



Metropolitan Area EMS Authority (MAEMSA)

d.b.a. MedStar Mobile Healthcare

Board of Directors

June 30, 2021

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

Date and Time: June 30, 2021, at 1:00 p.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/1468502748> or join by phone: Dial US: +1(469)4450100 (US South); meeting Webinar ID: 146 850 2748

AGENDA

- | | | |
|-------------|---|---|
| I. | CALL TO ORDER | Dr. Janice Knebl |
| II. | INTRODUCTION OF GUESTS | Dr. Janice Knebl |
| 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>June 29, 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 – 1462 | Approval of Board Minutes for April 28, 2021. Dr. Janice Knebl
Pg. 4 |
| | BC – 1463 | Approval of Board Minutes for June 2, 2021. Dr. Janice Knebl
Pg. 7 |
| | BC – 1464 | Approval of Check register for April and May 2021. Dr. Janice Knebl
Pg. 9 |
| V. | NEW BUSINESS | |
| | BC-1465 | Approval of purchasing UEscopes for Fort Worth Fire Kenneth Simpson
Pg. 13 |
| | BC-1466 | Approval of Financial Reserve Policy Kenneth Simpson
Pg. 14 |
| | BC-1467 | Approval of Form Employment Agreement for Chief Executive Officer Kristofer Schleicher
Pg. 16 |
| | IR-219 | Report on Budget & Financial Issues for FY 2021-2022 Kenneth Simpson
Steve Post |

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. Janice Knebl
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IX. CLOSED SESSION

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

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

IX. ADJOURNMENT

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

MINUTES

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

Meeting Date and Time: April 28, 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, Matthew Aiken, and Dr. Veer Vithalani (Ex-officio). Physically present were Kenneth Simpson, Interim CEO (Ex-officio), Steve Post, Matt Zavadsky, Leila Peeples.

Guests on phone as attendees: Kristofer Schleicher, General Counsel; Bob Strickland, Brandon Pate, Fire Chief Brian Jacobs, Dr. Brian Miller, Buck Gleason, Assistant Fire Chief Casey Davis, Chris Cunningham, Desiree Partain, Elizabeth Paoli, Heath Stone, Joe Merry, Kier Brister, Kristine Valenti, Lauren Junker, Melba Fowler, Monica Cruz, Rhode Ontiveros Romero, Shaun Curtis, Susan Swagerty, Michael Griffith, Will Mercer, Pete Rizzo and Marianne Schmidt.

II. CONSENT AGENDA

BC-1458 Approval of Board minutes for February 24, 2021.

BC-1459 Approval of Check History for February and March 2021

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

III. NEW BUSINESS

BC – 1460 Approval of ADP for Human Capital Management.

The motion to approve was made by Paul Harral and seconded by Doug Spears. The motion carried unanimously.

BC – 1461 Approval of Support Vehicles

The motion to approve was made by Paul Harral and seconded by Doug Spears. The motion carried unanimously.

IR – 218 Financial Reserves – Ken Simpson and Steve Post reviewed pages 21 – 24 of the board ePacket with the board of directors and attendees.

IV. MONTHLY REPORTS

A. Chief Executive Officer – reported during IR-218, Financial Reserves.

B. Office of the Medical Director – Dr. Vithalani reviewed documents in Tab B.

- C. Chief Financial Officer – Steve Post reviewed Tab C.
- D. Chief Human Resources Officer – Leila Peeples Tab D.
- E. Compliance Officer/Legal – Chad Carr reviewed Tab E.
- F. Chief Operations Officer – Ken Simpson reviewed Tab F.
- G. FRAB – nothing to report
- H. Chief Transformation Officer – Matt Zavadsky reviewed Tab H.

V. REQUEST FOR FUTURE AGENDA ITEMS

Dr. Byrd requested MAEMSA management to draft a financial reserve policy for Board review and approval.

VI. CLOSED SESSION

There was no closed session.

VII. ADJOURNMENT

The board stood adjourned at 11:30 a.m.

Respectfully submitted,

Janice Knebl
Secretary

**MAEMSA
BOARD COMMUNICATION**

Date: 06.30.2021	Reference #: BC-1463	Title: Approval of board of director minutes.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the board minutes for MAEMSA CEO Search Meeting on June 2, 2021.

DISCUSSION:

FINANCING:

Submitted by: Kenneth Simpson **Board Action:** Approved
 Denied
 Continued until _____

MINUTES

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

Meeting Date and Time: June 2, 2021, 1:00 p.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 1:05 p.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, Matthew Aiken, and Dr. Veer Vithalani (Ex-officio). Physically present were, Kristofer Schleicher, General Counsel and Leila Peeples, Chief Human Resources Officer.

II. CITIZEN PRESENTATIONS AND PUBLIC COMMENT

There were no presentations or public comments.

III. NEW BUSINESS

Board went into Closed Session to conduct interviews for Chief Executive Officer position.

VI. CLOSED SESSION

The board went into a closed session 1:08 p.m.

V. RECONVENE FROM CLOSED SESSION

The board returned from closed session 5:40 p.m.

Chairman Byrd stated that the MAEMSA board would like to move forward with three of the four candidates for an in-person meeting to continue the interviews.

VI. ADJOURNMENT

The board stood adjourned at 5:42 p.m.

Respectfully submitted,

Janice Knebl
Secretary

**MAEMSA
BOARD COMMUNICATION**

Date: 06.30.2021	Reference #: BC-1464	Title: Approval of Check Registers for April and May 2021.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the Check Registers for April and May 2021.

DISCUSSION:

FINANCING:

Submitted by: <u>Kenneth Simpson</u>	Board Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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AP Check Details Over 5000.00
For Checks Between 4/1/2021 and 4/30/2021

Check Number	CK Date	Vendor Name	Check Amount	Description
40121	4/1/2021	Frost	61,053.88	Frost Loan #30001
40221	4/2/2021	Frost	38,540.62	Frost Loan #4563-001
104326	4/1/2021	Applause Promotional Products	5,982.65	Uniforms
104329	4/1/2021	Bound Tree Medical LLC	18,650.82	Various Medical Supplies
104339	4/1/2021	M-Pak, Inc.	6,671.80	Uniforms
104340	4/1/2021	Maintenance of Ft Worth, Inc.	6,209.00	Janitorial Services and Supplies
104342	4/1/2021	Medline Industries, Inc.	25,015.28	Various Medical Supplies
104350	4/1/2021	ReCept Pharmacy	5,207.00	Various Medical Supplies
104357	4/1/2021	Texas Auto Painting & Collision Repair	7,797.31	M49 Code 100
104359	4/1/2021	Traction Guest	5,280.00	Wrist Bands
104380	4/8/2021	Direct Energy Business	10,275.57	Electric Service
104385	4/8/2021	Luminare Inc	20,000.00	Innoculate Software for Covid-
104388	4/8/2021	Medline Industries, Inc.	22,442.41	Various Medical Supplies
104396	4/8/2021	RingCentral	48,901.27	subscription/license
104407	4/8/2021	XL Parts	6,160.72	Various Parts
104409	4/8/2021	ImageTrend	15,196.00	monthly fee-March
104419	4/9/2021	The State of Texas	5,095.81	Microsoft subscription
104420	4/9/2021	CDW Government Inc	15,051.63	Ipads
104456	4/15/2021	AT&T	5,815.22	T1 for Radio System
104458	4/15/2021	AT&T	7,637.08	Point to Point Circuit
104463	4/15/2021	Bound Tree Medical LLC	16,978.05	Various Medical Supplies
104476	4/15/2021	Fort Worth Heat & Air	8,934.50	seasonal maint April
104486	4/15/2021	Modern Mobility	166,629.65	2021 Ambulance Modules
104488	4/15/2021	NRS	17,277.25	collection agency fee
104499	4/15/2021	SoftwareOne, Inc.	52,712.57	Bing Maps and Visual Studio
104501	4/15/2021	Stryker	8,213.40	service agreement for Lucas devices
104511	4/15/2021	ZirMed Inc	9,500.90	Verification, Invoices, Claims
104555	4/22/2021	Bound Tree Medical LLC	11,903.49	Various Medical Supplies
104561	4/22/2021	CyrusONe	7,573.68	Colocation Hosting
104563	4/22/2021	Dell Marketing LP	37,997.43	Comm workstation and monitors
104570	4/22/2021	Logis Solutions	34,104.08	HERE IDS license, nav support
104574	4/22/2021	Medline Industries, Inc.	17,713.51	Various Medical Supplies
104575	4/22/2021	MetLife - Group Benefits	38,465.45	Dental/Vision/Life Insurance
104576	4/22/2021	Modern Mobility	166,629.65	2021 Ambulance Modules
104577	4/22/2021	Mutual of Omaha	5,481.93	Critical Care/Accident
104586	4/22/2021	Paranet Solutions	48,803.15	Agreement Managed Services



AP Check Details Over 5000.00
For Checks Between 4/1/2021 and 4/30/2021

Check Number	CK Date	Vendor Name	Check Amount	Description
104588	4/22/2021	ReCept Pharmacy	9,856.63	Various Medical Supplies
104594	4/22/2021	Teleflex Medical	6,324.45	Various Medical Supplies
104604	4/27/2021	Innovative Developers, Inc.	130,359.57	car wash
104611	4/29/2021	Bound Tree Medical LLC	14,158.70	Various Medical Supplies
104614	4/29/2021	CDW Government Inc	15,917.34	Display Port to HDMI Cable
104621	4/29/2021	Direct Energy Business	8,104.45	Electric Services
104626	4/29/2021	Maintenance of Ft Worth, Inc.	8,000.00	carpet cleaning
104628	4/29/2021	Medline Industries, Inc.	17,083.74	Various Medical Supplies
104629	4/29/2021	MetLife - Group Benefits	38,803.27	Dental/Vision/Life Insurance
104630	4/29/2021	Modern Mobility	666,518.60	2021 Ambulance Modules VIN9541
104633	4/29/2021	O'Neill Marketing & Event Mgmt.	5,446.92	annual statement billing
104641	4/29/2021	ReCept Pharmacy	16,319.83	Various Medical Supplies
104647	4/29/2021	Stryker	6,741.01	New Truck Stryker Equip
104650	4/29/2021	The State of Texas	5,078.22	Microsoft subscription
104654	4/29/2021	XL Parts	6,515.28	Various Parts
104655	4/29/2021	ZirMed Inc	12,387.80	Verification, Invoices, Claims
767615	4/1/2021	Frost	39,363.52	Frost Loan #39001
815470	4/19/2021	WEX Bank	89,488.35	Fuel
825811	4/22/2021	UMR Benefits	50,568.55	Health Insurance - April Premi
825829	4/22/2021	UT Southwestern Medical Center	12,833.33	Contract Services - B. Miller
419210830	4/19/2021	American Express	13,599.91	Credit Card Bill



AP Check Details Over 5000.00
For Checks Between 5/1/2021 and 5/31/2021

Check Number	CK Date	Vendor Name	Check Amount	Description
50321	5/3/2021	Frost	61,053.88	Frost #30001
50421	5/4/2021	Frost	38,540.62	Frost #4563-001
104660	5/5/2021	HLK Auto Group Inc	218,737.00	support vehicle chassis VINS3C
104671	5/6/2021	Bound Tree Medical LLC	19,965.67	Various Medical Supplies
104683	5/6/2021	John G Self and partners, Inc	12,175.00	Executive Search
104685	5/6/2021	Maintenance of Ft Worth, Inc.	6,653.62	Janitorial Services and Supplies
104687	5/6/2021	Medline Industries, Inc.	25,027.10	Various Medical Supplies
104691	5/6/2021	NRS	5,285.97	collection agency fee
104705	5/6/2021	Texas Municipal League	7,683.87	liability deductible
104708	5/6/2021	US Postmaster	5,000.00	Post Office Funds 1888
104780	5/13/2021	Bound Tree Medical LLC	6,916.02	Various Medical Supplies
104792	5/13/2021	Medline Industries, Inc.	29,672.28	Various Medical Supplies
104884	5/20/2021	Bound Tree Medical LLC	25,430.55	Various Medical Supplies
104888	5/20/2021	CyrusONE	7,573.68	Colocation Services
104889	5/20/2021	Dell Marketing LP	24,355.15	CAD Workstations and monitors
104896	5/20/2021	ImageTrend	15,539.00	monthly fee- April
104897	5/20/2021	Innovative Developers, Inc.	5,465.50	car wash
104903	5/20/2021	NRS	16,162.71	collection agency fee
104909	5/20/2021	Paranet Solutions	9,424.08	IT Agreement Managed Services
104916	5/20/2021	Texas Auto Painting & Collision Repair	6,025.17	Code 100 repairs M55
104919	5/20/2021	Vyair Medical, Inc.	41,096.50	(2) ReVel, batteries, desktop battery
104925	5/26/2021	AT&T	16,204.33	aircards and cellphones
104927	5/26/2021	Innovative Developers, Inc.	73,235.12	car wash
104930	5/27/2021	All-Pro Construction & Commerical	5,580.14	roof inspection
104932	5/27/2021	Applause Promotional Products	6,604.55	Uniforms
104937	5/27/2021	AT&T	13,670.86	Circuit Line for T1
104942	5/27/2021	CAAS	15,000.00	CAAS Reaccreditation Fee
104952	5/27/2021	Logis Solutions	6,194.99	HERE IDS License
104956	5/27/2021	Medline Industries, Inc.	12,211.95	Various Medical Supplies
104957	5/27/2021	O'Neill Marketing & Event Mgmt.	7,066.30	annual statement billing
104959	5/27/2021	O'Rourke Petroleum	8,981.82	Bulk fluids
104962	5/27/2021	Paranet Solutions	51,666.48	IT Agreement Managed Services
104963	5/27/2021	ReCept Pharmacy	9,542.76	Various Medical Supplies
104974	5/27/2021	ZirMed Inc	11,591.31	Verification, Invoices, Claims
104975	5/27/2021	Zoll Medical Corporation	70,966.05	monitor and medical supplies
855670	5/3/2021	Frost	39,363.52	Frost #39001
903361	5/19/2021	WEX Bank	84,648.49	Fuel
920160	5/25/2021	UMR Benefits	48,271.13	Insurance Premium
928194	5/27/2021	UT Southwestern Medical Center	12,833.33	Contract Services - B. Miller
801251921	5/19/2021	American Express	9,367.95	Credit Card Bill

**MAEMSA
BOARD COMMUNICATION**

Date: 06/30/2021	Reference #: BC-1465	Title: Video Laryngoscope Purchase for FWFD
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RECOMMENDATION:

It is recommended that the Board of Directors approve the purchase of additional UEScope IIs for FWFD. The total amount for 20 UEScopes, including a 10% contingency, is \$26,400.

DISCUSSION:

During the COVID Pandemic, the Office of the Medical Director conducted an RFP to select a single video laryngoscope device for use across the System and to purchase the selected device for MedStar ambulances and First Responders. The Officer of the Medical Director highly recommended the use of a single device for training, continuity, and quality assurance, and because MedStar replaces used and expiring equipment for the devices, including blades. MedStar purchased the UEScope II video laryngoscope for the System.

Just prior to the completion of the RFP, the Fort Worth Fire Department elected to purchase 16 video laryngoscopes that were different than the device selected during the RFP process. MedStar is unable to support the device purchased by FWFD because the disposable parts are not compatible.

The FWFD's Office of EMS has asked the Office of the Medical Director's Chief of Staff to request that MedStar purchase 20 UEScope II VL devices to replace the 16 VL incompatible devices purchased by FWFD and to provide three additional UEScope devices for three additional fire stations and one UEScope device for the FWFD Office of EMS to use in training. This was confirmed by the Battalion Chief over the Office of EMS.

The cost for 20 additional UEScopes is \$24,000. A 10% contingency is typically requested in the event of price changes or unforeseen circumstances between approval and purchase. MAEMSA management is requesting board approval for this purchase in the amount of \$26,400 because it is an unbudgeted expense for a member city FRO.

FINANCING:

The purchase would be made with available cash.

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

**MAEMSA
BOARD COMMUNICATION**

Date: 06/30/2021	Reference #: BC-1466	Title: Approval of Financial Reserve Policy.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the Financial Reserve Policy.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: <u>Kenneth Simpson</u>	Board Action: _____ Approved _____ Denied _____ Continued until _____
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Metropolitan Area EMS Authority
Board Policy 2021-001
MAINTAINING FINANCIAL RESERVES

Whereas, Section 5.5.2 of the Restated and Amended Interlocal Cooperative Agreement (2020) requires that the Authority maintain “a prudent operating reserve of cash or cash equivalents” of at least three months of “operating capital”, the Board adopts the following policy:

Purpose: To define the funds to be considered in “reserve,” to delineate the calculation of three month’s operating capital, and to direct the disposition of the amount of funds in excess of the prudent reserve maximum to be adopted by the board and included in its bylaws. It is not the purpose of this policy to limit the discretion of the Authority’s management team to ameliorate financial challenges by actions such as delaying capital purchases, freezing positions, or similar action.

DEFINITIONS:

Reserve means the amount historically reported as the Authority’s “total cash position” or “cash on hand.” Specifically, it is that amount of unrestricted cash and cash equivalents that is currently available for operating expenses, including but not limited to payroll and utilities, fuel, supplies, debt service, and capital projects. A minimum balance of cash or cash equivalents held to meet the requirements of a covenant or contract may be counted in the calculation of the available Reserve.

Operating Capital, as used in the Interlocal Agreement, means the amount needed to cover the budgeted expenses for the current fiscal year, including operating expenses, capital, and debt service, with adjustments made for unanticipated changes in budgeted expenses such as payroll increases, fuel increases or decreases, etc.

GUIDELINES:

Segregation: Reserves are not required to be segregated in a separate institutional account but should be tracked and reported separately to the board each month.

Minimum Balance: The Interlocal Agreement requires a minimum Reserve balance of three months of Operating Capital. Three months of operating capital is calculated by dividing the current fiscal year’s budget by four. Should the Reserve amount drop below the Minimum Balance, management must prepare a plan to increase the fund balance and present it to the board for review.

