MedStar “101”

Mission:
To provide World Class Mobile Healthcare with the highest quality Customer Service and Clinical Excellence in a Fiscally Responsible manner.
Hi!
@olipio
Paramedic
I'm the first Person you'll see when you wake up, after saying hold my beer and watch this

[Image of an ambulance]
Types of EMS Systems

- Fire Department
- Private Contractor
- Hospital-based
- Third City Service
- Volunteer

- Public Utility Model
  - Assets owned by a public authority
    - Infrastructure
    - Accounts receivable
  - Independent Medical Oversight
  - May or may not have a contractor for personnel

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About MedStar...

- Governmental agency (PUM) serving Ft. Worth and 14 Cities
  - Self-Operated
  - 978,000 residents, 434 Sq. miles
  - Exclusive provider - emergency and non emergency
- 140,000 responses annually
- 460 employees
- $42 million budget
  - No tax subsidy
- Fully deployed system status management
- Medical Control from 16 member Emergency Physician’s Advisory Board (EPAB)
  - Physician Medical Directors from all emergency departments in service area + 5 Tarrant County Medical Society reps
MedStar System Structure

Authority Board

• Appointed by, and accountable to, the member cities
  o Acts as governing body of the system
• Board of Directors
  o 4 Fort Worth representatives – Appointed by the Mayor
  o 1 suburban city representative
  o 1 EPAB Representative
  o MedStar CEO (ex-officio)
  o Medical Director (ex-officio)
  o 2 First Response Organization (FRO) representatives (ex-officio)
• Voting Members
  o Zim Zimmerman, Chairman
  o Dr. Gary Floyd, EPAB Representative
  o Dr. Darrin D’Agostino*
  o Steve Tatum
  o Dr. Rajesh Gandhi
  o Paul Harral
**Member Cities**

Blue Mound  
Burleson  
Edgecliff Village  
Forest Hill  
Fort Worth  
Haltom City  
Haslet  
Lakeside  

Lake Worth  
River Oaks  
Saginaw  
Sansom Park  
Westover Hills  
Westworth Village  
White Settlement  

**System Benefits**

- **Regional Partnership**  
  - Clinical proficiency  
    - High clinical utilization  
  - Operational effectiveness  
    - System deployment and utilization across the region  
    - Eliminates duplication of services  
  - Economic efficiency  
    - Based on operational effectiveness  
    - Economies of scale – sole provider  
    - “Private” services help fund “public” services
Community Advisory Board

- Selected Community Members
  - Non Government Organizations
  - Chambers of Commerce
  - Homeless Coalition
  - Interfaith Community
  - Other collaborators

- Meet semi-annually to update and seek input
- How can we better serve the community

Citizen’s EMS Academy
MedStar Awards & Milestones

• Accreditations
  o Commission on the Accreditation of Ambulance Services (CAAS)
  o International Academies of Emergency Dispatch
    • One of only 22 agencies with dual accreditation

• Awards
  o American Ambulance Association “AMBY” Award (2015)
  o TxDOT and National Safety Council Safe Driving Award (2014 & 2016)
    • Journal of Emergency Medical Services (JEMS)
  o Paid EMS Provider of the Year (2013)
    • National Association of EMTs & EMS World Magazine
  o Texas EMS Medical Director of the Year (2010 & 2016)
  o Texas EMS Provider of the Year (2010)
One of the Most Recognized EMS Agency in the Country!!

In Fort Worth, MedStar's Community Health Program cutting costs, improving patients' well-being

Patient Experience!

- EMS Survey Team – Patient Experience Surveys
  - Complete external analysis
  - Based on Consumer Assessment of Healthcare Providers Survey
    - One of only 138 EMS Systems in the U.S.
• Highest scores benchmarked to:
  o All agencies in the database
  o Similar sized agencies
  o Texas agencies
  o C.A.A.S. accredited agencies
**Best of the Rest in these Ratings....**

