



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

MEMORANDUM

DATE: May 26, 2021
TO: MAEMSA Board of Directors
FROM: Kenneth J. Simpson, Interim CEO
SUBJECT: Board of Directors ePacket for May 2021

Enclosed are the board reports for May 2021. If you have any questions, please feel free to contact me at (817) 269-7494 or ksimpson@medstar911.org

Our Mission:

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



Discussion

- ET3
- Credentialing Committee
- Tiered Response Task Force
- Resuscitation Center Project

Education and Training

- OMD 21Q2 CE – June – Resuscitation Academy
- EMT Course Coordination
 - TCU
 - Ben Barber
 - Birdville ISD

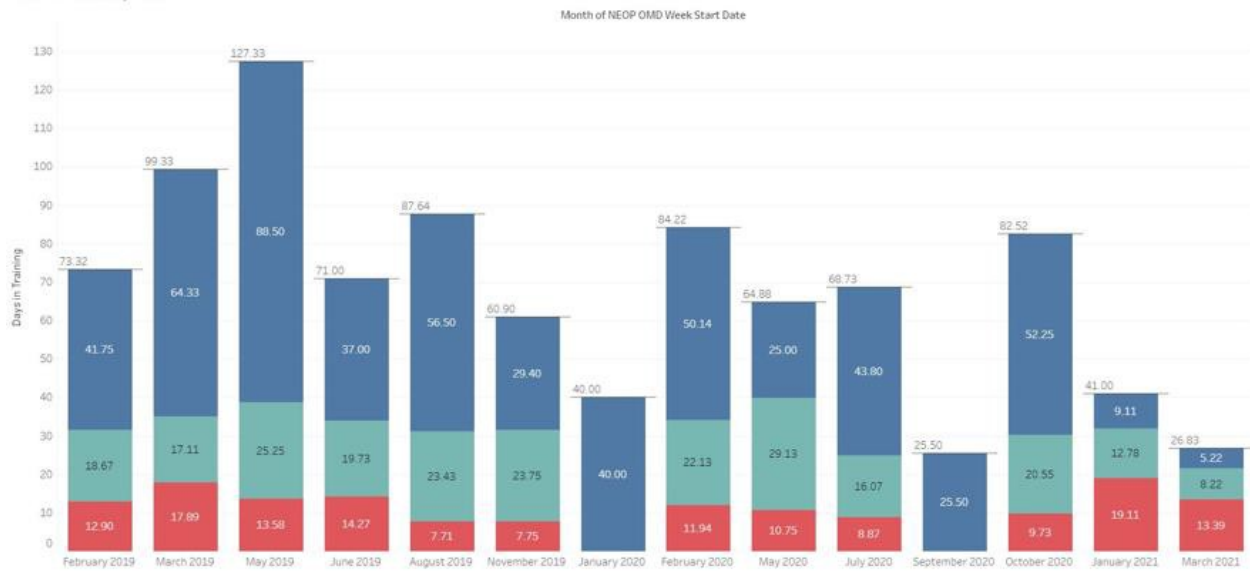
Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS	Additional Course Challenges
MedStar	43	8	6	38	25	3
FRO	1	2	2	3	2	3
External	4	0	0	4	6	0

Credentialing

- New Protocols
 - MedStar transitioned to new protocols on April 26th
 - FWFD is in transition with projected completion date of August 1st
 - Other FROs are in process

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

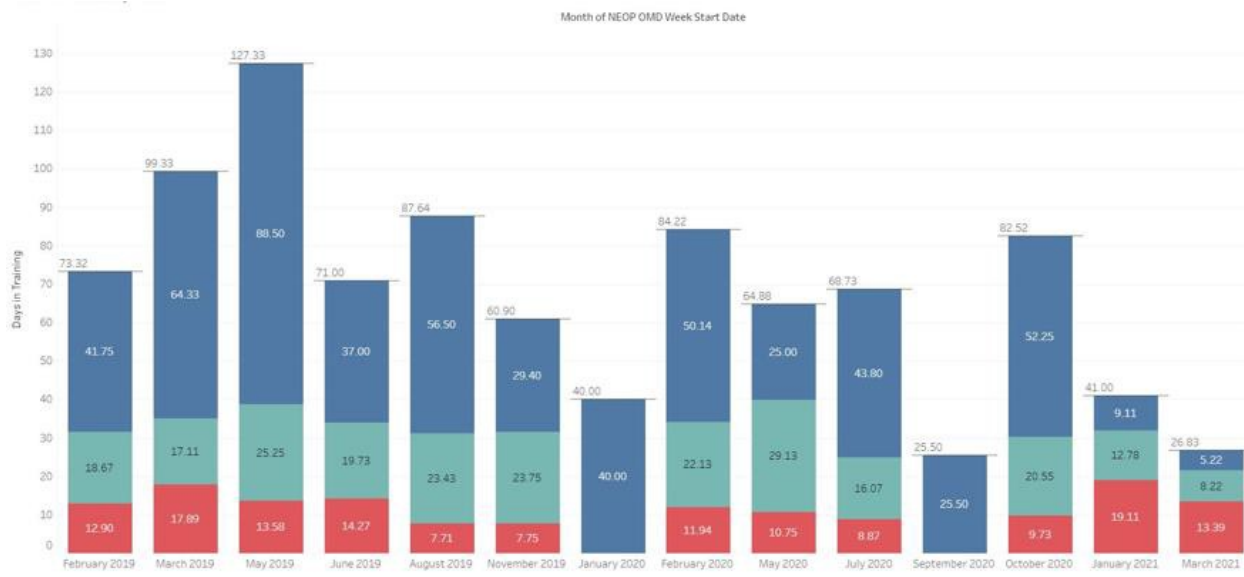
- Credentialing Process



* Does not account for 9.5 days in administrative/operational classroom training.

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Quality Assurance

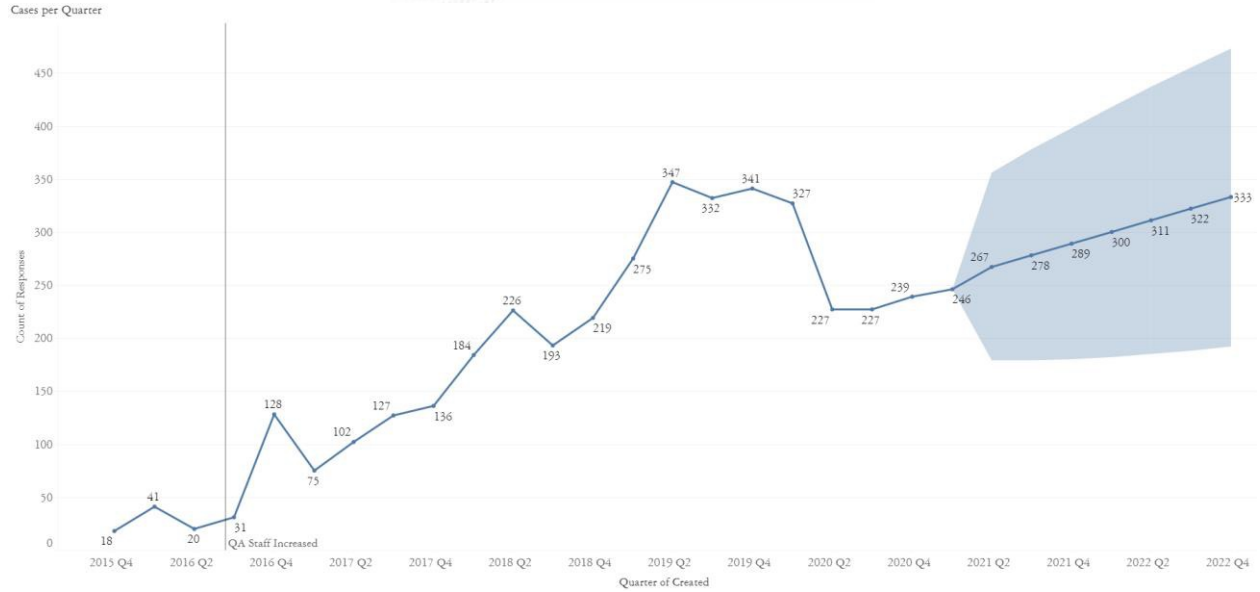
Cases by Origin



Case Acuity		
	March 2021	April 2021
High	3 (3.2%)	2 (2.7%)
Moderate	21 (22.3%)	18 (24.3%)
Low	67 (71.3%)	54 (73.0%)
Non QA/QI	3 (3.2%)	
Grand Total	94 (100.0%)	74 (100.0%)

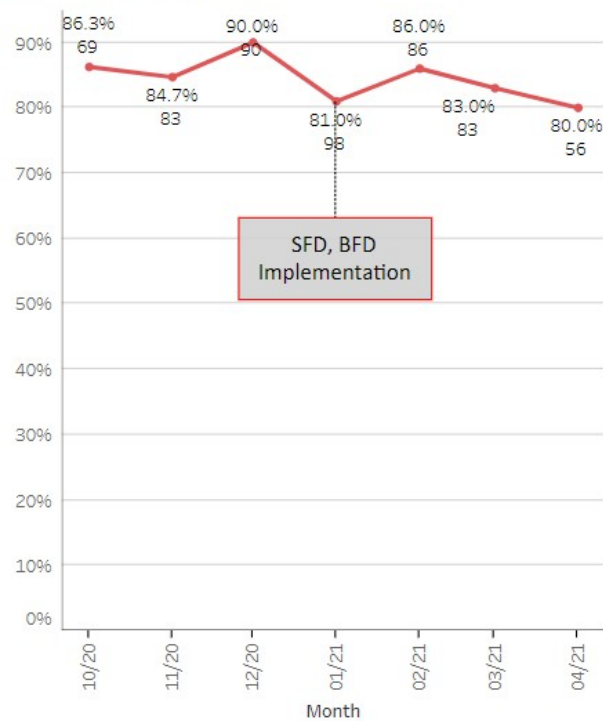
Case Disposition		
	March 2021	April 2021
Clinically Appropriate	5 (5.3%)	2 (2.7%)
Needs Improvement	63 (67.0%)	46 (62.2%)
Clinically Inappropria..	1 (1.1%)	
Forwarded	3 (3.2%)	1 (1.4%)
No Fault	16 (17.0%)	16 (21.6%)
Pending	6 (6.4%)	9 (12.2%)
Grand Total	94 (100.0%)	74 (100.0%)

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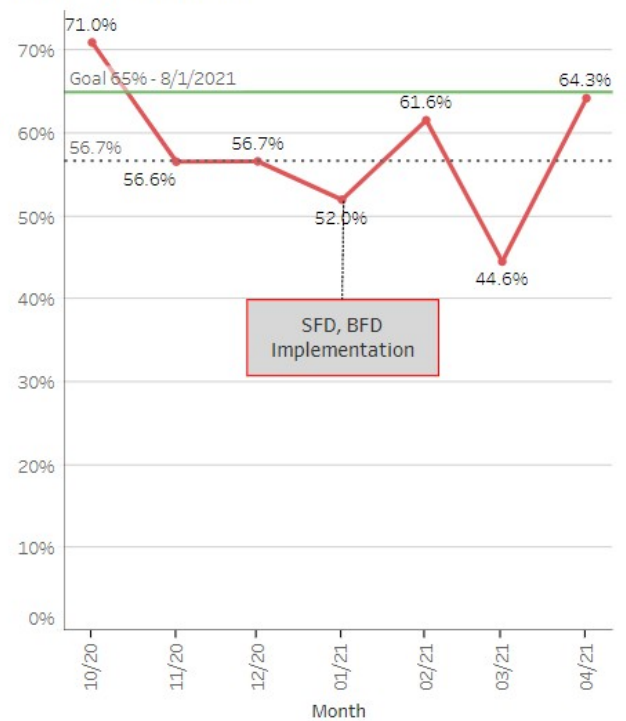