Maximum Balance: The Reserve balance should exceed the minimum balance in an amount sufficient to avoid cyclical drops below the minimum balance, while being fiscally responsible towards MAEMSA’s member cities. The reserve balance should not regularly exceed six (6) months operating expenses. Should the reserve balance exceed six months of operating expenses then the additional amounts should be utilized to pay down MAEMSA debt, or, if there is no debt, to fund system enhancements, (e.g., equipment purchases, pay adjustments to provide additional staffing to the system, etc.).

Covenants and Contractual Obligations: If financing covenants or contractual obligations require the maintenance of cash reserves in excess of the Minimum Balance, management must maintain sufficient Reserves to meet those commitments. The Authority shall not enter into covenants or contractual obligations that require a reserve in excess of the Maximum Balance without board approval.

Approved [06/30/21] _____ (Secretary)

MAEMSA BOARD COMMUNICATION

Date: 06/30/2021	Reference #: BC-1467	Title: Approval of Form Employment Agreement for Chief Executive Officer.
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RECOMMENDATION:

It is recommended that the Board of Directors approve the Form Employment Agreement for Chief Executive Officer.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: <u>Kristofer Schleicher</u>	Board Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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Tab A – Chief Executive Officer

Tab B –Office of the Medical Director



Discussion

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

Education and Training

- OMD 21Q2 CE – June – Resuscitation Academy
 - MedStar complete
 - Scheduling with FROs
- EMT Course Coordination
 - TCU
 - Ben Barber
 - Birdville ISD

Course Attendance	BCLS	ACLS	Pedi	AMLS	PHTLS	Additional Course Challenges
MedStar	61	9	13	42	29	5
FRO	2	3	3	3	3	3
External	4	0	0	4	9	0

Credentialing

- New Protocol Transition

Agency	Completion Status	Projected Date	Agency	Completion Status	Projected Date
MedStar	Completed	4/26	Haslet VFD	TBD	
Bell Textron Helicopter	TBD		Lake Worth FD	TBD	
Blue Mound VFD	TBD		River Oaks FD	TBD	
Burleson FD	TBD		Saginaw FD	TBD	
Forest Hill FD	TBD		Sansom Park Fire Rescue	TBD	
Edgecliff Village Fire Rescue	TBD		Westover Hills PD	TBD	
Fort Worth PD	TBD		Westworth Village PD	TBD	
Fort Worth FD	In-Process	8/31	White Settlement VFD	TBD	

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

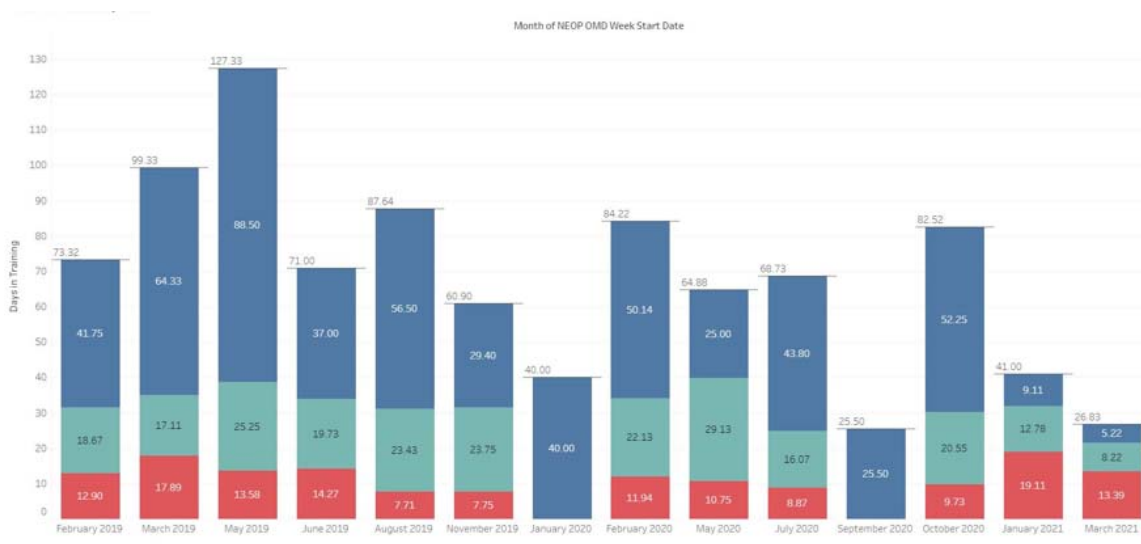


Haltom City FD	TBD				
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The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

www.fwomd.org

- Credentialing Process



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

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



Quality Assurance

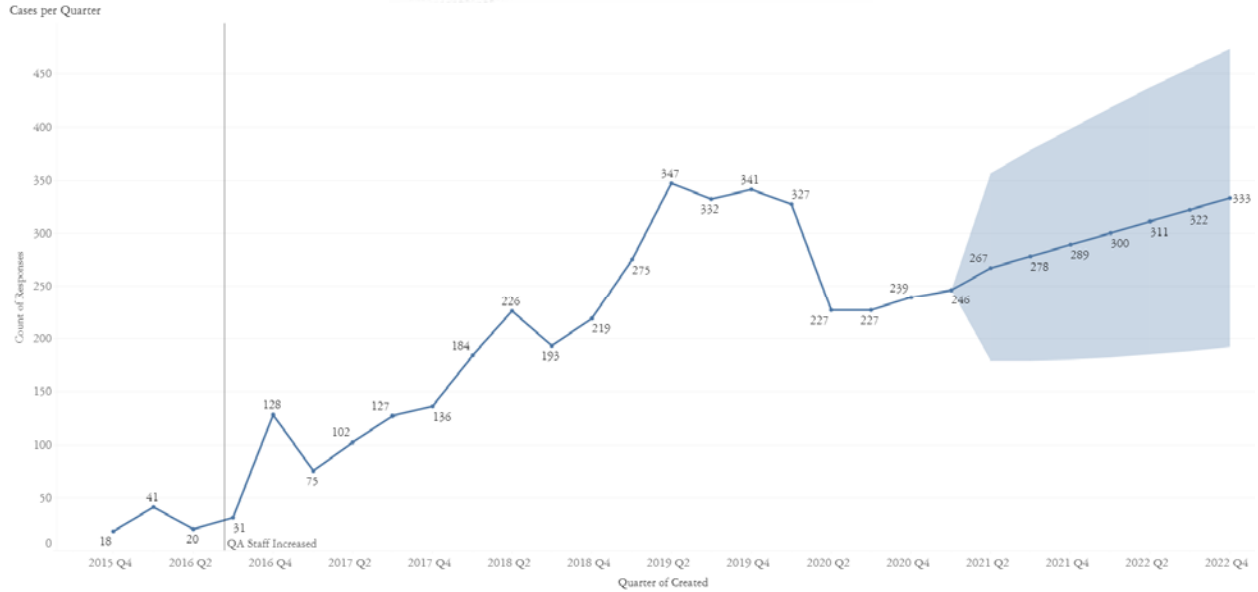
Cases by Origin



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%)

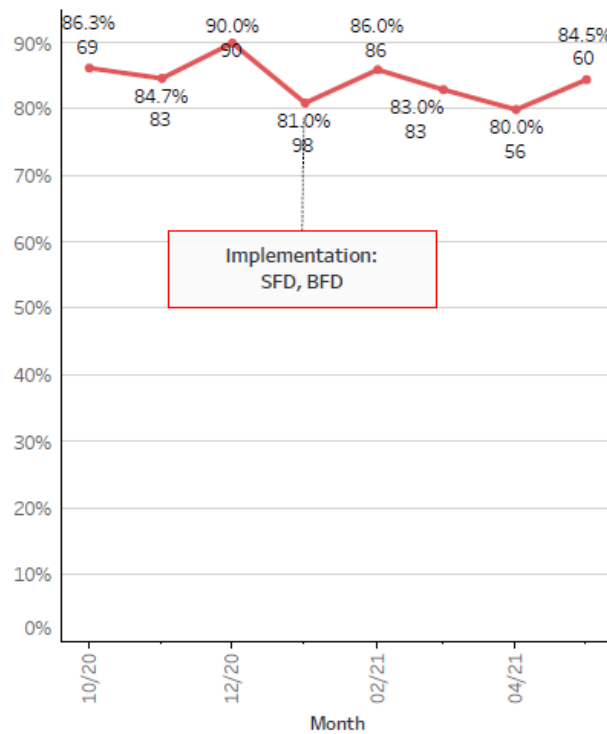
Case Disposition		
	March 2021	April 2021
Clinically Appropriate	5 (5.3%)	2 (2.7%)
Needs Improvement	63 (67.0%)	46 (62.2%)
Clinically Inappropria..	1 (1.1%)	
Forwarded	3 (3.2%)	1 (1.4%)
No Fault	16 (17.0%)	16 (21.6%)
Pending	6 (6.4%)	9 (12.2%)
Grand Total	94 (100.0%)	74 (100.0%)

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

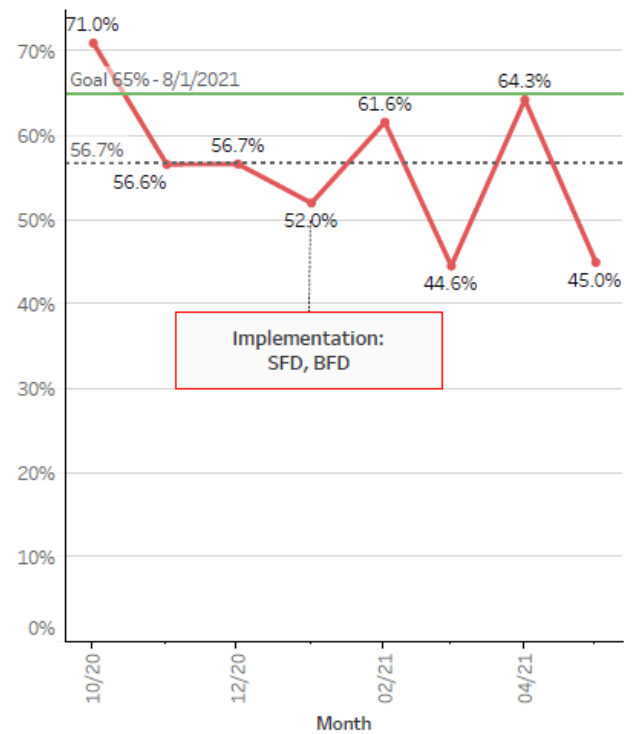


- MCD**

MCD Placement %

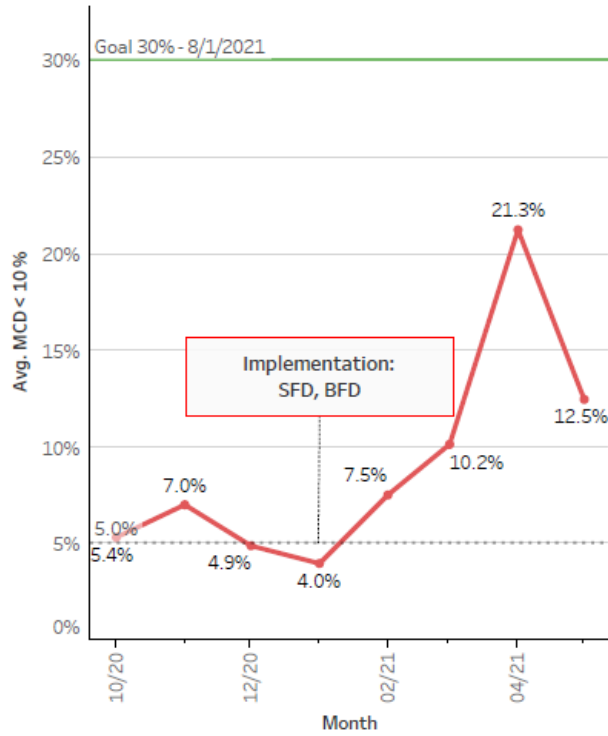


No MCD WALK %

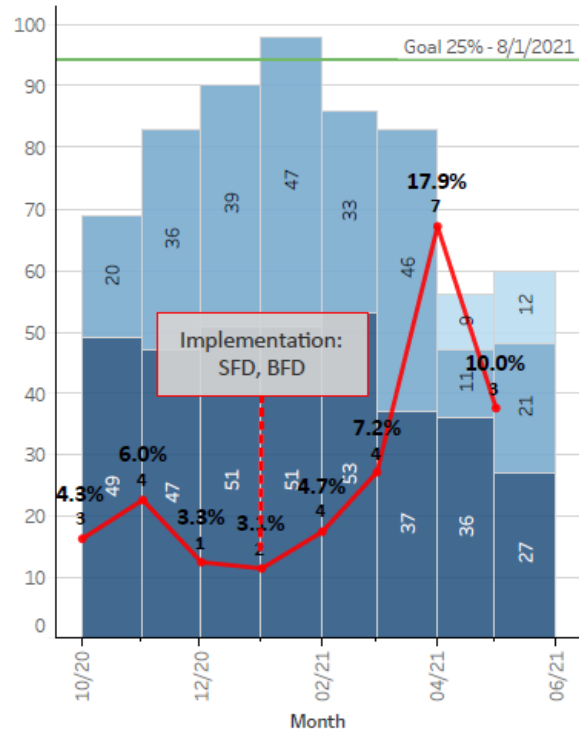


The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

MCD Placement < 10 sec %

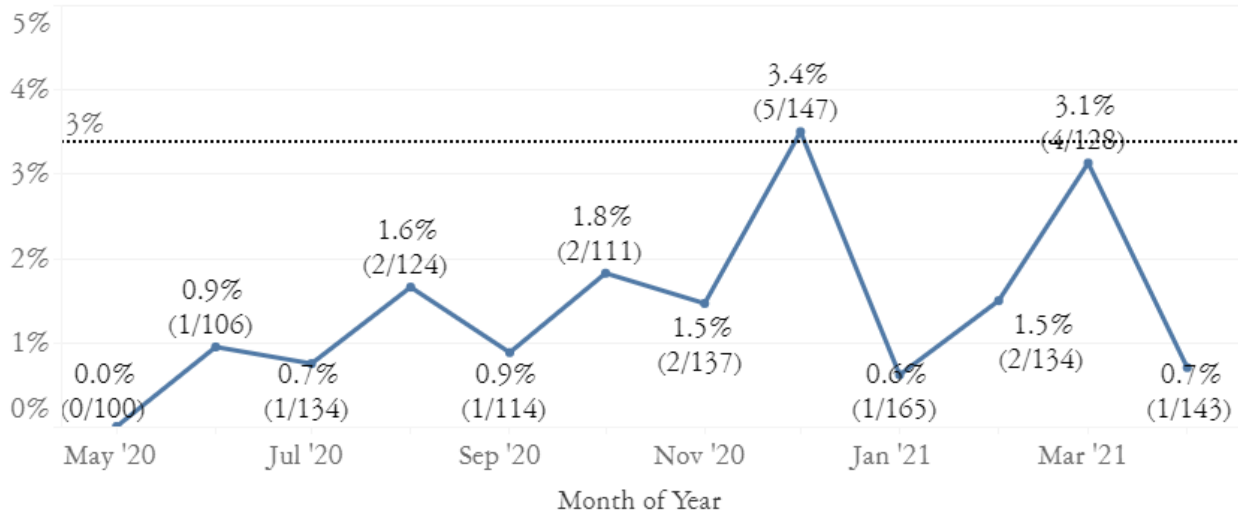


Successful MCD Placement %



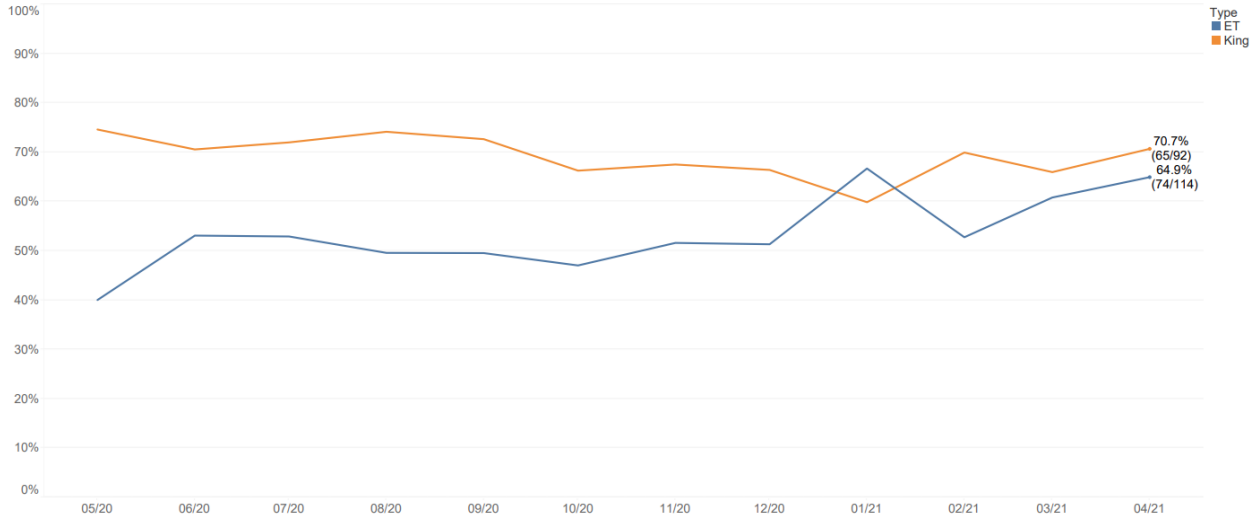
- Airway Management**

Unrecognized Failed Advanced Airway Rate



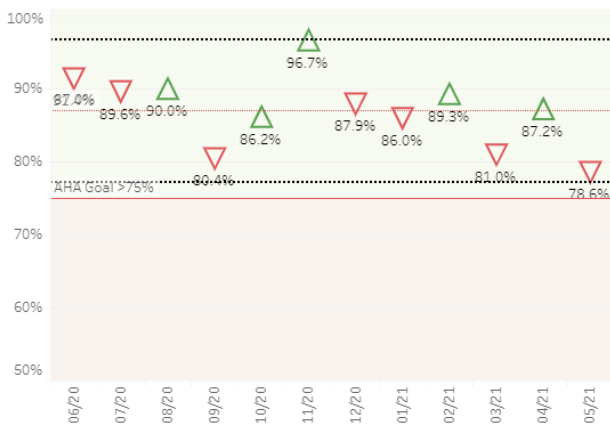
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

