



Metropolitan Area EMS Authority (MAEMSA)

d.b.a. MedStar Mobile Healthcare

Board of Directors

January 16, 2019

**METROPOLITAN AREA EMS AUTHORITY
D/B/A MEDSTAR MOBILE HEALTHCARE
BOARD OF DIRECTORS MEETING**

Meeting Location: MedStar Mobile Healthcare, 2900 Alta Mere Dr., Fort Worth, TX 76116
Meeting Date and Time: January 16, 2019 10:00 a.m.

- | | | | |
|-------------|-------------------------------|--|--|
| I. | CALL TO ORDER | | Dr. Brian Byrd |
| II. | INTRODUCTION OF GUESTS | | Dr. Brian Byrd |
| III. | CONSENT AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. The consent agenda consists of the following: | |
| | BC – 1378 | Approval of board minutes November 28, 2018 meeting. | Dr. Brian Byrd
Pg. 4 |
| | BC - 1379 | Approval of Check History November, 2018. | Dr. Brian Byrd
Pg. 7 |
| | BC – 1380 | Approval of Check History December, 2018 | Dr. Brian Byrd
Pg. 10 |
| IV. | OLD BUSINESS | There is no old business. | |
| V. | NEW BUSINESS | | |
| | IR-207 | Briefing by Whitley Penn on 2018 Audit. | Douglas Hooten |
| | BC – 1381 | Approval of Plans & Specifications for North Deployment Center and authorization to close on purchase. | Douglas Hooten
Pg. 12 |
| | BC – 1382 | Approval of Phase II of Construction of North Deployment Center. | Douglas Hooten
Pg. 13 |
| VI. | MONTHLY REPORTS | | |
| | A. | Chief Executive Officer’s Report | Douglas Hooten |
| | B. | Chief Financial Officer Report | Joan Jordan |
| | C. | Chief Operations Report | Ken Simpson |
| | D. | Human Resources Report | Tina Smith |
| | E. | First Responders Advisory Board (FRAB) | Fire Chief Jim Davis
Fire Chief Kirt Mays |

F.	Office of the Medical Director Report	Dwayne Howerton Dr. Veer Vithalani
G.	Compliance / Legal Reports	Chad Carr Kristofer Schleicher
H.	Chief Strategic Integration Officer	Matt Zavadsky

VII. OTHER DISCUSSIONS

A.	Requests for future agenda items	Dr. Brian Byrd
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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:

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 551.074: To deliberate the deployment, or specific occasions for implementation, of security personnel or devices or a security audit.

IX. RECONVENE FROM CLOSED SESSION

The Board may act on any agenda item discussed during the Closed Session.

X. ADJOURNMENT

MINUTES

METROPOLITAN AREA EMS AUTHORITY D/B/A MEDSTAR MOBILE HEALTHCARE BOARD OF DIRECTORS MEETING

2900 Alta Mere Dr., Fort Worth, TX 76116
November 28, 2018

The Metropolitan Area EMS Authority Board of Directors met on November 28, 2018 at MedStar Mobile Healthcare offices.

I. CALL TO ORDER

Chairman Brian Byrd called the meeting to order at 10:02 a.m.

MedStar Board members present: Dr. Brian Byrd, Chairman, Dr. John Geesbreght, Dr. Janice Knebl, Paul Harral, Dr. Rajesh Gandhi, Stephen Tatum; Douglas Hooten (Ex-officio), Fire Chief Kirt Mays (Ex-officio), Fire Chief Jim Davis (Ex-officio), Dr. Veer Vithalani (Ex-officio) and Kristofer Schleicher, General Counsel for MAEMSA d/b/a MedStar Mobile Healthcare.

Others present were Fire Chief Michael Christensen, Fire Chief Doug Spears, Jeremy Bishop of IAFF Local 440 Board, Fort Worth Professional Fire Fighters Association, Dr. Matthew Cobb OMD Fellow, Dr. Brian Miller, Fire Chief Casey Davis; Tina Smith, Chad Carr, Ken Simpson, Joan Jordan, Matt Zavadsky, Dwayne Howerton, Susan Swagerty, Chris Cunningham,, Shaun Curtis, Pete Rizzo, Desi Partain, Dale Rose, Macara Trusty, Richard Brooks and Marianne Schmidt, all with MedStar.

II. INTRODUCTION OF GUESTS

No other guests.

III. CONSENT AGENDA

- BC – 1374 Approval of minutes for October 24, 2018**
- BC – 1369 Approval of Check History for November, 2018.**

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

IV. OLD BUSINESS

- BC – 1373 Ratification of final version of UTSW Interim Associate Medical Director.**

The motion to approve was made by Paul Harral and seconded by Stephen Tatum. The motion carried unanimously.

V. NEW BUSINESS

- BC – 1376 Approval of Fort Worth Fire request for expenditure.**

The motion to approve the board consent was made by Stephen Tatum and seconded by Dr. Gandhi. The motion carried unanimously.

BC – 1377 Resolutions refinance JP Morgan Loan and \$20m credit facility for Frost.

The motion to approve the board consent was made by Paul Harral and seconded by Stephen Tatum. Dr. John Geesbreght abstained from voting. The motion was approved by the remaining board members.

VI. MONTHLY REPORTS

A. Chief Executive Officer: Douglas Hooten reviewed the items in Tab A and noted that MedStar had its CAAS re-accreditation site visit on Nov 8-9, 2018 and received a report of zero deficiencies. Mr. Hooten thanked the staff and all the departments for all the hard work that was done and especially Shaun Curtis who managed the process.. We started to work on this over a year ago. MedStar received the DHSHS 2018 EMS Public Information/Injury Prevention award and the state EMS conference in Fort Worth. Mr. Hooten thanked Paul Harral for joining the morning shift to serve Thanksgiving dinner to MedStar crews. Mr. Hooten also announced that Joan Jordan has notified him that she will be retiring on March 31, 2019.

B. Chief Financial Officer: Joan Jordan reviewed Tab B.

C. Chief Operations Officer: Ken Simpson reviewed Tab C.

D. Human Resources Report: Leila Peeples reviewed Tab D.

E. FRAB: Fire Chief Kirt Mays: Nothing new to report from FRAB.

F. Office of the Medical Director: Dr. Veer Vithalani reviewed Tab F.

G. Compliance / Legal Reports: Chad Carr reviewed Tab G.

H. Chief Strategic Integration Officer: Matt Zavadsky reviewed Tab H.

VII. REQUEST FOR FUTURE AGENDA ITEMS

None.

VIII. CLOSED SESSION

None.

IX. ADJOURNMENT

There being no further business, Chairman Byrd adjourned the meeting at 11:45 a.m.

Respectfully submitted,

Janice Knebl
Secretary



Metropolitan Area EMS Authority dba MedStar Mobile

AP Check Details Over \$5000

For Checks Between 11/1/2018 and 11/30/2018

Check Number	CK Date	Vendor Name	Check Amount	Description
95836	11/2/2018	Bound Tree Medical LLC	\$ 8,017.71	chargers
95843	11/2/2018	Crosspoint Communications	5,045.00	Gateway Installs
95850	11/2/2018	Fulcrum Group	14,925.00	Spot Managed IT Services
95855	11/2/2018	Infor	48,919.00	Talent Science
95859	11/2/2018	Maintenance of Ft Worth, Inc.	5,087.59	Janitorial Supplies
95872	11/2/2018	ReCept Pharmacy	9,699.68	Medical Supplies
95874	11/2/2018	Stryker	16,347.10	Stair Chairs
95884	11/2/2018	ZirMed Inc	10,851.63	Verification, Claims, Invoices
95888	11/6/2018	AT&T Mobility	9,736.17	Cell Phone and Aircards
95889	11/6/2018	Bound Tree Medical LLC	7,577.54	Medical Supplies
95894	11/6/2018	JP Morgan Chase Bank, N.A.	74,661.62	Chase Loan
95905	11/6/2018	Zoll Medical Corporation	5,308.65	Monitor Supplies
95931	11/9/2018	Bound Tree Medical LLC	22,448.74	Medical Supplies
95936	11/9/2018	City of Fort Worth	108,458.96	Radios and Repairs
95938	11/9/2018	Continental Benefits	118,481.24	Health Insurance Premium
95939	11/9/2018	Delta Dental Insurance Comany	39,231.76	Dental Premium
95940	11/9/2018	Direct Energy Business	12,933.42	Electric Service
95944	11/9/2018	Innovative Developers, Inc.	19,561.25	N. Deployment Center
95953	11/9/2018	Microsoft Corporation	5,096.00	Repairs
95954	11/9/2018	Mutual of Omaha	8,023.42	Life Insurance
95956	11/9/2018	NRS	27,597.48	Collection Services
95966	11/9/2018	Paranet Solutions	39,378.00	IT Managed Services
95972	11/9/2018	Sedona Productions	8,912.65	Christmas Party
95973	11/9/2018	Solutions Group	25,748.12	SG Ded Monitoring Inv from CNI
95974	11/9/2018	SWC Health Solutions	7,208.78	Collection Services
95978	11/9/2018	TML Intergovernmental Risk Pool	5,304.74	Pre-Paid Insurance
96006	11/16/2018	Bound Tree Medical LLC	15,973.39	CHP supplies
96007	11/16/2018	Bruce Lowrie Chevrolet	6,945.16	fleet parts
96029	11/16/2018	ReCept Pharmacy	15,346.23	Medical Supplies
96044	11/21/2018	Bound Tree Medical LLC	16,849.67	Medical Supplies
96045	11/21/2018	Bracket & Ellis, PC	28,506.50	Legal Fees
96072	11/21/2018	PRUDENTIAL GROUP INSURANCE	19,744.18	Benefits
96073	11/21/2018	ReCept Pharmacy	10,011.83	Medical Supplies
96075	11/21/2018	SWC Health Solutions	6,850.29	Collection Services
96078	11/21/2018	Tyler Technologies	7,206.44	ERP
96080	11/21/2018	Whitley Penn, LLC	5,306.00	Audit
96081	11/21/2018	Zoll Medical Corporation	9,981.72	CPR stat pads
96101	11/29/2018	AT&T	6,417.02	Telephones - Invoice #7780364
96105	11/29/2018	Bound Tree Medical LLC	19,192.83	Medical Supplies
96106	11/29/2018	Bruce Lowrie Chevrolet	5,207.21	gm parts
96107	11/29/2018	Care Now Corporate	6,050.00	Drug screenings
96116	11/29/2018	Direct Energy Business	10,770.23	Electric Service
96118	11/29/2018	EverBridge Inc.	12,000.00	Annual Fee



Metropolitan Area EMS Authority dba MedStar Mobile

AP Check Details Over \$5000

For Checks Between 11/1/2018 and 11/30/2018

Check Number	CK Date	Vendor Name	Check Amount	Description
96124	11/29/2018	JP Morgan Chase Bank, N.A.	74,848.21	Chase Loan-CK Voided
96132	11/29/2018	Paranet Solutions	39,378.00	IT Consulting
96134	11/29/2018	ReCept Pharmacy	6,015.43	Medical Supplies
96138	11/29/2018	Tyler Technologies	41,006.22	ERP
96141	11/29/2018	XL Parts	8,038.91	stock order -Fleet/Parts
96142	11/29/2018	Zoll Data Systems Inc	7,262.47	Rescue Net
Wire	11/9/2018	American Express	14,171.72	Credit Card Bill - Break down
Wire	11/19/2018	WEX Bank	107,438.37	Fuel
Wire	11/30/2018	Veer D. Vithalani	22,070.92	Contract

\$ 1,187,150.20



Metropolitan Area EMS Authority dba MedStar Mobile
 AP Check Details Over \$5000
 For Checks Between 12/1/2018 and 12/31/2018

Check Number	CK Date	Vendor Name	Check Amount	Description
96145	12/3/2018	Fulcrum Group	\$ 14,925.00	IT Consulting
96164	12/7/2018	Avesta Systems, Inc.	20,521.55	Annual Background Check
96168	12/7/2018	City Kitchen Fine Foods	6,783.81	Food - Holiday Party
96185	12/7/2018	ZirMed Inc	11,084.63	Verification, Claims, Invoices
96197	12/13/2018	Delta Dental Insurance Comany	19,178.56	Dental Insurance Premiums
96199	12/13/2018	ImageTrend	151,100.00	Annual Renewal
96200	12/13/2018	Innovative Developers, Inc.	31,818.00	N. Deployment Center
96209	12/13/2018	PRUDENTIAL GRP INSUR	19,909.58	Basic Life Insurance Premium
96234	12/19/2018	Bruce Lowrie Chevrolet	7,957.01	Fleet Parts
96248	12/19/2018	DocuSign	22,042.50	Annual Renewal
96263	12/19/2018	LogMeIn	5,976.00	Annual Renewal
96275	12/19/2018	Priority Dispatch (NAEMD)	6,050.00	EMD class course # 18188
96278	12/19/2018	ReCept Pharmacy	31,991.09	Medical Supplies
96282	12/19/2018	Solutions Group	24,300.98	Self Pay CNI Results
96293	12/19/2018	TML Intergovernmental Risk	9,714.49	Insurance
96298	12/19/2018	Whitley Penn, LLC	27,101.00	Audit fees
96299	12/19/2018	XL Parts	9,813.61	Fleet Parts
96313	12/27/2018	Frost	30,067.92	Frost Loan - Acct #00164745639
96317	12/28/2018	Innovative Developers, Inc.	20,593.84	N. Deployment Center
96360	12/28/2018	Dallas VA Medical Center	14,888.54	Patient Pay Refunds
96361	12/28/2018	Ablaze Group, Inc.	7,500.00	Annual Renewal
96364	12/28/2018	Logis Solutions	253,150.00	Logis Billing Initial License
Wire	12/11/2018	American Express	19,009.71	American Express Bill
Wire	12/20/2018	WEX Bank	87,994.44	Fuel
Wire	12/31/2018	City of Fort Worth	56,818.00	AFG Award Package Training Mon
Wire	12/6/2018	Dr. Neal J. Richmond	70,000.00	Release Agreement
Wire	12/31/2018	Emergency Resources, PLLC	22,070.92	Veer Vithalani Medical Director Salary
3451	12/6/2018	RxBenefits, Inc.	7,517.49	Health Insurance Claims
3470	12/6/2018	Texas Health Fort Worth	7,756.28	Health Insurance Claims
3501	12/13/2018	Texas Health Huguley	35,139.67	Health Insurance Claims
3537	12/13/2018	RxBenefits, Inc.	29,558.46	Health Insurance Claims
3538	12/13/2018	Medical City North Hills	241,249.33	Health Insurance Claims

\$ 1,323,582.41

Tab A – Chief Executive Officer

Tab B – Chief Financial Officer

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – January 16, 2019

The following summarizes significant items in the December, 2018 Financial Reports:

General: The format of the financial statements for the quarter ended December 31, 2018 is different than you have seen before.

