



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

MEMORANDUM

DATE: July 26, 2023
TO: MAEMSA Board of Directors
FROM: Kenneth J. Simpson, CEO
SUBJECT: Board of Directors ePacket for July 2023

Enclosed are the board reports for July 2023. If you have any questions, please feel free to contact me at (817) 522-2865 or ksimpson@medstar911.org.

Our Mission:

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

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Improving Systems and Educating Clinicians to Enhance Patient Outcomes

Education and Training

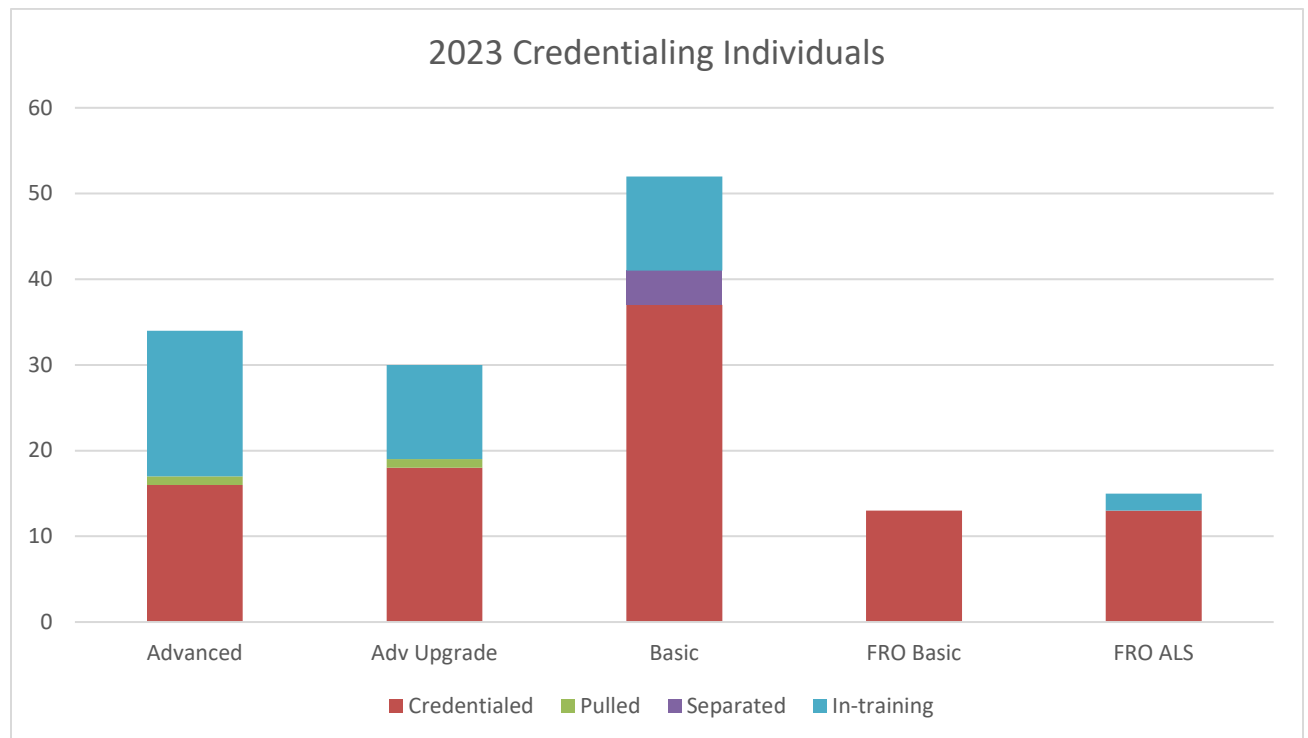
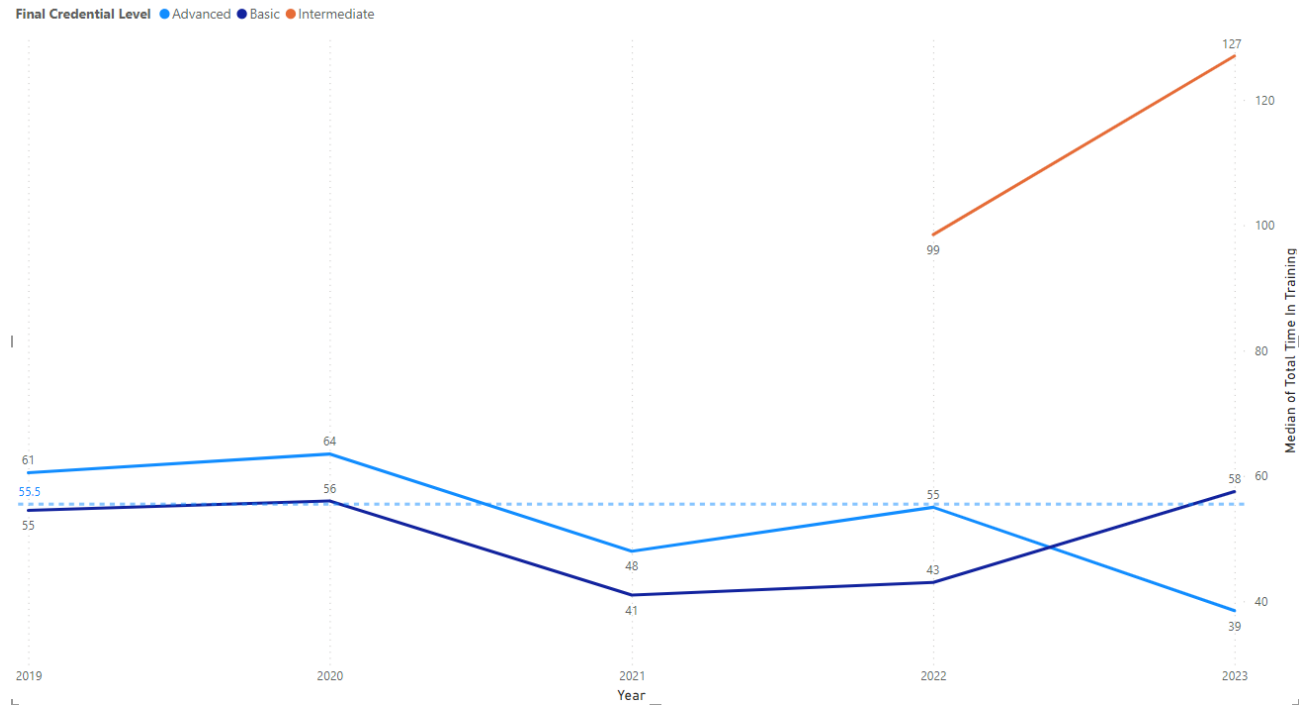
- OMD 23Q3CE – September
 - Protocol Update
- System Education Committee
 - Annual System CE plan developed
- MHP Course in July being scheduled
 - Course now accredited through TCC
- Card Course Attendance

Agency	BCLS	ACLS	Pedi	AMLS	PHTLS	Additional Course Challenges
MedStar	69	15	21	34	30	71
FRO	0	0	2	0	58	0
External	1	1	0	21	30	0

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

Credentiaing

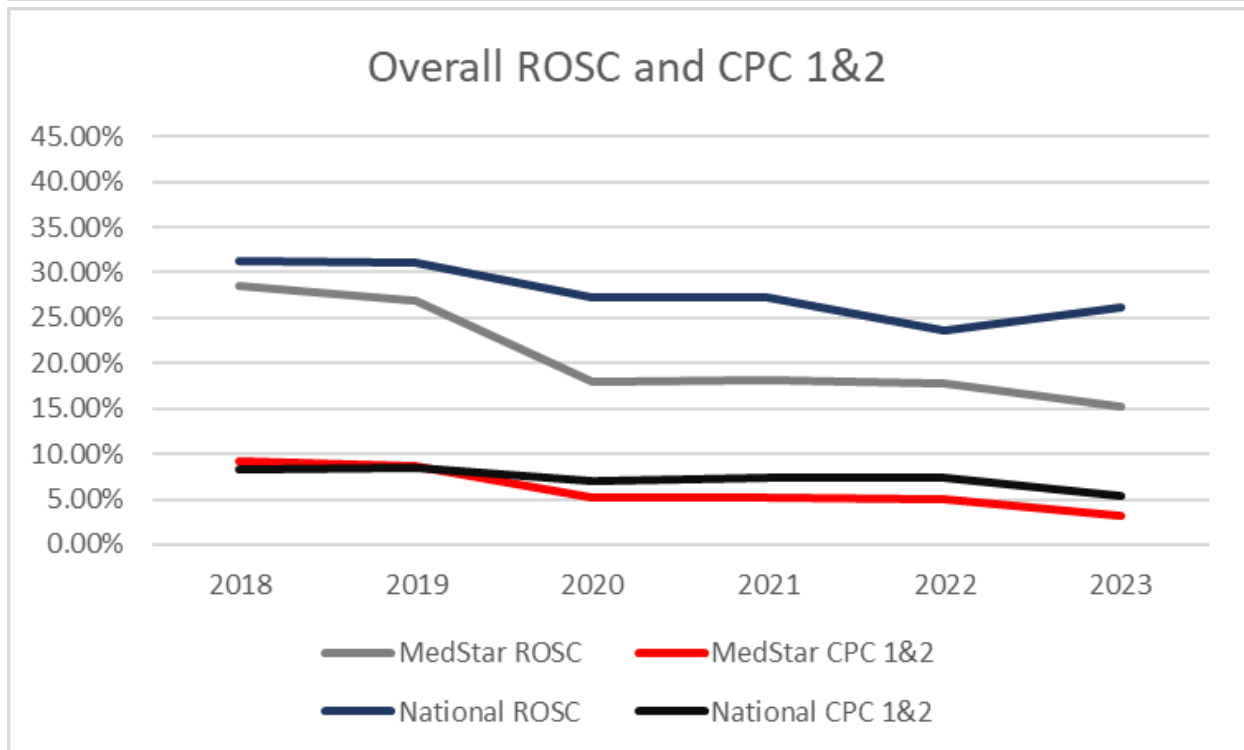
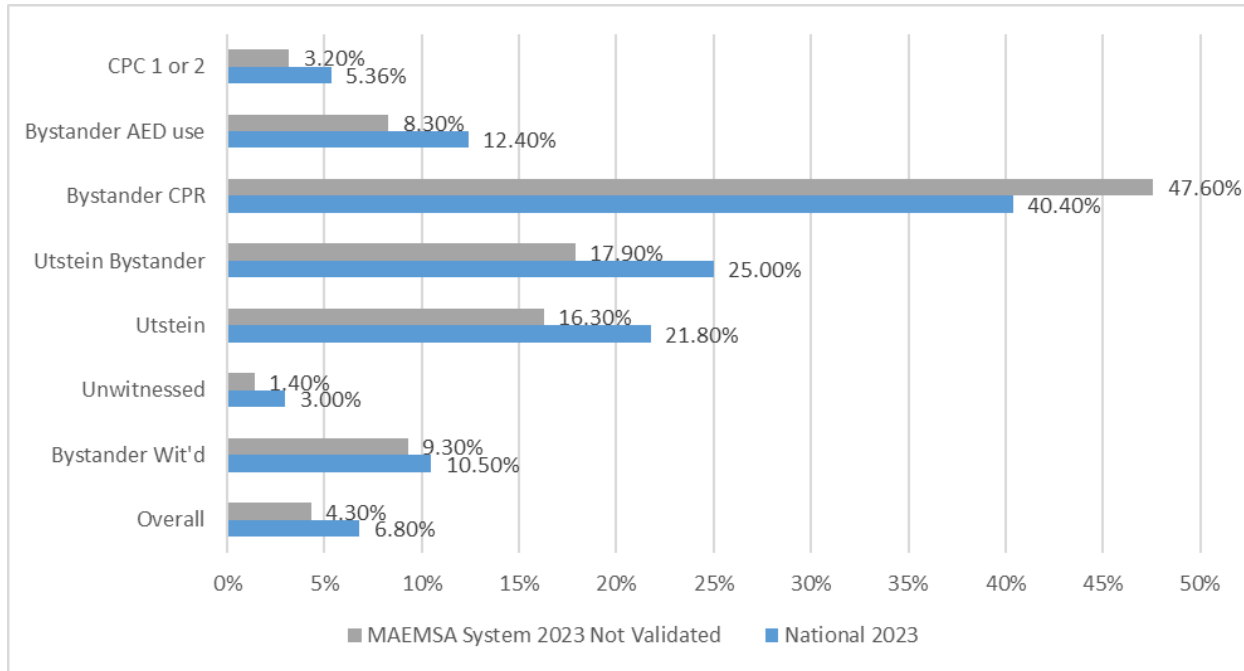
Median of Total Time In Training by Year and Final Credential Level



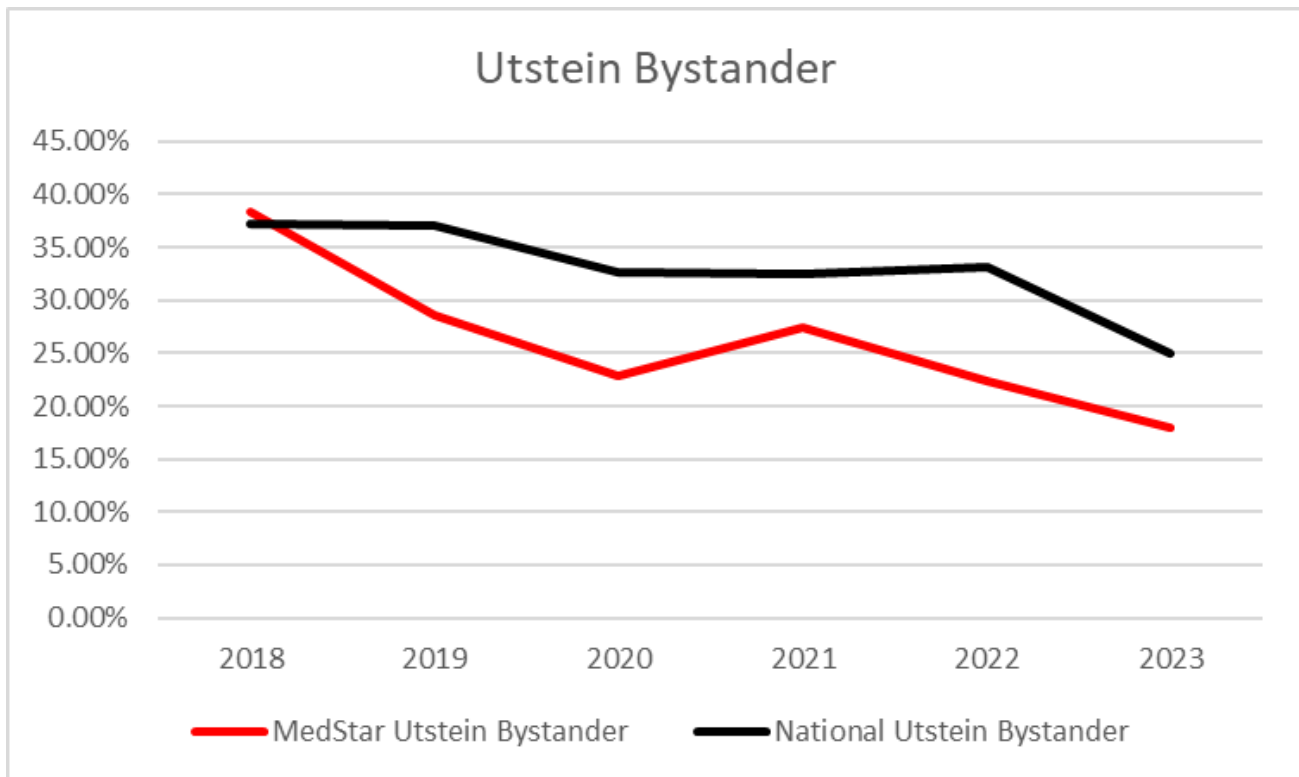
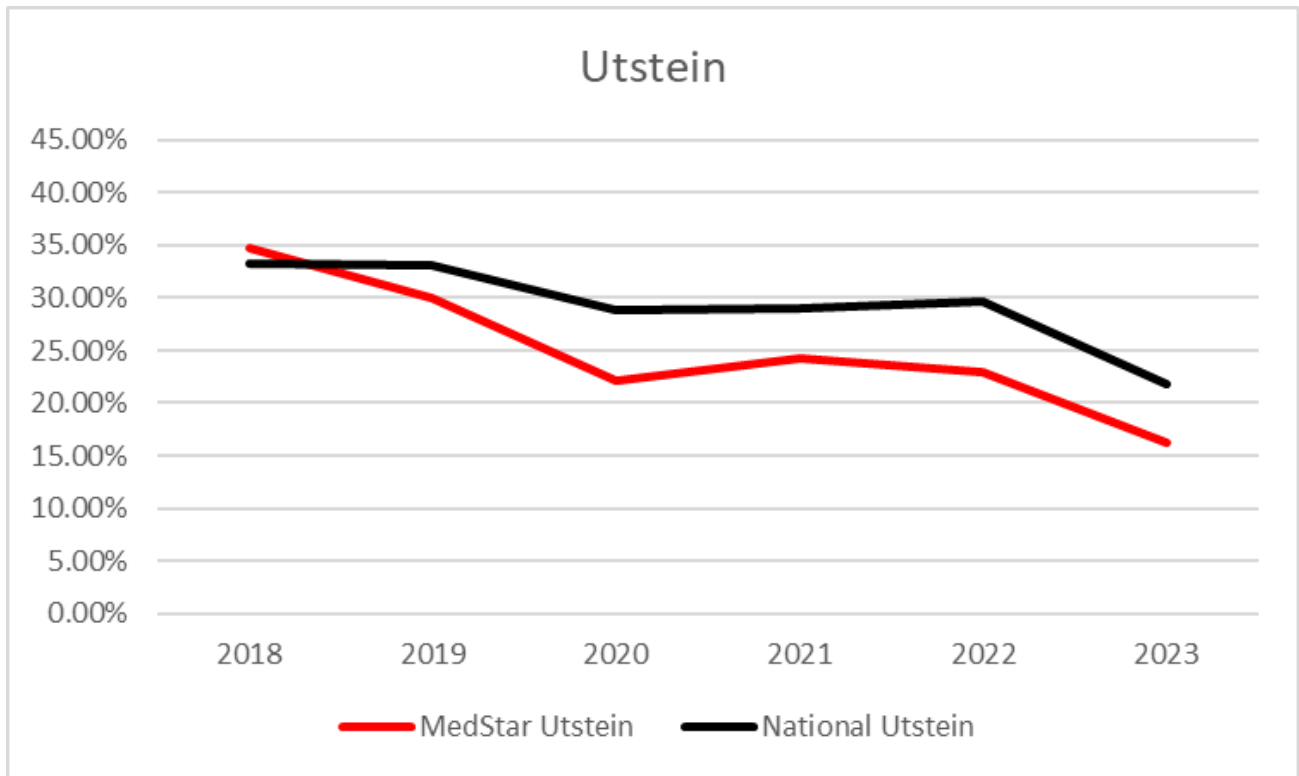
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Quality Assurance

