



Metropolitan Area EMS Authority (MAEMSA)

dba MedStar Mobile Healthcare

Board of Directors

January 25, 2024

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

Date and Time: January 25, 2024 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/1457763292>

or by phone at (469) 445-0100 (meeting ID: 145 776 3292).

AGENDA

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|-------------|-------------------------------|---|----------------------------|
| I. | CALL TO ORDER | | Councilman Flores |
| II. | INTRODUCTION OF GUESTS | | Councilman Flores |
| III. | CITIZEN PRESENTATIONS | <p>Members of the public may address the Board on any posted agenda item and any other matter related to Authority business. All speakers are required to register prior to a meeting using the link on the Authority’s website, (see, http://www.medstar911.org/board-of-directors/ where more details can be found, including information on time limitations). The deadline for registering is 4:30 p.m. January 24, 2024. 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.</p> | |
| IV. | CONSENT AGENDA | <p>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:</p> | |
| | BC – 1585 | Approval of Board Minutes for December 6, 2023 | Councilman Flores
Pg. 1 |
| | BC – 1586 | Approval of Check Register for November/December | Councilman Flores
Pg. 5 |

V. NEW BUSINESS

IR – 230	MedStar Annual Independent Financial Audit	Kenneth Simpson
BC – 1587	Specialized HUG Project	Matt Zavadsky
BC – 1588	OMD Data Presentation	Dr. Jeff Jarvis

VI. MONTHLY REPORTS

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

VII. OTHER DISCUSSIONS

A.	Requests for future agenda items	Councilman Flores
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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**

Date: 01.25.2024	Reference #: BC-1585	Title: Approval of Board of Directors Minutes
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RECOMMENDATION:

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

DISCUSSION:

N/A

FINANCING:

N/A

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

METROPOLITAN AREA EMS AUTHORITY DBA MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS REGULAR MEETING DECEMBER 6, 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 Carlos Flores called the meeting to order at 10:00 a.m.

Board members participating through video conference: Fire Chief Jim Davis Board members physically present were Chair Councilman Carlos Flores, Dr. Janice Knebl, Dr. Chris Bolton, Secretary Fire Chief Doug Spears, Bryce Davis, Susan Alanis, Vice Chair Teneisha Kennard, Ken Simpson (Ex-officio Non-voting) and Dr. Jeff Jarvis (Ex-officio Non-Voting). Others present were General Counsel Kristofer Schleicher, Chris Cunningham, Pete Rizzo, Steve Post, Chad Carr, Leila Peoples, and Dwayne Howerton.

Guests on phone or in person as attendees: Fort Worth City Attorney Leanna Guzman, Lake Worth City Manager Stacey Almond, Fire Chief Brian Jacobs, Fire Chief Jeff Ballew, Fire Chief Kirt Mays, Fire Chief Ryan Arthur, Dr. Angela Cornlius, Dr. Brian Miller, Andrew Malone, Andrew Partain, April Huse, Blair Brame, Bob Strickland, Bradley Crenshaw, Brandon Pate, Brian Swift, Cerenity Jenkins-Jones, Diana Anderson, Desiree Partain, Emily Vinson, Heath Stone, Jason Weimer, Jeramie Davidson, Jeremy Kelly, Jose Talavera, Kerby Johnson, Kayden Bathory, Kier Brister, Kristine Martinez, LaChandra Goynes, Lesley Leopold, Lindy Curtis, Lisa Gray, Maerissa Thomas, Matthew Willens, Michael Griffith, Odelle Carrette, Rhode Ontiveros Romero, Rosa Palacios, Ricky Hyatt, Scott Mesick, Shaun Curtis, Tim Statum, Whitney Burr, Will Mercer, and William Gleason.

II. INTRODUCTION OF GUESTS

Councilman Carlos Flores introduced Emily Wolf with the Fort Worth Report.

III. CONSENT AGENDA

BC-1582 Approval of Board Minutes for November 2, 2023
BC-1583 Approval of Check Register October

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

IV. NEW BUSINESS

BC - 1584 Approval of FY 24 Budget

The motion to approve was made by Chris Bolton and seconded by Janice Knebl. The motion carried unanimously.

V. MONTHLY REPORTS

- A.** Chief Executive Officer– Ken Simpson referred to Tab A and informed the Board the VA is going to be working on a rule to delay the implementation of the new fee schedule for a year. The next Ad Hoc EMS meeting is scheduled for December 12th and this afternoon we will be meeting with the suburban cities and City of Fort Worth to touch-base. Fitch & Associates met with MedStar, suburban first responders, and Fort Worth Fire Department to gather information for the EMS system analysis. We are working on addressing some of the low priority calls by finding better ways to address those issues instead of sending an ambulance; generally, we see a higher low priority calls during extreme weather. We are starting to work with Fort Worth Fire Department, Tarrant County Homeless Coalition and JPS regarding a root cause analysis. Ken offered kudos to our Deployment and Operations Departments on response times.
- B.** Office of the Medical Director – Dr. Jarvis referred to Tab B and informed the Board of the change from King airway to AirQ supraglottic airway. We completed a trial with Fort Worth Station 29, White Settlement, and Haltom City regarding both devices and the evaluations were very close. The AirQ scored slightly better, so it will be the supraglottic airway the system uses moving forward. We will be discussing the supraglottic airway device in the fourth quarter CE. Dr. Jarvis informed the Board of the new layout regarding performance measures and approval of the new performance measures will be discussed at the next Board meeting.
- C.** Chief Transformation Officer – Desiree Partain referred to Tab C and informed the Board that Matt Zavadsky continues his legislative efforts with several trade organizations in discussing a change in the 1965 social security regulations through which Congress would allow for a treatment in place payment for ambulance responses, assessment, treatment, and no transport as a Medicare covered service. MedStar sponsored three special needs children for trick or treating on Halloween. MedStar also participated in the Parade of Lights.
- D.** Chief Financial Officer– Steve Post referred to Tab D.
- E.** Chief Human Resources Officer- Leila Peebles referred to Tab E and informed the Board, we are continuing to focus on recruiting and building morale internally. During this quarter, we have a great turnout on the Trunk or Treat and Thanksgiving Dinner for the crew.
- F.** FRAB – Chief Spears informed the Board, Fitch and Associates has requested a lot of data from the member cities in an effort to conduct a cost and EMS delivery analysis.

- G.** Operations – Chris Cunningham referred to Tab G and informed the Board, our IT department has completed the network refresh and continues to focus on security. Our communications department continues to excel but is also engaged in continuous improvement as we maintain our ACE accreditation and seek to make the initial contact for our patients even better. As an example, Operations and OMD are working on an improvement project to get telecommunicator assisted CPR implemented even faster.

- H.** Compliance and Legal- Kristofer Schleicher provided a timeline to the Board on objections and claims regarding the settlement for the class action lawsuit related to the October 2022 cyber-attack. The final hearing is scheduled for March 20th. Kristofer offered kudos to Ken Simpson, Matt Zavadsky, Steve Post, and the billing team working on the contract with JPS transports. Kristofer provided the Board with an update on the litigation against the Veterans Administration. Chad Carr referred to the report in Tab H.

- I.** EPAB – Dr. Bolton had nothing to report to the Board.

VI. REQUEST FOR FUTURE AGENDA ITEMS

Chief Spears would like to receive additional insight on overall positions within the budget and a headcount of employees within a three to five year span. Ken Simpson said he would produce that and send it to the Board of Directors. Dr. Jeffrey Jarvis will present a format for data presentation to the Board of Directors at the next meeting.

VII. CLOSED SESSION

VIII. ADJOURNMENT

The Board stood adjourned at 11:24 a.m.

Respectfully submitted,

Douglas Spears
Secretary

**MAEMSA
BOARD COMMUNICATION**

Date: 01.25.2024	Reference #: BC-1586	Title: Approval of Board of Check Register
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RECOMMENDATION:

It is recommended that the Board of Directors approve the check register for November and December.

DISCUSSION:

N/A

FINANCING:

N/A

Submitted by: <u>Kenneth Simpson</u>	Board Action:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied <input type="checkbox"/> Continued until _____
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AP Check Details Over 5000.00
For Checks Between 12/1/2023 and 12/31/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
114932	12/7/2023	Bound Tree Medical LLC	19,884.51	Various Medical Supplies
114941	12/7/2023	Gulfstream Outsourcing and Specialized	5,879.60	Aged/Historical Project
114960	12/7/2023	TML Intergovernmental Risk Pool	76,302.71	Liability Deductible
114965	12/7/2023	Zoll Medical Corporation	8,220.40	Various Medical Supplies
114968	12/14/2023	Airgas USA, LLC	6,517.15	Cylinders/Rentals
114976	12/14/2023	Bound Tree Medical LLC	15,485.86	Various Medical Supplies
114979	12/14/2023	Collection Management Company	7,023.56	Collection Services
114994	12/14/2023	ImageTrend	33,920.08	Elite EMS SaaS
114996	12/14/2023	Logis Solutions	6,385.35	HERE License
114998	12/14/2023	Lytx, Inc.	39,570.00	DriveCams
115000	12/14/2023	Maintenance of Ft Worth, Inc.	6,148.56	Janitorial Supplies and Services
115016	12/14/2023	Paranet Solutions	45,430.36	Monthly IT Services
115033	12/14/2023	Wendy Bombardier	12,550.00	Holiday Gift
115035	12/14/2023	Whitley Penn, LLC	58,570.00	Professional Services-Audit
115066	12/21/2023	Bound Tree Medical LLC	28,085.15	Various Medical Supplies
115071	12/21/2023	Founder Project RX Inc	6,566.94	Various Medical Supplies
115076	12/21/2023	Kno2 LLC	8,750.00	Kno2 - SaaS Software License
115081	12/21/2023	Medline Industries, Inc.	7,276.92	Various Medical Supplies
115089	12/21/2023	Power DMS	19,243.89	36-month subscription to Power
115090	12/21/2023	Roger Williams Automall	6,237.24	Various Medical Supplies
115094	12/21/2023	The State of Texas	6,315.04	Microsoft Subscription
115095	12/21/2023	XL Parts	7,658.47	Various Parts
115107	12/28/2023	Founder Project RX Inc	7,014.72	Various Medical Supplies
115117	12/28/2023	Roger Williams Automall	5,556.59	Various Parts
115118	12/28/2023	T & W Tire	5,620.86	Ram tires
115119	12/28/2023	Teleflex Medical	9,900.00	Various Medical Supplies
2678045	12/28/2023	Direct Energy Business	6,800.82	Main Bldg
4261322	12/1/2023	Frost	39,363.52	Frost Loan #39001
4274520	12/5/2023	UMR Benefits	68,749.49	Health Insurance Premium
4274618	12/5/2023	MetLife - Group Benefits	41,813.07	Dental/Vision/STD/Basic Life/Suppl Life
4309781	12/13/2023	WEX Bank	126,153.61	Fuel Bill
4324587	12/15/2023	Frost	2,924,659.37	Pay off Frost Loan #4563-003
4324608	12/15/2023	Frost	1,719,067.17	Pay off Frost Loan #4563-002
4374971	12/28/2023	Integrative Emergency Service Physician	15,000.00	Contract Services - A Cornelius
4374981	12/28/2023	UT Southwestern Medical Center	12,833.33	Contract Services - B Miller
12012023	12/1/2023	Frost	61,053.88	Frost Loan #30001

AP Check Details Over 5000.00
For Checks Between 12/1/2023 and 12/31/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
12042023	12/4/2023	Frost	38,540.62	Frost Loan #4563-001
12182023	12/18/2023	JP Morgan Chase Bank, N.A.	32,542.71	Credit Card Bill

AP Check Details Over 5000.00
For Checks Between 11/1/2023 and 11/30/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
114647	11/2/2023	Bound Tree Medical LLC	19,027.00	Various Medical Supplies
114654	11/2/2023	Masimo Americas, Inc	6,745.03	Various Medical Supplies
114657	11/2/2023	Medline Industries, Inc.	10,651.31	Various Medical Supplies
114661	11/2/2023	Paranet Solutions	33,675.00	Quote 3646V4 Alta Mere Network
114671	11/2/2023	Westmatic Corporation	9,689.21	CDC Car Wash
114674	11/2/2023	Zoll Medical Corporation	10,971.89	Various Medical Supplies
114730	11/9/2023	ADP Screening & Selection Services	5,485.00	ADP Screening Services
114739	11/9/2023	Bound Tree Medical LLC	20,554.71	Various Medical Supplies
114747	11/9/2023	Founder Project RX Inc	7,949.63	Various Medical Supplies
114752	11/9/2023	Logis Solutions	40,736.32	HERE License - Aug23
114753	11/9/2023	M-Pak, Inc.	5,063.62	Uniforms
114754	11/9/2023	Maintenance of Ft Worth, Inc.	6,148.56	Janitorial Services/Supplies
114757	11/9/2023	Medline Industries, Inc.	5,537.81	Various Medical Supplies
114770	11/9/2023	Tarrant County College	6,880.00	2023 Fall Term - Paramedic Tuition
114771	11/9/2023	Teleflex Medical	9,769.85	Various Medical Supplies
114774	11/9/2023	TML Intergovernmental Risk Pool	79,435.06	Liability Deductible
114780	11/9/2023	Zoll Medical Corporation	5,506.26	Various Medical Supplies
114782	11/16/2023	Airgas USA, LLC	6,820.83	Cylinders/Rentals
114783	11/16/2023	All-Pro Construction & Commercial	13,654.25	Onsite Tech and UPS Battery Upgrade
114786	11/16/2023	Bound Tree Medical LLC	23,267.37	Various Medical Supplies
114788	11/16/2023	CyrusONe	8,218.96	Colocation/Bandwidth
114796	11/16/2023	ImageTrend	23,969.00	Monthly Fee - Elite EMS SaaS
114798	11/16/2023	Logis Solutions	6,240.80	HERE License
114810	11/16/2023	Paranet Solutions	47,777.29	Monthly IT Services
114815	11/16/2023	Roger Williams Automall	6,257.82	Various Parts
114822	11/16/2023	The Just Culture Company LLC	12,095.00	Just Culture Refresh
114826	11/16/2023	XL Parts	6,118.11	Various Parts
114827	11/16/2023	Zoll Medical Corporation	163,434.91	Zoll Service Agreement - Annual
114841	11/22/2023	Bound Tree Medical LLC	16,368.01	Various Medical Supplies
114844	11/22/2023	Collection Management Company	11,200.29	Collection Services
114849	11/22/2023	Founder Project RX Inc	6,641.97	Various Medical Supplies
114853	11/22/2023	Jasper Engines & Transmission Exchange	5,134.00	M605 Engine replacement
114860	11/22/2023	Medline Industries, Inc.	7,222.51	Various Medical Supplies
114867	11/22/2023	Randles Electric Service Co Inc	7,766.53	Light Repair Lisa's office and Parking lot repairs
114870	11/22/2023	T & W Tire	7,180.68	Ram Tires
114873	11/22/2023	Whitley Penn, LLC	9,270.00	Professional Services
114878	11/30/2023	Amazon Marketplace	6,886.54	Spare monitors, keyboards and new surface pro's

AP Check Details Over 5000.00
For Checks Between 11/1/2023 and 11/30/2023



Check Number	CK Date	Vendor Name	Check Amount	Description
114880	11/30/2023	Applause Promotional Products	5,537.15	Uniforms
114883	11/30/2023	Bound Tree Medical LLC	6,835.71	Various Medical Supplies
114885	11/30/2023	City of Fort Worth	133,062.00	Annual Radio Contract
114889	11/30/2023	Fort Worth Heat & Air	11,314.35	Unit in Classroom 238 Main/Boiler Boards Main/Quarterly Maint
114890	11/30/2023	Founder Project RX Inc	5,740.64	Various Medical Supplies
114899	11/30/2023	Medic Built LLC	68,608.88	Chassis for Remount V#5486
114900	11/30/2023	Medline Industries, Inc.	5,661.31	Various Medical Supplies
114906	11/30/2023	Pathway Communications	12,587.00	TV Replacement in Cantina/BrightSign
114918	11/30/2023	The EMS Training School	16,000.00	T Lynch and C Williams - Paramedic School Tuition
114919	11/30/2023	The State of Texas	5,969.01	Microsoft Subscription
114922	11/30/2023	Zoll Data Systems Inc	8,332.53	Zoll Data Systems-Quarterly Main
2639095	11/6/2023	Direct Energy Business	9,487.83	Electric Service
2658045	11/30/2023	Direct Energy Business	7,256.50	Electric Service
4132790	11/1/2023	Frost	39,363.52	Frost Loan #39001
4153619	11/6/2023	UMR Benefits	68,360.32	Health Insurance Premium
4153626	11/6/2023	MetLife - Group Benefits	42,849.80	Dental/Vision/STL/Suppl Life/Basic Life
4164110	11/8/2023	WEX Bank	165,825.69	Fuel Bill
4251851	11/30/2023	Integrative Emergency Service Physician	15,000.00	Contract Services - A Cornelius
4251869	11/30/2023	UT Southwestern Medical Center	12,833.33	Contract Services - B Miller
11012023	11/1/2023	Frost	61,053.88	Frost Loan #30001
11022023	11/2/2023	Frost	38,540.62	Frost Loan #4563-001
11162023	11/16/2023	JP Morgan Chase Bank, N.A.	15,178.02	MasterCard Bill
11272023	11/27/2023	Frost	52,993.77	Frost Loan #4563-002
11292023	11/29/2023	Frost	60,822.42	Frost Loan #4563-003
18806881	11/6/2023	AT&T	14,301.32	Cell Phone/Aircards
18824921	11/30/2023	AT&T	16,150.92	Cell Phone/ Aircards



Specialized High Utilizer Group (Homeless HUG) Project

Situation, Background, Assessment, & Recommendation (SBAR)

<p>S</p>	<p>Describe the situation or current state as it relates to the suggested initiative.</p> <ul style="list-style-type: none"> • Significant ambulance and emergency department (ED) capacity is being used for 911 EMS responses to high utilization patients experiencing homelessness. • Many of these responses are for low-acuity medical complaints which could be more appropriately managed without ambulance response, or transport to an ED. • A 911 response that is tailored to the specific needs of the patient would be more valuable to the patient and the healthcare system and preserve acute care resources to care for other patients.
<p>B</p>	<p>Explain the background behind the situation or current state.</p> <p>Utilization Data –</p> <ul style="list-style-type: none"> • Between January 2022 and May 2023, MedStar responded to 13,278 EMS responses for 1,929 unduplicated homeless patients within the Lancaster Avenue corridor (between I-35 and Riverside Drive). • The three most common clinical impressions for these responses were Behavioral Health related (14.0%), trauma (11.4%) and substance abuse (6.0%). • This equates to an average response volume of 781 per month, or 26 responses per day. • The patients in this cohort requested to be transported to a local ED 10,849 (81.7%) times, representing 656 ED visits per month, or 22 per day. • 67% of the patients were transported to JPS, 18.5% to Harris. • JPS operates a medical clinic at TrueWorth, and My Health My Resources (MHMR) operates behavioral health clinics in the area, and JPS operates an ambulatory behavioral health clinic on Hemphill St. <p>Resource Consumption –</p> <ul style="list-style-type: none"> • MedStar’s average time on task for a response and transport to the ED is 72 minutes (1.2 hours). Therefore, the ambulance hours committed on these calls would be 15,934 hours, or the equivalent of 30.1 ambulance hours per day. <p>Cost Analysis –</p> <ul style="list-style-type: none"> • <i>MedStar:</i> According to information submitted to Texas Medicaid, MedStar’s cost per ambulance transport is \$495.73, and almost all these responses are unreimbursed due to payer source. Therefore, the cost to MedStar for the responses is \$6.6 million (13,278 x \$495.73). • <i>Hospitals:</i> Recent data provided by JPS reveals that their cost for treating a low-acuity patient in the ED, without a hospital admission is \$543. Using that cost basis for both JPS and Harris, the cost to JPS for their 7,269 ED arrivals is \$3.9 million (7,269 x \$543), and to Harris is \$1.1 million (2,007 x \$543).

A

Provide your **assessment** of how the suggested initiative will address unmet needs or actions necessary to achieve a desired future state.

- Provide a patient-centric response configuration for patients prospectively identified as being high-frequency 911 callers for low-acuity medical issues by sending a modified response with properly credentialed community paramedics who are trained to help navigate patients to the most appropriate care setting. This would help provide the right patient, the right care, at the right time, and in the right setting, at the right cost.
- Decreasing ambulance responses to high-frequency, low acuity homeless patients would preserve ambulance resources for higher acuity responses.
- Decreasing ED utilization would increase ED capacity, and potentially reduce wait times for other patients awaiting ED care.
- Increase patient experience by preventing them from waiting for an extended time in an ED waiting room for treatment that may be more effectively managed in an urgent care, primary care, substance abuse, or behavioral health setting.
- Navigating specially selected patients to alternate care settings, that are more cost-effective, reduce costs for ambulance and ED care.

R

Provide your **recommendations** regarding what the suggested initiative should be.

- Patients identified as homeless, who have called 911 15 or more times in 90-days will be reviewed by the Homeless EMS Response Task Force comprised of MedStar, the Office of the Medical Director, Fort Worth Fire Department's HOPE Team, JPS, Harris, MHMR, and the Tarrant County Homeless Coalition.
 - If patients have not been enrolled in MedStar's existing High Utilizer Group (HUG) program, an attempt will be made to enroll them in the program.
- Patients who have been previously enrolled but were non-compliant with the HUG program will be placed in a Non-Compliant HUG cohort.
- This cohort will be flagged in MedStar's 911 call taking computer aided dispatch (CAD) system as a member of the Non-Compliant HUG program.
- Upon 911 call intake, a patient in this group who is identified to be calling for a low-acuity medical complaint (identified as an OMEGO, or ALPHA emergency medical dispatch (EMD) response determinant shall receive a single resources response from a credentialed Mobile Healthcare Paramedic or EMT (MHP) within 60 minutes.
- The MHP will evaluate the patient's medical complaint and do a complete patient assessment.
- If the MHP determines that the patient's medical needs could be managed without an ED visit, the MHP will assist the patient with making those arrangements.
- Alternate dispositions could include treatment in place with referral to:
 - JPS Urgent Care
 - JPS' primary care at a family health center, including at True Worth Place
 - JPS' ambulatory outpatient behavioral health center
 - The patient's primary care physician
 - MHMR behavioral health clinic
 - MHMR Mobile Crisis Outreach Team (MCOT)
 - PD Transport to the Tarrant County Diversion Center
 - PD Transport to JPS/Trinity Springs behavioral health

R

Program Evaluation –

Measures will be collaboratively developed to assure patient safety, and evaluate patient experience of care, changes in ambulance and ED utilization, changes in ambulance and ED capacity, cost savings related to changes in utilization.