- Columns 1-3 are the same: current month actual, current month budget, and the difference
- Column 4 “YTD Actual” reports all transactions through December 31, but also includes future transactions (known as encumbrances) so that you are able to view all activity.
- Column 5 “FY 19 Budget” will remain static. It represents the full budget approved by the Board in August, 2018.
- Column 6 “% Remaining” represents the amount of the budget available to be used throughout the fiscal year. Ideally, this percentage should be 75% or more in December, as 25% of the year has expired.

Statement of Revenues and Expenses:

- In December, MAEMSA incurred the \$70,000 payout to the former Medical Director, as well as the \$57,000 match for the Fort Worth Fire Department grant. Neither of these items were budgeted at the beginning of the year.
- Overall, net retained earnings of month of December is a gain of \$180,958 as compared to budgeted gain of \$309,437 for a negative variance of \$128,479. Additionally, the remaining budget for both revenues and expenses is very near to 75% which is appropriate for the first quarter.

Key Financial Indicators:

- Current Ratio – MedStar has \$13.89 in current assets (Cash, receivables) for every dollar in debt. (Goal: a score of \$1.00 would mean sufficient current assets to pay debts.)
- Cash as % of Annual Expenditures – The Restated Interlocal Cooperative Agreement, Sec 5.5.2, mandates 3 months of operating capital. As of December 31, there is over 6 months of operating capital in cash.
- 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 4.14 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.

- Management has budgeted a return of 7.04% on assets. Through December, the return is estimated to be 7.69%.

Billing Trends:

- 28746 encounters have been billed through December 2018 at a cost of \$525,871 for a cost per claim of \$18.29, or 4.67% of collections. This is below the industry average of 6% of collections.

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Balance Sheet as of December 31, 2018**

ASSETS

	Dec-18	Dec-17
Current Assets		
Cash and Equivalents	\$ 20,848,224.24	\$ 22,209,878.06
Patient Accounts Receivable	\$ 12,213,824.28	16,222,287.66
Other Receivable	\$ 503,996.20	206,143.42
Inventory	\$ 299,899.39	299,899.39
Prepaid Insurance and Expense	\$ 1,306,091.11	1,279,003.49
Total Current Assets	\$ 35,172,035.22	\$ 40,217,212.02
Property and Equipment	\$ 30,953,477.13	\$ 30,385,478.39
Total Assets	\$ 66,125,512.35	\$ 70,602,690.41

LIABILITIES AND CAPITAL

Current Liabilities		
Accounts Payable	\$ 510,803.68	\$ 401,892.17
Interest Payable	\$ 7,781.31	3,859.98
Payroll Taxes and Benefits Payable	\$ 2,012,940.47	2,127,938.30
Total Current Liabilities	\$ 2,531,525.46	\$ 2,533,690.45
Long-Term Liabilities		
Consulting Retainer	\$ 2,370.46	2,370.46
Deferred Subscription Income	\$ 107,704.34	140,099.87
Construction Loan Chase	\$ 4,429,431.59	4,944,523.82
Total Long-Term Liabilities	\$ 4,539,506.39	\$ 5,086,994.15
Total Liabilities	\$ 7,071,031.85	\$ 7,620,684.60
Net Assets <Deficit>		
Capital Contribution	\$ 316,920.50	\$ 316,920.50
Retained Earnings - Unrestricted	\$ 58,381,545.20	\$ 61,145,537.93
Retained Earnings - Restricted	\$ 580,113.19	\$ 608,619.69
Net Income	\$ (224,098.39)	\$ 910,927.69
Total Net Assets <Deficit>	\$ 59,054,480.50	\$ 62,982,005.81
Total Liabilities & Net Assets <Deficit>	\$ 66,125,512.35	\$ 70,602,690.41

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenses
For the Three Months Ended December 31, 2018

	Actual Dec 18	Budget Dec 18	Variance Pos(Neg)	YTD Actual	FY 19 Budget	% Remaining
Transport Fees	\$14,672,097.30	\$14,339,747.00	\$332,350.30	\$42,807,849.17	\$170,927,206.00	74.96%
Contractual Allow	(\$5,794,899.13)	(\$3,912,799.00)	(\$1,882,100.13)	(\$17,368,411.73)	(\$45,389,992.00)	61.74%
Provision for Uncoll	(\$4,769,010.93)	(\$6,387,320.00)	\$1,618,309.07	(\$13,424,046.57)	(\$76,145,048.00)	82.37%
Education Income	\$1,645.04	\$50.00	\$1,595.04	\$28,294.79	\$99,665.00	71.61%
MIH Program Income	\$28,368.83	\$57,112.61	(\$28,743.78)	\$80,652.15	\$704,651.32	88.55%
Standby/Subscription	\$47,225.28	\$60,421.00	(\$13,195.72)	\$227,845.84	\$839,679.00	72.87%
Pop Health PMPM	\$46,378.89	\$55,385.16	(\$9,006.27)	\$145,538.84	\$664,621.92	78.10%
interest on Investme	\$1,359.05	\$0.00	\$1,359.05	\$28,623.44	\$0.00	
Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Total Revenue	\$4,233,164.33	\$4,212,596.77	\$20,567.56	\$12,526,345.93	\$51,700,783.24	75.77%
Expenses						
Salaries	\$2,171,264.73	\$2,206,243.00	\$34,978.27	\$6,496,706.35	\$27,194,081.00	76.11%
Time Off Benefits	\$142,783.41	\$87,669.00	(\$55,114.41)	\$455,335.62	\$1,061,609.00	57.11%
Pay Related Taxes	\$162,025.07	\$157,182.37	(\$4,842.70)	\$523,375.97	\$2,011,860.50	73.99%
Other Benefits	\$423,526.67	\$345,335.22	(\$78,191.45)	\$1,230,519.02	\$4,144,184.64	70.31%
Interest	\$998.05	\$6,772.12	\$5,774.07	\$25,576.15	\$125,104.74	79.56%
Medical Supp/Oxygen	\$255,216.83	\$273,557.67	\$18,340.84	\$802,414.50	\$3,296,585.04	75.66%
Other Veh & Eq	\$53,494.47	\$41,118.09	(\$12,376.38)	\$165,438.29	\$493,416.24	66.47%
Rent and Utilities	\$35,918.07	\$43,734.33	\$7,816.26	\$79,814.16	\$524,811.61	84.79%
Facility & Eq Mtc	\$29,561.21	\$42,936.17	\$13,374.96	\$113,597.66	\$540,919.04	79.00%
Postage & Shipping	\$1,898.41	\$7,379.69	\$5,481.28	\$6,379.83	\$88,556.28	92.80%
Other Admin Costs	\$29,402.39	\$31,600.86	\$2,198.47	\$112,462.21	\$390,418.82	71.19%
Comp Maintenance	\$124,682.13	\$110,605.00	(\$14,077.13)	\$354,570.14	\$1,327,260.00	73.29%
Insurance	\$11,113.88	\$30,991.42	\$19,877.54	\$65,992.52	\$371,897.04	82.26%
Advertising & PR	\$2,634.79	\$1,911.01	(\$723.78)	\$4,152.44	\$58,732.12	92.93%
Printing	\$4,679.96	\$5,813.96	\$1,134.00	\$10,916.41	\$69,767.52	84.35%
Travel & Entertain	\$1,013.61	\$2,831.00	\$1,817.39	\$14,909.05	\$147,314.00	89.88%
Dues & Subs	\$10,826.19	\$7,361.00	(\$3,465.19)	\$40,528.76	\$116,492.00	65.21%
Continuing Education	\$315.00	\$13,115.00	\$12,800.00	\$12,791.49	\$186,264.00	93.13%
Professional Fees	\$225,446.01	\$190,354.26	(\$35,091.75)	\$604,193.31	\$2,253,855.12	73.19%
Education MTAC	\$8,519.26	\$11,350.00	\$2,830.74	\$41,373.91	\$134,205.00	69.17%
Miscellaneous	\$57,519.49	\$168.00	(\$57,351.49)	\$77,601.17	\$2,016.00	
Depreciation	\$299,366.77	\$285,131.00	(\$14,235.77)	\$954,693.02	\$3,681,232.00	74.07%
Total Expenses	\$4,052,206.40	\$3,903,160.17	(\$149,046.23)	\$12,193,341.98	\$48,220,581.71	74.71%
Net Revenue over Expense	\$180,957.93	\$309,436.60	(\$128,478.67)	\$333,003.95	\$3,480,201.53	

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
December 31, 2018**

	Goal	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Current Ratio	> 1	8.88	7.19	8.97	12.41	13.89

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%	49.02%	65.31%	55.06%	46.90%	61.23%
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Indicates compliance with Ordinance which specifies 3 months cash on hand.

Accounts Receivable Turnover	>3	5.47	4.16	7.94	5.15	4.14
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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	7.04%	13.95%	11.60%	10.35%	10.11%	7.69%
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Reveals management's effectiveness in generating profits from the assets available. Budgeted return on net assets for FY19 is 7.04%.

Billing and Collections - Key Trends

	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Total
Collections	\$ 4,042,906	\$ 3,654,886	\$ 3,555,095										\$ 11,252,886
Billed Transports	9676	9202	9868										28746
Cost to Bill and Collect	\$ 196,892	\$ 193,052	\$ 135,927										\$ 525,871
Cost per claim	\$ 20.35	\$ 20.98	\$ 13.77	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	\$ 18.29
Cost as % of collections	4.87%	5.28%	3.82%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.67%

FY 18-19 Billed Transports = 28746



Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 12/28/18

Next Closing Date 01/28/19

OPENSM

p. 1/5

Account Ending ~~XXXXXX~~

New Balance **\$17,001.23**

Please Pay By **01/12/19**[‡]

[‡] Payment is due upon receipt. We suggest you pay by the Please Pay By date. You may have to pay a late fee if your payment is not received by the Next Closing Date.

Membership Rewards[®] Points

Available and Pending as of 11/30/18

883,624

For more details about Rewards, please visit americanexpress.com/rewardsinfo

Account Summary

Previous Balance	\$19,009.71
Payments/Credits	-\$19,069.41
New Charges	+\$17,060.93
Fees	+\$0.00

New Balance **\$17,001.23**

Days in Billing Period: 31

See page 2 for important information about your account.

Customer Care

Pay by Computer
open.com/pbc

Customer Care	Pay by Phone
1-800-492-3344	1-800-472-9297

See Page 2 for additional information.

Douglas R Hooten 1/2/19

APPROVED Douglas R. Hooten

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

Payment Coupon
Do not staple or use paper clips

Pay by Computer
open.com/pbc

Pay by Phone
1-800-472-9297

Account Ending ~~XXXXXX~~
Enter 15 digit account # on all payments.
Make check payable to American Express.

DOUGLAS R HOOTEN
MEDSTAR/AMAA
2900 ALTA MERE DR
FORT WORTH TX 76116-4115

Please Pay By
01/12/19
Amount Due
\$17,001.23

Check here if your address or phone number has changed. Note changes on reverse side.

