



**Metropolitan Area EMS Authority (MAEMSA)**

**dba MedStar Mobile Healthcare**

---

**Board of Directors**

**August 23, 2023**

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

**Date and Time:** August 23, 2023 at 10:00 a.m.

**Location:** MedStar Board Room, 2900 Alta Mere Drive, Fort Worth, TX 76116

The public may observe the meeting in person, at <https://meetings.ringcentral.com/j/1451928166> or by phone at (469) 445-0100 (meeting ID: 145 192 8166).

**AGENDA**

- |             |                               |   |                           |
|-------------|-------------------------------|---|---------------------------|
| <b>I.</b>   | <b>CALL TO ORDER</b>          |   | Dr. Janice Knebl          |
| <b>II.</b>  | <b>INTRODUCTION OF GUESTS</b> |   | Dr. Janice Knebl          |
| <b>III.</b> | <b>CITIZEN PRESENTATIONS</b>  | 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, <a href="http://www.medstar911.org/board-of-directors/">http://www.medstar911.org/board-of-directors/</a> where more details can be found, including information on time limitations). The deadline for registering is 4:30 p.m. August 22, 2023. 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. |                           |
| <b>IV.</b>  | <b>CONSENT AGENDA</b>         | 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:   |                           |
|             | <b>BC – 1565</b>              | Approval of Board Minutes for June 28, 2023   | Dr. Janice Knebl<br>Pg. 1 |
|             | <b>BC – 1566</b>              | Approval of Board Minutes for August 11, 2023   | Dr. Janice Knebl<br>Pg. 5 |
|             | <b>BC – 1567</b>              | Check Register for June/July  | Dr. Janice Knebl<br>Pg. 7 |
| <b>V.</b>   | <b>NEW BUSINESS</b>           |   |                           |
|             | <b>BC – 1568</b>              | Approval of Compensation and Evaluation Task Force's Recommended Policy for Review of Executive Performance   | Teneisha Kennard          |

## **VI. MONTHLY REPORTS**

<b>A.</b>	Chief Executive Officer Report	Kenneth Simpson
<b>B.</b>	Office of the Medical Director Report	Dwayne Howerton Dr. Jeff Jarvis
<b>C.</b>	Chief Transformation Officer	Matt Zavadsky
<b>D.</b>	Chief Financial Officer	Steve Post
<b>E.</b>	Human Resources	Leila Peeples
<b>F.</b>	FRAB	Fire Chief Jim Davis Fire Chief Doug Spears
<b>G.</b>	Operations	Chris Cunningham
<b>H.</b>	Compliance Officer/Legal	Chad Carr Kristofer Schleicher
<b>I.</b>	EPAB	Dr. Brad Commons

## **VII. OTHER DISCUSSIONS**

<b>A.</b>	Requests for future agenda items	Dr. Janice Knebl
-----------	----------------------------------	------------------

## **VIII. CLOSED SESSION**

The Board of Directors may conduct a closed meeting in order to discuss matters permitted by any of the following sections of Chapter 551 of the Texas Government Code, including but not limited to any item on this agenda:

1. Section 551.071: To seek the advice of its attorney(s) concerning pending or contemplated litigation or a settlement offer, or on any matter in which the duty of the attorney to the Board and the Authority to maintain confidentiality under the Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Open Meetings Act, including without limitation, consultation regarding legal issues related to matters on this Agenda;
2. Section 551.072: To deliberate the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the Authority in negotiations with a third person;

3. Section 551.074: To (1) deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of an Authority officer or employee; or (2) to hear a complaint or charge against an officer or employee; or
4. Section 551.089: To deliberate security assessments or deployments relating to information resources technology; network security information; or the deployment of, or specific occasions for implementation, of security personnel, critical infrastructure, or security devices.

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

## **XI. ADJOURNMENT**

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 08.23.2023	<b>Reference #:</b> BC-1565	<b>Title:</b> Approval of Board of Directors Minutes
-------------------------	-----------------------------	--

**RECOMMENDATION:**

It is recommended that the Board of Directors approve the board minutes for June.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

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

## MINUTES

### METROPOLITAN AREA EMS AUTHORITY DBA MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS REGULAR MEETING JUNE 28, 2023

The Metropolitan Area EMS Authority Board of Directors conducted a meeting at the offices of the Authority, with some members participating by video conference call pursuant to Section 551.127(c) of the Texas Government Code. The public was invited to observe the meeting at that location, or by phone or video conference.

#### I. CALL TO ORDER

Chair Dr. Janice Knebl called the meeting to order at 10:03 a.m.

Board members participating through video conference: Dr. Brad Commons, Dr. Chris Bolton, Fire Chief Doug Spears, and Councilman Carlos Flores. Board members physically present were Chair Dr. Janice Knebl, Fire Chief Jim Davis, Teneisha Kennard, Bryce Davis, Ken Simpson (Ex-Officio) and Dr. Jeff Jarvis (Ex-Officio). Others present were General Counsel Kristofer Schleicher, Matt Zavadsky, Steve Post, Chad Carr, Leila Peeples, and Dwayne Howerton.

**Guests on phone or in person as attendees:** Fire Chief Brian Jacobs, Fire Chief Jeff Ballew, Assistant Fire Chief Jeremy Blackwell, Fire Chief Kirt Mays, Anita Meadows, Blair Brame, Bob Strickland, Bradley Crenshaw, Brandon Pate, Brian White, Chris Roberts, Diana Anderson, Cerenity Jenkins-Jones, Desiree Partain, Emily Vinson, Heath Stone, James Horton, Jason Weimer, Jose Talavera, Kayden Bathory, Kerby Johnson, Kier Brister, Kristine Martinez, LaChandra Goynes, Lindy Curtis, Maerissa Thomas, Nancy Cychol, Pete Rizzo, Rhode Ontiveros Romero, Ricky Hyatt, Scott Mesick, Shaun Curtis, Timothy Statum, Will Mercer, William Gleason, and Whitney Morgan.

#### II. INTRODUCTION OF GUESTS

Chair Dr. Janice Knebl introduced Emily Wolf, Reporter with The Fort Worth Report.

#### III. CONSENT AGENDA

**BC-1562 Approval of Board Minutes for May 24, 2023**

**BC-1563 Approval of Check Register for May**

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

#### IV. NEW BUSINESS

Tenisha Kennard provided an update to the Board from the Evaluation/Compensation Committee.

## V. MONTHLY REPORTS

- A. Chief Executive Officer– Ken Simpson referred to Tab A and informed the Board, Senate Bill 2476 which relates to state commercial insurance and attempt to the legislature to try to eliminate balance billing with regards to those plans; the bill will go into effect on January 1, 2024. We are currently working with the billing company to obtain revenue projections with this change. The Reprioritization committee met to review the 90-day results. Among other things, it was noted that the initial results are encouraging and we saw a 50% decrease in the number of patients experiencing high acuity conditions being dispatched as a low acuity call. The initial number was small, but any time you can decrease an already small number it is positive and demonstrates the system is producing some of the intended results. RFP process relating to electronic patient care reporting was completed. We evaluated two different platforms with our first responder agencies. The recommendation is not to change the current electronic patient care reporting platform. We had the opportunity to speak with Fort Worth City Council during closed session about the interlocal, our path forward, and request for 1.5 million per quarter.
- B. Office of the Medical Director – Dr. Jeff Jarvis referred to Tab B and informed the Board of the quarterly CE which will involve some protocol changes on agitation and headache. The credentialing committee decided to replace the bi-annual protocol exam with PRM (Protocol Review Modules).
- C. Chief Transformation Officer – Matt Zavadsky referred to Tab C and informed the Board, we are continuing to work and have discussions with Cigna on an alternate payment model. Matt recognized Desiree Partain for engaging and raising morale within our workforce.
- D. Chief Financial Officer– Steve Post referred and reviewed Tab D with the Board.
- E. Chief Human Resources Officer- Leila Peeples referred to Tab E and informed the Board, that Human Resources continues to work on recruitment. The team attended HOSA (Health Occupational Students of America) last week and had the opportunity to visit with 7,000 high school students about a career in EMS. We anticipate 35 new employees attending NEOP next month.
- F. FRAB – Chief Spears provided no update to the Board.
- G. Operations – Ken Simpson referred to Tab G.
- H. Compliance and Legal- Chad Carr referred to Tab H and thanked the Executive team, Managers, and Supervisors for their assistance with Department of State Health Services questionnaire and site visit. We are anticipating the routine site visit to be at the end of July.

- I. EPAB – Dr. Brad Commons informed the Board, EPAB Board meeting will be next month and provided a connective purpose report.

**VI. REQUEST FOR FUTURE AGENDA ITEMS**

None.

**VII. CLOSED SESSION**

**VIII. ADJOURNMENT**

The board stood adjourned at 10:34 a.m.

Respectfully submitted,

---

Douglas Spears  
Secretary





**METROPOLITAN AREA EMS AUTHORITY  
DBA MEDSTAR MOBILE HEALTHCARE  
MINUTES OF CALLED MEETING**

**Meeting Date and Time: August 11, 2023, at 9:00 a.m.**

The Metropolitan Area EMS Authority Board of Directors conducted a called meeting at the offices of the Authority, with some members participating by video conference call pursuant to Section 551.127(c) of the Texas Government Code. The public was invited to observe the meeting at that location, or by phone or videoconference.

Board members participating through video conferencing: Dr. Brad Commons, Dr. Chris Bolton, Fire Chief Doug Spears, Fire Chief Jim Davis, Bryce Davis, and Teneisha Kennard. Board members physically present were Chair Dr. Janice Knebl, Councilman Carlos Flores, Susan Alanis, Ken Simpson (Ex-Officio) and Dr. Jeff Jarvis (Ex-Officio). Others present were General Counsel Kristofer Schleicher, Steve Post, Matt Zavadsky, and Leila Peeples.

**I. CALL TO ORDER**

Dr. Janice Knebl called the meeting to order at 9:00 a.m.

**II. INTRODUCTION OF GUESTS**

There were no guests.

**III. CITIZEN PRESENTATIONS**

There were no citizen presentations.

**IV. NEW BUSINESS**

**Item BC-1564 (Approval of participation in contemplated litigation regarding reduction of reimbursement by Veterans Administration (discussed in closed session))**

**V. CLOSED SESSION**

The Board of Directors went into a closed session at 9:01 a.m. to deliberate item BC-1564 under Section 551.071 of the Texas Government Code. The Board did not return to open session and took no further action.

**VI. ADJOURNMENT**

The meeting was adjourned at 9:21 a.m.

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 08.23.2023	<b>Reference #:</b> BC-1567	<b>Title:</b> Approval of Board of Check Register
-------------------------	-----------------------------	---

**RECOMMENDATION:**

It is recommended that the Board of Directors approve the check register for June and July.

**DISCUSSION:**

N/A

**FINANCING:**

N/A

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

AP Check Details Over 5000.00  
For Checks Between 6/1/2023 and 7/31/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
112572	6/1/2023	Bound Tree Medical LLC	19,842.10	Various Medical Supplies
112579	6/1/2023	Focused Strategies Group	18,500.00	Review of Procedures- Feb-May2
112580	6/1/2023	Founder Project RX Inc	6,271.95	Various Medical Supplies
112590	6/1/2023	Medline Industries, Inc.	10,565.81	Various Medical Supplies
112606	6/1/2023	Tarrant County College	6,786.00	Paramedic School Tuition
112609	6/1/2023	The EMS Training School	6,500.00	Paramedic School Tuition
112610	6/1/2023	The State of Texas	5,892.63	Microsoft Subscription - Ap23
112616	6/1/2023	XL Parts	9,271.70	Various Parts
112617	6/1/2023	Zoll Data Systems Inc	8,012.02	Qtly Maintenance - 6/15/23-9/14/23
112623	6/8/2023	Applause Promotional Products	10,012.45	Uniforms
112628	6/8/2023	Bound Tree Medical LLC	13,225.32	Various Medical Supplies
112638	6/8/2023	Founder Project RX Inc	6,567.89	Various Medical Supplies
112644	6/8/2023	ImageTrend	25,117.00	Monthly Fees- Elite EMS Saas
112647	6/8/2023	Maintenance of Ft Worth, Inc.	6,028.00	Janitorial Services and Supplies
112650	6/8/2023	Medline Industries, Inc.	11,210.82	Various Medical Supplies
112651	6/8/2023	Modern Mobility	330,623.60	Demers Module Upfit VIN #8785 and VIN #8787
112659	6/8/2023	Paranet Solutions	46,379.78	Upgrade SQL version on Logis servers IT monthly services
112664	6/8/2023	Southwest Ambulance Sales LLC	510,502.00	Ford Ambulance - VIN #1FDUF4HT7NDA22224 and VIN #1FDUF4HT2NDA22230
112669	6/8/2023	The University of Texas Health Science at	5,000.00	CARES study dues
112670	6/8/2023	TML Intergovernmental Risk Pool	8,277.08	Liability Deductible - Contrac
112692	6/15/2023	Airgas USA, LLC	6,867.47	Cylinders and Rentals
112693	6/15/2023	All-Pro Construction & Commerical	15,951.25	Gas Sensor Inspection/Maint Subscription/Prevent. Maintenance/Fire Service/Roof Repairs
112695	6/15/2023	Bound Tree Medical LLC	13,279.29	Various Medical Supplies
112697	6/15/2023	Collection Management Company	5,245.54	Collection Services
112698	6/15/2023	CyrusONE	8,060.48	Colocation / Bandwidth Charges
112705	6/15/2023	Gulfstream Outsourcing and Specialized	5,992.38	Aged/Historical Project - May
112711	6/15/2023	Logis Solutions	6,267.53	HERE License - May23
112717	6/15/2023	Medline Industries, Inc.	8,307.71	Various Medical Supplies
112737	6/15/2023	The EMS Training School	6,350.00	R Summers - Paramedic Tuition
112746	6/15/2023	Zoll Medical Corporation	9,424.94	Various Medical Supplies
112800	6/22/2023	Amazon Marketplace	5,428.24	Scales/Unit Tags/Video Production/Disk Station/Ipad charges/Clipboards
112812	6/22/2023	Bound Tree Medical LLC	18,376.44	Various Medical Supplies

AP Check Details Over 5000.00  
For Checks Between 6/1/2023 and 7/31/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
112816	6/22/2023	CompOne Administrators Inc	6,435.00	CompOne - May
112817	6/22/2023	EfurnitureMax	9,140.37	Dispatch chairs
112820	6/22/2023	Founder Project RX Inc	6,156.71	Various Medical Supplies
112826	6/22/2023	Medline Industries, Inc.	11,296.32	Various Medical Supplies
112836	6/22/2023	T & W Tire	5,799.60	Ram Tires-code 100s
112837	6/22/2023	The State of Texas	6,636.47	Microsoft Subscription
112849	6/29/2023	Bound Tree Medical LLC	18,311.22	Various Medical Supplies
112855	6/29/2023	Communication Center Specialists Inc.	5,625.00	Annual Comm Console Cleaning
112856	6/29/2023	CSAM US Ltd	35,000.00	Consulting Fee
112858	6/29/2023	Fort Worth Heat & Air	11,383.14	Replace IT Office HVAC Equipment
112869	6/29/2023	Masimo Americas, Inc	9,118.52	Various Medical Supplies
112871	6/29/2023	Medline Industries, Inc.	11,284.78	Various Medical Supplies
112886	6/29/2023	SoftwareOne, Inc.	27,173.16	Mimecast email filtering to replace Proofpoint
112891	6/29/2023	The EMS Training School	13,000.00	Paramedic Tuition - I Collier
112895	6/29/2023	XL Parts	9,753.58	Various Parts
3499592	6/1/2023	Frost	39,363.52	Frost Loan #39001
3508942	6/2/2023	M Davis and Company Inc	5,240.00	Detection of Elder Abuse - May
3508975	6/2/2023	UMR Benefits	51,630.64	Health Insurance Premium
3509013	6/2/2023	MetLife - Group Benefits	38,289.38	Dental/Vision/STD/Basic Life/Supp Life
3514681	6/5/2023	WEX Bank	141,047.69	Fuel
3548273	6/13/2023	Modern Mobility	661,247.20	Ambulance Modules - VIN #8783, VIN #8782, VIN #8789, VIN 8788
3625441	6/30/2023	UT Southwestern Medical Center	12,833.33	Contract Services - B Miller
3625455	6/30/2023	Integrative Emergency Service Physician	15,000.00	Contract Services - A Cornelius
6012301	6/1/2023	Frost	61,053.88	Frost Loan #30001
6022023	6/2/2023	Frost	38,540.62	Frost Loan #4563-001
6262023	6/26/2023	Frost	52,993.77	Frost Loan #4563-002
18693111	6/5/2023	AT&T	14,894.01	Cell Phone/Aircards - May23
616202301	6/16/2023	JP Morgan Chase Bank, N.A.	18,664.52	MasterCard Bill
113088	7/13/2023	American Communications	273,050.37	Brush Guards for Explorers/Explorers Lights and Siren/AFG Radios
113092	7/13/2023	Bound Tree Medical LLC	11,458.35	Various Medical Supplies
113099	7/13/2023	Founder Project RX Inc	6,312.01	Various Medical Supplies
113105	7/13/2023	Lytix, Inc.	6,005.00	Event Recorders
113122	7/13/2023	Paranet Solutions	53,996.75	IT Monthly Services - Jul23
113133	7/13/2023	TML Intergovernmental Risk Pool	10,913.57	Liability Deductible
113224	7/20/2023	Airgas USA, LLC	7,582.59	Cylinders and Rentals

AP Check Details Over 5000.00  
For Checks Between 6/1/2023 and 7/31/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
113225	7/20/2023	All-Pro Construction & Commerical	5,513.35	Misc Materials/Prev Maint/Monthly Subscription/Fire Service Program
113239	7/20/2023	Bound Tree Medical LLC	23,493.87	Various Medical Supplies
113243	7/20/2023	Collection Management Company	6,590.68	Collection Services
113245	7/20/2023	CyrusONE	8,218.96	Colocation / Bandwidth Charges
113249	7/20/2023	ESO Solutions Inc	6,571.20	HDE - ePCR Connection/Payroll Services
113256	7/20/2023	Gulfstream Outsourcing and Specialized	8,890.56	Aged/Historical Project
113260	7/20/2023	ImageTrend	35,665.00	Monthly Fee - Elite EMS SaaS
113264	7/20/2023	Logis Solutions	30,797.07	Q3 Maint / HERE Licesne
113267	7/20/2023	M-Pak, Inc.	6,034.53	Uniforms
113268	7/20/2023	Maintenance of Ft Worth, Inc.	6,779.80	Janitorial Services and Supplies
113269	7/20/2023	Masimo Americas, Inc	9,089.64	Various Medical Supplies
113270	7/20/2023	McKesson Medical Surgical Inc	5,613.83	Various Medical Supplies
113271	7/20/2023	Medline Industries, Inc.	17,191.59	Various Medical Supplies
113289	7/20/2023	SoftwareOne, Inc.	10,487.00	WorkSpace One licenses
113297	7/20/2023	The EMS Training School	12,850.00	Paramedic School - D Callahan
113303	7/20/2023	XL Parts	12,284.87	Various Parts
113309	7/27/2023	Bound Tree Medical LLC	5,227.73	Various Medical Supplies
113313	7/27/2023	Fort Worth Heat & Air	10,582.50	Summer Maint/Comm Ctr Unit Repair/Cleaned Screens in Water Lines
113314	7/27/2023	Founder Project RX Inc	9,307.08	Various Medical Supplies
113321	7/27/2023	Medline Industries, Inc.	7,238.42	Various Medical Supplies
113327	7/27/2023	Tarrant County College	6,864.00	EMT - Learn and Earn Program
113330	7/27/2023	The State of Texas	5,959.52	Microsoft Subscription
113334	7/27/2023	Zoll Medical Corporation	59,430.89	Various Medical Supplies
2545265	7/6/2023	Direct Energy Business	9,554.23	Electric Services
2560138	7/26/2023	Direct Energy Business	10,459.12	Electric Services
3629140	7/3/2023	Frost	39,363.52	Frost Loan #39001
3638167	7/5/2023	Triple Crown Ford	34,173.75	Vehicle - VIN #1FMSK7DH1PGA93054
3660223	7/11/2023	WEX Bank	128,609.13	Fuel
3660231	7/11/2023	MetLife - Group Benefits	36,946.98	Dental/Vision/STD/Basic Life/Supp Life
3660251	7/11/2023	UMR Benefits	52,486.24	Health Insurance Premium
3743483	7/31/2023	Integrative Emergency Service Physician	15,000.00	Contract Services - A Cornelius
3743491	7/31/2023	UT Southwestern Medical Center	12,833.33	Contract Services - B Miller
7192301	7/19/2023	JP Morgan Chase Bank, N.A.	13,585.04	MasterCard Bill
7252301	7/25/2023	Frost	52,993.77	Frost Loan #4563-002

AP Check Details Over 5000.00  
 For Checks Between 6/1/2023 and 7/31/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
7312301	7/31/2023	Frost	60,822.42	Frost Loan #4563-003
18717132	7/7/2023	AT&T	13,946.16	Cell Phone / Aircards - Jun23
117685409	7/12/2023	Monday.com	27,459.33	Annual Enterprise Plan 6/01/23
703202302	7/3/2023	Frost	61,053.88	Frost Loan #4563-001
705202301	7/5/2023	Frost	38,540.62	Frost Loan #4563-001

**MAEMSA  
BOARD COMMUNICATION**

<b>Date:</b> 08.23.2023	<b>Reference #:</b> BC-1568	<b>Title:</b> Approval of Compensation and Evaluation Task Force’s Recommended Policy for Review of Executive Performance
-------------------------	-----------------------------	---

**RECOMMENDATION:**

The evaluation form attached consists of 3 sections, Behavioral Competencies, Technical Competencies and Development (Goal) Plan. The behavioral and technical is weighted at 50% and the developmental section is weighted at 50% to provide an overall score of 100% for the evaluation. Each year, the Compensation and Evaluation Task Force will utilize the organization’s strategic goals to define what and how employees will be measured.

