



Metropolitan Area EMS Authority (MAEMSA)

d.b.a. MedStar Mobile Healthcare

Board of Directors

February 28, 2018

AGENDA

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

Meeting Location: 2900 Alta Mere Dr., Fort Worth, TX 76116-4115

Meeting Date and Time: February 28, 2018 10:00 a.m.

- | | | | |
|-------------|-------------------------------|--|---|
| I. | CALL TO ORDER | | Dr. Brian Byrd |
| II. | INTRODUCTION OF GUESTS | | Dr. Brian Byrd |
| III. | CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
| IV. | 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 – 1340 | Approval of board minutes January 24, 2018 meeting. | Dr. Brian Byrd
Pg. 4 |
| | BC – 1341 | Approval of check history's for January 2018. | Dr. Brian Byrd
Pg. 8 |
| V. | NEW BUSINESS | | |
| | BC – 1342 | Approval of contracting with Innovative Developers, Inc. for phase one (development) of North Deployment Center. | Dr. Brian Byrd
Pg. 11 |
| VI. | MONTHLY REPORTS | | |
| | A. | Chief Executive Officer Summary | 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 Rudy Jackson, Fire Chief Kirt Mays |

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

VII. OTHER DISCUSSIONS

- A.** Requests for future agenda items of discussion Dr. Brian Byrd

VIII. CLOSED SESSION

- A. The Board of Directors will conduct a closed meeting under Section 551.074 of the Texas Government Code in order to discuss and seek legal advice regarding the proposed contracts with the Medical Director and Associate Medical Directors.
- B. The Board of Directors may also discuss other 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.
- C. The Board may reconvene in open session and act on any item listed on the Executive Session Agenda in accordance with Chapter 551 of the Texas Government Code.

IX. RECONVENE FROM CLOSED SESSION

The Board may act on any 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, TEXAS 76116-4115
January 24, 2018

The Metropolitan Area EMS Authority, MedStar Mobile Healthcare Board of Directors met on January 24, 2018 at the MedStar Mobile Healthcare offices.

I. CALL TO ORDER

Chairman Brian Byrd called the meeting to order at 10:00 a.m.

MedStar Board members present: Paul Harral, Dr. John Geesbreght, Stephen Tatum, Dr. Rajesh Gandhi, Dr. Janice Knebl, Douglas Hooten (Ex-officio), Dr. Neal Richmond (Ex-officio), Fire Chief Kirt Mays (Ex-officio), Fire Chief Rudy Jackson (Ex-officio) and Kristofer Schleicher, General Counsel for MAEMSA d/b/a MedStar Mobile Healthcare.

II. INTRODUCTION OF GUESTS

Guests: Michael Glynn, President, Local Board 440 Fire Fighters, Ms. Jenny Barnett, Ms. Kimberly DeWoody of Whitley Penn, Assistant Chief Pat Vasquez, Fort Worth Fire Department, and Brandon Morshedi, MD UT Southwestern. Others present were Joan Jordan, Ken Simpson, Matt Zavadsky, Dwayne Howerton, Chad Carr, Dale Rose, Chris Cunningham, Susan Swagerty, Tina Smith, Richard Brooks, Pete Rizzo, Shaun Curtis, Desi Partain, Stacy Harrison, Dr. Veer Vithalani and Marianne Schmidt, all with MedStar.

III. CITIZEN PRESENTATIONS

There were no citizen presentations.

IV. CONSENT AGENDA

BC – 1336 Approval of minutes for the December 13, 2017 meeting.

BC – 1337 Approval of approval of check history for November and December 2017.

The motions to approve was made by Dr. Rajesh Gandhi and seconded by Paul Harral. The motions were carried unanimously.

V. NEW BUSINESS

IR – 206 Ms. Kimberly DeWoody and Jenny Barnett of Whitley-Penn reviewed the results of the Audit of MedStar Mobile Healthcare financial statements for the fiscal year 2016-2017.

Chairman Brian Byrd requested that going forward, the Auditors meet with the MAEMSA board of directors before they start their audit. CFO Joan Jordan will work with Whitley Penn and the MAEMSA board to schedule this.

BC – 1338 Approval of Financing for capital purchases.

The motion to approve was made by Dr. Rajesh Gandhi and second by Stephen Tatum. The motion was carried unanimously.

BC – 1339 Approval of Radio Replacement

The motion for approval was made by Dr. Rajesh Gandhi and second by Paul Harral. The motion was carried unanimously.

VI. MONTHLY REPORTS

A. **CEO: Douglas Hooten:** We are talking with the city about leasing a portion of the 6th Precinct Tarrant/Riverside land for a north deployment station. Our General Contractor, IDI; is working on this project with us and will likely be the Construction and Development Manager (CDM). Once the plans are finalized, we will bring this back to the board for approval. Demers will be here the end of the month to complete our ambulance order. All the remounts are completed and now we will start replacing ambulances with the Demers ambulances. This is going to take five years to complete, and once complete we will have increased our fleet by three.

B. **CFO: Joan Jordan:** Reviewed Tab B. Summary is good – we had a good month and quarter.

C. **COO: Ken Simpson:** Reviewed Tab C. We are working on getting all our CAAS reaccreditation paperwork completed for our review coming up in June.

D. **Human Resources: Tina Smith:** Reviewed Tab D.

E. **FRAB: Fire Chief Kirt Mays:** We have analyzed the computer reporting system. Working on the State Agreement paperwork for lift assist project. Gathering data with MedStar to write reports.

F. OMD: Dr. Richmond:

- Lift Assists – working with FROs to gather data on 911 calls for lift assists, and recidivism into the System within 72 hours. More specific data is being added to capture apartment numbers at which point we will need another 30-day sample of calls. Long term goal is to evaluate these calls for appropriate assessment and disposition in the field.
- Call prioritization – goal is to increase clinical efficacy by improved capture of high acuity calls within high priority dispatch call-types (abnormal vital signs, respiratory failure or cardiac arrest, other time sensitive disease processes), while simultaneously improving operational efficiency by moving lower acuity calls to lower priority dispatch call-types.
- Clinical performance measurement - through education, training, focused QA, and collaboration between Operations, Administration, and OMD, the incidence of unrecognized misplaced advanced airways has been significantly reduced (approaching 0%). Maintaining this level of clinical efficacy and safety will require an ongoing commitment of the entire organization.
- Chairman Byrd asked how OMD interacts with OPS, and specifically questioned whether OMD had a role in 911 call processing and prioritization. Call typing and prioritization are clearly under the direct oversight of the Medical Director / OMD / EPAB, as required by the Uniform EMS Ordinance, accreditation by both the International Academy of Emergency Dispatch and the Commission on Accreditation of Ambulance Services, Texas Administrative Code 197, as well as by American College of Emergency Physicians and National Association of EMS Physicians position and policy statements.

As explained by Kenneth Simpson, COO, a collaborative working group composed of representatives from the FRAB, MedStar Ops, and OMD will begin a structured review of the current and proposed 911 call prioritization and response matrix.

G. **Legal/Compliance: Chad Carr:** Reviewed Tab G.

H. **CSIO: Matt Zavadsky** reviewed Tab H.

VII. OTHER DISCUSSION

VIII. CLOSED SESSION

There was no closed session.

IX. ADJOURNMENT

There being no further business, Chairman Byrd adjourned the meeting at 11:07 a.m.

Respectfully submitted,

Dr. Janice Knebl
Secretary

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 01-01-2018 to 01-31-2018

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
90961	1/4/18	Professional Ambulance Sales & Servic Remount Ambulance	69,224.75
90962	1/5/18	Ablaze Group, Inc. Software Maintenance	7,500.00
90963	1/5/18	AFLAC Employee Aflac Payable	7,650.90
90980	1/5/18	Coast Biomedical Equipment LLC IV pumps for ambulances	6,008.69
90983	1/5/18	Delta Dental Insurance Comany Dental Ins-Admin	18,998.01
90993	1/5/18	Fulcrum Group Consulting Services - IT	14,925.00
90994	1/5/18	GetGo, Inc. Software Fees	6,630.00
91003	1/5/18	KMP Graphics Ambulances	5,985.93
91006	1/5/18	Logis Solutions Software Maintenance	33,560.00
91012	1/5/18	Maintenance of Ft Worth, Inc. Facilities Maint - Logistics	5,684.94
91027	1/5/18	ReCept Pharmacy Medical Supplies-Logistics	124,579.37
91029	1/5/18	Solutions Group Verification Services-Admin	6,671.73
91042	1/5/18	XL Parts Maintenance-Fleet	9,550.86
91046	1/5/18	ZirMed Inc Invoice & Forms Processing-Adm	13,243.08
91047	1/11/18	Abbott Laboratories Inc Istat maintenance	6,358.56
91050	1/11/18	Arrow International, Inc. Medical Equipment - Ambulancs	5,224.53
91054	1/11/18	Bound Tree Medical LLC Medical Supplies-Logistics	34,708.55
91057	1/11/18	Coast Biomedical Equipment LLC Repair & Maint Equip-Logistics	5,682.00
91080	1/11/18	PRUDENTIAL GROUP INSURANCE Life/AD&D Ins-Admin	19,063.25
91095	1/11/18	Rough Creek Lodge Exec. Retreat Down Payment - May Board retreat	11,916.25
91103	1/19/18	Bound Tree Medical LLC Repair & Maint Equip-Field Ops	13,089.94
91136	1/19/18	Professional Ambulance Sales & Servic Remount fee	69,584.47

MedStar - Area Metropolitan Ambulance Authority
Check History and Description Report for Checks Over \$5,000
Activity From 01-01-2018 to 01-31-2018

CHECK NUMBER	CHECK DATE	DESCRIPTION	CHECK AMOUNT
91147	1/19/18	Whitley Penn, LLC Audit Services-Admin	6,000.00
91171	1/22/18	Professional Ambulance Sales & Servic Remount Fee	52,583.09
91175	1/25/18	AFLAC Employee Aflac Payable	5,100.60
91182	1/25/18	AT&T Mobility Cell Phones-Admin	10,994.32
91186	1/25/18	Bound Tree Medical LLC Repair & Maint Equip-Logistics	8,475.71
91193	1/25/18	Emory University CARES Annual Subscription fee	5,000.00
91203	1/25/18	Innovative Developers, Inc. Building Retrofit	6,949.80
91210	1/25/18	Lytix, Inc. Drive Cam annual monitoring	25,769.00
91215	1/25/18	Pearson Education Paramedic Class Books	8,682.01
91218	1/25/18	PRUDENTIAL GROUP INSURANCE Life/AD&D Ins-Admin	19,063.25
91234	1/31/18	JP Morgan Chase Bank, N.A. Constr Loan - Chase	75,437.51
ACH810159890	1/25/18	Dr. Veer D. Vithalani Medical Director - EPAB	17,050.00
ACH810159889	1/25/18	Dr. Neal J. Richmond Medical Director - EPAB	23,873.00
Wire #43890467	1/11/18	American Express MedStar Business Expenses	16,872.77
Wire #44185479	1/22/18	WEX Bank Fuel	80,860.91
			<u>858,552.78</u>
TOTAL ACCOUNTS PAYABLE			972,485.79
TOTAL PAYROLL EXPENSE			<u>2,097,068.79</u>
			<u>3,069,554.58</u>

Tab A – Chief Executive Officer

Tab B – Chief Financial Officer

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – February 28, 2018

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

Balance Sheet:

- Accounts Receivable – Current year exceeds prior year by approximately \$5million due primarily to timing of write-offs as well as increased transports in current year.
- Other Receivable – includes amounts billed to TX DSHS for Hurricane Harvey response

Statement of Revenues and Expenses:

- Benefits and Taxes – Payments under the new insurance plan began arriving in December, though still below planned amounts.
- Medical Supplies – over budget due to increased transports and a change in vendors requiring purchase of par levels of supplies rather than “just in time” purchasing.
- Office Equipment Maintenance – over budget due to additional software maintenance needs.
- Overall, net retained earnings for the 4 months ended is \$1,550,008 as compared to budgeted earnings of \$220,971 for a positive variance of \$1,329,036.

Key Financial Indicators:

- Current Ratio – MedStar has \$22.33 in current assets (Cash, receivables) for every dollar in debt.
- Cash as % of Annual Expenditures – The Interlocal Cooperative Agreement specifies cash reserves to be a minimum of three months operating capital. Debt Covenants with Chase Bank specify 6 months operating expenses (net of non-cash expenses). Therefore, our goal is 50% of annual expenditures. Current balance in reserve is 69%.
- 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 turnover is 2.45 time per year which equates to an average age of 140 days. This figure is larger than normal because we hold claims in January in order to capture deductible payments. Also, in 2018, we are holding claims in expectation of the approval of the Medicare Extender funding (2%). The approval was made early in February.
- 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 8.79% on assets. Through December, the return is 7.27%.

Billing Trends:

- 38,058 encounters have been billed at a cost of \$595,900 for a cost per claim of \$15.66. This is slightly lower than FY17 overall \$16.95 cost per claim. Budgeted cost per claim for FY18 is \$17.36.

Capital Tracking:

- Building Retrofit costs exceeded budget due to unforeseen electrical work being required in the sally port at the rear of the bay. This work is now complete.

MedStar - January 2018 - Summary and Trends

Net Income Trend	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-17
Revenue	\$ 4,172,991	\$ 9,016,607	\$ 4,036,060	\$ 3,893,346	\$ 4,406,329	\$ 4,295,598
Expenses	\$ 3,663,174	\$ 3,923,943	\$ 4,062,066	\$ 3,654,225	\$ 3,690,390	\$ 3,656,517
Net Income	\$ 509,817	\$ 5,092,664	\$ (26,006)	\$ 239,121	\$ 715,939	\$ 639,080

Notes:
 Sep-17 revenue includes \$3.5million HHSC cost report payment FY16, and \$600K EPAB cash entry per advice of General Counsel and Whitley Penn, LLC auditors.
 Oct-17 includes incentive payments to staff.