AMERICAN EXPRESS
P.O. BOX 650448
DALLAS TX 75265-0448



0000349991382953784 001700123001700123 24 H



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 12/28/18

OPEN_{SM}

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Account Ending ~~888005~~

Payments and Credits

Summary

	Total
Payments	-\$19,009.71
Credits	
DOUGLAS R HOOTEN XXXX	-\$59.70
Total Payments and Credits	-\$19,069.41

Detail *Indicates posting date

Payments			Amount
12/11/18*	DOUGLAS R HOOTEN	CHECKLESS PYMT RECEIVED-THANK YOU	-\$19,009.71
Credits			Amount
11/27/18	DOUGLAS R HOOTEN	SOUTHWEST EXPO & LIVESTOCK FORT WORTH TX MISC/SPECIALTY RETAIL 20181127	-\$14.00
			Credit back for mailing - we picked up from expo
12/04/18	DOUGLAS R HOOTEN	INDIAN SPRINGS RESORT & SPA CALISTOGA CA Arrival Date 12/03/18 00000000 LODGING	-\$45.70
			Departure Date 12/04/18

New Charges

Summary

	Total
DOUGLAS R HOOTEN XXXX	\$15,862.01
JOAN E JORDAN XXXX	\$1,198.92
Total New Charges	\$17,060.93

Detail

DOUGLAS R HOOTEN
 Card Ending ~~XXXX~~

						Amount
11/01/18	WINE CNTRY GFT BASKT W93904870105 76132	BOD spouse	800-394-0394	CA	Req 1191063	\$249.75
11/01/18	WINE CNTRY GFT BASKT W93903680107 76132	gifts for the BOD Holiday	800-394-0394	CA	Req 1191064	\$454.65
11/01/18	WINE CNTRY GFT BASKT W93905180101 76132	Dinner	800-394-0394	CA	Req 1191062	\$87.91
11/27/18	SOUTHWEST EXPO & LIVESTOCK MISC/SPECIALTY RETAIL 20181127	Stockshow tickets	FORT WORTH	TX	Req 1192257	\$3,822.00
11/28/18	AMZN MKTP US*M08RJ9A50 BOOK STORES	Ex Lg foot rest	AMZN.COM/BILL	WA	Req 1191642	\$29.95
11/29/18	WORKHUMAN - GLOBOFORCE +35319685700	Registration for Tina Smith to attend conference	DUBLIN	CO	Req 1192263	\$995.00
11/29/18	NTTA CUST SVC TOLLS ONLINE TOLL FEES		PLANO	TX	Tolls	\$24.00
11/29/18	TUFF BAKERY INC 0000 650-302-7498	Hiring Process breakfast	FORT WORTH	TX	Req 1190058	\$21.00

Detail Continued

						Amount
11/29/18	ERGOGENESIS 936-870-2632	2 new chair seats for Chad & Kristofer	NAVASOTA	TX	Req 1991468	\$538.25
11/30/18	CONCUR TECHNOLOGIES INC 000000001 5888954815		BELLEVUE	WA	Req 1191971	\$150.00
12/03/18	INDIAN SPRINGS RESORT & SPA Arrival Date 12/02/18 00000000 LODGING	Departure Date 12/03/18 Hotel reservation for Douglas Hooten to attend the AAA annual board meeting.	CALISTOGA	CA	10010-900300	\$591.82
12/03/18	AMZN MKTP US*M08ZY0B20 BOOK STORES	10 caxixo USB 2.0 Type A female to micro USB B female	AMZN.COM/BILL	WA	Req 1191803	\$235.40
12/04/18	WAL-MART 940 0940 DISCOUNT STORE	Fridge and Thermometer for logistics area	FORT WORTH	TX	Req 1191858	\$103.31
12/04/18	WEBSITEHOSTINGBILLCOM 4059488300		OKLAHOMA CITY	OK	70010-800540	\$69.00
12/05/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: SAN FRANCISCO INTL DALLAS/FORT WORTH Ticket Number: 00172882798465 Passenger Name: HOOTEN/DOUGLAS ROLAN Document Type: PASSENGER TICKET	Carrier: AA Class: G O Date of Departure: 01/21	BLOOMINGTON	IN	10010-900300 Attending AAA board meeting	\$332.40
12/05/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007492773463 Passenger Name: HOOTEN/DOUGLAS ROLAN Document Type: TRAVEL AGENCY FEE		BLOOMINGTON	IN	10010-900300 TVL fee	\$5.00
12/05/18	SHRM HOUS 888.241.8396 641-756-3544	Full payment of hotel stay for Leila Peoples	888-241-8396	TX	60010-900300	\$630.40
12/05/18	SHRM*ANNUAL700075390 SHRM 700075390 76116 SHRM*ANNUAL700075390 ANNUAL.SHRM.ORG 18004445006	Conf. registration and membership for Leila Peoples of HR	ALEXANDRIA	VA	60010-900300	\$1,699.00
12/06/18	SCAVENGERHUNT.COM +18332027626	Team building event for HR	DENVER	CO	Req 1191860	\$264.00
12/07/18	TLF*TCU FLORIST INC TLF=TCU FLORIST 817-924-2211	Flowers for funeral of a family who MedStar has worked with over the years	FORT WORTH	TX	Req 1191967	\$99.98
12/07/18	TLF*TCU FLORIST INC TLF=TCU FLORIST 817-924-2211	Flowers for T.Martin's fathers funeral	FORT WORTH	TX	Req 1191968	\$67.99
12/10/18	OFFICE DEPOT #216 000000216 8004633768 CARDS,TEXTURED PLACE,WHT REWARDS ENROLLMENT	small name tents for BOD holiday dinner/party	FT WORTH	TX	Req 1191969	\$24.35
12/11/18	SPARKS METALCRAFTERS 7753580333	Holiday gift for K.Simpson from the Ops Supervisors	SPARKS	NV	Req 1191970	\$244.92
12/11/18	CVS PHARMACY 8007467287 PHARMACIES	Req 1191962: 25010-700700 Req 1191964: 60010-700700	FORT WORTH	TX	Gift cards for service awards and holiday gifts	\$275.76
12/11/18	PERCH 640 TAYLOR LLC 436845558098041 PNATALE@FROSTTOWERFW.COM	Final payment for BOD holiday dinner at Palmwood/Frost Tower	FORT WORTH	TX	Req 1191966	\$4,234.78
12/14/18	LEADERSHIP FORT WORT CLASS TUITIO	Registration for Douglas Hooten to attend LFW holiday party	FT WORTH	TX	Req 1192009	\$32.00
12/19/18	CANVA FOR WORK YEARLY 8778877815	CANVA subscription MTAC	PALO ALTO	CA	Req 1191392	\$119.40
12/20/18	TROPHY ARTS INC 817-336-4532	2-brass plates with engraving from Bill Parkinson	FORT WORTH	TX	Req 1192166	\$20.00
12/21/18	FactoryOutletStore.Com FOS9078124E 76116	Part for Fleet	800-816-0810	NY	Req 2191172	\$439.99



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 12/28/18

OPENSM

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Account Ending ~~XXXXX~~

Detail Continued

Amount



JOAN E JORDAN
 Card Ending ~~XXXXXX~~

Amount

					Amount
11/26/18	TWILIO, INC. DIRECT MKTG INTERNET	SAN FRANCISCO	70010-800540		\$10.00
11/28/18	IN *THE AXLE GUY, LLC <i>New C/rear Axle for M53</i> SHM7XJCJRRUUB2M8975152	PALMER	TX	Req 1191626	\$894.00
11/28/18	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	Req 1191670	\$35.00
12/03/18	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE	70010-800540	\$30.90
12/04/18	FULLBARS CELL PHONE AND C 00-080311605 ELECTRONICS REPAIR <i>fixed 2 cell phones</i>	FORT WORTH	TX	Req 1191856	\$174.00
12/08/18	TWILIO, INC. DIRECT MKTG INTERNET	SAN FRANCISCO	70010-800540		\$10.01
12/23/18	TWILIO, INC. DIRECT MKTG INTERNET	SAN FRANCISCO	70010-800540		\$10.01
12/28/18	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	Req 1192259	\$35.00

Fees

Amount

Total Fees for this Period **\$0.00**

2018 Fees and Interest Totals Year-to-Date

Amount

Total Fees in 2018	\$225.00
Total Interest in 2018	\$0.00

Tab C – Operations Report



MedStar Response Time Reliability and AVG Response Time Performance

Period: Dec 2018

Member City	Pri	Current Month						100 Response Compliance Period			
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
Blue Mound	1	5	5	00:05:57	1	80.0%	0	0.0%	13	1	92.3%
	2	13	13	00:06:21	1	92.3%	0	0.0%	40	2	95.0%
	3	3	3	00:09:38	0	100.0%	0	0.0%	9	0	100.0%
Total Blue Mound		21	21								
Burleson	1	82	82	00:07:22	8	90.2%	1	1.2%	82	8	90.2%
	2	167	163	00:07:58	23	86.2%	1	0.6%	167	23	86.2%
	3	69	65	00:08:02	5	92.8%	0	0.0%	69	5	92.8%
	4	226	226	00:30:16	16	92.9%	6	2.7%	226	16	92.9%
Total Burleson		544	536								
Edgecliff Village	1	9	9	00:08:39	3	66.7%	0	0.0%	25	7	72.0%
	2	11	10	00:08:33	1	90.9%	0	0.0%	36	3	91.7%
	3	7	7	00:12:56	1	85.7%	1	14.3%	16	1	93.8%
Total Edgecliff Village		27	26								
Forest Hill	1	59	58	00:08:35	10	83.1%	2	3.4%	100	18	82.0%
	2	90	78	00:08:27	8	91.1%	1	1.1%	90	8	91.1%
	3	42	38	00:08:07	0	100.0%	0	0.0%	117	4	96.6%
Total Forest Hill		191	174								
Fort Worth	1	2646	2537	00:07:43	307	88.4%	32	1.2%	2646	307	88.4%
	2	5090	4702	00:08:08	392	92.3%	47	0.9%	5090	392	92.3%
	3	2666	2500	00:09:44	172	93.5%	35	1.3%	2666	172	93.5%
	4	954	948	00:24:28	50	94.8%	14	1.5%	954	50	94.8%
Total Fort Worth		11356	10687								
Haltom City	1	81	81	00:07:52	11	86.4%	0	0.0%	81	11	86.4%
	2	166	155	00:08:35	22	86.7%	2	1.2%	166	22	86.7%
	3	77	70	00:09:59	5	93.5%	0	0.0%	77	5	93.5%
	4	3	3	00:06:19	0	100.0%	0	0.0%	29	0	100.0%
Total Haltom City		327	309								
Haslet	1	10	9	00:06:46	0	100.0%	0	0.0%	29	3	89.7%
	2	11	10	00:08:38	2	81.8%	0	0.0%	104	13	87.5%
	3	4	4	00:10:12	0	100.0%	0	0.0%	14	1	92.9%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Dec 2018

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	Extended Responses %	Compliance Calculated Responses	Late Responses	On Time %
	4	8	8	00:28:02	0	100.0%	0	0.0%	23	1	95.7%
Total Haslet		33	31								
Lake Worth	1	34	33	00:06:24	4	88.2%	0	0.0%	34	4	88.2%
	2	65	64	00:06:38	6	90.8%	1	1.5%	106	9	91.5%
	3	31	28	00:06:39	0	100.0%	0	0.0%	77	4	94.8%
Total Lake Worth		130	125								
Lakeside	2	5	4	00:10:00	1	80.0%	0	0.0%	16	8	50.0%
	3	3	3	00:12:33	1	66.7%	0	0.0%	9	2	77.8%
Total Lakeside		8	7								
River Oaks	1	28	28	00:08:25	6	78.6%	0	0.0%	67	13	80.6%
	2	28	27	00:08:52	1	96.4%	0	0.0%	96	8	91.7%
	3	7	6	00:08:50	0	100.0%	0	0.0%	73	5	93.2%
	4	2	2	00:00:00	0	100.0%	0	0.0%	2	0	100.0%
Total River Oaks		65	63								
Saginaw	1	31	31	00:08:09	5	83.9%	0	0.0%	59	7	88.1%
	2	62	52	00:08:33	4	93.5%	1	1.6%	62	4	93.5%
	3	37	27	00:10:27	2	94.6%	2	5.4%	100	12	88.0%
Total Saginaw		130	110								
Sansom Park	1	13	13	00:05:41	0	100.0%	0	0.0%	55	4	92.7%
	2	32	32	00:07:25	1	96.9%	1	3.1%	118	8	93.2%
	3	11	11	00:09:01	1	90.9%	0	0.0%	83	8	90.4%
	4	1	1	00:04:11	0	100.0%	0	0.0%	3	0	100.0%
Total Sansom Park		57	57								
Westover Hills	1	1	1	00:07:22	0	100.0%	0	0.0%	2	0	100.0%
	2	2	2	00:07:28	0	100.0%	0	0.0%	5	0	100.0%
Total Westover Hills		3	3								
Westworth Village	1	7	7	00:07:18	0	100.0%	0	0.0%	27	4	85.2%
	2	24	22	00:09:17	2	91.7%	0	0.0%	97	9	90.7%
	3	13	13	00:11:04	0	100.0%	0	0.0%	110	13	88.2%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Dec 2018