The timeline for completion of the evaluation process is as follows:

- |  |                |
|--|----------------|
| • Board review of task force recommendations                   | 8/4 – 8/17     |
| • Preparation of evaluation documents                          | 8/18 – 8/22    |
| • Board completion of evaluation                               | 8/23 – 9/1     |
| • Compilation of evaluation documents                          | 9/2 – 9/9      |
| • Full board review of final documents                         | 9/10 – 9/20    |
| • Finalize evaluation for meeting with employee                | 9/21 – 9/26    |
| • Compensation and Evaluation Task Force to meet with employee | Sept. date TBD |

**DISCUSSION:**

**FINANCING:**

<b>Submitted by:</b> <u>Teneisha Kennard</u>	<b>Board Action:</b>	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
--	----------------------	--



## PERFORMANCE REVIEW

Employee Name:	Department:	
Review Period:	Present Position:	Hire Date:
<input type="checkbox"/> Annual	<input type="checkbox"/> 6 Month	<input type="checkbox"/> Other (Specify)

This Performance Review is based on job-related information included on the attached Job Description.

Attached Position Description is current. Yes  No  (If no, please return with revisions.)

**Purpose of the Employee Evaluation:** This evaluation is intended to evaluate employee job performance accurately and fairly for the review period. It is a tool to help employees measure their performance and to assist supervisors in guiding their employees toward achieving and maintaining success. It is also an opportunity to document and discuss employees' areas of strength; acknowledge key achievements and highlight their contributions to the team/organization. Finally, the evaluation provides a plan for developing goals focused on: building upon strengths, addressing areas of development/job performance issues, and identifying career objectives to support employee growth.

### PERFORMANCE IS MEASURED IN FOLLOWING AREAS:

- ❖ **Behavioral Competencies:** Manages Complexity, Decision Quality, Optimizes Work Processes, Ensures Accountability, Collaborates, Builds Effective Teams, Communicates Effectively, Instills Trust, Self-Development, Being Resilient, Situational Adaptability. Supervisors are also rated on Strategic Mindset, Drives Results, Manages Conflict, Drives Vision & Purpose, Demonstrates Self-Awareness.
- ❖ **Key Core Job Competencies:** Business Office, Management & Administration Technical Competencies
- ❖ **Development Plan:** Progress and accomplishments in achieving goals to: strengthen or improve the employee's performance in; and/or career development plans to help employees achieve their career goals

**INSTRUCTIONS:** HR will provide employees and supervisors this form prior to the evaluation. Once employees have completed the form, they should send it directly to their supervisor. Supervisors will then complete an evaluation based on the employee's job performance results, supervisor observations, input from other supervisors/employees, as well as factoring in the employee self-evaluation.

### Best Practices - Filling Out Evaluation Forms:

- ✓ Consider the employee's performance during the entire period (not just the last few months or an isolated incident).
- ✓ Review (and revise if necessary) the job description to ensure all key job responsibilities being rated on are listed
- ✓ Consider each performance factor independently of the other attributes (i.e. *being a really nice person is a wonderful attribute but how well they are performing their job duties is the factor being measured*)
- ✓ Document what it would take an employee to excel.
- ✓ Be honest, straightforward, and constructive.
- ✓ Get feedback from other people who work directly with the employee.
- ✓ Consider the employee's level of experience and job title, and level within the organization.
- ✓ If significant incidents (negative and positive) are included on this evaluation, have they been documented and addressed prior to this (when they occurred)? There should be no surprises.
- ✓ Ask yourself why you are assigning each rating: is it fair, objective, and could it be defended in a legal process?
  - Do not let personal feelings influence your ratings.
  - Do not be too lenient and grade everyone on your team too high **OR** place everyone in the middle just to "keep peace"
  - Review your team and the ratings you assigned, is it clear who your high performers are?

# PERFORMANCE REVIEW

## Section I: Behavioral Competencies

Performance Rating Definitions
<p><b>Exceeds Expectations:</b> Employee’s performance demonstrates a consistently high level of skills, abilities, effectiveness, judgment, initiative, and productivity. All responsibilities are completed beyond the level of expectation with little or no supervision required. Quality of work is not only excellent, but employee proactively takes on additional duties/responsibilities.</p>
<p><b>Meets Expectations:</b> Employee’s performance meets expectations (they are getting the job done) and is reflective of a fully qualified and experienced individual. Performance is steady, reliable, and maintained with a minimum amount of supervision. Quality of work is good.</p>
<p><b>Needs Improvement:</b> Employee’s performance does not consistently meet expectations. Knowledge, skills and/or abilities need development and improvement to begin meeting expectations. Quality of work is inconsistent or may be indicative of an employee who is new in a position and still working towards gaining proficiency.</p>

EMPLOYEE CORE BEHAVIORAL COMPETENCIES	
<i>Thought</i>	
<b>Manages Complexity</b>	
<ul style="list-style-type: none"> <li>• Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>Decision Quality</b>	
<ul style="list-style-type: none"> <li>• Making good and timely decisions that keep the organization moving forward.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<i>Results</i>	
<b>Optimizes work Processes</b>	
<ul style="list-style-type: none"> <li>• Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>Ensures Accountability</b>	
<ul style="list-style-type: none"> <li>• Holding self and others accountable to meet commitments.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<i>People</i>	
<b>Collaborates</b>	
<ul style="list-style-type: none"> <li>• Building partnerships and working collaboratively with others to meet shared objectives.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>Builds Effective Teams</b>	
<ul style="list-style-type: none"> <li>• Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>Communicates Effectively</b>	
<ul style="list-style-type: none"> <li>• Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<i>Self</i>	
<b>Instills Trust</b>	
<ul style="list-style-type: none"> <li>• Gaining the confidence and trust of others through honesty, integrity, and authenticity.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>Self-Development</b>	
<ul style="list-style-type: none"> <li>• Actively seeking new ways to grow and be challenged using both formal and informal development channels.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development

# PERFORMANCE REVIEW

Being Resilient	
<ul style="list-style-type: none"><li>Rebounding from setbacks and adversity when facing difficult situations.</li></ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
Situational Adaptability	
<ul style="list-style-type: none"><li>Adapting approach and demeanor in real time to match the shifting demands of different situations.</li></ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>EMPLOYEE BEHAVIORAL COMPETENCY COMMENTS:</b>	

# PERFORMANCE REVIEW

LEADERSHIP CORE BEHAVIORAL COMPETENCIES	
<i>Thought</i>	
<b>Strategic Mindset</b>	
<ul style="list-style-type: none"> <li>• Seeing ahead to future possibilities and translating them into breakthrough strategies.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<i>Results</i>	
<b>Drives Results</b>	
<ul style="list-style-type: none"> <li>• Consistently achieving results, even under tough circumstances.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<i>People</i>	
<b>Manages Conflict</b>	
<ul style="list-style-type: none"> <li>• Handling conflict situations effectively, with a minimum of noise.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>Drives Vision &amp; Purpose</b>	
<ul style="list-style-type: none"> <li>• Painting a compelling picture of the vision and strategy that motivates others to action.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<i>Self</i>	
<b>Demonstrates Self Awareness</b>	
<ul style="list-style-type: none"> <li>• Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Needs Development
<b>LEADERSHIP BEHAVIORAL COMPETENCY COMMENTS:</b>	

# PERFORMANCE REVIEW

## SECTION 2: KEY CORE JOB COMPETENCIES

### Technical Competencies

Performance Rating Definitions
<p><b>Exceeds Expectations:</b> Employee's performance demonstrates a consistently high level of skills, abilities, effectiveness, judgment, initiative, and productivity. All responsibilities are completed beyond the level of expectation with little or no supervision required. Quality of work is not only excellent, but employee proactively takes on additional duties/responsibilities.</p>
<p><b>Meets Expectations:</b> Employee's performance meets expectations (<i>they are getting the job done</i>) and is reflective of a fully qualified and experienced individual. Performance is steady, reliable, and maintained with a minimum amount of supervision. Quality of work is good.</p>
<p><b>Partially Meets Expectations (Needs Improvement):</b> Employee's performance does not consistently meet expectations. Knowledge, skills and/or abilities need development and improvement to begin meeting expectations. Quality of work is inconsistent or may be indicative of an employee who is new in a position and still working towards gaining proficiency.</p>
<p><b>Does Not Meet Expectations (Requires PIP):</b> Employee's performance does not meet expectations. Employee demonstrates performance clearly below the level of acceptability and immediate and substantial improvement is necessary.</p>

<p><b>Overall Comments</b> Provide general comments summarizing the employee evaluation as reflected above. Please provide specific examples and recommendations as needed.</p> <p style="text-align: center;"><b>PLEASE MAKE SURE TO DOCUMENT EXAMPLES OF "EXCEEDS EXPECTATIONS" IN THE AREAS WHERE THOSE RATINGS WERE GIVEN</b></p> <p style="text-align: center;"><b>PLEASE MAKE SURE TO DOCUMENT DEVELOPMENT PLANS FOR "PARTIALLY MEETS" OR "DOES NOT MEET EXPECTATIONS"</b></p>
--

Technical Competencies	
<b>Technical Expertise</b>	
<ul style="list-style-type: none"> <li>Degree to which the individual applies required professional and technical knowledge on the job, considering individual's knowledge and/or application of current principles in the respective field.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Partially Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
<b>Quality of Work</b>	
<ul style="list-style-type: none"> <li>Degree to which the individual produces accurate and quality work.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Partially Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
<b>Judgement</b>	
<ul style="list-style-type: none"> <li>Degree to which the individual considers facts, evaluates the probable outcome of alternatives, and arrives at workable decisions.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Partially Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
<b>Professionalism/Adaptability</b>	
<ul style="list-style-type: none"> <li>Degree to which the individual exhibits integrity and ethical behavior in their day-to-day job functions, dealing with others, and in their dress and appearance; degree to which individual responds to change, new ideas, problems, and criticism.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Partially Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
<b>Communication</b>	
<ul style="list-style-type: none"> <li>Degree to which the individual expresses ideas in a clear, logical, and understanding fashion both verbally and in writing; degree to which employee communicates ideas and opinions to others in a manner which is constructive and productive.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Partially Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
<b>Interpersonal Relations/Teamwork</b>	
<ul style="list-style-type: none"> <li>Degree to which the individual works with others to accomplish a common goal, considering the use of tact and diplomacy, the interest shown to others, as well as the ability to inspire cooperation and confidence in others.</li> </ul>	<input type="checkbox"/> Exceeds Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Partially Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
COMMENTS:	



# PERFORMANCE REVIEW

## SECTION 3: DEVELOPMENT PLAN

**DEVELOPMENT PLAN: *Identify goals/objectives to:***

- ❖ **Build on Current Job Strengths:** Goals related to departmental/team initiatives/objectives; strategic initiatives or special projects.
- ❖ **Develop or Improve Job Competencies:** Goals to address: areas of development; job performance issues; or acquiring the necessary skills/training to advance.
- ❖ **Personal or Career Growth & Development:** Goals to help employees manage their career and achieve personal objectives.

Goal/Objective:	Resources, training, support needed:	Benchmarks & Metrics:	Timeframe:

**IF YOU NEED MORE ROOM TO DOCUMENT JOB PERFORMANCE OR THE DEVELOPMENT PLAN PLEASE USE A SEPARATE SHEET**

**Comments:**

**Signatures:**

Employee \_\_\_\_\_ Date \_\_\_\_\_

Leader \_\_\_\_\_ Date: \_\_\_\_\_

The employee's signature above indicates that the employee has:

- 1) Had an opportunity to review this evaluation and has been provided a copy
- 2) Had the results explained by the evaluator
- 3) Had an opportunity to ask questions concerning this evaluation

**Signing this evaluation does not necessarily indicate that the employee agrees with this evaluation or the reviewer's comments**

**RECOMMENDED INCREASE: \$** \_\_\_\_\_

**EFFECTIVE DATE:** \_\_\_\_\_

**LEADR SIGNATURE:** \_\_\_\_\_ **Date:** \_\_\_\_\_



# Tab A – Chief Executive Officer

CEO Summary August 10, 2023

**Recognition:** During a Fort Worth City Council Meeting we had the opportunity to recognize a bystander who pulled a child out of a burning car prior to any emergency responders arriving on scene. The responding EMS crew and fly cars were able to resuscitate the child and stabilize the child who was eventually discharged from the hospital. Desiree Partain did a great job recognizing the bystander and crew members involved in this. Likewise, we have had the opportunity to reunite crew members with very sick patients they cared for, and some crew members with the babies they assisted moms in delivering. While there is a lot going on, it is important to take time to recognize the monumental efforts of those on the front lines providing excellent patient care and making a positive impact in our patient's lives!

**Reprioritization:** In collaboration with the City of Fort Worth, Fort Worth Fire Department and MedStar will be submitting the 90-day reprioritization analysis to Citygate Consultants for verification and feedback of the data. We view this as another positive step that will allow another entity to look at the methodology, evaluate the approach, outcome and provide any thoughts on improvement. The agreement is being finalized, but we have been gathering the information to share with FWFD and jointly send it to Citygate when the agreement is confirmed.

**Blue Cross/Blue Shield:** Several months ago we reported that Blue Cross/Blue Shield sent notices to a multitude of EMS providers throughout Texas indicating they paid claims utilizing the wrong fee schedule from 2016/17-2022. The fee schedule is an internal document to Blue Cross, so we were unaware there was any issue. They requested refunds. The total amount was approximately \$3.1 million dollars. We submitted a letter of disagreement with their assessment as did many other EMS providers in the State. A law firm was engaged through a state association to which we belong that stated they did not believe that Blue Cross intended to obtain refunds for these claims, and they did not think Blue Cross would be allowed to do so.

Recently, some of the providers have stated they are seeing recoupments from Blue Cross for these claims. That is, Blue Cross agrees they owe the provider for a transport they did last month, but they reduce the payment by the amount they claim they overpaid four years ago. As this is being written, our EMS billing agency is looking deeper to see if we have any claims like this, but they have only seen one for around \$600 so far. We will be appealing that recoupment. We will keep the Board updated about this as it would have a profoundly negative impact on MedStar's financials if Blue Cross attempts to recoup the amount for which they've requested refunds.

**Veteran's Affairs Fee Schedule Change:** The VA has notified the EMS industry that they intend to shift from paying billed charges to paying based on the Medicare Fee schedule starting February 16, 2024. The VA initially stated they were looking at only specialty transfers originating, or between, VA facilities, but they notified the EMS ground and air providers that they intend to apply it to all emergency and non-emergency fees. This would have a \$2.4 million dollar annual decrease in MedStar's anticipated revenue. A revenue decrease of \$450,000 is built into the budget in anticipation of the change to non-emergency VA rates, but additional adjustment may be needed if the legislative and other avenues are unable to prevent the VA proposal from going into effect in February 2024.

**EMS Comprehensive Study:** We are working with the City of Fort Worth to select a consultant to perform the comprehensive EMS analysis. We look forward to this process and to working with the ad hoc committee established by Mayor Parker and Fort Worth City Council. We anticipate this being complete no later than April 30, 2024.



# Tab B --Office of the Medical Director

## **Improving Systems and Educating Clinicians to Enhance Patient Outcomes**

### **Education and Training**

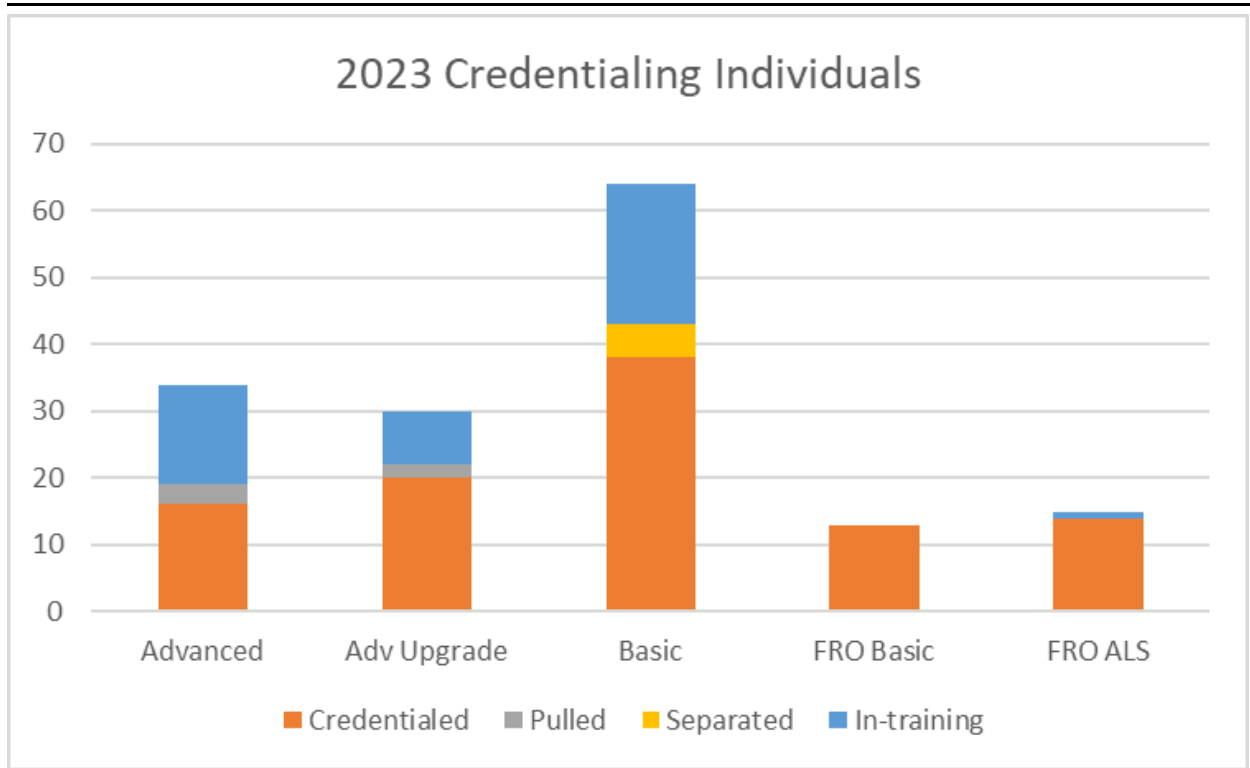
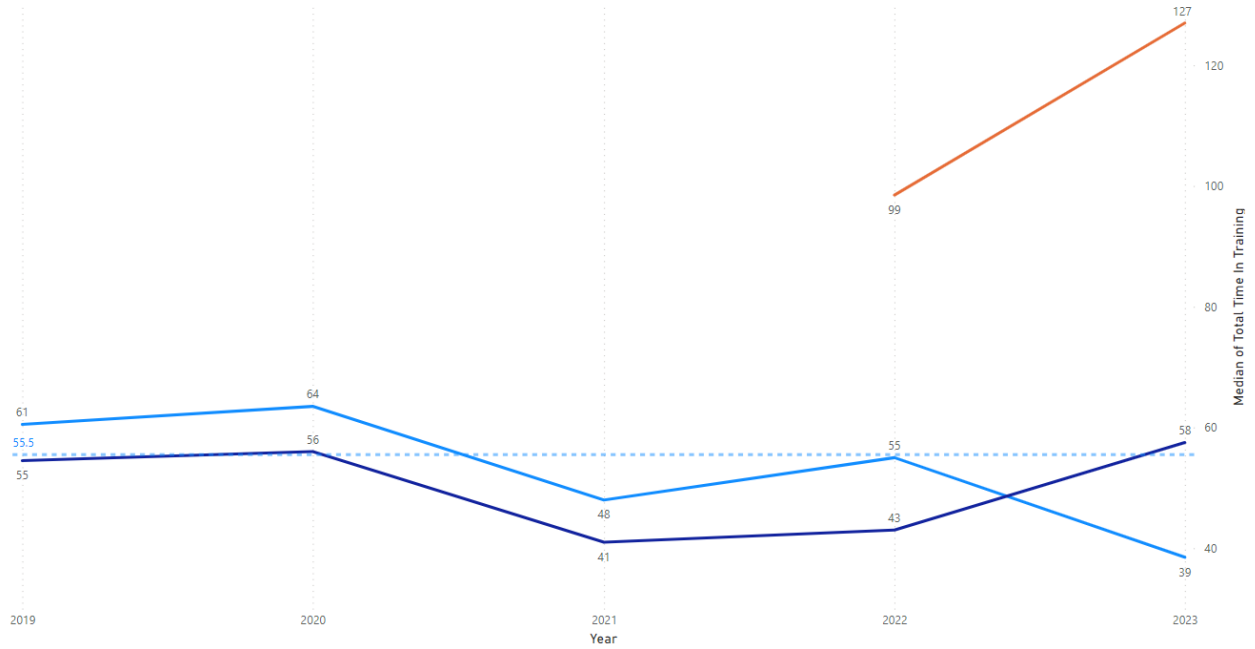
- OMD 23Q3CE – September
  - Protocol Update
- System Education Committee
  - Annual System CE plan developed
- MHP Course in July being scheduled
  - Course now accredited through TCC
- Card Course Attendance