- 532 worked cardiac arrest



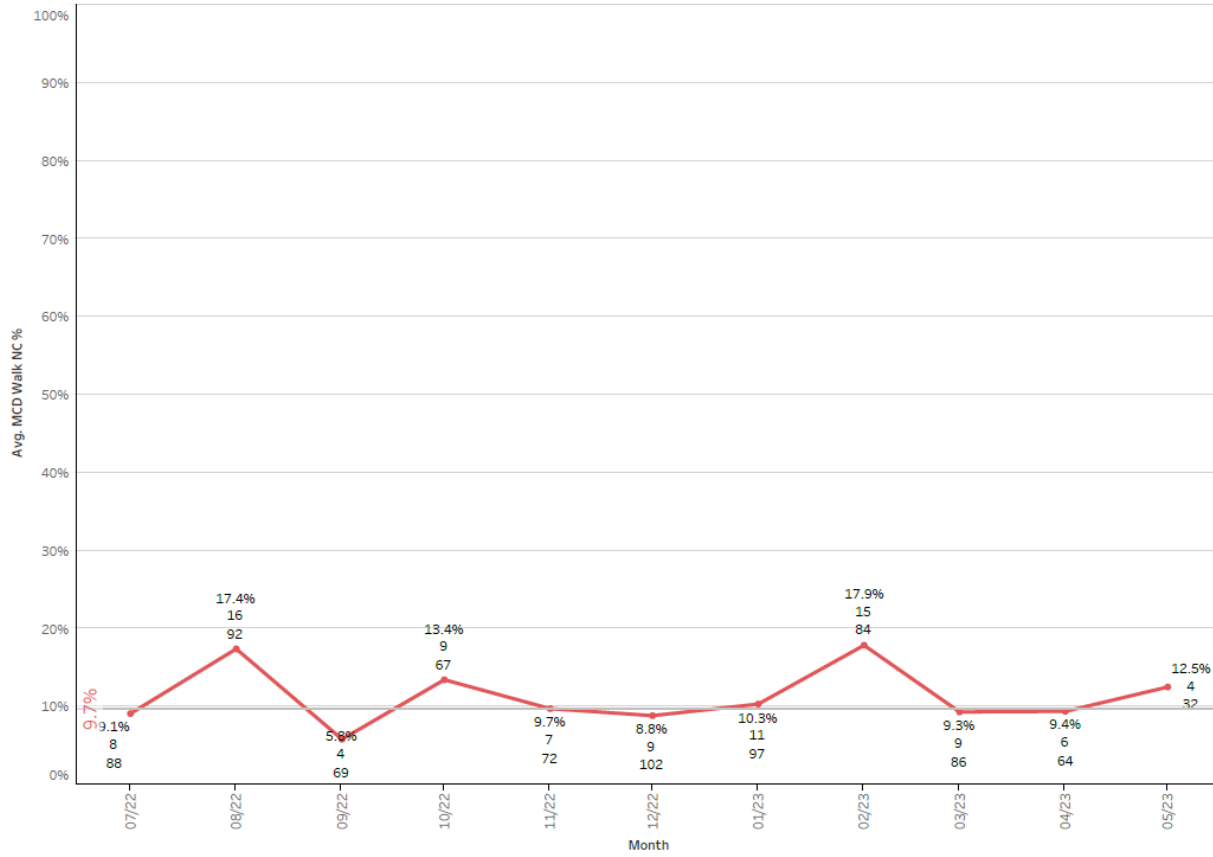
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- Mechanical Compression Device (MCD) incident of “Walk”

% of Uncorrected MCD Walk/Overall placement



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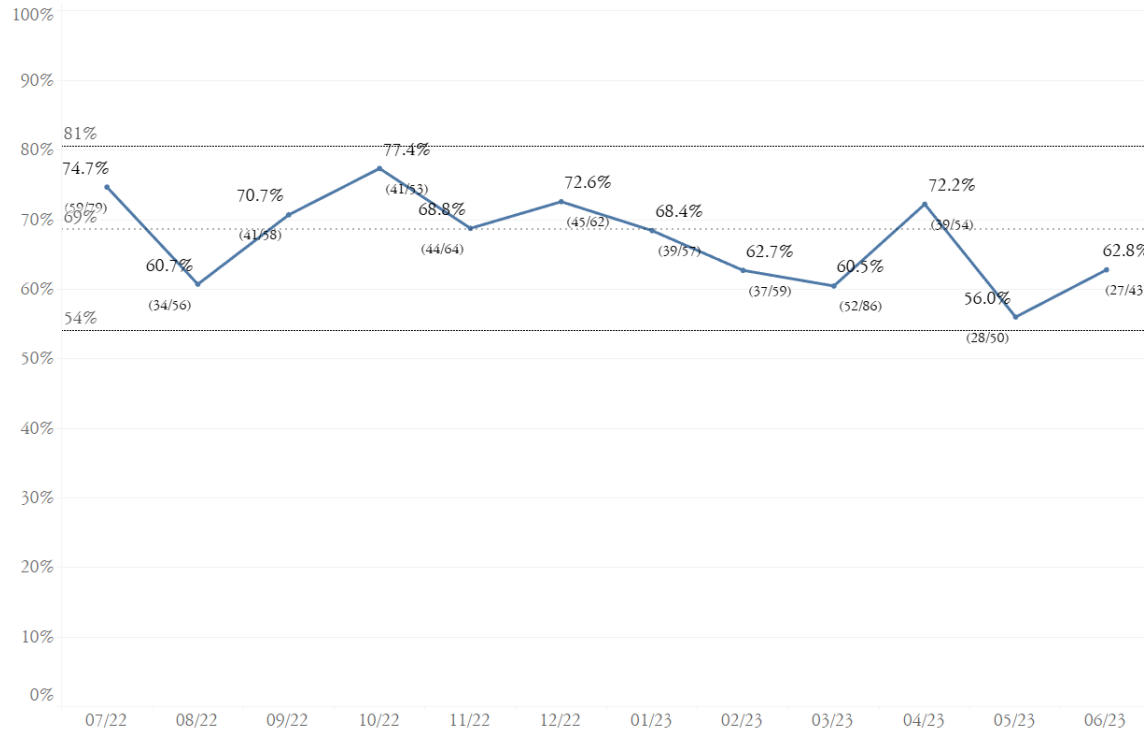


- Airway Management

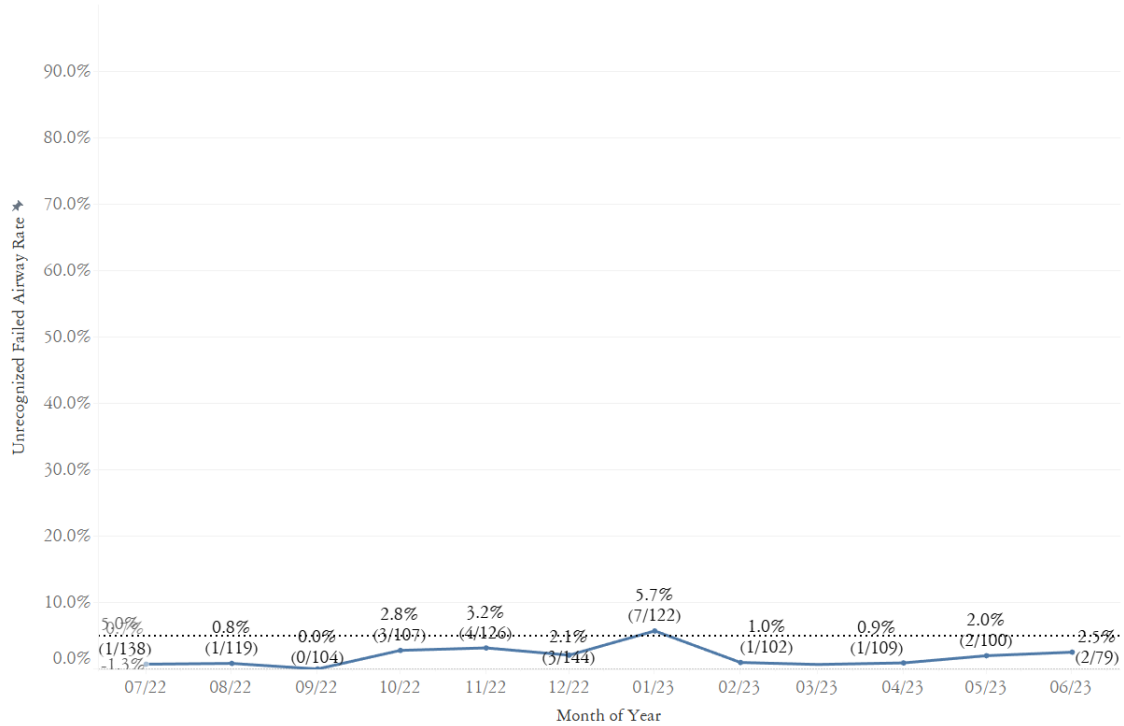
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www.fwomd.org

ET First Pass Success

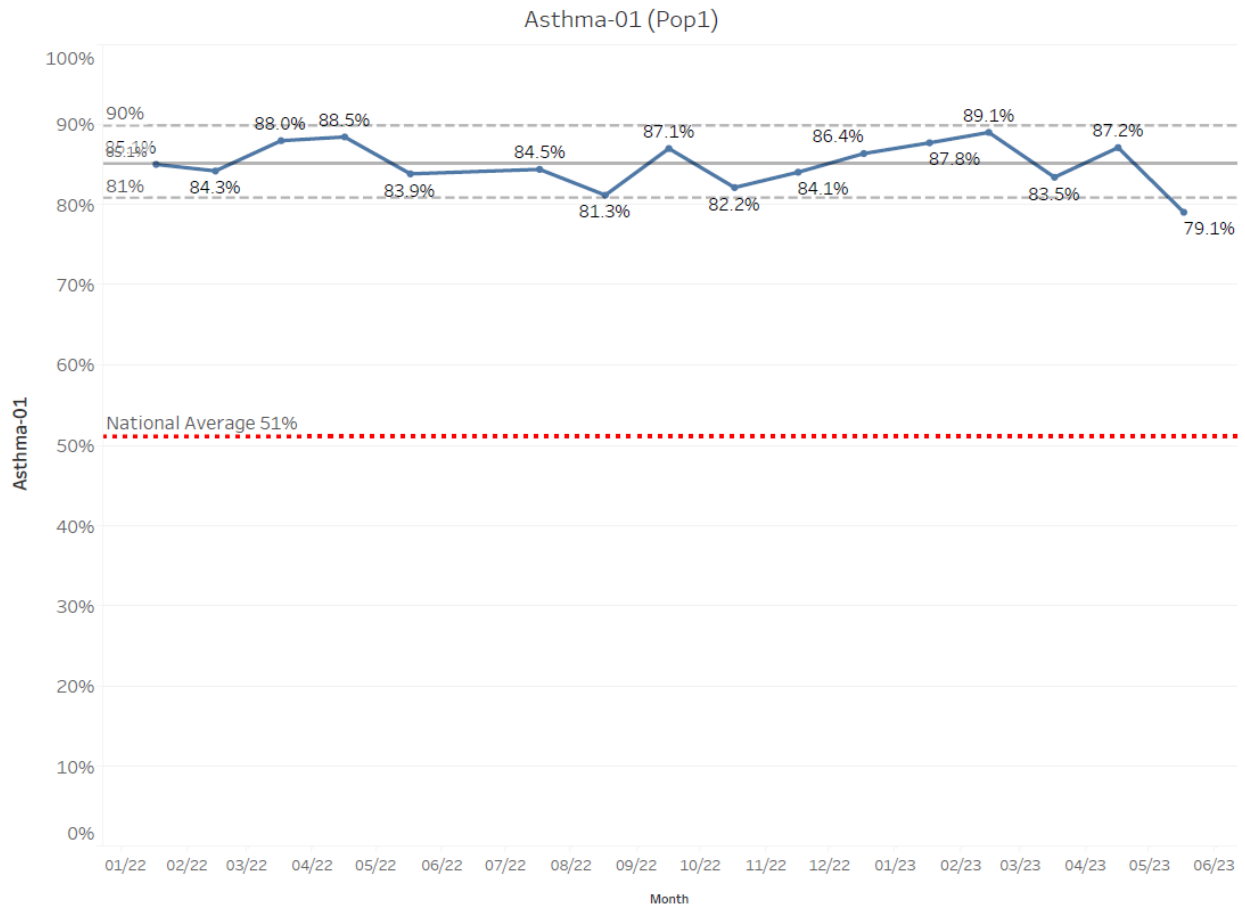


Unrecognized Failed Advanced Airway Rate

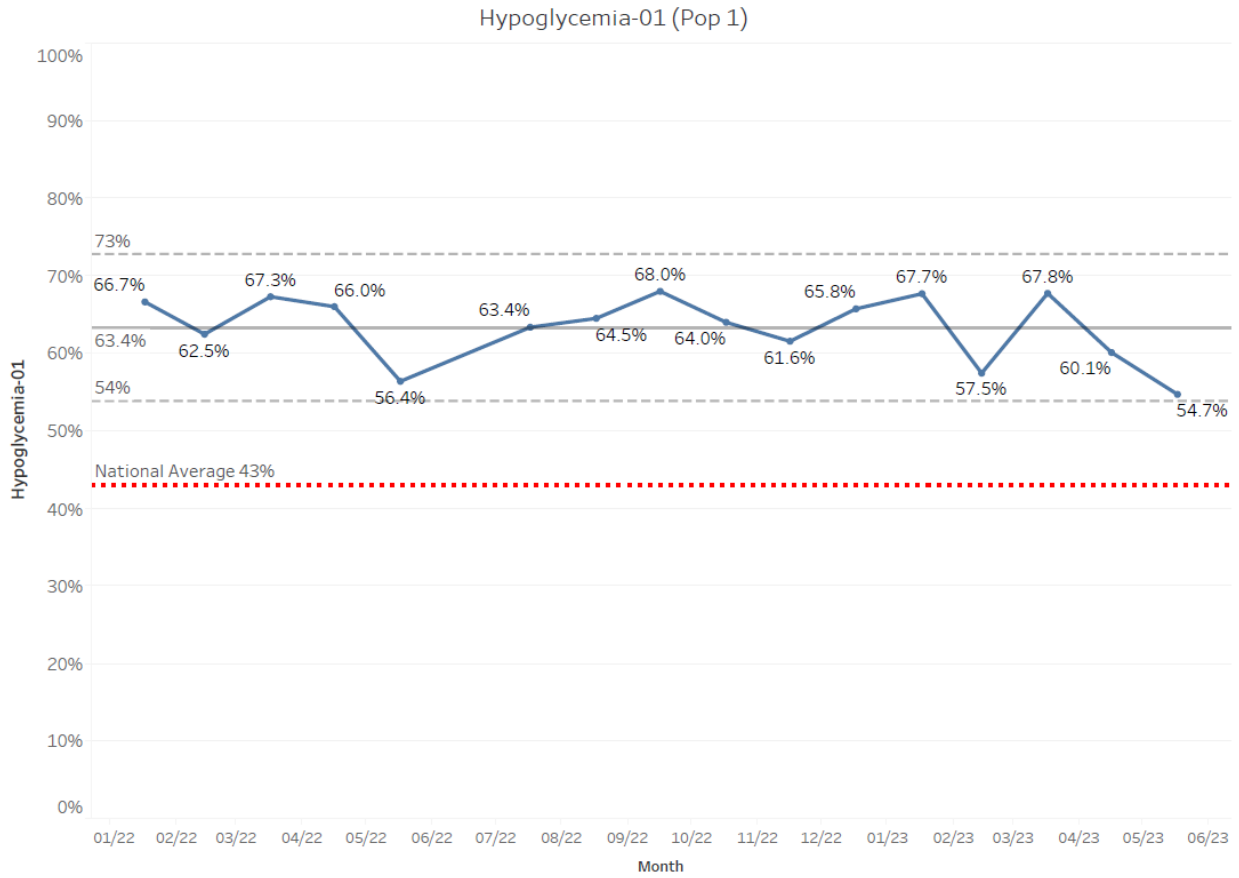


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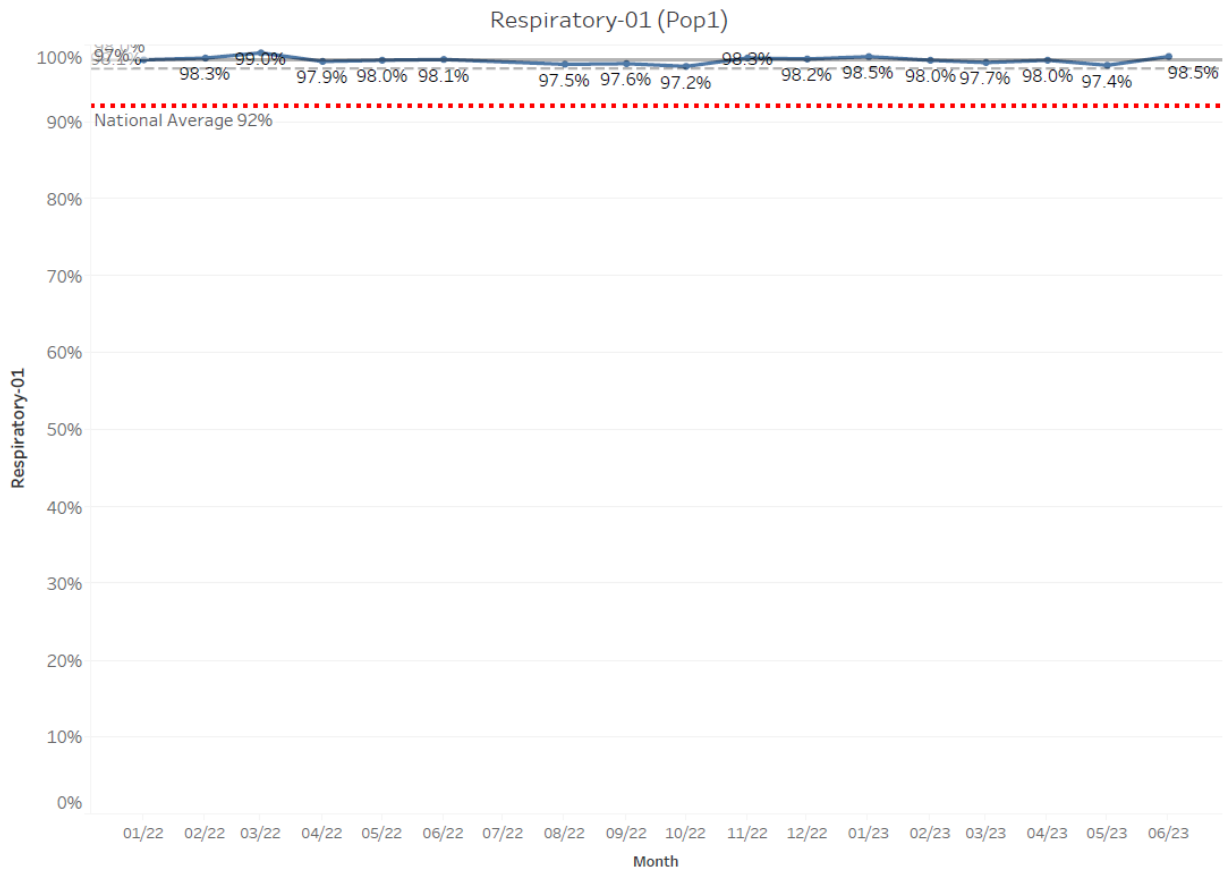
- NEMSQA Measures