- MCD**

MCD Placement %

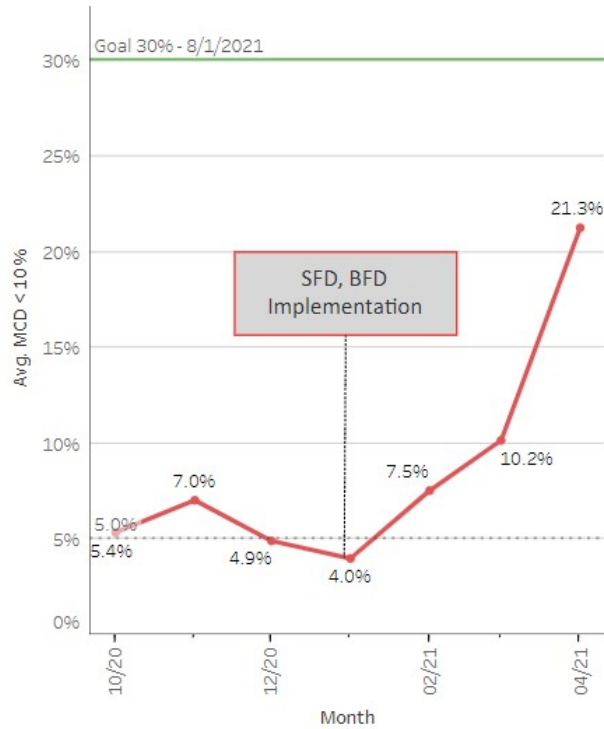


No MCD WALK %

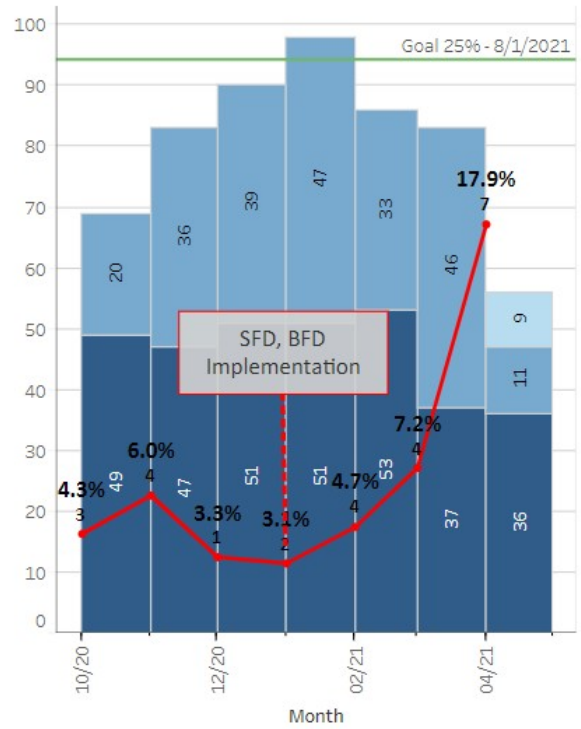


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MCD Placement < 10 sec %

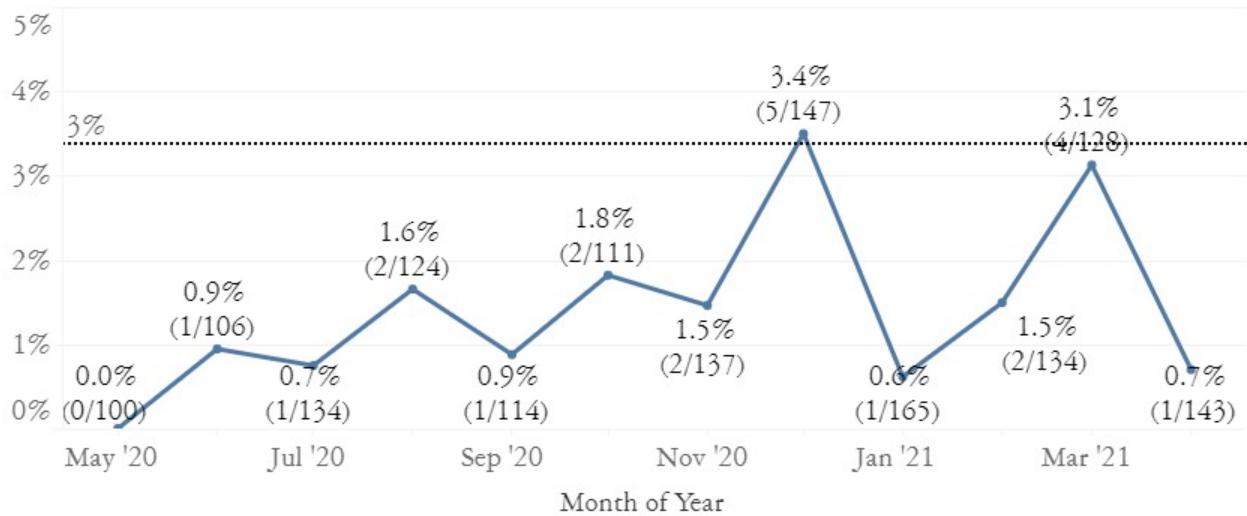


Successful MCD Placement %



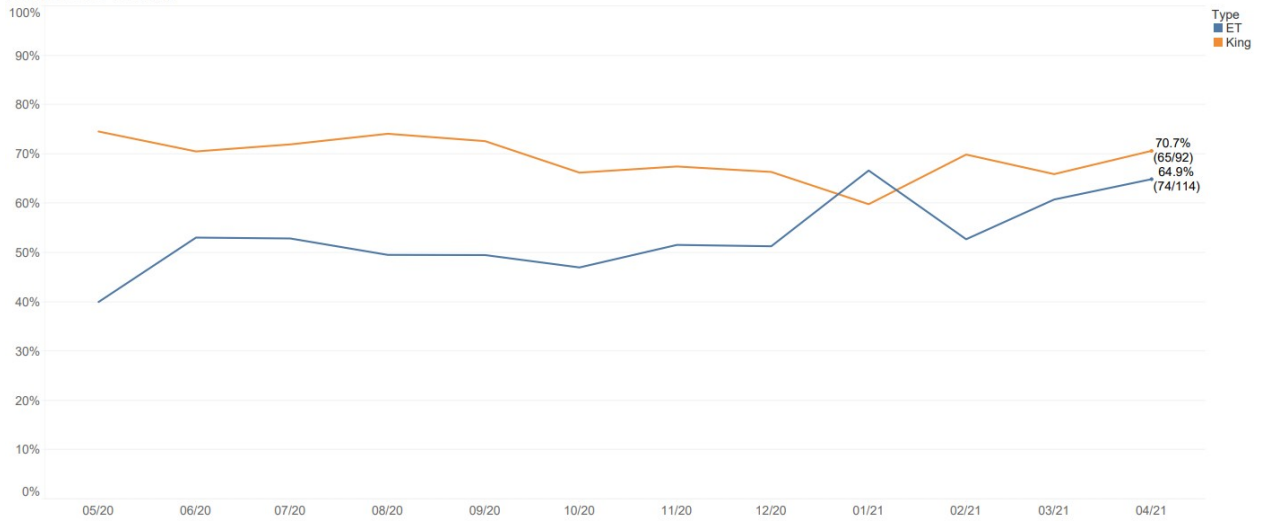
- Airway Management**

Unrecognized Failed Advanced Airway Rate



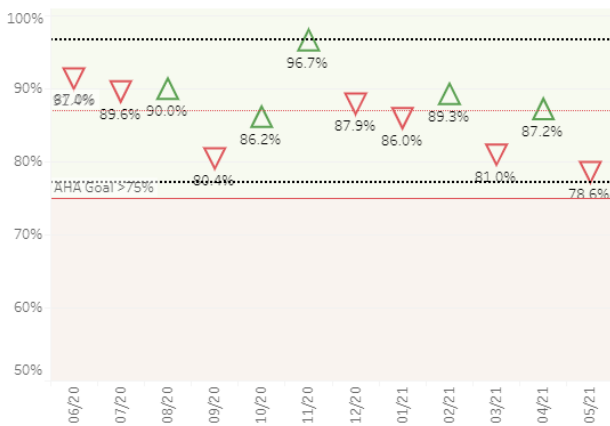
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Airways Success - ET & King

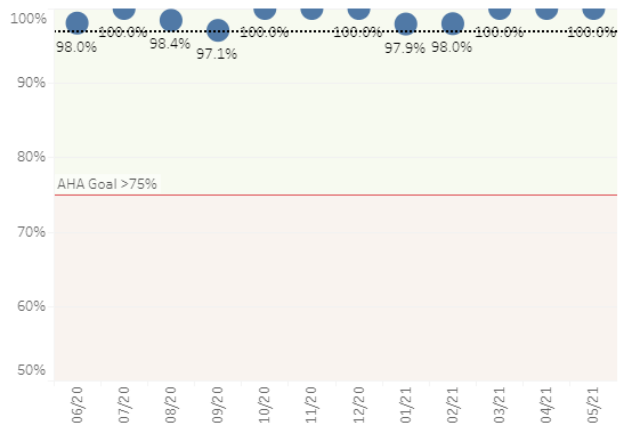


- T-CPR

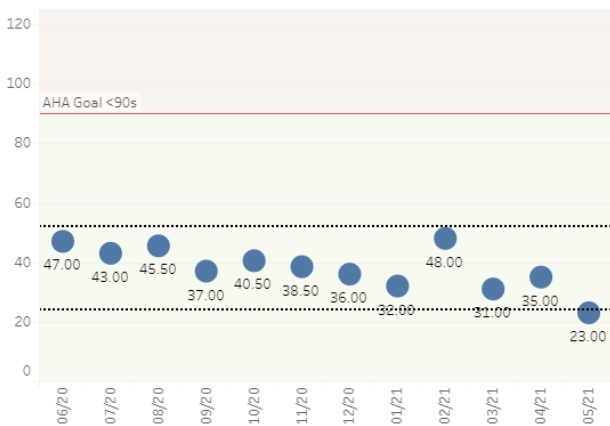
Percentage of OHCA Identified by PSAP



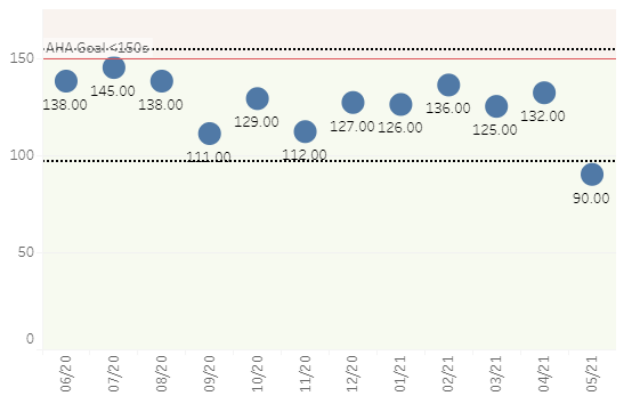
Percentage of Recognized OHCA Receiving T-CPR