<table>
<thead>
<tr>
<th>Question</th>
<th>Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpfulness of the person you called for emergency service</td>
<td>93.2</td>
</tr>
<tr>
<td>Concern shown by the person you called for emergency service</td>
<td>94.1</td>
</tr>
<tr>
<td>Extent to which you were told what to do until help arrived</td>
<td>93.8</td>
</tr>
<tr>
<td>Extent to which the medics kept you informed</td>
<td>93.7</td>
</tr>
<tr>
<td>Extent to which medics included you in the treatment decisions</td>
<td>94.4</td>
</tr>
<tr>
<td>Appropriateness of emergency medical treatment</td>
<td>93.9</td>
</tr>
<tr>
<td>Medics' concern for your privacy</td>
<td>93.7</td>
</tr>
<tr>
<td>Cleanliness of the ambulance</td>
<td>94.3</td>
</tr>
<tr>
<td>Comfort of the ride</td>
<td>89.6</td>
</tr>
<tr>
<td>Professionalism of the staff in our billing office</td>
<td>93.3</td>
</tr>
<tr>
<td>Willingness of the staff in our billing office to address your needs</td>
<td>90.0</td>
</tr>
<tr>
<td>How well our staff worked together to care for you</td>
<td>93.7</td>
</tr>
<tr>
<td>Extent to which the services received were worth the fees charged</td>
<td>91.4</td>
</tr>
<tr>
<td>Overall rating of the care provided by our team</td>
<td>94.1</td>
</tr>
</tbody>
</table>

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**MedStar Training Academy**
## Facility Fast Facts:

<table>
<thead>
<tr>
<th></th>
<th>Old</th>
<th>New</th>
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<tbody>
<tr>
<td>Square feet</td>
<td>28,000</td>
<td>90,239</td>
</tr>
<tr>
<td>Acres</td>
<td>3</td>
<td>10</td>
</tr>
<tr>
<td>Parking Slots</td>
<td>183</td>
<td>515</td>
</tr>
<tr>
<td>Dispatch Consoles</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>Maintenance Bays</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>Classrooms</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Sale Price</td>
<td>$950,000</td>
<td></td>
</tr>
<tr>
<td>Purchase Price</td>
<td></td>
<td>$2.8 million</td>
</tr>
<tr>
<td>Renovation Cost</td>
<td></td>
<td>$9.8 million</td>
</tr>
<tr>
<td>Public dollars used for purchase &amp; renovation</td>
<td></td>
<td>$0</td>
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</tbody>
</table>
New Headquarters Facility

Aerial Photo Courtesy of NBC-5
Performance & Accountability

• Our performance is measured in three main areas
  o Quality & experience of patient care
  o System performance (response times)
  o Financial performance (economic efficiency/ revenue maximization)

Clinical Proficiency

• 100% Advanced Life Support (ALS) 9-1-1 ambulances
  o Paramedic & EMT for emergency calls
• MedStar paramedics exceed State requirements
  o Advanced certifications required:
    • Advanced Cardiac Life Support, Basic Trauma Life Support, Prehospital Trauma Life Support, and Pediatric Advanced Life Support or Prehospital Emergency Pediatric Provider
• National accreditation: CAAS, IAED
  o Working on NCQA accreditation for MIH program
Operational Effectiveness

- Combination of demand staffing and geographic distribution
  - More resources on-duty when demand is high
  - Maximize response efficiency
  - Minimize extended response times

- Distribute based on anticipated historical patterns
  - PLUS geographic coverage
1 Day in the Life of MedStar

Where!
Specialty Resources

Fiscal Efficiency

• Healthcare economics
  o We are a safety net provider
  o Must respond (expend resources)
  o Hope to get paid (expected revenue)

• Charges vs. payments
  o Affected by payer type
    • Medicare/Medicaid
    • 3rd party insurance (Aetna, United, Humana, Cigna)
    • Private pay
Metropolitan Area EMS Authority

Payer Mix Analysis
FY 2015 - 2016

<table>
<thead>
<tr>
<th>Payer</th>
<th>Billed Amount</th>
<th>% of Total</th>
<th>Cash Collected Amount</th>
<th>% of $ Billed</th>
<th>% of Collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance</td>
<td>$21,874,078</td>
<td>14.1%</td>
<td>$17,418,794</td>
<td>79.6%</td>
<td>40.7%</td>
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<tr>
<td>Medicare</td>
<td>$57,184,014</td>
<td>36.9%</td>
<td>$15,289,704</td>
<td>26.7%</td>
<td>35.7%</td>
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<tr>
<td>Medicaid</td>
<td>$24,867,161</td>
<td>16.0%</td>
<td>$5,337,322</td>
<td>21.5%</td>
<td>12.5%</td>
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<tr>
<td>Facility</td>
<td>$4,115,025</td>
<td>2.7%</td>
<td>$3,111,247</td>
<td>75.6%</td>
<td>7.3%</td>
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<tr>
<td>Bill Patient</td>
<td>$46,919,977</td>
<td>30.3%</td>
<td>$1,684,791</td>
<td>3.6%</td>
<td>3.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$154,960,254</td>
<td>100.0%</td>
<td>$42,841,858</td>
<td>27.6%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Cost & Revenue per Transport

[Graph showing revenue and cost per transport over years]
Mobile Integrated Healthcare

• Collaboration with stakeholders
  o Stop responding to calls we can prevent...
    • High Utilizer Group (HUG) patients
    • 9-1-1 Nurse Triage program
    • CHF readmission prevention
    • Hospice revocation avoidance
    • Observation admission avoidance
    • Home Health partnership
    • Palliative Care Partnership
    • New economic models for EMS
  o MedStar leads the nation

MedStar Mobile Healthcare

MOBILE INTEGRATED HEALTHCARE
Approach to Implementation

Community Health Paramedicine
Visitors!