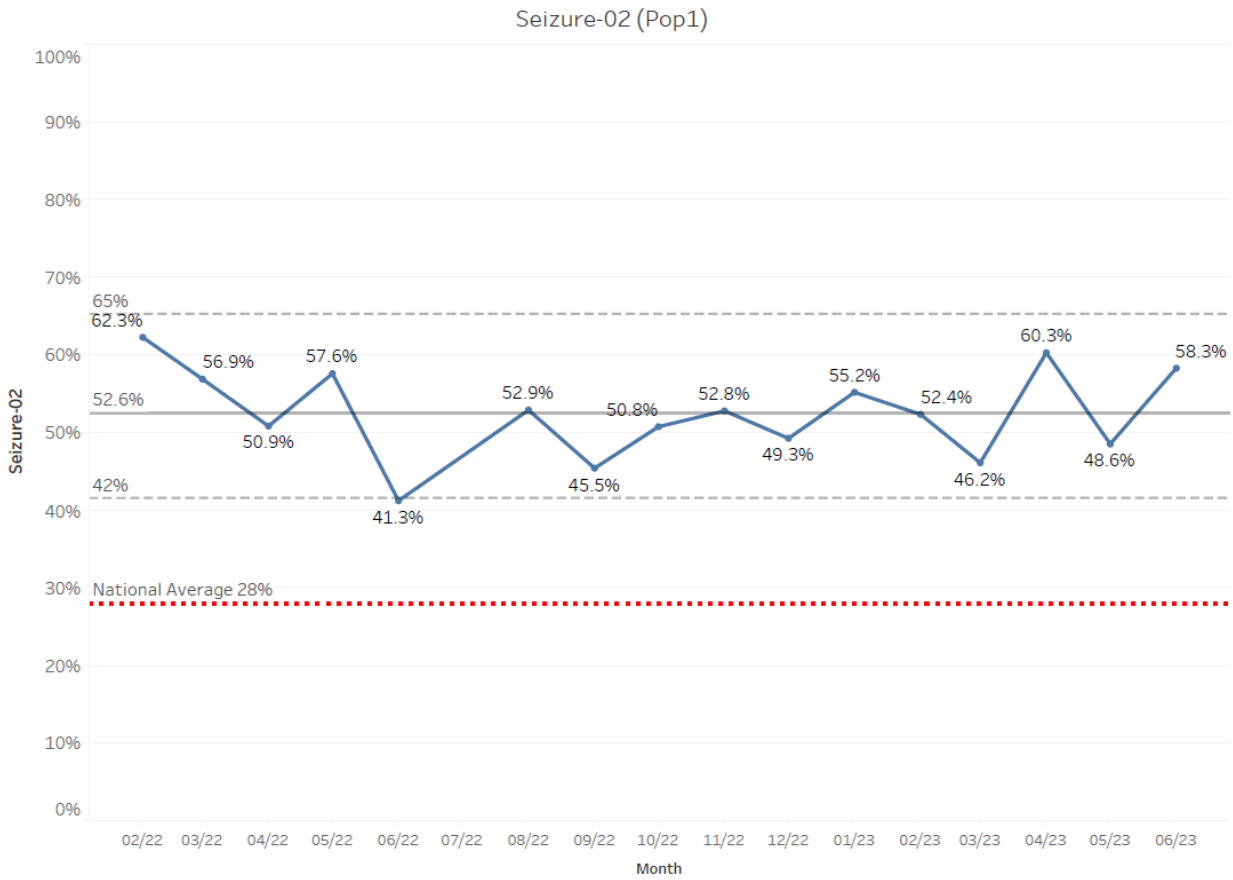
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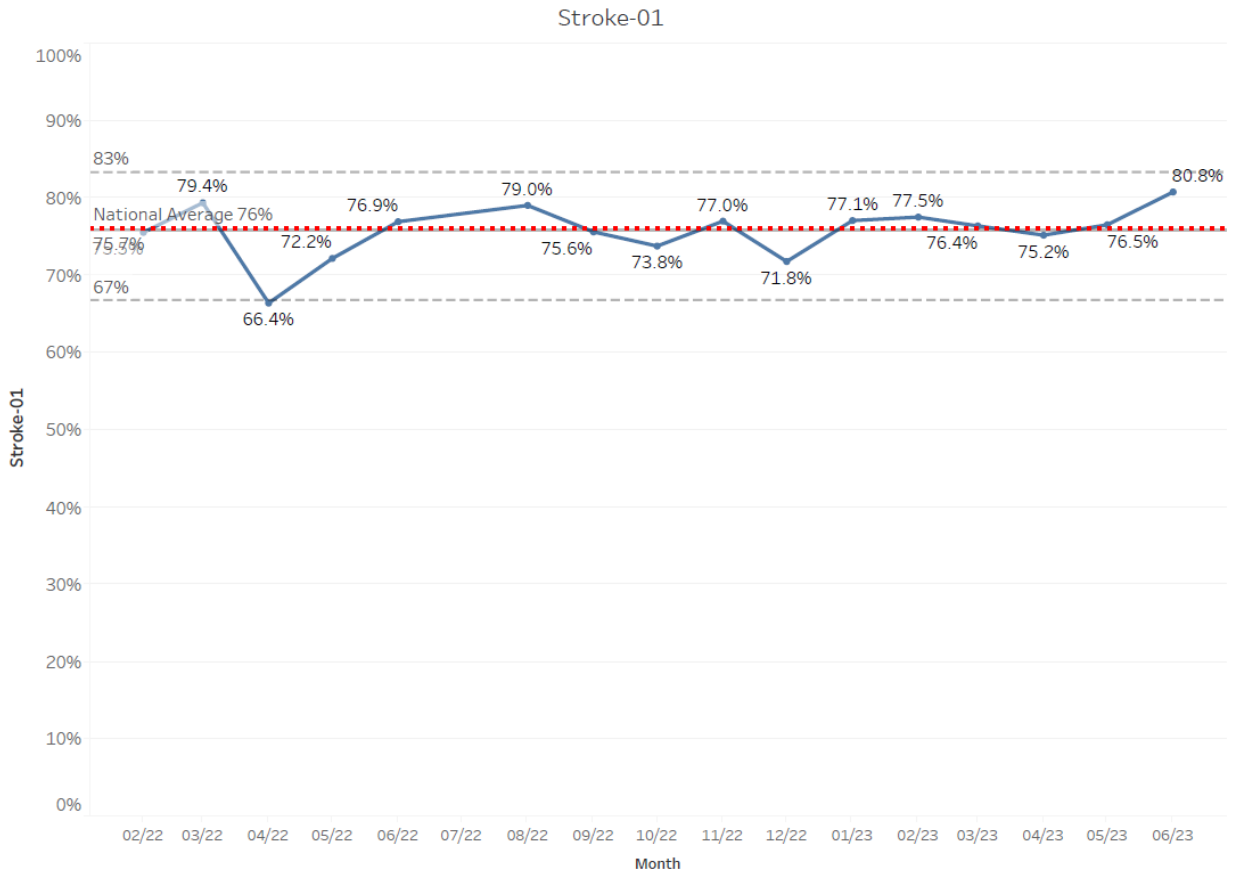
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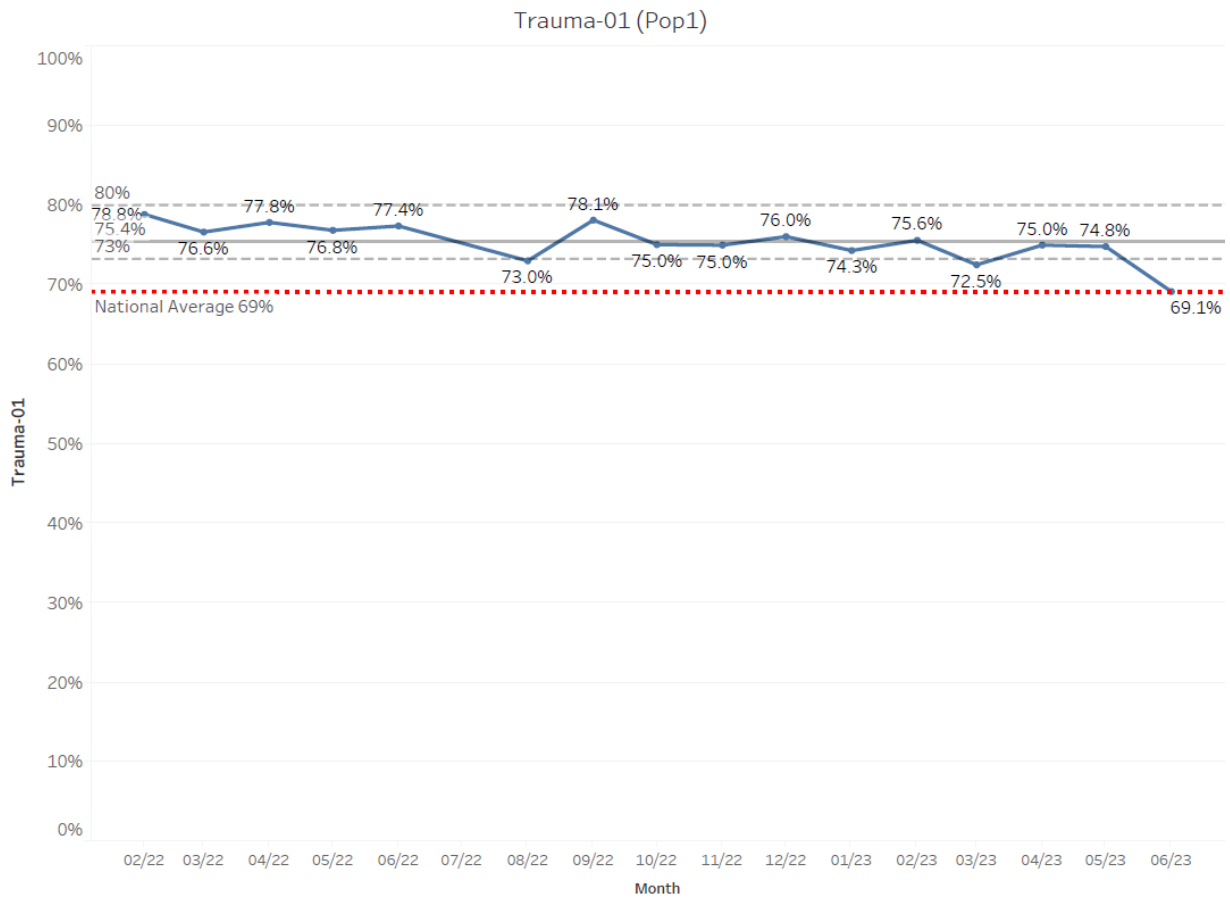
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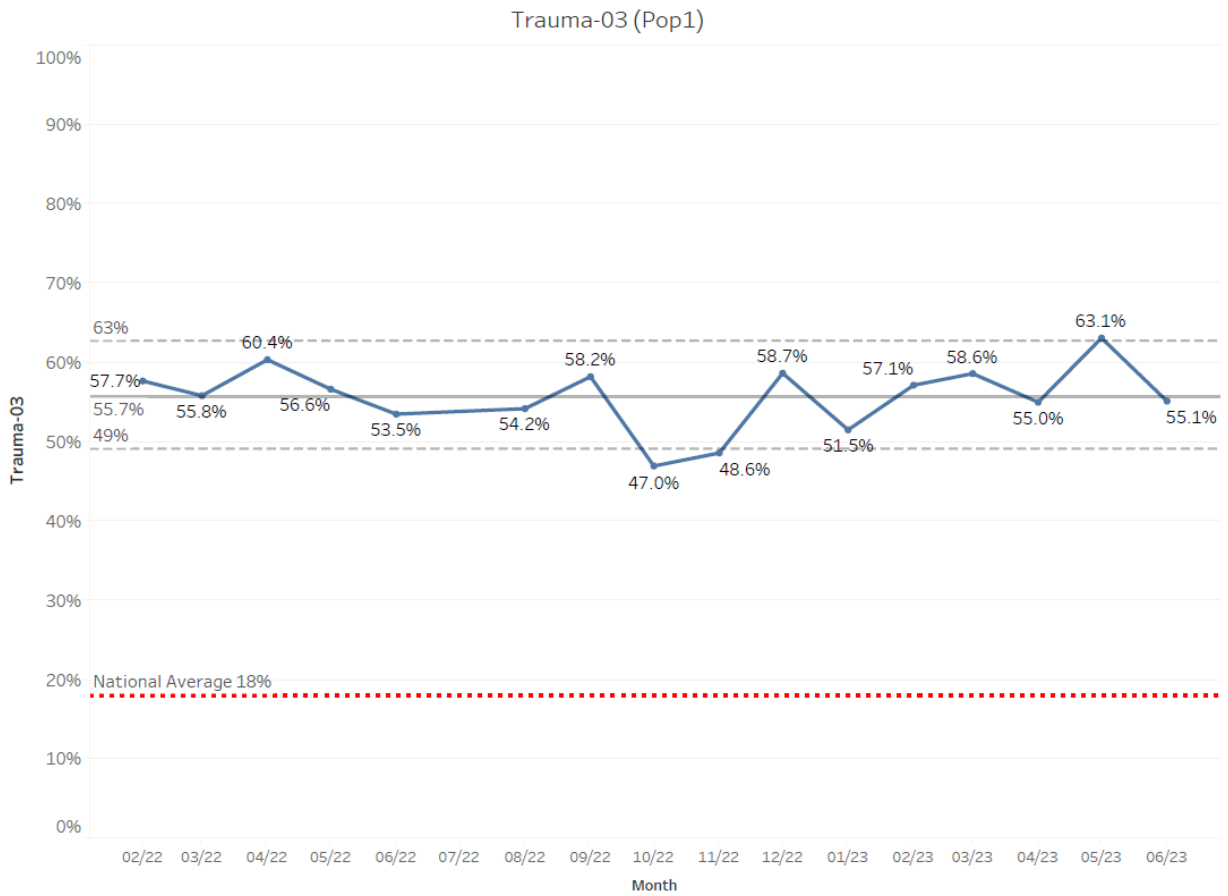
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System Diagnostics

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Avg.	Goal
Cardiac Arrest								
% of recognizable Out-of-Hospital Cardiac Arrests (OHCA) cases correctly identified by Dispatch	87.5%	88.9%	83.3%	81.7%	91.2%	80.7%	86.0%	75%
Median time between 9-1-1 call and OHCA recognition		0:01:47	0:01:51	0:01:38	0:01:41	0:01:32	0.0%	< 0:01:30
% of recognized 2nd party OHCA cases that received tCPR		84.4%	96.6%	73.9%	90.4%	88.9%	98.6%	75%
Median time between 9-1-1 Access to tCPR hands on chest time for OHCA cases		0:03:58	0:04:01	0:03:56	0:03:18	0:03:41	0.1%	<0:02:30
% of cases with time to tCPR < 180 sec from first key stroke							71.3%	
System response time < 5 mins for Dispatch-presumed cardiac arrest							#DIV/0!	
% of cases with CCF ≥ 90%	66.7%	59.5%	52.6%	64.5%	64.8%	68.0%	79.9%	90%
% of cases with CCF ≥ 80%	95.1%	94.0%	95.7%	99.1%	93.4%	95.1%		
% of cases with compression rate 100-120 cpm 90% of the time	95.3%	94.3%	93.5%	96.4%	93.8%	93.4%	89.7%	90%
% of cases with compression depth that meet appropriate depth benchmark 90% of the time	44.7%	58.0%	53.7%	55.4%	38.1%	47.2%	33.7%	90%
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	13.4%	3.4%	6.0%				19.9%	
% of cases with Pre-shock pause < 10 sec							89.2%	
% arrive at E/D with ROSC	17.8%	8.4%	23.9%	11.8%	12.4%	12.1%	16.7%	
% discharged alive	6.8%	3.6%	6.8%	6.5%	%	1.0%	7.1%	
% neuro intact at discharge (Good or Moderate Cognition)	3.4%	3.6%	1.7%	4.3%	0.0%	1.0%	5.3%	
% of cases with bystander CPR	42.1%	45.8%	47.9%	36.6%	52.8%		48.7%	
% of cases with bystander AED use	0.0%	32.5%	23.1%	20.2%	18.2%		19.8%	
Ventilation Management								
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped	90.2%	92.6%	91.9%	%	85.8%	93.5%	99.0%	
% of cases with etCO2 use for invasive ventilation management (KA, ETT, Cric)	99.2%	100.0%	98.3%	98.8%	98.6%	99.0%	99.0%	
% of successful ventilation management as evidenced by etCO2 waveform throughout the case	97.2%	94.6%	95.9%	94.7%	93.9%	97.6%	97.1%	
% of successful King Airway placement	72.1%	70.5%	62.1%	57.3%	55.1%	63.2%	69.3%	
% of successful endotracheal tube placement	69.8%	60.9%	50.6%	56.0%	57.5%	56.5%	55.0%	
STEMI								
% of suspected STEMI patients correctly identified by EMS	28.6%	63.2%	50.0%	32.0%	37.5%	41.2%	62.0%	75.0%
% of suspected STEMI patients w/ASA admin (<i>in the absence of contraindications</i>)	90.9%	95.7%	96.6%	96.6%	96.0%	92.9%	94.5%	90.0%
% of suspected STEMI patients w/NTG admin (<i>in the absence of contraindications</i>)	81.8%	78.3%	86.2%	82.8%	92.0%	89.2%	87.7%	90.0%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	59.1%	87.0%	93.1%	82.8%	88.0%	64.3%	72.1%	90.0%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	59.1%	65.2%	65.5%	58.6%	80.0%	67.9%	62.4%	90.0%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact	31.8%	34.8%	41.4%	41.4%	48.0%	39.3%	18.5%	75.0%
% of patients with Suspected STEMI Transported to PCI Center	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes	33.3%	37.5%	60.0%	33.3%	40.0%	40.0%	32.7%	50.0%

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Transformation Report

July 2023

Alternate Payment Models & Expanded Services

- Work continues with Cigna
 - Negotiating alternate payment model renewal for commercial insureds
 - Reimbursement for Treat/No Transport, and Fly Car only responses for commercial and exchange patients.
 - Would be billed/paid through CPT codes, vs. HCPCS codes (traditional ambulance).
 - May be the 1st agency in the nation to be reimbursed in this model
- JPS discussions continue on shared savings model for Connection patients
 - 1st time we may be paid for servicing Connections patients
- Work continues with Cook Children’s Health Plan
 - MIH payments using CPT codes, similar to Cigna.