Airways Success - ET & King

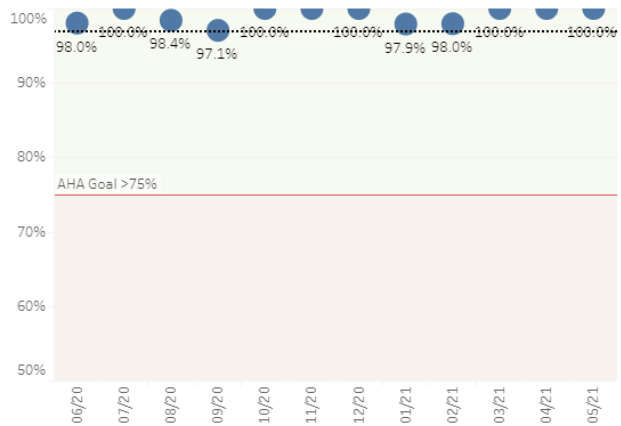


- T-CPR

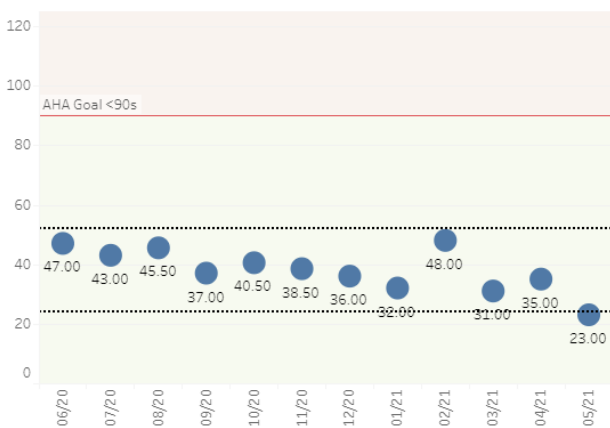
Percentage of OHCA Identified by PSAP



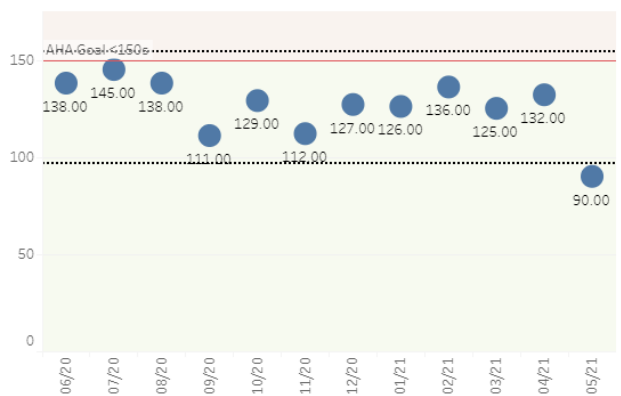
Percentage of Recognized OHCA Receiving T-CPR



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

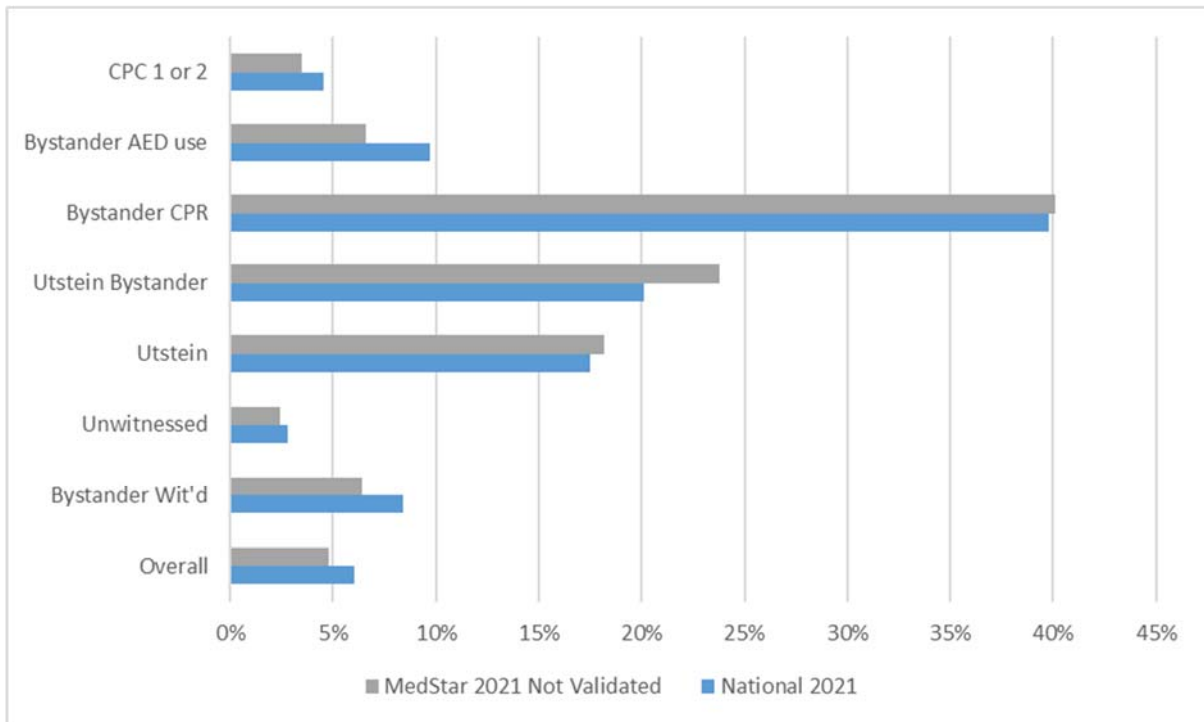


Median Time Between 9-1-1 Call and First T-CPR- Directed Compression



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

- CARES



- 2021 (Not Validated)
 - o 518-cases through mid-June
 - o 60-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.



System Diagnostics

	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	84.9%	89.0%	81.0%	85.7%	87.0%		75%
Median time between 9-1-1 call and OHCA recognition	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	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	0:02:02	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	70.7%	78.7%	71.4%	71.8%	73.0%		
% of cases with CCF ≥ 90%	85.0%	87.0%	90.0%	90.0%	83.9%		90%
% of cases with compression rate 100-120 cpm 90% of the time	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	46.8%	39.8%	40.7%	53.7%	43.8%		90%
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	5.8%	10.3%	14.3%	21.3%	9.9%		
% of cases with Pre-shock pause < 10 sec	94.2%	97.4%	96.5%	97.5%	95.8%		
% arrive at E/D with ROSC	14.0%	8.0%	19.2%	25.3%	17.2%		
% discharged alive	5.0%	2.3%	6.1%	2.5%	5.7%		
% neuro intact at discharge (Good or Moderate Cognition)	4.1%	2.3%	5.1%	1.3%	4.6%		
% of cases with bystander CPR	40.5%	58.0%	51.5%	38.0%	45.6%		
% of cases with bystander AED use	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	98.3%	98.3%	96.7%		98.0%		
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)	99.1%	98.8%	98.9%		98.5%		
% of successful ventilation management as evidenced by etCO2 waveform throughout the case	98.2%	98.5%	96.9%	97.2%	97.4%		
% of successful King Airway placement	60.0%	70.0%	66.0%	70.7%	71.0%		
% of successful endotracheal tube placement	67.0%	53.0%	61.0%	65.0%	48.1%		

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



Stroke	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.		Goal
% of suspected Stroke patients w/BGL measured	93.6%	89.2%	86.9%	85.2%	89.7%		
% of suspected Stroke patients w/CSS measured	79.2%	69.1%	70.5%	81.5%	78.4%		
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) mea	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	96.0%	96.4%	97.2%	97.8%	98.9%		
STEMI	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.		Goal
% of suspected STEMI patients correctly identified by EMS	37.5%	42.9%	53.9%	41.4%	72.1%		75%
% of suspected STEMI patients w/ASA admin (<i>in the absence of contraindications</i>)	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>)	77.3%	76.7%	87.5%	84.9%	85.6%		90%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	54.6%	60.0%	70.8%	72.7%	75.1%		90%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	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 EM	18.2%	16.7%	12.5%	30.3%	21.7%		75%
% of patients with Suspected STEMI Transported to PCI Center	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	0.0%	25.0%	50.0%	30.0%	26.8%		50%

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 – May 31, 2021**

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

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of May 2021 is a loss of (\$93,572) as compared to a budgeted loss of (\$46,910) for a negative variance of (\$46,662). EBITDA for the month of May 2021 is a gain of \$236,586 compared to a budgeted gain of \$259,022 for a negative variance of (\$22,436).

- Transport volume in May ended the month 97.3% to budget. Total Patient Encounters ended the month at 97.5% to budget.
- Net Revenue in May is 93.76% to budget or \$264,636 below budget for May. The patient mix for Bill Patient is above budget by 4.1%. This has a negative effect on the Net Revenue because of the additional \$235,000 booked for Provision for Doubtful Accounts due to the lower collectability of the Bill Patient.
- Total Expenses ended the month 94.9% to budget or \$217,974 under budget. In May, MedStar incurred additional expenses in Salaries, \$194K over budget. This overage is due to additional overtime incurred and incentives paid to pick up additional shifts. The overage is offset by lower than expected expenses for Benefits and Taxes (\$196K under budget), Medical Supply/Oxygen (\$106KK), and Computer Maintenance (112K).

Year to Date: EBITDA is \$1,826,157 as compared to a budget of \$1,855,302 for a negative variance of (\$29,144).

- The main drivers for this variance are YTD patient encounters at 98.9% 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 \$9.17 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 May 31, 2021, there is 4.54 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 5.01 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 May, the return is -1.48%.

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

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

Assets	Current Year	Last Year
Cash	\$20,195,489.77	\$20,323,723.67
Accounts Receivable	\$9,130,669.48	\$9,794,737.59
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$760,036.61	\$838,527.99
Property Plant & Equ	\$62,995,925.02	\$59,702,482.70
Accumulated Deprecia	(\$24,389,556.85)	(\$23,643,877.29)
Total Assets	\$69,051,553.78	\$67,300,751.32
Liabilities		
Accounts Payable	(\$1,040,185.25)	(\$1,052,420.96)
Other Current Liabil	(\$1,822,417.46)	(\$1,284,889.34)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$15,688.87)	(\$11,591.73)
Long Term Debt	(\$3,803,747.06)	(\$4,080,613.53)
Other Long Term Liab	(\$7,974,456.91)	(\$6,351,388.70)
Total Liabilities	(\$14,664,276.86)	(\$12,788,685.57)
Equities		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$820,828.17	\$1,119,747.88
Total Equities	(\$54,387,276.92)	(\$54,512,065.75)
Total Liabilities and Equities	(\$69,051,553.78)	(\$67,300,751.32)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

May 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	\$16,978,798.63	\$15,549,916.02	\$1,428,882.61	\$124,150,191.61	\$118,867,941.43	\$5,282,250.18
Contractual Allow	(\$6,728,760.16)	(\$6,565,086.13)	(\$163,674.03)	(\$51,683,588.12)	(\$50,183,710.10)	(\$1,499,878.02)
Provision for Uncoll	(\$6,397,731.75)	(\$4,817,638.00)	(\$1,580,093.75)	(\$42,610,342.28)	(\$36,816,461.00)	(\$5,793,881.28)
Education Income	\$1,019.10	\$320.00	\$699.10	\$7,517.70	\$13,210.00	(\$5,692.30)
Other Income	\$56,813.29	\$31,222.67	\$25,590.62	\$1,957,608.73	\$462,381.36	\$1,495,227.37
Standby/Subscription	\$62,392.10	\$36,336.00	\$26,056.10	\$607,693.01	\$414,049.00	\$193,644.01
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$820.11	\$2,916.67	(\$2,096.56)	\$3,462.61	\$23,333.36	(\$19,870.75)
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$53,693.73	\$0.00	\$53,693.73
Total Revenue	\$3,973,351.32	\$4,237,987.23	(\$264,635.91)	\$32,486,236.99	\$32,780,744.05	(\$294,507.06)
Expenditures						
Salaries	\$2,604,866.76	\$2,409,941.74	\$194,925.02	\$21,114,506.48	\$19,929,899.92	\$1,184,606.56
Benefits and Taxes	\$356,519.44	\$552,574.00	(\$196,054.56)	\$3,278,750.12	\$3,443,608.00	(\$164,857.88)
Interest	\$30,456.46	\$33,500.00	(\$3,043.54)	\$217,286.56	\$268,000.00	(\$50,713.44)
Fuel	\$94,675.59	\$103,274.00	(\$8,598.41)	\$588,186.62	\$746,684.00	(\$158,497.38)
Medical Supp/Oxygen	\$127,580.83	\$233,829.68	(\$106,248.85)	\$1,464,234.03	\$1,788,421.02	(\$324,186.99)
Other Veh & Eq	\$35,213.27	\$37,733.93	(\$2,520.66)	\$308,820.77	\$289,805.08	\$19,015.69
Rent and Utilities	\$64,585.33	\$65,438.63	(\$853.30)	\$551,274.10	\$515,157.04	\$36,117.06
Facility & Eq Mtc	\$79,948.51	\$71,162.97	\$8,785.54	\$602,652.82	\$617,752.76	(\$15,099.94)
Postage & Shipping	\$3,511.48	\$3,521.55	(\$10.07)	\$29,740.13	\$28,172.40	\$1,567.73
Station	\$36,396.86	\$49,752.18	(\$13,355.32)	\$377,972.18	\$446,830.44	(\$68,858.26)
Comp Maintenance	\$43,385.89	\$156,093.46	(\$112,707.57)	\$446,779.11	\$598,607.46	(\$151,828.35)
Insurance	\$46,347.24	\$36,438.37	\$9,908.87	\$301,606.22	\$291,506.96	\$10,099.26
Advertising & PR	\$0.00	\$500.00	(\$500.00)	\$935.60	\$32,500.00	(\$31,564.40)
Printing	\$10,317.97	\$3,615.41	\$6,702.56	\$43,798.00	\$28,923.28	\$14,874.72
Travel & Entertain	\$1,737.47	\$7,981.00	(\$6,243.53)	\$33,148.24	\$73,253.00	(\$40,104.76)
Dues & Subs	\$78,886.15	\$64,720.00	\$14,166.15	\$536,024.45	\$561,883.00	(\$25,858.55)
Continuing Educ Ex	\$3,410.00	\$9,127.00	(\$5,717.00)	\$15,768.90	\$64,702.00	(\$48,933.10)
Professional Fees	\$145,009.52	\$170,696.34	(\$25,686.82)	\$1,189,464.67	\$1,438,375.68	(\$248,911.01)
Education Expenses	\$324.50	\$672.00	(\$347.50)	\$6,177.57	\$14,224.00	(\$8,046.43)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

May 31, 2021

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Miscellaneous	\$4,048.38	\$1,892.00	\$2,156.38	(\$229,760.46)	\$15,136.00	(\$244,896.46)
Depreciation	\$299,702.06	\$272,433.22	\$27,268.84	\$2,429,699.05	\$2,239,428.27	\$190,270.78
Total Expenditures	\$4,066,923.71	\$4,284,897.48	(\$217,973.77)	\$33,307,065.16	\$33,432,870.31	(\$125,805.15)
Net Rev in Excess of Expend	(\$93,572.39)	(\$46,910.25)	(\$46,662.14)	(\$820,828.17)	(\$652,126.26)	(\$168,701.91)
EBITDA	\$236,586.13	\$259,022.97	(\$22,436.84)	\$1,826,157.44	\$1,855,302.01	(\$29,144.57)

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
May 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	9.17

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%	37.80%
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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	5.01
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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%	-1.48%
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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 05/31/2021			 <u><u>\$ 475,470.69</u></u>



Business Gold Rewards

MEDSTAR/MAEMSA
XXXXXXXXXXXX

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

Closing Date 05/28/21 Next Closing Date 06/27/21

XXXXXXXXXXXXXXXXXXXX

New Balance	\$13,958.47
Minimum Payment Due	\$924.74
Payment Due Date	06/22/21 †

† **Late Payment Warning:** If you do not pay the Minimum Payment Due by the Payment Due Date of 06/22/21, 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%.

Membership Rewards® Points

Available and Pending as of 04/30/21

23,571

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

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	\$32,232

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

See page 2 for important information about your account.

Please refer to the **IMPORTANT NOTICES** section on page 9.

