fees
103902	2/12/2021	Page Wolfberg & Wirth, LLC	8,550.00	PWW Client connect fee
103903	2/12/2021	Paranet Solutions	8,000.00	office 365 migration
103905	2/12/2021	ReCept Pharmacy	5,004.80	Various Medical Supplies
103922	2/12/2021	XL Parts	17,228.11	Various Parts
103967	2/25/2021	All-Pro Construction & Commerical	9,539.87	car wash PM labor
103974	2/25/2021	Bound Tree Medical LLC	17,380.72	Various Medical Supplies
103982	2/25/2021	Dell Marketing LP	8,443.98	New Laptop
103993	2/25/2021	ImageTrend	10,000.00	VAX module annual Fee
103996	2/25/2021	LytX, Inc.	8,300.04	LytX
103999	2/25/2021	Medline Industries, Inc.	21,539.33	Various Medical Supplies
104009	2/25/2021	ReCept Pharmacy	21,956.41	Various Medical Supplies
104016	2/25/2021	Teleflex Medical	7,459.50	Various Medical Supplies
104018	2/25/2021	U.S. Lawns	5,287.19	Lawn Services
599992	2/1/2021	Frost	39,363.52	Frost Loan #39001
645004	2/18/2021	WEX Bank	64,752.73	Fuel - Jan
659157	2/24/2021	UT Southwestern Medical Center	12,833.33	Contract Services - B Miller
660034	2/24/2021	UMR Benefits	46,307.45	Health Insurance Premium - Feb
2012021	2/1/2021	Frost	38,540.62	Frost Loan #4563-001
2022021	2/2/2021	Frost	61,053.88	Frost Loan #30001
15360218	2/21/2021	American Express	5,919.67	Credit Card Bill
502755568	2/5/2021	Texas Dept of State Health Svcs - EMS	11,670.00	Renewal of EMS Provider Licens

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

AP Check Details Over 5000.00
For Checks Between 3/1/2021 and 3/31/2021



Check Number	CK Date	Vendor Name	Check Amount	Description
104026	3/4/2021	Airgas USA, LLC	7,660.30	oxygen
104042	3/4/2021	Bound Tree Medical LLC	22,304.46	medical supplies
104044	3/4/2021	Cambridge Group	52,324.73	radio chargers
104047	3/4/2021	City of Fort Worth	51,334.93	radio system upgrade
104053	3/4/2021	Direct Energy Business	7,029.11	electric service
104055	3/4/2021	Ferno	7,315.07	new vehicle equipment
104057	3/4/2021	Fort Worth Heat & Air	5,281.33	baldor 40 HP motor
104061	3/4/2021	Innovative Developers, Inc.	30,294.98	car wash
104066	3/4/2021	Medline Industries, Inc.	85,442.14	medical supplies
104067	3/4/2021	Mobile Wireless, LLC	19,031.00	NetMotion maintenance renewal
104083	3/4/2021	Paranet Solutions	50,209.16	monthly billing for Feb
104089	3/4/2021	Teleflex Medical	17,554.80	medical supplies
104091	3/4/2021	Tyler Technologies	122,165.00	application services
104096	3/4/2021	Zoll Data Systems Inc	7,283.59	rescue net qrtly billing
104097	3/4/2021	Zoll Medical Corporation	11,641.22	monitor supplies
104099	3/4/2021	AT&T	7,396.05	Telephone services
104100	3/4/2021	AT&T	13,135.84	air cards and cellphone
104103	3/4/2021	The State of Texas	25,253.41	microsoft subscription
104115	3/11/2021	AT&T	5,815.22	T1 for Radio System
104118	3/11/2021	AT&T	7,958.20	Point to Point Circuit
104121	3/11/2021	Care Now Corporate	6,672.00	Random/New Emp Drug Screen
104137	3/11/2021	ImageTrend	14,676.00	monthly fee Feb
104142	3/11/2021	Maintenance of Ft Worth, Inc.	7,852.33	Janitorial Services and Supplies
104145	3/11/2021	Medline Industries, Inc.	36,270.40	medical supplies
104149	3/11/2021	Mutual of Omaha	5,399.37	Critical Care/Accident
104150	3/11/2021	NRS	16,495.06	collection agency fees
104160	3/11/2021	Paranet Solutions	5,187.52	office 365 migration
104172	3/11/2021	TML Intergovernmental Risk Pool	8,885.64	liability deductible
104176	3/11/2021	XL Parts	6,631.81	Various Parts
104177	3/11/2021	ZirMed Inc	9,951.64	Verification, Invoices, Claims
104186	3/18/2021	Bound Tree Medical LLC	17,471.37	medical supplies
104201	3/18/2021	Medline Industries, Inc.	7,588.07	medical supplies
104211	3/18/2021	Paranet Solutions	49,967.72	monthly billing March
104214	3/18/2021	ReCept Pharmacy	8,527.53	medical supplies

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

AP Check Details Over 5000.00
For Checks Between 3/1/2021 and 3/31/2021



Check Number	CK Date	Vendor Name	Check Amount	Description
104256	3/25/2021	All-Pro Construction & Commerical	6,346.03	monthly fence and gate inspect
104276	3/25/2021	CyrusONe	7,573.68	charges for April 2021
104283	3/25/2021	Logis Solutions	19,455.56	Quartely Maintenance
104287	3/25/2021	Medline Industries, Inc.	41,273.90	medical supplies
104289	3/25/2021	Modern Mobility	333,259.30	New Trucks
104297	3/25/2021	School of EMS	5,850.00	Paramedic School - E Antio
104304	3/25/2021	Stryker	77,910.12	cot parts
104306	3/25/2021	Teleflex Medical	8,800.00	medical supplies
104317	3/30/2021	AT&T	12,850.39	aircards and cellphone
104319	3/30/2021	Innovative Developers, Inc.	75,051.17	car wash
104320	3/30/2021	MetLife - Group Benefits	38,007.07	Dental/Vision/Life Insurance
674597	3/1/2021	Frost	39,363.52	Frost Loan #39001
732200	3/19/2021	WEX Bank	72,360.89	Fuel Bill
753091	3/29/2021	UT Southwestern Medical Center	12,833.33	Contract Services - B Miller
756776	3/30/2021	UMR Benefits	48,209.55	Health Insurance - March 2021
3012021	3/1/2021	Frost	61,053.88	Frost Loan #30001
3022021	3/2/2021	Frost	38,540.62	Frost Loan #4563-001
730030921	3/9/2021	American Express	34,961.11	Credit Card Bill

**MAEMSA
BOARD COMMUNICATION**

Date: 04/28/2021	Reference #: BC-1460	Title: Approval of ADP SAAS for HCM
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RECOMMENDATION:

It is recommended that the Board of Directors authorize the Interim CEO to enter a contract with ADP for the purchase of integrated human resources software as service in an amount not to exceed 350,000/year.

DISCUSSION:

The ADP software will replace existing disparate software systems, increasing efficiency and lowering cost. Please see SBAR for details.

FINANCING:

An initial expenditure of up to \$90,000.00 will be required for implementation and integration, with an ongoing annual cost of \$255,236. This amount is less than the amount budgeted for the software currently in use. Management anticipates a savings of approximately \$200,000 over the next 3 years, in decreased labor and software cost plus increased efficiency in the performance of the affected functions.

Submitted by: <u>Leila Peeples & Ken Simpson</u>	Board Action:	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____

MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE	REQUISITIONER	DEPARTMENT	COST CENTER	ACCT CODE	CAPITAL TRACKING #
04/28/2021	Leila Peeples	HR	60010		BC-1460

Budgeted Funds?	IF YES - LIST BUDGET NUMBER (s)							
	<input type="checkbox"/>	Yes	BUDGET #	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
	<input type="checkbox"/>	No		\$345,686				

PROJECT TITLE: ADP Comprehensive Services	CAPITAL CATEGORY:	1	2	3
	Choose "X" only one (priority)			

DESCRIPTION OF ITEMS BEING REQUESTED:

ADP Comprehensive Services. A Payroll and Human Capital Management (HCM) solution to replace the current Payroll, HRIS, Talent Management, Time & Attendance, and Applicant Tracking systems. The solution also includes FMLA and Benefits management solutions.

\$25,523.62- Monthly recurring service fee (3 year term)
 \$70,450 - Non recurring one time implementation
 \$20,000 - Contingency

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

The requested solution will yield annual cost savings compared to the systems being replaced as noted below, which reflect a discount of two months/year from ADP.

	Year 1 w/ Implementation Costs	Year 2	Year 3
ADP	\$325,686	\$255,236	\$255,236
Current HR Systems & Payroll Costs	\$351,298	\$351,298	\$351,298
Total Savings	\$25,612	\$96,062	\$96,062

***** PURCHASE REQUISITION(s) & ALL QUOTES/CONTRACTS/LEASE DOCUMENTS MUST BE ATTACHED *****

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED COST (Tax Exempt)	\$	345,686
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual}
	CHIEF EXECUTIVE OFFICER	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	345,686
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				



Situation, Background, Assessment, & Recommendation (SBAR)

<p>S</p>	<p><i>Situation</i></p> <p>MedStar's current management of multiple HR systems is done manually resulting in data input into multiple locations/software systems. The current HRIS is limited in capacity and does not provide leadership with access to critical employee data. Payroll is not tied to time and attendance, which results in a manual upload biweekly to process payroll. This leads to organizational disruption through lack of technology efficiencies and tools with current vendors. The primary objectives of this movement are to provide link all critical human capital management systems in a single solution.</p>
<p>B</p>	<p><i>Background</i></p> <p>Human Resources utilizes several systems to provide service to MAEMSA employees. These systems encompass payroll, benefits, online training, scheduling and onboarding. Unfortunately, many of these systems do not effectively communicate with each other, and, in many cases, there is a lot of manual work left to do.</p>
<p>A</p>	<p><i>Assessment</i></p> <p>Five qualified vendors were reviewed. The suggested vendor provides a unified software solution for all Payroll and HCM functions with a single provider. ADP offers a comprehensive service that will aggregate many of these services and eliminate a significant amount of manual work in the process. When completed the ADP system will provide a much more streamlined product to the end user and other enhancements such as:</p> <ul style="list-style-type: none"> • Expanded customer service hours for employees to get answers to HR questions. • Decreased manual work to process payroll. • Automated personnel management process. • App based service through which employees can access the ADP system. • Ongoing compensation review and support. • Ongoing support from subject matter experts for FMLA, LOA, ADA, etc. <p>FINANCING:</p> <p>ADP offers their service through OMNIA Partners, a public sector group purchasing organization. Tyler Munis, who provides our inventory and financial software, included modules for some of these HR programs, but they were non-functioning for MedStar, so they were removed from the last invoice resulting in a savings of approximately \$25,000. Additionally, consolidating services into ADP will save over \$17,000 in labor and software costs in year one and almost \$100,000 in labor and software savings will be realized in year 2.</p>

R*Recommendation*

Based on the executive team's assessment we are recommending ADP as the preferred Payroll and HCM provider. ADP is a comprehensive global provider of cloud-based Human Capital Management solutions and Business Process Outsourcing (BPO) services and have been in business since 1949. They specialize in meeting the HR, payroll, talent, and benefit administration needs of organizations globally, including healthcare organizations. There are three statements of work which include; on boarding, project completion and a managed services agreement as well as a master services agreement that provides the legal structure for the statements of work. These collective documents outline the following services:

- ADP Payroll Services – delivered via ADP Workforce Now
- ADP Comprehensive Services:
- Benefits Services – delivered by ADP Workforce Now
- ADP Compliance on Demand
- ADP DataCloud
- ADP Document Cloud
- ADP Marketplace
- ADP Time and Attendance Services
- Employment Verification Services
- ESS & MSS Technology
- Essential ACA Services
- History Conversion Services
- Human Resources Administration Services – delivered via ADP Workforce Now
- Participant Solution Center Support
- Talent Acquisition Solutions – delivered via ADP Workforce Now
- Talent Activation Services – delivered via ADP Workforce Now
- Talent Management Solutions – delivered via ADP Workforce Now
- Total Absence Management Services
- Project completion as outlined in the Services Agreement
- Support during ramp up time for the full Managed Services
- Reoccurring meetings between the CHRO, ADP and other MedStar representative to provide additional opportunities to collaborate, address and resolve issues, and set expectations.
- Escalating consequences associated with failure to meet expected performance levels

ADP spent a significant amount of time listening to the needs of MedStar and developing a comprehensive proposal to address those needs. The selection of ADP as MedStar's Comprehensive Services Provider will help to advance MedStar's innovative efforts and provide stability to our HR environment. For these reasons we respectfully request the MAEMSA Board of Directors to approve the contract between ADP and MedStar Mobile Healthcare for HR Comprehensive Services.

**MAEMSA
BOARD COMMUNICATION**

Date: 04/28/2021	Reference #: BC-1461	Title: Support Vehicle Replacement
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RECOMMENDATION:

It is recommended that the Board of Directors approve the purchase of four support vehicles in an amount not to exceed \$394,226.00 to replace four vehicles that are currently past their end of life from Wildfire Truck and Equipment, LLC. This price includes the price of the vehicles plus a 10% contingency.

DISCUSSION:

In the 19-20 fiscal year it was determined to be prudent to delay the purchase of two support vehicles. The vehicles being requested will be equipped with a remountable bed cap that will include temperature-controlled compartments. These vehicles will replace gasoline Chevrolet Tahoes and are expected to last longer, with fewer mechanical issues due to the diesel engines and heavier duty suspension components.

The vehicles are being purchased from Wildfire Truck and Equipment, LLC. in Alvarado, TX through their buy board participation.

FINANCING:

There is a global shortage of microchips that are integral to the production of vehicles. As such the price of vehicles has increased as the supply has diminished. Between the 2019/20 and 2020/21 fiscal years a total of \$308,560 was budgeted for these vehicles. There are surplus dollars in the capital budget as \$375,000 was budgeted to replace stretchers this year, but the stretchers will not be eligible for replacement until the 21/22 fiscal year.

Submitted by: <u>Kenneth Simpson</u>	Board Action:	<input type="checkbox"/> Approved
		<input type="checkbox"/> Denied
		<input type="checkbox"/> Continued until _____

MedStar REQUEST FOR CAPITAL EXPENDITURE (RCE)

DATE	REQUISITIONER	DEPARTMENT	COST CENTER	ACCT CODE	CAPITAL TRACKING #
04/28/2021	Ken Simpson	Ops	980000		BC-1461

Budgeted Funds?	<input checked="" type="checkbox"/> Yes	IF YES - LIST BUDGET NUMBER (s)					
	<input type="checkbox"/> No	BUDGET #	AMOUNT	MONTH	BUDGET #	AMOUNT	MONTH
			\$394,226				

PROJECT TITLE: Support Vehicle Replacement	CAPITAL CATEGORY: Choose "X" only one (priority)			
	<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"><input type="checkbox"/> 1</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> 2</td> <td style="width: 33%; text-align: center;"><input type="checkbox"/> 3</td> </tr> </table>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3		

DESCRIPTION OF ITEMS BEING REQUESTED:

Four support vehicles are due for replacement. Their replacements will be Ram 2500 trucks from Wildfire Truck and Equipment, LLC. The bed caps are re-mountable, and the vehicles should hold up better than the current Tahoe's. The Requested amount includes a 10% contingency for incidentals or price changes that may occur.

QUALITATIVE JUSTIFICATION: (Attach supporting documentation if necessary)

Please see attached documents. \$358,386.96 + \$35,839 (10% contingency). Aggregate will come from Support Vehicle Replacement line item in capital budget of \$308,560 and a portion of the \$375,000 for stretcher replacement as that won't occur until next fiscal year.