Hospital @ Home

- Medically Home Group reached out to MedStar to become primary EMS-based MIH provider for THR Hospital At Home program.
 - Continuation of earlier discussions and back-up provider, but now we would be primary provider.

Ambulance Supplemental Payment Program (ASPP)

- No updated on CMS approvals for changed plan for Texas:

ET3

- CMS announced early termination of the Model, effective 12/31/23
 - EMS community stunned.
 - CMS states no net cost savings to CMS due to high cost of administrative oversight for low number of participants and enrollments.
 - Despite reported average Net Savings to Medicare (NSM) of ~\$555 per ET3 intervention.
 - Despite ALL participants being eligible for Pay-For-Performance bonus payments
 - Working with industry and CMS officials to advance legislative change to make TIP/TAD a covered benefit by Medicare by 12/31/23.

VA Reimbursement Issues

- VA may be backing away from implementation, citing the need to gather more information about the impact to the EMS community, and the process they used to decide this change.

Upcoming Speaking Engagements:

<u>Event (location)</u>	<u>Date</u>	<u>Attendees</u>
Missouri State EMS Conference (St. Louis, MO)	August 2023	~500
EMS World Expo (New Orleans, LA)	Sept 2023	~3,000
Idaho State EMS Conference (Sun Valley, ID)	Nov 2023	~500
Ohio EMS Leadership Conference (Columbus, OH)	Nov 2023	~500
Texas State EMS Conference (Austin, TX)	Nov 2023	~3,500
South Dakota State EMS Conference (Rapid City, SD)	Feb 2024	~400

Media Summary

Local –

- Hot weather/Kids in Hot Cars (Multiple interviews, profiles, safety messages and ride-alongs)
 - CBS 11, NBC 5, Fox 4, ABC 8, Telemundo, Univision, Spectrum News1, Star-telegram, Dallas Morning News
- Stop the Bleed/CPR/Narcan Training Class (multiple interviews, reports, class promo)
 - CBS 11, NBC 5, Fox 4, ABC 8, Telemundo, Univision, Spectrum News1, Star-telegram, Dallas Morning News
 - Including live broadcasts and in-studio demos of training.
- AMBUS Deployment to Storms in North Texas
 - CBS 11, NBC 5, Fox 4, ABC 8, Telemundo, Univision, Dallas Morning

National –

- Hot weather/Kids in Hot Cars (Multiple interviews, profiles, safety messages and ride-alongs)
 - 4 of those reports were national network reports on ABC, CBS, and Fox News.
 - CBS Evening News, and ABC Good Morning America were live from MedStar on the same day.
 - NBC World News was here the following day.
- Stop the Bleed/CPR/Narcan Training Class
 - CBS News Now on site for the 2nd class, reported on the importance of the training, and interviewed attendees.
- AMBUS Deployment to Storms in North Texas
 - NBC World News

Between June 1 and July 23, 2023, MedStar has been mentioned or featured in 744 broadcast media reports.

- 4 of those reports were national network reports on ABC, CBS, and Fox News.
- CBS Evening News, and ABC Good Morning America were live from MedStar on the same day.
- NBC World News was here the following day.



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – June 30, 2023

The following summarizes significant items in the June 30, 2023, Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of June 2023 is a gain of \$35,325 as compared to a budgeted loss of (\$132,114) for a positive variance of \$167,439. EBITDA for the month of June 2023 is a gain of \$403,388 compared to a budgeted gain of \$250,560 for a positive variance of \$152,827.

- Patient Contact volume in June ended the month 10% to budget.
- Net Revenue in June is \$530K over budget or 111% to budget.
- Total Expenses ended the month 107% to budget or \$362K over budget. In June, MedStar incurred additional expenses in Salaries and Overtime of \$77K, Benefits of \$269K, and Professional Fees of \$78K. The total of all other line-item expenses is below budget by (\$62K).

Year to Date: EBITDA is \$3,124,774 as compared to a budget of \$2,493,817 for a positive variance of \$630K.

- The main drivers for this variance are YTD patient encounters are 106% to budget and YTD net revenue is 106% to budget equating to a YTD positive variance to budget for Net Revenue of \$2,569,491. Year to date expense is 104% to budget or \$1,843,476 over budget. The main driver for the overage in expense is the following line items are over budget: Salaries and OT is above budget by \$788K, Benefits and Taxes is above budget by \$466K and Misc. Expense is above budget by \$752K. The Misc. Expense is driven by the Ransom attach year to date cost of \$728K. The total of all other expense lines is below budget by a total of (\$164K) for the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$8.41 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, 2022, there is 4.1 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 6.84 times.
- Return on Net Assets – This ratio determines whether the agency is financially better off than in previous years by measuring total economic return. An improving trend indicates increasing net assets and the ability to set aside financial resources to strengthen future flexibility. Through March, the return is -.39%.

MAEMSA/EPAB cash reserve balance as of June 30, 2023, is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet By Character Code
For the Period Ending June 30, 2023

Assets	Current Year	Last Year
Cash	\$21,077,989.15	\$21,196,368.14
Accounts Receivable	\$8,896,794.15	\$7,450,311.65
Inventory	\$409,910.36	\$383,481.43
Prepaid Expenses	\$1,595,555.41	\$854,363.52
Property Plant & Equ	\$69,851,204.42	\$63,515,829.42
Accumulated Deprecia	(\$30,538,538.07)	(\$27,984,505.38)
Total Assets	\$71,292,915.42	\$65,415,848.78
Liabilities		
Accounts Payable	(\$656,764.60)	(\$336,224.53)
Other Current Liabil	(\$2,388,987.28)	(\$1,978,401.12)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	\$16,623.84	(\$5,621.87)
Long Term Debt	(\$3,007,235.67)	(\$3,420,343.67)
Other Long Term Liab	(\$10,938,759.51)	(\$9,426,257.68)
Total Liabilities	(\$16,982,904.53)	(\$15,174,630.18)
Equities		
Equity	(\$57,564,191.40)	(\$52,884,378.49)
Control	\$3,254,180.51	\$2,643,159.89
Total Equities	(\$54,310,010.89)	(\$50,241,218.60)
Total Liabilities and Equities	(\$71,292,915.42)	(\$65,415,848.78)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
June 30, 2023

Revenue	Current Month	Current Month	Current Month	Year to Date	Year to Date	Year to Date
	Actual	Budget	Variance	Actual	Budget	Variance
Transport Fees	\$22,110,615.13	\$20,257,658.06	\$1,852,957.07	\$192,248,541.80	\$179,706,054.72	\$12,542,487.08
Contractual Allow	(\$11,839,018.23)	(\$8,834,181.65)	(\$3,004,836.58)	(\$88,243,840.26)	(\$78,041,740.85)	(\$10,202,099.41)
Provision for Uncoll	(\$5,123,059.24)	(\$6,829,342.00)	\$1,706,282.76	(\$60,388,274.84)	(\$60,330,858.00)	(\$57,416.84)
Education Income	\$110.00	\$1,690.00	(\$1,580.00)	\$11,348.70	\$105,290.00	(\$93,941.30)
Other Income	\$181,198.30	\$146,223.00	\$34,975.30	\$1,093,121.90	\$1,018,607.00	\$74,514.90
Standby/Subscription	\$51,711.92	\$103,997.50	(\$52,285.58)	\$1,218,863.66	\$928,908.50	\$289,955.16
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	(\$237.20)	\$500.00	(\$737.20)	\$2,643.17	\$4,500.00	(\$1,856.83)
Gain(Loss) on Dispos	\$0.00	\$4,626.00	(\$4,626.00)	\$22,475.00	\$4,626.00	\$17,849.00
Total Revenue	\$5,381,320.68	\$4,851,170.91	\$530,149.77	\$45,964,879.13	\$43,395,387.37	\$2,569,491.76
Expenditures						
Salaries	\$2,981,099.85	\$2,903,627.33	\$77,472.52	\$26,846,717.40	\$26,058,164.97	\$788,552.43
Benefits and Taxes	\$807,956.09	\$538,500.00	\$269,456.09	\$4,947,202.38	\$4,480,905.00	\$466,297.38
Interest	\$28,675.46	\$33,500.00	(\$4,824.54)	\$268,286.25	\$301,500.00	(\$33,213.75)
Fuel	\$143,694.83	\$154,076.00	(\$10,381.17)	\$1,453,568.75	\$1,393,164.00	\$60,404.75
Medical Supp/Oxygen	\$192,036.07	\$236,577.00	(\$44,540.93)	\$1,702,465.66	\$2,020,308.00	(\$317,842.34)
Other Veh & Eq	\$58,157.80	\$55,065.01	\$3,092.79	\$454,525.46	\$415,989.09	\$38,536.37
Rent and Utilities	\$53,029.37	\$59,711.91	(\$6,682.54)	\$471,928.52	\$537,407.27	(\$65,478.75)
Facility & Eq Mtc	\$88,203.73	\$64,460.78	\$23,742.95	\$669,661.77	\$672,268.02	(\$2,606.25)
Postage & Shipping	\$435.90	\$2,591.33	(\$2,155.43)	\$13,408.74	\$25,181.97	(\$11,773.23)
Station	\$65,104.37	\$41,495.75	\$23,608.62	\$431,941.41	\$401,830.75	\$30,110.66
Comp Maintenance	\$78,941.59	\$74,922.84	\$4,018.75	\$853,732.38	\$567,568.60	\$286,163.78
Insurance	\$36,582.86	\$50,654.35	(\$14,071.49)	\$488,929.55	\$462,989.33	\$25,940.22
Advertising & PR	\$0.00	\$292.00	(\$292.00)	\$21,747.58	\$23,752.00	(\$2,004.42)
Printing	\$66.16	\$2,117.43	(\$2,051.27)	\$27,346.74	\$39,656.87	(\$12,310.13)
Travel & Entertain	\$1,026.74	\$6,642.00	(\$5,615.26)	\$64,219.93	\$93,763.00	(\$29,543.07)
Dues & Subs	\$136,998.01	\$128,458.00	\$8,540.01	\$1,017,461.81	\$1,072,582.00	(\$55,120.19)
Continuing Educ Ex	(\$836.25)	\$32,854.00	(\$33,690.25)	\$141,288.41	\$203,350.00	(\$62,061.59)
Professional Fees	\$323,093.09	\$245,082.34	\$78,010.75	\$2,431,452.45	\$2,374,191.06	\$57,261.39
Education Expenses	\$243.45	\$1,945.00	(\$1,701.55)	\$7,960.87	\$16,845.00	(\$8,884.13)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
June 30, 2023

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Miscellaneous	\$12,098.50	\$1,537.00	\$10,561.50	\$794,545.25	\$41,653.00	\$752,892.25
Depreciation	\$339,387.30	\$349,175.00	(\$9,787.70)	\$3,080,730.23	\$3,142,575.00	(\$61,844.77)
Total Expenditures	\$5,345,994.92	\$4,983,285.07	\$362,709.85	\$46,189,121.54	\$44,345,644.93	\$1,843,476.61
Net Rev in Excess of Expend	\$35,325.76	(\$132,114.16)	\$167,439.92	(\$224,242.41)	(\$950,257.56)	\$726,015.15
EBITDA	\$403,388.52	\$250,560.84	\$152,827.68	\$3,124,774.07	\$2,493,817.44	\$630,956.63

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
June 30, 2023**

	Goal	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Current Ratio	> 1	9.49	11.59	10.48	8.43	6.04	8.41

of debt. Ratio should be greater than 1, so that assets are available to retire debt when due.

Cash as % of Annual Expenditures	> 25%	47.07%	42.95%	51.76%	44.45%	33.49%	34.19%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	4.28	3.65	5.44	6.34	9.06	6.84
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets	-1.00%	10.11%	4.04%	0.00%	-4.03%	-0.07%	-0.39%
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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 6/30/2022			<u>\$ 475,470.69</u>

Human Resources - June 2023

Staffing

- 2 hires in June
- 9 hires FYTD
- Upcoming Scheduled NEOPs
 - August 7, 2023 – L&E Graduates
 - September 18, 2023
 - October 23, 2023

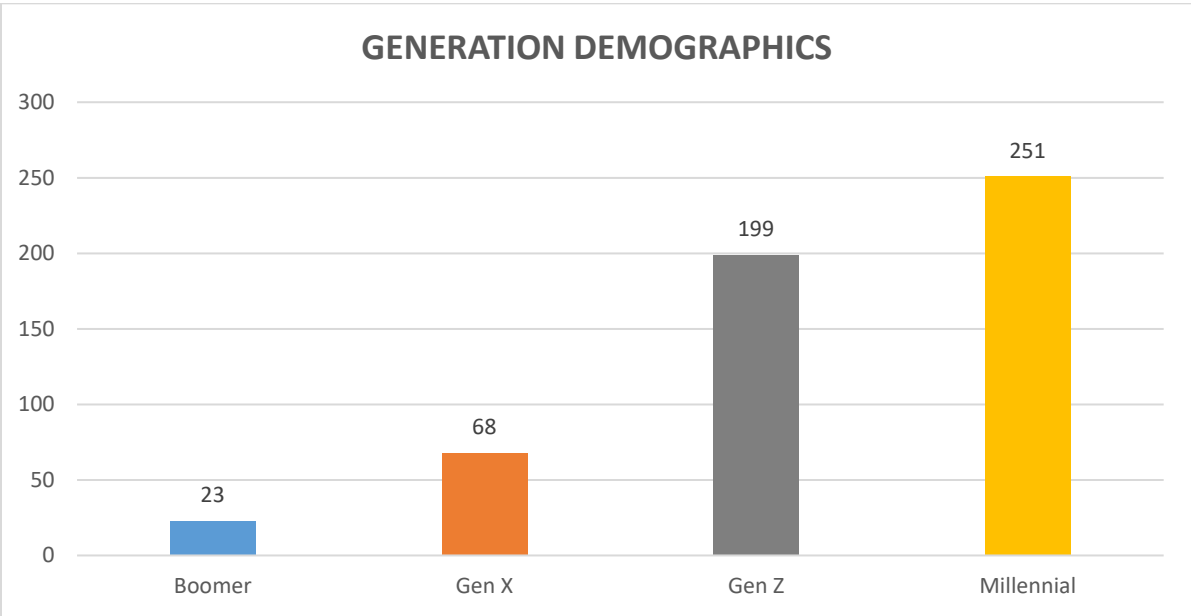
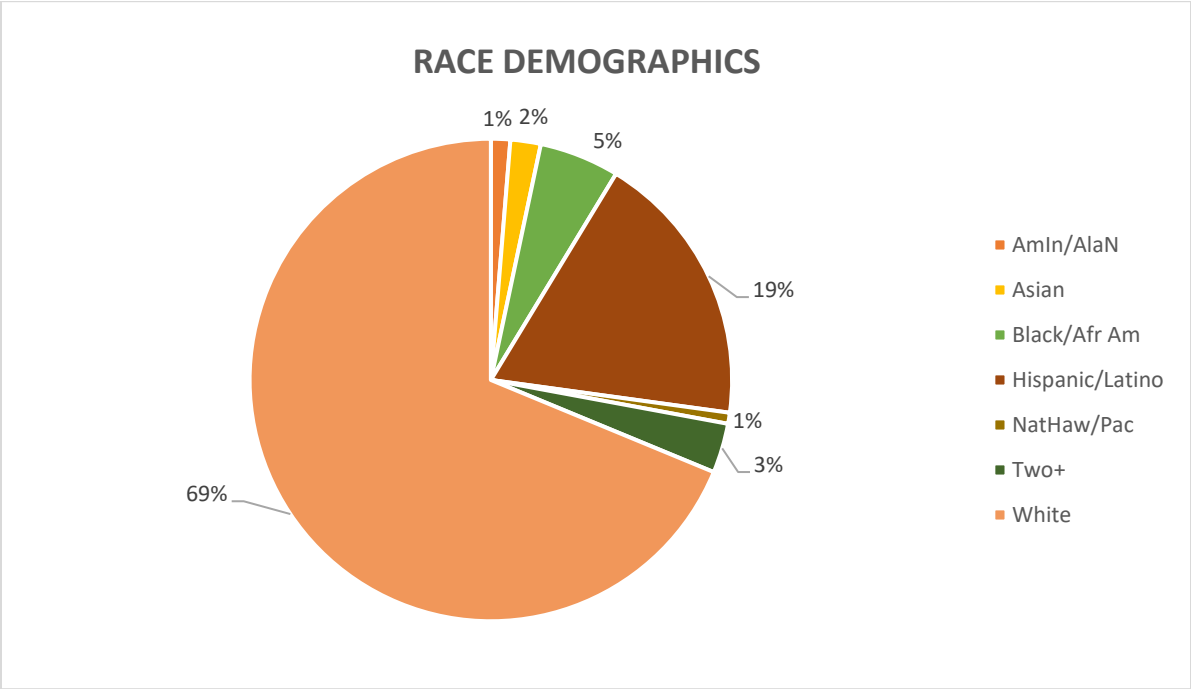
Leaves:

- 22 employees on FMLA / 4.45% of workforce
 - 15 cases on intermittent
 - 7 cases on a block
- Top FMLA request reasons/conditions
 - Mental Health (5)
 - Orthopedic (4)