For information on your Pay Over Time feature and limit, see page 7

Account Summary

Pay In Full Portion

Previous Balance	\$648.62
Payments/Credits	-\$878.60
New Charges	+\$847.72
Fees	+\$175.00
New Balance =	\$792.74

Pay Over Time Portion

Previous Balance	\$8,719.33
Payments/Credits	-\$8,914.47
New Charges	+\$13,360.87
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance =	\$13,165.73
Minimum Due	\$132.00

Account Total

Previous Balance	\$9,367.95
Payments/Credits	-\$9,793.07
New Charges	+\$14,208.59
Fees	+\$175.00
Interest Charged	+\$0.00

New Balance \$13,958.47
Minimum Payment Due \$924.74

Pay Over Time Limit

Available Pay Over Time Limit \$55,000.00
\$41,834.27
Days in Billing Period: 31

↓ 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

XXXXXXXXXXXXXXXXXXXX

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

XXXXXXXXXXXXXXXXXXXX
MEDSTAR/MAEMSA
2900 ALTA MERE DR
FORT WORTH TX 76116-4115

Payment Due Date **06/22/21**
New Balance **\$13,958.47**
Minimum Payment Due **\$924.74**

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

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

\$ _____
Amount Enclosed



0000349991382953784 001395847000092474 24 H



Business Gold Rewards
 MEDSTAR/MAEMSA
 DOUGLAS PHOOTHEN
 Closing Date 05/28/21

~~Account Ending 024001xxxxxx~~

Customer Care & Billing Inquiries **1-800-678-0745**
 International Collect 1-336-393-1111
 Lost or Stolen Card 1-800-678-0745
 Express Cash 1-800-CASH-NOW
 Large Print & Braille Statements **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

Payments and Credits

Summary

	Pay In Full	Pay Over Time ♦	Total
Payments	-\$648.62	-\$8,719.33	-\$9,367.95
Credits	-\$229.98	-\$195.14	-\$425.12
Total Payments and Credits	-\$878.60	-\$8,914.47	-\$9,793.07

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

	Amount
Payments	Amount
05/19/21* ONLINE PAYMENT - THANK YOU	-\$9,367.95
Credits	Amount
05/05/21* AMAZON SHOP WITH POINTS CREDIT Nerf guns for EMS week - capture the flag	-\$79.98
05/07/21 HILTON HOTEL AMERICAS HILTON HOTEL AM HOUSTON TX Credit from Potts & Eason trip to Houston	-\$195.14 ♦
Arrival Date 05/05/21 Departure Date 05/06/21 00000000 LODGING PAY OVER TIME OPTION	
05/19/21 CITY OF FORTH WORTH 650000011551390 FORT WORTH TX 8178715704 Credit back from FTW - cancelled use of Softball field - EMS Week	-\$60.00
05/21/21 CITY OF FORTH WORTH 650000011551390 FORT WORTH TX 8178715704 Credit back from FTW - cancelled use of Softball field - EMS Week	-\$90.00

New Charges

Summary

	Pay In Full	Pay Over Time ♦	Total
Total New Charges	\$847.72	\$13,360.87	\$14,208.59

Detail ♦ - denotes Pay Over Time activity

DOUGLAS PHOOTHEN
~~XXXXXXXXXXXX~~

	Amount
04/27/21 PINNACLE EMS 00000001 PLATTE CITY MO PO 2023372 Registration for L. Peeples to attend 8164312600 PAY OVER TIME OPTION	\$375.00 ♦
04/28/21 PANTHEON SYSTEMS INC SAN FRANCISCO CA PO 2023784 +14154295034	\$35.00



Detail Continued

◆ - denotes Pay Over Time activity

					Amount
05/08/21	AMZN MKTP US*2L36M9AU0 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL Service award gift cards	WA	PO 2023494	\$413.90 ◆
05/08/21	AMZN MKTP US*LS86M5853 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL Service award gift cards	WA	PO 2023493	\$206.95 ◆
05/08/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2023489	\$10.03
05/09/21	AMZN MKTP US*2L13H8E90 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL Nerf guns for Capture the Flag - during EMS week	WA	PO 2023501	\$319.92 ◆
05/09/21	AMZN MKTP US*2L3625QK1 BOOK STORES PAY OVER TIME OPTION	AMZN.COM/BILL Mother's day contest - gift card	WA	PO 2023495	\$105.95 ◆
05/09/21	STAR TELEGRAM DIGITAL SU NA 800-776-7827	FORTH WORTH	TX	PO 2023486	\$17.31
05/10/21	CHICK-FIL-A #02050 000000000406688 8177358225 PAY OVER TIME OPTION	WESTWORTH VLG NEOP LUNCH	TX	PO 2023496	\$192.84 ◆
05/10/21	APPLE ONLINE STORE ELECTRONICS STORE	CUPERTINO	CA	PO 2023488	\$53.04
05/11/21	CORN FED CATERING +18174762275 PAY OVER TIME OPTION	SPRINGTOWN	TX	PO 2023521	\$2,100.00 ◆
05/11/21	NTTA AUTOCHARGE TOLL FEES PAY OVER TIME OPTION	972-818-6882	TX	PO 2023787	\$320.00 ◆
05/14/21	LINKEDIN*LINKEDIN 6623278084 SUBSCRIPTIONS PAY OVER TIME OPTION	MOUNTAIN VIEW		PO 2023657	\$479.70 ◆
05/15/21	TWILIO INC +18778894546	SAN FRANCISCO	CA	PO 2023732	\$10.05
05/17/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007800416102 Passenger Name: HOWERTON/DWAYNE DOUG Document Type: TRAVEL AGENCY FEE	BLOOMINGTON Service fee to use unused plane ticket	IN	PO 2023677	\$26.00
05/17/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007800413641 Passenger Name: CARR/THOMAS C Document Type: TRAVEL AGENCY FEE	BLOOMINGTON Service fee to use unused plane ticket	IN	PO 2023679	\$26.00
05/18/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007800472721 Passenger Name: POST/STEVEN J Document Type: TRAVEL AGENCY FEE	BLOOMINGTON Service fee to use unused plane ticket	IN	PO 2023684	\$26.00
05/18/21	CHULA'S KITCHEN squareup.com/receipts PAY OVER TIME OPTION	Fort Worth	TX	PO 2023634	\$485.48 ◆
05/18/21	DONUT PALACE 0001 817-232-5105	FORT WORTH	TX	PO 2023689	\$49.48
05/19/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008113695266 Passenger Name: GLEASON/WILLIAM BUCK Document Type: TRAVEL AGENCY FEE	BLOOMINGTON Service fee to use unused plane ticket	IN	PO 2023678	\$26.00

Detail Continued

◆ - denotes Pay Over Time activity

						Amount
05/19/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008113695336 Passenger Name: SIMPSON/KENNETH JAME Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023688		\$26.00
Service fee to use unused plane ticket						
05/19/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008113875520 Passenger Name: PEEPLES/LEILA Z Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023691		\$26.00
Service fee to use unused plane ticket						
05/19/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008113875715 Passenger Name: SCHLEICHER/KRISTOFER Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023680		\$26.00
Service fee to use unused plane ticket						
05/19/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008113695325 Passenger Name: POST/STEVEN J Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023769		\$26.00
Service fee to use unused plane ticket						
05/19/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008113695340 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023681		\$26.00
Service fee for using unused ticket						
05/19/21	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: PHOENIX SKY HARBOR DALLAS/FORT WORTH Ticket Number: 00176039247576 Passenger Name: SCHLEICHER/KRISTOFER Document Type: PASSENGER TICKET	BLOOMINGTON	IN	PO 2023680		\$27.64
Additional cost of ticket when using unused plane ticket						
05/20/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008114255815 Passenger Name: CRENSHAW/BRADLEY Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023676		\$26.00
Service fee to book plane ticket						
05/20/21	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: PHOENIX SKY HARBOR DALLAS/FORT WORTH Ticket Number: 00176039250015 Passenger Name: CRENSHAW/BRADLEY Document Type: PASSENGER TICKET PAY OVER TIME OPTION	BLOOMINGTON	IN	PO 2023676		\$212.83 ◆
Exchange fee & additional airfare						
05/21/21	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89008114257241 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2023687		\$26.00
05/21/21	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: PHOENIX SKY HARBOR DALLAS/FORT WORTH Ticket Number: 00176041930993 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: PASSENGER TICKET	BLOOMINGTON	IN	PO 2023687		\$28.99
05/28/21	PANTHEON SYSTEMS INC +14154295034	SAN FRANCISCO	CA	PO 2023787		\$35.00



Business Gold Rewards
 MEDSTAR/MAEMSA
 2021-05-28 11:00 PM
 Closing Date 05/28/21

Account Ending 924001

Fees			Amount
05/28/21	ANNUAL MEMBERSHIP FEE	PO 2023770	\$175.00
Total Fees for this Period			\$175.00

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		\$175.00
Total Interest in 2021		\$0.00

Interest Charge Calculation			
Your Annual Percentage Rate (APR) is the annual interest rate on your account.			
	Annual Percentage Rate	Balance Subject to Interest Rate	Interest Charge
Pay Over Time option	18.24% (v)	\$0.00	\$0.00
Total			\$0.00
<small>(v) Variable Rate</small>			

Information on Pay Over Time

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

No Preset Spending Limit means your spending limit is flexible. Unlike a traditional card with a set limit, the amount you can spend adjusts based on factors such as your purchase, payment, and credit history.

Pay Over Time Limit

There is a limit to your Pay Over Time feature balance. Your Pay Over Time Limit is \$55,000.00. We may approve or decline a charge regardless of whether your Card account balance exceeds or does not exceed your Pay Over Time Limit. You must pay in full all charges that are not placed into a Pay Over Time balance by the Payment Due Date.

Available Pay Over Time Limit

Your Available Pay Over Time Limit is \$41,834.27 and is accurate as of your statement date. This Limit is the remaining amount that you can add to your Pay Over Time balance. The Available Pay Over Time Limit amount is calculated by subtracting your Pay Over Time balance from your Pay Over Time Limit. If you have a preset spending limit on your account that is less than your Pay Over Time Limit, you may not be able to use some or all of your Available Pay Over Time Limit.

J.P.Morgan

JPMORGAN CHASE BANK NA
 PO BOX 15918
 MAIL SUITE DE1-1404
 WILMINGTON DE 19850

ACCOUNT NUMBER	XXXXXXXXXXXXXXXXXXXX
PAYMENT DUE DATE	06/14/2021
AMOUNT DUE	\$5,296.90
CURRENT BALANCE	\$5,296.90

Remit To: JPMORGAN CHASE BANK NA
 P.O. BOX 4475
 CAROL STREAM, IL 60197-4475

AMOUNT ENCLOSED \$


MEDSTAR
 STEVE POST
 2900 ALTA MERE DR
 FORT WORTH TX 76116-4115

** 0000000

556375790008356200529690005296907

PLEASE TEAR PAYMENT COUPON AT PERFORATION

STATEMENT MESSAGES

COMMERCIAL ACCOUNT SUMMARY
<p>ORGANIZATION NAME: MEDSTAR</p> <p>ACCOUNT NUMBER: 5563757900083562</p> <div style="text-align: right;">  <input checked="" type="checkbox"/> APPROVED </div>

<table> <tr> <td>CLOSING DATE</td> <td>05-31-21</td> </tr> <tr> <td>CREDIT LIMIT</td> <td>75,000</td> </tr> <tr> <td>AVAILABLE CREDIT</td> <td>69,703</td> </tr> </table>	CLOSING DATE	05-31-21	CREDIT LIMIT	75,000	AVAILABLE CREDIT	69,703	<table> <tr> <td>PREVIOUS BALANCE</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>PURCHASES AND OTHER CHARGES</td> <td style="text-align: right;">5,296.90</td> </tr> <tr> <td>CASH ADVANCES</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>CREDITS</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>PAYMENTS</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>LATE PAYMENT CHARGES</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>CASH ADVANCE FEE</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>FINANCE CHARGES</td> <td style="text-align: right;">.00</td> </tr> <tr> <td>NEW BALANCE</td> <td style="text-align: right;">5,296.90</td> </tr> <tr> <td>TOTAL PAYMENT DUE</td> <td style="text-align: right;">5,296.90</td> </tr> <tr> <td>DISPUTED AMOUNT</td> <td style="text-align: right;">.00</td> </tr> </table>	PREVIOUS BALANCE	.00	PURCHASES AND OTHER CHARGES	5,296.90	CASH ADVANCES	.00	CREDITS	.00	PAYMENTS	.00	LATE PAYMENT CHARGES	.00	CASH ADVANCE FEE	.00	FINANCE CHARGES	.00	NEW BALANCE	5,296.90	TOTAL PAYMENT DUE	5,296.90	DISPUTED AMOUNT	.00
CLOSING DATE	05-31-21																												
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CASH ADVANCES	.00																												
CREDITS	.00																												
PAYMENTS	.00																												
LATE PAYMENT CHARGES	.00																												
CASH ADVANCE FEE	.00																												
FINANCE CHARGES	.00																												
NEW BALANCE	5,296.90																												
TOTAL PAYMENT DUE	5,296.90																												
DISPUTED AMOUNT	.00																												
<p>FOR CUSTOMER SERVICE CALL: 1-800-316-6056</p> <p>FOR TTY/TDD SERVICE CALL: 1-800-955-8060</p>																													
<p>SEND BILLING INQUIRIES TO:</p> <p>JPMORGAN CHASE BANK NA COMMERCIAL CARD SOLUTIONS P.O. BOX 2015 MAIL SUITE IL1-6225 ELGIN, IL 60121</p>																													

ACCT. NUMBER: ~~55606180898592X~~

MEDSTAR

INDIVIDUAL CARDHOLDER ACTIVITY

MARIANNE SCHMIDT	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
55606180898592X	\$0.00	\$5,296.90	\$0.00	\$5,296.90

ACCOUNTING CODE:

Purchasing Activity

Post Date	Tran Date	Reference Number	Transaction Description	Amount
05-14	05-13	55432861133200685881354	AMZN MKTP US*2L7K84860 AMZN.COM/BILL WA P.O.S.: Admin 10010 scann SALES TAX: 0.00	959.74
			Scanners for Vaccination ppwk PO 2023593	
05-21	05-20	55432861140200660105614	IN *BULLFISH FOODS 682-5576476 TX P.O.S.: R8GOC7YOG3DKAH8R0 SALES TAX: 0.00	2,521.63
			Food Truck - EMS Week PO 2023682	
05-24	05-22	15270211142002100975852	TWILIO 600NOJJ8S8L SAN FRANCISCO CA	10.02
			PO 2023731	
05-31	05-28	15270211148002415008724	TWILIO 39SV9HSOK2T SAN FRANCISCO CA	10.01
			PO 2023786	
Total Purchasing Activity				\$3,501.40

Travel Activity

Post Date	Tran Date	Reference Number	Transaction Description	Amount
05-18	05-17	05436841137300219887197	FSP*FUN ON THE RUN 817-237-0299 TX	596.90
			Paint Ball - EMS Week PO 2023635	
05-18	05-18	55432861138200876569516	PANERA BREAD #606050 O 817-569-6221 TX	391.48
			Lunch for Team Meeting PO 2023656	
05-21	05-20	55432861140200619088598	SQ *FORT WORTH AXE FAC GOSQ.COM TX P.O.S.: 00011529215101509 SALES TAX: 37.12	487.12
			Axe Throwing - EMS Week PO 2023720	
05-31	05-29	55432861149200151722761	NTTA AUTOCHARGE 972-818-6882 TX	320.00
			PO 2023782	
Total Travel Activity				\$1,795.50

Tab D – Chief Human Resources Officer

Human Resources - May 2021

Turnover:

- **May turnover – 2.75%**
 - FT – 2.28%
 - PT – 8.57%
- **Year to date turnover –15.22%**
 - FT – 11.64%
 - PT – 60%

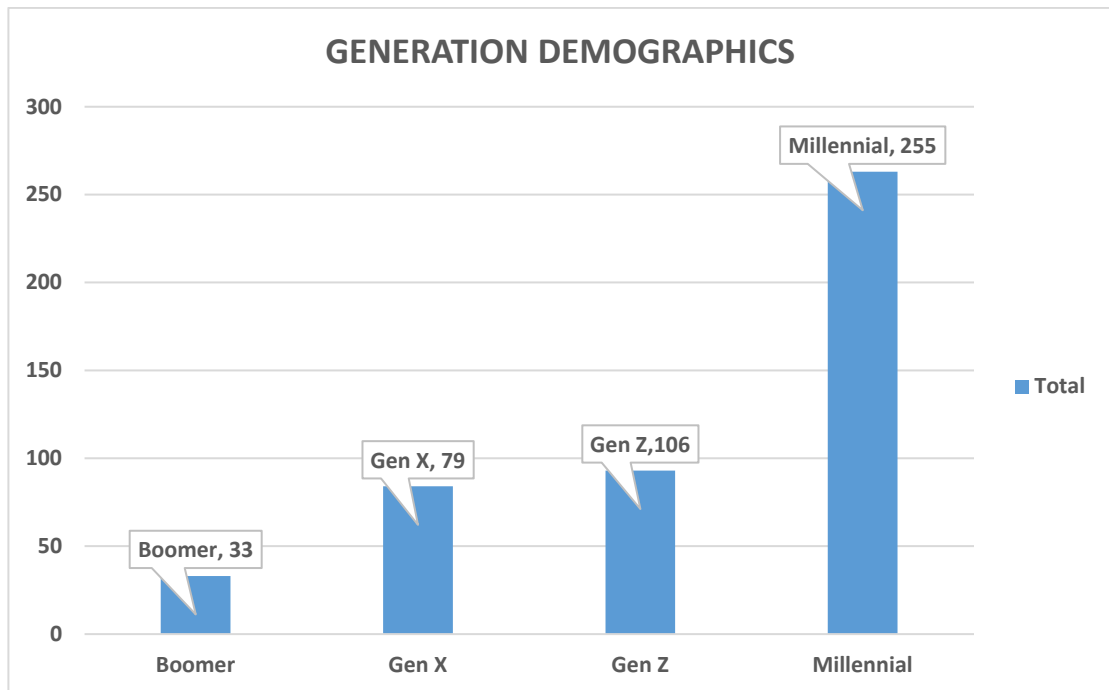
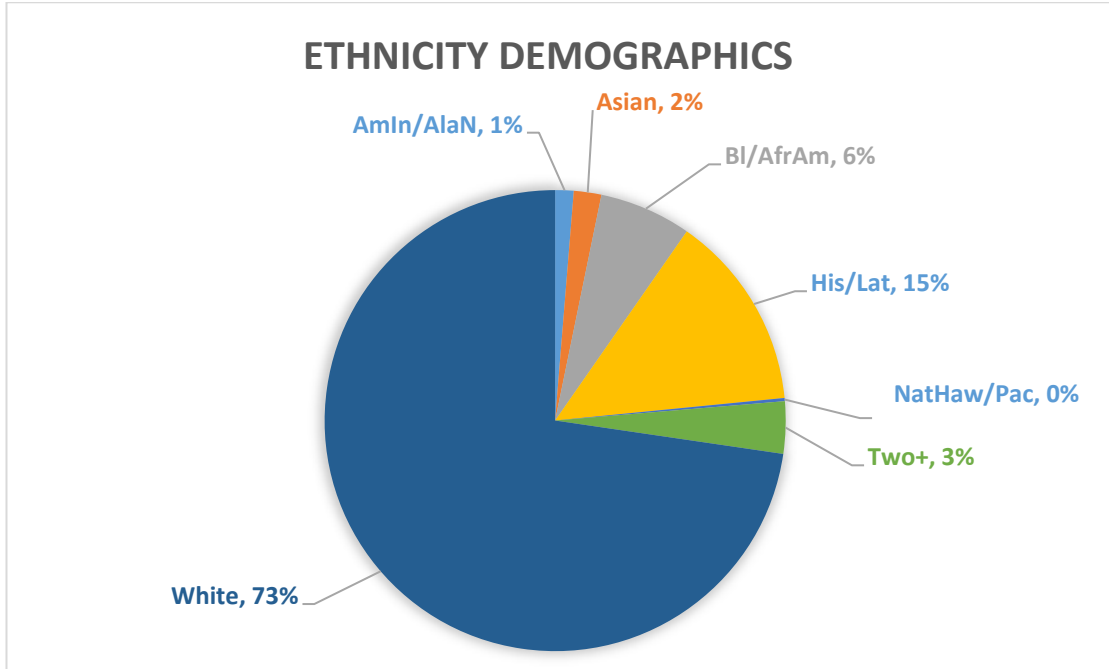
Leaves:

- **42 employees on FMLA / 9.59% of workforce**
 - 33 cases on intermittent
 - 9 cases on a block
- **Top FMLA request reasons/conditions**
 - FMLA Child (7)
 - Mental Health (6)
 - Obstetrics/Cardiology/Neurological (5)
- **COVID Administrative Leave**
 - 20:00 hours in Apr.
 - 12,829:10 hours to date

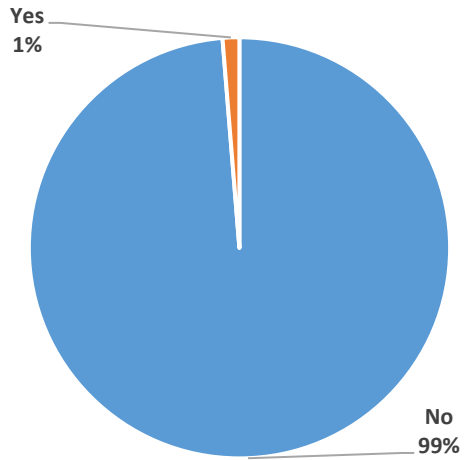
Staffing

- **8 hires May**
- **90 hires FYTD**

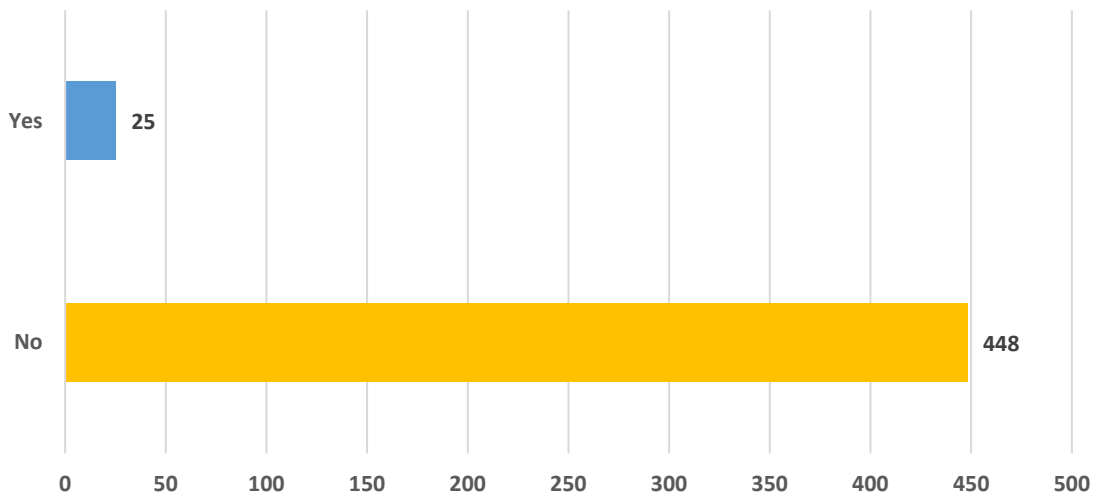
MAY 2021 DIVERSITY STATISTICS



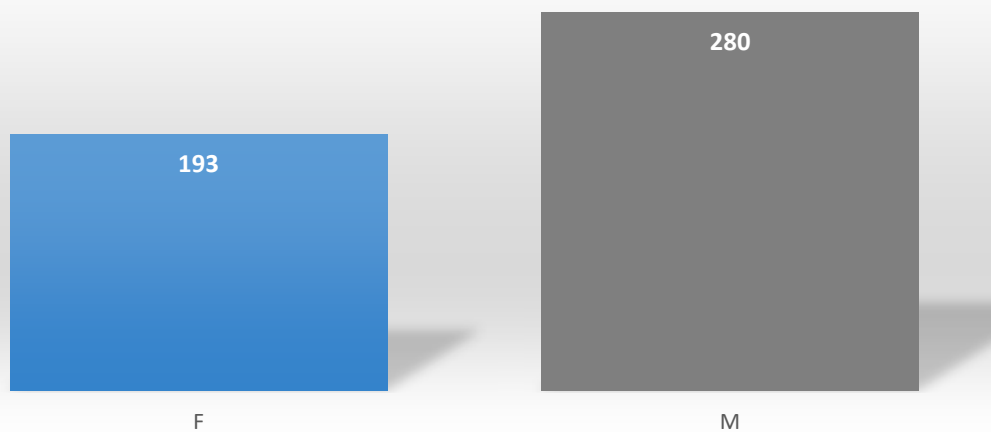
DISABILITY DEMOGRAPHICS



VETERAN DEMOGRAPHICS



GENDER DEMOGRAPHICS



**FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 5/1/2021 thru 5/31/2021
Percentages by Department/Conditions**

CONDITIONS	
Row Labels	Count of Reason
Cardiology	5
Digestive	1
ENT	1
FMLA - Child	7
FMLA - Parent	5
FMLA - Spouse	3
Mental Health	6
Neurological	5
Obstetrics	5
Orthopedic	2
Pulmonary	2
Grand Total	42

Percentage by Department						
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC	
Advanced	139	8	1.83%	19.05%	5.76%	
Basic	169	9	2.05%	21.43%	5.33%	
Business Office	26	6	1.37%	14.29%	23.08%	
Communications	42	9	2.05%	21.43%	21.43%	
Human Resources	7	1	0.23%	2.38%	14.29%	
Mobile Integrated Health	13	2	0.46%	4.76%	15.38%	
Support Services - Facilities, Fleet, S.E., Logistics	39	7	1.60%	16.67%	17.95%	
Grand Total	435	42				
Total # of Full Time Employees - May 2021						
438						
% of Workforce using FMLA						
9.59%						
TYPE OF LEAVES UNDER FMLA						
# of Ees % on Leave						
Intermittent Leave 33 78.57%						
Block of Leave 9 21.43%						
Total 42 100.00%						

Full-time EE's: 438
Part-time EE's: 35
Total EE's: 473

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	226:57	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	1912:05	1912:05	1912:05	1912:05	1912:05	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	1481:30	1855:25	2111:10	1585:52	1378:47	1276:46	960:02	0:00	0:00	0:00	0:00	1235:01
FY 20-21	1700:39	3182:09	5037:34	7148:44	8734:36	10113:23	11390:09	12350:11	12350:11	12350:11	12350:11	12350:11	
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	5087:16	6331:16	3959:43	4362:28	6059:33	5485:28	6672:17	0:00	0:00	0:00	0:00	4421:36
FY 20-21	6258:06	11345:22	17676:38	21636:21	25998:49	32058:22	37543:50	44216:07	44216:07	44216:07	44216:07	44216:07	
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	81:00	0:00	0:00	0:00	0:00	123:59
FY 20-21	144:00	216:00	276:00	373:00	645:55	888:55	1158:55	1239:55	1239:55	1239:55	1239:55	1239:55	
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	2009:50	2489:16	2338:13	2011:06	1855:16	1561:11	1041:02	0:00	0:00	0:00	0:00	1548:50
FY 20-21	2182:31	4192:21	6681:37	9019:50	11030:56	12886:12	14447:23	15488:25	15488:25	15488:25	15488:25	15488:25	
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	1912:05	0:00	12350:11	44216:07	1239:55	15488:25
Goal-Compare	3571:50	2162:30	14:11	18086:55	71602:36	2562:00	98638:47

MedStar Mobile Healthcare Separation Statistics - May 2021

	Current Month			Year to Date			YTD Compared to May '20		Headcount
	Vol	Invol	Total	Vol	Invol	Total	May '20	%	May-21
Full Time Separations	6	4	10	35	16	51	41	9.17%	438
Part Time Separations	2	1	3	20	1	21	18	48.65%	35
Total Separations	8	5	13	55	17	72	59	12%	473
							Difference	3.032%	
Total Turnover %									
	Full Time	Part Time	Total	Full Time	Part Time	Total			
	2.28%	8.57%	2.75%	11.64%	60.00%	15.22%			

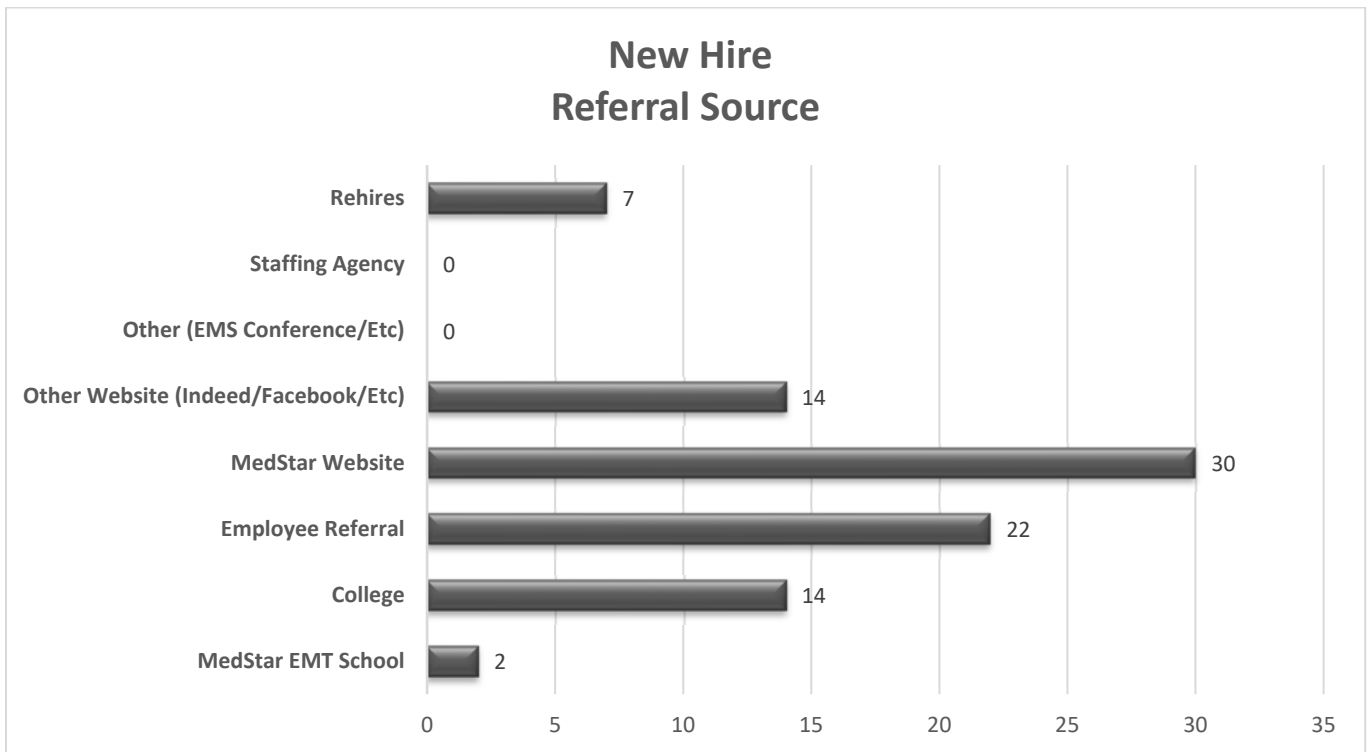
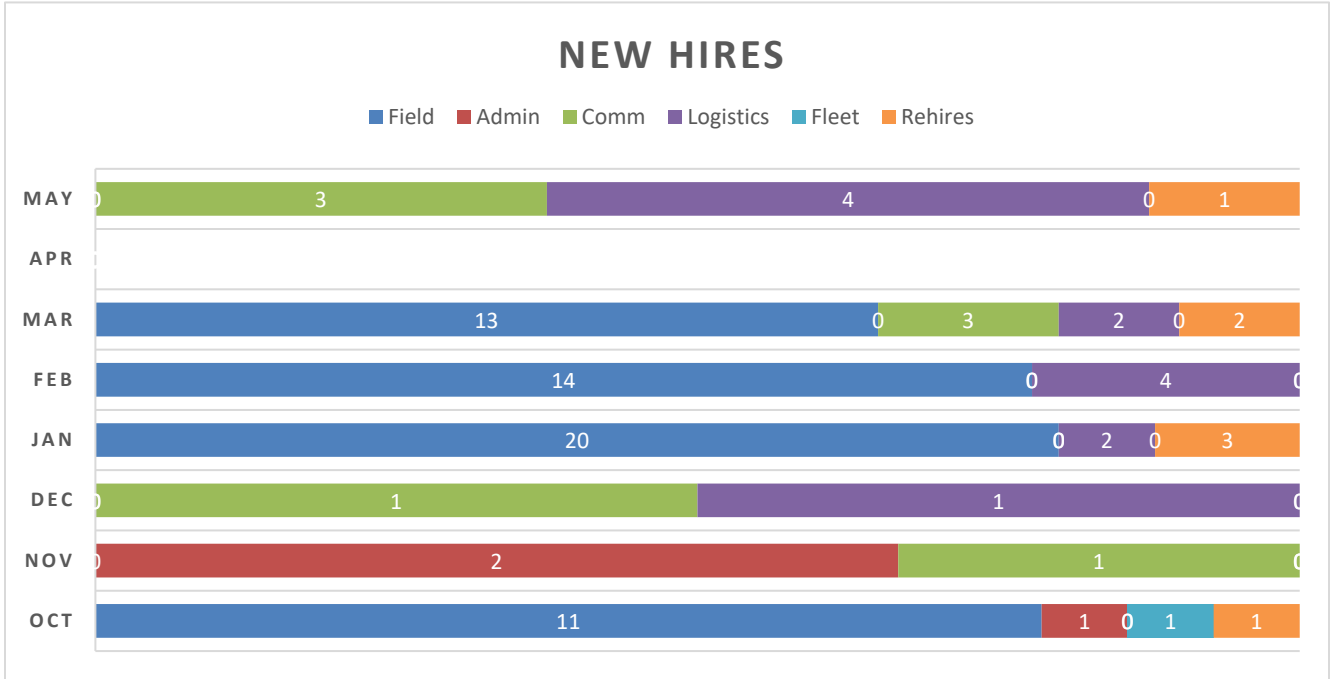
Separations by Department

Full Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	May-21
Administration							1
Advanced	3	1	4	12	1	13	122
Basics	3	1	4	17	5	22	139
Business Intelligence - Deployment, QI, Scheduler							3
Business Office	0	1	1	0	1	1	26
Communications				2	4	6	40
Compliance							2
Controller - Payroll, Purchasing, A/P							5
Executives							7
Field Manager/Supervisors - Operations				1	0	1	19
Human Resources							6
Information Technology							2
Medical Records							2
Mobile Integrated Health				1	1	2	12
Office of the Medical Director							13
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics	0	1	1	2	4	6	37
Total	6	4	10	35	16	51	438

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	May-21
Advanced	2	1	3	12	1	13	16
Basics				4	0	4	13
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications							2
Compliance							
Controller - Payroll, Purchasing, A/P							1
Field Manager/Supervisors - Operations							
Human Resources							
Information Technology							
Medical Records							
Mobile Integrated Health Department				3	0	3	1
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics				1	0	1	2
Total	2	1	3	20	1	21	35

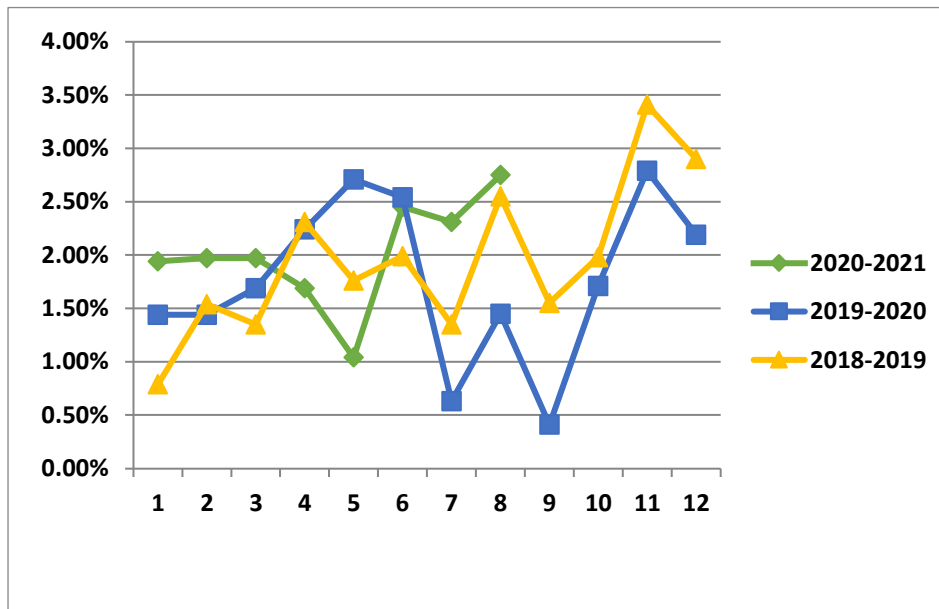
Recruiting & Staffing Report

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	2019-2020
October	1.94%	1.44%	0.79%	1.64%
November	1.97%	1.44%	1.54%	0.96%
December	1.97%	1.69%	1.35%	1.44%
January	1.69%	2.24%	2.31%	0.92%
February	1.04%	2.71%	1.76%	0.90%
March	2.45%	2.54%	1.99%	2.22%
April	2.31%	0.63%	1.35%	1.82%
May	2.75%	1.45%	2.55%	2.28%
June		0.41%	1.55%	
July		1.71%	1.98%	
August		2.79%	3.41%	
September		2.19%	2.90%	
Actual Turnover	15.22%	19.91%	23.48%	11.64%



Tab E – Compliance and Legal



Compliance Officer's Report May 24, 2021- June 22, 2021

Compliance Officer Duties

- Two Narcotic Anomalies:
Two Paramedics 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.
- Assisted HR and Operations with several HR related investigations.

