

President's Commentary

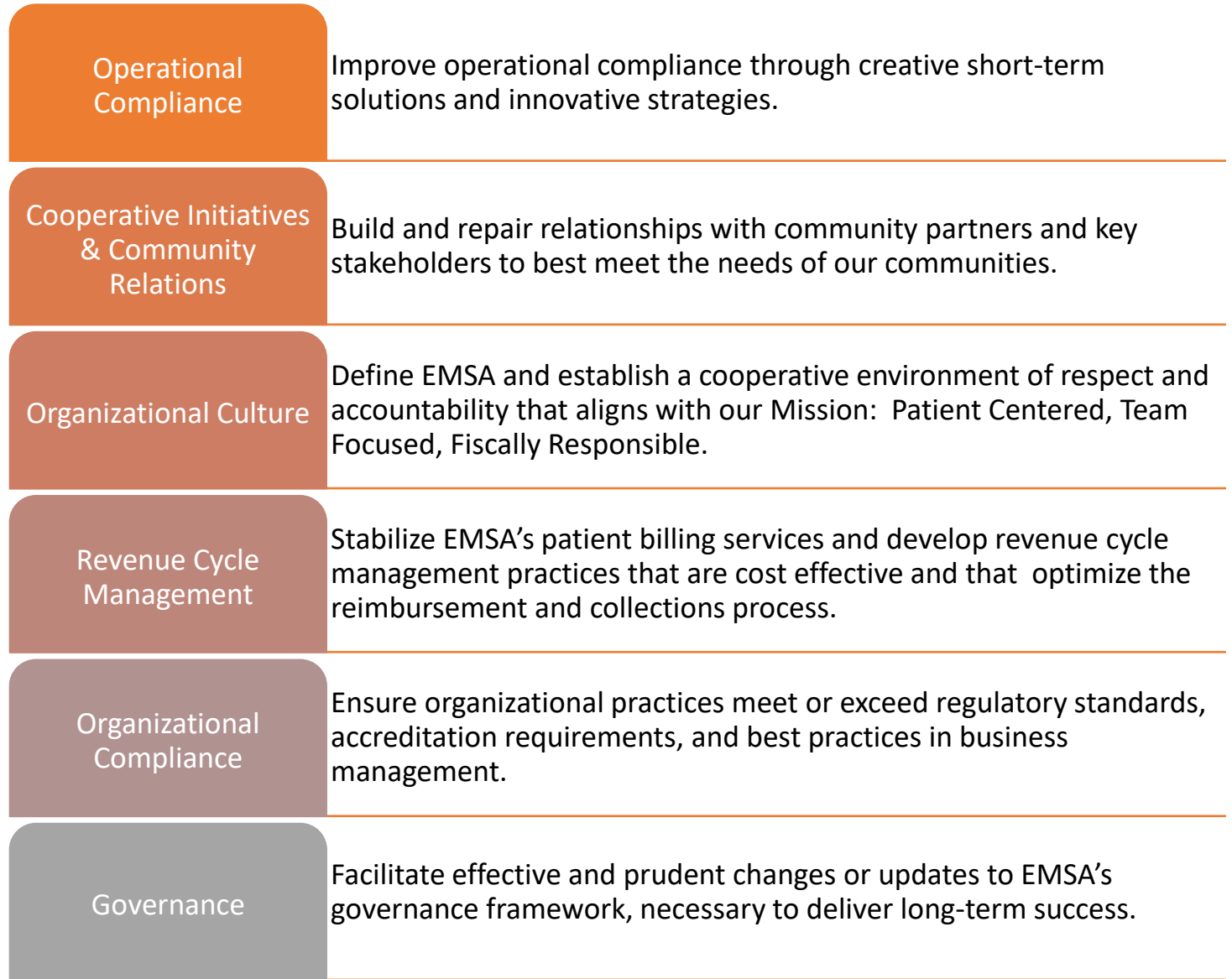
Johna Easley

Interim President & CEO



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Short Term Strategic Goals



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Operational Compliance

- Resource Planning
 - Updated head count and shift schedules for field operations and communications that supports ALS/BLS service levels and projected response/transport volume

DIV	YR	RESPONSES	RESPONSE CHANGE %	TRANSPORTS	TRANSPORT CHANGE %
EAST	2018	109887	0%	80940	0%
	2019	114506	4%	83308	3%
	2020	114306	0%	80071	-4%
	2021	120697	5%	83174	4%
WEST		Responses	Change%	Transports	Change%
	2018	107769	0%	81231	0%
	2019	115045	6%	87046	7%
	2020	117292	2%	86020	-1%
	2021	124299	6%	93345	8%



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Operational Compliance

Eastern Div.	FTE Req.	Prod. HC	Prod. %
Paramedic	77	72	94%
Paramedic PT	5	2.5	(96.75%)
EMT	97	76	78%
EMT PT	3	1.5	(79.89%)
SSC	20	16	80%
VST	23	19	83%

Western Div.	FTE Req.	Prod. HC	Prod. %
Paramedic	75	59	79%
Paramedic PT	8	3	(82.6%)
EMT	99	56	57%
EMT PT	9	4.5	(61.1%)
SSC	23	15	65%
VST	20	19	95%



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Operational Compliance

BLS Interfacility (IFT) Teams - Non 911 Basic Life Support

- March 28 start date, April 2 anticipated operational date
- Projected utilization based on current demand: 3 to 5 shifts per day per division
- Goal: 1) Absorb BLS level IFT P3/P4 requests for service - facility to facility or facility to home. 2) Shifts 911 BLS and ALS resources to higher level P1 and P2 calls

EMSA Advantage!

- Begins April 4, 2022
- 9 week in-house program
- East (ss), West (ss)

New MCB Approved Credential Levels

- Non 911 BLS EMT
- EMD credential to include EMR providers



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Organizational Culture

Key Performance Indicators - refocus on data driven decisions

- KPI meetings kicked off 03/22: Re-established expectations, accountability and priorities
- 5/10 per department

Changes in departmental leadership

- Clinical (Western Division)
- Logistics (Western Division)



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Revenue Cycle Management

Continue to work with SG Consulting identify and monitor departmental KPIs –

- Day to post
- Denials
- Holds (dropped by half in 30 days)
- Cost per claim

Addressed staffing decencies

- Realignment, consolidation, and cross training
- Temporary staffing solution for coding support



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Organizational Compliance

HRMS Contractual Partnership

- Managed Payroll Services
 - Partnership start date 03/22/2022
 - 03/25/2022 Pay Date
- Post Go Live Services
 - A wide range of professional support services to increase system utilization, optimization and workforce adoption of the UKG solution



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