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

# Credentialing

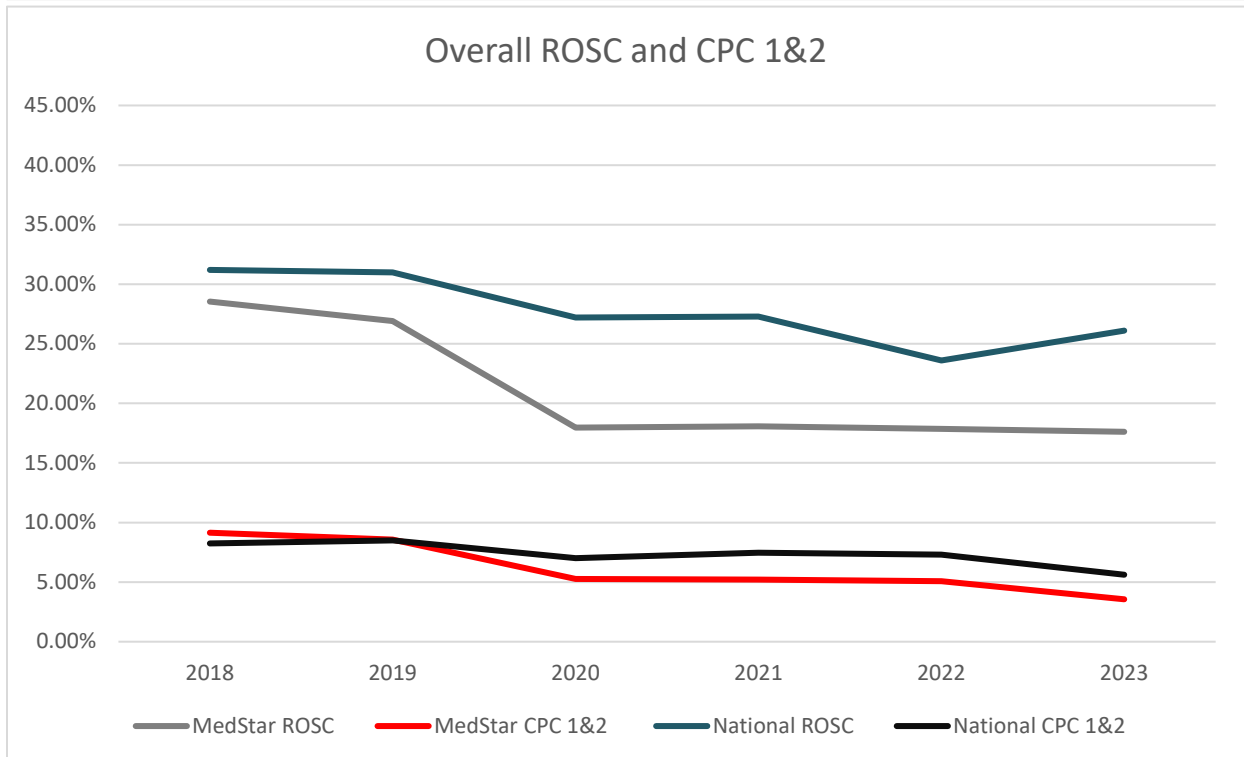
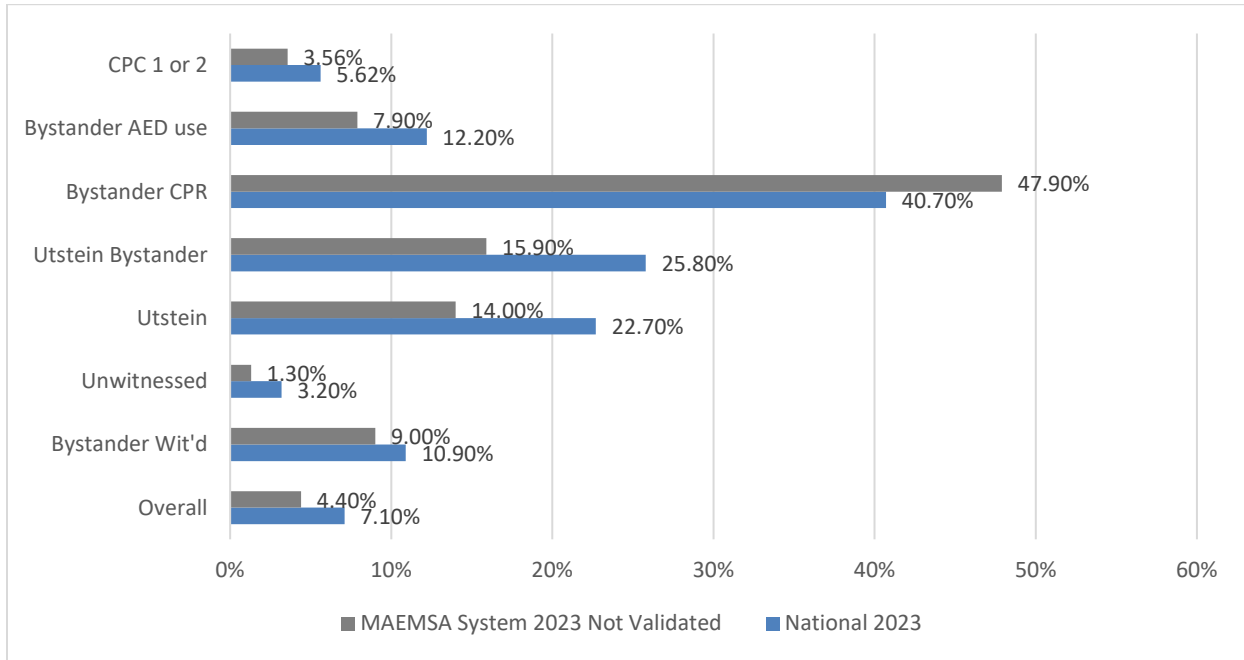
Median of Total Time In Training by Year and Final Credential Level

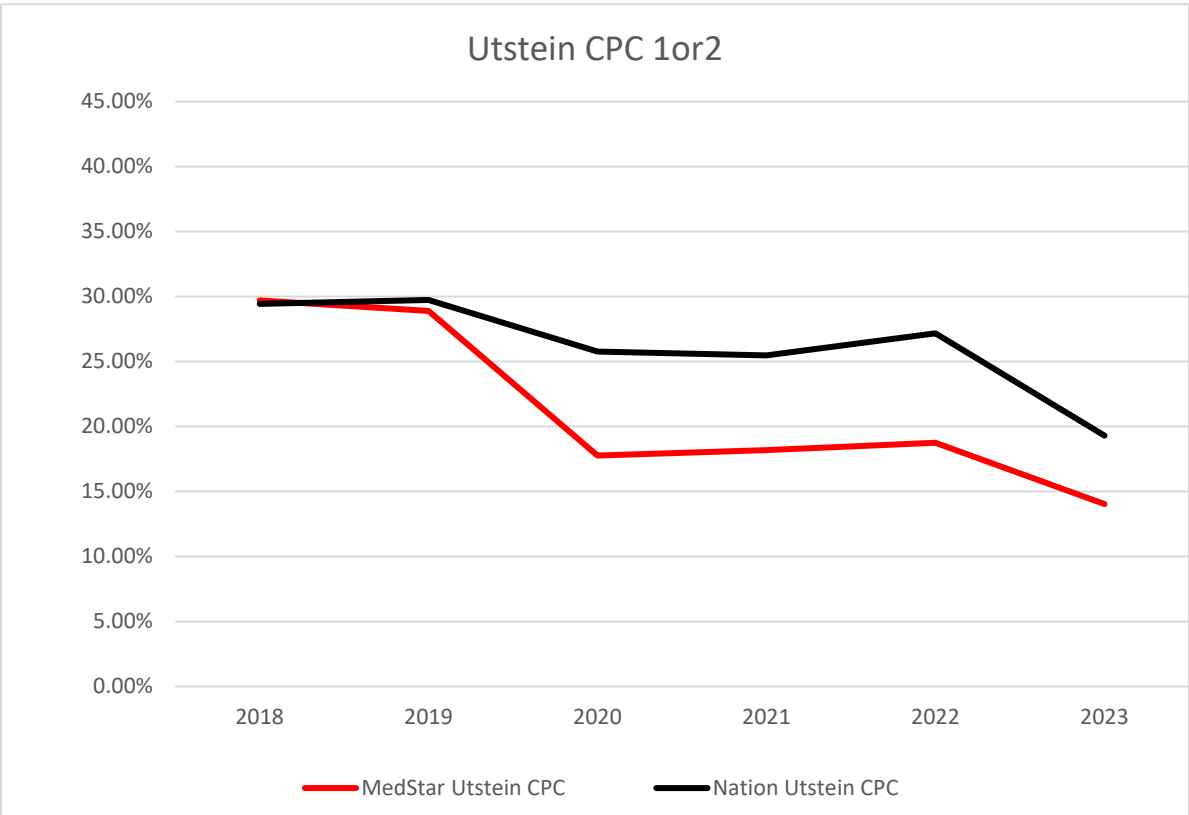
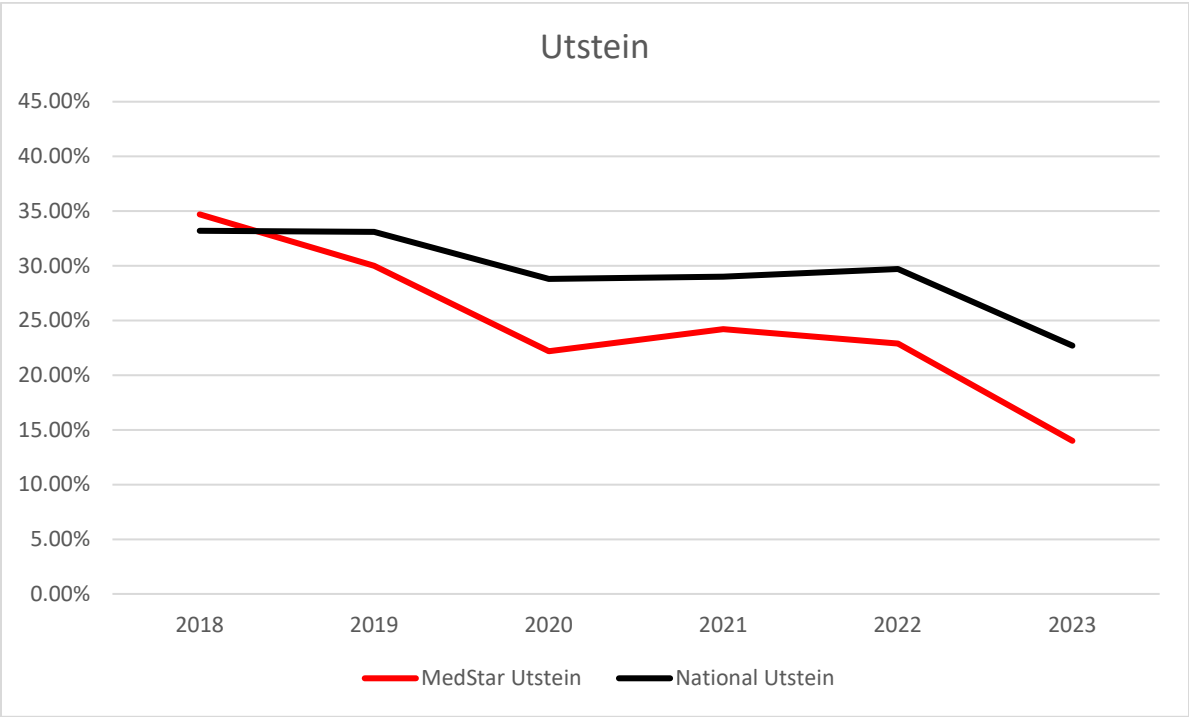
Final Credential Level ● Advanced ● Basic ● Intermediate



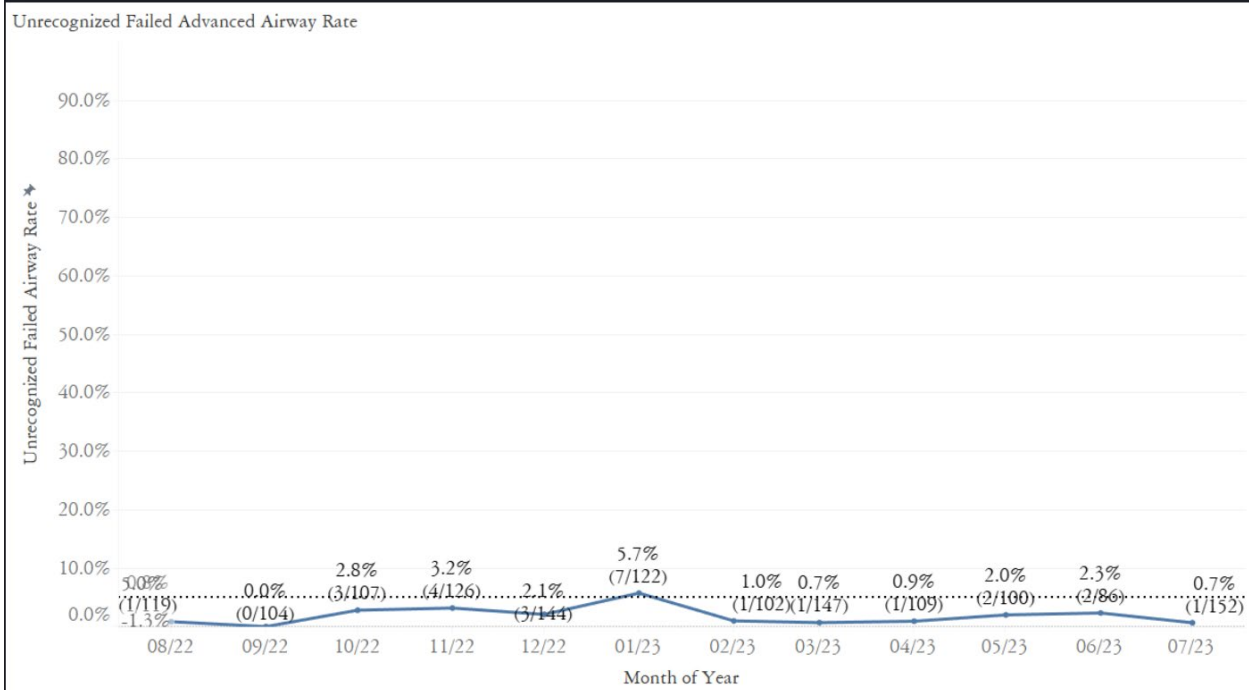
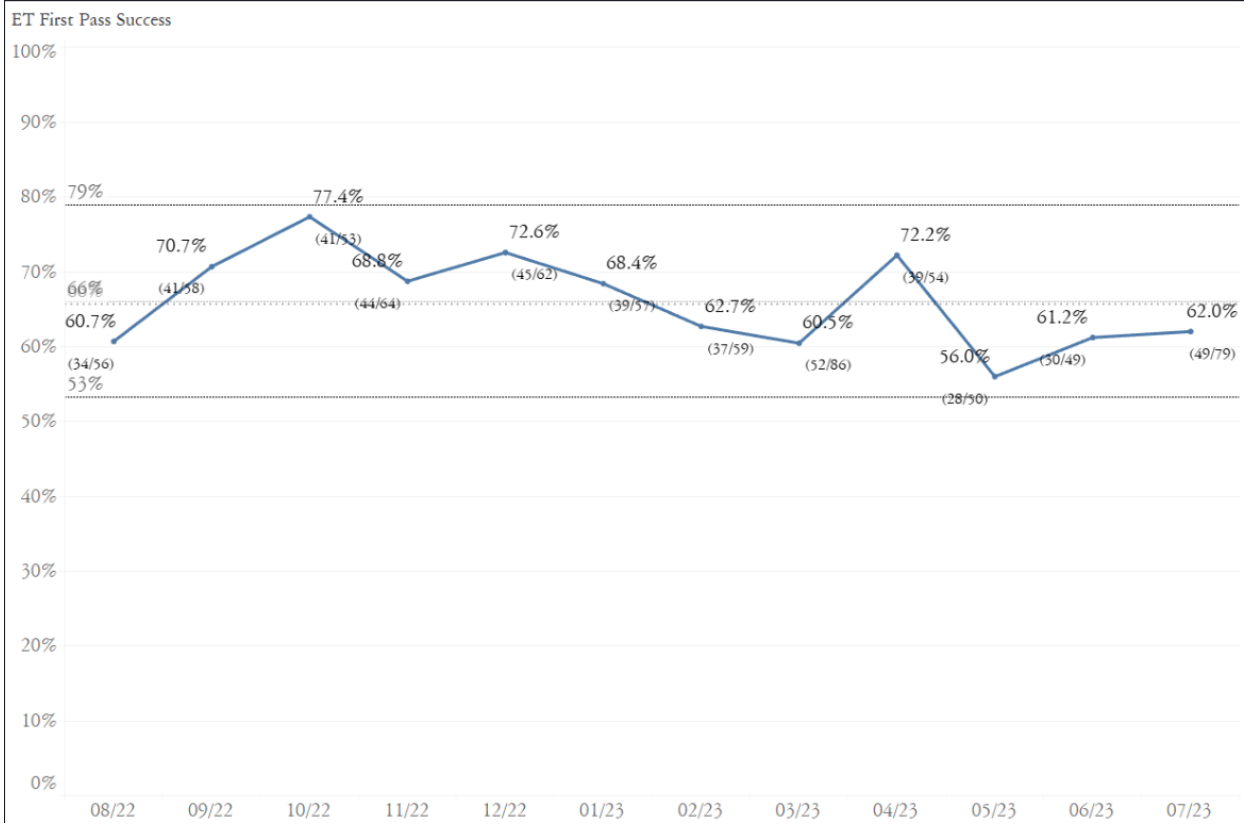
## Quality Assurance