Net Earnings Annual:	
YTD 2018	\$ 1,550,007
9/30/2016	\$ 9,469,805
9/30/2015	\$ 6,718,929
9/30/2014	\$ 5,755,653
9/30/2013	\$ 5,821,481
9/30/2012	\$ 2,788,129
9/30/2011	\$ 3,147,436

Cash in Bank	
Current Month	\$ 22,068,258
9/30/2017	\$ 22,701,779
9/30/2016	\$ 24,621,458
9/30/2015	\$ 19,065,406
9/30/2014	\$ 23,308,668
9/30/2013	\$ 24,307,199
9/30/2012	\$ 19,053,393

Billed Transports:	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Emergency	8,729	8,595	8,487	8,130	8,512	9,061
Non Emergency	1,031	937	985	856	999	1,028
Total	9,760	9,532	9,472	8,986	9,511	10,089

Cash Collections:	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Dec-17
	\$ 4,366,292	\$ 3,866,446	\$ 3,508,157	\$ 3,493,196	\$ 3,393,401	\$ 3,201,204

**Area Metropolitan Ambulance Authority/MedStar
Balance Sheet as of January 31, 2018**

ASSETS

	Jan-18	Jan-17
Current Assets		
Cash and Equivalents	\$ 22,068,258.04	\$ 21,600,375.63
Patient Accounts Receivable	17,307,107.27	12,005,828.18
Other Receivable	212,243.35	694,513.88
Inventory	299,899.39	415,371.31
Prepaid Insurance and Expense	1,081,999.57	419,446.01
Total Current Assets	\$ 40,969,507.62	\$ 35,135,535.01
Property and Equipment	\$ 30,444,964.03	\$ 27,511,785.31
Total Assets	\$ 71,414,471.65	\$ 62,647,320.32

LIABILITIES AND CAPITAL

Current Liabilities		
Accounts Payable	\$ 515,105.49	\$ 461,970.76
Interest Payable	3,859.98	3,859.98
Payroll Taxes and Benefits Payable	1,315,999.61	1,262,189.92
Total Current Liabilities	\$ 1,834,965.08	\$ 1,728,020.66
Long-Term Liabilities		
Consulting Retainer	2,370.46	2,370.46
Deferred Subscription Income	128,305.05	104,380.61
Construction Loan Chase	4,878,195.03	5,674,140.51
Total Long-Term Liabilities	\$ 5,008,870.54	\$ 5,780,891.58
Total Liabilities	\$ 6,843,835.62	\$ 7,508,912.24
Net Assets <Deficit>		
Capital Contribution	\$ 316,921	\$ 316,920.50
Retained Earnings - Unrestricted	\$ 62,095,088	53,822,376.67
Retained Earnings - Restricted	\$ 608,620	-
Net Income	\$ 1,550,008	999,110.91
Total Net Assets <Deficit>	\$ 64,570,636.03	\$ 55,138,408.08
Total Liabilities & Net Assets <Deficit>	\$ 71,414,471.65	\$ 62,647,320.32

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
January 31, 2018 and the 4 months then ended
[Budget to Actual]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees-Service	14,507,275.80	14,462,809.00	44,466.80	52,495,733.71	54,722,275.00	(2,226,541.29)
Less: Contractual Allowances	(5,907,514.47)	(4,061,855.00)	(1,845,659.47)	(17,954,488.24)	(15,374,764.00)	(2,579,724.24)
Less: Provision for Uncollectibles	(4,421,900.27)	(6,355,233.00)	1,933,332.73	(18,389,644.95)	(24,030,717.00)	5,641,072.05
Patient Fees - NET	4,177,861.06	4,045,721.00	132,140.06	16,151,600.52	15,316,794.00	834,806.52
Special Events	35,850.00	44,508.00	(8,658.00)	188,240.00	178,032.00	10,208.00
Subsidy	3,313.82	3,314.00	(0.18)	10,268.72	10,270.00	(1.28)
Education	9,297.50	28,333.00	(19,035.50)	27,353.20	36,147.00	(8,793.80)
Other	35,174.45	26,780.00	8,394.45	129,099.64	111,117.00	17,982.64
Mobile Integrated Health Projects	31,860.75	40,515.00	(8,654.25)	114,175.43	162,060.00	(47,884.57)
Clinical Research	2,240.00	1,000.00	1,240.00	10,595.00	4,000.00	6,595.00
Total Revenues	\$ 4,295,597.58	\$ 4,190,171.00	105,426.58	\$ 16,631,332.51	\$ 15,818,420.00	812,912.51
Payroll	2,169,479.51	2,144,706.00	24,773.51	9,504,466.94	9,347,019.00	157,447.94
Benefits and Taxes	405,446.66	558,220.00	(152,773.34)	1,530,721.87	2,299,607.00	(768,885.13)
Fuel	87,198.54	72,000.00	15,198.54	345,582.74	288,000.00	57,582.74
Oxygen	8,201.68	5,161.00	3,040.68	24,011.82	20,644.00	3,367.82
Medical Supplies	205,149.16	176,761.00	28,388.16	724,030.97	707,044.00	16,986.97
Other Vehicle & Equipment	68,331.44	56,876.00	11,455.44	231,770.83	226,904.00	4,866.83
Rent & Utilities	38,726.96	42,169.00	(3,442.04)	187,160.07	172,176.00	14,984.07
Repairs & Maintenance Facility & Equipmnt	23,467.35	17,203.00	6,264.35	100,352.00	84,383.00	15,969.00
Postage & Shipping	14,201.18	29,453.00	(15,251.82)	64,795.98	117,812.00	(53,016.02)
Equipment Rental	2,291.11	6,649.00	(4,357.89)	12,497.52	26,596.00	(14,098.48)
Insurance	39,035.91	33,581.00	5,454.91	133,977.47	134,324.00	(346.53)
Advertising & Public Relations	2,491.17	3,329.00	(837.83)	14,116.87	10,816.00	3,300.87
Printing	3,845.06	3,224.00	621.06	21,766.33	12,896.00	8,870.33
Travel & Entertainment	20,218.16	24,136.00	(3,917.84)	26,322.69	57,581.00	(31,258.31)
Professional Fees	126,651.10	132,102.00	(5,450.90)	510,655.82	554,958.00	(44,302.18)
Non-Capital Equipment	24,234.50	29,068.00	(4,833.50)	43,372.59	80,264.00	(36,891.41)
Educational Expense/Training	21,463.98	36,462.00	(14,998.02)	112,215.64	128,578.00	(16,362.36)
Office Equip Maint	109,394.70	92,181.00	17,213.70	432,487.14	368,724.00	63,763.14
Bank Service Charges	8,142.78	11,181.00	(3,038.22)	27,993.64	44,724.00	(16,730.36)
Dues & Subscriptions	10,020.77	11,303.00	(1,282.23)	25,160.38	34,850.00	(9,689.62)
Computer Related Costs	0.00	0.00	0.00	0.00	0.00	0.00
Miscellaneous	98.57	145.00	(46.43)	1,501.52	580.00	921.52
Total Expenses	\$ 3,388,090.29	\$ 3,485,910.00	(97,819.71)	\$ 14,074,960.83	\$ 14,718,480.00	(643,519.17)
Earnings before Interest & Depreciation	907,507.29	704,261.00	203,246.29	2,556,371.68	1,099,940.00	1,456,431.68
Interest	9,108.72	9,855.00	(746.28)	37,778.33	39,420.00	(1,641.67)
Depreciation	259,318.47	209,887.08	49,431.39	968,585.56	839,548.32	129,037.24
Net Retained Earnings	\$ 639,080.10	\$ 484,518.92	154,561.18	\$ 1,550,007.79	\$ 220,971.68	1,329,036.11

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
January 31, 2018 and the 4 months then ended
[Prior year to Actual]

	Current Month Actual	Prior Month Actual	Current Month Variance	Year to Date Actual	Prior Year Actual	Year to Date Variance
Revenues						
Patient Fees-Service	14,491,609.20	13,786,254.89	705,354.31	52,414,063.90	52,379,745.99	34,317.91
Less: Contractual Allowances	(5,907,514.47)	(5,512,215.09)	(395,299.38)	(17,954,488.24)	(21,133,034.61)	3,178,546.37
Less: Provision for Uncollectibles	(4,421,900.27)	(4,319,499.66)	(102,400.61)	(18,389,644.95)	(16,261,824.65)	(2,127,820.30)
Patient Fees - NET	4,162,194.46	3,954,540.14	207,654.32	16,069,930.71	14,984,886.73	1,085,043.98
Special Events	35,850.00	46,905.00	(11,055.00)	188,240.00	188,366.00	(126.00)
Subsidy	3,313.82	3,313.82	0.00	10,268.72	10,268.72	0.00
Education	9,297.50	15,596.00	(6,298.50)	27,353.20	38,481.60	(11,128.40)
Other	35,174.45	32,371.93	2,802.52	129,099.64	115,589.55	13,510.09
Mobile Integrated Health Projects	47,527.35	50,239.35	(2,712.00)	195,845.24	208,303.13	(12,457.89)
Clinical Research	2,240.00	(6,872.00)	9,112.00	10,595.00	(1,723.00)	12,318.00
Total Revenues	\$ 4,295,597.58	\$ 4,096,094.24	199,503.34	\$ 16,631,332.51	\$ 15,544,172.73	1,087,159.78
Payroll	2,169,479.51	2,032,756.51	136,723.00	9,504,466.94	8,741,530.93	762,936.01
Benefits and Taxes	405,446.66	659,166.57	(253,719.91)	1,530,721.87	2,298,029.83	(767,307.96)
Fuel	87,198.54	71,703.96	15,494.58	345,582.74	218,531.59	127,051.15
Oxygen	8,201.68	4,345.68	3,856.00	24,011.82	18,799.53	5,212.29
Medical Supplies	205,149.16	190,497.19	14,651.97	724,030.97	703,690.97	20,340.00
Other Vehicle & Equipment	68,943.98	66,060.97	2,883.01	234,263.87	231,182.90	3,080.97
Rent & Utilities	38,726.96	39,327.48	(600.52)	187,160.07	156,862.82	30,297.25
Repairs & Maintenance Facility & Equipmnt	23,467.35	11,692.30	11,775.05	100,352.00	59,928.39	40,423.61
Postage & Shipping	14,201.18	20,799.92	(6,598.74)	64,795.98	58,890.15	5,905.83
Equipment Rental	1,678.57	6,563.21	(4,884.64)	10,004.48	27,052.74	(17,048.26)
Insurance	39,035.91	28,720.09	10,315.82	133,977.47	132,680.77	1,296.70
Advertising & Public Relations	2,491.17	3,369.50	(878.33)	14,116.87	42,738.78	(28,621.91)
Printing	3,845.06	4,498.70	(653.64)	21,766.33	12,329.26	9,437.07
Technical Support	0.00	0.00	0.00	0.00	0.00	0.00
Travel & Entertainment	20,218.16	5,010.40	15,207.76	26,322.69	25,004.56	1,318.13
Professional Fees	126,651.10	116,727.23	9,923.87	510,655.82	444,164.30	66,491.52
Non-Capital Equipment	24,234.50	9,578.52	14,655.98	43,372.59	32,930.57	10,442.02
Educational Expense/Training	21,463.98	45,672.30	(24,208.32)	112,215.64	77,557.68	34,657.96
Office Equip Maint	109,394.70	82,520.48	26,874.22	432,487.14	350,076.47	82,410.67
Bank Service Charges	8,142.78	23,213.98	(15,071.20)	27,993.64	52,107.58	(24,113.94)
Dues & Subscriptions	10,020.77	10,390.20	(369.43)	25,160.38	32,260.40	(7,100.02)
Computer Related Costs	0.00	0.00	0.00	0.00	0.00	0.00
Miscellaneous	98.57	868.08	(769.51)	1,501.52	1,163.60	337.92
Total Other Expenses	\$ 3,388,090.29	\$ 3,433,483.27	(45,392.98)	\$ 14,074,960.83	\$ 13,717,513.82	357,447.01
Earnings before Interest & Depreciation	907,507.29	662,610.97	244,896.32	2,556,371.68	1,826,658.91	729,712.77
Interest	9,108.72	10,161.27	(1,052.55)	37,778.33	43,144.51	(5,366.18)
Depreciation	259,318.47	211,825.82	47,492.65	968,585.56	784,403.49	184,182.07
Net Retained Earnings	\$ 639,080.10	\$ 440,623.88	198,456.22	\$ 1,550,007.79	\$ 999,110.91	550,896.88

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
January 31, 2018 and the 4 months then ended
[Office of the Medical Director]