***** PURCHASE REQUISITION(s) & ALL QUOTES/CONTRACTS/LEASE DOCUMENTS MUST BE ATTACHED *****

DATE	SIGNATURES	REQUESTED EXPENDITURE		
	DEPT./DIRECTOR LEVEL:	PROPOSED CAPITAL (Tax Exempt)	\$	394,226
	CHIEF FINANCIAL OFFICER	OTHER RELATED EXPENSE (EXPLAIN ABOVE)	\$	{Annual}
	CHIEF EXECUTIVE OFFICER	PROPOSED PROJECT TOTAL (Total of capital & other exp.)	\$	394,226
	CHAIRMAN OF THE BOARD OF DIRECTORS	Opened:	Closed:	Actual:
Revised 09/12				

PRODUCT PRICING SUMMARY BASED ON CONTRACT
BUYBOARD #601-19
Grapevine Dodge Chrysler Jeep 2601 William D Tate, Grapevine, TX 76051

End Use: MEDSTAR
 Contact: DON
 Phone/Email: DON@WILDFIRETRUCK.COM
 Product Description: 2500 CREW CAB 4X2 R2

Rep: Dennis Thomas
 Phone: 817-410-7541
 Email: dthomas@grapevinedcj.com
 Date: 04/21/2021

A. Bid Series 2500 A. Base Price: 23,966

B. Published Options [Itemize each below]

Code	Options	Bid Price	Code	Options	Bid Price
DJ2L91	CREW CAB 4X2 SHORT BED	3905	2HA	TRADESMAN DIESEL/AUTO	9,118
PAU	GRANITE	NC	V9X9	CLOTH SEATING/VINYL FLOOR	306
BAJ	220A ALTERNATOR	97	XHC	BRAKE CONTROLLER	286
DSA	ANTI SPIN AXLE	432	JPE	LUMBAR SUPPORT	92
GPG	TOW MIRRORS	189			
Total of B. Published Options:					14,425

C. Unpublished Options

\$= 0.0%

Options	Bid Price	Options	Bid Price
WILDFIRE UPFIT 4/21/2021	48,852.74		
FAN 010FN			
Total of C. Unpublished Options:			48,852.74

D. Pre-delivery Inspection:		
E. Texas State Inspection:		\$
F. Manufacturer Destination/Delivery:		\$
G. Floor Plan Interest (for in-stock and/or equipped vehicles):		\$502
H. Lot Insurance (for in stock and/or equipped vehicles):		\$251
I. Contract Price Adjustment: <u>EST 2021-2022 COST INCREASE</u>		\$1,500
J. Additional Delivery Charge: _____ miles		FOB WILDFIRE
K. Subtotal:		\$89,496.74
L. Quantity Ordered <u>4</u> x K =		\$357,986.96
M. Trade in: _____		
N. BUYBOARD Administrative Fee (\$400 per purchase order)		\$400.00
O. TOTAL PURCHASE PRICE INCLUDING BUYBOARD FEE		\$358,386.96

WILDFIRE TRUCK & EQUIPMENT SALES

5313 Big Six St

Alvarado, TX 76009

888-452-2701 fax 817-783-3038

Quote for Grapevine DCJR

Medstar Ram 2500 Pick Up

April 21, 2021

Chassis Add Ons

Spray Pick Up Bed with Line-X

Front End Replacement Brush guard with receiver Tube

Black Step / Nerf Bars for Crew Cab

Snug Pro CHU Topper Cab High White Topper

No Front Window

LH Lift Up Door No Boxes Inside

RH Lift Up Door No Boxes Inside

Rear Lift Up Door No Glass Window

Double Rear Doors

Camera & Harness for Ram

70" Extend O Bed Slide out with Medstar modified Carrier 1250 lb. Capacity

Medstar Graphics and Striping Package

Warning &Electrical:

1-Whelen Liberty Red / White Lightbar 54" 16 LEDs with Alley Lights and Take Down Lights

1-Whelen CEN-COM Carbide Siren Amplifier & Switch Control with Dual Tone Siren

2-Whelen SA315P Siren Speakers with mounting brackets

4-Whelen M4D Series Red / White with Clear Lens, Lower Front Warning Lights

2-Whelen M4D Series Red / White with Clear Lens, Front Intersector Warning Lights

2-Whelen M4D Series Red / White with Clear Lens, Rear Intersector Warning Lights

4-Whelen MCRNSR Series Red Warning Lights two each side above step bars

2-Whelen IONSMR Series Red / Amber Lower Rear Warning Lights, mounted to Topper

2-Whelen IONSMR Series Red Upper Rear Warning Lights, mounted to Topper

2-Whelen IONSMB Series Blue Upper Rear Warning Lights, mounted to Topper

2-Whelen IONSMA Series Amber Upper Rear Warning Lights, mounted to Topper

2-Whelen MCRNSK Series Red / Amber Lower Rear Warning Lights mounted at License Plate

4-Whelen ION3VR Series Red Upper Side Warning / Scene Lights two each side of Topper

1-WBUA97 Back Up Alarm

2-Whelen F36PC Interior LED Lights for inside of rear topper

2-Whelen F45PC Interior LED Lights for inside of each side door of topper

1-Plastix Plus Console with Arm Rest and locking storage box

1-Kussmaul Auto Charge 1000 with Super Auto Eject and Red Deluxe cover with display mounted rear of truck

Warning &Electrical: (continued)

- 1-Rigid E Series 10" Off Road LED Flood Light mounted to front end replacement
- 1-Kussmaul Freedom 3000 Inverter with remote switch
- 1-Kussmaul Auto Interlock II Power Transfer Switch
- 1-12V fuse panel on Extend-O-Bed
- 1-120V power outlet on Extend-O-Bed
- 4-Whelen Red / White LED Dome Light one above each seat
- 1-Dometic Penguin II 13,500 BTU AC/Heat Pump with thermostat installed
- 1-Install Customer supplied Radio coax
- 1-Install Customer supplied GPS antenna
- 1-Install Customer supplied cooler on Extend O Bed

TOTAL

\$48,852.74

Don Gibson

don@wildfiretruck.com

Daniel Rivera

drivera@wildfiretruck.com

David Evans

david@wildfiretruck.com



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

During the February 24, 2021 MAEMSA Board meeting, it was requested that the topic of cash reserve account requirements be added to the April 28, 2021 MAEMSA agenda.

The initial conversation should be around the definition of reserves, as what some have commonly referred to as MAEMSA’s reserves is the sum of all cash in all MAEMSA’s funds, rather than funds reserved for special purposes, including emergencies. We need to define what will be funds will be counted—or need to be reserved—and then determine the appropriate amount.

The purpose of reserves is to provide an organization or government a financial cushion for times of economic uncertainty, whether caused by cash flow interruptions, unforeseen increased expenses, or a combination of both. Some of our member cities have emphasized that they will require as much advance notice as possible to budget for necessary financial contributions to the MAEMSA system. An appropriate level of reserves should be a buffer against unbudgeted and episodic needs for such contributions.

The use of cash reserves should be limited to disbursements necessary to maintain an organization’s operations without impairing the organization’s ability to make payroll, impair bank covenants, or causing it to otherwise default on its obligations.

The following table shows MAEMSA’s current cash position:

MAEMSA’S TOTAL CASH POSITION	
Unrestricted Cash (Payroll, Operating expenses, etc.)	\$10,748,093
Loan Covenant- Restricted	\$8,000,000
EPAB Account- Restricted	\$475,471
2020-21 Remaining Budgeted Capital Requirements	
Capital Fund (vehicles & equip)	\$3,738,680
Total Restricted and Operating Cash	\$22,962,244

The above chart does not include the debt that MAEMSA currently holds, which is summarized in the following table:

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Long & Short-Term Debt	
Alta Mere Loan	\$ 3,832,844
North. Deployment Center Loan	\$ 5,978,528
19-20 Ambulance Lease	\$ 1,927,720
Total Debt	\$ 11,739,092

MAEMSA's average monthly expense is \$4,102,122. There are several expenses such as insurance, taxes, and employee incentive payments which are paid annually or quarterly, so the expenses for the months in which those payments are made may exceed the average monthly expense amount while other months may have lower expenses.

RECOMMENDATION FOR DEFINITION OF RESERVE: The Interlocal requires the MAEMSA Board to establish a "prudent operating reserve of cash or cash equivalents." As the cash reserve is intended to be an "operating reserve," it would be appropriate and fiscally prudent to define it as that amount of unrestricted cash that is available for operational expenses. This reserve would be in addition to other reserves required to fund any applicable covenants and capital requirements because those reserves are not available for operational expenses. The reserve amount should be allowed to be placed in an appropriate investment vehicle, such as a certificate of deposit, provided it can be quickly accessed if needed for an emergency.

THE REQUIRED RESERVE BALANCE

The interlocal agreement signed by the 15 member cities requires that MAEMSA maintain minimum cash reserves equal to three months of operating expenses. The Interlocal's reserve requirement is the minimum amount of reserves that may be approved by the Board.

When determining an acceptable reserve amount, it is customary to consider financial risks and cash flow challenges.¹

Assessment of financial risk should include the following questions:

- Is the Authority dependent on volatile revenue sources?
- Is the Authority's revenue dependent on a small number of payers?
- Does the Authority's billing cycles create cash flow fluctuations?
- Is the Authority vulnerable to disasters that might require unbudgeted capital outlay?
- Will lenders or credit agencies be evaluating the Authority's fund balance levels?
- If the Authority's fund balance is insufficient, how long will it take to accumulate the desired amount?

¹<https://mrsc.org/Home/Explore-Topics/Finance/Finance-Policies/Fund-Balance-and-Reserve-Policies.aspx>

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WHAT DO OTHER SERVICES DO?

Five other Public Utility Models were surveyed, four of them required reserves sufficient to cover at least three months of operating expenses.² A comparison of these systems is in the table below. The one system not required to reserve at least three months of unrestricted cash nonetheless carries a reserve of 6 months of unrestricted cash.

Service	Reserve required	Annual Subsidy Amount	Note
Medic Ambulance, Charlotte, NC	3 months	\$15,000,000	Subsidy includes 1.9 million in Coronavirus aid.
Sunstar (Pinellas County, FL)	3 months	\$66,000,000	Subsidy distributed across the EMS system through a taxing district.
Richmond Ambulance Authority (Richmond, VA)	1 month	\$5,000,000	Carries 6 months of unrestricted cash
Regional EMS Authority (Reno, NV)	3 months	-	
Three Rivers Ambulance Authority (Fort Wayne, IN)	3 months	-	

Similarly, the City of Fort Worth maintains reserves on a variety of different accounts ranging from 10% of the fund balance to 2-3 months of the highest projected month’s expenses, with a goal of 150 days cash on hand for enterprise and working capital reserves.³

BENEFITS OF RESERVES:

As previously mentioned, MAEMSA’S member cities have expressed their desire to have as much notice as possible should conditions change that prevent MAEMSA from being self-sufficient, either on an episodic or continuing basis. The size of the reserve account directly correlates to the amount of notice that can be provided. An adequate reserve balance also allows MAEMSA to better weather financial challenges such as the temporary cash flow challenge that occurred this

² Medic ambulance in Charlotte, NC, Pinellas County, FL, REMSA in Reno, NV, Three Rivers Ambulance Authority in Fort Wayne, IN all require 3 months reserves and Richmond Ambulance Authority requires one month reserves.

³ <https://www.fortworthtexas.gov/files/assets/public/planning-data-analytics/documents/budget-analysis/fy2020-budget/financial-management-policies.pdf>

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month, when Medicare suspended paying providers for 2 weeks, awaiting Congressional action on Sequestration.

Additionally, a strong reserve account helps increase MAEMSA's creditworthiness, which allows MAEMSA to access better credit facilities on more favorable terms, allowing for easier cash management, such as through financing capital purchases (e.g., ambulances) when prudent.

RECOMMENDATION: MAEMSA's reserves should follow the guidance of the interlocal and be no less than the highest three months of operating expenses with a maximum of six months of operating expenses. Any amount exceeding the six-month requirement should be used to pay down debt. If MAEMSA is debt free, then additional amounts should be used to fund capital purchases or other system enhancements.

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Tab A – Chief Executive Officer

Tab B –Office of the Medical Director



Discussion

- ET3
- Credentialing Committee
- Tiered Response Task Force
- Protocol Update

M.E.D.S. Committee

- Next meeting May 18

Education and Training

- OMD 20Q3 & Q4 CE – Is almost complete across the System
- OMD 21Q1 CE – Mar/Apr – Skills verification and new protocol exam
 - Moving forward CE will have a skills verification portion

Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS	Course Challenges
MedStar	32	5	6	38	19	3
FRO	1	0	2	3	2	115
External	0	0	0	3	7	0

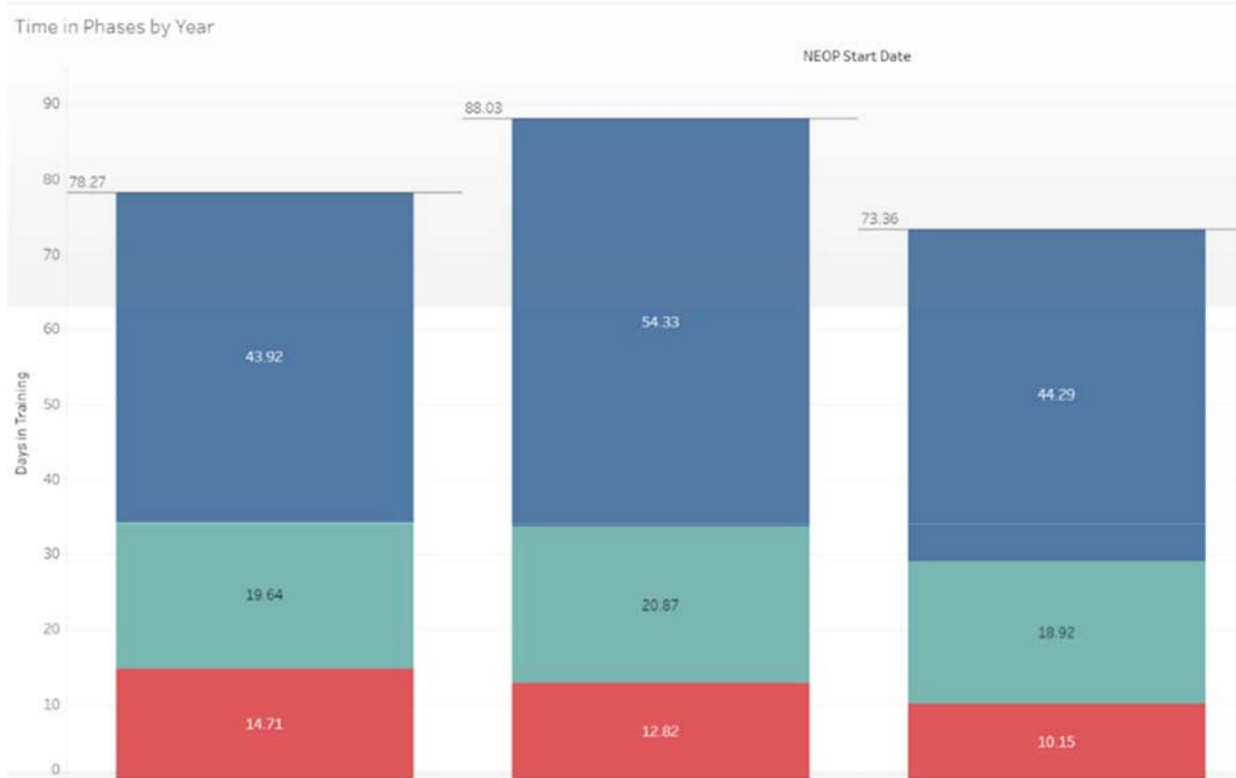
Credentialing

- MedStar protocol go-live April

2021	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	19	6	0	1	12
Adv Upgrade	6	1	1	0	4
Basic	32	10	0	2	20
FRO	75	8	0	0	67

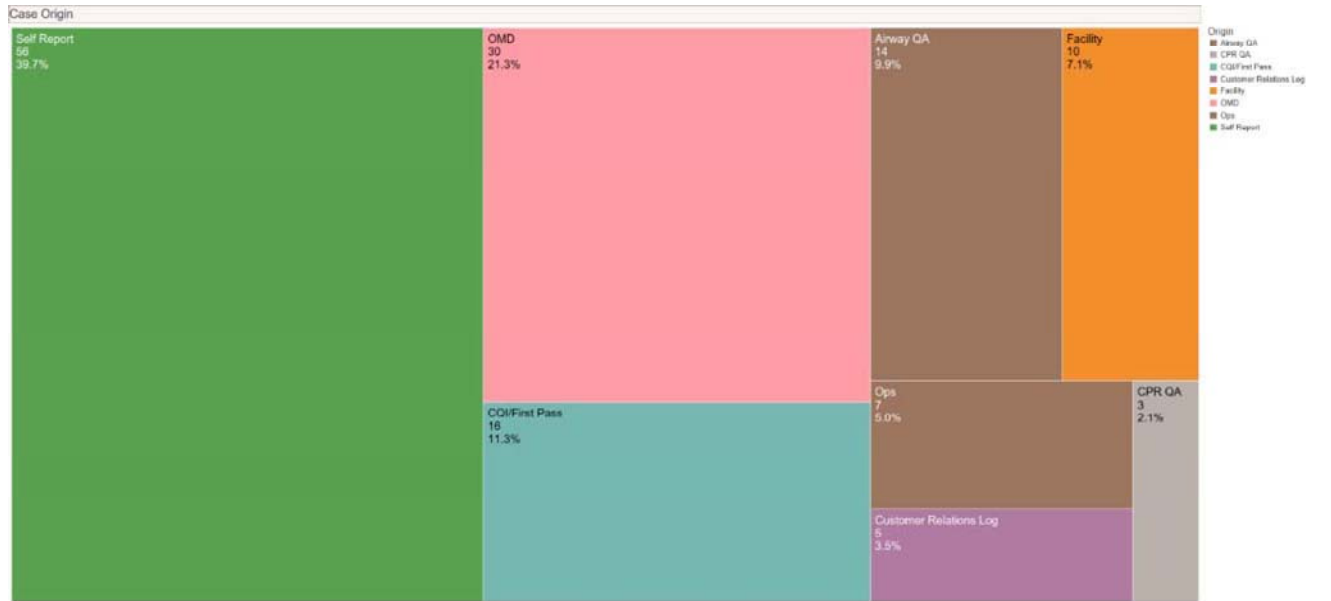
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