- 562 worked cardiac arrest

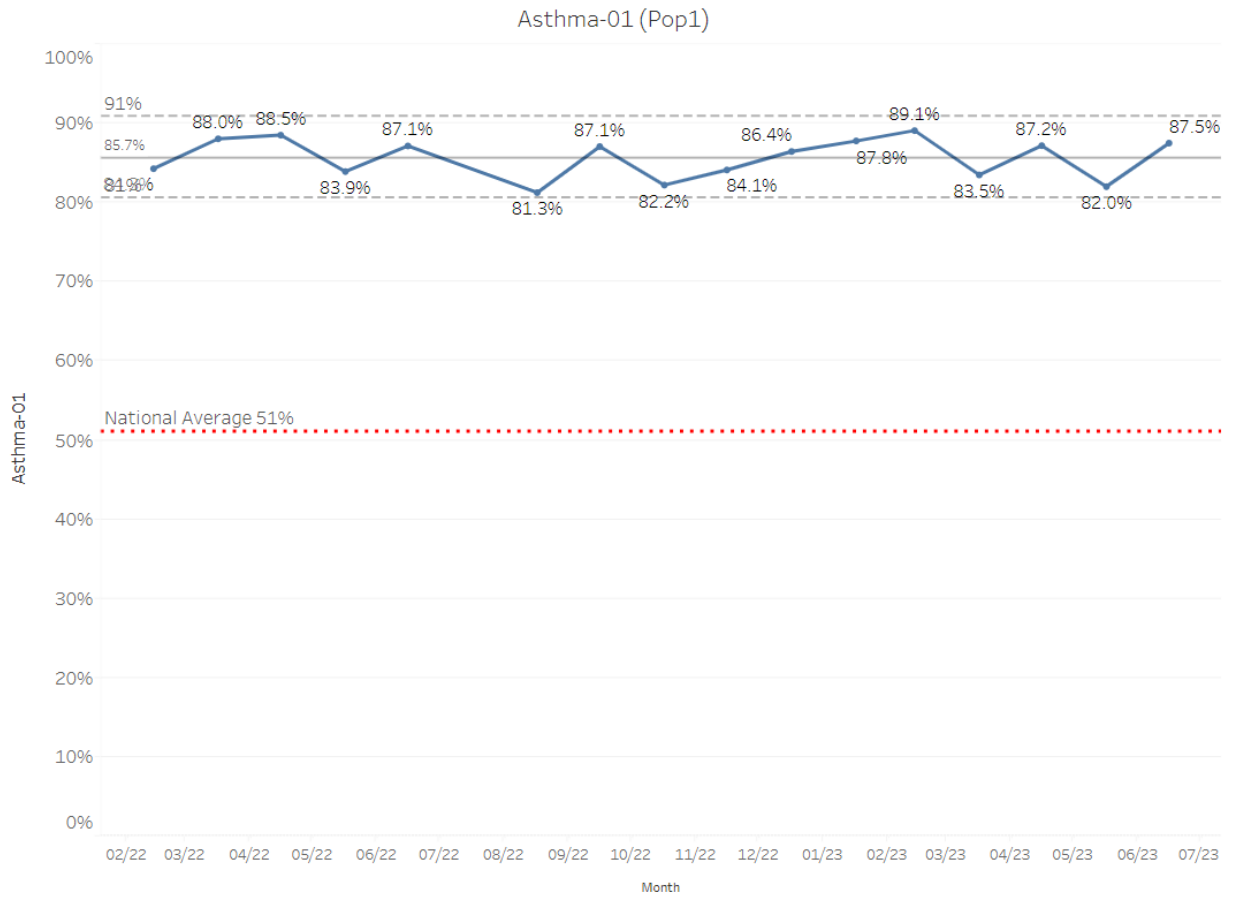




- Airway Management

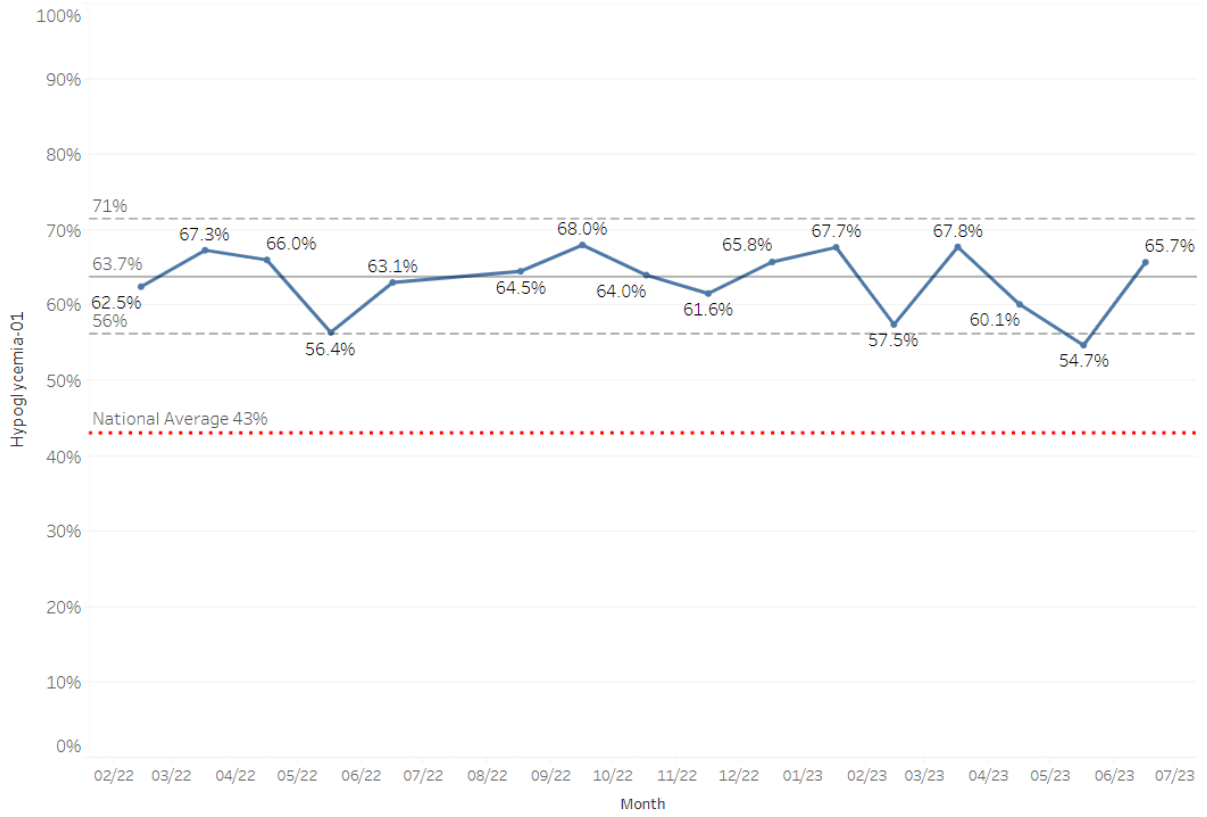


- NEMSQA Measures



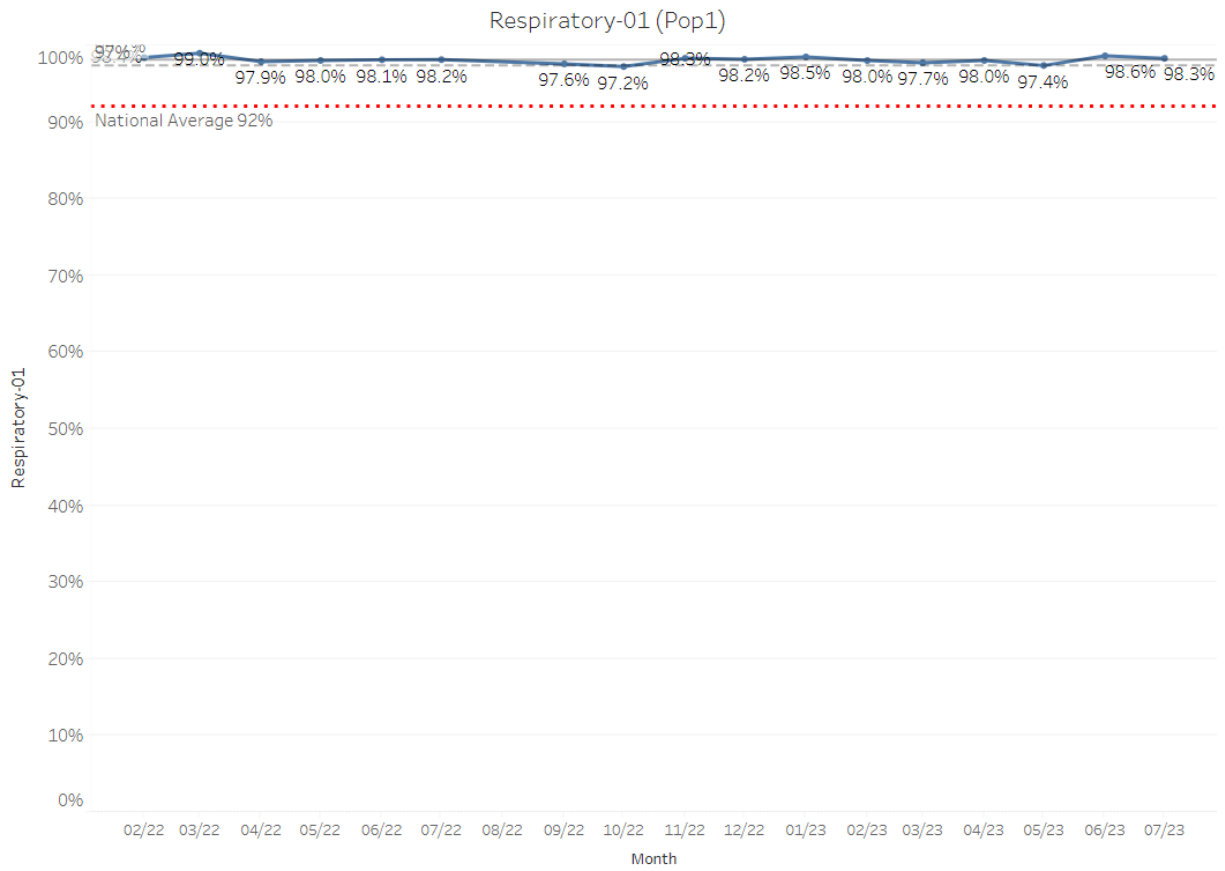
Percentage of EMS responses originating from a 911 request for patients with a diagnosis of asthma who had an aerosolized beta agonist administered.

### Hypoglycemia-01 (Pop 1)



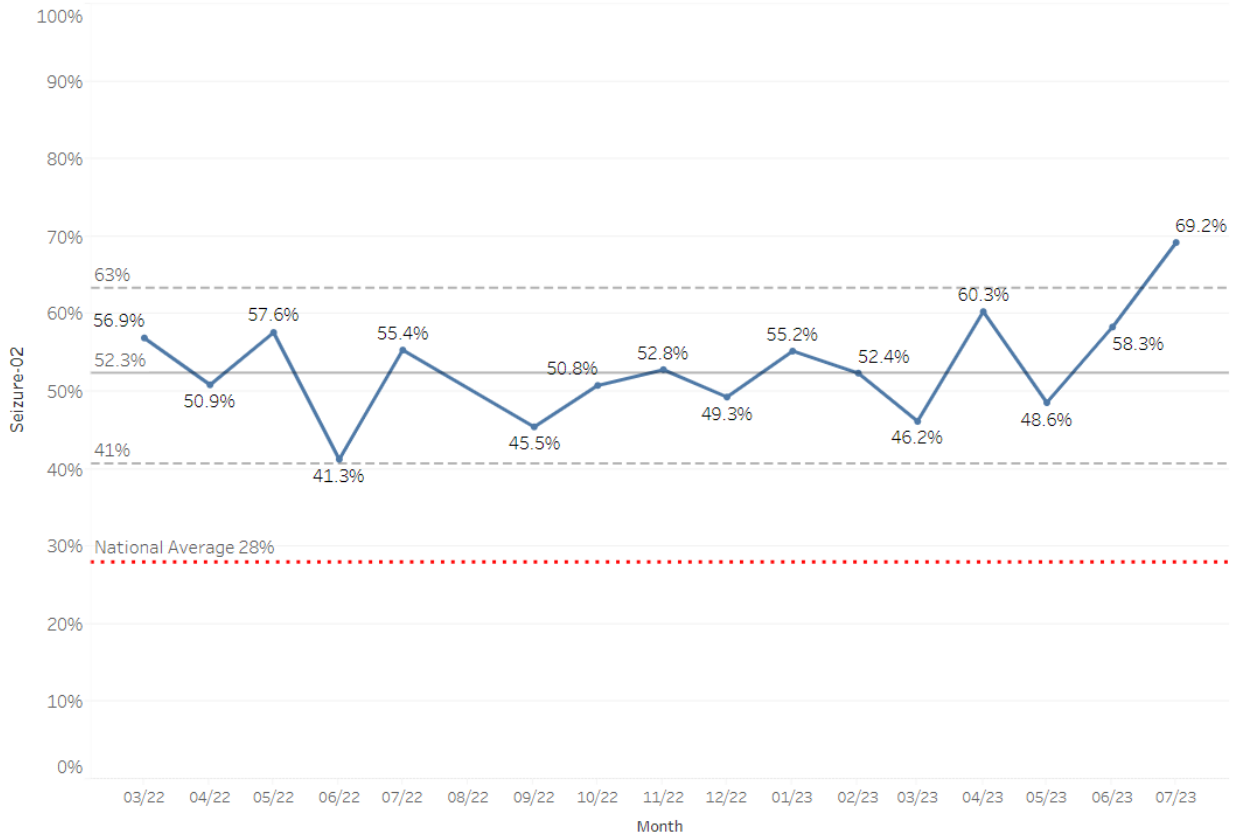
Percentage of EMS responses originating from a 911 request for patients with symptomatic hypoglycemia who received treatment to correct their hypoglycemia.





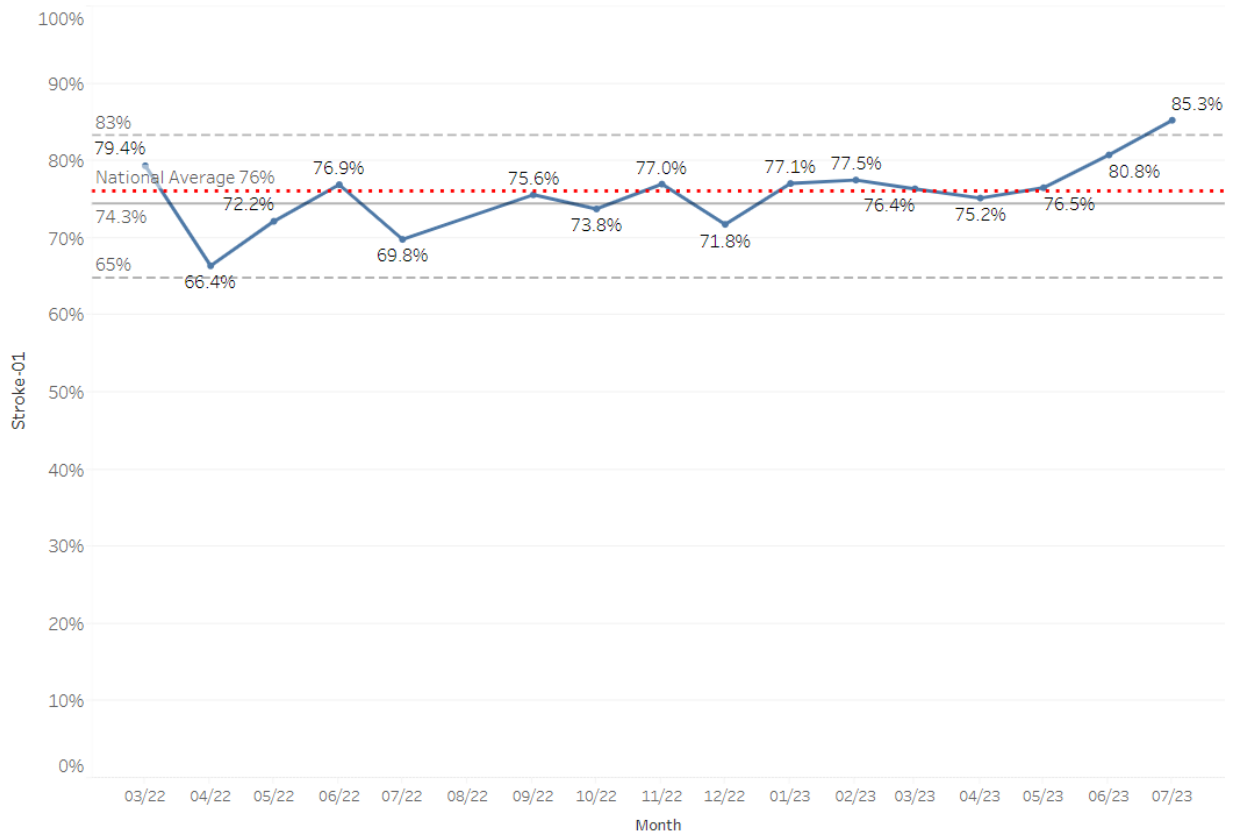
Percentage of EMS responses originating from a 911 request for patients with primary or secondary impression of respiratory distress who had a respiratory assessment.

### Seizure-02 (Pop1)



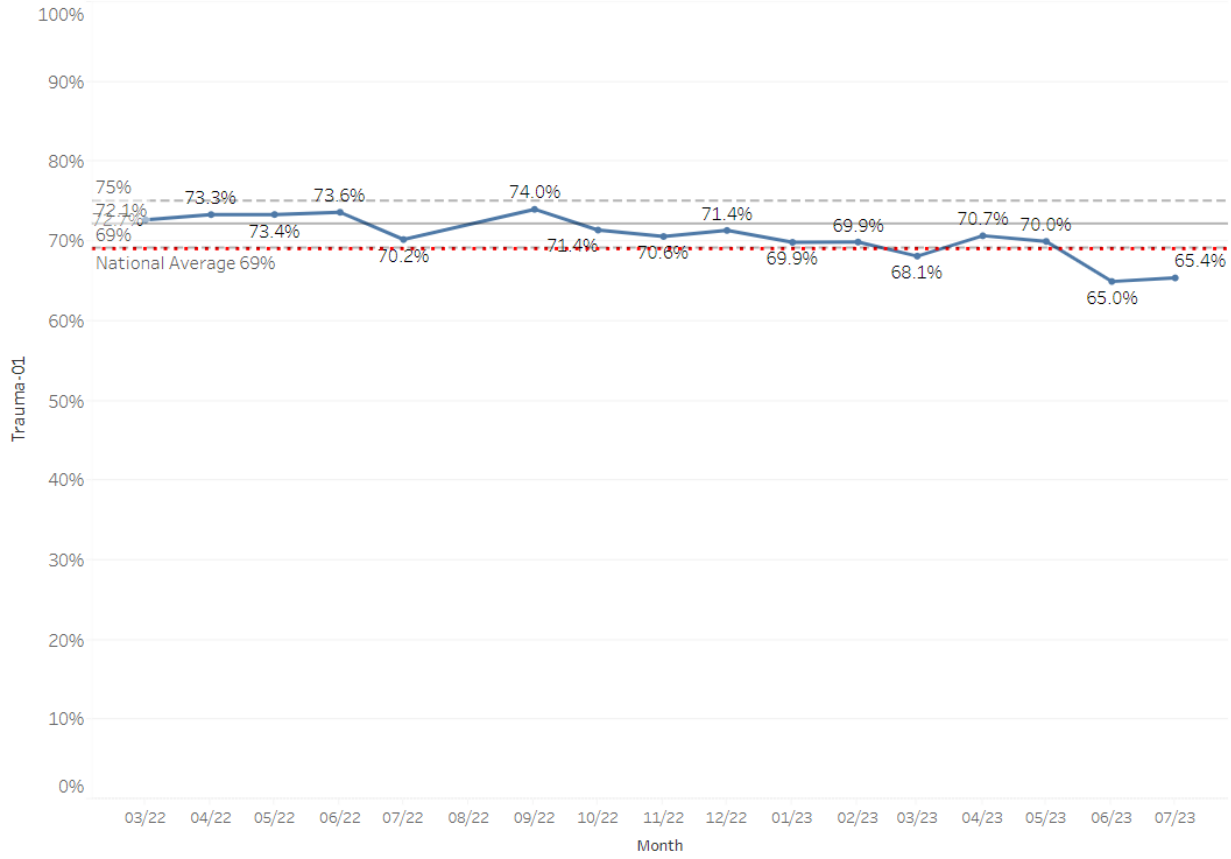
Percentage of EMS responses originating from a 911 request for patients with status epilepticus who received benzodiazepine aimed at terminating their status seizure during the EMS response.

### Stroke-01



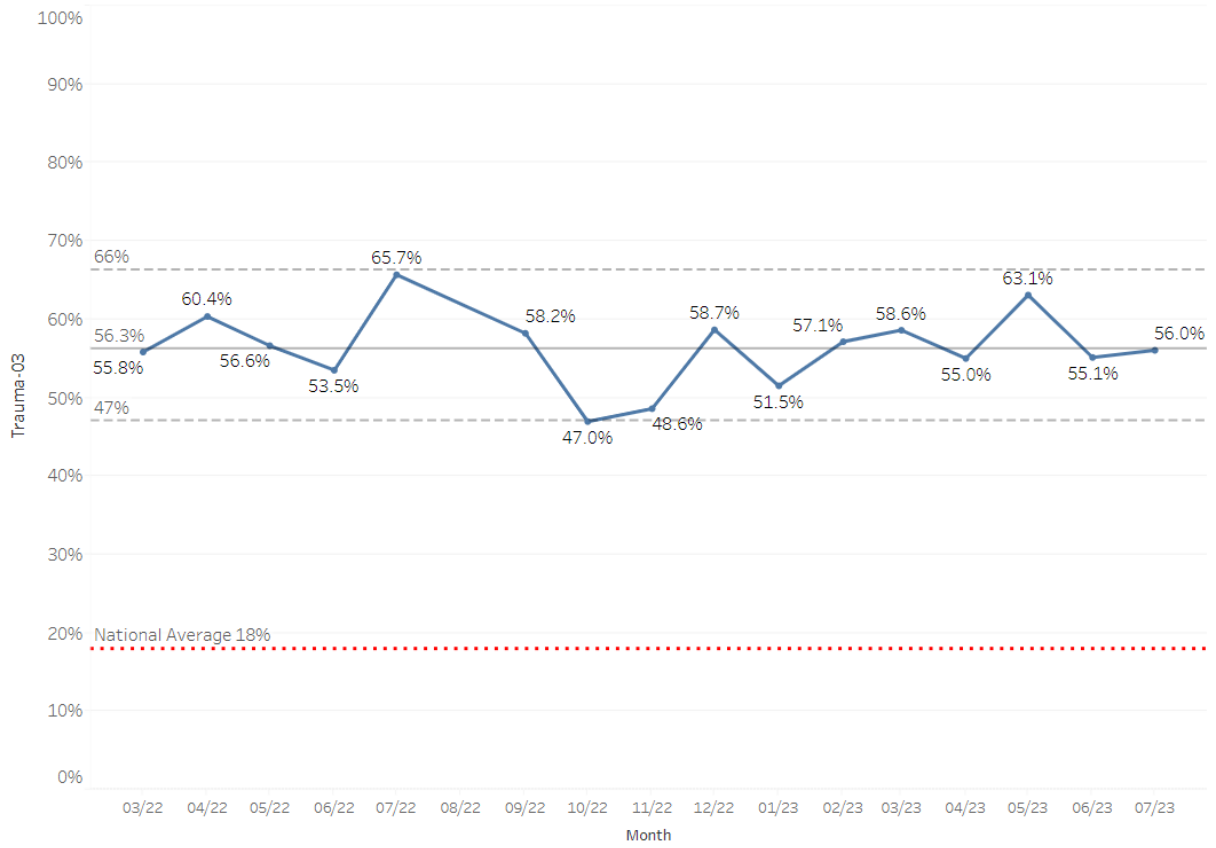
Percentage of EMS responses originating from a 911 request for patients suffering from a suspected stroke who had a stroke assessment performed during the EMS response.

### Trauma-01 (Pop1)



Percentage of EMS transports originating from a 911 request for patients with injury who were assessed for pain.

### Trauma-03 (Pop1)



Percentage of EMS transports originating from a 911 request for patients whose pain score was lowered during the EMS encounter.

## System Diagnostics

	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Avg.	Goal
<b>Cardiac Arrest</b>										
% 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%	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	0:01:41	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%	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	0:03:18	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%	64.8%	68.0%	79.9%	90%
% of cases with CCF ≥ 80%	95.1%	94.0%	95.7%	99.1%	93.4%	95.1%	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%	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%	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%	12.4%	12.1%	16.7%	
% discharged alive	6.8%	3.6%	6.8%	6.5%	%	1.0%	%	1.0%	7.1%	
% neuro intact at discharge (Good or Moderate Cognition)	3.4%	3.6%	1.7%	4.3%	0.0%	1.0%	0.0%	1.0%	5.3%	
% of cases with bystander CPR	42.1%	45.8%	47.9%	36.6%	52.8%		52.8%		48.7%	
% of cases with bystander AED use	0.0%	32.5%	23.1%	20.2%	18.2%		18.2%		19.8%	
<b>STEMI</b>									Current Avg.	
% of suspected STEMI patients correctly identified by EMS	63.2%	50.0%	32.0%	37.5%	39.1%	51.9%	39.1%	51.9%	62.0%	75.0%
% of suspected STEMI patients w/ASA admin (in the absence of contraindications)	95.7%	96.6%	96.6%	96.0%	92.9%	93.3%	92.9%	93.3%	94.5%	90.0%
% of suspected STEMI patients w/NTG admin (in the absence of contraindications)	78.3%	86.2%	82.8%	92.0%	89.2%	90.0%	89.2%	90.0%	87.7%	90.0%
% of suspected STEMI patients with 12L acquisition within 10 minutes of patient contact	87.0%	93.1%	82.8%	88.0%	64.3%	76.7%	64.3%	76.7%	72.1%	90.0%
% of suspected STEMI patients with 12L transmitted within 5 minutes of transport initiation	65.2%	65.5%	58.6%	80.0%	67.9%	60.0%	67.9%	60.0%	62.4%	90.0%
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of EMS patient contact	34.8%	41.4%	41.4%	48.0%	39.3%	33.3%	39.3%	33.3%	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%	100.0%	100.0%	99.6%	100.0%
% of suspected STEMI patients with EMS activation to Cath Lab intervention time < 90 minutes	37.5%	60.0%	33.3%	40.0%	50.0%	0.0%	50.0%	0.0%	32.7%	50.0%

# Tab C – Chief Transformation Officer

# Transformation Report

August 2023

## Alternate Payment Models & Expanded Services

- Agreement reached w/Cigna
  - 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 1<sup>st</sup> agency in the nation to be reimbursed in this model.
- JPS discussions continue on shared savings model for Connection patients.
  - 1<sup>st</sup> 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

- Near completion of SOW and contract items with Medically Home Group/THR.
  - We will be their primary MIH partner for H@H in our service area.

