

President s Commentary

Jim Winham

Chief Executive Officer



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Headcount Dashboard



Division	Position Type	Full Time	FT Goal	Percent Staffed	PRN	LOA	OJI	Academy	FTO	Productive FT Headcount	Productive FT% Staffed
EAST	EMT	93	92	101.09%	8	4	0	0	17	72	78.26%
	Logistics	22	22	100.00%	0	1	0	0	0	21	95.45%
	Paramedic	76	89	85.39%	16	1	2	0	3	71	79.78%
	SSC	19	23	82.61%	2	0	0	0	0	19	82.61%
	Total	210	226	92.92%	26	6	2	0	20	183	80.97%
WEST	EMT	90	101	89.11%	12	5	2	2	1	80	79.21%
	Logistics	19	22	86.36%	1	0	0	0	0	19	86.36%
	Paramedic	78	113	69.03%	31	3	3	3	1	71	62.83%
	SSC	21	23	91.30%	2	0	0	0	4	17	73.91%
	Total	208	259	80.31%	46	8	5	5	6	187	72.20%
Grand Total		418	485	86.19%	72	14	7	5	26	370	76.29%

COVID-19 Dashboard



Division	Position Type	Full Time	FT Goal	Percent Staffed	PT	PRN	LOA	OJI	Acade..	FTO	Productive Headcount	Productive % Staffed
EAST	EMT	93	92	101%	1	8	4	0	0	17	74	80%
	Logistics	22	22	100%	0	0	1	0	0	0	21	95%
	Paramedic	76	89	85%	0	16	1	2	0	3	73	82%
	SSC	19	23	83%	0	2	0	0	0	0	19	84%
	Total		210	226	93%	1	26	6	2	0	20	187
WEST	EMT	90	101	89%	0	12	5	2	2	1	82	81%
	Logistics	19	22	86%	0	1	0	0	0	0	19	87%
	Paramedic	78	113	69%	0	31	3	3	3	1	76	67%
	SSC	21	23	91%	0	2	0	0	0	4	17	75%
	Total		208	259	80%	0	46	8	5	5	6	194
Grand Total		418	485	86%	1	72	14	7	5	26	381	79%