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Revenues						
Patient Fees-Service	0.00	0.00	0.00	0.00	0.00	0.00
Less: Contractual Allowances	0.00	0.00	0.00	0.00	0.00	0.00
Less: Provision for Uncollectibles	0.00	0.00	0.00	0.00	0.00	0.00
Patient Fees - NET	0.00	0.00	0.00	0.00	0.00	0.00
Special Events	0.00	0.00	0.00	0.00	0.00	0.00
Subsidy	0.00	0.00	0.00	0.00	0.00	0.00
Education	0.00	0.00	0.00	0.00	0.00	0.00
Other	0.00	0.00	0.00	0.00	0.00	0.00
Mobile Integrated Health Projects	0.00	0.00	0.00	0.00	0.00	0.00
Clinical Research	2,240.00	1,000.00	1,240.00	10,595.00	4,000.00	6,595.00
Total Revenues	\$ 2,240.00	\$ 1,000.00	1,240.00	\$ 10,595.00	\$ 4,000.00	6,595.00
Payroll	62,890.05	64,509.00	(1,618.95)	297,859.46	284,280.00	13,579.46
Benefits and Taxes	8,192.82	9,800.00	(1,607.18)	32,349.31	37,539.00	(5,189.69)
Fuel	0.00	0.00	0.00	0.00	0.00	0.00
Oxygen	0.00	0.00	0.00	0.00	0.00	0.00
Medical Supplies	0.00	0.00	0.00	0.00	0.00	0.00
Other Vehicle & Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Rent & Utilities	298.44	275.00	23.44	6,143.76	4,600.00	1,543.76
Repairs & Maintenance Facility & Equipmmt	0.00	0.00	0.00	0.00	0.00	0.00
Postage & Shipping	0.00	0.00	0.00	0.00	0.00	0.00
Equipment Rental	612.54	792.00	(179.46)	2,493.04	3,168.00	(674.96)
Insurance	6,913.40	1,917.00	4,996.40	13,259.40	7,668.00	5,591.40
Advertising & Public Relations	0.00	0.00	0.00	0.00	0.00	0.00
Printing	0.00	125.00	(125.00)	509.21	500.00	9.21
Travel & Entertainment	3,259.91	9,000.00	(5,740.09)	4,835.14	19,325.00	(14,489.86)
Professional Fees	40,823.00	46,657.00	(5,834.00)	163,292.00	186,628.00	(23,336.00)
Non-Capital Equipment	0.00	5,000.00	(5,000.00)	124.69	5,000.00	(4,875.31)
Educational Expense/Training	2,736.55	2,000.00	736.55	8,380.55	7,025.00	1,355.55
Office Equip Maint	0.00	0.00	0.00	0.00	0.00	0.00
Bank Service Charges	0.00	0.00	0.00	0.00	0.00	0.00
Dues & Subscriptions	6,085.00	6,682.00	(597.00)	7,185.00	14,669.00	(7,484.00)
Computer Related Costs	0.00	0.00	0.00	0.00	0.00	0.00
Miscellaneous	0.00	0.00	0.00	0.00	0.00	0.00
Total Expenses	\$ 131,811.71	\$ 146,757.00	(14,945.29)	\$ 536,431.56	\$ 570,402.00	(33,970.44)
Earnings before Interest & Depreciation	(129,571.71)	(145,757.00)	16,185.29	(525,836.56)	(566,402.00)	40,565.44
Interest	0.00	0.00	0.00	0.00	0.00	0.00
Depreciation	0.00	0.00	0.00	0.00	0.00	0.00
Net Retained Earnings	(\$ 129,571.71)	(\$ 145,757.00)	16,185.29	(\$ 525,836.56)	(\$ 566,402.00)	40,565.44

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

	Goal	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Current Ratio	> 1	19.79	14.11	19.79	19.79	22.33

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	> 50%	69.01%	49.02%	65.31%	55.06%	69.13%
---	-----------------	--------	--------	--------	--------	--------

Indicates compliance with Ordinance which specifies 3 months cash on hand. Debt covenants specify 50% of annual cash expenditures.

Accounts Receivable Turnover	>3	8.26	5.47	4.16	3.40	2.45
-------------------------------------	--------------	-------------	-------------	-------------	-------------	-------------

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	8.77%	15.11%	16.66%	21.13%	15.48%	10.76%
-----------------------------	--------------	---------------	---------------	---------------	---------------	---------------

Reveals management's effectiveness in generating profits from the assets available. Budgeted return on net assets for FY18 is 8.77%.

MAEMSA/Medstar - Capital Tracking FY2017-2018

Item Description	Dept	FY2018	Expended	Remaining
Carryover from FY16-17				
ERP Software	Admin	\$ 450,000	\$ -	\$ 450,000
Billing Software	Admin	\$ 250,000	\$ -	\$ 250,000
Cardiac Monitors (Approved Aug 17)	Logistics	\$ 2,450,000	\$ 1,897,518	\$ 552,482
i-STAT	CHP	\$ 10,000	\$ -	\$ 10,000
NICE recorder Aqua revolution upgrade	Comms	\$ 105,000	\$ -	\$ 105,000
Remount 6 ambulances	Fleet	\$ 420,000	\$ 398,707	\$ 21,293
Purchase 60 ambulances over 5 years	Fleet	\$ 2,475,000	\$ -	\$ 2,475,000
Equipment needed for 3 addl ambulances	Fleet	\$ 153,337	\$ 123,770	\$ 29,567
Cloverleaf hospital connections	IT	\$ 50,000	\$ -	\$ 50,000
Blade Chassis carry forward (if not purchased in FY17)	IT	\$ 242,000	\$ -	\$ 242,000
End User Technology Refresh	IT	\$ 41,800	\$ -	\$ 41,800
Server Technology Refresh	IT	\$ 30,000	\$ -	\$ 30,000
Spot Cooler for Data Center	IT	\$ 7,500	\$ -	\$ 7,500
In-Dash GPS Units	IT	\$ 23,030	\$ -	\$ 23,030
Network Enhancements	IT	\$ 20,000	\$ -	\$ 20,000
Tablet Replacements	IT	\$ 67,827	\$ 11,421	\$ 56,406
Anti virus upgrade	IT	\$ 25,000	\$ -	\$ 25,000
ImageTrend Data Mart	IT	\$ 35,000	\$ -	\$ 35,000
Refresh gateways in ambulances 1/3 per year	IT	\$ 25,000	\$ -	\$ 25,000
Replace portable radios	Logistics	\$ 150,000	\$ -	\$ 150,000
Approved by Board FY 2017-2018				
Purchase 12 Dodge Chassis (Sep 2017 Mtg)	Fleet	\$ 513,732	\$ -	\$ 513,732
Diagnostic Software and tools (Sep 2017 Mtg)	Fleet	\$ 21,074	\$ -	\$ 21,074
Building Retrofit (Sep 2017 Mtg)	Fleet	\$ 214,278	\$ 222,514	\$ (8,236)
Quality Air and Lift (4) (Sep mtg)	Fleet	\$ 85,722	\$ -	\$ 85,722
Total Capital Request		\$ 7,865,300	\$ 2,653,930	\$ 5,211,370

Billing and Collections - Key Trends

		Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
Collections	\$	3,508,157	\$ 3,943,196	\$ 3,393,401	\$ 3,201,204									\$ 14,045,957
Billed Transports		9472	8986	9511	10089									38058
Cost to Bill and Collect	\$	151,887	\$ 150,132	\$ 149,284	\$ 144,597									\$ 595,900
Cost per claim	\$	16.04	\$ 16.71	\$ 15.70	\$ 14.33									\$ 15.66
Cost as % of collections		4.33%	3.81%	4.40%	4.52%									4.24%

FY 17-18 Billed Transports = 38058



Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 01/28/18 Next Closing Date 02/25/18

OPENSM

p. 1/9

Account Ending [REDACTED]

New Balance **\$22,121.32**

Please Pay By **02/12/18[‡]**

[‡] 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 12/31/17

765,424

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

Account Summary

Previous Balance	\$16,872.77
Payments/Credits	-\$16,872.77
New Charges	+\$22,121.32
Fees	+\$0.00

New Balance **\$22,121.32**

Days in Billing Period: 31

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.

See page 2 for important information about your account.

Important Information: To access the most up to date version of your Cardmember Agreement, please log in to your Account at www.americanexpress.com.

Effective February 28, 2018, Card Members will no longer earn 2X Membership Rewards® points on Uber rides.

We want to let you know that starting on 2/8/2018, we'll be making some changes to simplify the way your transaction details are displayed in your paper statement. You can continue to view the full details of each transaction when you log into your account at americanexpress.com.

~~X~~ *Douglas R Hooten* 1-31-18
 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 [REDACTED]

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
02/12/18
Amount Due
\$22,121.32

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 002212132002212132 24 H

Payments: Your payment must be sent to the payment address shown on your statement and must be received by 5 p.m. local time at that address to be credited as of the day it is received. Payments we receive after 5 p.m. will not be credited to your Account until the next day. Payments must also: (1) include the remittance coupon from your statement; (2) be made with a single check drawn on a US bank and payable in US dollars, or with a negotiable instrument payable in US dollars and clearable through the US banking system; and (3) include your Account number. If your payment does not meet all of the above requirements, crediting may be delayed and you may incur late payment fees and additional interest charges. Electronic payments must be made through an electronic payment method payable in US dollars and clearable through the US banking system. If we accept payment in a foreign currency, we will convert it into US dollars at a conversion rate that is acceptable to us, unless a particular rate is required by law. Please do not send post-dated checks as they will be deposited upon receipt. Any restrictive language on a payment we accept will have no effect on us without our express prior written approval. We will re-present to your financial institution any payment that is returned unpaid.

Permission for Electronic Withdrawal: (1) When you send a check for payment, you give us permission to electronically withdraw your payment from your deposit or other asset account. We will process checks electronically by transmitting the amount of the check, routing number, account number and check serial number to your financial institution, unless the check is not processable electronically or a less costly process is available. When we process your check electronically, your payment may be withdrawn from your deposit or other asset account as soon as the same day we receive your check, and you will not receive that cancelled check with your financial account statement. If we cannot collect the funds electronically we may issue a draft against your deposit or other asset account for the amount of the check. (2) By using Pay By Computer, Pay By Phone or any other electronic payment service of ours, you give us permission to electronically withdraw funds from the deposit or other asset account you specify in the amount you request. Payments using such services of ours received after 8:00 p.m. MST may not be credited until the next day.

How We Calculate Your Balance: We use the Average Daily Balance (ADB) method (including new transactions) to calculate the balance on which we charge interest for Pay Over Time balances on your Account. Call the Customer Care number listed below for more information about this balance computation method and how resulting interest charges are determined. *The method we use to calculate the ADB and interest results in daily compounding of interest.*

How to Avoid Paying Interest: If you have a Pay Over Time balance, your due date is at least 25 days after the close of each billing period. We will not charge interest on charges added to a Pay Over Time balance if you pay the Account Total New Balance by the due date each month.

Foreign Currency Charges: If you make a Charge in a foreign currency, we will convert it into US dollars on the date we or our agents process it. We will choose a conversion rate that is acceptable to us for that date, unless a particular rate is required by law. The conversion rate we use is no more than the highest official rate published by a government agency or the highest interbank rate we identify from customary banking sources on the conversion date or the prior business day. This rate may differ from rates in effect on the date of your charge. Charges converted by establishments will be billed at the rates such establishments use.

Credit Balance: A credit balance (designated CR) shown on this statement represents money owed to you. If within the six-month period following the date of the first statement indicating the credit balance you do not request a refund or charge enough to use up the credit balance, we will send you a check for the credit balance within 30 days if the amount is \$1.00 or more.

Credit Reporting: We may report information about your Account to credit bureaus. Late payments, missed payments, or other defaults on your Account may be reflected in your credit report.



Customer Care & Billing Inquiries
International Collect
Large Print & Braille Statements
Lost or Stolen Card
Express Cash

1-800-678-0745
 1-336-393-1111
 1-800-678-0745
 1-800-678-0745
 1-800-CASH-NOW

Hearing Impaired
 TTY: 1-800-221-9950
 FAX: 1-800-695-9090
 In NY: 1-800-522-1897



Website: americanexpress.com

**Customer Care
 & Billing Inquiries**
 P.O. BOX 981535
 EL PASO, TX
 79998-1535

Payments
 P.O. BOX 650448
 DALLAS TX 75265-
 0448

Change of Address

If correct on front, do not use.

- To change your address online, visit www.americanexpress.com/updatecontactinfo
- For Name, Company Name, and Foreign Address or Phone changes, please call Customer Care.
- Please print clearly in blue or black ink only in the boxes provided.

Street Address

City, State

Zip Code

Area Code and
Home Phone

Area Code and
Work Phone

Email

Pay Your Bill with AutoPay

Avoid late fees
 Save time

Deduct your payment from your bank
 account automatically each month

Visit americanexpress.com/autopay
 today to enroll.

For information on how we protect your
 privacy and to set your communication
 and privacy choices, please visit
www.americanexpress.com/privacy.