- 196 Communities
- 43 States
- 6 Foreign Countries

MedStarSaver

- Membership Program
- Live or work in MedStar service area
- $69 whole household w/Insurance
- Covers medically necessary emergency services
Party ambulance draws criticism even before it hits the road
by MARCUS MOORE / WFAA
May 12, 2012

FORT WORTH - It has a boxy silhouette, ambulance decal up front, and red and blue lights.

But take a closer look at an old ambulance parked in a Fort Worth Parking lot, and you find that the DFW Cougar and Kitten Rescue "Slambulance" is complete with bar seating, and what appears to be a stripper pole in back.

"When I saw it, I was disgusted," said Matt Zavadsky with MedStar. The ambulance service employs about 1,800 first responders throughout the area.

Zavadsky said the retired 1997 Ford ambulance could confuse people.

"One of the greatest concerns is if this vehicle is driving around the community, and someone is sick or injured, or they come up on a vehicle accident, people are going to run to the vehicle or flag it down," he said.

According to online records from the Texas Department of Motor Vehicles, the registered owner is a chiropractor. An attorney representing him said the chiropractor doesn't actually own the ambulance, that another client of his does, and that it has not been used commercially, but will be.

"I've been in emergency medical services for 32 years, I've never heard of anything like this," Zavadsky said. "It's completely outrageous."

Paramedics Disapprove of Converted Ambulance
May 11, 2012

Paramedics at Fort Worth's ambulance service Medstar are raising questions about a boxy vehicle driving on city streets with the word "ambulance" on the front and red and blue lights on top -- but isn't a real ambulance.

"Just like anybody when they see it for the first time, it looks like a legitimate ambulance," said Medstar spokesman Matt Zavadsky. People involved in an accident or in a medical emergency might wonder why the truck doesn't stop to help, he said.

A closer look reveals the sign on the door actually says "Slambulance" -- not ambulance. On the back, it says "DFW Cougar and Kitten Rescue." Inside, through dark windows, you can see leather furniture and a metal pole -- not like you'd find in any real ambulance.

"There is no reason to have a pole mounted here in the center of the vehicle because you can't even get a stretcher in or out," Zavadsky said. "We've got 1,800 EMS professionals in this community, and that type of a vehicle is just a slam on their profession."

A public database shows the truck was registered just last month to Fort Worth chiropractor Joe Ysbrand at the address of the medical clinic on Camp Bowie where he works.
A BILL TO BE ENTITLED
AN ACT

relating to a prohibition of certain motor vehicles resembling emergency medical services vehicles; creating a criminal offense.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter A, Chapter 733, Health and Safety Code, is amended by adding Section 733.017 to read as follows:

Sec. 733.017. USE OF CERTAIN EXTERNAL MOTOR VEHICLE WARNING OR FEATURE RESTRICTED; CRIMINAL OFFENSE. (a) A person may not operate a motor vehicle in this state that resembles an emergency medical services vehicle unless the person:

(1) as an emergency medical services vehicle under this chapter or
(2) for other legitimate governmental functions, including police or firefighting services.

(b) A motor vehicle resembles an emergency medical services vehicle if the motor vehicle has on the exterior of the motor vehicle any of the following markings or features:

(1) the word “ambulance” or a derivative of that word;
(2) a star of life as trademarked by the National Highway Traffic Safety Administration;
(3) a Maltese cross commonly used by fire departments;
(4) a forward-facing flashing red, white, or blue light;
(5) a siren;
(6) the words “critical care transport,” “emergency,” “emergency medical services,” or “mobile intensive care unit” or “MRT” or “MICU”;
(7) a person operating an offense if the person violates this section. An offense under this subsection is a Class C misdemeanor.

(c) This section does not apply to a motor vehicle bearing a license plate issued or approved under Section 225.001 or 225.002, Transportation Code.

SECTION 2. This Act takes effect September 1, 2017.
Questions?