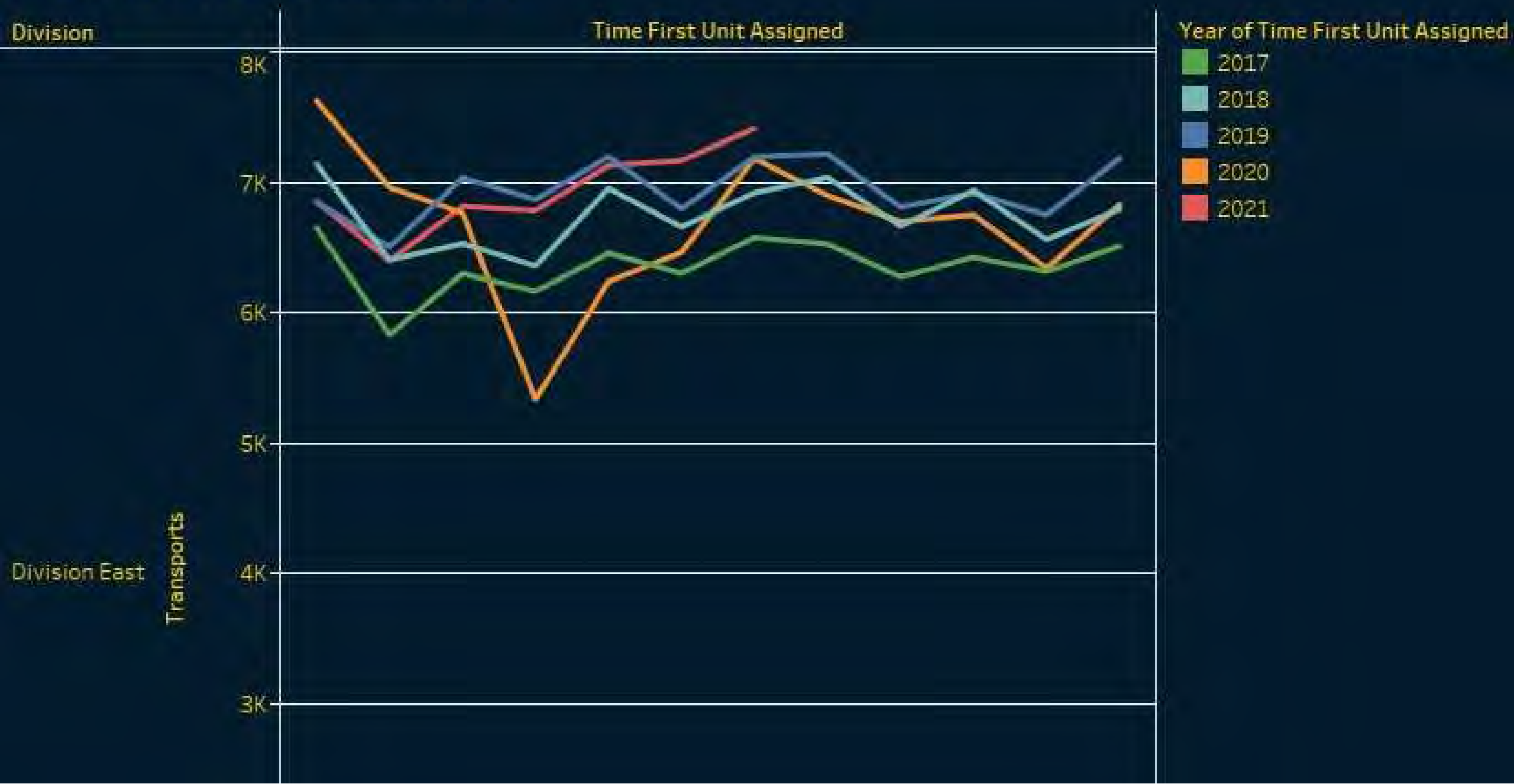
PPE Status

Sheet	PPE/Equip..	Unit	Qty Oh	Burn Rate	DOH		
East On Hand Amount	UNIV N95	EA	469	3	156		
	XSN95	EA	1,720	1	1,720		
	S N95	EA	3,410	1	3,410		
	M N95	EA	3,874	3	1,291		
	L N95	EA	6,562	2	3,281		
	Surgical Ma..	EA	47,875	359	133		
	Gowns/ Suits	EA	9,725	22	442		
	Face Shield	EA	1,605	1	1,605		
	S Gloves	CS	37	1.42	26		
	M Gloves	CS	28	2	14		
	L Gloves	CS	26	2	13		
	XL Gloves	CS	8	0.2	40		
	Rain Poncho	EA	480	0.1	4,800		
	M/LN95	EA	922	1	922		
	ResQpods E..	EA	236	1.5	157		
	ResQpods S..	EA	375	1.5	250		
	West On Hand Amount	UNIV N95	EA	7,112	5	7,116	
		XSN95	EA	291	1	302	
		S N95	EA	1,107	2	1,114	
M N95		EA	126	3	192		
L N95		EA	3,604	3	3,780		
Surgical Ma..		EA	13,000	400	1,700		
Gowns/ Suits		EA	13,680	150	13,770		
3X Suits		EA	175	0.5	225		
4X Suits		EA	30	0.5	125		
Face Shield		EA	920	15	950		
S Gloves		CS	49	0.75	48		
M Gloves		CS	63	2	77		
L Gloves		CS	82	0.5	64		
XL Gloves		CS	39	0.2	38		
Rain Poncho		EA	189	1	189		
3XL Gloves		CS	7	0.1	60		

