



Metropolitan Area EMS Authority
2900 Alta Mere Drive
Fort Worth, Texas 76116-4115
(817) 923-3700
www.medstar911.org

MEMORANDUM

DATE: May 22, 2019
TO: MAEMSA Board of Directors
FROM: Douglas R. Hooten, CEO
SUBJECT: Board of Directors ePacket for May 2019

Enclosed are the board reports for May 2019. If you have any questions, please feel free to contact me at (817) 632-0509 or dhooten@medstar911.org.

Our Mission:

*To provide world class mobile healthcare with the highest quality customer service
and clinical excellence in a fiscally responsible manner*

Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Finance Report – April 30, 2019

The following summarizes significant items in the April, 2019 Financial Reports:

Statement of Revenues and Expenses:

Month to Date: Net retained earnings for the month of April, 2019 is a gain of \$271,795.87 as compared to budgeted gain of \$335,410.32 for a negative variance of \$63,614.45.

- In January, MAEMSA became aware that Continental Benefits was holding health insurance claims due to a website issue they were having. Approximately \$350,000 in claims were paid in the month of February, \$50K of which applied to prior year, the remaining should have been paid earlier in this fiscal year.

Year to Date: The 7 months ended April, 2019 shows a gain of \$241,261.74 as compared to a budgeted gain of \$884,781.49, for a negative variance of \$643,519.75.

- During the audit, \$260K in medical claims were found to apply to the FY18 fiscal year, and that figure is consistent with earlier years. However, because of the Continental issue, there were a total of \$698K in claims from FY18 as yet unpaid. Thus, \$428K is expensed in this current year. All submitted bills have now been paid; however, we cannot know if there are any more to be billed. We will continue to watch this situation as it unfolds.

Key Financial Indicators:

- Current Ratio – MedStar has \$17.64 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 April 30, there is slightly less than 6 months 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 5.64 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 April, the return is 6.25%

Billing Trends:

- 66872 encounters have been billed through April 2019 at a cost of \$1,051,752 for a cost per claim of \$15.73, or 4.16% of collections. This is below the industry average of 6% of collections.

MAEMSA/EPAB cash reserve balance as of April 30, 2019 is \$503,012.69.



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare

Balance Sheet By Character Code

For the Period Ending April 30, 2019

	Current Year 2019	Last Year 2018
Assets		
11 Cash	\$19,632,125.64	\$21,811,082.64
13 Accounts Receivable	\$12,297,330.32	\$18,474,598.67
15 Inventory	\$299,899.39	\$299,899.39
17 Prepaid Expenses	\$1,203,529.55	\$1,032,844.73
18 Property Plant & Equ	\$51,050,010.11	\$50,051,606.12
19 Accumulated Deprecia	(\$18,933,545.81)	(\$19,649,787.98)
Total Assets	\$65,549,349.20	\$72,020,243.57
Liabilities		
21 Accounts Payable	(\$1,629,810.52)	(\$231,510.77)
24 Other Current Liabil	(\$733,075.69)	(\$3,464,764.03)
25 Accrued Interest	(\$7,781.31)	(\$3,859.98)
26 Payroll Withholding	(\$108,341.48)	(\$4,487.90)
28 Long Term Debt	(\$4,348,342.50)	\$0.00
29 Other Long Term Liab	(\$1,382,250.92)	(\$4,045,933.34)
Total Liabilities	(\$8,209,602.42)	(\$7,750,556.02)
Equities		
30 Equity	(\$57,098,485.04)	(\$62,071,010.00)
35 Control	(\$241,261.74)	(\$2,198,677.55)
Total Equities	(\$57,339,746.78)	(\$64,269,687.55)
Total Liabilities and Equities	(\$65,549,349.20)	(\$72,020,243.57)



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
 For the Period Ending April 30, 2019

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance	
Revenue							
40	Transport Fees	\$14,718,753.74	\$14,295,134.00	\$423,619.74	\$99,590,734.00	\$98,833,173.00	\$757,561.00
41	Contractual Allow	(\$5,789,648.61)	(\$3,899,722.00)	(\$1,889,926.61)	(\$40,097,980.25)	(\$26,966,347.00)	(\$13,131,633.25)
42	Provision for Uncoll	(\$4,808,430.08)	(\$6,369,317.00)	\$1,560,886.92	(\$31,431,923.13)	(\$44,026,464.00)	\$12,594,540.87
43	Education Income	\$1,175.00	\$0.00	\$1,175.00	\$38,248.56	\$35,715.00	\$2,533.56
44	MIH Program Income	\$27,394.38	\$54,731.61	(\$27,337.23)	\$165,288.85	\$386,121.27	(\$220,832.42)
45	Standby/Subscription	\$71,796.08	\$84,479.00	(\$12,682.92)	\$509,515.25	\$539,578.00	(\$30,062.75)
46	Pop Health PMPM	\$54,229.86	\$55,385.16	(\$1,155.30)	\$359,582.90	\$387,696.12	(\$28,113.22)
48	interest on Investme	\$4,394.04	\$0.00	\$4,394.04	\$62,192.69	\$0.00	\$62,192.69
49	Gain(Loss) on Dispos	\$0.00	\$0.00	\$0.00	\$39,816.17	\$0.00	\$39,816.17
	Total Revenue	\$4,279,664.41	\$4,220,690.77	\$58,973.64	\$29,235,475.04	\$29,189,472.39	\$46,002.65
Expenditures							
50	Salaries	\$2,383,509.21	\$2,350,665.22	\$32,843.99	\$17,300,160.03	\$17,591,547.54	(\$291,387.51)
55	Benefits and Taxes	\$546,849.37	\$391,764.33	\$155,085.04	\$3,712,584.48	\$2,781,505.87	\$931,078.61
72	Interest	\$13,268.36	\$11,661.58	\$1,606.78	\$68,060.10	\$52,211.41	\$15,848.69
73	Fuel	\$84,489.10	\$95,015.67	(\$10,526.57)	\$654,983.45	\$665,109.69	(\$10,126.24)
74	Medical Supp/Oxygen	\$175,431.42	\$188,364.00	(\$12,932.58)	\$1,181,496.07	\$1,286,761.00	(\$105,264.93)
75	Other Veh & Eq	\$40,946.67	\$34,799.95	\$6,146.72	\$282,481.68	\$243,600.49	\$38,881.19
76	Rent and Utilities	\$49,161.85	\$43,734.33	\$5,427.52	\$257,577.17	\$306,140.31	(\$48,563.14)
77	Facility & Eq Mtc	\$54,124.62	\$45,011.17	\$9,113.45	\$313,655.18	\$318,763.19	(\$5,108.01)
78	Postage & Shipping	\$6,567.69	\$7,379.69	(\$812.00)	\$22,351.32	\$51,657.83	(\$29,306.51)
80	Station	\$33,738.72	\$31,822.86	\$1,915.86	\$234,730.89	\$243,157.02	(\$8,426.13)
81	Comp Maintenance	\$117,860.84	\$110,605.00	\$7,255.84	\$848,821.25	\$774,235.00	\$74,586.25
85	Insurance	\$36,562.80	\$30,991.42	\$5,571.38	\$237,488.35	\$216,939.94	\$20,548.41
86	Advertising & PR	\$0.00	\$4,411.01	(\$4,411.01)	\$25,353.96	\$40,677.07	(\$15,323.11)
87	Printing	\$9,374.09	\$5,813.96	\$3,560.13	\$32,470.53	\$40,697.72	(\$8,227.19)
88	Travel & Entertain	\$9,989.83	\$15,378.00	(\$5,388.17)	\$50,020.14	\$92,492.00	(\$42,471.86)
89	Dues & Subs	\$10,168.79	\$7,420.00	\$2,748.79	\$69,493.78	\$78,805.00	(\$9,311.22)
90	Continuing Educ Ex	\$736.10	\$18,698.00	(\$17,961.90)	\$41,998.86	\$126,443.00	(\$84,444.14)
91	Professional Fees	\$156,533.87	\$169,104.26	(\$12,570.39)	\$1,385,000.98	\$1,277,529.82	\$107,471.16



Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Statement of Revenue and Expenditures
 For the Period Ending April 30, 2019

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
95 Education Expenses	\$20,922.80	\$18,400.00	\$2,522.80	\$88,855.68	\$88,140.00	\$715.68
96 Miscellaneous	\$280.15	\$168.00	\$112.15	\$67,492.75	\$1,176.00	\$66,316.75
97 Depreciation	\$257,352.26	\$304,072.00	(\$46,719.74)	\$2,119,136.65	\$2,027,101.00	\$92,035.65
Total Expenditures	\$4,007,868.54	\$3,885,280.45	\$122,588.09	\$28,994,213.30	\$28,304,690.90	\$689,522.40
Net Rev in Excess of Expend	\$271,795.87	\$335,410.32	(\$63,614.45)	\$241,261.74	\$884,781.49	(\$643,519.75)

**Metropolitan Area EMS Authority dba MedStar Mobile Healthcare
Key Financial Indicators
4/31/2019**

	Goal	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
Current Ratio	> 1	8.88	7.19	8.97	9.49	14.52

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%	47.07%	43.80%
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Indicates compliance with Ordinance which specifies 3 months cash on hand or 25% of expense).

Accounts Receivable Turnover	>3	5.47	4.16	4.96	4.28	4.23
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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%	6.68%
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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	\$ 3,450,588	\$ 3,433,476	\$ 3,605,826	\$ 3,532,410						\$ 25,275,186
Billed Transports	9676	9202	9868	9651	8876	9735	9864						66872
Cost to Bill and Collect	\$ 196,892	\$ 193,052	\$ 135,927	\$ 136,561	\$ 126,211	\$ 133,473	\$ 129,635						\$ 1,051,752
Cost per claim	\$ 20.35	\$ 20.98	\$ 13.77	\$ 14.15	\$ 14.22	\$ 13.71	\$ 13.14	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	\$ 15.73
Cost as % of collections	4.87%	5.28%	3.82%	3.96%	3.68%	3.70%	3.67%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	4.16%

FY 18-19 Billed Transports = 66872

**Emergency Physicians Advisory Board
Cash expenditures Detail**

Balance 1/1/17				\$ 609,665.59
J29 Associates, LLC	2/27/2017	\$	1,045.90	\$ 608,619.69
Brackett & Ellis	11/19/2018	\$	28,506.50	\$ 580,113.19
FWFD Grant	4/3/2019	\$	56,810.00	\$ 523,303.19
Brackett & Ellis	4/3/2019	\$	20,290.50	\$ 503,012.69
Balance 3/31/19				<u>\$ 503,012.69</u>



Business Gold Rewards

MEDSTAR/AMAA
DOUGLAS R HOOTEN
Closing Date 04/26/19 Next Closing Date 05/28/19

Account Ending [REDACTED]

New Balance **\$6,618.47**

Please Pay By **05/12/19[‡]**

[‡] 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 03/31/19

784,182

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

Account Summary

Pay In Full Portion

Previous Balance	\$13,355.63
Payments/Credits	-\$14,530.73
New Charges	+\$7,793.57
Fees	+\$0.00
New Balance	= \$6,618.47

Pay Over Time Portion

Previous Balance	\$0.00
Payments/Credits	-\$380.60
New Charges	+\$380.60
Fees	+\$0.00
Interest Charged	+\$0.00
New Balance	= \$0.00
Minimum Due	\$0.00

Account Total

Previous Balance	\$13,355.63
Payments/Credits	-\$14,911.33
New Charges	+\$8,174.17
Fees	+\$0.00
Interest Charged	+\$0.00

New Balance **\$6,618.47**

Days in Billing Period: 29

Customer Care

Pay by Computer
americanexpress.com/business

Customer Care 1-800-492-3344
Pay by Phone 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.

