



**Metropolitan Area EMS Authority (MAEMSA)**

**dba MedStar Mobile Healthcare**

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**Board of Directors**

**July 28, 2021**

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

**Date and Time: July 28, 2021 at 1:30 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/1449072412> or join by phone: (469) 445-0100;**

Webinar ID: 144 907 2412

**AGENDA**

**I. CALL TO ORDER** Dr. Janice Knebl

**II. CLOSED SESSION**

The Board of Directors will meet in a closed session under Section 551.074 of the Texas Government Code to deliberate regarding the selection and employment of the Chief Executive Officer.

The Board of Directors may also conduct a closed session under Section 551.071 of the Texas Government Code to seek the advice of its attorney 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.

The Board will return to the open meeting after the closed session and may take action on any item deliberated in the closed session.

**III. INTRODUCTION OF GUESTS** Dr. Janice Knebl

**IV. CITIZEN PRESENTATIONS** Members of the public may address the Board on any posted agenda item and any other matter related to Authority business. All speakers are required to register prior to a meeting using the link on the Authority's website, (see, <http://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. July 27, 2021. 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.

**V. 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 – 1468** Approval of Board Minutes for June 30, 2021 Dr. Janice Knebl  
Pg. 4

**BC – 1469** Approval of Check register for June 2021 Dr. Janice Knebl  
Pg. 7

**VI. NEW BUSINESS**

<b>IR - 220</b>	Review of FY 2021-2022 Proposed Budget	Kenneth Simpson Steve Post
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**VII. MONTHLY REPORTS**

<b>A.</b>	Chief Executive Officer's Report	Kenneth Simpson
<b>B.</b>	Office of the Medical Director Report	Dwayne Howerton Dr. Veer Vithalani
<b>C.</b>	Chief Financial Officer	Steve Post
<b>D.</b>	Human Resources	Leila Peoples
<b>E.</b>	Compliance Officer/Legal	Chad Carr Kristofer Schleicher
<b>F.</b>	Chief Operations Officer	Kenneth Simpson
<b>G.</b>	FRAB	Fire Chief Jim Davis Fire Chief Doug Spears
<b>H.</b>	Chief Strategic Integration Officer	Matt Zavadsky

**VIII. OTHER DISCUSSIONS**

<b>A.</b>	Requests for future agenda items	Dr. Janice Knebl
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**IX. ADJOURNMENT**



## MINUTES

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

**Meeting Date and Time: June 30, 2021, at 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**

Interim Chairman Dr. Janice Knebl called the meeting to order at 1:04 p.m.

Board members physically present: Interim Chairman Dr. Janice Knebl, Fire Chief Jim Davis, Fire Chief Doug Spears, Councilman Carlos Flores, Dr. Veer Vithalani (Ex-officio), Kenneth Simpson, Interim CEO (Ex-officio). Board members participating through video conferencing: Dr. Chris Bolton, Dr. Brad Commons, Matthew Aiken, Susan Alanis, and Teneisha Kennard.

Also physically present: Kristofer Schleicher, Chief Legal Officer/General Counsel, Matt Zavadsky, Steve Post, Leila Peeples, Dwayne Howerton, and Chad Carr.

**Guests on phone or in person as attendees:** Fire Chief Ryan Arthur, Fire Chief Brian Jacobs, Assistant Fire Chief Casey Davis, Dr. Brian Miller, Joe Merry, Pete Rizzo, Chris Cunningham, Bradley Crenshaw, Shaun Curtis, Melba Fowler, Buck Gleason, Desiree Partain, Michael Potts, Susan Swagerty, Lauren Junker, Sherry Willingham, Michael Griffith, Kristine Valenti, Diana Anderson, Marianne Schmidt, Rhode Ontiveros Romero, and Dr. Aimee Pierce.

Dr. Vithalani introduced Dr. Aimee Pierce, Emergency Medicine Resident at JPS, who was doing a rotation at MedStar.

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

- BC-1462 Approval of Board minutes for April 28, 2021.**
- BC-1463 Approval of Board minutes for June 2, 2021**
- BC-1464 Approval of Check History for April and May 2021**

The motion to approve all items on the Consent Agenda was made by Doug Spears and seconded by Jim Davis. The motion carried unanimously.

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

##### **BC – 1465 Approval of purchasing of UEsopes for Fort Worth Fire.**

The motion to approve was made by Doug Spears and seconded by Carlos Flores. The motion carried unanimously, with Chief Davis abstaining.

##### **BC – 1466 Approval of Financial Reserve Policy**

The motion to approve with amendment was made by Matthew Aiken and seconded by Jim Davis. The motion carried unanimously.

**BC – 1467 Approval of Form Employment Agreement for Chief Executive Officer**

The motion to approve was made by Susan Alanis and seconded by Matthew Aiken. The motion carried unanimously.

**IR- 219 Report on Budget & Financial Issues for FY-** Ken Simpson reviewed 2021-22 Budget Focus presentation with the Board of Directors and attendees.

**IV. MONTHLY REPORTS**

Members of the Board were referred to the written reports. There were no questions.

**V. REQUEST FOR FUTURE AGENDA ITEMS**

None.

**VI. CLOSED SESSION**

Board went into closed session at 3:12 p.m. and returned to open meeting at 3:28 p.m. without taking further action.

**VII. ADJOURNMENT**

The Board stood adjourned at 3:28 p.m.

Respectfully submitted,

Janice Knebl  
Secretary

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 07.28.2021	<b>Reference #:</b> BC-1469	<b>Title:</b> Approval of Check Register for June
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**RECOMMENDATION:**

It is recommended that the Board of Directors approve the Check Register for June 2021.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

<b>Submitted by:</b> <u>Kenneth Simpson</u>	<b>Board Action:</b>	_____Approved _____Denied _____Continued until _____
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AP Check Details Over 5000  
For Checks Between 6/1/2021 and 6/30/2021



Check Number	CK Date	Vendor Name	Check Amount	Description
105026	6/3/2021	Bound Tree Medical LLC	5,589.85	medical supplies
105030	6/3/2021	Direct Energy Business	8,598.46	electric service
105046	6/3/2021	ReCept Pharmacy	6,650.66	medical supplies
105053	6/3/2021	XL Parts	5,619.97	Various Parts
105070	6/11/2021	DFW Camper Corral	10,000.00	Payment for preorder on camper
105076	6/11/2021	Medline Industries, Inc.	7,732.19	medical supplies
105077	6/11/2021	MetLife - Group Benefits	38,959.62	Dental/Vision/Life Insurance
105079	6/11/2021	Mutual of Omaha	5,509.08	Critical Care/Accident May Pre
105088	6/11/2021	ReCept Pharmacy	7,389.06	medical supplies
105093	6/11/2021	The State of Texas	17,254.26	microsoft 365 and Subscription
105095	6/11/2021	XL Parts	7,724.02	Various Parts
105116	6/17/2021	AT&T	23,373.71	aircards and cellphones
105119	6/17/2021	Bound Tree Medical LLC	16,983.52	medical supplies
105125	6/17/2021	David Isaac Dormady	5,898.02	retirement
105133	6/17/2021	ImageTrend	16,191.00	monthly fee- May
105138	6/17/2021	M-Pak, Inc.	9,371.05	Uniforms
105139	6/17/2021	Maintenance of Ft Worth, Inc.	5,959.00	Janitorial Supplies and Services
105142	6/17/2021	Medline Industries, Inc.	5,657.79	medical supplies
105143	6/17/2021	Modern Mobility	666,518.60	2021 Ambulance Modules
105145	6/17/2021	NRS	22,389.03	collection agency fees
105152	6/17/2021	Paranet Solutions	7,165.00	Project #860/grove street
105155	6/17/2021	R&D Communications, Inc.	9,903.20	support vehicle radios
105161	6/17/2021	Tableau Software LLC	7,500.00	Annual Tableau Renewal
105168	6/17/2021	XL Parts	8,902.37	Various Parts
105169	6/17/2021	Zoll Data Systems Inc	7,283.59	rescue net billing qtr maint
105240	6/24/2021	Bound Tree Medical LLC	16,718.90	medical supplies
105242	6/24/2021	Care Now Corporate	8,868.00	Randoms/New Employees
105243	6/24/2021	CDW Government Inc	10,864.28	Surface Typecovers
105247	6/24/2021	Direct Energy Business	10,062.78	electric service
105257	6/24/2021	Medline Industries, Inc.	12,954.43	medical supplies
105260	6/24/2021	Modern Mobility	333,259.30	2021 Ambulance Module
105266	6/24/2021	ReCept Pharmacy	12,871.07	medical supplies
105272	6/24/2021	TML Intergovernmental Risk Pool	5,093.02	liability deductible
105277	6/24/2021	ZirMed Inc	10,042.79	Verification, Invoices, Claims
105279	6/24/2021	Ameila Shoemake	6,350.00	Paramedic School
105280	6/25/2021	Innovative Developers, Inc.	136,546.32	car wash
105294	6/30/2021	Bound Tree Medical LLC	24,781.04	medical supplies
105299	6/30/2021	CyrusONE	7,573.68	charges for July 21
105303	6/30/2021	Fort Worth Heat & Air	8,934.50	seasonal maint to be performed
105306	6/30/2021	Innovative Developers, Inc.	6,705.90	car wash



AP Check Details Over 5000  
For Checks Between 6/1/2021 and 6/30/2021



Check Number	CK Date	Vendor Name	Check Amount	Description
105307	6/30/2021	Logis Solutions	23,717.29	CR-MST039, CR-MST040 spring 21
105311	6/30/2021	Medline Industries, Inc.	11,647.92	Medical supplies
105312	6/30/2021	Medline Industries, Inc.	15,884.54	Medical supplies
105314	6/30/2021	Mutual of Omaha	5,437.57	critical care/accident
105327	6/30/2021	The State of Texas	5,082.66	Microsoft 365 subscription
956379	6/7/2021	Frost	39,363.52	Frost Loan #39001
994905	6/18/2021	WEX Bank	96,547.94	Fuel Bill
1025809	6/30/2021	UT Southwestern Medical Center	12,833.33	Contract Service - B Miller
1025843	6/30/2021	UMR Benefits	49,003.85	Health Ins - June Premium
6012021	6/1/2021	Frost	61,053.88	Frost Loan #30001
6022021	6/2/2021	Frost	38,540.62	Frost Loan #4563-001
6162021	6/16/2021	JP Morgan Chase Bank, N.A.	5,296.90	Credit Card Bill
652606182	6/18/2021	American Express	13,958.47	Credit Card Bill

# Tab A – Chief Executive Officer

# Tab B –Office of the Medical Director



**Discussion**

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

**Education and Training**

- OMD 21Q2 CE – June – Resuscitation Academy
  - MedStar complete
  - Scheduling with FROs after completion of protocol transition
- OMD 21Q3CE - September
- EMT Course Coordination
  - 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	67	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	In-Process	8/09-11
Blue Mound VFD	TBD		River Oaks FD	TBD	
Burleson FD	TBD		Saginaw FD	TBD	
Edgecliff Village Fire Rescue	In-Process	8/02	Sansom Park Fire Rescue	TBD	
Forest Hill FD	In-Process	8/16-17	Westover Hills PD	In-Process	08/09-13
Fort Worth PD	In-Process	8/02	Westworth Village PD	N/A	ECA

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

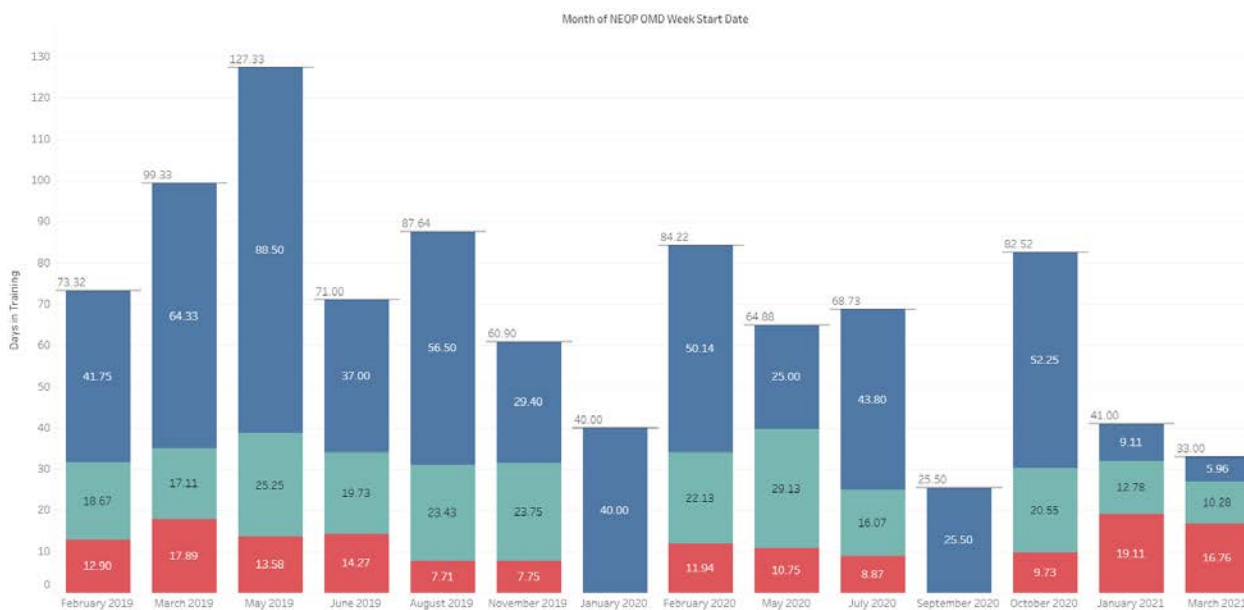


Fort Worth FD	In-Process	8/31	White Settlement VFD	TBD	
Haltom City FD	In-Process	8/31			

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- Credentialing Process



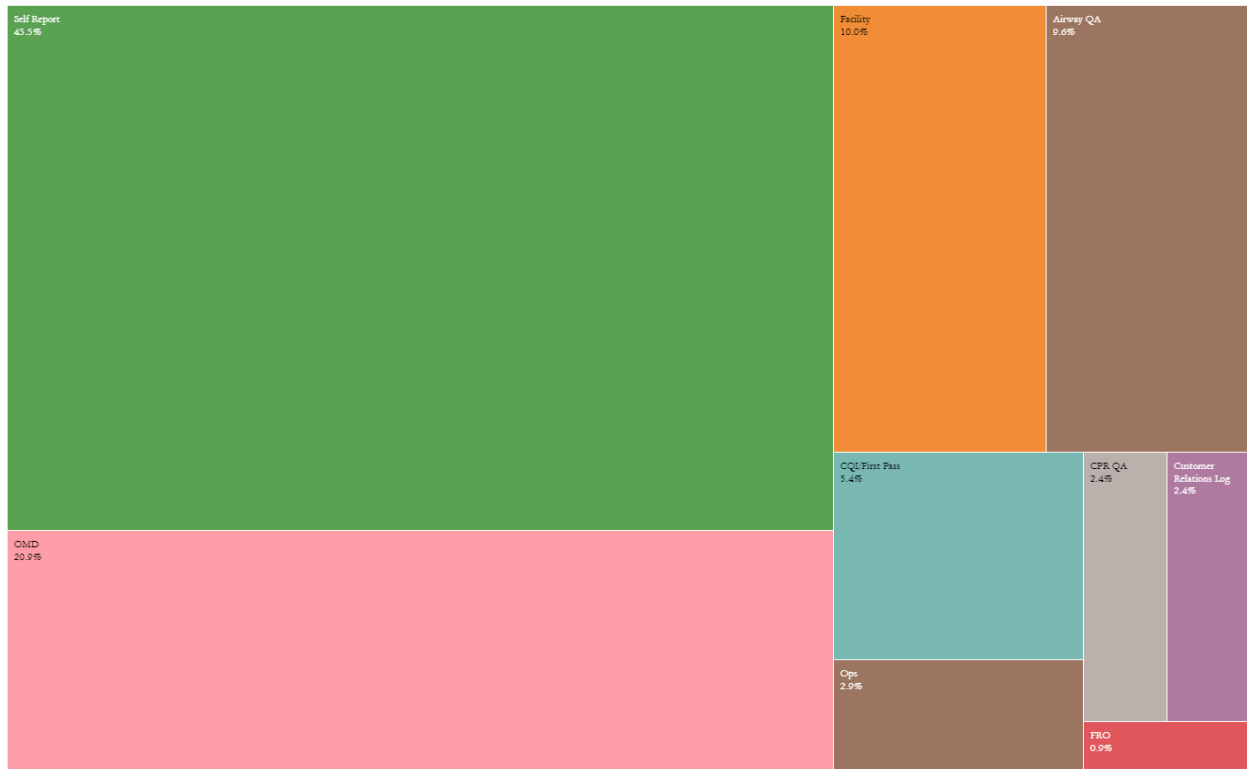
\* Does not account for 9.5 days in administrative/operational classroom training.

