



Metropolitan Area EMS Authority (MAEMSA)

dba MedStar Mobile Healthcare

Board of Directors

February 22, 2024

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

Date and Time: February 22, 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/1466712610>

or by phone at (469) 445-0100 (meeting ID :146 671 2610).

AGENDA

- | | | | |
|-------------|-------------------------------|--|----------------------------|
| 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. February 21, 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 – 1589 | Approval of Board Minutes for January 25, 2024 | Councilman Flores
Pg. 1 |
| | BC – 1590 | Approval of Check Register for January | Councilman Flores
Pg. 5 |

V. NEW BUSINESS

BC – 1591	Haslet FD UE-Scope Purchase	Fire Chief Doug Spears
BC – 1592	Fractile Reporting	Kenneth Simpson

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: 02.22.2024	Reference #: BC-1589	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 January.

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 January 25, 2024

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, Dr. Brad Commons, and Bryce Davis. Board members physically present were Chair Councilman Carlos Flores, Dr. Chirs Bolton, Dr. Janice Knebl, Fire Chief Doug Spears, Susan Alanis, Teneisha Kennard, Ken Simpson (Ex-officio Non-voting) and Dr. Jeff Jarvis (Ex-officio Non-voting). Others present were General Counsel Kristofer Schleicher, Chad Carr, Chris Cunningham, Steve Post, Dwayne Howerton, Pete Rizzo, Matt Zavadsky and Leila Peeples.

Guests on phone or in person as attendees: Fort Worth Assistant City Manager Valarie Washington, Fire Chief Brian Jacobs, Fire Chief Jeff Ballew, Fire Chief Ryan Arthur, Dr. Brian Miller, Andrew Malone, Anita Meadows, April Huse, Blair Brame, Bob Strickland, Bradley Crenshaw, Brandon Pate, Brian White, Dani Briones, Desiree Partain, Diana Anderson, Heath Stone, Jeremy Kelley, Jose Talavera, Kayden Bathory, Kerby Johnson, Kier Brister, LaChandra Goynes, Lesley Leopold, Lindy Curtis, Lisa Gray, Maerissa Thomas, Michael Griffith, Monica Cruz, Nick Bombardier, Odelle Carrette, Rhode Ontiveros Romero, Richard Brooks, Ricky Hyatt, Rosa Palacios, Scott Mesick, Shaun Curtis, Whitney Burr, William Gleason, and Will Mercer.

II. INTRODUCTION OF GUESTS

Chair Carlos Flores introduced City of Fort Worth Attorney Taylor Paris and Whitley Penn representatives Josh Agren and Adam Mosley.

III. CONSENT AGENDA

- BC-1585 Approval of Board Minutes for December 6, 2023**
- BC-1586 Approval of Check Register November/December**

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

IR - 230 MedStar Annual Independent Financial Audit

BC - 1587 Specialized HUG Project

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

BC - 1588 OMD Data Presentation

The motion to approve was made by Doug Spears and seconded by Dr. Chris Bolton. The motion carried unanimously.

V. MONTHLY REPORTS

- A.** Chief Executive Officer– Ken Simpson referred to Tab A and informed the Board that we have been working with the City of Fort Worth and JPS on jail invoices and expect both to go before their respective boards or councils in March for approval. Ken offered kudos to Marshall’s Office, Fort Worth Police Department, Fort Worth Fire Department, and MedStar on the spectacular job all agencies exhibited during the aftermath of the explosion in Downtown Fort Worth on January 8th; we will be working through after actions reports for the opportunity improvement in future events. Fort Worth Mayor Mattie Parker reached out to all agencies involved and asked them to be represented at the Fort Worth Stock and Rodeo. Ken provided the first interim report from Fitch & Associates to the Board earlier this week. The Ad Hoc Committee will meet on February 6th to dive into some of the financials, governance conversations and models and on February 20th, they will release their final draft report with recommendations and different modeling for different EMS systems.
- B.** Office of the Medical Director – Dr. Jarvis referred to Tab B and reviewed the new OMD clinical dashboard showing system performance against national benchmarks. Dr. Jarvis provided an update on our operation safe intubation and STEMI care. The next CE will focus on cardiac arrest protocol changes and those protocols are still in development. After research, field testing and market review, we have decided to move the system to use of the Air-Q Supraglottic Airway and system-wide training on the device will be complete as of March 1st. Dr. Jarvis also noted that Fort Worth Fire Department paramedics are completing credentialing at an advanced level.
- C.** Chief Transformation Officer – Matt Zavadsky referred to Tab C and offered kudos to Desiree Partain on her work with community projects.
- D.** Chief Financial Officer– Steve Post referred to Tab D.
- E.** Chief Human Resources Officer- Leila Peeples referred to Tab E and informed the Board that we have 25 new hirers starting on Monday which will give us a full staff but are

continuing to recruit due to attrition. Human Resources is preparing for National Cancer Awareness next month to promote awareness, screenings, and prevention.

- F.** FRAB – Chief Spears informed the Board that Fitch & Associates has made significant data requests from each of the member city FROs. The FRAB is monitoring the Fitch & Associates study and upcoming Ad Hoc meetings. The next FRAB meeting will be held on February 15th.
- G.** Operations – Chris Cunningham referred to Tab G and offered kudos to Operations on handling winter weather activity this month and are preparing for February. A new field schedule will go live this month -- Heath Stone and the team did an excellent job demand and staffing. We have met our priority one response times at the 85th percentile standard for the last three months. Our Communication Center has maintained their ACE accreditation for the first quarter and the IT Department and Paranet have completed the network refresh project.
- H.** Compliance and Legal- Chad Carr referred to Tab H.
- I.** EPAB – Dr. Commons informed the Board of the EPAB meeting this afternoon and offered kudos to Dr. Jarvis and the Office of Medical Director for ensuring our patients receive the best care possible.

VI. REQUEST FOR FUTURE AGENDA ITEMS

None.

VII. CLOSED SESSION

None.

VIII. ADJOURNMENT

The Board stood adjourned at 10:58 a.m.

Respectfully submitted,

Douglas Spears
Secretary

**MAEMSA
BOARD COMMUNICATION**

Date: 02.22.2024	Reference #: BC-1590	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 January.

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 1/1/2024 and 1/31/2024

Check Number	CK Date	Vendor Name	Check Amount	Description
115134	1/4/2024	Bound Tree Medical LLC	42,790.96	Various Medical Supplies
115136	1/4/2024	Care Now Corporate	5,426.00	New Hire Pre-Employment Drug screening
115139	1/4/2024	Founder Project RX Inc	6,001.04	Various Medical Supplies
115150	1/4/2024	Medline Industries, Inc.	14,456.97	Various Medical Supplies
115154	1/4/2024	Paragon Enterprises Inc	8,541.50	Various Medical Supplies
115174	1/4/2024	Westmatic Corporation	12,596.84	PM program Car Washes
115176	1/4/2024	XL Parts	6,732.11	Various Parts
115191	1/11/2024	Abbott Laboratories Inc	6,877.04	ISTAT analyzer service contract
115195	1/11/2024	Bound Tree Medical LLC	8,535.88	Various Medical Supplies
115196	1/11/2024	Collection Management Company	15,845.87	Collection Services
115197	1/11/2024	CyrusONe	8,294.48	Bandwidth/Colocation
115203	1/11/2024	Maintenance of Ft Worth, Inc.	6,148.56	Janitorial Services and Supplies
115204	1/11/2024	Mansfield Service Partners South, LLC	5,425.20	Bulk DEF
115207	1/11/2024	Medic Built LLC	100,463.00	III AEV Remount - VIN #3366
115216	1/11/2024	Public Consulting Group, Inc.	101,702.90	Ambulance Supplemental Payment
115224	1/11/2024	The EMS Training School	8,000.00	Paramedic Tuition - B Cramer
115225	1/11/2024	TML Intergovernmental Risk Pool	92,909.78	Liability Deductible
115228	1/11/2024	Zoll Medical Corporation	6,197.31	Various Medical Supplies
115230	1/18/2024	Airgas USA, LLC	7,192.98	Cylinder Rentals
115231	1/18/2024	Amazon Marketplace	6,814.89	Christmas Tree Storage Bag and Spare Gateways
115234	1/18/2024	Bound Tree Medical LLC	18,146.89	Various Medical Supplies
115237	1/18/2024	Collection Management Company	6,353.25	Collection Services
115246	1/18/2024	ImageTrend	23,202.00	Elite SMS SaaS
115249	1/18/2024	Logis Solutions	29,914.56	HERE License
115260	1/18/2024	Paranet Solutions	40,811.94	Monthly IT Services
115275	1/18/2024	Whitley Penn, LLC	16,698.00	Auditor Services
115278	1/19/2024	The EMS Training School	24,000.00	Paramedic Tuition - G Castello, S Morgan, A Lindow
115283	1/25/2024	Bound Tree Medical LLC	60,027.21	Various Medical Supplies
115288	1/25/2024	Fort Worth Heat & Air	5,150.36	Comms Mgr Office System Reset
115299	1/25/2024	Masimo Americas, Inc	7,643.08	Various Medical Supplies
115310	1/25/2024	Shift HR Compliance Training LLC	8,193.75	SHIFT HR Compliance Training
115313	1/25/2024	T & W Tire	6,688.80	Ram Tires
115316	1/25/2024	The State of Texas	67,118.83	Microsoft Monthly and Annual Subscription
115321	1/25/2024	Westmatic Corporation	6,823.51	CDC Car Wash
115322	1/25/2024	XL Parts	7,046.45	Various Parts
781312	1/26/2024	Texas Medical Liability Trust	17,619.00	Insurance Premium
1022024	1/2/2024	Frost	61,053.88	Frost Loan #30001
1032024	1/3/2024	Frost	38,540.62	Frost Loan #4563-001
1172024	1/17/2024	JP Morgan Chase Bank, N.A.	16,233.71	Credit Card Bill
4391060	1/2/2024	Frost	39,363.52	Frost Loan #39001
4399329	1/3/2024	UMR Benefits	70,411.45	Health Insurance Premium - Jan
4399338	1/3/2024	MetLife - Group Benefits	42,222.12	Dental/Vision/Basic Life/STD/Supplemental Life
4469321	1/19/2024	WEX Bank	119,515.83	Fuel Bill
4516150	1/31/2024	Integrative Emergency Service Physician	15,600.00	Contract Services - A Cornelius
4516162	1/31/2024	UT Southwestern Medical Center	12,833.33	Contract Service - B Miller
8002855	1/5/2024	Texas Comptroller of Public Accounts	7,897.37	Penalty/Interest - Unclaimed Property
18882344	1/5/2024	AT&T	15,629.41	Cell Phones/Aircards - Dec23

**MAEMSA
BOARD COMMUNICATION**

Date: 02.22.2024	Reference #: BC- 1591	Title: Haslet FD UE-Scope Purchase
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RECOMMENDATION:

It is recommended that the Board of Directors evaluate the purchase of two UE Scopes for Haslet Fire Department.

DISCUSSION:

During the COVID-19 pandemic MedStar purchased UE Scopes for fire departments in the system that requested them. A total of three requests were made by Fort Worth Fire Department and approved. Haslet Fire Department has requested the Board to consider the purchase of two UE Scopes as they desire to become an ALS First Responder Organization. The total cost for this would be \$3,158.14. This would be an unbudgeted expense and would come out of available cash.

FINANCING:

Cash on hand.

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

**MAEMSA
BOARD COMMUNICATION**

Date: 02.22.2024	Reference #: BC- 1592	Title: Fractile Reporting
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RECOMMENDATION:

It is recommended that the Board of Directors approve the response time reporting metric at the 90th percentile.

DISCUSSION:

In December of 2016 the EMS System Performance Committee recommended reporting response times at the 85th percentile and set the response time goals at that percentage. There have been several discussions over the past few years about reporting to the 90th percentile.

With discussion from FRAB and some discussion from the EMS System Performance Committee there is support to report response times at the 90th percentile. It is understood that capacity will have to be added to the system to decrease the response times but moving the reported metric to the 90th percentile will allow us to be more consistent with what is reported nationally.

For these reasons it is recommended the Board of Directors approve reporting response times at the 90th percentile.

FINANCING:

N/A.

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

Tab A – Chief Executive Officer

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.

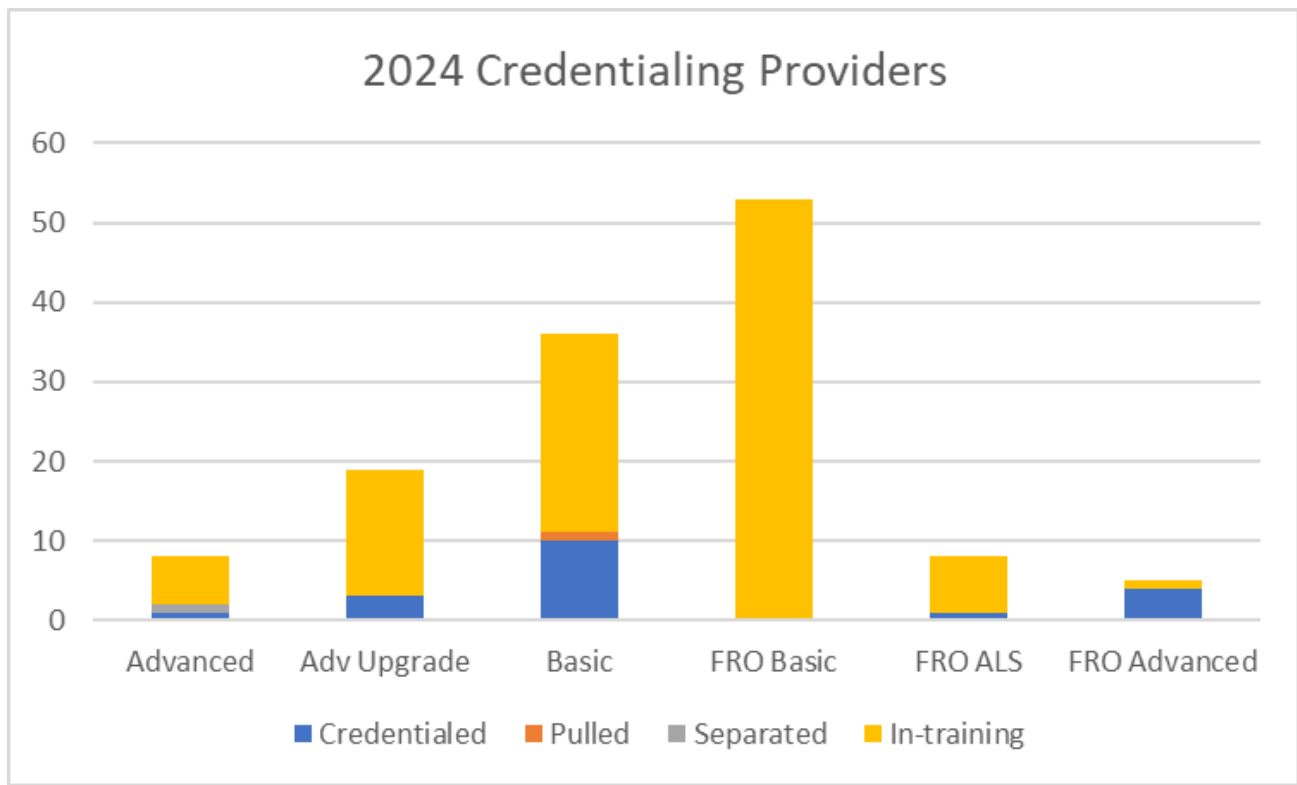
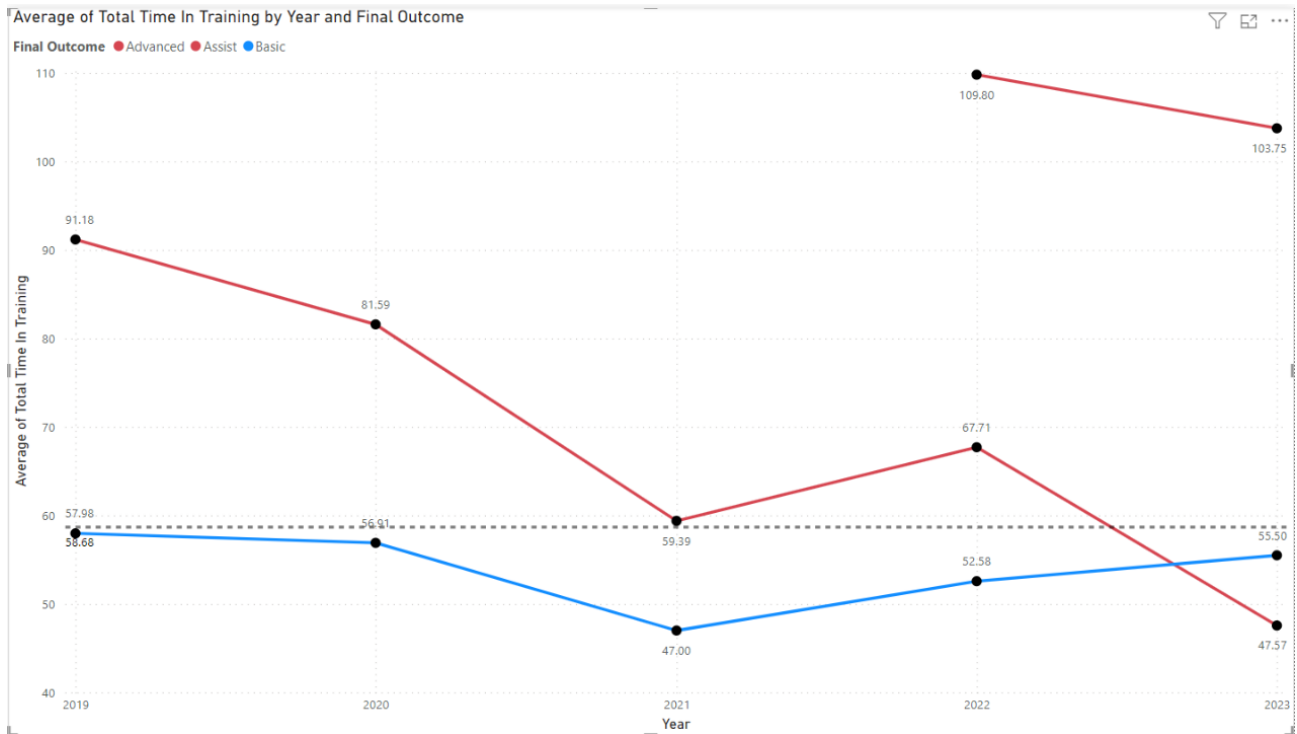
Education and Training

- OMD 24Q1CE – March/April
 - Protocol Review Modules
- OMD 24Q2CE – June
 - System wide joint training on Medical Cardiac Arrest protocol update
- UNTHSC – Simulation Lab
 - FTO training on simulation delivery and debriefing

Credentialing

- FWFD Advanced Credential Upgrade
 - 5 FWFD providers completed the Advanced Upgrade Academy
 - 4 providers have completed their MDI and are credentialed
 - 1 provider is in Phase 3 of field training
 - Working with FWFD EMS Training on next class of providers for upgrade

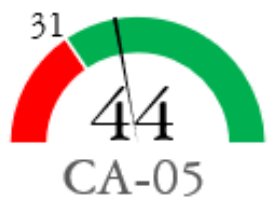
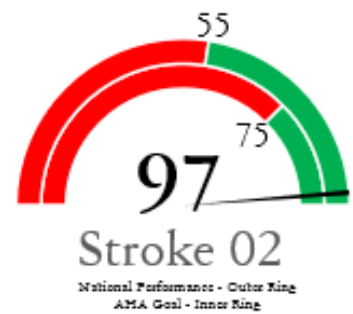
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



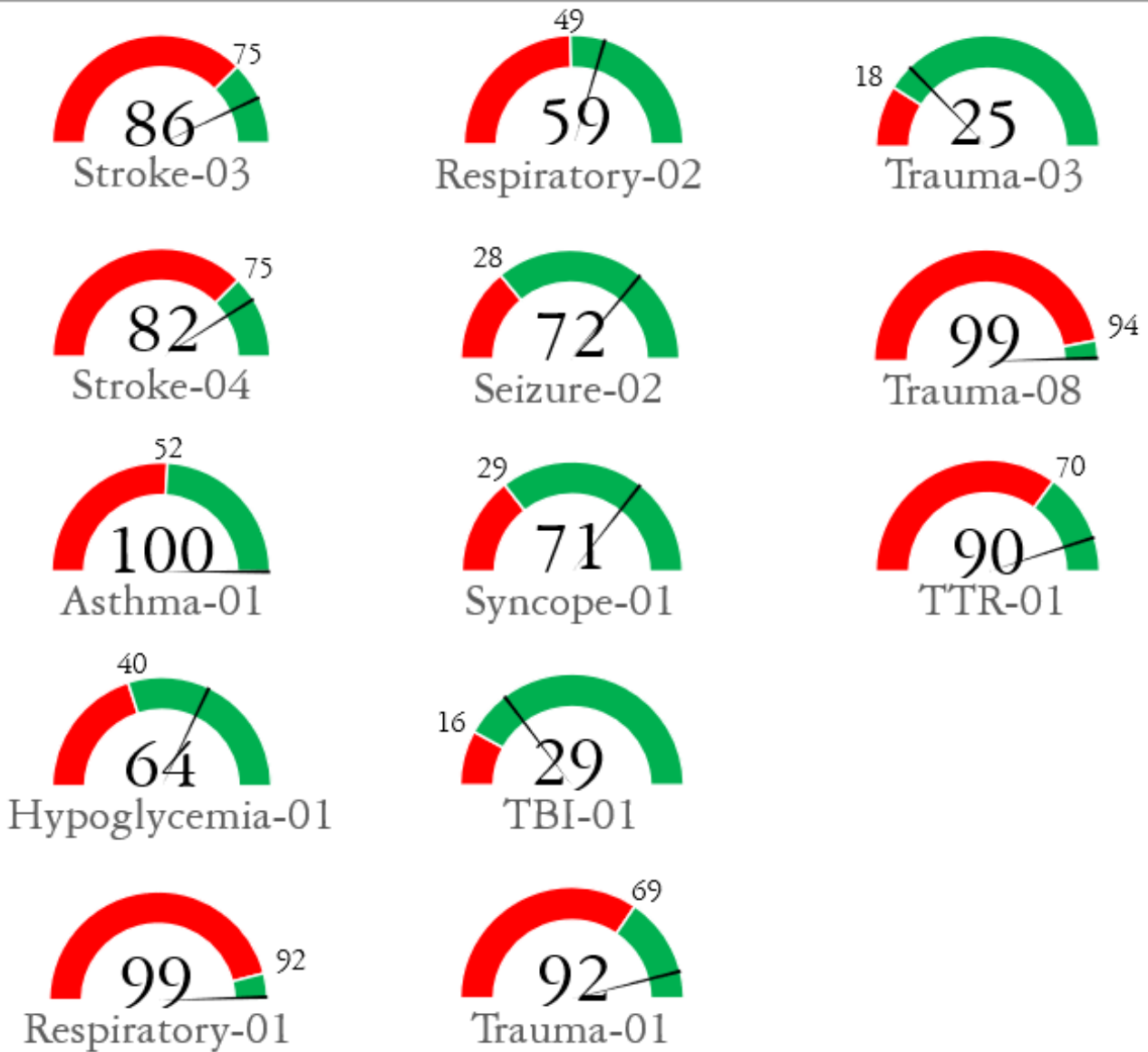
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

MAEMSA Clinical Performance Measures

Month Performance – December 2023



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



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

CA 05: Utstein Survival %

MAEMSA Performance

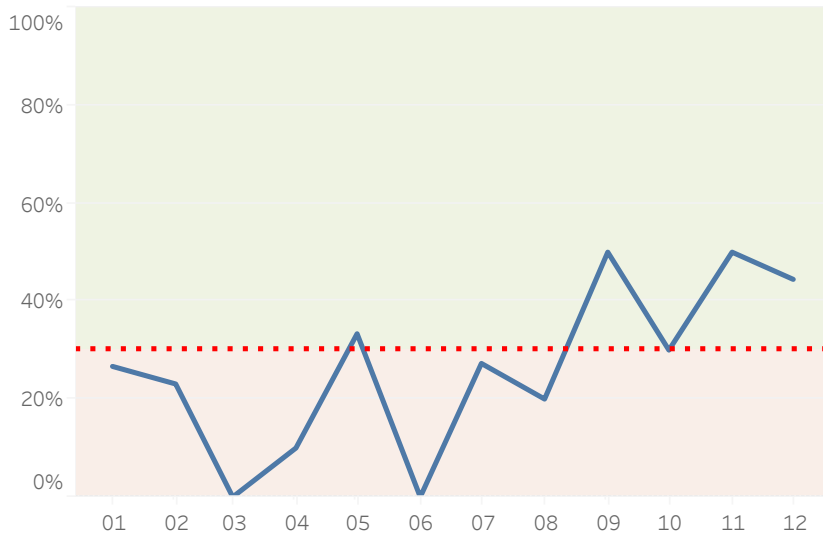
December 2023

44%

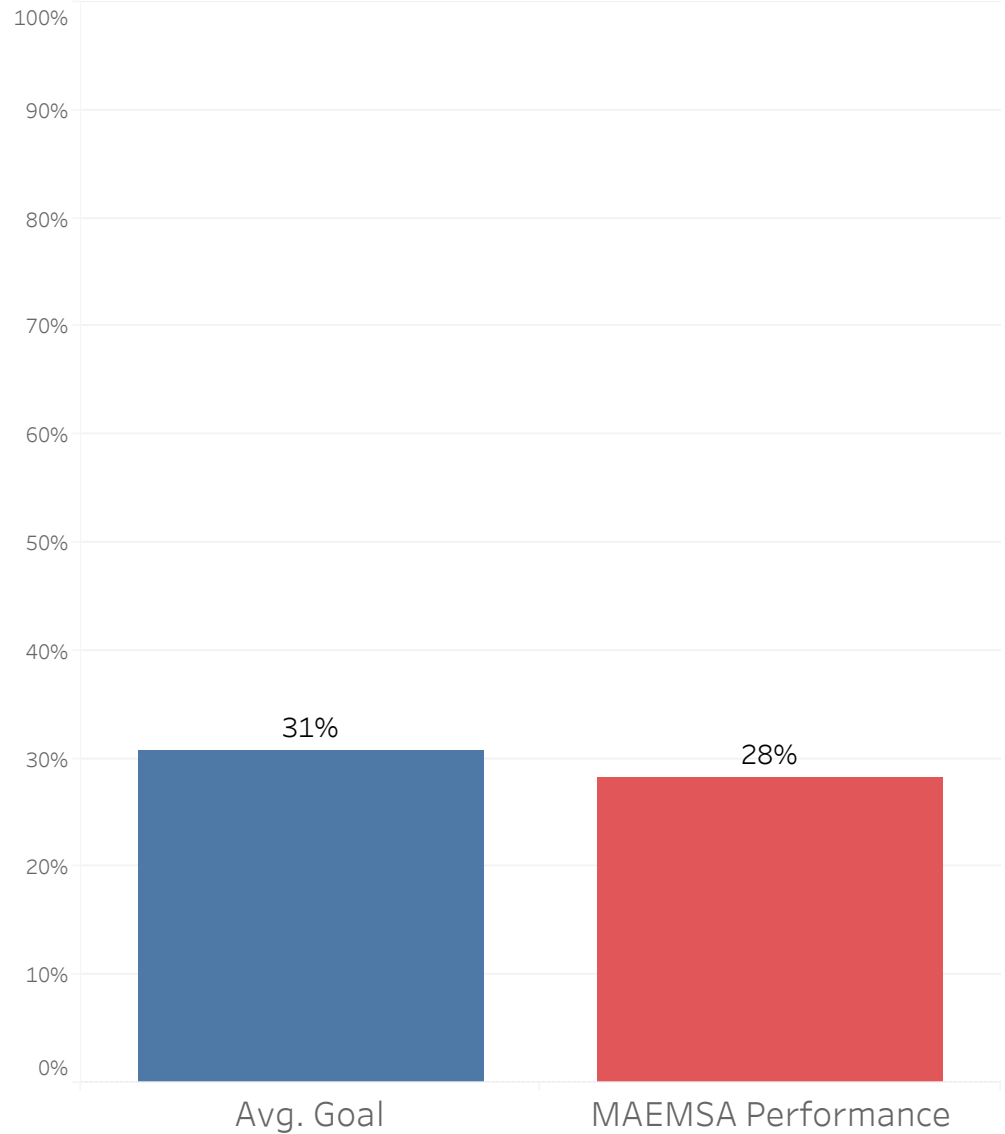
National Performance

31%

TTM Performance



Trailing 12-Month (TTM) Performance



Percentage of patients experiencing OHCA of medical etiology in which the cardiac arrest was witnessed by a bystander and the patient was found in a shockable rhythm that are discharged from the hospital alive