Learn how to take advantage of your Pay Over Time feature on **page 6**

Douglas R Hooten 5/12/19
 APPROVED Douglas R. Hooten, CEO

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

Payment Coupon
Do not staple or use paper clips

Pay by Computer
americanexpress.com/business

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
05/12/19

Amount Due
\$6,618.47

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 000661847000661847 24 H



Payments and Credits

Summary

	Pay In Full	Pay Over Time ⬇	Total
Payments	-\$12,975.03	-\$380.60	-\$13,355.63
Credits			
DOUGLAS R HOOTEN [REDACTED]	-\$1,555.70	\$0.00	-\$1,555.70
Total Payments and Credits	-\$14,530.73	-\$380.60	-\$14,911.33

Detail *Indicates posting date

Payments			Amount
04/10/19*	DOUGLAS R HOOTEN	ONLINE PAYMENT - THANK YOU	-\$13,355.63
Credits			Amount
04/18/19	DOUGLAS R HOOTEN	LA TORRETTA LAKE RESOR 336701 MONTGOMERY TX Arrival Date 04/17/19 00000000 LODGING Departure Date 04/18/19	Credit back - CX hotel reservations -\$160.46
04/18/19	DOUGLAS R HOOTEN	LA TORRETTA LAKE RESOR 336701 MONTGOMERY TX Arrival Date 04/17/19 00000000 LODGING Departure Date 04/18/19	Credit back - CX hotel reservations -\$160.46
04/18/19	DOUGLAS R HOOTEN	LA TORRETTA LAKE RESOR 336701 MONTGOMERY TX Arrival Date 04/17/19 00000000 LODGING Departure Date 04/18/19	Credit back - CX hotel reservations -\$160.46
04/20/19	DOUGLAS R HOOTEN	GAYLORD NATIONAL HOTEL NATIONAL HARBOR MD Arrival Date 05/17/19 00000000 Departure Date 05/19/19	Credit back - new CC -\$530.44
04/20/19	DOUGLAS R HOOTEN	GAYLORD NATIONAL HOTEL NATIONAL HARBOR MD Arrival Date 05/17/19 00000000 Departure Date 05/19/19	Credit back - new CC -\$530.44
04/24/19	DOUGLAS R HOOTEN	ETRAILER CORPORATION WENTZVILLE MO 6368879300	Return of Tax that was initially charged. -\$13.44

New Charges

Summary

	Pay In Full	Pay Over Time ⬇	Total
DOUGLAS R HOOTEN [REDACTED]	\$7,752.37	\$380.60	\$8,132.97
JOAN E JORDAN [REDACTED] This card has been cancelled.	\$41.20	\$0.00	\$41.20
Total New Charges	\$7,793.57	\$380.60	\$8,174.17

Detail

◆ - denotes Pay Over Time activity

For more information, visit
americanexpress.com/payovertimeinfo

DOUGLAS R HOOTEN

Card Ending ██████████

Amount

					Amount
03/29/19	IN *TROPHY ARTS INC. 84079 761071 Crystal Ambulance for Joan Jordan	FORT WORTH	TX	PO 2192513	\$242.32
03/29/19	AMZN MKTP US*MW6ZF3V82 BOOK STORES Medical Waterproof Surgical Tape	AMZN.COM/BILL	WA	PO 2192514	\$86.17
03/29/19	NTTA CUST SVC TOLLS ONLINE TOLL FEES	PLANO	TX	PO 2192669	\$51.00
03/29/19	CONCUR TECHNOLOGIE 542929806820874 5888954815	BELLEVUE	WA	PO 2192677	\$150.00
04/02/19	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: WASHINGTON NATIONA DALLAS/FORT WORTH Carrier: AA Class: L AA L Ticket Number: 00172940870060 Date of Departure: 05/17 Passenger Name: AYCOX/JAMES DAVID Document Type: PASSENGER TICKET	BLOOMINGTON	IN	PO 2192611	\$480.96
				Airfare to DC for National EMS Memorial ceremony	
04/02/19	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007516369774 Passenger Name: CISNEROS/RUBEN BENTU Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2192602	\$5.00
				TVL fee	
04/02/19	FROSCH/GANT TRAVEL MANAGE AMERICAN AIRLINES From: DALLAS/FORT WORTH To: WASHINGTON NATIONA DALLAS/FORT WORTH Carrier: AA Class: L AA L Ticket Number: 00172940870045 Date of Departure: 05/17 Passenger Name: CISNEROS/RUBEN BENTU Document Type: PASSENGER TICKET	BLOOMINGTON	IN	PO 2192602	\$480.96
				Airfare to DC for National EMS Memorial ceremony	
04/02/19	FROSCH/GANT TRAVEL MANAGE TRAVEL AGENCY SERVICE Ticket Number: 89007516369800 Passenger Name: AYCOX/JAMES DAVID Document Type: TRAVEL AGENCY FEE	BLOOMINGTON	IN	PO 2192611	\$5.00
				TVL fee	
04/02/19	AMZN MKTP US*MW18D9UR1 BOOK STORES 5 - USB rechargeable LED Bike Tail Lights	AMZN.COM/BILL	WA	PO 2192596	\$59.95
04/03/19	FULLBARS CELL PHONE AND C 00-080311605 ELECTRONICS REPAIR Fix cell phones	FORT WORTH	TX	PO 1194029	\$357.00
04/03/19	AMERICAN PAYROLL ASSOC 000000001 327501 76116 Subscription for D.Anderson	SAN ANTONIO	TX	PO 2192573	\$254.00
04/04/19	EB *FIRST RESPONDER RE Awards Luncheon 8014137200	SAN FRANCISCO	CA	PO 2192600	\$300.00
04/04/19	WEBSITEHOSTINGBILLCOM 4059488300	OKLAHOMA CITY	OK	PO 2192628	\$69.00
04/05/19	GAYLORD NATIONAL HOTEL Arrival Date 05/17/19 Departure Date 05/19/19 00000000 CARDEPOSIT	NATIONAL HARBOR	MD	PO 2192912	\$530.44
				J.Aycox attending Nat'l EMS Memorial Service in DC	
04/05/19	GAYLORD NATIONAL HOTEL Arrival Date 05/17/19 Departure Date 05/19/19 00000000 CARDEPOSIT	NATIONAL HARBOR	MD	PO 2192911	\$530.44
				R.Cisneros attending Nat'l EMS Memorial Service in DC	
04/10/19	VONLANE TVL for J.Stout Austin-FTW 2146127234	DALLAS	TX	PO 2192667	\$89.00

Continued on next page



Detail Continued						◆ - denotes Pay Over Time activity
						Amount
04/11/19	TARGET RIDGMAR 2425	Telecommunications week	FORT WORTH	TX	PO 2192707	\$375.00
	DISCOUNT STORE	gift cards: Starbucks & Target				
04/11/19	CVS PHARMACY	Telecommunications week gift cards	FORT WORTH	TX	PO 2192708	\$425.00
	8007467287	Amazon cards				
04/11/19	CVS PHARMACY	Telecommunications week gift	FORT WORTH	TX	PO 2192710	\$100.00
	8007467287	cards - Amazon				
04/11/19	NTTA CUST SVC TOLLS ONLINE		PLANO	TX	PO 2192738	\$96.00
	TOLL FEES					
04/11/19	CVS PHARMACY	Telecommunications week gift	FORT WORTH	TX	PO 2192711	\$50.00
	8007467287	card - Amazon card				
04/11/19	TWILIO, INC.		SAN FRANCISCO		PO 2192675	\$10.01
	COMPUTER STORE					
04/13/19	NTTA AUTOCHARGE TOLLS		PLANO	TX	PO 2192739	\$200.00
	TOLL FEES					
04/16/19	EB *EMS EVOLUTION 2019		SAN FRANCISCO	CA	PO 2192836	\$692.84
	8014137200	Registration: K.Schleicher T.Carr attending				
04/16/19	DOUBLETREE SAN ANTONIO DWTN		SAN ANTONIO	TX	PO 2192914	\$446.85
	Arrival Date	Departure Date				
	04/15/19	04/15/19				
	00000000					
	LODGING	M.Potts TX EMC conf. NCTTRAC is reimbursing this trip back to MedStar				
04/18/19	COMPLIANCE SIGNS COM COMPLIANCE SIGNS		CHADWICK	IL	PO 2192756	\$88.50
	800-578-1245	Signs for compliance to show we have Oxygen on the premises.				
04/19/19	DOUBLETREE SAN ANTONIO DWTN		SAN ANTONIO	TX	PO 2192915	\$60.00
	Arrival Date	Departure Date	Parking			
	04/18/19	04/18/19				
	00000000					
	LODGING	M.Potts TX EMC conf. NCTTRAC is reimbursing this trip back to MedStar				
04/20/19	GAYLORD NATIONAL HOTEL		NATIONAL HARBOR	MD	Credit back - new CC	\$530.44
	Arrival Date	Departure Date				
	05/17/19	05/19/19				
	00000000					
04/20/19	GAYLORD NATIONAL HOTEL		NATIONAL HARBOR	MD	Credit back - new CC	\$530.44
	Arrival Date	Departure Date				
	05/17/19	05/19/19				
	00000000					
04/22/19	ETRAILER CORPORATION		WENTZVILLE	MO	PO 2192825	\$176.54
	6368879300	Trailer Hitch				
04/23/19	BUFFALO WEST 021770021435755		FORT WORTH	TX	PO 2192751	\$211.63
	8177322370	Professional Admin luncheon				
04/24/19	AMZN MKTP US*MZ8WS7H70		AMZN.COM/BILL	WA	PO 2192829	\$28.88
	BOOK STORES	Monitor Stand				
04/25/19	FROSCH/GANT TRAVEL MANAGE		BLOOMINGTON	IN	PO 2192866	\$380.60 ◆
	UNITED AIRLINES					
	From:	To:	Carrier:	Class:		
	DALLAS/FORT WORTH	DENVER INTL APT	UA	T		
		DALLAS/FORT WORTH	UA	S		
	Ticket Number: 01672950697972		Date of Departure: 05/06			
	Passenger Name: GLEASON/WILLIAM BUCK					
	Document Type: PASSENGER TICKET					
	PAY OVER TIME OPTION					
			Airfare for Zoll Summit			
04/25/19	FROSCH/GANT TRAVEL MANAGE		BLOOMINGTON	IN	PO 2192866	\$5.00
	TRAVEL AGENCY SERVICE					
	Ticket Number: 89007522445623		TVL fee			
	Passenger Name: GLEASON/WILLIAM BUCK					
	Document Type: TRAVEL AGENCY FEE					
04/26/19	NTTA CUST SVC TOLLS ONLINE		PLANO	TX	PO 2192931	\$34.00
	TOLL FEES					

Detail Continued

◆ - denotes Pay Over Time activity

Amount**JOAN E JORDAN**

Card Ending ██████████

*This card has been cancelled.***Amount**

03/29/19	TWILIO, INC. DIRECT MKTG INTERNET	SAN FRANCISCO	PO 2192592	\$10.00
04/02/19	PAYFLOW/PAYPAL 0045 888-883-9770	LAVISTA	NE PO 2192595	\$31.20

Fees**Amount**

Total Fees for this Period	\$0.00
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Interest Charged**Amount**

Total Interest Charged for this Period	\$0.00
---	---------------

About Trailing Interest

You may see interest on your next statement even if you pay the new balance in full and on time and make no new charges. This is called "trailing interest." Trailing interest is the interest charged when, for example, you didn't pay your previous balance in full. When that happens we charge interest from the first day of the billing period until we receive your payment in full. You can avoid paying interest on purchases by paying your balance in full and on time each month. Please see the "When we charge interest" sub-section in your Cardmember Agreement for details.

2019 Fees and Interest Totals Year-to-Date**Amount**

Total Fees in 2019	\$0.00
Total Interest in 2019	\$0.00

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

	Annual Percentage Rate	Balance Subject to Interest Rate	Interest Charge
Pay Over Time option	20.49% (v)	\$0.00	\$0.00
Total			\$0.00

(v) Variable Rate

Information on Pay Over Time**There is no pre-set spending limit on your Card**

No pre-set spending limit does not mean unlimited spending. Purchasing power adjusts with your use of the Card, your payment history, credit record and financial resources known to us and other factors. Unless you have been previously notified otherwise, your Card has a no pre-set spending limit.