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## Quality Assurance

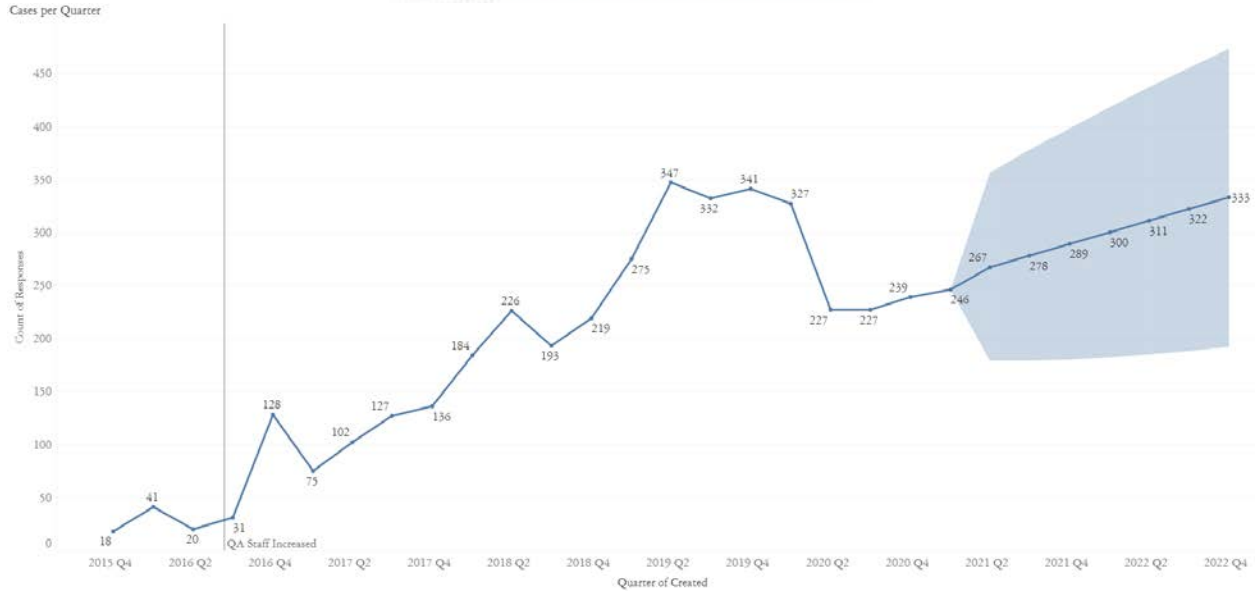
Cases by Origin



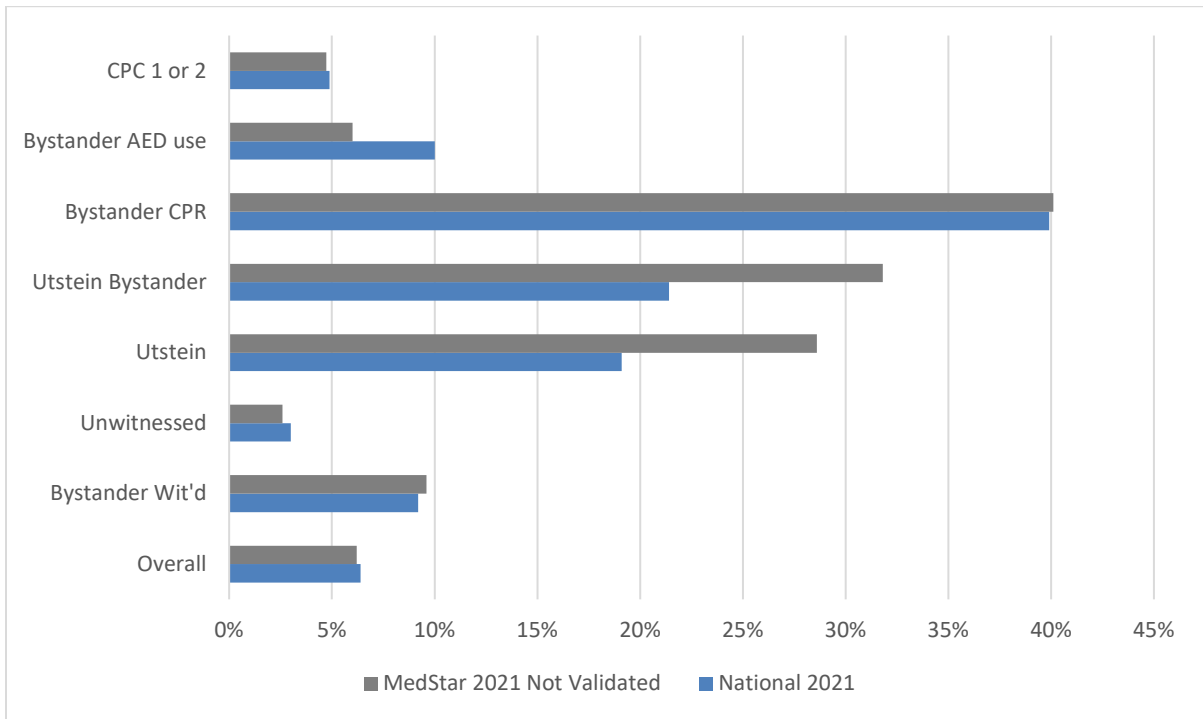
Case Acuity		
	May 2021	June 2021
High	5 (7.0%)	4 (6.1%)
Moderate	9 (12.7%)	17 (25.8%)
Low	52 (73.2%)	34 (51.5%)
Non QA/QI	5 (7.0%)	11 (16.7%)
Grand Total	71 (100.0%)	66 (100.0%)

Case Disposition		
	May 2021	June 2021
Clinically Appropriate		1 (1.5%)
Needs Improvement	45 (63.4%)	50 (75.8%)
Forwarded		1 (1.5%)
No Fault	23 (32.4%)	11 (16.7%)
Pending	3 (4.2%)	3 (4.5%)
Grand Total	71 (100.0%)	66 (100.0%)

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- CARES



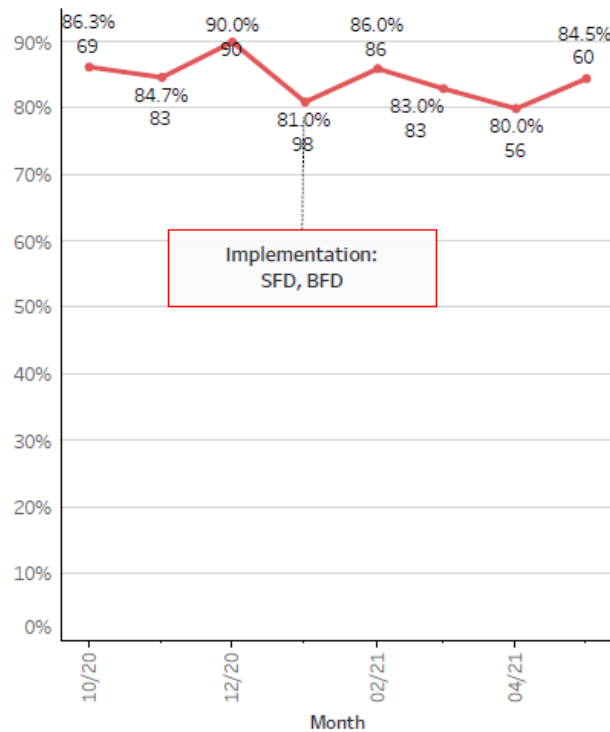
- 2021 (Not Validated)
  - o 550-cases through June
  - o 33-outcomes still pending

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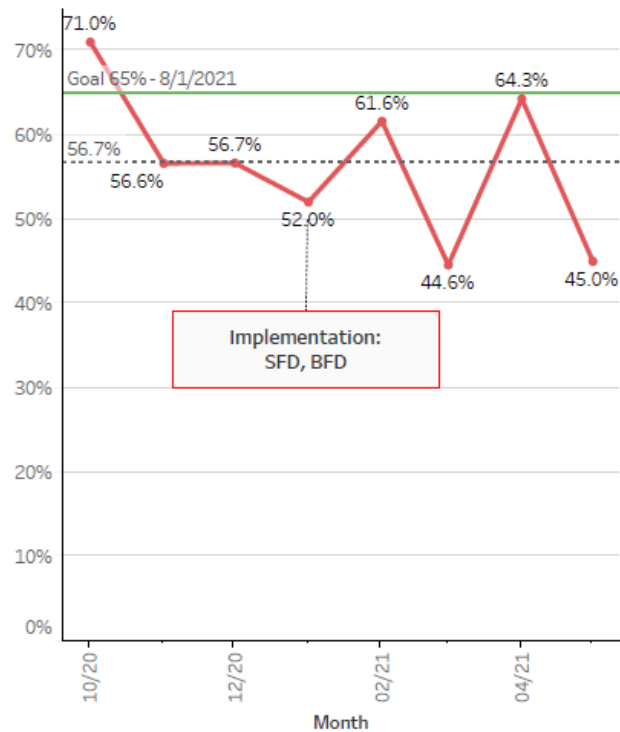


- MCD

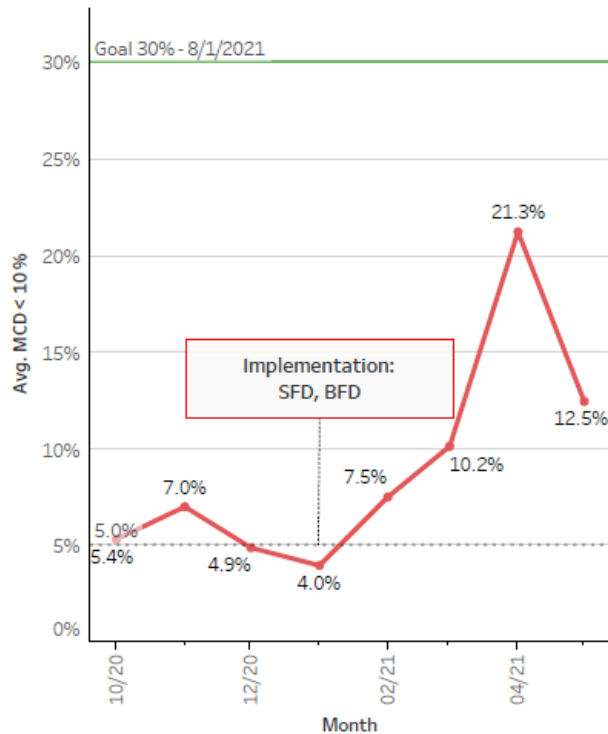
MCD Placement %



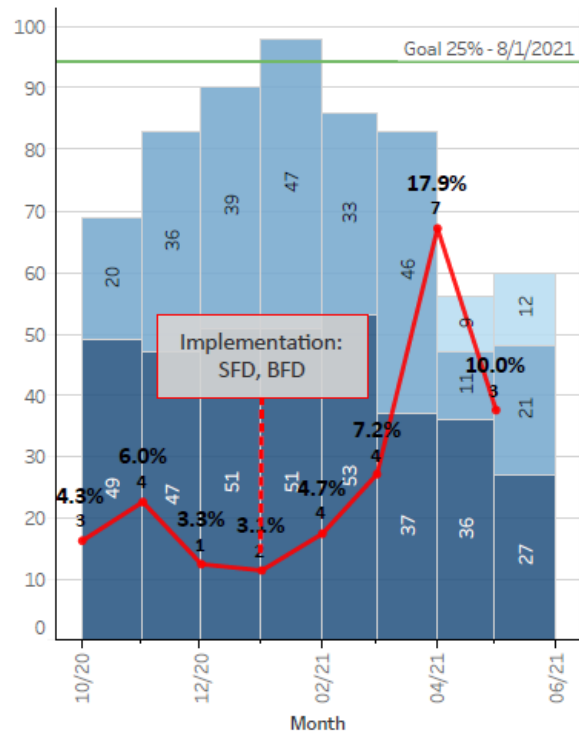
No MCD WALK %



MCD Placement < 10 sec %



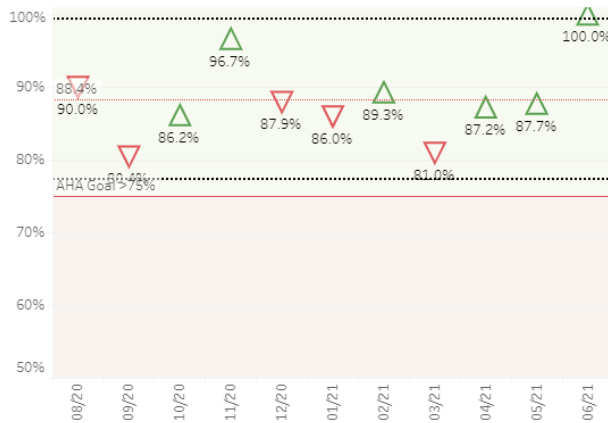
Successful MCD Placement %



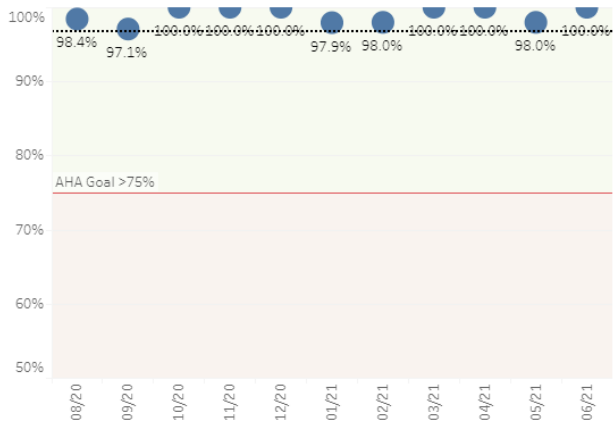
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**T-CPR**

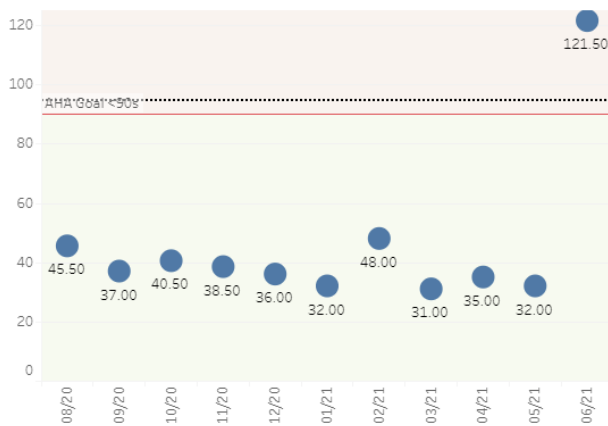
Percentage of OHCA Identified by PSAP



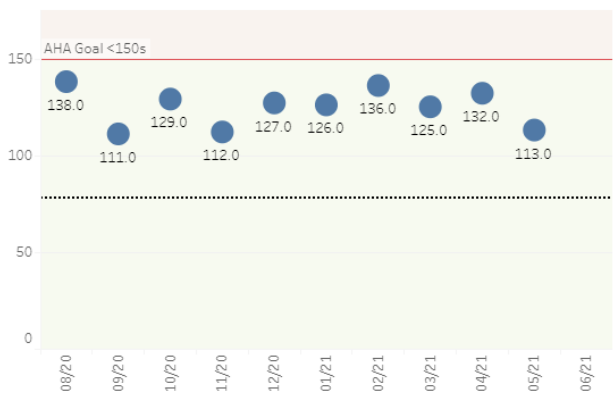
Percentage of Recognized OHCA Receiving T-CPR



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

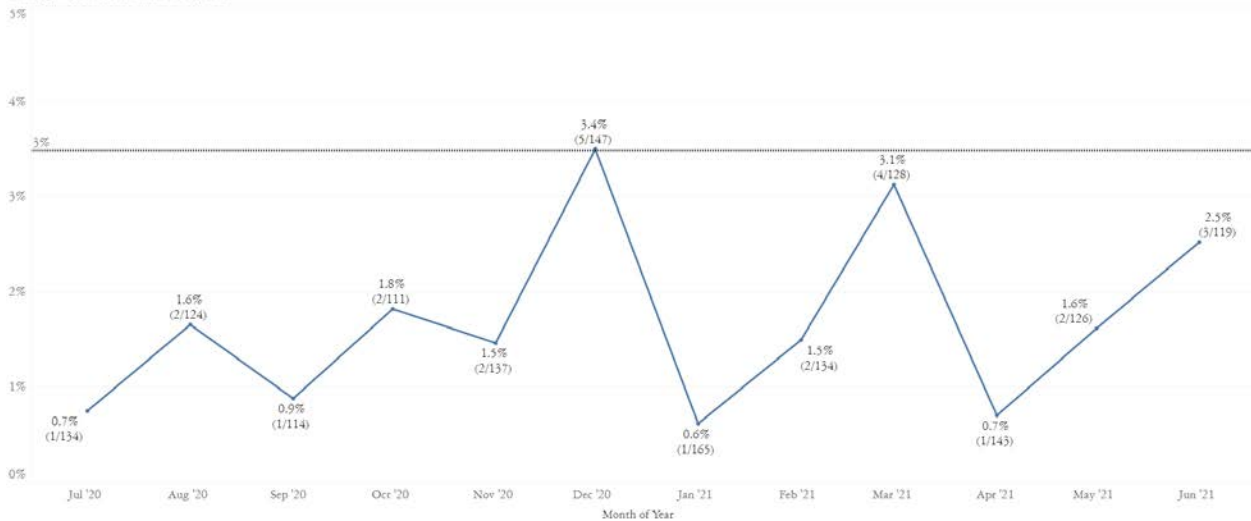


Median Time Between 9-1-1 Call and First T-CPR-Directed Compression



**• Airway Management**

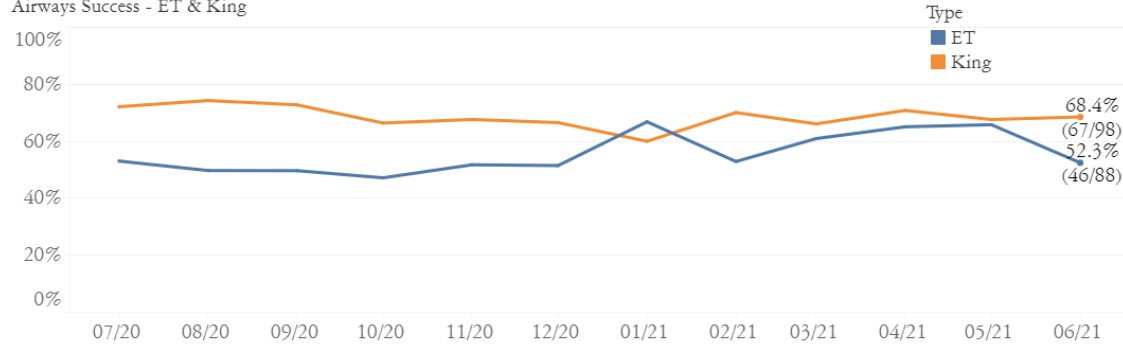
Unrecognized Failed Advanced Airway Rate



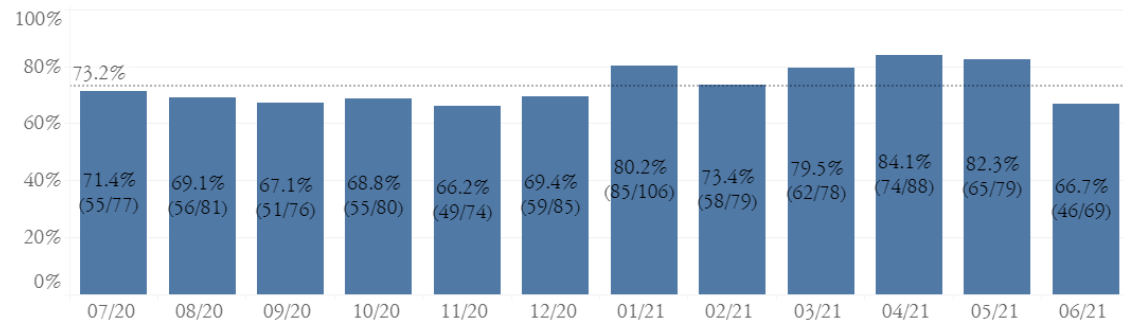
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Airways Success - ET & King



ET Patient Success



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## System Diagnostics

	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.	Goal
<b>Cardiac Arrest</b>						
% 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	0:00:35	< 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%	
<b>Ventilation Management</b>						
% 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%	

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	Jan-21	Feb-21	Mar-21	Apr-21	Current Avg.	Goal
<b>Stroke</b>						
% 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) med	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%	
<b>STEMI</b>						
% 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%

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# Tab C – Chief Financial Officer

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

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

Statement of Revenues and Expenses:

**Month to Date:** Net Income for the month of June 2021 is a loss of (\$939) as compared to a budgeted gain of \$18,878 for a negative variance of (\$19,817). EBITDA for the month of June 2021 is a gain of \$338,853 compared to a budgeted gain of \$340,228 for a negative variance of (\$1,374).