Airway 01: First Pass Intubation Success without Hypotension or Hypoxia

MAEMSA Performance

January 2024

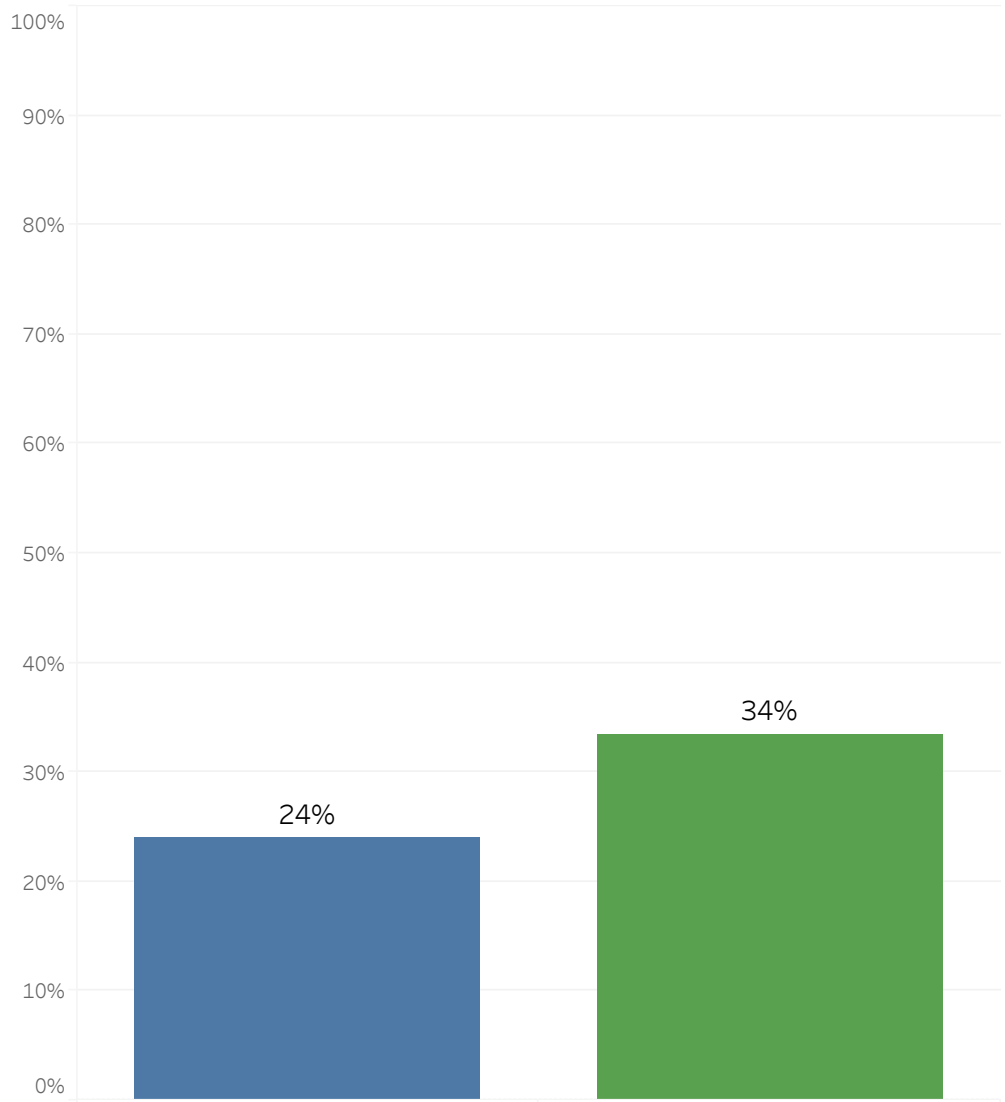
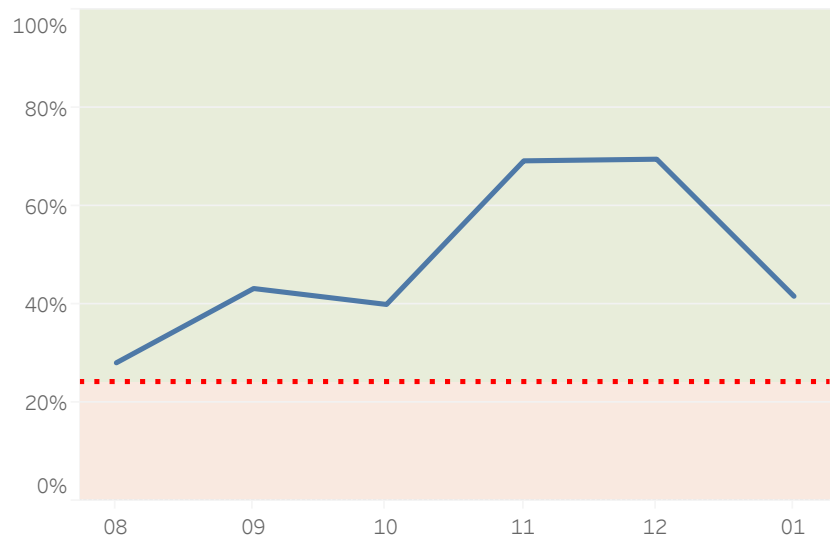
42%

National Benchmark

24%

TTM Performance

Trailing 12-Month (TTM) Performance (5mo)



Percentage of EMS responses originating from a 911 request for who receive a successful advanced airway placement on first attempt without documented hypotension or hypoxia during the peri-intubation period

Airway 02: Adequate Oxygen Saturation Achieved Before Intubation Procedure

MAEMSA Performance

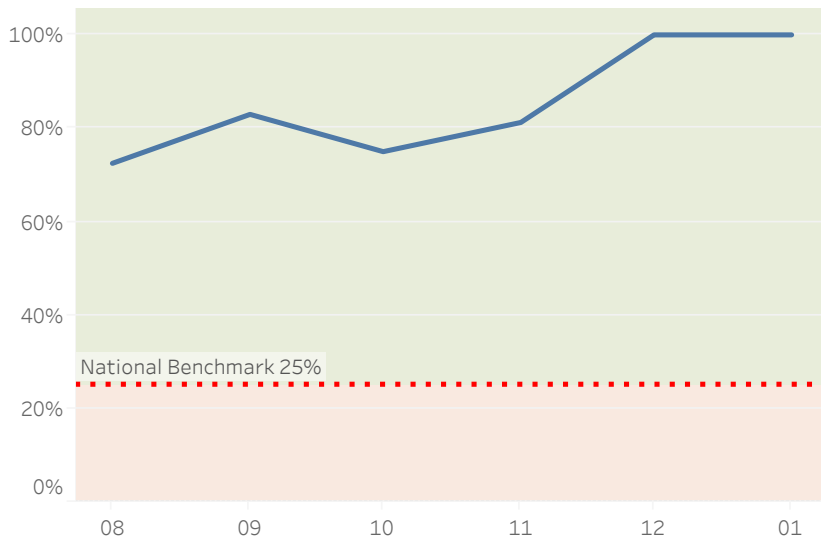
January 2024

100%

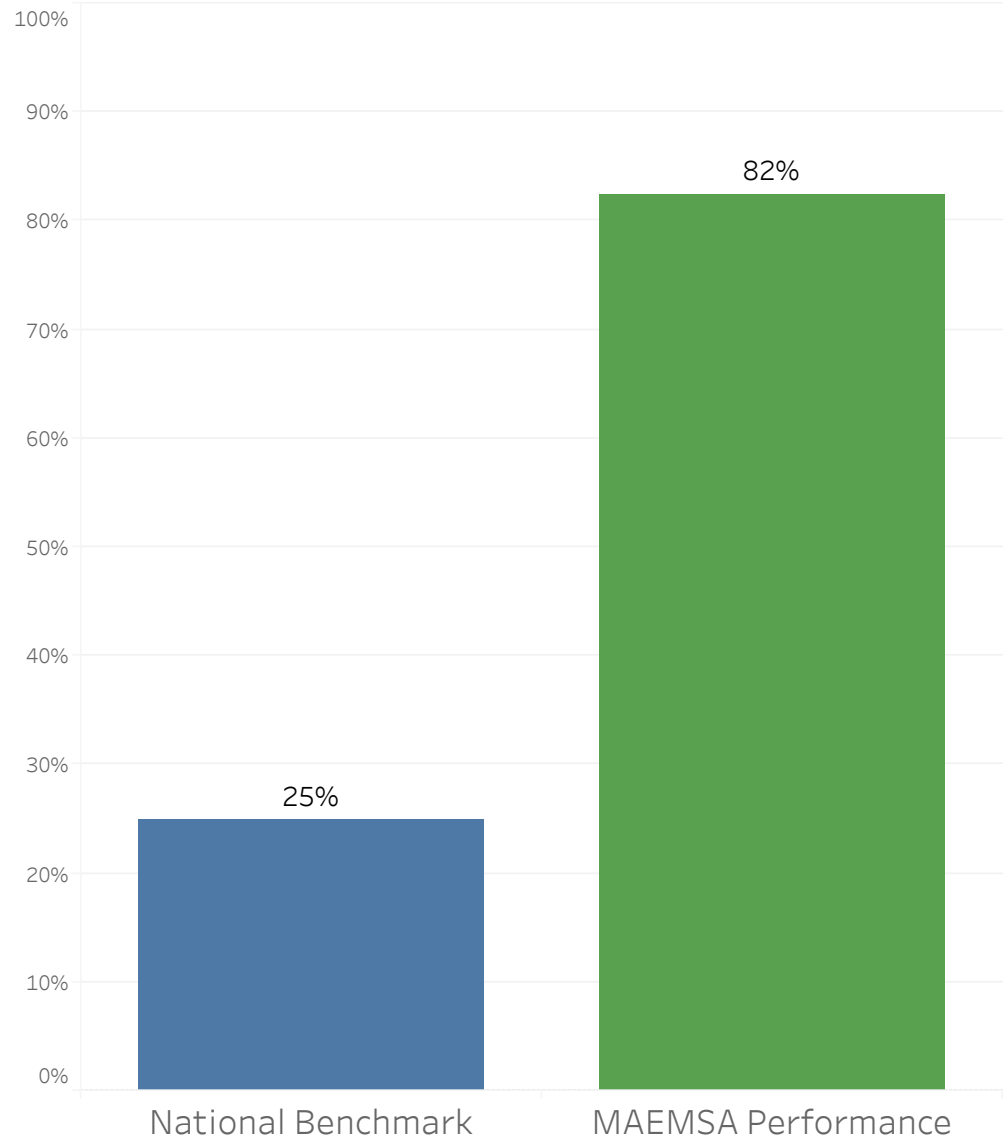
National Benchmark

25%

TTM Performance



Trailing 12-Month (TTM) Performance (5mo)



Percentage of intubation procedures performed during an EMS response originating from a 911 request in which adequate patient oxygen levels were achieved prior to intubation procedure.

Airway 03: Waveform Capnography Airway Device Monitoring

MAEMSA Performance

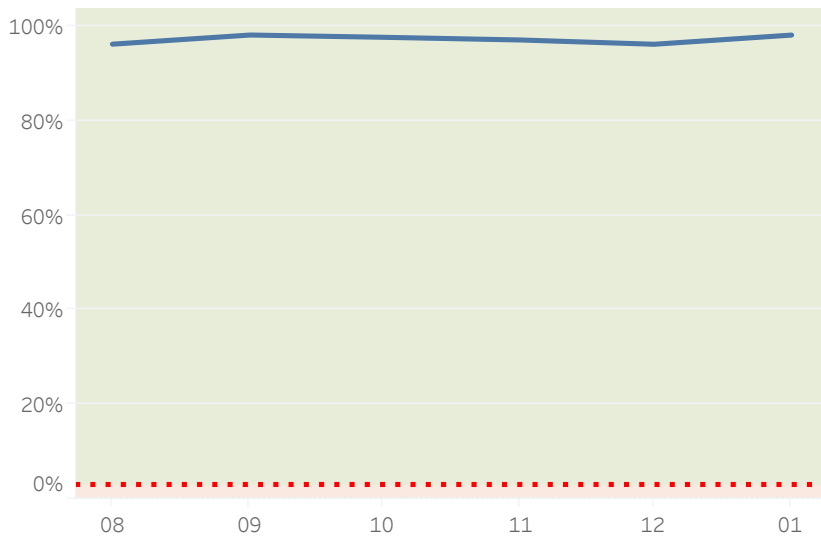
January 2024

98%

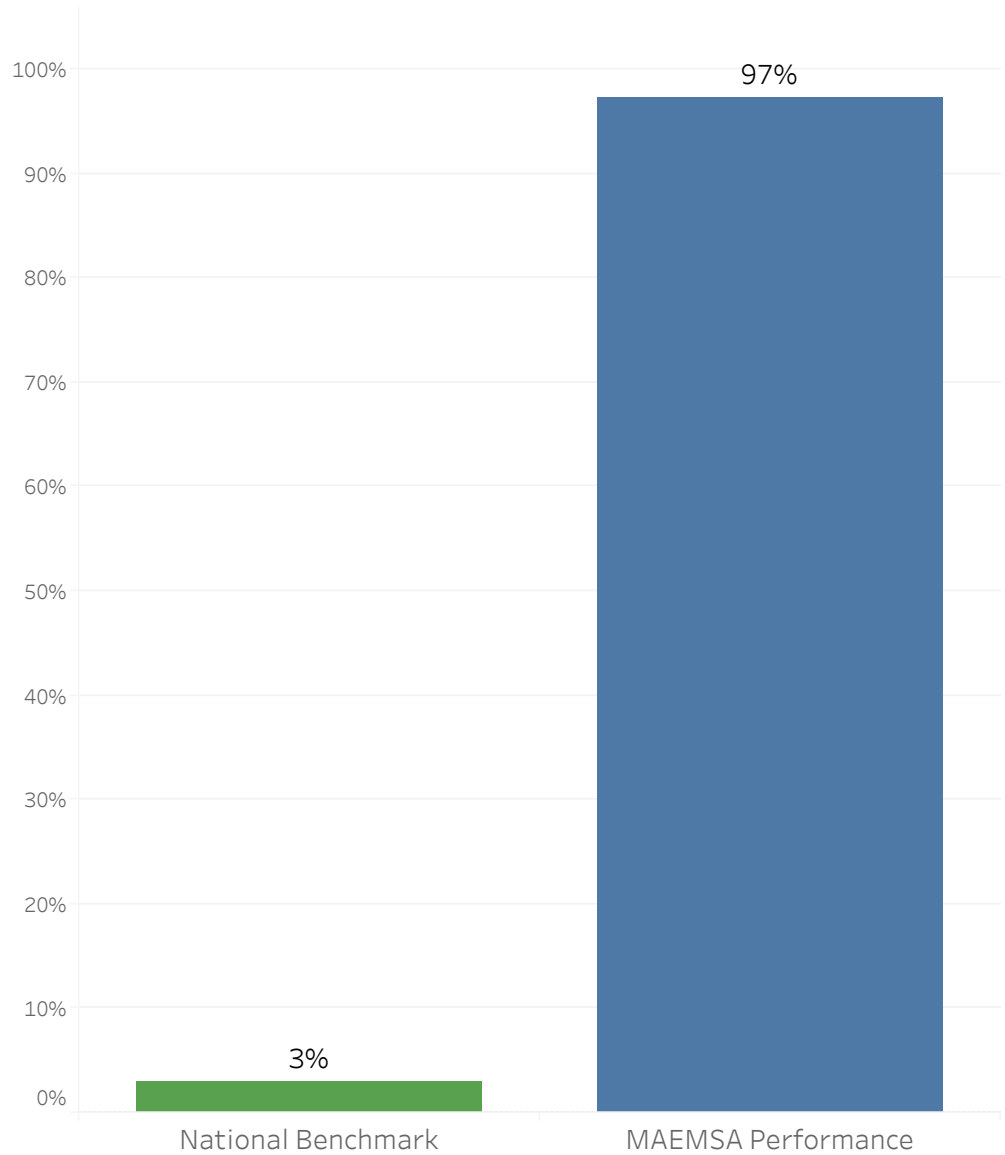
National Benchmark

3%

TTM Performance



Trailing 12-Month (TTM) Performance (5mo)



Percentage of successful advanced airway procedures performed during an EMS response originating from a 911 request in which waveform capnography is used for tube placement confirmation and monitoring.

STEMI 02: Aspirin Administration for STEMI

MAEMSA Performance

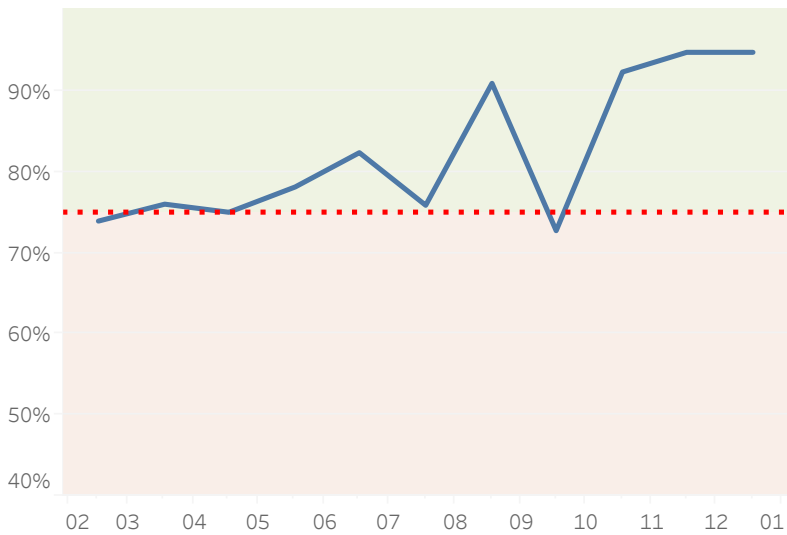
January 2024

95%

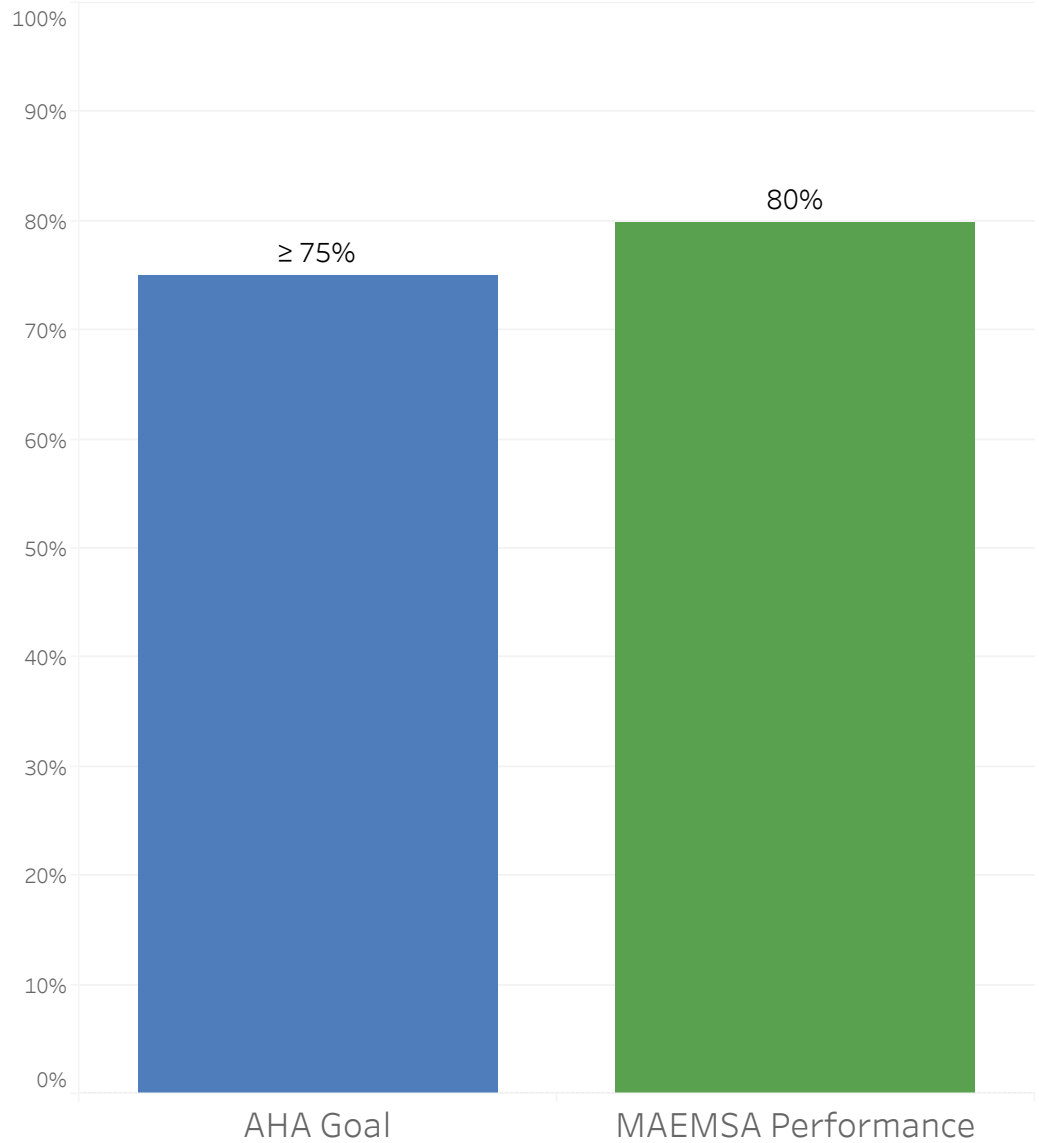
AHA Goal

≥ 75%

TTM Performance



Trailing 12-Month (TTM) Performance



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

STEMI 03: 12 Lead ECG Performed within 10 minutes in STEMI patients

MAEMSA Performance

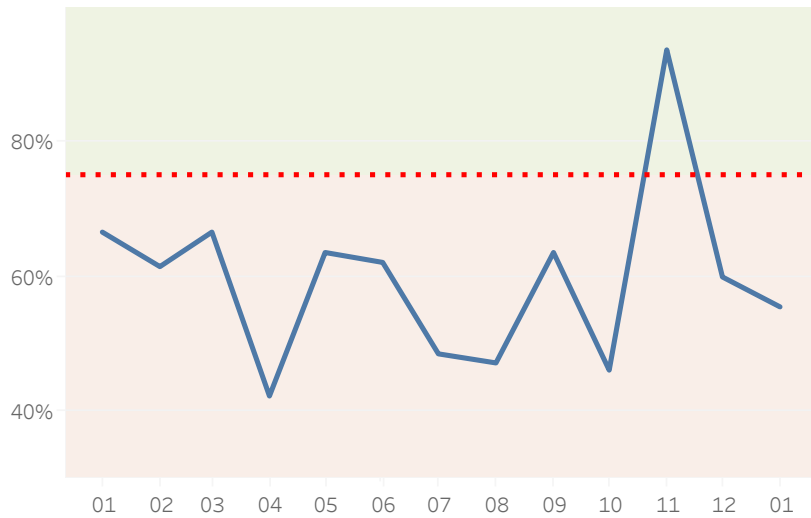
January 2024

56%

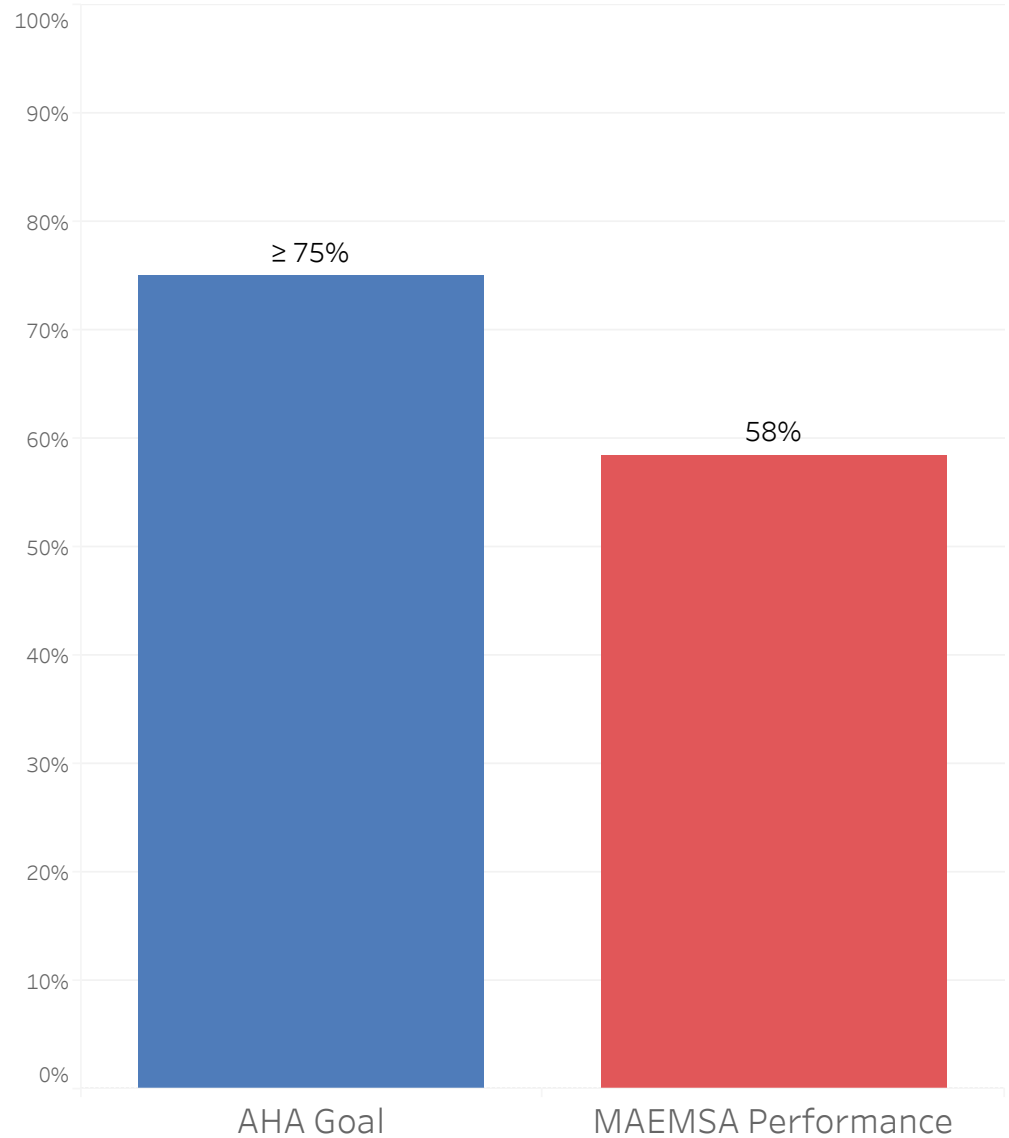
AHA Goal

≥ 75%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

STEMI 04: Pre-Arrival Notification ≤ 10 Minutes for Positive STEMI Heart Attack ECG