- Overall Credentialing – Time in training by phase



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QA



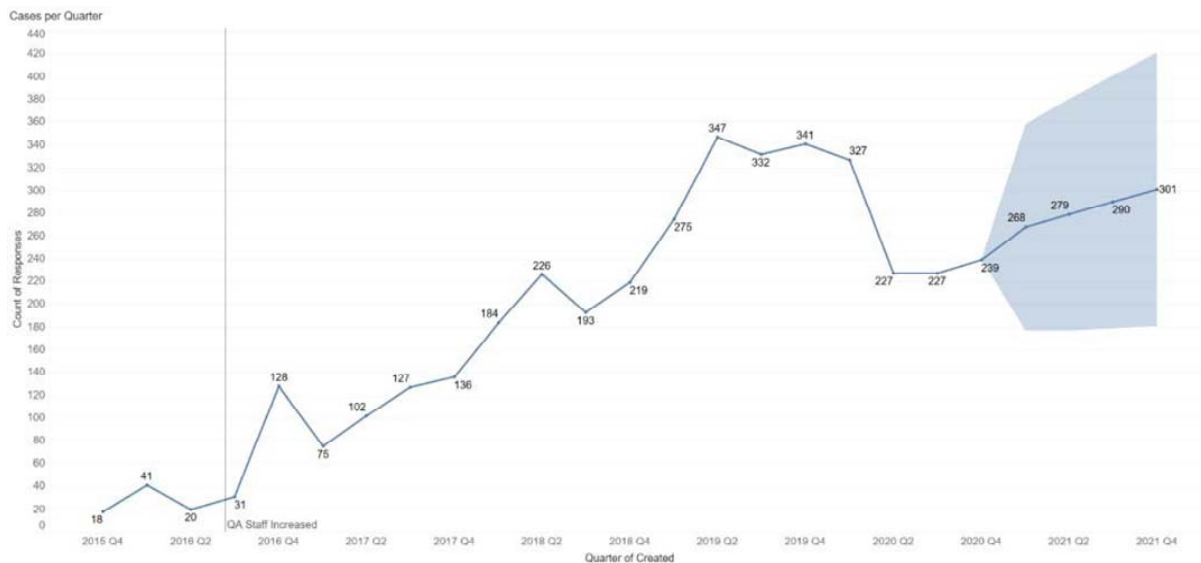
Case Acuity

	January 2021	February 2021
High	5 (7.2%)	2 (2.8%)
Moderate	14 (20.3%)	18 (25.0%)
Low	48 (68.7%)	52 (72.2%)
Non QA/QI	4 (5.8%)	
Grand Total	69 (100.0%)	72 (100.0%)

Data Current as of 3/18/2021 4:02:14 AM

Case Disposition

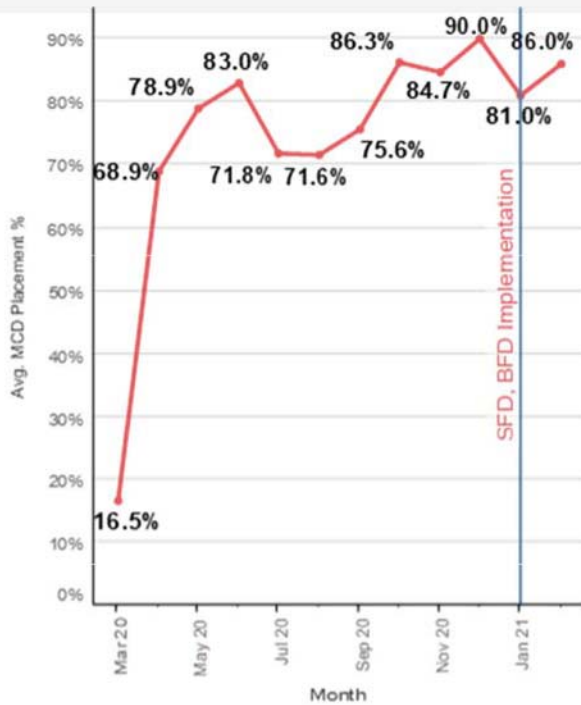
	January 2021	February 2021
Clinically Appropriate	3 (4.2%)	1 (1.4%)
Needs Improvement	34 (49.3%)	51 (70.8%)
Forwarded	0 (0.0%)	4 (5.6%)
No Fault	18 (26.1%)	13 (18.1%)
Pending	8 (11.6%)	3 (4.2%)
Grand Total	69 (100.0%)	72 (100.0%)



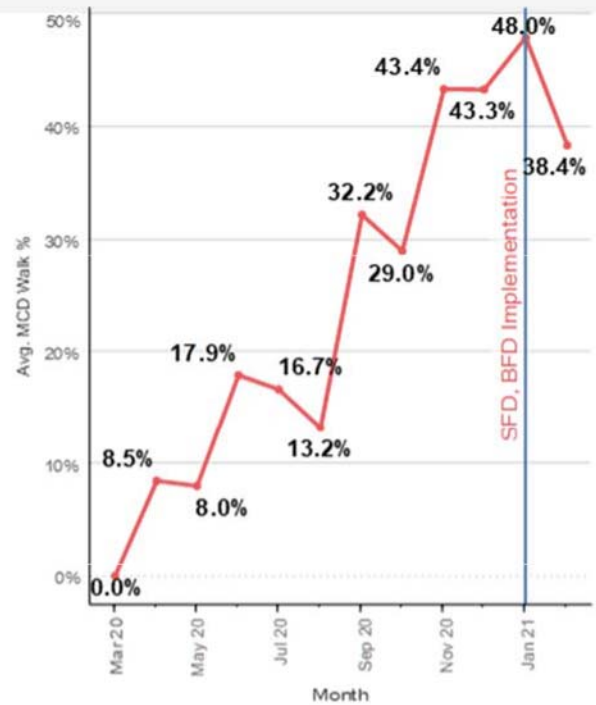
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- MCD

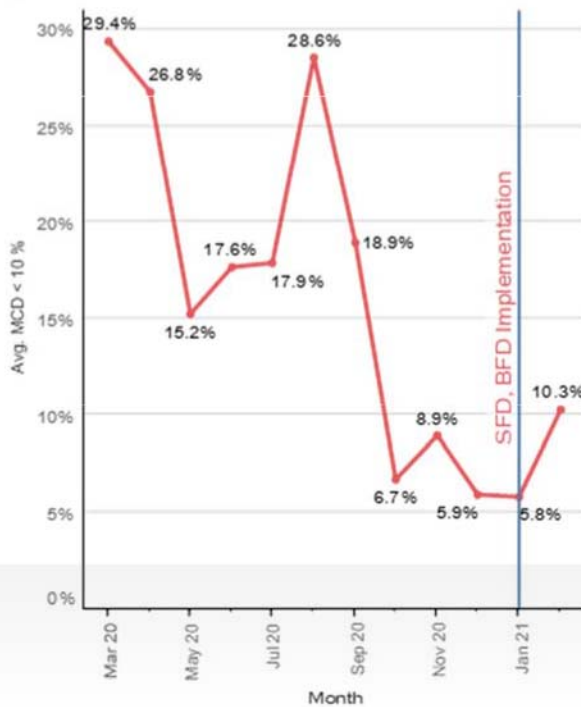
% of Cardiac Arrest w/ MCD Placement



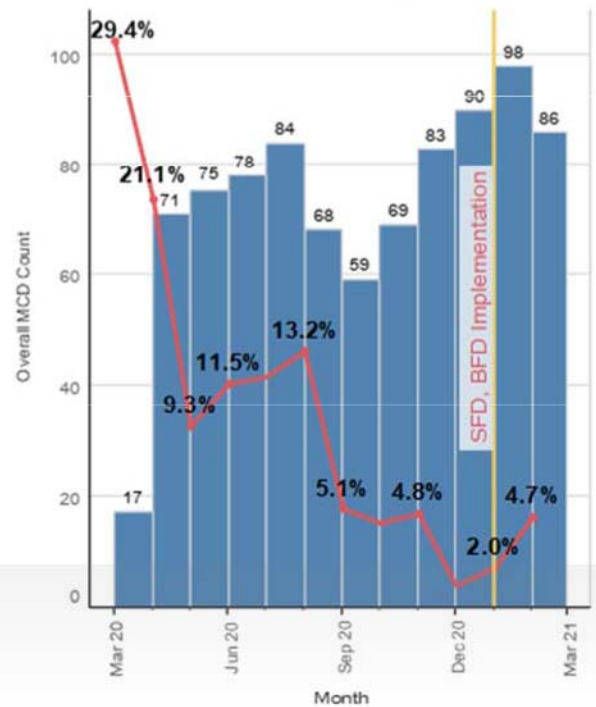
% of MCD Placements with "Walk"