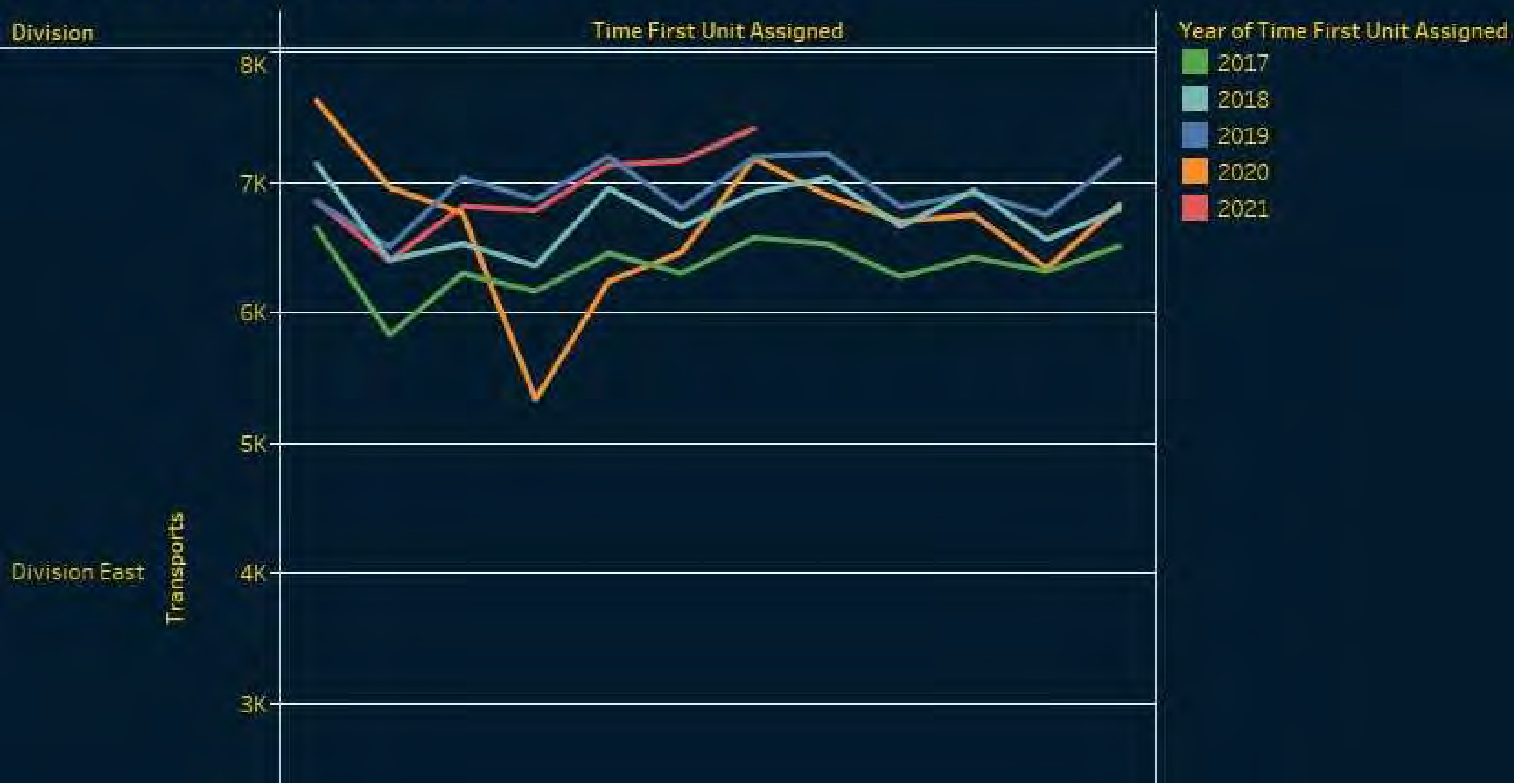
Team Member Isolation and Quarantine Statistics

Division	Position Type	# of team member..	Cumulati ve# Effe cted	Avg. Days out of Work	Cumulati ve Covid +	# Isolated	# Quarantined
OKC	Admin	1	38	6	13	1	0
	EMT	3	78	7	30	1	2
	Fleet	0	1	2	0	0	0
	Paramedic	6	82	7	29	4	2
	SSC	0	15	8	4	0	0
Tulsa	Admin	0	34	5	18	0	0
	EMT	4	69	5	26	1	3
	Fleet	0	2	10	1	0	0
	Paramedic	1	84	10	41	0	1
	SSC	0	16	5	4	0	0
Grand Total		15	418	7	166	7	8

Transport Trend Division East



Transport Trend Division East



Responses Trend Division West



The trend of Responses for Time First Unit Assigned Month broken down by Division. Color shows details about Time First Unit Assigned Year. The data is filtered on Time First Unit Assigned, which ranges from 1/1/2017 12:00:00 AM to 7/31/2021 11:59:59 PM. The view is filtered on Division, which keeps Division West.