- Transport volume in June ended the month 106.3% to budget. Total Patient Encounters ended the month at 105.5% to budget.
- Net Revenue in June is 106% to budget or \$244,437 above budget for June. 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 107% to budget or \$264,255 over budget. In June, MedStar incurred additional expenses in Salaries, Taxes and Benefits of \$279,345 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 Medical Supplies (\$21K under budget), Dues and Subscriptions (\$47K), and Professional Fees (\$21K).

**Year to Date:** EBITDA is \$2,165,304 as compared to a budget of \$2,195,530 for a negative variance of (\$30,226).

- The main drivers for this variance are YTD patient encounters at 99.5% 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 \$10.64 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 Reserves – The Restated Interlocal Cooperative Agreement mandates 3 months of operating capital. As of June 30, 2021, there is 4.47 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 5.22 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 June, the return is -1.48%.

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

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

**Balance Sheet By Character Code**

For the Period Ending June 30, 2021

<b>Assets</b>	<b>Current Year</b>	<b>Last Year</b>
Cash	\$19,868,695.51	\$20,487,450.87
Accounts Receivable	\$8,875,610.50	\$9,213,212.90
Inventory	\$358,989.75	\$285,156.66
Prepaid Expenses	\$627,789.19	\$787,764.85
Property Plant & Equ	\$63,492,339.74	\$59,789,752.89
Accumulated Deprecia	(\$24,698,291.66)	(\$23,975,505.85)
<b>Total Assets</b>	<b>\$68,525,133.03</b>	<b>\$66,587,832.32</b>
<b>Liabilities</b>		
Accounts Payable	(\$409,630.15)	(\$1,175,652.22)
Other Current Liabil	(\$1,997,967.79)	(\$1,470,101.87)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	(\$52,819.43)	(\$10,056.53)
Long Term Debt	(\$3,774,916.03)	(\$4,059,855.80)
Other Long Term Liab	(\$7,895,387.24)	(\$6,357,258.34)
<b>Total Liabilities</b>	<b>(\$14,138,501.95)</b>	<b>(\$13,080,706.07)</b>
<b>Equities</b>		
Equity	(\$55,208,105.09)	(\$55,631,813.63)
Control	\$821,474.01	\$2,124,687.38
<b>Total Equities</b>	<b>(\$54,386,631.08)</b>	<b>(\$53,507,126.25)</b>
<b>Total Liabilities and</b>	<b>(\$68,525,133.03)</b>	<b>(\$66,587,832.32)</b>



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

June 30, 2021

Revenue	Current Month		Current Month		Year to Date		Year to Date		Year to Date	
	Actual	Budget	Variance	Actual	Budget	Variance	Actual	Budget	Variance	Actual
Transport Fees	\$17,552,018.71	\$14,759,108.27	\$2,792,910.44	\$141,702,210.32	\$133,627,049.70	\$8,075,160.62				
Contractual Allow	(\$7,338,084.72)	(\$6,231,039.97)	(\$1,107,044.75)	(\$59,021,672.84)	(\$56,414,750.07)	(\$2,606,922.77)				
Provision for Uncoll	(\$6,153,006.29)	(\$4,571,577.00)	(\$1,581,429.29)	(\$48,763,348.57)	(\$41,388,038.00)	(\$7,375,310.57)				
Education Income	\$1,636.80	\$0.00	\$1,636.80	\$9,154.50	\$13,210.00	(\$4,055.50)				
Other Income	\$118,779.80	\$31,222.67	\$87,557.13	\$2,076,388.53	\$493,604.03	\$1,582,784.50				
Standby/Subscription	\$89,639.60	\$34,455.00	\$55,184.60	\$697,332.61	\$448,504.00	\$248,828.61				
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00				
Interest on Investment	\$3,165.49	\$2,916.67	\$248.82	\$6,628.10	\$26,250.03	(\$19,621.93)				
Gain(Loss) on Dispos	\$0.00	\$4,626.00	(\$4,626.00)	\$53,693.73	\$4,626.00	\$49,067.73				
<b>Total Revenue</b>	<b>\$4,274,149.39</b>	<b>\$4,029,711.64</b>	<b>\$244,437.75</b>	<b>\$36,760,386.38</b>	<b>\$36,810,455.69</b>	<b>(\$50,069.31)</b>				
<b>Expenditures</b>										
Salaries	\$2,536,455.41	\$2,333,344.74	\$203,110.67	\$23,650,961.89	\$22,263,244.66	\$1,387,717.23				
Benefits and Taxes	\$538,064.38	\$461,830.00	\$76,234.38	\$3,816,453.28	\$3,905,438.00	(\$88,984.72)				
Interest	\$31,057.92	\$33,500.00	(\$2,442.08)	\$248,344.48	\$301,500.00	(\$53,155.52)				
Fuel	\$97,688.34	\$101,859.00	(\$4,170.66)	\$685,874.96	\$848,543.00	(\$162,668.04)				
Medical Supp/Oxygen	\$201,219.31	\$222,143.98	(\$20,924.67)	\$1,665,453.34	\$2,010,565.00	(\$345,111.66)				
Other Veh & Eq	\$45,176.42	\$32,700.10	\$12,476.32	\$353,997.19	\$322,505.18	\$31,492.01				
Rent and Utilities	\$72,633.80	\$62,669.63	\$9,964.17	\$623,907.90	\$577,826.67	\$46,081.23				
Facility & Eq Mtc	\$74,072.29	\$72,247.97	\$1,824.32	\$676,725.11	\$690,000.73	(\$13,275.62)				
Postage & Shipping	\$2,801.48	\$3,521.55	(\$720.07)	\$32,541.61	\$31,693.95	\$847.66				
Station	\$39,379.94	\$48,952.18	(\$9,572.24)	\$417,352.12	\$495,782.62	(\$78,430.50)				
Comp Maintenance	\$63,055.53	\$42,518.00	\$20,537.53	\$509,834.64	\$641,125.46	(\$131,290.82)				
Insurance	\$39,146.87	\$36,438.37	\$2,708.50	\$340,753.09	\$327,945.33	\$12,807.76				
Advertising & PR	\$14,595.10	\$500.00	\$14,095.10	\$15,530.70	\$33,000.00	(\$17,469.30)				
Printing	(\$5,876.03)	\$3,615.41	(\$9,491.44)	\$37,921.97	\$32,538.69	\$5,383.28				
Travel & Entertain	\$1,965.03	\$6,526.00	(\$4,560.97)	\$35,113.27	\$79,779.00	(\$44,665.73)				
Dues & Subs	\$35,303.11	\$82,352.00	(\$47,048.89)	\$571,327.56	\$644,235.00	(\$72,907.44)				
Continuing Educ Ex	\$21,921.35	\$7,988.00	\$13,933.35	\$37,690.25	\$72,690.00	(\$34,999.75)				
Professional Fees	\$145,544.50	\$167,196.34	(\$21,651.84)	\$1,335,009.17	\$1,605,572.02	(\$270,562.85)				
Education Expenses	\$4,040.84	\$1,188.00	\$2,852.84	\$10,218.41	\$15,412.00	(\$5,193.59)				

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Statement of Revenue and Expenditures**  
**June 30, 2021**

Revenue	Current Month		Current Month		Year to Date		Year to Date		Year to Date	
	Actual	Budget	Variance	Actual	Budget	Actual	Budget	Variance	Actual	Variance
Miscellaneous	\$8,108.21	\$1,892.00	\$6,216.21	(\$221,584.41)	\$17,028.00	\$17,028.00				
Depreciation	\$308,734.81	\$287,849.61	\$20,885.20	\$2,738,433.86	\$2,527,277.88	\$2,527,277.88				
<b>Total Expenditures</b>	<b>\$4,275,088.61</b>	<b>\$4,010,832.88</b>	<b>\$264,255.73</b>	<b>\$37,581,860.39</b>	<b>\$37,443,703.19</b>	<b>\$37,443,703.19</b>				
<b>Net Rev in Excess of Expend</b>	<b>(\$939.22)</b>	<b>\$18,878.76</b>	<b>(\$19,817.98)</b>	<b>(\$821,474.01)</b>	<b>(\$633,247.50)</b>	<b>(\$633,247.50)</b>				
<b>EBITDA</b>	<b>\$338,853.51</b>	<b>\$340,228.37</b>	<b>(\$1,374.86)</b>	<b>\$2,165,304.33</b>	<b>\$2,195,530.38</b>	<b>\$2,195,530.38</b>				

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Key Financial Indicators**  
**June 30, 2021**

	Goal	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<b>Current Ratio</b>	> 1	7.19	8.97	9.49	20.71	10.48	10.64

Indicates the total short term resources available to service each dollar of debt. Ratio should be greater than 1, so that assets are available to retire debt when due.

<b>Cash as % of Annual Expenditures</b>	> 25%	65.31%	55.06%	47.07%	42.95%	51.76%	37.25%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

<b>Accounts Receivable Turnover</b>	>3	4.16	4.96	4.28	3.65	5.44	5.22
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

<b>Return on Net Assets</b>	-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 06/30/2021			<u><u>\$ 475,470.69</u></u>



**Business Gold Rewards**  
MEDSTAR/MAEMSA

p. 1/6

Closing Date 06/27/21    Next Closing Date 07/28/21  
Account Ending 9

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

<b>New Balance</b>	<b>\$167.31</b>
<b>Minimum Payment Due</b>	<b>\$52.31</b>
<b>Payment Due Date</b>	<b>07/22/21 ‡</b>

‡ **Late Payment Warning:** If you do not pay the Minimum Payment Due by the Payment Due Date of 07/22/21, you may have to pay a late fee of \$39.00 and your Pay Over Time APR may be increased to the Penalty APR of 29.24%.

**Minimum Payment Warning:** If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your Pay Over Time balance. For example:

If you make no additional charges and each month you pay...	You will pay off the balance shown on this statement in about...	And you will pay an estimated total of...
Only the Minimum Payment Due	5 months	\$156

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

- See page 2 for important information about your account.
- Please refer to the **IMPORTANT NOTICES** section on **page 5**.
- For information on your Pay Over Time feature and limit, see **page 4**

**Membership Rewards® Points**  
Available and Pending as of 05/31/21  
**26,429**

For more details about Rewards, please visit [americanexpress.com/rewardsinfo](http://americanexpress.com/rewardsinfo)

**Account Summary**

**Pay In Full Portion**

Previous Balance	\$792.74
Payments/Credits	-\$792.74
New Charges	+\$17.31
Fees	+\$0.00
<b>New Balance =</b>	<b>\$17.31</b>


**Pay Over Time Portion**

Previous Balance	\$13,165.73
Payments/Credits	-\$13,165.73
New Charges	+\$150.00
Fees	+\$0.00
Interest Charged	+\$0.00
<b>New Balance =</b>	<b>\$150.00</b>
<b>Minimum Due</b>	<b>\$35.00</b>

**Account Total**

<b>Previous Balance</b>	<b>\$13,958.47</b>
Payments/Credits	-\$13,958.47
New Charges	+\$167.31
Fees	+\$0.00
Interest Charged	+\$0.00
<b>New Balance</b>	<b>\$167.31</b>
<b>Minimum Payment Due</b>	<b>\$52.31</b>

<b>Pay Over Time Limit</b>	\$55,000.00
<b>Available Pay Over Time Limit</b>	\$54,850.00
Days in Billing Period:	30

  
 **APPROVED** Ken Simpson, Interim CEO

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

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

**Pay by Computer**  
[americanexpress.com/business](http://americanexpress.com/business)

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

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

Payment Due Date  
**07/22/21**

New Balance  
**\$167.31**

Minimum Payment Due  
**\$52.31**

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**





**Business Gold Rewards**  
MEDSTAR/MAEMSA

Closing Date 06/27/21



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

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

**Hearing Impaired**

Online chat at [americanexpress.com](http://americanexpress.com) or use **Relay dial 711** and **1-800-678-0745**



**Website:** [americanexpress.com](http://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
<b>Payments</b>	-\$792.74	-\$13,165.73	-\$13,958.47
<b>Credits</b>	\$0.00	\$0.00	\$0.00
<b>Total Payments and Credits</b>	<b>-\$792.74</b>	<b>-\$13,165.73</b>	<b>-\$13,958.47</b>

**Detail**

\*Indicates posting date

Payments	Amount
06/18/21* ONLINE PAYMENT - THANK YOU	-\$13,958.47

**New Charges**

**Summary**

	Pay In Full	Pay Over Time ♦	Total
<b>Total New Charges</b>	<b>\$17.31</b>	<b>\$150.00</b>	<b>\$167.31</b>

**Detail**

♦ - denotes Pay Over Time activity



				Amount
06/01/21	CONCUR TECHNOLOGIES 588-895-4815 PAY OVER TIME OPTION	588-895-4815	WA <b>PO 2023804</b>	\$150.00 ♦
06/09/21	STAR TELEGRAM DIGITAL SU NA 800-776-7827 <b>Digital Newspaper for CEO</b>	FORTH WORTH	TX <b>PO 2023858</b>	\$17.31

**Fees**

	Amount
<b>Total Fees for this Period</b>	<b>\$0.00</b>

# J.P.Morgan

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

**ACCOUNT NUMBER**

<b>PAYMENT DUE DATE</b>	07/14/2021
<b>AMOUNT DUE</b>	\$14,870.31
<b>CURRENT BALANCE</b>	\$14,870.31

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


PLEASE TEAR PAYMENT COUPON AT PERFORATION

**STATEMENT MESSAGES**

**COMMERCIAL ACCOUNT SUMMARY**

ORGANIZATION NAME: MEDSTAR

ACCOUNT NUMBER:

  
 **APPROVED**

CLOSING DATE 06-30-21 CREDIT LIMIT 75,000 AVAILABLE CREDIT 60,130	PREVIOUS BALANCE 5,296.90 PURCHASES AND OTHER CHARGES 14,930.31 CASH ADVANCES .00 CREDITS 60.00 PAYMENTS 5,296.90- LATE PAYMENT CHARGES .00 CASH ADVANCE FEE .00 FINANCE CHARGES .00 <b>NEW BALANCE 14,870.31</b> TOTAL PAYMENT DUE 14,870.31 DISPUTED AMOUNT .00
FOR CUSTOMER SERVICE CALL: 1-800-316-6056  FOR TTY/TDD SERVICE CALL: 1-800-955-8060	
SEND BILLING INQUIRIES TO:  JPMORGAN CHASE BANK NA COMMERCIAL CARD SOLUTIONS P.O. BOX 2015 MAIL SUITE IL1-6225 ELGIN, IL 60121	

ACCT. NUMBER:

MEDSTAR

**COMMERCIAL ACCOUNT ACTIVITY**

MEDSTAR

TOTAL COMMERCIAL ACTIVITY  
\$5,296.90CR

ACCOUNTING CODE:

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-14	06-14		AUTO PAYMENT DEDUCTION	5,296.90 CR

**INDIVIDUAL CARDHOLDER ACTIVITY**

LEILA PEEPLES

CREDITS  
\$0.00PURCHASES  
\$2,172.14CASH ADV  
\$0.00TOTAL ACTIVITY  
\$2,172.14

ACCOUNTING CODE:

**Purchasing Activity**

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-02	06-01	55432861153200951399649 Bulletin Boards in Cantina	MICHAELS STORES 2048 FORT WORTH TX P.O.S.: 7331 SALES TAX: 3.62 PO 2023887	47.53
06-03	06-02	05410191153730000116647 Employee Engagement Gift Cards	PETCO 1491 63514913 FT WORTH TX PO 2023797	100.00
06-03	06-02	55463151153091001168011 Bulletin Boards in Cantina	JOANN STORES #2106 FORT WORTH TX PO 2023888	103.28
06-04	06-03	05410191154091007916144 Father's Day Gift Baskets	TARGET 00024257 FORT WORTH TX PO 2023881	489.79
06-04	06-03	05410191154091008714860 Cheese Day	TARGET 00017707 FORT WORTH TX PO 2023889 P.O.S.: 0 SALES TAX: 2.45	136.74
06-04	06-03	55432861155200619402460 Bulletin Boards in Cantina	PARTY CITY 418 FORT WORTH TX PO 2023890 P.O.S.: 00030047 SALES TAX: 2.06	26.97
06-07	06-04	05410191155730000119185 Pet Month	PETCO 1491 63514913 FT WORTH TX PO 2023886	47.54
06-07	06-03	55263521155837001946325 Cheese Day	TOM THUMB #3622 FORT WORTH TX PO 2023885	68.88
06-09	06-08	55432861159200840250569 Recruiting Post	INDEED 203-564-2400 CT PO 2023991	106.60
06-11	06-10	55432861161200402915498 Badge Printer Ink	AMZN MKTP US*2X0GI1IQ1 AMZN.COM/BILL WA P.O.S.: Leadership - Ink SALES TAX: 24.75 PO 2023880	324.75
06-15	06-14	55432861165200535360816 Leadership Committee	APPLE.COM/BILL 866-712-7753 CA PO 2024062	21.64
06-17	06-16	55310201168083755077531 Leadership Committee	AMAZON.COM*219G53FP0 A AMZN.COM/BILL WA PO 2023880	384.00
06-22	06-21	02305371173000553216320 Benefit Survey Gift Cards	CVS/PHARMACY #05255 FORT WORTH TX PO 2024060	109.90
06-30	06-29	55432861181200074987631 Fourth of July Celebration	MICHAELS STORES 2048 FORT WORTH TX PO 2024242 P.O.S.: 8186 SALES TAX: 3.08	40.47

Total Purchasing Activity

\$2,008.09

**Travel Activity**

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-14	06-12	55263521163083336374202 Manager Lunch	TACO CABANA 20133 CAT 8005808668 TX PO 2023953 P.O.S.: 0 SALES TAX: 0.00	129.86
06-28	06-25	52708241176206388100122 Breakfast for Hiring Process	EINSTEIN BAGEL 4234 FORT WORTH TX PO 2024243	34.19

Total Travel Activity

\$164.05



ACCT. NUMBER: \_\_\_\_\_

MEDSTAR

**INDIVIDUAL CARDHOLDER ACTIVITY****STEVE POST****CREDITS**  
\$60.00**PURCHASES**  
\$3,506.52**CASH ADV**  
\$0.00**TOTAL ACTIVITY**  
\$3,446.52**ACCOUNTING CODE:****Purchasing Activity**

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-09	06-08	55436871160731604010577 Fixed iPhones	FULLBARS CELL PHONE AN FORT WORTH TX PO 2023943 P.O.S.: 73160401056 SALES TAX: 0.00	378.00
06-16	06-15	55500801166010000837046 Supervisor Meeting	DONUT PALACE FORT WORTH TX PO 2023978	49.00
06-17	06-16	05227021167200047512345 Cares Acting Report Training- S. Swagerty	PWW MEDIA INC 717-691-0100 PA PO 2023971	129.00
06-17	06-16	55432861167200196636171 Service Gift Cards	AMZN MKTP US*211TJ7G91 AMZN.COM/BILL WA P.O.S.: HR ServAwrD July SALES TAX: 0.00 PO 2023954	312.90
06-21	06-17	05227021168200202350712 Care Acting Report Training- Susan Swagerty	PWW MEDIA INC 717-691-0100 PA PO 2023971	60.00 CR
06-21	06-18	55464941170083343070080 Ad for RFP/ Billing Services	MCCLATCHY ADVERTISING 9163211682 CA P.O.S.: 14-B-16473 SALES TAX: 0.00 PO 2024025	99.84
06-23	06-22	55310201173083330985532 Gift Cards for Scratch offs	AMAZON.COM*2134910V2 A AMZN.COM/BILL WA PO 2024061	800.00
06-23	06-22	55432861173200899959708 Gift Cards for Scratch offs	AMAZON.COM*213A57EP2 AMZN.COM/BILL WA P.O.S.: HR scratch off St SALES TAX: 0.00 PO 2024035	120.00
06-23	06-22	55464941174083325750911 Ad for RFP- IV Infusion Pumps	MCCLATCHY ADVERTISING 9163211682 CA P.O.S.: 14-B-16586 SALES TAX: 0.00 PO 2024028	93.78
06-24	06-23	55310201174083303149339 Web Cams	AMZN MKTP US*218EC6W81 AMZN.COM/BILL WA PO 2024039	340.00
06-28	06-26	55432861177200945612711 Fix iPad	APPLE.COM/US 800-676-2775 CA PO 2024318	53.04
06-28	06-26	55432861177200945614147 Fix iPad	APPLE.COM/US 800-676-2775 CA PO 2024319	53.04
06-28	06-26	55432861177200945614238 Fix iPad	APPLE.COM/US 800-676-2775 CA PO 2024320	53.04
06-28	06-25	55500361176083302247035 Coolers	WALMART.COM AZ 8009666546 AR PO 2024057	199.40
06-30	06-30	55432861181200095200360 Batteries	AMZN MKTP US*295DD0XV1 AMZN.COM/BILL WA P.O.S.: IT Batteries SALES TAX: 0.00 PO 2024105	600.79
06-30	06-29	55500801180010000845496 Supervisor Meeting	DONUT PALACE FORT WORTH TX PO 2024218	49.00
<b>Total Purchasing Activity</b>				<b>\$3,270.83</b>

**Travel Activity**

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-21	06-18	55417341170871703219458 D. Eason- Flight to Houston to pickup AMBUS	AMERICAN 00176067712100 BLOOMINGTON IN EASON/DUSTIN JA DEPART: 06-22-21 PO 2024018 P.O.S.: SALES TAX: \$0.00 DFW AA G HOU	154.99
06-21	06-18	55417341170871703470184 D. Eason- Flight to Houston to pickup AMBUS	AGENT FEE 89008115564933 FROSCH/GANT T IN EASON/DUSTIN JA DEPART: 06-18-21 P.O.S.: SALES TAX: \$0.00 PO 2024018 XAA XD X XAO	5.00
06-30	06-29	65187421181000001334132 Lunch for Legal Team	RAILHEAD SMOKEHOUSE FORT WORTH TX PO 2024144	15.70
<b>Total Travel Activity</b>				<b>\$175.69</b>

**MARIANNE SCHMIDT****CREDITS**  
\$0.00**PURCHASES**  
\$9,251.65**CASH ADV**  
\$0.00**TOTAL ACTIVITY**  
\$9,251.65**ACCOUNTING CODE:**

ACCT. NUMBER:

MEDSTAR

### INDIVIDUAL CARDHOLDER ACTIVITY

#### Purchasing Activity

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-02	06-01	55500801152010000672126 Supervisor Meeting	DONUT PALACE FORT WORTH TX PO 2023908	49.48
06-02	06-01	75456671152900010800015 MIH Equipment	FREEDOM VENT SYSTEM IN WEST END NC P.O.S.: 980 SALES TAX: 0.00 PO 2023256	734.06
06-02	06-01	85500391152900018235610 Dues for Kristofer Schleicher	TARRANT COUNTY BAR ASS FORT WORTH TX P.O.S.: jnp-oa0gSuKkEmosW SALES TAX: 0.00 PO 2023766	225.00
06-03	06-02	15270211153002464988729 API Services	TWILIO 5V5ETND1JON SAN FRANCISCO CA PO 2023785	10.01
06-03	06-03	55432861154200264545515 Fix iPad	APPLE.COM/US 800-676-2775 CA PO 2023724	53.04
06-04	06-02	55429501154207733400252	PAYFLOW/PAYPAL 8888839770 NE PO 2023783	30.00
06-07	06-06	15270211157001946218735 API Services	TWILIO 5SJJLOFG7KV SAN FRANCISCO CA PO 2023942	10.02
06-07	06-06	55310201157083780870846 Service Awards	AMZN MKTP US*2X0OC63S0 AMZN.COM/BILL WA PO 2023803	741.65
06-07	06-06	55432861157200221600707 Service Awards	AMZN MKTP US*2X54L6B11 AMZN.COM/BILL WA P.O.S.: HR Service Awards SALES TAX: 0.00 PO 2023802	1,034.75
06-08	06-07	05410191158295041053519 Cables	BEST BUY MHT 00001768 FORT WORTH TX PO 2023819	199.97
06-08	06-08	55432861159200602167431 Scratch Offs	AMZN MKTP US*2X1BU0EW0 AMZN.COM/BILL WA P.O.S.: HR \$25 Scratch Of SALES TAX: 0.00 PO 2023871	1,158.00
06-08	06-08	55432861159200677555692 Scratch Offs	AMAZON.COM*2X45G70N0 AMZN.COM/BILL WA P.O.S.: HR \$15 Amazon car SALES TAX: 0.00 PO 2023870	1,500.00
06-09	06-08	55310201159083781965551 Scratch Offs	AMAZON.COM*2X5P87SX1 A AMZN.COM/BILL WA PO 2023879	1,000.00
06-10	06-09	55310201160083729578596 Scratch Offs	AMAZON.COM*2X4R40971 A AMZN.COM/BILL WA PO 2023873	250.00
06-10	06-09	55432861160200108787655 Scratch Offs	AMZN MKTP US*2X3VO1GL0 AMZN.COM/BILL WA PO 2023872 P.O.S.: HR \$25 Scratch Of SALES TAX: 0.00	289.50
06-14	06-11	15270211162002320738739 ADI Services	TWILIO 5POLD1EU34N SAN FRANCISCO CA PO 2023941	10.01
06-14	06-11	55432861162200796453287 Scratch Offs Cards	IN *PROMO PRINTING GRO 813-8319902 FL P.O.S.: 1421789835_12AC97 SALES TAX: 0.00 PO 2023958	408.56
06-16	06-15	75587461166900013516396 Electronic Forms Account. Communications	FORMSTACK, LLC 317-5423125 IN PO 2024000	99.00
06-17	06-16	15270211167002438758731 API Services	TWILIO 5POLH3TFBDV SAN FRANCISCO CA PO 2023970	10.01
06-21	06-20	15270211171002013455855 API Services	TWILIO 5KKUUE1M10L SAN FRANCISCO CA PO 2024106	10.01
06-25	06-24	15270211175001842118722 API Services	TWILIO 5JPLUGC25N5 SAN FRANCISCO CA PO 2024107	10.03
06-29	06-28	15270211179372659294948 API Services	TWILIO 5KBS3PT62L SAN FRANCISCO CA PO 2024124	10.01
06-30	06-29	55436871181731814221100 Repair to phone	FULLBARS CELL PHONE AN FORT WORTH TX P.O.S.: 73181422109 SALES TAX: 0.00 PO 2024109	379.00
<b>Total Purchasing Activity</b>				<b>\$8,222.11</b>

#### Travel Activity

Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-09	06-09	55432861160200917219049 Leadership Lunch	PANERA BREAD #606050 O 817-569-6221 TX PO 2023860	410.44
06-16	06-16	55432861167200037559376 ESD 11 Lunch	PANERA BREAD #606050 O 817-569-6221 TX PO 2023905	249.10
06-23	06-22	55432861173200985457344 Replenish Corporate Account	NTTA AUTOCHARGE 972-818-6882 TX PO 2024151	370.00
<b>Total Travel Activity</b>				<b>\$1,029.54</b>

# Tab D – Chief Human Resources Officer

## Human Resources - June 2021

### Turnover:

- June turnover – 2.04%
  - FT – 1.69%
  - PT – 5.26%
- Year to date turnover –18.88%
  - FT – 15.25%
  - PT – 52.63%

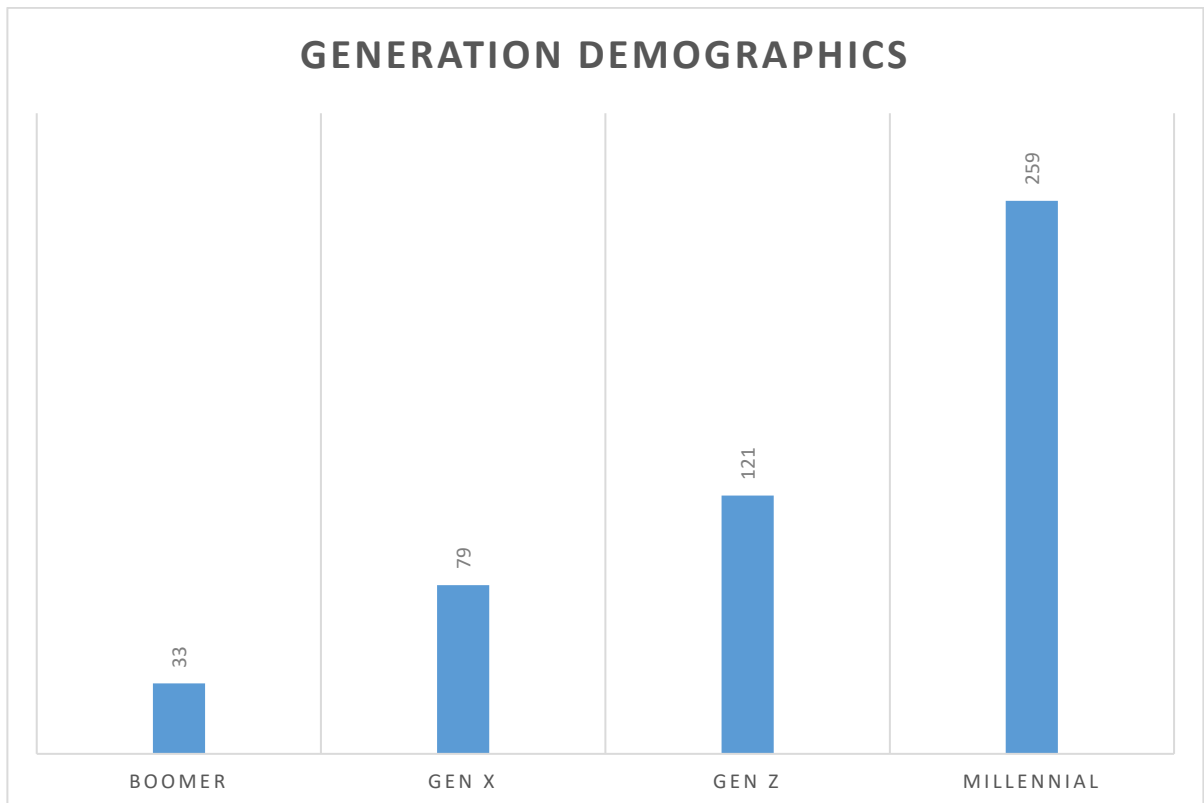
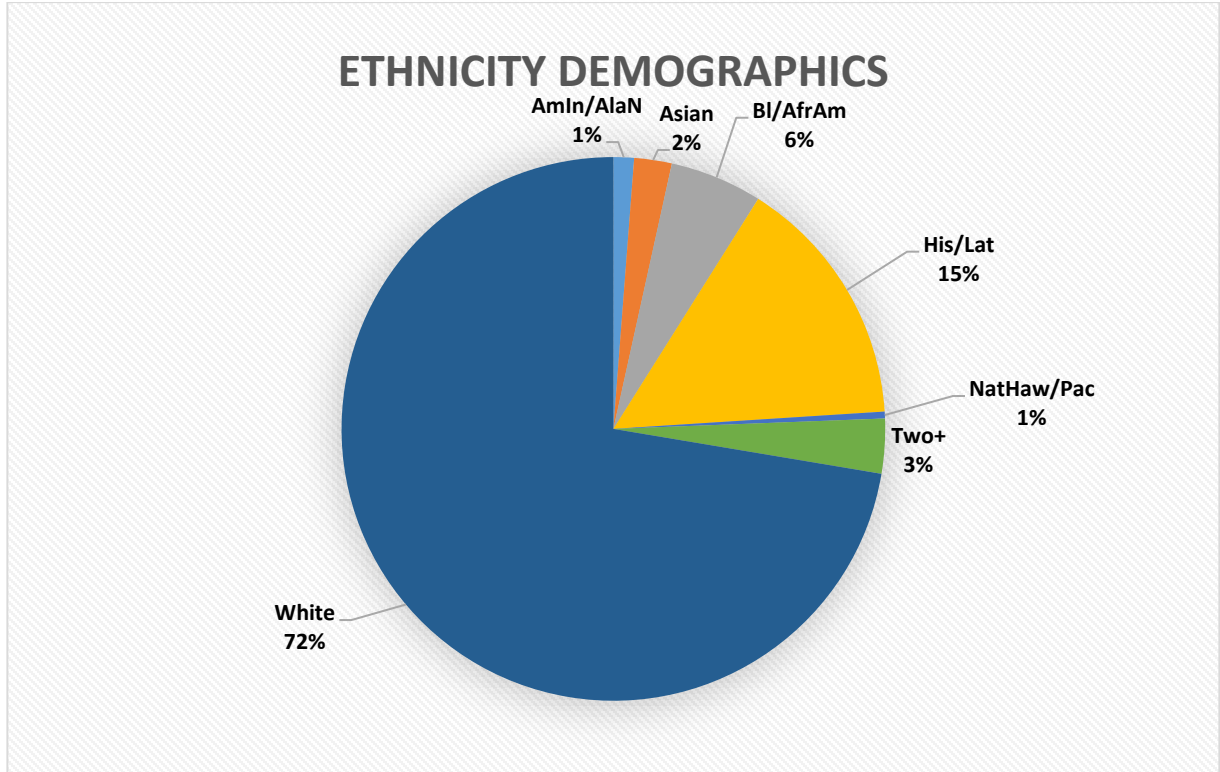
### Leaves:

- 44 employees on FMLA / 9.69% of workforce
  - 33 cases on intermittent
  - 11 cases on a block
- Top FMLA request reasons/conditions
  - FMLA Child (6)
  - Mental Health (6)
  - Neurological (6)
- COVID Administrative Leave
  - 12,829:10 hours to date