MAEMSA Performance

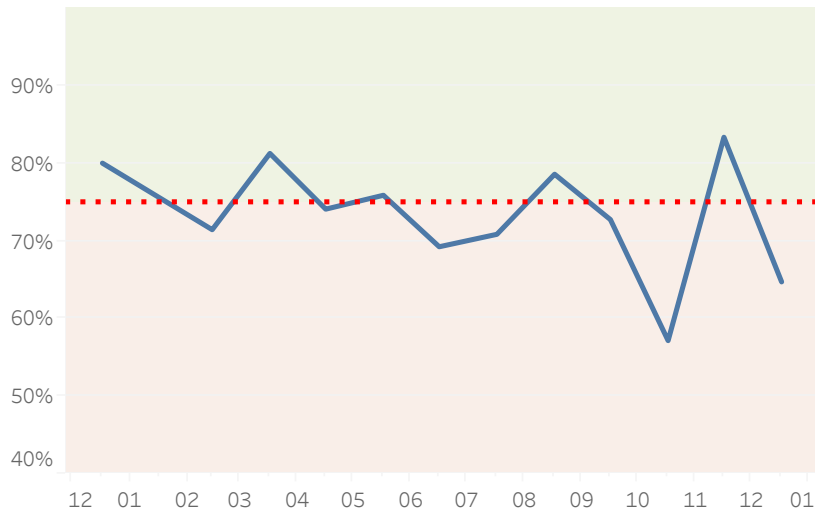
January 2024

65%

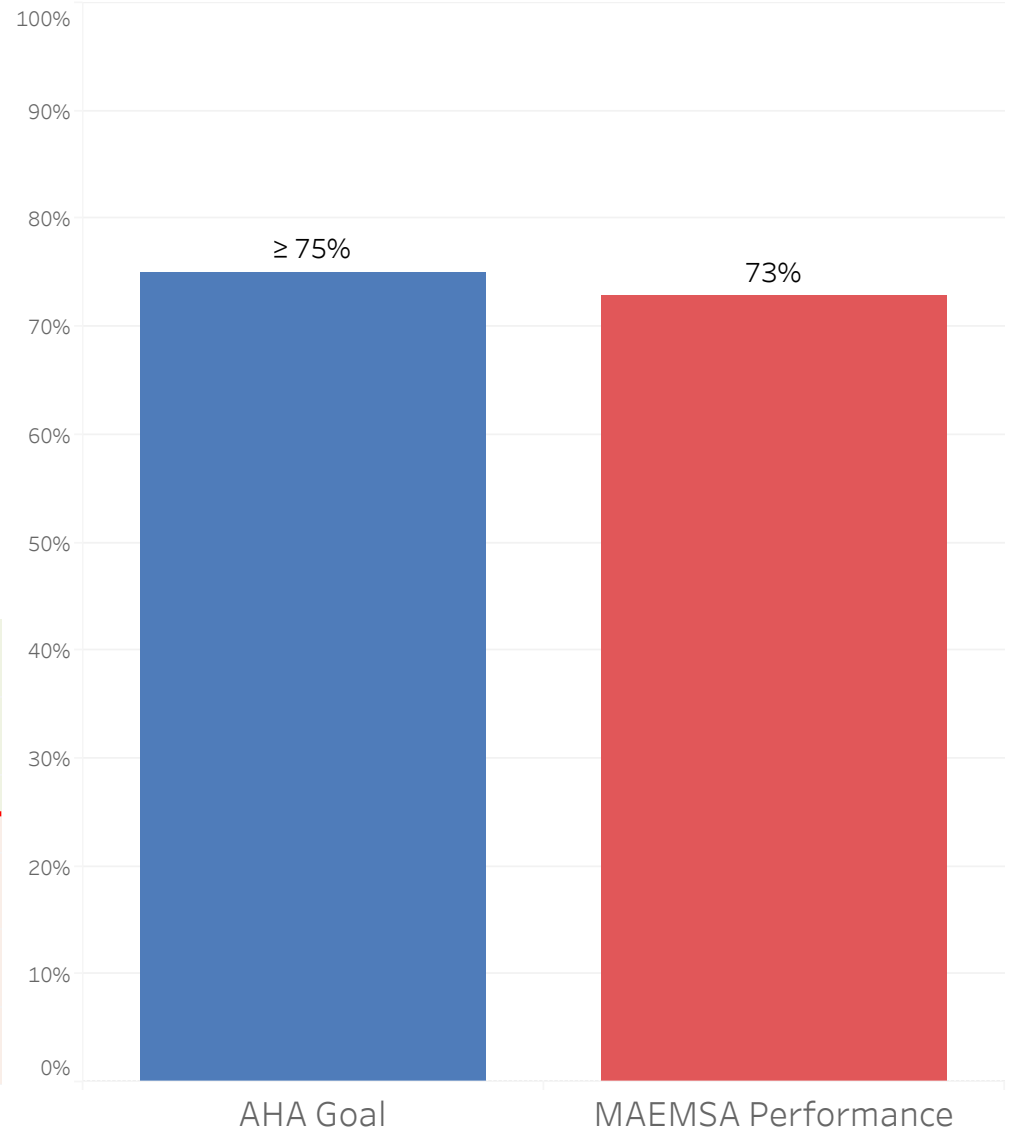
AHA Goal

≥ 75%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

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

MAEMSA Performance

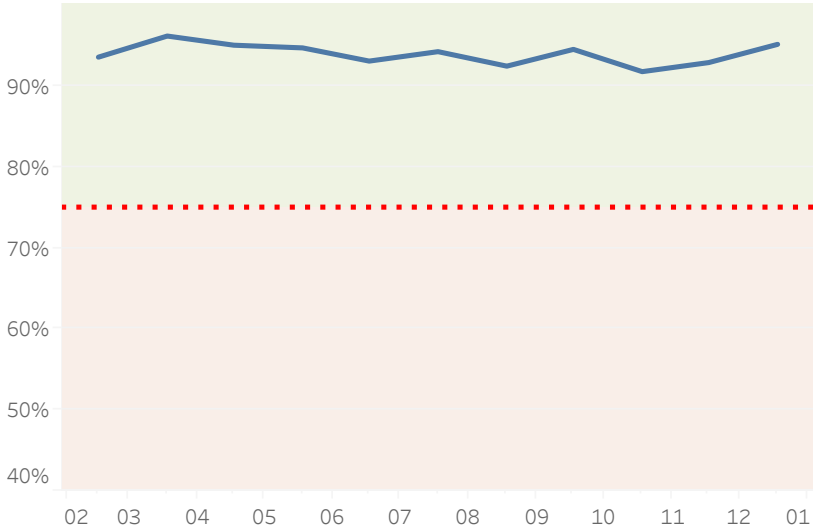
January 2024

95%

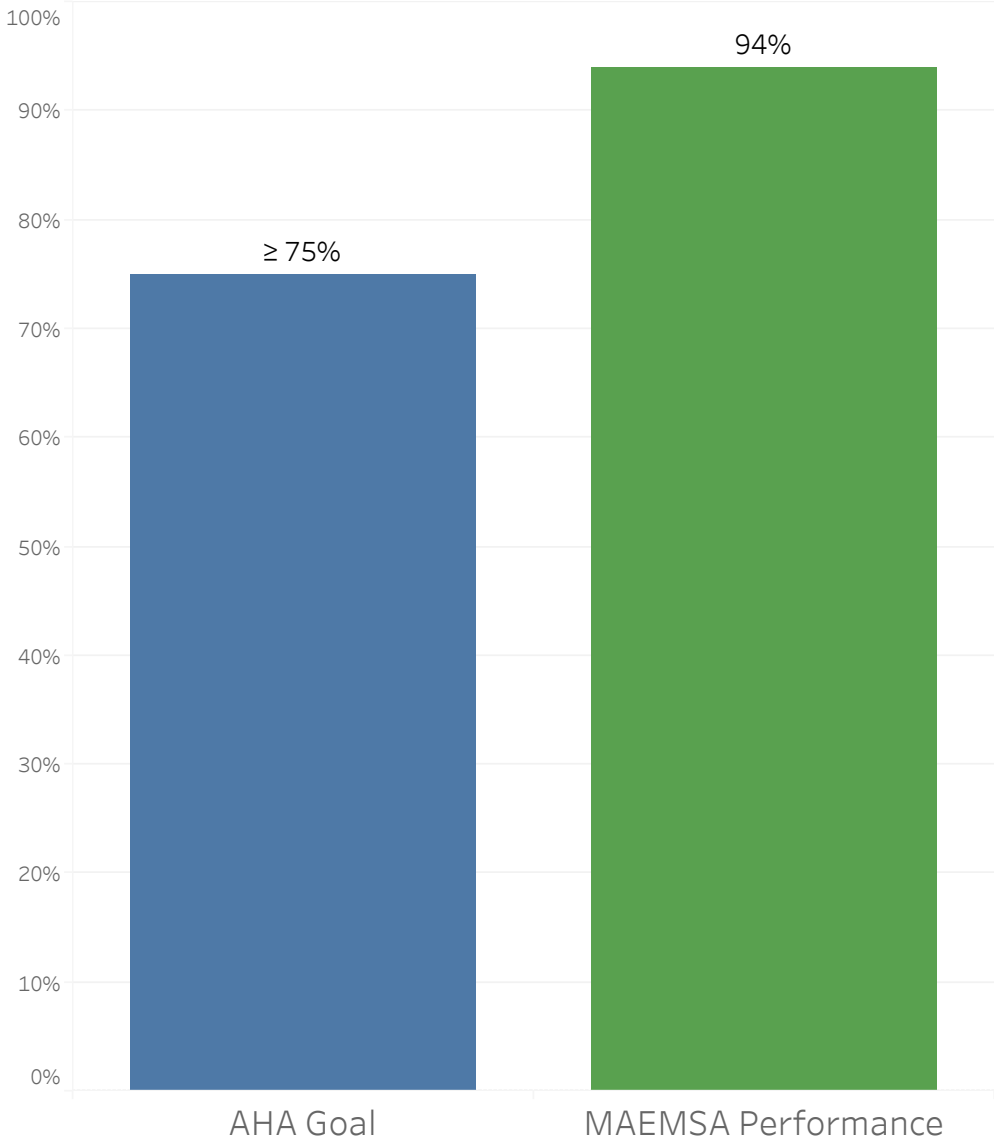
AHA Goal

≥ 75%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

Stroke 02: Stroke Screen Performed and Documented

MAEMSA Performance

January 2024

97%

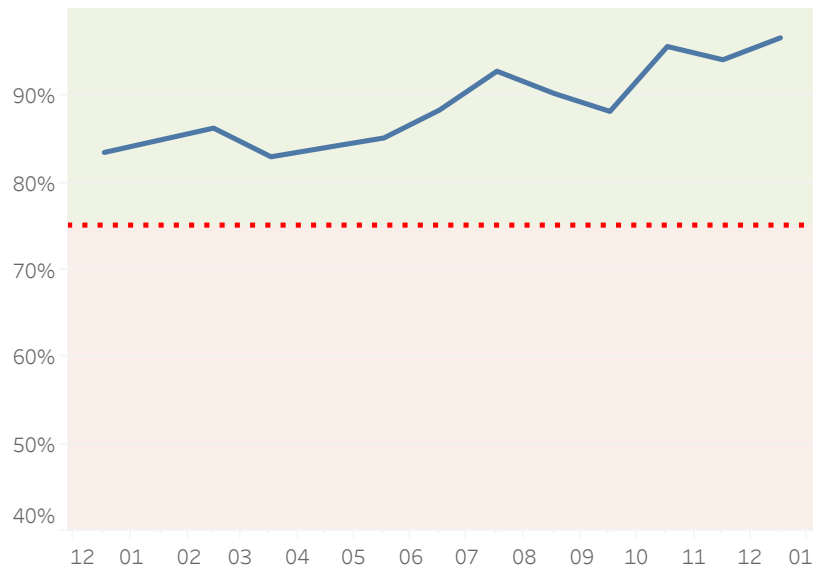
AHA Goal

≥ 75%

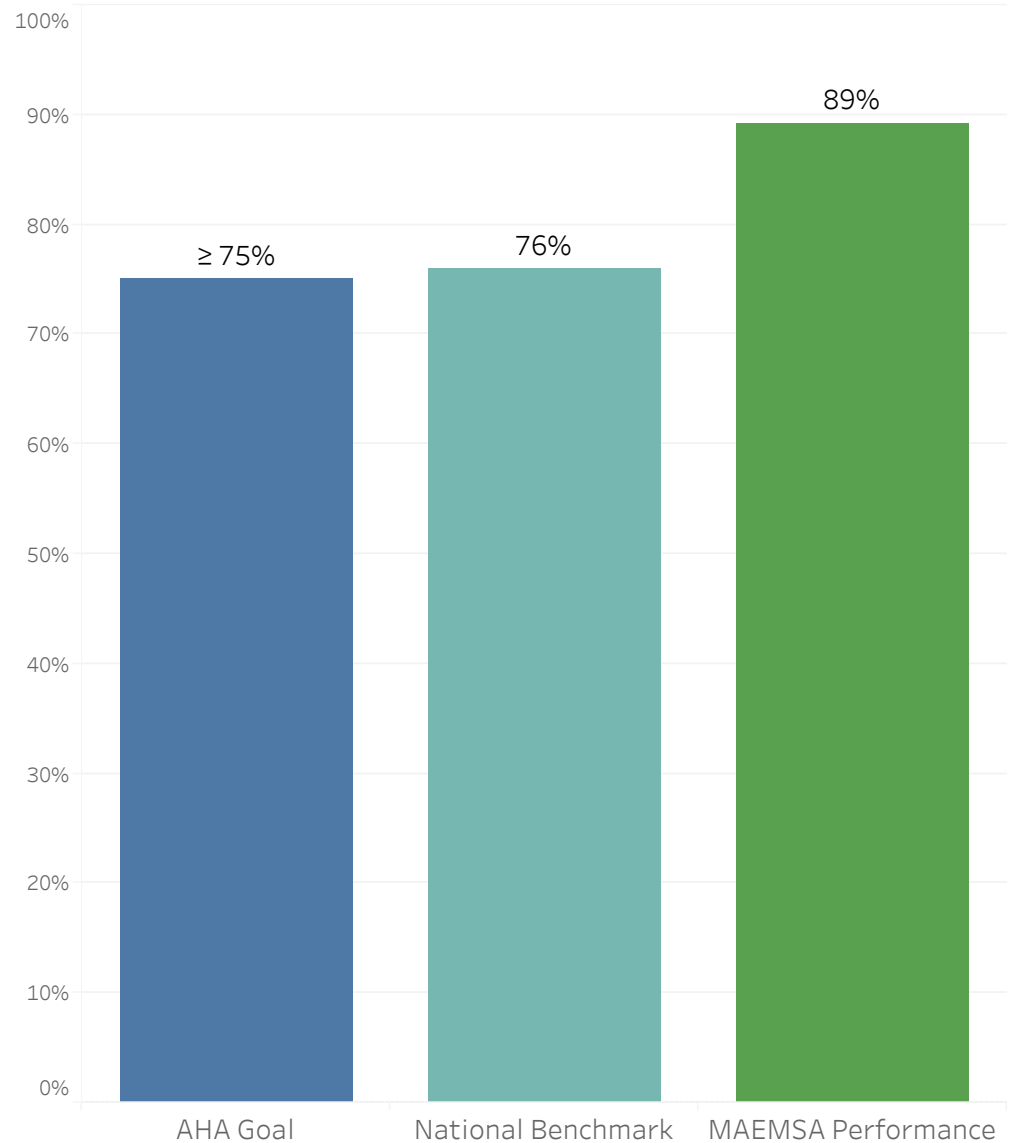
National Benchmark

76%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

Stroke 03: Stroke Alert for Suspected Stroke

MAEMSA Performance

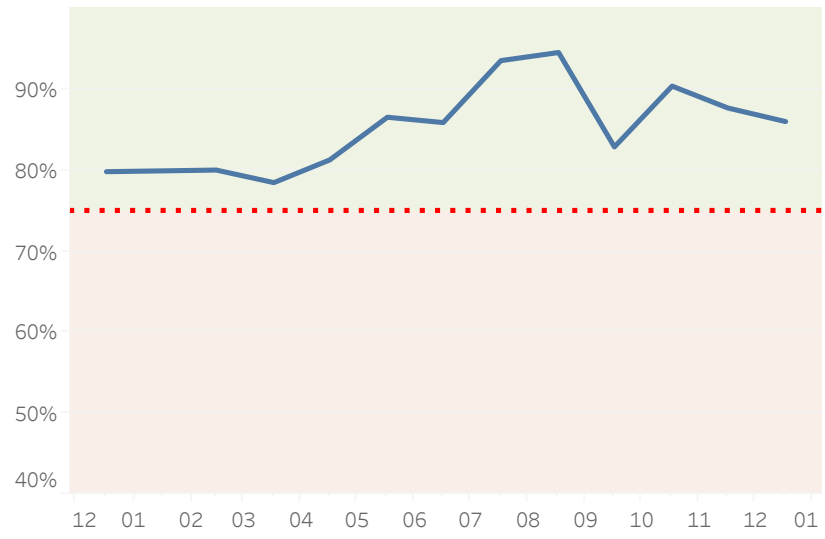
January 2024

86%

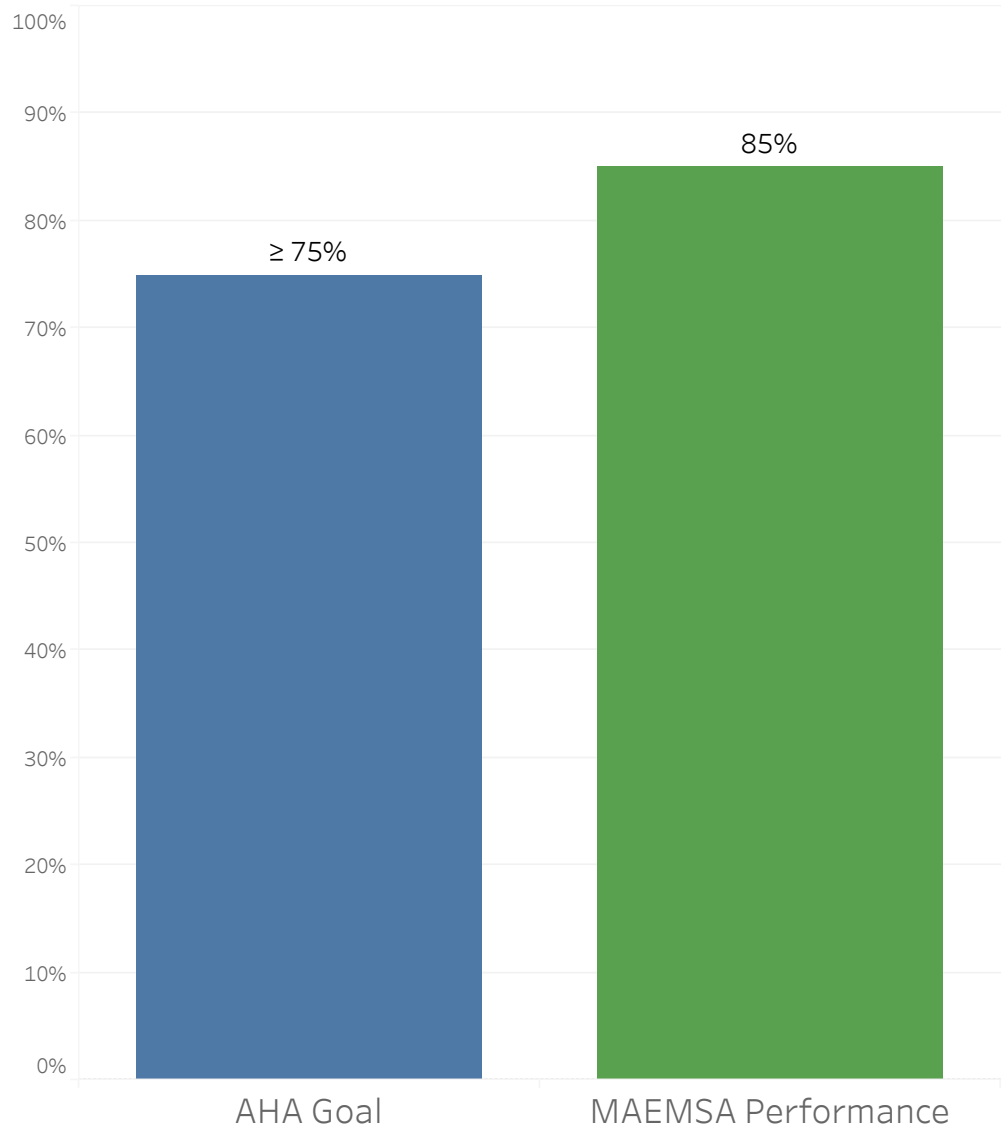
AHA Goal

≥ 75%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

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

MAEMSA Performance

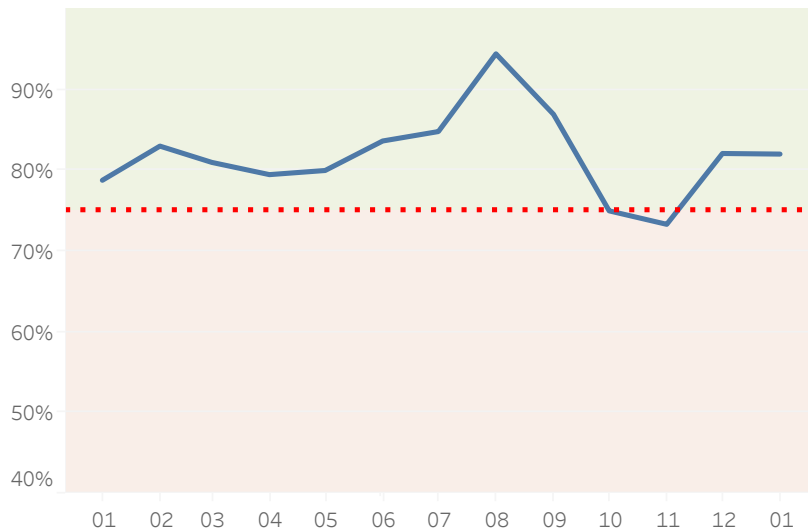
January 2024

82%

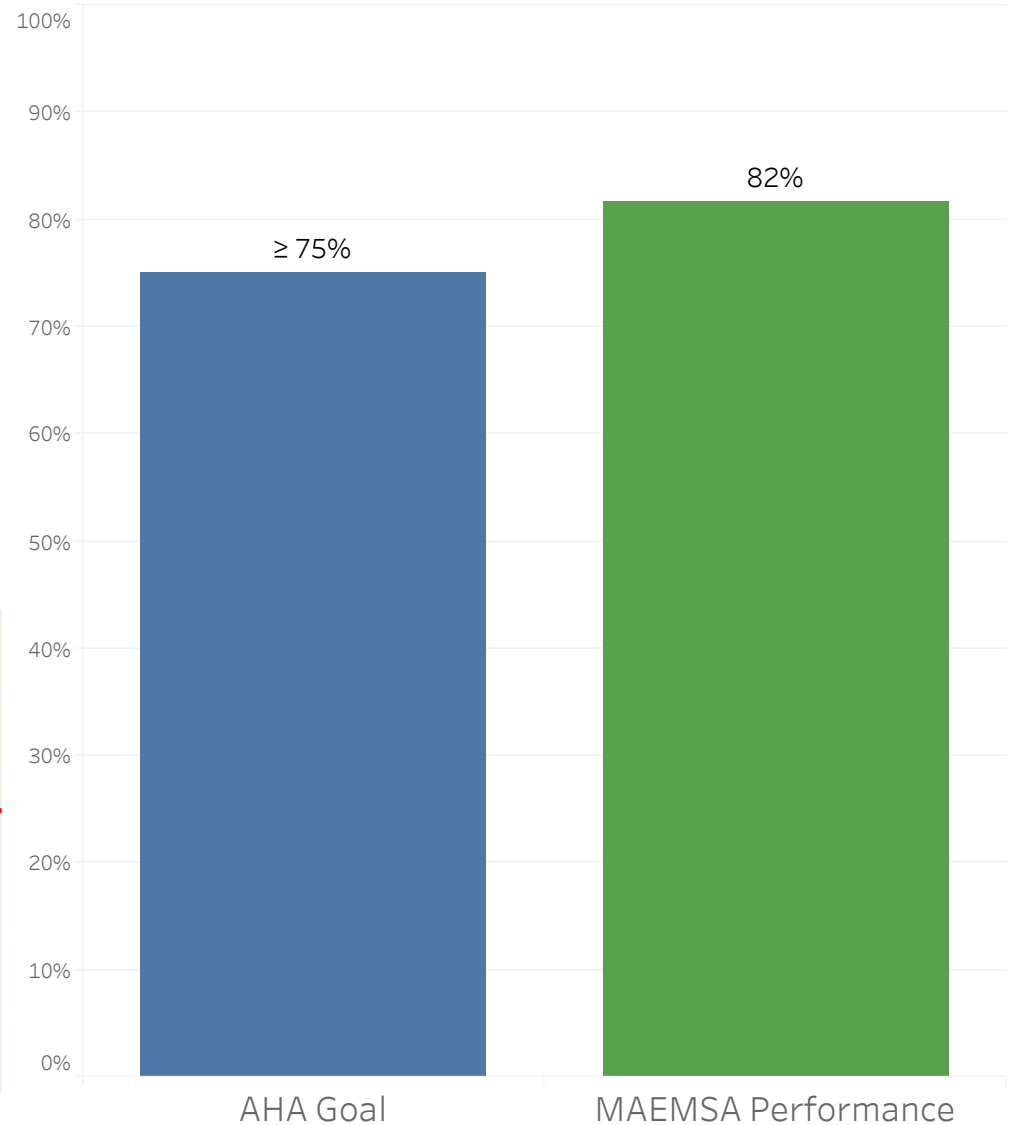
AHA Goal

≥ 75%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

Asthma 01: Administration of a Beta Agonist for Asthma

MAEMSA Performance

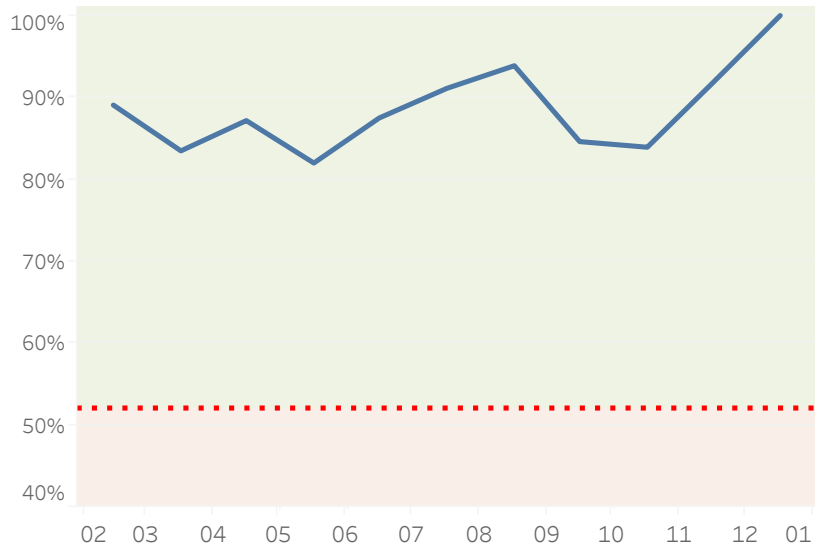
January 2024

100%

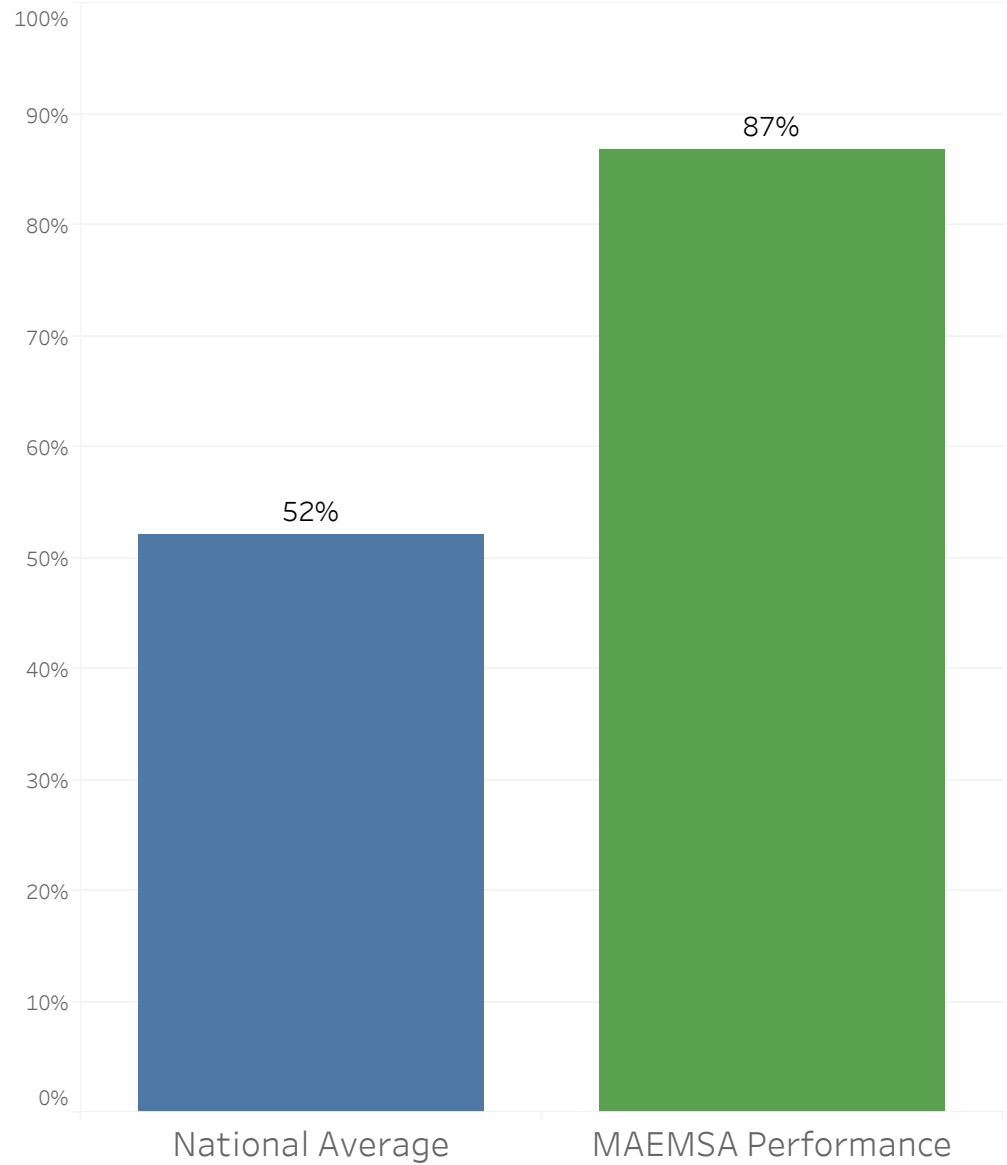
National Benchmark

52%

TTM Performance