Continued on next page



MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 2019

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	00:05:59	0	100.0%	0	0.0%	33	1	97.0%
	2	10	10	00:05:25	0	100.0%	0	0.0%	77	4	94.8%
	3	2	2	00:06:44	0	100.0%	0	0.0%	23	0	100.0%
Total Blue Mound		17	17								
Burleson	1	80	78	00:08:15	17	78.8%	4	5.0%	80	17	78.8%
	2	161	150	00:07:44	16	90.1%	2	1.2%	161	16	90.1%
	3	61	56	00:09:15	5	91.8%	1	1.6%	61	5	91.8%
	4	147	147	00:27:29	7	95.2%	1	0.7%	147	7	95.2%
Total Burleson		449	431								
Edgecliff Village	1	5	5	00:06:19	0	100.0%	0	0.0%	48	7	85.4%
	2	12	11	00:07:02	0	100.0%	0	0.0%	85	7	91.8%
	3	9	9	00:09:07	0	100.0%	0	0.0%	43	1	97.7%
Total Edgecliff Village		26	25								
Forest Hill	1	40	39	00:08:44	5	87.5%	1	2.5%	40	5	87.5%
	2	87	78	00:08:30	6	93.1%	0	0.0%	87	6	93.1%
	3	39	37	00:10:19	1	97.4%	1	2.6%	39	1	97.4%
Total Forest Hill		166	154								
Fort Worth	1	2527	2414	00:08:02	330	86.9%	45	1.8%	2527	330	86.9%
	2	5039	4631	00:08:15	374	92.6%	50	1.0%	5039	374	92.6%
	3	2736	2570	00:09:47	203	92.6%	27	1.0%	2736	203	92.6%
	4	1005	1001	00:27:03	60	94.0%	23	2.3%	1005	60	94.0%
Total Fort Worth		11307	10616								
Haltom City	1	86	85	00:08:02	14	83.7%	0	0.0%	86	14	83.7%
	2	165	150	00:08:26	16	90.3%	1	0.6%	165	16	90.3%
	3	73	65	00:10:49	5	93.2%	2	2.7%	73	5	93.2%
	4	1	1	00:17:26	0	100.0%	0	0.0%	1	0	100.0%
Total Haltom City		325	301								
Haslet	1	10	9	00:08:26	2	80.0%	0	0.0%	54	10	81.5%
	2	14	13	00:08:44	2	85.7%	0	0.0%	43	3	93.0%
	3	6	5	00:06:51	0	100.0%	0	0.0%	37	1	97.3%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 2019

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 %
Total Haslet		30	27								
Lake Worth	1	26	26	00:07:05	4	84.6%	0	0.0%	26	4	84.6%
	2	58	54	00:07:39	5	91.4%	2	3.4%	110	5	95.5%
	3	28	26	00:08:21	0	100.0%	0	0.0%	72	3	95.8%
	4	3	3	00:16:16	0	100.0%	0	0.0%	10	0	100.0%
Total Lake Worth		115	109								
Lakeside	1	4	4	00:10:25	2	50.0%	0	0.0%	13	5	61.5%
	2	7	6	00:09:17	1	85.7%	0	0.0%	32	11	65.6%
	3	1	1	00:24:38	1	0.0%	0	0.0%	14	4	71.4%
Total Lakeside		12	11								
River Oaks	1	22	22	00:08:52	3	86.4%	0	0.0%	22	3	86.4%
	2	29	27	00:09:12	3	89.7%	0	0.0%	77	7	90.9%
	3	18	17	00:09:55	1	94.4%	0	0.0%	35	3	91.4%
Total River Oaks		69	66								
Saginaw	1	47	47	00:07:50	5	89.4%	1	2.1%	73	10	86.3%
	2	81	73	00:08:05	8	90.1%	1	1.2%	81	8	90.1%
	3	35	31	00:09:51	3	91.4%	0	0.0%	121	11	90.9%
Total Saginaw		163	151								
Sansom Park	1	12	12	00:06:17	0	100.0%	0	0.0%	12	0	100.0%
	2	26	23	00:07:22	4	84.6%	0	0.0%	121	10	91.7%
	3	13	13	00:08:58	1	92.3%	0	0.0%	44	1	97.7%
	4	3	3	00:08:47	0	100.0%	0	0.0%	12	0	100.0%
Total Sansom Park		54	51								
Westover Hills	2	1	1	00:09:34	0	100.0%	0	0.0%	9	0	100.0%
	3	2	2	00:11:30	0	100.0%	0	0.0%	10	1	90.0%
Total Westover Hills		3	3								
Westworth Village	1	11	11	00:09:05	1	90.9%	0	0.0%	62	6	90.3%
	2	25	24	00:09:06	2	92.0%	0	0.0%	72	5	93.1%
	3	21	20	00:10:22	0	100.0%	0	0.0%	61	2	96.7%



MedStar Response Time Reliability and AVG Response Time Performance

Period: Apr 2019

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 %
Total Westworth Village		57	55								
White Settlement	1	72	71	00:06:34	2	97.2%	0	0.0%	72	2	97.2%
	2	95	91	00:06:48	3	96.8%	0	0.0%	95	3	96.8%
	3	63	59	00:07:52	4	93.7%	1	1.6%	123	5	95.9%
	4	10	10	00:06:31	0	100.0%	0	0.0%	21	0	100.0%
Total White Settlement		240	231								
System Wide	1	2947	2828	00:08:00	385	86.9%	51	1.7%	3151	415	86.8%
	2	5810	5342	00:08:13	440	92.4%	56	1.0%	6254	475	92.4%
	3	3107	2913	00:09:45	224	92.8%	32	1.0%	3492	246	93.0%
	4	1169	1165	00:26:48	67	94.3%	24	2.1%	1240	68	94.5%
Total System Wide		13033	12248								

**FMLA Leave of Absence (FMLA Detailed Report)
Fiscal Year 10/1/18 - 12/31/2019
Percentages by Department/Conditions**

Conditions		Percentages by Department				
			# of EEs	# on FMLA	% of	% by FMLA % by Dep
Asthma	1					
Back	2					
Bariatric	1	Administrative	1	1	0.22%	1.82% 100.00%
Cardiology	2	Advanced	129	11	2.37%	20.00% 8.53%
Carpel Tunnel Surgery	1	Basics	146	12	2.59%	21.82% 8.22%
Chronic Illness	2	Business Intelligence - Deployment, QI, Scheduler	4	1	0.22%	1.82% 25.00%
Circulatory Condition	1	Business Office	29	8	1.72%	14.55% 27.59%
Diverticulitis	1	Communications	33	4	0.86%	7.27% 12.12%
FMLA - Child	11	Controller - Payroll, A/P, Purchasing	4	1	0.22%	1.82% 25.00%
FMLA - Parent	11	Mobile Integrated Health	15	4	0.86%	7.27% 26.67%
FMLA - Spouse	7	MTAC - MedStar Training Academy	13	2	0.43%	3.64% 15.38%
Gastritis	1	Office of the Medical Director	10	3	0.65%	5.45% 30.00%
Gynecological	1	Support Services - Facilities, Fleet, S.E., Logistics, S.E., Logistics	40	8	1.72%	14.55% 20.00%
Knee Surgery	2	Grand Totals	423	55		
Migraines	1					
Ophthalmology	1	Total # of Full Time Employees - September 2018	464			
Pregnancy	2	% of Workforce using FMLA	11.85%			
Psychological	4					
Rheumatoid Arthritis	1					
Sinus Surgery	1	TYPE OF LEAVES UNDER FMLA	# of Ees	% on Leave		
Surgery	1	Intermittent Leave	44	80.00%		
Grand Total	55	Block of Leave	11	20.00%		
		Total	55	100.00%		

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	329:52	300:14	217:13	234:07	0:00	0:00	0:00	0:00	0:00	
FY 2019	350:17	592:25	1117:25	1447:17	1747:31	1964:44	2198:51	2198:51	2198:51	2198:51	2198:51	2198:51	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	108:00	0:00	0:00	0:00	0:00	0:00	
FY 2019	5:10	5:10	21:48	21:48	21:48	21:48	129:48	129:48	129:48	129:48	129:48	129:48	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	1494:22	1275:35	1378:42	1060:48	1211:44	1074:44	0:00	0:00	0:00	0:00	0:00	918:27
FY 2019	1688:40	3183:02	4458:37	5837:19	6898:07	8109:51	9184:35	9184:35	9184:35	9184:35	9184:35	9184:35	
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 2017-2018*

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	72:00	48:00	72:00	116:00	59:00	120:00	97:00	0:00	0:00	0:00	0:00	0:00	58:24
FY 2018	72:00	120:00	192:00	308:00	367:00	487:00	584:00	584:00	584:00	584:00	584:00	584:00	

*Unfilled shifts only

Total Leave Hours

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	AVG
Hours/Mo	2116:07	1784:30	1889:13	1824:34	1420:02	1548:57	1513:51	0:00	0:00	0:00	0:00	0:00	1209:43
FY 2018	2116:07	3900:37	5789:50	7614:24	9034:26	10583:23	12097:14	12097:14	12097:14	12097:14	12097:14	12097:14	

Summary of Fiscal Year 2018-2019

	Light Duty	Worker's Comp	FMLA	Military	Total
YTD	2198:51	129:48	9184:35	584:00	12097:14
Goal-Compare	3767:58	32:24	17157:28	1543:05	5343:27

MedStar Mobile Health Care Separation Statistics - April 2019

	Current Month			Year to Date			Compared to Apr '18		Headcount
	Vol	Invol	Total	Vol	Invol	Total	Apr '18	%inc/dec	April
Full Time Separations	5	1	6	24	6	30	42	-28.6%	464
Part Time Separations	0	1	1	25	1	26	13	100.0%	54
Total Separations	5	2	7	49	7	56	55	1.8%	518

	Full Time	Part Time	Total	Full Time	Part Time	Total
Total Turnover %	1.29%	1.85%	1.35%	6.47%	48.15%	10.81%