Patient Safety Measures –

- Dispatch Acuity Assignment: Number and % of alternative responses that resulted in the single resource provider requesting an ambulance for patient transport.
- EMS utilization post alternate disposition: Count and % of patients provided a disposition other than an ambulance transport to an ED that recalled 911 within 24 hours for a similar medical complaint.
- ED utilization post alternate disposition: Count and % of patients provided a disposition other than an ambulance transport to an ED that sought care at an area ED within 36 hours for a similar medical complaint.

Patient Experience Measures –

- Patients enrolled in the Homeless HUG program who receive an alternate response will be added as a special cohort of patients to receive a patient experience survey link from EMS Survey Team. EMSST will provide responses to the experience survey monthly.

Ambulance Utilization –

- For patients enrolled in the Homeless HUG program, MedStar will measure the number of ambulance responses to each enrolled patient for the 90-days prior to enrollment. Ambulance utilization will be measured during the 90-day enrollment, and for 90-days post enrollment to determine changes in ambulance responses for this cohort.

ED Utilization –

- For patients enrolled in the Homeless HUG program, JPS and Harris will measure the number of ED visits for each enrolled patient for the 90-days prior to enrollment. ED utilization will be measured during the 90-day enrollment, and for 90-days post enrollment to determine changes in ED visits for this cohort.

Ambulance Resource Capacity –

- Changes in ambulance resource capacity will be reported using the average time on task for an ambulance transport and multiplying that amount by the change in ambulance responses for the Homeless HUG cohort.

Ambulance Costs –

- Changes in ambulance costs will be reported using the cost to MedStar for an ambulance transport and multiplying that amount by the change in ambulance responses for the Homeless HUG cohort.

ED Costs -

- Changes in ED costs will be reported using the JPS cost for an ED visit and multiplying that amount by the change in ED visits for the Homeless HUG cohort.

Organizations represented on the Homeless EMS High Utilizer Task Force

- Fort Worth Fire Department
- Haltom City Fire Department
- JPS Health Network (*Community Health, ED, Homeless Outreach & True Worth Clinic*)
- Metropolitan Area EMS Authority/MedStar Mobile Healthcare
- Metropolitan Area EMS Authority/Office of the Medical Director
- My Health My Resources (MHMR) of Tarrant County
- Tarrant County Homeless Coalition
- Texas Health Harris Methodist Fort Worth

Tab A – Chief Executive Officer

Chief Executive Officer's Report- January 1, 2024

Ad Hoc EMS & Consulting Group: The next Ad Hoc EMS meetings are scheduled to be 1/23/24 and 2/20/24. Our teams have been working diligently to assure the consultants are provided the information they have requested as quickly as possible, and that any subsequent questions are answered. We all want to assure everyone has a good understanding of the information, and any modeling or information that comes from that data correlates with what has been provided. The January meeting, which is a few days before the MAEMSA Board meeting, is anticipated to cover some of the comparison data the consultant has aggregated. It is anticipated that a draft report will be prepared in the February/March time frame.

We are all anxious to see how the consulting report turns out and what changes come because of that report. I want to express my appreciation for the work that everyone has put into pulling and aggregating this information in the desired format. There is a significant amount of work that has gone into getting this information on top of everyone's normal duties and responsibilities.

Likewise, the focus the entire organization has had through all this should also be recognized. The organization has done a tremendous job assuring we continue moving forward and improving clinical, operational, and financial metrics while also focusing on adding and retaining staff is challenging during normal times let alone when there is a study like thing going on. There have been many individuals that have stepped up to help maintain focus during this time.

Jail Invoices: Both the City of Fort Worth and JPS Hospital have contracts for the medical care and transportation of inmates in their respective jails. Both contracts are working their way through each entity's contract approval process. Both contracts are anticipated to have a start date of October 1, 2023. We appreciate the effort everyone has put into getting these agreements in place, and we look forward to working with both groups to continue providing excellent service now and into the future.

Veteran's Affairs Fee Schedule Change: We are continuing to work through the challenges with the VA's unilateral decision to change all their rates to the Medicare Fee schedule. They have provided the necessary filing to delay implementation until February of 2025, and we anticipate that becoming a permanent change. However, we are still working with industry partners to address the merits of their attempt to change the rates and to secure assurances a new rate schedule will not be implemented until we have had the opportunity to adequately address these concerns. For this fiscal year, it appears likely that we will retain the same payment arrangements that we have had previously.

Downtown Fort Worth Explosion: On January 9th there was an explosion at a local business in downtown Fort Worth. We responded to the location and worked with other first responders to help care for those injured in the incident. It was impressive to see the individuals jumping in to help those in need from local businesses providing food and drinks to MedStar, Fort Worth PD, Fort Worth Fire, Fort Worth Marshalls, Fort Worth TPW, and the administration from all those agencies. As a Board we often focus on what areas need to be improved, but it is important to remember the hard work, collaboration, and care that is being provided every day. We were honored to be asked by Mayor Parker's office to select an individual representative of MedStar's responders to ride in the Fort Worth Stock Show and Rodeo Parade with her. We selected one of the paramedics that responded to the explosion. I am appreciative of the efforts of everyone and the community for these efforts and their displays of kindness. Great work!

Tab B --Office of the Medical Director

Improving Systems and Educating Clinicians to Enhance Patient Outcomes

System Initiatives

- Chain of Survival
 - Improvement project to enhance survival of patients in cardiac arrest.
- Operation Safe Intubation
 - Implementation project for introduction of paralytics into the invasive airway management protocol in a safe patient-centric manner.
- STEMI
 - Improvement project to capture a 12-lead EKG within 10 minutes of patient contact to enhance early identification of individuals having a heart attack.
- Quality Improvement presentations at NAEMSP Conference
 - Presented 5 posters.

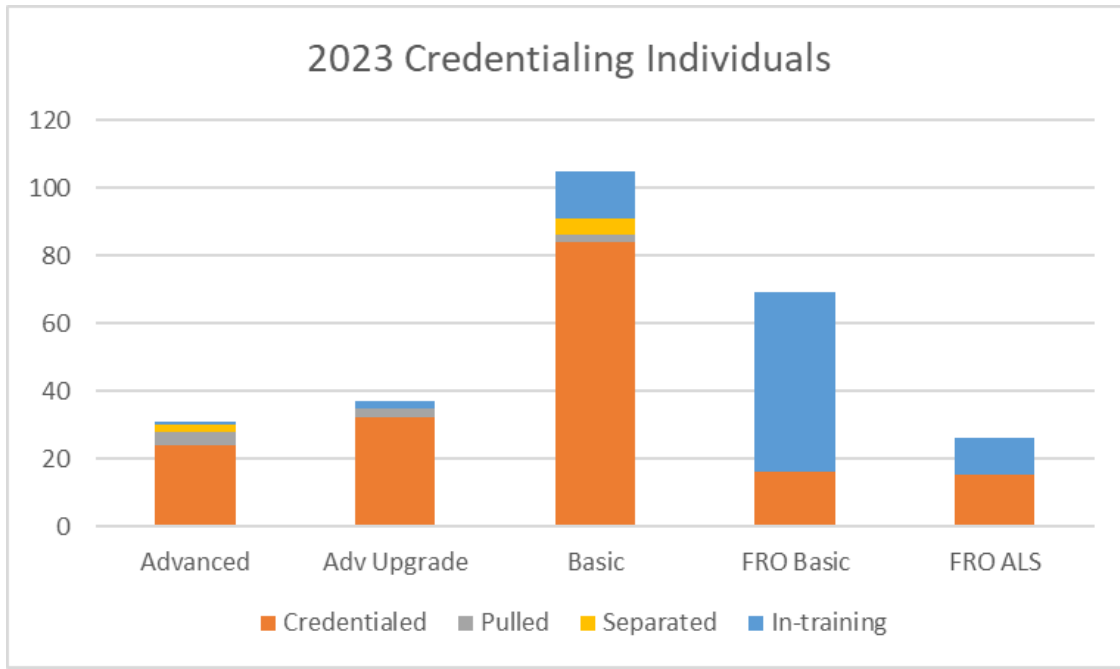
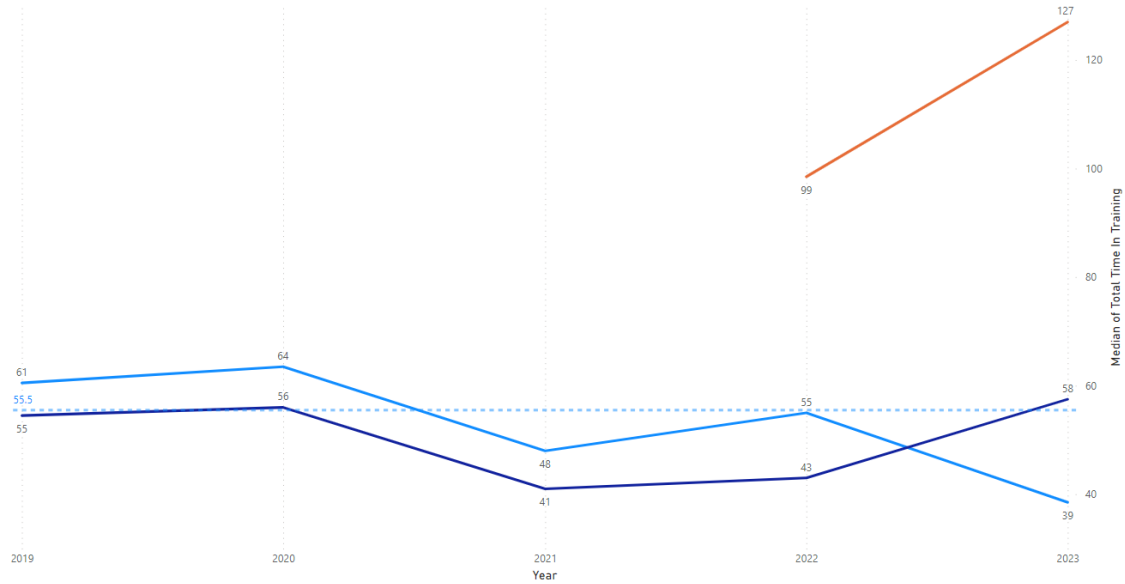
Education and Training

- UTSW EMS Fellowship
 - Dr. Andrew Partain has completed his time with OMD and is transitioning to DFR
 - Dr. Emily Welch will be joining OMD for the remainder of her EMS Fellowship
- OMD 24Q1CE – March/April
 - Cardiac Arrest protocol update
- OMD 23Q4CE – December
 - UNTHSC Cadaver Advanced Airway Lab and New SGA Training
 - New SGA training completed at majority of departments
 - Fort Worth, Haslet, and Blue Mound to complete new SGA training in February

Credentialing

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

Final Credential Level ● Advanced ● Basic ● Intermediate



MAEMSA Clinical Performance Measures

Cardiac Arrest

CA 01: Percentage of OHCA Cases Correctly Identified by PSAP That Were Recognizable

Description: Percentage of Out of Hospital Cardiac Arrest (OHCA) cases correctly identified by Public Safety Answering Point (PSAP) dispatcher that were recognizable on QI review.

Numerator: # telecommunicator recognized OHCA

Denominator: #QI-reviewed and EMS confirmed OHCA

Measure Source: AHA Mission Lifeline

Data Source: ProQA, CAD, ImageTrend

Note: MedStar does QI review on 100% of EMS

Goal: 75% (AHA)



CA 02: Median time between 9-1-1 call and OHCA recognition

Description: Median amount of time in seconds between 9-1-1 call connected and OHCA recognition.

Calculation: Recognition of OHCA noted in ProQA software minus call receipt at MedStar PSAP time

Measure Source: AHA Mission Lifeline

Data Source: ProQA, CAD

Goal: < 90 seconds (AHA)



CA 03: Percentage of Telecommunicator-Recognized OHCA Cases Receiving T-CPR

Description: Number of telecommunicator-recognized OHCA cases receiving T-CPR / number of QI-reviewed EMS-confirmed OHCA with recognition noted.

Numerator: # cases who received T-CPR

Denominator: #QI-reviewed and EMS confirmed OHCA and telecommunicator recognition

Measure Source: AHA Mission Lifeline

Data Source: ProQA, CARES, ImageTrends

Goal: 75% (AHA)



CA 04: Median time between 9-1-1 Access to T-CPR hands-on-chest time for OHCA cases

Description: Median amount of time in seconds between 9-1-1 call connected and first chest compression directed by telecommunicator.

Calculation: Among dispatch QI-reviewed and EMS confirmed OHCA with telecommunication recognition, the median value of MedStar PSAP call receipt minus time of first compression administered at direction of telecommunicator

Measure Source: AHA Mission Lifeline

Data Source: ProQA, CARES, ImageTrend

Goal: <150 seconds (AHA)



CA 05: Utstein Survival %

Description: Patients experiencing non-traumatic, bystander-witnessed out-of-hospital cardiac arrest (OHCA) presenting with a shockable rhythm that are discharged from the hospital alive.

Numerator: #Patients discharged from hospital

Denominator: # non-traumatic cardiac arrest of suspected cardiac etiology with an initial shockable rhythm

Measure Source: CARES

Data Source: ImageTrends, CARES

Goal: >30.7% (National CARES Average)



CA 06: Utstein Survival with Good Neurological Function

Description: Patients experiencing non-traumatic, bystander-witnessed out-of-hospital cardiac arrest (OHCA) presenting with a shockable rhythm that are discharged from the hospital alive neurologically intact.

Numerator: #Patients discharged from hospital with CPC of 1 or 2

Denominator: # non-traumatic cardiac arrest of suspected cardiac etiology with an initial shockable rhythm

Measure Source: CARES

Data Source: ImageTrends, CARES

Goal: > 27.5% (National CARES Average)

Airway Management

Airway 01: First Pass Intubation Success without Hypotension or Hypoxia

Description: The percentage of non-cardiac arrest intubations with first pass success without hypotension (SBP ≥90) or hypoxia (≥90) during the peri-intubation period (+/- 5 minutes from procedure time).

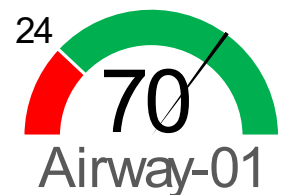
Numerator: Attempts with successful first pass success without hypotension (SBP ≥90) or hypoxia (≥90) during the peri-intubation period (+/- 5 minutes from procedure time).

Denominator: Patients with initial intubation attempt for patients not in cardiac arrest.

Measure Source: NEMSQA Airway 01

Data Source: Image Trend, Zoll Monitor Files, VL recordings

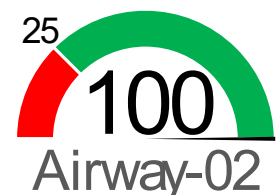
Goal: > National Average (when available)



Airway 02: Adequate Oxygen Saturation Achieved Before Intubation Procedure

Description: The percentage of intubation procedures in which adequate patient oxygen levels were achieved and maintained for 3 minutes prior to the intubation procedure.

Numerator: # patients with SpO2 ≥ 94% for at least 3 continuous, uninterrupted minutes prior to onset of intubation attempt.



Denominator: # patients with initial intubation attempt for patients not in cardiac arrest.

Measure Source: [NEMSQA Airway O-5](#)

Data Source: Image Trend, Zoll Monitor Files, VL recordings

Goal: \geq National Average ([NEMSIS](#) when available)

Airway 03: Waveform Capnography Airway Device Monitoring

Description: The percentage of advanced airway procedures in which waveform capnography is used for tube placement confirmation and monitoring

Numerator: # of patients who have continuous 4-phase waveform EtCO₂ immediately following and continuously until ED arrival.

Denominator: # of patients with invasive airway placement.

Measure Source: NEMSQA Airway 18

Data Source: Image Trend, Zoll Monitor Files, VL recordings

Goal: $>$ National Average (when available)



Airway 04: Airway Composite (Defect-Free Care)

Description: The percentage of responses during which adequate oxygen levels ($\geq 94\%$) are achieved and maintained for 3 minutes prior to intubation procedure, endotracheal intubation placement is successful on first attempt without hypotension (SBP ≥ 90) or hypoxia ($< 90\%$) during the peri-intubation period, and waveform capnography is used for verification and monitoring.

Numerator: # of patients who have:

- 1) Continuous SpO₂ $\geq 94\%$ for at least 3 minutes prior to intubation, and
- 2) Success on first attempt without SBP < 90 mmHg or SpO₂ $< 90\%$ for the 5 minutes before and after intubation, and
- 3) Continuous 4-phase waveform EtCO₂ immediately following and continuously until ED arrival.

Denominator: # of patients with invasive airway placement.

Measure Source: FAIR Measures (Florida) Airway 19

Date Source: Image Trend, Zoll monitor, VL files

Goal: No national benchmark or goal is available.

Airway 05: Unrecognized Failed Airway

Description: The percentage of patients for whom EtCO₂ is NOT present at the end of the event AND for whom adjudication did not reveal a plausible explanation (ex. gradual loss of EtCO₂ in cardiac arrest)

Numerator: # of patients who do NOT have continuous 4-phase waveform EtCO₂ following invasive airway placement AND throughout care until turnover in the Emergency Department.

Denominator: # of patients with invasive airway placement.

Measure Source: Internal to FW OMD

Data Source: ImageTrend, Zoll Monitor, VL Files

Goal: There is no national goal. OMD goal is $\leq 1\%$.



STEMI

STEMI 02: Aspirin Administration for STEMI

Description: The percentage of EMS patients aged 18 years and older transported from the scene with Aspirin administration for suspected heart attack.

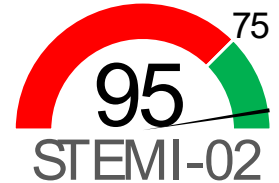
Numerator: # of patients who were administered aspirin prior to ED arrival

Denominator: # of patients with STEMI as defined by diagnostic 12 lead ECG and symptoms

Measure Source: AHA Mission Lifeline

Data Source: ImageTrend

Goal: ≥75% (AHA)



STEMI 03: 12-lead ECG Performed Within 10 minutes for STEMI Patients

Description: The percentage of EMS patients aged 18 years and older transported from the scene with chest pain or a suspected MI for whom a 12-Lead ECG was performed ≤ 10 minutes of first medical contact.

Goal: ≥75% (AHA)



STEMI 04: STEMI Alert Within 10 Minutes in STEMI Patients

Description: The percentage of EMS patients aged 18 years and older transported from the scene with a STEMI positive ECG for whom pre-arrival notification was activated ≤ 10 minutes of positive ECG. **Goal:** ≥75% (AHA)



Stroke

Stroke 01: Evaluation of Blood Glucose for Patients with Suspected Stroke

Description: The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom blood glucose was evaluated during the EMS encounter.

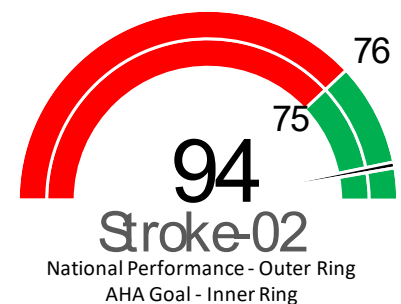
Goal: ≥75% (AHA)



Stroke 02: Stroke Screen Performed and Documented

Description: The percentage of EMS patients aged 18 years and older transported from the scene with a suspected stroke for whom a stroke screen was performed and documented during the EMS encounter.

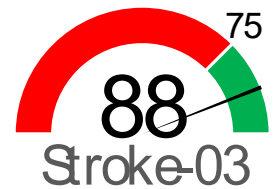
Goal: ≥75% (AHA)



Stroke 03: Stroke Alert for Suspected Stroke

Description: The percentage of EMS patients aged 18 years and older transported from the scene with a primary or secondary impression of stroke whom a pre-arrival alert for stroke was activated during the EMS encounter.

Goal: ≥75% (AHA)



Stroke 04: Documentation of Last Known Well for Patients with Suspected Stroke

Description: The percentage of EMS patients aged 18 years and older transported from the scene with suspected stroke for whom Last Known Well was documented during the EMS encounter.

Goal: ≥75% (AHA)

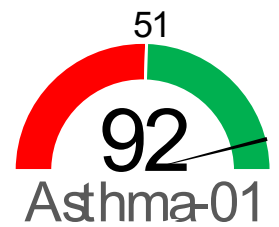


NEMSQA Measures

Asthma 01: Administration of a Beta Agonist for Asthma

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

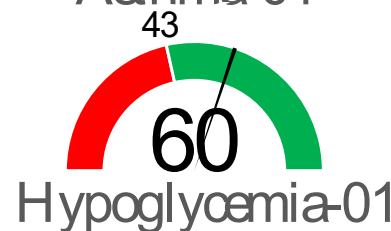
Goal: >51% (National Average)



Hypoglycemia 01: Treatment Administered for Hypoglycemia

Description: The percentage of EMS responses originating from a 911 request for patients with symptomatic hypoglycemia who receive treatment to correct their hypoglycemia.

Goal: > 43% (National Average)



Respiratory 01: Respiratory Assessment

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

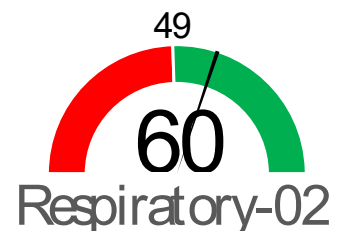
Goal: >92% (National Average)



Respiratory 02: Oxygen Administration for Hypoxia

Description: Percentage of EMS responses originating from a 911 request for patients with hypoxia during which oxygen is administered.

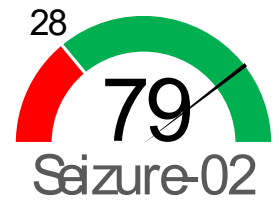
Goal: >49% (National Average)



Seizure 02: Patients with Status Epilepticus Receiving Intervention

Description: The percentage of EMS responses originating from a 911 request for patients with status epilepticus who received benzodiazepine during the EMS response.

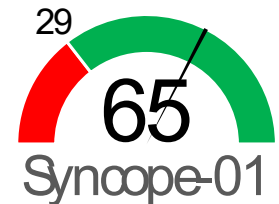
Goal: >28% (National Average)



Syncopal-01: ECG Performed for Syncopal Patients

Description: Percentage of EMS responses originating from a 911 request for patients with syncope during which a 12-lead (or greater) ECG is performed.