Trailing 12-Month (TTM) Performance



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

Hypoglycemia 01: Treatment Administered for Hypoglycemia

MAEMSA Performance

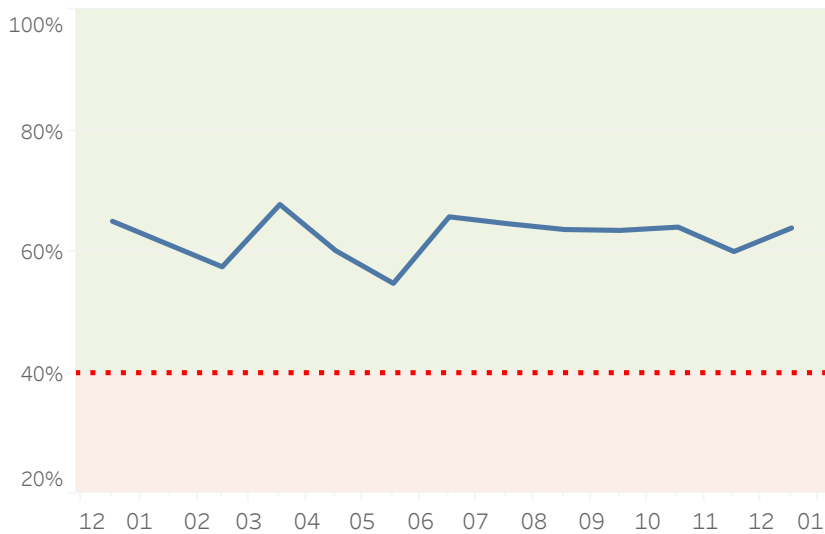
January 2024

64%

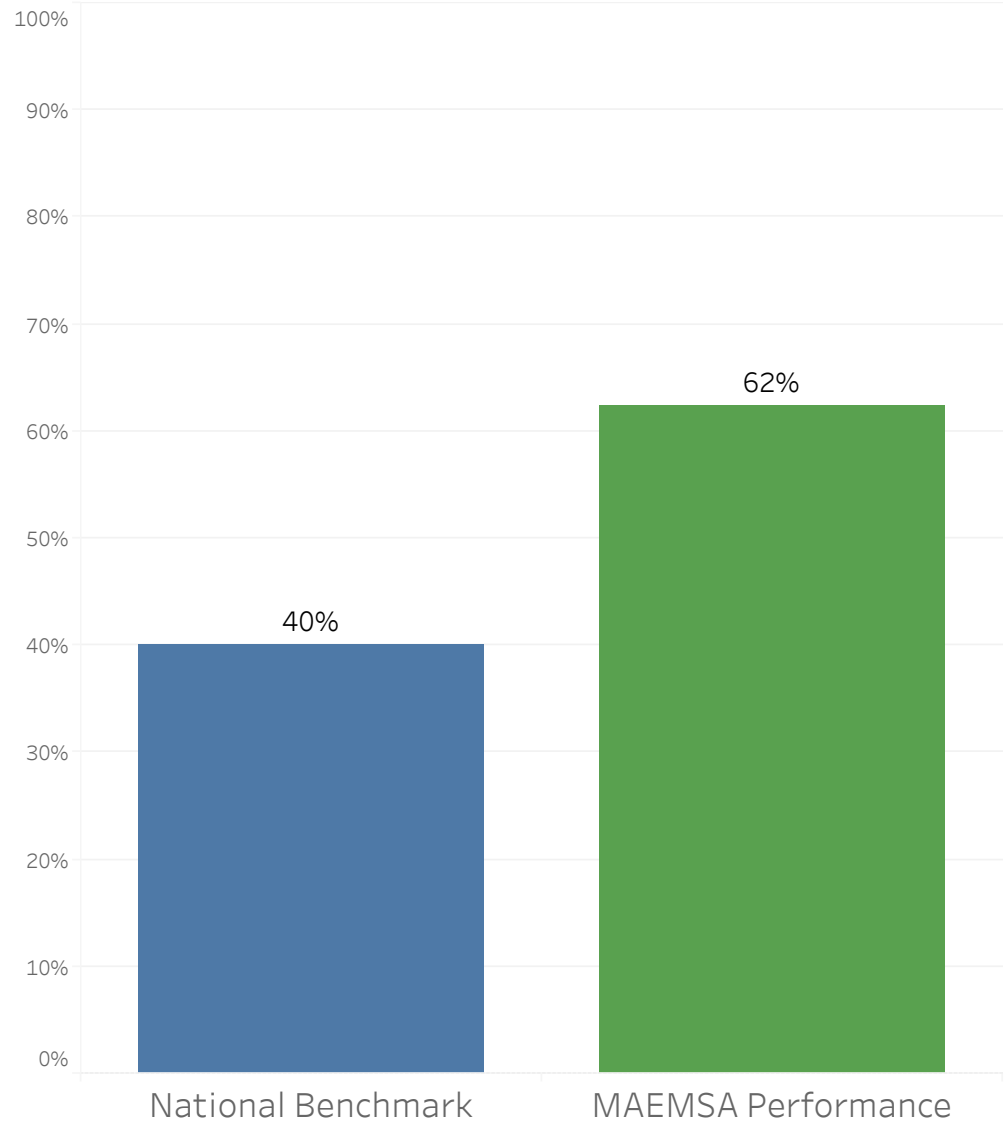
National Benchmark

40%

TTM Performance



Trailing 12-Month (TTM) Performance



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

Respiratory 01: Respiratory Assessment

MAEMSA Performance

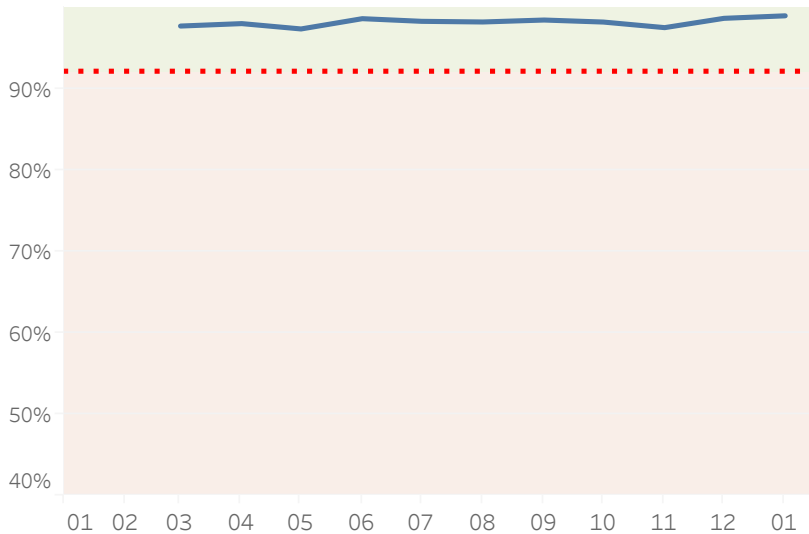
January 2024

99%

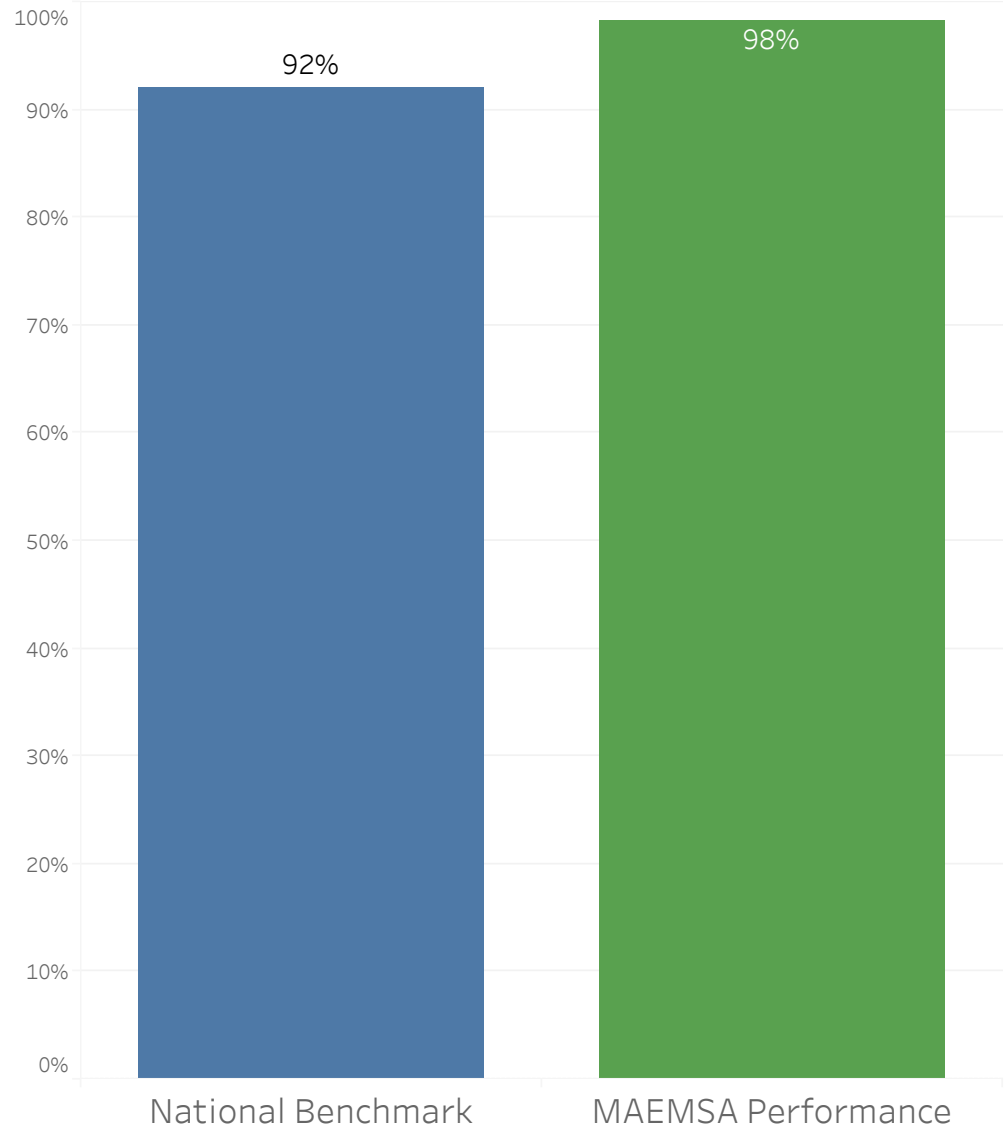
National Benchmark

92%

TTM Performance



Trailing 12-Month (TTM) Performance



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

Respiratory-02: Oxygen Administration for Hypoxia

MAEMSA Performance

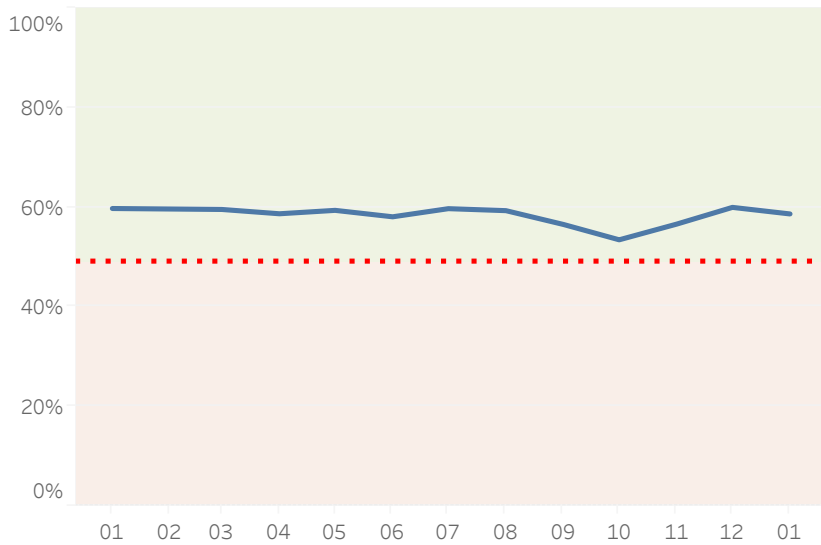
January 2024

59%

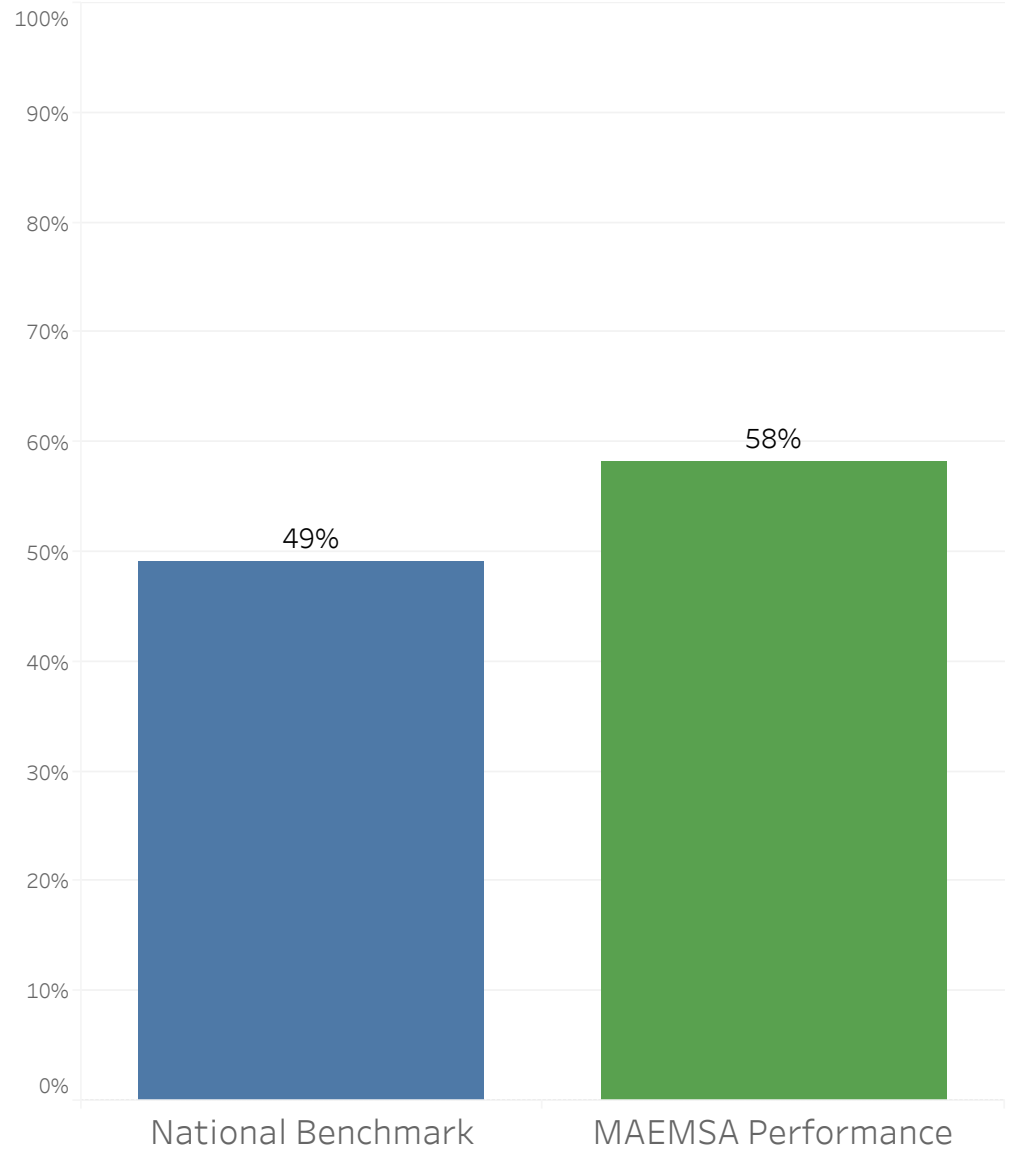
National Benchmark

49%

TTM Performance



Trailing 12-Month (TTM) Performance



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

Seizure 02: Patients with Status Epilepticus Receiving Intervention

MAEMSA Performance

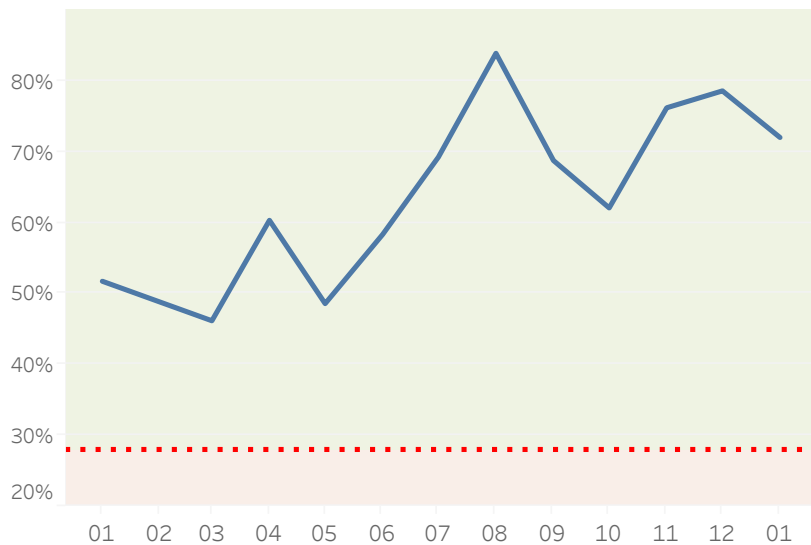
January 2024

72%

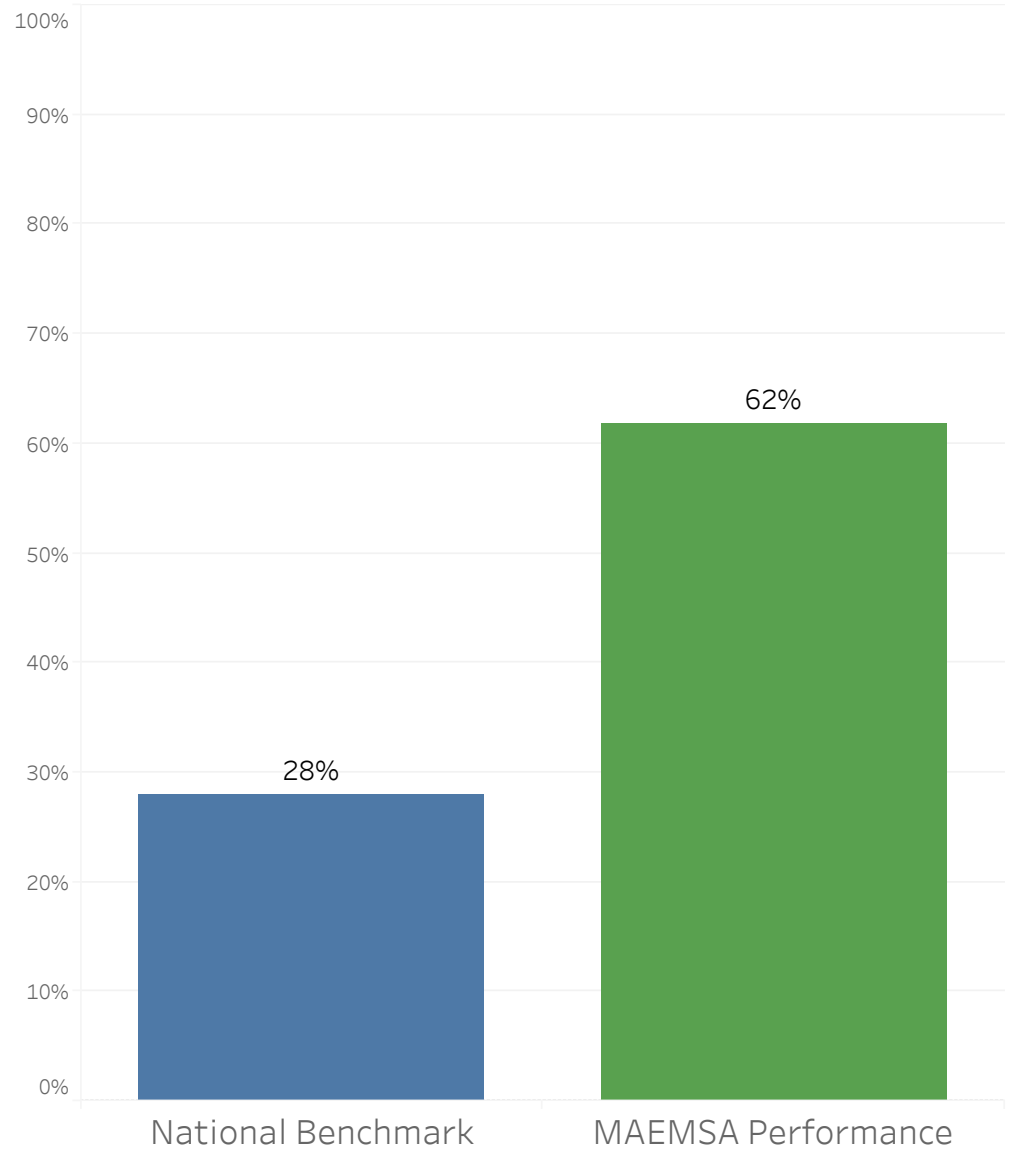
National Benchmark

28%

TTM Performance



Trailing 12-Month (TTM) Performance



Percentage of EMS responses originating from a 911 request for patients with status epilepticus who received benzodiazepine aimed at terminating th..