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

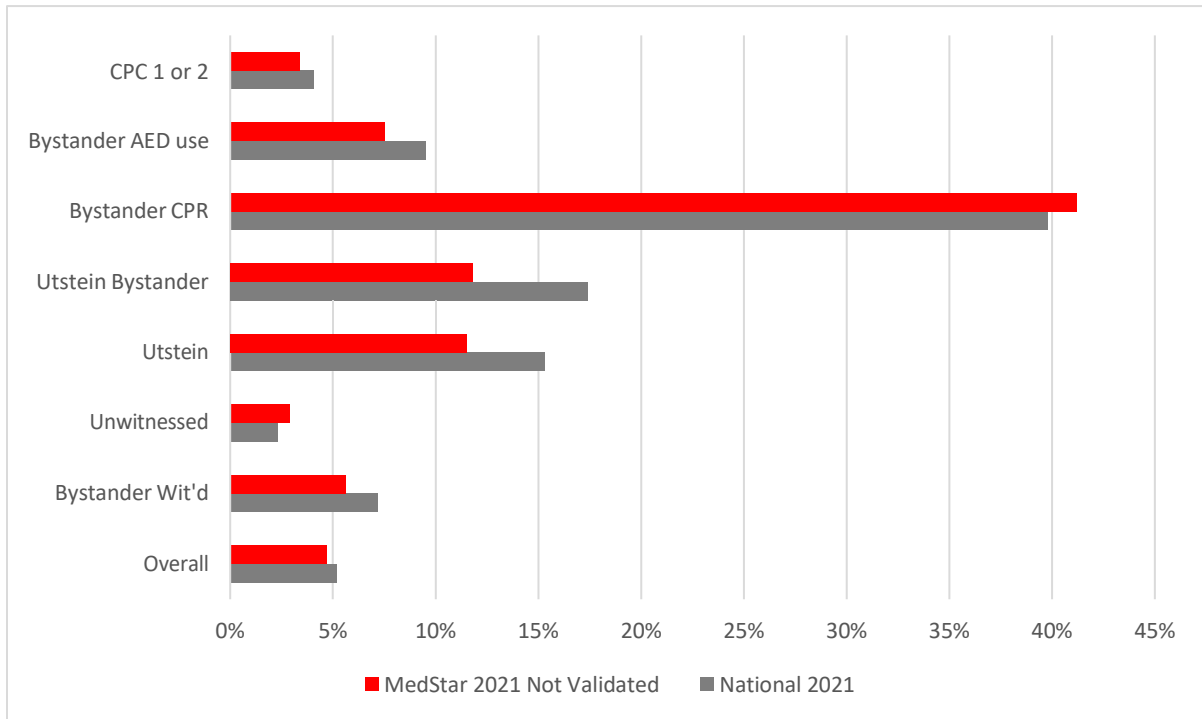


Median Time Between 9-1-1 Call and First T-CPR- Directed Compression



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- CARES



- 2021 (Not Validated)
 - o 446-cases through April
 - o 55-outcomes still pending

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System Diagnostics

	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.		Goal
Cardiac Arrest									
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	96.7%	87.9%	84.9%	89.0%	81.0%	85.7%	87.0%		75%
Median time between 9-1-1 call and OHCA recognition	0:00:39	0:00:36	0:00:30	0:00:48	0:00:31	0:00:35	0.0%		< 0:01:30
% of recognized 2nd party OHCA cases that received tCPR	100.0%	100.0%	97.7%	98.0%	100.0%	100.0%	99.2%		75%
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases	0:01:52	0:02:07	0:02:02	0:02:16	0:02:05	0:02:17	0.1%		<0:02:30
% of cases with time to tCPR < 180 sec from first key stroke	76.5%	73.4%	70.7%	78.7%	71.4%	71.8%	73.0%		
% of cases with CCF ≥ 90%	79.0%	80.0%	85.0%	87.0%	90.0%	90.0%	83.9%		90%
% of cases with compression rate 100-120 cpm 90% of the time	93.8%	95.8%	94.6%	94.3%	91.2%	89.6%	94.1%		90%
% of cases with compression depth that meet appropriate depth benchmark 90% of the time	46.9%	41.7%	46.8%	39.8%	40.7%	53.7%	43.8%		90%
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	8.9%	5.9%	5.8%	10.3%	14.3%	21.3%	9.9%		
% of cases with Pre-shock pause < 10 sec	92.2%	98.6%	94.2%	97.4%	96.5%	97.5%	95.8%		
% arrive at E/D with ROSC	23.3%	15.7%	14.0%	8.0%	19.2%	25.3%	17.2%		
% discharged alive	7.8%	8.8%	5.0%	2.3%	6.1%	2.5%	5.7%		
% neuro intact at discharge (Good or Moderate Cognition)	5.8%	6.1%	4.1%	2.3%	5.1%	1.3%	4.6%		
% of cases with bystander CPR	31.1%	45.6%	40.5%	58.0%	51.5%	38.0%	45.6%		
% of cases with bystander AED use	24.4%	21.1%	20.7%	19.3%	29.3%	24.1%	21.4%		
Ventilation Management									
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped	98.7%	100.0%	98.3%	98.3%	96.7%		98.0%		
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)	99.5%	98.9%	99.1%	98.8%	98.9%		98.5%		
% of successful ventilation management as evidenced by etCO2 waveform throughout the case	96.2%	92.8%	98.2%	98.5%	96.9%	97.2%	97.4%		
% of successful King Airway placement	52.0%	66.0%	60.0%	70.0%	66.0%	70.7%	71.0%		
% of successful endotracheal tube placement	67.0%	66.7%	67.0%	53.0%	61.0%	65.0%	48.1%		

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STEMI	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.		Goal
% of suspected STEMI patients correctly identified by EMS	66.7%	52.2%	37.5%	42.9%	53.9%	41.4%	72.1%		
% of suspected STEMI patients w/ASA admin <i>(in the absence of contraindications)</i>	100.0%	87.1%	77.3%	93.3%	91.7%	93.9%	93.0%		90%
% of suspected STEMI patients w/NTG admin <i>(in the absence of contraindications)</i>	100.0%	77.4%	77.3%	76.7%	87.5%	84.9%	85.6%		90%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	87.5%	67.7%	54.6%	60.0%	70.8%	72.7%	75.1%		90%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	87.5%	58.1%	59.1%	56.7%	58.3%	54.6%	56.5%		90%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact	12.5%	3.2%	18.2%	16.7%	12.5%	30.3%	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%		90%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes	12.5%	12.5%	0.0%	25.0%	50.0%	30.0%	26.8%		
Stroke	Nov-20	Dec-21	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.		Goal
% of suspected Stroke patients w/BGL measured	93.3%	84.3%	93.6%	89.2%	86.9%	85.2%	89.7%		
% of suspected Stroke patients w/CSS measured	80.0%	74.3%	79.2%	69.1%	70.5%	81.5%	78.4%		
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) measured	80.0%	74.3%	82.4%	82.7%	76.1%	77.0%	79.8%		
% of suspected stroke patients with stroke facility notified of suspected stroke within 10 minutes of EMS patient contact									
% of suspected stroke patients w/LAMS scores 4 - 5 transported to Comprehensive Stroke Center	100.0%	97.9%	96.0%	96.4%	97.2%	97.8%	98.9%		

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**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – April 30, 2021**

The following summarizes significant items in the April 30, 2021 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of April 2021 is a loss of (\$791,603) as compared to a budgeted gain of 139,790 for a negative variance of (\$931,393). EBITDA for the month of April 2021 is a loss of (\$454,824) compared to a budgeted gain of \$450,655 for a negative variance of (\$905,480).

- Transport volume in April ended the month 97.4% to budget. Total Patient Encounters ended the month at 97.5% to budget.
- Net Revenue in April is 94.45% to budget or \$226,953 below budget for April. The patient mix for Bill Patient is above budget by 3.7%. This has a negative effect on the Net Revenue because of the additional \$210,000 booked for Provision for Doubtful Accounts due to the lower collectability of the Bill Patient.
- Total Expenses ended the month 118% to budget or \$704,439 above budget. In April, MedStar incurred additional expenses in salaries, \$518K over budget, and Benefits and Taxes expense, \$132K over budget. This overage is due to additional overtime incurred, incentives paid to pick up additional shifts and higher than expected health insurance claims paid. The overage is partially offset by lower-than-expected expenses for fuel (\$10K under budget), Medical Supply/Oxygen (\$34K), and professional fees (42K).

Year to Date: EBITDA is \$1,607,502 as compared to a budget of \$1,596,279 for a positive variance of \$11,223.

- The main drivers for this positive variance are YTD patient encounters at 99% to budget, total expenses are at budget for the year, the one-time CARES Act distribution from the COFW of \$606K and a CARES Act Provider Relief payment of \$584K.

Key Financial Indicators:

- Current Ratio – MedStar has \$11.97 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 April 30, 2021, there is 4.9 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 April, the return is -1.28%.

MAEMSA/EPAB cash reserve balance as of April 30, 2021 is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending April 30, 2021

Assets	Current Year	Last Year
Cash	\$9,387,430.04	\$8,493,339.44
Cash Restricted	\$11,040,765.00	\$13,169,091.41
Accounts Receivable	\$8,881,648.19	\$9,212,337.73
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$903,510.89	\$891,769.02
Property Plant & Equ	\$61,916,471.73	\$56,606,238.48
Accumulated Deprecia	(\$24,089,854.79)	(\$23,310,695.16)
Total Assets	\$68,398,960.81	\$65,347,237.58
Liabilities		
Accounts Payable	(\$267,100.30)	(\$1,006,410.95)
Other Current Liabil	(\$1,625,232.54)	(\$1,935,370.14)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$111,437.96)	\$53,911.35
Long Term Debt	(\$3,832,844.94)	(\$4,101,623.70)
Other Long Term Liab	(\$8,055,783.69)	(\$5,741,277.32)
Total Liabilities	(\$13,900,180.74)	(\$12,738,552.07)
Equities		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$709,325.02	\$3,023,128.12
Total Equities	(\$54,498,780.07)	(\$52,608,685.51)
Total Liabilities and Equities	(\$68,398,960.81)	(\$65,347,237.58)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