Member City	Pri	Current Month							100 Response Compliance Period		
		Calls	On Scene	Avg RT	Late Responses	On Time %	Extended Responses Count	%	Compliance Calculated Responses	Late Responses	On Time %
Total Westworth Village		44	42								
White Settlement	1	63	63	00:06:49	3	95.2%	0	0.0%	63	3	95.2%
	2	119	115	00:06:52	4	96.6%	1	0.8%	211	8	96.2%
	3	67	64	00:08:00	4	94.0%	1	1.5%	124	9	92.7%
	4	7	7	00:12:22	0	100.0%	0	0.0%	95	4	95.8%
Total White Settlement		256	249								
System Wide	1	3069	2957	00:07:42	358	88.3%	35	1.1%	3286	391	88.1%
	2	5885	5449	00:08:07	468	92.0%	55	0.9%	6404	517	91.9%
	3	3037	2839	00:09:38	191	93.7%	39	1.3%	3549	242	93.2%
	4	1201	1195	00:25:40	66	94.5%	20	1.7%	1338	71	94.7%

Tab D – Human Resources

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/18 - 12/31/2018
Percentages by Department/Conditions

Conditions		Percentages by Department					
			# of EEs	# on FMLA	FTE	% by FMLA	% by Dep
Asthma	1	Advanced	131	16	3.52%	25.40%	12.21%
Back	2	Basics	148	17	3.74%	26.98%	11.49%
Cardiology	2	Business Office	29	10	2.20%	15.87%	34.48%
Cardiothorasic Surgery	1	Communications	36	4	0.88%	6.35%	11.11%
Chronic Illness	3	Controller - Payroll, A/P, Purchasing	4	2	0.44%	3.17%	50.00%
Circulatory Condition	1	Human Resources	7	1	0.22%	1.59%	14.29%
Diverticulitis	1	Mobile Integrated Health	15	4	0.88%	6.35%	26.67%
FMLA - Child	11	MTAC - MedStar Training Academy	2	1	0.22%	1.59%	50.00%
FMLA - Parent	11	Office of the Medical Director	10	1	0.22%	1.59%	10.00%
FMLA - Spouse	3	Support Services - Facilities, Fleet, S.E., Logistics, S.E., Logistics	41	7	1.54%	11.11%	17.07%
Gastritis	1	Grand Totals	423	63			
GERD	1	Total # of Full Time Employees - September 2018	454				
Gynocological	1	% of Workforce using FMLA	13.88%				
Headaches	1						
Infectious Disease	1	TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave			
Kidney Stones	1	Intermittent Leave	50	79.37%			
Migraines	3	Block of Leave	13	20.63%			
Neurology	1	Total	63	100.00%			
Ophthalmology	1						
Orthopedic/Knee Surgery	1						
Pregnancy	6						
Psychological	7						
Rheumatoid Arthritis	1						
Shoulder Surgery	1						
Grand Total	63						

LIGHT DUTY for Fiscal Year 2018-2019

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	350:17	242:08	525:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 2019	350:17	592:25	1117:25	1117:25	1117:25	1117:25	1117:25	1117:25	1117:25	1117:25	1117:25	1117:25	3767:58
FY 2018	151:32	199:27	528:35	879:24	1220:13	1399:43	1828:45	2650:18	3214:34	3679:35	3978:13	4186:38	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

Worker's Comp LOA for Fiscal Year 2018-2019

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	5:10	0:00	16:38	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 2019	5:10	5:10	21:48	21:48	21:48	21:48	21:48	21:48	21:48	21:48	21:48	21:48	32:24
FY 2018	0:00	12:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	

GOAL: Reduce number of lost hours due to job-related injuries by 10%

FMLA LOA for Fiscal Year 2018-2019

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1688:40	1456:50	1268:05	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	441:21
FY 2019	1688:40	3145:30	4413:35	4413:35	4413:35	4413:35	4413:35	4413:35	4413:35	4413:35	4413:35	4413:35	
FY 2018	1536:38	3007:35	4463:20	6080:49	7317:29	9154:12	11121:30	13431:41	14527:50	15672:44	16489:35	17157:28	1429:00:00

Military Leave for Fiscal Year 2018-2019*

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	72:00	48:00	72:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	19:12
FY 2018 - 2019	72:00	120:00	192:00	192:00	192:00	192:00	192:00	192:00	192:00	192:00	192:00	192:00	

*Unfilled shifts only

Total Leave Hours

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2116:07	1746:58	1881:43	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	574:28
FY 2018 - 2019	2116:07	3863:05	5744:48	5744:48	5744:48	5744:48	5744:48	5744:48	5744:48	5744:48	5744:48	5744:48	

Summary of Fiscal Year 2018-2019

	Light Duty	Worker's Comp	FMLA	Military	Total
YTD	1117:25	21:48	4413:35	192:00	5744:48
Goal-Compare	3767:58	32:24	17157:28	1543:05	15403:03

MedStar Mobile Health Care Separation Statistics - December 2018

	Current Month			Year to Date			Compared to Dec-17		EE End of Period
	Vol	Invol	Total	Vol	Invol	Total	17-Dec	%inc/dec	
Full Time Separations	3	0	3	7	2	9	20	-55.0%	454
Part Time Separations	4	0	4	10	0	10	4	150.0%	64
Total Separations	7	0	7	17	2	19	24	-20.8%	518

	Full Time	Part Time	Total	Full Time	Part Time	Total
Total Turnover %	0.66%	6.25%	1.35%	1.98%	15.63%	3.67%

Separations by Department

Full time

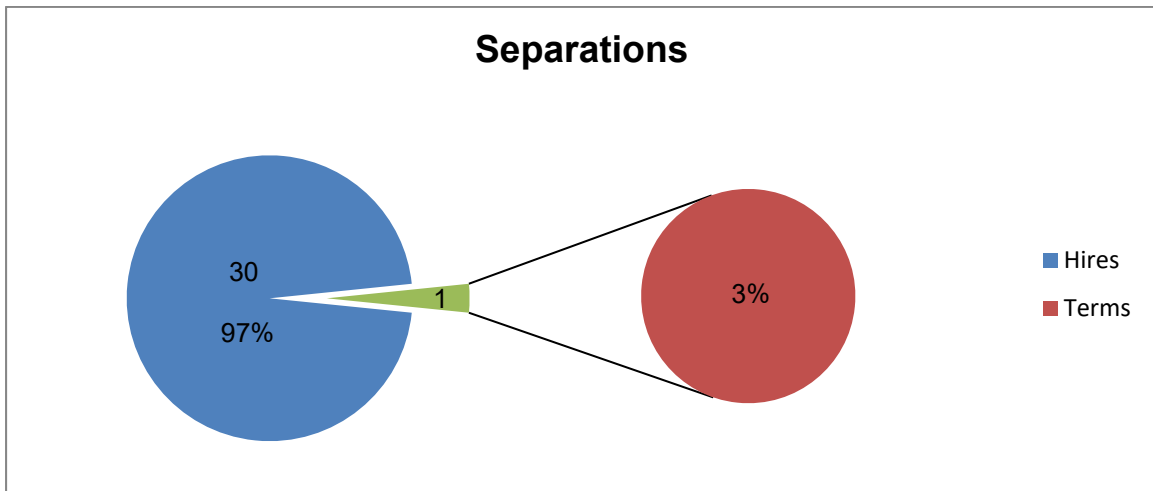
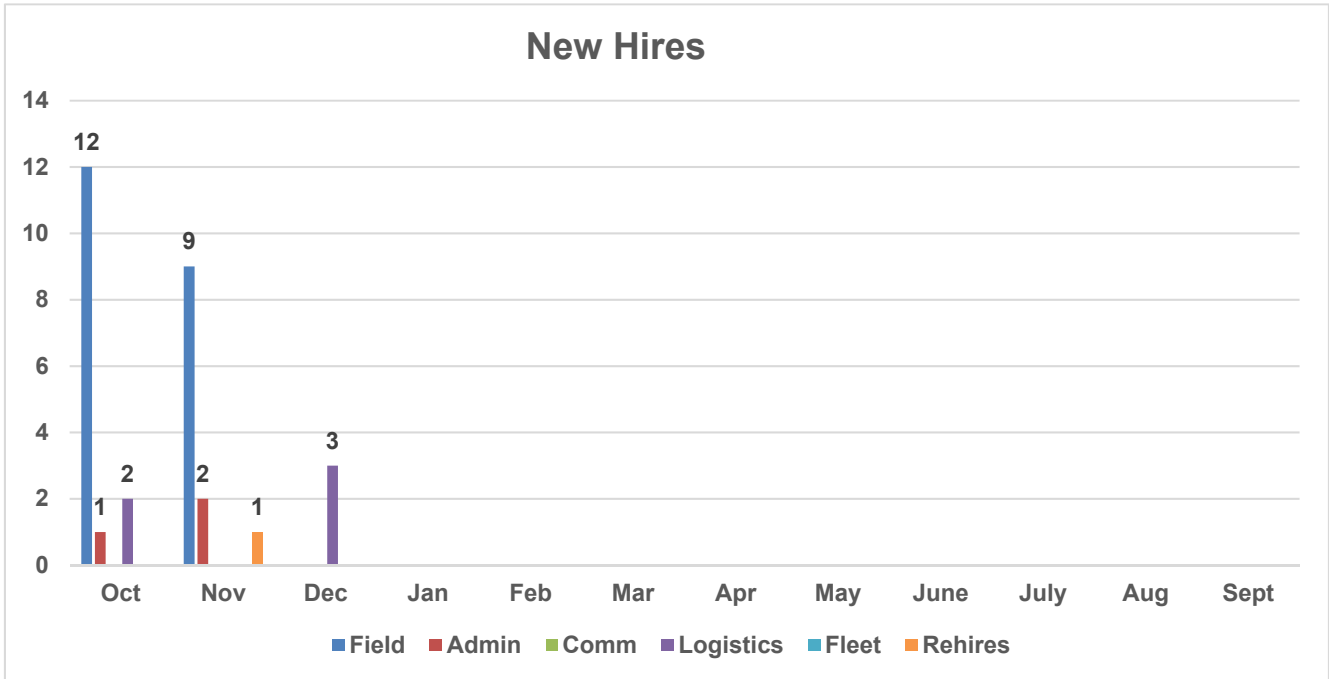
	Current Month			Year to Date			Headcount 18-Dec
	Vol	Invol	Total	Vol	Invol	Total	
Administration							1
Advanced	1	0	1	3	0	3	131
Basics	1	0	1	2	1	3	148
Business Intelligence - Deployment, QI, Scheduler							4
Business Office	1	0	1	1	0	1	29
Communications							36
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Customer Integration							1
Executives							6
Field Manager/Supervisors - Operations							10
Human Resources							7
Information Technology							3
Medical Records							2
Mobile Integrated Health Department							15
MTAC - MedStar Training Academy							2
Office of the Medical Director							10
Risk and Safety							3
Support Services - Facilities, Fleet, S.E., Logistics				1	1	2	41
Total	3	0	3	7	2	9	454

Part Time

	Current Month			Year to Date			Headcount 18-Dec
	Vol	Invol	Total	Vol	Invol	Total	
Advanced	2	0	2	3	0	3	33
Basics	2	0	2	3	0	3	24
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications Department				1	0	1	2
Compliance							
Controller - Payroll, Purchasing, A/P							
Customer Integration							
Deployment							
Directors							
Field Manager/Supervisors							
Fleet							
Human Resources				1	0	1	0
Information Technology							
Medical Records							
Mobile Integrated Health Department				1	0	1	1
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics				1	0	1	4
Total	4	0	4	10	0	10	64