### Staffing

- 23 hires in June
- 116 hires FYTD

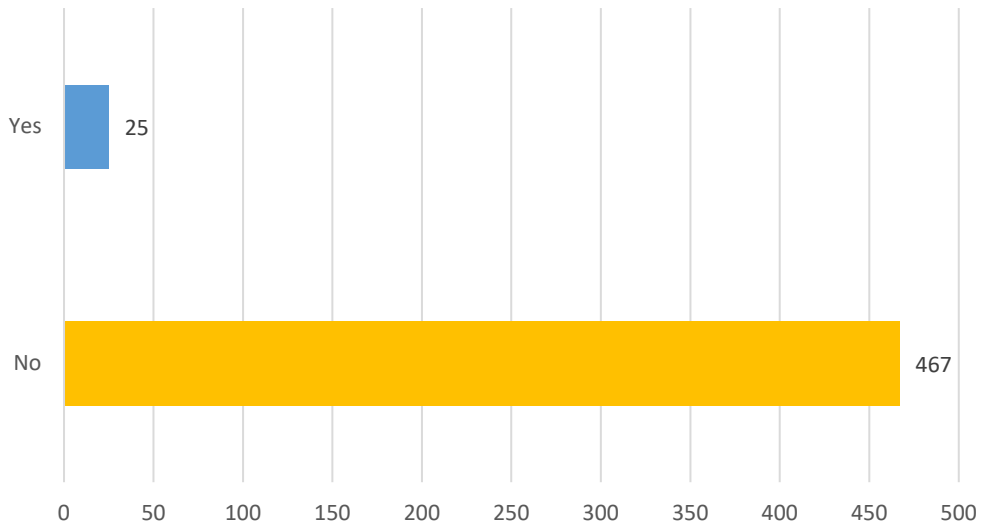
# JUNE 2021 DIVERSITY STATISTICS



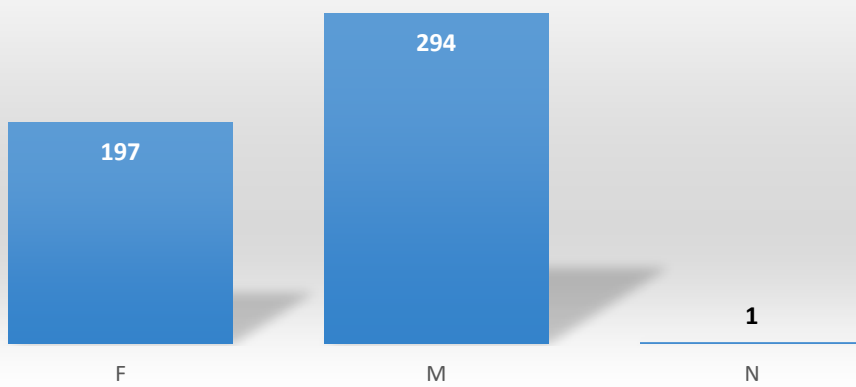
## DISABILITY DEMOGRAPHICS



## VETERAN DEMOGRAPHICS



## GENDER DEMOGRAPHICS



**FMLA Leave of Absence (FMLA Detailed Report)**  
**Fiscal Year 10/1/2020 thru 9/30/2021**  
**Percentages by Department/Conditions**

Row Labels	CONDITION	Count of Reason
Cardiology		5
Digestive		2
FMLA - Child		6
FMLA - Parent		6
FMLA - Spouse		2
Internal Medicine		3
Mental Health		6
Neurological		6
Obstetrics		5
Orthopedic		1
Pulmonary		2
<b>Grand Total</b>		<b>44</b>

Department	Percentage by Department				
	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	120	9	1.98%	20.45%	7.50%
Basic	156	9	1.98%	20.45%	5.77%
Business Office	26	7	1.54%	15.91%	26.92%
Communications	39	11	2.42%	25.00%	28.21%
Human Resources	6	1	0.22%	2.27%	16.67%
Mobile Integrated Health	12	2	0.44%	4.55%	16.67%
Office of the Medical Director	13	1	1031.82% #DIV/0!		7.69%
Support Services - Facilities, Fleet, S.E., Logistics	36	4	0.88%	9.09%	11.11%
<b>Grand Total</b>	<b>408</b>	<b>44</b>			
<b>Total # of Full Time Employees - June 2021</b>	<b>454</b>				
<b>% of Workforce using FMLA</b>	<b>9.69%</b>				
<b>TYPE OF LEAVES UNDER FMLA</b>	<b># of Ees</b>	<b>% on Leave</b>			
Intermittent Leave	33	75.00%			
Block of Leave	11	25.00%			
<b>Total</b>	<b>44</b>	<b>100.00%</b>			

**Full-time EE's: 454**  
**Part-time EE's: 38**  
**Total EE's: 492**

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

Light Duty WC for Fiscal Year 2020-2021

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	337:52	456:20	573:51	130:03	152:19	233:29	14:25	0:00	85:14	0:00	0:00	0:00	
FY 20-21	337:52	794:12	1368:03	1498:06	1650:25	1883:54	1898:19	1898:33	1983:33	1983:33	1983:33	1983:33	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	36:15	0:00	0:00	203:12	670:24	547:00	226:57	12:59	0:00	0:00	0:00	
FY 20-21	192:17	228:32	228:32	431:44	1102:08	1649:08	1876:05	1889:04	1889:04	1889:04	1889:04	1889:04	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	1286:15	0:00	0:00	0:00	1363:38
FY 20-21	1700:39	3182:09	5037:34	7148:44	8734:36	10113:23	11390:09	12350:11	13636:26	13636:26	13636:26	13636:26	
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	6331:06	3959:43	4362:28	6059:33	5485:28	6672:17	6867:17	0:00	0:00	0:00	5108:19
FY 20-21	6258:06	11345:22	17676:28	21638:12	25998:39	32058:12	37543:40	44215:57	51083:14	51083:14	51083:14	51083:14	
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	52:00	0:00	0:00	0:00	129:11
FY 20-21	144:00	216:00	276:00	373:00	645:55	888:55	1158:55	1239:55	1291:55	1291:55	1291:55	1291:55	
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	1423:29	0:00	0:00	0:00	1691:11
FY 20-21	2182:31	4192:21	6681:37	9019:50	11030:56	12886:12	14447:23	15488:25	16911:54	16911:54	16911:54	16911:54	
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	Worker's Comp	FMLA	All Other Leave	Military	Total	
YTD	1983:33	1889:04	0:00	13636:26	51083:14	1291:55	16911:54
Goal-Compare	3571:50	2162:30	14:11	18086:55	71602:36	1096:00	96534:03

Revision # 9/24/2014



### MedStar Mobile Health Care Separation Statistics - June 2021

	Current Month			Year to Date			YTD Compared to June'20		Headcount
	Vol	Invol	Total	Vol	Invol	Total	June'20	%	Jun-21
Full Time Separations	5	1	6	39	15	54	43	9.62%	354
Part Time Separations	2	0	2	20	0	20	18	48.65%	38
Total Separations	7	1	8	59	15	74	61	12.60%	392
							Difference	6.274%	

	Full Time	Part Time	Total	Full Time	Part Time	Total
Total Turnover %	1.69%	5.26%	2.04%	15.25%	52.63%	18.88%

### Separations by Department

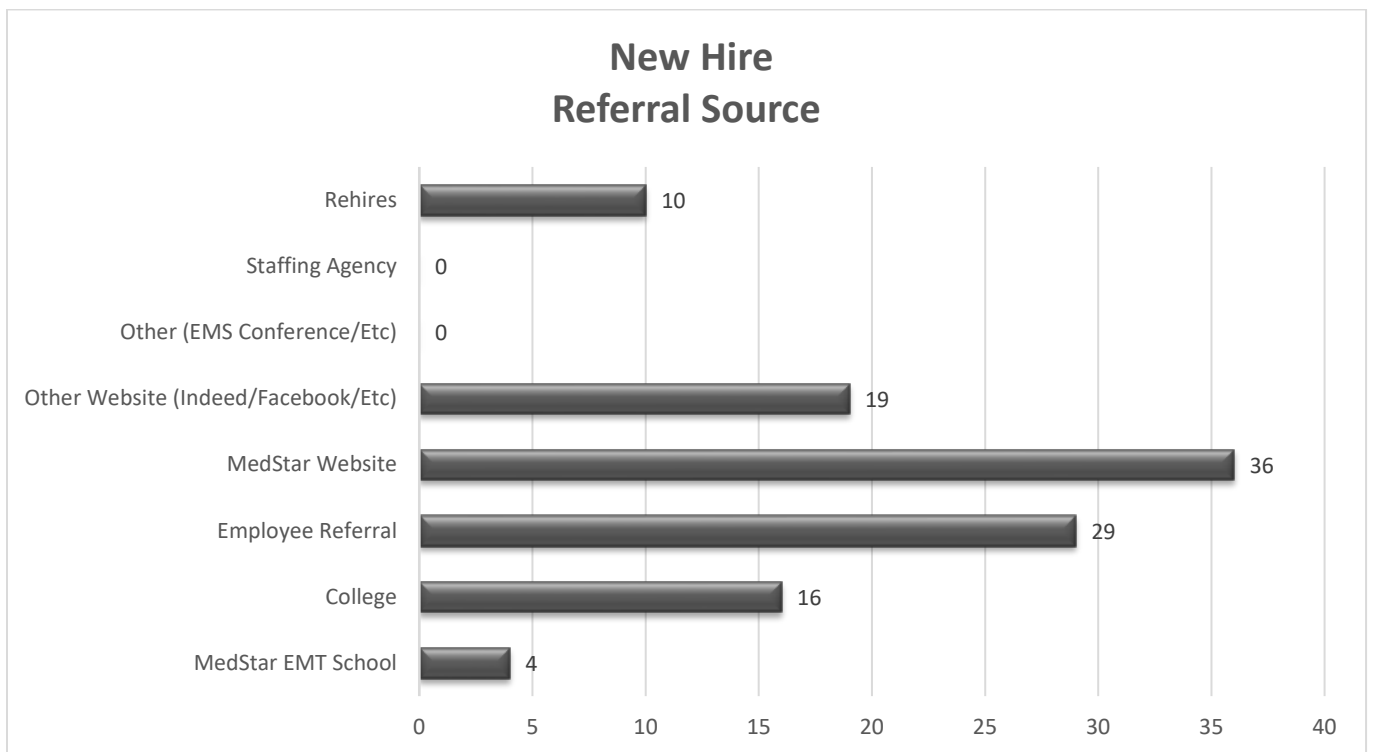
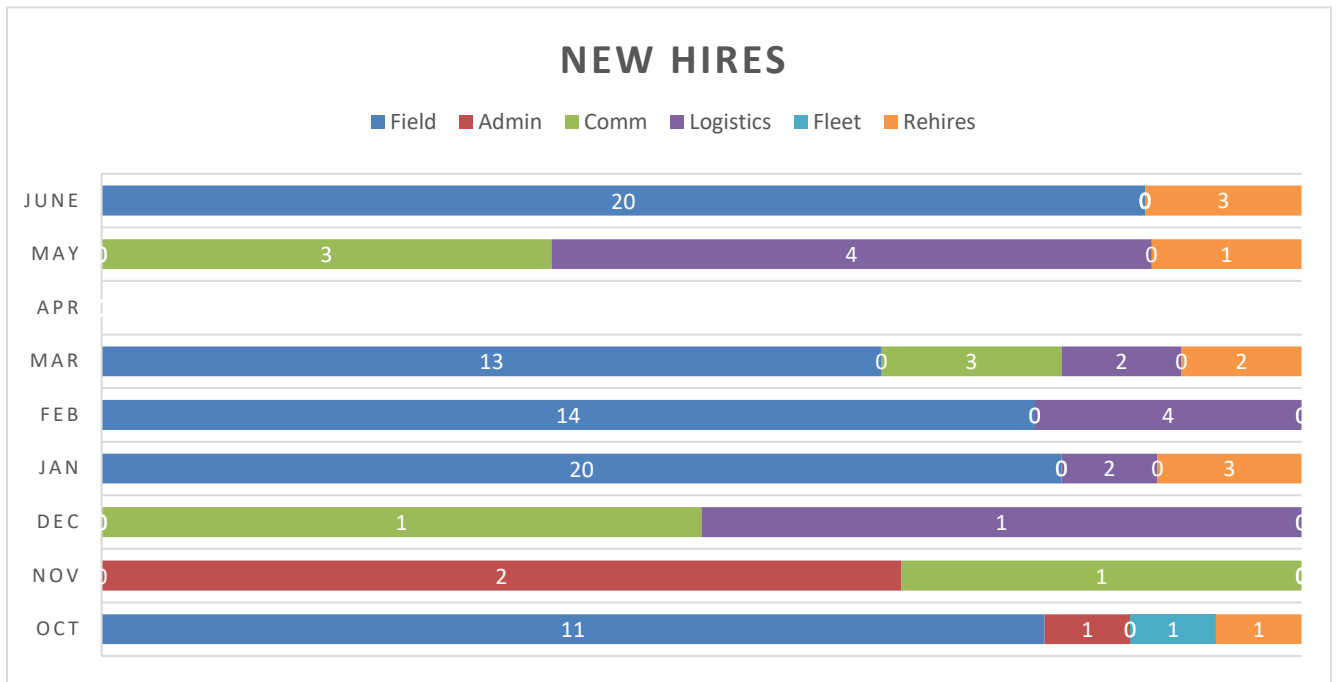
Full Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Jun-21
Administration	1	0	1	1	0	1	1
Advanced	2	1	3	14	2	16	20
Basics	1	0	1	17	5	22	156
Business Intelligence - Deployment, QI, Scheduler	1	0	1	1	0	1	3
Business Office							26
Communications				2	4	6	39
Compliance							2
Controller - Payroll, Purchasing, A/P							5
Executives							7
Field Manager/Supervisors - Operations				1	0	1	21
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				2	3	5	37
<b>Total</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>39</b>	<b>15</b>	<b>54</b>	<b>354</b>

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	Jun-21
Advanced				10	0	10	18
Basics	2	0	2	6	0	6	13
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications							3
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
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>20</b>	<b>0</b>	<b>20</b>	<b>38</b>

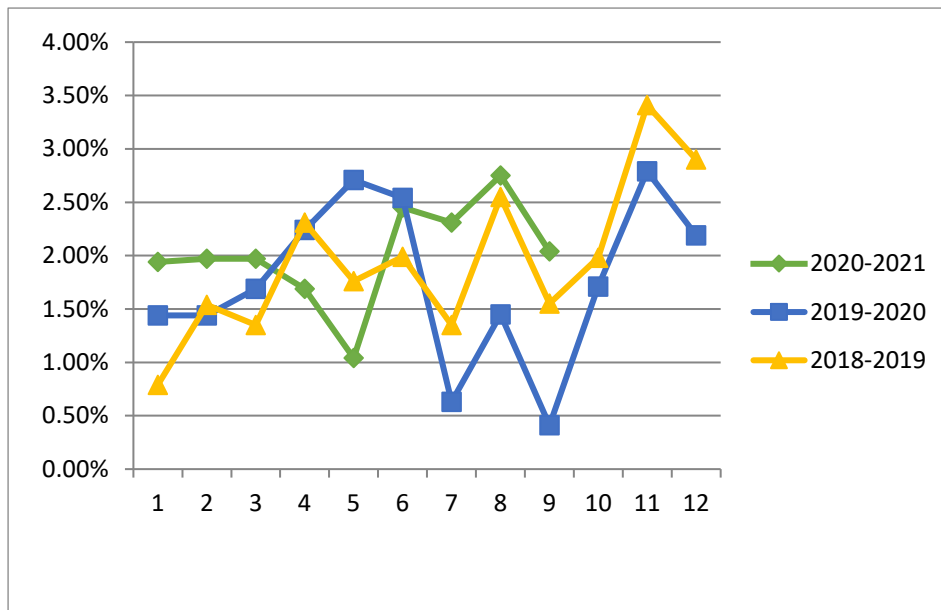
# Recruiting & Staffing Report

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	2020-2021
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	2.04%	0.41%	1.55%	1.69%
July		1.71%	1.98%	
August		2.79%	3.41%	
September		2.19%	2.90%	
Actual Turnover	18.88%	19.91%	23.48%	15.25%



# Tab E – Compliance and Legal



## **Compliance Officer's Report June 22, 2021- July 19, 2021**

### **Compliance Officer Duties**

- Submitted EMS provider roster changes to the DSHS as required by TX Admin Code 157.11
- Assisted HR and Operations with several employee related investigations.
- Assisted Business Office Manager with Medicaid revalidation data collection.
- Two Narcotic Anomalies:
  - A Ketamine vial cap became dislodged and was reported by the paramedic that was issued the medication.
  - A Paramedic inadvertently took a narcotic pouch home at end of shift.

In both occurrences the narcotics anomaly process was followed and no foul play was discovered.

### **Paralegal Duties**

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

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

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- June 30, 2021

The following summarizes significant operational items through June 30, 2021:

#### Field Operations:

- June's call volume exceeded budget expectations by almost 9.5%, and transport volume is 6% above budget.
  - We 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.
- Changes made by OMD in the new hire training process are showing positive results with decreasing time from hire to credential for the June new hire class.
- BLS ambulance pilot is ongoing.
  - Added ALS Quick Response Vehicles ("QRV") to help better allocate resources.
  - Assistant Operations Managers have been focused on increasing BLS hours and managing QRV utilization with the Communications Department.
  - 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:

- Currently in evaluation phase of IV Pump RFP.
- Upfit of supervisor vehicles is in progress.
  - Will be completed in house for cost savings.
  - Camper tops and lights by the end of July.
- 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.
  - Buy Board for Ram is open, but it does not yet include pricing.

#### Emergency Management:

##### COVID Positives

Positives 103

Recovered 102

Admin	7
Communications	10
Field	78
HR	1
Logistics	4
OMD	3

### Internal Vaccines

55.39% of the organization has been fully vaccinated for COVID-19.