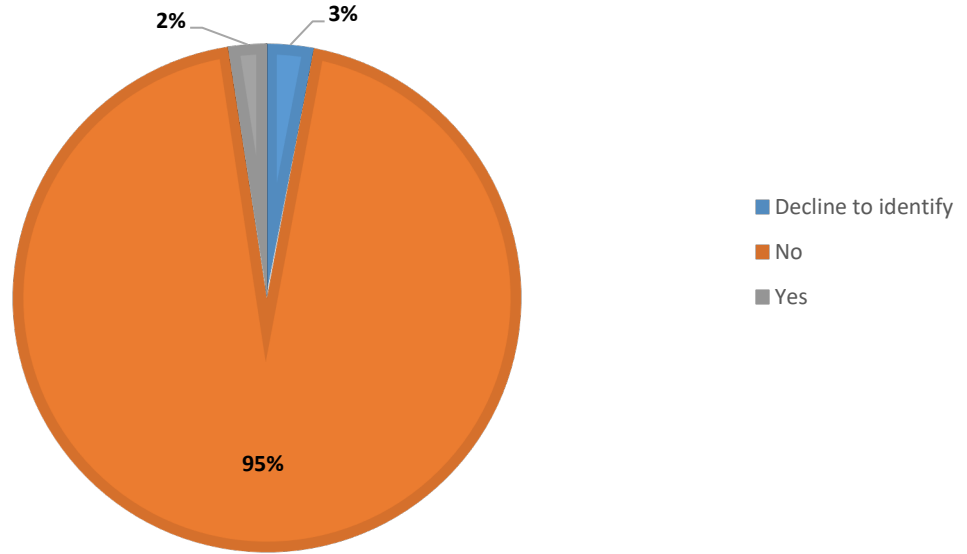
Turnover:

- June turnover –2.96%
 - FT – 2.63%
 - PT – 6.38%
- Year to date turnover –19.41%
 - FT – 14.17%
 - PT – 74.47%

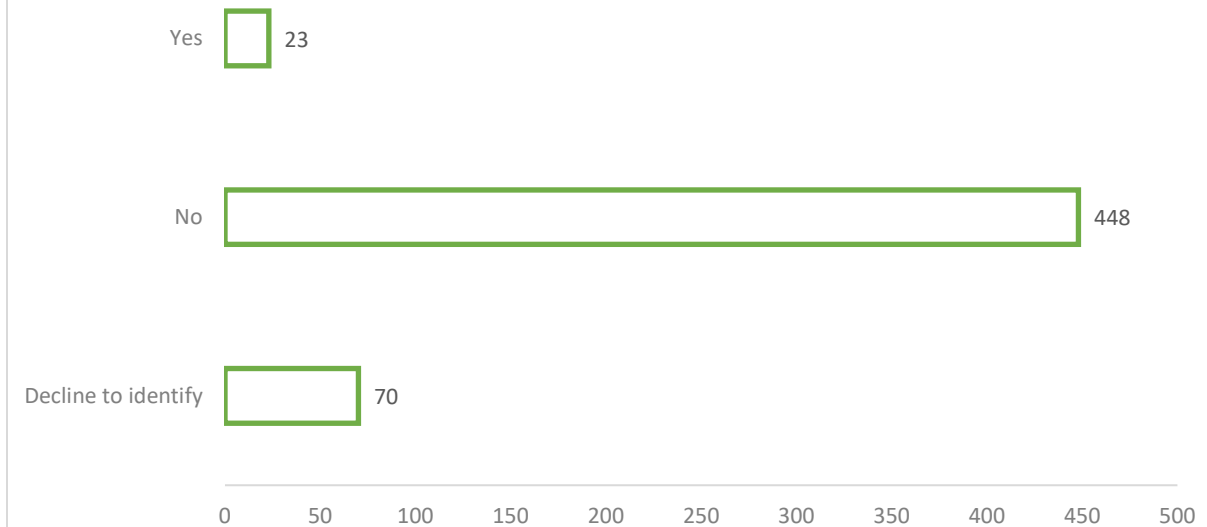
JUNE 2023 DIVERSITY STATISTICS

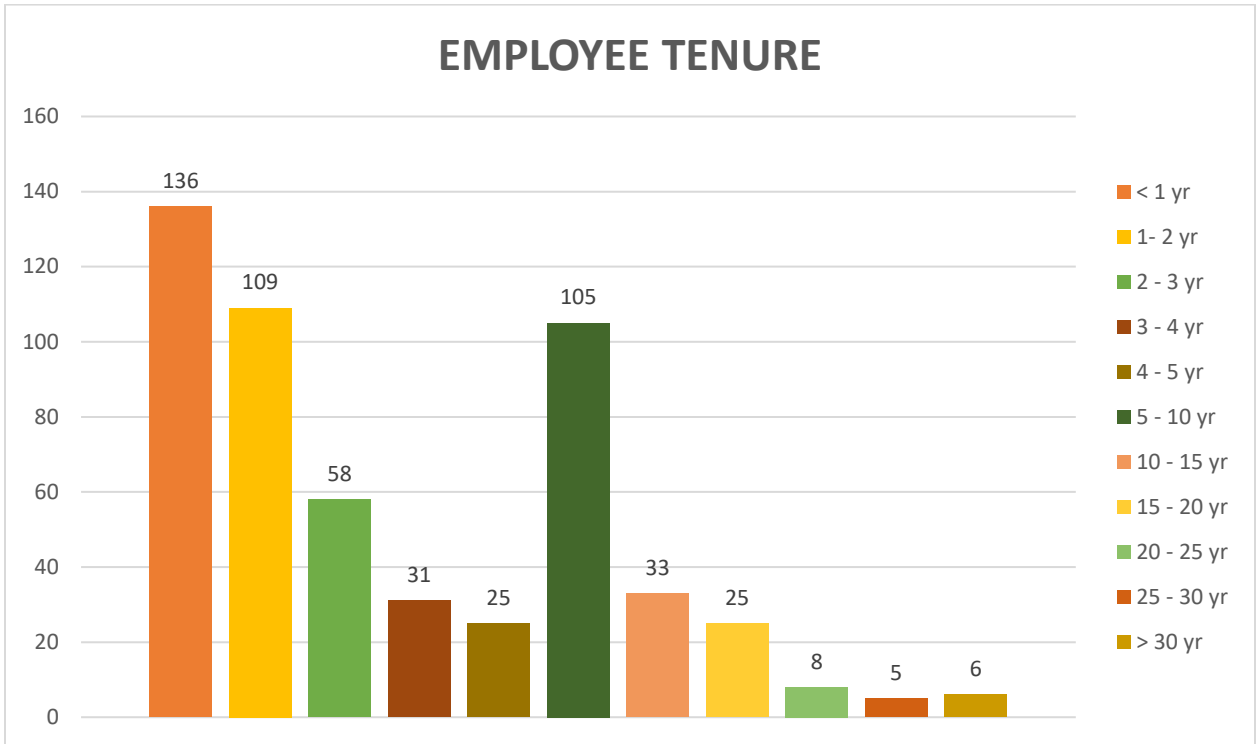
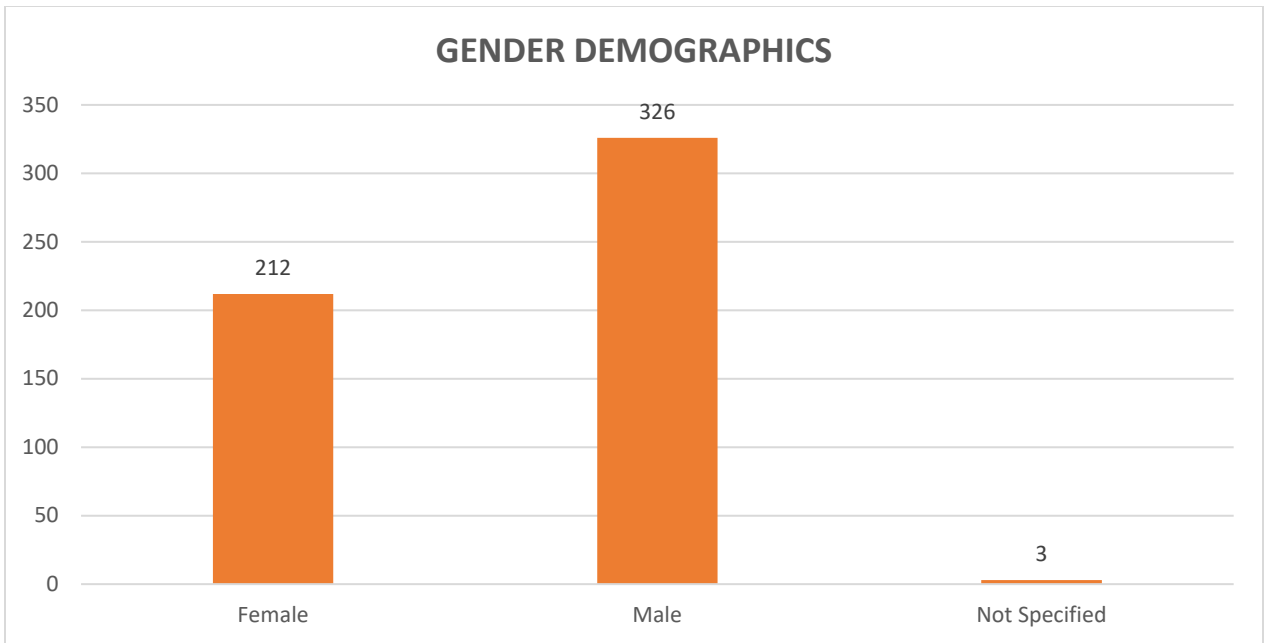


DISABILITY DEMOGRAPHICS



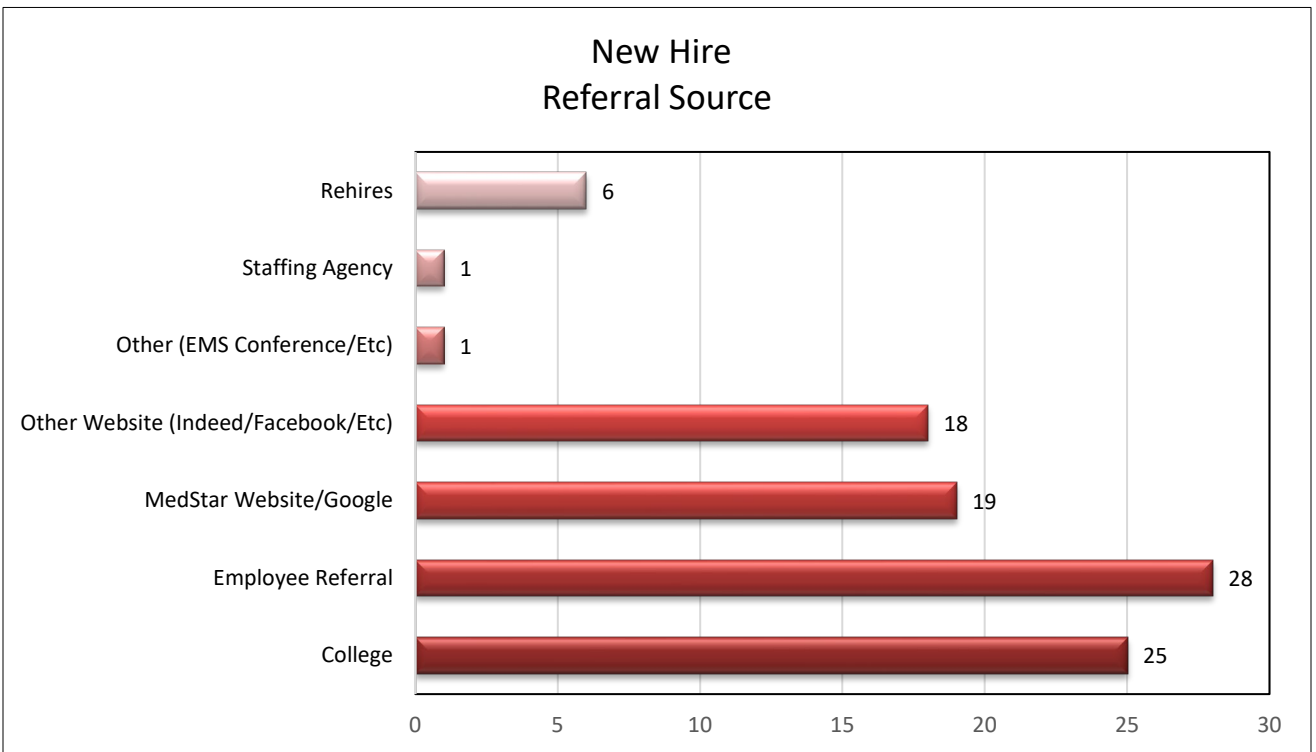
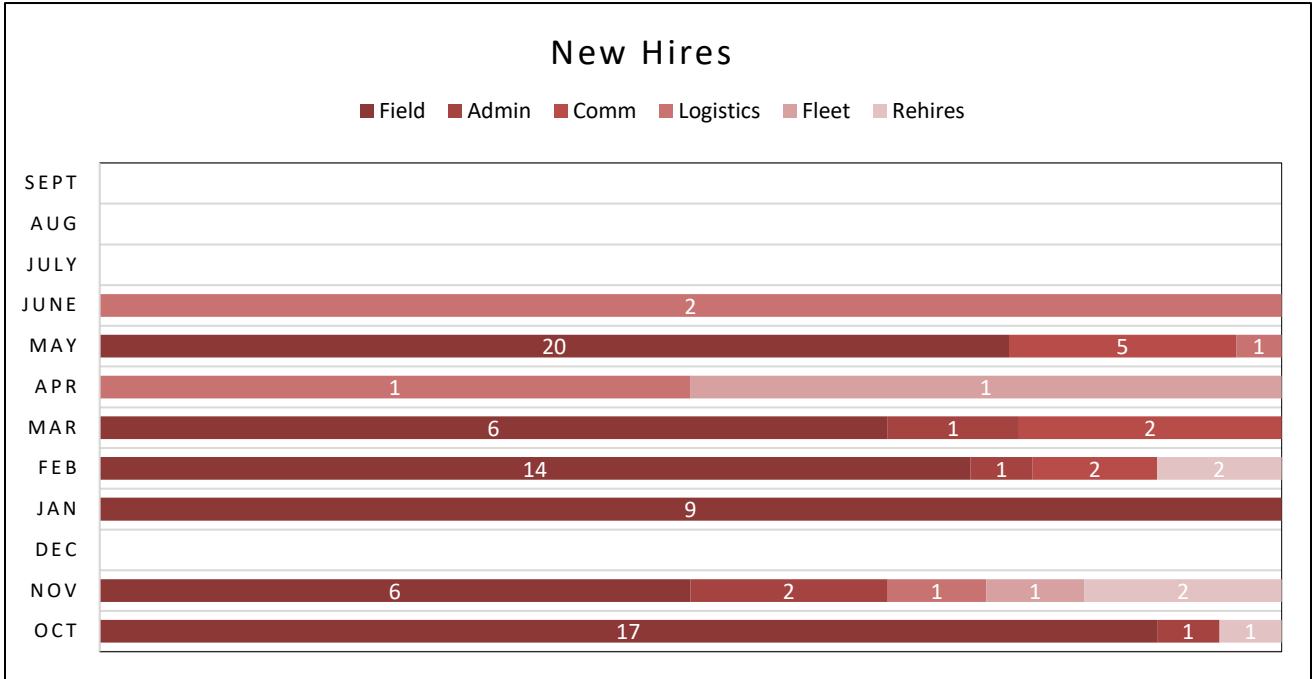
VETERAN DEMOGRAPHICS



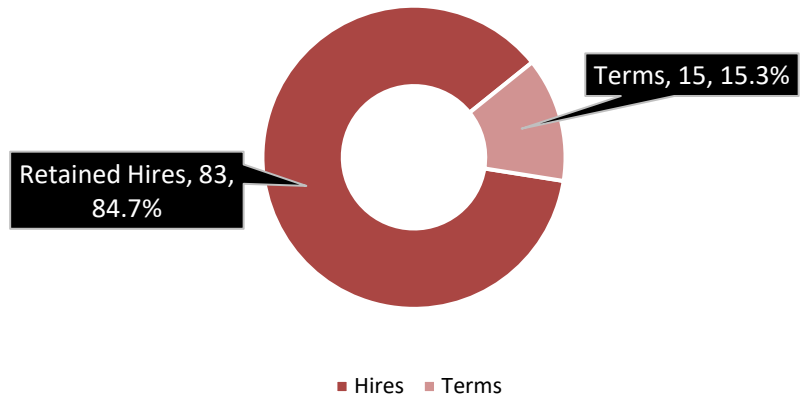


Recruiting & Staffing Report

Fiscal Year 2022-2023



2022-2023 FY Separations



Fiscal Year Statistics
Total hires to date 98
Total separations from hires 15

Separation Reasons:
Better Opportunity – 3
Unsatisfactory Introductory Period – 4
Job Abandonment – 3
Career Change – 1
Personal – 3
Attendance – 1

MedStar Mobile Health Care Separation Statistics June 2023

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
9	4	13
3	0	3
12	4	16

Year to Date		
Vol	Invol	Total
56	14	70
33	2	35
89	16	105

YTD Compared to June'22		Headcount
22-Jun	%	Jun-22
89	19.65%	453
18	37.50%	48
107	21.36%	501
Difference	-1.951%	

	Full Time	Part Time	Total
Total Turnover %	2.63%	6.38%	2.96%
Voluntary Turnover %	1.82%	6.38%	2.22%

Full Time	Part Time	Total
14.17%	74.47%	19.41%
11.34%	70.21%	16.45%

Separations by Department

Full Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics	4	2	6
Business Office	0	1	1
Communications	1	0	1
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Field Operations Other			
Health Information Systems	1	0	1
Human Resources			
Information Technology			
Legal/Compliance			
Mobile Integrated Health			
Office of the Medical Director			
Public Information			
Support Services - Facilities, Fleet, S.E., Logistics	2	1	3
Total	9	4	13

Year to Date			Headcount
Vol	Invol	Total	Jun-23
16	3	19	141
28	6	34	177
0	1	1	12
7	0	7	41
			6
			8
			26
			20
1	0	1	2
0	1	1	6
0	2	2	5
			2
			8
1	0	1	13
			1
3	1	4	26
56	14	70	494