% of MCD Placement < 10 sec

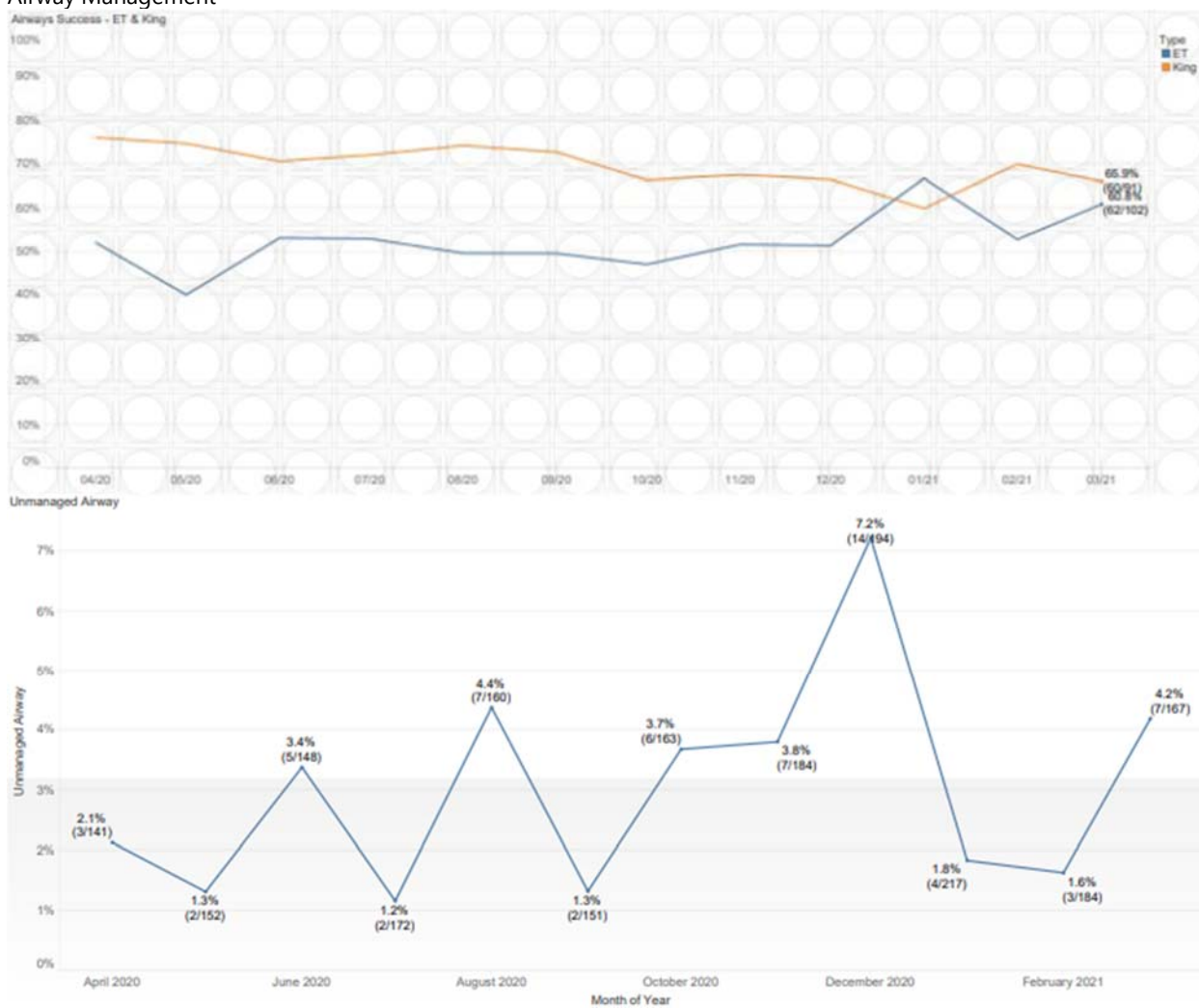


"Error Free" MCD Placement %



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- Airway Management



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- T-CPR

Percentage of OHCA Identified by PSAP



Percentage of Recognized OHCA Receiving T-CPR



Median Time Between 9-1-1 Call and OHCA Recognition

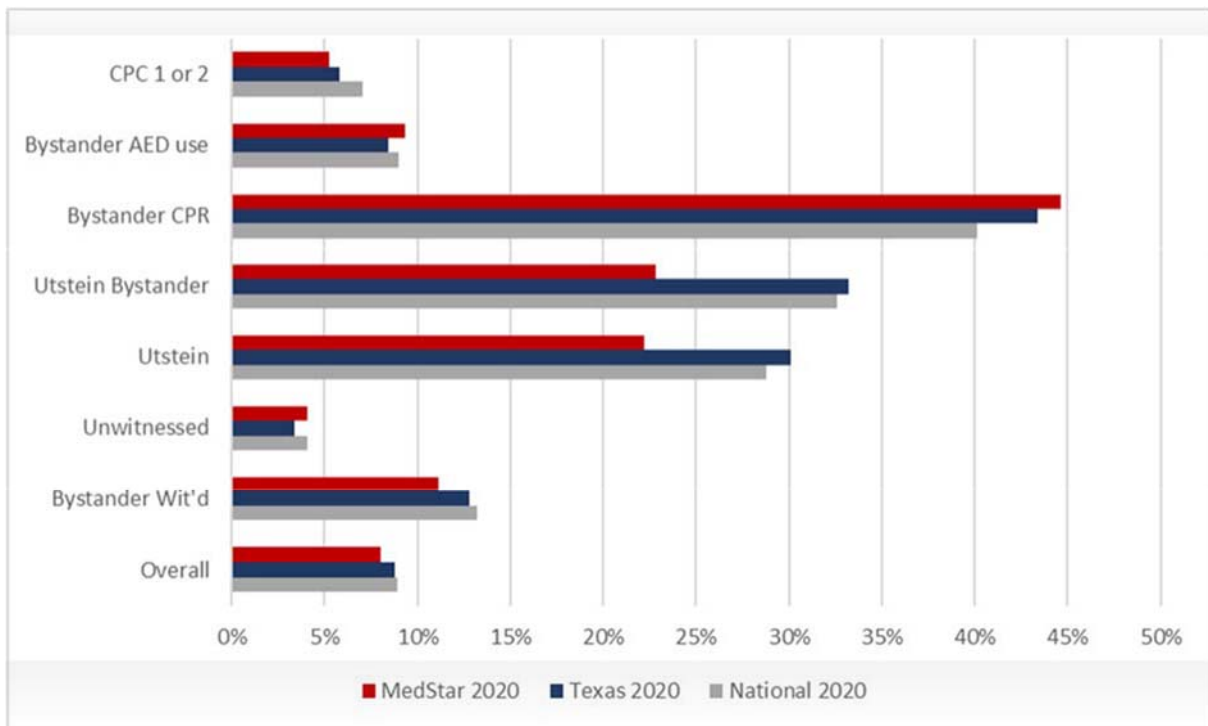


Median Time Between 9-1-1 Call and First T-CPR-Directed Compression



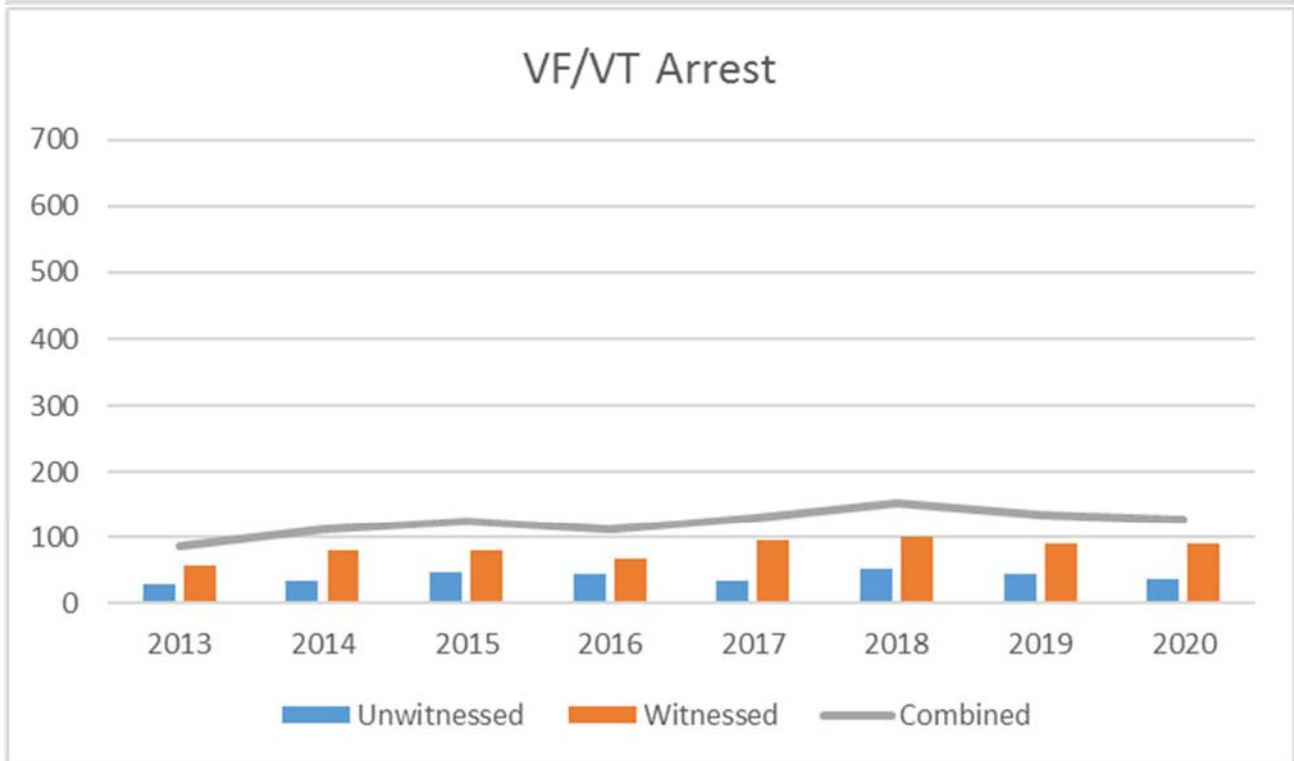
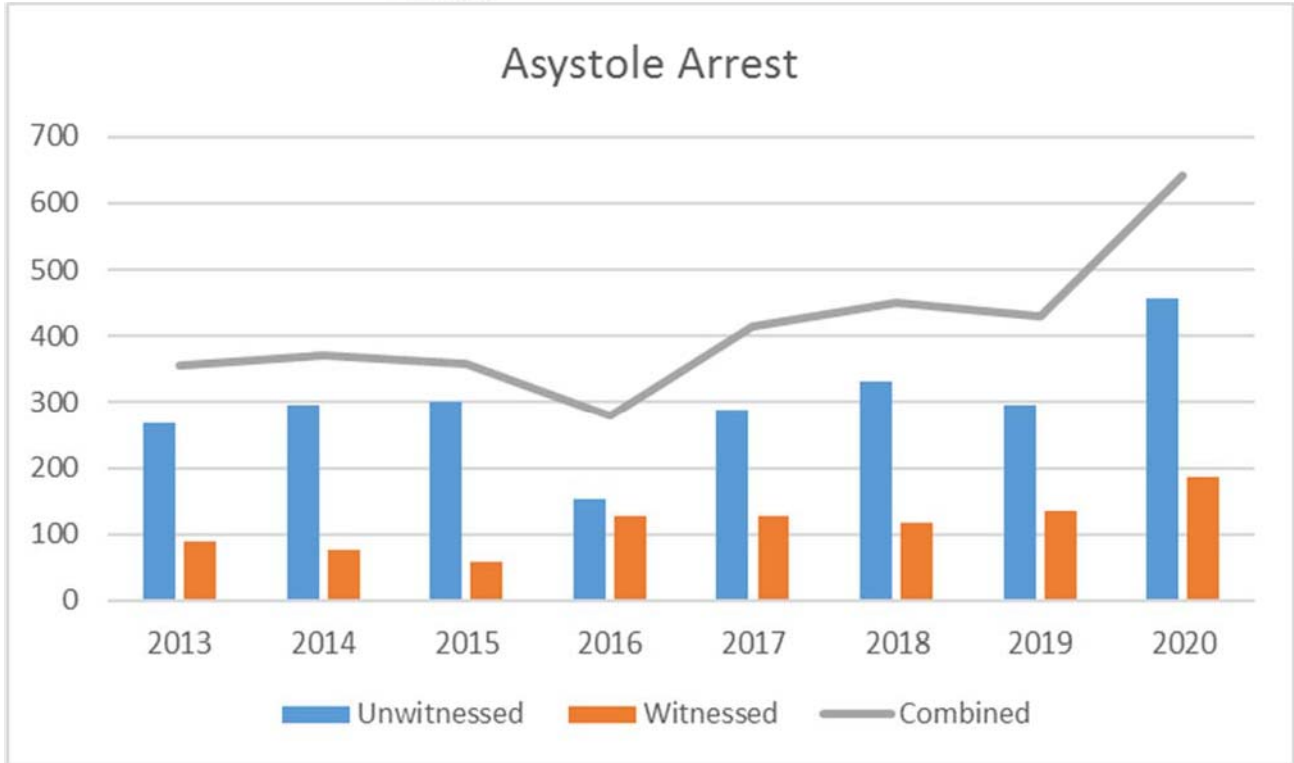
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- CARES



- 2020 Data (not validated)
 - o Validated data to be published in May report
 - o 3/8% increase in worked cardiac arrest from 2019
 - o 50% increase in cardiac arrest from 2019 with initial rhythm of asystole
 - 14.7% decrease from 2019 in cardiac arrest with initial rhythm not asystole
- 2021
 - o 305-cases through March (252-cases for same timeframe last year)
 - o 38.6% bystander CPR rate
 - o 10.3% Public AED use
 - o Most outcomes still pending

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



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

	Goal	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Current Avg.
Cardiac Arrest								
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	x	90.0%	80.4%	86.2%	96.7%	87.9%	84.9%	75.7%
Median time between 9-1-1 call and OHCA recognition		0:00:46	0:00:37	0:00:41	0:00:39	0:00:36	0:00:30	0:00:40
% of recognized 2nd party OHCA cases that received tCPR	x	98.4%	97.1%	100.0%	100.0%	100.0%	97.7%	97.8%
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases		0:02:18	0:01:51	0:02:09	0:01:52	0:02:07	0:02:02	0:02:06
% of cases with time to tCPR < 180 sec from first key stroke		81.7%	58.2%	70.6%	76.5%	73.4%	70.7%	61.1%
% of cases with CCF ≥ 90%		80.0%	76.0%	75.0%	79.0%	80.0%	85.0%	79.2%
% of cases with compression rate 100-120 cpm 90% of the time		85.6%	94.9%	98.7%	93.8%	95.8%	94.6%	84.3%
% of cases with compression depth that meet appropriate depth benchmark 90% of the time		22.2%	37.2%	34.2%	46.9%	41.7%	46.8%	26.7%
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression		28.6%	18.9%	6.7%	8.9%	5.9%	5.8%	31.8%
% of cases with Pre-shock pause < 10 sec	x	71.6%						80.5%
% arrive at E/D with ROSC	x	9.7%	18.4%	15.1%	23.3%	2.2%	2.1%	19.3%
% discharged alive	x	5.4%	4.6%	3.2%	6.7%	2.2%	2.1%	7.6%
% neuro intact at discharge (Good or Moderate Cognition)	x	3.2%	2.3%	3.2%	4.4%	2.2%	0.0%	5.6%
% of cases with bystander CPR		65.6%	37.9%	54.8%	31.1%	56.5%	46.3%	51.0%
% of cases with bystander AED use		16.1%	19.5%	10.8%	24.4%	19.6%	18.9%	18.7%
Ventilation Management								
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped		97.6%	99.5%	98.6%	98.7%	100.0%	98.3%	98.0%
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)		97.9%	98.8%	99.4%	99.5%	98.9%	99.1%	98.5%
% of successful ventilation management as evidenced by etCO2 waveform throughout the case		95.6%	98.7%	96.3%	96.2%	92.8%	98.2%	97.4%
% of successful King Airway placement		74.1%	72.6%	66.2%	52.0%	66.0%	60.0%	71.0%
% of successful endotracheal tube placement		49.6%	49.5%	47.0%	67.0%	66.7%	67.0%	48.1%

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Stroke	Goal	Aug-20	Sep-20	Oct-20	Nov-20	Dec-21		Current Avg.
% of suspected Stroke patients w/BGL measured		80.3%	92.8%	90.0%	93.3%	84.3%	93.6%	89.7%
% of suspected Stroke patients w/CSS measured		73.7%	74.8%	80.4%	80.0%	74.3%	79.2%	78.4%
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) measured		80.9%	77.0%	78.3%	80.0%	74.3%	82.4%	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		96.1%	98.6%	97.1%	100.0%	97.9%	96.0%	98.9%
STEMI	Goal	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Current Avg.
% of suspected STEMI patients correctly identified by EMS		59.3%	76.9%	83.3%	66.7%	52.2%		72.1%
% of suspected STEMI patients w/ASA admin <i>(in the absence of contraindications)</i>		100.0%	100.0%	90.0%	100.0%	87.1%	77.3%	93.0%
% of suspected STEMI patients w/NTG admin <i>(in the absence of contraindications)</i>		92.6%	88.4%	83.3%	100.0%	77.4%	77.3%	85.6%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact		77.8%	88.4%	80.0%	87.5%	67.7%	54.6%	75.1%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation		55.6%	76.9%	73.3%	87.5%	58.1%	59.1%	56.5%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact		18.5%	26.9%	30.0%	12.5%	3.2%	18.2%	21.7%
% of patients with Suspected STEMI Transported to PCI Center		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes		55.6%	38.5%	16.7%	12.5%	12.5%		

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

Tab C – Chief Financial Officer

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

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

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of March 2021 is a gain of \$345,747 as compared to a budgeted loss of (\$43,180) for a positive variance of \$388,927. EBITDA for the month of March 2021 is a gain of 677,243 compared to a budgeted gain of \$269,687 for a positive variance of 407,555.

- Transport volume in March ended the month 97% to budget. Total Patient Encounters ended the month at 96.3% to budget.
- Net Revenue in March is 111% to budget. A mid year true up of Provision for Uncollectible accounts found we are collecting more dollars than projected. The true up led to a write down of Provision for Uncollectible of \$777K. The Average Patient Charge is also over budget for the year by 2%.
- Total Expenses ended the month 102% to budget or \$86,261 above budget. In March, MedStar incurred additional expenses in salaries, \$286K over budget, and vehicle expense, \$15K over budget. The overage is partially offset by lower than expected expenses for health insurance claims paid (86K under budget) fuel (17K), medical supplies and oxygen (29K) and professional fees (71K).

Year to Date: EBITDA is \$2,062,326 as compared to a budget of \$1,145,623 for a positive variance of \$916,703.

- The main drivers for this positive variance are a positive YTD variance in total expenses of \$630,202, YTD patient encounters are at 99% 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 \$3,946,974 or 6% above budget.

Key Financial Indicators:

- Current Ratio – MedStar has \$8.9 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 March 31, 2021, there is 5.6 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 5.04 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 March, the return is 0.15%.

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

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending March 31, 2021

Assets	Current Year	Last Year
Cash	\$10,900,775.78	\$7,600,233.14
Cash Restricted	\$12,061,469.00	\$12,935,708.41
Accounts Receivable	\$9,039,959.12	\$10,390,544.02
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$993,825.49	\$1,039,914.24
Property Plant & Equ	\$60,776,945.56	\$56,587,864.74
Accumulated Deprecia	(\$23,784,684.71)	(\$22,991,839.51)
Total Assets	\$70,347,279.99	\$65,847,581.70
Liabilities		
Accounts Payable	(\$480,433.24)	(\$1,134,805.67)
Other Current Liabil	(\$2,601,487.58)	(\$1,783,063.89)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$7,504.68)	(\$4,453.62)
Long Term Debt	(\$3,861,521.27)	(\$4,122,287.92)
Other Long Term Liab	(\$8,098,168.24)	(\$5,298,655.65)
Total Liabilities	(\$15,056,896.32)	(\$12,351,048.06)
Equities		
Equity	(\$55,372,671.21)	(\$55,631,813.63)
Control	\$82,287.54	\$2,135,279.99
Total Equities	(\$55,290,383.67)	(\$53,496,533.64)
Total Liabilities and Equities	(\$70,347,279.99)	(\$65,847,581.70)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

March 31, 2021

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Transport Fees	\$16,192,030.62	\$15,075,790.02	\$1,116,240.60	\$91,155,983.48	\$88,626,430.14	\$2,529,553.34
Contractual Allow	(\$7,245,085.91)	(\$6,364,672.39)	(\$880,413.52)	(\$38,334,988.05)	(\$37,416,122.22)	(\$918,865.83)
Provision for Uncoll	(\$4,460,454.67)	(\$4,669,047.00)	\$208,592.33	(\$30,476,512.51)	(\$27,448,404.00)	(\$3,028,108.51)
Education Income	\$1,961.70	\$2,410.00	(\$448.30)	\$6,260.20	\$2,890.00	\$3,370.20
Other Income	\$18,295.62	\$31,222.67	(\$12,927.05)	\$1,787,381.27	\$329,936.02	\$1,457,445.25
Standby/Subscription	\$98,179.68	\$51,648.00	\$46,531.68	\$457,502.06	\$342,169.00	\$115,333.06
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$529.64	\$2,916.67	(\$2,387.03)	\$2,161.55	\$17,500.02	(\$15,338.47)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$0.00	\$53,693.73
Total Revenue	\$4,605,456.68	\$4,130,267.97	\$475,188.71	\$24,651,481.73	\$24,454,398.96	\$197,082.77
Expenditures						
Salaries	\$2,695,950.37	\$2,409,457.74	\$286,492.63	\$15,641,606.32	\$15,171,213.44	\$470,392.88
Benefits and Taxes	\$440,054.37	\$551,118.00	(\$111,063.63)	\$2,368,131.04	\$2,469,842.00	(\$101,710.96)
Interest	\$29,224.48	\$33,500.00	(\$4,275.52)	\$155,221.17	\$201,000.00	(\$45,778.83)
Fuel	\$74,605.71	\$91,375.00	(\$16,769.29)	\$403,708.72	\$543,432.00	(\$139,723.28)
Medical Supp/Oxygen	\$197,316.38	\$226,679.42	(\$29,363.04)	\$1,149,594.81	\$1,333,465.52	(\$183,870.71)
Other Veh & Eq	\$44,196.36	\$28,975.64	\$15,220.72	\$231,872.90	\$215,618.92	\$16,253.98
Rent and Utilities	\$70,470.96	\$62,794.63	\$7,676.33	\$417,390.73	\$384,384.78	\$33,005.95
Facility & Eq Mtc	\$77,894.31	\$74,900.97	\$2,993.34	\$438,667.24	\$456,714.82	(\$18,047.58)
Postage & Shipping	\$4,345.10	\$3,521.55	\$823.55	\$18,805.09	\$21,129.30	(\$2,324.21)
Station	\$33,537.18	\$48,952.18	(\$15,415.00)	\$242,805.19	\$348,126.08	(\$105,320.89)
Comp Maintenance	\$50,683.46	\$47,533.00	\$3,150.46	\$341,004.20	\$433,341.00	(\$92,336.80)
Insurance	\$40,568.29	\$36,438.37	\$4,129.92	\$223,568.76	\$218,630.22	\$4,938.54
Advertising & PR	\$0.00	\$10,500.00	(\$10,500.00)	\$935.60	\$28,500.00	(\$27,564.40)
Printing	\$3,103.60	\$3,615.41	(\$511.81)	\$22,806.24	\$21,692.46	\$1,113.78
Travel & Entertain	\$24,938.50	\$8,801.00	\$16,137.50	\$30,138.86	\$56,796.00	(\$26,657.14)
Dues & Subs	\$56,644.84	\$70,740.00	(\$14,095.16)	\$385,540.90	\$427,593.00	(\$42,052.10)
Continuing Educ Ex	\$3,488.80	\$12,713.00	(\$9,224.20)	\$10,000.83	\$53,737.00	(\$43,736.17)
Professional Fees	\$96,991.52	\$168,196.34	(\$71,204.82)	\$918,506.32	\$1,100,483.00	(\$181,976.68)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

March 31, 2021

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenue						
Education Expenses	\$751.50	\$2,376.00	(\$1,624.50)	\$2,494.49	\$12,724.00	(\$10,229.51)
Miscellaneous	\$12,672.28	\$1,892.00	\$10,780.28	(\$258,423.13)	\$11,352.00	(\$269,775.13)
Depreciation	\$302,271.22	\$279,367.74	\$22,903.48	\$1,824,826.91	\$1,689,629.72	\$135,197.19
Total Expenditures	\$4,259,709.23	\$4,173,447.99	\$86,261.24	\$24,569,203.19	\$25,199,405.26	(\$630,202.07)
Net Rev in Excess of Expend	\$345,747.45	(\$43,180.02)	\$388,927.47	\$82,278.54	(\$745,006.30)	\$827,284.84
EBITDA	\$677,243.15	\$269,687.72	\$407,555.43	\$2,062,326.62	\$1,145,623.42	\$916,703.20