59.54% of the organization has received at least one Vaccine dose.

### Vaccine Administrations

- 48 Scheduled Sites and 7,793 vaccines administered.
  - 18 MedStar sites for employees and families.
- 40 Community sites
  - Includes Fort Worth, Haltom City, Sansom Park and Lake Worth.
- Continue to collaborate with UNTHSC on home bound vaccines.
  - 9 have been completed.

### Other

- Continue to work with FEMA on finalizing Winter Weather reimbursement.
- AMBUS refurbishment completed and delivered.
- AMBUS 2.0 chassis is currently being retrofitted with expected delivery time of Jan 2022.
- Beginning the process of working through after-action items from 2021 weather season with communications.

### **Information Technology:**

- Evaluating best option for upgrading existing Sharepoint sites to Office 365.
- Initiated a project to perform updates to our backup dispatch center.
- Completed the transition to a fully redundant radio solution from the Alta Mere and Grove Street facilities.
  - This gives us a connection to both COFW radio sites from our facilities and allows us to retire legacy networking equipment.
- Completed construction of a FirstNet APN.
  - The next steps are the configuration of our network to work with the new APN, then migrating each ambulance and support vehicle to FirstNet.
  - The estimated completion date for this project is early September.
- Deployed the prerequisite infrastructure to enable third-party analytics.

### **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.
  - Anticipate adding business intelligence functionality to Director of Communications role.

### **Communications:**

- Working with Burleson's Communications Department to improve their time to dispatch calls for priority calls.
- 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.
- Communications Director worked to facilitate rules for QRV utilization in the system.





# MedStar Mutual Aid Response Task Time Report

Criteria: Period: 06/01/2021 thru 06/30/2021

<b>Total Calls</b>	<b>Mutual Aid Requested</b>	<b>Percent of Mutual Aid Calls</b>
<b>13,148</b>	<b>68</b>	<b>0.5172%</b>

Aid Type	Total	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Given	20	Arlington	M39	06/28/2021 20:17:01	1803470	2	Arlington	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	00:08:20	Calling Party Cancelled	0
	11	Arlington	M24	06/23/2021 08:40:26	1796532	2	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - P2	00:02:17	Calling Party Cancelled	0
		Arlington	M52	06/28/2021 19:59:56	1803469	2	Arlington	23C07 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	01:05:58	AMA - Assessed and/or Treated & Released	0
		Arlington	M47	06/26/2021 17:35:08	1800587	2	Arlington	19C01 - Heart Problems / A.I.C.D. - P2	00:00:45	Calling Party Cancelled	0
		Arlington	M52	06/28/2021 19:59:56	1803455	2	Arlington	23C07 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	00:00:29	Reassign	0
		Arlington	M73	06/27/2021 14:23:10	1801827	3	Arlington	32B03 - Unknown Problem (Person Down) - P2	00:02:09	Calling Party Cancelled	0
		Arlington	M54	06/02/2021 21:28:21	1770904	2	Arlington	Intentional - Overdose / Poisoning (Ingestion) - P2	00:37:23	FD/PPD Cancelled MedStar	0
		Arlington	M34	06/03/2021 08:59:05	1771297	3	Arlington	Sick Person (Specific Diagnosis) - P3	01:16:38		1
		Arlington	M31	06/05/2021 00:26:40	1773639	1	Arlington	Breathing Problems - P2	00:47:34	Refusal - Refused all Evaluation/Care	0
		Arlington	M62	06/08/2021 09:08:07	2293206	3	Arlington	Assault - Assault / Sexual Assault / Stun Gun - P2	00:15:03		0
		Arlington	M39	06/15/2021 08:30:54	1786452	2	Arlington	Sick Person (Specific Diagnosis) - P2	00:15:22	AMA - Transported by Law Enforcement	0
Azle	1	Azle	M33	06/14/2021 16:42:19	1785714	2	Azle	Unknown number of patients - Vehicle vs. vehicle - P2	00:13:08	FD/PPD Cancelled MedStar	0
Benbrook	2	Benbrook	M35	06/09/2021 12:18:58	1778953	1	Benbrook	Breathing Problems - P1	01:33:28		1
		Benbrook	M70	06/20/2021 18:51:30	1793445	2	Benbrook	Falls - P2	01:18:44		1
Crowley	4	Crowley	M51	06/30/2021 22:07:43	1805881	3	Crowley	05A02 - Back Pain (Non-Traumatic or Non-Recent Trauma) - P3	01:19:35		1
		Crowley	M39	06/09/2021 11:27:24	1778890	2	Crowley	Breathing Problems - P2	01:20:57		1
		Crowley	M59	06/09/2021 11:30:34	1778895	3	Crowley	Sick Person (Specific Diagnosis) - P3	01:17:53		1



# MedStar Mutual Aid Response Task Time Report

Criteria: Period: 06/01/2021 thru 06/30/2021

	Crowley	M52	06/18/2021 15:39:39	1790880	3	Crowley	Assault - Assault / Sexual Assault / Stun Gun - P2	00:15:17	FD/PPD Cancelled MedStar	0
Watauga	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
	Watauga	M26	06/14/2021 09:53:31	1785237	1	Watauga	COPD (Emphysema/Chronic bronchitis) - Breathing Problems - P1	01:28:22		1
	Watauga	M78	06/21/2021 11:11:56	1794264	2	Watauga	Falls - P2	00:43:50	AMA - Transported by Private Vehicle	0
Received				68						
	Aid FROM									
Arlington EMS				7						
	Arlington EMS	AMR Arlington n 1	06/27/2021 00:16:19	1801191	1	Fort Worth	24D04 - Pregnancy problem (no contractions or birth) - P1	00:44:10		1
	Arlington EMS	AMR Arlington n 1	06/05/2021 22:39:37	1774808	2	Fort Worth	PARTIAL evidence of stroke (< T hours) - Stroke (CVA) / Transient Ischemic Attack (TIA) - P2	01:01:36		1
	Arlington EMS	AMR Arlington n 1	06/05/2021 23:05:23	1774839	1	Fort Worth	Gunshot - Gunshot wound - P1	00:08:33	Unit On Scene Cancelled	0
	Arlington EMS	AMR Arlington n 1	06/15/2021 04:00:59	1786286	2	Fort Worth	Sick Person (Specific Diagnosis) - P2	00:56:06		1
	Arlington EMS	AMR Arlington n 1	06/19/2021 14:55:38	1792052	1	Fort Worth	Sick Person (Specific Diagnosis) - P1	01:26:24		1
	Arlington EMS	AMR Arlington n 1	06/20/2021 20:31:52	1793564	2	Fort Worth	Public place (street, parking garage, market) - Falls - P2	01:14:59		1
	Arlington EMS	AMR Arlington n 1	06/21/2021 01:43:27	1793865	2	Fort Worth	Sick Person (Specific Diagnosis) - P2	00:55:50		1
Benbrook				5						
	Benbrook	Benbrook Medic 1	06/04/2021 10:03:35	1772634	1	Fort Worth	MEDICAL - Hemorrhage (Bleeding) / Lacerations - P1	00:57:00		1
	Benbrook	Benbrook Medic 1	06/06/2021 03:46:59	1775061	1	Fort Worth	Psychiatric / Abnormal Behavior / Suicide Attempt - P1	00:05:41	FD/PPD Cancelled MedStar	0
	Benbrook	Benbrook Medic 1	06/08/2021 18:19:02	1778101	1	Fort Worth	COPD (Emphysema/Chronic bronchitis) - Breathing Problems - P1	00:53:11		1
	Benbrook	Benbrook Medic 1	06/13/2021 16:53:01	1784512	1	Fort Worth	Unconscious / Fainting (Near) - P1	01:02:39		1



# MedStar Mutual Aid Response Task Time Report

Criteria: Period: 06/01/2021 thru 06/30/2021

Crowley		Benbrook		06/17/2021 21:33:13		1789774		1		Fort Worth		Heart Problems / A.I.C.D. - P1		00:48:00		1	
Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX								
Crowley	Crowley 54	06/28/2021 16:21:23	1803248	1	Burleson	06D02 - Breathing Problems - P1	01:08:59		1								
Crowley	Crowley 54	06/22/2021 17:29:56	1795819	2	Burleson	13C01 - Diabetic Problems - P2	01:12:15		1								
Crowley	Crowley 54	06/30/2021 17:34:57	1805632	1	Burleson	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - P1	00:50:17		1								
Crowley	Crowley 54	06/03/2021 18:20:19	1772017	2	Burleson	Diabetic Problems - P2	00:04:47		0								
Crowley	Crowley 54	06/04/2021 12:44:22	1772817	2	Burleson	Unknown number of patients - Vehicle vs. vehicle - P2	01:00:01		1								
Crowley	Crowley 54	06/05/2021 06:38:52	1773933	2	Burleson	MEDICAL - Sick Person (Specific Diagnosis) - P2	00:27:05		0								
Crowley	Crowley 54	06/08/2021 18:41:02	1778158	1	Burleson	Other lung problems - Breathing Problems - P1	01:30:10		1								
Crowley	Crowley 54	06/11/2021 10:21:50	1781324	2	Burleson	Traffic Collision / Transportation Incident - P2	00:03:38	Reassign	0								
32																	
Eagle Mountain		Eagle Mountain		06/26/2021 15:31:47		1800446		2		Fort Worth		28C03 - F - Stroke (CVA) / Transient Ischemic Attack (TIA) - STRONG evidence of stroke (< T hours) - P2		01:25:57		1	
Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX								
Eagle Mountain	Eagle Mountain	06/24/2021 18:29:56	1798253	2	Saginaw	29B05 - V - Vehicle vs. vehicle - Multiple patients - P2	00:02:28		0								
Eagle Mountain	Eagle Mountain	06/26/2021 10:05:37	1800123	2	Fort Worth	33C01 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	01:06:17		1								
Eagle Mountain	Eagle Mountain	06/22/2021 16:15:11	1795710	2	Fort Worth	33C02 - T - Transfer / Interfacility / Palliative Care - Transfer/Interfacility - P2	00:56:28		1								
Eagle Mountain	Eagle Mountain	06/28/2021 14:54:30	1803102	3	Fort Worth	11O01 - F - Choking - Food - P3	01:19:33		1								
Eagle Mountain	Eagle Mountain	06/30/2021 16:33:50	1805516	2	Fort Worth	29A02 - V - Traffic Collision / Transportation Incident - Multiple patients - P3	00:12:30		0								
Eagle Mountain	Eagle Mountain	06/28/2021 09:44:54	1802781	2	Fort Worth	23C01 - I - Overdose / Poisoning (Ingestion) - Intentional - P2	01:12:56		1								
Eagle Mountain	Eagle Mountain	06/27/2021 01:52:09	1801330	2	Fort Worth	31C01 - Unconscious / Fainting (Near) - P2	00:07:32	FD/PPD Cancelled MedStar	0								
Eagle Mountain	Eagle Mountain	06/29/2021 23:41:40	1804738	2	Fort Worth	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - P2	0:43:01		0								



# MedStar Mutual Aid Response Task Time Report

Criteria: Period: 06/01/2021 thru 06/30/2021

Eagle Mountain	Eagle Mountain	06/01/2021 17:46:14	1769667	2	Lakeside	Diabetic Problems - P2	01:41:10		1
Eagle Mountain	Eagle Mountain	06/02/2021 07:42:21	1770163	1	Fort Worth	Sick Person (Specific Diagnosis) - P1	01:07:14		1
Eagle Mountain	Eagle Mountain	06/03/2021 15:28:52	1771754	2	Fort Worth	Suicide threatened - P2	00:24:06	FD/PD Cancelled MedStar	0
Eagle Mountain	Eagle Mountain	06/04/2021 09:40:48	1772605	3	Saginaw	Sick Person (Specific Diagnosis) - P3	00:01:07	Reassign	0
Eagle Mountain	Eagle Mountain	06/04/2021 10:12:53	1772653	1	Haslet	Transfer / Interfacility / Palliative Care - P1	00:20:00	AMA - Assessed and/or Treated & Released	0
Eagle Mountain	Eagle Mountain	06/04/2021 14:13:03	1772924	2	Fort Worth	Diabetic Problems - P2	01:10:11		1
Eagle Mountain	Eagle Mountain	06/08/2021 09:34:12	1777581	2	Fort Worth	Suicide threatened - P2	00:08:00	FD/PD Cancelled MedStar	0
Eagle Mountain	Eagle Mountain	06/08/2021 20:01:57	1778253	1	Fort Worth	Multiple patients - HIGH VELOCITY impact - P1	01:12:45		1
Eagle Mountain	Eagle Mountain	06/09/2021 09:04:28	1778771	1	Fort Worth	Chest Pain / Chest Discomfort (Non-Traumatic) - P1	01:02:22		1
Eagle Mountain	Eagle Mountain	06/09/2021 12:41:13	1778991	2	Lake Worth	Diabetic Problems - P2	01:16:49		1
Eagle Mountain	Eagle Mountain	06/09/2021 16:53:48	1779299	2	Fort Worth	Unknown number of patients - Traffic Collision / Transportation Incident - P2	00:01:22	FD/PD Cancelled MedStar	0
Eagle Mountain	Eagle Mountain	06/09/2021 18:19:48	1779453	2	Fort Worth	Multiple patients - Traffic Collision / Transportation Incident - P2	00:51:41		1
Eagle Mountain	Eagle Mountain	06/11/2021 10:30:43	1781344	2	Lakeside	Greater than "T" hours since the symptoms started - Headache - P2	01:06:09		1
Eagle Mountain	Eagle Mountain	06/12/2021 13:17:14	1782830	1	Saginaw	Convulsions / Seizures - P1	01:05:14		1
Eagle Mountain	Eagle Mountain	06/13/2021 17:23:02	1784553	2	Fort Worth	Weapons - Overdose / Poisoning (Ingestion) - P2	00:25:01		0
Eagle Mountain	Eagle Mountain	06/14/2021 11:15:13	1785344	2	Fort Worth	Multiple patients - Vehicle vs. vehicle - P2	01:02:15		1
Eagle Mountain	Eagle Mountain	06/14/2021 14:08:55	1785520	2	Fort Worth	Intentional - Overdose / Poisoning (Ingestion) - P2	00:34:06	AMA - Transported by Law Enforcement	0
Eagle Mountain	Eagle Mountain	06/15/2021 20:07:00	1787142	1	Fort Worth	Sick Person (Specific Diagnosis) - P1	01:18:05		1



# MedStar Mutual Aid Response Task Time Report

Criteria: Period: 06/01/2021 thru 06/30/2021

Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX
Eagle Mountain	Eagle Mountain	06/16/2021 11:10:45	1787775	2	Lake Worth	Accidental - Overdose / Poisoning (Ingestion) - P2	01:11:52		1
Eagle Mountain	Eagle Mountain	06/18/2021 10:44:48	1790401	2	Fort Worth	Public place (street, parking garage, market) - Falls - P2	00:38:50	AMA - Assessed and/or Treated & Released	0
Eagle Mountain	Eagle Mountain	06/18/2021 11:08:31	1790485	2	Fort Worth	CLEAR evidence of stroke (< T hours) - Stroke (CVA) / Transient Ischemic Attack (TIA) - P2	00:56:39		1
Eagle Mountain	Eagle Mountain	06/21/2021 09:20:38	1794138	1	Fort Worth	Electrocution - Electrocution - P1	01:18:37		1
Eagle Mountain	Eagle Mountain	06/21/2021 15:43:22	1794552	2	Haslet	Multiple patients - Vehicle vs. vehicle - P2	0:55:04		0
5									
<b>Johnson County</b>									
Johnson County	AMR JC 1	06/25/2021 09:36:22	1798920	2	Burleson	06C01 - A - Breathing Problems - Asthma - P2	01:07:12		1
Johnson County	AMR JC 1	06/23/2021 01:52:08	1796314	3	Burleson	04B03 - A - Assault / Sexual Assault / Stun Gun - Assault - P2	00:14:23		0
Johnson County	AMR JC 1	06/04/2021 12:55:05	1772844	1	Burleson	Auto vs. bicycle/Auto vs. motorcycle - Traffic Collision / Transportation Incident - P1	00:50:49		1
Johnson County	AMR JC 1	06/18/2021 11:37:12	1790520	3	Burleson	Falls - ECNS Eligible	01:19:03		1
Johnson County	AMR JC 1	06/20/2021 08:31:36	1792956	3	Burleson	Falls - P3	00:20:55		0
5									
<b>Life Care EMS</b>									
Life Care EMS	Life Care EMS (Willow Park)	06/04/2021 09:58:56	1772631	2	Fort Worth	Falls - P2	01:19:05		1
Life Care EMS	Life Care EMS (Springtown)	06/12/2021 22:16:35	1783614	2	Lakeside	Less than "T" hours since the symptoms started - Stroke (CVA) / Transient Ischemic Attack (TIA) - P2	01:14:19		1
Life Care EMS	Life Care EMS (Willow Park)	06/16/2021 10:54:37	1787786	3	White Settlement	On the ground or floor - Falls - FIRE ONLY	01:07:26	AMA - Assessed and/or Treated & Released	0
Life Care EMS	Life Care EMS (Willow Park)	06/17/2021 18:52:19	1789573	2	Fort Worth	Unconscious / Fainting (Near) - P2	00:43:21		0