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 01/28/18

OPEN

p 3/9

Account Ending [REDACTED]

Payments and Credits

Summary

	Total
Payments	-\$16,872.77
Credits	\$0.00
Total Payments and Credits	-\$16,872.77

Detail *Indicates posting date

Payments	Amount
01/11/18* DOUGLAS R HOOTEN CHECKLESS PYMT RECEIVED-THANK YOU	-\$16,872.77

New Charges

Summary

	Total
DOUGLAS R HOOTEN [REDACTED]	\$19,420.39
JOAN E JORDAN [REDACTED]	\$2,700.93
Total New Charges	\$22,121.32

Detail

DOUGLAS R HOOTEN
 Card Ending [REDACTED]

	Amount
12/28/17 QT \$5 QT cards to give to crews for TULSA OK PO 13796 8002473452 thank you and to purchase a hot drink when its cold outside. Description Price MERCHANDISE \$1,037.50	\$1,037.50
12/29/17 CONCUR TECHNOLOGIE BELLEVUE WA TVL website PO 14121	\$150.00
12/29/17 BEST BUY FORT WORTH TX PO 13753 888-BESTBUY Replace a TV broken by a crew member at Alvarado Nursing and Rehab Description ELEC SLS	\$139.99
12/30/17 Continuing Education Web DALLAS TX PO 13793 2146452154 Reg's for Gathering of Eagles - Ken Simpson	\$245.00
12/30/17 Continuing Education Web DALLAS TX PO 13794 2146452154 Reg's for Gathering of Eagles - Matt Zavadsky	\$245.00
01/02/18 WALGREENS \$100 Visa card for LDT to EIPaso, TX Used for meals FORT WORTH TX PO 13888 8002892273 Description Price PHARMACIES \$105.95	\$105.95
01/02/18 HOTELS.COM144241207603 HOTELS.COM WA 690330-5000 144241207603 79925 Hotel rooms for 3 medics on LDT to EIPaso MATTHEW SCRIBE NNEKA JENNIFER UGOCHUKW HOMEZ SUITES BY HILTON EL PASO AIRPORT,	\$350.25
01/03/18 PENNWELL SUBSCRIPTS 847-559-7500 OK PO 13823 MAGAZINES Renewal of JEMS magazine for 2-yrs	\$30.00
01/03/17 Continuing Education Web DALLAS TX PO 13795 2146452154 Reg's for Gathering of Eagles - Douglas Hooten	\$245.00
01/04/18 WEBSITEHOSTINGBILLCOM WEBSITEHOSTINGB OKLAHOMA CITY OK 690900-7000 4059488300	\$69.00
01/05/18 WORLDATWORK WORLDATWORK SCOTTSDALE AZ PO 13858 SCOTTSDALE Professional Member - Leila Peeples	\$350.00

Detail Continued

							Amount
01/05/18	BUS MGMT DAILY 8005432055 Description PUBLISHING AND PRIN	8005432055	VA	PO 14027	Audio conference - Employment based Visas - Tina Smith		\$197.00
01/05/18	WORLDATWORK WORLDATWORK SCOTTSDALE	SCOTTSDALE	AZ	PO 13859	Renewal of Membership for Tina Smith		\$265.00
01/08/18	IMAGETREND 9524691589	LAKEVILLE	MN	PO 13918	Reg's for Kerby Johnson - attending ImageTrend Connect		\$510.00
01/08/18	PWW MEDIA INC 000000001 7176910100 Description REFER TO RECEIPT	MECHANICSBURG	PA	PO 13917	Reg's for Kerby Johnson - attending abc360		\$585.00
01/08/18	PLANET HOLLYWD ADV DEPO Arrival Date 01/07/18 00000000 LODGING CARDEPOSIT	LAS VEGAS Departure Date 01/08/18	NV	690330-1000	Hotel deposit for Kerby Johnson - attending abc360		\$112.25
01/09/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: To: Carrier: Class: Kerby Johnson attending DALLAS/FORT WORTH LAS VEGAS MCCARRAN AA S abc360 course. DALLAS/FORT WORTH AA V N/A YY 00 N/A YY 00 Ticket Number: 0017009889961 Date of Departure: 03/20 Passenger Name: JOHNSON/KERBY ROSE Document Type: PASSENGER TICKET	BLOOMINGTON	IN	690330-1000			\$341.60
01/09/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE From: To: Carrier: Class: Kerby Johnson attending N/A N/A YY 00 abc360 course. N/A YY 00 N/A YY 00 N/A YY 00 Ticket Number: 89007199325881 Passenger Name: JOHNSON/KERBY ROSE Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	690330-1000			\$5.00
01/09/18	CORNER BAKERY 0275 0275 244441 761090 FOOD/BEVERAGE	FORT WORTH	TX	PO 13889	Lunch for Process Improvement meeting in boardroom		\$300.50
01/09/18	ALL ABOUT NETWORK LLC ALL ABOUT NETWO 888-310-9963	WINTER PARK	FL	PO 13916	Challenge Coins		\$1,710.00
01/10/18	AMERICAN AIRLINES 45105410 AMERICAN AIRLINES From: To: Carrier: Class: Conference ended earlier than N/A N/A AA Y planned - changed ticket. N/A YY 00 N/A YY 00 N/A YY 00 Ticket Number: 0010615142441 Date of Departure: 01/10 Passenger Name: HOOTEN/DOUGLAS Document Type: TICKET CHANGE OR CANCEL FEE	800-433-7300	TX	690330-1000			\$75.00
01/10/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE From: To: Carrier: Class: Change fee N/A N/A YY 00 N/A YY 00 N/A YY 00 N/A YY 00 Ticket Number: 89007199335666 Passenger Name: HOOTEN/DOUGLAS ROLAN Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	690330-1000			\$21.00



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 01/28/18

OPEN_{SM}

p. 5/9

Account Ending

Detail Continued

						Amount
01/10/18	PLANET HOLLYWD ADV DEPO	LAS VEGAS	NV	690330-1000		\$17.01
	Arrival Date 01/09/18 00000000 LODGING CARDEPOSIT	Departure Date 01/10/18 Hotel Reg's for Kerby Johnson Attending abc360 course				
01/10/18	PLANET HOLLYWD ADV DEPO	LAS VEGAS	NV	690330-1000		\$938.09
	Arrival Date 01/09/18 00000000 LODGING CARDEPOSIT	Departure Date 01/10/18 Final deposit for Kerby Johnson to attend abc360 course				
01/10/18	LYTX 0921 866-419-5861	SAN DIEGO Reg's Jason Hernandez for Lytx User Group Conf.	CA	PO 13987		\$350.00
	Description COMPUTERS,PERIPHERA					
01/10/18	LYTX 0921 866-419-5861	SAN DIEGO Reg's Mike Shelton for Lytx User Group Conf.	CA	PO 13988		\$350.00
	Description COMPUTERS,PERIPHERA					
01/11/18	NTTA AUTOCHARGE TOLLS TOLL FEES	PLANO	TX	Tolls		\$200.00
01/12/18	GG *A WISH WITH WINGS GG *A WISH WITH CHARITABLE ORG	ARLINGTON	TX	PO 13985 Reserved Table for 10 - 5th annual Rosie Moncrief Wings of Hope Award		\$2,575.00
01/14/18	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO	TX	Tolls		\$48.00
01/16/18	FULLBARS CELL PHONE AND C 00-080311605 ELECTRONICS REPAIR	FORT WORTH Fix broken cell phone charging ports & screens	TX	PO 14016		\$198.00
01/17/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES	BLOOMINGTON	IN	690330-9000		\$242.80
	From: BOISE To: SEATTLE-TACOMA INT N/A N/A N/A	Carrier: AS YY YY YY	Class: B 00 00 00	CHEMS Learning Collaborative Boise, ID. They reimbursed us for flight. Original AA flight cx - moved to Alaska Airlines.		
	Ticket Number: 02770103404213 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: PASSENGER TICKET		Date of Departure: 01/17			
01/17/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES	BLOOMINGTON	IN	690330-3500		\$295.60
	From: DALLAS/FORT WORTH To: SAN DIEGO LINDBERG DALLAS/FORT WORTH N/A N/A	Carrier: AA AA YY YY	Class: N Q 00 00	Attending Lytx User Group		
	Ticket Number: 00170103399410 Passenger Name: HERNANDEZ/JASON DANI Document Type: PASSENGER TICKET		Date of Departure: 02/26			
01/17/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES	BLOOMINGTON	IN	690330-9000		\$268.30
	From: SEATTLE-TACOMA INT To: DALLAS/FORT WORTH N/A N/A N/A	Carrier: AA YY YY YY	Class: G 00 00 00	CHEMS Learning Collaborative Boise, ID. They reimbursed us for flight.		
	Ticket Number: 00170103404273 Passenger Name: ZAVADSKY/MATTHEW SCO Document Type: PASSENGER TICKET		Date of Departure: 01/18			

Detail Continued

						Amount
01/17/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE	BLOOMINGTON	IN	690330-9000		\$26.00
	From: N/A	To: N/A	Carrier: YY	Class: 00	Change fee	
			YY	00		
			YY	00		
			YY	00		
	Ticket Number: 89007201915564					
	Passenger Name: ZAVADSKY/MATTHEW SCO					
	Document Type: TRAVEL AGENCY FEE					
01/17/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES	BLOOMINGTON	IN	690330-3500		\$256.60
	From: DALLAS/FORT WORTH	To: SAN DIEGO LINDBERG	Carrier: AA	Class: Q	Attending Lytx User Group	
		DALLAS/FORT WORTH	AA	Q		
		N/A	YY	00		
		N/A	YY	00		
	Ticket Number: 00170103399421					
	Passenger Name: SHELTON/MICHAEL LYNN					
	Document Type: PASSENGER TICKET					
01/17/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE	BLOOMINGTON	IN	690330-3500		\$5.00
	From: N/A	To: N/A	Carrier: YY	Class: 00	TVL fee	
			YY	00		
			YY	00		
			YY	00		
	Ticket Number: 89007201909286					
	Passenger Name: SHELTON/MICHAEL LYNN					
	Document Type: TRAVEL AGENCY FEE					
01/17/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE	BLOOMINGTON	IN	690330-3500		\$5.00
	From: N/A	To: N/A	Carrier: YY	Class: 00	TVL Fee	
			YY	00		
			YY	00		
			YY	00		
	Ticket Number: 89007201909264					
	Passenger Name: HERNANDEZ/JASON DANI					
	Document Type: TRAVEL AGENCY FEE					
01/17/18	BOARD & BRUSH CREATIVE STUDIO MANSFIEL squareup.com/receipts	Mansfield	TX	PO 14073		\$260.00
	HR Team building event					
01/17/18	PAYPAL *TEMSA	2147287672	TX	690330-1000		\$670.24
	402-935-7733	Early bird reg's for EMS Evolution 2018 - Doug Hooten & Matt Zavadsky				
	Description OTHER					
01/17/18	PAYPAL *TEMSA	2147287672	TX	690330-1000/5000		\$670.24
	402-935-7733	Early bird reg's for EMS Evolution 2018 - Chad Carr & Ken Simpson				
	Description OTHER					
01/17/18	PAYPAL *TEMSA	2147287672	TX	690330-6000		\$670.24
	402-935-7733	Early bird reg's for EMS Evolution 2018 - Tina Smith & Leila Peeples				
	Description OTHER					
01/17/18	PAYPAL *TEMSA	2147287672	TX	PO 690330-1000		\$413.98
	402-935-7733	Early bird reg's for Coding Course - Tabatha Ellis & Tracy Holmes				
	Description OTHER Texas EMS Alliance - EMS Evolution Conf.					
01/17/18	QDOBA 2015 Lunch for Safety Mtg	FORT WORTH	TX	PO 14022		\$192.50
	FAST FOOD RESTAURANT					
01/17/18	PAYPAL *TEMSA	2147287672	TX	690330-1000		\$413.98
	402-935-7733	Early bird reg's for Coding Course - Lauren Junker & Scott Bellen				
	Description OTHER Texas EMS Alliance - EMS Evolution Conf.					



Business Gold Rewards
 MEDSTAR/AMAA
 DOUGLAS R HOOTEN
 Closing Date 01/28/18

OPENSM

p. 7/9

Account Ending [REDACTED]

Detail Continued

					Amount
01/18/18	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES	BLOOMINGTON	IN	690330-1000	\$357.60
	From: DALLAS/FORT WORTH	To: WASHINGTON DULLES DALLAS/FORT WORTH N/A N/A	Carrier: AA AA YY YY	Class: V G 00 00	AAA board mtg Capitol Hill mtg's
	Ticket Number: 00170103406970		Date of Departure: 01/28		
	Passenger Name: HOOTEN/DOUGLAS ROLAN				
	Document Type: PASSENGER TICKET				
01/18/18	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE	BLOOMINGTON	IN	690330-1000	\$5.00
	From: N/A	To: N/A N/A N/A N/A	Carrier: YY YY YY YY	Class: 00 00 00 00	TVL Fee
	Ticket Number: 89007201918994				
	Passenger Name: HOOTEN/DOUGLAS ROLAN				
	Document Type: TRAVEL AGENCY FEE				
01/18/18	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO	TX	Tolls	\$51.00
01/19/18	MCALISTER'S DELI 539 FAST FOOD RESTAURANT	FT WORTH	TX	PO 14226	\$50.88
	HR Luncheon				
01/22/18	TACO CABANA 10133 ECOM 800-580-8668	FORT WORTH	TX	PO 14032	\$44.78
	Description: Breakfast for the Interviewer at the Hiring Process				
	FAST FOOD RESTAURANT				
01/22/18	AMAZON MKTPLACE PMTS BOOK STORES	AMZN.COM/BILL	WA	PO 14101	\$38.94
	Temperature monitoring cards on medication bins				
01/23/18	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO	TX	Tolls	\$48.00
01/23/18	WALGREENS 8002892273	FORT WORTH	TX	PO 14203	\$917.85
	Description: Gift cards for January service awards				
	PHARMACIES	Price	\$917.85		
01/24/18	LA TORRETTA LAKE RESRT	MONTGOMERY	TX	690330-1000	\$157.07
	Arrival Date: 01/23/18 00000000	Departure Date: 01/24/18	One night stay deposit - Chad Carr		
	LODGING				
01/24/18	LA TORRETTA LAKE RESRT	MONTGOMERY	TX	690330-9000	\$157.07
	Arrival Date: 01/23/18 00000000	Departure Date: 01/24/18	One night stay deposit - Matt Zavadsky		
	LODGING				
01/24/18	LA TORRETTA LAKE RESRT	MONTGOMERY	TX	690330-1000	\$157.07
	Arrival Date: 01/23/18 00000000	Departure Date: 01/24/18	One night stay deposit - Douglas Hooten		
	LODGING				
01/24/18	LA TORRETTA LAKE RESRT	MONTGOMERY	TX	690330-6000	\$157.07
	Arrival Date: 01/23/18 00000000	Departure Date: 01/24/18	One night stay deposit - Tina Smith		
	LODGING				
01/24/18	LA TORRETTA LAKE RESRT	MONTGOMERY	TX	690330-6000	\$157.07
	Arrival Date: 01/23/18 00000000	Departure Date: 01/24/18	One night stay deposit - Leila Peoples		
	LODGING				