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

	Goal	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Current Ratio	> 1	7.19	8.97	9.49	20.71	10.48	8.90

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%	65.31%	55.06%	47.07%	42.95%	51.76%	46.87%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	4.16	4.96	4.28	3.65	5.44	5.04
-------------------------------------	--------------	-------------	-------------	-------------	-------------	-------------	-------------

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	-1.00%	11.60%	10.35%	10.11%	4.04%	0.00%	0.15%
-----------------------------	---------------	---------------	---------------	---------------	--------------	--------------	--------------

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 03/31/2021			 <u><u>\$ 475,470.69</u></u>



Business Gold Rewards
MEDSTAR/MAEMSA

p. 1/12

Closing Date 03/28/21 Next Closing Date 04/27/21
Account Ending

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

New Balance	\$13,599.91
Minimum Payment Due	\$622.46
Payment Due Date	04/22/21 ‡

‡ **Late Payment Warning:** Your Payment Due Date is 04/22/21. 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	24 years	\$32,083

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 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**
- ➔ **Congratulations! You used your Amex Offer.** Please refer to the Payments and Credit section of your statement. View all available offers when you log in to your Card account online at americanexpress.com

↓ 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

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

APPROVED

Kenneth J. Simpson, Intum CEO

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

Membership Rewards® Points
Available and Pending as of 02/28/21
211,752

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

Account Summary

Pay In Full Portion	
Previous Balance	\$514.64
Payments/Credits	-\$635.44
New Charges	+\$612.26
Fees	+\$0.00
New Balance	=\$491.46

Pay Over Time Portion	
Previous Balance	\$34,446.47
Payments/Credits	-\$35,803.90
New Charges	+\$14,465.88
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	=\$13,108.45
Minimum Due	\$131.00

Account Total	
Previous Balance	\$34,961.11
Payments/Credits	-\$36,439.34
New Charges	+\$15,078.14
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	\$13,599.91
Minimum Payment Due	\$622.46

Pay Over Time Limit	\$55,000.00
Available Pay Over Time Limit	\$41,891.55
Days in Billing Period:	31

Payment Due Date	04/22/21
New Balance	\$13,599.91
Minimum Payment Due	\$622.46

0000349991382953784 001359991000062246 24 r



Closing Date 03/28/21



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

Payments and Credits

Summary

	Pay In Full	Pay Over Time ♦	Total
Payments	-\$514.64	-\$34,446.47	-\$34,961.11
Credits	-\$120.80	-\$1,357.43	-\$1,478.23
Total Payments and Credits	-\$635.44	-\$35,803.90	-\$36,439.34

Detail

*Indicates posting date

♦ - denotes Pay Over Time activity

Payments		Amount
03/19/21*	ONLINE PAYMENT - THANK YOU	-\$34,961.11
Credits		Amount
03/04/21	1-800-FLOWERS.COM CARLE PLACE Amex Offer Credit	-\$13.80
03/24/21*	POINTS FOR YOUR CHARGES CREDIT	-\$35.00
03/24/21*	POINTS FOR YOUR CHARGES CREDIT	-\$72.00
03/24/21*	AMAZON SHOP WITH POINTS CREDIT PAY OVER TIME OPTION	-\$413.90 ♦
03/24/21*	AMAZON SHOP WITH POINTS CREDIT PAY OVER TIME OPTION	-\$0.64 ♦
03/24/21*	AMAZON SHOP WITH POINTS CREDIT PAY OVER TIME OPTION	-\$75.19 ♦
03/24/21*	AMAZON SHOP WITH POINTS CREDIT PAY OVER TIME OPTION	-\$625.80 ♦
03/24/21*	AMAZON SHOP WITH POINTS CREDIT PAY OVER TIME OPTION	-\$211.90 ♦
03/24/21*	PAYPAL PURCHASE WITH MR POINTS CREDIT PAY OVER TIME OPTION	-\$30.00 ♦

New Charges

Summary

	Pay In Full	Pay Over Time ♦	Total
	\$612.26	\$5,965.88	\$6,578.14
	\$0.00	\$8,500.00	\$8,500.00
Total New Charges	\$612.26	\$14,465.88	\$15,078.14

Detail

◆ - denotes Pay Over Time activity



					Amount
02/27/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date 02/24/21 Departure Date 02/27/21 00000000 LODGING	FORT WORTH	TX	PO 2022676	\$86.25
	Hotel for Paramedic - ceiling fell in at apartment - lost everything.				
02/27/21	NEOPOST 16313381 76116- 16706737	800-636-7678	CT	PO 2022679	\$90.99
	Adhesive for Mailing Machine in Business Office				
02/27/21	CONCUR TECHNOLOGIES 588-895-4815	588-895-4815	WA	PO 2022799	\$150.00 ◆
	Travel website PAY OVER TIME OPTION				
02/28/21	PANTHEON SYSTEMS INC +14154295034	SAN FRANCISCO	CA	PO 2023158	\$35.00
03/01/21	HOLIDAY INN FORT WORTH F FTWG Arrival Date 02/24/21 Departure Date 02/27/21 00000000 LODGING	FORT WORTH	TX	PO 2022676	\$172.50 ◆
	Hotel for Paramedic - ceiling fell in at apartment - lost everything. PAY OVER TIME OPTION				
03/02/21	TST* NOTHING BUNDT CAKES 300536542 8179892253	FT WORTH	TX	PO 2022683	\$48.50
	Payroll workers week - gift				
03/02/21	Big Frog of Alliance 817-332-0005	817-332-0005	TX	PO 2022683	\$2,680.00 ◆
	SNOVID-19 T-Shirts for MedStar Employee's PAY OVER TIME OPTION				
03/02/21	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	PO 2022798	\$30.00
03/03/21	NENA 101042676028 22314	703-812-4600	VA	PO 2022775	\$142.00 ◆
	Communications Dept: NENA dues for J.Merry The 9-1-1 Association PAY OVER TIME OPTION				
03/03/21	1-800-FLOWERS.COM FLORAL PROD	(800)468-1141	NY	PO 2022713	\$91.99
	Flowers sent to Matt Aiken - get well soon				
03/04/21	HEALTH AFFAIRS 461682000892570 (540)837-2100	MILLWOOD	VA	PO 2022797	\$250.00 ◆
	Online subscription for M.Zavadsky PAY OVER TIME OPTION				
03/04/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022795	\$10.02
03/04/21	ALONTI CAFE & CATERING 0564 713-255-7268	HOUSTON	TX	PO 2022772	\$229.05 ◆
	Communications - hosted ESD1 to see how LOGIS works PAY OVER TIME OPTION				
03/05/21	Big Frog of Alliance 817-332-0005	817-332-0005	TX	PO 2022774	\$303.72 ◆
	SNOVID-19 T-Shirts PAY OVER TIME OPTION				
03/09/21	SONIX.AI +14154644999	SAN FRANCISCO	CA	PO 2022855	\$10.00
	One time purchase to see if they will work for transcription of meeting minutes				
03/09/21	STAR TELEGRAM DIGITAL SU NA 800-776-7827	FORTH WORTH	TX	PO 2022855	\$17.31
	Online subscription for MedStar				
03/10/21	OTTER.AI +18028920568	LOS ALTOS	CA	PO 2022853	\$240.00 ◆
	Subscription to online transcription of meeting minutes using Ring Central PAY OVER TIME OPTION				
03/10/21	NTTA AUTOCHARGE TOLL FEES	972-818-6882	TX	PO 2023171	\$320.00 ◆
	PAY OVER TIME OPTION				
03/11/21	AMZN MKTP US*339TG4493 BOOK STORES	AMZN.COM/BILL	WA	PO 2022869	\$211.90 ◆
	Service Award - VISA gift card PAY OVER TIME OPTION				



Closing Date 03/28/21

Detail Continued

◆ - denotes Pay Over Time activity

						Amount
03/11/21	AMZN MKTP US*7F4FF7IT3 BOOK STORES Service Award - VISA gift cards PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2022870		\$625.80 ◆
03/16/21	ARVIZU'S TAQUERIA squareup.com/receipts HR Employee Appreciation Food Truck PAY OVER TIME OPTION	Fort Worth	TX	PO 2022899		\$389.12 ◆
03/16/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2022930		\$10.01
03/17/21	CALENDLY HR - online calendar for recruiting +18009799850 appointments	ATLANTA	GA	PO 2022956		\$72.00
03/17/21	NCOURT *TXTARRANTCOPROBAT 844-400-8880 Legal - access to court records PAY OVER TIME OPTION	FORT WORTH	TN	PO 2022932		\$101.79 ◆
03/22/21	AMAZON.COM*7U9W44MS3 MERCHANDISE Belt for truck	AMZN.COM/BILL	WA	PO 2022953		\$75.19
03/22/21	CITY OF FORTH WORTH 650000011551390 8178715704 Rental of 2-softball fields for EMS Week softball games PAY OVER TIME OPTION	FORT WORTH	TX	PO 2022958		\$150.00 ◆
03/28/21	PANTHEON SYSTEMS INC +14154295034	SAN FRANCISCO	CA	PO 2023159		\$35.00



STEVE POST
Card Ending

						Amount
03/17/21	WWW.TALENTLMS.COM 6467972799 HR- Talent LMS - Annual subscription - online platform for employee training. PAY OVER TIME OPTION	WILMINGTON	DE	PO 2022933		\$8,500.00 ◆

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.

2021 Fees and Interest Totals Year-to-Date

		Amount
Total Fees in 2021		\$0.00
Total Interest in 2021		\$0.00

Tab D – Chief Human Resources Officer

Human Resources - March 2021

Turnover:

- March turnover – 2.45%
 - FT – 2.22%
 - PT – 5.00%
- Year to date turnover – 9.80%
 - FT – 7.33%
 - PT – 37.50%

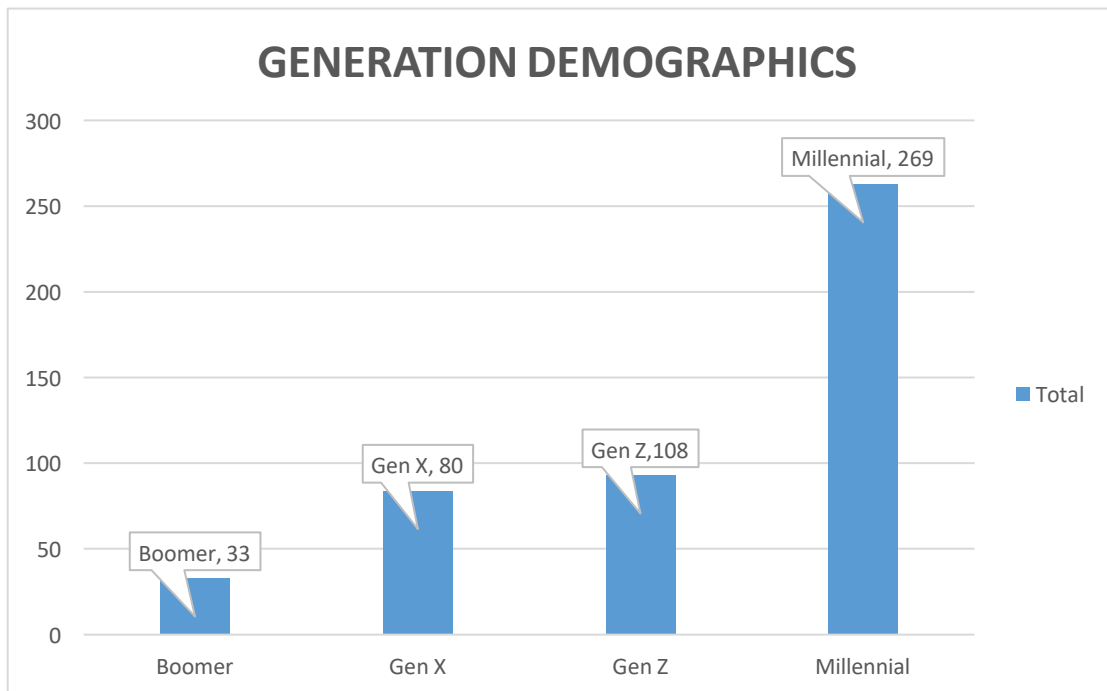
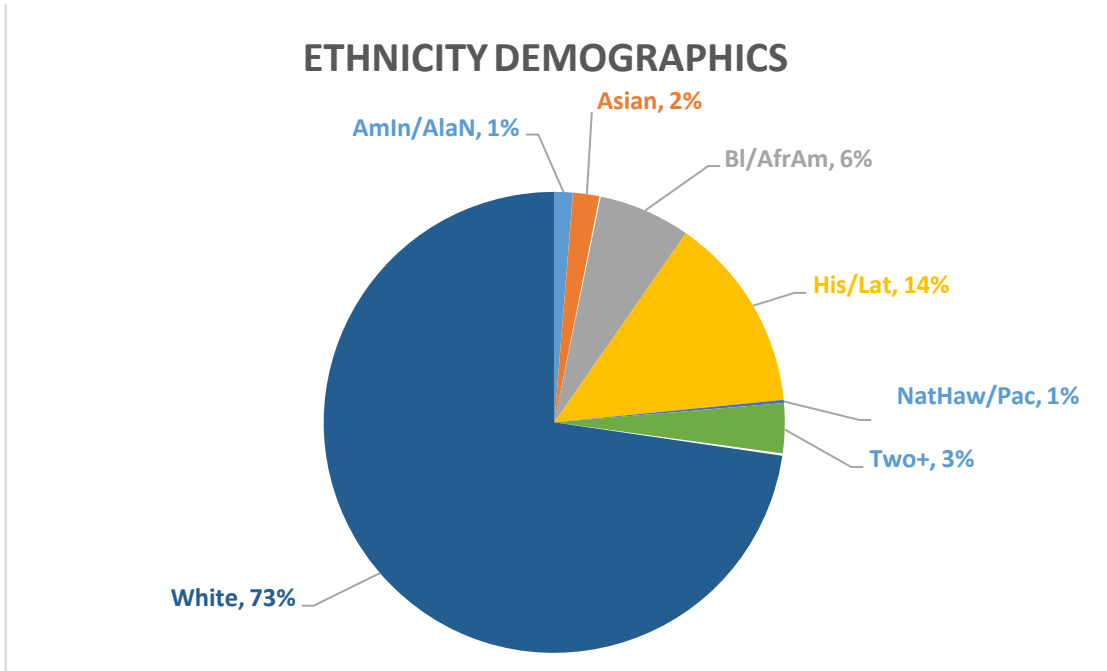
Leaves:

- 49 employees on FMLA / 10.89% of workforce
 - 35 cases on intermittent
 - 16 cases on a block
- Top request reasons/conditions
 - Obstetrics (8)
 - FMLA Parent (7)
 - Neurological & FMLA Child (6)

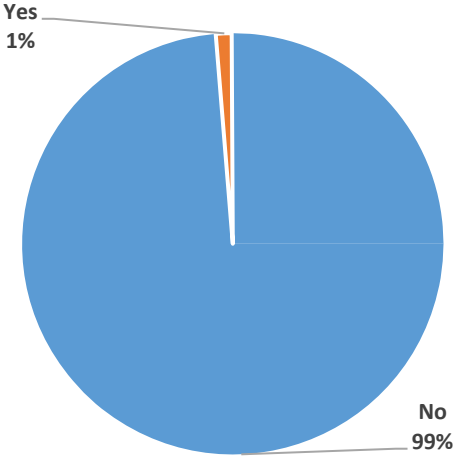
COVID-19:

- 591 tests conducted
- 102 positive
- COVID Administrative Leave
 - 93:37 hours in Mar.
 - 11,066:44 hours to date