Paralegal Duties

- 26 DFPS reports made for suspected abuse, neglect, or exploitation.
- 3 Pre-trial meetings were held with the Tarrant Co. District Attorney's office.
- 2 Law Enforcement agency interviews were conducted related to criminal investigations.
- Drafted, reviewed, and executed multiple contractual agreements with outside parties for various ventures and services.
- 4 Subpoenas(s) for witness appearance processed and served.
- Assisted General Counsel & outside counsel with civil litigation.

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

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- May 31, 2021

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

Field Operations:

- April and May's call volume met budget expectations while transport volume was about 3.8% and 3.4% below budget, respectively.
 - Have been providing incentives for certain shifts to help fill scheduled needs.
 - Subject to safety requirements such as limits on consecutive hours worked and consecutive days worked.
- Onboarding 23 new employees in June new hire orientation class.
- BLS ambulance pilot is ongoing.
 - Goal of 50% of eligible BLS calls to BLS ambulances has been established.
- ET3 started in early April with ongoing crew education.
 - Field Ops and Transformation teams are providing crew education.

Fleet/Logistics:

- Rollout of this year's new ambulances should be completed by the end of June.
- Purchased support vehicles.
 - Upfit of vehicles is in progress.
- There is concern over chassis shortages for next year's ambulances due to microchip issues.
 - May result in board request for chassis at the same time as budget approval.

Emergency Management:

Vaccine Administrations

- 42 Scheduled Sites
 - Includes Fort Worth, Haltom City, Sansom Park and Lake Worth
 - 4,184 1st Dose
 - 3,468 2nd Dose
 - 7,652 Total Administrations
 - Providing a small number of vaccines to home bound individuals in partnership with UNTHSC
- 51.9% of the MedStar organization is fully vaccinated and 57.29% have received at least one vaccine dose.

Other Items:

- Participated in the City of Fort Worth's after-action debriefing for the I35 motor vehicle collision and the winter weather event.
- Submitted FEMA reimbursement request related to winter weather totaling \$94,055.23
 - If approved, there would be a 25% cost share and we would receive 75%
- AMBUS was refurbished in Houston in anticipate of new EMT-F Ambus in FY 2022.
 - Our bus will then be transferred to Amarillo area to fill coverage gaps.

- Beginning preparation for Hurricane Season
 - Local sheltering and deployment of personnel
- Provided an EMT-F Task Force Leader (“TFL”) in May 2021 to Victoria in support of flooding preparation.
 - TFL was responsible for 10 ambulances, 2 Ambulance Strike Team Leaders, 2 AMBUS, 2 AMBUS support vehicles, 1 Staging Manager, 1 TX Military Humvee and 2 TX Military High Profile Vehicles
- 40 EMTF reimbursement packets have been completed and submitted for payment.
 - COVID Testing, State Operations Center support, ambulance support in the Valley, Hurricane Laura, Lake Worth Nursing Home, COVID surge activities in El Paso, vaccinations, infusions, February winter weather and Victoria.
 - 8,826 Deployed hours
 - \$625,885.84 in payroll, travel, equipment, and materials reimbursement

Information Technology:

- Completed CAD workstation refresh in the Communications Center.
- Working on implementing Astro Connectivity for radio support.
- Evaluating best option for upgrading existing Sharepoint sites to Office 365.
- Completed new ambulance IT installations.

Business Intelligence:

- Working on updating reports with a new reporting vendor to integrate with ADP.
- Planning for partial retirement of Business Intelligence Manager in early 2022.
 - Will add business intelligence functionality to Director of Communications role.

Communications:

- IAED compliance improved thanks to significant efforts by the communications team.
 - Compliance is back to acceptable limits.
 - Will continue to monitor.
- Working with Burleson’s Communications Department to involve their CAD vendor in addressing information mapping issues.
- Resuscitation Quality Improvement Telecommunicator (“RQI-T”) program to help drive improved cardiac arrest survival through additional quality improvement activities such as rapid post-call debriefing and more frequent refresher training.



MedStar Response Time Reliability and AVG Response Time Performance

Period: May 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	5	5	00:09:02	0	100.0%	0	0.0%	27	4	85.2%
	2	7	7	00:09:00	0	100.0%	0	0.0%	79	10	87.3%
	3	3	3	00:09:44	0	100.0%	0	0.0%	28	9	67.9%
Total Blue Mound		15	15								
Burleson	1	110	103	00:09:03	33	70.0%	12	10.9%	203	61	70.0%
	2	173	160	00:08:55	29	83.2%	9	5.2%	173	29	83.2%
	3	85	78	00:10:25	8	90.6%	2	2.4%	173	26	85.0%
	4	186	186	00:27:52	12	93.5%	3	1.6%	186	12	93.5%
Total Burleson		554	527								
Edgecliff Village	1	7	6	00:08:23	2	71.4%	0	0.0%	54	9	83.3%
	2	1	0	00:08:43	0	100.0%	0	0.0%	27	4	85.2%
	3	5	5	00:14:04	2	60.0%	0	0.0%	50	5	90.0%
Total Edgecliff Village		13	11								
Forest Hill	1	39	38	00:10:17	15	61.5%	1	2.6%	79	24	69.6%
	2	98	92	00:10:35	21	78.6%	4	4.1%	190	48	74.7%
	3	49	46	00:12:11	9	81.6%	1	2.0%	101	20	80.2%
Total Forest Hill		186	176								
Fort Worth	1	2969	2782	00:09:03	646	78.2%	104	3.5%	2969	646	78.2%
	2	5248	4876	00:09:51	885	83.1%	158	3.0%	5248	885	83.1%
	3	3221	2946	00:11:40	481	85.1%	141	4.4%	3221	481	85.1%
	4	1135	1128	00:33:29	105	90.7%	53	4.7%	1135	105	90.7%
Total Fort Worth		12573	11732								
Haltom City	1	91	88	00:09:10	23	74.7%	3	3.3%	91	23	74.7%
	2	172	163	00:11:00	47	72.7%	7	4.1%	172	47	72.7%
	3	99	83	00:13:12	21	78.8%	7	7.1%	99	21	78.8%
	4	8	8	00:24:36	0	100.0%	0	0.0%	9	0	100.0%
Total Haltom City		370	342								
Haslet	1	9	9	00:07:25	1	88.9%	0	0.0%	64	19	70.3%
	2	15	14	00:09:43	3	80.0%	0	0.0%	74	17	77.0%
	3	6	6	00:08:14	0	100.0%	0	0.0%	34	5	85.3%



MedStar Response Time Reliability and AVG Response Time Performance

Period: May 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		30	29								
Lake Worth	1	30	29	00:08:37	7	76.7%	1	3.3%	113	31	72.6%
	2	57	50	00:10:51	14	75.4%	5	8.8%	57	14	75.4%
	3	27	24	00:12:22	7	74.1%	3	11.1%	114	22	80.7%
	4	3	3	00:38:23	0	100.0%	0	0.0%	7	0	100.0%
Total Lake Worth		117	106								
Lakeside	1	4	4	00:11:12	2	50.0%	0	0.0%	47	22	53.2%
	2	3	2	00:08:09	0	100.0%	0	0.0%	57	28	50.9%
	3	1	1	00:10:47	0	100.0%	0	0.0%	24	10	58.3%
Total Lakeside		8	7								
River Oaks	1	23	20	00:08:06	4	82.6%	2	8.7%	65	21	67.7%
	2	31	29	00:10:19	6	80.6%	1	3.2%	31	6	80.6%
	3	21	20	00:12:01	5	76.2%	1	4.8%	49	11	77.6%
Total River Oaks		75	69								
Saginaw	1	36	34	00:13:25	20	44.4%	4	11.1%	78	40	48.7%
	2	55	47	00:11:41	16	70.9%	5	9.1%	127	39	69.3%
	3	30	26	00:15:09	9	70.0%	3	10.0%	78	26	66.7%
	4	1	1	00:08:44	0	100.0%	0	0.0%	2	0	100.0%
Total Saginaw		122	108								
Sansom Park	1	24	22	00:07:29	1	95.8%	0	0.0%	41	8	80.5%
	2	32	29	00:10:24	7	78.1%	1	3.1%	32	7	78.1%
	3	23	20	00:15:24	7	69.6%	4	17.4%	42	13	69.0%
	4	4	4	00:41:43	1	75.0%	1	25.0%	39	4	89.7%
Total Sansom Park		83	75								
Westworth Village	2	28	28	00:09:26	3	89.3%	0	0.0%	105	28	73.3%
	3	13	11	00:10:48	1	92.3%	0	0.0%	52	11	78.8%
Total Westworth Village		41	39								
White Settlement	1	43	42	00:08:45	11	74.4%	2	4.7%	43	11	74.4%
	2	110	108	00:09:10	15	86.4%	3	2.7%	206	30	85.4%
	3	43	40	00:11:11	5	88.4%	4	9.3%	113	17	85.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: May 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 %
	4	3	3	00:16:38	0	100.0%	0	0.0%	47	4	91.5%
Total White Settlement		199	193								
System Wide	1	3390	3182	00:09:06	765	77.4%	129	3.8%	3944	928	76.5%
	2	6030	5605	00:09:53	1046	82.7%	193	3.2%	6587	1193	81.9%
	3	3626	3309	00:11:44	555	84.7%	166	4.6%	4188	680	83.8%
	4	1340	1333	00:32:35	118	91.2%	57	4.3%	1427	125	91.2%
Total System Wide		14386	13429								

Tab G -- FRAB

Tab H – Chief Transformation Officer

Transformation Report

June 2021

Alternate Payment Models

- ET3 Model
 - **We have started receiving Medicare payments for ET3 model interventions!**
 - Operational process improvement efforts to enhance enrollments ongoing.
 - Efforts seem to be working as enrollments slowly improving.
 - **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*
- Continuing to work with commercial insurers on agreements for payment for alternate dispositions.
- Current outcomes attached.

Ambulance Supplemental Payment Program (ASPP)

- **Received notification of a \$1.14 million planned supplemental payment from Medicaid by the end of this FY.**

Legislative Issues

- Local:
 - Summary of Texas' 87th Legislature outcomes from the Texas EMS Alliance, our state association, attached to this report.
 - **Special note regarding Rep. Ramon Romero and Balance Billing legislation.**
 - **Texas Legislature approved 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.*
- Federal:
 - 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
- Conducting mobile clinics for area businesses and homebound vaccines
 - Lockheed Martin, UPS, Fort Worth Academy and others

MedStarSaver+PLUS:

- **Pilot planned for expanding the model for StarSaver benefits plus MedStar on Demand services Effective 7/1/2021.**
 - Informational/enrollment flyer completed and web enrollment process formulating.
 - Will pilot test with recent MedStar patients who have been billed.

Tiered System Response Pilot

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

BLS Response Report Summary					
Through: 6/20/2021					
Response	Description	Responses	Patients	Transports	Transport
1A03	Abdominal Pain/Problems	1	1	1	100%
1C05	Abdominal Pain/Problems	1	1	0	
2B01	Allergic Reaction/Stings	1	0	0	0.0%
4B01A	Assault	19	18	12	63.2%
5A01	Back Pain (Non-Traumatic)	2	2	2	100.0%
10C03	Chest Pain (Non-Traumatic)	1	1	0	0.0%
10D04	Chest Pain (Non-Traumatic)	2	0	0	0.0%
16A01	Eye Problem/Injury	1	1	1	100.0%
17B01G	Fall	1	1	1	100.0%
17B04	Fall	2	2	1	50.0%
17D014G	Fall	1	1	0	0.0%
18B01	Headache	1	1	0	0.0%
20B02C	Heat/Cold Exposure	5	0	0	0.0%
20B02H	Heat/Cold Exposure	4	3	2	50.0%
21B01M	Hemorrhage/Laceration	1	0	0	0.0%
25O01	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	8	8	6	75.0%
25O02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	8	6	6	75.0%
25A02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	6	5	5	83.3%
25B03	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	6	5	5	83.3%
25B06	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	1	1	1	100.0%
26O28	Sick Person	4	4	4	100.0%
26A03	Sick Person	2	2	1	50.0%
26A05	Sick Person	1	0	0	0.0%
26A06	Sick Person	2	2	1	50.0%
26A08	Sick Person	4	4	4	100.0%
26A10	Sick Person	6	3	2	33.3%
26B01	Sick Person	1	1	0	0.0%
26C02	Sick Person	3	2	1	33.3%
26D01	Sick Person	1	1	0	0.0%
28C01G	Stroke/CVA	1	0	0	0.0%
29A02V	Traffic/Transportation Incident (MVC)	6	5	3	50.0%
29A01V	Traffic/Transportation Incident (MVC)	2	0	0	0.0%
29B01	Traffic/Transportation Incident (MVC)	7	4	3	42.9%
29B01U	Traffic/Transportation Incident (MVC)	2	2	2	100.0%
29B01V	Traffic/Transportation Incident (MVC)	83	73	22	26.5%
29B03	Traffic/Transportation Incident (MVC)	2	1	0	0.0%
29B03U	Traffic/Transportation Incident (MVC)	4	5	2	50.0%
29B03V	Traffic/Transportation Incident (MVC)	10	10	2	20.0%
29B05	Traffic/Transportation Incident (MVC)	9	8	1	11.1%
29B05U	Traffic/Transportation Incident (MVC)	16	21	12	75.0%
29B05V	Traffic/Transportation Incident (MVC)	37	29	9	24.3%
29D01b	Traffic/Transportation Incident (MVC)	3	2	0	0.0%
29D02I	Traffic/Transportation Incident (MVC)	3	3	0	0.0%
29D02p	Traffic/Transportation Incident (MVC)	3	0	0	0.0%
30B01	Traumatic Injury	2	2	2	100.0%
31D02	Unconscious/Fainting/Near-Fainting	1	1	0	0.0%
31D03	Unconscious/Fainting/Near-Fainting	1	0	0	0.0%
32B01	Unconscious/Fainting/Near-Fainting	2	0	0	0.0%
32B03	Unknown Problem/Person Down	43	13	9	20.9%
33C06	Transfer/Interfacility/Palliative Care	1	1	1	100.0%
Total		334	256	124	37.1%

Presentations

Matt Hansen, MedStar PRN Supervisor and FTO presented as part of a national panel on EMS Telehealth programs on June 22nd. 260+ national attendees.

Event (location)	Date	Attendees
International Acad. of Emergency Dispatch (Las Vegas)	July 2021	~1,500
Pinnacle EMS Leadership Summit (Phoenix)	August 2021	~750
EMS Today (San Antonio)	August 2021	~1,500
California Amb. Assoc. Annual Conf. (Lake Tahoe)	September 2021	~500
EMS World Expo (Atlanta)	October 2021	~3,000

Media Summary

Local -

- Heat Emergencies (*total of 68 media hits during June*)
 - CBS 11, NBC 5, ABC 8, FOX 4, S-T, KRLD, WBAP/KLIF, KERA
- Vaccines for Homebound
 - NBC 5
- Pop-Up Vax Clinics/Vax Promotion
 - NBC 5, CBS 11, ABC 8, KRLD, WBAP/KLIF, S-T
- Tips for being in a sinking vehicle
 - CBS 11, NBC 5, KRLD
- Ambulance crash/Emergency Vehicle Awareness
 - NBC 5, CBS 11, ABC 8, KRLD, WBAP/KLIF, S-T

ET3 Program Summary		
April 5, 2021 through: 6/22/2021		
Overall Emergency Response Volume		
Documented Medicare Patient Contacts	11,458	
≥ 65	9,303	81.2%
< 65	2,155	18.8%
Transported	9,660	84.3%
AMA (incl. Refused All Care & Refusal w/o Capacity)	1,000	8.7%
ET3 Telehealth Intervention	60	0.5%
Outcomes		
Transported	13	21.7%
Hospital ED	13	
Other	0	
TIP	47	78.3%
Dispatch Health Referral	9	
AMA Data - Medicare Documented as Payer	441	
Telehealth Not Offered	143	
Healthcare facility	31	
Suspicion of moderate or high-acuity illness	77	
Pt. unable to demonstrate decisional capacity	9	
Pt. in Custody	4	
Ambulance Not on Scene	2	
Scene Safety Concern	5	
Age < 1 yr	1	
Not documented	14	
Telehealth Offered	295	
Telehealth Declined by Patient	258	87.5%
Telehealth Accepted	37	12.5%
Telehealth Connection Issue	10	3.4%

TEMSA 2021 Legislative Session Wrap-up



EMS Billing Issues: Balance Billing

Legislation ([SB 999](#)) introduced early in the Legislature would have prohibited all EMS agencies from balance billing for out-of-network services. In return, EMS agencies could challenge those disputes through non-binding mediation under SB 999 as originally filed. This would have affected every EMS agency in Texas.

After TEMSA's extensive work and a number of unexpected twists in both the House and Senate, the Legislature eventually settled on the creation a study of ground ambulance billing that will be due in December 2022 for the 2023 Texas Legislature to consider. The amendment was added to [SB 790](#), which would allow a county or municipality EMS agency to accept a payment in full (and not have to balance bill).

TEMSA strongly objected to non-binding mediation and indicated that EMS agencies would accept arbitration, which is used for physicians in the 2019 law, [SB 1264](#). **As a result of TEMSA's efforts, the non-binding mediation stalled. But the issue will be discussed again in 2023.**

ET3 Legislation

[SB 2028](#), which would extend Medicare's ET3 concept of treatment in place and alternative transport payment to all EMS agencies in the Medicaid program, was considered by the Texas Legislature. SB 2028 turned a bit of a Medicaid "Christmas tree" due to the number of non-EMS items that were added to the bill. **SB 2028 was actually amended to [HB 2658](#), and HB 2658 passed.** In late approvals, ET3 language was stripped from the Bill, bit is covered in the Legislative Budget Board Budget Rider, which was part of the budget the Governor signed.

Firearms & First Responders

TEMSA expressed concern related to proposed legislation that would have prohibited EMS agencies from stopping their first responders from carrying firearms while on duty. Lawmakers agreed to work with TEMSA on [HB 1069](#) and changed the legislation so that EMS agencies can opt in to allow their first responders to carry.