Detail Continued

						Amount
01/25/18	LA MADELEINE OF MD 9722019090 Description Q1 Financial Meeting with Mangement Team REFER TO RECEIPT	DALLAS	TX	PO 14117		\$331.30
01/25/18	LA TORRETTA LAKE RESRT Arrival Date 01/24/18 00000000 LODGING Departure Date 01/25/18 One night stay deposit - Ken Simpson	MONTGOMERY	TX	690330-5000		\$157.07
01/26/18	FULLBARS CELL PHONE AND C 00-080311605 ELECTRONICS REPAIR Fix and repair cell phones	FORT WORTH	TX	PO 14204		\$476.00

 **JOAN E JORDAN**
Card Ending ██████████

						Amount
12/31/17	TWILIO TWILIO 8778894546	SAN FRANCISCO	CA	690900-7000		\$10.01
01/02/18	SHRM*SHRMSTORE100154779 SHRM 100154779 76116 SHRM*SHRMSTORE100154779 STORE.SHRM.ORG 18004445006 Book for HR dept: From Hello to Goodbye	ALEXANDRIA	VA	PO 13887		\$33.31
01/02/18	PAYFLOW/PAYPAL 0045 888-883-9770 Description PROFESSIONAL SEVICE	LAVISTA	NE		StarSaver Pay Pal Account	\$30.60
01/12/18	TRAININGCENTER/HRCERTIFI SMITH, TINA 30022 Tina Smith attending "Internal Investigations" Certificate Investigations SEMINARS	ALPHARETTA	GA	PO 13852		\$1,995.00
01/15/18	TWILIO TWILIO 8778894546	SAN FRANCISCO	CA	690900-7000		\$10.01
01/16/18	2CO.COM*COMPCONCT 877-294-0273 Reg's Ricky Hyatt for 2018 CMS Provder Signaure Req. & Medical Record Description Documentation Mandates 2CO.COM	COLUMBUS	OH	PO 14019		\$199.00
01/17/18	SKILLPATH / NATIONAL 9133623900 Payroll Law 2018 - D. Anderson / L. Palmer	9133623900	KS	PO 13949		\$398.00
01/28/18	PANTHEON SYSTEMS INC 8559279387	SAN FRANCISCO	CA	690900-7000		\$25.00

Fees

		Amount
Total Fees for this Period		\$0.00

2018 Fees and Interest Totals Year-to-Date		Amount
Total Fees in 2018		\$0.00
Total Interest in 2018		\$0.00



OPEN Savings® Summary

MEDSTAR/AMAA
DOUGLAS R HOOTEN

Closing Date 01/28/18

Account Ending [REDACTED]

Discounts		Membership Rewards® Points	
This Period	\$0.00	This Period	0
Year to Date	\$0.00	Year to Date	0

Remember, you can get benefits on eligible purchases with OPEN Savings® partners¹ automatically when you use your Business Card from American Express OPEN. Learn more at opensavings.com.

Discounts will be applied in the form of a statement credit. For full terms and conditions go to opensavings.com.

The Membership Rewards points balance shown above reflects only points received through the OPEN Savings benefit and may not reflect any reversals. Please refer to your Membership Rewards account balance for the most up-to-date balance information.

¹ See individual OPEN Savings partner terms and conditions located at opensavings.com.

Get 2 additional Membership Rewards® points for each eligible dollar spent OR a 5% discount on eligible purchases with OPEN Savings® partners. Visit opensavings.com for details.



Merchant participation and offers are subject to change without notice. Maximum annual caps and exclusions may apply to the benefit you can receive. See individual OPEN Savings partner terms and conditions located at opensavings.com.

Tab C – Operations Report



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jan 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	4	4	00:04:02	0	100.0%	0	0.0%	19	2	89.5%
	2	9	7	00:05:16	1	88.9%	0	0.0%	32	3	90.6%
	3	4	4	00:06:24	0	100.0%	0	0.0%	11	1	90.9%
Total Blue Mound		17	15								
Burleson	1	87	85	00:07:04	6	93.1%	2	2.3%	151	15	90.1%
	2	189	171	00:07:16	18	90.5%	3	1.6%	189	18	90.5%
	3	92	88	00:10:08	7	92.3%	0	0.0%	177	18	89.8%
	4	246	244	00:28:13	15	93.9%	3	1.2%	245	15	93.9%
Total Burleson		614	588								
Edgecliff Village	1	4	4	00:07:32	1	75.0%	0	0.0%	22	3	86.4%
	2	8	7	00:07:24	0	100.0%	0	0.0%	35	0	100.0%
	3	6	6	00:08:26	0	100.0%	0	0.0%	19	0	100.0%
Total Edgecliff Village		18	17								
Forest Hill	1	48	48	00:08:28	5	89.6%	0	0.0%	81	12	85.2%
	2	83	78	00:09:32	10	87.8%	0	0.0%	163	15	90.8%
	3	42	35	00:10:39	3	92.9%	0	0.0%	42	3	92.9%
Total Forest Hill		173	161								
Fort Worth	1	2653	2578	00:07:54	313	88.1%	32	1.2%	2623	313	88.1%
	2	4892	4455	00:08:12	420	91.3%	48	1.0%	4844	420	91.3%
	3	2504	2363	00:10:02	196	92.1%	36	1.4%	2477	196	92.1%
	4	965	954	00:24:21	48	95.0%	13	1.3%	963	48	95.0%
Total Fort Worth		11014	10350								
Haltom City	1	100	100	00:08:32	18	82.0%	3	3.0%	181	36	80.1%
	2	160	146	00:08:35	24	84.9%	3	1.9%	159	24	84.9%
	3	69	58	00:09:56	8	88.2%	1	1.4%	144	14	90.3%
	4	2	2	00:16:14	0	100.0%	0	0.0%	80	4	95.0%
Total Haltom City		331	306								



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jan 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 %
Haslet	1	6	5	00:06:50	1	83.3%	0	0.0%	31	4	87.1%
	2	12	11	00:08:38	2	83.3%	0	0.0%	87	18	79.3%
	3	4	4	00:08:14	0	100.0%	0	0.0%	22	2	90.9%
	4	11	11	00:25:27	0	100.0%	0	0.0%	20	0	100.0%
Total Haslet		33	31								
Lake Worth	1	25	25	00:07:17	2	92.0%	0	0.0%	81	9	88.9%
	2	58	52	00:07:24	7	87.9%	1	1.7%	58	7	87.9%
	3	22	21	00:09:12	0	100.0%	0	0.0%	42	0	100.0%
	4	1	1	00:10:33	0	100.0%	0	0.0%	9	0	100.0%
Total Lake Worth		106	99								
Lakeside	1	4	4	00:09:21	1	75.0%	0	0.0%	16	6	62.5%
	2	8	7	00:09:43	1	87.5%	0	0.0%	26	5	80.8%
Total Lakeside		12	11								
River Oaks	1	18	18	00:08:36	2	88.9%	0	0.0%	90	17	81.1%
	2	33	30	00:08:39	3	90.9%	1	3.0%	33	3	90.9%
	3	17	17	00:11:33	2	88.2%	0	0.0%	52	6	88.5%
	4	2	2	00:00:00	0	100.0%	0	0.0%	2	0	100.0%
Total River Oaks		70	67								
Saginaw	1	46	45	00:08:24	6	86.7%	1	2.2%	110	11	90.0%
	2	95	86	00:07:56	7	92.5%	0	0.0%	172	15	91.3%
	3	34	32	00:11:16	4	87.9%	0	0.0%	59	8	86.4%
Total Saginaw		175	163								
Sansom Park	1	10	10	00:07:15	0	100.0%	0	0.0%	91	11	87.9%
	2	37	34	00:07:39	3	91.9%	0	0.0%	124	13	89.5%
	3	9	9	00:07:18	0	100.0%	0	0.0%	50	3	94.0%
	4	2	2	00:32:36	0	100.0%	0	0.0%	6	1	83.3%
Total Sansom Park		58	55								
	1	1	1	00:06:16	0	100.0%	0	0.0%	2	0	100.0%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Jan 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 %
Westover Hills	2	1	1	00:05:44	0	100.0%	0	0.0%	4	1	75.0%
	3	1	1	00:12:58	0	100.0%	0	0.0%	1	0	100.0%
Total Westover Hills		3	3								
Westworth Village	1	11	11	00:08:36	2	81.8%	0	0.0%	37	2	94.6%
	2	20	19	00:09:10	0	100.0%	0	0.0%	39	1	97.4%
	3	17	17	00:11:41	0	100.0%	0	0.0%	85	4	95.3%
	4	1	1	00:07:30	0	100.0%	0	0.0%	3	0	100.0%
Total Westworth Village		49	48								
White Settlement	1	48	47	00:05:49	2	95.7%	0	0.0%	47	2	95.7%
	2	109	104	00:06:18	2	98.1%	0	0.0%	108	2	98.1%
	3	42	42	00:07:24	0	100.0%	0	0.0%	94	0	100.0%
	4	9	9	00:10:59	0	100.0%	0	0.0%	92	11	88.0%
Total White Settlement		208	202								
System Wide	1	3065	2985	00:07:52	359	88.2%	38	1.2%	3582	443	87.6%
	2	5714	5208	00:08:09	498	91.2%	56	1.0%	6073	545	91.0%
	3	2863	2697	00:10:01	220	92.2%	37	1.3%	3288	259	92.1%
	4	1239	1226	00:25:03	63	94.9%	16	1.3%	1422	79	94.4%
Total System Wide		12881	12116								

Tab D – Human Resources

FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/17 - 9/30/18
Percentages by Department/Conditions

Conditions		Percentages by Department					
			# of EEs	# on FMLA	% of FTE	% by FMLA	% by Dep
Allergies	1	Advanced	131	12	2.70%	22.22%	9.16%
Asthma	1	Basics	141	9	2.03%	16.67%	6.38%
Back	1	Business Intelligence - Deployment, QI, Scheduler	4	1	0.23%	1.85%	25.00%
Cardiology	1	Business Office	29	15	3.38%	27.78%	51.72%
Carpel Tunnel	1	Communications	34	7	1.58%	12.96%	20.59%
Chronic Illness	2	Controller - Payroll, A/P, Purchasing	4	1	0.23%	1.85%	25.00%
Circulatory Condition	1	Mobile Integrated Health	15	1	0.23%	1.85%	6.67%
Diverticulitis	1	Office of the Medical Director	10	1	0.23%	1.85%	10.00%
FMLA - Child	7	Support Services - Facilities, Fleet, S.E., Logistics, S.E., Logistics	40	7	1.58%	12.96%	17.50%
FMLA - Parent	12	Grand Totals	408	54			
FMLA - Spouse	4	Total # of Full Time Employees - January 2018	444				
Foster Process	1						
Gastric	2						
Gynecological	2						
Hip	1						
Kidney Stones	1						
Migraines	1						
Neurological	2						
Orthopedic	1						
Pregnancy	5						
Psychological	5						
Pulmonary	1						
Grand Total	54						

LIGHT DUTY for Fiscal Year 2017-2018

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	151:32	47:55	329:08	350:49	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 2017	151:32	199:27	528:35	879:24	879:24	879:24	879:24	879:24	879:24	879:24	879:24	879:24	3846:39
FY 2016	101:47	190:15	510:11	950:15	1153:25	1459:51	2019:41	2284:10	2539:01	3208:28	3778:03	4274:04	

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

Worker's Comp LOA for Fiscal Year 2016-2017

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Goal
Hours/Mo	0:00	12:00	24:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	
FY 2017	0:00	12:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	36:00	1125:51
FY 2016	192:00	233:45	358:22	401:38	490:08	510:29	678:46	917:57	1097:57	1145:57	1181:57	1250:57	

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

FMLA LOA for Fiscal Year 2016-2017

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1536:38	1470:57	1455:45	1633:08	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	609:38
FY 2017	1536:38	3007:35	4463:20	6096:28	6096:28	6096:28	6096:28	6096:28	6096:28	6096:28	6096:28	6096:28	
FY 2016	954:44	1667:45	2150:28	2709:24	3277:17	3922:35	4392:34	4937:28	5492:41	6282:42	7564:55	8673:49	722:49

Military Leave for Fiscal Year 2016-2017*

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	85:58	110:07	84:00	108:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	38:48
FY 2017	85:58	196:05	280:05	388:05	388:05	388:05	388:05	388:05	388:05	388:05	388:05	388:05	

*Unfilled shifts only

Total Leave Hours

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	1774:08	1640:59	1892:53	2091:57	0:00	0:00	0:00	0:00	0:00	0:00	0:00	0:00	739:59
FY 2017	1774:08	3415:07	5308:00	7399:57	7399:57	7399:57	7399:57	7399:57	7399:57	7399:57	7399:57	7399:57	

Goals and Projection

	Light Duty	Worker's Comp	FMLA	Military	Total
YTD	879:24	36:00	6096:28	388:05	7399:57
Projection	2638:12	216:00	18289:24	1164:15	22307:51
Goal-Compare	3846:39	1125:51	8673:49	1757:24	15403:43

616:39 (shifts)

MedStar Mobile Health Care Separation Statistics - January 2018

	Current Month			Year to Date			Compared to Jan '17		Headcount
	Vol	Invol	Total	Vol	Invol	Total	YTD 2017	%inc/dec	January
Full Time Separations	0	3	3	14	9	23	15	53.3%	444
Part Time Separations	0	0	0	4	0	4	7	-42.9%	60
Total Separations	0	3	3	18	9	27	22	22.7%	504