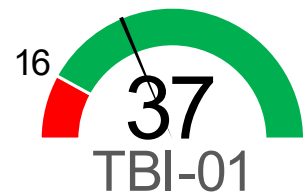
Goal: >29% National Average



TBI-01: Clinical Assessments for Patients with Traumatic Brain Injury

Description: Percentage of EMS transports originating from a 911 request for patients with suspected traumatic brain injury during which oxygen level, ETCO2, and systolic blood pressure are documented.

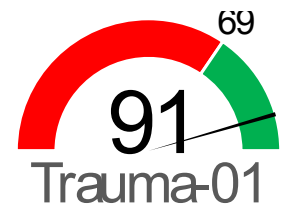
Goal: >16% National Average



Trauma 01: Pain Assessment of Injured Patients

Description: The percentage of EMS responses originating from a 911 request for patients with injury who were assessed for pain.

Goal: >69% (National Average)



Trauma 03: Effectiveness of Pain Management for Injured Patients

Description: The percentage of EMS transports originating from a 911 request for patients whose pain score was lowered during the EMS encounter.

Goal: >18% (National Average)



Trauma-08: Documentation of GCS, SBP, and Respiratory Rate

Description: Percentage of EMS transports originating from a 911 request for patients with trauma during which GCS, systolic blood pressure, and respiratory rate are documented.

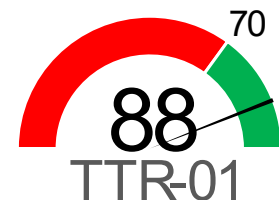
Goal: >94% (National Average)



TTR-01: Vital Signs Documented

Description: Percentage of EMS responses originating from a 911 request for patients not transported by EMS during which a basic set of vital signs is documented.

Goal: >70% National Average



Tab C – Chief Transformation Officer

Transformation Report

January 2024

Alternate Payment Models & Expanded Services

- Work continues with Cook Children’s Health Plan on a high utilizer program.
 - MIH payments using CPT codes, like Cigna.

Congressional Action for Payment for Treatment in Place (TIP) and Transport to Alternate Destinations (TAD)

- Co-Sponsors being added to S. 3236 and H.R. 6257.
 - Changes 1965 Social Security statute to make ambulance response, assessment, treatment, and no transport a Medicare covered service.
- Additional Bill being introduced by Rep. Carey

Homeless High-Utilizer Program

- Worked collaboratively with the Tarrant County Homeless Coalition, FWFD, OMD, JPS, Harris, True Worth Clinic, others to develop an SBAR (*Situation, Background, Assessment, & Recommendation*) for a Homeless High Utilizer Group (Homeless HUG) Project.
 - Coalition approved the plan on 11/29/23, the EMS System Performance Committee and the committee approved the plan on 12/13/23.
 - Included on the 1/25/24 MAEMSA Board for approval.

Reimbursement for Calls at Jails

- Negotiating agreement with JPS and the City of Fort Worth for reimbursement

VA Reimbursement Issues

- VA issued a ‘final rule’ delaying implementation of reimbursement change until 2/2025.
 - Underlying issues unaddressed.
- Continuing legal actions for more permanent resolution.

EMS Performance Measures – National Joint Position Statement

- Co-Chairing an initiative to create a Joint Position Statement encouraging use of performance measures for EMS, beyond response times.
 - Building on the collaborative effort on the 2021 Joint Position Statement encouraging the reduction of light and siren responses.
 - 15 national associations, including the International City/County Management Association have agreed to participate.
- Draft position written and being worked through with the coalition.

Upcoming Speaking Engagements (travel for all speaking events funded by event coordinators):

<u>Event (location)</u>	<u>Date</u>	<u>Attendees</u>
National Assoc. of EMS Physicians (Austin, TX)	Jan 2024	~800
South Dakota State EMS Conference (Rapid City, SD)	Feb 2024	~400
Michigan EMS Safety & Performance Measures Summit (Detroit, MI)	March 2023	~150
National EMS Safety Summit (Denver, CO)	April 2024	~500
National EMS Economics Summit (Virtual)	April 2024	~1,500
Ohio EMS Reimbursement Conference (Canton, OH)	April 2024	~200
Minnesota State EMS Conference (Deluth, MN)	Jan 2025	~700

Media Summary

Local –

- Weather Driving Safety
 - NBC5, CBS11, ABC8, S-T, KRLD, WBAP/KLIF
- Holiday Safety
 - CBS11, NBC5, FOX4, ABC8, KRLD, WBAP, Univision
- Sandman Hotel Explosion
 - All, + numerous national & international media outlets

Engagement

MedStars Giving Back for The Holidays

This year for the holidays, MedStar:

- adopted 8 children through One Safe Place Hope Giver Program.
- adopted 26 internal individuals ranging from ages 1 month to 65-years-old through MedStar's Angel Tree Program.
- adopted 9 children through our Mobile Integrated Healthcare Programs.
- were challenged to fill 5 large boxes with toys for One Safe Place Toy Drive (totaling over 125 toys) and in doing so, our CEO and Medical Director agreed to wear fun holiday apparel for a day. Challenge accepted and accomplished!
- donated 12 rolls of wrapping paper, 12 gift bags, and 21 rolls of scotch tape to Samaritan House Christmas Angels Program.
- donated 22 blankets, 12 that were handmade and 10 fleece to the Samaritan House.
- donated 10 Christmas trees to our team members.
- decorated a total of 15 ambulances to spread some Christmas cheer throughout the community.
- brought to life an EMS version of Elf on a Shelf.

Reunions and Recognition

- Reunited Kim Asanza and Kyle Sonderer with a grateful patient on 12/8/2023
- Cardiac arrest survivor reunion with our MedStar team (Cody Riley, Amada Litterre, Tony Cabrera and Z'na Perez) and JPS staff



We Wish You a Happy Holidays and a Great New Year from MedStar Mobile Healthcare!



Tab D – Chief Financial Officer

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

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

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of December 2023 is a gain of \$75,257 as compared to a budgeted gain of \$222,711 for a negative variance of (\$147,454). EBITD for the month of December 2023 is a gain of \$467,115 compared to a budgeted gain of \$600,715 for a negative variance of (\$133,600).

- Patient contact volume in December ended the month at 102% to budget.
- Net Revenue in December is \$7K over budget or 100% to budget. The main drivers of the variance are MedStar billed 3.9% more Commercial Insurance trips than expected.
- Total Expenses ended the month 103% to budget or \$147K over budget. In December, MedStar incurred additional expenses in Salaries and Wages of \$135K, Health Insurance Claims of \$217K. The total of all other line-item expenses is below budget by (\$136K).

Year to Date: EBITD is \$1,817,1685 as compared to a budget of \$1,829,233 for a negative variance of (\$12,065).

- The main drivers for this variance are YTD patient encounters are 100% to budget and YTD net revenue is 102% to budget equating to a YTD positive variance to budget for Net Revenue of \$279,905. Year to date expense is 102% to budget or \$314,677 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 \$180K, Benefits and Taxes is above budget by \$464K and Facility and Equipment Maintenance is above budget by \$32K. The total of all other expense lines is below budget by a total of (\$245K) for the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$7.58 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 December 31, 2023, there are 3.9 months of operating capital.
- Accounts Receivable Turnover – This statistic indicates MedStar’s effectiveness in extending credit and collecting debts by indicating the average age of the receivables. MedStar’s goal is a ratio greater than 3.0 times; current turnover is 4.61 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 October, the return is 0.94%.

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

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending December 31, 2023

	Assets	Current Year	Last Year
11	Cash	\$20,627,502.48	\$17,676,145.16
13	Accounts Receivable	\$14,193,487.41	\$11,485,668.29
15	Inventory	\$505,000.95	\$409,910.36
17	Prepaid Expenses	\$1,153,910.89	\$1,984,081.09
18	Property Plant & Equ	\$74,253,834.38	\$67,970,142.96
19	Accumulated Deprecia	(\$32,349,483.41)	(\$27,761,642.95)
	Total Assets	\$78,384,252.70	\$71,764,304.91
	Liabilities		
21	Accounts Payable	(\$506,679.71)	(\$824,760.08)
24	Other Current Liabil	(\$3,240,864.36)	(\$2,674,016.71)
25	Accrued Interest	\$0.00	(\$7,781.31)
26	Payroll Withholding	\$12,783.25	\$15,621.99
28	Long Term Debt	(\$2,866,482.91)	(\$3,192,026.95)
29	Other Long Term Liab	(\$6,140,881.14)	(\$9,018,653.47)
	Total Liabilities	(\$12,742,124.87)	(\$15,701,616.53)
	Equities		
30	Equity	(\$65,130,083.43)	(\$57,552,004.46)
35	Control	(\$512,044.40)	\$1,489,316.08
	Total Equities	(\$65,642,127.83)	(\$56,062,688.38)
	Total Liabilities and Equities	(\$78,384,252.70)	(\$71,764,304.91)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

December 31, 2023

[Actual compared with Budget]

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
40 Transport Fees	\$21,939,446.06	\$21,241,699.00	\$697,747.06	\$63,582,954.69	\$63,097,162.00	\$485,792.69
41 Contractual Allow	(\$7,816,350.35)	(\$9,281,646.00)	\$1,465,295.65	(\$27,121,952.20)	(\$27,570,557.00)	\$448,604.80
42 Provision for Uncoll	(\$8,758,960.40)	(\$6,934,073.42)	(\$1,824,886.98)	(\$20,846,224.68)	(\$20,590,327.26)	(\$255,897.42)
43 Education Income	\$22,800.00	\$1,690.00	\$21,110.00	\$23,750.00	\$32,430.00	(\$8,680.00)
44 Other Income	\$210,918.39	\$555,685.03	(\$344,766.64)	\$528,544.76	\$877,195.09	(\$348,650.33)
45 Standby/Subscription	\$81,059.96	\$88,069.94	(\$7,009.98)	\$361,661.80	\$424,106.32	(\$62,444.52)
46 Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
48 Interest on Investment	\$1.00	\$100.00	(\$99.00)	\$21,480.38	\$300.00	\$21,180.38
49 Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Revenue	\$5,678,914.66	\$5,671,524.55	\$7,390.11	\$16,550,214.75	\$16,270,309.15	\$279,905.60
Expenditures						
50 Salaries	\$3,404,826.81	\$3,268,950.00	\$135,876.81	\$9,727,022.62	\$9,546,466.00	\$180,556.62
55 Benefits and Taxes	\$758,572.66	\$507,740.29	\$250,832.37	\$1,729,563.71	\$1,265,030.29	\$464,533.42
72 Interest	\$28,018.41	\$19,045.87	\$8,972.54	\$116,682.21	\$105,926.87	\$10,755.34
73 Fuel	\$133,271.33	\$201,866.00	(\$68,594.67)	\$476,825.15	\$561,153.00	(\$84,327.85)
74 Medical Supp/Oxygen	\$192,958.79	\$203,759.00	(\$10,800.21)	\$558,121.28	\$605,548.00	(\$47,426.72)
75 Other Veh & Eq	\$68,322.40	\$51,369.00	\$16,953.40	\$175,197.32	\$154,093.00	\$21,104.32
76 Rent and Utilities	\$45,536.91	\$58,733.94	(\$13,197.03)	\$139,069.55	\$176,201.83	(\$37,132.28)
77 Facility & Eq Mtc	\$65,602.50	\$66,056.81	(\$454.31)	\$254,822.13	\$222,997.43	\$31,824.70
78 Postage & Shipping	\$1,516.11	\$1,806.83	(\$290.72)	\$3,850.43	\$5,420.49	(\$1,570.06)
80 Station	\$136,393.61	\$127,009.51	\$9,384.10	\$212,497.11	\$202,329.53	\$10,167.58
81 Comp Maintenance	(\$8,893.22)	\$77,913.00	(\$86,806.22)	\$118,961.45	\$189,563.00	(\$70,601.55)
85 Insurance	\$45,937.30	\$57,215.58	(\$11,278.28)	\$143,683.88	\$176,023.10	(\$32,339.22)
86 Advertising & PR	\$0.00	\$1,200.00	(\$1,200.00)	\$920.00	\$6,400.00	(\$5,480.00)
87 Printing	\$2,802.96	\$1,860.00	\$942.96	\$5,138.44	\$5,580.00	(\$441.56)
88 Travel & Education	\$296.22	\$388.00	(\$91.78)	\$1,036.64	\$1,964.00	(\$927.36)
89 Dues & Subs	\$102,885.22	\$121,498.00	(\$18,612.78)	\$328,442.71	\$380,554.00	(\$52,111.29)
90 Continuing Educ Ex	\$1,180.00	\$2,618.00	(\$1,438.00)	\$1,180.00	\$29,619.00	(\$28,439.00)
91 Professional Fees	\$258,601.84	\$314,918.00	(\$56,316.16)	\$844,997.20	\$893,632.00	(\$48,634.80)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

December 31, 2023

[Actual compared with Budget]

Revenue	Current Month	Current Month	Current Month	Year to Date	Year to Date	Year to Date
	Actual	Budget	Variance	Actual	Budget	Variance
95 Education Expenses	\$218.00	\$1,945.00	(\$1,727.00)	\$2,168.60	\$12,615.00	(\$10,446.40)
96 Miscellaneous	\$1,769.91	\$3,962.00	(\$2,192.09)	\$9,548.41	\$5,886.00	\$3,662.41
97 Depreciation	\$363,839.46	\$358,958.00	\$4,881.46	\$1,088,825.47	\$1,076,874.00	\$11,951.47
97 Amortization Exp - Rou A Lease	\$10,976.27	\$0.00	\$10,976.27	\$32,582.15	\$0.00	\$32,582.15
97 Amortization Exp - ROU A Subsc	\$83,891.09	\$0.00	\$83,891.09	\$83,891.09	\$0.00	\$83,891.09
Total Expenditures	\$5,603,657.22	\$5,448,812.83	\$154,844.39	\$15,938,554.31	\$15,623,876.54	\$314,677.77
Net Rev in Excess of Expend	\$75,257.44	\$222,711.72	(\$147,454.28)	\$611,660.44	\$646,432.61	(\$34,772.17)
EBITD	\$467,115.31	\$600,715.59	(\$133,600.28)	\$1,817,168.12	\$1,829,233.48	(\$12,065.36)

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

	Goal	FY 2022	FY 2023	FY 2024
Current Ratio	> 1	6.04	10.88	7.58

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

Cash as % of Annual Expenditures	> 25%	33.49%	35.55%	32.54%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	9.06	6.21	4.61
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets		-1.00%	-0.07%	8.61%	0.97%
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Reveals management's effectiveness in generating profits from the assets available.

Emergency Physicians Advisory Board
Cash expenditures Detail

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
Balance 11/30/2023			<u><u>\$ 475,470.69</u></u>

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

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

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of November 2023 is a gain of \$376,612 as compared to a budgeted gain of \$71,496 for a positive variance of \$305,115. EBITD for the month of November 2023 is a gain of \$783,810 compared to a budgeted gain of \$473,901 for a positive variance of \$309,908.

- Patient contact volume in November ended the month at 96% to budget.
- Net Revenue in November is \$290K over budget or 105% to budget. The main drivers of the variance are MedStar billed 4.85% more Commercial Insurance trips than expected.
- Total Expenses ended the month 99.7% to budget or (\$14K) under budget. In November, MedStar incurred additional expenses in Facility & Equipment Maintenance of \$23K, and \$23K of Professional Fees. The total of all other line-item expense is below budget by (\$60K).

Year to Date: EBITD is \$1,328,446 as compared to a budget of \$1,228,517 for a positive variance of \$99,929.

- The main drivers for this variance are YTD patient encounters are 100% to budget and YTD net revenue is 103% to budget equating to a YTD positive variance to budget for Net Revenue of \$272,515. Year to date expense is 101.8% to budget or \$91,076 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 \$44,679, Benefits and Taxes is above budget by \$213K and Facility and Equipment Maintenance is above budget by \$32K. The total of all other expense lines is below budget by a total of (\$109K) for the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$7.31 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 November 30, 2023, there is 4.76 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 4.79 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 October, the return is 0.58%.

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

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

Assets	Current Year	Last Year
Cash	\$25,092,088.55	\$18,168,663.30
Accounts Receivable	\$13,533,641.43	\$11,134,099.76
Inventory	\$505,000.95	\$409,910.36
Prepaid Expenses	\$1,240,841.91	\$2,173,302.72
Property Plant & Equ	\$74,141,397.44	\$68,813,040.46
Accumulated Deprecia	(\$31,890,776.59)	(\$28,272,804.46)
Total Assets	\$82,622,193.69	\$72,426,212.14
Liabilities		
Accounts Payable	(\$320,258.83)	(\$1,120,304.02)
Other Current Liabil	(\$3,111,744.59)	(\$2,399,639.69)
Accrued Interest	\$0.00	(\$7,781.31)
Payroll Withholding	\$11,723.27	\$13,195.72
Long Term Debt	(\$2,898,081.62)	(\$3,222,633.86)
Other Long Term Liab	(\$10,658,951.37)	(\$9,100,493.74)
Total Liabilities	(\$16,977,313.14)	(\$15,837,656.90)
Equities		
Equity	(\$65,130,083.43)	(\$57,552,004.46)
Control	(\$514,797.12)	\$963,449.22
Total Equities	(\$65,644,880.55)	(\$56,588,555.24)
Total Liabilities and Equities	(\$82,622,193.69)	(\$72,426,212.14)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

November 30, 2023

[Actual compared with Budget]

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Transport Fees	\$20,275,245.28	\$20,792,642.00	(\$517,396.72)	\$41,643,508.63	\$41,855,463.00	(\$211,954.37)
Contractual Allow	(\$9,467,593.22)	(\$9,085,428.00)	(\$382,165.22)	(\$19,305,601.85)	(\$18,288,911.00)	(\$1,016,690.85)
Provision for Uncoll	(\$5,650,430.80)	(\$6,782,541.42)	\$1,132,110.62	(\$12,087,264.28)	(\$13,656,253.84)	\$1,568,989.56
Education Income	\$0.00	\$29,050.00	(\$29,050.00)	\$950.00	\$30,740.00	(\$29,790.00)
Other Income	\$177,863.65	\$124,455.03	\$53,408.62	\$317,626.37	\$321,510.06	(\$3,883.69)
Standby/Subscription	\$125,182.88	\$112,574.94	\$12,607.94	\$280,601.84	\$336,036.38	(\$55,434.54)
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest on Investment	\$21,399.81	\$100.00	\$21,299.81	\$21,479.38	\$200.00	\$21,279.38
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Revenue	\$5,481,667.60	\$5,190,852.55	\$290,815.05	\$10,871,300.09	\$10,598,784.60	\$272,515.49
Expenditures						
Salaries	\$3,112,622.36	\$3,155,566.00	(\$42,943.64)	\$6,322,195.81	\$6,277,516.00	\$44,679.81
Benefits and Taxes	\$438,859.87	\$414,304.00	\$24,555.87	\$970,991.05	\$757,290.00	\$213,701.05
Interest	\$44,324.19	\$43,447.00	\$877.19	\$88,663.80	\$86,881.00	\$1,782.80
Fuel	\$168,510.49	\$179,577.00	(\$11,066.51)	\$343,553.82	\$359,287.00	(\$15,733.18)
Medical Supp/Oxygen	\$181,245.59	\$199,662.00	(\$18,416.41)	\$365,162.49	\$401,789.00	(\$36,626.51)
Other Veh & Eq	\$51,363.29	\$50,480.00	\$883.29	\$106,874.92	\$102,724.00	\$4,150.92
Rent and Utilities	\$46,028.85	\$58,733.94	(\$12,705.09)	\$93,532.64	\$117,467.89	(\$23,935.25)
Facility & Eq Mtc	\$89,948.64	\$66,782.81	\$23,165.83	\$189,219.63	\$156,940.62	\$32,279.01
Postage & Shipping	\$900.63	\$1,806.83	(\$906.20)	\$2,334.32	\$3,613.66	(\$1,279.34)
Station	\$42,690.77	\$33,707.51	\$8,983.26	\$76,103.50	\$75,320.02	\$783.48
Comp Maintenance	\$66,984.15	\$59,837.00	\$7,147.15	\$127,854.67	\$111,650.00	\$16,204.67
Insurance	\$54,749.28	\$61,591.94	(\$6,842.66)	\$97,746.58	\$118,807.52	(\$21,060.94)
Advertising & PR	\$0.00	\$5,200.00	(\$5,200.00)	\$920.00	\$5,200.00	(\$4,280.00)
Printing	\$127.86	\$1,860.00	(\$1,732.14)	\$2,335.48	\$3,720.00	(\$1,384.52)
Travel & Education	\$596.32	\$1,188.00	(\$591.68)	\$740.42	\$1,576.00	(\$835.58)
Dues & Subs	\$112,071.71	\$129,057.00	(\$16,985.29)	\$225,557.49	\$259,056.00	(\$33,498.51)
Continuing Educ Ex	\$0.00	\$4,303.00	(\$4,303.00)	\$0.00	\$27,001.00	(\$27,001.00)
Professional Fees	\$314,262.80	\$291,107.00	\$23,155.80	\$586,395.36	\$578,714.00	\$7,681.36

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Statement of Revenue and Expenditures

November 30, 2023

[Actual compared with Budget]

Revenue	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Education Expenses	\$361.35	\$1,225.00	(\$863.65)	\$1,950.60	\$10,670.00	(\$8,719.40)
Miscellaneous	\$5,730.52	\$962.00	\$4,768.52	\$7,778.50	\$1,924.00	\$5,854.50
Depreciation	\$362,873.83	\$358,958.00	\$3,915.83	\$724,986.01	\$717,916.00	\$7,070.01
Amortization Exp - Rou A Lease	\$10,802.94	\$0.00	\$10,802.94	\$21,605.88	\$0.00	\$21,605.88
Amortization Exp - ROU A Subsc	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Expenditures	\$5,105,055.44	\$5,119,356.03	(\$14,300.59)	\$10,356,502.97	\$10,175,063.71	\$181,439.27
Net Rev in Excess of Expend	\$376,612.16	\$71,496.52	\$305,115.64	\$514,797.12	\$423,720.90	\$91,076.22
EBITD	\$783,810.18	\$473,901.52	\$309,908.66	\$1,328,446.93	\$1,228,517.90	\$99,929.03

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

	Goal	FY 2022	FY 2023	FY 2024
Current Ratio	> 1	6.04	10.88	7.31

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

Cash as % of Annual Expenditures	> 25%	33.49%	35.55%	39.66%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	9.06	6.21	4.79
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A measure of how these resources are being managed. Indicates how long accounts receivable are being aged prior to collection. Our goal is a turnover rate of greater than 3 .