HB 1069 cleared both chambers and was sent to the governor for final consideration. Ultimately, the bill still raises some questions. However, TEMSA is pleased with how it ultimately turned out after TEMSA's work on it.

Body Cameras

TEMSA pushed legislation, [SB 1386](#), which would have directed EMS agencies that utilize body cameras to develop policies related to their use. The goal was to proactively create policy so that other stakeholders would not develop the policy. **The bill passed out of the Senate. However, the House did not take it up.**

First Responder/Quarantine Bills

A number of bills addressing quarantined first responders were introduced. Ultimately, **two bills made it to the governor's desk for final approval.**

The "Big Bill" - Presumption

[SB 22](#) by Senator Drew Springer (R-Muenster) is the presumptive bill related to Covid-19. **For public safety employees (any employer as long as you are full time) who acquire Covid-19, it is presumed that the employee acquired it while on duty, and, as a result, it would be covered by Workers' Comp (or a line of duty death if you die) as long as the employee worked a shift within 15 days of becoming ill.** SB 22's provision that would make Covid-19 presumptive would sunset on September 1, 2023. **The bill passed both chambers and was sent to the governor.**

The Other Quarantine Bill

[HB 2073](#) by Rep. Dustin Burrows (R-Lubbock) would require paid leave during a quarantine. The bill authors worked with TEMSA on the legislation, and it is much "cleaner" than the original legislation. The bill relates to an employees "post exposure" to a communicable disease. **The bill only applies to governmental employees and would allow an employee to avoid sick or vacation time during a quarantine.** In addition, the bill would give employees the option of using a hotel instead of home for a quarantine, and the employer would be responsible for the cost.

It would require the governmental entity to have a policy, and the policy can dictate how the governmental entity reimburses expenses. It addresses some of TEMSA's concerns. However, it did not completely address all of TEMSA's concerns due to the fact that it still contains the language: "or local health authority."

The bill passed both chambers and was sent to the governor.

[HB 2242](#) by Rep. Jared Patterson (R-Frisco) would have required cities and counties to pay up to one year of paid time for the rehabilitation of EMS professionals, firefighters and peace officers who are critically injured in the line of duty. HB 2242, which was opposed by a number of cities, **ultimately died once it went to the Senate.**

Medical Billing Tax Ends

TEMSA helped push [HB 1445](#), which repeals the state's tax on outsourced medical billing. This was one of the first bills that Governor Abbott signed into law. **The comptroller agreed to put the tax on outsourced medical billing on hold until the Legislature could act.** If the Legislature didn't act, then the comptroller would have put the tax into effect, and that is why it was critical for entities like TEMSA to push this legislation.

Itemized Billing Mandate Stopped

[SB 2122](#) By Sen. Bryan Hughes (R-Mineola) would have required a biller to send an itemized list of each medical service provided before attempting to collect any payment from a patient. The bill would also would have required the biller to disclose the "payment in full" amount. The bill made it out of the Senate. However, **it did not receive a committee hearing in the House.**

Prohibitions on Collecting Medical Debt

[HB 4045](#) by Rep. Mando Martinez (D-Weslaco) would have added new prohibitions on physicians and facilities when collecting medical debt. For example, the bill would have prohibited debt collection from happening earlier than the 180th day from when the bill was first sent to the patient. **The bill did not receive a vote in the committee after a hearing.**

"Price Gouging"

The 2019 Texas Legislature witnessed a debate on giving the attorney general and other authorities more authority to address "price gouging" by providers. In some cases, this could be viewed as a dangerous concept because it can be a subjective measure. One bill related to this concept - [SB 2038](#) - did pass, and would address freestanding emergency medical centers that charge "outrageous" prices for Covid-19 testing.

EMS and Telemedicine: HB 2792

[HB 2792](#), which would continue the implementation of the rural EMS telemedicine project for West Texas through Texas Tech, **cleared both chambers and is waiting for consideration by the governor.** The Legislature addressed a similar initiative several years to create the framework. Ultimately, HB 2792 would rely on existing surcharge funding.

The bill received TEMSA's support.

HB 2792's details include:

- This funding will not be a new source for the program - CSEC already has this funding accounted for in 2022-2023. The fiscal impact would be in the amount of the legislative appropriation funded with Fund 5007. The Commission built into the base budget \$250,000 per year to fund this project. As such, there is no additional fiscal impact.
- \$250,000 per year to fund the program.
- The plan is to continue the Next Gen 9-1-1 Pilot Project. According to the author, an initial report was issued in 2020 that showed overwhelming success, life-saving actions, and cost-savings. Scurry County EMS, Medical Arts Hospital EMS, Bailey County EMS, Seminole City Ambulance EMS, and Granbury Hood County EMS were all participants in the Project.
- The bill author is asking for the pilot project to be continued into 2027. The as filed version says January 1, 2027, but the intention is to have a substitute that takes it into the end of the biennium - August 31, 2027.

Telemedicine Issues

[HB 4](#) by Rep. Four Price (R-Amarillo) was the Legislature's priority telemedicine bill that would make permanent the Medicaid/CHIP telemedicine waivers that were put in place due to the pandemic. [HB 4 will go to the governor for his final consideration.](#)

Physician groups pushed [HB 980](#), which would have required health plans to pay telemedicine services at the same contracted rates as in-person visits. However, [the health plans killed that measure.](#)

[SB 992](#) would have allowed physicians from outside of Texas to provide telehealth services to Texans. However, [it did not move out of the Senate committee.](#)

Covid-19 - Federal Funding

[SB 809](#) by Sen. Lois Kolkhorst (R-Brenham) would require "health care institutions" that receive federal funding in response to the pandemic to provide a monthly update to Texas HHSC regarding the use of those funds. The definition would include an EMS agency. Physicians are exempt. [The bill passed both chambers and was sent to the governor.](#)

Pandemic Response - PPE

A number of bills related to PPE were introduced. [SB 437](#) by Rep. Cesar Blanco (D-El Paso) cleared both chambers and would create an advisory committee to create guidelines for the storage of PPE. While it would include a RAC representative, the legislation does not call for a member of the EMS community as a representative.

[The bill passed both chambers and was sent to the governor.](#)

Pandemic Response - Public Health Orders

Sen. Lois Kolkhorst (R-Brenham) introduced a number of bills related to the response to a public health emergency by the state of Texas. [All of the following bills cleared both chambers and will be sent to the governor:](#)

- [SB 966](#) - The bill would create a legislative public health oversight board.
- [SB 967](#) - The bill relates to the expiration and extension of orders by public health officials.
- [SB 968](#) - The bill would prohibit the Texas Medical Board from banning elective surgeries for more than 15 days during a public health emergency, require wellness checks that were found in [HB 3711](#) and create vaccine data provisions (an amendment by Rep. Bobby Guerra). The bill also addresses TDEM and PPE and a ban on vaccine passports.
- [SB 969](#) - The bill would require DSHS to release all useful information related to a public health emergency in a de-identified format as soon as possible.

Task Force on Infectious Disease Preparedness and Response

[SB 984](#) by Sen. Charles Schwertner, MD (R-Georgetown) focuses on the task force, which has not met since 2018.

This bill cleared both chambers and has been sent to the Governor.

Pandemic Liability

Several bills were filed relating to the liability of entities as a result of Covid-19. [SB 6](#) served as the Legislature's priority legislation for Covid-related liability:

- Protections would apply to care rendered to known or suspected Covid-19 patients.
- The liability protections would be retroactive to March 13, 2020.
- It would protect health care providers who operated in good faith.

This bill cleared both chambers and has been sent to the Governor.

Physician Interstate Compact

After years of failure due to controversies over abortion, the measure to place Texas in the physician interstate compact through Rep. Greg Bonnen's [HB 1616](#) finally cleared both chambers and was sent to the governor for final consideration.

Study of Out-of-State Physicians During the Pandemic

[SB 284](#) by Sen. Kel Seliger (R-Amarillo), which would create a study of the use of out-of-state physicians during the pandemic, cleared both chambers and was sent to the governor for final consideration.

Scope of Practice Expansions Largely Failed

A measure to give APRNs independent practice in Texas did not receive a committee vote in either chamber.

Commercial Insurance: Emergency Care

The Texas House pursued prudent layperson legislation - [HB 2241](#) by Rep. Tom Oliverson, MD (R-Spring) - which would have prevented a health plan from downgrading an initial emergency diagnosis following the fact, and this represented one of the Texas College of Emergency Physicians' top priorities. However, the bill failed to make it out of the House after being placed too far down the House calendar.

Commercial Insurance: Rate Reviews

[SB 1296](#) by Sen. Nathan Johnson (D-Dallas) received late action in the House. This bill was supported by the health plans.

According to the bill analysis:

Federal law requires that federal regulators review certain health insurance rate increases if states do not. After conducting rate reviews for a brief period, Texas ceded its authority to federal regulators in 2013. It has been suggested that through focused rate review at the state level, Texas can ensure that rate increases are reasonable and also remedy a misalignment in premiums across the different tiers of coverage in the health insurance marketplace, resulting in more affordable coverage. After the federal government announced it would no longer reimburse for the federally mandated subsidies for cost-sharing reductions given to certain low-income individuals, insurers responded by increasing premiums for certain plans to replace the lost cost-sharing reduction payments. There are concerns that the resulting misalignment of premiums has caused Texans to lose significant federal marketplace subsidies and has made coverage less affordable. S.B. 1296 seeks to address these concerns by requiring the commissioner of insurance by rule to establish a process under which the commissioner reviews health benefit plan rates and rate changes for compliance with applicable state and federal law and to adopt rules and provide guidance to address certain factors relating to that compliance.

This bill cleared both chambers and has been sent to the Governor.

Commercial Insurance: Competition Issues

[HB 4051](#) by Rep. James Frank (R-Wichita Falls) started out as a positive bill for many providers: The bill attempted to address consolidation within the hospital and insurance markets. However, the bill became concerning for many provider groups due to a provision that would allow a provider collect a payment in full from a patient. However, the payment could not be more than the lowest in-network contract rate of a provider. **The bill ultimately died on the final House calendar after organized medicine expressed concerns.**

Medicaid Coverage

The Biden administration's removal of Texas' 1115 waiver was the big Medicaid-related news during the Texas Legislature. However, the Legislature did not act on the 1115 waiver; HHSC will take the next steps.

The Texas House pushed two Medicaid coverage expansion concepts:

- [HB 290](#) - As introduced in the House, HB 290 would have continuity of care for some children on Medicaid. HB 290 moved through the House. However, the Senate changed it so that it resembles current law, which includes six months of continuous coverage followed by periodic income checks. **This bill died on the final Senate calendar. However, it was added to the EMS ET3 bill, HB 2658.**

All-Payer Claims Database

[HB 2090](#) also included an APCD provision. The concept initially featured a split within organized medicine in which the Texas Academy of Family Physicians pushed the concept. Meanwhile, the Texas Society of Anesthesiologists expressed concern regarding the initial concept as it was introduced. However, both sides reached an agreement. **The bill cleared both chambers and was sent to the governor for final consideration.**

ASCs & GETAC

The ambulatory surgery centers (ASCs) pushed [SB 1763](#), which would have added a new GETAC seat for the ASCs. **However, the bill died after TEMSA expressed concern that the new seat would dilute the voices of the current GETAC members.** TEMSA indicated that ASCs play an important role in the state's health care system as it relates to outpatient surgery, and they can play a role on one of the committees.

This bill died in committee.

Volunteer Leave

[SB 44](#) by Senator Judith Zaffirini (D-Laredo) would grant a state employee who is a volunteer of an organization that is a member of the Texas Voluntary Organizations Active in Disaster to participate in disaster relief services without a deduction in salary or loss of vacation time. **The bill cleared both chambers and was sent to the governor.**

Paramedic Tuition Relief

[HB 582](#) by Rep. Cheryl Cole (D-Austin) would have provided tuition relief to paramedics. **While it cleared the House, it did not receive a hearing in the Senate.** A similar measure in 2019 barely missed going to the governor after it missed the House's final calendar in 2019.

Monument to EMS Personnel on the Capitol Grounds

[HB 3644](#) by Rep. Trent Ashby (R-Lufkin) will create a monument to EMS personnel on the Capitol grounds. **The bill cleared both chambers and will be considered by the governor.**

Dispatchers

Substance Abuse Treatment

[HB 788](#) by Rep. Charlie Geren (R-Fort Worth) would add emergency service dispatchers to the list of eligible public safety employees treatment court program. **TEMSA provided support for the legislation, which passed and was sent to the governor.**

Cardiopulmonary Resuscitation Training for Telecommunicators

HB 786 will create additional training and was signed into law by the governor. TEMSA supported the legislation. The bill cleared both chambers and will be considered by the governor.

Personal Injury Lawsuit Legislation Related to Medical Payments Stalled

The Texas Supreme Court ruled on May 7 ("Allstate Indemnity") that the current law related to 18.001 does not require an expert in the same field as the treating physician to offer a counter affidavit for personal injury work; a nurse or billing clerk could challenge the reasonable and customary charges of a physician. As a result, complementary legislation in the Texas Legislature, SB 207, did not move.

SB 207 was filed by Texans for Lawsuit Reform (TLR) and the trucking industry to challenge the compensation made to physicians and facilities related to personal injury lawsuits.

Proponents of SB 207 indicated that they believe that trial courts unfairly exclude evidence from the defense for juries to consider when determining a fair compensation for the physicians and facilities. As a result, SB 207 would have:

- If a physician or facility believed the compensation for the medical care was worth more than 150 percent of the Workers' Comp rate, then any type of health plan - commercial or government - could be introduced as evidence. (The 150 percent threshold was expected to be raised to 200 percent on a House floor amendment.)
- If a physician or facility wanted to avoid discovery, the physician or facility could not charge more than 150 percent of Workers' Comp rate for that service. (Again, the 150 percent threshold is expected to be raised to 200 percent on a House floor amendment.)

The bill failed in calendars committee.

ESDs: A Focus on Preventive Services

The ESDs' trade association focused on one issue, **HB 639**, which would clarify that ESDs can provide preventive care services. **The bill was one of the 109 local bills that was killed at 3:30 a.m. on the final Friday morning of the Senate.**

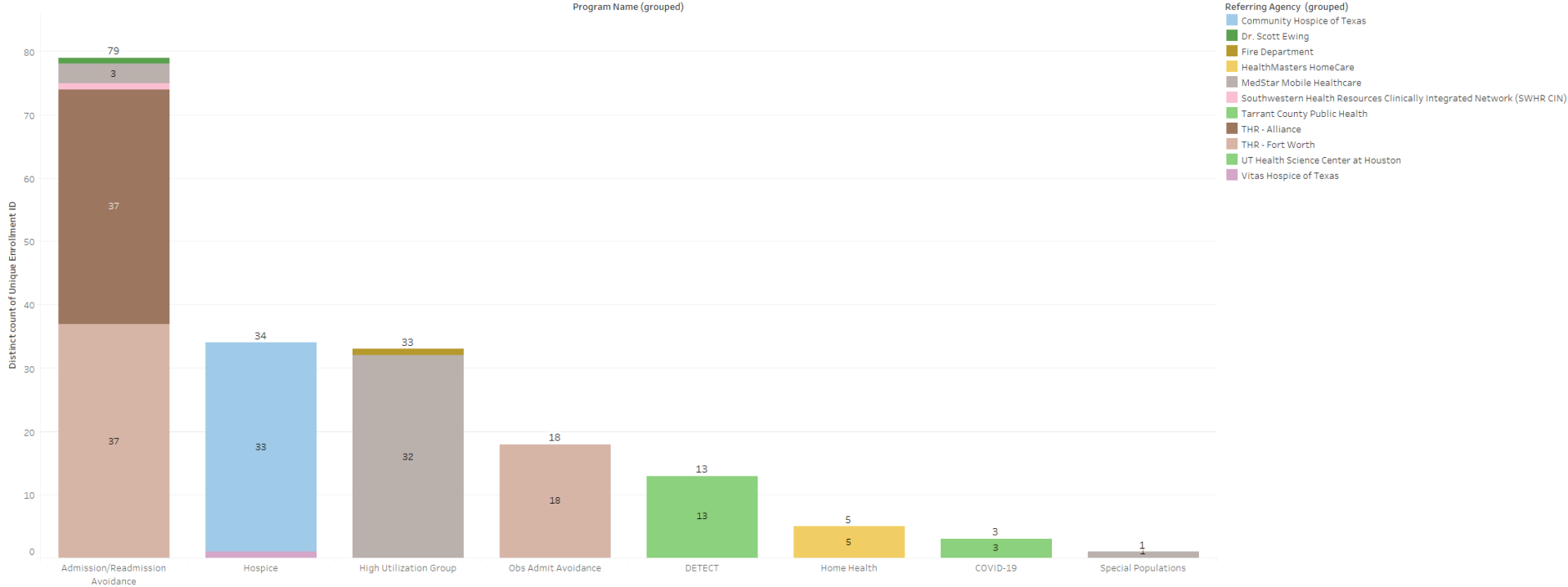
MedStarSaver Enrollment Report

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%	41	321	-24.1%	
June	24	256	40	269	5.1%	36	250	-7.1%	31	196	-21.6%	55	391	99.5%	9	330	-83.6%	
July	22	278	29	298	7.2%	31	281	-5.7%	37	233	-17.1%	46	437	87.6%		330	-100.0%	
August	36	314	22	320	1.9%	35	316	-1.3%	31	264	-16.5%	79	516	95.5%		330	-100.0%	
September	42	356	38	358	0.6%	22	338	-5.6%	276	540	59.8%	90	606	12.2%		330	-100.0%	
October	53	409	38	396	-3.2%	16	354	-10.6%	3	543	53.4%	31	637	17.3%		330	-100.0%	
November	32	441	43	439	-0.5%	25	379	-13.7%	13	556	46.7%	35	672	20.9%		330	-100.0%	
December	9	450	19	458	1.8%	40	419	-8.5%	25	581	38.7%	48	720	23.9%		330	-100.0%	
Total New Member Households	450		458			419			581			720			330			
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%	340	1654	5.9%	
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	376	2468	-21.2%	474	2035	-17.5%	228	1882	-51.9%	
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	279	2747	-19.6%	360	2395	-12.8%		1882	-100.0%	
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	269	3016	-19.6%	196	2591	-14.1%		1882	-100.0%	
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	162	3178	-18.2%	457	3048	-4.1%		1882	-100.0%	
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	166	3344	-19.5%	110	3158	-5.6%		1882	-100.0%	
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	75	3419	-19.1%	66	3224	-5.7%		1882	-100.0%	
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	238	3657	-19.1%	627	3851	5.3%		1882	-100.0%	
Total Renewing Households	4854		4727			4520			3657			3851			1882			
Total Member Households	5304		5185			4939			4238			4571			2212			