	Full Time	Part Time	Total	Full Time	Part Time	Total
Total Turnover %	0.68%	0.00%	0.60%	5.18%	6.67%	5.36%

Separations by Department

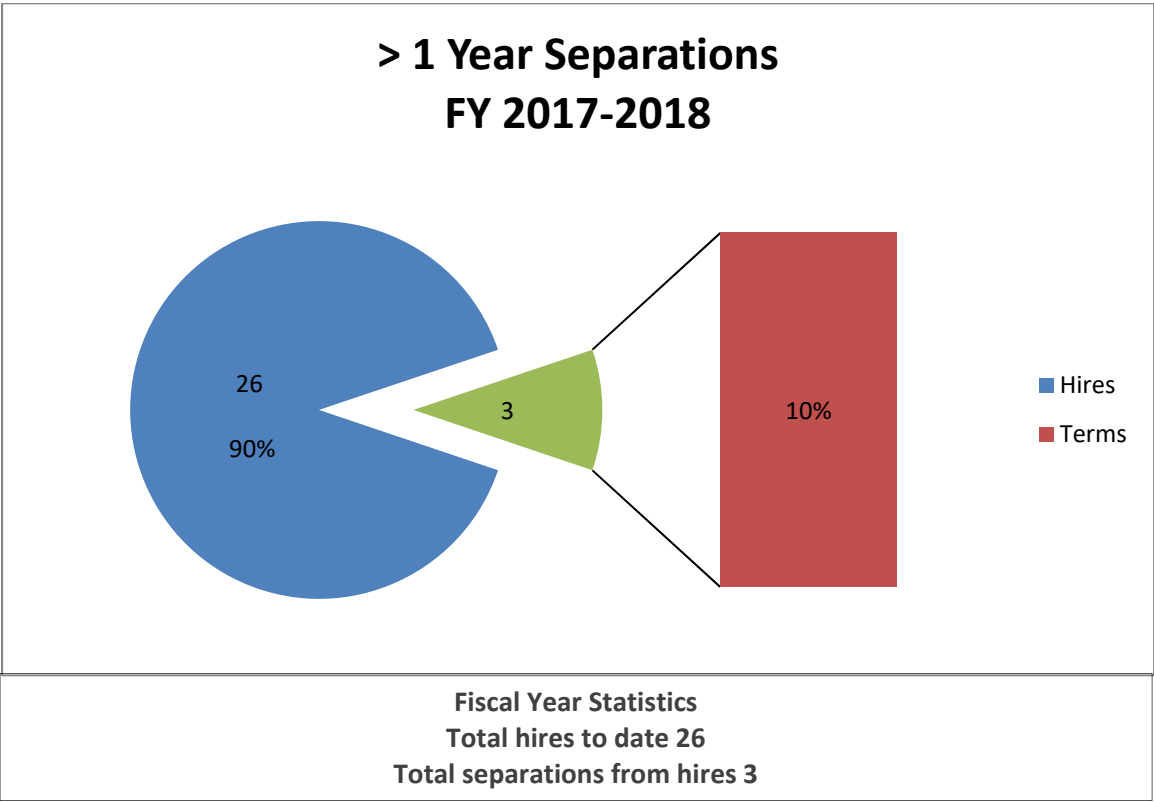
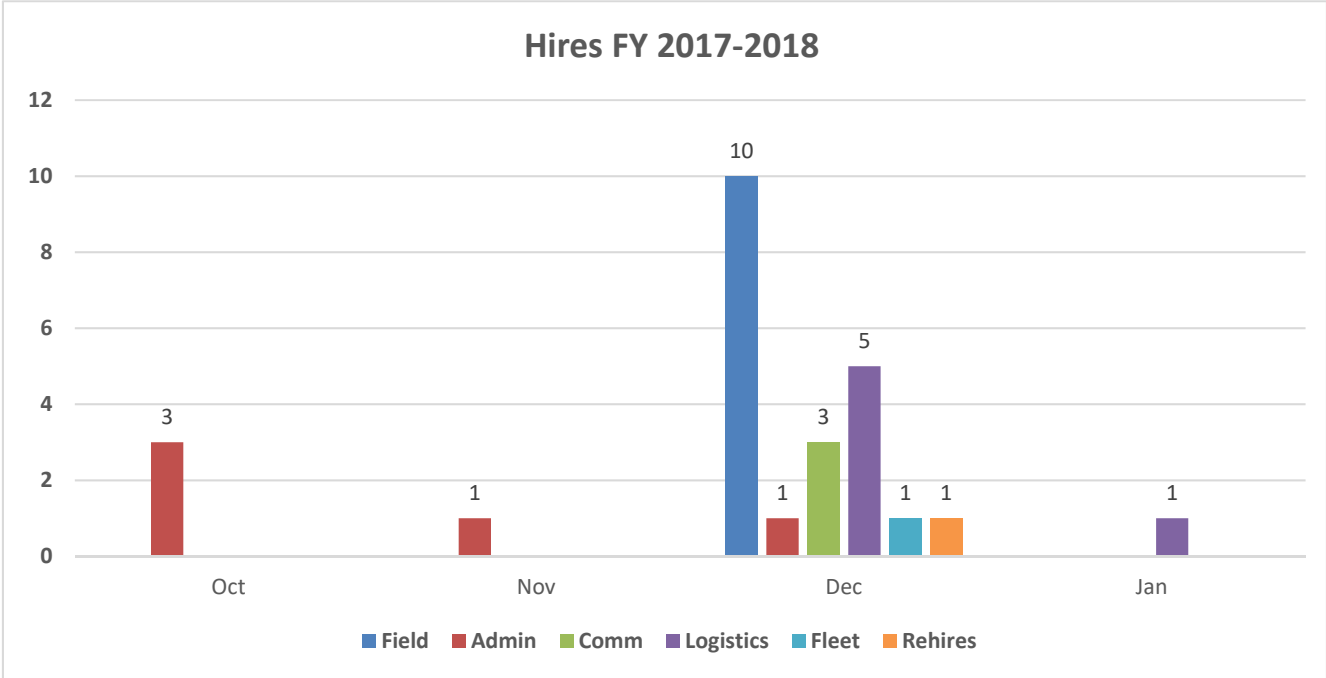
Full time

	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	18-Jan
Administration							1
Advanced				4	0	4	131
Basics				3	4	7	141
Business Intelligence - Deployment, QI, Scheduler							4
Business Office	0	1	1	0	2	2	29
Communications	0	1	1	1	1	2	34
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Customer Integration							1
Executives							6
Field Manager/Supervisors - Operations							10
Human Resources				1	0	1	6
Information Technology							5
Medical Records							2
Mobile Integrated Health Department							15
MTAC - MedStar Training Academy							2
Office of the Medical Director							10
Risk and Safety							2
Support Services - Facilities, Fleet, S.E., Logistics	0	1	1	5	2	7	40
Total	0	3	3	14	9	23	444

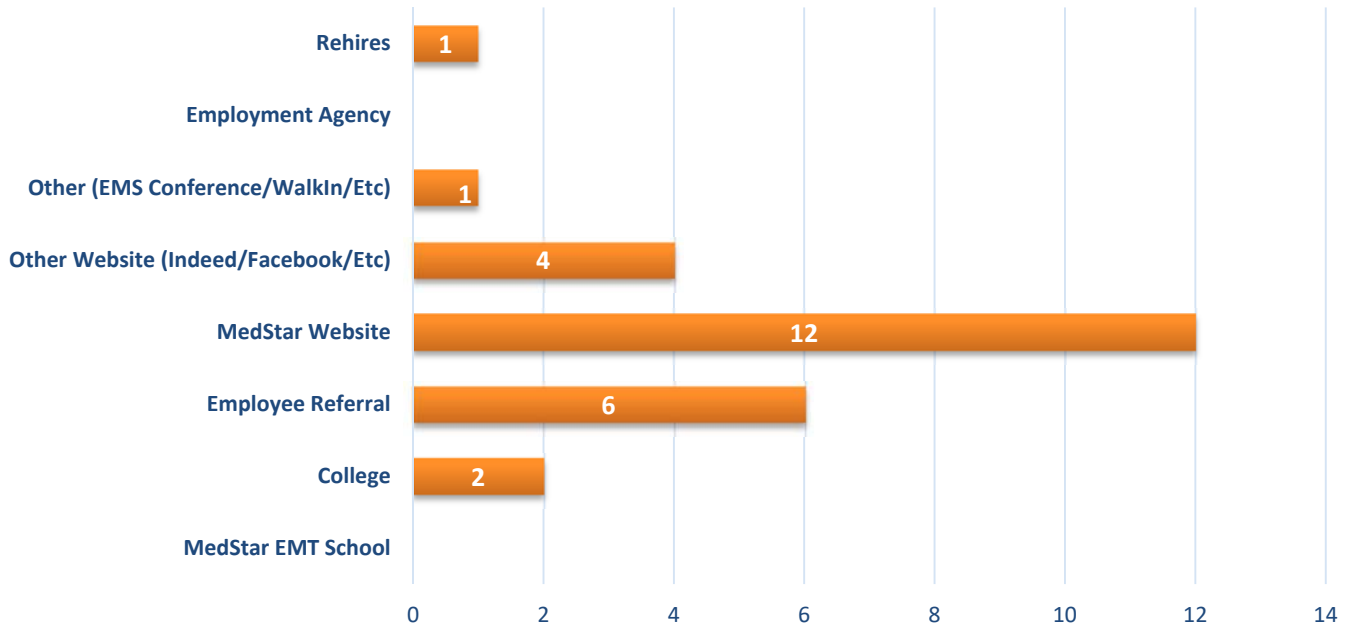
Part Time

	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	18-Jan
Advanced				1	0	1	30
Basics				2	0	2	20
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications Department							4
Compliance							
Controller - Payroll, Purchasing, A/P							
Customer Integration							
Deployment							
Directors							
Field Manager/Supervisors							
Fleet							
Human Resources				1	0	1	2
Information Technology							
Medical Records							
Mobile Integrated Health Department							1
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics							3
Total	0	0	0	4	0	4	60

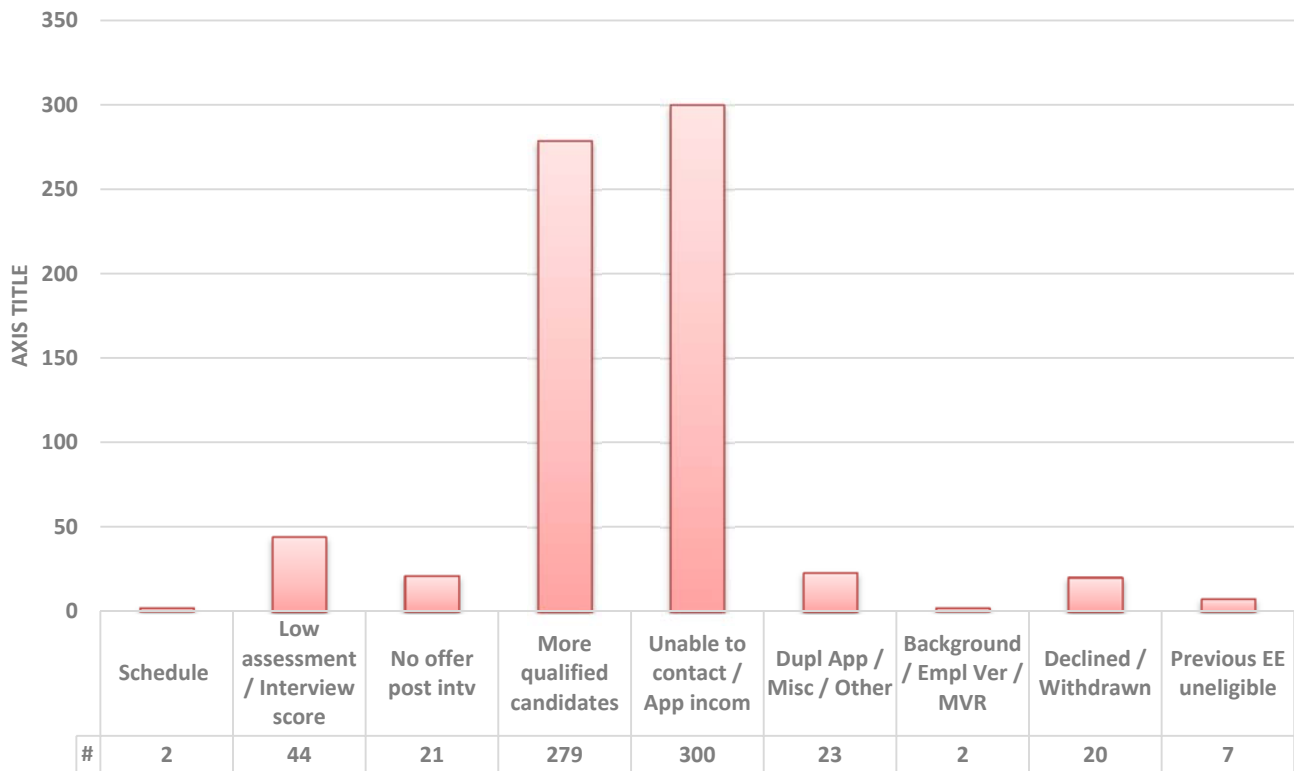
Recruiting Statistics FY 2017-2018



Hired Employee Referral Source FY 2017-2018



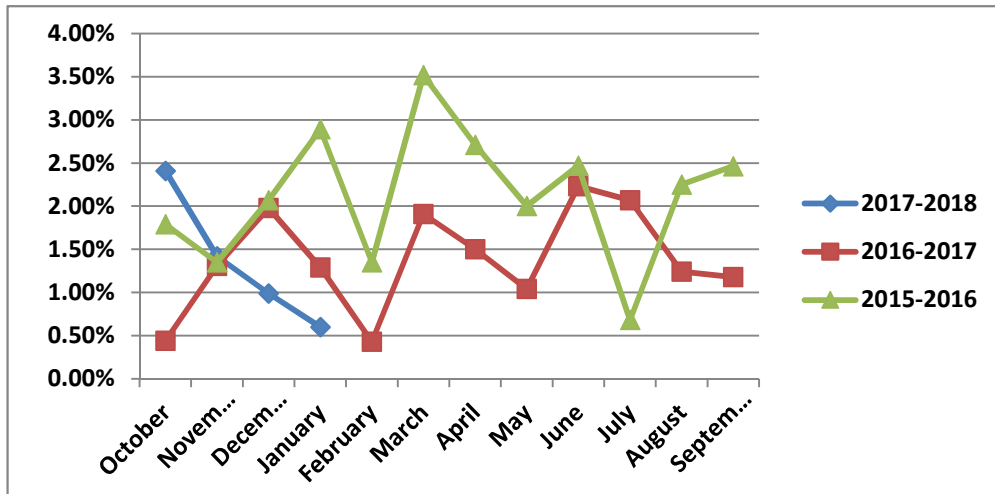
Applicant Rejection Reasons FY 2017-2018