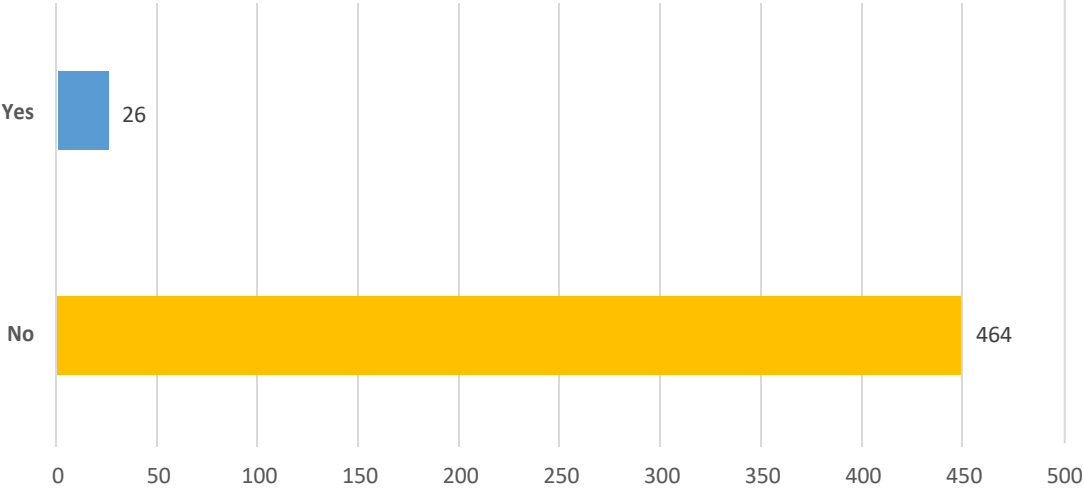
MARCH 2021 DIVERSITY STATISTICS



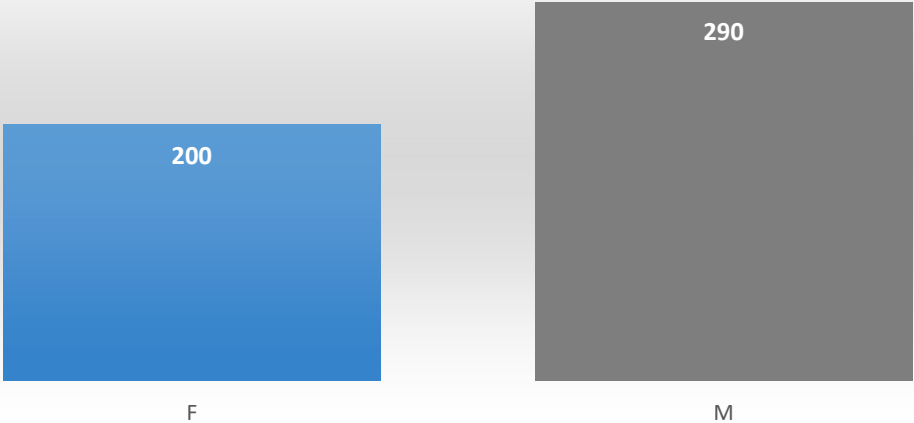
DISABILITY DEMOGRAPHICS



VETERAN DEMOGRAPHICS



GENDER DEMOGRAPHICS



FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 3/1/2021 thru 3/31/2021
Percentages by Department/Conditions

Condition	
Row Labels	Count of Reason
Cardiology	3
Digestive	2
FMLA - Child	6
FMLA - Parent	7
FMLA - Spouse	3
Mental Health	4
Neurological	6
Obstetrics	8
Orthopedic	5
Pulmonary	4
Unknown	1
Grand Total	49

Percentage by Department					
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	128	13	2.89%	26.53%	10.16%
Basic	148	11	2.44%	22.45%	7.43%
Business Office	27	9	2.00%	18.37%	33.33%
Communications	36	6	1.33%	12.24%	16.67%
Mobile Integrated Health	13	2	0.44%	4.08%	15.38%
Office of the Medical Director	12	2	0.44%	4.08%	16.67%
Risk & Safety	2	1	0.22%	2.04%	50.00%
Support Services - Facilities, Fleet, S.E., Logistics	37	5	1.11%	10.20%	13.51%
Grand Total	403	49			
Total # of Full Time Employees - March 2021	450				
% of Workforce using FMLA	10.89%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	35	68.63%			
Block of Leave	16	31.37%			
Total	51	100.00%			

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	152:19	233:29	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	337:52	794:12	1368:03	1498:06	1650:25	1883:54	1883:54	1883:54	1883:54	1883:54	1883:54	1883:54	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	203:12	658:24	0:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	192:17	264:32	264:32	264:32	467:44	1126:08	1126:08	1126:08	1126:08	1126:08	1126:08	1126:08	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	1433:30	1855:25	2099:10	1597:52	1462:19	0:00	0:00	0:00	0:00	0:00	0:00	1014:53
FY 20-21	1700:39	3134:09	4989:34	7088:44	8686:36	10148:55	10148:55	10148:55	10148:55	10148:55	10148:55	10148:55	
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	6258:06	5135:16	6331:06	3971:43	4350:28	6000:01	0:00	0:00	0:00	0:00	0:00	0:00	3204:40
FY 20-21	6258:06	11393:22	17724:28	21696:11	26046:39	32046:40	32046:40	32046:40	32046:40	32046:40	32046:40	32046:40	
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	272:55	243:00	0:00	0:00	0:00	0:00	0:00	0:00	88:53
FY 20-21	144:00	216:00	276:00	373:00	645:55	888:55	888:55	888:55	888:55	888:55	888:55	888:55	
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	1961:50	2489:16	2326:13	2023:06	1938:48	0:00	0:00	0:00	0:00	0:00	0:00	1292:10
FY 20-21	2182:31	4144:21	6633:37	8959:50	10982:56	12921:44	12921:44	12921:44	12921:44	12921:44	12921:44	12921:44	
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

YTD	1883:54	0:00	10148:55	0:00	888:55	12921:44
Goal- Compare	3571:50	14:11	18086:55	71602:36	1096:00	94371:33

Revision #2 9/24/2014

MedStar Mobile Health Care Separation Statistics - March 2021

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
4	6	10
2	0	2
6	6	12

Year to Date		
Vol	Invol	Total
23	10	33
15	0	15
38	10	48

Compared to Mar '20		Headcount
Mar '20	%	Mar-21
10	2.30%	450
2	5.26%	40
12	2.54%	490

	Full Time	Part Time	Total
Total Turnover %	2.22%	5.00%	2.45%

	Full Time	Part Time	Total
	7.33%	37.50%	9.80%

Separations by Department

Full Time	Current Month		
	Vol	Invol	Total
Administration			
Advanced			
Basics	3	2	5
Business Intelligence - Deployment, QI, Scheduler			
Business Office			
Communications	0	2	2
Compliance			
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations	1	0	1
Human Resources			
Information Technology			
Medical Records			
Mobile Integrated Health			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics	0	2	2
Total	4	6	10

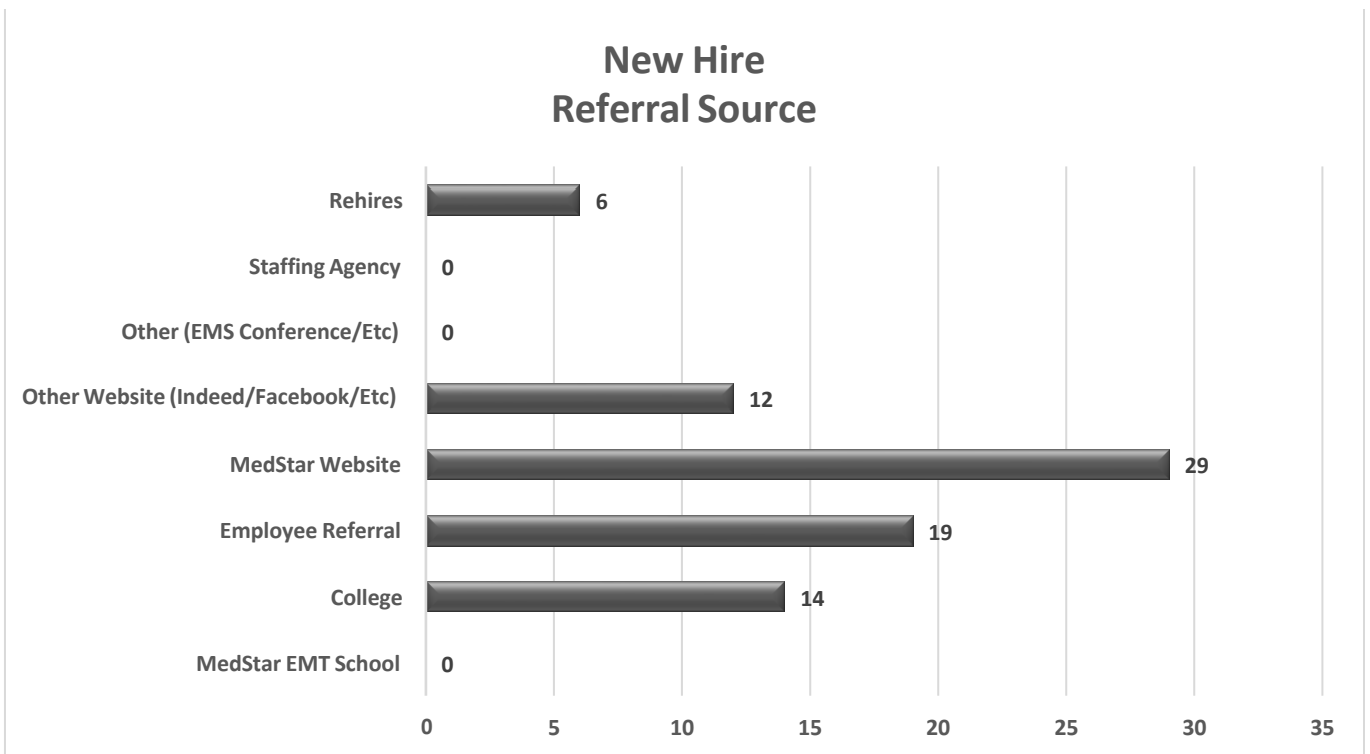
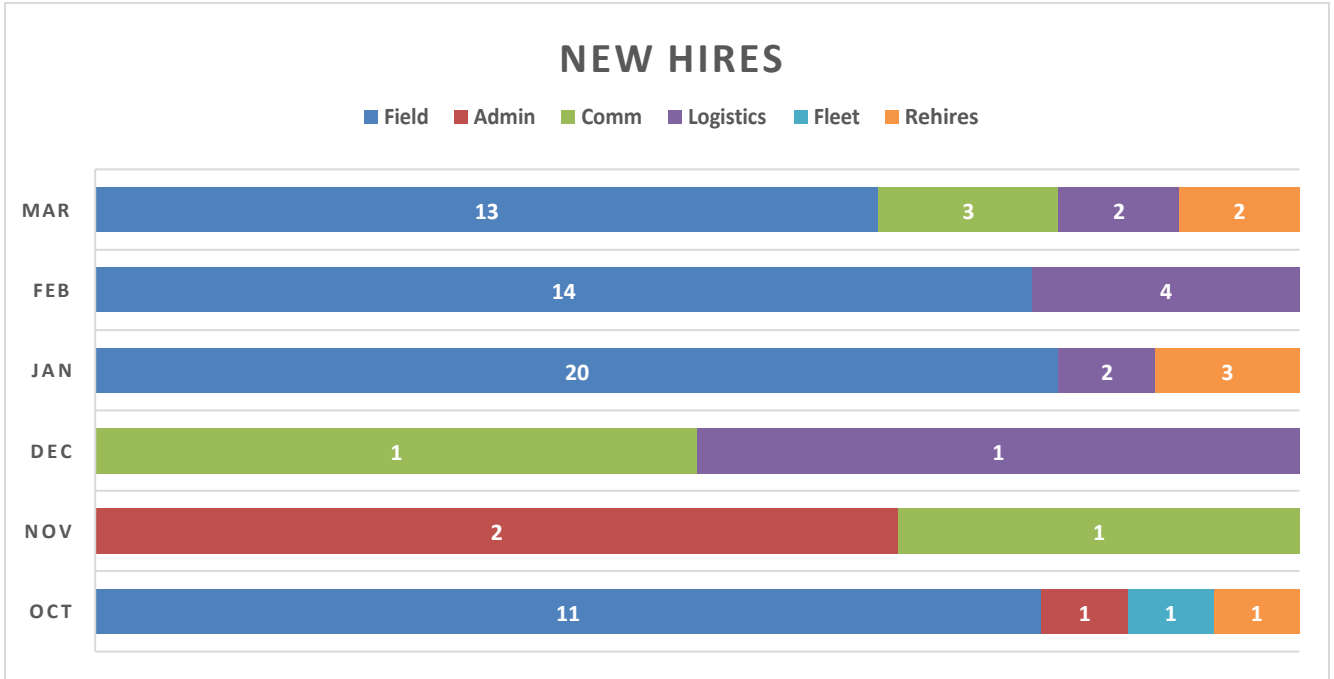
Year to Date			Headcount
Vol	Invol	Total	Mar-21
			1
7	0	7	128
13	3	16	148
			3
			27
1	3	4	36
			2
			6
			7
1	0	1	18
			6
			2
			2
1	1	2	13
			12
			2
0	3	3	37
23	10	33	450

Part Time	Current Month		
	Vol	Invol	Total
Advanced			
Basics	1	0	1
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	1	0	1
MTAC - MedStar Training Academy			
Office of the Medical Director			
Risk and Safety			
Support Services - Facilities, Fleet, S.E., Logistics			
Total	2	0	2

Year to Date			Headcount
Vol	Invol	Total	Mar-21
9	0	9	20
3	0	3	13
			3
2	0	2	2
1	0	1	2
15	0	15	40

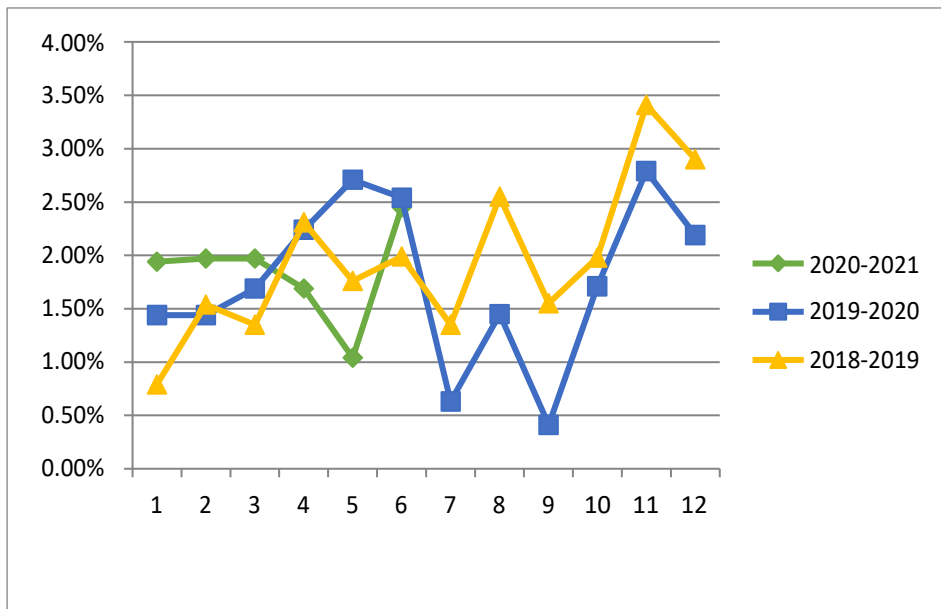
Recruiting & Staffing Report

Fiscal Year 2020-2021



MedStar Mobile Healthcare Turnover Fiscal Year 2020 - 2021

	Full & Part Time Turnover			Full Time Only
	2020-2021	2019-2020	2018-2019	
October	1.94%	1.44%	0.79%	
November	1.97%	1.44%	1.54%	
December	1.97%	1.69%	1.35%	
January	1.69%	2.24%	2.31%	
February	1.04%	2.71%	1.76%	
March	2.45%	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	9.80%	19.91%	23.48%	



Tab E – Compliance and Legal

Prepared April 20, 2021



Compliance Officer's Report March 23, 2021-April 20, 2021

Compliance Officer Duties

- One Narcotic Anomalies:
 1. A paramedic took inadvertently took their narcotics home at the end of shift.
The anomaly process was followed, and no foul play was detected.
- Submitted EMS provider roster changes to the DSHS as required.
- Audited outside agency access to HIM systems
- Interviewed crew members related to HR matters
- Participated in Tarrant Co. IPV fatality review

Paralegal Duties

- 20 DFPS reports made for suspected abuse, neglect, or exploitation.
- 1 Pre-trial virtual meetings held with the Tarrant Co. District Attorney's office.
- 3 Law Enforcement agency virtual interviews.
- Drafted, reviewed, and executed multiple contractual agreements with outside parties for various ventures and services.
- 3 Subpoenas(s) for witness appearance processed and served.
- Assisted General Counsel & outside counsel with civil mediation.

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

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Operations Report- March 31, 2021

The following summarizes significant operational items through March 31, 2021:

Field Operations:

- March’s call volume met budget expectations while transport volume was about 4.5% below.
- Continuing work on onboarding new employees and adding ambulances.
- BLS utilization started in February, and it has gone well by all accounts.
- ET3 starting in early April, and we are preparing crews for this program.
- 17 advanced/18 EMTs in training- Next class in June.

Fleet/Logistics:

- New ambulances are arriving, getting licensed and going through process to be put in service.
 - Currently have received 4 of 14 and one is in service.
- Evaluating support vehicle options.
 - Microchip shortage may create challenge in getting vehicles until late this year.

Emergency Management:

- Supported mobile vaccine clinics in Fort Worth and Haltom City with FROs (counts below).
- Coordinated support for vaccine sites at Texas Motor Speedway, Burleson and TCU/Baylor.
- Working with insurers about possibility of immunizing their insureds.
- Set up FEMA accounts for weather and COVID submissions.