# MedStar Mutual Aid Response Task Time Report

Criteria: Period: 06/01/2021 thru 06/30/2021

Life Care EMS		Life Care EMS (Willow Park)	06/18/2021 11:13:44	1790474	2	Fort Worth	Violent - Psychiatric / Abnormal Behavior / Suicide Attempt - P2	00:15:39		0
Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX	
Justin EMS	Justin	06/06/2021 00:31:42	1774908	3	Fort Worth	Falls - P3	00:49:00		1	
Justin EMS	Justin	06/19/2021 04:00:43	1791582	2	Fort Worth	GENERALIZED seizure (not FOCAL or Impending) - P2	01:08:10		1	
Justin EMS	Justin	06/22/2021 01:36:20	1795112	1	Fort Worth	COPD (Emphysema/Chronic bronchitis) - P1	00:03:50	Reassign	0	
<b>Justin EMS</b>										
<b>Watauga</b>										
Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time (Assign to Clear)	Cancel Reason	Resulted In TX	
Watauga	Watauga	06/23/2021 12:12:58	1796736	2	Haltom City	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients - P2	01:04:28		1	
Watauga	Watauga	06/04/2021 13:40:17	1772894	2	Fort Worth	Chest Pain / Chest Discomfort (Non-Traumatic) - P2	00:10:03	AMA - Assessed and/or Treated & Released	0	
Watauga	Watauga	06/19/2021 04:01:25	1791579	2	Haltom City	Abdominal Pain / Problems - P2	00:58:02		1	



# MedStar Response Time Reliability and AVG Response Time Performance

Period: Jun 2021

Member City	Pri	Calls	On Scene	Avg RT	Current Month			100 Response Compliance Period		
					Late Responses	On Time %	Extended Responses Count	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	7	7	00:09:23	3	57.1%	0	34	7	79.4%
	2	10	10	00:11:09	2	80.0%	2	89	12	86.5%
	3	7	6	00:11:02	1	85.7%	0	35	10	71.4%
<b>Total Blue Mound</b>		<b>24</b>	<b>23</b>							
Burlleson	1	110	106	00:08:38	28	74.5%	8	110	28	74.5%
	2	176	166	00:09:49	33	81.3%	13	176	33	81.3%
	3	82	70	00:14:07	20	75.6%	10	82	20	75.6%
	4	111	110	00:30:36	12	89.2%	3	111	12	89.2%
<b>Total Burlleson</b>		<b>479</b>	<b>452</b>							
Edgecliff Village	1	8	8	00:09:01	3	62.5%	0	62	12	80.6%
	2	13	12	00:09:23	2	84.6%	0	40	6	85.0%
	3	3	2	00:13:27	1	66.7%	0	53	6	88.7%
<b>Total Edgecliff Village</b>		<b>24</b>	<b>22</b>							
Forest Hill	1	49	47	00:10:04	20	59.2%	0	128	44	65.6%
	2	72	64	00:09:48	11	84.7%	3	72	11	84.7%
	3	39	35	00:12:11	4	89.7%	1	39	4	89.7%
<b>Total Forest Hill</b>		<b>160</b>	<b>146</b>							
Fort Worth	1	3047	2849	00:08:45	625	79.5%	118	3047	625	79.5%
	2	5170	4847	00:09:45	862	83.3%	186	5170	862	83.3%
	3	3218	2972	00:11:55	533	83.4%	153	3218	533	83.4%
	4	1272	1267	00:29:16	99	92.2%	37	1272	99	92.2%
<b>Total Fort Worth</b>		<b>12707</b>	<b>11935</b>							
Haltom City	1	101	97	00:09:58	36	64.4%	3	192	59	69.3%
	2	162	153	00:11:39	50	69.1%	8	162	50	69.1%
	3	105	94	00:13:03	23	78.1%	4	204	44	78.4%
	4	1	1	00:11:04	0	100.0%	0	10	0	100.0%
<b>Total Haltom City</b>		<b>369</b>	<b>345</b>							
Haslet	1	6	6	00:12:21	2	66.7%	1	70	21	70.0%
	2	12	11	00:09:47	2	83.3%	0	86	19	77.9%



# MedStar Response Time Reliability and AVG Response Time Performance

Period: Jun 2021

Member City	Pri	Calls	On Scene	Avg RT	Current Month			100 Response Compliance Period					
					Late Responses	On Time %	Extended Responses Count	Compliance Calculated Responses	Late Responses	On Time %			
<b>Total Haslet</b>		<b>20</b>	<b>18</b>										
	3	2	1	00:16:47	1	50.0%	0	0.0%	36	6	83.3%		
<b>Lake Worth</b>													
	1	28	27	00:08:52	7	75.0%	2	7.1%	28	7	75.0%		
	2	69	63	00:09:39	15	78.3%	6	8.7%	126	29	77.0%		
	3	29	21	00:11:17	5	82.8%	1	3.4%	29	5	82.8%		
	4	2	2	00:14:21	0	100.0%	0	0.0%	9	0	100.0%		
<b>Total Lake Worth</b>		<b>128</b>	<b>113</b>										
<b>Lakeside</b>													
	1	5	5	00:12:22	2	60.0%	1	20.0%	52	24	53.8%		
	2	8	7	00:12:44	4	50.0%	1	12.5%	65	32	50.8%		
	3	5	4	00:21:08	2	60.0%	1	20.0%	29	12	58.6%		
<b>Total Lakeside</b>		<b>18</b>	<b>16</b>										
<b>River Oaks</b>													
	1	16	16	00:10:11	5	68.8%	2	12.5%	81	26	67.9%		
	2	29	24	00:10:01	6	79.3%	0	0.0%	60	12	80.0%		
	3	19	14	00:13:19	6	68.4%	1	5.3%	68	17	75.0%		
<b>Total River Oaks</b>		<b>64</b>	<b>54</b>										
<b>Saginaw</b>													
	1	46	43	00:11:31	22	52.2%	5	10.9%	124	62	50.0%		
	2	64	52	00:12:38	27	57.8%	4	6.3%	64	27	57.8%		
	3	38	34	00:17:32	20	47.4%	9	23.7%	116	46	60.3%		
<b>Total Saginaw</b>		<b>148</b>	<b>129</b>										
<b>Sansom Park</b>													
	1	17	17	00:09:05	4	76.5%	2	11.8%	58	12	79.3%		
	2	58	56	00:09:44	12	79.3%	1	1.7%	90	19	78.9%		
	3	26	25	00:12:37	8	69.2%	2	7.7%	68	21	69.1%		
	4	5	5	00:23:52	0	100.0%	0	0.0%	44	4	90.9%		
<b>Total Sansom Park</b>		<b>106</b>	<b>103</b>										
<b>Westover Hills</b>													
	1	1	1	00:08:44	0	100.0%	0	0.0%	5	1	80.0%		
	2	4	3	00:11:55	3	25.0%	0	0.0%	13	4	69.2%		
	3	1	1	00:06:35	0	100.0%	0	0.0%	11	3	72.7%		
<b>Total Westover Hills</b>		<b>6</b>	<b>5</b>										
	1	7	7	00:09:29	2	71.4%	0	0.0%	73	10	86.3%		





# MedStar Response Time Reliability and AVG Response Time Performance

Period: Jun 2021

Member City	Pri	Calls	On Scene	Current Month				100 Response Compliance Period			
				Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Westworth Village	2	15	14	00:10:46	3	80.0%	0	0.0%	15	3	80.0%
	3	22	21	00:11:13	1	95.5%	0	0.0%	74	12	83.8%
<b>Total Westworth Village</b>		<b>44</b>	<b>42</b>								
White Settlement	1	58	58	00:08:54	13	77.6%	2	3.4%	101	24	76.2%
	2	115	113	00:09:23	21	81.7%	3	2.6%	115	21	81.7%
	3	69	64	00:13:09	12	82.6%	5	7.2%	69	12	82.6%
	4	7	7	00:47:36	2	71.4%	1	14.3%	54	6	88.9%
<b>Total White Settlement</b>		<b>249</b>	<b>242</b>								
System Wide	1	3506	3294	00:08:52	772	78.0%	144	4.1%	4165	962	76.9%
	2	5977	5595	00:09:50	1053	82.4%	227	3.8%	6343	1140	82.0%
	3	3665	3364	00:12:06	637	82.6%	187	5.1%	4131	751	81.8%
	4	1398	1392	00:29:26	113	91.9%	41	2.9%	1504	121	92.0%
<b>Total System Wide</b>		<b>14546</b>	<b>13645</b>								

# Tab G – FRAB

# Tab H – Chief Transformation Officer

# Transformation Report

July 2021

## Alternate Payment Models

- ET3 Model
  - We have started receiving Medicare payments for ET3 model interventions!
  - Enrollments slowly improving.
  - Focus group being formed to see how to improve enrollments
- Continuing to work with commercial insurers on agreements for payment for alternate *dispositions*.
- Updated 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.
- Working w/HHSC on revised State Plan Amendment for updated program rules

## Legislative Issues

- Federal:
  - Assisting with legislation on making Treatment in Place (TIP) 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
- Continuing to conduct mobile clinics for area businesses and with UNT on homebound vaccines
- Promoting vaccines and mAb through local media

## MedStarSaver+PLUS

- Pilot planned for expanding the model for StarSaver benefits plus MedStar on Demand services Effective 7/1/2021.
  - Mailers going out with current bills.
  - Web application in development.

## System Performance Committee

- Working on process improvement for STEMI bundles to meet system goals.

## Tiered System Response Pilot

- Recent hiring and credentialing of multiple EMTs has significantly improved BLS ambulance staffing
- Average BLS deployment up to an average of 6 units/day, up from an average of 2
- Using Quick Response Vehicles (QRVs) as a resource for increased BLS staffing
- Task Force Reviewing Data monthly
- Task Force recommends extending through the end of the Fiscal Year to gather more data
- Recent Outcomes below:

## BLS Ambulance Response Outcomes/Data as of 7/11/21

BLS Response Report Summary					
Through: 7/11/2021					
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	20	19	13	65.0%
5A01	Back Pain (Non-Traumatic)	3	3	3	100.0%
10C01	Chest Pain (Non-Traumatic)	1	1	0	
10C03	Chest Pain (Non-Traumatic)	1	1	0	0.0%
10D04	Chest Pain (Non-Traumatic)	3	1	0	0.0%
12A02	Convulsions/Seizure	1	1	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	11	10	8	72.7%
25O02	Psychiatric Problem/Abnormal Behavior/Suicide Attempt	9	7	7	77.8%
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	3	3	2	66.7%
26A08	Sick Person	6	6	6	100.0%
26A10	Sick Person	8	5	2	25.0%
26B01	Sick Person	1	1	0	0.0%
26C02	Sick Person	3	2	1	33.3%
26D01	Sick Person	1	1	0	0.0%
26O28	Sick Person	1	1	1	100.0%
28C01G	Stroke/CVA	1	0	0	0.0%
29A02V	Traffic/Transportation Incident (MVC)	7	5	3	42.9%
29A01V	Traffic/Transportation Incident (MVC)	3	1	1	33.3%
29B01	Traffic/Transportation Incident (MVC)	8	4	3	37.5%
29B01U	Traffic/Transportation Incident (MVC)	3	3	2	66.7%
29B01V	Traffic/Transportation Incident (MVC)	89	92	22	24.7%
29B03	Traffic/Transportation Incident (MVC)	2	1	0	0.0%
29B03U	Traffic/Transportation Incident (MVC)	10	15	4	40.0%
29B03V	Traffic/Transportation Incident (MVC)	10	10	2	20.0%
29B05	Traffic/Transportation Incident (MVC)	10	9	1	10.0%
29B05U	Traffic/Transportation Incident (MVC)	18	25	12	66.7%
29B05V	Traffic/Transportation Incident (MVC)	39	30	9	23.1%
29D01b	Traffic/Transportation Incident (MVC)	3	2	0	0.0%
29D02l	Traffic/Transportation Incident (MVC)	3	3	0	0.0%
29D02p	Traffic/Transportation Incident (MVC)	4	1	1	25.0%
29O1	Traffic/Transportation Incident (MVC)	1	1	0	0.0%
30B01	Traumatic Injury	2	2	2	100.0%
31C02	Unconscious/Fainting/Near-Fainting	1	1	1	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	49	15	10	20.4%
33C06	Transfer/Interfacility/Palliative Care	1	1	1	100.0%
<b>Total</b>		<b>379</b>	<b>312</b>	<b>139</b>	<b>36.7%</b>

### Presentations

- Hosted a national webinar on reducing red light and siren (HOT) responses due to the inherent dangers and lack of evidence that it makes a difference in patient outcomes.
- Now working with several national EMS/Fire Associations on a joint position statement.
- Dr. Vithalani and Dr. Fagan presenting in July on clinical integration for an EMS telehealth program.

<b>Event (location)</b>	<b>Date</b>	<b>Attendees</b>
ImageTrend Connect (virtual)	July 2021	~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
National Association of Accountable Care Orgs (D.C.)	September 2021	~400
Texas Assoc. of Rural & Comm. Hosp. (Round Rock)	September 2021	~300
EMS World Expo (Atlanta)	October 2021	~3,000

**Enhancing Patient Care Through Telehealth**  
 July 20 at 3 pm CT  
 1 Hour of Free CE

## Panelists



**Elizabeth Fagan,**  
**MD, FACEP**  
 Director of EMS and Education  
 Integrative Emergency Services  
 (IES) Healthcare





**Veer F. Vithalani,**  
**MD, FACEP, FAEMS**  
 Chief Medical Officer  
 MedStar Mobile Healthcare  
 System Medical Director,  
 Metropolitan Area EMS Authority



EMS is healthcare – delivered. Telehealth is enhancing patient outcomes and an experience of care through a deliberate balance between EMS Medical Control and the telehealth providers. Issues that need to be addressed include patient clinical eligibility, quality assurance between the EMS protocols and telehealth practice guidelines, training and education, as well as clinical outcome measures.

EMS managers, medical directors and other EMS personnel who provide clinical oversight of EMS care will learn best practices in telehealth clinical integration, quality assurance processes and outcome measures. Attendees will:

- Learn about the role of the EMS Medical Director in planning and implementation.
- Understand the clinical considerations for selecting a telehealth provider.
- Learn how to effectively integrate EMS Medical Direction with telehealth providers.
- Learn methods for facilitating inter-provider quality assurance.
- Understand outcome measures that can demonstrate clinical safety and effectiveness.

*Participation in the live webinar will offer 1 hour of CAPCE continuing education.*

### **Media Summary**

Local -

- Dispatch Assisted CPR
  - CBS 11
- July 4<sup>th</sup> Safety
  - CBS 11, NBC 5, ABC 8, FOX 4, S-T, KRLD, WBAP/KLIF
- COVID 19 Response Volume and Vaccine Clinics
  - CBS 11, NBC 5, ABC 8
- Heat Emergencies
  - CBS 11, NBC 5, ABC 8, FOX 4, S-T, KRLD, WBAP/KLIF, KERA

<b>ET3 Program Summary</b>		
April 5, 2021 through: <b>7/15/2021</b>		
<b>Overall Emergency Response Volume</b>		
Documented Medicare Patient Contacts	11,012	
≥ 65	8,852	80.4%
< 65	2,160	19.6%
Transported	8,478	77.0%
AMA (incl. Refused All Care & Refusal w/o Capacity)	1,170	10.6%
ET3 Telehealth Intervention	83	0.8%
Outcomes		
Transported	20	24.1%
Hospital ED	19	
Other	1	
TIP	46	55.4%
Dispatch Health Referral	14	
AMA Data - Medicare Documented as Payer	541	
Telehealth Not Offered	178	
Healthcare facility	40	
Suspicion of moderate or high-acuity illness	99	
Pt. unable to demonstrate decisional capacity	12	
Pt. in Custody	5	
Ambulance Not on Scene	2	
Scene Safety Concern	5	
Age < 1 yr	1	
Not documented	14	
Telehealth Offered	360	
Telehealth Declined by Patient	312	86.7%
Telehealth Accepted	48	13.3%
Telehealth Connection Issue	12	3.3%

## **Kudos to these Team members for recent patient-centered dispositions to these ET3 Interventions!**

### **John Hartman & Roman Gill**

*Arrived on scene to find an 85-year-old male sitting on the edge of a bathtub and holding pressure to his right foot. He is alert and oriented x4. According to the patient, he was clipping his toenails and accidentally slipped with his hand and cut his 4th right toe. Patient denies any significant pain in his toe. He has no other complaints.*

*A small laceration is noted on the top of his 4th right toe. There is a small trail of blood throughout his house. A small adhesive bandage is placed on the affected toe which appears to control the bleeding. Patient asks for assistance in getting his clothes and crew assists. He is then helped to his living room and sat on a chair where his vitals are gathered. An irregular heart beat is noted upon palpation of radial pulse. ECG rhythm often fluctuates from atrial fibrillation, sinus arrhythmia, and bigeminy PVCs.*

*Patient is offered transportation to the hospital. Patient states that he would prefer avoiding the hospital if possible. He is then offered consultation with a doctor using the telehealth program. Patient gives consent for a telehealth consultation. Crew uses telehealth program and contacts Dr. Sara Abidi. She is given a patient report and is shown the patient's toe. Dr. Abidi is also shows EKG on monitor.*

*After discussion with patient and crew, Dr. Abidi suggests following up with his primary care physician and receiving a tetanus shot. Patient agrees and says that he will make an appointment with his doctor for Wednesday. Dr. Abidi directs crew to place a more bulky dressing with gauze on the affected toe and crew does so. Patient is told to keep the wound clean and change out the bandage with an adhesive one if needed after 24 hours. Patient has no more questions for crew and he is told he may call 911 again at any time. Patient care ends.*

### **Brandon Wattleworth & Johnnie Price**

*Unit XX arrived on scene to find patient sitting on her chair. It was reported that the patient fell and injured her left lower leg on Sunday. She was treated by EMS and taken to the hospital. She called for EMS again yesterday and today due to having continued pain in her leg. She adamantly denied any increased pain, or other complaints or symptoms. She relayed that she did not wish to go to the hospital, and stated that she "just want[s] pain medication." She was assessed and found to be AOX4 GCS 15, hypertensive, with all other vitals within normal limits. Patient reported that she has been non-compliant with her hypertension medication. Pupils were equal and reactive bilaterally. Breath sounds were clear on auscultation. CMS was intact with no acute focal deficits. Abdomen was soft and not tender. She had a laceration to the posterior left lower leg with bruising and no active bleeding, swelling or inflammation. Patient is ambulatory with assistance. EMS offered a Telehealth consult, which the patient accepted. After consult, patient was prescribed antibiotics and pain medication by Telehealth care provider. Her son reported that he would pick up the medications for his mother. EMS also contacted dispatch mobile health and set an appointment for patient to be visited later this afternoon. Patient remained stable for the duration of care. Patient was released and left on scene with her son. EMS cleared from scene.*