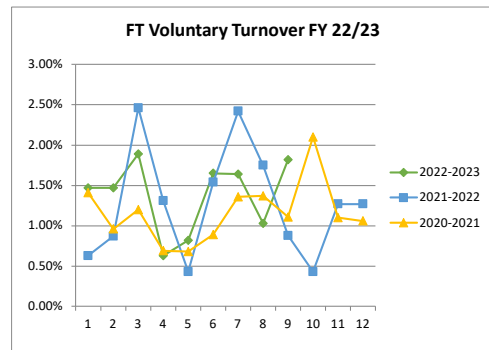
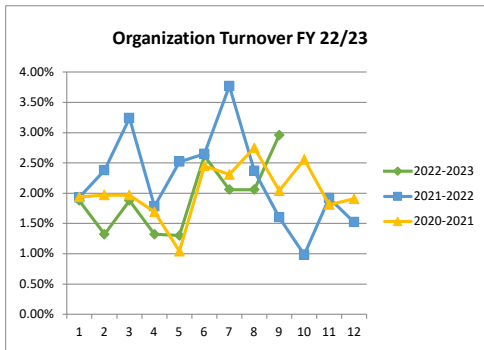
Part Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics	1	0	1
Business Office			
Communications	1	0	1
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Field Operations Other			
Health Information Systems			
Human Resources			
Information Technology			
Legal/Compliance			
Mobile Integrated Health			
Office of the Medical Director			
Public Information			
Support Services - Facilities, Fleet, S.E., Logistics			
Total	3	0	3

Year to Date			Headcount
Vol	Invol	Total	Jun-23
11	0	11	21
18	2	20	19
3	0	3	2
			1
1	0	1	
			4
33	2	35	47

MedStar Mobile Healthcare Turnover
Fiscal Year 2022 - 2023

	Full & Part Time Turnover			Full Time Only
	2022-2023	2021-2022	2020-2021	2022-2023
October	1.88%	1.93%	1.94%	1.89%
November	1.32%	2.38%	1.97%	1.47%
December	1.88%	3.24%	1.97%	1.89%
January	1.32%	1.78%	1.69%	0.63%
February	1.30%	2.52%	1.04%	1.22%
March	2.62%	2.65%	2.45%	1.65%
April	2.06%	3.77%	2.31%	1.85%
May	2.06%	2.37%	2.75%	1.85%
June	2.96%	1.60%	2.04%	2.63%
July		0.98%	2.56%	
August		1.92%	1.81%	
September		1.52%	1.91%	
Actual Turnover	19.41%	24.57%	16.17%	14.17%

	Full Time Voluntary Turnover		
	2022-2023	2021-2022	2020-2021
October	1.47%	0.63%	1.41%
November	1.47%	0.87%	0.96%
December	1.89%	2.46%	1.20%
January	0.63%	1.31%	0.69%
February	0.82%	0.43%	0.68%
March	1.65%	1.54%	0.89%
April	1.64%	2.42%	1.36%
May	1.03%	1.75%	1.37%
June	1.82%	0.88%	1.11%
July		0.43%	2.10%
August		1.27%	1.10%
September		1.27%	1.06%
Actual Turnover	11.34%	15.25%	13.58%

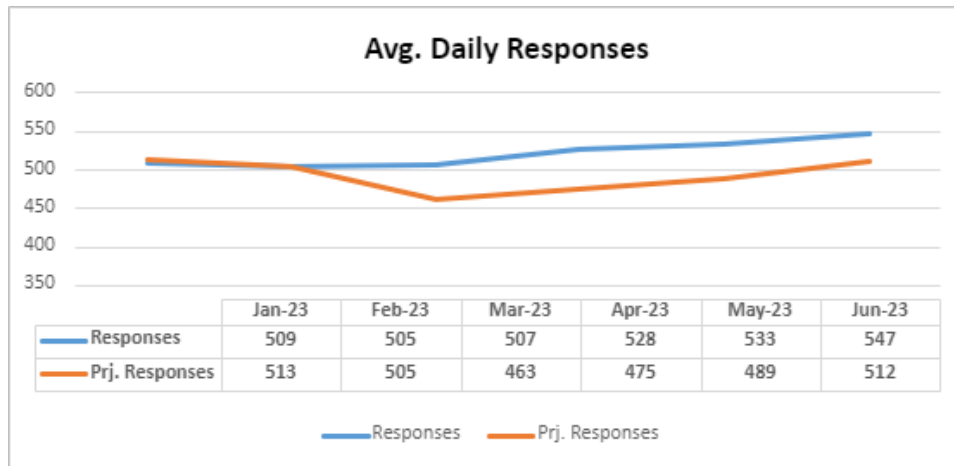
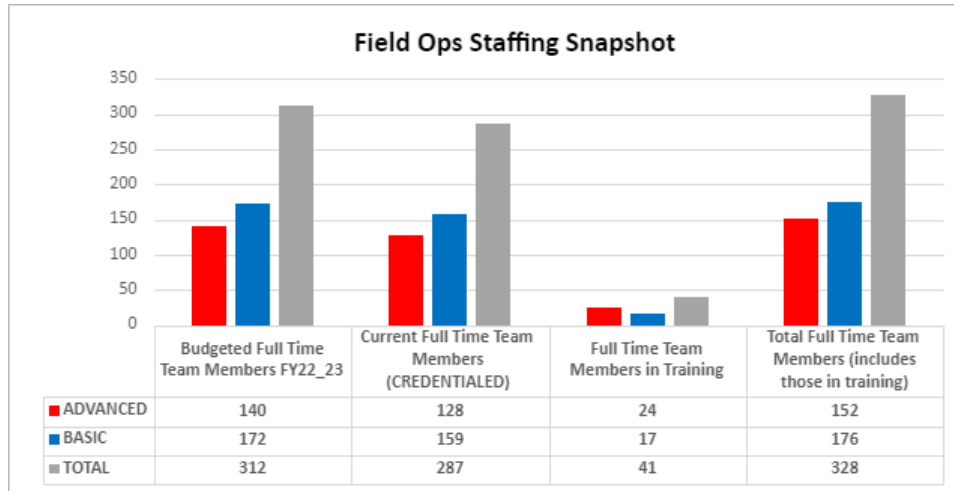


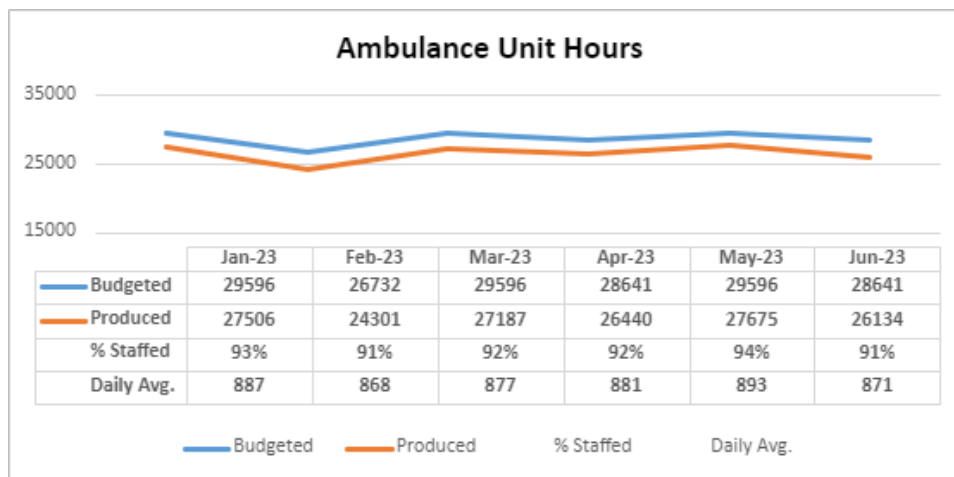
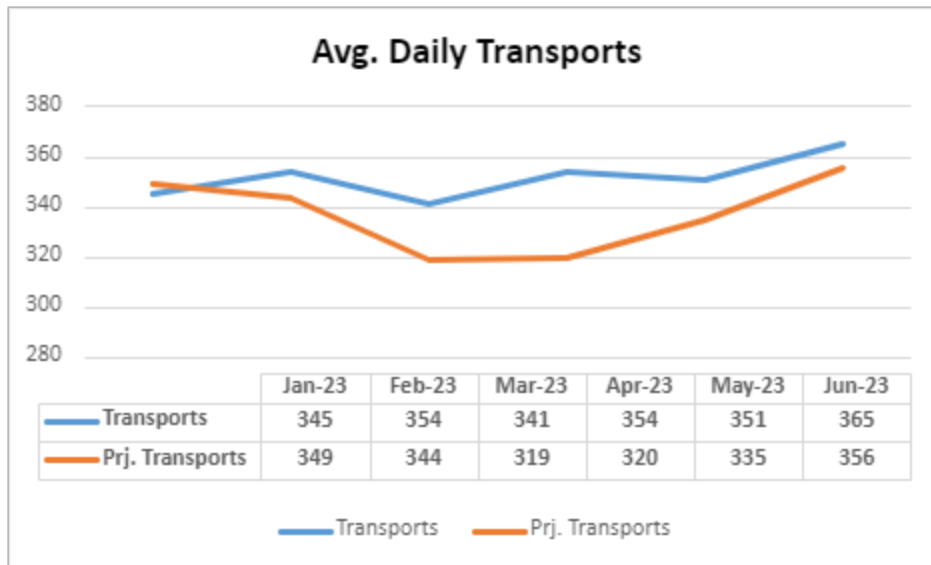
Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Operations Report- June 2023

The following summarizes significant operational items through June 30th, 2023:

Field Operations:

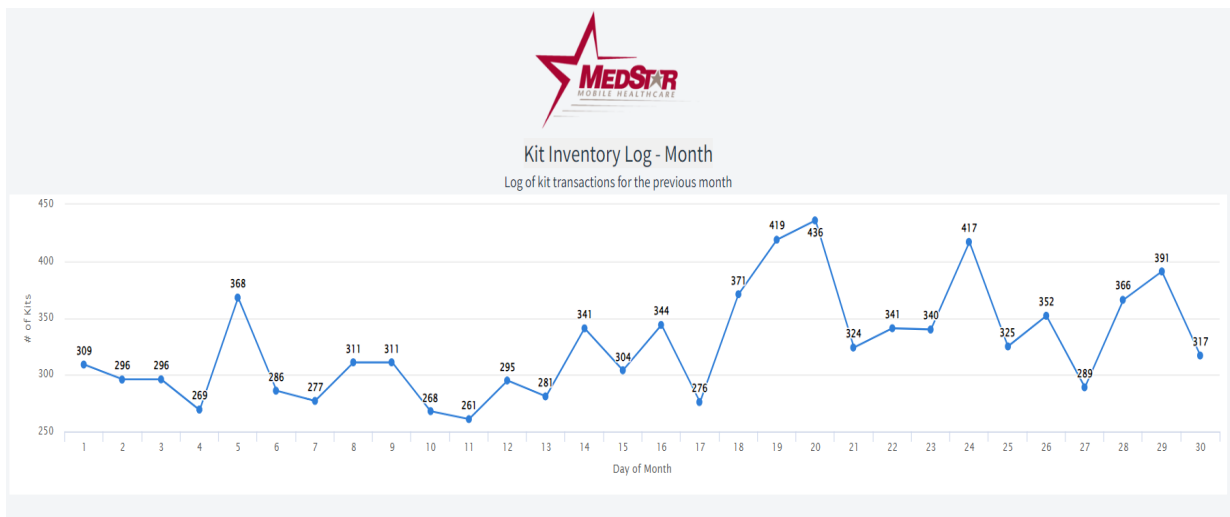




Fleet/Logistics/Building Maintenance:

- Continue procurement opportunities for lower rates on medical supplies/equipment

Daily Kit Inventory Log June 2023

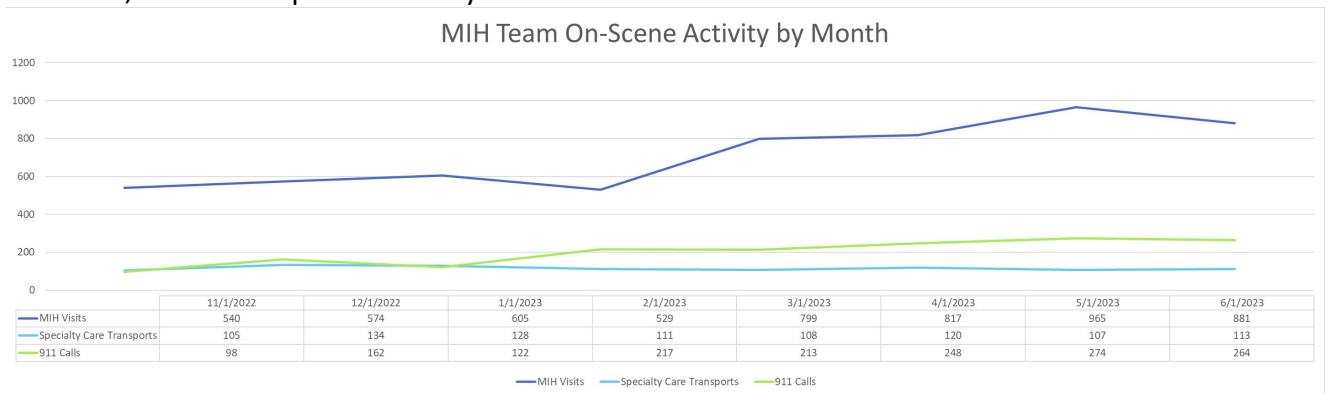


Special Operations:

- Completed 49 standby events for the month of June 2023
- Major events covered in June 2023
 - PBR @ Cowtown
 - TCU Super Regionals
 - Opal's Walk
 - Luke's Locker All-Comer Track Meet
 - Water Lantern Festival
 - Taste of Juneteenth
- Disaster Response Team Deployment
 - AMBUS and MIST personnel were deployed on a state mission assignment to assist with power outages in east Texas from storms
 - Roles included evacuation of nursing facilities as well as other medically related disaster coordination efforts

Mobile Integrated Health:

- 2,537 clients are currently enrolled
- 160 clients are pending enrollment
 - Admission/Readmission Avoidance: 77
 - High Utilization Group (HUG): 48
 - Overdose Response Team: 23
 - STAR: 12
- 1,136 MIH responses in May 2023



Information Technology:

- We continue to review and strengthen our security posture with necessary changes to infrastructure, the current focus is on modernizing the data communication network.
- Completing installation of new cradles for mobile phones on the ambulances and replacing the old phones with the new supported models
- Continue to work with communications and operations team to strengthen technology redundancies for the communications center.
- Continue to identify and implement cost and service optimization strategies.

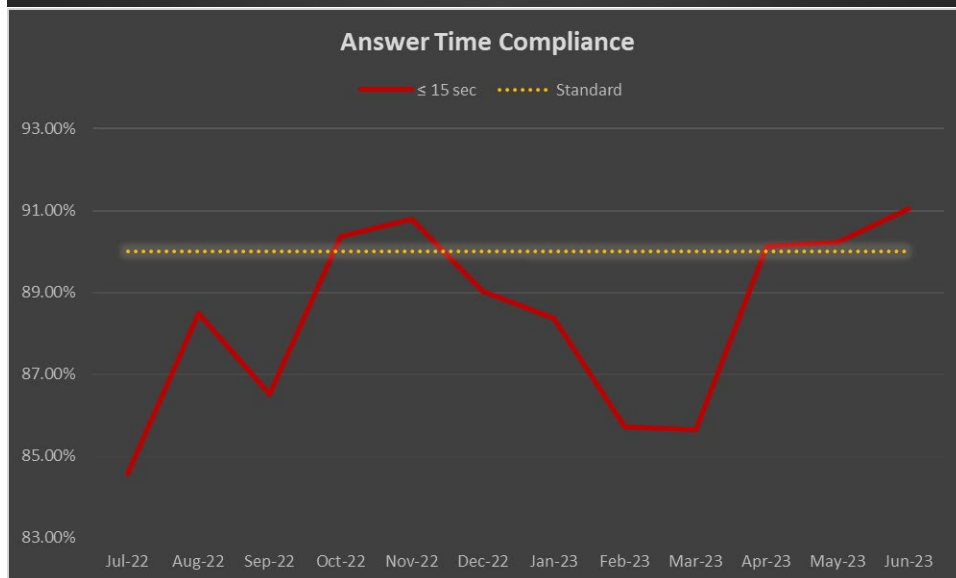
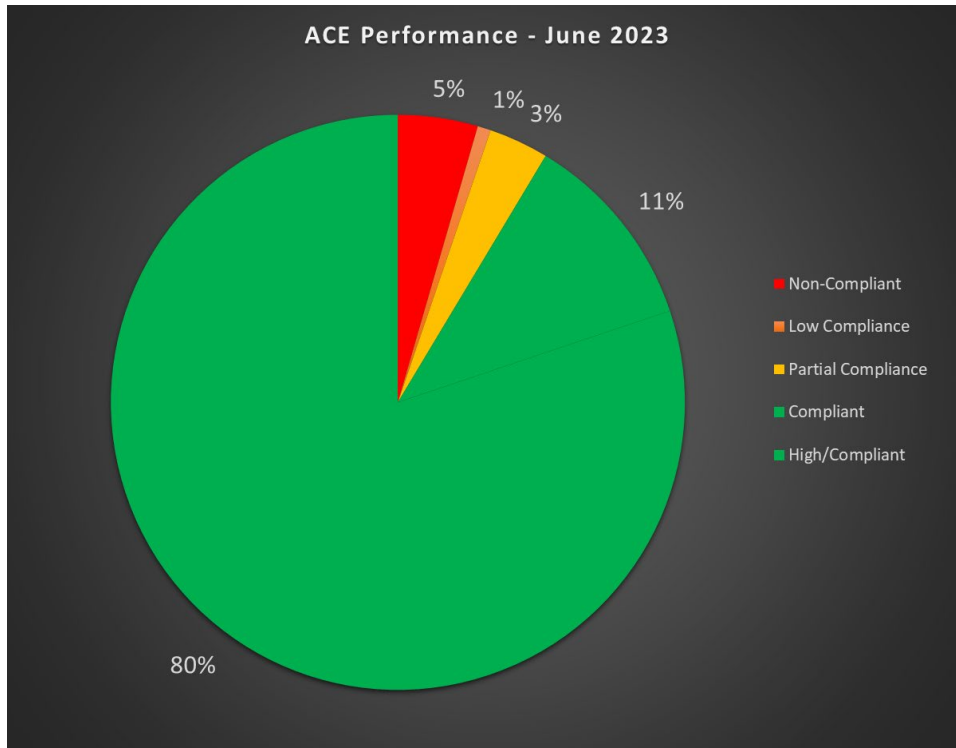
Business Intelligence:

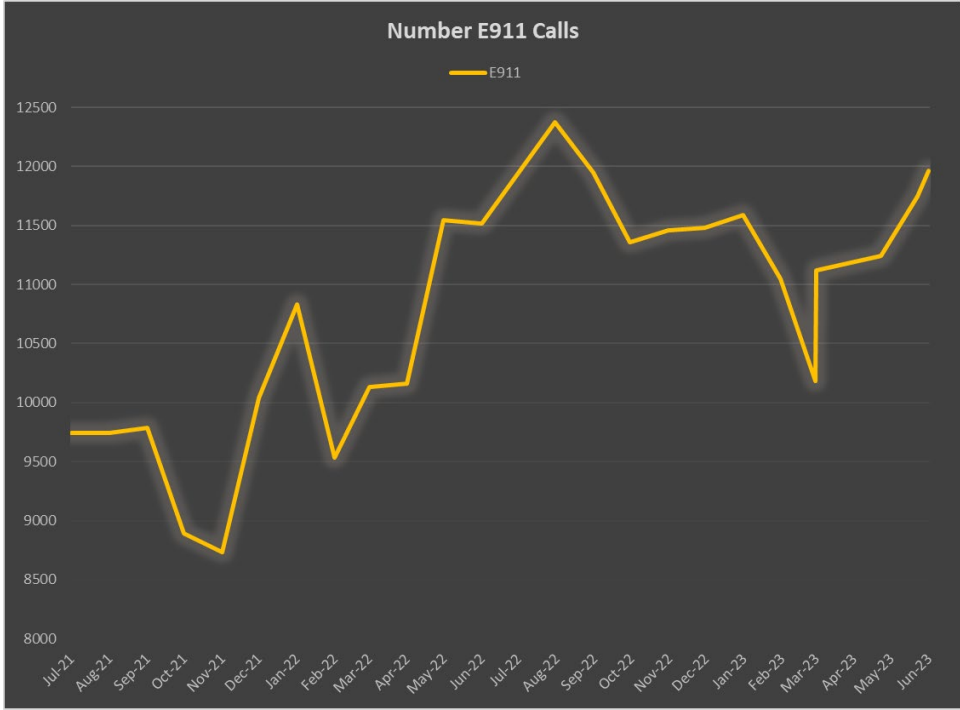
- SharePoint and shared file migration project is nearing completion
- Final Optima product has been received – training will be July 31 – August 4
- Phase 1 of reprioritization completed with on-going analysis
 - Phase 2 has begun as of 6/21/2023
- Deployment focus with response time audits and reprioritization outcomes

Communications:

- Sixteen (16) controllers in various stages of training.
- Recruiting efforts to fill four (4) controller positions.
- Managing the implementation of EMD Quality Performance Review through Priority Dispatch/IAED.