## ET3

- Working with association and elected officials to advance legislative change to make TIP/TAD a covered benefit by Medicare by 12/31/23.

## VA Reimbursement Issues

- Working with numerous EMS agencies, associations, and legislators to attempt delay of VA payment reduction scheduled for 2/16/24 implementation.

## MedStar Citizen's EMS Academy

- 12 registrants, background checks completed.
- Classes start 9/26 and run weekly on Tuesday evenings.

## Ride for Life Event

- Motorcycle ride to bring awareness to First Responder Suicide
- September 16, 2023

## Upcoming Speaking Engagements:

<u>Event (location)</u>	<u>Date</u>	<u>Attendees</u>
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, KRLD, WBAP
- Back to school Safety
  - CBS 11, NBC 5, FOX 4, S-T, KRLD, WBAP



**Recognition and Engagement:**

- Community Hero Lifesaver Award @ Fort Worth City Council meeting on 8/8
- Field Delivery Reunion and Stork Award presented to Ruben Cisneros and Kim Asanza on 8/2
- Field Delivery Stork Award presented to David Salguero and Dominic Ither on 7/13
- Field Deliver Reunion and Stork Award presented to Marissa Phillips, Jose Ayala, and Lorrae Viera on 6/19
- Patient appreciation and reunion with Sherie Newman and Matthew Futch on 7/31
- Patient appreciation and reunion with Mason Hickey and Brooke Wells on 6/22

**Community Engagement:**

- Keeping our crews cool during the heat donations from:
  - DFW Scanner and Jeep Club
    - Water donation
  - Encompass Health
    - Water, Gatorade, and snacks
  - Stephanie Muzi from Ridglea Hills Neighborhood Association
    - Snacks
  - Courtney Prater from Fort Worth Transitional Care Center
    - Water donation
  - Amazon orders shipped to MedStar from a variety of internal employees, family, and community members:
    - Cooling neck towels, Powerade popsicles, water balloons, water guns, and Liquid IV packets
- MedStar in collaboration with First Baptist Lakeside cleaned up a current MedStar family members front yard on 6/24



**5<sup>th</sup> Annual Riding for Life Motorcycle Ride**  
*A First Responder Stress and Suicide Awareness Event*

**When:** Saturday, September 16, 2023, 10:00am  
**Where:** MedStar Mobile Healthcare  
2900 Alta Mere Drive, Fort Worth, TX  
**Ride to:** Los Primos, Glen Rose, TX  
902 NE Big Bend Trl, Glen Rose, TX



**Come Support All Area First Responders!**  
All vehicles welcome!  
The event is FREE, but we ask that you still pre-register.



<https://forms.office.com/r/ctdpVjuXdb>

# Tab D – Chief Financial Officer

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare  
Finance Report – July 31, 2023

The following summarizes significant items in the July 31, 2023, Financial Reports:

Statement of Revenues and Expenses:

**Month to Date:** Net Income for the month of July 2023 is a gain of \$32,964 as compared to a budgeted loss of (\$19,825) for a positive variance of \$52,790. EBITDA for the month of July 2023 is a gain of \$466,438 compared to a budgeted gain of \$362,849 for a positive variance of \$103,589.

- Patient Contact volume in July ended the month 106% to budget.
- Net Revenue in July is \$364K over budget or 107% to budget.
- Total Expenses ended the month 106% to budget or \$264K over budget. In July, MedStar incurred additional expenses in Salaries and Overtime of \$125K, Benefits of \$97K, and Misc. Expense of \$50K. The total of all other line-item expenses is above budget by \$39K.

**Year to Date:** EBITDA is \$3,611,890 as compared to a budget of \$2,856,666 for a positive variance of \$755K.

- 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 \$2,934,281. Year to date expense is 104% to budget or \$2,134,797 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 \$888K, Benefits and Taxes is above budget by \$562K and Misc. Expense is above budget by \$803K. The Misc. Expense is driven by the Ransom attach year to date cost of \$780K. The total of all other expense lines is below budget by a total of (\$119K) for the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$8.9 in current assets (Cash, receivables) for every dollar in current debt. (Goal: a score of \$1.00 would mean sufficient current assets to pay debts.)
- Cash Reserves – The Restated Interlocal Cooperative Agreement mandates 3 months of operating capital. As of July 31, 2022, there is 4.2 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 7.2 times.
- Return on Net Assets – This ratio determines whether the agency is financially better off than in previous years by measuring total economic return. An improving trend indicates increasing net assets and the ability to set aside financial resources to strengthen future flexibility. Through March, the return is -0.3%.

MAEMSA/EPAB cash reserve balance as of July 31, 2023, is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending July 31, 2023

<b>Assets</b>	<b>Current Year</b>	<b>Last Year</b>
Cash	\$21,797,722.64	\$21,520,635.27
Accounts Receivable	\$8,465,044.83	\$7,410,399.44
Inventory	\$409,910.36	\$383,481.43
Prepaid Expenses	\$1,408,813.23	\$1,107,868.66
Property Plant & Equ	\$73,012,581.72	\$63,515,829.42
Accumulated Deprecia	(\$30,822,482.71)	(\$28,266,869.64)
<b>Total Assets</b>	<b>\$74,271,590.07</b>	<b>\$65,671,344.58</b>
<b>Liabilities</b>		
Accounts Payable	(\$494,389.82)	(\$3,047,033.72)
Other Current Liabil	(\$2,618,470.76)	(\$2,129,053.36)
Accrued Interest	(\$7,781.31)	(\$7,781.31)
Payroll Withholding	\$19,508.61	(\$3,385.59)
Long Term Debt	(\$2,976,051.86)	(\$3,390,140.97)
Other Long Term Liab	(\$10,753,428.75)	(\$9,283,564.07)
<b>Total Liabilities</b>	<b>(\$16,830,613.89)</b>	<b>(\$17,860,959.02)</b>
<b>Equities</b>		
Equity	(\$57,564,191.40)	(\$52,884,378.49)
Control	\$123,215.22	\$5,073,992.93
<b>Total Equities</b>	<b>(\$57,440,976.18)</b>	<b>(\$47,810,385.56)</b>
<b>Total Liabilities and Equities</b>	<b>(\$74,271,590.07)</b>	<b>(\$65,671,344.58)</b>

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Statement of Revenue and Expenditures**  
**July 31, 2023**

Revenue	Current Month		Current Month		Year to Date		Year to Date	
	Actual	Budget	Variance	Actual	Budget	Variance	Budget	Variance
Transport Fees	\$22,461,674.99	\$20,888,313.53	\$1,573,361.46	\$214,710,216.79	\$200,594,368.25	\$14,115,848.54	\$200,594,368.25	\$14,115,848.54
Contractual Allow	(\$10,420,947.92)	(\$9,052,609.05)	(\$1,368,338.87)	(\$98,664,788.18)	(\$87,094,349.90)	(\$11,570,438.28)	(\$87,094,349.90)	(\$11,570,438.28)
Provision for Uncoll	(\$6,987,183.43)	(\$6,998,199.00)	\$11,015.57	(\$67,375,458.27)	(\$67,329,057.00)	(\$46,401.27)	(\$67,329,057.00)	(\$46,401.27)
Education Income	\$15,305.00	\$1,050.00	\$14,255.00	\$26,653.70	\$106,340.00	(\$79,686.30)	\$106,340.00	(\$79,686.30)
Other Income	\$125,223.10	\$96,223.00	\$29,000.10	\$1,218,345.00	\$1,114,830.00	\$103,515.00	\$1,114,830.00	\$103,515.00
Standby/Subscription	\$54,563.18	\$52,402.50	\$2,160.68	\$1,273,426.84	\$981,311.00	\$292,115.84	\$981,311.00	\$292,115.84
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	(\$279.89)	\$500.00	(\$779.89)	\$2,363.28	\$5,000.00	(\$2,636.72)	\$5,000.00	(\$2,636.72)
Gain(Loss) on Dispos	\$104,115.87	\$0.00	\$104,115.87	\$126,590.87	\$4,626.00	\$121,964.87	\$4,626.00	\$121,964.87
<b>Total Revenue</b>	<b>\$5,352,470.90</b>	<b>\$4,987,680.98</b>	<b>\$364,789.92</b>	<b>\$51,317,350.03</b>	<b>\$48,383,068.35</b>	<b>\$2,934,281.68</b>	<b>\$48,383,068.35</b>	<b>\$2,934,281.68</b>
<b>Expenditures</b>								
Salaries	\$3,107,097.43	\$2,981,659.33	\$125,438.10	\$29,928,055.89	\$29,039,824.30	\$888,231.59	\$29,039,824.30	\$888,231.59
Benefits and Taxes	\$635,529.82	\$538,255.00	\$97,274.82	\$5,582,045.82	\$5,019,160.00	\$562,885.82	\$5,019,160.00	\$562,885.82
Interest	\$45,412.82	\$33,500.00	\$11,912.82	\$313,699.07	\$335,000.00	(\$21,300.93)	\$335,000.00	(\$21,300.93)
Fuel	\$135,498.98	\$162,929.00	(\$27,430.02)	\$1,589,067.73	\$1,556,093.00	\$32,974.73	\$1,556,093.00	\$32,974.73
Medical Supp/Oxygen	\$193,327.85	\$225,300.00	(\$31,972.15)	\$1,895,793.51	\$2,245,608.00	(\$349,814.49)	\$2,245,608.00	(\$349,814.49)
Other Veh & Eq	\$57,563.41	\$47,562.01	\$10,001.40	\$512,088.87	\$463,551.10	\$48,537.77	\$463,551.10	\$48,537.77
Rent and Utilities	\$54,687.70	\$59,712.03	(\$5,024.33)	\$526,616.22	\$597,119.30	(\$70,503.08)	\$597,119.30	(\$70,503.08)
Facility & Eq Mtc	\$88,218.34	\$77,292.78	\$10,925.56	\$757,880.11	\$749,560.80	\$8,319.31	\$749,560.80	\$8,319.31
Postage & Shipping	\$1,000.00	\$2,591.33	(\$1,591.33)	\$14,408.74	\$27,773.30	(\$13,364.56)	\$27,773.30	(\$13,364.56)
Station	\$30,784.89	\$41,667.25	(\$10,882.36)	\$461,451.80	\$443,498.00	\$17,953.80	\$443,498.00	\$17,953.80
Comp Maintenance	\$106,222.78	\$54,451.84	\$51,770.94	\$966,997.20	\$622,020.44	\$344,976.76	\$622,020.44	\$344,976.76
Insurance	\$57,400.09	\$50,654.35	\$6,745.74	\$546,329.64	\$513,643.68	\$32,685.96	\$513,643.68	\$32,685.96
Advertising & PR	\$0.00	\$1,292.00	(\$1,292.00)	\$21,747.58	\$25,044.00	(\$3,296.42)	\$25,044.00	(\$3,296.42)
Printing	\$225.06	\$2,117.43	(\$1,892.37)	\$27,571.80	\$41,774.30	(\$14,202.50)	\$41,774.30	(\$14,202.50)
Travel & Entertain	\$1,304.72	\$10,957.00	(\$9,652.28)	\$65,524.65	\$104,720.00	(\$39,195.35)	\$104,720.00	(\$39,195.35)
Dues & Subs	\$109,304.52	\$109,930.00	(\$625.48)	\$1,126,766.33	\$1,182,512.00	(\$55,745.67)	\$1,182,512.00	(\$55,745.67)
Continuing Educ Ex	\$0.00	\$10,616.00	(\$10,616.00)	\$141,288.41	\$213,966.00	(\$72,677.59)	\$213,966.00	(\$72,677.59)
Professional Fees	\$255,766.94	\$245,082.34	\$10,684.60	\$2,687,219.39	\$2,619,273.40	\$67,945.99	\$2,619,273.40	\$67,945.99

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Statement of Revenue and Expenditures**  
**July 31, 2023**

Revenue	Current Month		Current Month		Year to Date		Year to Date	
	Actual	Budget	Variance	Actual	Budget	Variance		
Education Expenses	\$254.00	\$1,225.00	(\$971.00)	\$8,214.87	\$18,070.00	(\$9,855.13)		
Miscellaneous	\$51,845.94	\$1,537.00	\$50,308.94	\$846,391.21	\$43,190.00	\$803,201.21		
Depreciation	\$388,060.81	\$349,175.00	\$38,885.81	\$3,468,790.74	\$3,491,750.00	(\$22,959.26)		
<b>Total Expenditures</b>	<b>\$5,319,506.10</b>	<b>\$5,007,506.69</b>	<b>\$311,999.41</b>	<b>\$51,487,949.58</b>	<b>\$49,353,151.62</b>	<b>\$2,134,797.96</b>		
<b>Net Rev in Excess of Expend</b>	<b>\$32,964.80</b>	<b>(\$19,825.71)</b>	<b>\$52,790.51</b>	<b>(\$170,599.55)</b>	<b>(\$970,083.27)</b>	<b>\$799,483.72</b>		
<b>EBITDA</b>	<b>\$466,438.43</b>	<b>\$362,849.29</b>	<b>\$103,589.14</b>	<b>\$3,611,890.26</b>	<b>\$2,856,666.73</b>	<b>\$755,223.53</b>		

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**  
**Key Financial Indicators**  
**July 31, 2023**

	Goal	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
<b>Current Ratio</b>	> 1	9.49	11.59	10.48	8.43	6.04	8.90

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%	47.07%	42.95%	51.76%	44.45%	33.49%	34.99%
---	-------	--------	--------	--------	--------	--------	--------

Indicates compliance with Ordinance which specifies 3 months cash on hand.

<b>Accounts Receivable Turnover</b>	>3	4.28	3.65	5.44	6.34	9.06	7.20
-------------------------------------	----	------	------	------	------	------	------

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%	10.11%	4.04%	0.00%	-4.03%	-0.07%	-0.30%
-----------------------------	--------	--------	-------	-------	--------	--------	--------

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 7/31/2022			<u><u>\$ 475,470.69</u></u>



# Tab E – Chief Human Resources Officer

## Human Resources - July 2023

### Staffing

- 25 hires in July
- 123 hires FYTD
- Upcoming Scheduled NEOPs
  - September 18, 2023
  - October 23, 2023

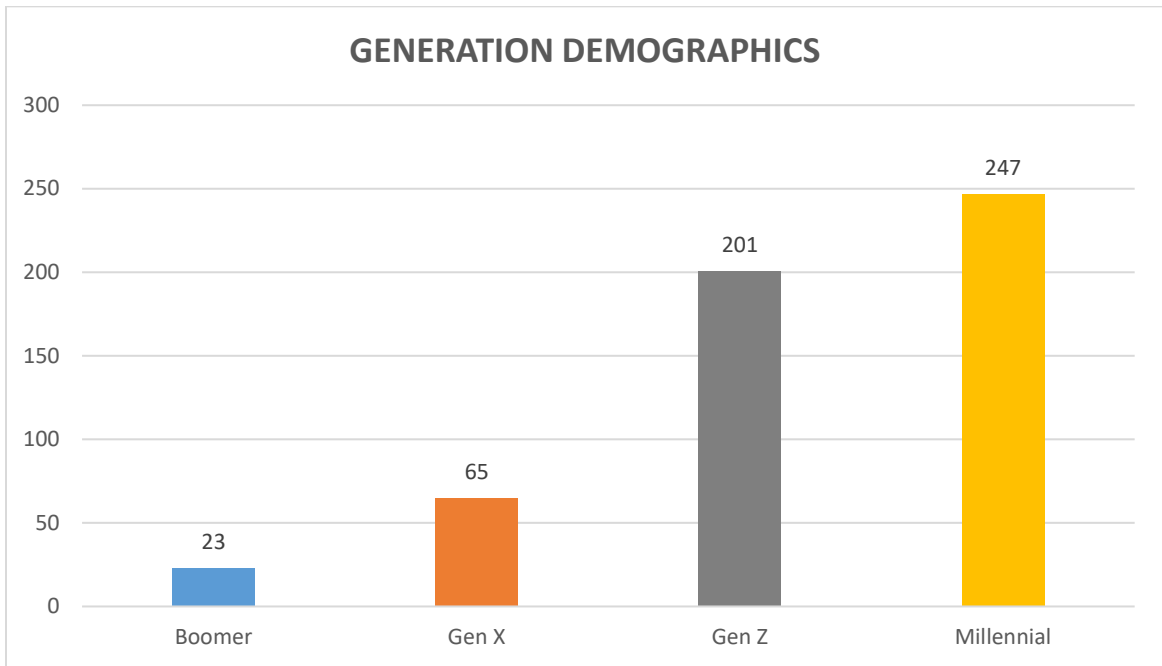
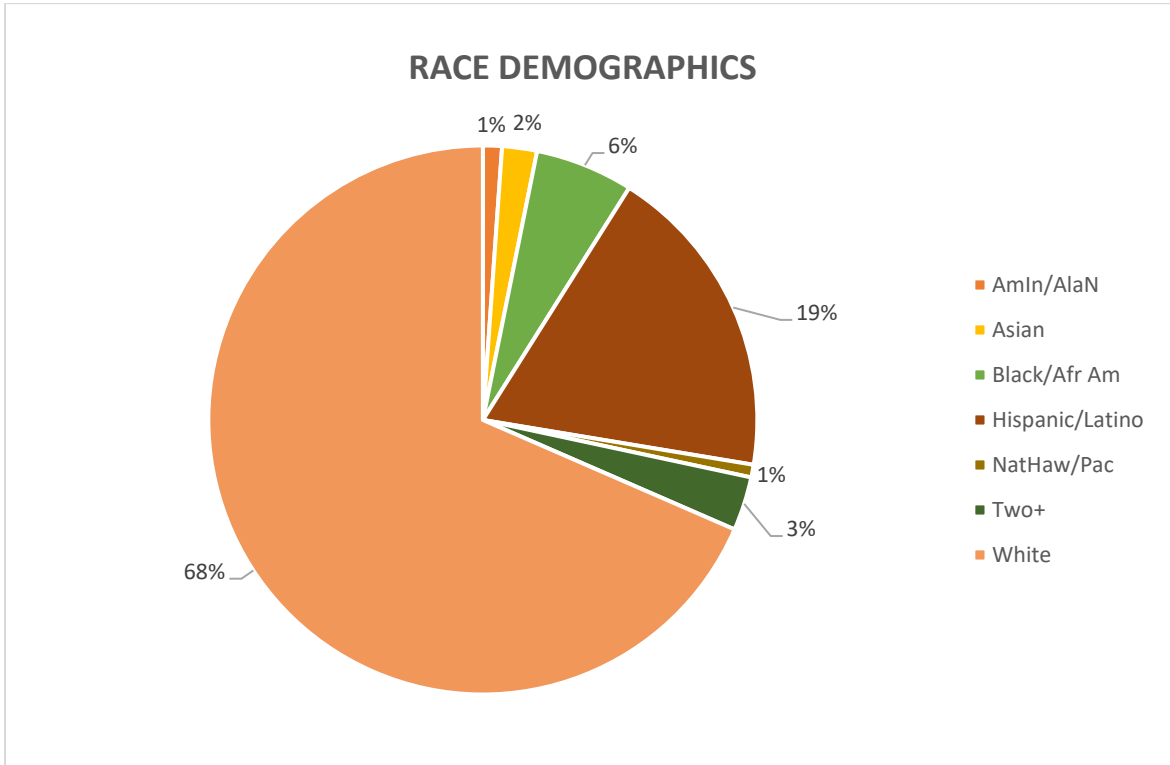
### Leaves:

- 19 employees on FMLA / 3.92% of workforce
  - 14 cases on intermittent
  - 5 cases on a block
- Top FMLA request reasons/conditions
  - Orthopedic (6)
  - FMLA-Child (3)

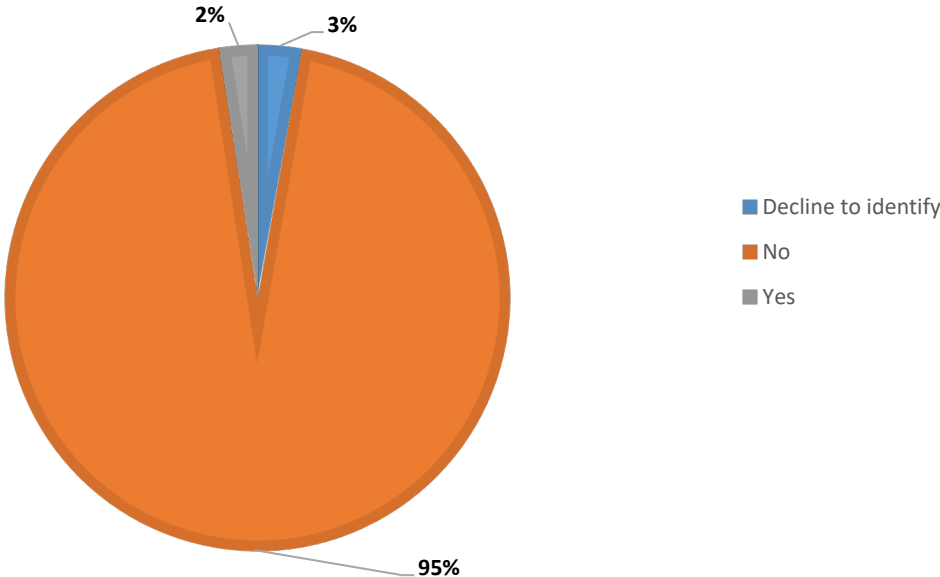
### Turnover:

- July turnover –2.43%
  - FT – 2.27%
  - PT – 3.92%
- Year to date turnover –22.01%
  - FT – 16.70%
  - PT – 72.55%