April 30, 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	\$16,015,409.50	\$14,691,595.27	\$1,323,814.23	\$107,171,392.98	\$103,318,025.41	\$3,853,367.57
Contractual Allow	(\$6,619,839.91)	(\$6,202,501.75)	(\$417,338.16)	(\$44,954,827.96)	(\$43,618,623.97)	(\$1,336,203.99)
Provision for Uncoll	(\$5,736,098.02)	(\$4,550,419.00)	(\$1,185,679.02)	(\$36,212,610.53)	(\$31,998,823.00)	(\$4,213,787.53)
Education Income	\$238.40	\$10,000.00	(\$9,761.60)	\$6,498.60	\$12,890.00	(\$6,391.40)
Other Income	\$113,414.17	\$101,222.67	\$12,191.50	\$1,900,795.44	\$431,158.69	\$1,469,636.75
Standby/Subscription	\$87,798.85	\$35,544.00	\$52,254.85	\$545,300.91	\$377,713.00	\$167,587.91
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$480.95	\$2,916.67	(\$2,435.72)	\$2,642.50	\$20,416.69	(\$17,774.19)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$0.00	\$53,693.73
Total Revenue	\$3,861,403.94	\$4,088,357.86	(\$226,953.92)	\$28,512,885.67	\$28,542,756.82	(\$29,871.15)
Expenditures						
Salaries	\$2,868,033.40	\$2,348,744.74	\$519,288.66	\$18,509,639.72	\$17,519,958.18	\$989,681.54
Benefits and Taxes	\$554,099.64	\$421,192.00	\$132,907.64	\$2,922,230.68	\$2,891,034.00	\$31,196.68
Interest	\$31,608.93	\$33,500.00	(\$1,891.07)	\$186,830.10	\$234,500.00	(\$47,669.90)
Fuel	\$89,802.31	\$99,978.00	(\$10,175.69)	\$493,511.03	\$643,410.00	(\$149,898.97)
Medical Supp/Oxygen	\$187,058.39	\$221,125.82	(\$34,067.43)	\$1,336,653.20	\$1,554,591.34	(\$217,938.14)
Other Veh & Eq	\$41,734.60	\$36,452.23	\$5,282.37	\$273,607.50	\$252,071.15	\$21,536.35
Rent and Utilities	\$53,093.71	\$65,333.63	(\$12,239.92)	\$470,484.44	\$449,718.41	\$20,766.03
Facility & Eq Mtc	\$84,037.07	\$89,874.97	(\$5,837.90)	\$522,704.31	\$546,589.79	(\$23,885.48)
Postage & Shipping	\$7,423.56	\$3,521.55	\$3,902.01	\$26,228.65	\$24,650.85	\$1,577.80
Station	\$98,748.96	\$48,952.18	\$49,796.78	\$341,554.15	\$397,078.26	(\$55,524.11)
Comp Maintenance	\$62,389.02	\$9,173.00	\$53,216.02	\$403,393.22	\$442,514.00	(\$39,120.78)
Insurance	\$31,690.22	\$36,438.37	(\$4,748.15)	\$255,258.98	\$255,068.59	\$190.39
Advertising & PR	\$0.00	\$3,500.00	(\$3,500.00)	\$935.60	\$32,000.00	(\$31,064.40)
Printing	\$10,673.79	\$3,615.41	\$7,058.38	\$33,480.03	\$25,307.87	\$8,172.16
Travel & Entertain	\$1,271.91	\$8,476.00	(\$7,204.09)	\$31,410.77	\$65,272.00	(\$33,861.23)
Dues & Subs	\$71,597.40	\$69,570.00	\$2,027.40	\$457,138.30	\$497,163.00	(\$40,024.70)
Continuing Educ Ex	\$2,358.07	\$1,838.00	\$520.07	\$12,358.90	\$55,575.00	(\$43,216.10)
Professional Fees	\$124,643.83	\$167,196.34	(\$42,552.51)	\$1,043,150.15	\$1,267,679.34	(\$224,529.19)
Education Expenses	\$3,358.58	\$828.00	\$2,530.58	\$5,853.07	\$13,552.00	(\$7,698.93)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

April 30, 2021

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Miscellaneous	\$24,214.03	\$1,892.00	\$22,322.03	(\$234,209.10)	\$13,244.00	(\$247,453.10)
Depreciation	\$305,170.08	\$277,365.33	\$27,804.75	\$2,129,996.99	\$1,966,995.05	\$163,001.94
Total Expenditures	\$4,653,007.50	\$3,948,567.57	\$704,439.93	\$29,222,210.69	\$29,147,972.83	\$74,237.86
Net Rev in Excess of Expend	(\$791,603.56)	\$139,790.29	(\$931,393.85)	(\$709,325.02)	(\$605,216.01)	(\$104,109.01)
EBITDA	(\$454,824.55)	\$450,655.62	(\$905,480.17)	\$1,607,502.07	\$1,596,279.04	\$11,223.03

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
April 30, 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	11.97

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%	41.25%
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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
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets	-1.00%	11.60%	10.35%	10.11%	4.04%	0.00%	-1.28%
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Reveals management's effectiveness in generating profits from the assets available.

**Emergency Physicians Advisory Board
Cash expenditures Detail**

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
Balance 04/30/2021			<u><u>\$ 475,470.69</u></u>



Account Ending 9-34001

p. 1/7

Closing Date 04/27/21 Next Closing Date 05/28/21
Account Ending 9-34001

Customer Care: 1-800-492-3344
TTY: Use Relay 711
Website: americanexpress.com

New Balance	\$9,367.95
Minimum Payment Due	\$735.62
Payment Due Date	05/22/21 *

Membership Rewards⁴¹ Points	13,631
Available and Pending as of 03/31/21	
For more details about Rewards, please visit americanexpress.com/rewardsinfo	

Late Payment Warning: Your Payment Due Date is 05/22/21. 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%.

Account Summary

Pay In Full Portion	
Previous Balance	\$491.46
Payments/Credits	-\$491.46
New Charges	+\$648.62
Fees	+\$0.00
New Balance	= \$648.62

Pay Over Time Portion	
Previous Balance	\$13,108.45
Payments/Credits	-\$13,108.45
New Charges	+\$8,719.33
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	= \$8,719.33
Minimum Due	\$87.00

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	21 years	\$20,891

Account Total	
Previous Balance	\$13,599.91
Payments/Credits	-\$13,599.91
New Charges	+\$9,367.95
Fees	+\$0.00
Interest Charged	+\$0.00

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

See page 2 for important information about your account.

New Balance	\$9,367.95
Minimum Payment Due	\$735.62

Please refer to the **IMPORTANT NOTICES** section on page 7.

For information on your Pay Over Time feature and limit, see page 6

Pay Over Time Limit	\$55,000.00
Available Pay Over Time Limit	\$46,280.67
Days in Billing Period:	30

Continued on page 3

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

Payment Coupon

Do not staple or use paper clips

1:1 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.



Payment Due Date	05/22/21
New Balance	\$9,367.95
Minimum Payment Due	\$735.62

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

1100111001111111110011001100110011

0000349991382953784 000936795000073562 24



Business Gold Rewards

MFN::TA07-"cue"

Closing Date 04/27/21

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

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

Hearing Impaired

Online chat at americanexpress.com or use Relay dial 711 and 1-800-678-0745



Website: americanexpress.com

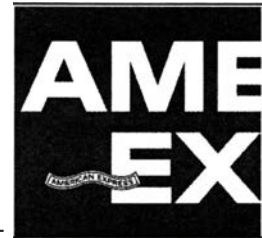
Customer Care & Billing Inquiries
P.O. BOX 981535
EL PASO, TX
79998-1535

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

Put More Time to Business and Less Time to Bills

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

Visit www.AmericanExpress.com/enrollAM to enroll an Account Manager now.



Payments and Credits

Summary

	Pay In Full	Pay Over Time +	Total
Payments	-\$491.46	-\$13,108.45	-\$13,599.91
Credits	\$000	\$0.00	\$0.00
Total Payments and Credits	-\$491.46	-\$13,108.45	-\$13,599.91

Detail *Indicates posting date

Payments	Amount
04/19/21* ONLINE PAYMENT- THANK YOU	-\$ 1359991

New Charges

Summary

	Pay In Full	Pay Over Time +	Total
	\$648.62	\$7,697.70	\$8,346.32
	\$000	\$1,021.63	\$1,021.63
Total New Charges	\$648.62	\$8,719.33	\$9,367.95

Detail

+ denotes Pay Over Time activity

	Amount
03/29/21 APPLE ONLINE STORE Fixed iPad CUPERTINO CA PO2023126 \$53.04	
03/30/21 THE DIVE OYSTER BAR 628041004777207 FORT WORTH TX PO2023178 \$39.26	
817_560_3483 Legal working lunch	
03/31/21 TWILIO INC SAN FRANCISCO CA PO2023163 \$10.00	
+18778894546	
03/31/21 FULLBARSCELL PHONE AND C00-080311605 FORT WORTH TX PO 2023127 \$369.00	
ELECTRONICS REPAIR Fixed broken iPhone Screen	
PAY OVER TIME OPTION	

Detail Continued

+denotes Pay Over Time activity

					Amount
04/01/21	CONCUR TECHNOLOGIES 588-895-4815 TVL website PAY OVER TIME OPTION	588-895-4815	WA	PO 2023122	\$150.00 -
04/01/21	APPLE ONLINE STORE FixediPad ELECTRONICS STORE	CUPERTINO	CA	PO 2023129	\$53.04
04/01/21	APPLE ONLINE STORE FixediPad ELECTRONICS STORE	CUPERTINO	CA	PO 2023036	\$53.04
04/02/21	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	PO 2023160	\$30.00
04/05/21	APPLE ONLINE STORE FixediPad ELECTRONICS STORE	CUPERTINO	CA	PO 2023128	\$53.04
04/07/21	AMAZONCOM*2Z3F093G3 MERCHANDISE Gift cards for Dispatchers week PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2023121	\$950.00 -
04/09/21	STAR TELEGRAM DIGITALSUNA 800-776-7827	FORTHWORTH	TX	PO 2022840	\$17.31
04/10/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2023233	\$10.00
04/13/21	HUMBLE LLC 0000 April Employee Engagement 817-435-3918 Luncheon PAY OVER TIME OPTION	FORT WORTH	TX	PO 2023205	\$787.22 -
04/14/21	VIDABOX LLC 00-08032658042 516-4995050 Tablet floorstand & mount enclosure PAY OVER TIME OPTION	PLAINVIEW	NY	PO 2023215	\$1,142.53 -
04/15/21	LOS VAQUEROS UNIVERSIT 3105 COCKRELL A 8172234969 Dispatcher week meal	FORT WORTH	TX	PO 2023291	\$95.70
04/15/21	WINGSTOP 4 650000009852313 8177639464 Dispatcher week meal PAY OVER TIME OPTION	FORTWORTH	TX	PO 2023290	\$131.30 -
04/15/21	MCALISTERS 1367 0000 214-373-3400 CFO Team mtg over lunch	FORTWORTH	TX	PO 2023232	\$78.68
04/16/21	QUALITY LOGO PRODUCTS 866-312-5646 MIH Hydration Tumbler for patients PAY OVER TIME OPTION	AURORA	IL	PO 2023289	\$757.56 -
04/16/21	LOS VAQUEROS UNIVERSIT 3105 COCKRELL A 8172234969 Dispatcher week meal PAY OVER TIME OPTION	FORTWORTH	TX	PO 2023291	\$317.70 -
04/16/21	LOS VAQUEROS UNIVERSIT 3105 COCKRELL A 8172234969 Dispatcher week meal PAY OVER TIME OPTION	FORTWORTH	TX	PO 2023291	\$332.65 -
04/16/21	FORT WORTH BUSINESS PRESS 000000001 8173368300 Ordered Print & Online of FWBP	FORTWORTH	TX	PO 2023288	\$96.00
04/19/21	FORTWORTH AXE FACTORY squareup.com receipts deposit for EMS Week event PAY OVER TIME OPTION	Fort Worth	TX	PO 2023292	\$162.37 -
04/19/21	FSP*FUN ON THE RUN 000001338 8172370299 Deposit for EMS Week softball event PAY OVER TIME OPTION	FORTWORTH	TX	PO 2022958	\$1500.00 -
04/19/21	PANERA BREAD #606050 FOOD & NONA Admin. Professional Day Lunch for Admins PAY OVER TIME OPTION	817-569-6221	TX	PO 2023255	\$112.74 +
04/20/21	DONUT PALACE 0001 817-232_5105 Operations Supervisors Meeting at North Star	FORT WORTH	TX	PO 2023282	\$49.48

Continued on next page



Posting Date 04/27/21

Detail Continued

+ - denotes Pay Over Time activity

						Amount
04/20/21	FEDEX OFFICE COMM 1569640009 101624584716222676116 Poster for BACA silent auction BACA Med5tar Silent Auction Offering.pdf PAY OVER TIME OPTION	Dallas	TX	PO 2023374		\$1,298.88 -
04/20/21	NTTA AUTOCHARGE TOLL FEES PAY OVER TIME OPTION	972-818-6882	TX			\$320.00 -
04/24/21	IWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2023343		\$10.03
04/26/21	AMZN MKTP US*334XJ2YR3 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL	WA	PO 2023470		\$529.75 -
04/26/21	PINNACLE EMS 000000001 8164312600 Reg's Chad Carr to attend Pinnacle EMS 2021 PAY OVER TIME OPTION	PLATTE CITY	MO	PO 2023370		\$965.00 -
04/26/21	PINNACLE EMS 000000001 8164312600 Added Power Sessions to Ken Simpson Pinnacle EMS 2021 reg's. PAY OVER TIME OPTION	PLATTE CITY	MO	PO 2023395		\$390.00 -
						Amount
03/30/21	DFW PRINT SOLUTIONS 628024003478278 817-624-1191 Ordered New MedStar birthday cards and note cards PAY OVER TIME OPTION	FORT WORTH	TX	PO 2023124		\$1,021.63 -