### **Michelle Hernandez & Francisco Chairez**

*MXM dispatched for a sick person. AOSTF a XX year old male who is sitting on the couch complaining of blood in his urine. The pt reports he has been having the urge to urinate all day and when he was finally able to he noticed blood in his urine. He denies any pain or fever. The pt goes to dialysis tue, Thur, Sat and has not missed any days. The pt is A&Ox4, GCS 15, his skin is warm and dry, respirations are regular and non labored, he has a strong and regular pulse. Breath sounds are clear and equal bilaterally with equal chest rise and fall. No obvious signs of trauma noted. The pt was assessed on scene. Vitals and history were gathered. He stated he would rather go to the doctor after going to dialysis later today. Telehealth consult was offered and the pt agreed. After speaking with physician, the physician agreed it would be fine to follow up with his doctor later today after dialysis. The pt signed AMA and was left on scene with his caretaker.*

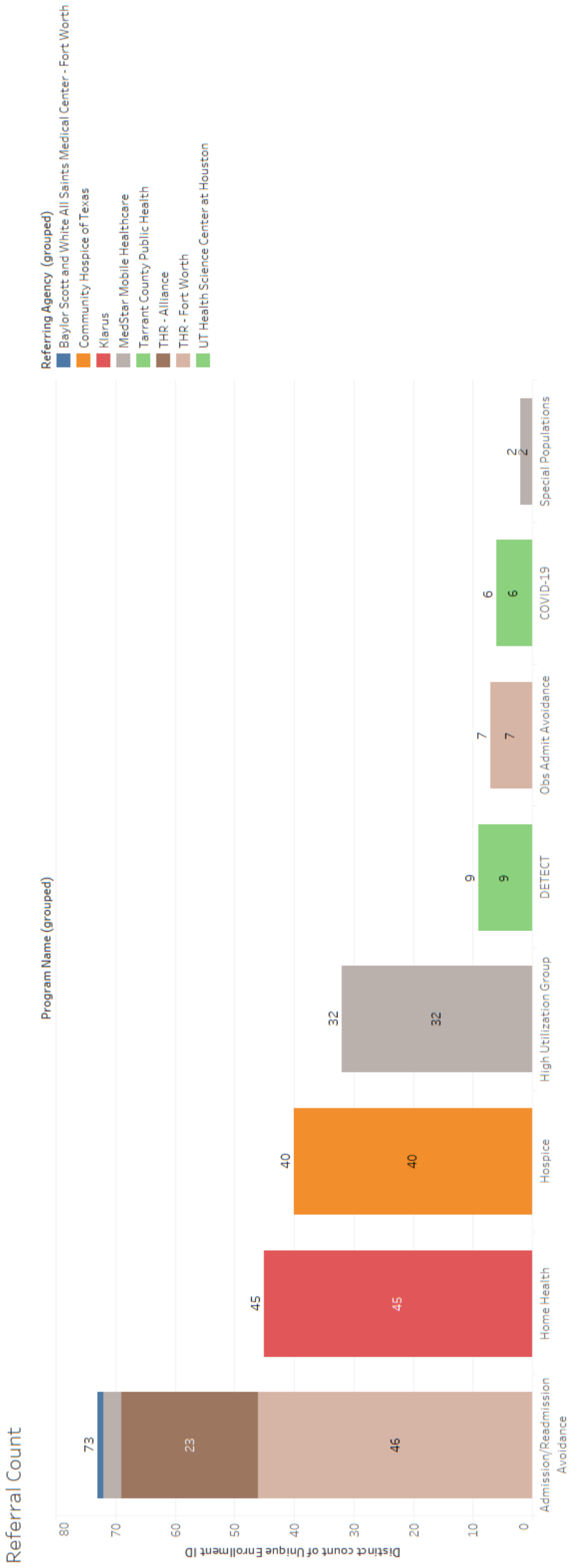


# MedStarSaver Enrollment Report

Membership New / Renewal Comparison												
	2016	2017	2018	2019	2020	2021	% Change	Cumulative	% Change	2020	2021	% Change
<b>New Households</b>	35	37	38	21	44	96		21		44	96	
January	58	32	41	38	34	66	-44.7%	59	-25.3%	44	96	118.2%
February	51	144	48	35	92	123	14.5%	94	-30.4%	78	162	94.1%
March	40	184	45	44	112	280	-18.8%	138	80.9%	170	61	-33.7%
April	48	232	34	27	54	321	0.5%	165	-2.7%	282	57	-49.1%
May	24	256	40	31	196	352	-1.3%	214	-23.3%	336	41	-24.1%
June	22	278	31	37	233	352	-6.6%	250	-22.9%	391	31	-43.6%
July	36	314	35	264	46	352	-7.2%	281	-17.1%	437	352	-100.0%
August	42	356	22	276	79	352	1.9%	316	-16.5%	516	352	-100.0%
September	53	409	38	3	90	352	0.6%	338	59.8%	606	352	-100.0%
October	32	441	16	3	637	352	-3.2%	354	-10.6%	31	352	-100.0%
November	9	450	25	13	35	352	-0.5%	379	46.7%	672	352	-100.0%
December	450	458	40	25	48	352	1.8%	419	-8.5%	720	352	-100.0%
<b>Total New Member Households</b>	450	458	419	581	720	352		581	38.7%	720	352	
<b>Renewing Households</b>	2016	2017	2018	2019	2020	2021	% Change <td>Cumulative</td> <td>% Change <td>2020</td> <td>2021</td> <td>% Change</td> </td>	Cumulative	% Change <td>2020</td> <td>2021</td> <td>% Change</td>	2020	2021	% Change
January	454	344	347	216	183	159	0.9%	216	-37.8%	183	159	-13.1%
February	306	117	546	210	66	295	-39.3%	426	-52.3%	249	295	106.1%
March	192	78	96	335	44	434	-43.4%	761	-23.1%	44	139	215.9%
April	1137	788	1293	954	947	880	-36.5%	1715	-24.8%	1240	1314	-7.1%
May	910	1493	453	377	321	1654	-6.0%	2092	-23.5%	1561	340	5.9%
June	354	3353	395	376	474	1985	-0.4%	2468	-21.2%	2035	331	-30.2%
July	357	3710	287	279	360	1985	-5.3%	3417	-19.6%	2395	1985	-100.0%
August	335	4045	335	269	196	1985	-2.3%	3016	-19.6%	196	1985	-100.0%
September	326	4371	132	162	457	1985	-5.9%	3178	-18.2%	3048	1985	-100.0%
October	192	4563	269	166	110	1985	-5.0%	3344	-19.5%	110	1985	-100.0%
November	165	4728	75	75	66	1985	-5.3%	3419	-19.1%	66	1985	-100.0%
December	126	4854	292	238	627	1985	-2.6%	3657	-19.1%	627	1985	-100.0%
<b>Total Renewing Households</b>	4854	4727	4520	3657	3851	1985		3657	5.3%	3851	1985	
<b>Total Member Households</b>	5304	5185	4939	4238	4571	2337		4238		4571	2337	

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

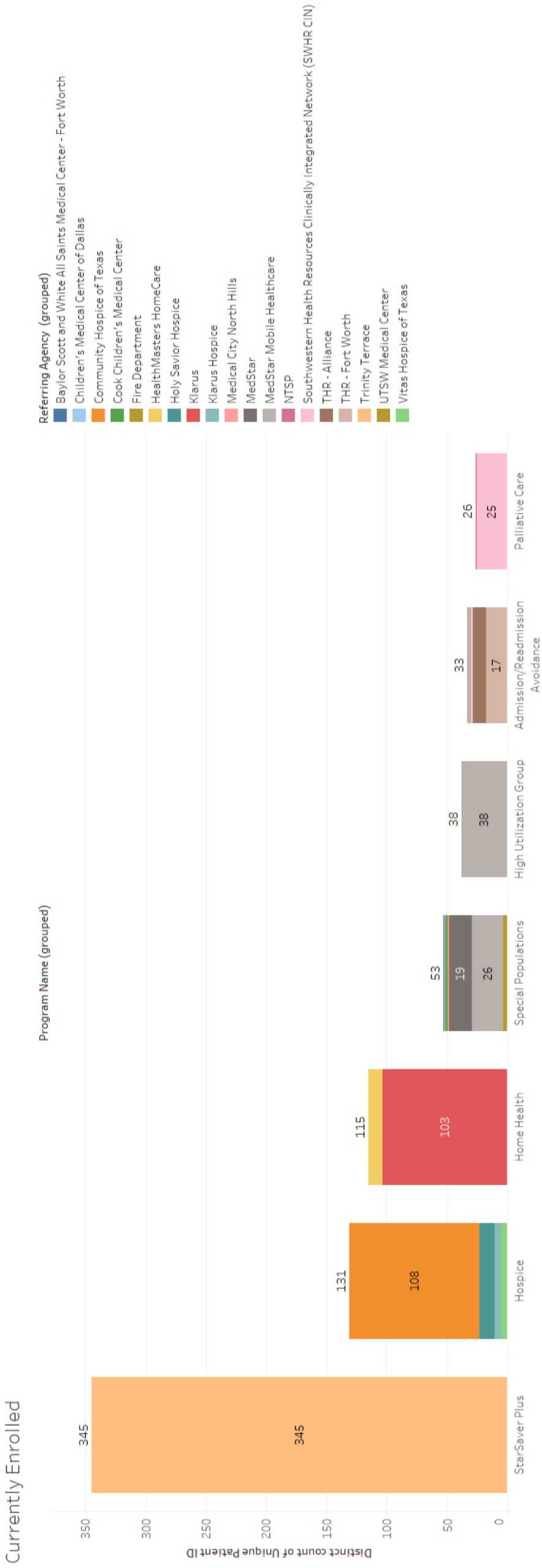
# MIH Referrals - June 2021



# MIH Enrollments - June 2021



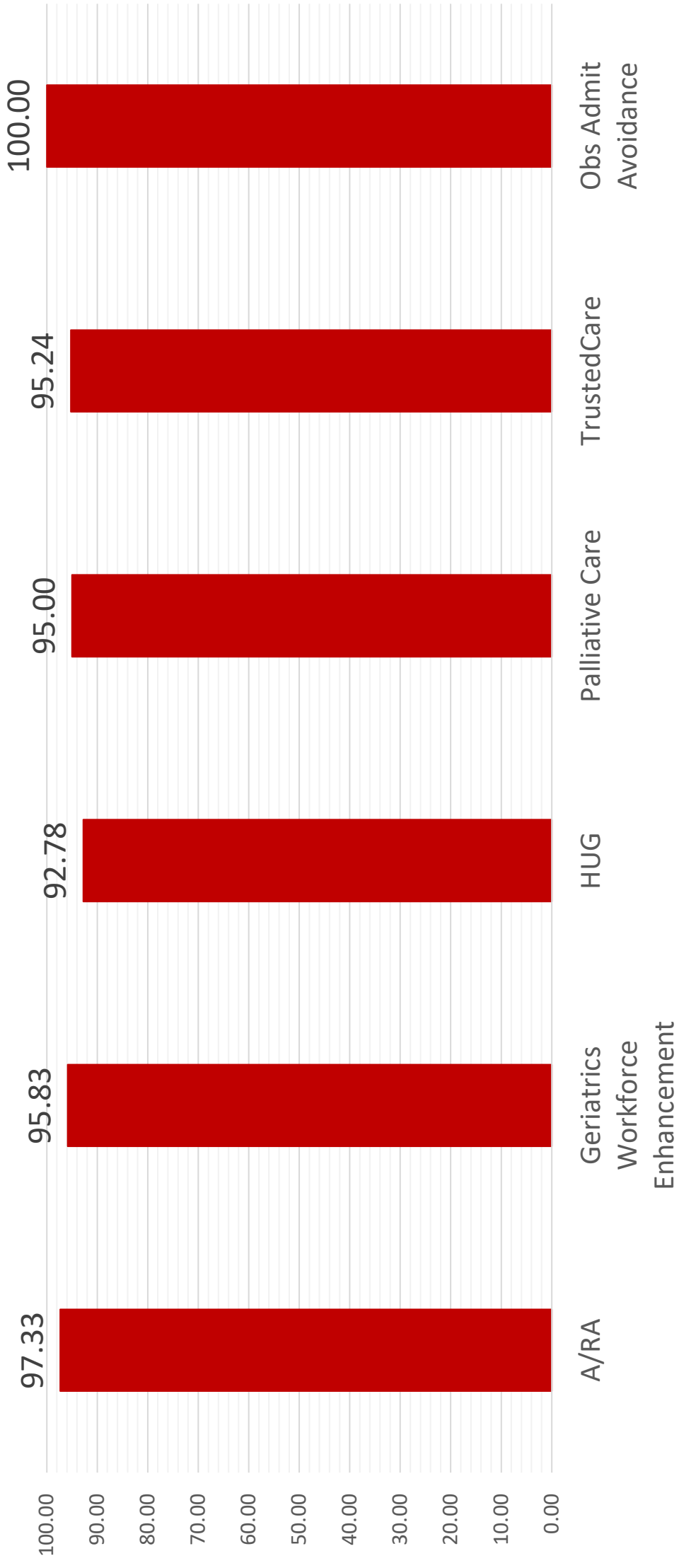
# Currently Enrolled MIH Clients



# MIH Program Health Status Scores

Patient Self-Assessment of Health Status (1)												
As of: 6/30/2021												
High Utilizer Group				Admission/Readmission Avoidance				Obs Admit Avoidance				
Sample Size	Enrollment	Graduation	Change	Enrollment	Graduation	Change	Enrollment	Graduation	Change	Enrollment	Graduation	Change
	320			706			69					
Mobility (2)	2.29	2.51	9.7%	2.31	2.53	9.3%	2.42	2.55	5.4%			
Self-Care (2)	2.56	2.73	6.9%	2.57	2.73	6.2%	2.70	2.78	2.9%			
Perform Usual Activities (2)	2.26	2.60	15.1%	2.32	2.61	12.1%	2.49	2.55	2.6%			
Pain and Discomfort (2)	2.01	2.36	17.6%	2.42	2.61	7.9%	2.20	2.34	6.6%			
Axiety/Depression (2)	2.23	2.54	13.8%	2.51	2.73	8.5%	2.51	2.76	9.9%			
<b>Overall Health Status (3)</b>	5.28	6.96	31.9%	5.55	7.08	27.5%	5.05	6.92	37.0%			
<b>Notes:</b>												
1. Average scores of pre and post enrollment data from EuroQol EQ-5D-3L Assessment Questionnaire												
2. Score 1 - 3 with 3 most favorable												
3. Score 1 - 10 with 10 most favorable												

# EMSST Survey Scores by MIH Program



# Hospital Utilization Readmission Avoidance Program

Hospital Utilization	All Referral Sources					
As of:	6/30/2021					
	Before Enrollment (1)	Enrollment Period (2)	After Graduation (3)	Change	30-Day Readmission (4)	
Sample Size (5)	280					
Emergency Department Utilization	123	45	74	-39.84%	16.07%	
Unplanned Admission	275	50	114	-58.55%		
<b>Notes:</b>						
	1. Count of ED admissions/IP admissions during the 12 months prior to enrollment					
	2. Count of ED admissions/Count of Clients that readmitted during enrollment period					
	3. Count of ED admissions/IP admissions during the 12 months after graduation					
	4. Anticipated readmission rate of 100%					
	5. Patient enrollment criteria requires a prior 30-day readmission and/or the referral source expects the patient to have a 30-day readmission					

# COMMONLY USED ACRONYMS

## A

ACEP – American College of Emergency Physicians  
ACEP – American Academy of Pediatrics  
ACLS – Advanced Cardiac Life Support  
AED – Automated External Defibrillator  
ALJ – Administrative Law Judge  
ALS – Advance Life Support  
ATLS – Advanced Trauma Life Support

## B

BLS – Basic Life Support  
BVM – Bag-Valve-Mask

## C

CAAS – Commission on Accreditation of Ambulance Services (US)  
CAD – Computer Aided Dispatch  
CAD – Coronary Artery Disease  
CCT – Critical Care Transport  
CCP – Critical Care Paramedic  
CISD – Critical Incident Stress Debriefing  
CISM – Critical Incident Stress Management  
CMS – Centers for Medicare and Medicaid Services  
CMMI - Centers for Medicare and Medicaid Services Innovation  
COG – Council of Governments

## D

DFPS – Department of Family and Protective Services  
DSHS – Department of State Health Services  
DNR – Do Not Resuscitate

## E

ED – Emergency Department  
EKG – ElectroCardioGram  
EMD – Emergency Medical Dispatch (protocols)  
EMS – Emergency Medical Services  
EMT – Emergency Medical Technician  
EMTALA – Emergency Medical Treatment and Active Labor Act  
EMT – I – Intermediate  
EMT – P – Paramedic  
ePCR – Electronic Patient Care Record  
ER – Emergency Room

## F

FFS – Fee for service  
FRAB – First Responder Advisory Board  
FTE – Full Time Equivalent (position)  
FTO – Field Training Officer  
FRO – First Responder Organization

## G

GCS – Glasgow Coma Scale  
GETAC – Governor’s Emergency Trauma Advisory Council

## H

HIPAA – Health Insurance Portability & Accountability Act of 1996

## I

ICD – 9 – International Classification of Diseases, Ninth Revision  
ICD -10 – International Classification of Diseases, Tenth Revision  
ICS – Incident Command System

## J

JEMS – Journal of Emergency Medical Services

## K

## L

LMS – Learning Management System

## M

MAEMSA – Metropolitan Area EMS Authority  
MCI – Mass Casualty Incident  
MI – Myocardial Infarction  
MICU – Mobile Intensive Care Unit  
MIH – Mobile Integrated Healthcare