Return on Net Assets		-1.00%	-0.07%	8.61%	0.58%
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Reveals management's effectiveness in generating profits from the assets available.

Emergency Physicians Advisory Board
Cash expenditures Detail

	<u>Date</u>	<u>Amount</u>	<u>Balance</u>
Balance 1/1/17			\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$ 1,045.90	\$ 608,619.69
Bracket & Ellis	10/30/2017	\$ 12,118.00	\$ 596,501.69
Brackett & Ellis	11/19/2018	\$ 28,506.50	\$ 567,995.19
FWFD Grant	4/3/2019	\$ 56,810.00	\$ 511,185.19
Brackett & Ellis	4/3/2019	\$ 20,290.50	\$ 490,894.69
Brackett & Ellis	11/27/2019	\$ 9,420.00	\$ 481,474.69
Bracket & Ellis	2/6/2020	\$ 1,382.50	\$ 480,092.19
Bracket & Ellis	2/29/2020	\$ 4,621.50	\$ 475,470.69
Balance 11/30/2023			<u><u>\$ 475,470.69</u></u>

Tab E – Chief Human Resources Officer

Human Resources - December 2023 Summary

Staffing

- 2 hires in December
- 43 hires FYTD
- Upcoming Scheduled NEOPs
 - January 22, 2024
 - March 11, 2024
 - April 22, 2024
 - June 3, 2024
 - July 22, 2024
 - September 9, 2024
 - October 21, 2024

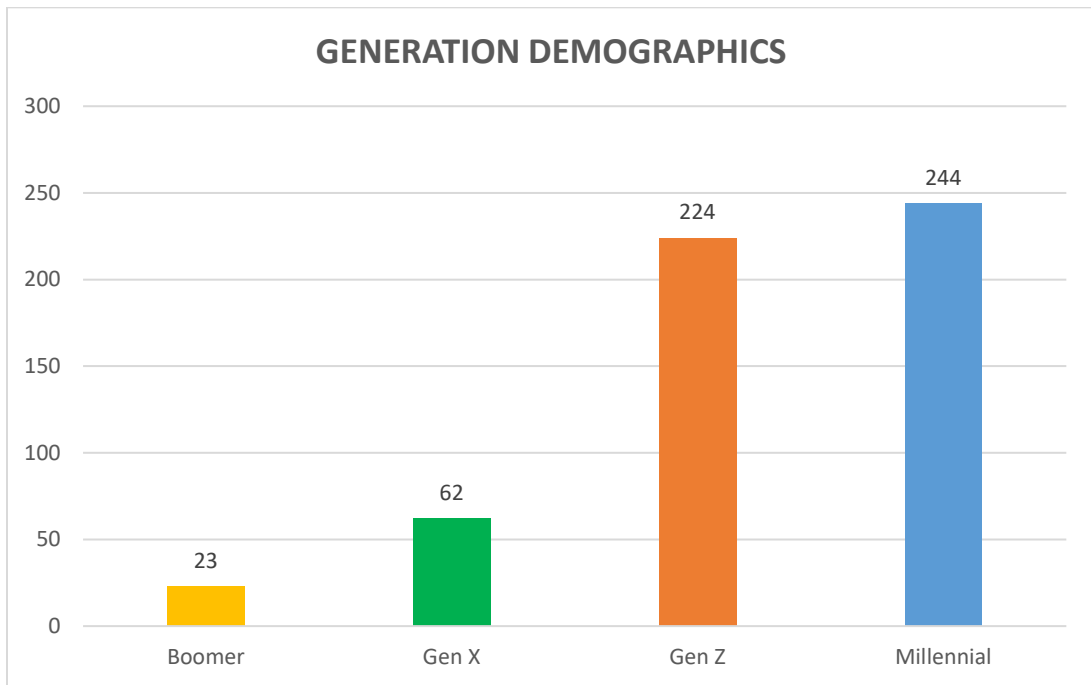
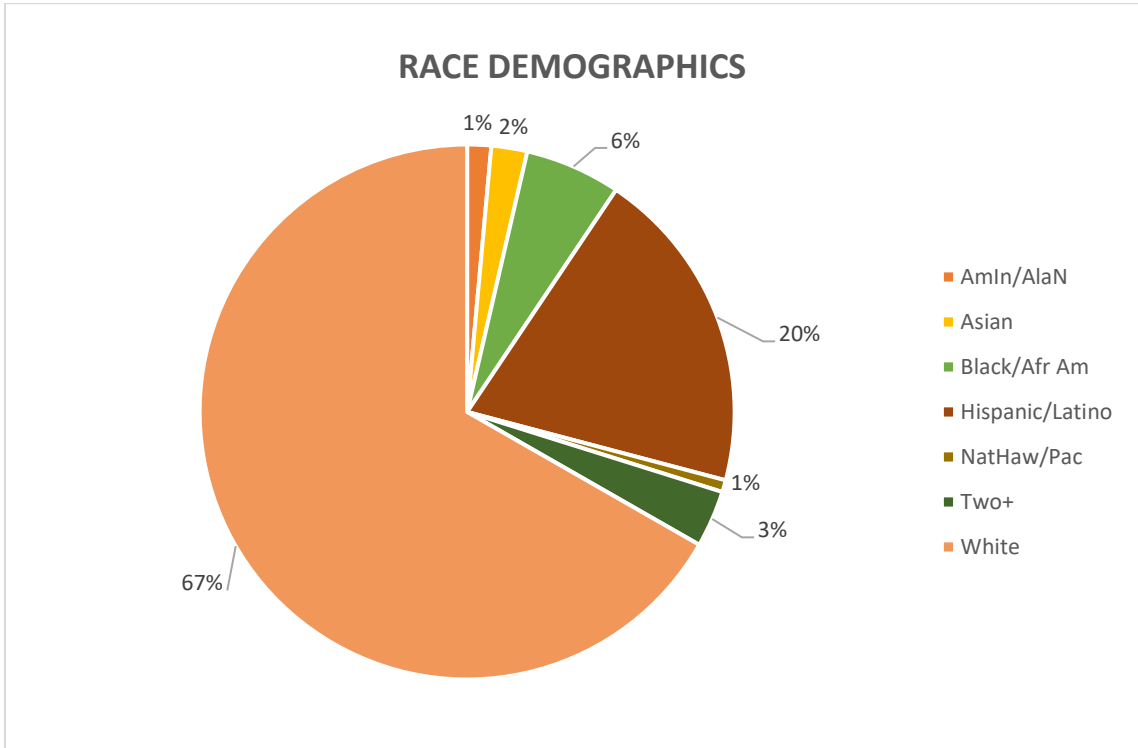
Leaves:

- 30 employees on FMLA / 6.45% of workforce
 - 18 cases on intermittent
 - 12 cases on a block
- Top FMLA request reasons/conditions
 - FMLA-Spouse (7)
 - Orthopedic (4)
 - FMLA-Child/Obstetrics (3)

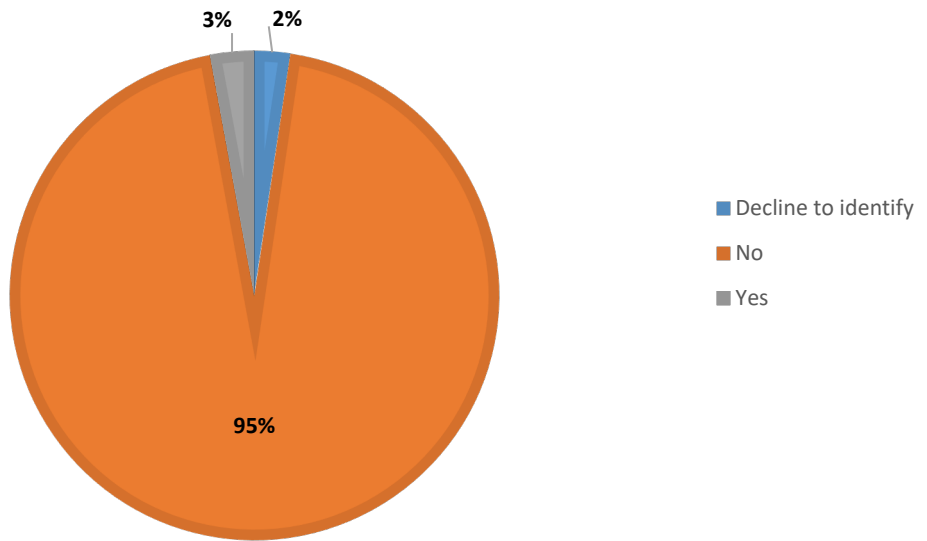
Turnover:

- Voluntary turnover – 1.08%
 - FT – 1.00%
 - PT – 1.92%
- Total turnover – 1.08%
 - FT – 1.00%
 - PT – 1.92%
- Total YTD turnover – 4.16%
 - FT – 3.59%
 - PT – 9.62%

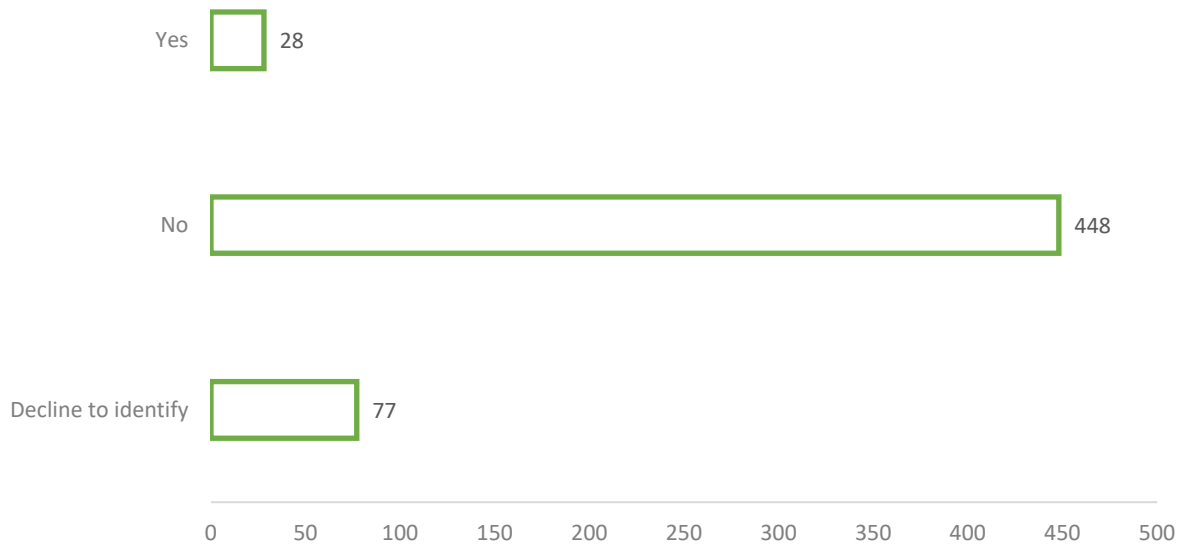
DECEMBER 2023 DIVERSITY STATISTICS

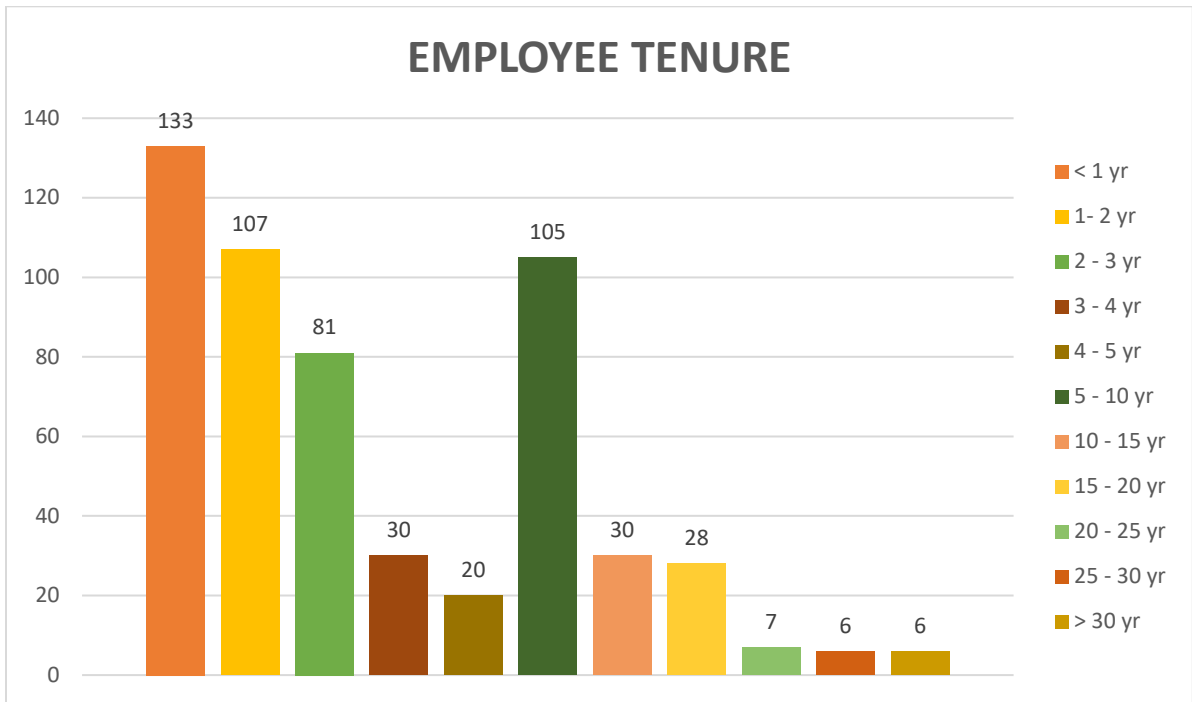
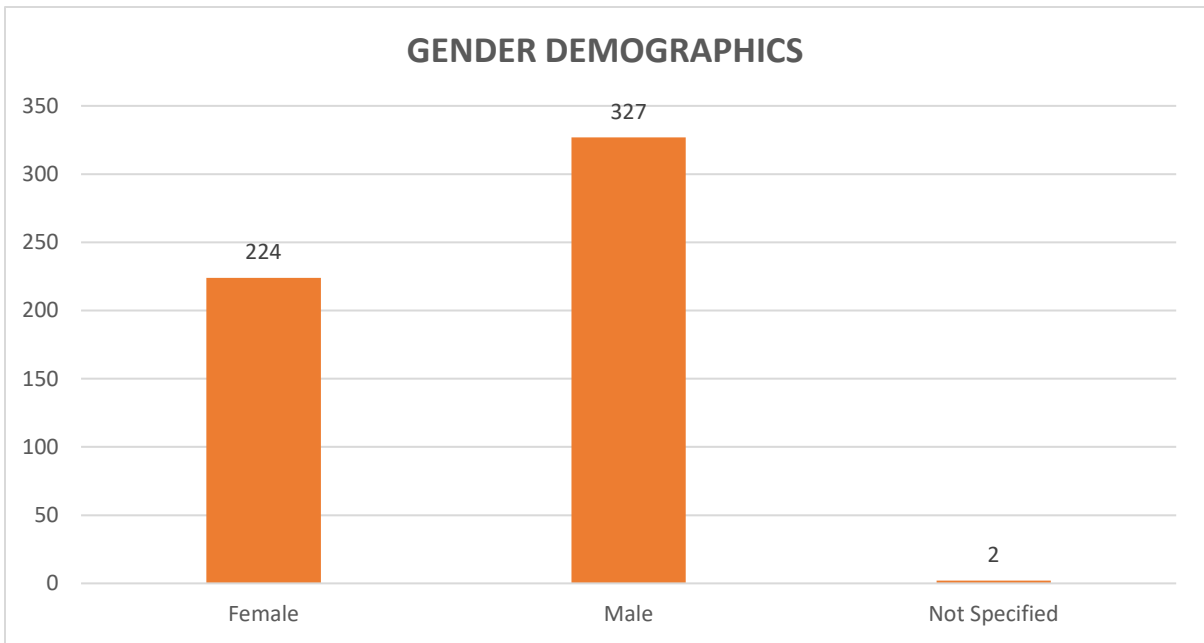


DISABILITY DEMOGRAPHICS



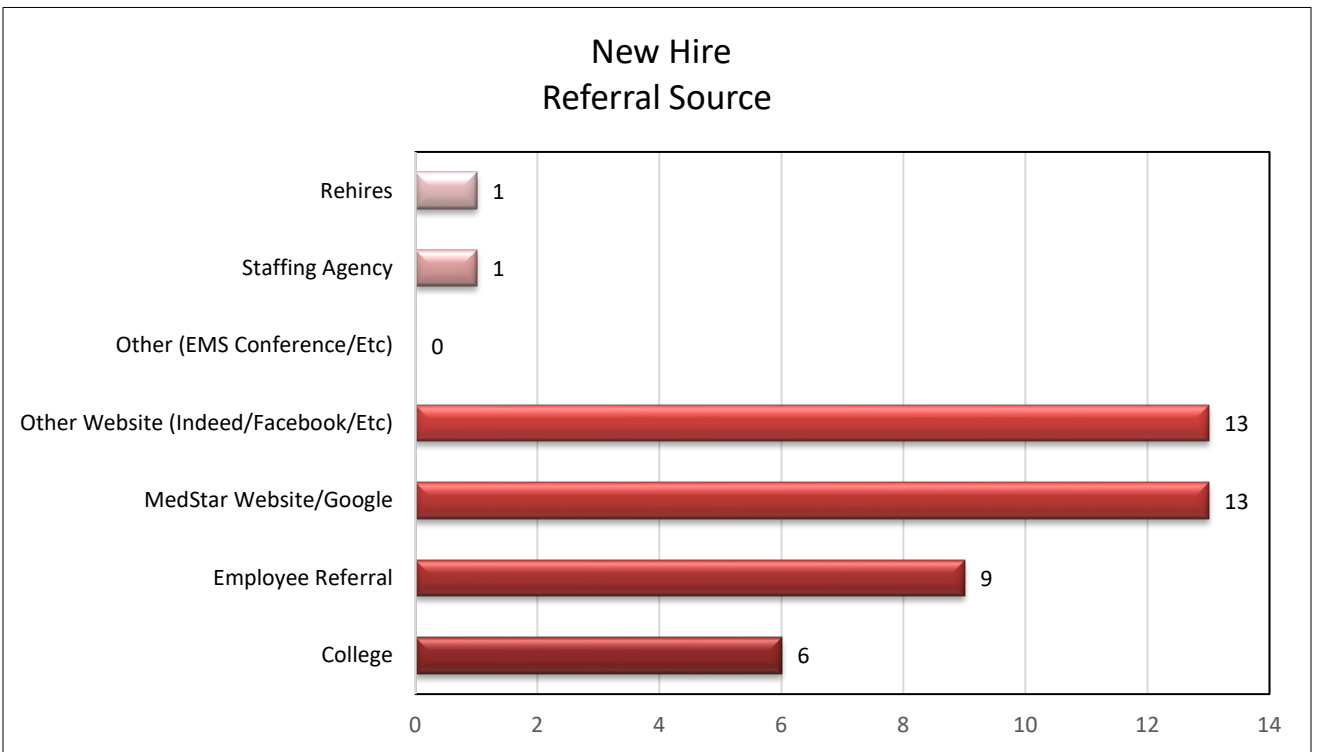
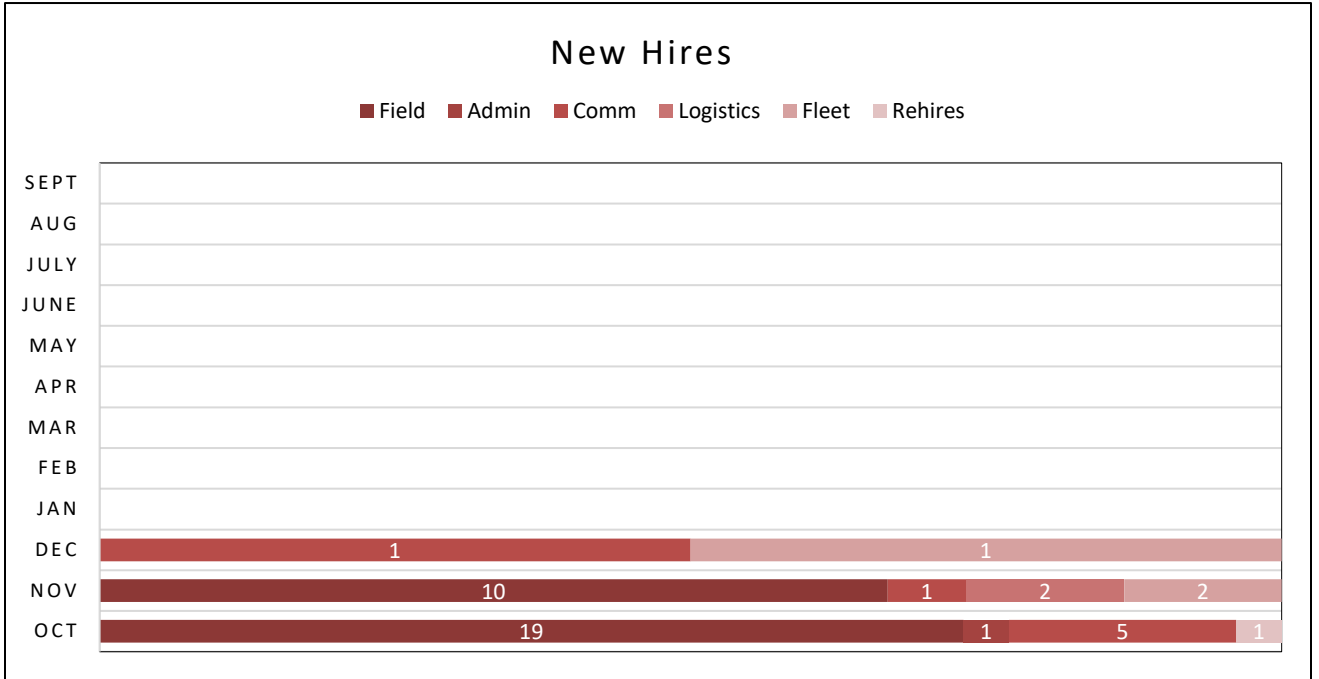
VETERAN DEMOGRAPHICS