Recruiting & Staffing Report

Fiscal Year 2018-2019

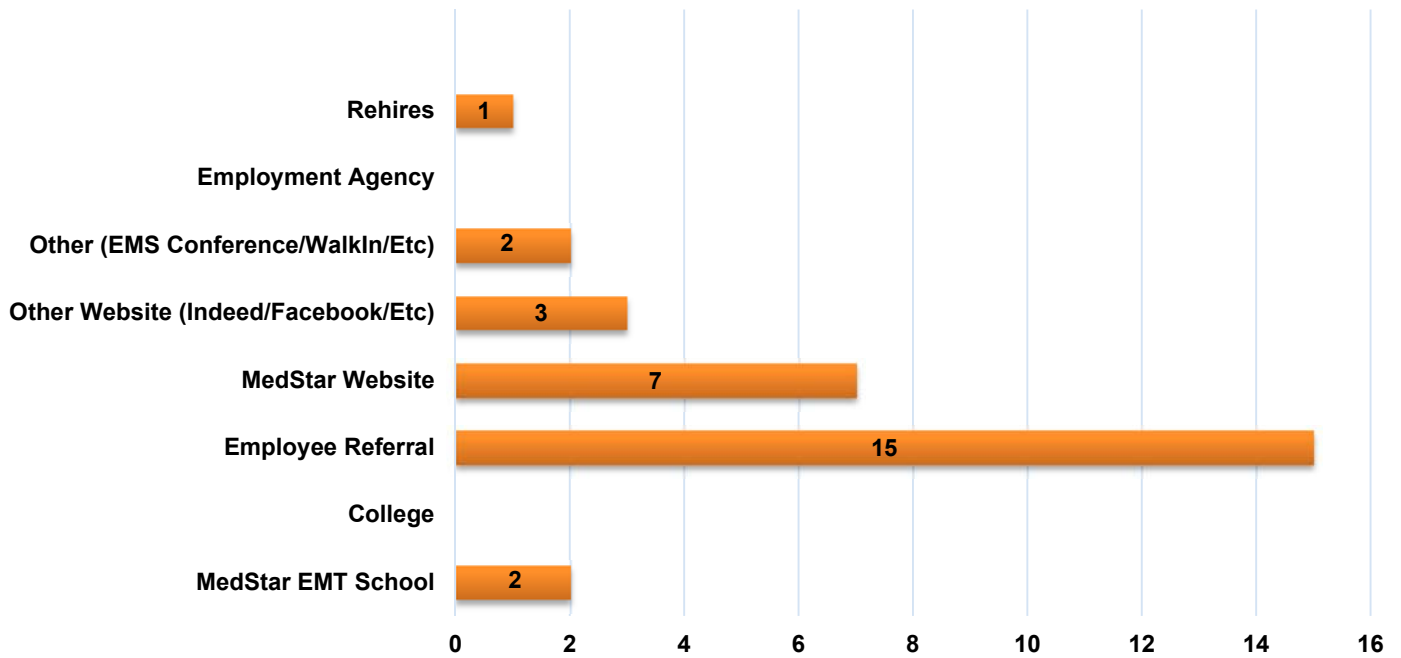


Fiscal Year Statistics
Total hires to date 30
Total separations from hires 1

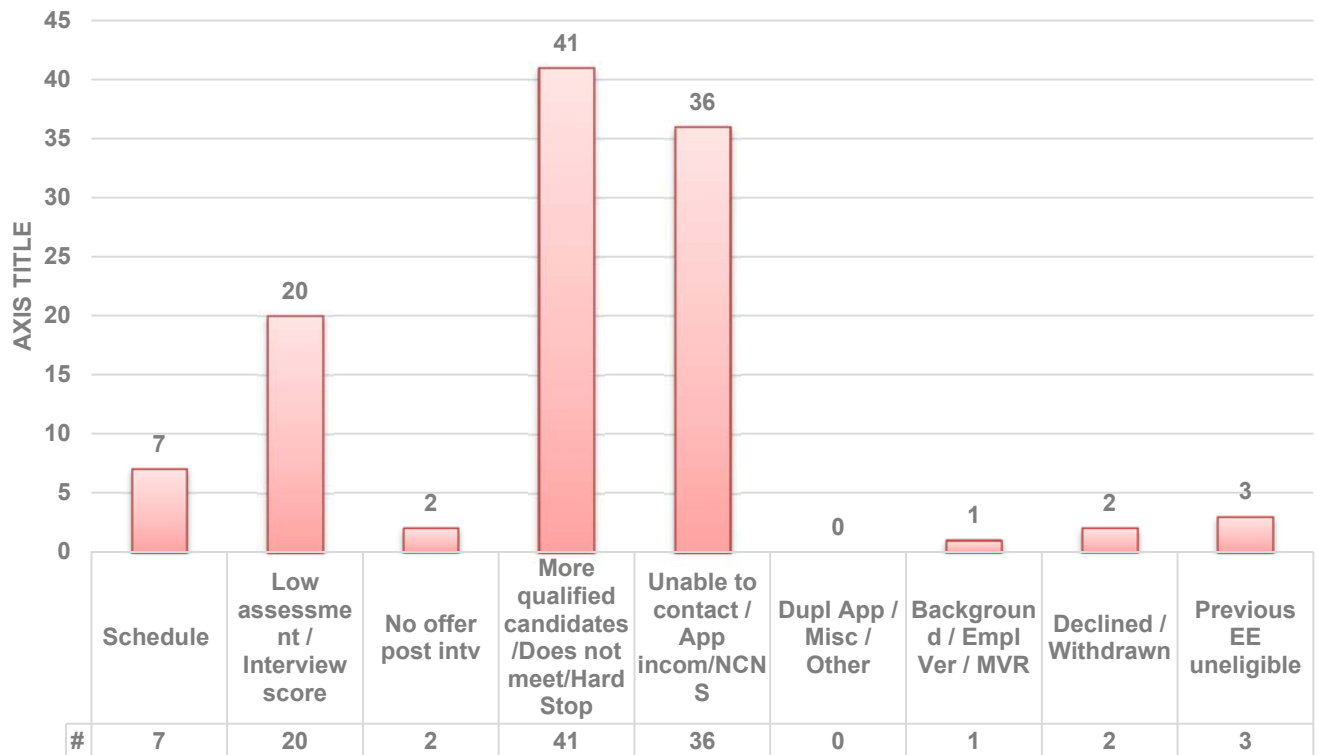
Separation Reasons

Medical 1

New Hire Referral Source



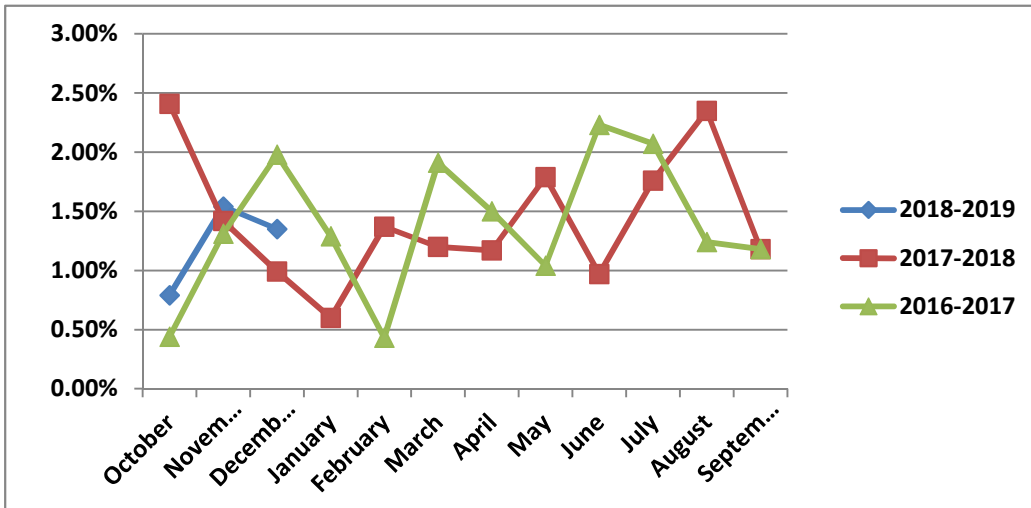
Applicant Rejection Reasons



TOTAL APPLICATIONS REJECTED 112
TOTAL APPLICATIONS REVIEWED - 142

MedStar Mobile Healthcare Turnover Fiscal Year 2018-2019

Monthly Turnover By Fiscal Year			
	2018-2019	2017-2018	2016-2017
October	0.79%	2.41%	0.44%
November	1.54%	1.42%	1.31%
December	1.35%	0.99%	1.98%
January		0.60%	1.29%
February		1.37%	0.43%
March		1.20%	1.91%
April		1.17%	1.50%
May		1.79%	1.04%
June		0.97%	2.23%
July		1.76%	2.07%
August		2.35%	1.24%
September		1.18%	1.18%
Projected	14.720%	17.210%	16.620%



Tab E – FRAB

Tab F – OMD



Medical Director's Report

Discussion

MEDS Committee

- Evaluating CPAP device
- Next meeting February 2019

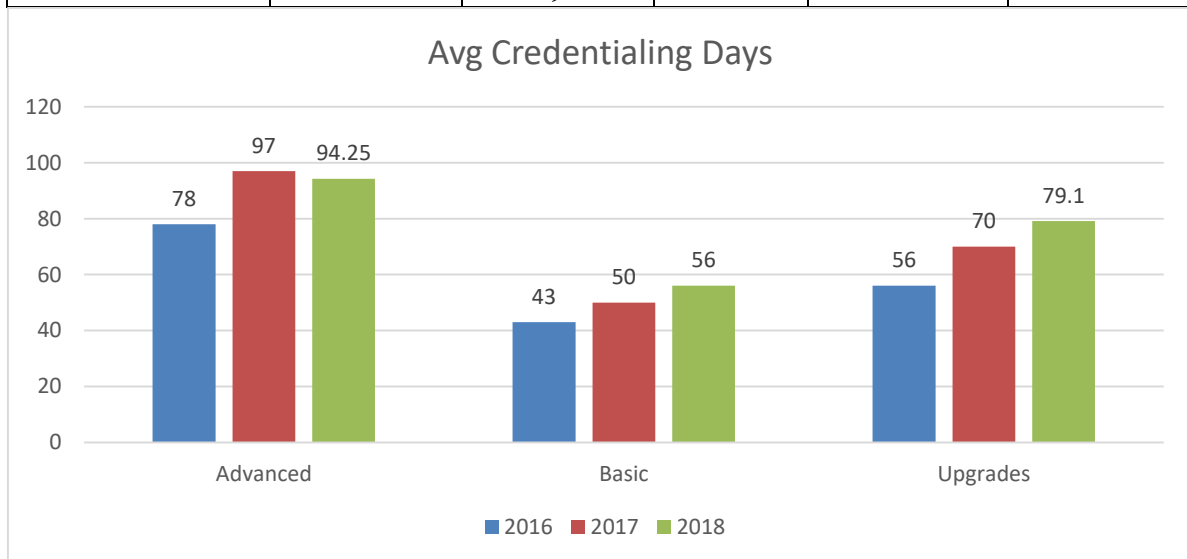
Education and Training

- Education
 - o Completed protocol update with MedStar
 - o Protocol update pushed out to FROs
- Training

Credentialing

- Protocol test began January 16

2018	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	19	12	3	-	4
Adv Upgrade	16	10	4	1	1
Basic	53	45	1	-	7
Paramedic Students	10	9	-	-	1



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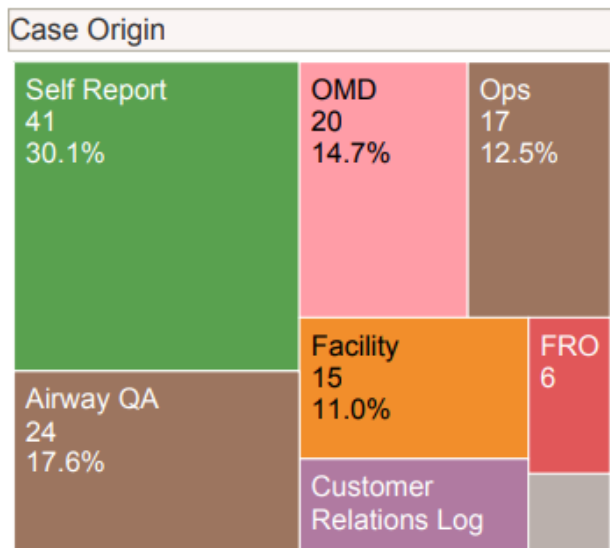


QA

Case Acuity			
	November 2018	December 2018	January 2019
High	7 (10.6%)	4 (5.9%)	
Moderate	20 (30.3%)	18 (26.5%)	
Low	34 (51.5%)	37 (54.4%)	2 (100.0%)
Non QA/QI	5 (7.6%)	9 (13.2%)	
Grand Total	66 (100.0%)	68 (100.0%)	2 (100.0%)

Case Disposition			
	November 2018	December 2018	January 2019
Needs Improvement	29 (43.9%)	23 (33.8%)	
Clinically Inappropria..	1 (1.5%)	1 (1.5%)	
Forwarded	12 (18.2%)	17 (25.0%)	
No Fault	18 (27.3%)	20 (29.4%)	2 (100.0%)
Pending	6 (9.1%)	7 (10.3%)	
Grand Total	66 (100.0%)	68 (100.0%)	2 (100.0%)

Case Metrics (Time to MD Review, Time to Closure)			
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days
High	0.8 days	5.3 days	6.2 days
Moderate	3.6 days	10.9 days	14.3 days
Low	4.4 days	0.5 days	5.3 days
Non QA/QI	4.6 days	0.0 days	5.3 days
Grand To..	3.9 days	3.6 days	7.7 days