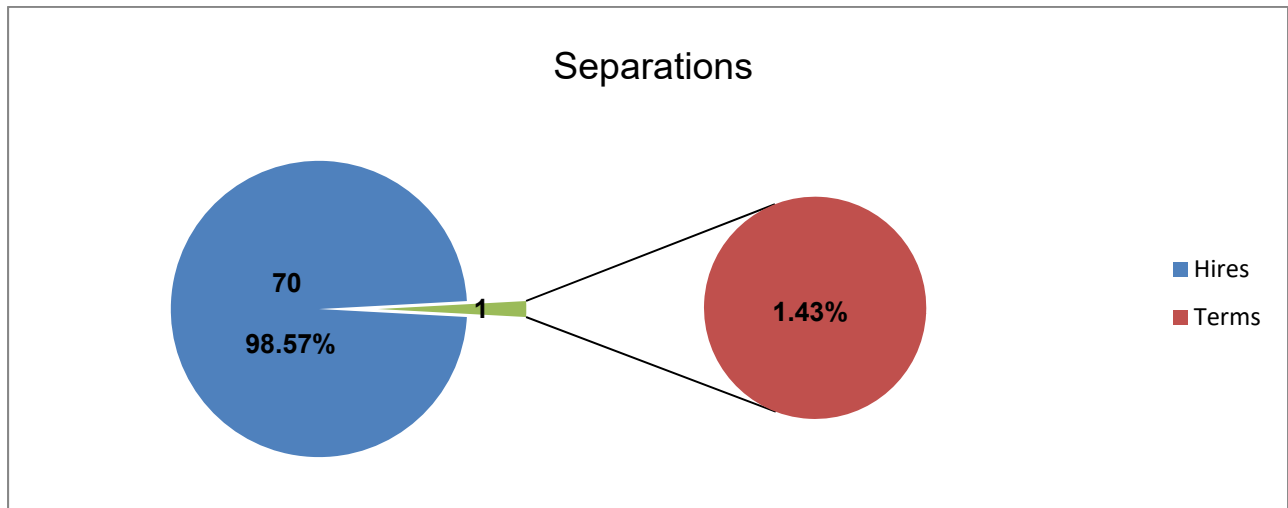
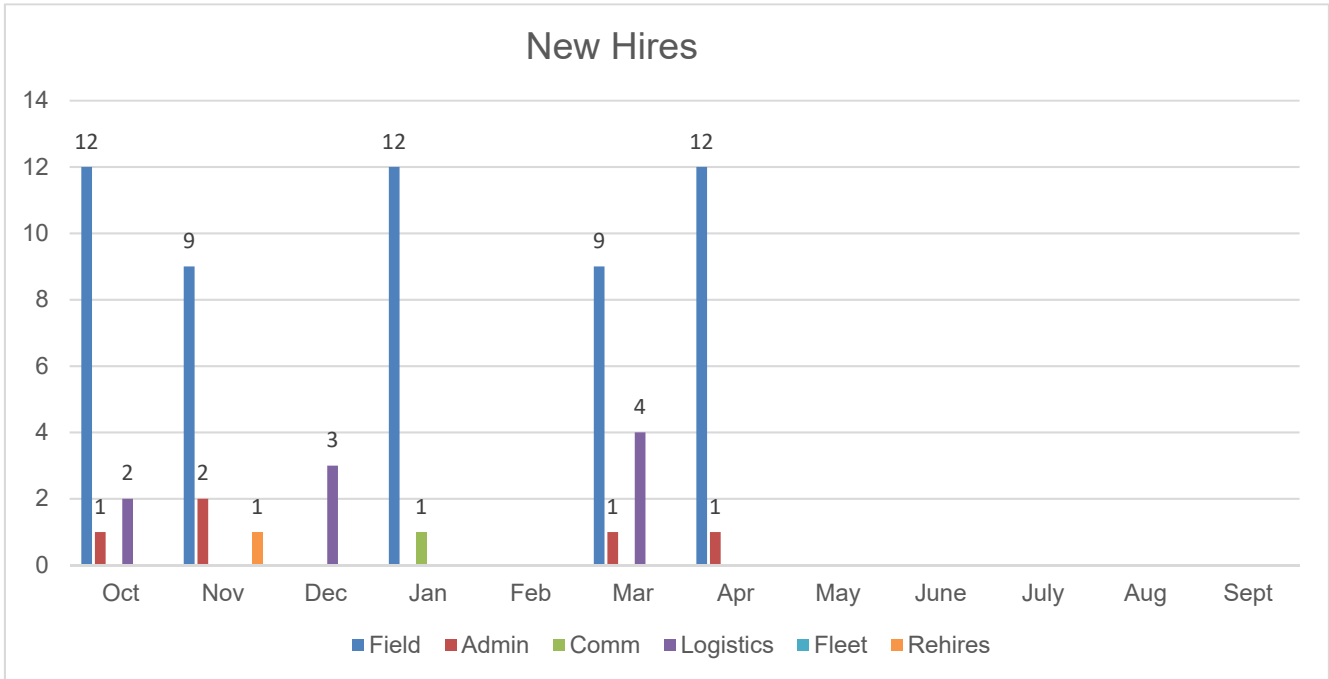
Separations by Departmen

Full time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	19-Apr
Administration							1
Advanced	2	0	2	7	1	8	129
Basics	1	1	2	5	4	9	146
Business Intelligence - Deployment, QI, Scheduler							4
Business Office				1	0	1	29
Communications	1	0	1	2	0	2	33
Compliance							1
Controller - Payroll, Purchasing, A/P							4
Customer Integration							1
Executives				1	0	1	6
Field Manager/Supervisors - Operations							18
Human Resources				1	0	1	7
Information Technology				1	0	1	2
Medical Records							2
Mobile Integrated Health Department							15
MTAC - MedStar Training Academy							13
Office of the Medical Director				1	0	1	10
Risk and Safety							3
Support Services - Facilities, Fleet, S.E., Logistics	1	0	1	5	1	6	40
Total	5	1	6	24	6	30	464

Part Time	Current Month			Year to Date			Headcount
	Vol	Invol	Total	Vol	Invol	Total	19-Apr
Advanced				7	0	7	30
Basics	0	1	1	11	1	12	20
Business Intelligence - Deployment, QI, Scheduler							
Business Office							
Communications				2	0	2	
Compliance							
Controller - Payroll, Purchasing, A/P							
Customer Integration							
Deployment							
Directors							
Field Manager/Supervisors							
Fleet							
Human Resources				1	0	1	
Information Technology							
Medical Records							
Mobile Integrated Health Department				2	0	2	2
MTAC - MedStar Training Academy							
Office of the Medical Director							
Risk and Safety							
Support Services - Facilities, Fleet, S.E., Logistics				2	0	2	2
Total	0	1	1	25	1	26	54

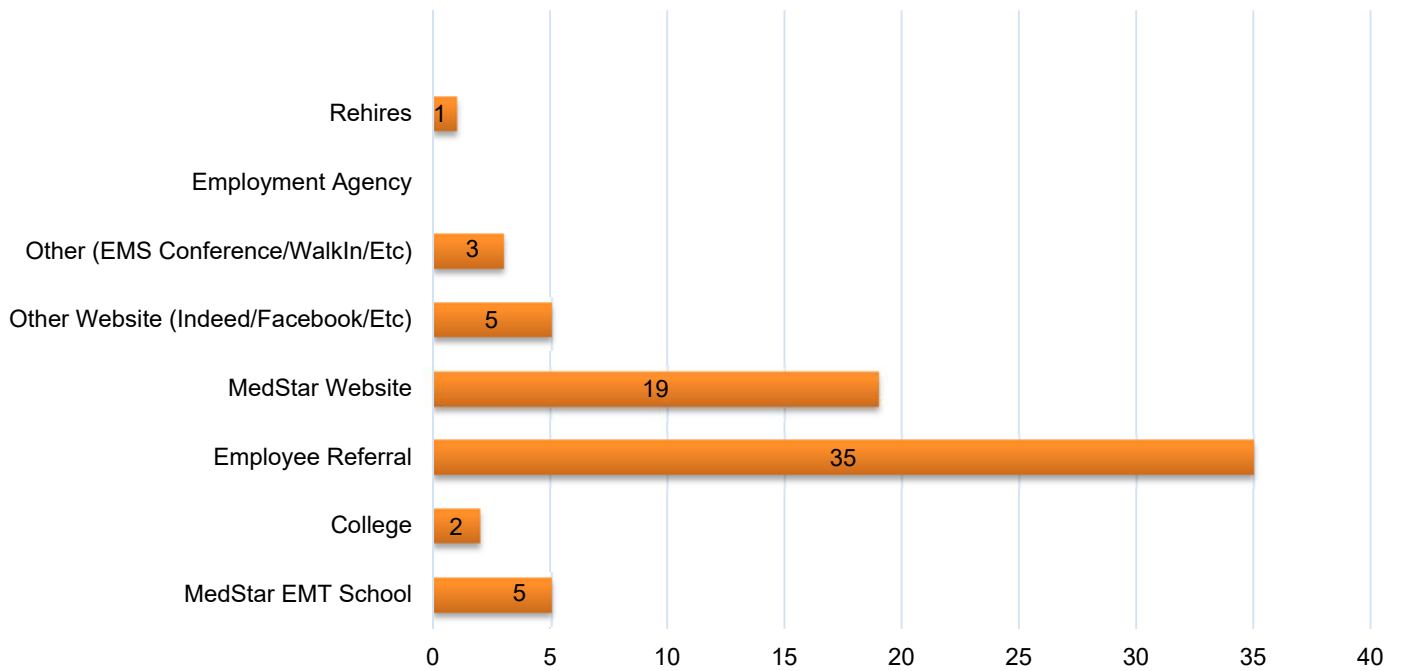
Recruiting & Staffing Report

Fiscal Year 2018-2019

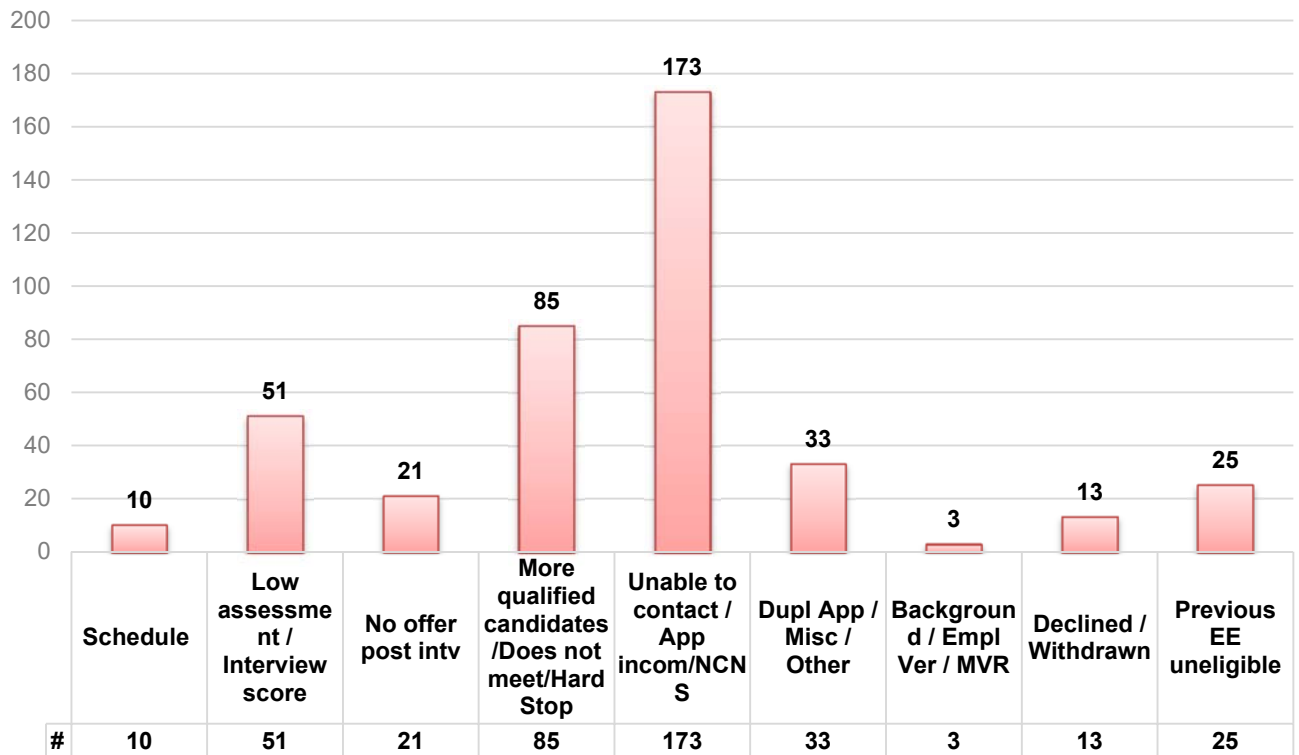


Fiscal Year Statistics
 Total hires to date 70
 Total separations from hires 1
 Separation Reason from Hire:
 Medical - 1