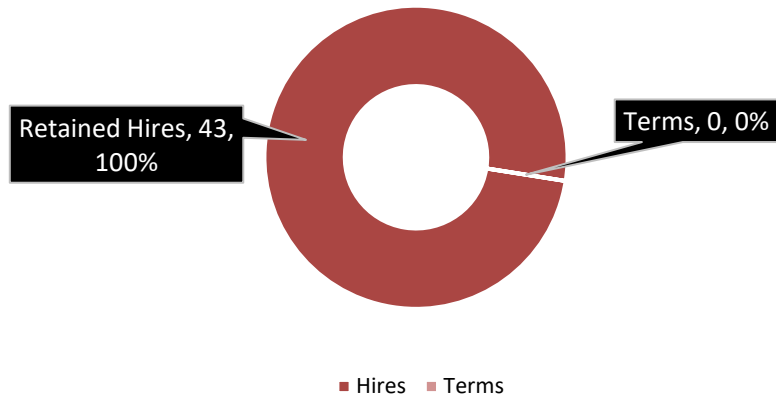


Recruiting & Staffing Report

Fiscal Year 2023-2024



2022-2023 FY Separations



Fiscal Year Statistics
Total hires to date 43
Total separations from hires 0

Separation Reasons:

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/01/2023 thru 12/31/2023
Percentages by Department/Conditions

Conditions	
Baby Bonding	2
Cardiology	1
Digestive	1
FMLA - Child	3
FMLA - Spouse	7
Internal Medicine	2
Neurological	2
Obstetrics/Gynecology	3
Oncology	2
Optometry	1
Orthopedic	4
Pulmonary	2
Grand Total	30

Percentage by Department						
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept	HC
Advanced	130	12	2.52%	40.00%	9.23%	
Basic	176	6	1.26%	20.00%	3.41%	
Business Office	12	3	0.63%	10.00%	25.00%	
Communications	41	5	1.05%	16.67%	12.20%	
Controller - Payroll, Purchasing, A/P	5	2	0.42%	6.67%	40.00%	
Support Services - Facilities, Fleet, S.E., Logistics	32	2	0.42%	6.67%	6.25%	
Grand Total	396	30				
Total # of Full Time Employees - December 2023	476					
% of Workforce using FMLA	6.30%					
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave				
Intermittent Leave	18	60.00%				
Block of Leave	12	40.00%				
Total	30	100.00%				

MedStar Mobile Health Care Separation Statistics December 2023

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
5	0	5
1	0	1
6	0	6

Year to Date		
Vol	Invol	Total
16	2	18
4	1	5
20	3	23

YTD Compared to Dec'22		Headcount
Dec'22	%	Dec-22
22	5.04%	476
2	3.64%	55
24	4.90%	531
Difference	-0.741%	

	Full Time	Part Time	Total
Total Turnover %	1.00%	1.92%	1.08%
Voluntary Turnover %	1.00%	1.92%	1.08%

	Full Time	Part Time	Total
	3.59%	9.62%	4.16%
	3.19%	7.69%	3.62%

Separations by Department

Full Time	Vol	Invol	Total	Current Month		
				Vol	Invol	Total
Advanced	2	0	2			
Basics	1	0	1			
Business Office						
Communications						
Controller - Payroll, Purchasing, A/P						
Deployment						
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	2	0	2			
Total	5	0	5			

Year to Date			Headcount
Vol	Invol	Total	Dec-23
7	0	7	136
5	0	5	196
1	0	1	11
1	0	1	47
			6
			3
			7
			26
			8
			2
			6
			2
			2
			10
			12
			1
2	2	4	26
16	2	18	501

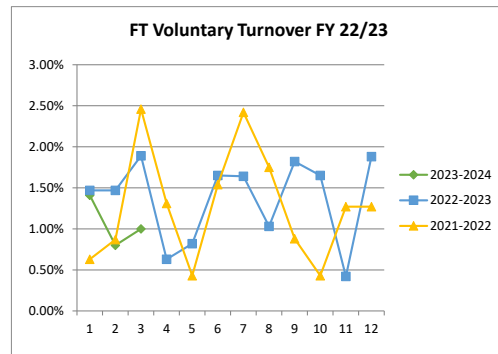
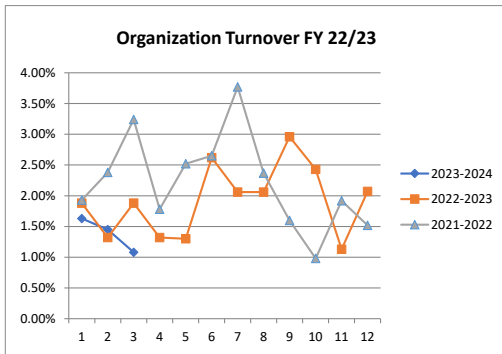
Part Time	Current Month		
	Vol	Invol	Total
Advanced			
Basics			
Business Office			
Communications			
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Field Operations Other			
Health Information Systems			
Human Resources			
Information Technology			
Legal/Compliance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

Year to Date			Headcount
Vol	Invol	Total	Dec-23
0			19
3	1	4	23
			2
			1
1	0	1	7
4	1	5	52

MedStar Mobile Healthcare Turnover
Fiscal Year 2022 - 2023

	Full & Part Time Turnover			Full Time Only
	2023-2024	2022-2023	2021-2022	2023-2024
October	1.63%	1.88%	1.93%	1.61%
November	1.45%	1.32%	2.38%	1.00%
December	1.08%	1.88%	3.24%	1.00%
January		1.32%	1.78%	
February		1.30%	2.52%	
March		2.62%	2.65%	
April		2.06%	3.77%	
May		2.06%	2.37%	
June		2.96%	1.60%	
July		2.43%	0.98%	
August		1.13%	1.92%	
September		2.07%	1.52%	
Actual Turnover	4.16%	22.01%	24.57%	3.29%

	Full Time Voluntary Turnover		
	2023-2024	2022-2023	2021-2022
October	1.41%	1.47%	0.63%
November	0.80%	1.47%	0.87%
December	1.00%	1.89%	2.46%
January		0.63%	1.31%
February		0.82%	0.43%
March		1.65%	1.54%
April		1.64%	2.42%
May		1.03%	1.75%
June		1.82%	0.88%
July		1.65%	0.43%
August		0.42%	1.27%
September		1.88%	1.27%
Actual Turnover	3.19%	13.20%	15.25%



Human Resources - November 2023 Summary

Staffing

- 15 hires in November
- 41 hires FYTD
- Upcoming Scheduled NEOPs
 - January 22, 2024
 - March 11, 2024
 - April 22, 2024
 - June 3, 2024
 - July 22, 2024
 - September 9, 2024
 - October 21, 2024

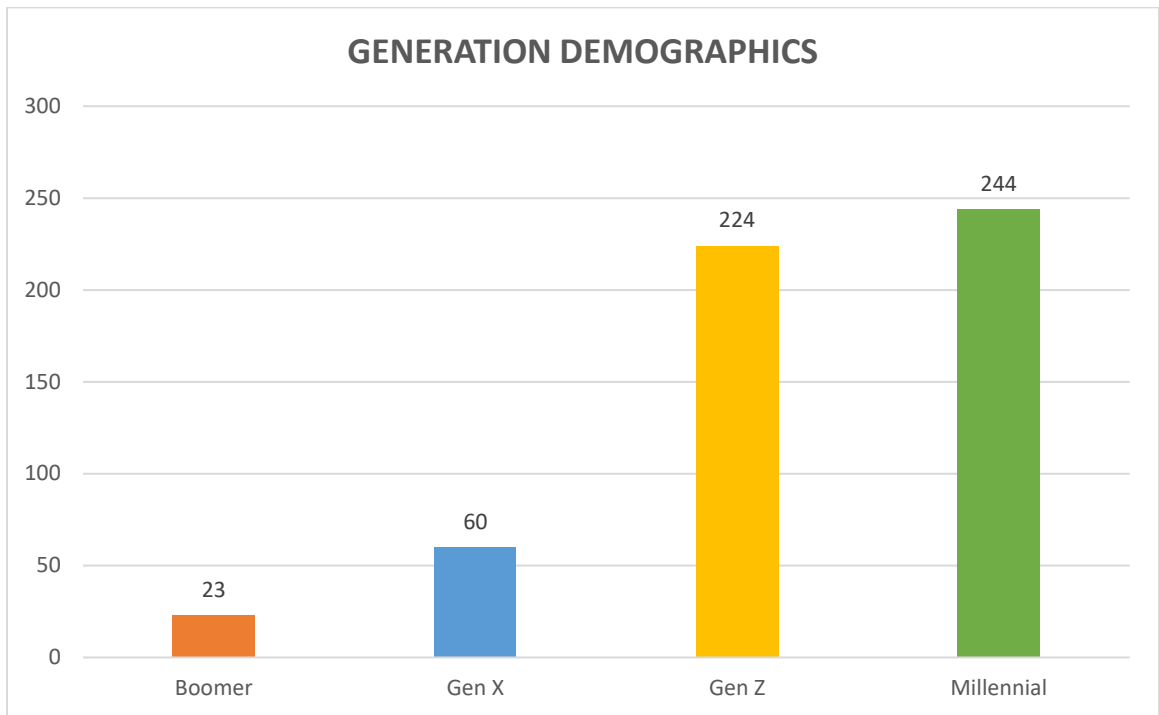
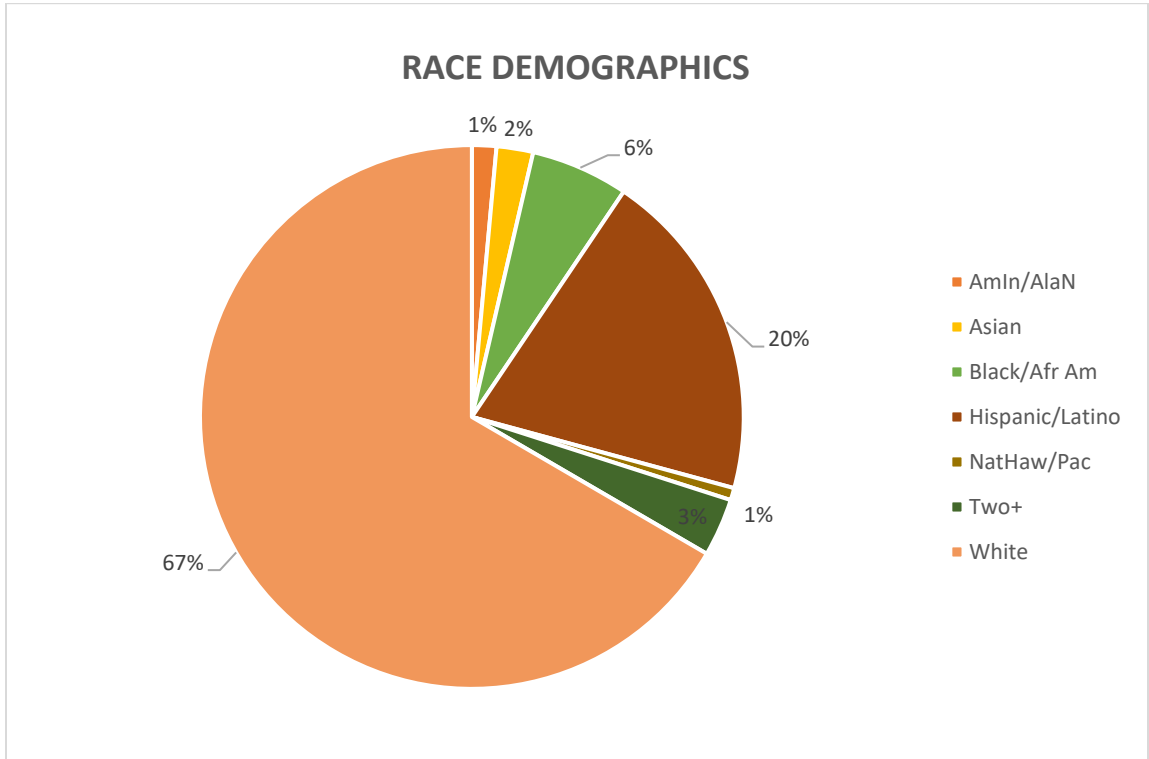
Leaves:

- 33 employees on FMLA / 6.61% of workforce
 - 19 cases on intermittent
 - 14 cases on a block
- Top FMLA request reasons/conditions
 - Orthopedic (6)
 - FMLA-Spouse (5)
 - FMLA-Child / Oncology (3)

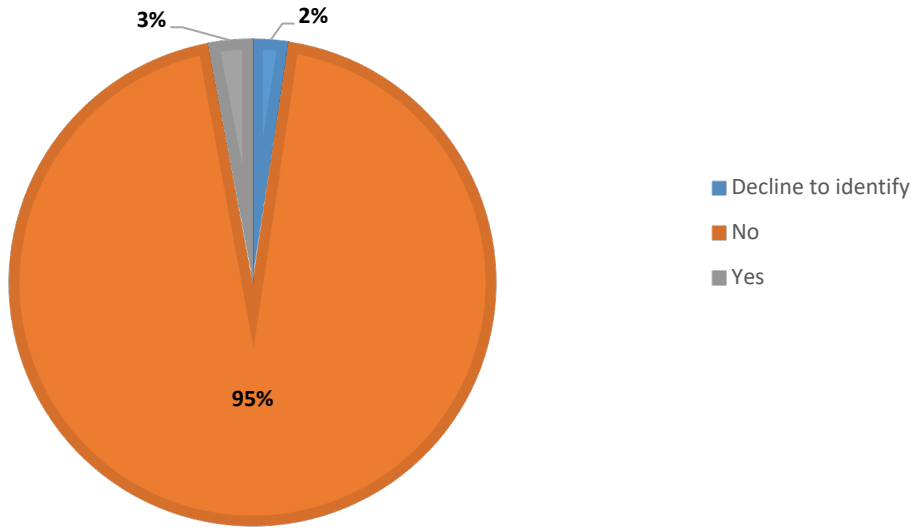
Turnover:

- Voluntary turnover – 1.09%
 - FT – 0.80%
 - PT – 3.85%
- Total turnover – 1.45%
 - FT – 1.00%
 - PT – 5.77%
- Total YTD turnover – 3.09%
 - FT – 2.61%
 - PT – 7.69%

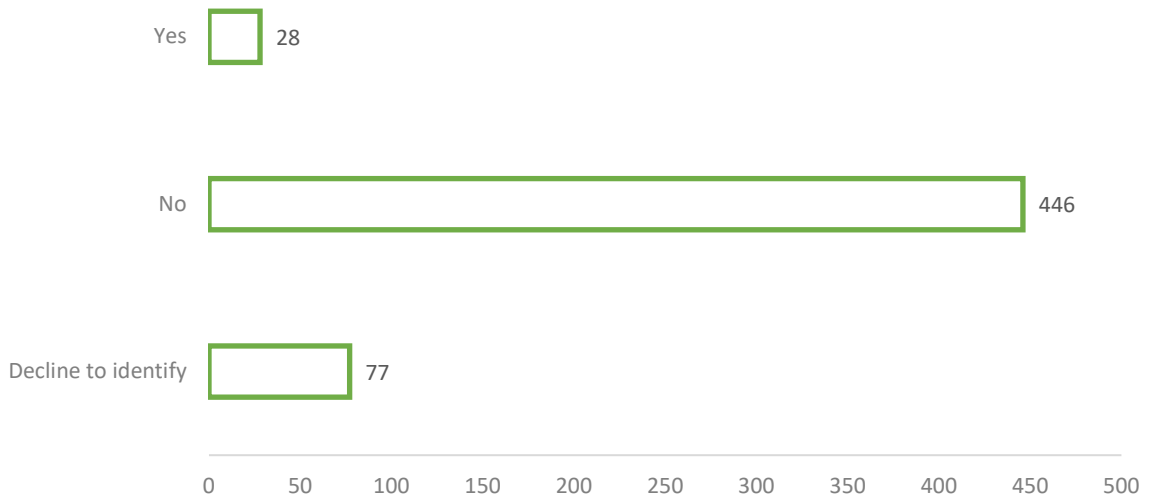
NOVEMBER 2023 DIVERSITY STATISTICS

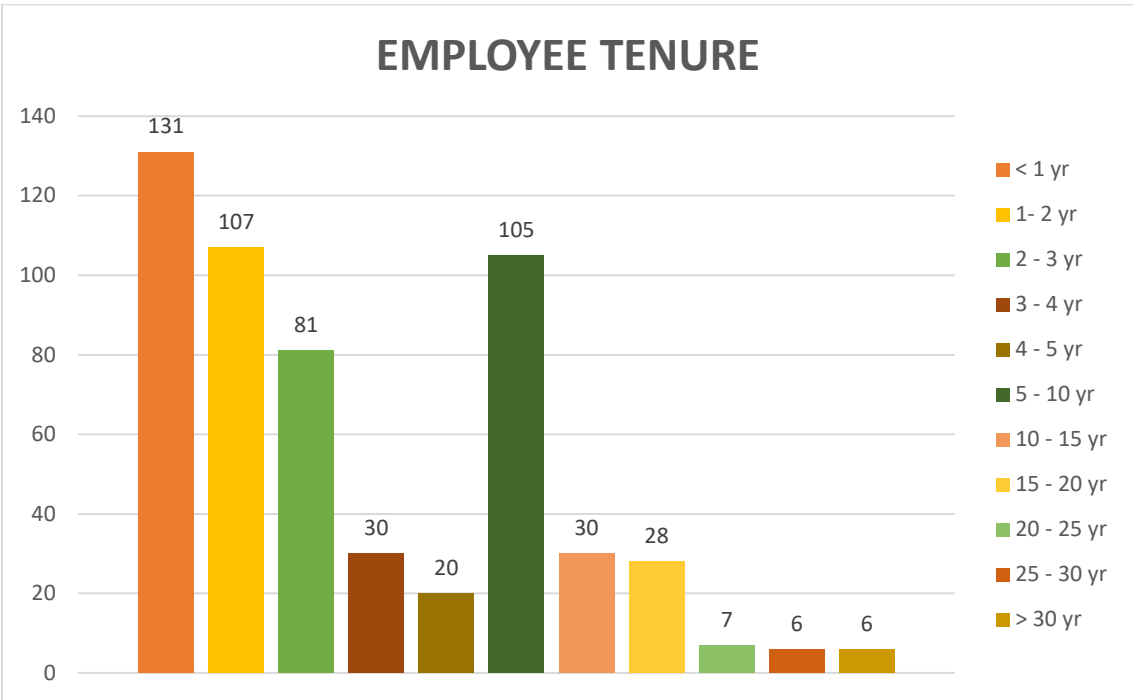
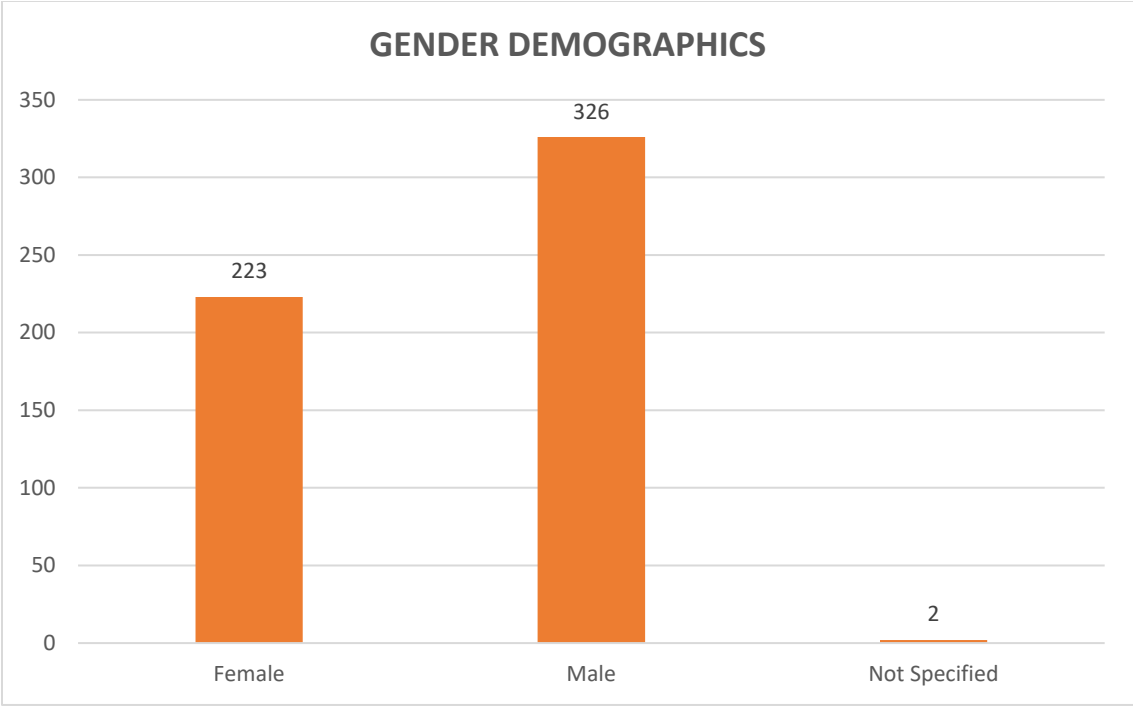