Transport Trend Division West



Nationwide EMS Staffing & Offload Delays

- [COVID surge taxing Ga. fire-rescue department \(ems1.com\)](#)
- [Crews 'critically stretched' as ambulances back up outside Fla. hospital \(ems1.com\)](#)

People are just reaching a breaking point : New Orleans EMS employees say pay, COVID burnout contributing to turnover and delays in car

EMS leaders say statewide staffing shortage is worsening by the day

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- **Wake EMS staffing shortage hits during busiest month of all time** Tags: [EMS](#), [Wake county EMS](#)
- **COVID-19 is pushing Tampa Bay ambulance service to its limits and beyond**
 - Extra shifts. Constant 911 calls. Hours-long waits at the hospital. It's a tough time for emergency medical systems in Hillsborough, Pasco and Pinellas counties.
- **Officials: Long TRAA response times due to staffing shortage**
 - FORT WAYNE, Ind. (WANE) A nearly year-long staffing crisis is one of the reasons Three Rivers Ambulance Authority ([TRAA](#)) officials say the ambulance service has fallen out of compliance.
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BLS Financial Review

- 56% in both division are already billed at the BLS level due to no ALS Interventions performed.
- Of the determents, 44% in both divisions were ALS transports (out of the 44%, only 7000-8000 were affected).



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BLS Financial Review

- Revenue is only affected by individuals who have a Government Payor, Facilities, and Contractual Commercial Payors.
- Non-contracted Commercial payors pay for emergency and non-emergency not the level of emergency or non-emergency.
- If the City Council bases this on revenue, instead of on the value, there are potential significant issues with Medicare. CMS already is watching all ALS systems and could use this against us if they deem the decision to not move to a hybrid system is solely based on a revenue stream.
- If the City Council determines not to go this route due to Safety or something similar, then it is not an issue.



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BLS-911 Financial Review

	Total TX	Total Affected	% Affected	Revenue Diff	Cash Diff
EAST	22,720	7566	33%	\$70	\$529,620
WEST	22,950	8236	36%	\$70	\$567,520
Grand Total	45,670	15,802	35%	\$70	\$1,106,140



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West 911 Staffing

	OKC Staffing	EMTs Req.	Medics Req
BLS Shifts	8	16	0
ALS Shifts	77	77	77
Total	85	93	77

West BLS-911 Shift Schedule

Shift Number	Start	End	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Notes
9	05:00	17:00	FT	FT				FT	FT	BLS
13	05:30	17:30			FT	FT	FT	FT		Edmond- BLS
25	07:00	19:00			FT	FT	FT	FT		Para School - BLS
34	08:00	20:00	FT				FT	FT	FT	Para School - BLS
39	09:00	21:00	FT				FT	FT	FT	Para School - BLS
45	10:00	22:00		FT	FT	FT	FT			BLS
47	10:15	22:15	FT	FT				FT	FT	BLS
50	11:00	23:00			FT	FT	FT	FT		BLS
			OKC Staffing		EMTs Req.	Medics Req				
			BLS Shifts	8	16	0				
			ALS Shifts	77	77	77				
			Total	85	93	77				

East 911 Staffing

	TUL Staffing	EMTs Req.	Medics Req
BLS Shifts	7	14	0
ALS Shifts	78	78	78
Total	85	92	78

East BLS-911 Shift Schedule

Shift Number	Start	End	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Notes
13	05:30	17:30		FT	FT	FT	FT			BLS
14	05:30	17:30	FT				FT	FT	FT	BLS
37	09:15	21:15			FT	FT	FT	FT		BLS
40	09:30	21:30		FT	FT		FT	FT		BLS
86	10:30	22:30	FT	FT				FT	FT	BLS
62	16:00	04:00	FT	FT				FT	FT	BLS
68	17:00	05:00			FT	FT	FT	FT		BLS
			TUL Staffing		EMTs Req.			Medics Req		
			BLS Shifts	7	14	0				
			ALS Shifts	78	78	78				
			Total	85	92	78				

- **80% of current EMT s in each division have greater than 6 months experience**
- Mandatory vs. participatory?
- Once credentialed as BLS 911, they can work in either division
- If ALS requested and ETA is delayed or lengthy to consider BLS transport or wait on ALS unit.
- Consider ETA to destination
- Scene time
- Patient condition



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BLS Program

3 TIERS

1. IFT 14K calls
2. BLS 911 22.6k calls
3. ALS

IFT EMT s

- Can start doing IFT as soon as they complete their IFT training.
- Can be completed in academy or current EMT that does the training.
- No minimum experience requirement.

BLS 911 EMT s

- Must have minimum of 6 months of FT experience from their academy start date
- No clinical reviews of errors
- EMSA Clinical Services recommendation for duty to OMD
- Post academy training module on Informed Consent / Refusals

QI/QA Analysis

- Volume
- ALS Assists
- Transports
- Priority 1 transports
- Critical illness / Unstable Vital Signs per OMD protocol



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