New Hire Referral Source



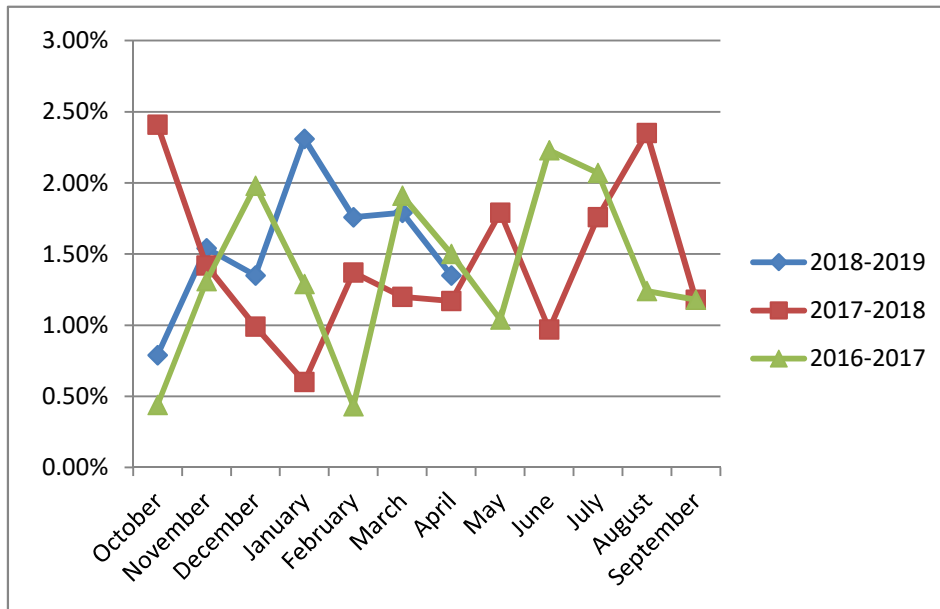
Applicant Rejection Reasons



TOTAL APPLICATIONS REJECTED 414
TOTAL APPLICATIONS REVIEWED 484

MedStar Mobile Healthcare Turnover Fiscal Year 2018-2019

	Full & Part Time Turnover			Full Time Only
	2018-2019	2017-2018	2016-2017	2018-2019
October	0.79%	2.41%	0.44%	0.46%
November	1.54%	1.42%	1.31%	0.88%
December	1.35%	0.99%	1.98%	0.66%
January	2.31%	0.60%	1.29%	1.10%
February	1.76%	1.37%	0.43%	0.89%
March	1.79%	1.20%	1.91%	1.34%
April	1.35%	1.17%	1.50%	1.29%
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	18.669%	17.210%	16.620%	11.349%





Discussion

MEDS Committee

- Next meeting May 21, 2019

Education and Training

- Education
 - o Quarterly CE in June
 - Seizures; Toxicology; Bradycardia; Pediatrics (Courtesy of Cook Children’s)
- Training
 - o FRO protocol update training is wrapping up

Credentialing

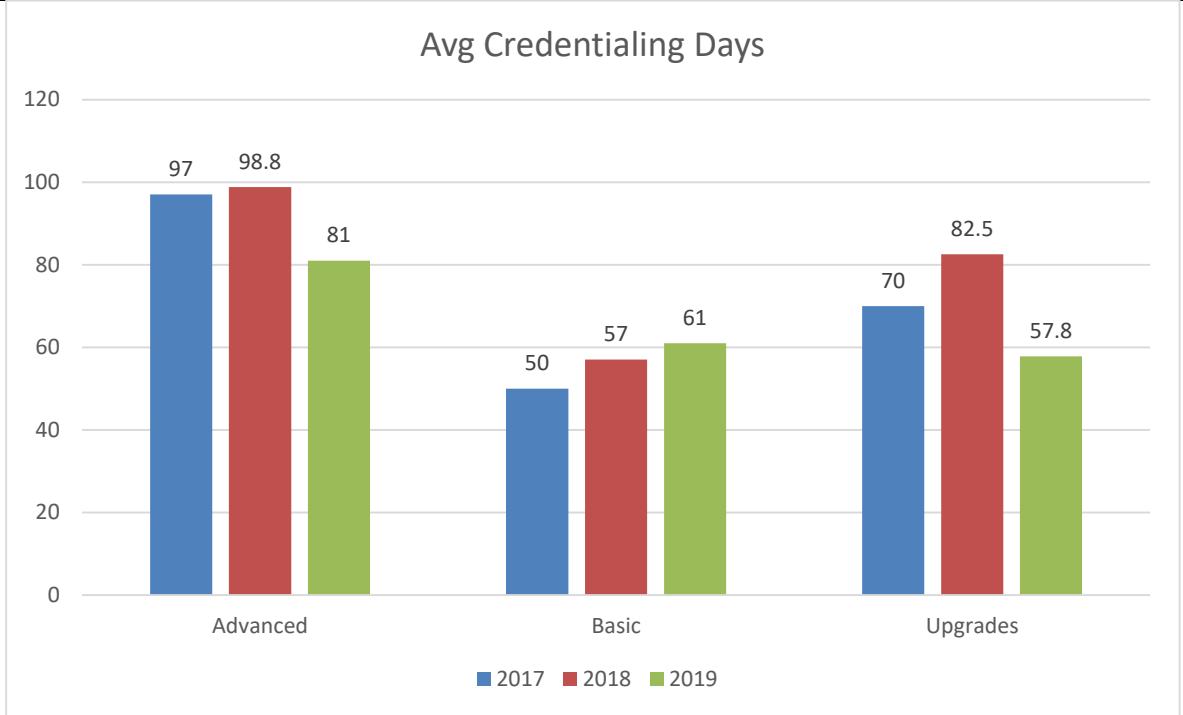
- Protocol Update Testing

Department	Status	Notes
Bell	Complete	
Blue Mound	Complete	
Burleson	Complete	
Edgecliff Village	Not Scheduled	
Forest Hill	Complete	
Ft. Worth FD	In-process	
Ft. Worth PD	N/A	No change to TacMed protocol
Haltom City	In-process	
Haslet	In-process	
Lake Worth	Complete	
River Oaks	In-process	
Saginaw	Complete	
Samson Park	Not Scheduled	
Westover Hills	N/A	No change to ECA protocol
West Worth Village	N/A	No change to ECA protocol
White Settlement	Complete	

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



2019	Candidates	Credentialed	Pulled	Separated	In-training
Advanced	9	3	0	0	6
Adv Upgrade	8	6	0	0	2
Basic	26	12	0	1	13



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QA

Case Acuity		
	April 2019	May 2019
High	13 (11.8%)	2 (6.9%)
Moderate	23 (20.9%)	5 (17.2%)
Low	63 (57.3%)	20 (69.0%)
Non QA/QI	11 (10.0%)	2 (6.9%)
Grand Total	110 (100.0%)	29 (100.0%)

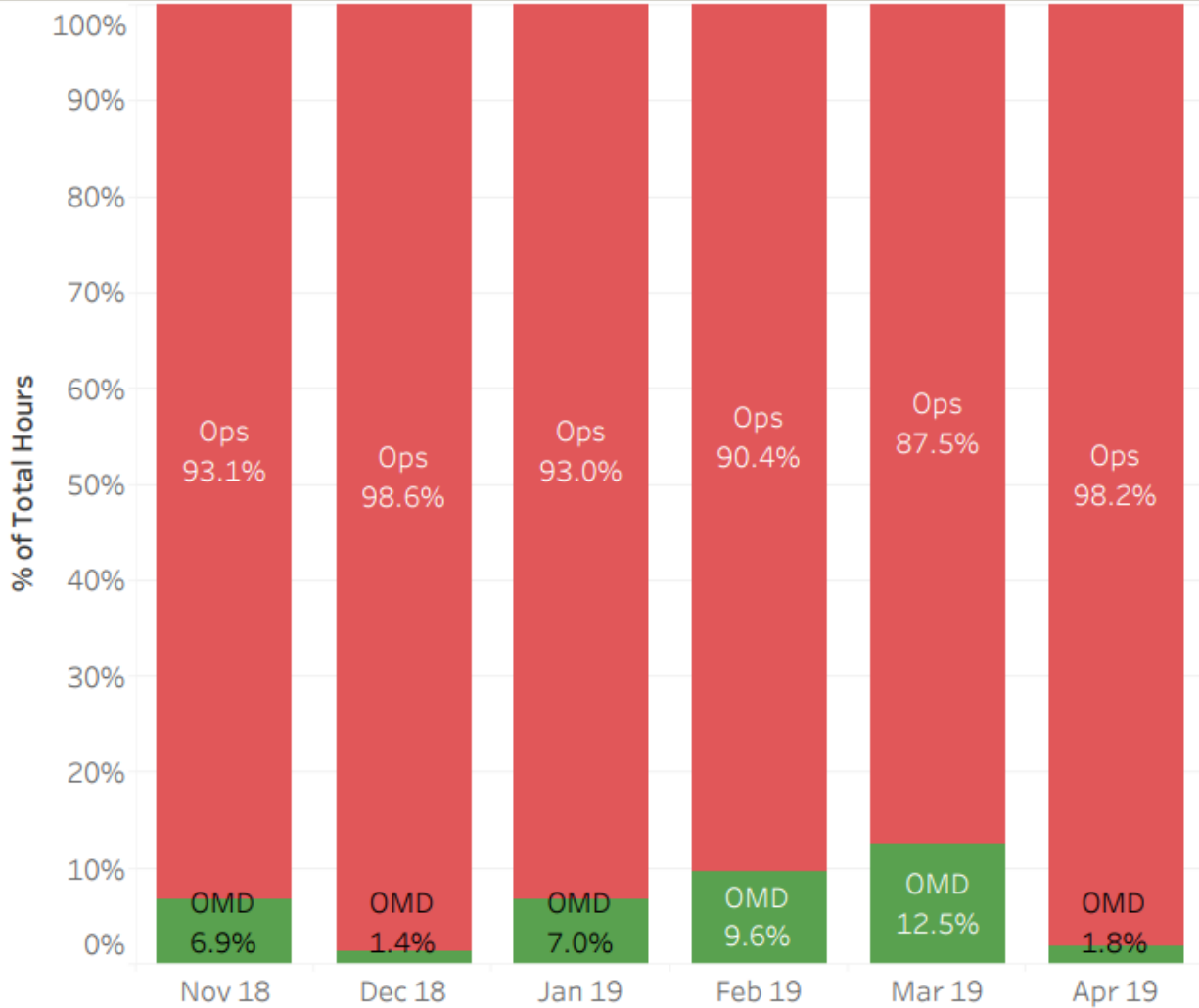
Case Disposition		
	April 2019	May 2019
Clinically Appropriate	1 (0.9%)	
Needs Improvement	43 (39.1%)	11 (37.9%)
Clinically Inappropria..	5 (4.5%)	
Forwarded	4 (3.6%)	3 (10.3%)
No Fault	47 (42.7%)	12 (41.4%)
Pending	10 (9.1%)	3 (10.3%)
Grand Total	110 (100.0%)	29 (100.0%)

Case Metrics (Time to MD Review, Time to Closure)			
Acuity	Avg. Created-Review Days	Avg. Review-Closure Days	Avg. Created-Closure Days
High	2.0 days	3.8 days	5.2 days
Moderate	2.1 days	8.4 days	10.4 days
Low	2.8 days	0.8 days	3.5 days
Non QA/QI	1.8 days	0.2 days	1.9 days
Grand To..	2.5 days	2.1 days	4.5 days

Case Origin		System Clinical Issues		
Self Report 48 34.5%	Airway QA	April 20.. May 2019		
	22 15.8%	;&#No EtCO2 w/ PPV;#	6	
		;&#No EtCO2 w/ PPV;#U..	1	
		Equipment Issues	2 1	
		Inadequately Treated U..	3 1	
		Unrecognized Failed Air..	1	
	CPR QA	Case Status		
	8		April 2019	May 2019
		Closed	99 (90.0%)	25 (86.2%)
	Facility	Open	10 (9.1%)	4 (13.8%)
	Ops	Open CIP	1 (0.9%)	
OMD 36 25.9%		Grand Total	110 (100.0%)	29 (100.0%)

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Lost Payroll Hours



Reason	Month
■ Ops ■ OMD	11/1/2018 to 5/31/2019

Lost Payroll Hours (Totals)