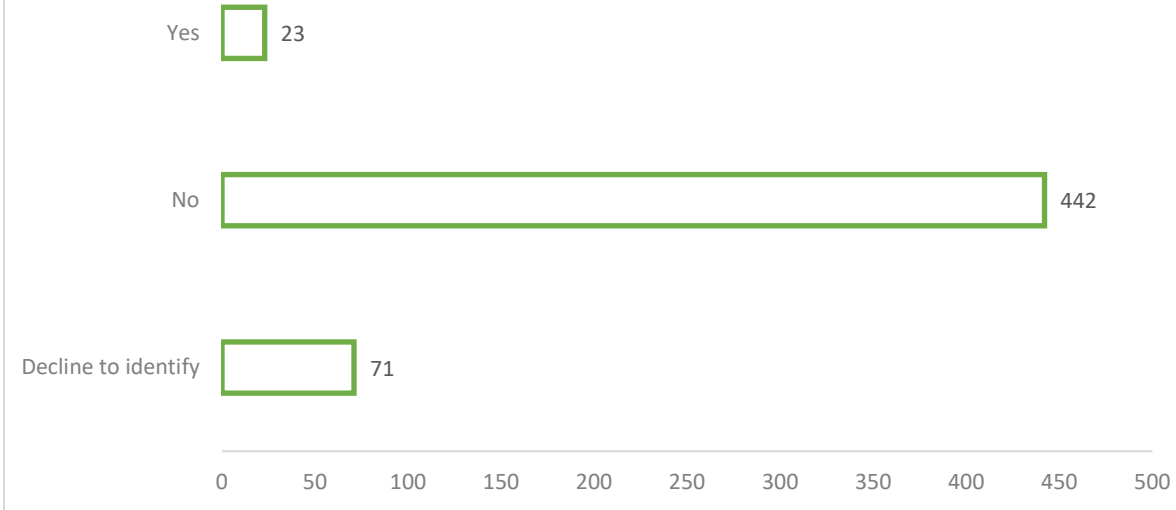
# JULY 2023 DIVERSITY STATISTICS

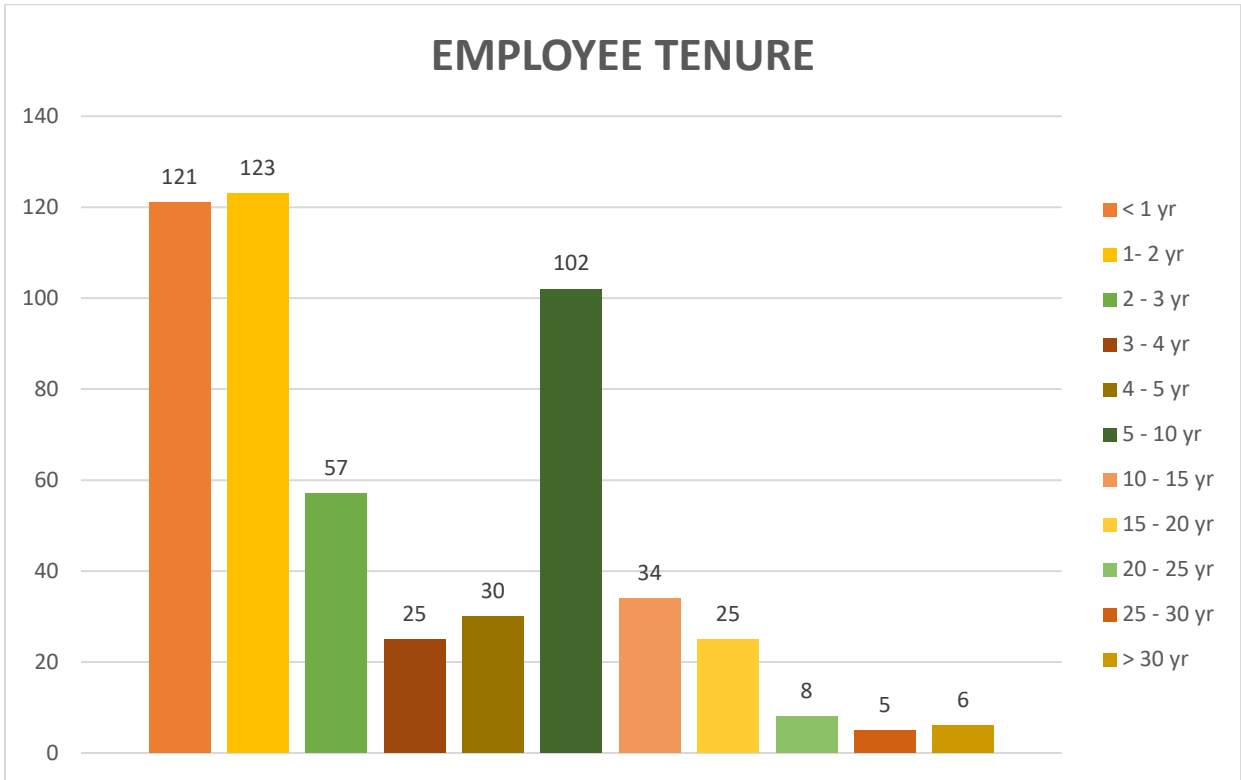
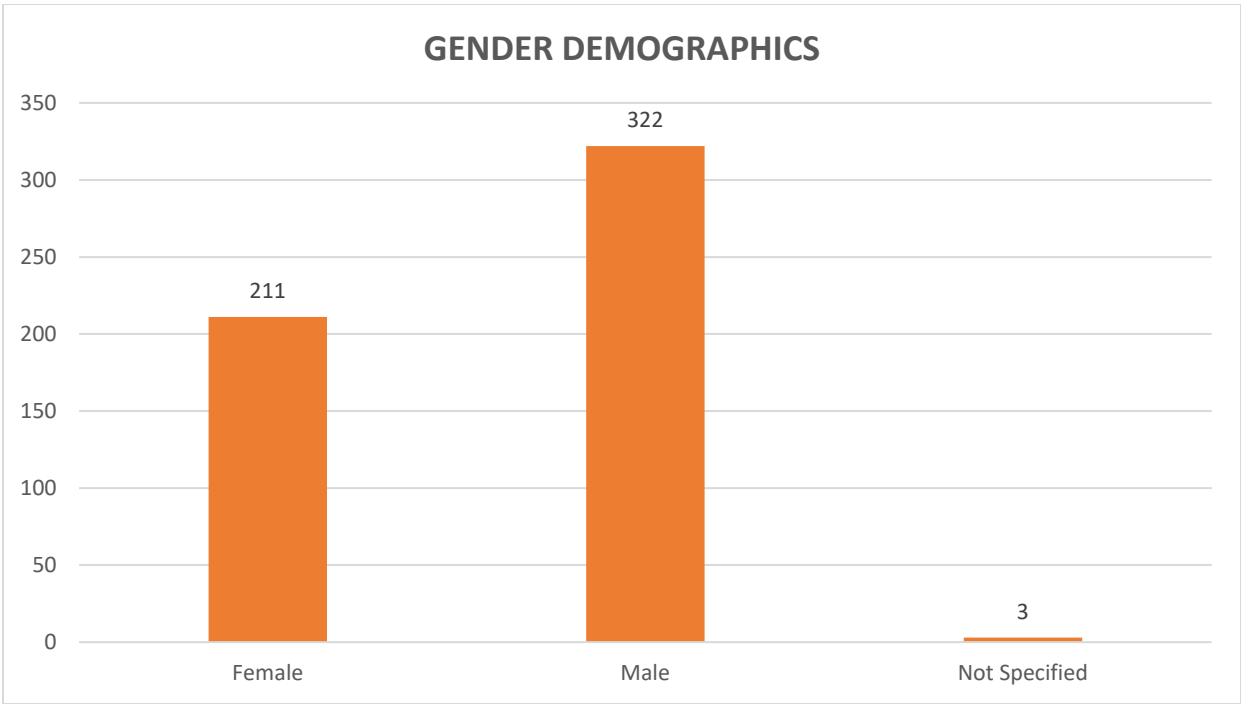


### DISABILITY DEMOGRAPHICS



### VETERAN DEMOGRAPHICS





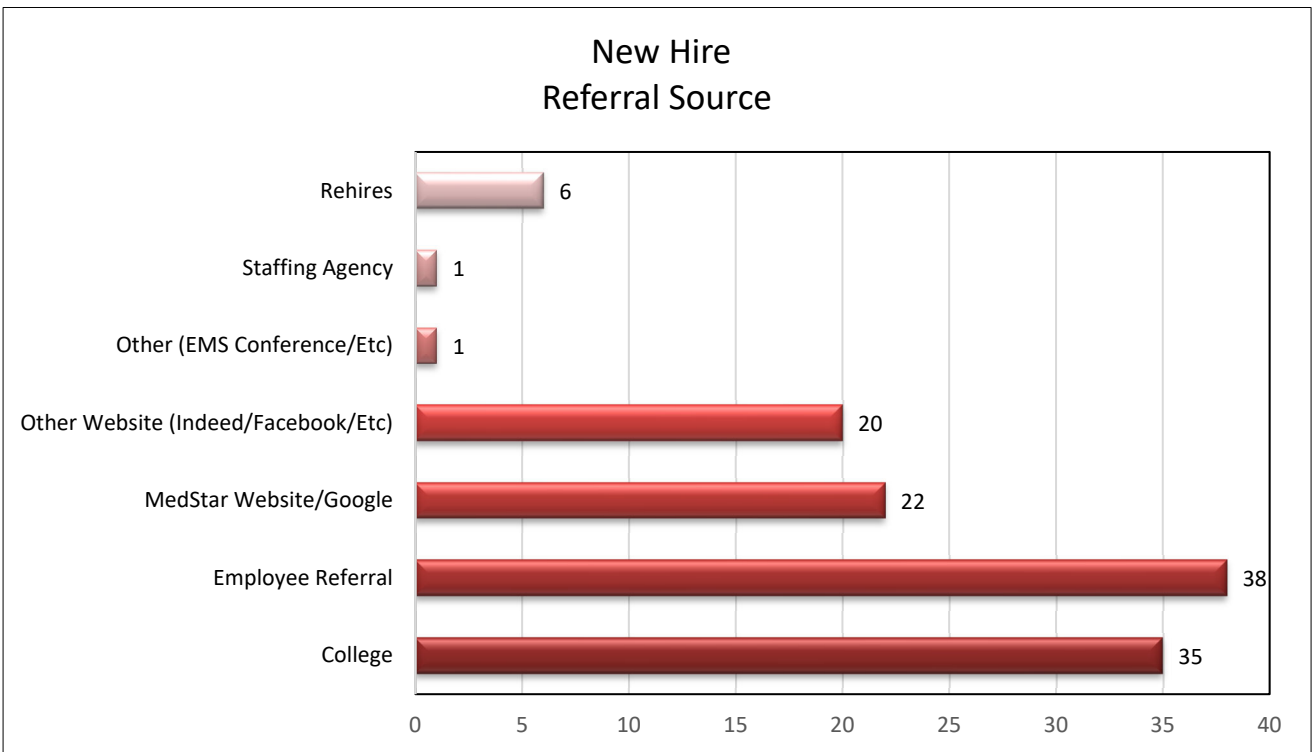
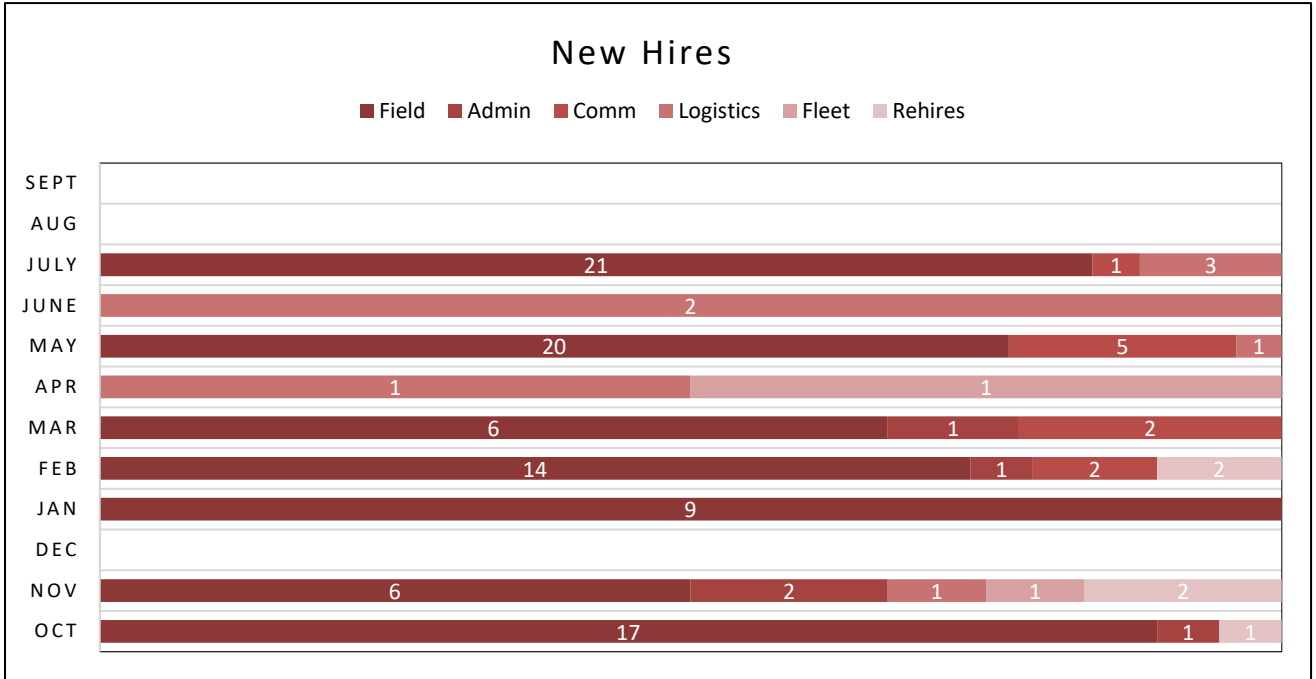
**FMLA Leave of Absence (FMLA Detailed Report)**  
**Fiscal Year 10/01/2022 thru 07/31/2023**  
**Percentages by Department/Conditions**

Conditions	
Digestive	1
FMLA - Child	3
FMLA - Parent	2
FMLA - Spouse	2
Mental Health	1
Neurological	1
Orthopedic	6
Pulmonary	2
Oncology	1
<b>Grand Total</b>	<b>19</b>

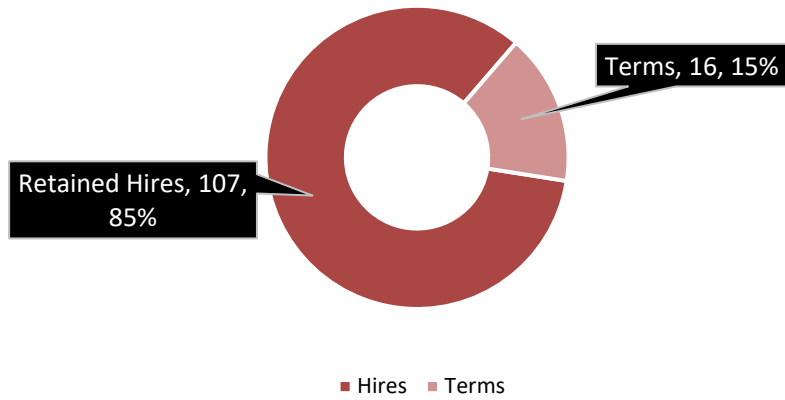
Percentage by Department						
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC	
Advanced	143	7	1.44%	36.84%	4.90%	
Basic	173	4	0.82%	21.05%	2.31%	
Communications	39	3	0.62%	15.79%	7.69%	
Controller - Payroll, Purchasing, A/P	6	2	0.41%	10.53%	33.33%	
Support Services - Facilities, Fleet, S.E., Logistics	26	3	0.62%	15.79%	11.54%	
<b>Grand Total</b>	<b>387</b>	<b>19</b>				
<b>Total # of Full Time Employees - July 2023</b>		485				
<b>% of Workforce using FMLA</b>		3.92%				
<b>TYPE OF LEAVES UNDER FMLA</b>						
	<b># of Ees</b>	<b>% on Leave</b>				
Intermittent Leave	14	73.68%				
Block of Leave	5	26.32%				
<b>Total</b>	<b>19</b>	<b>100.00%</b>				

# Recruiting & Staffing Report

Fiscal Year 2022-2023



## 2022-2023 FY Separations



**Fiscal Year Statistics**  
**Total hires to date 123**  
**Total separations from hires 16**

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



**MedStar Mobile Health Care Separation Statistics July 2023**

Full Time Separations  
Part Time Separations  
Total Separations

Current Month		
Vol	Invol	Total
8	3	11
2	0	2
10	3	13

Year to Date		
Vol	Invol	Total
64	17	81
35	2	37
99	19	118

YTD Compared to July 22		Headcount
22-Jun	%	Jul-22
93	20.09%	463
19	39.58%	48
112	21.92%	511
Difference	0.095%	

	Full Time	Part Time	Total
Total Turnover %	2.27%	3.92%	2.43%
Voluntary Turnover %	1.65%	3.92%	1.87%

	Full Time	Part Time	Total
	16.70%	72.55%	22.01%
	13.20%	68.63%	18.47%

**Separations by Department**

Full Time	Current Month		
	Vol	Invol	Total
Advanced	4	0	4
Basics	0	1	1
Business Office			
Communications	2	1	3
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations	1	0	1
Field Operations Other	0	1	1
Health Information Systems			
Human Resources			
Information Technology			
Legal/Compliance			
Mobile Integrated Health			
Office of the Medical Director	1	0	1
Public Information			
Support Services - Facilities, Fleet, S.E., Logistics			
<b>Total</b>	<b>8</b>	<b>3</b>	<b>11</b>

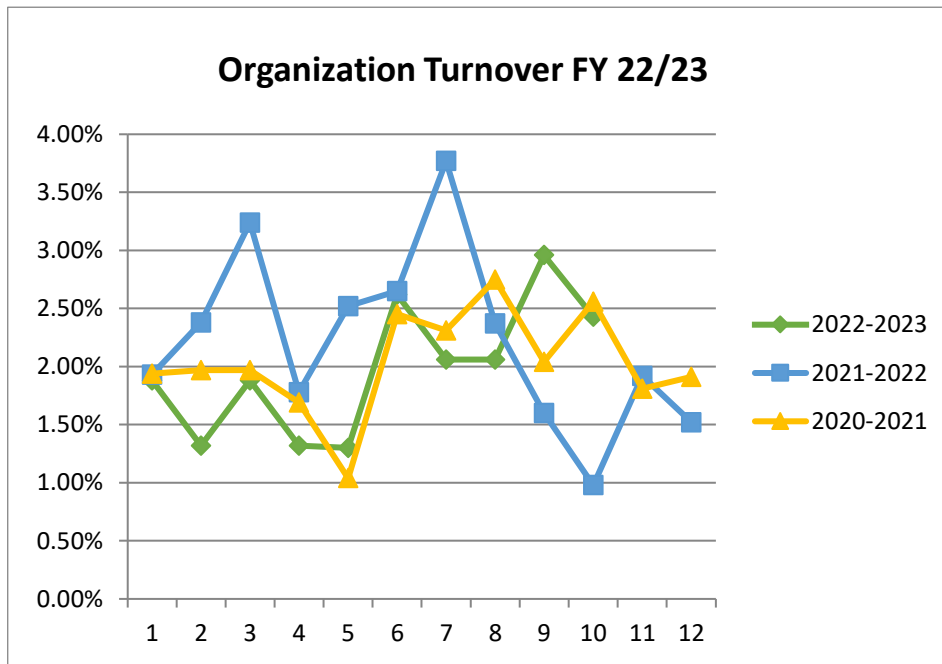
Year to Date			Headcount
Vol	Invol	Total	Jul-23
20	3	23	143
28	7	35	173
	1	1	12
9	1	10	39
			6
			8
1	0	1	25
0	1	1	17
1	0	1	2
0	1	1	6
0	2	2	5
			2
			8
2	0	2	12
			1
3	1	4	26
<b>64</b>	<b>17</b>	<b>81</b>	<b>485</b>

Part Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics	1	0	1
Business Office			
Communications			
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			
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>

Year to Date			Headcount
Vol	Invol	Total	Jul-23
12	0	12	21
19	2	21	19
3	0	3	2
			1
1	0	1	
			8
<b>35</b>	<b>2</b>	<b>37</b>	<b>51</b>

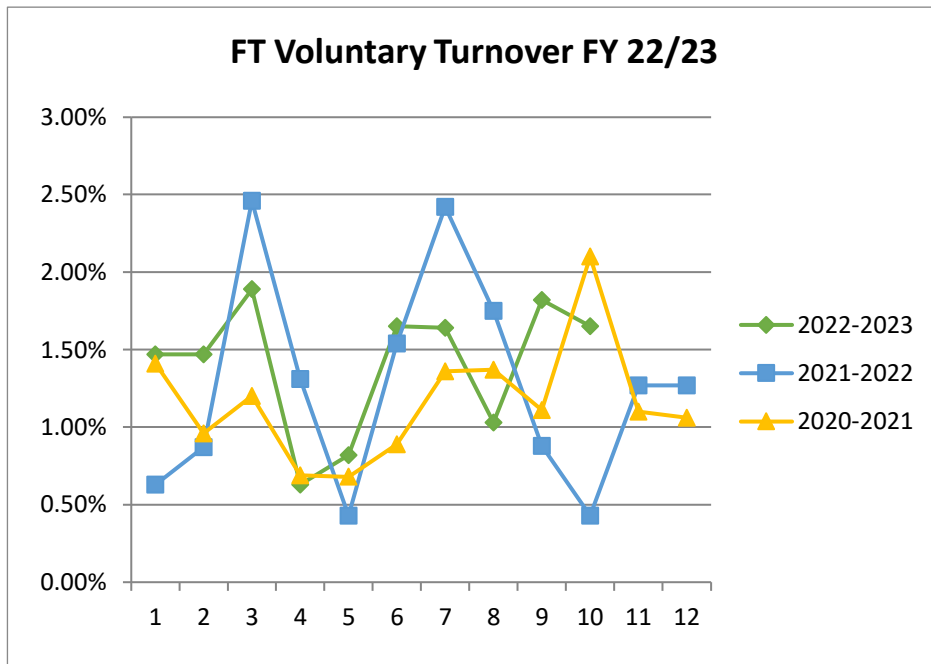
**MedStar Mobile Healthcare Turnover  
Fiscal Year 2022 - 2023**