Syncope 01: ECG Performed for Syncope Patients

MAEMSA Performance

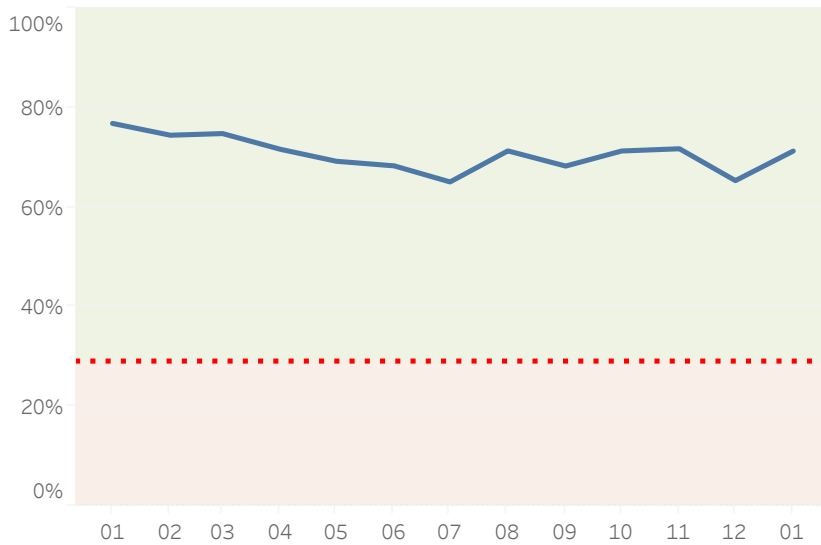
January 2024

71%

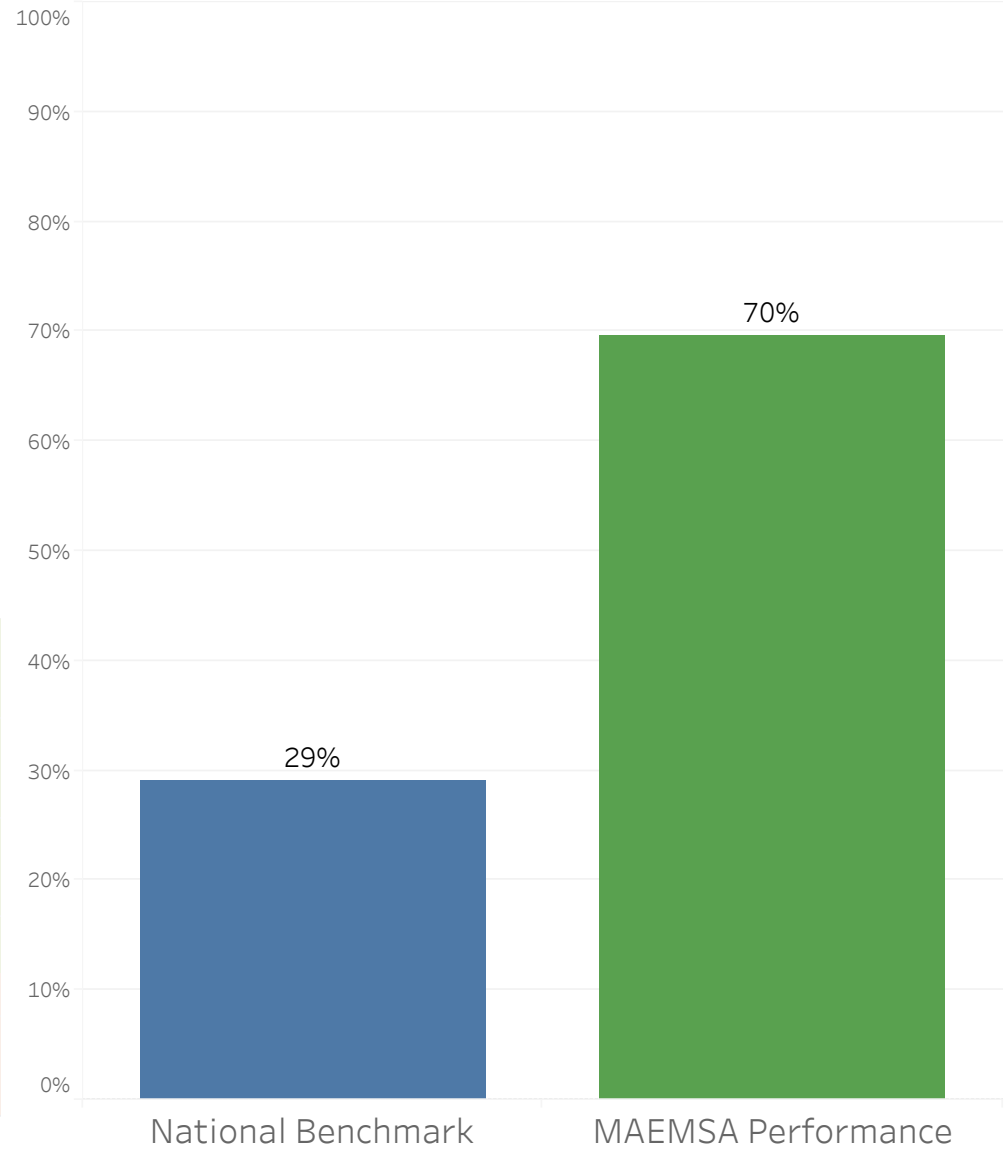
National Benchmark

29%

TTM Performance



Trailing 12-Month (TTM) Performance



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

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

MAEMSA Performance

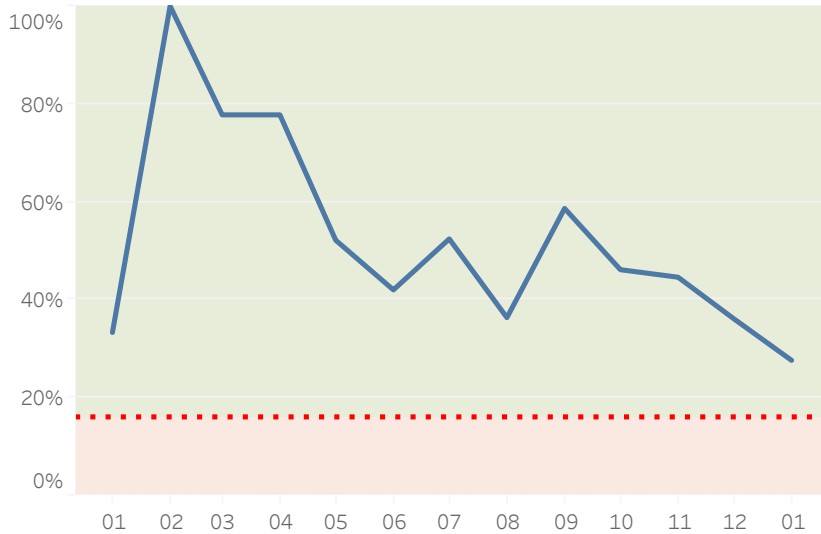
January 2024

29%

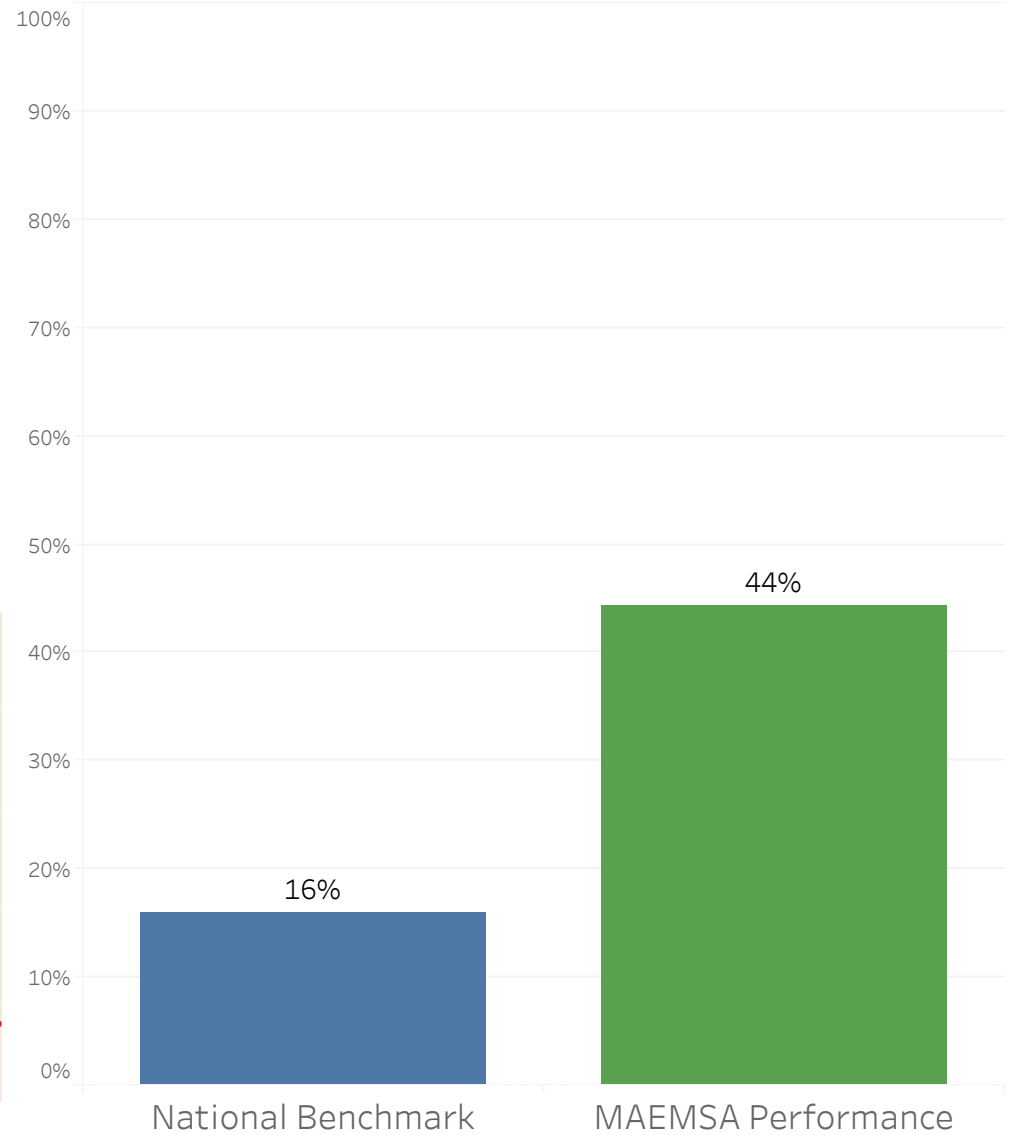
National Benchmark

16%

TTM Performance



Trailing 12-Month (TTM) Performance



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.

Trauma 01: Pain Assessment of Injured Patients

MAEMSA Performance

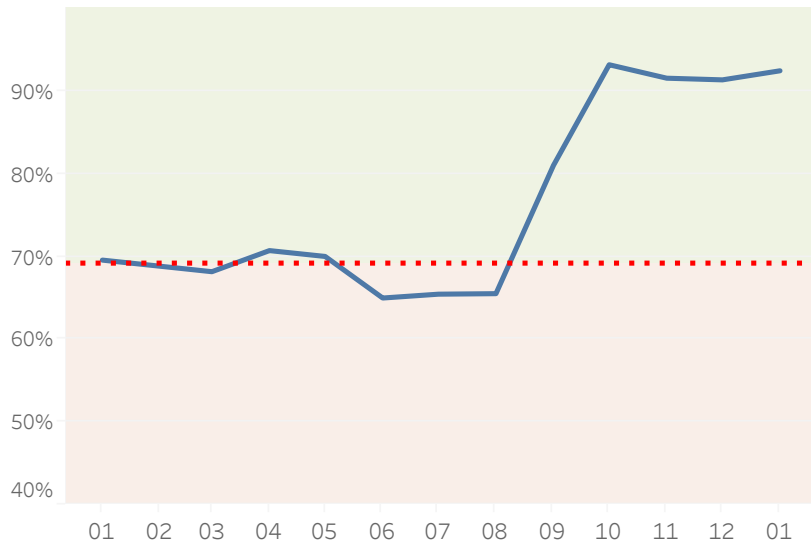
January 2024

92%

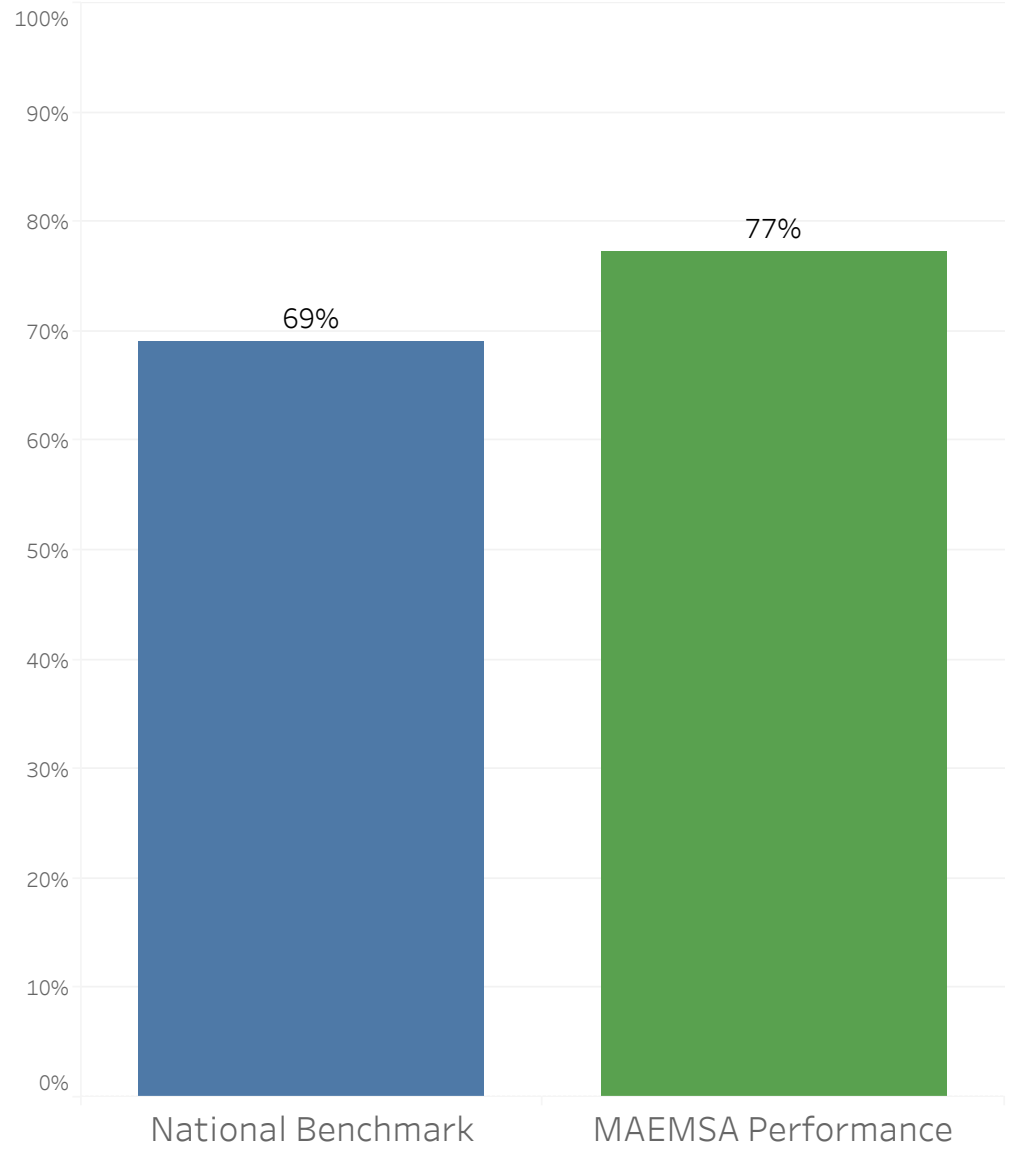
National Benchmark

69%

TTM Performance



Trailing 12-Month (TTM) Performance



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

Trauma 03: Effectiveness of Pain Management for Injured Patients

MAEMSA Performance

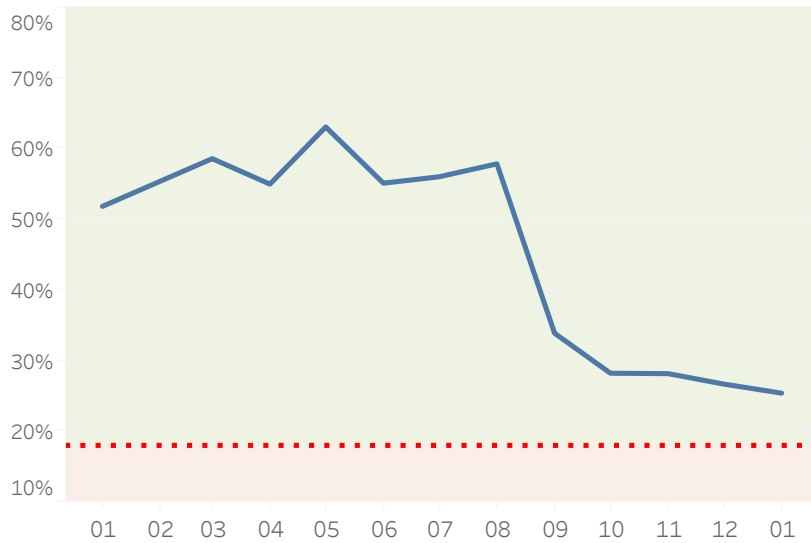
January 2024

25%

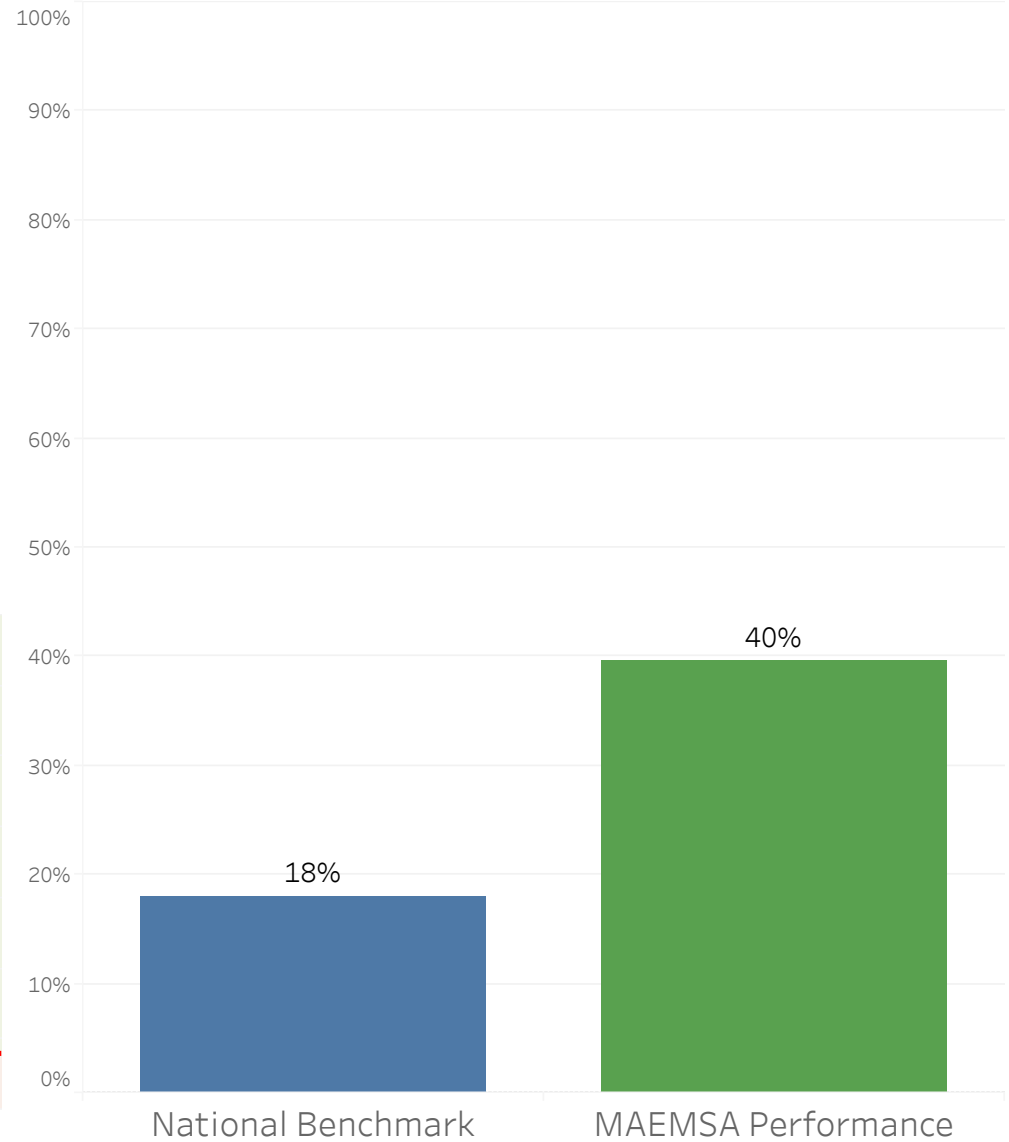
National Benchmark

18%

TTM Performance



Trailing 12-Month (TTM) Performance



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

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

MAEMSA Performance

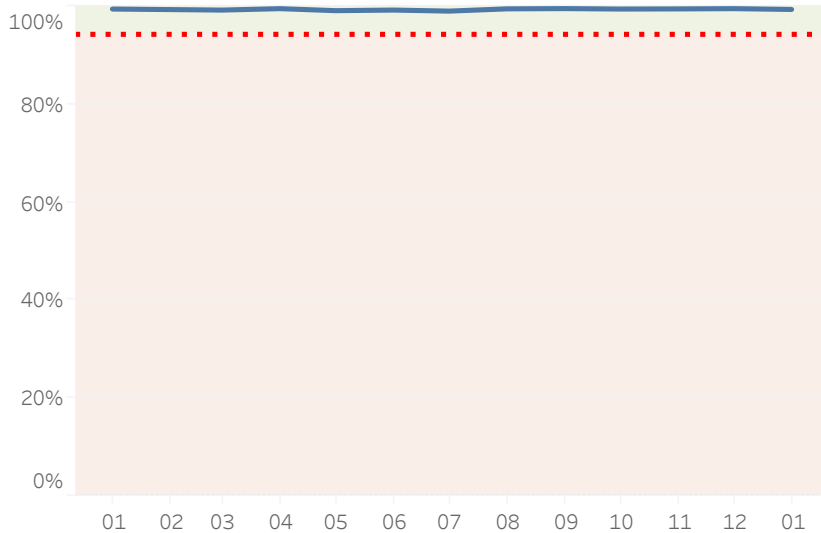
January 2024

99%

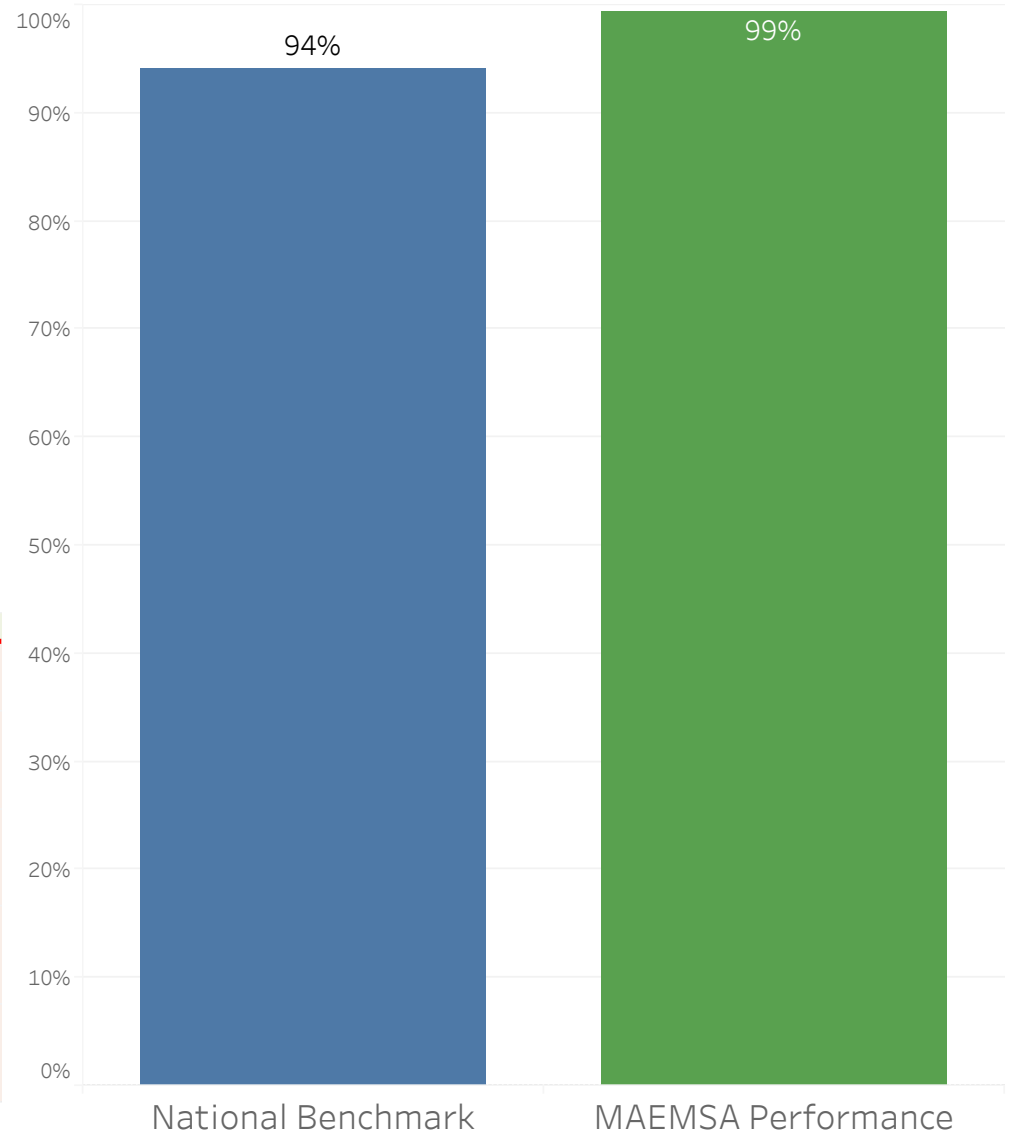
National Benchmark

94%

TTM Performance



Trailing 12-Month (TTM) Performance



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

TTR-01: Vital Signs Documented

MAEMSA Performance

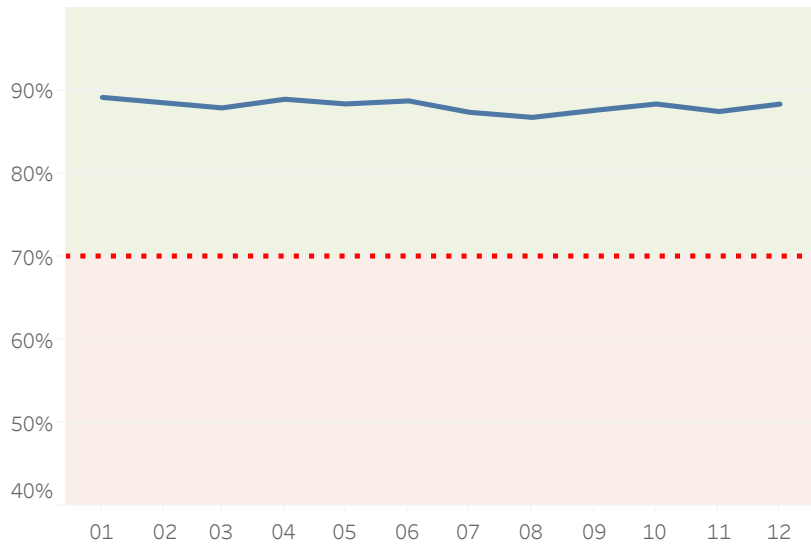
January 2024

90%

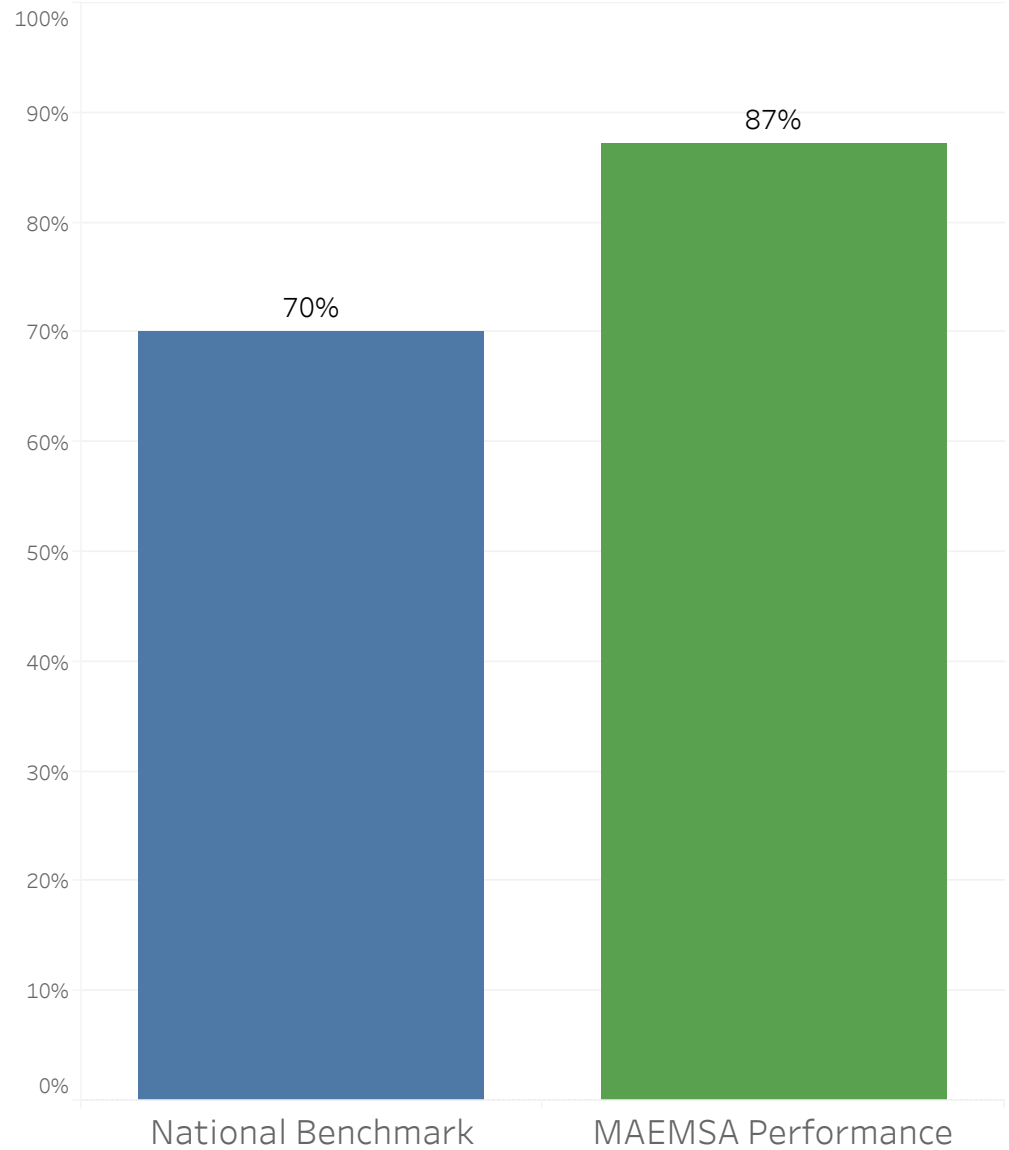
National Benchmark

70%

TTM Performance



Trailing 12-Month (TTM) Performance



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

Tab C – Chief Transformation Officer

Transformation Report

February 2024

Alternate Payment Models & Expanded Services

- Agreement in concept reached with Cook Children’s Health Plan on high utilizer program.
 - MIH payments using CPT codes, like Cigna.
 - Data sharing hurdle resolved.

Texas Ambulance Supplemental Payment Program (ASPP)

- Joining Public Consulting Group (PCG), Dallas Fire, Houston Fire, Ausin/Travis County EMS, and others in a meeting with Texas Medicaid to discuss status of Texas’ ASPP program on 3/1/24.
 - Texas Medicaid adopted our suggestion for a supplemental payment program based on Average Commercial Reimbursement vs. service delivery costs.
 - Much more equitable model that could benefit MedStar vs. cost-based model, due to our low cost of service provision.
 - Texas filed State Plan Amendment (SPA) with CMS to make the change.
 - Amendment caught up in delayed approval process, likely due to ongoing federal audits of FD cost reports to determine appropriateness of attributable expenses.

Homeless High-Utilizer Program

- With MAEMSA Board approval, implementation plan in the works with reps from MedStar, OMD, JPS, MHMR, TCHC, and FWFD.
 - Working through HIPAA compliant method for care coordination.

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 are participating.
 - Position paper emphasizes clinical, experiential, operational and financial metrics as primary performance measures.
 - The final draft is planned to be approved by the 15 association reps at our 2/15/24 meeting.

National EMS Staffing Task Force

- Leading an effort to create guidance document for appropriate staffing levels for EMS response based on 911 call types and acuties.
 - IRB approved study underway to analyze emergency medical dispatch data from 38 International Academies of Emergency Dispatch (IAED) Accredited Centers of Excellence (ACE) PSAPs to determine 911 call types and acuties to determine which call types and acuties are increasing and decreasing as a % of overall 911 EMS response volume.
 - Overall and per capita response volume changes over 5-years.
 - Will be used to make recommendations on staffing levels and response plans guidance.
 - Companion study underway by ESO to analyze ALS vs. BLS care administered based on EMD determinants.
- Will help EMS Medical Directors, agencies and communities change response configurations based on evidence-based, published data.
- Participating entities:
 - International Association of Fire Chiefs
 - International Association of Fire Fighters
 - International Academies of Emergency Dispatch
 - National Association of Emergency Medical Technicians
 - National Association of State EMS Officials
 - National Association of EMS Physicians
 - National Registry of EMTs
 - ESO Solutions

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

- Co-Sponsors continue to be 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
 - 5 year pilot projects for Treatment in Place (TIP).
 - Should drop in March.

Reimbursement for Calls at Jails

- Negotiating agreements 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.
 - Additional parties being considered for Amicus filings.

UNTHSC Grant Application

- UNTHSC invited us to participate in a HRSA grant application for care and treatment of older Americans.
 - Grant would fund the training of up to 105 MedStar personnel per year over 5 years, to better assess the medical needs of the elderly on 911 calls, with the goal of more easily engaging in patient navigation vs. ED transport (i.e.: clinical critical thinking skills).