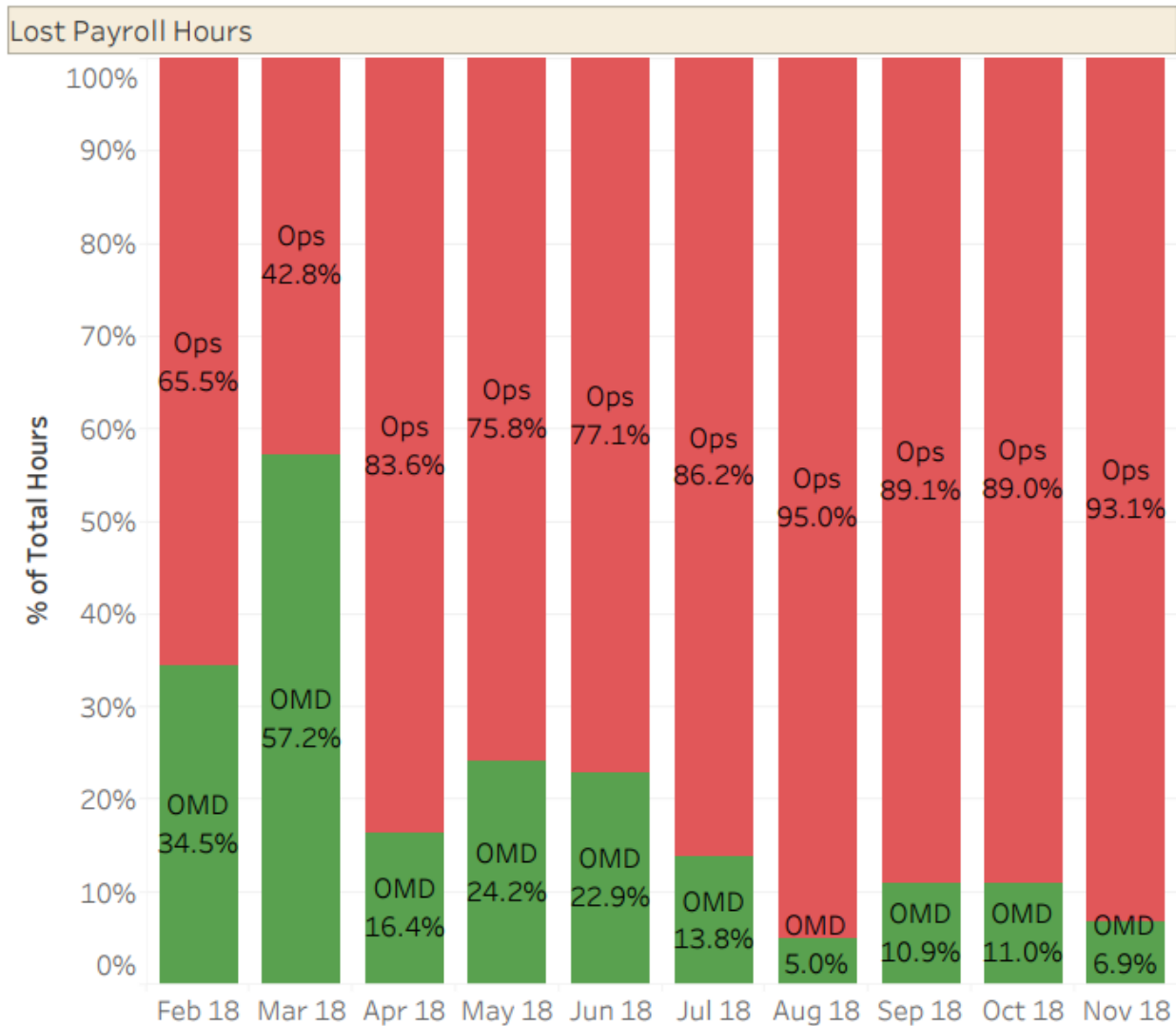
System Clinical Issues		
	Novemb..	Decemb..
#Inadequately Treated ..		1
Equipment Issues	5	2
Inadequately Treated U..	3	1
Unrecognized Failed Air..	1	2

Case Status			
	Novemb..	Decemb..	January ..
Closed	63 (95.5%)	54 (79.4%)	2 (100.0%)
Open	2 (3.0%)	13 (19.1%)	
Open CIP	1 (1.5%)	1 (1.5%)	
Grand Total	66 (100.0%)	68 (100.0%)	2 (100.0%)

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

Clinical Restriction Impact on Lost Unit Hours

- Average 20%



Reason	Month
■ Ops ■ OMD	2/1/2018 to 1/31/2019

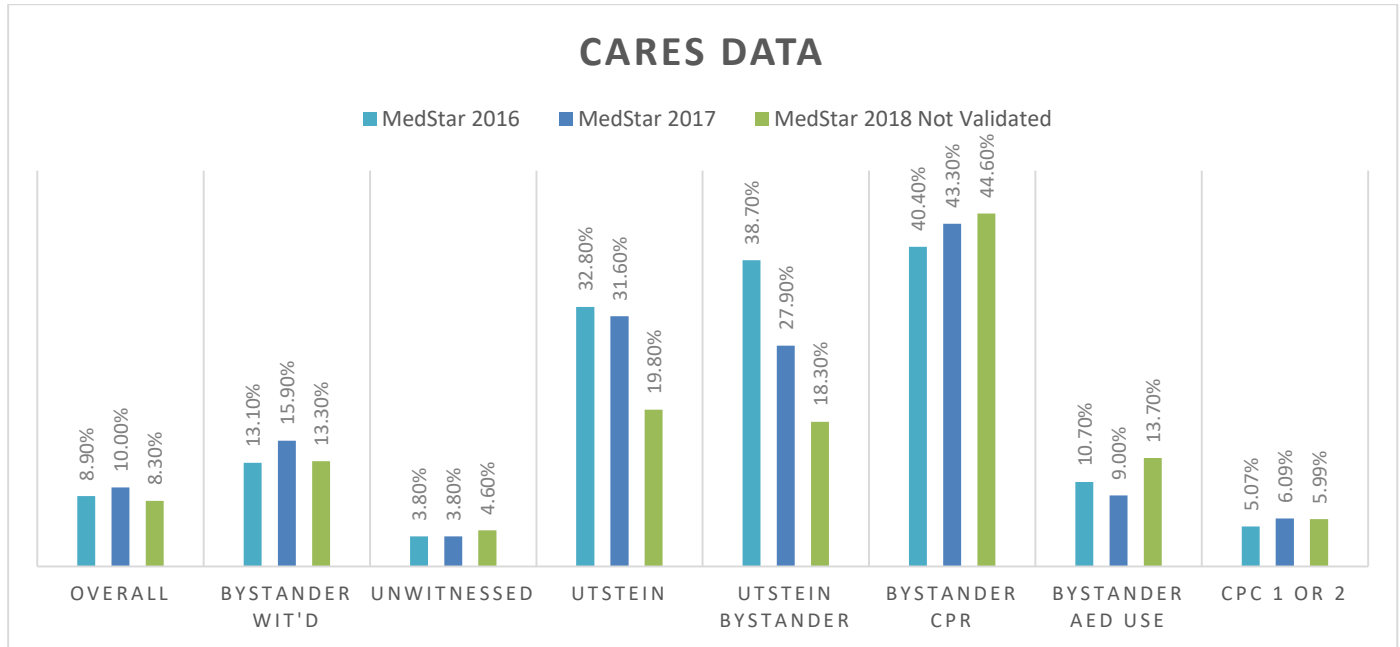
Lost Payroll Hours (Totals)

	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18
Ops	387.1	270	355.6	399.1	404.7	403.9	485.6	492	520.2	466
OMD	204	361	70	127.3	120	64.5	25.5	60.3	64	34.5
Grand Total	591.1	631	425.6	526.4	524.7	468.4	511.1	552.3	584.2	500.5

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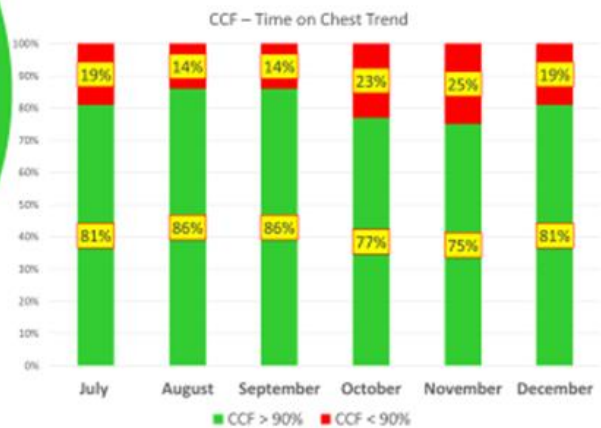
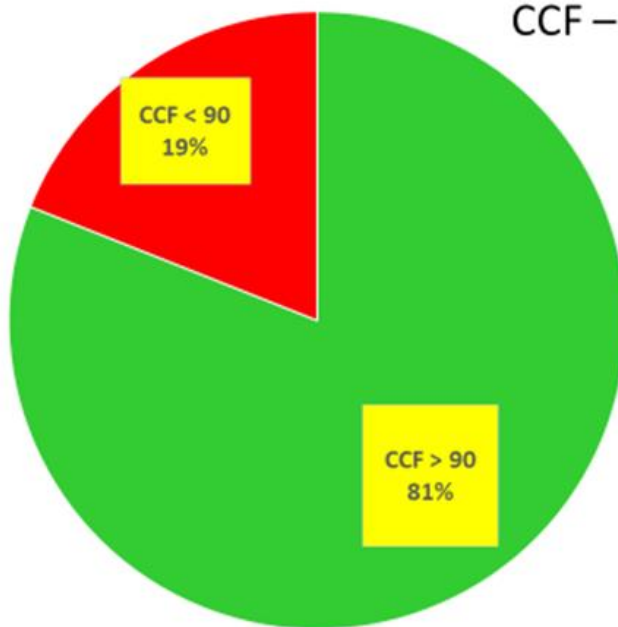
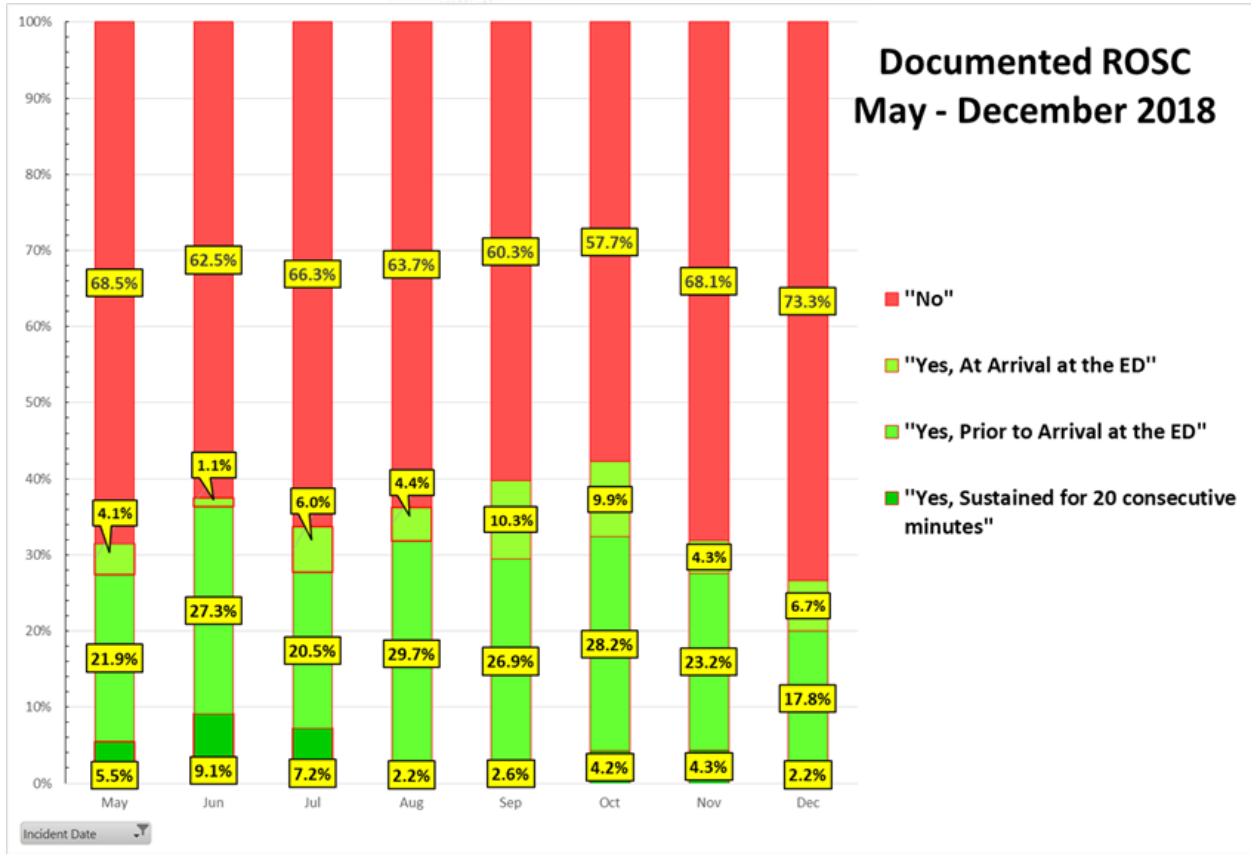
System Diagnostics