	Admin In	Admin Out	Admin Total	Admin Avg Dur	E911	E911 Avg Dur	E911 Ans ≤ 15 sec	E911 Ans ≤ 20 sec	Total All Calls
Apr 2023	7,860	4,014	11,874	184.7	11,242	268	90.13%	92.79%	23,116
May 2023	7,573	3,912	11,485	147.6	11,747	264.2	90.22%	92.32%	23,232
June 2023	7,084	3,652	10,736	149.2	11,966	263.7	91.05%	93.14%	22,702







Medstar Mutual Aid Response Task Time Report

Period: 06/01/2023 through 06/30/2023

GIVEN

Aid TO	Total	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time	Cancel Reason Name	Resulted in TX
Arlington	5	Arlington	M48	6/20/2023 12:25:42 PM	2816720	5	Arlington	06C01 - Breathing Problems - 5A		Calling Party Cancelled	No
Arlington		Arlington	M36		2795198	4	Arlington	29B01 - V - Vehicle vs. vehicle - Multiple patients - 4B		Refusal - Refused all Evaluation/Care	No
Arlington		Arlington	M85	6/23/2023 3:03:20 PM	2821272	5	Arlington	26A10 - Sick Person (Specific Diagnosis) - 5A	6528		Yes
Arlington		Arlington	M27	6/17/2023 6:17:01 PM	2812688	2	Arlington	17D04 - Falls - 2A		AMA - Assessed and/or Treated & Released	No
Arlington		Arlington	M48	6/20/2023 12:31:15 PM	2816729	2	Arlington	31D02 - Unconscious / Fainting (Near) - 2A	6315		Yes

Benbrook

Benbrook	17	Benbrook	M54	6/6/2023 4:49:02 PM	2797187	3	Benbrook	26D01 - Sick Person (Specific Diagnosis) - 3A	4360		Yes
Benbrook		Benbrook	M73	6/7/2023 4:33:48 PM	2798459	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	6276		Yes
Benbrook		Benbrook	M85	6/2/2023 8:29:26 AM	2791427	5	Benbrook	17A02 - Falls - 5A		AMA - Assessed and/or Treated & Released	No
Benbrook		Benbrook	M72	6/14/2023 3:37:23 AM	2807392	7	Benbrook	26A08 - Sick Person (Specific Diagnosis) - 7A	4036		Yes
Benbrook		Benbrook	M39	6/8/2023 7:23:38 AM	2799229	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A		AMA - Assessed and/or Treated & Released	No
Benbrook		Benbrook	M26	6/10/2023 6:28:50 AM	2801989	5	Benbrook	17B04 - G - Falls - On the ground or floor - 5A	5069		Yes
Benbrook		Benbrook	M26	6/16/2023 4:09:30 PM	2811222	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	3889		Yes
Benbrook		Benbrook	M68	6/7/2023 12:28:15 AM	2797644	5	Benbrook	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	5385		Yes

Benbrook	M24	6/7/2023 5:52:21 PM	2798636	2	Benbrook	45C01 - Specialized Unscheduled Up-Care Transport - 2A		AMA - Transported by Private Vehicle	No
Benbrook	M35	6/11/2023 6:22:02 AM	2803414	5	Benbrook	17A02 - G - Falls - On the ground or floor - 5A	4664		Yes
Benbrook	M78	6/13/2023 6:47:02 AM	2806014	5	Benbrook	10C03 - Sick Person (Specific Diagnosis) - 5A	5064		Yes
Benbrook	M72	6/14/2023 8:22:54 AM	2807552	5	Benbrook	17D05 - G - Falls - On the ground or floor - 5A	4532		Yes
Benbrook	M74	6/26/2023 1:40:07 AM	2824875	7	Benbrook	26A08 - Sick Person (Specific Diagnosis) - 7A	3522		Yes
Benbrook	M51	6/28/2023 9:27:21 AM	2828164	5	Benbrook	06C01 - Breathing Problems - 5A	4881		Yes
Benbrook	M85	6/1/2023 4:13:18 PM	2790616	1	Benbrook	17D02 - P - Falls - Public place (street, parking garage, market) - 1A	5139		Yes
Benbrook	M33	6/2/2023 12:26:24 AM	2791169	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	4170		Yes
Benbrook	M22	6/2/2023 3:14:10 PM	2791913	5	Benbrook	45A01 - g - Specialized Unscheduled Up-Care Transport - Falls - 5A	3655		Yes

Crowley

4

Crowley	M56	6/5/2023 2:32:29 PM	2795498	2	Crowley	29D02 - I - Auto vs. motorcycle - Auto vs. bicycle/Auto vs.	5959		Yes
Crowley	M32	6/8/2023 3:53:42 PM	2800010	5	Crowley	10C01 - Chest Pain / Chest Discomfort (Non- 28C12 - U - Stroke (CVA)		FD/PD Cancelled MedStar	No
Crowley	M57	6/25/2023 9:41:50 PM	2824684	3	Crowley	/ Transient Ischemic Attack (TIA) - Unknown		AMA - Assessed and/or Treated & Released	No
Crowley	M42	6/16/2023 12:48:31 PM	2810951	2	Crowley	12B01 - Convulsions / Seizures - 2A	5211		Yes

Richland Hills

20

Richland Hills	M65	6/23/2023 6:00:15 AM	2820618	5	Richland Hills	45A01 - g - Specialized Unscheduled Up-Care Transport - Falls - 5A	3480		Yes
Richland Hills	M48	6/3/2023 9:37:15 AM	2792699	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	4232		Yes
Richland Hills	M65	6/5/2023 5:03:11 PM	2795723	2	Richland Hills	06D01 - Breathing Problems - 2A	5205		Yes

Richland Hills	M49	6/16/2023 11:45:15 AM	2810879	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A		FD/PD Cancelled MedStar	No
Richland Hills	M43	6/14/2023 3:05:51 PM	2807957	4	Richland Hills	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - 4B	4639		Yes
Richland Hills	M71	6/26/2023 8:57:37 AM	2825270	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	5834		Yes
Richland Hills	M23	6/17/2023 1:22:17 AM	2811781	4	Richland Hills	29B05 - U - Solitary vehicle - Unknown number of patients - 4B		FD/PD Cancelled MedStar	No
Richland Hills	M61	6/11/2023 3:03:18 PM	2803827	5	Richland Hills			FD/PD Cancelled MedStar	No
Richland Hills	M52	6/10/2023 1:20:18 PM	2802373	3	Richland Hills	28C04 - U - Stroke (CVA) / Transient Ischemic Attack (TIA) - Unknown	4095		Yes
Richland Hills	M66	6/6/2023 11:05:41 PM	2797565	5	Richland Hills	26C02 - Sick Person (Specific Diagnosis) - 5A	4012		Yes
Richland Hills	M65	6/23/2023 3:27:10 PM	2821331	5	Richland Hills	06C01 - Breathing Problems - 5A	4228		Yes
Richland Hills	M27	6/1/2023 7:03:48 AM	2789879	5	Richland Hills	17B01 - Falls - 5A	5083		Yes
Richland Hills	M77	6/5/2023 3:21:03 PM	2795563	2	Richland Hills	27D04 - G - Gunshot wound - Gunshot - 2A	5531		Yes
Richland Hills	M55	6/9/2023 8:56:45 PM	2801579	5	Richland Hills	17B04 - Falls - 5A	3481		Yes
Richland Hills	M72	6/9/2023 2:10:05 PM	2801065	5	Richland Hills	17B04 - G - Falls - On the ground or floor - 5A	4274		Yes
Richland Hills	M59	6/10/2023 6:56:22 PM	2802793	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	3748		Yes
Richland Hills	M36	6/11/2023 12:33:55 AM	2803168	3	Richland Hills	29B03 - U - Solitary vehicle - Unknown number of patients - 3A		FD/PD Cancelled MedStar	No
Richland Hills	M56	6/2/2023 4:59:09 AM	2791330	2	Richland Hills	26C01 - Sick Person (Specific Diagnosis) - 3A	5955		Yes
Richland Hills	M26	6/17/2023 9:00:54 PM	2812854	2	Richland Hills	31D04 - Unconscious / Fainting (Near) - 2A	4999		Yes
Richland Hills	M83	6/17/2023 8:08:34 AM	2812044	5	Richland Hills	17B04 - Falls - 5A	4611		Yes

Tarrant County

3

Tarrant County	M70	6/23/2023 2:04:22 PM	2821174	1	Tarrant County	09E01 - Cardiac or Respiratory Arrest / Death - 1A	4666		Yes
Tarrant County	M23	6/8/2023 4:53:54 AM	2799050	5	Tarrant County	06C01 - Breathing Problems - 5A		FD/PD Cancelled MedStar	No
Tarrant County	M77	6/8/2023 6:49:15 AM	2799200	5	Tarrant County	06D04 - Breathing Problems - 5A	5100		Yes

Total Given

49

RECEIVED

Aid FROM	Total	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time	Cancel Reason Name	Resulted in TX
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Arlington

9

Arlington	AMR Arlington 1	6/25/2023 1:27:31 PM	2824023	3	Fort Worth	28C02 - G - Stroke (CVA) / Transient Ischemic Attack (TIA) - Greater	4865		Yes
Arlington	AMR Arlington 2	6/25/2023 2:04:04 PM	2824117	7	Fort Worth	26C03 - Sick Person (Specific Diagnosis) - 7A	3321		Yes
Arlington	AMR Arlington 1	6/8/2023 12:36:43 PM	2799588	2	Fort Worth	28C01 - J - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR	4052		Yes
Arlington	AMR Arlington 1	6/20/2023 7:23:42 PM	2817496	5	Fort Worth	31C01 - Unconscious / Fainting (Near) - 5A	3477		Yes
Arlington	AMR Arlington 1	6/26/2023 12:31:04 AM	2824829	M	Fort Worth	26A10 - Sick Person (Specific Diagnosis) - 5A	3668		Yes
Arlington	AMR Arlington 1	6/3/2023 11:41:37 AM	2792847	5	Fort Worth	17B04 - Falls - 5A	3820		Yes
Arlington	AMR Arlington 1	6/17/2023 11:46:10 AM	2812212	3	Fort Worth	28C03 - J - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR		Reassign	No
Arlington	AMR Arlington 1	6/14/2023 10:23:11 PM	2808731	8	Fort Worth	04B03 - A - Assault / Sexual Assault / Stun Gun - Assault - 8B		FD/PD Cancelled MedStar	No
Arlington	AMR Arlington 1	6/14/2023 9:53:03 PM	2808653	3	Fort Worth	30D04 - Language not understood (no interpreter in center) -		Reassign	No

Benbrook

1

Benbrook	Benbrook Medic 1	6/3/2023 9:21:28 AM	2792695	2	Fort Worth	12A01 - E - Convulsions / Seizures - Epileptic or Previous seizure	1764		No
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Crowley

4

Crowley	Crowley 254		2824080	2	Burleson	28C01 - L - Stroke (CVA) / Transient Ischemic Attack (TIA) - Less than 10D04 - Chest Pain / Chest Discomfort (Non-45C02 - Specialized	3464		Yes
Crowley	Crowley 254		2829586	5	Burleson	29B05 - Solitary vehicle - 4B	5007		Yes
Crowley	Crowley 254		2820984	2	Burleson	29B05 - Solitary vehicle - 4B	4387		Yes
Crowley	Crowley 254		2808789	4	Burleson	29B05 - Solitary vehicle - 4B	649		No

Eagle Mountain

16

Eagle Mountain	Eagle Mountain	6/15/2023 4:04:34 AM	2809000	5	Fort Worth	26A03 - Sick Person (Specific Diagnosis) - 5A	3620		Yes
Eagle Mountain	Eagle Mountain	6/15/2023 8:25:49 PM	2810168	7	Lakeside	26A08 - Sick Person (Specific Diagnosis) - 7A	3027		Yes
Eagle Mountain	Eagle Mountain	6/16/2023 12:44:31 AM	2810386	M	Fort Worth	10A01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 7A	1519		No
Eagle Mountain	Eagle Mountain	6/21/2023 10:51:15 AM	2818202	7	Lakeside	26A08 - Sick Person (Specific Diagnosis) - 7A	5437		Yes
Eagle Mountain	Eagle Mountain	6/21/2023 3:55:07 PM	2818561	M	Fort Worth	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	6538		Yes
Eagle Mountain	Eagle Mountain	6/22/2023 4:28:20 PM	2819929	2	Fort Worth	10D01 - Heat exposure - 2A	4219		Yes
Eagle Mountain	Eagle Mountain	6/7/2023 4:16:09 PM	2798422	2	Fort Worth	17D04 - Falls - 2A	6292		Yes
Eagle Mountain	Eagle Mountain	6/8/2023 10:39:16 AM	2799418	5	Fort Worth	26O28 - Sick Person (Specific Diagnosis) - 5A	5929		Yes
Eagle Mountain	Eagle Mountain	6/3/2023 11:46:47 AM	2792840	8	Fort Worth	25B03 - Psychiatric / Abnormal Behavior / Suicide Attempt - 8B		FD/PD Cancelled MedStar	No
Eagle Mountain	Eagle Mountain	6/29/2023 12:00:12 PM	2829602	5	Fort Worth	17B01 - Falls - 5A	1047		No
Eagle Mountain	Eagle Mountain	6/25/2023 8:38:04 PM	2824652	M	Fort Worth	25B06 - Psychiatric / Abnormal Behavior / Suicide Attempt - 8B	5414		Yes
Eagle Mountain	Eagle Mountain		2816535	5	Lake Worth	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	3928		Yes
Eagle Mountain	Eagle Mountain	6/1/2023 1:23:38 PM	2790312	5	Fort Worth	06C01 - Breathing Problems - 5A	5242		Yes

Eagle Mountain	Eagle Mountain	6/1/2023 5:06:29 PM	2790764	2	Lake Worth	31D04 - Unconscious / Fainting (Near) - 2A	3580		Yes
Eagle Mountain	Eagle Mountain	6/26/2023 3:51:36 AM	2824976	M	Fort Worth	31D03 - Unconscious / Fainting (Near) - 2A	4741		Yes
Eagle Mountain	Eagle Mountain		2800267	2	Fort Worth	28C01 - U - Stroke (CVA) / Transient Ischemic Attack (TIA) - Unknown	4686		Yes

Johnson County

1

Johnson County	AMR JC 1		2817469	1	Burleson	09E01 - Cardiac or Respiratory Arrest / Death - 1A		FD/PD Cancelled MedStar	No
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Justin EMS

1

Justin EMS	Justin EMS	6/3/2023 11:45:17 AM	2792832	2	Fort Worth	12D02 - Convulsions / Seizures - 2A	5707		Yes
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Life Care EMS

3

Life Care EMS	Life Care EMS (Willow Park)	6/3/2023 12:12:30 PM	2792869	5	White Settlement	26A10 - Sick Person (Specific Diagnosis) - 5A	3945		Yes
Life Care EMS	Life Care EMS (Springtown)		2808710	2	Fort Worth	27D04 - S - Stabbing - Stab - 2A	5694		Yes
Life Care EMS	Life Care EMS (Willow Park)	6/11/2023 9:32:31 PM	2804307	4	Fort Worth	29B05 - U - Solitary vehicle - Unknown number of patients - 4B		FD/PD Cancelled MedStar	No

Roanoke

1

Roanoke	Roanoke	6/5/2023 10:22:18 PM	2796150	M	Fort Worth	29B03 - V - Vehicle vs. vehicle - Multiple patients - 3A	2519		No
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Watauga

6

Watauga	Watauga	6/19/2023 2:36:25 PM	2815208	2	Fort Worth	45C01 - Specialized Unscheduled Up-Care Transport - 2A	1122		No
Watauga	Watauga	6/13/2023 10:45:00 PM	2807182	2	Haltom City	12D02 - E - Convulsions / Seizures - Epileptic or Previous seizure	3357		Yes
Watauga	Watauga	6/1/2023 5:43:28 PM	2790817	M	Fort Worth	02C01 - Allergic reaction - 5A	1986		Yes
Watauga	Watauga	6/8/2023 12:44:20 PM	2799602	2	Haltom City	31D02 - Unconscious / Fainting (Near) - 2A	3351		Yes
Watauga	Watauga	6/23/2023 2:05:47 PM	2821189	7	Fort Worth	30A02 - Traumatic Injuries (Specific) - 7A	2593		Yes