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

Event (location)	Date	Attendees
Bound Tree/Digitech National Sales Meeting (Columbus, OH)	Feb 2024	~120
Michigan EMS Safety & Performance Measures Summit (Detroit, MI)	Mar 2024	~150
National EMS Safety Summit (Denver, CO)	Apr 2024	~500
Texas Ambulance Association (South Padre Island, TX)	Apr 2024	~150
National EMS Finance & Economics Summit (Virtual)	Apr 2024	~1,500
Ohio EMS Reimbursement Conference (Canton, OH)	Apr 2024	~200
First There, First Care Conference (Seminole, FL)	June 2024	~500
Tennessee EMS Educators Conference (Murfreesboro, TN)	July 2024	~500
Minnesota State EMS Conference (Deluth, MN)	Jan 2025	~700

Media Summary

Local –

- Sandman Building Explosion
 - CBS11, NBC5, FOX4, ABC8, Star Telegram, Spectrum News1
- FWSSR Recognition
 - FOX4
- Survivor Reunion
 - FOX4
- EMS Financial Challenges
 - Spectrum News1

Engagement

- Hosted a MedStar Clothing Drive during the second week of January. Collected 15 bags of gently used clothes that were then donated to Eastside Ministries in Fort Worth.
- Attended the taping of the first Dr. Phil show in the Dallas-Fort Worth area with a variety of other first responder and military agencies on 1/22/2024.

Reunions and Recognition

- Awarded Officer Christina Hayes with Sansom Park Police Department with a Stork Award and Officer Renee Hana with a Community Hero Award during the Sansom Park City Council Meeting on 1/18/2024.
- Texas Health Alliance recognized Jennifer Luna, Travis Austad, and Fort Worth Police Department Officers Thomas Hooper and Oscar Alvarez with Lifesaving Trauma Care Awards on 1/23/2024.
- Award Fort Worth Fire Department Engine 23 with Stork Awards on 1/30/2024.
- Cardiac arrest survivor reunion with our MedStar team (Mason Hickey, Shannon Finnigan, David Salguero, and Chris Gendreau) and Sansom Park Fire Department on 1/31/2024.



Mobile Integrated Healthcare Program Outcomes



EMS Responses

↓ **51.2%**

High Utilization Group
Program Graduates



Expenditure Savings

\$20,179,732

High Utilization Group
Program Graduates



30-Day Readmissions

↓ **64.0%**

Readmission Avoidance
Program Graduates



Quality of Life

↑ **27.1%**

High Utilization Group and
Readmission Avoidance
Program Graduates



Overdose Reduction

↓ **88.6%**

Overdose Response Team
Program Graduates



Individuals Served

22,016

All Programs

Tab D – Chief Financial Officer

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – January 31, 2024

The following summarizes significant items in the January 31, 2024, Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net Income for the month of January 2024 is a gain of \$157,866 as compared to a budgeted loss of (\$67,256) for a positive variance of \$225,122. EBITD for the month of January 2024 is a gain of \$549,822 compared to a budgeted gain of \$311,104 for a positive variance of \$238,718.

- Patient contact volume in January ended the month at 103% to budget.
- Net Revenue in January is \$373K over budget or 107% to budget. The main drivers of the variance are MedStar billed 3.4% more Commercial Insurance trips than expected.
- Total Expenses ended the month 103% to budget or \$148K over budget. In January, MedStar incurred additional expenses in Salaries and Wages of \$12K, Health Insurance Claims of \$238K. The total of all other line-item expenses is below budget by (\$102K).

Year to Date: EBITD is \$2,250,517 as compared to a budget of \$2,140,337 for a positive variance of \$110,179.

- The main drivers for this variance are YTD patient encounters are 101% to budget and YTD net revenue is 103% to budget equating to a YTD positive variance to budget for Net Revenue of \$653,586. Year to date expense is 103% to budget or \$579,709 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 \$192K, Benefits and Taxes is above budget by \$703K and Facility and Equipment Maintenance is above budget by \$20K. The total of all other expense lines is below budget by a total of (\$337K) for the year.

Key Financial Indicators:

- Current Ratio – MedStar has \$7.64 in current assets (Cash, receivables) for every dollar in current debt. (Goal: a score of \$1.00 would mean sufficient current assets to pay debts.)
- Cash Reserves – The Restated Interlocal Cooperative Agreement mandates 3 months of operating capital. As of January 31, 2024, there are 4 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 4.69 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 1.0%.

MAEMSA/EPAB cash reserve balance as of January 31, 2024, is \$475,470.69.

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending January 31, 2024

Assets		Current Year	Last Year
11	Cash	\$21,781,155.18	\$17,038,244.77
13	Accounts Receivable	\$14,137,071.22	\$12,737,853.35
15	Inventory	\$505,000.95	\$409,910.36
17	Prepaid Expenses	\$1,317,075.57	\$1,930,158.25
18	Property Plant & Equ	\$74,354,297.38	\$68,639,612.93
19	Accumulated Deprecia	(\$32,779,464.07)	(\$28,082,393.34)
Total Assets		\$79,315,136.23	\$72,673,386.32
Liabilities			
21	Accounts Payable	(\$616,712.92)	(\$1,078,020.85)
24	Other Current Liabil	(\$3,412,384.91)	(\$2,940,401.53)
25	Accrued Interest	\$0.00	(\$7,781.31)
26	Payroll Withholding	\$14,909.61	\$14,898.95
28	Long Term Debt	(\$2,835,052.70)	(\$3,161,627.22)
29	Other Long Term Liab	(\$6,055,550.15)	(\$8,872,928.65)
Total Liabilities		(\$12,904,791.07)	(\$16,045,860.61)
Equities			
30	Equity	(\$65,757,291.76)	(\$57,552,004.46)
35	Control	(\$653,053.40)	\$924,478.75
Total Equities		(\$66,410,345.16)	(\$56,627,525.71)
Total Liabilities and Equities		(\$79,315,136.23)	(\$72,673,386.32)

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures

[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	\$22,426,244.30	\$21,496,972.00	\$929,272.30	\$86,009,198.99	\$84,594,134.00	\$1,415,064.99
Contractual Allow Provision for Uncoll	(\$10,735,602.01)	(\$9,393,188.00)	(\$1,342,414.01)	(\$37,857,554.21)	(\$36,963,745.00)	(\$893,809.21)
Education Income	\$183.30	\$4,550.00	(\$4,366.70)	\$23,933.30	\$36,980.00	(\$13,046.70)
Other Income	\$168,345.11	\$210,455.03	(\$8,938.54)	\$696,889.87	\$1,087,650.12	(\$390,760.25)
Standby/Subscription	\$146,737.79	\$118,073.94	\$28,663.85	\$508,399.59	\$542,180.26	(\$33,780.67)
Pop Health PMPM	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
interest on Investme	\$70.03	\$100.00	(\$29.97)	\$21,550.41	\$400.00	\$21,150.41
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Revenue	\$5,790,429.96	\$5,416,749.55	\$373,680.41	\$22,340,644.71	\$21,687,058.70	\$653,586.01
Expenditures						
Salaries	\$3,278,834.66	\$3,266,991.00	\$11,843.66	\$13,005,857.28	\$12,813,457.00	\$192,400.28
Benefits and Taxes	\$858,648.70	\$619,734.70	\$238,914.00	\$2,588,212.41	\$1,884,764.99	\$703,447.42
Interest	\$26,653.68	\$19,402.31	\$7,251.37	\$143,335.89	\$125,329.18	\$18,006.71
Fuel	\$127,452.56	\$161,717.00	(\$34,264.44)	\$604,277.71	\$722,870.00	(\$118,592.29)
Medical Supp/Oxygen	\$208,726.31	\$206,088.00	\$2,638.31	\$766,847.59	\$811,636.00	(\$44,788.41)
Other Veh & Eq	\$55,572.03	\$59,407.00	(\$3,834.97)	\$230,769.35	\$213,500.00	\$17,269.35
Rent and Utilities	\$41,686.26	\$58,733.94	(\$17,047.68)	\$180,755.81	\$234,935.77	(\$54,179.96)
Facility & Eq Mtc	\$83,115.03	\$94,399.81	(\$11,284.78)	\$337,937.16	\$317,397.24	\$20,539.92
Postage & Shipping	\$1,558.18	\$1,806.83	(\$248.65)	\$5,408.61	\$7,227.32	(\$1,818.71)
Station	\$28,078.74	\$77,007.51	(\$48,928.77)	\$240,575.85	\$279,337.04	(\$38,761.19)
Comp Maintenance	\$37,914.32	\$46,905.00	(\$8,990.68)	\$156,875.77	\$236,468.00	(\$79,592.23)
Insurance	\$43,960.41	\$61,603.52	(\$17,643.11)	\$187,644.29	\$237,626.62	(\$49,982.33)
Advertising & PR	\$0.00	\$0.00	\$0.00	\$920.00	\$6,400.00	(\$5,480.00)
Printing	\$10.59	\$1,860.00	(\$1,849.41)	\$5,149.03	\$7,440.00	(\$2,290.97)
Travel & Education	\$5,169.93	\$5,588.00	(\$418.07)	\$6,206.57	\$7,552.00	(\$1,345.43)
Dues & Subs	\$86,761.96	\$138,106.00	(\$51,344.04)	\$415,204.67	\$518,660.00	(\$103,455.33)
Continuing Educ Ex	\$2,500.00	\$6,477.00	(\$3,977.00)	\$3,680.00	\$36,096.00	(\$32,416.00)
Professional Fees	\$300,870.29	\$297,033.00	\$3,837.29	\$1,145,867.49	\$1,190,665.00	(\$44,797.51)
Education Expenses	\$100.00	\$1,225.00	(\$1,125.00)	\$2,268.60	\$13,840.00	(\$11,571.40)
Miscellaneous	\$14,969.45	\$962.00	\$14,007.45	\$24,517.86	\$6,848.00	\$17,669.86
Depreciation	\$365,302.56	\$358,958.00	\$6,344.56	\$1,454,128.03	\$1,435,832.00	\$18,296.03
Amortization Exp - Rou A Lease	\$10,976.26	\$0.00	\$10,976.26	\$43,558.41	\$0.00	\$43,558.41
Amortization Exp - ROU A Subsc	\$53,701.84	\$0.00	\$53,701.84	\$137,592.93	\$0.00	\$137,592.93
Total Expenditures	\$5,632,563.76	\$5,484,005.62	\$148,558.14	\$21,687,591.31	\$21,107,882.16	\$579,709.15
Net Rev in Excess of Expend	\$157,866.20	(\$67,256.07)	\$225,122.27	\$653,053.40	\$579,176.54	\$73,876.86
EBITD	\$549,822.44	\$311,104.24	\$238,718.20	\$2,250,517.32	\$2,140,337.72	\$110,179.60

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Key Financial Indicators

January 31, 2024

	Goal	FY 2022	FY 2023	FY 2024
Current Ratio	> 1	6.04	10.88	7.64

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

Cash as % of Annual Expenditures	> 25%	33.49%	35.55%	34.00%
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Indicates compliance with Ordinance which specifies 3 months cash

Accounts Receivable Turnover	>3	9.06	6.21	4.69
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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%	1.00%
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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 01/31/2024			<u><u>\$ 475,470.69</u></u>

Tab E – Chief Human Resources Officer

Human Resources - January 2024 Summary

Staffing

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

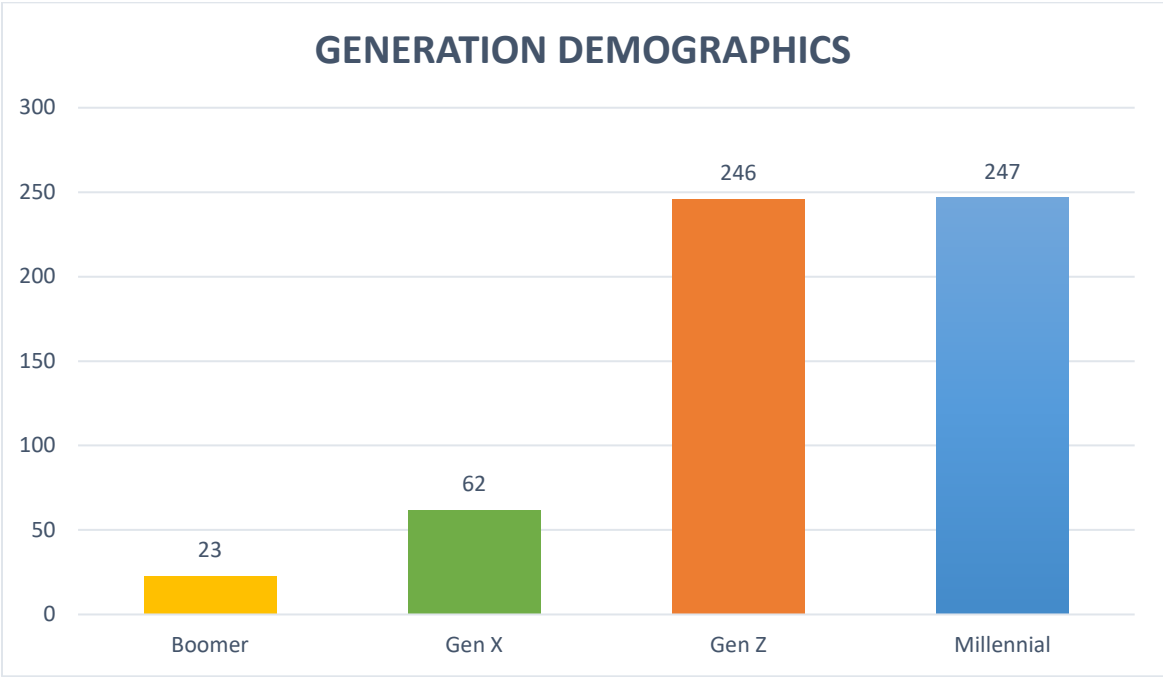
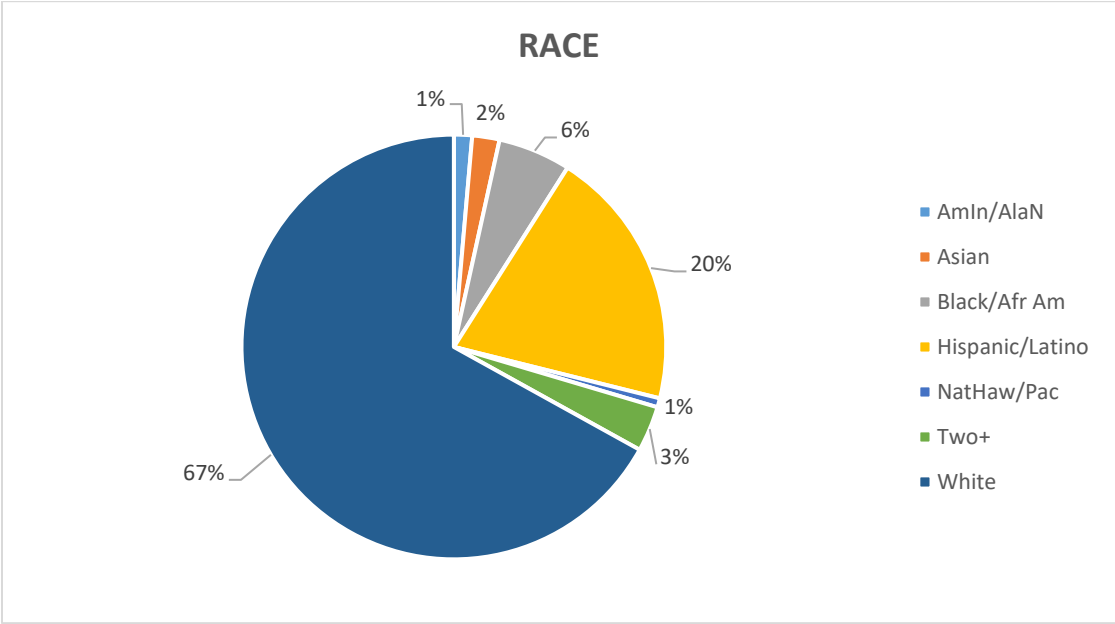
Leaves:

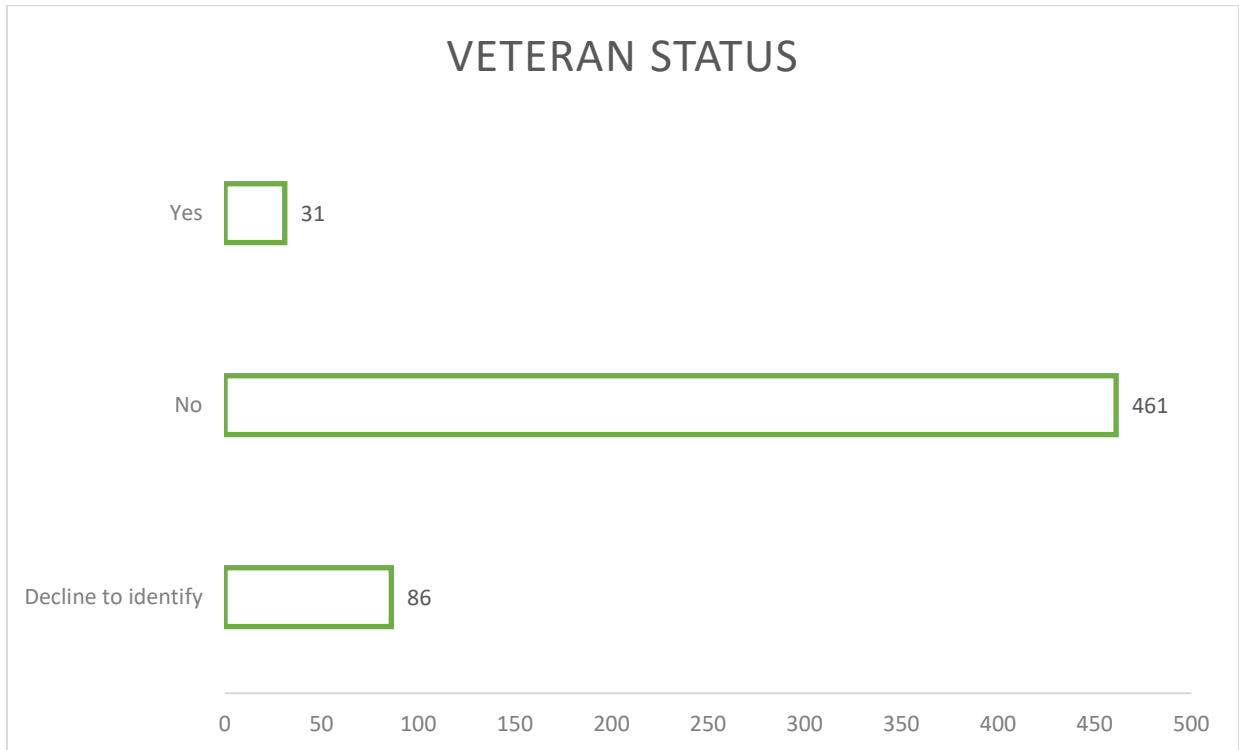
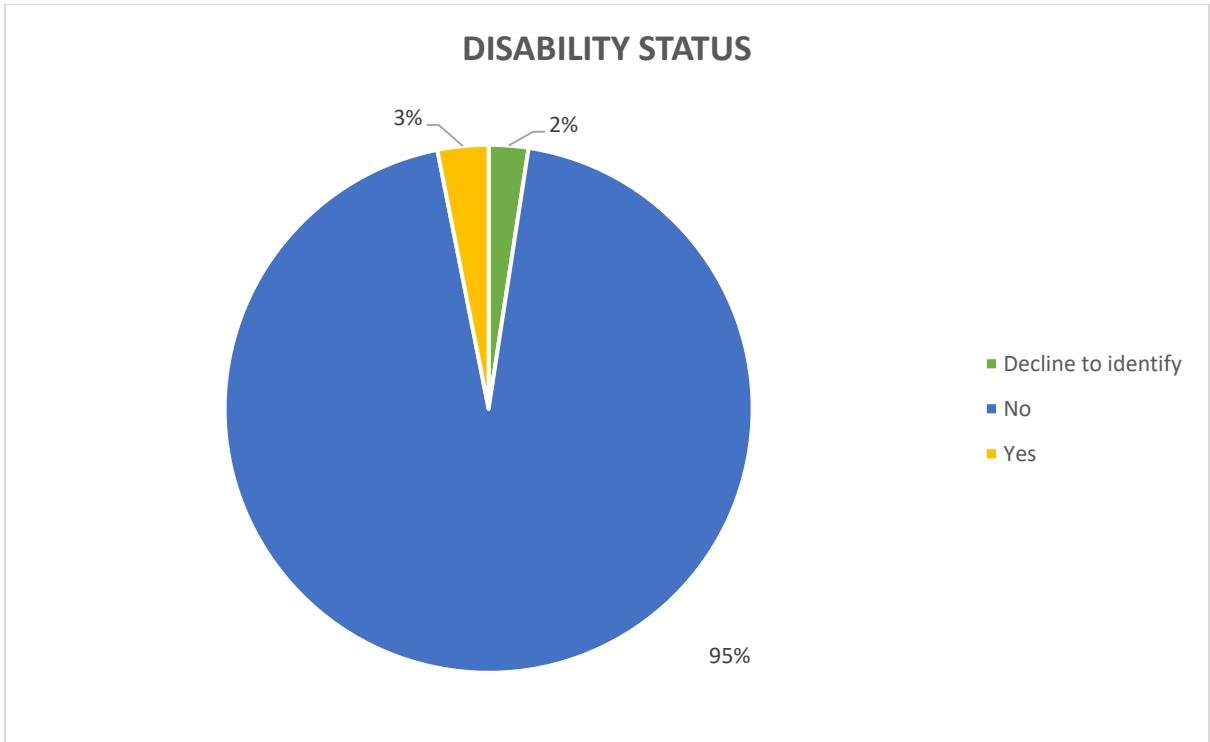
- 33 employees on FMLA / 6.45% of workforce
 - 18 cases on intermittent
 - 15 cases on a block
- Top FMLA request reasons/conditions
 - Orthopedic (7)
 - FMLA-Spouse (6)
 - Oncology (5)

Turnover:

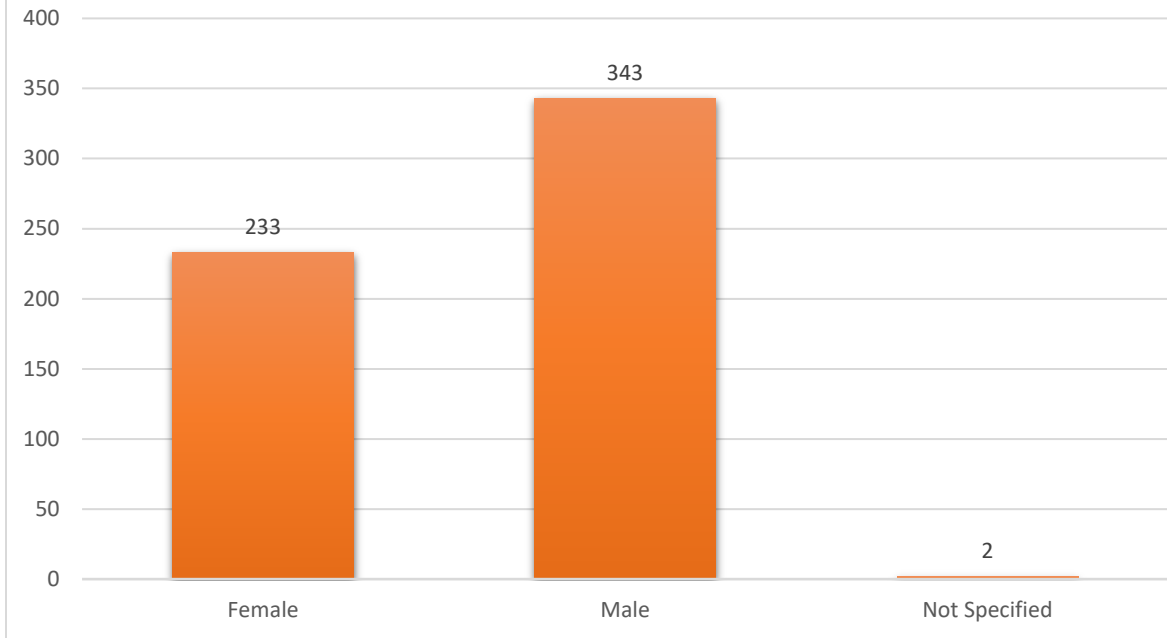
- Voluntary turnover – 0.87%
 - FT – 0.75%
 - PT – 2.27%
- Total turnover – 1.56%
 - FT – 1.50%
 - PT – 2.27%
- Total YTD turnover – 5.54%
 - FT – 4.87%
 - PT – 13.64%