Date	Diamond Hill	FD St 3	LVTRise	MedStar	Como	Beth Eden	Mt Olive	Vaga Place	Handley Meadowbrook	Grand Total
1/12/2021				10						10
1/13/2021				11						11
1/14/2021				36						36
1/15/2021		39		17						56
1/29/2021				9						9
2/2/2021			101							101
2/10/2021	346									346
2/12/2021				51						51
2/24/2021				17						17
2/26/2021					397					397
3/3/2021						491				491
3/5/2021			106							106
3/10/2021							762			762
3/12/2021	324									324
3/24/2021								60	800	860
3/26/2021					351					351
4/2/2021						438				438
4/9/2021							730			730
Grand Total	670	39	207	151	748	929	1492	60	800	5096
1st or 2nd Dose	1	2	Grand Total							
Count of Series	3047	2049	5096							

Information Technology:

- Completed implementation of Office 365 throughout the organization.
- Updating CAD workstation in the Communications Center.
- Updated statement of work with managed services provider for additional savings.
- Disposed of surplus equipment.
- Deployed Communications Center test lab.

Business Intelligence:

**Priority 1 Compliance Summary -
2021**

Time	*Jan*	*Feb*	*Mar*
On Time	73.4%	77.9%	75.5%
01-15	74.7%	79.2%	76.9%
16-30	76.0%	81.2%	78.1%
31-45	77.4%	82.6%	79.7%
46-60	78.8%	83.9%	81.2%
12:01-13:00	83.9%	88.0%	85.8%
13:01-14:00	88.2%	91.4%	89.4%

- As discussed with FROs the change for additional dispatch screening has increased response times slightly. We are hopeful that we might be returning to the original dispatch method by May 1, 2021 given the decrease in COVID spread.
- Completed operational productivity report cards for employees.
- Updating reports for BLS pilot tracking.

Communications:

- Named Interim Communications QA/QI Supervisor.
 - Noted drop in compliance which IAED indicated is not unusual when transitioning to a new QA supervisor.
 - IAED is working with us to improve compliance by addressing areas for improvement.
- Working with IAED to train new EMD instructors.
- Evaluated back-up site locations for communications and due to current requirement from AT&T that one back up site be selected it was decided to continue to utilize the current backup site due to the guaranteed availability whenever needed.
- Beginning Resuscitation Quality Improvement-Telecommunicator project (RQI-T) with AHA and Priority Dispatch/IAED with a goal of improving cardiac arrest survival rates.



MedStar Response Time Reliability and AVG Response Time Performance

Period: Mar 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	3	3	00:07:33	0	100.0%	0	0.0%	16	1	93.8%
	2	7	7	00:11:25	2	71.4%	0	0.0%	64	8	87.5%
	3	7	7	00:21:14	3	57.1%	2	28.6%	24	8	66.7%
Total Blue Mound		17	17								
Burleson	1	105	93	00:09:12	25	76.2%	10	9.5%	105	25	76.2%
	2	183	165	00:10:01	39	78.7%	8	4.4%	183	39	78.7%
	3	68	64	00:12:09	10	85.3%	2	2.9%	122	16	86.9%
	4	188	186	00:30:40	16	91.5%	9	4.8%	188	16	91.5%
Total Burleson		544	508								
Edgecliff Village	1	10	10	00:07:20	1	90.0%	0	0.0%	41	6	85.4%
	2	13	13	00:09:13	2	84.6%	1	7.7%	14	2	85.7%
	3	7	6	00:13:43	2	71.4%	0	0.0%	41	3	92.7%
Total Edgecliff Village		30	29								
Forest Hill	1	42	41	00:10:01	11	73.8%	3	7.1%	86	22	74.4%
	2	77	73	00:10:51	16	79.2%	5	6.5%	135	23	83.0%
	3	39	33	00:13:32	10	74.4%	1	2.6%	117	25	78.6%
Total Forest Hill		158	147								
Fort Worth	1	2538	2424	00:09:20	602	76.3%	107	4.2%	2538	602	76.3%
	2	5077	4793	00:10:15	898	82.3%	168	3.3%	5077	898	82.3%
	3	3029	2822	00:12:07	480	84.2%	118	3.9%	3029	480	84.2%
	4	1181	1174	00:29:07	81	93.1%	32	2.7%	1181	81	93.1%
Total Fort Worth		11825	11213								
Haltom City	1	101	98	00:10:05	37	63.4%	6	5.9%	169	58	65.7%
	2	141	136	00:11:40	44	68.8%	6	4.3%	141	44	68.8%
	3	91	82	00:14:21	18	80.2%	5	5.5%	91	18	80.2%
	4	4	4	00:13:51	0	100.0%	0	0.0%	53	1	98.1%
Total Haltom City		337	320								
Haslet	1	5	5	00:12:57	4	20.0%	1	20.0%	48	14	70.8%
	2	9	5	00:08:53	2	77.8%	0	0.0%	43	10	76.7%
	3	4	4	00:22:19	2	50.0%	2	50.0%	24	5	79.2%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Mar 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 %
Total Haslet		18	14								
Lake Worth	1	15	15	00:10:43	5	66.7%	1	6.7%	57	18	68.4%
	2	59	51	00:09:10	10	83.1%	1	1.7%	85	15	82.4%
	3	30	30	00:11:40	6	80.0%	1	3.3%	51	11	78.4%
Total Lake Worth		104	96								
Lakeside	1	7	5	00:10:44	3	57.1%	0	0.0%	38	17	55.3%
	2	9	8	00:13:07	3	66.7%	0	0.0%	50	25	50.0%
	3	1	1	00:28:02	1	0.0%	1	100.0%	21	8	61.9%
Total Lakeside		17	14								
River Oaks	1	19	19	00:11:16	9	52.6%	1	5.3%	19	9	52.6%
	2	29	25	00:10:52	8	72.4%	0	0.0%	85	21	75.3%
	3	19	18	00:14:01	5	73.7%	2	10.5%	99	21	78.8%
Total River Oaks		67	62								
Saginaw	1	35	34	00:11:20	14	60.0%	5	14.3%	116	51	56.0%
	2	66	53	00:11:40	23	65.2%	2	3.0%	115	36	68.7%
	3	36	32	00:16:18	12	66.7%	5	13.9%	101	39	61.4%
Total Saginaw		137	119								
Sansom Park	1	22	21	00:09:10	7	68.2%	1	4.5%	99	24	75.8%
	2	41	40	00:10:50	9	78.0%	4	9.8%	74	14	81.1%
	3	20	17	00:13:55	6	70.0%	4	20.0%	106	24	77.4%
	4	3	3	00:42:39	1	66.7%	0	0.0%	30	3	90.0%
Total Sansom Park		86	81								
Westover Hills	3	2	1	00:10:22	0	100.0%	0	0.0%	9	3	66.7%
Total Westover Hills		2	1								
Westworth Village	1	6	6	00:06:52	0	100.0%	0	0.0%	63	7	88.9%
	2	15	15	00:12:20	6	60.0%	1	6.7%	65	21	67.7%
	3	9	7	00:10:41	1	88.9%	0	0.0%	29	8	72.4%
Total Westworth Village		30	28								
	1	59	58	00:08:33	9	84.7%	3	5.1%	59	9	84.7%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Mar 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	2	118	117	00:09:08	13	89.0%	4	3.4%	118	13	89.0%
	3	50	46	00:12:46	10	80.0%	2	4.0%	100	22	78.0%
	4	13	13	00:24:04	1	92.3%	1	7.7%	34	3	91.2%
Total White Settlement		240	234								
System Wide	1	2967	2832	00:09:23	727	75.5%	138	4.7%	3458	864	75.0%
	2	5844	5501	00:10:17	1075	81.6%	200	3.4%	6254	1170	81.3%
	3	3412	3170	00:12:18	566	83.4%	145	4.2%	3964	691	82.6%
	4	1389	1380	00:29:18	99	92.9%	42	3.0%	1491	104	93.0%
Total System Wide		13612	12883								

Tab G – FRAB

Tab H – Chief Transformation Officer

Strategic Integration Summary

April 2021

Alternate Payment Models

- ET3 Model launched on **April 5, 2021**
 - Slow start, but ramping up education for field staff
- CMS rescinded their approval for Texas' 1115 Medicaid waiver that facilitates under and uncompensated care payments for providers, including the ASPP program
 - Could impact ASPP program starting next year
 - Historically, this averages a \$1.8 million payment to MedStar for Medicaid under-compensated care
 - Reimbursements under the **new** ASPP program is predicted to be much higher, but now in question
 - Working with numerous stakeholders to assist w/mitigation of this potentially devastating impact to MedStar
- Continuing to work with Amerigroup, BCBS, CIGNA, and Cook Children's Health Plan on agreement for payment for alternate *dispositions*.
- Started dialog with Southwestern Health Resources to engage in ET3 model payment for their full risk population with Humana and UnitedHealthcare.

Legislative Issues

- *Local* –
 - S.0999 – Sen. Hancock Bill to prevent ambulance services from balance billing thwarted in committee
 - Worked with numerous stakeholders, Texas EMS Alliance, and Senate B & C committee staff to allow balance billing while a commission reviews insurance payment practices and impact of balance billing on patients and providers
 - Briefed TJ Patterson w/the City of Fort Worth on this issue.
 - S. 2028 Sen. Kolkhorst introduced the Bill and Budget Rider in the Senate to require HHSC to adopt the ET3 payment model for all ambulance services statewide.
 - Rep. Mando Martinez (paramedic from South Texas) agreed to introduce a House Bill version.
 - Actively working with numerous stakeholders on proposed legislation regarding EMS personnel carrying guns on ambulances and fire trucks, telehealth expansion, and COVID liability.
- *Federal* –
 - Working w/CMS at their invitation on development of the payment for Treatment In-Lieu-of-Transport Waiver
 - 1 conference call with Medicare officials and provided written follow-up at their request
 - Assisting with legislation on making Treatment in Place permanent, extending the Medicare extenders, EMS grant funding, and EMS Workforce issues.
 - Participated/hosted Zoom meetings with 9 Texas Congressional representatives on the above issues on April 14th as part of NAEMT's EMS on the Hill Day

COVID Vaccines

- Mobile (pop-up) vaccine clinics ongoing in cooperation with the City of Fort Worth and other member jurisdictions
 - Weekly clinics planned
- Working with CIGNA and Amerigroup on enhancing vaccines for their members
 - Likely on-site at MedStar
- Special thanks to Tarrant County Public Health, JPS and Baylor Scott and White/All Saints Medical Center – Fort Worth for allocating vaccines to MedStar

MedStarSaver+PLUS:

- Working on expanding the model for StarSaver benefits plus MedStar on Demand services

Tiered System Response Pilot

- Launched 2/1/21
- Task Force Reviewing Data bi-weekly
- Recent Outcomes below:

BLS Response Report Summary					
Through: 4/11/2021					
Response Determinant	Description	Responses	Patients Assessed	Transports	Transport Ratio
2B01	Allergic Reaction/Stings	1	0	0	0.0%
4B01A	Assault	13	12	9	69.2%
5A01	Back Pain (Non-Traumatic)	1	1	1	100.0%
17B04	Fall	2	2	1	50.0%
20B02C	Heat/Cold Exposure	5	0	0	0.0%
25O01	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	7	7	4	57.1%
25O02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	6	4	4	66.7%
25A02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	4	3	3	75.0%
25B03	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	2	2	2	100.0%
26A08	Sick Person	1	1	1	100.0%
29A02V	Traffic/Transportation Incident (MVC)	2	3	2	100.0%
29A01V	Traffic/Transportation Incident (MVC)	2	0	0	0.0%
29B01	Traffic/Transportation Incident (MVC)	3	1	1	33.3%
29B01V	Traffic/Transportation Incident (MVC)	29	35	12	41.4%
29B03	Traffic/Transportation Incident (MVC)	1	0	0	0.0%
29B03U	Traffic/Transportation Incident (MVC)	3	5	2	66.7%
29B05	Traffic/Transportation Incident (MVC)	6	6	0	0.0%
29B05U	Traffic/Transportation Incident (MVC)	8	14	10	125.0%
29B05V	Traffic/Transportation Incident (MVC)	12	20	4	33.3%
30B01	Traumatic Injury	1	1	1	100.0%
31D02	Unconscious/Fainting/Near-Fainting	1	1	0	0.0%
32B03	Unknown Problem/Person Down	29	9	7	24.1%
Total		139	127	64	46.0%

Presentations

Event (virtual, unless noted)	Date	Attendees
ICMA: First Responder Stress (<i>Desiree Partain</i>)	April 2021	~150
Texas Healthcare Financial Management Assoc.	May 2021	~200
Michigan EMS Expo	June 2020	~300
International Acad. of Emergency Dispatch (Las Vegas)	July 2021	~1,500
Pinnacle EMS Leadership Summit (Phoenix)	August 2021	~750
EMS Today (Atlanta)	August 2021	1,500

On-Going 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; 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)

Media Summary

Local -

- Opioid Response Volume and Mitigation
 - CBS 11, ABC 8, NBC 5, FOX 4, KRLD, WBAP
- Pop-Up Vax Clinics/Vax Promotion
 - NBC 5, CBS 11, ABC 8, KRLD, WBAP

National –

- Best Practices in Pop-Up Vaccine Clinics – Pew Charitable Trust Newsletter

MedStarSaver Enrollment Report

Membership New / Renewal Comparison																	
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change	2020	Cumulative	% Change	2021	Cumulative	% Change
New Households																	
January	35	35	37	37	5.7%	38	38	2.7%	21	21	-44.7%	44	44	109.5%	96	96	118.2%
February	58	93	32	69	-25.8%	41	79	14.5%	38	59	-25.3%	34	78	32.2%	66	162	94.1%
March	51	144	48	117	-18.8%	56	135	15.4%	35	94	-30.4%	92	170	80.9%	61	223	-33.7%
April	40	184	68	185	0.5%	45	180	-2.7%	44	138	-23.3%	112	282	104.3%	25	248	-77.7%
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%	54	336	103.6%		248	-100.0%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%	55	391	99.5%		248	-100.0%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%	46	437	87.6%		248	-100.0%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%	79	516	95.5%		248	-100.0%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%	90	606	12.2%		248	-100.0%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%	31	637	17.3%		248	-100.0%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%	35	672	20.9%		248	-100.0%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%	48	720	23.9%		248	-100.0%
Total New Member Households	450		458			419			581			720			248		
Renewing Households																	
January	454	454	344	344	-24.2%	347	347	0.9%	216	216	-37.8%	183	183	-15.3%	159	159	-13.1%
February	306	760	117	461	-39.3%	546	893	93.7%	210	426	-52.3%	66	249	-41.5%	136	295	106.1%
March	192	952	78	539	-43.4%	96	989	83.5%	335	761	-23.1%	44	293	-61.5%	139	434	215.9%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	954	1715	-24.8%	947	1240	-27.7%	50	484	-94.7%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%	321	1561	-25.4%		484	-100.0%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%	474	2035	-17.5%		484	-100.0%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%	360	2395	-12.8%		484	-100.0%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%	196	2591	-14.1%		484	-100.0%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%	457	3048	-4.1%		484	-100.0%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%	110	3158	-5.6%		484	-100.0%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%	66	3224	-5.7%		484	-100.0%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%	627	3851	5.3%		484	-100.0%
Total Renewing Households	4854		4727			4520			3657			3851			484		
Total Member Households	5304		5185			4939			4238			4571			732		