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	

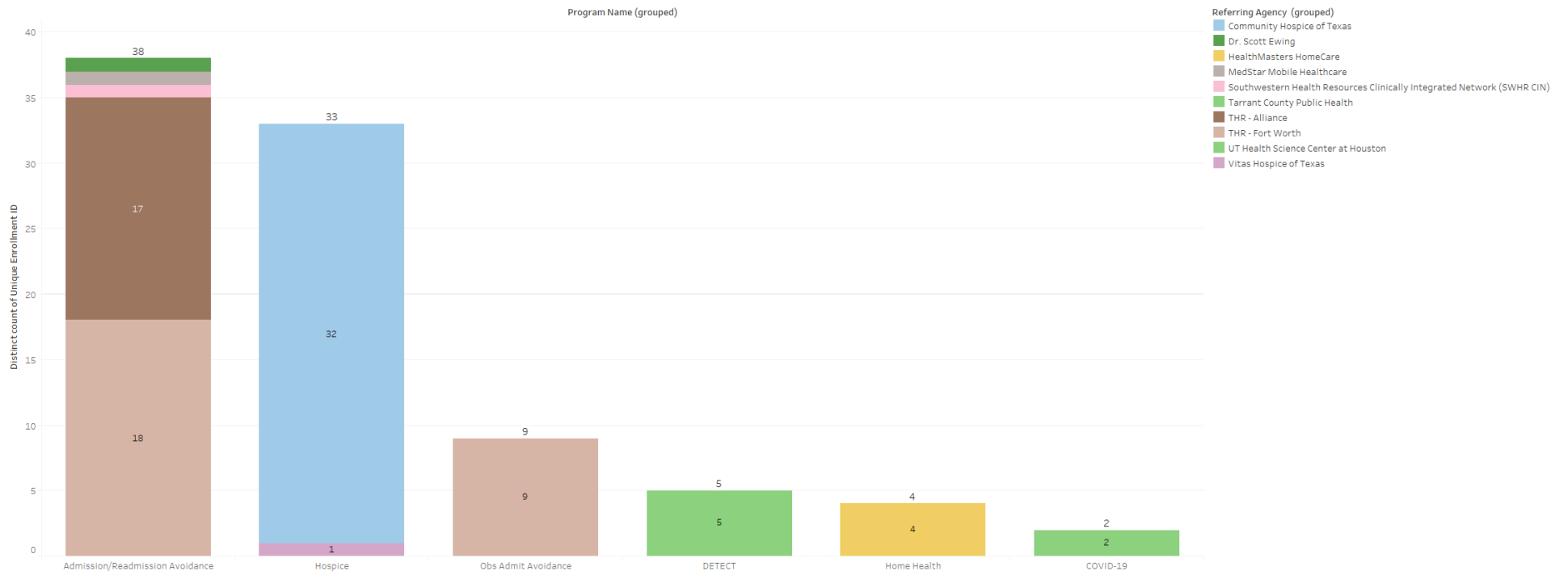
MIH Referrals – May 2021

Referral Count



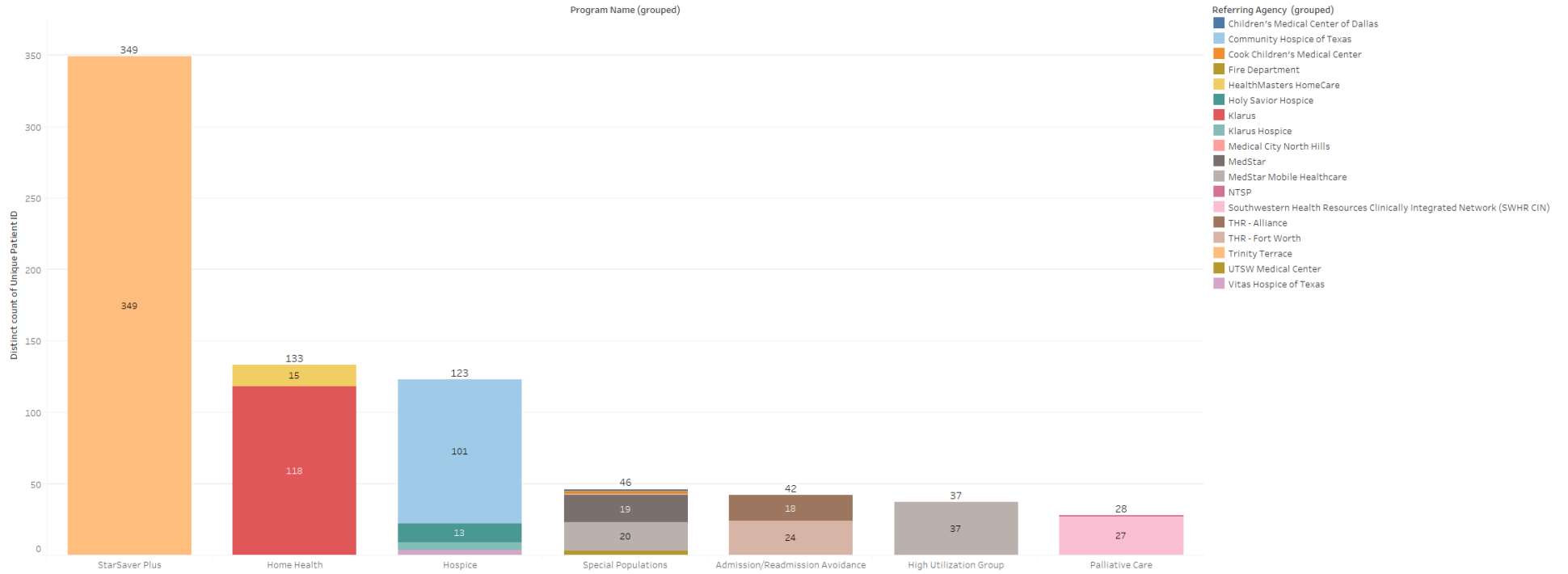
MIH Enrollments – May 2021

Enrollment Count

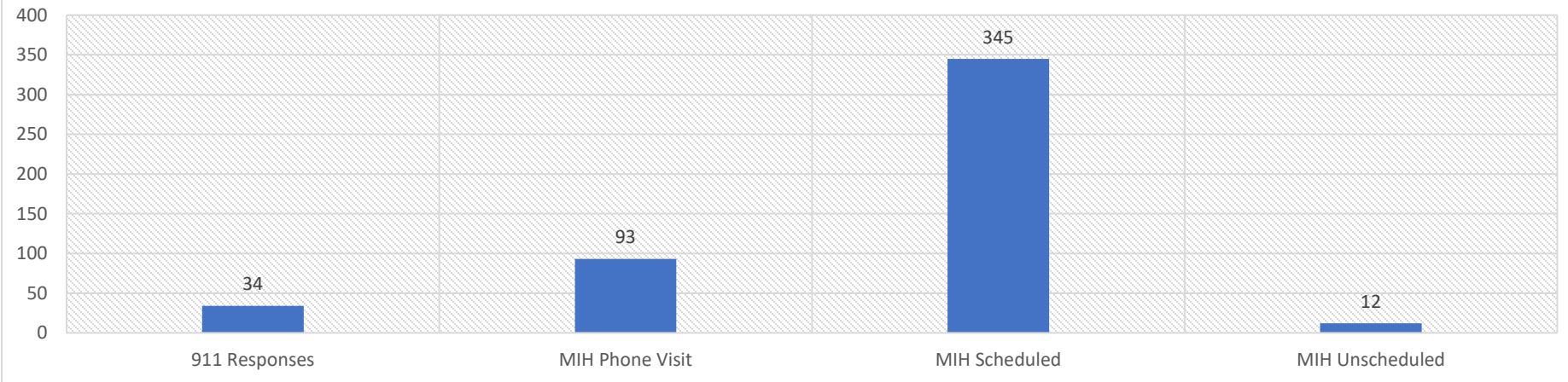


MIH Program Clients – Currently Enrolled

Currently Enrolled



MIH Encounters - May 2021

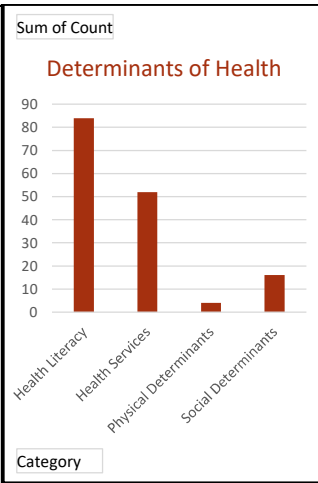


**MIH Outcome Measures: Q1, Q7, Q8, Q9, E1, E2, U2, U3, U4
THR – Fort Worth**

Hospital Utilization		THFW		All Programs	
As of:		5/31/2021			
	Before Enrollment (1)	After Graduation (2)	Change	30-Day Readmission (3)	
Sample Size	22			80	
ED Utilization	17	9	-47.06%	8.75%	
Unplanned Admission	53	9	-83.02%		

Notes:

- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/IP admissions during the 12 months after graduation
- Percent of 'Closed/Graduated' clients that experienced a 30-day readmission



Patient Self-Assessment of Health Status (1)

As of: 5/10/2021

Sample Size	Admission/Readmission Avoidance			Obs Admit Avoidance		
	Enrollment	Graduation	Change	Enrollment	Graduation	Change
44				32		
Mobility (2)	2.43	2.59	6.5%	2.41	2.53	5.2%
Self-Care (2)	2.59	2.77	7.0%	2.53	2.66	4.9%
Perform Usual Activities (2)	2.43	2.66	9.3%	2.38	2.47	3.9%
Pain and Discomfort (2)	2.27	2.55	12.0%	2.22	2.50	12.7%
Anxiety/Depression (2)	2.48	2.75	11.0%	2.63	2.91	10.7%
Overall Health Status (3)	5.45	7.18	31.7%	5.31	7.72	45.3%

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

Hospital Utilization		THFW		Admission/Readmission Avoidance	
As of:		5/31/2021			
	Before Enrollment (1)	After Graduation (2)	Change	30-Day Readmission (3)	
Sample Size (4)	22			44	
ED Utilization	17	9	-47.06%	13.64%	
Unplanned Admission	53	9	-83.02%		

Notes:

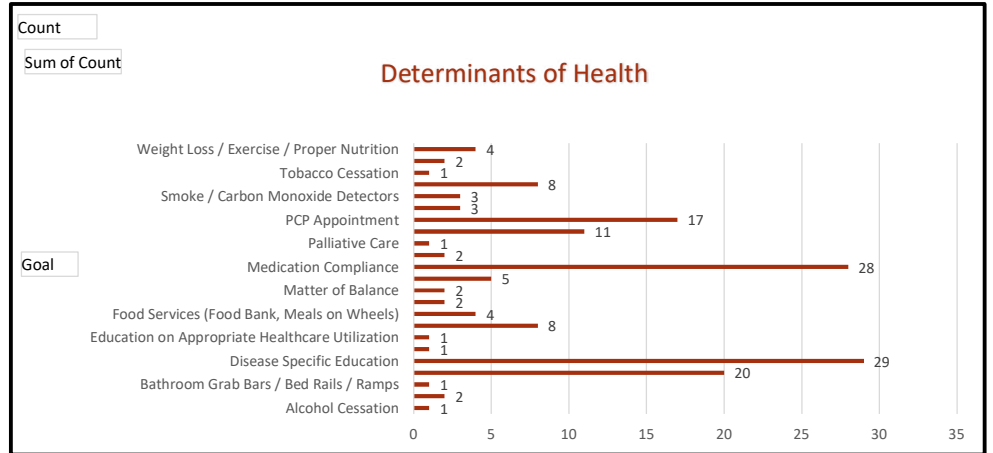
- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/IP admissions during the 12 months after graduation
- Anticipated readmission rate of 100%
- Patient enrollment criteria requires a prior 30-day readmission and/or the referral source expects the patient to have a 30-day readmission



Hospital Utilization		THFW		Obs Admit Avoidance		
As of:		5/31/2021				
	Before Enrollment (1)	After Graduation (2)	Change	ED Visit During Enrollment	30-Day Readmission	
Sample Size (4)	0					
ED Utilization	0	0	-		11.11%	2.78%
Unplanned Admission	0	0	-			

Notes:

- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/IP admissions during the 12 months after graduation



MIH Outcome Measures: Q1, Q7, Q8, Q9, E1, E2, U2, U3, U4
THR – Alliance

Hospital Utilization		THAL				
As of: 5/31/2021						
	Before Enrollment (1)	Enrollment Period (2)	After Graduation (3)	Change	30-Day Readmission (4)	
Sample Size (5)	158					
Emergency Department Utilization	104	20	65	-37.50%	15.82%	
Unplanned Admission	216	25	103	-52.31%		

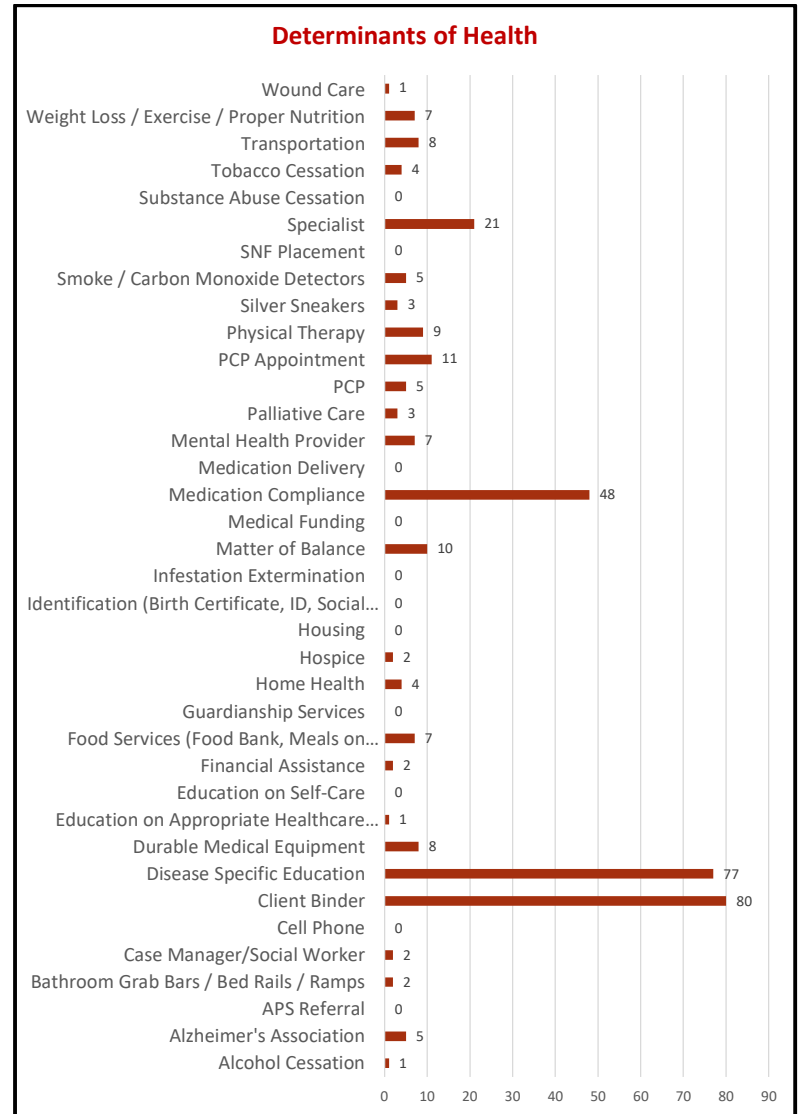
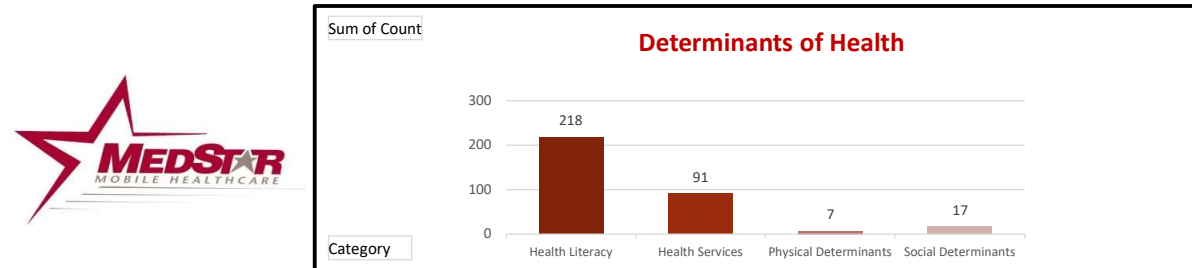
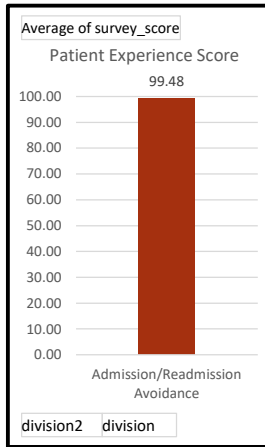
Notes:

- Count of ED admissions/IP admissions during the 12 months prior to enrollment
- Count of ED admissions/Count of Clients that readmitted during enrollment period
- Count of ED admissions/IP admissions during the 12 months after graduation
- Anticipated readmission rate of 100%
- 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)		Admission / Readmission Avoidance		
As of: 5/31/2021				
	Enrollment	Graduation	Change	
Sample Size	136			
Mobility (2)	2.27	2.49	9.7%	
Self-Care (2)	2.49	2.69	8.3%	
Perform Usual Activities (2)	2.29	2.54	10.9%	
Pain and Discomfort (2)	2.39	2.59	8.3%	
Anxiety/Depression (2)	2.54	2.74	8.1%	
Overall Health Status (3)	5.26	7.13	35.3%	

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



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