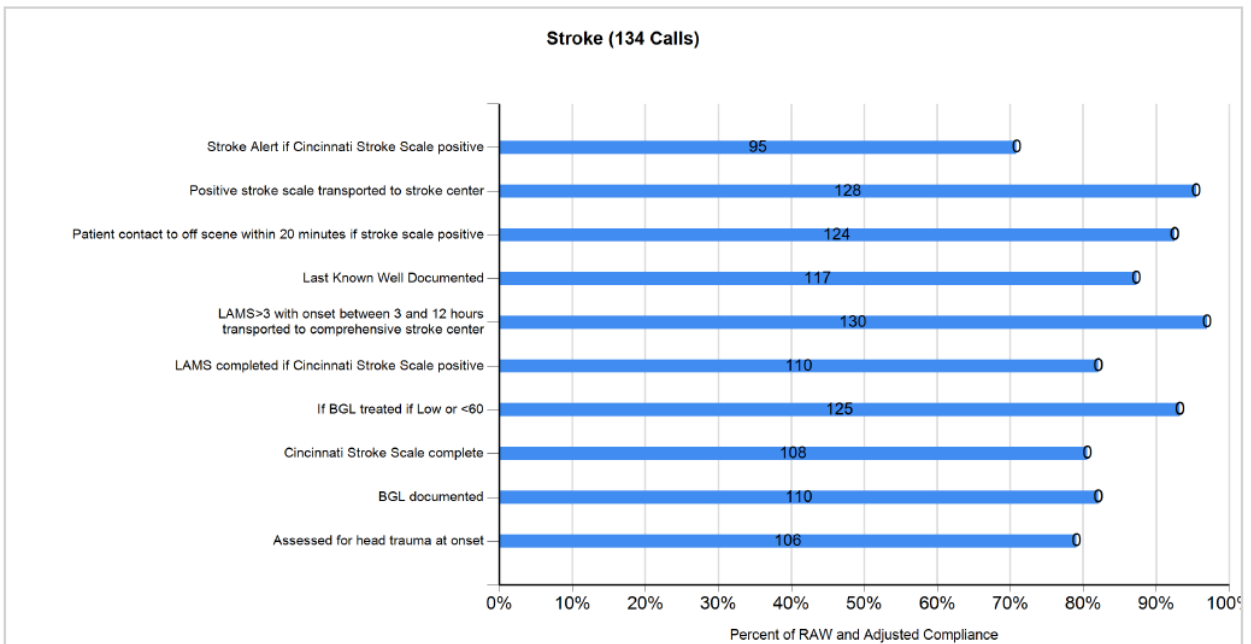
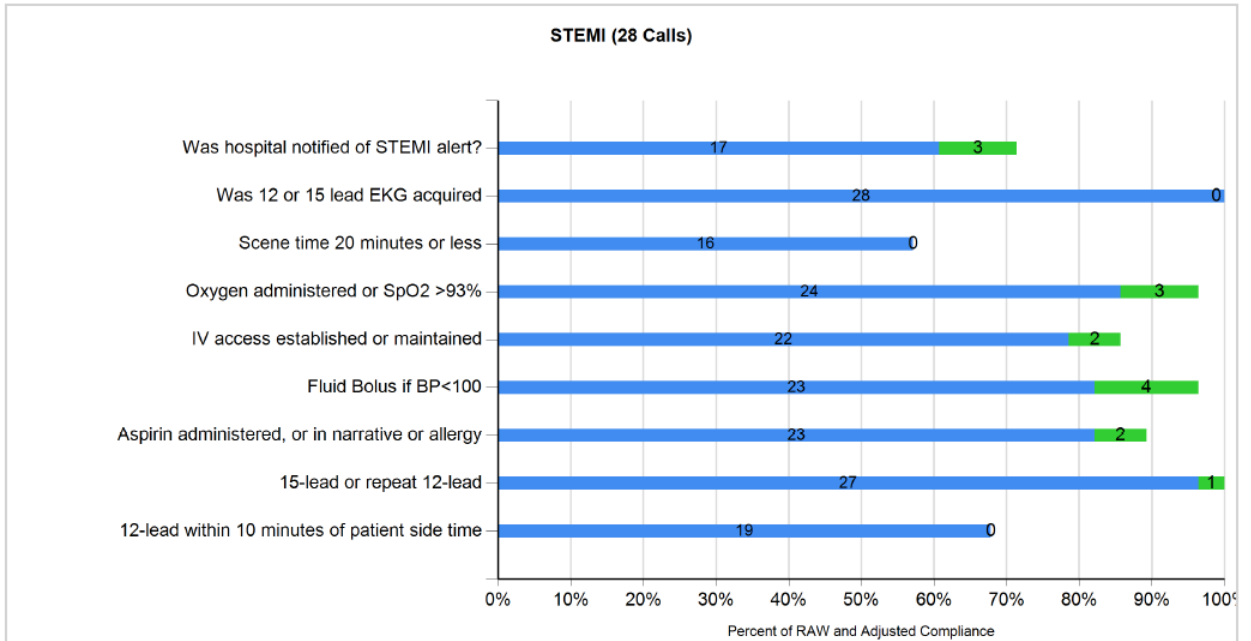
	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19
Ops	466	620	508.1	376	418.4	479.5
OMD	34.5	9	38	40	60	8.6
Grand Total	500.5	629	546.1	416	478.4	488.1

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



System Diagnostics

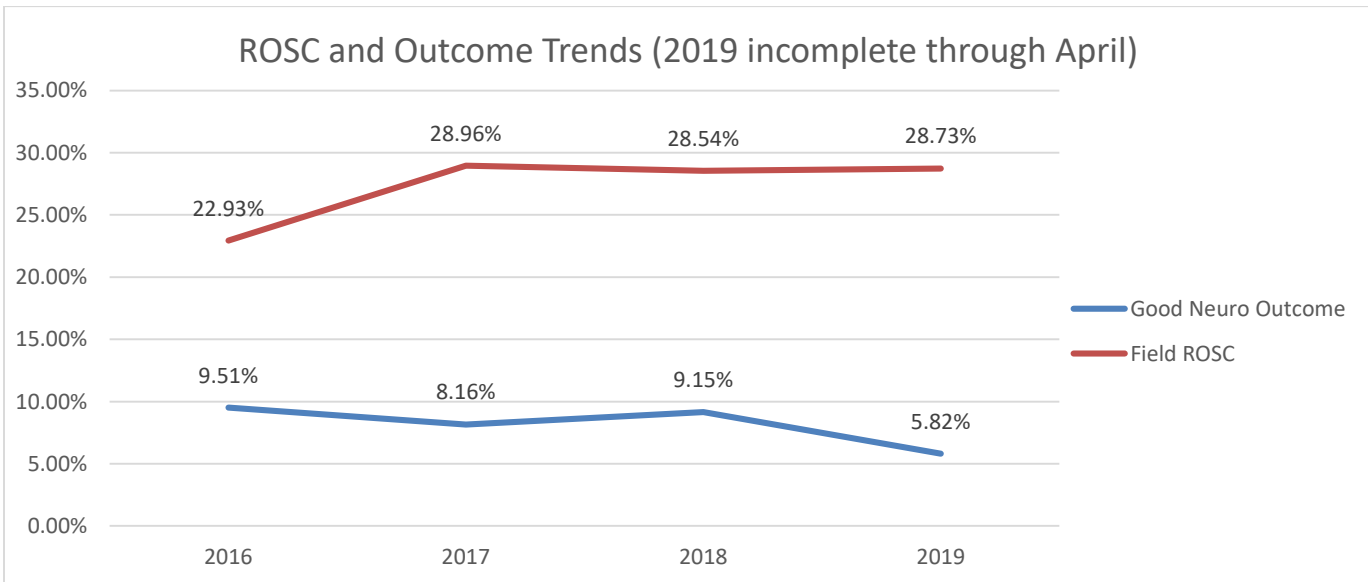
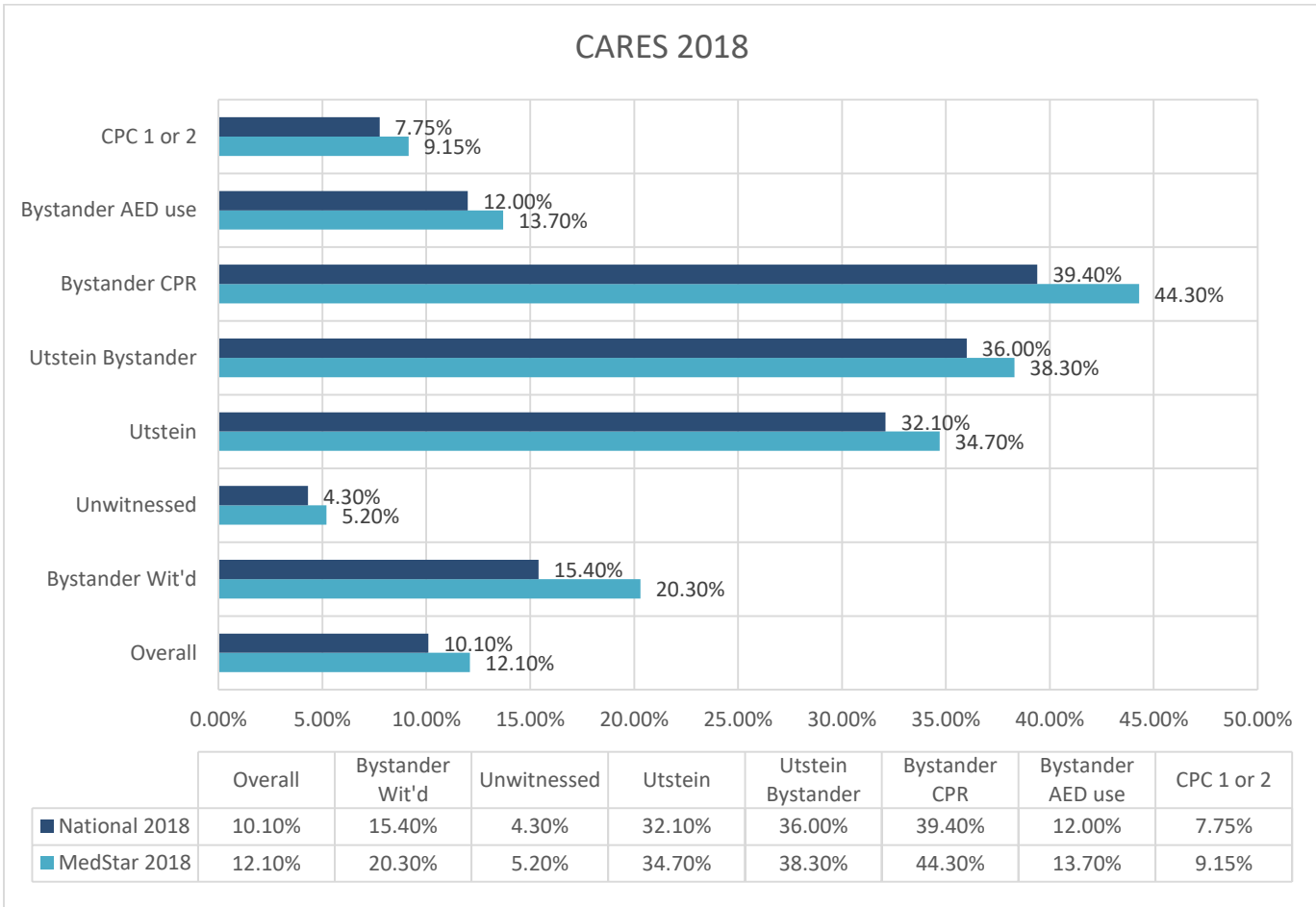
- Clinical Bundles Examples



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

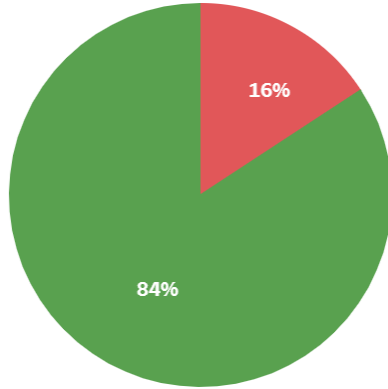


- Resuscitation



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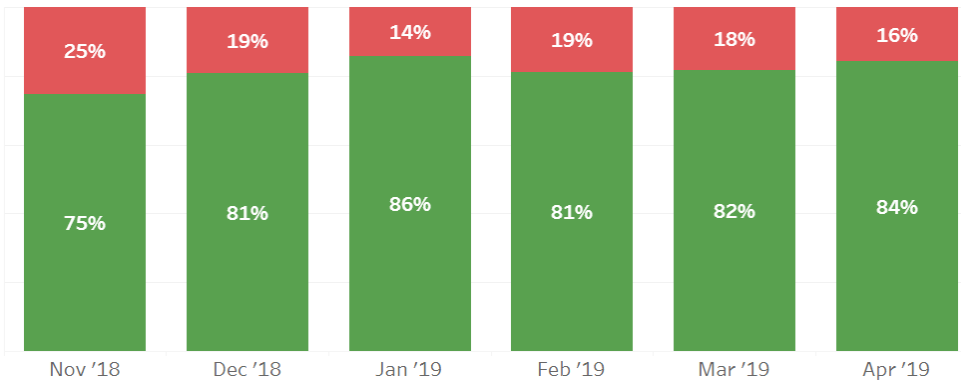
April 2019