- Clinical Bundles Report
- Resuscitation



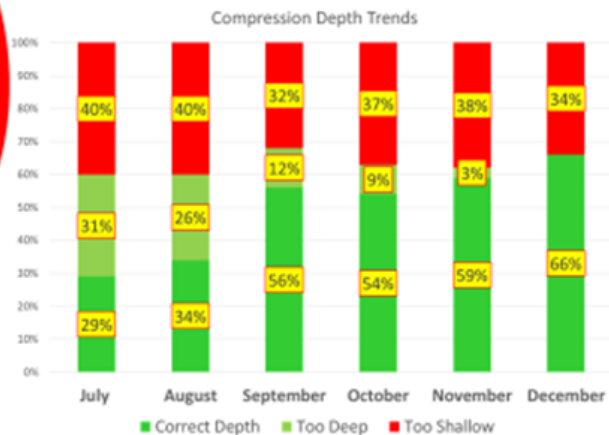
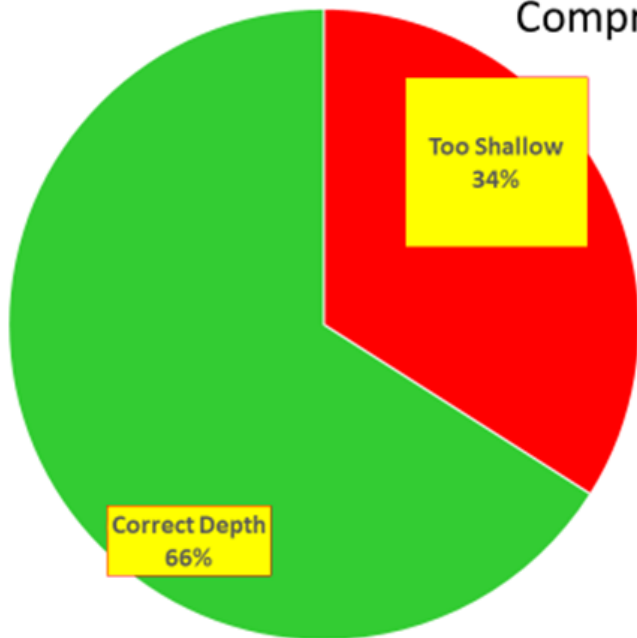
159 cases with missing outcome data from various hospitals

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

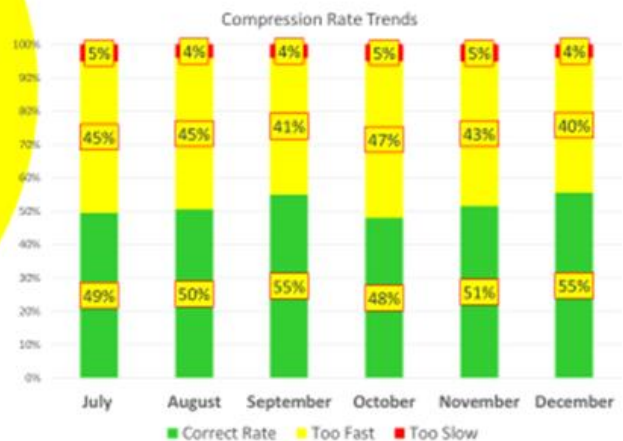
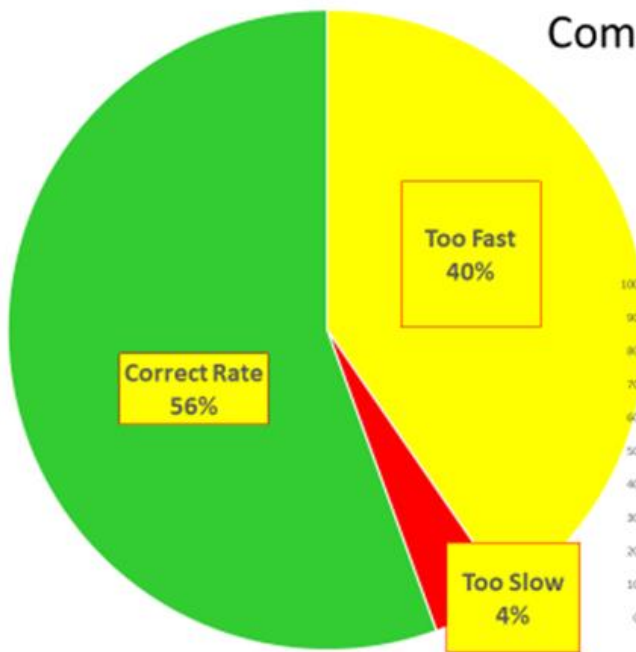