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

Human Resources - April 2021

Turnover:

- **April turnover – 2.31%**
 - FT – 1.82%
 - PT – 8.11%
- **Year to date turnover –12.37%**
 - FT – 9.32%
 - PT –48.65%

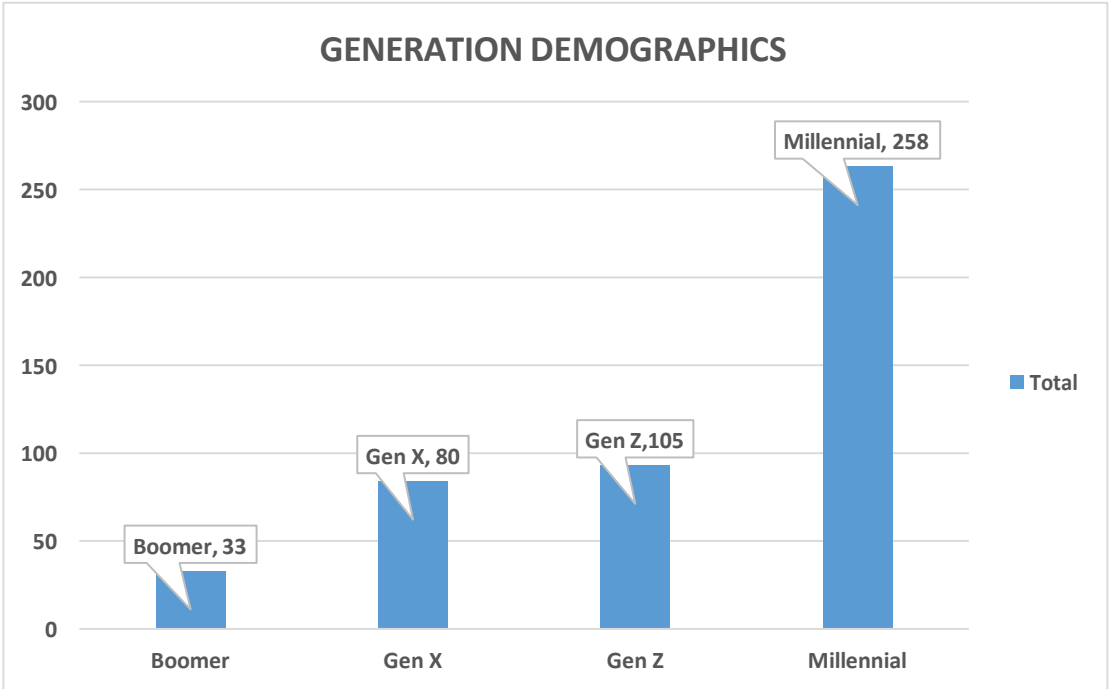
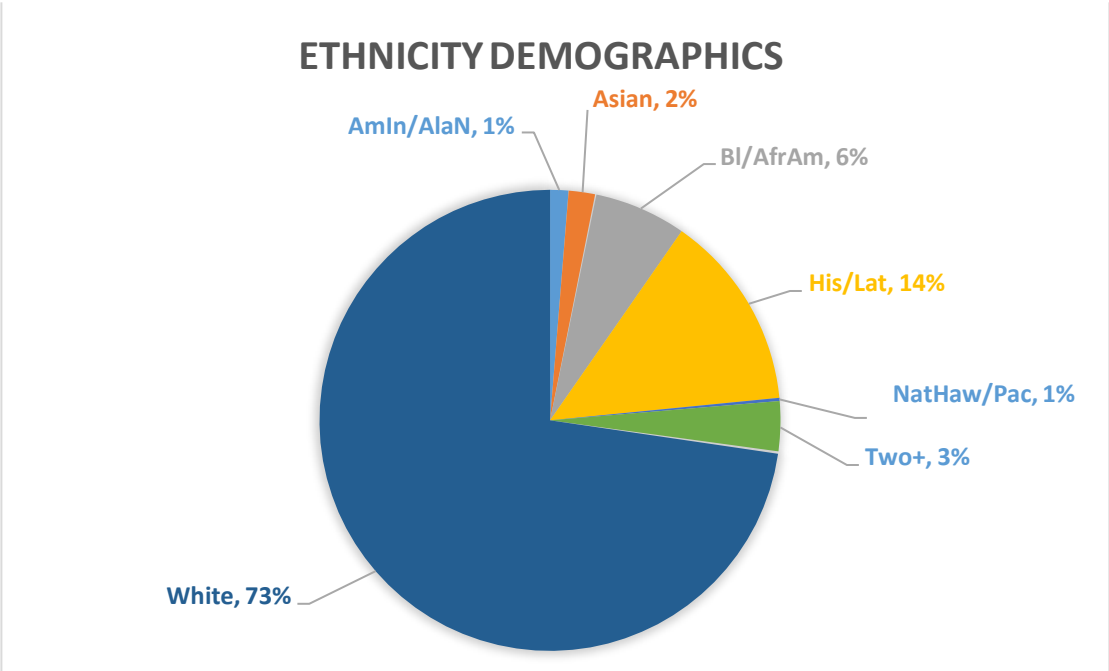
Leaves:

- **45 employees on FMLA / 10.23% of workforce**
 - 35 cases on intermittent
 - 10 cases on a block
- **Top request reasons/conditions**
 - FMLA Child (8)
 - FMLA Parent (6)
 - Obstetrics (6)

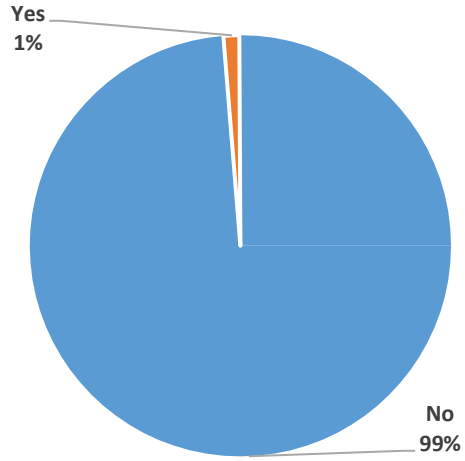
COVID-19:

- **593 tests conducted**
- **102 positive**
- **COVID Administrative Leave**
 - 20:00 hours in Apr.
 - 12,829:10 hours to date

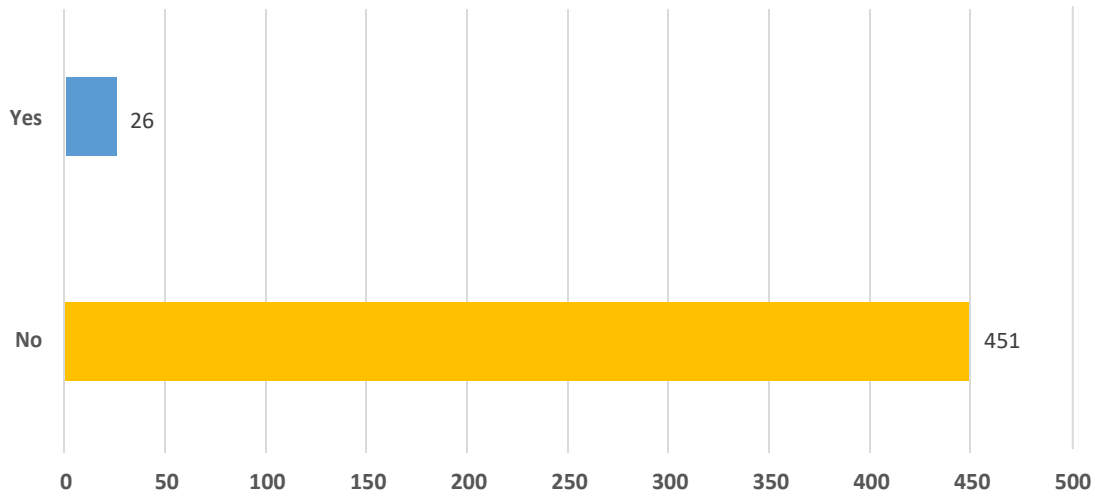
APRIL 2021 DIVERSITY STATISTICS



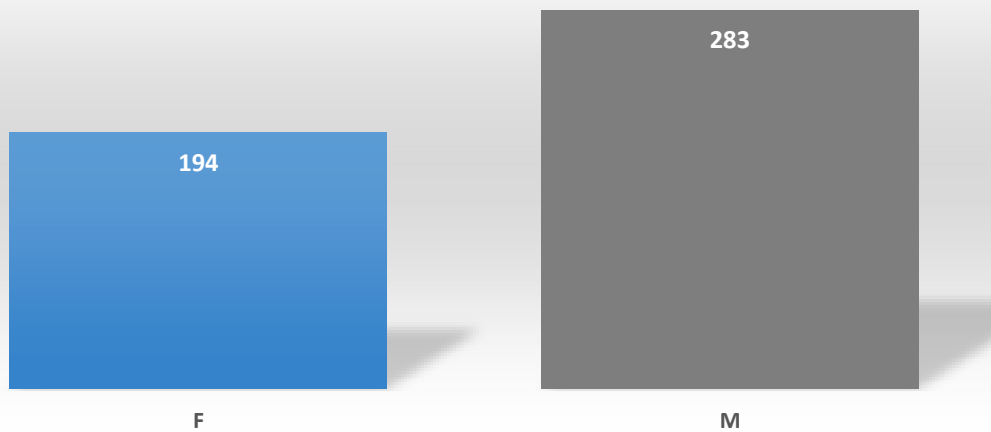
DISABILITY DEMOGRAPHICS



VETERAN DEMOGRAPHICS



GENDER DEMOGRAPHICS



**FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 4/1/2021 thru 4/30/2021
Percentages by Department/Conditions**

Row Labels	Conditions Count of Reason
Cardiology	4
Digestive	2
ENT	1
FMLA - Child	8
FMLA - Parent	6
FMLA - Spouse	3
Mental Health	5
Neurological	5
Obstetrics	6
Orthopedic	4
Pulmonary	1
Grand Total	45

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	145	10	2.27%	22.22%	6.90%
Basic	158	8	1.82%	17.78%	5.06%
Business Office	27	8	1.82%	17.78%	29.63%
Communications	38	8	1.82%	17.78%	21.05%
Human Resources	9	1	0.23%	2.22%	11.11%
Mobile Integrated Health	14	2	0.45%	4.44%	14.29%
Support Services - Facilities, Fleet, S.E., Logistics	38	8	1.82%	17.78%	21.05%
Grand Total	429	45			
Total # of Full Time Employees - April 2021					
440					
% of Workforce using FMLA					
10.23%					
TYPE OF LEAVES UNDER FMLA					
	# of Ees	% on Leave			
Intermittent Leave	35	77.78%			
Block of Leave	10	22.22%			
Total	45	100.00%			

Full-time EE's: 440
Part-time EE's: 37
Total EE's: 477

MedStar Mobile Healthcare
Leave of Absence Report - Fiscal Year 2020-2021

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	14:25	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	1898:19	1898:19	1898:19	1898:19	1898:19	1898:19	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	670:24	547:00	0:00	0:00	0:00	0:00	0:00	
FY 20-21	192:17	264:32	264:32	264:32	467:44	1138:08	1685:08	1685:08	1685:08	1685:08	1685:08	1685:08	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	2111:10	1585:52	1378:47	1288:51	0:00	0:00	0:00	0:00	0:00	1135:25
FY 20-21	1700:39	3134:09	4989:34	7100:44	8686:36	10065:23	11354:14	11354:14	11354:14	11354:14	11354:14	11354:14	
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	5285:24	4588:16	5810:19	3911:22	4350:28	5621:03	5260:11	0:00	0:00	0:00	0:00	0:00	3482:42
FY 20-21	5285:24	9873:40	15683:59	19595:21	23945:49	29566:52	34827:03	34827:03	34827:03	34827:03	34827:03	34827:03	
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.)