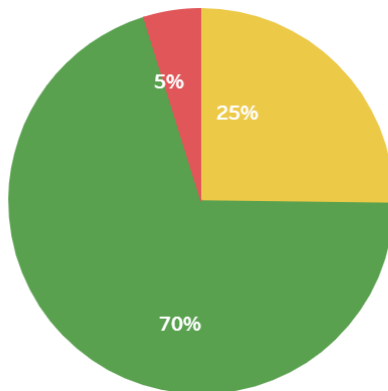
Chest Compression Fraction

- < 90%
- ≥ 90%

Chest compressions should be performed at least 90% of the time during a cardiac arrest



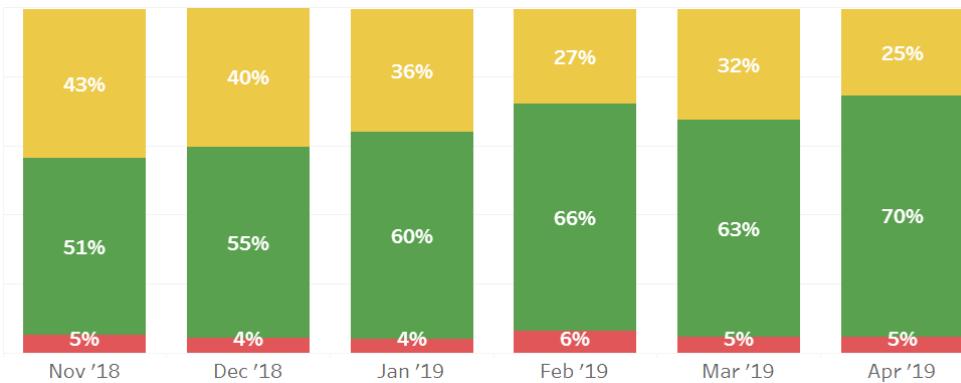
April 2019



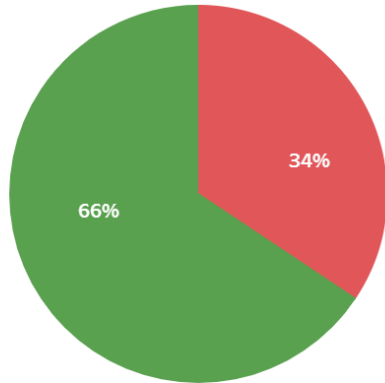
Rate

- Too Fast
- Correct Rate
- Too Slow

Chest compression should be performed at a rate of 100-120 compressions per minute



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

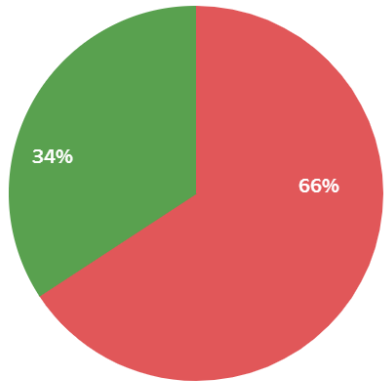
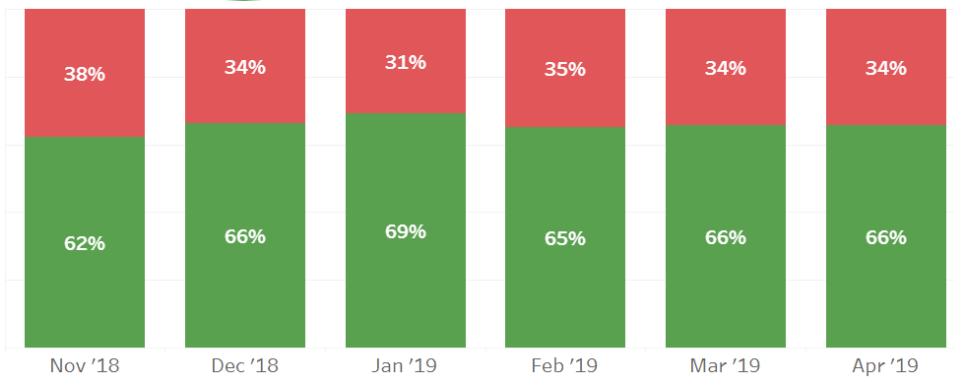


April 2019

Depth

- Too Shallow
- Correct Depth

Chest compressions should meet a minimum depth of 2 inches

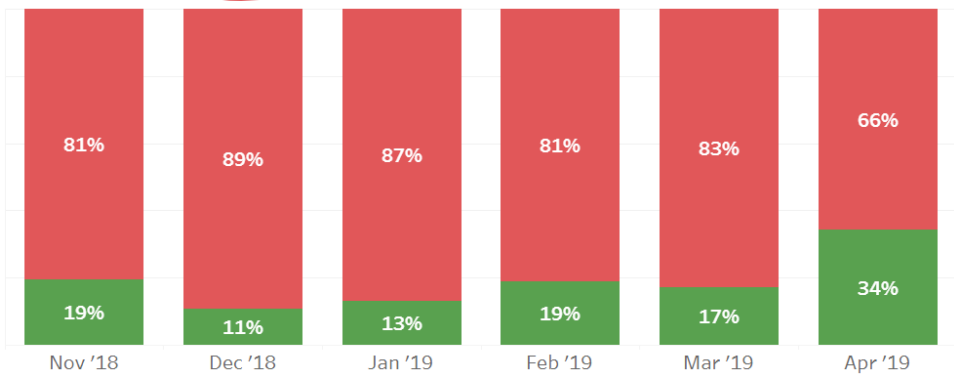


April 2019

Release Velocity

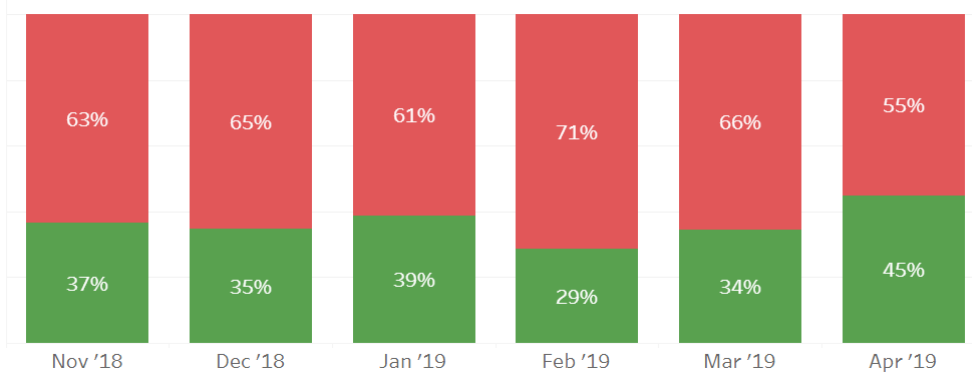
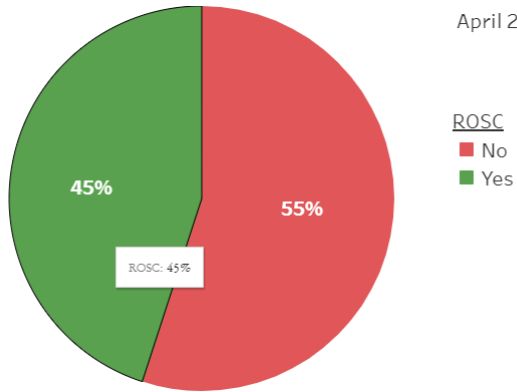
- Inadequate Release
- Adequate Release

You should allow full chest recoil at a speed of at least 400 mm/s

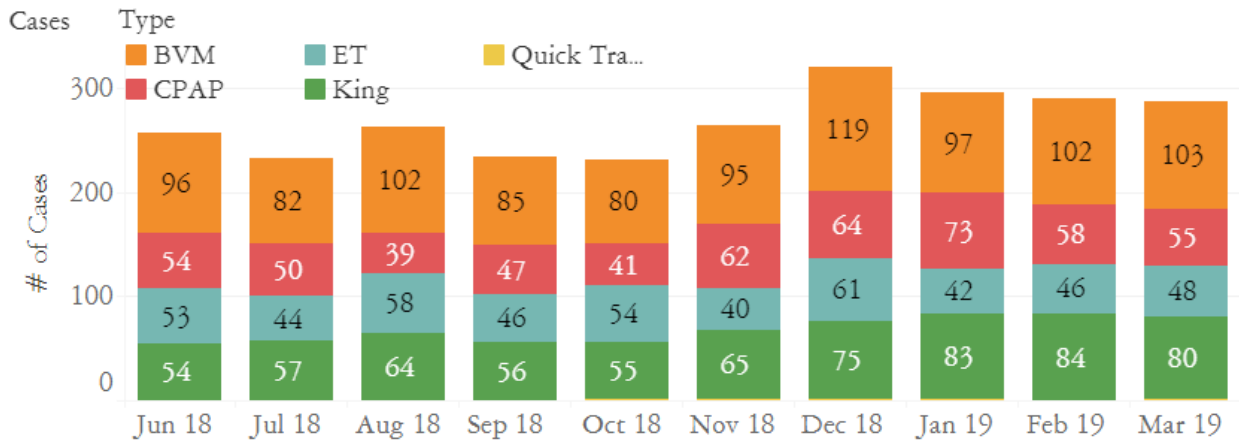


The Office of the Medical Director provides medical direction for the MedStar System and First Responder Organizations in the Fort Worth, Texas area.

April 2019



Airway



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

Unrecognized Failed Advanced Airway Rate



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



Thursday, May 9, 2019
Compliance Officer's Report
April 11, 2019 to May 9, 2019

Compliance Officer Duties

- Several investigations conducted for compliance, and employee relation matters
- Submitted all employee provider roster changes to the DSHS as required
- Working on updating the DSHS provider license
- 5 narcotic anomalies to report
 - Paramedic injected himself in the finger with Midazolam
 - Paramedic took narcotic pouch home at the end of shift
 - Paramedic wasted 50mcg of Fentanyl into their pocket
 - Paramedic misplaced cap to Fentanyl vital while securing narcotic within pouch
 - Paramedic wasted a full vital of Fentanyl by stepping on it

Paralegal Duties

- 19 DFPS reports made for suspected abuse, neglect, or exploitation
- 5 Pre-trial meetings held with the District Attorney's office
- 1 Criminal court witness appearances
- 4 Law Enforcement agency interviews
- 7 Subpoenas(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", written in a cursive style.