247 are Trinity Terrace Members
StarPlus Program

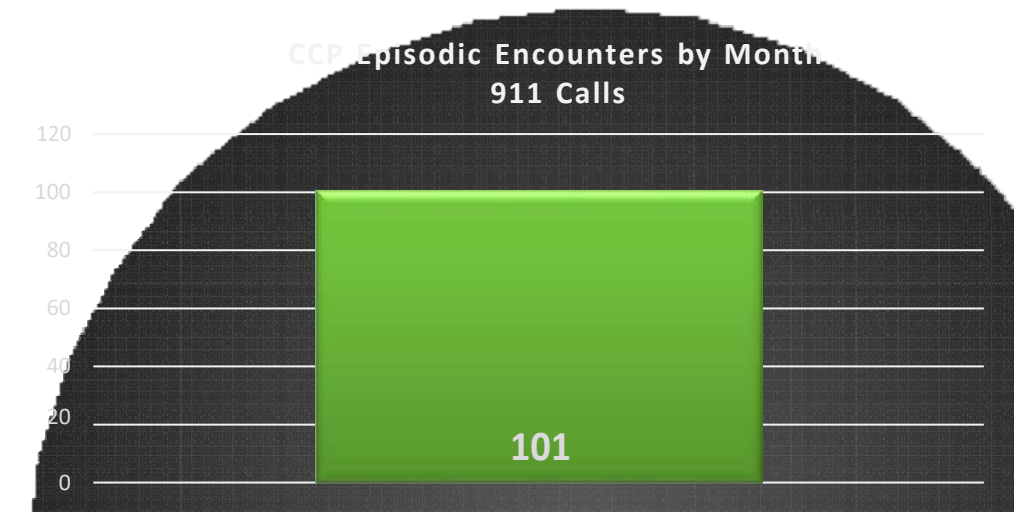
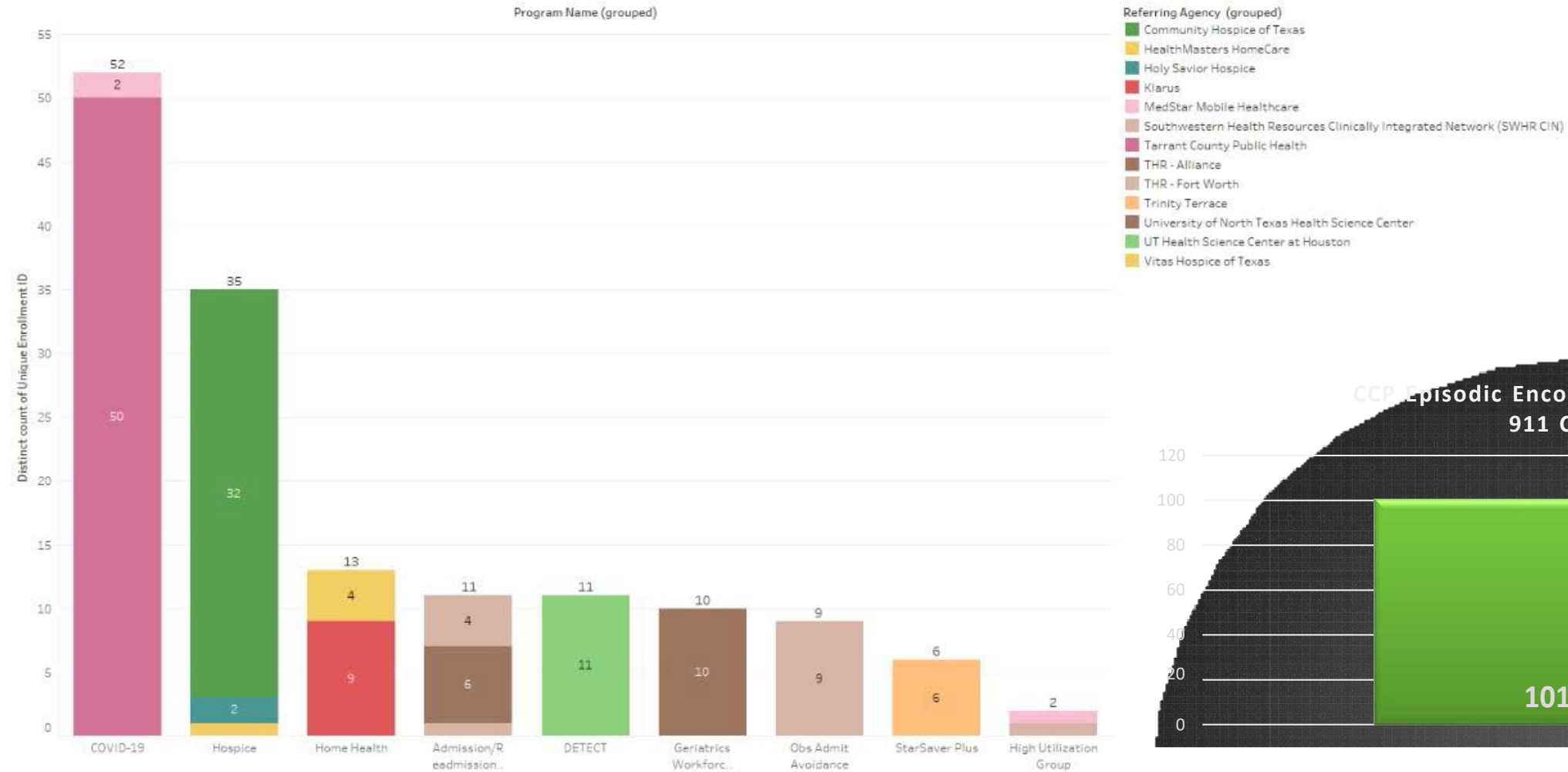
18 are Trinity Terrace Households
StarPlus Program

19 are Trinity Terrace Households
StarPlus Spring Program

249 are Fall Trinity Terrace Households
StarPlus Program

Program Enrollments and 9-1-1 Encounters

Enrollment Count



Perceived Health Status: Enrollment and Graduation

	THR Observation Admit Avoidance		
	Enrollment	Graduation	Change
Sample Size	21		
Mobility (2)	2.48	2.62	5.77%
Self-Care (2)	2.57	2.67	3.70%
Perform Usual Activities (2)	2.44	2.44	0.00%
Pain and Discomfort (2)	2.43	2.62	7.84%
Anxiety/Depression (2)	2.52	2.81	11.32%
Overall Health Status (3)	5.33	7.62	42.86%

	THR FW Admit Avoidance		
	Enrollment	Graduation	Change
Sample Size	23		
Mobility (2)	2.31	2.49	8.02%
Self-Care (2)	2.54	2.78	9.39%
Perform Usual Activities (2)	2.26	2.64	16.85%
Pain and Discomfort (2)	2.39	2.60	8.62%
Anxiety/Depression (2)	2.66	2.84	6.89%
Overall Health Status (3)	5.32	7.22	35.79%

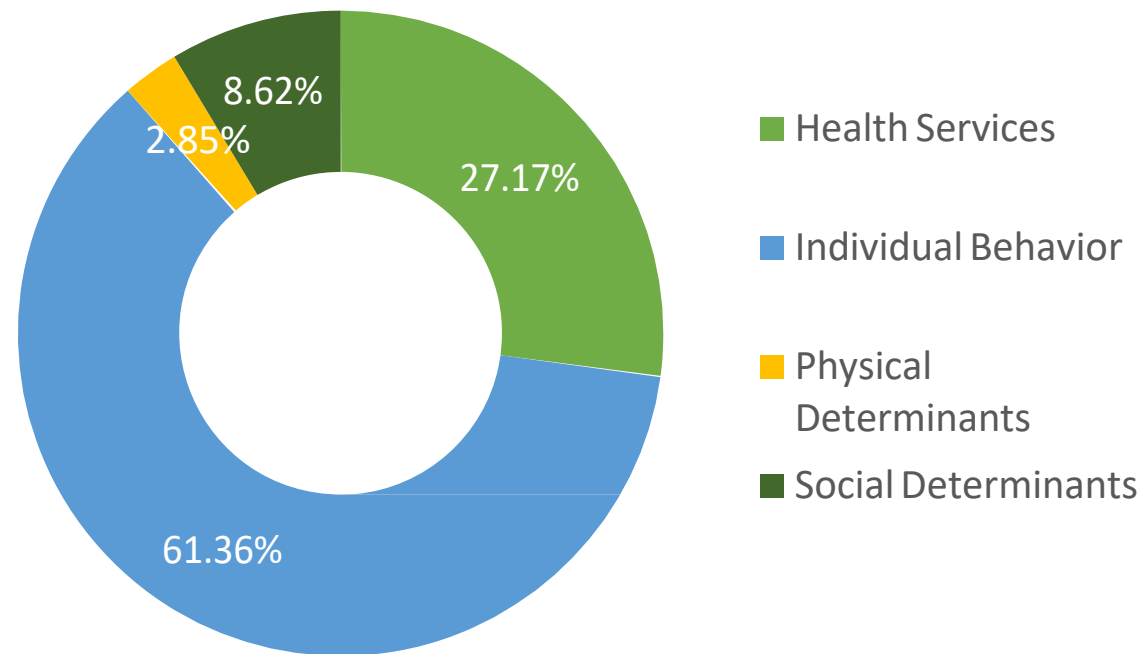
	THR Alliance Admit Avoidance		
	Enrollment	Graduation	Change
Sample Size	34		
Mobility (2)	2.59	2.77	6.75%
Self-Care (2)	2.74	2.88	4.86%
Perform Usual Activities (2)	2.56	2.87	12.05%
Pain and Discomfort (2)	2.41	2.66	10.38%
Anxiety/Depression (2)	2.52	2.73	8.28%
Overall Health Status (3)	5.57	7.18	29.04%

	SWHR Admit Avoidance & HUG		
	Enrollment	Graduation	Change
Sample Size	25		
Mobility (2)	2.15	2.39	11.21%
Self-Care (2)	2.51	2.70	7.45%
Perform Usual Activities (2)	2.11	2.43	15.42%
Pain and Discomfort (2)	1.99	2.33	17.51%
Anxiety/Depression (2)	2.18	2.56	17.55%
Overall Health Status (3)	4.84	6.81	40.51%

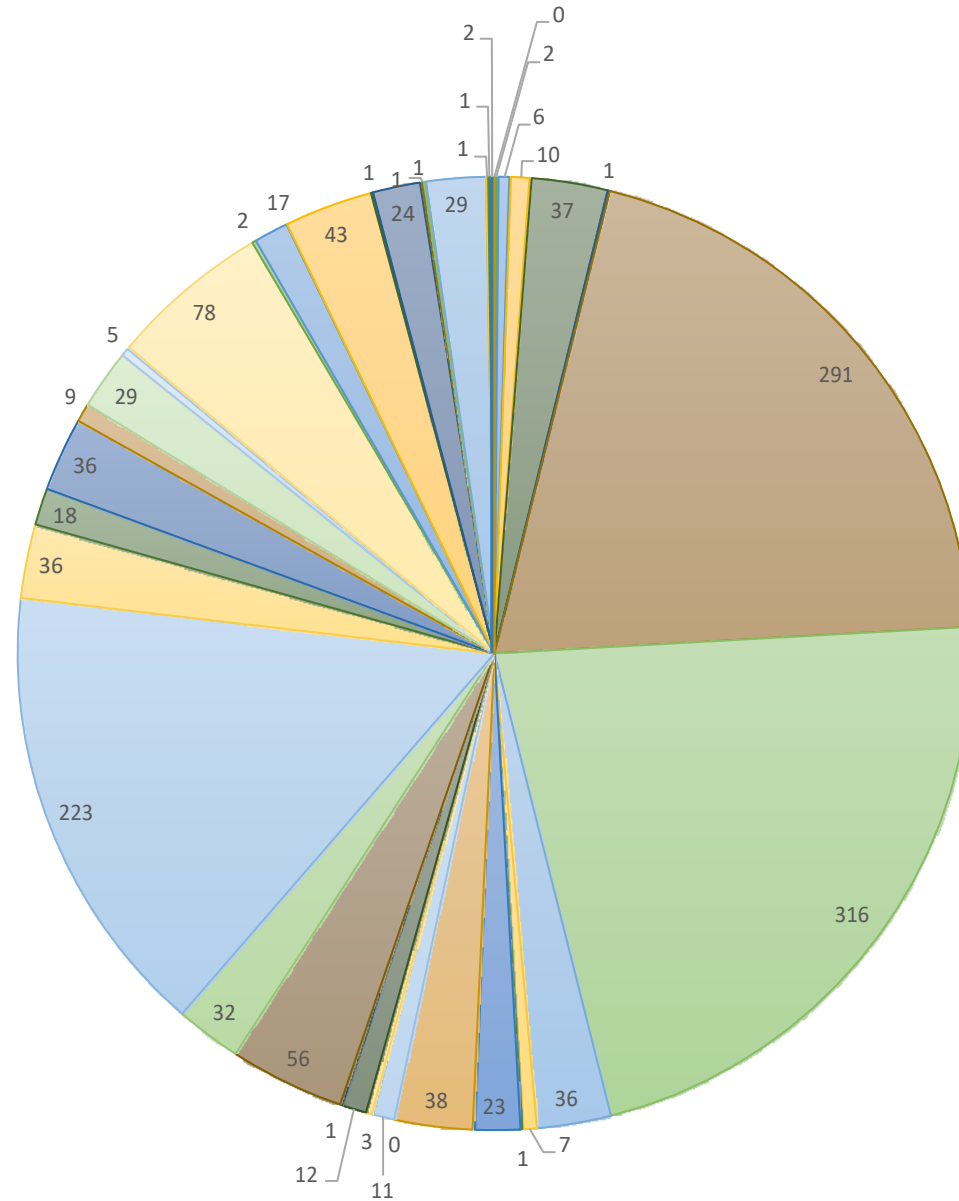
1. Average scores of pre and post enrollment data from EuroQol EQ-5D-3L Assessment Questionnaire
2. Score 1 - 3 with 3 most favorable
3. Score 1 - 10 with 10 most favorable

Determinants of Health

Determinants of Health Identified & Addressed



Determinants of Health

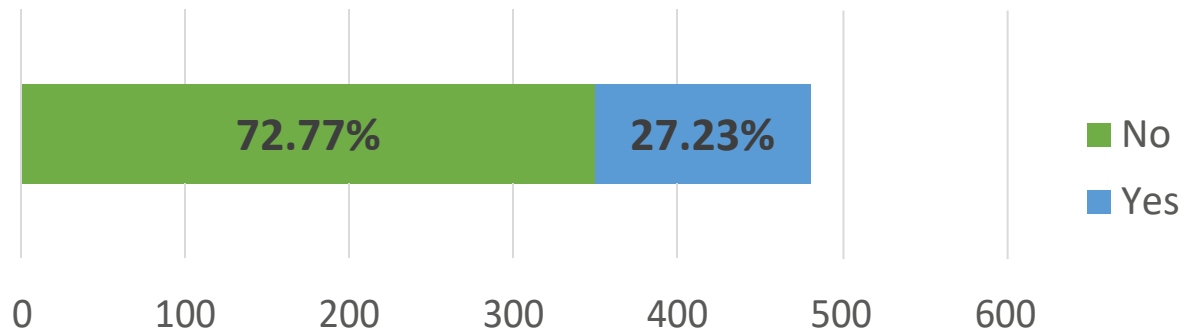


Domain Breakdown

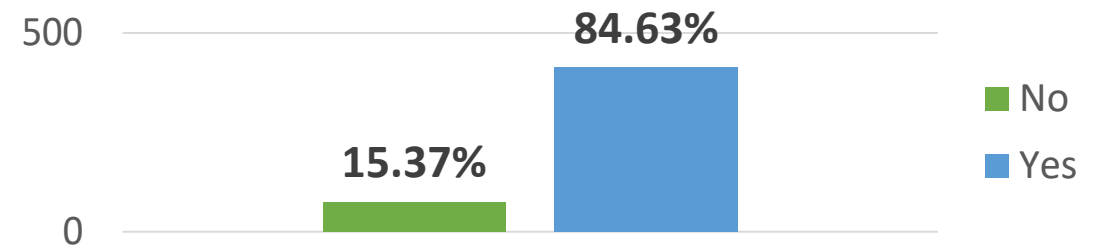
- Alcohol Cessation
- APS Referral
- Bathroom Grab Bars / Bed Rails / Ramps
- Case Manager/Social Worker
- Cell Phone
- Client Binder
- Disease Specific Education
- Durable Medical Equipment
- Education on Appropriate Healthcare Utilization
- Education on Self-Care
- Financial Assistance
- Food Services (Food Bank, Meals on Wheels)
- Guardianship Services
- Home Health
- Hospice
- Housing
- Infestation Extermination
- Matter of Balance
- Medical Funding
- Medication Compliance
- Mental Health Provider
- Palliative Care
- PCP
- PCP Appointment
- Physical Therapy
- Silver Sneakers
- Specialist
- Substance Abuse Cessation
- Tobacco Cessation
- Transportation
- Wound Care
- Weight Loss / Exercise / Proper Nutrition
- Medication Delivery

Common Determinants of Health Identified Upon Enrollment of MIH Patients

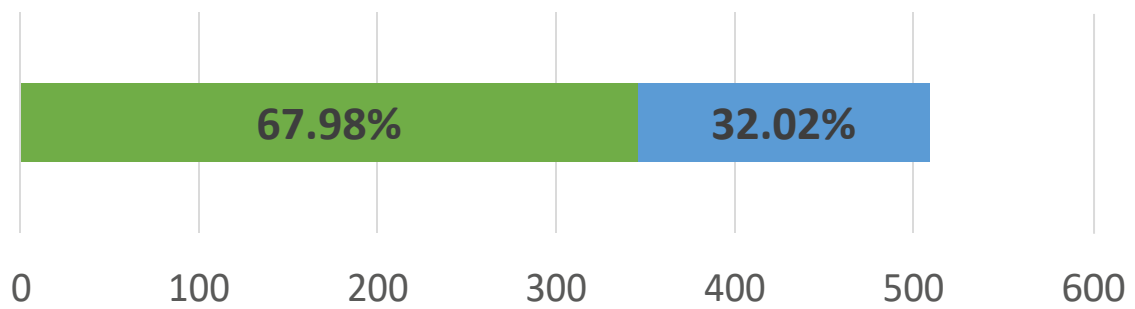
Food Insecurity



Reliable Transportation



Financial Insecurity



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

HCM – Human Capital Management
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