The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

Compression Depth – December '18

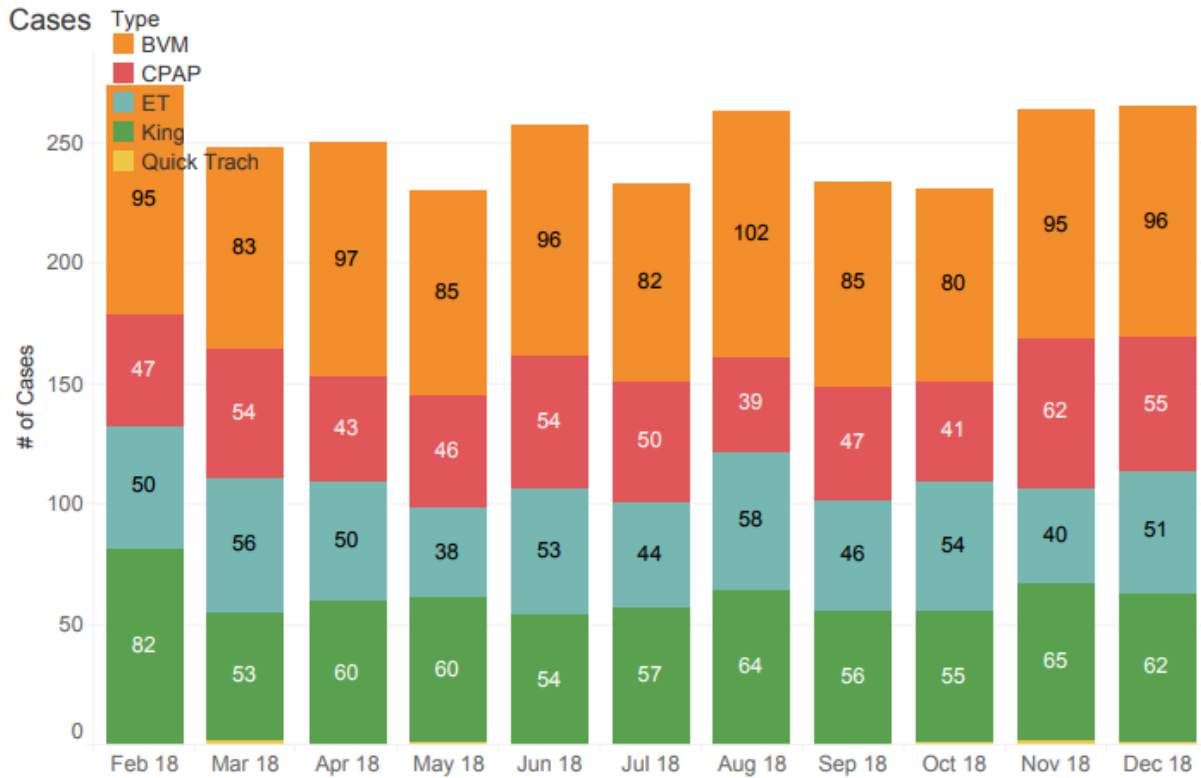


Compression Rate – December '18

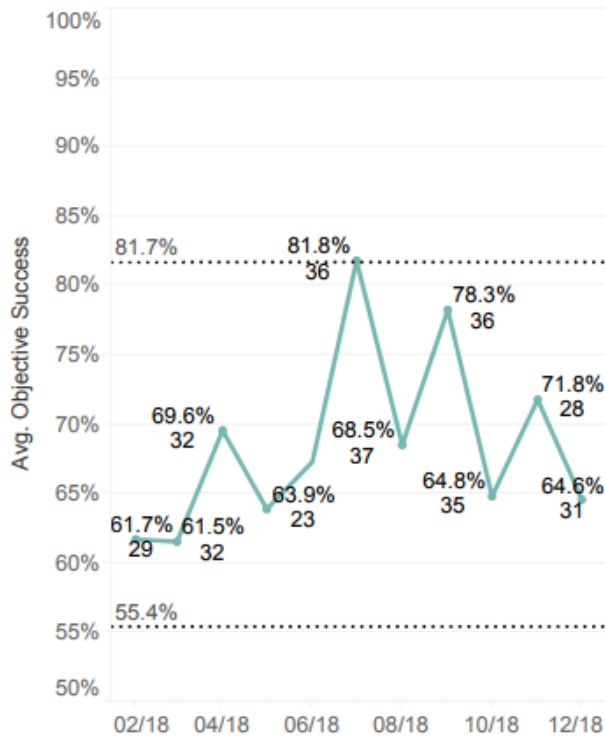


The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

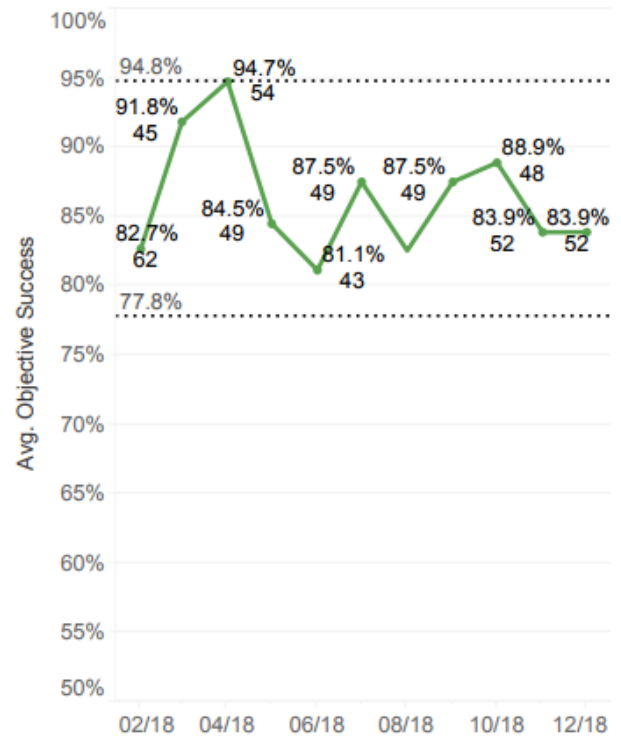
- Airway Report



Advanced Airways Success - ET



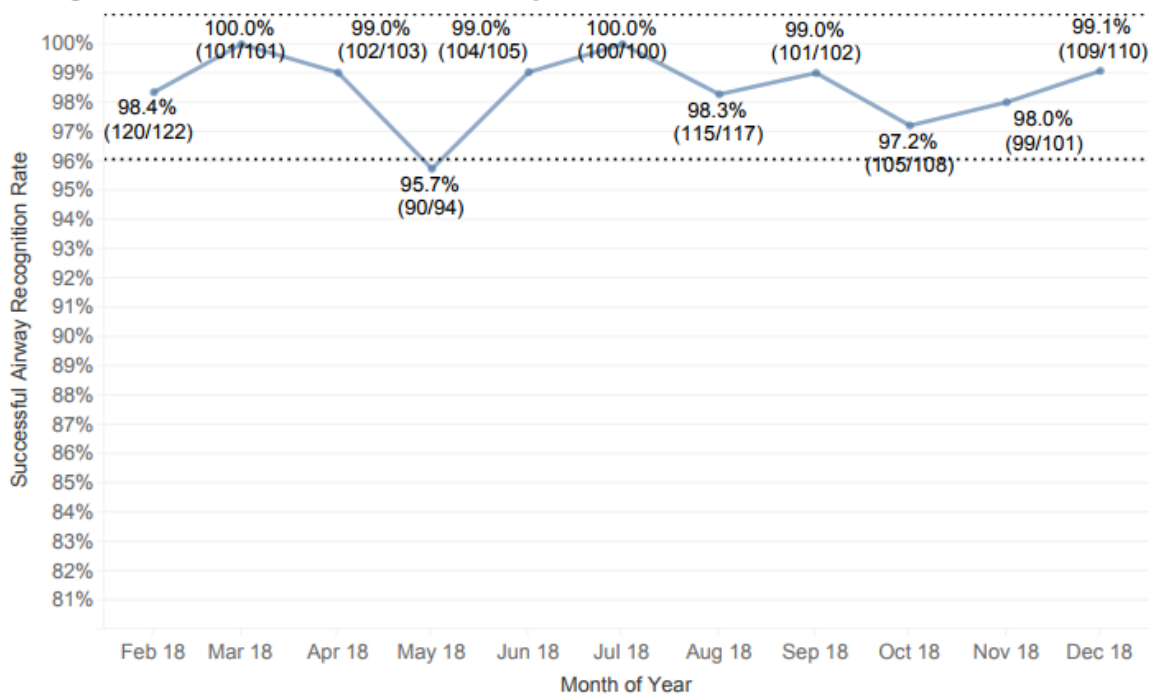
Advanced Airways Success - King



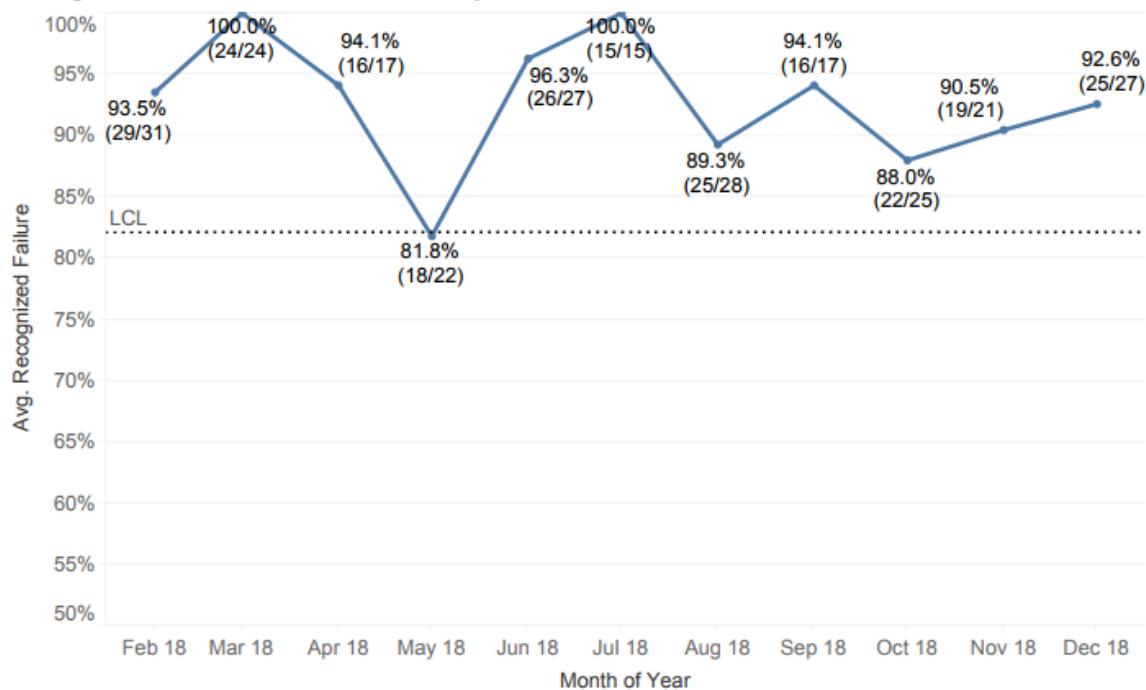
The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.



Recognition of Successful Advanced Airways



Recognition of Failed Advanced Airways



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

Tab G – Chief Compliance Officer/Legal



January 8th, 2019
Compliance Officer's Report
November 16th, 2018 to January 7th, 2019

Compliance Officer Duties

- Several investigations conducted for compliance, and employee relation matters
- Submitted all employee provider roster changes to the DSHS as required
- Seven narcotic anomalies processed:
 1. Four Primary Paramedics inadvertently took a narcotics pouch home at the end of shift. Upon discover they returned them to MedStar and submitted a drug screen sample.
 2. During the checkout process a Logistics Tech had a Versed vial cap inadvertently come off.
 3. During the checkout process a Logistics Tech discovered a Fentanyl vial was broken. Upon discover both the current Tech and Tech that previously had control of the vial both submitted a drug screen sample.
 4. During the checkout process a Logistics Tech had a Ketamine vial cap inadvertently come off.

All anomaly procedures were followed, employees drug tested as warranted, and no foul play was suspected. The Logistics Manager and I have completed a root causation analysis and are currently working on revising the narcotic check in and check out workflow process in an effort to reduce the number of occurrences of narcotics being taken home at the end of shift. We recognize this is a concern, although the failure rate is less than 1% of all transactions.

Paralegal Duties

- 20 DFPS reports made for suspected abuse, neglect, or exploitation
- 6 Pre-trial meetings held with the District Attorney's office
- 4 Criminal court witness appearances
- 5 Law Enforcement agency interviews
- 11 Subpoena(s) for witness appearance processed and served
- Created, reviewed, and processed multiple contractual agreements with GC as needed

A handwritten signature in black ink, appearing to read "Chad Carr", is written over a horizontal line.

Chad Carr
Compliance Officer
Paralegal – Office of General Counsel
CACO, CAPO, CRC, EMT-P

Tab H – Chief Strategic Integration Officer

Strategic Integration Summary

January 2019



Alternate Payment Models

- Commercial capitated model continues
 - Refining enrollment processes
 - Proving monthly outcome reports
 - OMD and MIH team reviewing ambulance transport alternative outcomes
- Expanding role for TrustedCare Managed Medicare Model
 - OMD approved process for PCP engagement and protocol use
- Investigating possible partnership with Amerigroup Managed Medicaid Clinic
 - Patient navigation and after hours episodic coverage
- Still working on the Managed Medicaid agreement

Medicaid Supplemental Ambulance Payment Program

- Participating as SME to Public Consulting Group (PCG) and Texas HHSC to develop potential new Medicaid supplemental payment approach
 - 3 separate meetings with Texas Medicaid so far trying to secure economic model for the program to continue
 - Letter sent to HHSC from agencies who have been meeting with HHSC supporting our suggestions for several options being considered for continuation
 - Legislation being drafted if necessary

Dickies Arena

- Met with the Events Manager and Safety/Security Coordinator to discuss Special Event Partnerships
 - Very productive discussions on services we can provide to the Arena

StarSaver Plus Pilot

- Working with Trinity Terrace Independent Living Facility in Fort Worth on the StarSaver Plus annual subscription program
 - All components of StarSaver, PLUS MedStar on Demand (MOD) pilot program
 - Access to select MIH program services
- OMD approved protocol options, specifically related to PCP notification
- Trinity Terrace leadership has approved the program

Paid Consulting Activity

- Center for Public Safety Management (division of ICMA)
 - Salinas, CA project assisting with option for fire department first response role
 - Final report submitted and CPSM billed for our services
 - CPSM currently working with them on 2 additional projects
 - Placentia, CA – EMS and Fire RFP and selection process for fire and EMS first response services
 - San Diego County, CA – EMS Performance Contract

EMS vs. non-EMS ED Arrival Outcomes Study for ACS Patients:

- Still in IRB for approval

Upcoming Speaking Engagements:

Event	Date	Location	Attendees
Nat. Assoc. of EMS Physicians	January '19	Austin, TX	~500
JEMS EMS Today (<i>Mult. MedStar Speakers</i>)	February '19	National Harbor, MD	~2,000
EMS 3.0 Transformation Summit	April '19	Washington, DC	~300
Midwest EMS Expo	April '19	Minneapolis, MN	~500
International Academy of Emergency Disp.	April '19	National Harbor, MD	~1,000
Medical Transportation Leadership Inst.	May '19	Charleston, WV	~150

Media:

Local –

- Cold Weather Prep/Response guidelines
 - ABC-8, NBC-5, CBS 11, Telemundo, Univision, KRLD, WBAP/KLIF, Star-Telegram
- Flu-related call volume and prevention
 - ABC-8, CBS-11, NBC-5, Fox 4, Telemundo, Univision, KRLD, WBAP/KLIF, Star-Telegram
- Safe Driving in Bad Weather
 - CBS-11, NBC-5, ABC-8, KRLD, Star-Telegram

National –

- EMS Clinical Performance Measures
 - JEMS Magazine
- Outcomes from Power Cot Implementation
 - EMS1.com

Mobile Integrated Healthcare Report – September 2018

Hospice:

Community Hospice: 5 active

- 0, 9-1-1 calls

Vitas: 20 active

- 3, 9-1-1 calls

Holy Savior: 14 active

- 0, 9-1-1 calls

Home Health:

Klarus: 177 active

- 13, total 9-1-1 calls w/CCP on scene

Healthmasters: 15 active

- 0, 9-1-1 call w/CCP on scene

Readmission Avoidance Enrollments:

NTPS/Silverback: 1

THR Alliance: 3

High Utilizer:

BCBS: 4

Internal: 3

Silverback: 1

Primary Care Navigation/Trusted Care Enrollments: 50

Palliative Care, Silverback:

11 active

9-1-1 Nurse Triage:

213 total calls

38 Lyft/cab/wheelchair transportations

Education and Community Programs Report

Education Programs:

- 11/29 CE Renewal for 2 employees
- 11/30 CE Renewal for 1 employee
- 12/3 ACLS Renewal
- 12/3 MedStar Evening Class course ends
- 12/5 National Registry Skills for Evening Class
- 12/5 CE Renewal Meeting for 1 employee
- 12/10 & 12/11 review National Registry skills for 3 students
- 12/11 & 12/12 AMLS Provider
- 12/12 NREMT Skills Retakes for Evening Class
- 12/12 CPR Renewal
- 12/12 Meeting with FWFD regarding Paramedic Class
- 12/12 Skills Mock Testing for EMT Class at Byron Nelson High School
- 12/19 Meeting with FWFD regarding TCC Paramedic Class
- 1/7 A&P Class begins for 2019 Paramedic Class

Community Programs:

- 12/18 Stop the Bleed, CPR/AED Training at Will Rogers (22:30 Class)
- 12/20 Stop the Bleed, CPR/AED Training at Will Rogers (08:30 Class)
- 12/28 PPE Class

Jan – Dec 2018 CE Classes	Internal	External	EMT Students	TOTALS
BCLS	131	82	125	338
STB/CPR/AED Training		346		346
ACLS	84			84
PALS	30	2		32
AMLS	97	54		151
EPC	26			26
PHTLS	82	35		117
TECC	12			12
MIH Practitioner		15		15
MIH CE 4/30-5/1		20		20
Neuro-symposium 2/2/2018	22	9		31
PTEP		29		29
Totals	484	592	125	1201

StarSaver Membership Report:

Membership New / Renewal Comparison								
	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change
New Households								
January	35	35	37	37	5.7%	38	38	2.7%
February	58	93	32	69	-25.8%	41	79	14.5%
March	51	144	48	117	-18.8%	56	135	15.4%
April	40	184	68	185	0.5%	45	180	-2.7%
May	48	232	44	229	-1.3%	34	214	-6.6%
June	24	256	40	269	5.1%	36	250	-7.1%
July	22	278	29	298	7.2%	31	281	-5.7%
August	36	314	22	320	1.9%	35	316	-1.3%
September	42	356	38	358	0.6%	22	338	-5.6%
October	53	409	38	396	-3.2%	16	354	-10.6%
November	32	441	43	439	-0.5%	25	379	-13.7%
December	9	450	19	458	1.8%	34	413	-9.8%
Total New Member Households	450		458			413		
Renewing Households	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change
January	454	454	344	344	-24.2%	347	347	0.9%
February	306	760	117	461	-39.3%	546	893	93.7%
March	192	952	78	539	-43.4%	96	989	83.5%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%
December	126	4854	249	4727	-2.6%	252	4480	-5.2%
Total Renewing Households	4854		4727			4480		
Total Member Households	5304		5185			4893		

COMMONLY USED ACRONYMS

A

ACEP – American College of Emergency Physicians

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

CISD – Critical Incident Stress Debriefing

CISM – Critical Incident Stress Management

CMS – Centers for Medicare and Medicaid Services

COG – Council of Governments

D

DFPS – Department of Family and Protective Services

DHSH – Department of State Health Services

DNR – Do Not Resuscitate

E

ED – Emergency Room

EKG – ElectroCardioGram

EMD – Emergency Medical Dispatch (protocols)

EMS – Emergency Medical Services

EMT – Emergency Medical Technician

EMTALA – Emergency Medical Treatment and Labor Act

EMT – I – Intermediate

EMT – P – Paramedic

ePCR – Electronic Patient Care Record

ER – Emergency Room

F

FRAB – First Responder Advisory Board

FTE – Full Time Equivalent (position)

FTO – Field Training Officer

FRO – First Responder Organization

G

GCS – Glasgow Coma Scale

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

MCI – Mass Casualty Incident

MI – Myocardial Infarction

MICU – Mobile Intensive Care Unit

MIH – Mobile Integrated Health

N

NAEMSP – National Association of EMS Physicians

NAEMT – National Association of Emergency Medical Technicians (US)

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 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

R

RFQ – Request for Quote

RFP – Request for Proposal

S

SSM – System Status Management

STEMI – ST Elevation Myocardial Infarction

T

U

V

VFIB – Ventricular fibrillation; an EKG rhythm

W

X/Y/Z