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

Strategic Integration Summary

May 2019



Alternate Payment Models

- CMMI//CMS Announcement on “ET3” Alternate Payment Model for EMS
 - Work continues with **INTERNAL** and local stakeholders/payers on possible MedStar participation
- Commercial capitated model continues
 - Approaching end of the 1st year
 - Payer would like to look at other options for new year
- Investigating possible partnership with other large managed Medicare/Medicaid payer and their managed care populations
 - ET3 model – Payer Alignment

Medicaid Supplemental Ambulance Payment Program – TAHP and HHSC

- Participating as SME to Public Consulting Group (PCG) and Texas HHSC to develop potential new Medicaid supplemental payment approach
- Legislation sponsored by key legislators
 - Language for this removed from fast-tracking Ride-Share Bills at the request of the Governor’s Office
 - Looking for other legislative options
- Discussions continue with Texas Medicaid to **regulatory** efforts to secure economic model for the program to continue

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
 - Trinity Terrace management corporation agreed to fund ALL residents to be in the program
 - Work continues on implementation plans

Paid Consulting Activity

- Center for Public Safety Management (division of ICMA)
 - Currently working with them on 2 projects
 - San Diego County, CA – Evaluation of EMS agency performance
 - Placentia, CA – EMS and Fire RFP and selection process for fire and EMS first response services

Member City Annual Briefings and EMS Week Proclamation

- Most all completed through May 2019

Upcoming Speaking Engagements:

Event	Date	Location	Attendees
Texas EMS Alliance Evolution '19	June '19	Marble Falls, TX	~100
Pinnacle EMS Leadership	July '19	Orlando, FL	~900
EMS World Expo	October '19	New Orleans, LA	~3,000
American Ambulance Association	November '19	Nashville, TN	~400

Media:

Local –

- Pediatric Summer Safety for Kids
 - Live from CBS 11

Mobile Integrated Healthcare Report

April 2019 Activity

Hospice:

Vitas: 19 active

- 0 9-1-1 call

Holy Savior: 13 active

- 2 9-1-1 encounter

Home Health:

Klarus: 188 active

- 14 total 9-1-1 calls w/CCP on scene
- 3 in-home, scheduled visits

Health Masters: 24 active

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

Readmission Avoidance Enrollments:

Silverback: 13

Baylor: 1

High Utilizer:

UTSW NAIP: 12

BCBS: 11

Internal: 3

Palliative Care, Silverback:

16 active

9-1-1 Nurse Triage:

162 total calls navigated to RN

- 40 calls provided alternative transportation
 - 39 Lyft
 - 1 Wheelchair
- 52 calls provided alternative destination

Customer Integration Updates

May 2019

MedStar Foundation Clay Shoot

Every May, the MedStar Foundation partners with a local non-profit to fundraise and bring awareness to their cause. For 2019, the MedStar Foundation partnered with DRC Solutions which works to provide housing solutions for the homeless.

- Open to the public, contact Richard Brooks at rbrooks@MedStar911.org for any questions.
- Looking for sponsorships.



Check-in begins at 8:30
Safety briefing at 9:45

Defender Outdoors Clay Sports Ranch
8270 Aledo Road
Fort Worth, Texas 76126

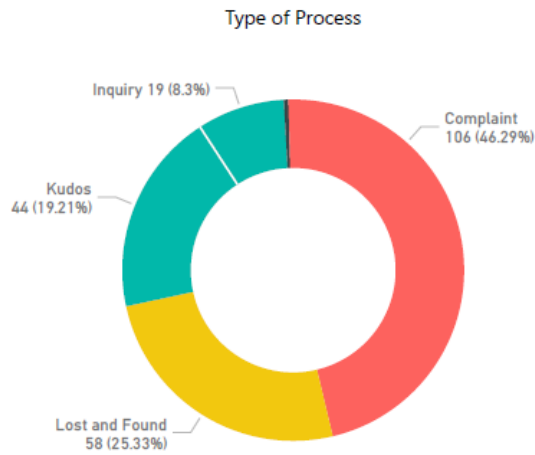
To register: www.MedStar911.org/Foundation

Lunch will be provided

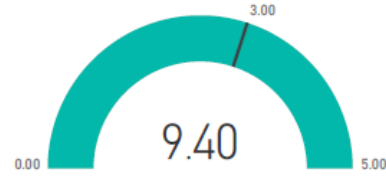
Ongoing Projects

- Working with the Cardiac Emergency Preparedness Task Force to establish Resuscitation Guidelines for our community.
- Working to complete a volume report to be shared with stakeholders showing distribution of transported patients, Q1 2019 is attached.
- Cardiac Emergency Preparedness Task Force, with the Fort Worth Safe Cities Coalition, is working on messaging to promote [CPR & AED Awareness Week](#).
- June 1-7, 2019
 - Asking partners to promote on Social Media—Sample messages can be provided.
 - Is there opportunity through city ordinance to help promote the availability of AED's in public spaces and workplaces?
- Working with stakeholders to continue the discussion of Resuscitation Centers for the MedStar System. OMD is taking the lead and working on a Project Charter.

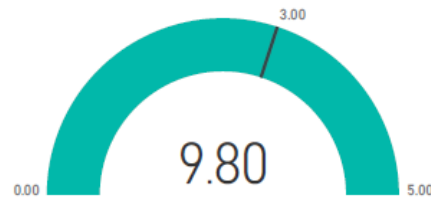
MedStar Mobile Healthcare Customer Relations Log Dashboard



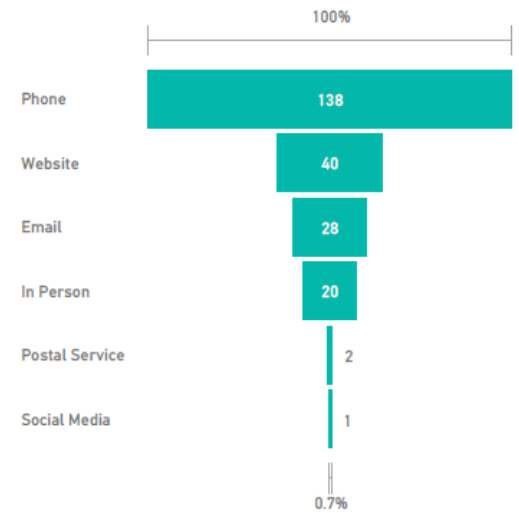
Average Number of Days - Created to Resolved



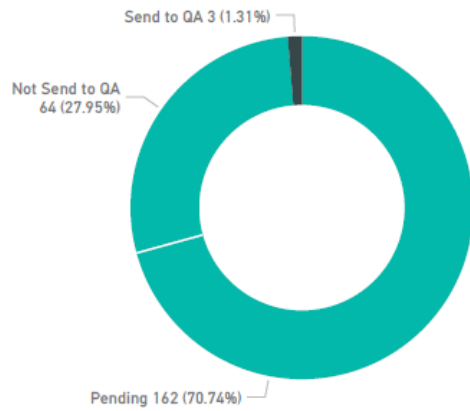
Average Number of Days - Received to Resolved



Method Received

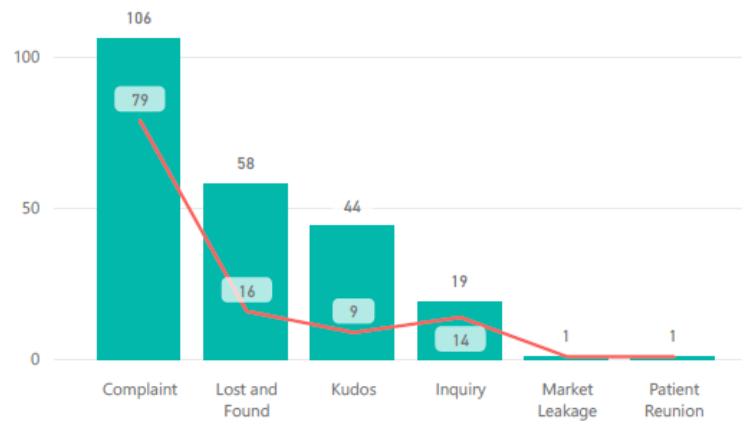


OMD Status



Customer Contact by Type of Process

● Count of Entries ● Count of Dates of Customer Contact



Primary Department

- Select all
- Administration
- Billing
- Clinical
- Communications
- Community Health
- Field Operations
- Fleet
- Human Resources

Type of Process

- Select all
- Patient Reunion
- Market Leakage
- Lost and Found
- Kudos
- Inquiry
- Complaint

DateAndTimeReceived

1/1/2019 5/14/2019

05/14/2019

Page 1 of 3

Membership New / Renewal Comparison

Membership New / Renewal Comparison											
New Households	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change
January	35	35	37	37	5.7%	38	38	2.7%	21	21	-44.7%
February	58	93	32	69	-25.8%	41	79	14.5%	38	59	43.9%
March	51	144	48	117	-18.8%	56	135	15.4%	35	94	67.9%
April	40	184	68	185	0.5%	45	180	-2.7%	33	127	182.2%
May	48	232	44	229	-1.3%	34	214	-6.6%	0	127	273.5%
June	24	256	40	269	5.1%	36	250	-7.1%	0	127	252.8%
July	22	278	29	298	7.2%	31	281	-5.7%	0	127	309.7%
August	36	314	22	320	1.9%	35	316	-1.3%	0	127	262.9%
September	42	356	38	358	0.6%	22	338	-5.6%	0	127	477.3%
October	53	409	38	396	-3.2%	16	354	-10.6%	0	127	693.8%
November	32	441	43	439	-0.5%	25	379	-13.7%	0	127	408.0%
December	9	450	19	458	1.8%	40	419	-8.5%	0	127	217.5%
Total New Member Households	450		458			419			127		
Renewing Households	2016	Cumulative	2017	Cumulative	% Change	2018	Cumulative	% Change	2019	Cumulative	% Change
January	454	454	344	344	-24.2%	347	347	0.9%	216	216	-37.8%
February	306	760	117	461	-39.3%	546	893	93.7%	210	426	-52.3%
March	192	952	78	539	-43.4%	96	989	83.5%	335	761	-23.1%
April	1137	2089	788	1327	-36.5%	1293	2282	72.0%	771	1532	-32.9%
May	910	2999	1493	2820	-6.0%	453	2735	-3.0%	0	1532	-44.0%
June	354	3353	521	3341	-0.4%	395	3130	-6.3%	0	1532	-51.1%
July	357	3710	172	3513	-5.3%	287	3417	-2.7%	0	1532	-55.2%
August	335	4045	437	3950	-2.3%	335	3752	-5.0%	0	1532	-59.2%
September	326	4371	163	4113	-5.9%	132	3884	-5.6%	0	1532	-60.6%
October	192	4563	220	4333	-5.0%	269	4153	-4.2%	0	1532	-63.1%
November	165	4728	145	4478	-5.3%	75	4228	-5.6%	0	1532	-63.8%
December	126	4854	249	4727	-2.6%	292	4520	-4.4%	0	1532	-66.1%
Total Renewing Households	4854		4727			4520			1532		
Total Member Households	5304		5185			4939			1659		



EDUCATION & COMMUNITY PROGRAMS REPORT

Upcoming Events

Course	Date
CPR Renewal	5/15
PHTLS Renewal	5/16
Dentist CPR Event	5/17
EMS Week	5/19-5/25
May Hybrid EMT Starts	5/20
AMLS Provider	5/20-5/21
Sundance CPR Event	5/23
AMLS Renewal	6/10
Summer EMT Starts	6/11

EDUCATION REPORT

- 4/25 Parent Meeting Eaton HS for 2019-2020 EMT students
- 4/29-4/30 AMLS for FWPD Tact-Med
- 5/1-5/3 ACLS for FWFD
- 5/2 Parent Meeting Byron Nelson HS for 2019-2020 EMT students
- 5/6 PALS Refresher
- 5/8 TCC Advisory Meeting
- 5/9 Skills testing Ben Barber HS
- 5/10 Baylor Scott & White Meeting for EMT Hospital Clinicals
- 5/13 Developing training for EMT skills

MEDSTAR'S TRAINING ACADEMY HAS EMT COURSES BEGINNING MAY 20TH AND JUNE 11TH. THERE ARE CURRENTLY A COMBINED TOTAL OF 34 STUDENTS IN THE EMT CLASSES. THE NEXT EMT CLASS WILL BEGIN IN SEPTEMBER 2019.

Community Programs:

- 4/15 Principle Logistics -Basic First Aid and CPR training
- 4/24 AHA CPR/AED First Aid 11 Certifications for Dunaway Associates
- 4/25 Cat Sanctuary CPR/First Aid Training/STB
- 4/27 CPR/AED for Boulevard Baptist Church
- 5/3 Stout/Trusty EMS Instructor Development Meeting
- 5/17 FTW Oral Surgery Simulation Training for 250 attendees

MedStar and TCC have collaborated for the third consecutive year to host a Paramedic course on the MedStar campus. The ten students from MedStar and the six students from Fort Worth Fire (along with one additional civilian student) have successfully completed the first half of the Paramedic course and are now entering the second half. They will begin internship in August and are currently on track to graduate November 1ST.