TOTAL APPLICATIONS REJECTED - 698
TOTAL APPLICATIONS REVIEWED - 724

MedStar Mobile Healthcare Turnover Fiscal Year 2017-2018

	Monthly Turnover By Fiscal Year		
	2017-2018	2016-2017	2015-2016
October	2.41%	0.44%	1.79%
November	1.42%	1.31%	1.35%
December	0.99%	1.98%	2.07%
January	0.60%	1.29%	2.89%
February		0.43%	1.35%
March		1.91%	3.52%
April		1.50%	2.71%
May		1.04%	2.00%
June		2.23%	2.47%
July		2.07%	0.68%
August		1.24%	2.25%
September		1.18%	2.46%
Projected	16.260%	16.620%	25.540%



Tab E – FRAB

Tab F – OMD

Medical Director's Report

Discussion

Updates

Education and Training

- Education
 - OMD Quarterly CE scheduled for March
 - Focus: Patient resuscitation management
- Training
 -

Credentialing

- Currently 18 in training
 - Field Training - 3 Advance
 - NEOP – 10 Advance / 5 Basic

QA

- Sentinel Event Review: January
 - 50 total Cases
 - 7 High Priority
 - 28 Moderate Priority
 - 15 Low Priority
 - Disposition
 - 29 Coaching/Education Provided at Case Review
 - 5 Clinical Improvement Plan's Implemented
 - 9 No Fault
 - 7 Cases Forwarded to external QA
- System Improvement Topics
 - EtCO₂ usage (BVM, CPAP, Advanced Airway)
 - Cardiac arrest management
 - Spinal Motion Restriction protocol
 - AMA/RAS Protocol
 - Advanced airway management

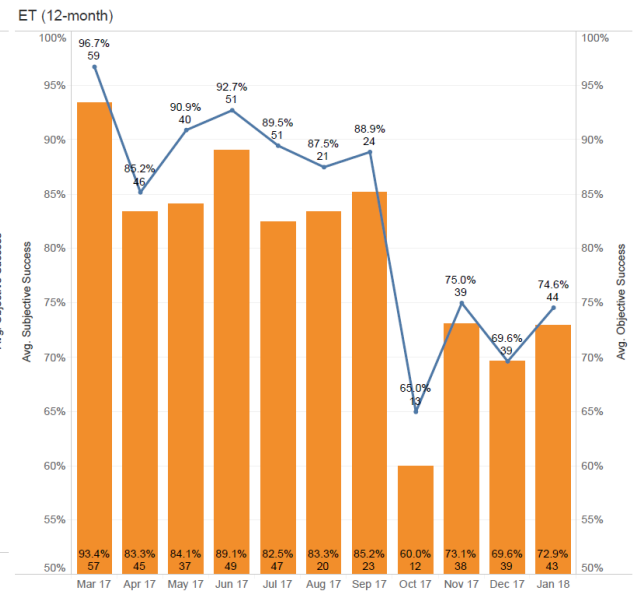
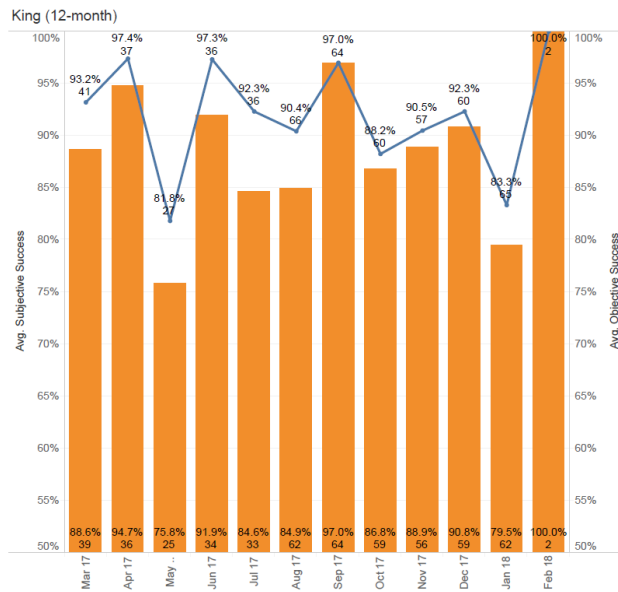
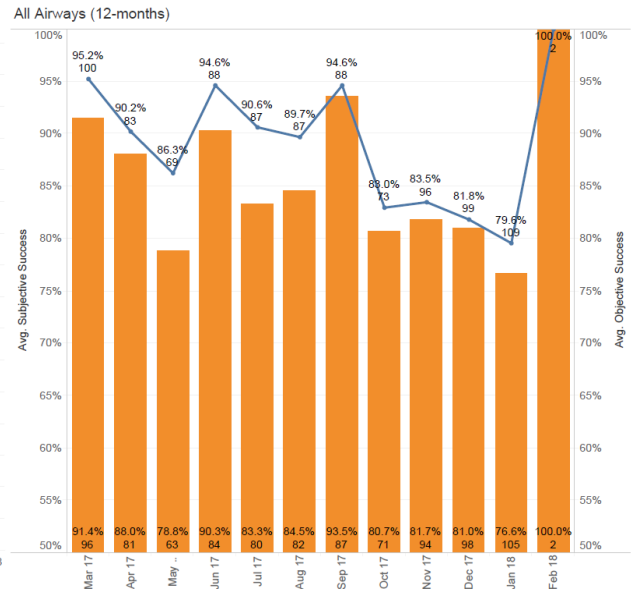
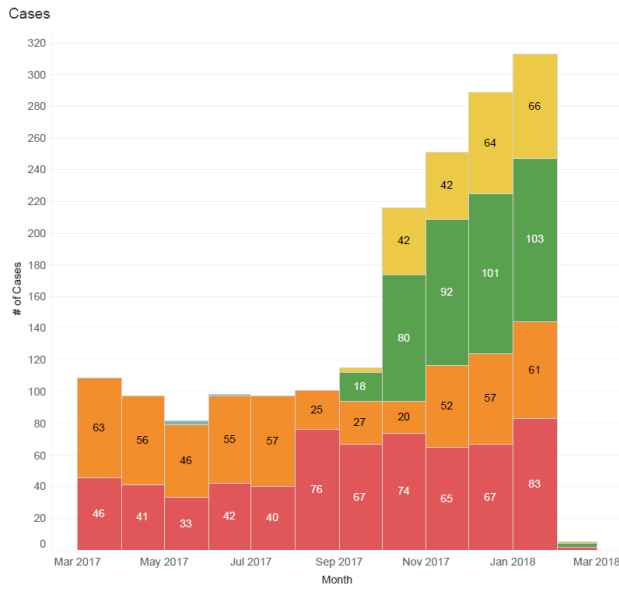
Research

- Follow-up article to recent publication in Resuscitation related to King Airways is in final draft

System Diagnostics

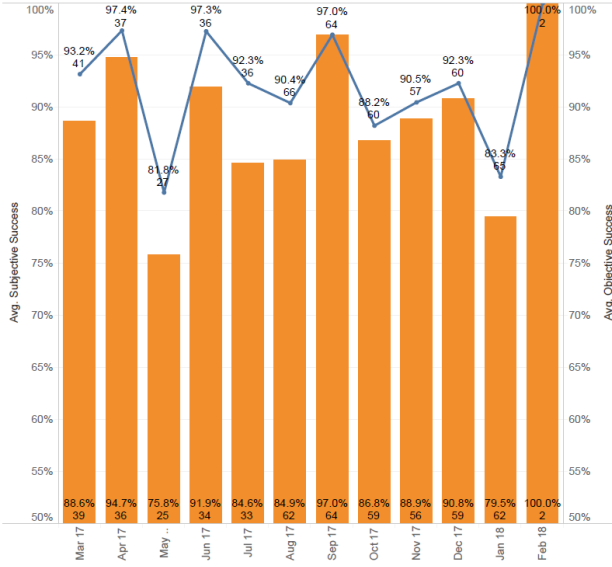
- First Watch / First Pass
 - Bundles have been submitted
- Airway Report
- Resuscitation Metrics
- CARES Report - pending outcome data from hospitals

Airway Report

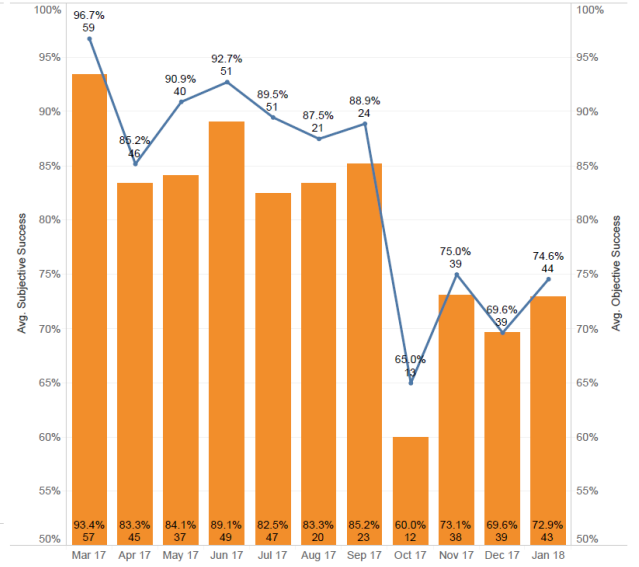


Resuscitation Metrics

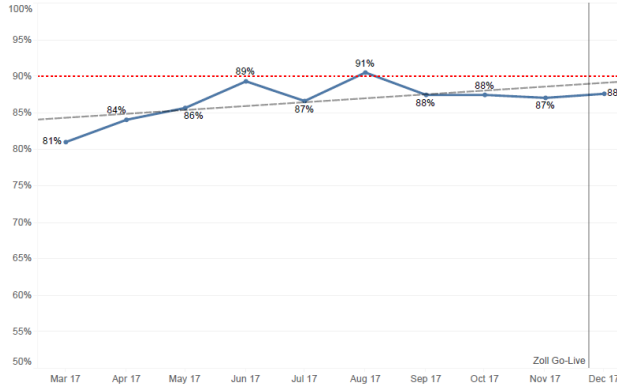
King (12-month)



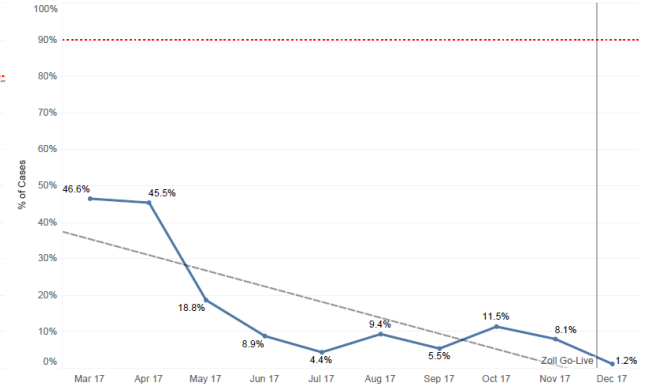
ET (12-month)

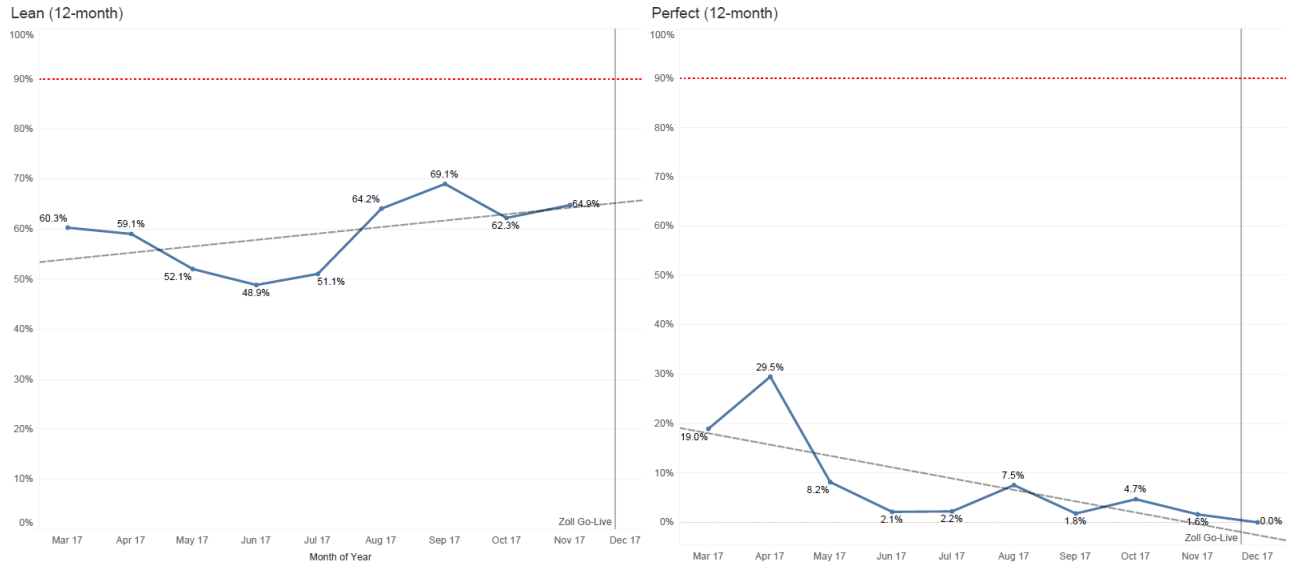


CCF (12-month)