	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	2.43%	0.98%	2.56%	2.27%
August		1.92%	1.81%	
September		1.52%	1.91%	
Actual Turnover	22.01%	24.57%	16.17%	16.70%



**MedStar Mobile Healthcare Turnover  
Fiscal Year 2022 - 2023**

<b>Full Time Voluntary Turnover</b>			
	<b>2022-2023</b>	<b>2021-2022</b>	<b>2020-2021</b>
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	1.65%	0.43%	2.10%
August		1.27%	1.10%
September		1.27%	1.06%
Actual Turnover	13.20%	15.25%	13.58%



# Tab F – FRAB

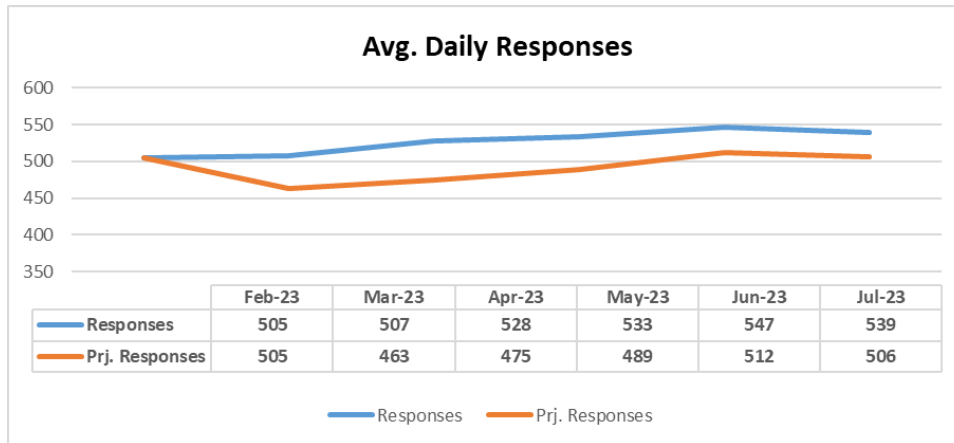
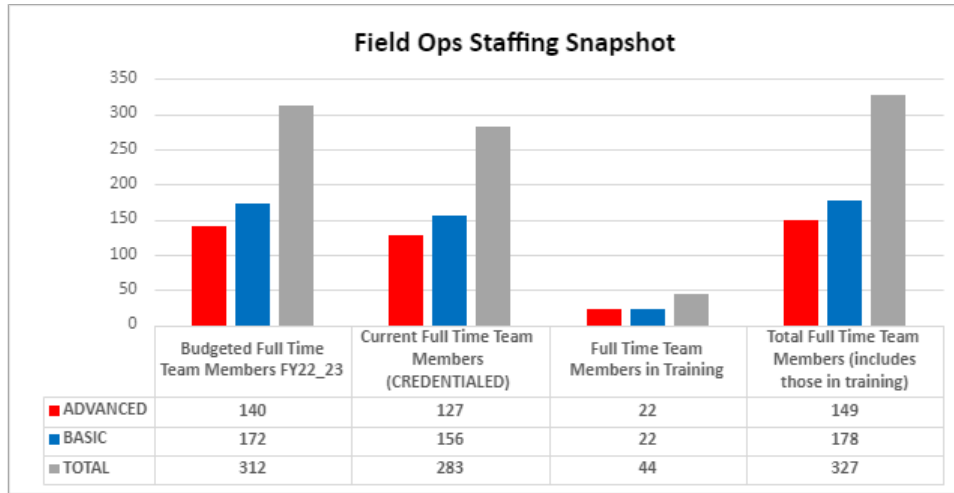
# Tab G – Operations

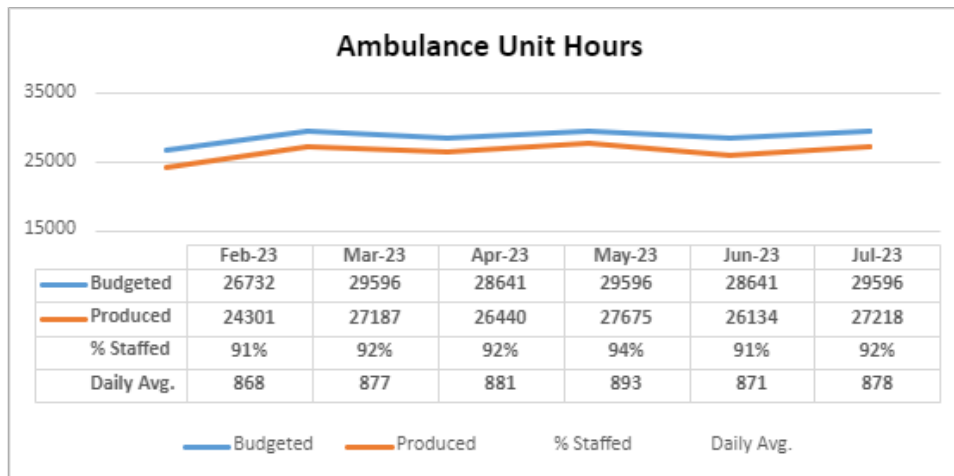
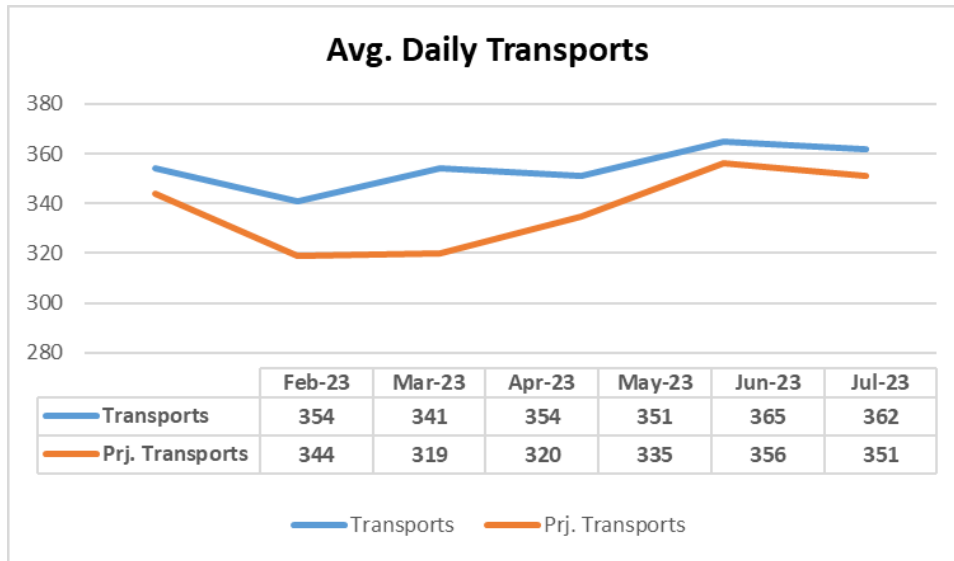
**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare**

**Operations Report- July 2023**

The following summarizes significant operational items through July 31<sup>st</sup>, 2023:

**Field Operations:**

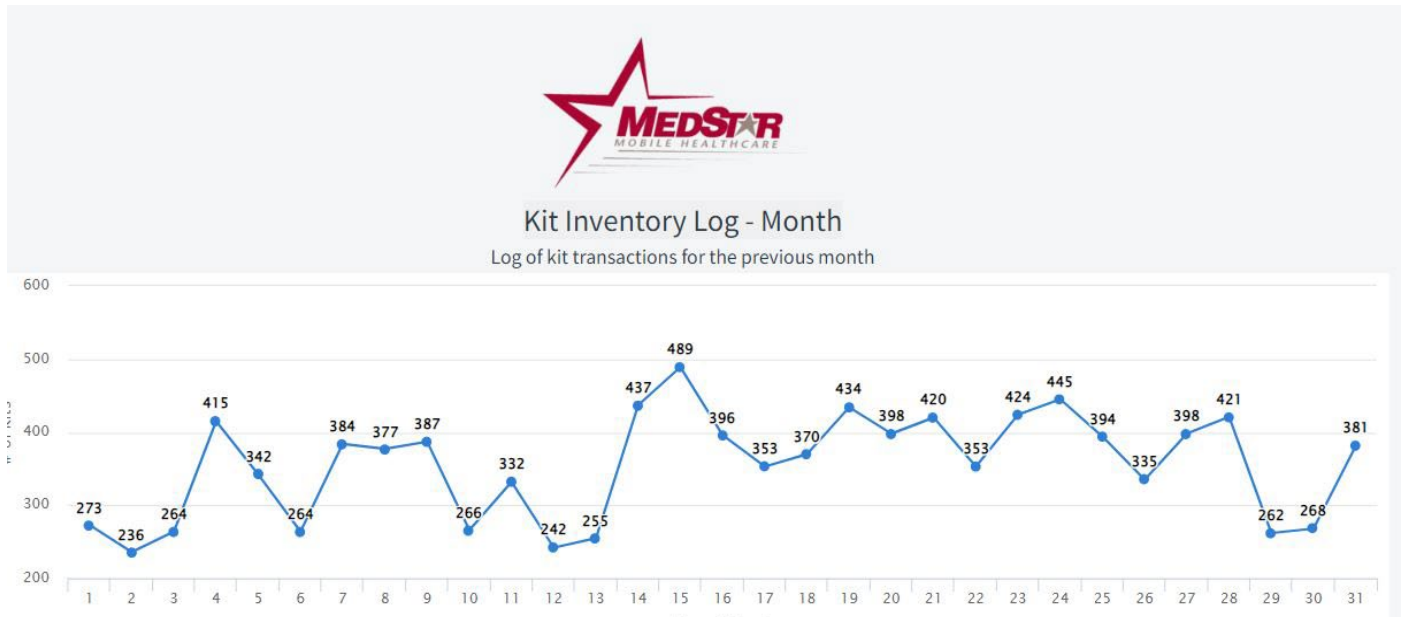




**Fleet/Logistics/Building Maintenance:**

- Collaboration with OMD on protocol updates which include new medications being introduced to the system
- The fleet team has done an excellent job keeping up with the rising temperatures and the effects on the fleet.
- Continue procurement opportunities for lower rates on medical supplies/equipment

## Daily Kit Inventory Log July 2023



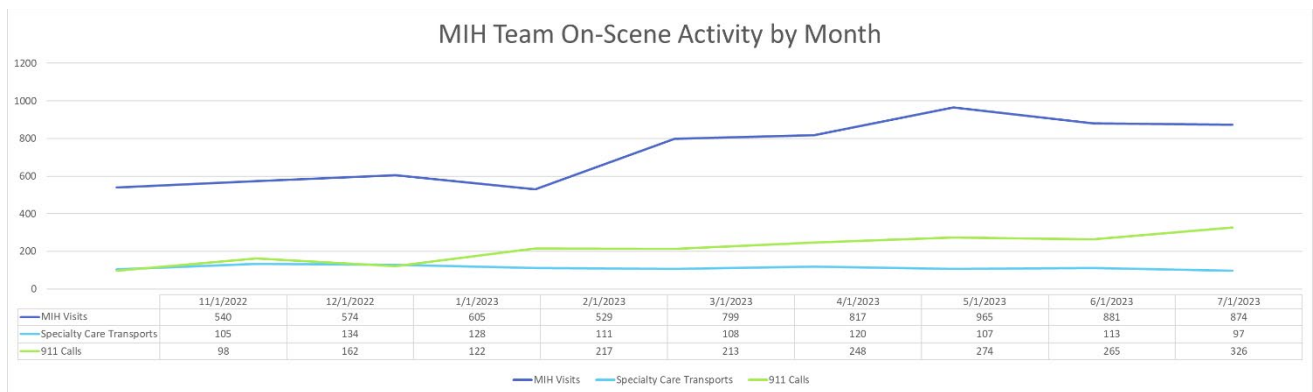
### Special Operations:

- Completed 37 standby events for the month of July 2023
- Major events covered:
  - Fort Worth Fourth
  - Haltom City Fireworks
  - Youth Baseball at TCU
  - The 38 Challenge
  - Rockin' the River
  - PBR @ Cowtown
  - National Day of the American Cowboy

### Mobile Integrated Health:

- 2,576 clients are currently enrolled
- 109 clients are pending enrollment
  - Admission/Readmission Avoidance: 55
  - High Utilization Group (HUG): 20
  - Overdose Response Team: 25
  - STAR: 11





### Information Technology:

- Replaced the email security system with a more robust and cost-effective solution.
- 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.
- Web filtering stats:

Alta Mere (99.9%)

**53M**

Allowed requests

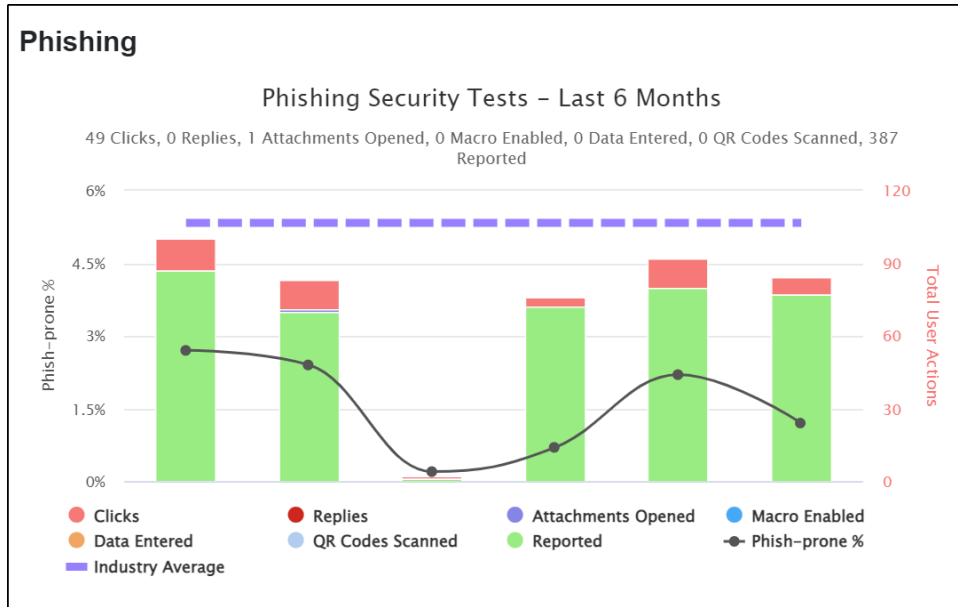
**472K**

Blocked requests

**267K**

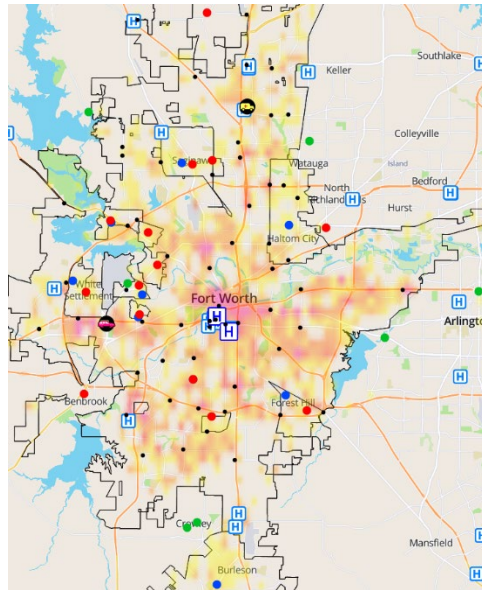
Threats

- Security Awareness Campaign:



**Business Intelligence:**

- Legacy SharePoint access has been removed agency-wide
- Movement to cloud based data storage for all end users to be completed by 8/19/2023
- Optima modeling has begun to produce new shift schedules for yearly shift bid

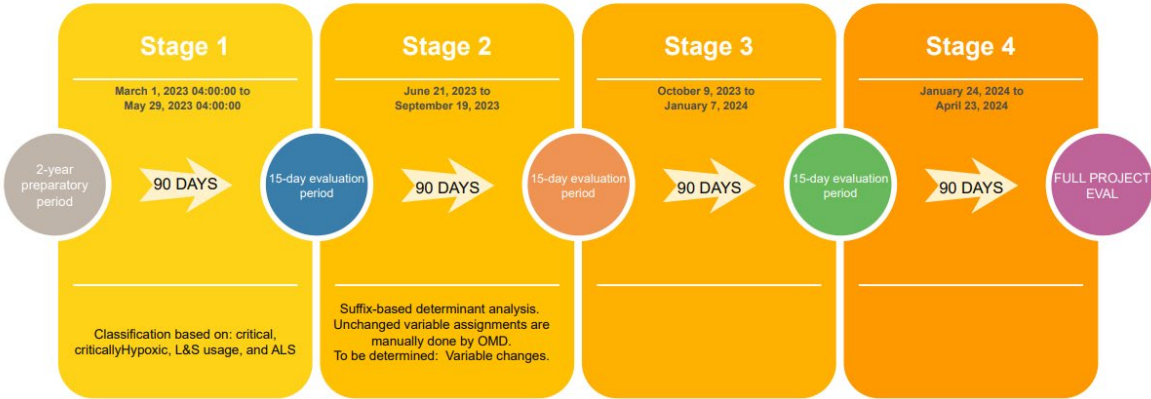


(Optima Demand Analysis Example)

- Phase 1 Reprioritization Response Times (3/1/2023-5/29/2023)

Reprioritization Phase 1	Priority	Average	85th Percentile	Goal
March	1	0:08:24	0:11:31	0:11:00
	2	0:09:28	0:12:30	0:11:00
	3	0:09:44	0:13:14	0:13:00
	4	0:10:30	0:12:32	0:13:00
	5	0:11:23	0:16:06	0:17:00
	7	0:12:29	0:18:04	0:17:00
	8	0:10:59	0:16:23	0:17:00
April	1	0:08:22	0:11:05	0:11:00
	2	0:09:11	0:12:06	0:11:00
	3	0:10:45	0:12:47	0:13:00
	4	0:08:30	0:12:41	0:13:00
	5	0:11:44	0:16:48	0:17:00
	7	0:12:55	0:19:01	0:17:00
	8	0:14:33	0:17:22	0:17:00
May	1	0:07:55	0:10:58	0:11:00
	2	0:08:38	0:11:51	0:11:00
	3	0:12:09	0:12:49	0:13:00
	4	0:08:29	0:12:13	0:13:00
	5	0:11:49	0:16:01	0:17:00
	7	0:12:21	0:17:19	0:17:00
	8	0:11:07	0:16:25	0:17:00

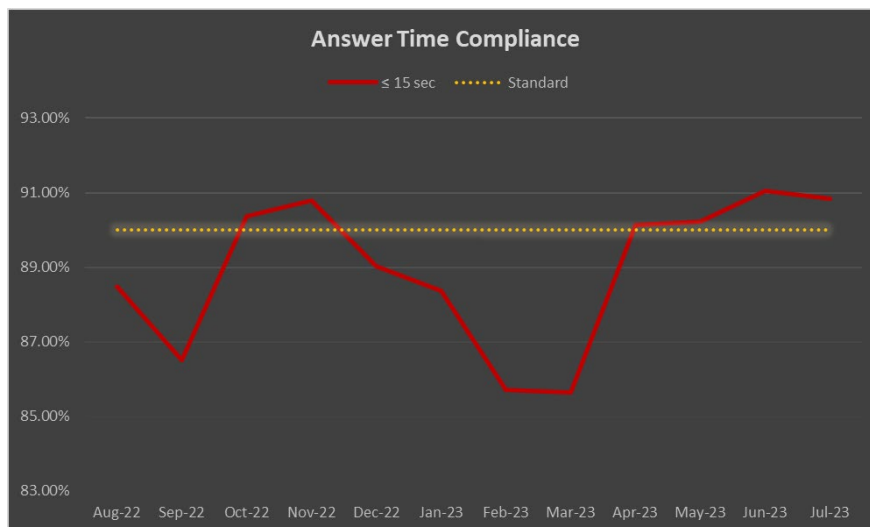
- Reprioritization Timeline
  - Phase 1 completed with Phase two in progress

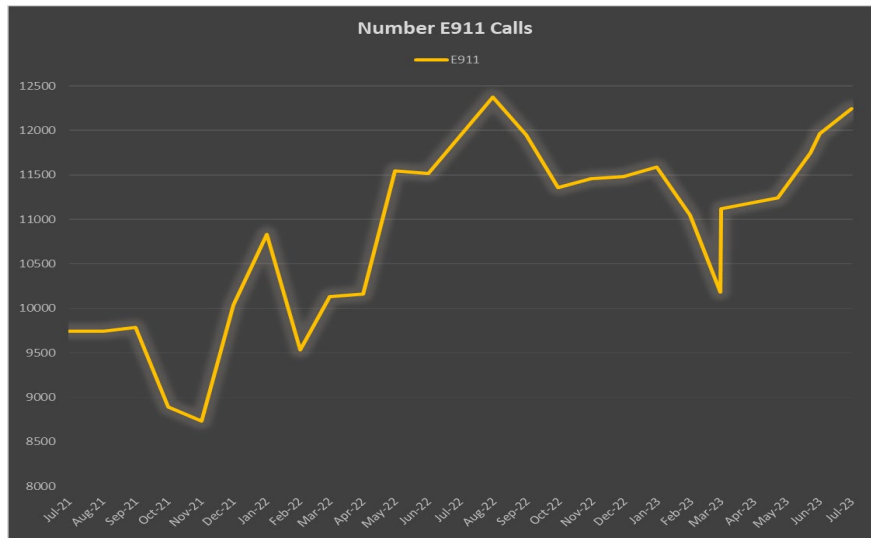


**Communications:**

- **4<sup>th</sup> month in a row of meeting ring to answer national standards of 15 seconds @ 90%**
- Ten (10) controllers in various stages of training.
- Recruiting efforts to fill four (4) controller positions.
- EMD Quality Performance Review (QPR) through Priority Dispatch begins with August calls.
- Continual review and enhancement of LOGIS configuration to maintain optimal efficiency in deploying system resources.