DISABILITY DEMOGRAPHICS



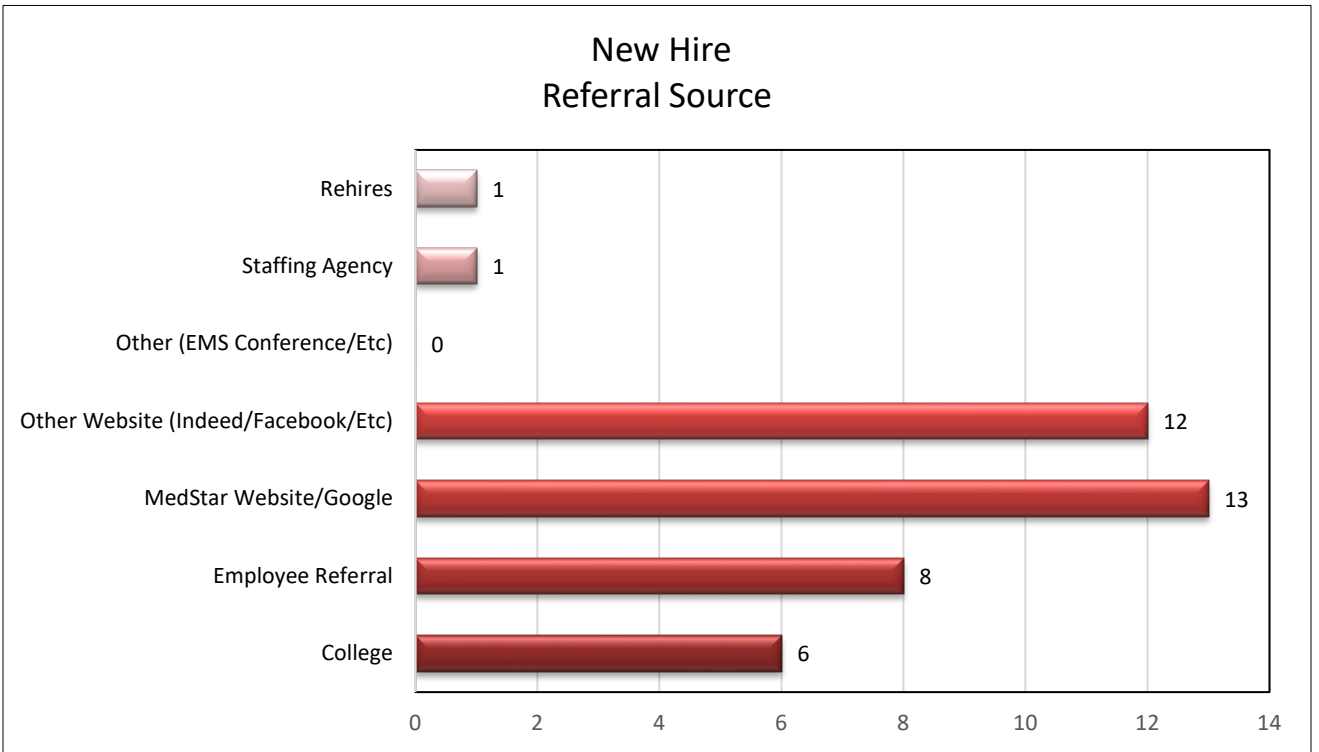
VETERAN DEMOGRAPHICS



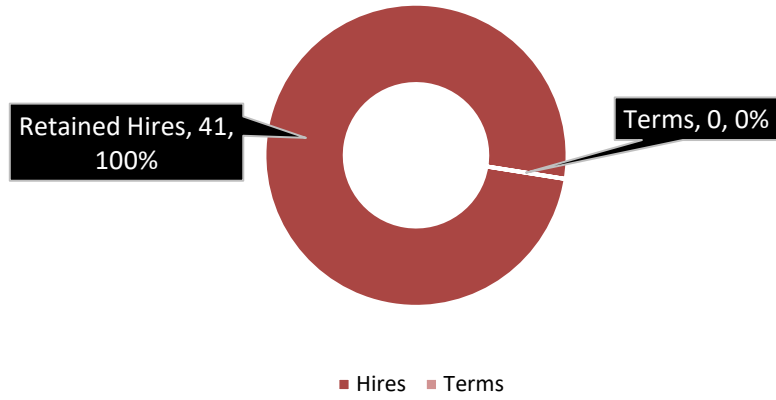


Recruiting & Staffing Report

Fiscal Year 2023-2024



2022-2023 FY Separations



Fiscal Year Statistics
Total hires to date 41
Total separations from hires 0

Separation Reasons:

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/01/2023 thru 11/30/2023
Percentages by Department/Conditions

Conditions	
Baby Bonding	2
Cardiology	2
Digestive	1
FMLA - Child	3
FMLA - Spouse	5
Hematology	1
Internal Medicine	1
Mental Health	2
Neurological	2
Obstetrics/Gynecology	2
Oncology	3
Ophthalmology	1
Orthopedic	6
Pulmonary	2
Grand Total	33

Percentage by Department					
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	136	14	2.81%	42.42%	10.29%
Basic	196	2	0.40%	6.06%	1.02%
Business Office	11	5	1.00%	15.15%	45.45%
Communications	46	6	1.20%	18.18%	13.04%
Controller - Payroll, Purchasing, A/P	6	2	0.40%	6.06%	33.33%
Office of the Medical Director	12	1	0.20%	0.00%	8.33%
Support Services - Facilities, Fleet, S.E., Logistics	25	3	0.60%	9.09%	12.00%
Grand Total	432	33			
Total # of Full Time Employees - November 2023	499				
% of Workforce using FMLA	6.61%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	19	57.58%			
Block of Leave	14	42.42%			
Total	33	100.00%			

MedStar Mobile Health Care Separation Statistics November 2023

	Current Month			Year to Date			YTD Compared to Nov'22		Headcount
	Vol	Invol	Total	Vol	Invol	Total	Nov'22	%	Nov-22
Full Time Separations	4	1	5	11	2	13	6	1.31%	476
Part Time Separations	2	1	3	3	1	4	4	8.89%	55
Total Separations	6	2	8	14	3	17	10	1.98%	531
							Difference	1.105%	

	Full Time	Part Time	Total	Full Time	Part Time	Total
Total Turnover %	1.00%	5.77%	1.45%	2.61%	7.69%	3.09%
Voluntary Turnover %	0.80%	3.85%	1.09%	2.20%	5.77%	2.54%

Separations by Department

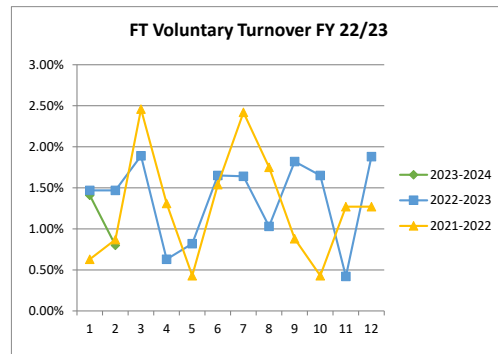
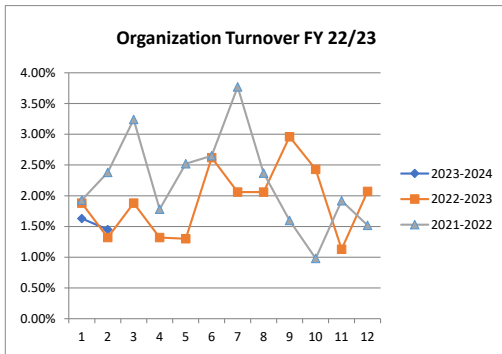
Full Time	Vol	Invol	Total	Current Month			Year to Date			Headcount
				Vol	Invol	Total	Vol	Invol	Total	Nov-23
Advanced							5	0	5	136
Basics				2	0	2	4	0	4	196
Business Office				1	0	1	1	0	1	11
Communications				1	0	1	1	0	1	46
Controller - Payroll, Purchasing, A/P										6
Deployment										3
Executives										8
Field Manager/Supervisors - Operations										25
Field Operations Other										8
Health Information Systems										2
Human Resources										6
Information Technology										2
Legal/Compliance										2
Mobile Integrated Health										10
Office of the Medical Director										12
Public Information										1
Support Services - Facilities, Fleet, S.E., Logistics				0	1	1	0	2	2	25
Total				4	1	5	11	2	13	499

Part Time	Current Month			Year to Date			Headcount			
	Vol	Invol	Total	Vol	Invol	Total	Nov-23			
Advanced							19			
Basics				2	1	3	4	23		
Business Office										
Communications								2		
Controller - Payroll, Purchasing, A/P								1		
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								7		
Total				2	1	3	3	1	4	52

MedStar Mobile Healthcare Turnover
Fiscal Year 2022 - 2023

	Full & Part Time Turnover			Full Time Only
	2023-2024	2022-2023	2021-2022	2023-2024
October	1.63%	1.88%	1.93%	1.61%
November	1.45%	1.32%	2.38%	1.00%
December		1.88%	3.24%	
January		1.32%	1.78%	
February		1.30%	2.52%	
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April		2.06%	3.77%	
May		2.06%	2.37%	
June		2.96%	1.60%	
July		2.43%	0.98%	
August		1.13%	1.92%	
September		2.07%	1.52%	
Actual Turnover	3.09%	22.01%	24.57%	2.61%

	Full Time Voluntary Turnover		
	2023-2024	2022-2023	2021-2022
October	1.41%	1.47%	0.63%
November	0.80%	1.47%	0.87%
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February		0.82%	0.43%
March		1.65%	1.54%
April		1.64%	2.42%
May		1.03%	1.75%
June		1.82%	0.88%
July		1.65%	0.43%
August		0.42%	1.27%
September		1.88%	1.27%
Actual Turnover	2.20%	13.20%	15.25%



Tab F – FRAB

Tab G – Operations

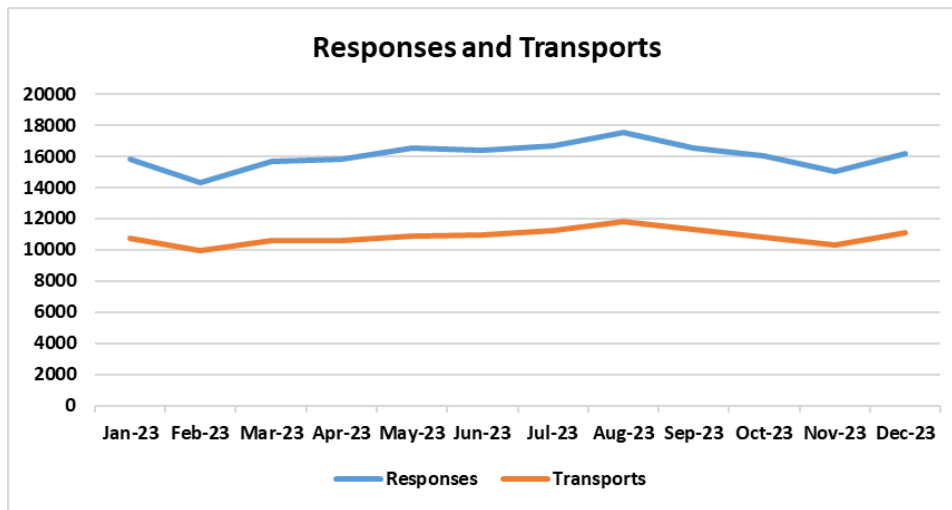
Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

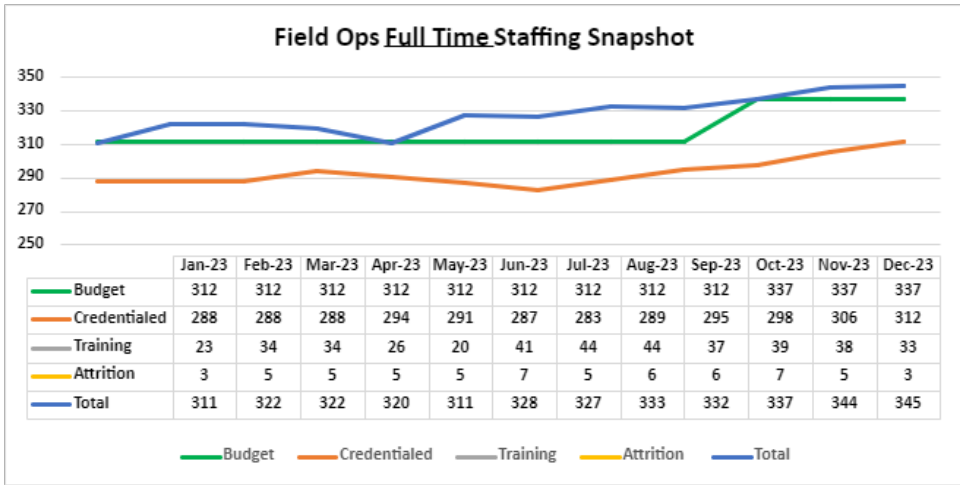
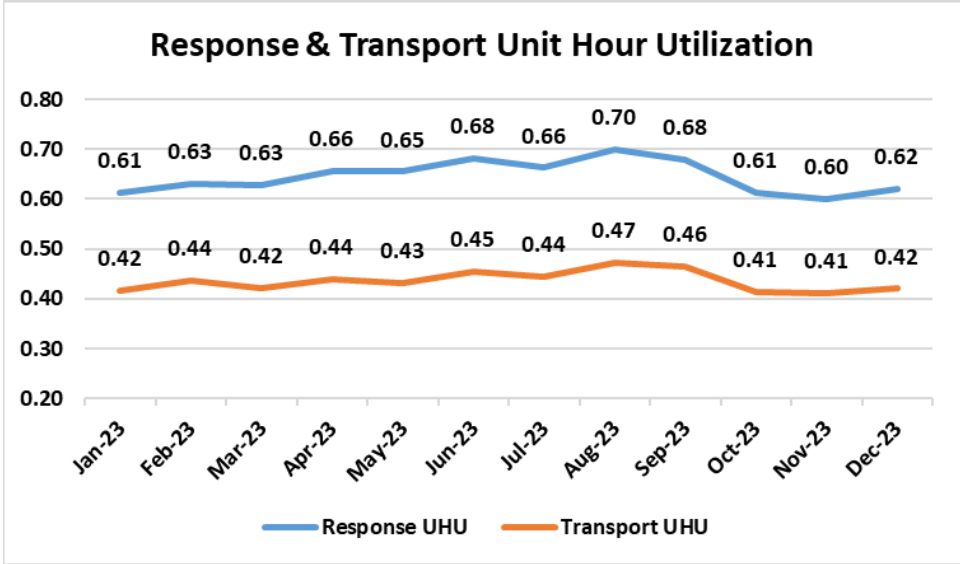
Operations Report- November/December 2023

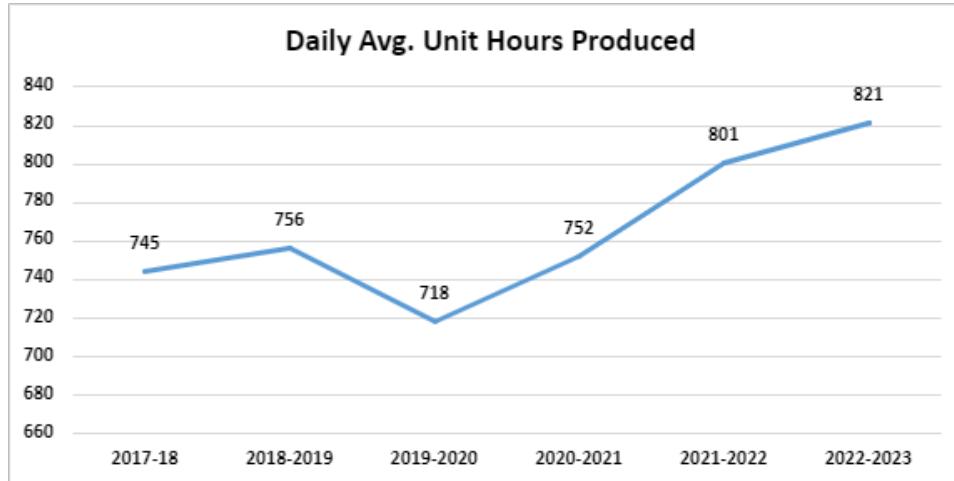
The following summarizes significant operational items through December 31st, 2023

FY_23_24 Strategic Plan Goals			
Operational Excellence	Measure	FY24 Plan	FY24 YTD
Measurable high performance is achieved through disciplined execution of efficient processes.	Compliance Response Priority 1	≤11:00 @ 85%	0:10:50
	911 calls answered <15 seconds	≥ 90%	91.53%
	Compliance to ACE standards	≥ 95%	95%

Field Operations:







Fleet/Logistics/Building Maintenance:

Daily Kit Inventory Log December 2023



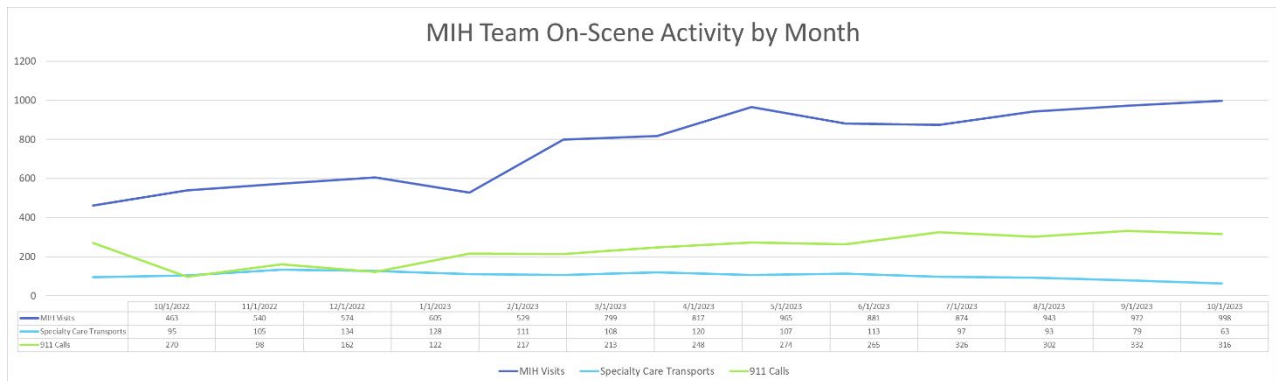
Special Operations:

- Completed **106** standby events **November 2023**
 - Multiple School Career Days
 - Veterans Day Parade
 - Fort Worth Marathon
 - World Wushu Championships
 - Hot Wheels Monster Trucks Live
 - Water Lantern Festival
 - Parade of Lights
 - Turkey Trot

- Completed **59** standby events **December 2023**
 - Reindeer Romp
 - Split Rock Jumping Tour
 - Panther City Lacrosse
 - Armed Forces Bowl
 - NYE Sundance Square

Mobile Integrated Health:

- 2,766 clients are currently enrolled
 - Admission/Readmission Avoidance: 17
 - Episodic Care Coordination: 2,118
 - High Utilization Group (HUG): 70
 - Hospital at Home: 0
 - STAR: 7
 - Star-Saver Plus: 428
- 62 clients are pending enrollment
 - Admission/Readmission Avoidance: 12
 - High Utilization Group (HUG): 14
 - Overdose Response Team: 24
 - STAR: 12

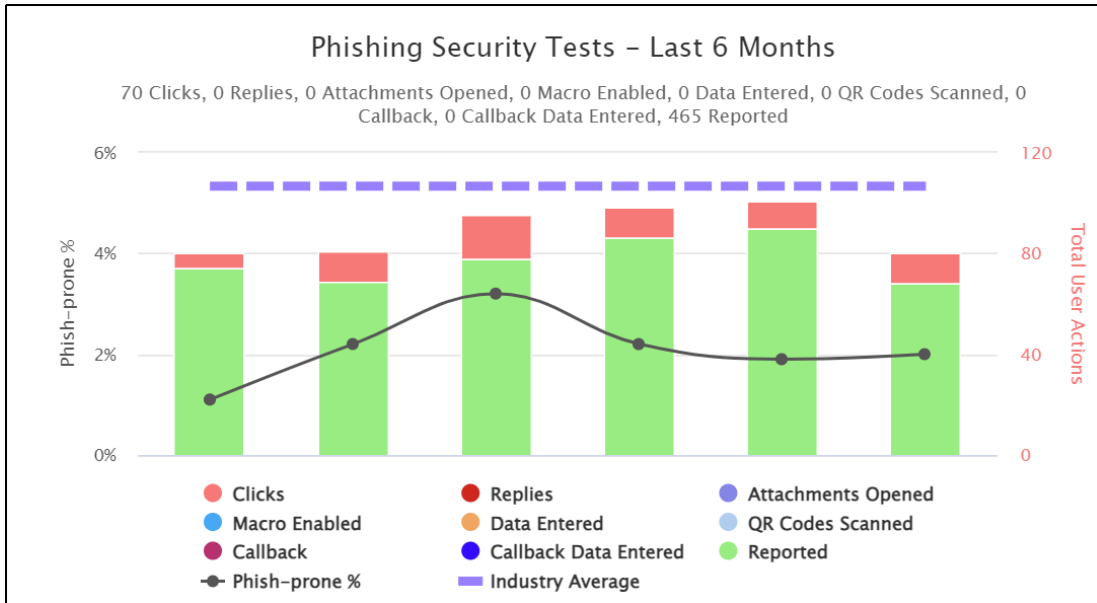


Information Technology:

- Developing the infrastructure improvement project plan for the current fiscal year.
- Exploring potential backup communications sites and supporting infrastructure.
- Updating GPS/CAD phones and accessories on ambulances.
- 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:

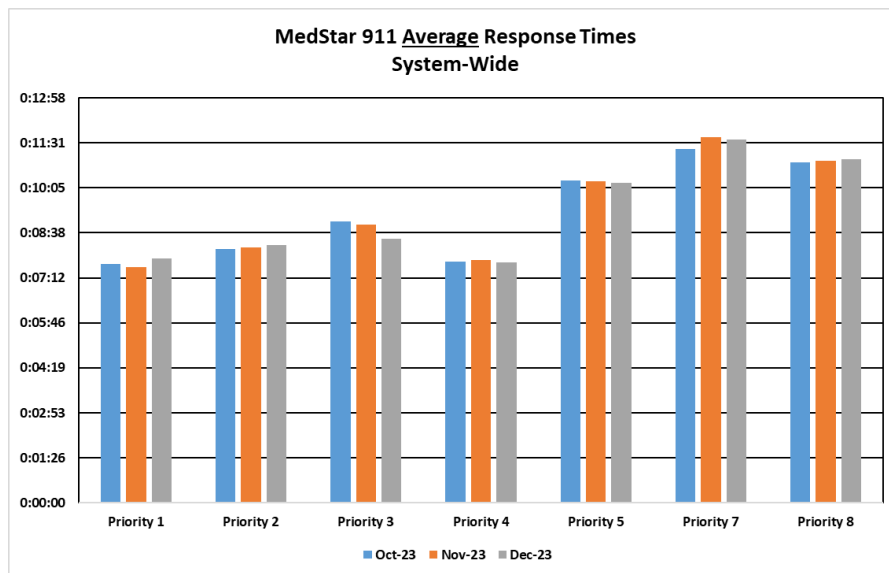
	All sites (Medstar Mobile HealthCare)	50.27M Requests	49.66M Allowed	614K Blocked	337.1K Threats
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- Security Awareness Campaign:



Business Intelligence:

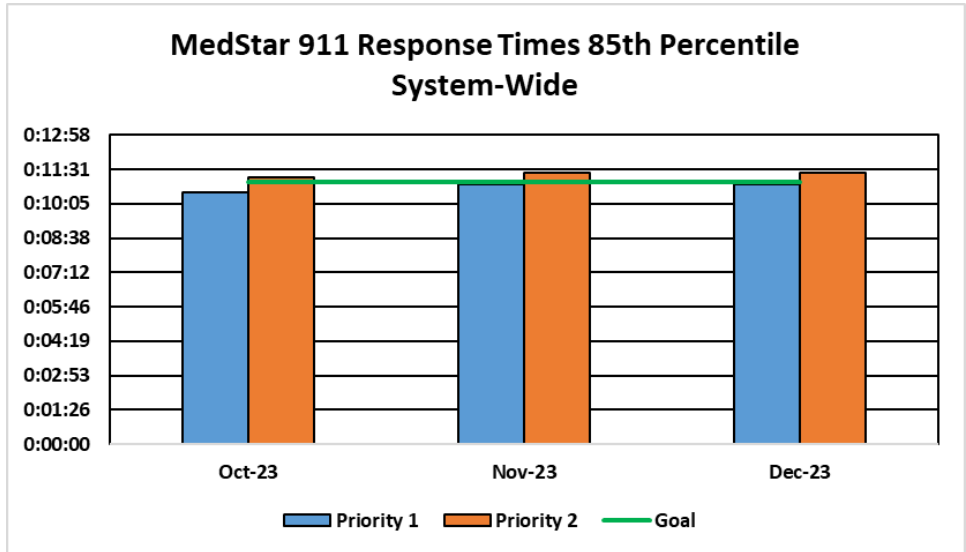
- Analysts continue to work with departments on various projects
 - SharePoint Optimization
 - Deployment Modeling
 - OMD database/reporting builds for QA
 - Analysis of all posts in system underway as a joint project between field, COMMS, and BI
 - Scheduling tools being enhanced to increase efficiency in processes
- Ambulance Response Times



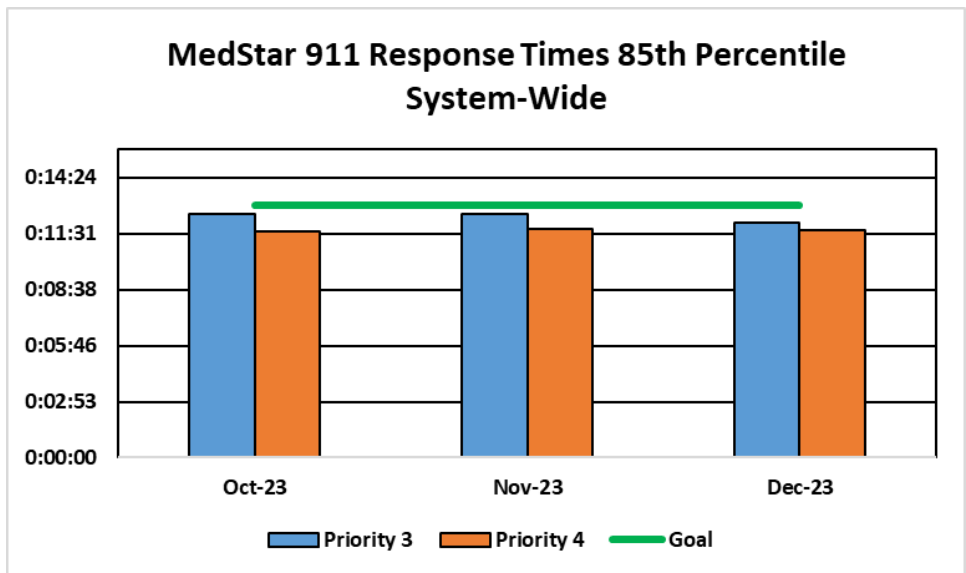
Average	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Priority 7	Priority 8
---------	------------	------------	------------	------------	------------	------------	------------

Oct-23	0:07:38	0:08:08	0:09:00	0:07:43	0:10:19	0:11:20	0:10:54
Nov-23	0:07:33	0:08:11	0:08:54	0:07:46	0:10:17	0:11:42	0:10:56
Dec-23	0:07:49	0:08:15	0:08:27	0:07:41	0:10:14	0:11:37	0:10:59

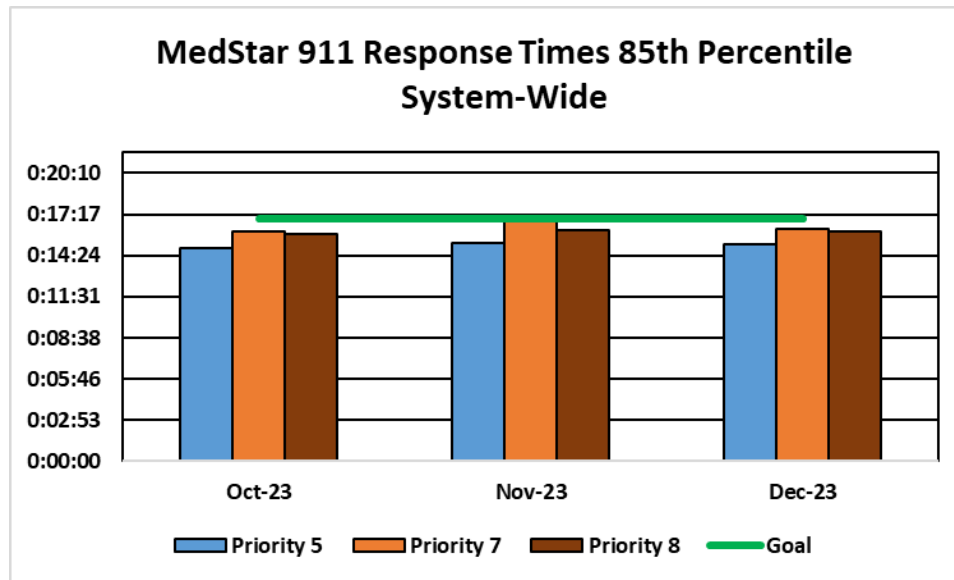
Response times measured from phone answer time to arrival on scene



85th	Priority 1	Priority 2	Goal
Oct-23	0:10:34	0:11:12	0:11:00
Nov-23	0:10:54	0:11:23	0:11:00
Dec-23	0:10:53	0:11:24	0:11:00



85th	Priority 3	Priority 4	Goal
Oct-23	0:12:33	0:11:39	0:13:00
Nov-23	0:12:30	0:11:44	0:13:00
Dec-23	0:12:03	0:11:41	0:13:00



85th	Priority 5	Priority 7	Priority 8	Goal
Oct-23	0:14:53	0:16:07	0:15:54	0:17:00
Nov-23	0:15:17	0:16:51	0:16:08	0:17:00
Dec-23	0:15:12	0:16:14	0:16:07	0:17:00

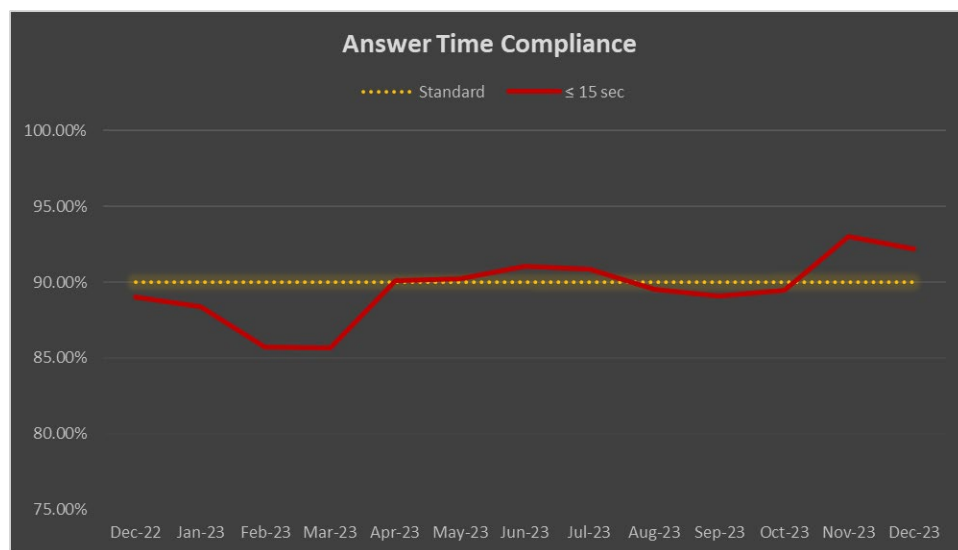
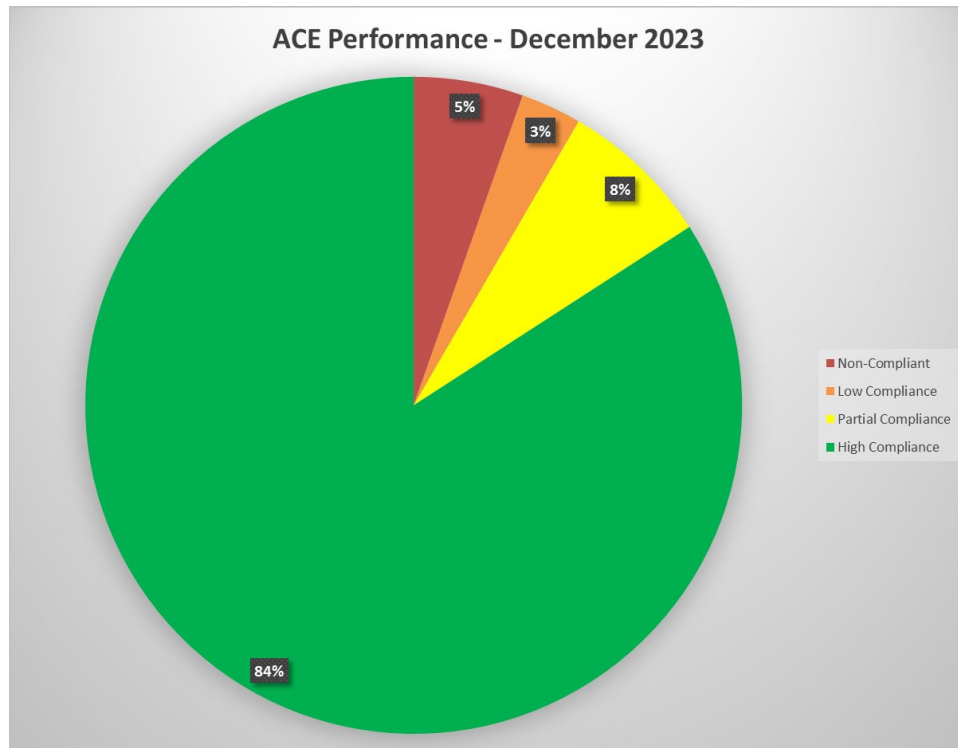
Response times measured from phone answer time to arrival on scene

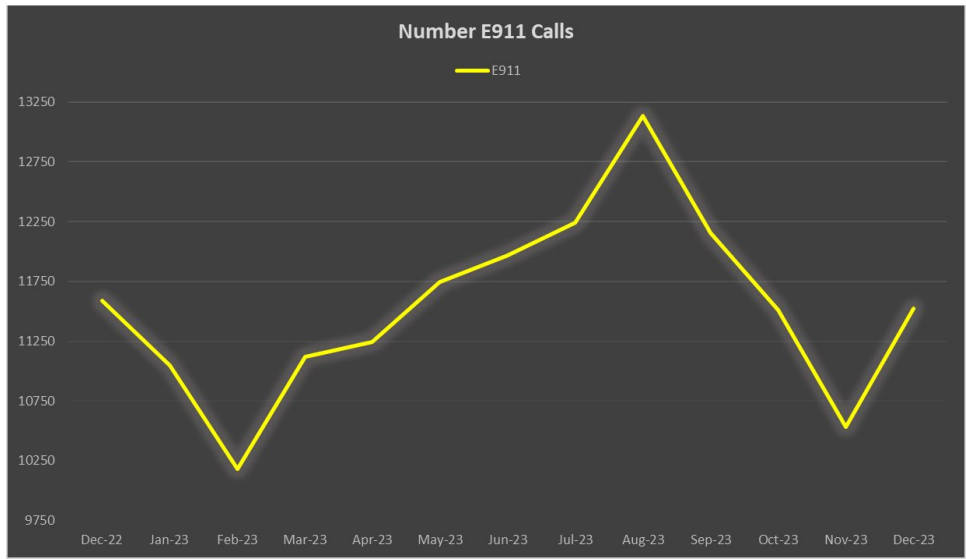
Communications Center:

- Sixteen (16) controllers in various phases of training.
- All positions filled with a potential for one full-time to part-time status change in March/April.
- Continual review and enhancement of LOGIS configuration to maintain optimal efficiency in deploying system resources.
- Working through Tellus Unify setup/implementation with FWPD and FWFD.

	Admin In	Admin Out	Admin Total	Admin Avg Dur	E911	E911 Avg Dur	E911 Ans ≤ 15 sec	E911 Ans ≤ 20 sec	Total All Calls
Oct 2023	6,940	4,064	11,004	160.6	11,508	262.4	89.48%	91.92%	22,512

Nov 2023	6,519	3,738	10,257	157.9	10,533	269.8	93.04%	94.98%	20,790
Dec 2023	6,743	3,882	10,625	163.6	11,524	273.1	92.17%	94.52%	22,149







Medstar Mutual Aid Response Task Time Report

Period: 12/01/2023 through 12/31/2023

AID GIVEN	AID RECEIVED	TOTAL CALLS	% of Calls To Mutual Aid
109	13	16155	0.08%

GIVEN

Aid TO	Total	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
Arlington	4								
		Arlington	M22	12/2/2023 10:39:41 PM	3028743	4	Arlington	29B01 - U - Vehicle vs. vehicle - Unknown number of	Yes
		Arlington	M84	12/22/2023 8:56:50 PM	3050663	5	Arlington	06C01 - A - Breathing Problems - Asthma - 5A	Yes
		Arlington	M49	12/3/2023 12:57:58 AM	3028855	5	Arlington	19C07 - Heart Problems / A.I.C.D. - 5A	Yes
		Arlington	M23	12/26/2023 6:08:40 PM	3054727	2	Arlington	29D02 - p - Vehicle vs. vehicle - Rollovers - 2A	Yes
Benbrook	49								
		Benbrook	M49	12/27/2023 11:02:23 AM	3055393	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
		Benbrook	M38	12/18/2023 2:48:05 PM	3045754	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
		Benbrook	M91	12/24/2023 9:52:29 AM	3052507	2	Benbrook	17D04 - G - Falls - On the ground or floor - 2A	Yes
		Benbrook	M51	12/27/2023 1:49:58 PM	3055572	3	Benbrook	26D01 - Sick Person (Specific Diagnosis) - 3A	Yes
		Benbrook	M66	12/22/2023 10:45:51 AM	3050042	2	Benbrook	45C06 - L - Specialized Unscheduled Up-	Yes
		Benbrook	M59	12/17/2023 9:26:34 PM	3045106	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) -	No
		Benbrook	M83	12/24/2023 2:52:18 PM	3052793	5	Benbrook	17B01 - Falls - 5A	No
		Benbrook	M85	12/30/2023 11:49:53 AM	3058678	2	Benbrook	31D04 - Specialized Unscheduled Up-Care Transport - 2A	Yes
		Benbrook	M75	12/24/2023 5:06:02 AM	3052309	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
		Benbrook	M34	12/24/2023 6:56:52 AM	3052397	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
		Benbrook	M83	12/25/2023 5:03:32 AM	3053334	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
		Benbrook	M21	12/26/2023 4:13:43 AM	3054143	2	Benbrook	06D01 - Breathing Problems - 2A	No

Benbrook	M66	12/19/2023 10:23:46 AM	3046620	5	Benbrook	26A02 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M70	12/13/2023 10:55:27 AM	3039747	5	Benbrook	45A01 - g - Specialized Unscheduled Up-	No
Benbrook	M78	12/15/2023 7:48:13 AM	3041893	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M90	12/15/2023 4:23:00 PM	3042622	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M44	12/7/2023 2:18:00 PM	3033616	5	Benbrook	17B01 - Falls - 5A	No
Benbrook	M78	12/7/2023 2:45:23 AM	3033099	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	No
Benbrook	M81	12/19/2023 4:45:31 PM	3047055	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) -	No
Benbrook	M75	12/23/2023 2:52:08 PM	3051490	5	Benbrook	06C01 - A - Breathing Problems - Asthma - 5A	Yes
Benbrook	M22	12/17/2023 11:29:43 AM	3044530	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M77	12/12/2023 2:18:26 PM	3038891	5	Benbrook	17A02 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M85	12/15/2023 7:38:49 PM	3042880	5	Benbrook	17A04 - G - Falls - On the ground or floor - 5A/FDO	Yes
Benbrook	M87	12/4/2023 7:34:26 PM	3030662	5	Benbrook	26A04 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M41	12/13/2023 3:00:39 AM	3039425	2	Benbrook	45D04 - Specialized Unscheduled Up-Care Transport - 2A	Yes
Benbrook	M91	12/13/2023 10:25:41 AM	3039721	2	Benbrook	17D04 - G - Falls - On the ground or floor - 2A	Yes
Benbrook	M25	12/13/2023 3:56:04 PM	3039997	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M82	12/7/2023 4:46:29 AM	3033135	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M91	12/15/2023 5:33:32 PM	3042715	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M76	12/2/2023 10:54:10 AM	3028181	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M87	12/16/2023 7:41:52 AM	3043314	1	Benbrook	09B01 - a - OBVIOUS DEATH (suspected) - Cold	No
Benbrook	M54	12/9/2023 14:24	3035795	2	Benbrook	32B03 - Unknown Problem (Person Down) - 2A	No
Benbrook	M22	12/11/2023 8:43:44 AM	3037565	3	Benbrook	45C02 - Specialized Unscheduled Up-Care Transport - 3A	No
Benbrook	M63	12/30/2023 12:12:58 PM	3058697	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes

Benbrook	M81	12/25/2023 8:28:57 PM	3053930	5	Benbrook	06C01 - Breathing Problems - 5A	Yes
Benbrook	M56	12/14/2023 5:23:07 PM	3041252	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M42	12/26/2023 3:04:31 AM	3054109	2	Benbrook	45D04 - Specialized Unscheduled Up-Care Transport - 2A	Yes
Benbrook	M39	12/15/2023 1:37:39 PM	3042381	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M57	12/26/2023 5:51:15 AM	3054178	2	Benbrook	45D02 - Specialized Unscheduled Up-Care Transport - 2A	Yes
Benbrook	M42	12/19/2023 6:35:24 PM	3047166	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M73	12/16/2023 6:39:58 AM	3043287	3	Benbrook	45C02 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Benbrook	M77	12/18/2023 7:57:29 AM	3045384	5	Benbrook	17B01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M38	12/27/2023 1:05:32 AM	3055080	3	Benbrook	45C02 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Benbrook	M37	12/20/2023 4:55:53 PM	3048078	3	Benbrook	45C01 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Benbrook	M60	12/7/2023 2:10:19 PM	3033612	5	Benbrook	45A01 - e - Specialized Unscheduled Up-	Yes
Benbrook	M38	12/22/2023 6:52:37 PM	3050538	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M568	12/28/2023 1:18:39 PM	3056589	5	Benbrook	45A01 - g - Specialized Unscheduled Up-	Yes
Benbrook	M25	12/25/2023 9:38:50 AM	3053498	5	Benbrook	21B02 - M - Hemorrhage (Bleeding) /	Yes
Benbrook	M21	12/16/2023 2:20:26 PM	3043562	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes

Watauga

1

Watauga	M28	12/14/2023 12:41:18 PM	3040941	5	Watauga	17B04 - Falls - 5A	Yes
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Johnson County AMR

2

Johnson County AMR	M25	12/1/2023 5:35:52 PM	3027390	2	Johnson County AMR	29D05 - U - Solitary vehicle - Unknown number of patients -	Yes
Johnson County AMR	M29	12/25/2023 10:05:34 PM	3053980	2	Johnson County AMR	12D02 - Convulsions / Seizures - 2A	Yes

Kennedale

1

Kennedale	M29	12/22/2023 3:28:47 PM	3050323	5	Kennedale	19C07 - Heart Problems / A.I.C.D. - 5A	Yes
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Richland Hills

52

Richland Hills	M90	12/29/2023 2:56:48 AM	3057227	5	Richland Hills	02B01 - Allergies (Reactions) / Envenomations	Yes
Richland Hills	M87	12/27/2023 10:42:28 PM	3056018	2	Richland Hills	01D01 - Abdominal Pain / Problems - 2A	Yes
Richland Hills	M31	12/12/2023 6:17:22 PM	3039150	3	Richland Hills	45C02 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Richland Hills	M40	12/19/2023 9:27:32 PM	3047304	5	Richland Hills	26C01 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M25	12/12/2023 4:14:04 PM	3039032	5	Richland Hills	17A03 - G - Falls - On the ground or floor - 5A	Yes
Richland Hills	M89	12/26/2023 10:04:40 PM	3054990	2	Richland Hills	06D02 - E - Breathing Problems - COPD	Yes
Richland Hills	M60	12/21/2023 2:07:56 AM	3048513	5	Richland Hills	17B04 - G - Falls - On the ground or floor - 5A	No
Richland Hills	M90	12/27/2023 4:31:56 PM	3055720	5	Richland Hills	21D05 - M - Hemorrhage (Bleeding) /	Yes
Richland Hills	M57	12/21/2023 10:58:17 AM	3048797	1	Richland Hills	30B01 - Traumatic Injuries (Specific) - 7A	Yes
Richland Hills	M83	12/27/2023 1:21:21 AM	3055084	5	Richland Hills	26C02 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M85	12/22/2023 8:04:05 PM	3050618	5	Richland Hills	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) -	Yes
Richland Hills	M89	12/30/2023 4:58:19 PM	3058958	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	Yes
Richland Hills	M40	12/23/2023 2:50:38 PM	3051489	1	Richland Hills	09E01 - Cardiac or Respiratory Arrest / Death - 1A	Yes
Richland Hills	M55	12/22/2023 8:57:55 AM	3049946	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) -	Yes
Richland Hills	M572	12/24/2023 12:47:37 AM	3052120	8	Richland Hills	04B01 - A - Assault - Assault - 8B	Yes
Richland Hills	M91	12/30/2023 1:40:59 PM	3058781	1	Richland Hills	13D01 - Diabetic Problems - 2A	Yes
Richland Hills	M68	12/24/2023 12:35:26 PM	3052664	5	Richland Hills	17O02 - Falls - 5A	Yes
Richland Hills	M43	12/4/2023 7:00:25 PM	3030626	5	Richland Hills	FD Standby	No
Richland Hills	M66	12/29/2023 1:10:37 AM	3057182	5	Richland Hills	26C01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Richland Hills	M84	12/5/2023 7:14:33 PM	3031823	5	Richland Hills	26A04 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M68	12/19/2023 8:42:25 PM	3047256	2	Richland Hills	12A01 - E - Convulsions / Seizures - Epileptic	Yes
Richland Hills	M76	12/19/2023 4:51:59 PM	3047061	5	Richland Hills	06C01 - Breathing Problems - 5A	No