JANUARY 2024 DIVERSITY STATISTICS

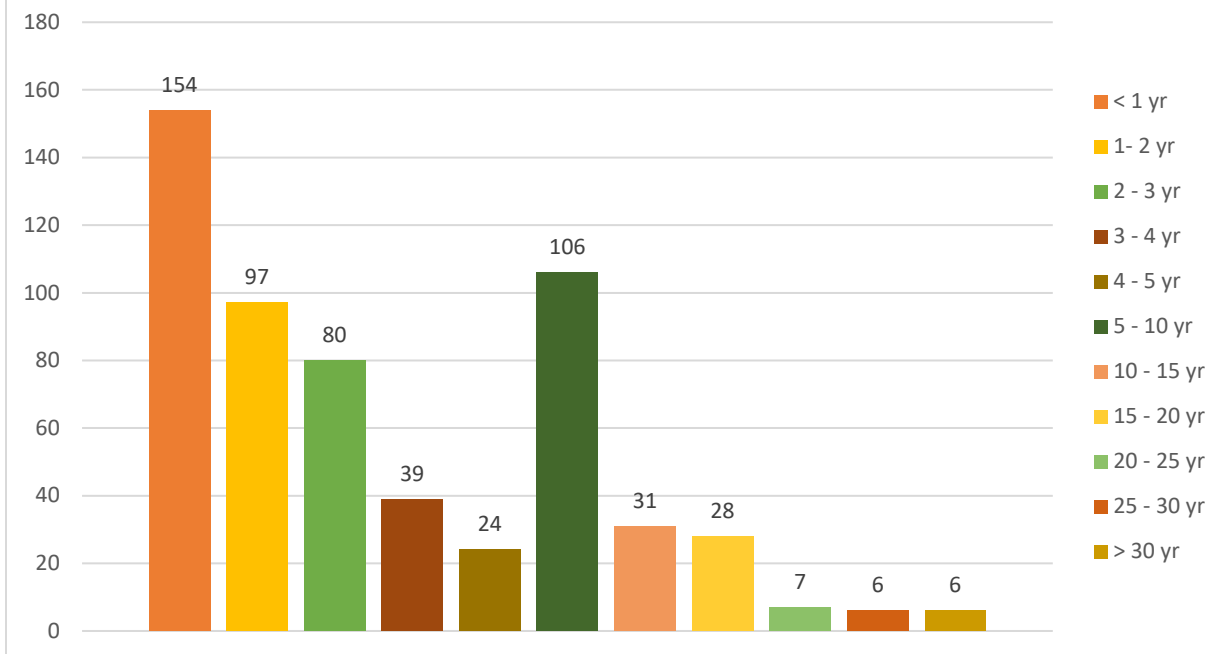




GENDER DEMOGRAPHICS

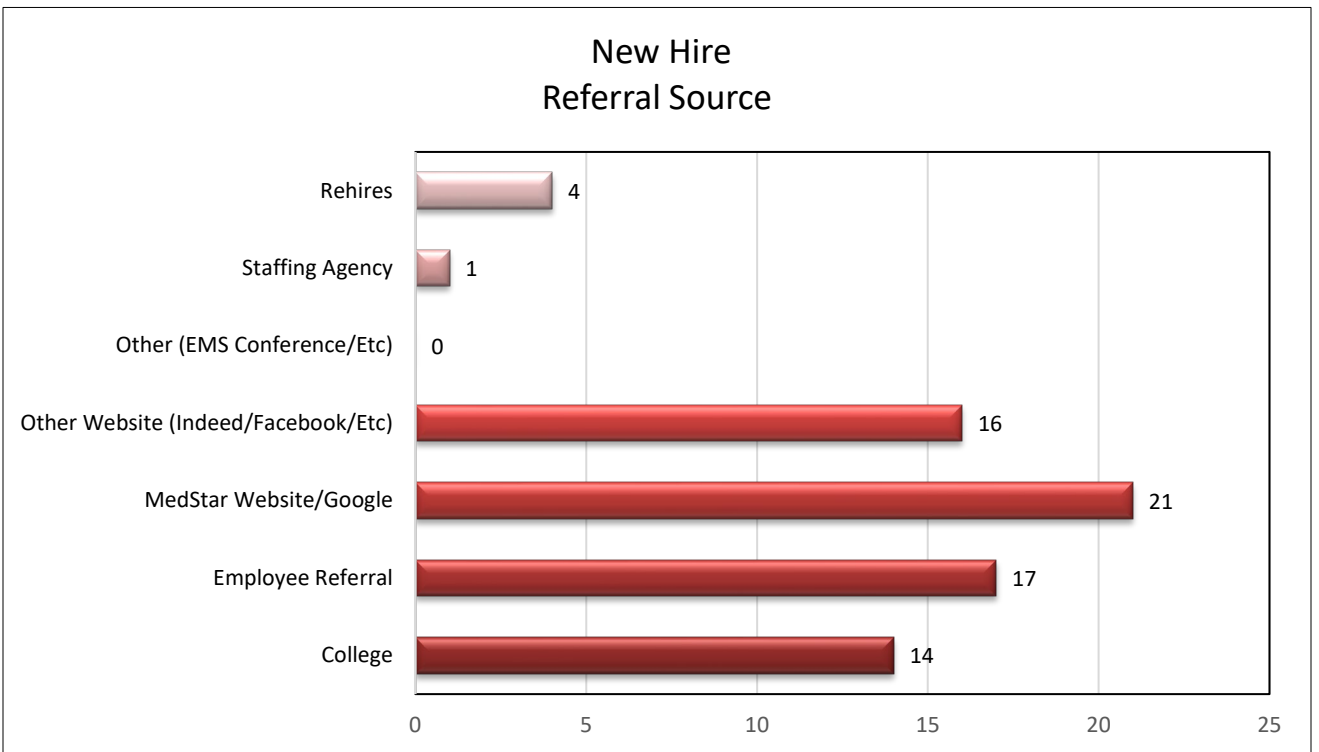
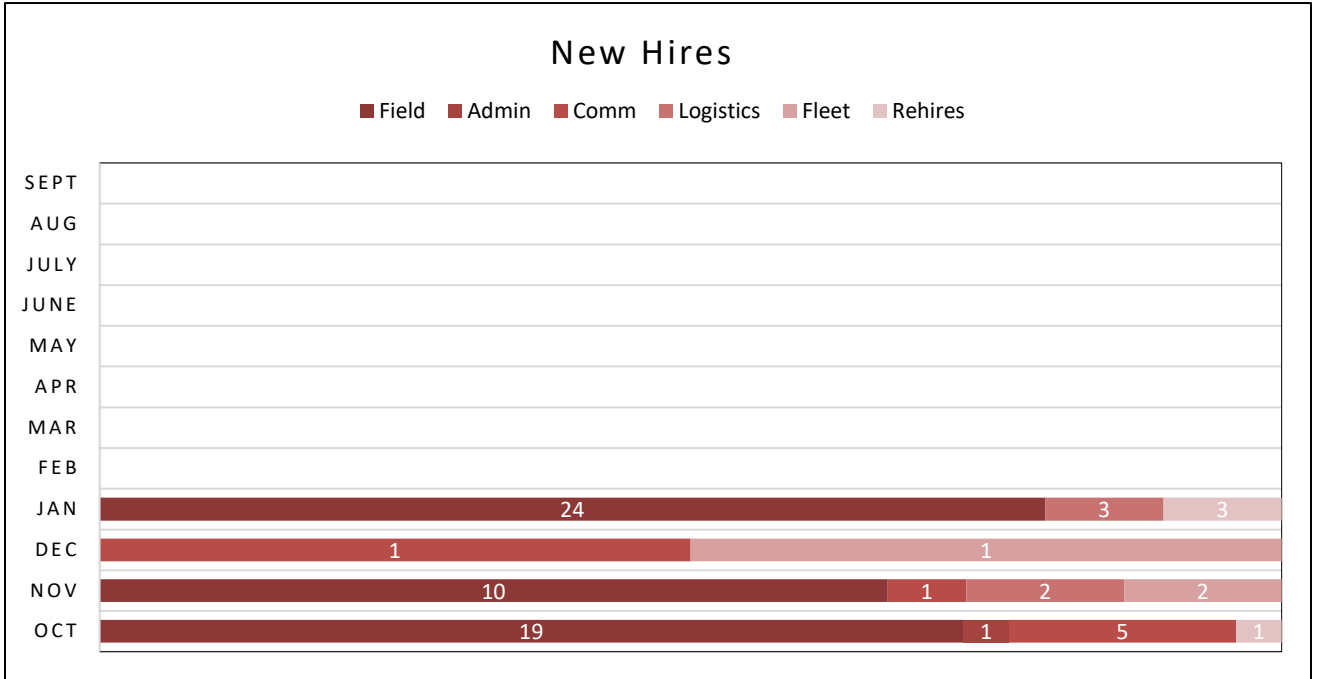


EMPLOYEE TENURE

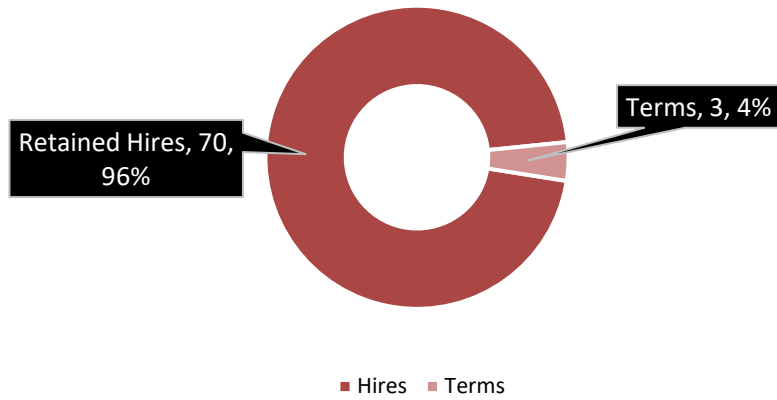


Recruiting & Staffing Report

Fiscal Year 2023-2024



2023-2024 FY Separations



Fiscal Year Statistics
Total hires to date 73
Total separations from hires 3

Separation Reasons:
Attendance – 1
Performance – 1
Personal - 1

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/01/2023 thru 01/31/2024
Percentages by Department/Conditions

Conditions	
Baby Bonding	1
Cardiology	1
Digestive	1
FMLA - Child	3
FMLA - Spouse	6
Internal Medicine	1
Neurological	2
Obstetrics/Gynecology	3
Oncology	5
Orthopedic	7
Pulmonary	3
Grand Total	33

Percentage by Department					
Department	# of Ees	# on FMLA	% by FTE	% by FMLA	% by Dept HC
Advanced	130	13	2.73%	39.39%	10.00%
Basic	176	7	1.47%	21.21%	3.98%
Business Office	12	2	0.42%	6.06%	16.67%
Communications	41	6	1.26%	18.18%	14.63%
Controller - Payroll, Purchasing, A/P	5	2	0.42%	6.06%	40.00%
Mobile Integrated Health	6	1	0.21%	3.03%	16.67%
Support Services - Facilities, Fleet, S.E., Logistics	32	2	0.42%	6.06%	6.25%
Grand Total	402	33			
Total # of Full Time Employees - January 2024	476				
% of Workforce using FMLA	6.93%				
TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Intermittent Leave	18	54.55%			
Block of Leave	15	45.45%			
Total	33	100.00%			

MedStar Mobile Health Care Separation Statistics January 2024

Full Time Separations
Part Time Separations
Total Separations

Current Month		
Vol	Invol	Total
4	4	8
1	0	1
5	4	9

Year to Date		
Vol	Invol	Total
20	6	26
5	1	6
25	7	32

YTD Compared to Jan'23		Headcount
Jan'23	%	Jan-23
26	5.41%	481
6	4.99%	51
32	6.02%	532
Difference	-0.484%	

	Full Time	Part Time	Total
Total Turnover %	1.50%	2.27%	1.56%
Voluntary Turnover %	0.75%	2.27%	0.87%

	Full Time	Part Time	Total
	4.87%	13.64%	5.54%
	3.75%	11.36%	4.33%

Separations by Department

Full Time	Vol	Invol	Total	Current Month		
				Vol	Invol	Total
Advanced				1	1	2
Basics				3	2	5
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				0	1	1
Total				4	4	8

Year to Date			Headcount	
Vol	Invol	Total	Jan-24	
	8	1	9	156
	8	2	10	206
	1	0	1	11
	1	0	1	48
				6
				3
				7
				26
				9
				2
				6
				2
				2
				9
				12
				1
	2	3	5	28
	20	6	26	534

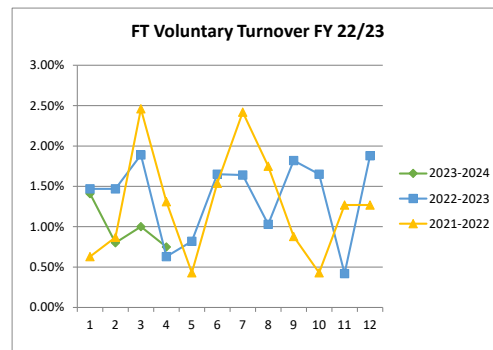
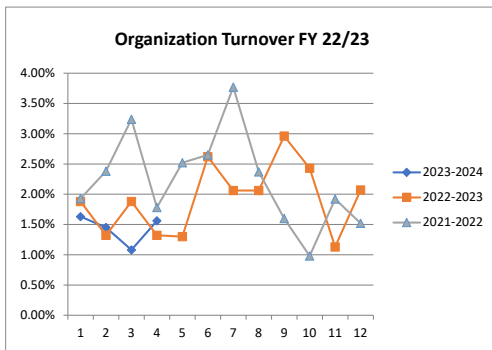
Part Time	Current Month		
	Vol	Invol	Total
Advanced	1	0	1
Basics			
Business Office			
Communications			
Controller - Payroll, Purchasing, A/P			
Executives			
Field Manager/Supervisors - Operations			
Field Operations Other			
Health Information Systems			
Human Resources			
Information Technology	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

Year to Date			Headcount	
Vol	Invol	Total	Jan-24	
	1	0	1	20
	3	1	4	13
				2
				1
	1	0	1	8
	5	1	6	44

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	1.56%	1.32%	1.78%	1.50%
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	5.54%	22.01%	24.57%	4.87%

	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	0.75%	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	3.75%	13.20%	15.25%



Tab F – FRAB

Tab G – Operations

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

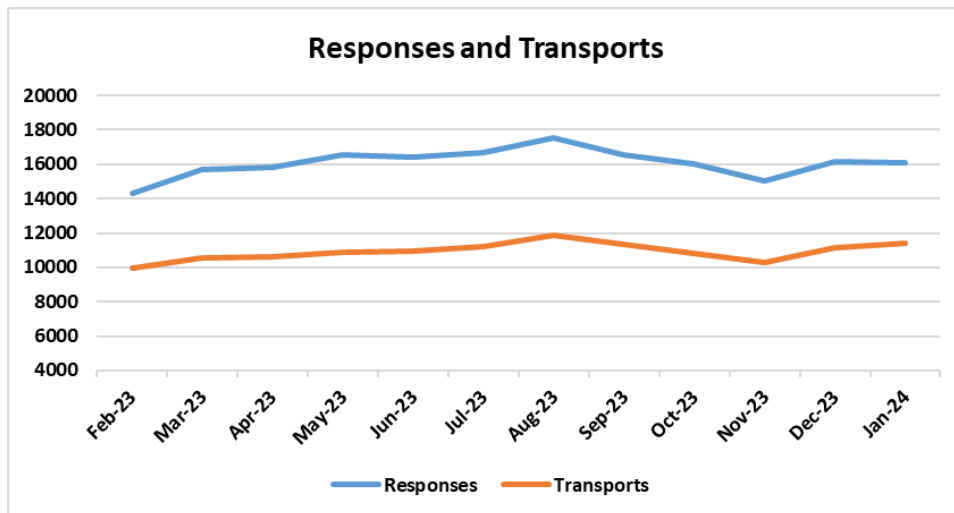
Operations Report- January 2024

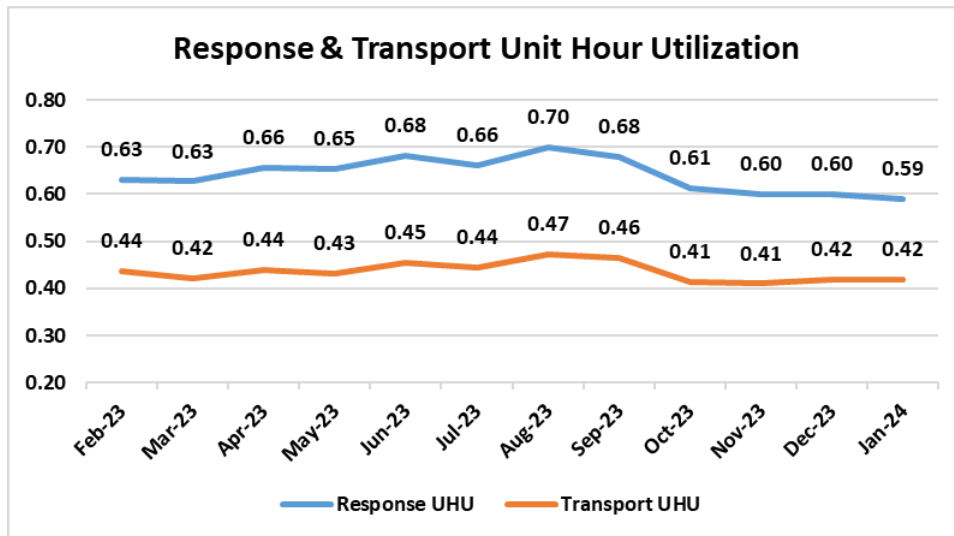
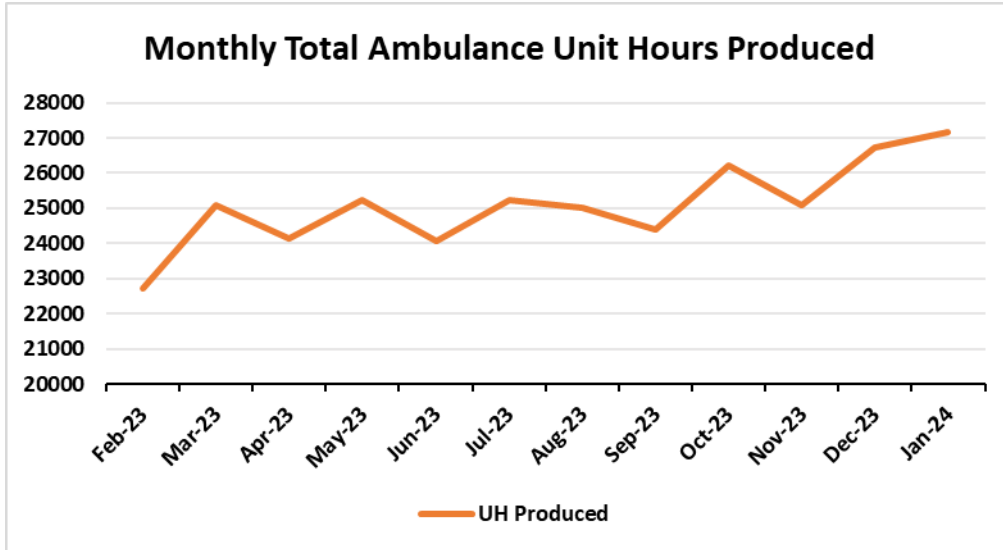
The following summarizes significant operational items through January 31st, 2024.

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%	0:10:43
	911 calls answered <15 seconds	≥ 90%	92.98%
	Compliance to ACE standards	≥ 95%	95%

Field Operations:

Ambulance Metrics





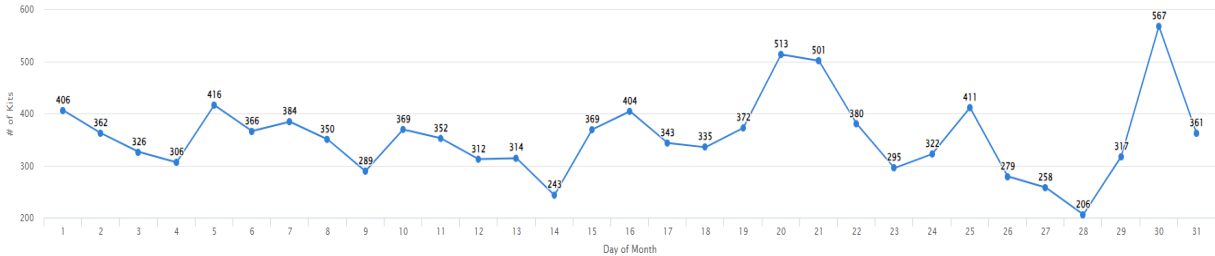
Fleet/Logistics/Building Maintenance:

Daily Kit Inventory Log January 2024



Kit Inventory Log - Month

Log of kit transactions for the previous month

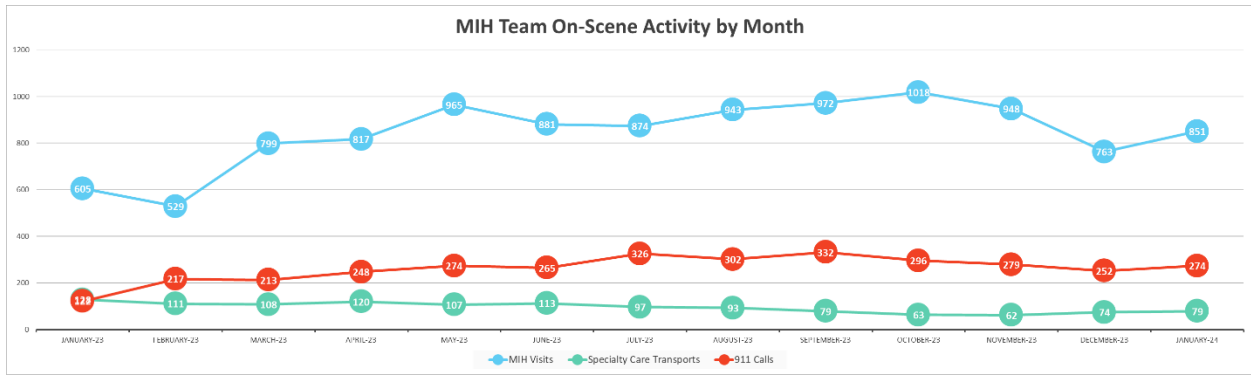


Special Operations:

- Completed 90 standby events January 2024
 - 2024 Fort Worth Stock Show and Rodeo (48 Events over 19 days)
 - TCU Basketball Men's and Women's Basketball
 - PBR at Cowtown
 - CCR/First Aid Demo at Downtown Night Shelter and for a Local Cub Scout Troop

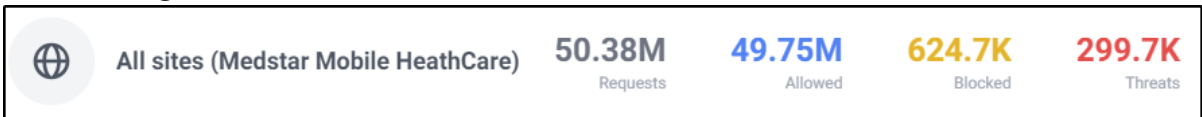
Mobile Integrated Health:

- 1,649 clients are currently enrolled
 - Admission/Readmission Avoidance: 12
 - Episodic Care Coordination: 979
 - High Utilization Group (HUG): 50
 - Hospital at Home: 2
 - STAR: 6
 - Star-Saver Plus: 429
- 63 clients are pending enrollment
 - Admission/Readmission Avoidance: 9
 - High Utilization Group (HUG): 25
 - Overdose Response Team: 25
 - STAR: 4

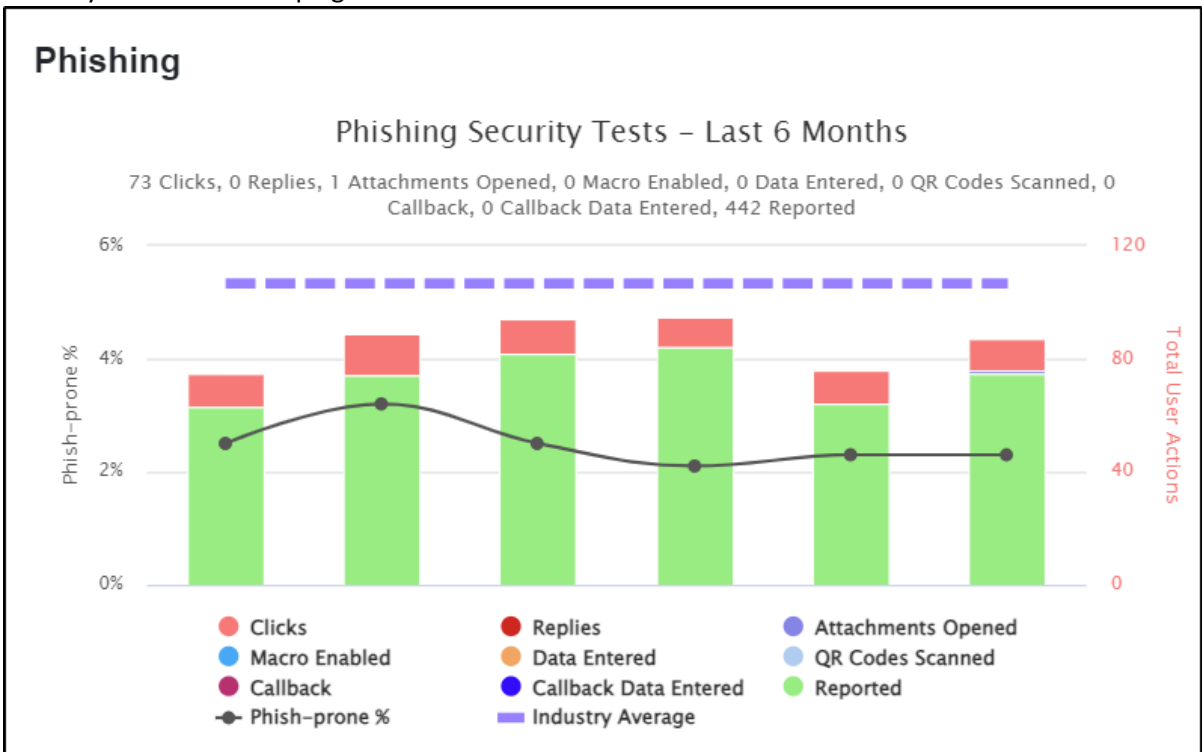


Information Technology:

- Reviewing the infrastructure improvement project plan for the current fiscal year.
- Exploring potential backup communications sites and supporting infrastructure.
- Working with communications and operations team to strengthen technology redundancies for the communications center.
- Identifying and implementing cost and service optimization strategies.
- Web filtering stats:



- Security Awareness Campaign:



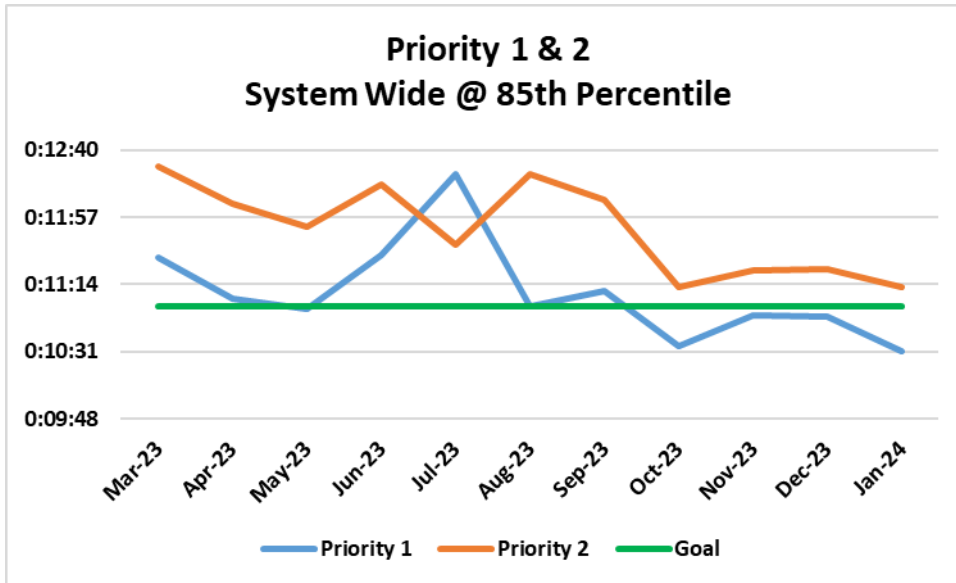
Business Intelligence:

- Analysts continue to work with departments on various projects
 - SharePoint Optimization
 - Deployment Modeling
 - OMD (Office of The Medical Director) database/reporting builds for QA (Quality Assurance)
 - Risk & Safety Reporting tool build
 - Scheduling tools being enhanced to increase efficiency in processes

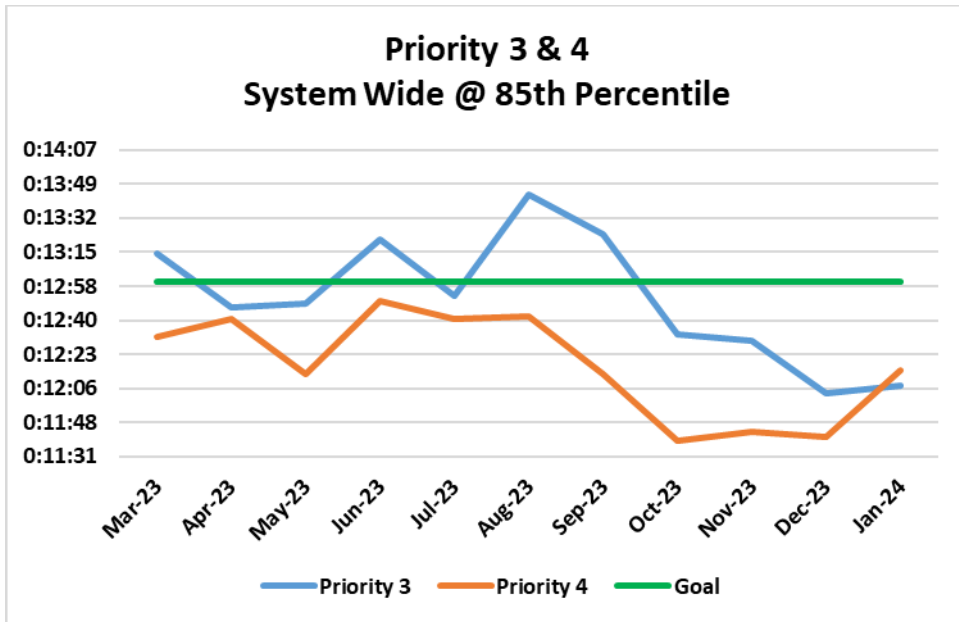
Ambulance 911 Response Times

System Wide @ 85 th	Oct-23	Nov-23	Dec-23	Jan-24
Priority 1	0:10:34	0:10:54	0:10:53	0:10:31
Priority 2	0:11:12	0:11:23	0:11:24	0:11:12
Priority 3	0:12:33	0:12:30	0:12:03	0:12:07
Priority 4	0:11:39	0:11:44	0:11:41	0:12:15
Priority 5	0:14:53	0:15:17	0:15:12	0:14:57
Priority 7	0:16:07	0:16:51	0:16:14	0:17:16
Priority 8	0:15:54	0:16:08	0:16:07	0:15:46

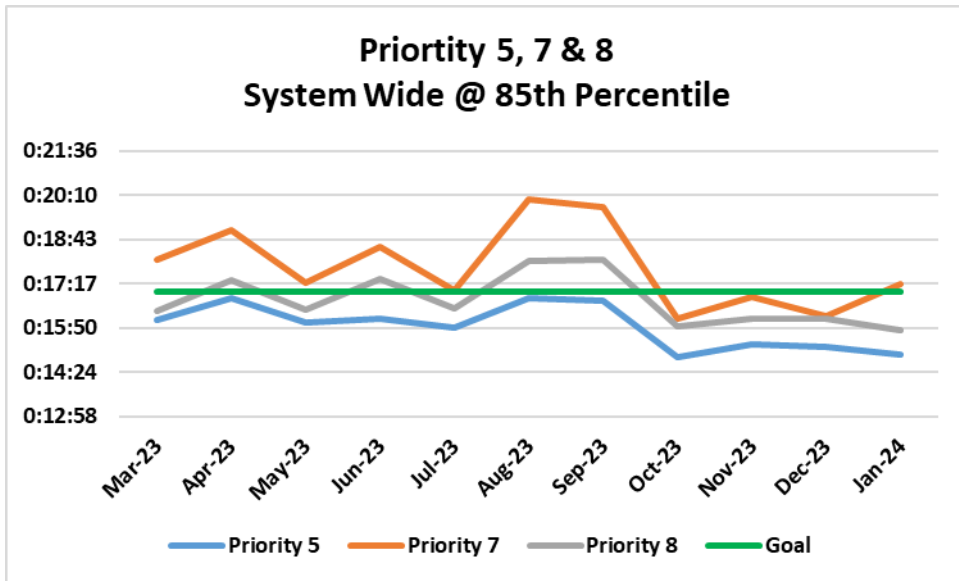
Response times measured from phone answer time to arrival on scene