	Admin In	Admin Out	Admin Total	Admin Avg Dur	E911	E911 Avg Dur	E911 Ans ≤ 15 sec	E911 Ans ≤ 20 sec	Total All Calls
<b>May 2023</b>	7,573	3,912	11,485	147.6	11,747	264.2	90.22%	92.32%	23,232
<b>Jun 2023</b>	7,084	3,652	10,736	149.2	11,966	263.7	91.05%	93.14%	22,702
<b>Jul 2023</b>	7,632	3,715	11,347	150.7	12,244	268.0	90.84%	93.14%	23,591







# Medstar Mutual Aid Response Task Time Report

Period: 07/01/2023 through 07/31/2023

**GIVEN**

Aid TO	Total 88	10	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
Arlington			Arlington	M54	7/5/2023 3:12:21 PM	2837783	5	Arlington	19C07 - Heart Problems / A.I.C.D. - 5A	Yes
Arlington			Arlington	M529	7/17/2023 8:09:12 AM	2853598	8	Arlington	32B02 - Unknown Problem (Person Down) - FD	No
Arlington			Arlington	M57	7/18/2023 9:32:32 PM	2855807	5	Arlington	32B03 - Unknown Problem (Person Down) - 8B	No
Arlington			Arlington	M25	7/29/2023 9:32:50 PM	2871120	5	Arlington	17A02 - G - Falls - On the ground or floor - 5A	Yes
Arlington			Arlington	M75	7/5/2023 3:29:38 PM	2837819	2	Arlington	12D02 - GENERALIZED seizure (not FOCAL or Impending) - 2A	Yes
Arlington			Arlington	M54	7/9/2023 12:59:05 AM	2842442	5	Arlington	17B01 - Falls - 5A	Yes
Arlington			Arlington	M47	7/16/2023 8:23:19 AM	2852337	3	Arlington	45A01 - g - Specialized Unscheduled Up-Care Transport - Falls - 5A	Yes
Arlington			Arlington	M24	7/23/2023 11:32:50 PM	2862710	5	Arlington	26A02 - Sick Person (Specific Diagnosis) - 5A	Yes
Arlington			Arlington	M66	7/17/2023 8:17:39 AM	2853606	4	Arlington	29B05 - V - Vehicle vs. vehicle Multiple patients - 4B	Yes

Arlington	M21	7/29/2023 9:56:32 PM	2871139	7	Arlington	No
-----------	-----	----------------------	---------	---	-----------	----

19

Benbrook

Benbrook	M70	7/1/2023 2:42:37 AM	2831873	5	Benbrook	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A 13C01 - Unconscious / Fainting (Near) - 5A	Yes
Benbrook	M58	7/4/2023 11:42:30 AM	2836067	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M59	7/24/2023 10:49:19 AM	2863237	5	Benbrook	13C01 - Diabetic Problems - 5A	Yes
Benbrook	M83	7/21/2023 9:47:12 PM	2859962	5	Benbrook	21B04 - M - Hemorrhage (Bleeding) / Lacerations -	Yes
Benbrook	M32	7/23/2023 2:12:13 AM	2861658	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M83	7/28/2023 8:57:44 PM	2869810	5	Benbrook	26A06 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M57	7/21/2023 11:51:27 PM	2860111	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M32	7/1/2023 4:15:55 PM	2832499	5	Benbrook	06C01 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M29	7/30/2023 1:08:58 AM	2871326	5	Benbrook	13C01 - Diabetic Problems - 5A	Yes
Benbrook	M20	7/15/2023 5:35:49 PM	2851740	3	Benbrook		Yes

Benbrook	M38	7/17/2023 2:06:57 AM	2853288	5	Benbrook	26A11 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M70	7/27/2023 7:46:17 PM	2868191	5	Benbrook	21B01 - M - Hemorrhage (Bleeding) / Lacerations -	Yes
Benbrook	M29	7/28/2023 11:28:14 AM	2868977	5	Benbrook	17B01 - Falls - 5A	No
Benbrook	M77	7/14/2023 9:03:33 AM	2849580	5	Benbrook	17B01 - Falls - 5A	No
Benbrook	M82	7/3/2023 5:22:46 PM	2835211	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M37	7/6/2023 2:42:37 PM	2839105	5	Benbrook	45A01 - I - Specialized Unscheduled Up-Care Transport - Hemorrhage / Lacerations (Medical) - 5A	Yes
Benbrook	M65	7/17/2023 7:19:10 PM	2854402	7	Benbrook	26A08 - Sick Person (Specific Diagnosis) - 7A	Yes
Benbrook	M34	7/19/2023 2:37:02 PM	2856625	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M32	7/26/2023 6:51:29 PM	2866745	5	Benbrook	21B01 - M - Specialized Unscheduled Up-Care Transport - MEDICAL - 5A	Yes

1

Johnson County

Johnson County	M38	7/8/2023 7:56:13 PM	2842144	5	Johnson County	17B04 - Falls - 5A	Yes
----------------	-----	---------------------	---------	---	----------------	--------------------	-----

7

Crowley

Crowley	M51	7/28/2023 9:01:46 PM	2869813	5	Crowley	17B04 - Falls - 5A	Yes
---------	-----	----------------------	---------	---	---------	--------------------	-----



Crowley	M61	7/4/2023 8:11:12 PM	2836528	4	Crowley	29B05 - U - Motorcycle (solitary) - Unknown number of patients - 4B	Yes
Crowley	M60	7/6/2023 11:57:34 AM	2838896	3	Crowley	26C01 - Sick Person (Specific Diagnosis) - 3A	Yes
Crowley	M56	7/3/2023 9:56:08 AM	2834532	2	Crowley	12B01 - Convulsions / Seizures - 2A	Yes
Crowley	M68	7/6/2023 11:16:48 AM	2838862	5	Crowley	21D03 - T - Hemorrhage (Bleeding) / Lacerations -	No
Crowley	M47	7/27/2023 3:09:17 PM	2867854	5	Crowley	01A01 - Abdominal Pain / Problems - 5A	Yes
Crowley	M67	7/28/2023 4:11:36 PM	2869454	5	Crowley	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes

34

Benbrook

Benbrook	M75	7/13/2023 12:05:47 PM	2848351	3	Benbrook	45C05 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M29	7/9/2023 8:13:59 AM	2842715	2	Benbrook	45C01 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M72	7/10/2023 12:17:33 AM	2843580	3	Benbrook	28C02 - L - Stroke (CVA) / Transient Ischemic Attack (TIA) - Less than "T" hours since the symptoms started - 3A	Yes

Benbrook	M81	7/7/2023 9:26:22 AM	2840122	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M64	7/19/2023 5:39:02 PM	2856930	5	Benbrook	26A02 - Sick Person (Specific Diagnosis) - 5A	No
Benbrook	M83	7/21/2023 1:09:49 PM	2859267	5	Benbrook	10D04 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Benbrook	M88	7/21/2023 2:55:44 PM	2859403	2	Benbrook	12C04 - Convulsions / Seizures - 2A	No
Benbrook	M32	7/15/2023 12:09:32 AM	2850922	5	Benbrook	10D04 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Benbrook	M51	7/16/2023 6:16:19 PM	2852896	3	Benbrook	03B01 - Animal bite - 3A	Yes
Benbrook	M37	7/12/2023 2:48:05 PM	2846948	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M25	7/25/2023 9:30:34 AM	2864585	2	Benbrook	45C01 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M75	7/26/2023 11:56:14 AM	2866098	3	Benbrook	45B01 - Specialized Unscheduled Up-Care Transport -	Yes
Benbrook	M22	7/27/2023 5:03:26 PM	2867983	3	Benbrook	30B01 - Traumatic Injuries (Specific) - 7A	No
Benbrook	M33	7/3/2023 1:09:42 PM	2834732	5	Benbrook	06C01 - Breathing Problems - 5A	Yes
Benbrook	M73	7/6/2023 8:00:54 PM	2839433	8	Benbrook	25A01 - W - Psychiatric / Abnormal Behavior / Suicide Attempt -	Yes
Benbrook	M66	7/9/2023 4:13:58 PM	2843149	1	Benbrook	Weapons - 8B	No

Benbrook	M37	7/28/2023 5:51:28 PM	2869620	2	Benbrook	29D02 - p - Rollover - Rollovers - 2A	No
Benbrook	M56	7/28/2023 9:41:57 PM	2869867	4	Benbrook	29B05 - U - Solitary vehicle - Unknown number of patients - 4B	No
Benbrook	M88		2870532	5	Benbrook	20B02 - H - Heat exposure - Heat exposure - 5A	No
Benbrook	M88		2870540	5	Benbrook	20B02 - H - Heat exposure - Heat exposure - 5A	Yes
Benbrook	M72	7/19/2023 2:20:50 AM	2856041	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	No
Benbrook	M56	7/27/2023 7:28:10 AM	2867361	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M23	7/27/2023 9:49:23 PM	2868335	5	Benbrook	01A01 - Abdominal Pain / Problems - 5A	Yes
Benbrook	M75	7/7/2023 7:53:47 PM	2840939	5	Benbrook		No
Benbrook	M23	7/10/2023 10:30:05 AM	2843975	5	Benbrook	45A01 - g - Specialized Unscheduled Up-Care Transport - Falls - 5A	Yes
Benbrook	M58	7/1/2023 4:31:06 PM	2832538	2	Benbrook	29D02 - p - Rollover - Rollovers - 2A	No
Benbrook	M34	7/3/2023 1:18:16 AM	2834196	2	Benbrook	Convulsions / Seizures - 2A	Yes
Benbrook	M66	7/13/2023 10:22:35 AM	2848241	1	Benbrook	05E01 - Cardiac or Respiratory Arrest / Death - 1A	No
Benbrook	M37	7/14/2023 12:47:04 PM	2849841	8	Benbrook	24C03 - Pregnancy / Childbirth / Miscarriage - 8B	No

Benbrook	M41	7/17/2023 7:01:23 AM	2853550	5	Benbrook	21D04 - T - Hemorrhage (Bleeding) / Lacerations - 29B05 - U - Vehicle vs. vehicle Unknown number of patients - 4B	No
Benbrook	M30		2854064	4	Benbrook		No

1

Hurst

Hurst	M86	7/14/2023 2:09:38 PM	2849921	4	Hurst	29B05 - V - Vehicle vs. vehicle Multiple patients - 4B	No
-------	-----	----------------------	---------	---	-------	--	----

1

Johnson County

Johnson County	M21	7/24/2023 8:36:00 AM	2863118	5	Johnson County	06C01 - Breathing Problems - 5A	Yes
----------------	-----	----------------------	---------	---	----------------	---------------------------------	-----

14

Richland Hills

Richland Hills	M62	7/21/2023 11:53:15 AM	2859176	5	Richland Hills	26A11 - Sick Person (Specific Diagnosis) - 5A 31D05 - Unconscious / Fainting (Near) - 2A	Yes
Richland Hills	M80	7/13/2023 7:05:13 PM	2848955	2	Richland Hills	20001 - H - Heat / Cold Exposure - Heat exposure - 5A	Yes
Richland Hills	M28	7/2/2023 9:21:00 PM	2834023	5	Richland Hills		Yes
Richland Hills	M75	7/3/2023 6:42:19 PM	2835343	2	Richland Hills	12D04 - E - Convulsions / Seizures - Epileptic or Previous seizure diagnosis - P1+FD	Yes

Richland Hills	M58	7/9/2023 6:40:23 PM	2843259	5	Richland Hills	21D05 - M - Hemorrhage (Bleeding) / Lacerations - 28C03 - K - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR evidence of stroke (≥ T hours) - 3A	No
Richland Hills	M84	7/6/2023 2:37:15 PM	2839089	3	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M55	7/12/2023 10:14:52 PM	2847720	5	Richland Hills	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients - 4B	No
Richland Hills	M41	7/13/2023 9:41:37 AM	2848188	4	Richland Hills	26C01 - Sick Person (Specific Diagnosis) - 3A	Yes
Richland Hills	M22	7/4/2023 11:53:00 AM	2836069	3	Richland Hills	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Richland Hills	M23	7/17/2023 1:18:34 AM	2853251	5	Richland Hills	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients - 4B	No
Richland Hills	M568	7/13/2023 9:04:31 AM	2848139	4	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M58	7/9/2023 7:41:02 PM	2843297	5	Richland Hills	26A05 - Sick Person (Specific Diagnosis) - 5A	No
Richland Hills	M29	7/28/2023 6:44:28 AM	2868681	5	Richland Hills	06C01 - Breathing Problems - 5A	Yes
Richland Hills	M67	7/13/2023 12:42:06 AM	2847862	5	Richland Hills		

Tarrant County	M85	7/24/2023 2:05:25 PM	2863440	2	Tarrant County	06D01 - Breathing Problems - 2A	No
----------------	-----	----------------------	---------	---	----------------	---------------------------------	----

**RECEIVED**

**Aid FROM** Total 36  
Arlington

Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
Arlington	AMR Arlington 1	7/8/2023 10:56:22 AM	2841564	7	Fort Worth	18C04 - L - Headache - Less than "T" hours since the symptoms started	No
Arlington	AMR Arlington 1	7/28/2023 12:01:15 PM	2869076	8	Fort Worth	32D01 - Unknown Problem (Person Down) - 8B	No
Arlington	AMR Arlington 1	7/19/2023 6:14:31 PM	2857004	5	Fort Worth	26C02 - Sick Person (Specific Diagnosis) - 5A	Yes
Arlington	AMR Arlington 1	7/26/2023 11:00:29 AM	2866022	2	Fort Worth	28C01 - F - Stroke (CVA) / Transient Ischemic Attack (TIA) - STRONG evidence of stroke (< T hours) - 2A	Yes
Arlington	AMR Arlington 1	7/29/2023 4:25:26 PM	2870844	3	Fort Worth	29D03 - HIGH VELOCITY impact - 3A	No

1

Benbrook

Benbrook	Benbrook Medic 1	7/20/2023 12:39:54 PM	2857949	2	Fort Worth	06D01 - E - Breathing Problems - COPD (Emphysema/Chronic bronchitis) - 2A	Yes
----------	------------------	-----------------------	---------	---	------------	---	-----

4

CareFlite

CareFlite	CareFlite 1	7/25/2023 6:44:25 PM	2865207	9	Fort Worth	46C02 - Scheduled Interfacility Transfer (Routine) 9A-IFT	Yes
CareFlite	CareFlite 1	7/12/2023 5:16:59 PM	2847308	9	Burleson	46C02 - Scheduled Interfacility Transfer (Routine) 9A-IFT	Yes
CareFlite	CareFlite 1	7/8/2023 10:19:22 AM	2841495	9	Fort Worth	46B02 - Scheduled Interfacility Transfer (Routine) 9B-IFT	Yes
CareFlite	CareFlite 1	7/3/2023 9:49:23 PM	2835553	9	Fort Worth	46D05 - Scheduled Interfacility Transfer (Routine) 9S-IFT	Yes

3

Crowley

Crowley	Crowley 54		2839463	2	Burleson	06D02 - E - Breathing Problems - COPD (Emphysema/Chronic bronchitis) - 2A	Yes
Crowley	Crowley 254		2840783	2	Burleson	31B04 - Unconscious / Fainting (Near) - 2A	Yes
Crowley	Crowley 254		2857972	5	Burleson	17A02 - G - Falls - On the ground or floor - 5A	No

13

Eagle Mountain

Eagle Mountain	Eagle Mountain	7/20/2023 12:45:34 PM	2857983	5	Fort Worth	45A01 - Specialized Unscheduled Up-Care Transport -	Yes
----------------	----------------	-----------------------	---------	---	------------	---	-----

Eagle Mountain	Eagle Mountain	7/4/2023 11:49:10 PM	2836822	7	Fort Worth	30A02 - Traumatic Injuries (Specific) - 7A	No
Eagle Mountain	Eagle Mountain	7/13/2023 11:35:38 AM	2848318	5	Fort Worth	01A01 - Abdominal Pain / Problems - 5A	Yes
Eagle Mountain	Eagle Mountain	7/30/2023 4:34:56 AM	2871521	2	Fort Worth	1ZDUZ - Convulsions / Seizures - 2A	Yes
Eagle Mountain	Eagle Mountain	7/11/2023 7:28:51 PM	2845829	5	Fort Worth	17001 - G - Falls - On the ground or floor - 5A	No
Eagle Mountain	Eagle Mountain	7/12/2023 6:29:45 PM	2847455	2	Fort Worth	1ZCUZ - Convulsions / Seizures - 2A	No
Eagle Mountain	Eagle Mountain	7/28/2023 10:09:08 PM	2869933	5	Sansom Park	17B04 - Falls - 5A	No
Eagle Mountain	Eagle Mountain	7/12/2023 12:26:37 PM	2846812	7	Fort Worth	26A08 - Sick Person (Specific Diagnosis) - 7A	No
Eagle Mountain	Eagle Mountain		2847286	5	Saginaw	21B01 - M - Hemorrhage (Bleeding) / Lacerations -	Yes
Eagle Mountain	Eagle Mountain	7/22/2023 2:08:29 PM	2860936	5	Fort Worth	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Eagle Mountain	Eagle Mountain	7/27/2023 9:32:25 PM	2868297	7	Fort Worth	10A01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 7A	Yes
Eagle Mountain	Eagle Mountain	7/16/2023 9:48:03 PM	2853098	5	Fort Worth	11O01 - F - Choking - Food - 5A	No
Eagle Mountain	Eagle Mountain	7/21/2023 5:57:42 PM	2859742	5	Lake Worth	06C01 - Breathing Problems - 5A	Yes

1

Johnson County	AMR JC 2		2865426	2	Burleson	29DUZ - n - Ejection - Ejection - 2A	Yes
----------------	----------	--	---------	---	----------	--------------------------------------	-----

1



Justin EMS	Justin EMS	7/11/2023 9:19:53 PM	2845954	4	Fort Worth	29A02 - V - Vehicle vs. vehicle Multiple patients - 4B	Yes
------------	------------	----------------------	---------	---	------------	--	-----

1

Life Care EMS

Life Care EMS	Life Care EMS (Willow Park)	7/11/2023 9:58:58 PM	2845979	3	White Settlement	26A02 - Sick Person (Specific Diagnosis) - 5A	Yes
---------------	-----------------------------	----------------------	---------	---	------------------	---	-----

2

N TX Reg

N TX Reg	N TX Reg EMS	7/12/2023 6:39:22 PM	2847472	9	Fort Worth	46C02 - Scheduled Interfacility Transfer (Routine) 9A-IFT	Yes
N TX Reg	N TX Reg EMS	7/18/2023 5:27:31 PM	2855549	9	Fort Worth	46D05 - Scheduled Interfacility Transfer (Routine) 9S-IFT	Yes

5

Watauga

Watauga	Watauga	7/11/2023 6:37:36 PM	2845770	3	Haltom City	31A03 - Unconscious / Fainting (Near) - 5A	No
Watauga	Watauga	7/12/2023 12:28:34 PM	2846761	5	Fort Worth	21D04 - M - Hemorrhage (Bleeding) / Lacerations -	Yes
Watauga	Watauga	7/13/2023 3:03:35 PM	2848596	7	Haltom City	30B01 - Traumatic Injuries (Specific) - 7A	No
Watauga	Watauga	7/22/2023 11:10:23 AM	2860696	2	Haltom City	31D04 - Unconscious / Fainting (Near) - 2A	Yes
Watauga	Watauga	7/10/2023 3:48:12 PM	2844426	5	Haltom City	01D01 - Abdominal Pain / Problems - 5A	Yes

# Tab H – Compliance and Legal



## **Legal Team Report July 24, 2023- August 16, 2023**

### **Compliance Officer Duties**

- Scheduled DSHS Provider site visit 08/29/2023
- Assisted multiple 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.
- Worked with Logistics Manager to redesign daily narcotics count procedures and format to ensure compliance with DEA regulations. (Pending resolution)
- Worked with the Transformation Manager to revise media / photo release forms, and processes to ensure compliance with all state and federal privacy laws.

### **Paralegal Duties**

- 45 DFPS reports were made for suspected abuse, neglect, or exploitation.
- Provided internal legal support for the team members and processed requests regarding legal matters.  
3 Subpoenas(s) for witness appearance processed and served.
- Conducted multiple internal affairs employee investigations regarding various complaints, questionable conduct, and unprofessional behavioral matters.
- 4 Pre-Trial meeting were held with the Tarrant Co. District Attorney's Office.
- Reviewed multiple legal & privacy matters with HR and provided legal guidance as needed including but not limited to religious accommodation request review, FMLA request validation, policy review, and disciplinary actions.
- Drafted, reviewed, negotiated, and executed multiple agreements with outside parties for various internal departments for building maintenance, medical services, medical research, and other various business matters.

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

# Tab I – EPAB

# 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

# COMMONLY USED ACRONYMS

## **N**

NAEMSP – National Association of EMS Physicians  
NAEMT – National Association of Emergency Medical Technicians  
NEMSAC – National EMS Advisory Council (NHTSA)  
NEMSIS – National EMS Information System  
NFIRS – National Fire Incident Reporting System  
NFPA – National Fire Protection Association  
NIMS – National Incident Management System

## **O**

OMD – Office of the Medical Director

## **P**

PALS – Pediatric Advanced Life Support  
PHTLS – Pre-Hospital Trauma Life Support  
PSAP – Public Safety Answering Point (911)  
PUM – Public Utility Model

## **Q**

QRV – Quick Response Vehicle

## **R**

ROSC – Return of Spontaneous Circulation  
RFQ – Request for Quote  
RFP – Request for Proposal

## **S**

SSM – System Status Management  
STB – Stop the Bleed  
STEMI – ST Elevation Myocardial Infarction

## **T**

## **U**

## **V**

VFIB – Ventricular fibrillation; an EKG rhythm

## **W**

## **X/Y/Z**