Watauga	Watauga	6/29/2023 11:41:58 AM	2829607	5	Fort Worth	26A10 - Sick Person (Specific Diagnosis) - 5A	598		No
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Total Received	42
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Medstar Mutual Aid Response Task Time Report

Period: 05/01/2023 through 05/31/2023

GIVEN

Aid TO	Total	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time	Cancel Reason Name	Resulted in TX
Arlington	4	Arlington	M28	5/12/2023 3:36:31 PM	2764110	4	Arlington	29B05 - V - Vehicle vs. vehicle - 4B		Calling Party Cancelled	No
Arlington		Arlington	M33	5/3/2023 8:15:55 AM	2751304	4	Arlington	29B05 - Traffic Collision / Transportation Incident - 4B		Calling Party Cancelled	No
Arlington		Arlington	M28	5/12/2023 3:40:34 PM	2764121	7	Arlington	USA01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A		Calling Party Cancelled	No
Arlington		Arlington	M22	5/3/2023 8:18:07 AM	2751307	5	Arlington	26A05 - Sick Person (Specific Diagnosis) - 5A	6354		Yes

Benbrook

Benbrook	19	Benbrook	M52	5/8/2023 2:16:47 PM	2758529	8	Benbrook	25B06 - V - Psychiatric / Abnormal Behavior / Suicide Attempt - Violent - 21B01 - M - Specialized	5758		Yes
Benbrook		Benbrook	M58	5/6/2023 5:31:17 PM	2756133	5	Benbrook	Unscheduled Up-Care Transport - MEDICAL - 5A		AMA - Assessed and/or Treated & Released	No
Benbrook		Benbrook	M52	5/6/2023 1:33:18 PM	2755808	3	Benbrook	26C01 - Sick Person (Specific Diagnosis) - 3A	3557		Yes
Benbrook		Benbrook	M30	5/29/2023 8:53:16 PM	2786582	5	Benbrook	17B01 - Falls - 5A		AMA - Assessed and/or Treated & Released	No
Benbrook		Benbrook	M36	5/27/2023 2:19:09 AM	2782905	3	Benbrook	26D01 - Sick Person (Specific Diagnosis) - 3A	4286		Yes
Benbrook		Benbrook	M66	5/28/2023 7:03:23 AM	2784592	5	Benbrook	17B01 - Falls - 5A		AMA - Assessed and/or Treated & Released	No
Benbrook		Benbrook	M47	5/1/2023 9:02:04 AM	2748824	2	Benbrook	12A01 - E - Convulsions / Seizures - Epileptic or Previous seizure diagnosis	4368		Yes
Benbrook		Benbrook	M79	5/16/2023 6:12:51 AM	2768661	8	Benbrook	25001 - Psychiatric / Abnormal Behavior / Suicide Attempt - 8B	3544		Yes
Benbrook		Benbrook	M71	5/13/2023 4:47:58 PM	2765412	3	Benbrook	31C02 - Unconscious / Fainting (Near) - 3A	4154		Yes
Benbrook		Benbrook	M45	5/5/2023 5:08:27 PM	2754603	7	Benbrook	30A03 - Traumatic Injuries (Specific) - 7A	3947		Yes
Benbrook		Benbrook	M32	5/21/2023 12:09:33 PM	2775222	5	Benbrook	17A03 - Falls - 5A	4682		Yes
Benbrook		Benbrook	M40	5/26/2023 1:27:35 PM	2781943	5	Benbrook	17A02 - Falls - 5A	3692		Yes
Benbrook		Benbrook	M27	5/18/2023 12:54:41 AM	2770926	5	Benbrook	17A02 - G - Specialized Unscheduled Up-Care Transport - On the ground	3765		Yes
Benbrook		Benbrook	M30		2755621	5	Benbrook			FD/PD Cancelled MedStar	No
Benbrook		Benbrook	M74	5/5/2023 5:03:01 PM	2754549	2	Benbrook	17D04 - G - Falls - On the ground or floor - 2A		Refusal - Refused all Evaluation/Care	No
Benbrook		Benbrook	M49	5/21/2023 6:06:58 PM	2775637	3	Benbrook	17A04 - Falls - FD	4798		Yes

Benbrook	M26	5/23/2023 11:32:15 AM	2777821	2	Benbrook	45D02 - Specialized Unscheduled Up-Care Transport - 2A	4201		Yes
Benbrook	M85	5/2/2023 10:13:52 AM	2750047	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	5597		Yes
Benbrook	M27	5/24/2023 8:03:12 AM	2778946	2	Benbrook	31D03 - Unconscious / Fainting (Near) - 2A	5167		Yes

Crowley

10

Crowley	M49	5/23/2023 3:27:55 PM	2778079	4	Crowley	29B01 - V - Vehicle vs. vehicle - Multiple patients - 4B		AMA - Assessed and/or Treated & Released	No
Crowley	M72	5/9/2023 7:38:50 PM	2760216	2	Crowley	17D04 - Falls - 2A		AMA - Assessed and/or Treated & Released	No
Crowley	M23	5/8/2023 9:44:32 AM	2758244	3	Crowley	06C01 - E - Breathing Problems - COPD		FD/PD Cancelled MedStar	No
Crowley	M40	5/23/2023 10:33:31 AM	2777750	5	Crowley	19C07 - Heart Problems / A.I.C.D. - 5A	6632		Yes
Crowley	M54	5/1/2023 4:44:24 PM	2749249	2	Crowley	12D04 - Convulsions / Seizures - 2A	4551		Yes
Crowley	M32	5/26/2023 7:25:08 PM	2782372	8	Crowley	04D05 - A - Assault / Sexual Assault / Stun Gun - Assault - 8B		PD Cancelled, Not Needed	No
Crowley	M67	5/4/2023 4:25:55 PM	2753014	3	Crowley	19C04 - Heart Problems / A.I.C.D. - 3A		FD/PD Cancelled MedStar	No
Crowley	M50	5/4/2023 10:02:31 AM	2752658	5	Crowley	23C07 - I - Overdose / Poisoning (Ingestion) - Intentional - 5A	4239		Yes
Crowley	M42	5/7/2023 10:34:07 PM	2757871	5	Crowley	17B04 - Falls - 5A	4290		Yes
Crowley	M23	5/15/2023 11:33:17 AM	2767690	5	Crowley			Reassign	No

Denton County

1

Denton County	M85		2755506	4	Denton County	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - 4B	5084		Yes
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Everman

1

Everman	M43	5/5/2023 4:14:41 PM	2754412	1	Everman	06C01 - Breathing Problems - 5A	4537		Yes
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Justin

1

Justin	M49	5/7/2023 8:47:58 AM	2757060	5	Justin			AMA - Assessed and/or Treated & Released	No
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Richland Hills

25

Richland Hills	M80	5/1/2023 5:12:33 PM	2749283	2	Richland Hills	11D01 - U - Choking - Unknown - 2A	4487		Yes
Richland Hills	M57	5/23/2023 8:11:15 PM	2778384	5	Richland Hills	26A05 - Sick Person (Specific Diagnosis) - 5A	4561		Yes
Richland Hills	M33	5/3/2023 3:16:52 PM	2751782	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non- Traumatic) - 5A	2880		Yes
Richland Hills	M58	5/23/2023 6:17:22 AM	2777556	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non- Traumatic) - 5A	4214		Yes
Richland Hills	M79	5/20/2023 8:12:33 PM	2774563	5	Richland Hills			FD/PD Cancelled MedStar	No
Richland Hills	M76	5/5/2023 11:36:30 AM	2753957	5	Richland Hills	19C07 - Heart Problems / A.I.C.D. - 5A	2787		Yes

Richland Hills	M76	5/5/2023 8:56:11 AM	2753818	5	Richland Hills	06C01 - Breathing Problems - 5A	4358		Yes
Richland Hills	M22	5/27/2023 8:52:31 PM	2784059	5	Richland Hills	06C01 - Breathing Problems - 5A		Calling Party Cancelled	No
Richland Hills	M37	5/20/2023 7:01:38 PM	2774489	5	Richland Hills	32B02 - Medical Alarm (Alert) notification - FD		FD/PD Cancelled MedStar	No
Richland Hills	M66	5/26/2023 4:27:45 AM	2781416	3	Richland Hills	06C01 - E - Breathing Problems - COPD (Emphysema/Chronic	3101		Yes
Richland Hills	M49	5/24/2023 9:49:52 AM	2779063	3	Richland Hills	28C02 - X - Stroke (CVA) / Transient Ischemic Attack (TIA) - No test evidence of	5020		Yes
Richland Hills	M58	5/23/2023 4:59:25 AM	2777439	5	Richland Hills	32B02 - Medical Alarm (Alert) notification - FD		FD/PD Cancelled MedStar	No
Richland Hills	M34	5/4/2023 2:56:59 PM	2752934	2	Richland Hills	31D02 - Unconscious / Fainting (Near) - 2A		FD/PD Cancelled MedStar	No
Richland Hills	M46	5/22/2023 9:17:16 PM	2777180	2	Richland Hills	31D04 - Unconscious / Fainting (Near) - 2A	4351		Yes
Richland Hills	M552	5/5/2023 3:03:19 PM	2754248	5	Richland Hills	06C01 - Breathing Problems - 5A	5334		Yes
Richland Hills	M35	5/4/2023 10:57:24 AM	2752705	3	Richland Hills	USA01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A	3678		Yes
Richland Hills	M71	5/16/2023 9:40:43 AM	2768778	1	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	3602		Yes
Richland Hills	M50	5/6/2023 3:12:46 PM	2755938	3	Richland Hills	17B04 - Falls - 5A	3317		Yes
Richland Hills	M84	5/18/2023 6:46:51 AM	2771065	5	Richland Hills	17B04 - Falls - 5A	5367		Yes
Richland Hills	M61	5/24/2023 8:00:04 AM	2778945	5	Richland Hills	17B01 - G - Falls - On the ground or floor - 5A	3704		Yes
Richland Hills	M53	5/12/2023 3:16:11 PM	2764083	1	Richland Hills	09E02 - Cardiac or Respiratory Arrest / Death - 1A		FD/PD Cancelled MedStar	No
Richland Hills	M54	5/21/2023 10:18:43 PM	2775868	5	Richland Hills	02B01 - Allergies (Reactions) / Envenomations / Stings	4766		Yes
Richland Hills	M30	5/9/2023 12:30:14 PM	2759710	4	Richland Hills	29D02 - p - Traffic Collision / Transportation Incident - Rollovers - 2A	3115		Yes
Richland Hills	M34	5/3/2023 5:55:33 PM	2751937	2	Richland Hills	06D01 - Specialized Unscheduled Up-Care Transport - 2A	4058		Yes
Richland Hills	M68	5/3/2023 2:50:57 PM	2751763	5	Richland Hills	21D03 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	4523		Yes

Tarrant County

2

Tarrant County	M58		2784441	5	Tarrant County			Reassign	No
Tarrant County	M550		2785282	5	Tarrant County			FD/PD Cancelled MedStar	No

Total Given 63

RECEIVED

Aid FROM	Total	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Task Time	Cancel Reason Name	Resulted in TX
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Arlington

6

Arlington	AMR Arlington 1	5/11/2023 2:40:06 AM	2761802	5	Fort Worth	06D04 - Breathing Problems - 5A	2026		No
Arlington	AMR Arlington 1	5/6/2023 6:30:59 PM	2756225	3	Fort Worth	29B03 - Traffic Collision / Transportation Incident - 3A	765		No
Arlington	AMR Arlington 1	5/30/2023 10:42:33 AM	2787307	8	Fort Worth	25B06 - V - Psychiatric / Abnormal Behavior / Suicide Attempt - Violent - 3A	2344		No
Arlington	AMR Arlington 1	5/13/2023 11:18:10 AM	2765048	7	Fort Worth	01C05 - Abdominal Pain / Problems - 7A	3642		Yes
Arlington	AMR Arlington 1	5/13/2023 1:18:08 PM	2765205	5	Fort Worth	10C01 - Chest Pain / Chest Discomfort (Non-	792		No
Arlington	AMR Arlington 1	5/13/2023 9:37:33 PM	2765749	3	Fort Worth	26C01 - Sick Person (Specific Diagnosis) - 3A	4289		Yes

Crowley

4

Crowley	Crowley 254		2772784	3	Burleson	28C02 - Y - Stroke (CVA) / Transient Ischemic Attack (TIA) - No test evidence of	3525		Yes
Crowley	Crowley 254		2783574	5	Burleson	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	3555		Yes
Crowley	Crowley 254		2777737	2	Burleson	06D02 - U - Breathing Problems - Other lung problems - 2A	3590		Yes
Crowley	Crowley 254	5/22/2023 4:55:33 PM	2776889	2	Burleson	45D03 - Specialized Unscheduled Up-Care Transport - 2A		Reassign	No

Eagle Mountain

14

Eagle Mountain	Eagle Mountain	5/14/2023 9:10:10 PM	2767014	2	Lake Worth	17D04 - Falls - 2A	5159		Yes
Eagle Mountain	Eagle Mountain	5/30/2023 4:56:32 PM	2787909	5	Saginaw	45A01 - Specialized Unscheduled Up-Care Transport - 5A	3505		Yes
Eagle Mountain	Eagle Mountain	5/29/2023 3:23:16 AM	2785693	3	Fort Worth	06C01 - Breathing Problems - COPD (Emphysema/Chronic	4218		Yes
Eagle Mountain	Eagle Mountain	5/13/2023 8:41:20 PM	2765678	8	Fort Worth	04B01 - A - Assault / Sexual Assault / Stun Gun - Assault - 8B	580		No
Eagle Mountain	Eagle Mountain	5/23/2023 10:06:46 AM	2777733	5	Saginaw	17B04 - Falls - 5A	5560		Yes
Eagle Mountain	Eagle Mountain	5/12/2023 10:32:58 AM	2763743	5	Fort Worth	17B04 - G - Falls - On the ground or floor - 5A	1761		No
Eagle Mountain	Eagle Mountain	5/6/2023 1:47:05 PM	2755836	M	Fort Worth	26C05 - Sick Person (Specific Diagnosis) - 2A		Reassign	No
Eagle Mountain	Eagle Mountain	5/6/2023 8:38:50 PM	2756345	2	Fort Worth	31C02 - Unconscious / Fainting (Near) - 3A	901		No
Eagle Mountain	Eagle Mountain	5/10/2023 1:12:28 AM	2760496	M	Fort Worth	26A04 - C - Sick Person (Specific Diagnosis) - Suspected coronavirus	5204		Yes
Eagle Mountain	Eagle Mountain	5/11/2023 3:43:52 PM	2762577	3	Fort Worth	28C02 - Y - Stroke (CVA) / Transient Ischemic Attack (TIA) - 3A	1702		No
Eagle Mountain	Eagle Mountain	5/7/2023 3:57:26 AM	2756897	3	Sansom Park	26D01 - Sick Person (Specific Diagnosis) - 3A	3931		Yes
Eagle Mountain	Eagle Mountain		2756495	8	Fort Worth	38A03 - Advanced SEND (Medical Miranda) - 8B	912		No
Eagle Mountain	Eagle Mountain	5/26/2023 1:26:08 PM	2781945	4	Fort Worth	29B01 - V - Vehicle vs. vehicle - Multiple patients - 4B		FD/PD Cancelled MedStar	No

Eagle Mountain	Eagle Mountain	5/26/2023 1:42:47 PM	2781968	2	Fort Worth	09B01 - a - Cardiac or Respiratory Arrest / Death - Cold and stiff in a warm	1507		No
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Johnson County

1

Johnson County	AMR JC 1		2770625	2	Burleson	17D04 - Falls - 2A	3879		Yes
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Justin EMS

1

Justin EMS	Justin EMS	5/30/2023 11:11:01 AM	2787357	1	Fort Worth	31E01 - Unconscious / Fainting (Near) - P1+FD+PD	3897		Yes
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Life Care EMS

2

Life Care EMS	Life Care EMS (Willow Park)	5/7/2023 4:16:15 AM	2756906	4	Fort Worth	29B05 - U - Traffic Collision / Transportation Incident - Unknown		RAS - Release At Scene	No
Life Care EMS	Life Care EMS (Willow Park)	5/3/2023 12:43:07 AM	2751102	5	Fort Worth	10C03 - Chest Pain / Chest Discomfort (Non-	4991		Yes

Watauga

5

Watauga	Watauga	5/23/2023 10:07:22 AM	2777723	2	Fort Worth	45C02 - Specialized Unscheduled Up-Care	6130		Yes
Watauga	Watauga	5/6/2023 12:21:33 AM	2755225	4	Fort Worth	29B01 - V - Traffic Collision / Transportation Incident - Multiple patients	4264		Yes
Watauga	Watauga	5/8/2023 3:04:22 PM	2758627	5	Haltom City	26C02 - Sick Person (Specific Diagnosis) - 5A	5069		Yes
Watauga	Watauga	5/11/2023 4:44:25 PM	2762724	5	Fort Worth	10D04 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	3895		Yes
Watauga	Watauga	5/30/2023 12:30:58 PM	2787516	2	Haltom City	31D02 - Unconscious / Fainting (Near) - 2A	358		No

Total Received

33



Legal Team Report June 21, 2023-July 24, 2023

Compliance Officer Duties

- Assisted MAEMSA jurisdiction Police departments with multiple criminal investigations, records requests, missing persons investigations, and crew member statements, witness interviews as needed.
- Assisted Tarrant County Medical Examiner's office with multiple death investigations, and records requests.
- Complete the DSHS site audit questionnaire, prepared exhibits for the same, and scheduled a site visit for August 15th, 2023.
- Worked with Operations to improve narcotics tracking processes for logistics.
- Began collecting data to revise and improve the MedStar records retention schedule.

Paralegal Duties

- Provided internal legal support and processed multiple requests regarding legal matters.
- 6 Subpoenas(s) for witness appearance processed and served.
- 5 Pre-trial meetings were held with the Tarrant Co. District Attorney's Office.
- Hosted a civil deposition with outside counsel regarding witness MedStar testimony.
- 34 DFPS report(s) were made with the DFPS for suspected abuse, neglect, or exploitation.
- Reviewed multiple legal & privacy matters for Operations & HR and provided guidance as needed.
- Worked with outside counsel regarding ongoing active litigation.
- Conducted several internal affairs investigations regarding various conduct & employment related matters.
- Drafted, reviewed, negotiated, and executed multiple agreements with outside parties.

Chad Carr
Compliance Officer
General Counsel Paralegal
ACO, CAPO, CRC, EMT-P