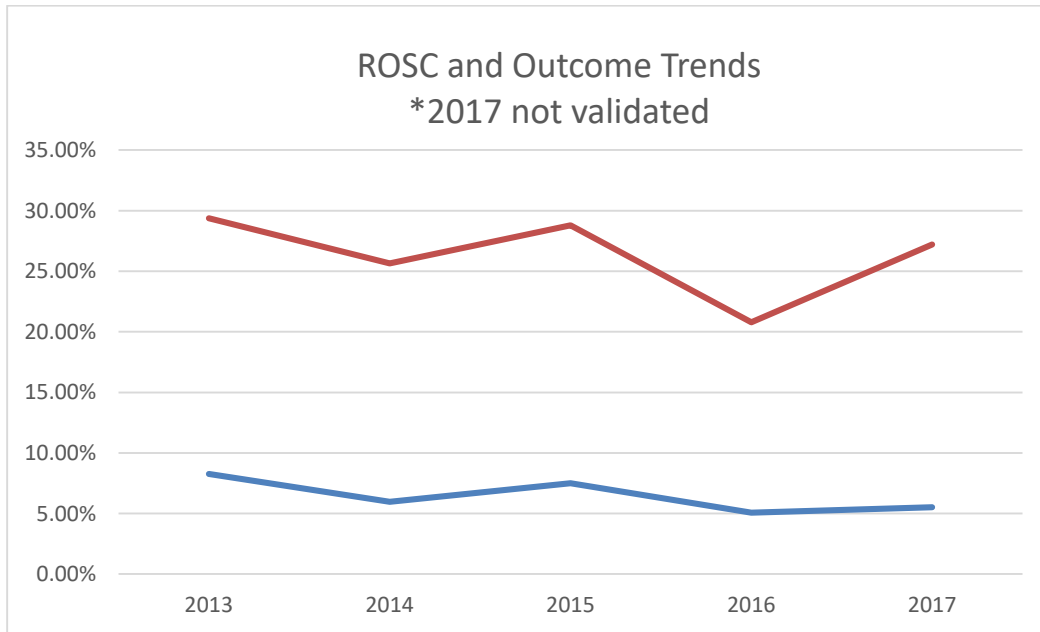


Depth (12-month)

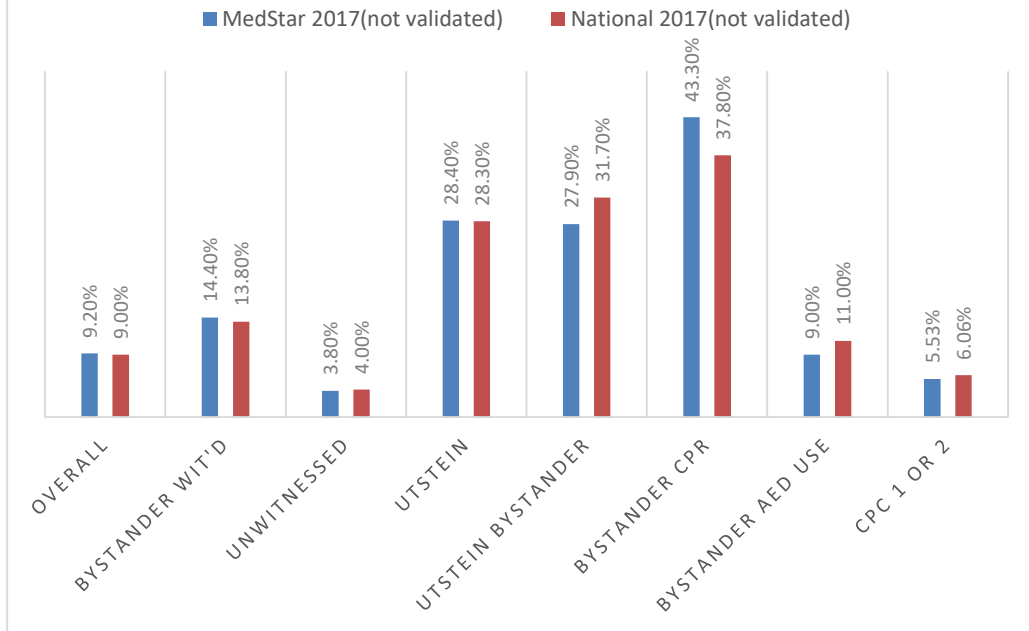




CARES



2017 CARES DATA



Tab G – Chief Compliance Officer/Legal



February 20, 2018
Compliance Officer's Report
January 16th, 2018 to February 19th, 2018

Compliance Officer Duties

- Two narcotic anomalies processed
- Submitted employee provider roster changes to DSHS

Paralegal Duties

- Completed FRO agreements – 8 member cities have returned executed agreements
- 28 DFPS reports processed
- 4 Pre-trial meetings held with the District Attorney's office
- 3 Criminal court witness appearances
- 2 Law Enforcement agency interviews
- 7 Subpoena(s) for records and appearances processed
- Created and reviewed multiple contractual agreements with GC

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

Tab H – Chief Strategic Integration Officer

Strategic Integration Summary

February 2018



3rd Party Payer Alternate Payment Models

- Projects still in the Works
 - One commercial capitated PMPM
 - Interventions: Nurse Triage, HUG enrollments and Ambulance Transport Alternatives
 - Planned implementation 3/1/18
 - Meeting weekly on operationalization plans
 - Contract executed – awaiting counter execution from payer
 - Testing data transfer process
 - Testing CCP alternate destination referral process
 - One Medicaid Managed Care capitated PMPM
 - Met with them on 1/18 to discuss the program more fully
 - Awaiting updated claims data for analysis

Medicare Payment Extenders:

- Approved with the recent Continuing Budget resolution
- Retroactive to 1/1/18
- Approval contains requirement for data/cost reporting and further reductions in payments for non-emergency dialysis transports
 - Minimal impacts of both provisions on MedStar

MAEMSA Special Event and Ambulance Permitting Process

- Compliance and Legal, working with OMD and other departments formalized the permitting and credentialing process
 - Published on-line
 - Notifications sent to all Member Jurisdictions
 - 4 area face to face briefings planned
 - Burleson (March 6th @ 9a) and Saginaw (March 8th @ 2p) dates secured
 - Awaiting Fort Worth and Haltom City

Dispatch and Billing Symposium

- Hosting a national symposium for innovations in dispatch and billing
 - Partnership with Logis
- ~40 attendees currently registered
 - EMS agencies, hospitals, payers, EMS billing agencies

StarSaver

- Entering marketing period for renewals/new enrollees
 - Current enrollments nearly up to pace with the prior year

Pathways to Justice Careers for Youth:

- FWISD program to engage students in vocations to encourage youth development
- Over 20 MedStar personnel have volunteered to be mentors!
 - Speakers Bureau & Mentorships, field trips to MedStar and Job Shadowing
 - Field Trip for 20 students on 2/27/18

Speaking Engagements:

Event	Date	Location	Attendees
EMS Today (<i>Mult. MedStar Speakers</i>)	Feb, '18	Charlotte, NC	~2,000
Visiting Nurse Assoc. of America	March '18	Washington, DC	~1,000
NAEMT EMS Transformation Summit	April '18	Washington, DC	~300
Nat. Org. of State Offices of Rural Health	April '18	Tucson, AZ	~300
MidWest EMS Expo	May '18	LaCrosse, WI	~1,000

Media:

Local –

- Influenza Like Illness – prevention, disinfection and response volume – numerous stories and mentions weekly
 - FOX 4
 - NBC 5
 - ABC 8
 - CBS 11
 - Star-Telegram
 - KRLD
 - KLIF/WBAP
 - Dallas Morning News

Mobile Integrated Healthcare Report

Planning an MIH/CP training course

- Attendees planned from MedStar, Burleson Fire, Dallas Fire and Eagle Mountain Fire
- Anticipated in Spring 2018

January Stats -

Hospice:

- Community Hospice: 1 active
 - 9-1-1 calls
- Vitas: 27 active
 - 9-1-1 call
- Holy Savior: 20 active
 - 0 9-1-1 encounter

Home Health:

- Klarus: 166 active
 - 16 total 9-1-1 calls w/CCP on scene
 - 2 in-home, scheduled visits
- Healthmasters: 12 active
 - 4 total 9-1-1 calls
 - 2 in-home, scheduled visit

Readmission Avoidance Enrollments:

- JPS: 16
- THR Alliance: 10
- Silverback: 4

High Utilizer:

- UTSW NAIP: 2

Palliative Care, Silverback:

- 2 active

9-1-1 Nurse Triage:

- 231 total calls
 - 54 Lyft/cab transportations
 - 1 Chisholm Trail Transportations
 - 8 Private vehicle
 - Average ED diversion: 30%

Education and Community Programs Report

- Hosted a Prehospital Neuro Symposium for area EMS Providers. Approximately 40 attendees on February 2, 2018.
 - 37 participants, JPS, Medical City and Harris docs presented
 - Attendees suggested this become an annual event and reviews were positive.
- TCC MedStar paramedic has started.
 - This class includes 10 MedStar employees and 3 external students.
 - Anticipated graduation, November 2, 2018 at 19:30 at TCC (graduation subject to change)
- MedStar EMT class 18 students started January 16, 2018.
 - They begin rotations February 24th, 2018.
- Three high school courses are still going
 - Byron Nelson and VR Eaton with NWISD and Weatherford High School EMT started February 5, 2018.
- Taught First Aid for Boy Scout Pack 109 in Aledo for February 13th.
- Stop the Bleed Course taught to Weatherford ISD school nurses February 19, 2018.
- **NEW Course for EMS Providers: Psychological Trauma in EMS Patients, February 26th, 2018.**
 - **MedStar is the first agency in the State to offer this course.**
- Stop the Bleed course for Parker Co. CERT team scheduled for February 27th in Weatherford.
- Tour and First Aid for Fort Worth Boy Scout Pack scheduled February 27th at 17:30.

Customer Integration Report

- Continue to work with our hospital partners to implement Infor's Clover Leaf
 - Will allow for automated record consolidation on their side and provide outcome data for MedStar
 - Having weekly conversations with Medical City/HCA Corporate
 - An agreement has been drafted and sent to HCA
 - They are actively working to ensure the test data is ready once the agreement is executed
 - Will go live with all Tarrant County sites
- We are seeing movement with the a/r, accounts are being paid down
- Onboarding new Free-Standing ER's as they come online
- Working with SNF's for process improvement.
- THR Alliance completed their Trauma Survey to bring a new high level trauma system online in Alliance
- Working with facilities to implement new agreements for non-emergency transportation
 - Cancelled ~86 agreements and sent new agreements out dating as far back as 1987. Starting to receive signed copies.
 - Encourages facilities to pay within 45-days of invoice date.
 - Clarifies responsibilities for required paperwork.

StarSaver Membership Report:

Membership New / Renewal Comparison								
New Households	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change
January	35	35	37	37	5.7%	38	38	2.7%
February	58	93	32	69	-25.8%	27	65	-5.8%
March	51	144	48	117	-18.8%	0	65	-44.4%
April	40	184	68	185	0.5%	0	65	-64.9%
May	48	232	44	229	-1.3%	0	65	-71.6%
June	24	256	40	269	5.1%	0	65	-75.8%
July	22	278	29	298	7.2%	0	65	-78.2%
August	36	314	22	320	1.9%	0	65	-79.7%
September	42	356	38	358	0.6%	0	65	-81.8%
October	53	409	38	396	-3.2%	0	65	-83.6%
November	32	441	43	439	-0.5%	0	65	-85.2%
December	9	450	19	458	1.8%	0	65	-85.8%
Total New Member Households	450		458			65		
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%	486	833	80.7%
March	192	952	78	539	-43.4%	0	833	54.5%
April	1137	2089	788	1327	-36.5%	0	833	-37.2%
May	910	2999	1493	2820	-6.0%	0	833	-70.5%
June	354	3353	521	3341	-0.4%	0	833	-75.1%
July	357	3710	172	3513	-5.3%	0	833	-76.3%
August	335	4045	437	3950	-2.3%	0	833	-78.9%
September	326	4371	163	4113	-5.9%	0	833	-79.7%
October	192	4563	220	4333	-5.0%	0	833	-80.8%
November	165	4728	145	4478	-5.3%	0	833	-81.4%
December	126	4854	249	4727	-2.6%	0	833	-82.4%
Total Renewing Households	4854		4727			833		
Total Member Households	5304		5185			898		

COMMONLY USED ACRONYMS

A

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

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, Continuity of Government

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)

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)

NEMIS – 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

S

SSM – System Status Management

STEMI – ST Elevation Myocardial Infarction

T

U

V

VFIB – Ventricular fibrillation; an EKG rhythm

W

X/Y/Z