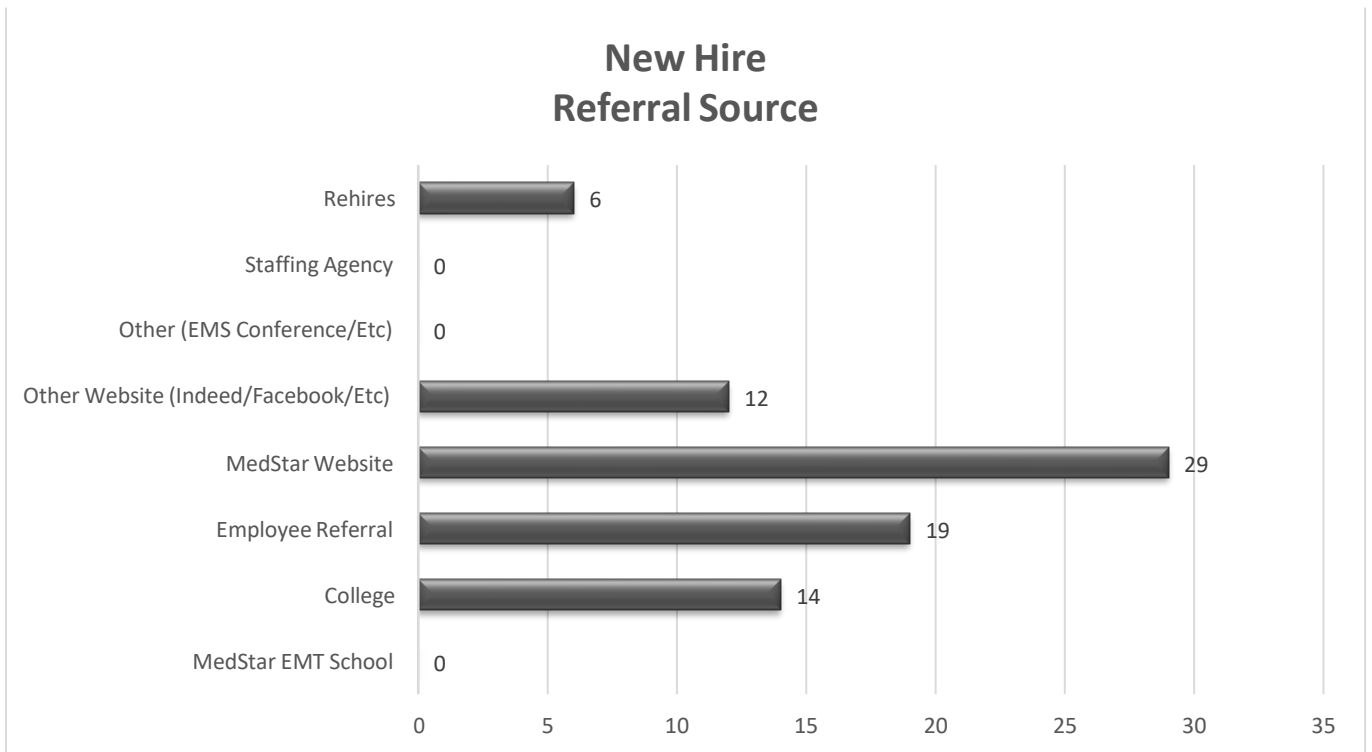
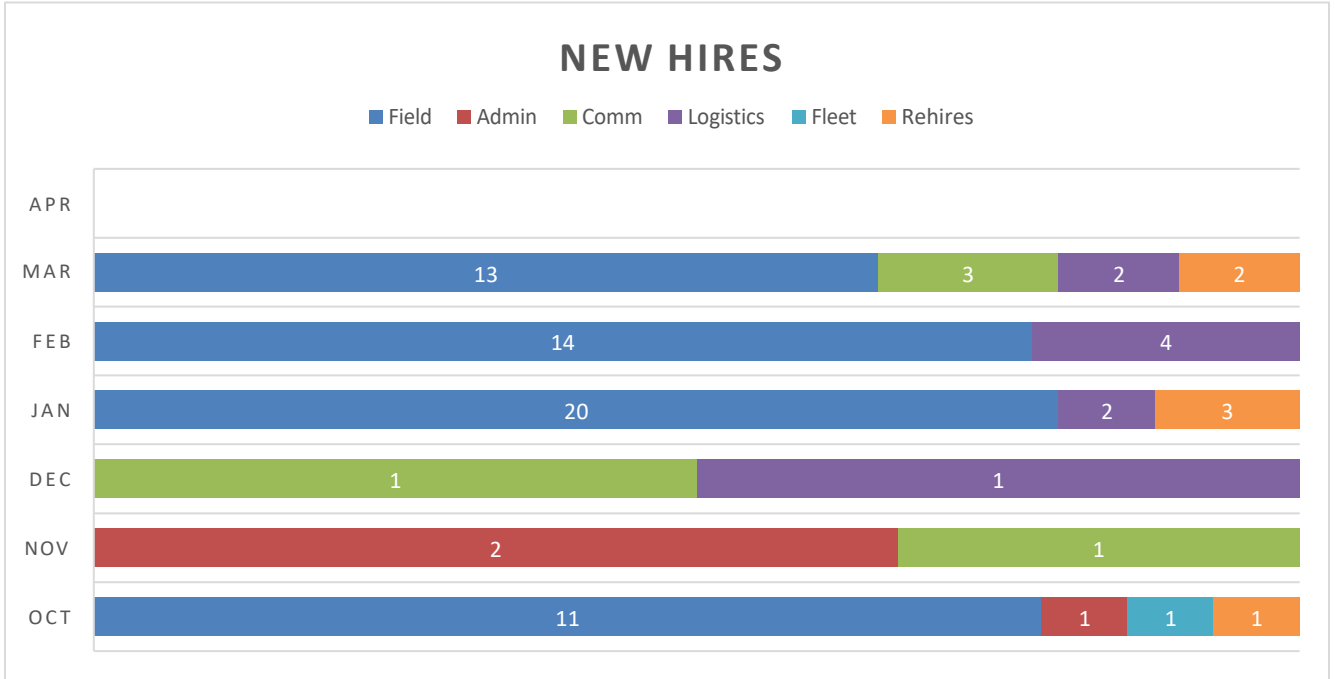
Military Leave for Fiscal Year 2020-2021													
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	144:00	72:00	60:00	97:00	272:55	243:00	270:00	0:00	0:00	0:00	0:00	0:00	115:53
FY 20-21	144:00	216:00	276:00	373:00	645:55	888:55	1158:55	1158:55	1158:55	1158:55	1158:55	1158:55	
FY 19-20	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	2338:13	2011:06	1855:16	1573:16	0:00	0:00	0:00	0:00	0:00	1441:08
FY 20-21	2182:31	4144:21	6633:37	8971:50	10982:56	12838:12	14411:28	14411:28	14411:28	14411:28	14411:28	14411:28	
FY 19-20	10583:19	19393:23	28951:20	36175:41	43182:23	50724:16	57256:33	64446:03	72608:16	81902:12	90752:00	98638:47	71602:36:00

Summary of Fiscal Year 2020-2021							
	Light Duty WC	Light Duty HR	Worker's Comp	FMLA	All Other Leave	Military	Total
YTD	1898:19	1685:08	0:00	11354:14	34827:03	1158:55	14411:28
Goal-Compare	3571:50	2162:30	14:11	18086:55	71602:36	2562:00	98638:47

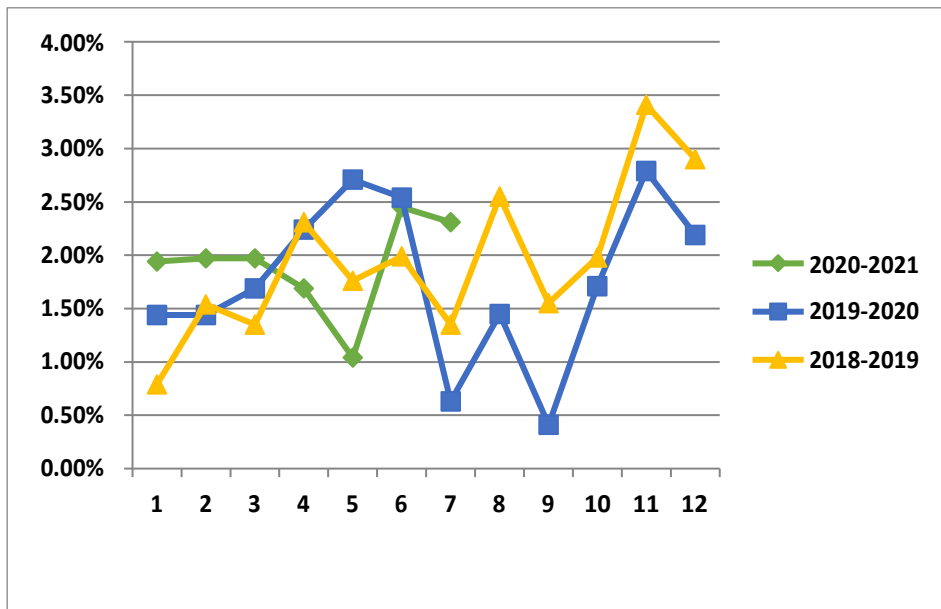
Recruiting & Staffing Report

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	2.31%	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	12.37%	19.91%	23.48%	





MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 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	6	6	00:10:11	3	50.0%	0	0.0%	22	4	81.8%
	2	8	8	00:11:48	2	75.0%	1	12.5%	72	10	86.1%
	3	1	1	00:24:11	1	0.0%	0	0.0%	25	9	64.0%
Total Blue Mound		15	15								
Burleson	1	93	87	00:09:53	28	69.9%	12	12.9%	93	28	69.9%
	2	176	160	00:09:37	30	83.0%	8	4.5%	176	30	83.0%
	3	88	83	00:11:53	18	79.5%	5	5.7%	88	18	79.5%
	4	182	177	00:37:52	20	89.0%	9	4.9%	182	20	89.0%
Total Burleson		539	507								
Edgecliff Village	1	6	6	00:08:26	1	83.3%	0	0.0%	47	7	85.1%
	2	12	11	00:10:18	2	83.3%	0	0.0%	26	4	84.6%
	3	4	3	00:10:00	0	100.0%	0	0.0%	45	3	93.3%
Total Edgecliff Village		22	20								
Forest Hill	1	40	38	00:09:44	9	77.5%	2	5.0%	40	9	77.5%
	2	92	77	00:11:15	27	70.7%	5	5.4%	92	27	70.7%
	3	52	48	00:12:44	11	78.8%	0	0.0%	52	11	78.8%
Total Forest Hill		184	163								
Fort Worth	1	2536	2412	00:09:20	595	76.5%	107	4.2%	2536	595	76.5%
	2	4942	4617	00:10:15	908	81.6%	144	2.9%	4942	908	81.6%
	3	3115	2897	00:12:30	549	82.4%	131	4.2%	3115	549	82.4%
	4	1192	1166	00:29:35	79	93.4%	30	2.5%	1192	79	93.4%
Total Fort Worth		11785	11092								
Haltom City	1	125	120	00:09:59	47	62.4%	3	2.4%	125	47	62.4%
	2	137	131	00:11:19	40	70.8%	5	3.6%	137	40	70.8%
	3	83	67	00:15:06	29	65.1%	9	10.8%	174	47	73.0%
	4	1	1	00:07:08	0	100.0%	0	0.0%	1	0	100.0%
Total Haltom City		346	319								
Haslet	1	7	7	00:11:03	4	42.9%	1	14.3%	55	18	67.3%
	2	16	15	00:10:13	4	75.0%	0	0.0%	59	14	76.3%
	3	4	3	00:09:34	0	100.0%	0	0.0%	28	5	82.1%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 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 %
Total Haslet		27	25								
Lake Worth	1	26	25	00:08:42	6	76.9%	0	0.0%	83	24	71.1%
	2	51	47	00:10:23	11	78.4%	4	7.8%	136	26	80.9%
	3	36	34	00:11:25	4	88.9%	2	5.6%	87	15	82.8%
Total Lake Worth		113	106								
Lakeside	1	5	4	00:14:30	3	40.0%	2	40.0%	43	20	53.5%
	2	4	4	00:16:02	3	25.0%	0	0.0%	54	28	48.1%
	3	2	2	00:17:46	2	0.0%	0	0.0%	23	10	56.5%
Total Lakeside		11	10								
River Oaks	1	23	22	00:10:00	8	65.2%	2	8.7%	42	17	59.5%
	2	43	40	00:10:07	8	81.4%	1	2.3%	128	29	77.3%
	3	28	27	00:15:26	6	78.6%	3	10.7%	28	6	78.6%
Total River Oaks		94	89								
Saginaw	1	42	38	00:12:55	20	52.4%	9	21.4%	42	20	52.4%
	2	72	64	00:12:41	23	68.1%	9	12.5%	72	23	68.1%
	3	48	37	00:16:56	17	64.6%	8	16.7%	48	17	64.6%
Total Saginaw		162	139								
Sansom Park	1	17	16	00:10:50	7	58.8%	2	11.8%	17	7	58.8%
	2	36	34	00:12:31	13	63.9%	7	19.4%	110	27	75.5%
	3	19	16	00:14:41	6	68.4%	4	21.1%	19	6	68.4%
	4	5	5	00:21:14	0	100.0%	0	0.0%	35	3	91.4%
Total Sansom Park		77	71								
Westover Hills	2	4	3	00:05:29	0	100.0%	0	0.0%	9	1	88.9%
	3	1	0	00:06:45	0	100.0%	0	0.0%	10	3	70.0%
Total Westover Hills		5	3								
Westworth Village	1	3	3	00:08:22	1	66.7%	0	0.0%	66	8	87.9%
	2	12	12	00:11:48	4	66.7%	1	8.3%	77	25	67.5%
	3	10	9	00:15:08	2	80.0%	1	10.0%	39	10	74.4%
	4	2	2	00:37:54	0	100.0%	0	0.0%	2	0	100.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 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 Westworth Village		27	26								
White Settlement	1	55	52	00:08:46	9	83.6%	0	0.0%	114	18	84.2%
	2	96	92	00:10:34	15	84.4%	5	5.2%	96	15	84.4%
	3	70	64	00:11:56	12	82.9%	3	4.3%	70	12	82.9%
	4	10	10	00:16:24	1	90.0%	0	0.0%	44	4	90.9%
Total White Settlement		231	218								
System Wide	1	2984	2836	00:09:27	741	75.2%	140	4.7%	3329	823	75.3%
	2	5701	5315	00:10:20	1090	80.9%	190	3.3%	6186	1207	80.5%
	3	3561	3291	00:12:37	657	81.6%	166	4.7%	3851	721	81.3%
	4	1392	1361	00:30:40	100	92.8%	39	2.8%	1461	106	92.7%
Total System Wide		13638	12803								

Prepared May 24, 2021



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

Compliance Officer Duties

- 3 narcotic anomaly occurred during the reporting period:
 - Three paramedics reportedly inadvertently took their assigned narcotic pouch home at the end of shift. The pouches were returned and the anomaly processed followed
- Submitted EMS provider roster changes to the DSHS as required
- Systemwide drivers license audit was conducted
- Two air medical permit renewals were completed and issued
- Participated in the Tarrant County IPV review committee
- Working the DEA Texoma HIDTA group participation in the ODMap project

Paralegal Duties

- 20 DFPS reports were logged for suspected abuse, neglect, or exploitation.
- 2 Pre-trial meetings held with the Tarrant Co. District Attorney's office
- 3 Law Enforcement agency virtual interviews
- Drafted, reviewed, and executed multiple contractual agreements for various products and services
- 4 Subpoenas(s) for states witness appearance processed and served
- Software configuration of Linksquares automated agreement workflow and repository systems

A handwritten signature in black ink, appearing to read "Chad Carr", is written over a light gray circular stamp.

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

Strategic Integration Summary

May 2021

Alternate Payment Models

- **ET3 Model**
 - Operational process improvement efforts to enhance enrollments ongoing.
 - Efforts seem to be working as enrollments slowly improving.
 - Worked with CMS to approve a community release announcing MedStar's participation in the ET3 Model.
 - **MedStar did NOT apply for the Dispatch Triage funding**
 - Lost revenue impact from not responding to calls that could be potentially reimbursed by Medicare and others a significant financial hurdle that would not be funded by Medicare through the funding
 - **Texas Legislature approved H.B. 2658 and the budget rider that includes language requiring HHSC and Managed Medicaid payers to reimburse ambulance providers based largely on the ET3 model**
 - ***This is a major win for all ambulance agencies and will greatly enhance the care we provide to Medicaid beneficiaries, improve MedStar's reimbursement, and reduce Medicaid expenditures.***
- Continuing to work with commercial insurers on agreements for payment for alternate *dispositions*.
- Continuing dialog with Southwestern Health Resources to engage in ET3 model payment for their full risk population with Humana and UnitedHealthcare.

Legislative Issues

- *Local* –
 - **S. 999/HB 4115 – Bills to prevent balance billing by EMS agencies and force mediation for underpayments by insurers**
 - Provided testimony to the Legislature on the impact of the Bills on MedStar and providers across the state.
 - Briefed key committee members, including local representatives.
 - **Bill *will likely not be approved by the Calendars Committee* for the House with the assistance of several of our local legislators!**
 - Will likely not become law
 - **HB 1069 – First Responder & Guns**
 - This bill allows first responders to carry guns if they have completed a course and met other requirements.
 - Would require government-based first responder agencies to allow employees who have met these requirements to concealed carry, carry on a holster, or store the gun.
 - Only apply to governmental agencies.
 - Only applies in counties with < 250,000 population and cities with < 30,000 population (both must apply) and only when the agency chief approves it.
 - Bill will likely pass, but have no impact on MedStar.
 - **SB 1386 – EMS Bodycams**
 - Essentially says that IF an EMS agency chooses to use bodycams, they must adopt policies around the use of the bodycams.
- *Federal* –
 - **Worked w/CMS at their invitation on development of the payment for Treatment In-Lieu-of-Transport Waiver**
 - **Waiver issued!** Allows MedStar and other ambulance providers to be reimbursed by Medicare for patients NOT transported based on our COVID-19 Non-Transport protocol.
 - Assisting with legislation on making Treatment in Place permanent, extending the Medicare extenders, EMS grant funding, and EMS Workforce issues.

COVID Vaccines

- Now doing vaccines on a FFS basis vs. FEMA/State funding
 - Better economic model for MedStar and the taxpayers
- Mobile vaccine clinics ongoing in cooperation with suburban member jurisdictions
 - Haltom City, Sansom Park & Lake Worth
- Conducting mobile clinics for area businesses and ISDs
 - Lockheed Martin, UPS, Fort Worth Academy and others

MedStarSaver+PLUS:

- Pilot planned for expanding the model for StarSaver benefits plus MedStar on Demand services
- Informational/enrollment flyer in development
- Will pilot test with recent MedStar patients

Tiered System Response Pilot

- Task Force Reviewing Data bi-weekly
- Task Force recommends extending through the end of the Fiscal Year to gather more data
- Recent Outcomes below:

BLS Ambulance Response Outcomes/Data as of 5/17/21

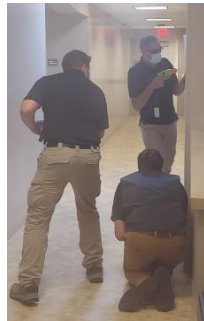
BLS Response Report Summary					
Through: 5/17/2021					
Response Determinant	Description	Responses	Patients Assessed	Transports	Transport Ratio
2B01	Allergic Reaction/Stings	1	0	0	0.0%
4B01A	Assault	14	13	9	64.3%
5A01	Back Pain (Non-Traumatic)	1	1	1	100.0%
10D04	Chest Pain (Non-Traumatic)	1	0	0	
16A01	Eye Problem/Injury	1	1	1	
17B01G	Fall	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	4	4	4	100.0%
26O28	Sick Person	1	1	1	100.0%
26A05	Sick Person	1	0	0	0.0%
26A08	Sick Person	1	1	1	100.0%
26A10	Sick Person	2	2	2	100.0%
26C02	Sick Person	1	0	0	0.0%
28C01G	Stroke/CVA	1	0	0	0.0%
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)	6	4	3	50.0%
29B01V	Traffic/Transportation Incident (MVC)	35	45	13	37.1%
29B03	Traffic/Transportation Incident (MVC)	1	0	0	0.0%
29B03U	Traffic/Transportation Incident (MVC)	4	5	2	50.0%
29B03V	Traffic/Transportation Incident (MVC)	1	1	0	0.0%
29B05	Traffic/Transportation Incident (MVC)	8	7	0	0.0%
29B05U	Traffic/Transportation Incident (MVC)	11	16	10	90.9%
29B05V	Traffic/Transportation Incident (MVC)	16	25	5	31.3%
30B01	Traumatic Injury	1	1	1	100.0%
31D02	Unconscious/Fainting/Near-Fainting	1	1	0	0.0%
32B03	Unknown Problem/Person Down	32	12	10	31.3%
Total		174	160	78	44.8%

Presentations

Event (virtual, unless noted)	Date	Attendees
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 Week 2021

- Numerous events held to recognize and appreciate all MedStar team members.
- Most epic was a Capture the Flag event
- Resulted in MAJOR morale boost
- One of our best events ever!
- Special thanks to Desiree Partain for all her efforts for EMS Week!