Richland Hills	M58	12/10/2023 5:46:37 PM	3036994	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) -	Yes
Richland Hills	M65	12/4/2023 5:16:35 PM	3030539	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) -	Yes
Richland Hills	M83	12/18/2023 2:47:43 PM	3045753	5	Richland Hills	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M90	12/21/2023 12:41:46 AM	3048472	2	Richland Hills	17D04 - Falls - 2A	Yes
Richland Hills	M36	12/16/2023 12:37:37 AM	3043095	2	Richland Hills	12C04 - Convulsions / Seizures - 2A	Yes
Richland Hills	M50	12/5/2023 8:45:48 AM	3031121	5	Richland Hills	26A11 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M49	12/16/2023 7:23:03 PM	3043878	5	Richland Hills	17A02 - P - Falls - Public place (street, parking garage,	Yes
Richland Hills	M26	12/10/2023 10:20:44 AM	3036612	2	Richland Hills	12A01 - E - Convulsions / Seizures - Epileptic	No
Richland Hills	M75	12/20/2023 5:57:02 PM	3048165	5	Richland Hills	26C02 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M82	12/15/2023 8:19:53 PM	3042931	3	Richland Hills	19C04 - Heart Problems / A.I.C.D. - 3A	Yes
Richland Hills	M63	12/7/2023 4:27:32 AM	3033124	3	Richland Hills	28C05 - I - Stroke (CVA) / Transient Ischemic Attack (TIA)	Yes
Richland Hills	M67	12/16/2023 6:05:33 AM	3043278	4	Richland Hills	29B05 - V - Vehicle vs. vehicle - Multiple patients - 4B	Yes
Richland Hills	M84	12/21/2023 6:11:45 PM	3049346	5	Richland Hills	17A02 - G - Falls - On the ground or floor - 5A	No
Richland Hills	M38	12/13/2023 12:40:16 AM	3039377	3	Richland Hills	11D02 - M - Choking - Milk/Liquid (non-	No
Richland Hills	M58	12/7/2023 5:44:10 AM	3033157	5	Richland Hills	17B01 - G - Falls - On the ground or floor - 5A	Yes
Richland Hills	M53	12/27/2023 2:55:44 PM	3055645	5	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M46	12/7/2023 5:16:34 PM	3033823	3	Richland Hills	45C02 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Richland Hills	M40	12/23/2023 1:45:13 PM	3051397	5	Richland Hills	45A01 - d - Specialized Unscheduled Up-	Yes
Richland Hills	M52	12/11/2023 7:08:55 AM	3037479	5	Richland Hills	17A02 - Falls - 5A	Yes
Richland Hills	M29	12/19/2023 2:28:49 PM	3046866	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	Yes
Richland Hills	M23	12/3/2023 8:48:19 AM	3029123	5	Richland Hills	31C01 - Unconscious / Fainting (Near) - 5A	No
Richland Hills	M53	12/19/2023 5:30:36 PM	3047106	5	Richland Hills	06C01 - Breathing Problems - 5A	Yes

Richland Hills	M42	12/3/2023 7:23:55 PM	3029580	1	Richland Hills	09D01 - Cardiac or Respiratory Arrest / Death - 1A	Yes
Richland Hills	M38	12/20/2023 9:32:34 AM	3047689	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 12D02 - E -	Yes
Richland Hills	M64	12/15/2023 8:42:53 PM	3042953	2	Richland Hills	Convulsions / Seizures - Epileptic	Yes
Richland Hills	M79	12/8/2023 6:51:00 AM	3034367	5	Richland Hills	17B04 - Falls - 5A	Yes
Richland Hills	M84	12/15/2023 2:53:36 PM	3042486	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	Yes
Richland Hills	M46	12/13/2023 3:09:24 AM	3039426	3	Richland Hills	28C03 - U - Stroke (CVA) / Transient Ischemic Attack (TIA)	No
Richland Hills	M90	12/22/2023 12:46:45 AM	3049706	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) - 3A	Yes
Richland Hills	M82	12/20/2023 11:11:05 AM	3047800	5	Richland Hills	17B04 - G - Falls - On the ground or floor - 5A	Yes

Total Given 109

RECEIVED

Aid FROM	Total	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
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Arlington

1

Arlington	AMR Arlington 1	12/5/2023 11:46:43 AM	3031361	5	Fort Worth	26C02 - Sick Person (Specific Diagnosis) - 5A	No
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Eagle Mountain

10

Eagle Mountain	Eagle Mountain	12/30/2023 2:20:53 AM	3058391	5	Fort Worth	17B04 - G - Falls - On the ground or floor - 5A	Yes
Eagle Mountain	Eagle Mountain	12/14/2023 12:04:08 PM	3040919	5	Fort Worth	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) -	Yes
Eagle Mountain	Eagle Mountain	12/14/2023 9:03:59 PM	3041518	5	Fort Worth	02C01 - Allergic reaction - 5A	No
Eagle Mountain	Eagle Mountain	12/15/2023 5:50:06 PM	3042731	2	Fort Worth	06D02 - Breathing Problems - 2A	No
Eagle Mountain	Eagle Mountain	12/15/2023 18:28	3042805	5	Fort Worth	17B04 - Falls - 5A	Yes
Eagle Mountain	Eagle Mountain	12/15/2023 19:59	3042916	5	Fort Worth	26A04 - Sick Person (Specific Diagnosis) - 5A	Yes
Eagle Mountain	Eagle Mountain	12/20/2023 12:49:59 AM	3047431	2	Lakeside	06E01 - A - Breathing Problems - Asthma - 2A	Yes
Eagle Mountain	Eagle Mountain	12/5/2023 10:20:20 AM	3031250	5	Saginaw	26A07 - Sick Person (Specific Diagnosis) - 5A	Yes
Eagle Mountain	Eagle Mountain	12/3/2023 2:56	3028951	5	Fort Worth	17D05 - Falls - 5A	Yes

Eagle Mountain	Eagle Mountain	12/8/2023 17:23	3034948	5	Fort Worth	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) -	Yes
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Watauga

2

Watauga	Watauga	12/22/2023 4:39:07 AM	3049801	2	Haltom City	29D03 - Traffic Collision / Transportation	Yes
Watauga	Watauga	12/15/2023 11:06:06 AM	3042127	5	Haltom City	07O01 - Burns (Scalds) / Explosion (Blast) - 5A	No

Total Received 13



Medstar Mutual Aid Response Task Time Report

Period: 11/01/2023 through 11/30/2023

AID GIVEN	AID RECEIVED	TOTAL CALLS	% of Calls To Mutual Aid
87	15	15062	0.10%

GIVEN

Aid TO	Total	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
Arlington	11	Arlington	M55	11/3/2023 11:28:50 PM	2997133	5	Arlington	26A11 - Sick Person (Specific Diagnosis) - 5A	No
		Arlington	M43	11/3/2023 11:15:58 PM	2997135	2	Arlington	32B03 - Unknown Problem (Person Down) - 2A	Yes
		Arlington	M57	11/3/2023 5:40:53 PM	2996879	7	Arlington	05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A	No
		Arlington	M33	11/4/2023 11:09:21 PM	2998177	5	Arlington	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
		Arlington	M89	11/8/2023 7:25:13 AM	3002138	7	Arlington	26A08 - Sick Person (Specific Diagnosis) - 7A	Yes
		Arlington	M49	11/22/2023 8:52:18 PM	3018191	4	Arlington	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - 4B	No
		Arlington	M24	11/18/2023 11:02:43 PM	3014086	5	Arlington		No
		Arlington	M23	11/28/2023 11:00:30 AM	3023641	3	Arlington	29B05 - V - Vehicle vs. vehicle - Multiple patients - 4B	Yes
		Arlington	M50	11/25/2023 11:00:31 PM	3021164	5	Arlington	26C01 - Sick Person (Specific Diagnosis) - 5A	No
		Arlington	M62	11/23/2023 9:52:23 PM	3019058	7	Arlington	26A08 - Sick Person (Specific Diagnosis) - 7A	Yes
		Arlington	M24	11/28/2023 10:57:15 AM	3023636	5	Arlington	02C01 - Allergic reaction - 5A	Yes

Benbrook

27

Benbrook	M56	11/16/2023 8:59:55 PM	3011670	5	Benbrook	17B01 - Falls - 5A	No
Benbrook	M71	11/16/2023 12:25:03 PM	3011215	3	Benbrook	31C02 - Unconscious / Fainting (Near) - 3A	Yes
Benbrook	M57	11/18/2023 12:08:43 PM	3013451	5	Benbrook	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Benbrook	M67	11/17/2023 5:57:08 PM	3012590	5	Benbrook	26A01 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M58	11/25/2023 6:06:46 PM	3020913	5	Benbrook	21B02 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	Yes

Benbrook	M29	11/5/2023 12:44:30 PM	2998774	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M70	11/11/2023 11:08:00 AM	3005920	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Benbrook	M66	11/2/2023 7:33:42 PM	2995875	5	Benbrook	21B02 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	Yes
Benbrook	M61	11/26/2023 3:04:12 PM	3021761	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M91	11/6/2023 4:13:39 PM	3000242	2	Benbrook	12C05 - Convulsions / Seizures - 2A	No
Benbrook	M21	11/11/2023 4:26:29 PM	3006204	5	Benbrook	21A01 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	Yes
Benbrook	M51	11/7/2023 4:24:38 PM	3001498	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	No
Benbrook	M43	11/12/2023 4:37:16 PM	3007270	5	Benbrook	17B01 - Falls - 5A	No
Benbrook	M20	11/29/2023 3:13:36 PM	3024987	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M21	11/17/2023 10:34:15 AM	3012146	5	Benbrook	17D05 - Falls - 5A	Yes
Benbrook	M81	11/19/2023 2:34:08 PM	3014744	7	Benbrook	01A03 - Abdominal Pain / Problems - 7A	Yes
Benbrook	M79	11/16/2023 2:02:11 PM	3011306	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M89	11/4/2023 12:55:43 PM	2997709	5	Benbrook	45A01 - d - Specialized Unscheduled Up-Care Transport - Convulsions / Seizures - 5A	Yes
Benbrook	M24	11/28/2023 2:43:39 PM	3023876	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M40	11/22/2023 4:14:43 PM	3017926	3	Benbrook	45C01 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Benbrook	M42	11/14/2023 10:39:48 PM	3009621	3	Benbrook	45C01 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Benbrook	M40	11/29/2023 8:31:02 PM	3025389	5	Benbrook	45A01 - c - Specialized Unscheduled Up-Care Transport - Back Pain (Non-Traumatic or Non	Yes
Benbrook	M31	11/28/2023 4:08:45 PM	3023974	5	Benbrook	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook	M27	11/21/2023 4:54:50 AM	3016525	5	Benbrook	45A01 - g - Specialized Unscheduled Up-Care Transport - Falls - 5A	Yes
Benbrook	M71	11/15/2023 4:54:56 PM	3010338	2	Benbrook	29D02 - m - Auto vs. pedestrian - Auto vs. pedestrian - 2A	Yes
Benbrook	M28	11/20/2023 11:54:42 AM	3015644	5	Benbrook	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Benbrook	M76	11/24/2023 1:15:20 PM	3019671	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes

Crowley

6

Crowley	M64	11/28/2023 10:36:52 AM	3023618	5	Crowley	17B04 - Falls - 5A	Yes
Crowley	M87	11/28/2023 7:58:16 AM	3023504	4	Crowley	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients -	Yes
Crowley	M70	11/28/2023 10:30:43 AM	3023612	7	Crowley	26A08 - Sick Person (Specific Diagnosis) - 7A	Yes
Crowley	M56	11/23/2023 1:23:39 PM	3018641	1	Crowley	31D02 - Unconscious / Fainting (Near) - 2A	Yes
Crowley	M74	11/28/2023 7:58:16 AM	3023525	4	Crowley	29B05 - U - Traffic Collision / Transportation Incident - Unknown number of patients -	No
Crowley	M39	11/5/2023 8:51:44 PM	2999227	2	Crowley	21D03 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 2A	Yes

Richland Hills

42

Richland Hills	M38	11/10/2023 8:07:53 PM	3005403	5	Richland Hills	38B01 - Advanced SEND (Medical Miranda) - 5A	Yes
Richland Hills	M29	11/22/2023 7:08:45 PM	3018106	5	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M57	11/4/2023 12:45:50 PM	2997695	5	Richland Hills	13C03 - Diabetic Problems - 5A	Yes
Richland Hills	M61	11/27/2023 7:26:07 PM	3023108	2	Richland Hills	12B01 - Convulsions / Seizures - 2A	Yes
Richland Hills	M71	11/19/2023 2:25:06 AM	3014240	2	Richland Hills	31D03 - Unconscious / Fainting (Near) - 2A	Yes
Richland Hills	M83	11/6/2023 12:50:17 PM	3000001	5	Richland Hills	45A01 - g - Specialized Unscheduled Up-Care Transport - Falls - 5A	Yes
Richland Hills	M73	11/20/2023 11:42:52 AM	3015621	3	Richland Hills	28C03 - U - Stroke (CVA) / Transient Ischemic Attack (TIA) - Unknown when the symptoms	Yes
Richland Hills	M20	11/27/2023 10:39:28 PM	3023269	2	Richland Hills	32D01 - Unknown Problem (Person Down) - 8B	No
Richland Hills	M81	11/23/2023 7:41:33 PM	3018960	2	Richland Hills	06D01 - Breathing Problems - 2A	No
Richland Hills	M90	11/29/2023 5:26:48 PM	3025181	2	Richland Hills	10D02 - Chest Pain / Chest Discomfort (Non-Traumatic) - 2A	Yes
Richland Hills	M84	11/18/2023 11:41:20 AM	3013426	2	Richland Hills	31D04 - Unconscious / Fainting (Near) - 2A	Yes
Richland Hills	M21	11/6/2023 4:32:07 PM	3000317	3	Richland Hills	26A08 - Sick Person (Specific Diagnosis) - 7A	Yes
Richland Hills	M70	11/29/2023 4:24:00 PM	3025100	2	Richland Hills	06D01 - E - Breathing Problems - COPD (Emphysema/Chronic bronchitis) - 2A	Yes
Richland Hills	M53	11/13/2023 5:44:35 AM	3007738	3	Richland Hills	17B04 - Falls - 5A	Yes
Richland Hills	M68	11/20/2023 6:09:28 PM	3016085	4	Richland Hills	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - 4B	Yes

Richland Hills	M84	11/11/2023 10:38:58 PM	3006550	5	Richland Hills	26C01 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M28	11/6/2023 2:10:32 PM	3000102	8	Richland Hills	26B01 - Sick Person (Specific Diagnosis) - 8B	Yes
Richland Hills	M28	11/4/2023 10:55:45 AM	2997609	4	Richland Hills	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - 4B	No
Richland Hills	M33	11/29/2023 2:29:50 AM	3024380	2	Richland Hills	12A02 - Convulsions / Seizures - 2A	Yes
Richland Hills	M38	11/23/2023 5:15:23 PM	3018820	2	Richland Hills	10D01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 2A	Yes
Richland Hills	M45	11/9/2023 12:20:44 AM	3003343	2	Richland Hills	31D02 - Unconscious / Fainting (Near) - 2A	Yes
Richland Hills	M60	11/20/2023 4:10:02 AM	3015301	7	Richland Hills	26A08 - Sick Person (Specific Diagnosis) - 7A	Yes
Richland Hills	M63	11/28/2023 3:26:56 PM	3023923	5	Richland Hills	26A05 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M28	11/20/2023 1:47:43 PM	3015847	5	Richland Hills	26A03 - Sick Person (Specific Diagnosis) - 5A	Yes
Richland Hills	M33	11/28/2023 12:36:04 PM	3023755	4	Richland Hills	29B01 - V - Traffic Collision / Transportation Incident - Multiple patients - 4B	Yes
Richland Hills	M75	11/19/2023 8:08:29 AM	3014427	2	Richland Hills	06D05 - Breathing Problems - 2A	Yes
Richland Hills	M87	11/4/2023 10:52:37 AM	2997605	5	Richland Hills	17B04 - Falls - 5A	Yes
Richland Hills	M37	11/7/2023 11:39:43 AM	3001191	3	Richland Hills	28C05 - Y - Stroke (CVA) / Transient Ischemic Attack (TIA) - No test evidence of stroke (≥ T	Yes
Richland Hills	M42	11/7/2023 6:22:47 PM	3001650	7	Richland Hills	30B01 - Traumatic Injuries (Specific) - 7A	No
Richland Hills	M50	11/17/2023 2:50:11 PM	3012345	3	Richland Hills	45C01 - Specialized Unscheduled Up-Care Transport - Charlie	Yes
Richland Hills	M79	11/23/2023 7:37:20 PM	3018962	7	Richland Hills	06C02 - O - Breathing Problems - 7A	Yes
Richland Hills	M34	11/8/2023 11:43:58 AM	3002405	5	Richland Hills		No
Richland Hills	M85		3013879	5	Richland Hills	10D04 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Richland Hills	M29	11/24/2023 5:15:47 AM	3019355	8	Richland Hills	26B01 - Sick Person (Specific Diagnosis) - 8B	Yes
Richland Hills	M38	11/14/2023 7:56:01 AM	3008788	2	Richland Hills	12D04 - Convulsions / Seizures - 2A	No
Richland Hills	M32	11/8/2023 10:10:39 PM	3003271	8	Richland Hills	04B03 - A - Assault - Assault - 8B	No
Richland Hills	M23	11/28/2023 1:40:02 PM	3023804	2	Richland Hills	17D05 - G - Falls - On the ground or floor - 2A	Yes

Richland Hills	M29	11/6/2023 8:33:51 PM	3000635	5	Richland Hills	06C01 - Breathing Problems - 5A	Yes
Richland Hills	M34	11/14/2023 8:12:24 PM	3009507	5	Richland Hills	38A03 - Advanced SEND (Medical Miranda) - 8B	Yes
Richland Hills	M65	11/29/2023 10:22:59 AM	3024626	5	Richland Hills	17B04 - Falls - 5A	No
Richland Hills	M91	11/6/2023 7:41:07 AM	2999652	3	Richland Hills	21B01 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	Yes
Richland Hills	M43	11/21/2023 5:56:51 PM	3017009	5	Richland Hills	45A01 - Specialized Unscheduled Up-Care Transport - 5A	Yes

Total Given 87

RECEIVED

Aid FROM	Total	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
Arlington	1	Arlington	AMR Arlington 1	11/10/2023 10:24:59 AM	3004744	5	Fort Worth	06C01 - Breathing Problems - 5A	Yes
Eagle Mountain	14	Eagle Mountain	Eagle Mountain	11/29/2023 5:34:24 PM	3025196	2	Fort Worth	31D04 - Unconscious / Fainting (Near) - 2A	No
		Eagle Mountain	Eagle Mountain	11/18/2023 10:28:18 AM	3013390	7	Fort Worth	05A01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A	Yes
		Eagle Mountain	Eagle Mountain	11/15/2023 6:32:07 PM	3010516	5	Fort Worth	01C06 - Abdominal Pain / Problems - 5A	Yes
		Eagle Mountain	Eagle Mountain	11/18/2023 1:33:23 PM	3013549	2	Fort Worth	06D02 - A - Breathing Problems - Asthma - 2A	Yes
		Eagle Mountain	Eagle Mountain	11/2/2023 6:45:25 AM	2995184	5	Fort Worth	17B01 - G - Falls - On the ground or floor - 5A	Yes
		Eagle Mountain	Eagle Mountain	11/5/2023 12:18:35 PM	2998759	3	Fort Worth	11D01 - F - Choking - Food - 2A	No
		Eagle Mountain	Eagle Mountain	11/6/2023 4:30:41 PM	3000308	5	Fort Worth	26C01 - Sick Person (Specific Diagnosis) - 5A	No
		Eagle Mountain	Eagle Mountain		3000522	3	Fort Worth	29B01 - Motorcycle (solitary) - 3A	Yes
		Eagle Mountain	Eagle Mountain	11/6/2023 8:47:10 PM	3000659	M	Fort Worth	25A02 - Psychiatric / Abnormal Behavior / Suicide Attempt - 8B	No
		Eagle Mountain	Eagle Mountain	11/7/2023 12:56:44 PM	3001293	3	Fort Worth	28C03 - J - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR evidence of stroke (< T	Yes
		Eagle Mountain	Eagle Mountain	11/11/2023 5:07:26 PM	3006248	6	Fort Worth	45C06 - Specialized Unscheduled Up-Care Transport - 6A	No
		Eagle Mountain	Eagle Mountain	11/10/2023 11:06:42 AM	3004811	7	Saginaw	17A01 - Falls - 7A	Yes
		Eagle Mountain	Eagle Mountain	11/11/2023 5:07:48 PM	3006253	5	Fort Worth	26C01 - Sick Person (Specific Diagnosis) - 5A	Yes

Eagle Mountain	Eagle Mountain		2994899	2	Fort Worth	17D04 - G - Falls - On the ground or floor - 2A	No
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Total Received 15

Tab H – Compliance and Legal



Legal Team Report November 29, 2023- January 16, 2024

Compliance Officer Duties

- Assisted multiple MAEMSA jurisdiction Police departments with multiple criminal investigations, records requests, missing persons investigations, and crew member statements, witness interviews for criminal investigations as needed.
- Assisted Tarrant County Medical Examiner's office with multiple death investigations, and records requests.
- Assisted FWPB and Tarrant Co. Sheriff's Office Narcotics Division with Fentanyl OD intelligence data.
- Processed fourteen narcotic anomalies.

Paralegal Duties

- 7 DFPS reports were filed for suspected abuse, neglect, or exploitation.
- Provided internal legal support for the team members and processed requests regarding legal matters.
- 8 Subpoenas(s) for witness appearance processed and served.
- Conducted internal affairs employee investigation(s) regarding various complaints, and conduct.
- 4 court appearances as states witness in criminal trials.
- Reviewed multiple legal & privacy matters with field crewmembers, HR and OMD, provided legal guidance as needed.
- Drafted, reviewed, negotiated, and executed multiple agreements with outside parties for various internal business matters.
- 7 Pre-Trial meeting were held with the Tarrant Co. District Attorney's Office.

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