Response times measured from phone answer time to arrival on scene



Response times measured from phone answer time to arrival on scene

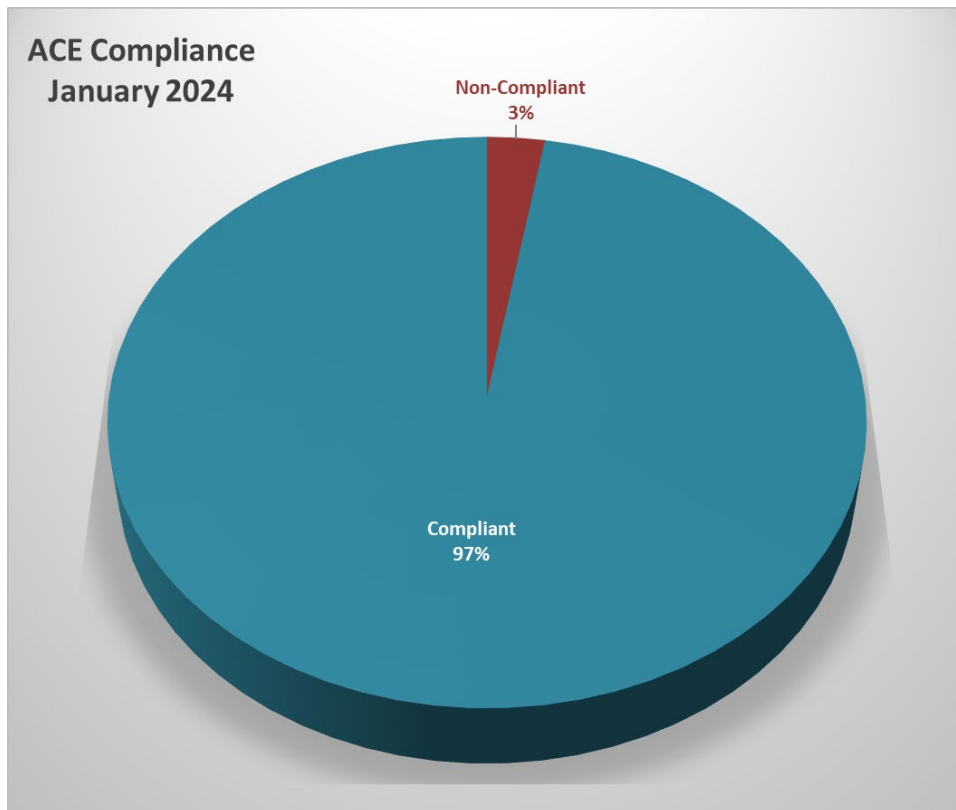


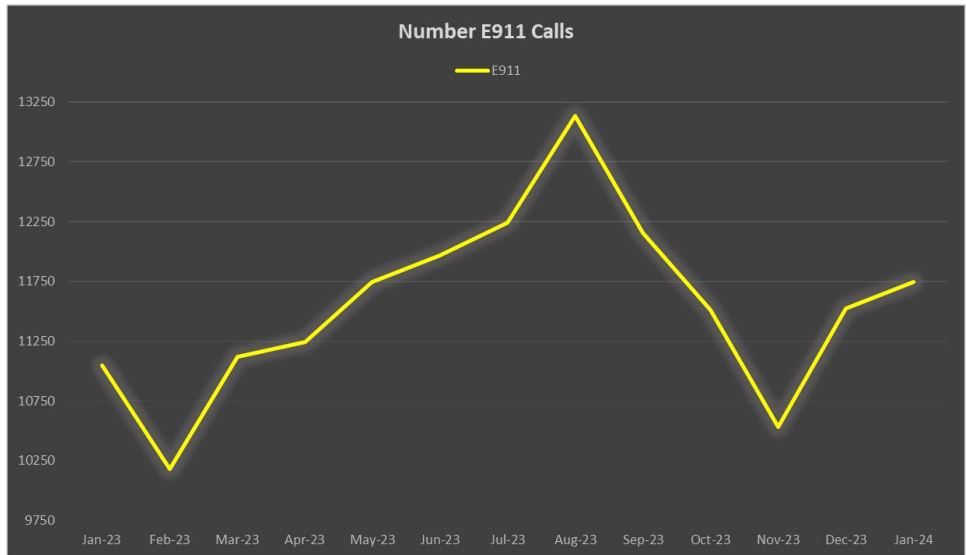
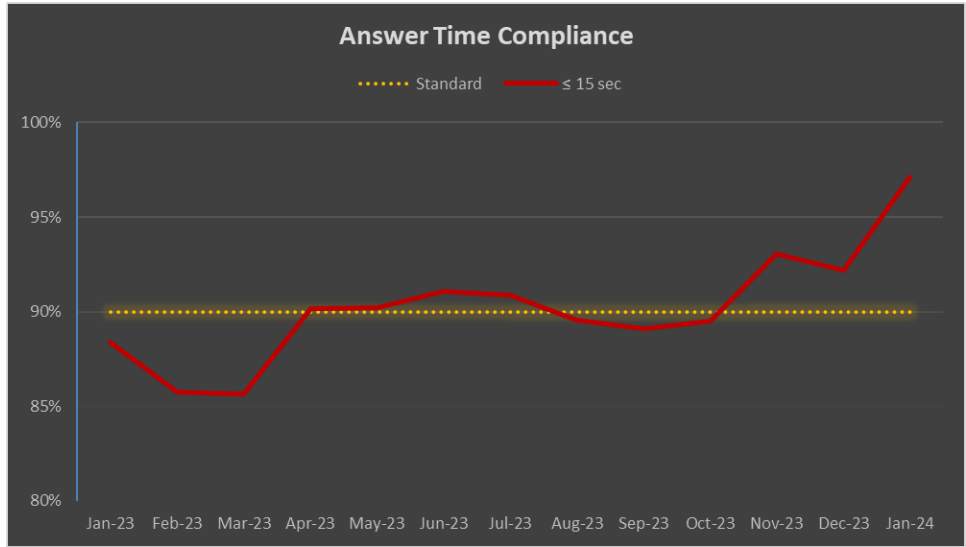
Response times measured from phone answer time to arrival on scene

Communications Center:

- Five (5) controllers completed the last phase of training in January.
- Twelve (12) controllers continue in various phases of training. Two (2) are expected to complete the last phase in February.
- All positions are currently filled with one full-time to part-time status change around April 1.
- Continual review and enhancement of LOGIS configuration to maintain optimal efficiency in deploying system resources.

	Admin In	Admin Out	Admin Total	Admin Avg Dur	E911	E911 Avg Dur	E911 Ans ≤ 15 sec	E911 Ans ≤ 20 sec	Total All Calls
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
Jan 2024	6,584	4,179	10,763	153.2	11,744	277.7	97.12%	98.08%	22,507







Medstar Mutual Aid Response Task Time Report

Period: 01/01/2024 through 01/31/2024

	AID GIVEN	AID RECEIVED	TOTAL CALLS	% of Calls To Mutual Aid
	118	13	16101	0.08%

Aid TO	Total	Aid TO	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
--------	-------	--------	------	----------	-----------------	----------	------	---------	----------------

Arlington	1								
Arlington		M67		1/26/2024 11:26:03 PM	3088661	5	Arlington	17B04 - Falls - 5A	No

Benbrook	41								
Benbrook		M49		1/7/2024 8:23:09 AM	3067028	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	No
Benbrook		M78		1/18/2024 3:09:03 PM	3079355	7	Benbrook	26A08 - Sick Person (Specific Diagnosis) 7A	Yes
Benbrook		M75		1/26/2024 7:31:26 AM	3087811	2	Benbrook	17D04 - G - Falls - On the ground or floor - 2A	No
Benbrook		M52		1/9/2024 5:58:41 AM	3069329	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Benbrook		M58		1/10/2024 6:52:39 AM	3070544	5	Benbrook	17B01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Benbrook		M25		1/2/2024 7:49:32 PM	3062229	5	Benbrook	26A01 - Sick Person (Specific Diagnosis) 5A	Yes
Benbrook		M72		1/11/2024 2:06:13 PM	3072371	5	Benbrook	01C06 - Abdominal Pain / Problems - 5A	Yes
Benbrook		M70		1/4/2024 9:51:11 AM	3063793	5	Benbrook	26A11 - Sick Person (Specific Diagnosis) 5A	Yes
Benbrook		M66		1/5/2024 9:17:13 PM	3065676	3	Benbrook	28C01 - D - Stroke (CVA) / Transient Ischemic Attack (TIA) - PARTIAL evidence of stroke (≥ T hours) - 3A	Yes
Benbrook		M81		1/5/2024 9:08:19 AM	3064959	3	Benbrook	31C02 - Falls - 3A	Yes
Benbrook		M76		1/20/2024 3:47:38 PM	3081705	5	Benbrook	17A04 - Falls - 5A/FDO	No
Benbrook		M90		1/6/2024 9:25:13 AM	3066050	5	Benbrook	17B01 - Falls - 5A	No

Benbrook	M61	1/15/2024 3:03:02 PM	3076193	5	Benbrook	26C02 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M78	1/18/2024 1:37:13 PM	3079260	5	Benbrook	13C02 - Diabetic Problems - 5A	No
Benbrook	M64	1/29/2024 5:45:54 PM	3091470	5	Benbrook	26A10 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M57	1/22/2024 3:17:47 PM	3083756	7	Benbrook	USA01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A	Yes
Benbrook	M87	1/3/2024 8:12:50 AM	3062654	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M76	1/21/2024 1:26:33 AM	3082196	2	Benbrook	10D02 - Chest Pain / Chest Discomfort (Non-Traumatic) - 7A	Yes
Benbrook	M39	1/6/2024 7:56:46 PM	3066636	5	Benbrook	21B01 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	Yes
Benbrook	M42	1/12/2024 6:55:10 AM	3073025	5	Benbrook	17A02 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M81	1/12/2024 11:28:46 AM	3073241	5	Benbrook	17A02 - Falls - 5A	Yes
Benbrook	M82	1/13/2024 13:06	3074311	7	Benbrook	USA01 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A	Yes
Benbrook	M91	1/18/2024 4:17:44 PM	3079454	5	Benbrook	26A05 - Sick Person (Specific Diagnosis) - 5A	Yes
Benbrook	M86	1/21/2024 5:44:22 PM	3082808	5	Benbrook	21B02 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	No
Benbrook	M81	1/22/2024 1:35:37 AM	3083147	5	Benbrook	13A01 - Diabetic Problems - 5A	Yes
Benbrook	M64	1/22/2024 2:36:20 AM	3083162	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M72	1/2/2024 1:04:42 PM	3061755	5	Benbrook	13C01 - Diabetic Problems - 5A	No
Benbrook	M78	1/22/2024 7:10:34 AM	3083296	5	Benbrook	17B01 - G - Falls - On the ground or floor - 5A	Yes
Benbrook	M41	1/25/2024 5:00:57 PM	3087245	5	Benbrook	21B02 - M - Hemorrhage (Bleeding) / Lacerations - MEDICAL - 5A	Yes

Benbrook	M51	1/5/2024 10:47:35 PM	3065734	5	Benbrook	45A01 - Specialized Unscheduled Up- Care Transport - 5A	No
Benbrook	M78	1/28/2024 8:37:43 AM	3089990	5	Benbrook	45B01 - Specialized Unscheduled Up- Care Transport - 5A	Yes
Benbrook	M76	1/9/2024 8:50:28 PM	3070265	5	Benbrook	45A01 - Specialized Unscheduled Up- Care Transport - 5A	Yes
Benbrook	M85	1/25/2024 4:58:50 PM	3087229	5	Benbrook	17B01 - Falls - 5A	Yes
Benbrook	M75	1/6/2024 5:13:23 PM	3066494	5	Benbrook	45A01 - Specialized Unscheduled Up- Care Transport - 5A	Yes
Benbrook	M42	1/4/2024 8:18:07 AM	3063727	3	Benbrook	45C01 - Specialized Unscheduled Up- Care Transport - 3A	Yes
Benbrook	M75	1/8/2024 7:20:11 AM	3068125	5	Benbrook	45C13 - Specialized Unscheduled Up- Care Transport - 5A	Yes
Benbrook	M59	1/5/2024 8:16:51 AM	3064916	3	Benbrook	45C02 - Specialized Unscheduled Up- Care Transport - 3A	Yes
Benbrook	M77	1/10/2024 7:46:51 PM	3071610	5	Benbrook	01C02 - Abdominal Pain / Problems - 5A	Yes
Benbrook	M88	1/6/2024 9:18:58 AM	3066044	5	Benbrook	45A01 - Specialized Unscheduled Up- Care Transport - 5A	Yes
Benbrook	M51	1/18/2024 9:06:29 AM	3078954	5	Benbrook	45A01 - Specialized Unscheduled Up- Care Transport - 5A	Yes
Benbrook	M42	1/29/2024 11:22:09 AM	3091080	5	Benbrook	10C03 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes

Crowley

11

Crowley	M52	1/13/2024 12:04:36 PM	3074277	5	Crowley	06C01 - Breathing Problems - 5A	No
Crowley	M54	1/24/2024 1:54:17 AM	3085227	5	Crowley	06C01 - Breathing Problems - 5A	Yes

Crowley	M50	1/15/2024 11:03:50 AM	3076017	5	Crowley	26A10 - Sick Person (Specific Diagnosis) 5A	Yes
Crowley	M85	1/7/2024 11:28:33 AM	3067144	2	Crowley	31D04 - Unconscious / Fainting (Near) - 2A	No
Crowley	M65	1/15/2024 4:22:10 PM	3076262	5	Crowley	06C01 - Breathing Problems - 5A	Yes
Crowley	M74	1/9/2024 3:25:42 PM	3069903	5	Crowley	06C01 - Breathing Problems - 5A	Yes
Crowley	M66	1/8/2024 9:26:52 AM	3068271	5	Crowley	26C02 - Sick Person (Specific Diagnosis) 5A	No
Crowley	M25	1/27/2024 12:38:46 PM	3089106	2	Crowley	31D02 - Unconscious / Fainting (Near) - 2A	Yes
Crowley	M72	1/23/2024 9:02:08 AM	3084467	5	Crowley	17B04 - Falls - 5A	No
Crowley	M33	1/24/2024 1:40:43 AM	3085221	5	Crowley	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Crowley	M76	1/29/2024 4:52:16 PM	3091416	5	Crowley	26A10 - Sick Person (Specific Diagnosis) 5A	Yes

Everman

1

Everman	M573	1/27/2024 12:44:51 PM	3089112	8	Everman	32B01 - Unknown Problem (Person Down) - 8B	No
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Watauga

1

Watauga	M87	1/4/2024 11:57:38 AM	3063942	3	Watauga	06C01 - Breathing Problems - 5A	Yes
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Richland Hills

63

Richland Hills	M83	1/9/2024 8:57:45 PM	3070269	5	Fort Worth	26C02 - Sick Person (Specific Diagnosis) 5A	No
Richland Hills	M48	1/7/2024 4:42:31 PM	3067410	5	Richland Hills	17B04 - G - Falls - On the ground or floor - 5A	Yes
Richland Hills	M26	1/7/2024 6:37:24 AM	3067009	5	Richland Hills	06C01 - Breathing Problems - 5A	Yes
Richland Hills	M73	1/8/2024 8:57:06 AM	3068250	2	Richland Hills	45D02 - Specialized Unscheduled Up-Care Transport - 2A	Yes
Richland Hills	M38	1/9/2024 4:34:10 PM	3070008	5	Richland Hills	01A01 - Abdominal Pain / Problems - 5A	Yes

Richland Hills	M29	1/9/2024 4:32:07 AM	3069176	5	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M82	1/13/2024 5:02:42 PM	3074463	5	Richland Hills	10C01 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M59	1/8/2024 2:00:08 AM	3067862	5	Richland Hills	FD Standby	No
Richland Hills	M34	1/17/2024 10:39:43 AM	3078000	3	Richland Hills	31C02 - Unconscious / Fainting (Near) - 3A	Yes
Richland Hills	M24	1/18/2024 7:57:15 AM	3078882	5	Richland Hills	17B04 - Falls - 5A	Yes
Richland Hills	M62	1/10/2024 5:42:46 PM	3071471	5	Richland Hills	17B01 - Falls - 5A	No
Richland Hills	M84	1/18/2024 3:39:58 PM	3079395	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Richland Hills	M67	1/10/2024 8:17:52 PM	3071636	3	Richland Hills	26D01 - Sick Person (Specific Diagnosis) 3A	Yes
Richland Hills	M84	1/13/2024 6:12:13 PM	3074524	3	Richland Hills	45C02 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Richland Hills	M31	1/20/2024 4:22:52 PM	3081741	7	Richland Hills	30B01 - Traumatic Injuries (Specific) - 7A	Yes
Richland Hills	M24	1/21/2024 2:28:35 PM	3082654	7	Richland Hills	17A02 - E - Falls - Environmental problems (rain, heat, cold) - 7A	Yes
Richland Hills	M70	1/27/2024 3:02:25 PM	3089246	5	Richland Hills	17B01 - G - Falls - On the ground or floor - 5A	Yes
Richland Hills	M800	1/21/2024 12:05:52 PM	3082546	1	Richland Hills	09E01 - Cardiac or Respiratory Arrest / Death - 1A	No
Richland Hills	M39	1/17/2024 11:22:43 PM	3078606	7	Richland Hills	17A01 - Falls - 7A	Yes
Richland Hills	M82	1/11/2024 11:35:38 PM	3072833	5	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M27	1/18/2024 4:42:07 PM	3079476	2	Richland Hills	12D04 - Convulsions / Seizures - 2A	Yes

Richland Hills	M72	1/18/2024 6:12:10 PM	3079650	2	Richland Hills	08D05 - G - Carbon Monoxide / Inhalation / HAZMAT / CBRN - Smell of gas/fumes - 2A	No
Richland Hills	M57	1/26/2024 3:22:51 PM	3088185	5	Richland Hills	26C02 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M32	1/20/2024 8:56:29 PM	3081963	3	Richland Hills	08C01 - U - Carbon Monoxide / Inhalation / HAZMAT / CBRN - Unknown - 3A	Yes
Richland Hills	M65	1/18/2024 10:17:10 AM	3079024	2	Richland Hills	12B01 - Convulsions / Seizures - 2A	Yes
Richland Hills	M74	1/9/2024 7:10:53 PM	3070195	2	Richland Hills	31D04 - Falls - 2A	No
Richland Hills	M54	1/14/2024 4:39:29 AM	3074900	2	Richland Hills	06E01 - O - Breathing Problems Other lung problems - 2A	Yes
Richland Hills	M51	1/18/2024 10:40:07 AM	3079059	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Richland Hills	M58	1/19/2024 4:40:54 PM	3080666	2	Richland Hills	17D03 - Falls - 2A	No
Richland Hills	M503	1/25/2024 6:09:59 PM	3087300	8	Richland Hills	32B02 - Medical Alarm (Alert) notification - BB/EDO	No
Richland Hills	M28	1/25/2024 10:20:35 AM	3086833	2	Richland Hills	12C04 - Convulsions / Seizures - 2A	Yes
Richland Hills	M67	1/20/2024 12:08:33 PM	3081476	3	Richland Hills	28C03 - Y - Stroke (CVA) / Transient Ischemic Attack (TIA) - No test evidence of stroke	Yes
Richland Hills	M20	1/11/2024 5:40:04 PM	3072596	5	Richland Hills	17O01 - G - Falls - On the ground or floor - 5A	Yes
Richland Hills	M65	1/27/2024 6:18:55 PM	3089418	3	Richland Hills	45C01 - Specialized Unscheduled Up-Care Transport - 3A	No
Richland Hills	M44	1/9/2024 1:00:31 PM	3069743	5	Richland Hills	10C01 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	No

Richland Hills	M56	1/26/2024 5:13:19 PM	3088312	2	Richland Hills	12D02 - E - GENERALIZED seizure (not FOCAL or Impending) - Epileptic or Previous seizure diagnosis - 2A	No
Richland Hills	M74	1/28/2024 1:44:09 AM	3089747	8	Richland Hills	26O01 - Sick Person (Specific Diagnosis) 8B	Yes
Richland Hills	M75	1/25/2024 7:52:18 AM	3086666	7	Richland Hills	01A03 - Abdominal Pain / Problems - 7A	Yes
Richland Hills	M71	1/26/2024 7:57:25 PM	3088500	2	Richland Hills	08D05 - U - Carbon Monoxide / Inhalation / HAZMAT / CBRN - Unknown - 2A	No
Richland Hills	M47	1/25/2024 4:33:09 PM	3087205	2	Richland Hills	28C01 - K - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR evidence of stroke	Yes
Richland Hills	M43	1/24/2024 8:32:58 AM	3085390	2	Richland Hills	17D05 - G - Falls - On the ground or floor - 2A	Yes
Richland Hills	M46	1/30/2024 3:37:17 AM	3091878	5	Richland Hills	45A01 - G - Specialized Unscheduled Up-Care Transport - Falls - 5A	Yes
Richland Hills	M37	1/30/2024 11:15:38 AM	3092180	2	Richland Hills	31D04 - Unconscious / Fainting (Near) - 2A	Yes
Richland Hills	M81	1/24/2024 11:04:31 AM	3085509	3	Richland Hills	31C02 - Unconscious / Fainting (Near) - 3A	Yes
Richland Hills	M22	1/24/2024 4:27:03 AM	3085264	5	Richland Hills	10D05 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Richland Hills	M70	1/30/2024 7:16:39 PM	3092652	3	Richland Hills	45C03 - Specialized Unscheduled Up-Care Transport - 3A	Yes
Richland Hills	M88	1/25/2024 2:51:48 AM	3086504	5	Richland Hills	26C02 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M87	1/24/2024 9:49:34 AM	3085455	5	Richland Hills	45A01 - H - Specialized Unscheduled Up-Care Transport - Headache - 5A	Yes
Richland Hills	M29	1/25/2024 9:49:22 AM	3086769	5	Richland Hills	06C01 - Breathing Problems - 5A	Yes
Richland Hills	M67	1/24/2024 4:52:52 PM	3086017	5	Richland Hills	26A10 - Sick Person (Specific Diagnosis) 5A	Yes

Richland Hills	M20	1/17/2024 3:52:25 PM	3078276	5	Richland Hills	26C01 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M84	1/18/2024 2:51:00 PM	3079329	5	Richland Hills	26A10 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M75	1/26/2024 12:54:56 PM	3088063	2	Richland Hills	31D04 - Unconscious / Fainting (Near) - 2A	No
Richland Hills	M58	1/20/2024 2:39:47 PM	3081644	2	Richland Hills	17D04 - Falls - 2A	Yes
Richland Hills	M25	1/21/2024 7:39:16 PM	3082908	5	Richland Hills	26C01 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M42	1/10/2024 8:04:12 AM	3070610	5	Richland Hills	26A03 - Sick Person (Specific Diagnosis) 5A	Yes
Richland Hills	M91	1/8/2024 12:59:39 PM	3068517	2	Richland Hills	31D04 - Unconscious / Fainting (Near) - 2A	Yes
Richland Hills	M33	1/13/2024 10:04:11 PM	3074704	7	Richland Hills	30B01 - Traumatic Injuries (Specific) - 7A	Yes
Richland Hills	M34	1/20/2024 10:12:54 AM	3081401	5	Richland Hills	17B01 - Falls - 5A	Yes
Richland Hills	M27	1/8/2024 7:35:01 AM	3068139	5	Richland Hills	17B01 - Specialized Unscheduled Up-Care Transport - 5A	Yes
Richland Hills	M56	1/13/2024 4:06:18 PM	3074430	5	Richland Hills	31C01 - Unconscious / Fainting (Near) - 5A	Yes
Richland Hills	M70	1/26/2024 10:39:13 AM	3087956	5	Richland Hills	06C01 - Breathing Problems - 5A	Yes
Richland Hills	M62	1/30/2024 1:07:48 PM	3092266	4	Richland Hills	29B05 - U - Vehicle vs. vehicle - Unknown number of patients - 4B	Yes

Total Given 118

RECEIVED

Aid FROM	Total	Aid FROM	Unit	Inc Date	Incident Number	Priority	Area	Problem	Resulted in TX
Arlington	1	AMR Arlington 1		1/17/2024 6:39:12 AM	3077762	8	Fort Worth	18O01 - Headache - 8B	Yes

Eagle Mountain

10

Eagle Mountain	Eagle Mountain	1/10/2024 6:00:31 PM	3071494	3	Fort Worth	26D01 - Sick Person (Specific Diagnosis) 3A	No
Eagle Mountain	Eagle Mountain	1/25/2024 10:28:55 AM	3086848	2	Fort Worth	28C01 - K - Stroke (CVA) / Transient Ischemic Attack (TIA) - CLEAR evidence of stroke (≥ T hours) - 2A	Yes
Eagle Mountain	Eagle Mountain	1/20/2024 1:28:40 PM	3081568	5	Fort Worth	17A02 - Falls - 5A	Yes
Eagle Mountain	Eagle Mountain	1/9/2024 7:16:22 AM	3069395	3	Fort Worth	24D03 - Pregnancy / Childbirth / Miscarriage - 3A	Yes
Eagle Mountain	Eagle Mountain	1/10/2024 9:30:24 AM	3070737	5	Fort Worth	26C02 - Sick Person (Specific Diagnosis) 5A	Yes
Eagle Mountain	Eagle Mountain	1/16/2024 11:12:31 AM	3076926	5	Fort Worth	28C04 - Y - Stroke (CVA) / Transient Ischemic Attack (TIA) - No test evidence of stroke	Yes
Eagle Mountain	Eagle Mountain	1/10/2024 3:30:42 PM	3071314	5	Fort Worth	31C01 - Unconscious / Fainting (Near) - 5A	No
Eagle Mountain	Eagle Mountain	1/17/2024 8:00:45 AM	3077835	5	Fort Worth	10D04 - Chest Pain / Chest Discomfort (Non-Traumatic) - 5A	Yes
Eagle Mountain	Eagle Mountain	1/17/2024 10:39:48 AM	3078010	7	Lakeside	05AU1 - Back Pain (Non-Traumatic or Non-Recent Trauma) - 7A	Yes
Eagle Mountain	Eagle Mountain	1/8/2024 11:45:06 AM	3068422	2	Fort Worth	32D01 - Unknown Problem (Person Down) - 8B	No

Justin EMS

1

Justin EMS	Justin EMS	1/10/2024 4:49:52 PM	3071410	5	Fort Worth	06D04 - Breathing Problems - 5A	Yes
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Watauga

1

Watauga	Watauga	1/17/2024 7:33:58 AM	3077798	5	Fort Worth	13C02 - Diabetic Problems - 5A	No
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Total Received

13

Tab H – Compliance and Legal



Legal Team Report January 17, 2024 – February 14, 2024

Compliance Officer Duties

- Assisted multiple MAEMSA jurisdiction Police departments with multiple criminal investigations, records requests, missing persons investigations, and obtained crew member statements, witness interviews as needed.
- Assisted Tarrant County Medical Examiner's office with multiple death investigations, and records requests.
- Processed five narcotic anomalies. No foul play was suspected in any of the occurrences.
- Reviewed comprehensive clinical management program documents and TX DSHS application with OMD and submitted to the state for approval.
- Conducted three field unit inspections with the TX DSHS.

Paralegal Duties

- 20 DFPS reports were filed for suspected abuse, neglect, or exploitation.
- Provided internal legal support for MedStar team members and processed requests regarding legal matters.
- 5 Subpoenas(s) served for witness appearance.
- Conducted 2 court appearances as states witness in criminal cases.
- Reviewed multiple legal & privacy matters with field crewmembers, HR and OMD, and provided legal guidance as needed.
- Drafted, reviewed, negotiated, and executed multiple agreements with outside parties.
- Worked with outside counsel to draft an OCR response and provided exhibits regarding the cyber-attack that occurred on October 20th, 2022.
- 2 Pre-Trial meeting were held with the Tarrant Co. District Attorney's Office regarding criminal case.

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