**Media Summary**

Local -

- ET3 Launch at MedStar
 - CBS 11, NBC 5, KRLD, FWBP
- Pop-Up Vax Clinics/Vax Promotion
 - NBC 5, CBS 11, ABC 8, KRLD, WBAP
- Opioid OD Community Forum
 - CBS 11
- Tips for being in a sinking vehicle
 - CBS 11, NBC 5, KRLD

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%	57	280	-49.1%
May	48	232	44	229	-1.3%	34	214	-6.6%	27	165	-22.9%	54	336	103.6%	16	296	-70.4%
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%	55	391	99.5%		296	-100.0%
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%	46	437	87.6%		296	-100.0%
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%	79	516	95.5%		296	-100.0%
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%	90	606	12.2%		296	-100.0%
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%	31	637	17.3%		296	-100.0%
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%	35	672	20.9%		296	-100.0%
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%	48	720	23.9%		296	-100.0%
Total New Member Households	450		458			419			581			720			296		
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%	880	1314	-7.1%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	377	2092	-23.5%	321	1561	-25.4%	37	1351	-88.5%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%	474	2035	-17.5%		1351	-100.0%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%	360	2395	-12.8%		1351	-100.0%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%	196	2591	-14.1%		1351	-100.0%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%	457	3048	-4.1%		1351	-100.0%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%	110	3158	-5.6%		1351	-100.0%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%	66	3224	-5.7%		1351	-100.0%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%	627	3851	5.3%		1351	-100.0%
Total Renewing Households	4854		4727			4520			3657			3851			1351		
Total Member Households	5304		5185			4939			4238			4571			1647		

247 are Trinity Terrace Members
StarPlus Program

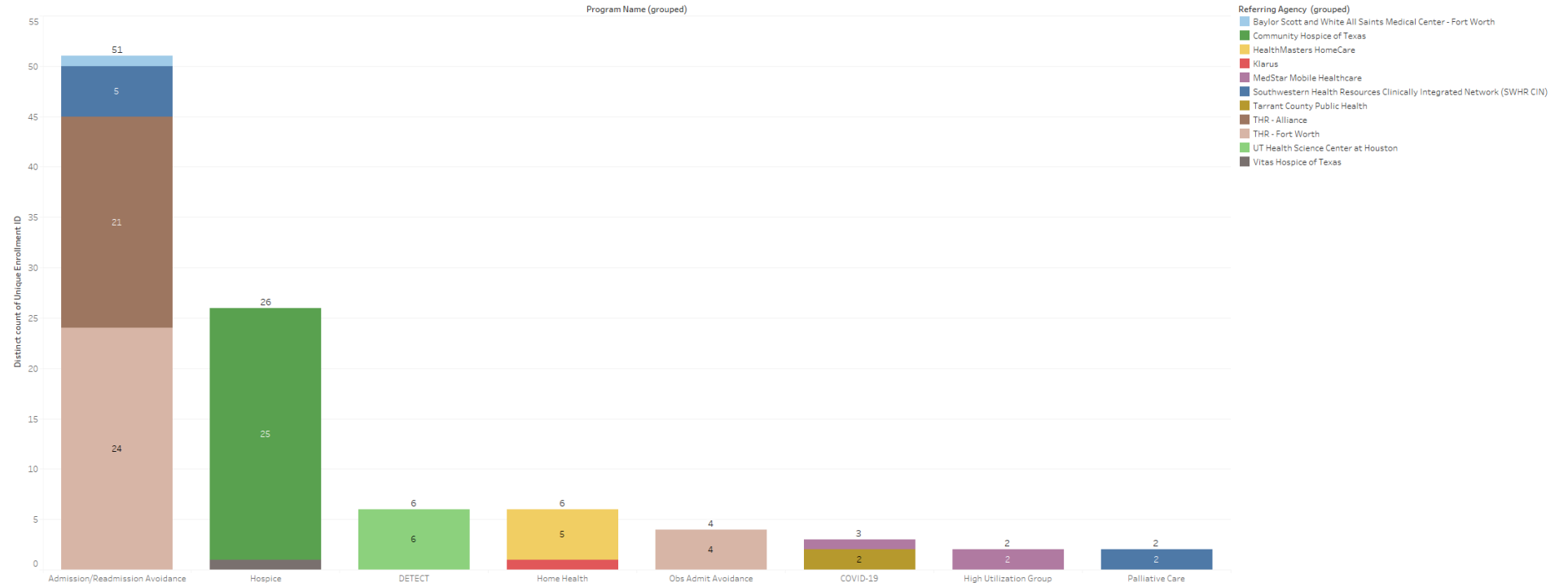
18 are Trinity Terrace Households
StarPlus Program

19 are Trinity Terrace Households
StarPlus Spring Program

249 are Fall Trinity Terrace Households
StarPlus Program

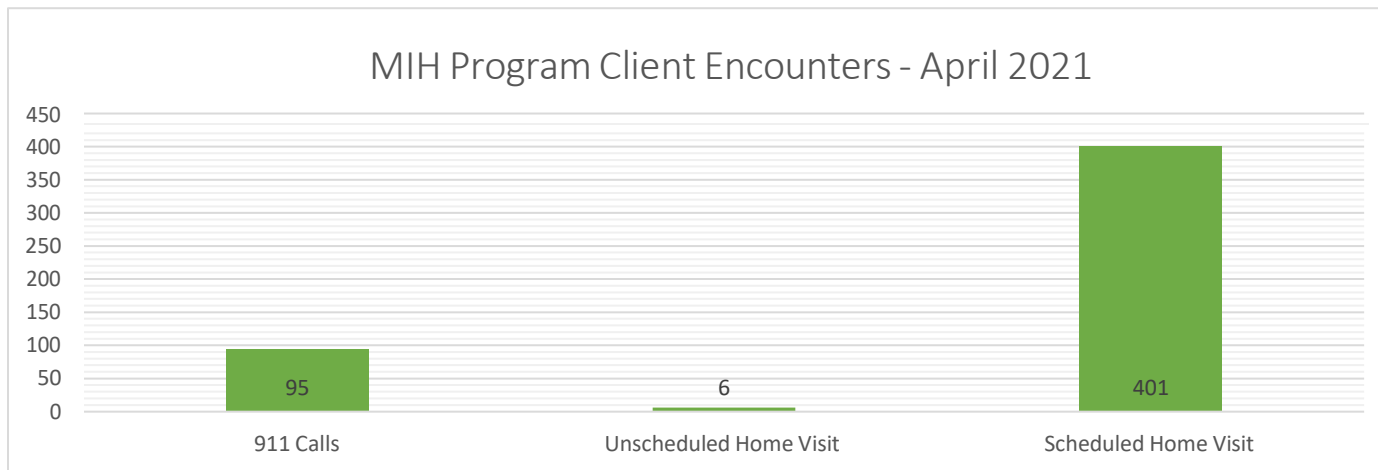
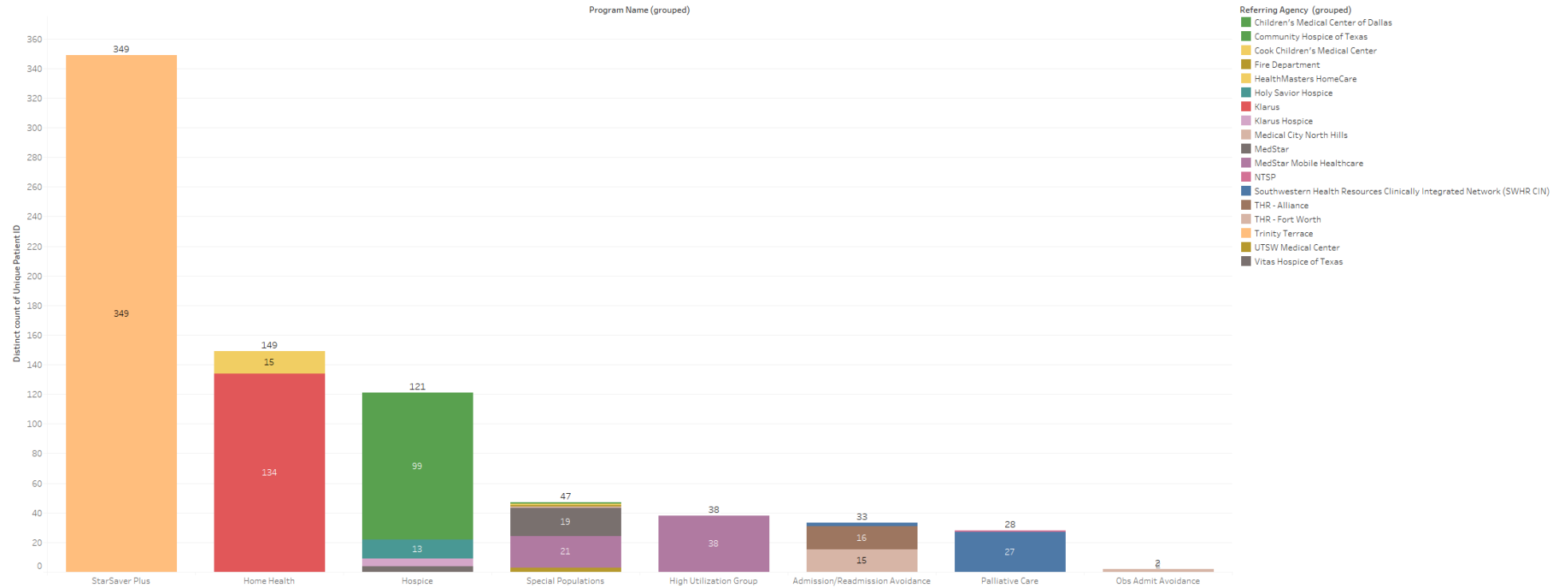
MIH Enrollments – April 2021

Enrollment Count



MIH Program Clients – Currently Enrolled

Currently Enrolled



THFW – Program Outcomes

Hospital Utilization	THFW	All Programs		
	As of: 5/10/2021			
	Before Enrollment (1)	After Graduation (2)	Change	30-Day Readmission (3)
Sample Size	22			67
Emergency Department Utilization	17	9	-47.06%	8.96%
Unplanned Admission	53	9	-83.02%	
Notes:				
1. Count of ED admissions/IP admissions during the 12 months prior to enrollment				
2. Count of ED admissions/IP admissions during the 12 months after graduation				
3. Percent of 'Closed/Graduated' clients that experienced a 30-day readmission				

Patient Self-Assessment of Health Status (1)							
As of: 5/10/2021							
	Admission/Readmission Avoidance			Obs Admit Avoidance			
	Enrollment	Graduation	Change	Enrollment	Graduation	Change	
Sample Size	34			26			
Mobility (2)	2.41	2.62	8.5%	2.42	2.54	4.8%	
Self-Care (2)	2.59	2.76	6.8%	2.58	2.65	3.0%	
Perform Usual Activities (2)	2.44	2.68	9.6%	2.42	2.46	1.6%	
Pain and Discomfort (2)	2.32	2.65	13.9%	2.23	2.58	15.5%	
Axiety/Depression (2)	2.50	2.76	10.6%	2.62	2.92	11.8%	
Overall Health Status (3)	5.68	7.26	28.0%	5.38	7.54	40.0%	
Notes:							
1. Average scores of pre and post enrollment data from EuroQol EQ-5D-3L Assessment Questionair							
2. Score 1 - 3 with 3 most favorable							
3. Score 1 - 10 with 10 most favorable							

THAL – Program Outcomes

Hospital Utilization	THAL				
	As of:	4/30/2021			
		Before Enrollment (1)	Enrollment Period (2)	After Graduation (3)	Change
	Sample Size (5)	147			
Emergency Department Utilization		104	17	65	-37.50%
Inpatient Admission		216	23	103	-52.31%
					15.65%
Notes:					
1. Count of ED admissions/IP admissions during the 12 months prior to enrollment					
2. Count of ED admissions/Count of Clients that readmitted during enrollment period					
3. Count of ED admissions/IP admissions during the 12 months after graduation					
4. Anticipated readmission rate of 100%					
5. Patient enrollment criteria requires a prior 30-day readmission and/or the referral source expects the patient to have a 30-day readmission					

Patient Self-Assessment of Health Status (1)			
	As of:	4/30/2021	
	Admission / Readmission Avoidance		
		Enrollment	Graduation
	Sample Size	123	Change
Mobility (2)		2.28	2.48
Self-Care (2)		2.48	2.69
Perform Usual Activities (2)		2.27	2.53
Pain and Discomfort (2)		2.43	2.61
Axiety/Depression (2)		2.55	2.76
Overall Health Status (3)		5.30	7.14
			34.7%

Notes:

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