



OVERVIEW

System Update

Medic's staffing shortages continue to be a major point of concern, triggering an expansion of Mandatory Overtime (MOT) to an increased requirement from 1 shift per month to 2 shifts (approximately 20 additional hours per month) effective August 1, 2021. The Agency's Management Committee approved incentives for overtime, including adding a multiplier up to 2.5X hourly rates for shifts worked beyond 1 overtime shift for critical positions including care providers, telecommunicators and Logistics personnel.

Leadership continues to prioritize aggressive recruitment strategies to combat the staffing issues felt within EMS nationwide. Since the beginning of the pandemic, 108 care providers and telecommunicators have resigned from Medic, equaling a 26% turnover rate (compared with 20% during FY 2020). A distinct slowdown in the number of students produced by Paramedic and EMT programs during COVID has further exacerbated the problem. Current vacancies for essential full-time Paramedics and EMTs have climbed to 49 as of July 31, 2021.

NC Medicaid Managed Care Transformation

On July 1, 2021, North Carolina officially transitioned approximately 70% of Medicaid beneficiaries from a fee-for-service to a Managed Care model. This model offers the same services in a different way – changing coverage from one payor to the patient's choice of five commercial payors, which are reimbursed at a predetermined set rate per enrolled person to provide all services. The shift is aimed at rewarding better health outcomes, reducing cost to the patient and integrating physical and behavioral health.

The shift has required extensive work by Medic's Revenue Cycle team to finalize contract terms with the five selected managed care providers and to update protocols relating to new documentation requirements. The transformation also adjusts Medic's reimbursement process to quarterly vs. annually. Currently, an estimated 38% of Medic's traditional Medicaid patients have transitioned to Managed Care. The sample size for this conversion rate is very small and will continue to be monitored so any impact to the Agency's FY '22 revenue projections can be forecasted and communicated.

Context for Key Performance Indicators

The data on the following page is presented in control charts. Each dot represents a monthly average, count or proportion. The middle green line is the average performance for the displayed periods, while the red lines are the upper and lower control limits.

Response time compliance performance goal is 90%.

Cardiac arrest survival is measured for patients that meet a nationally standardized case definition.

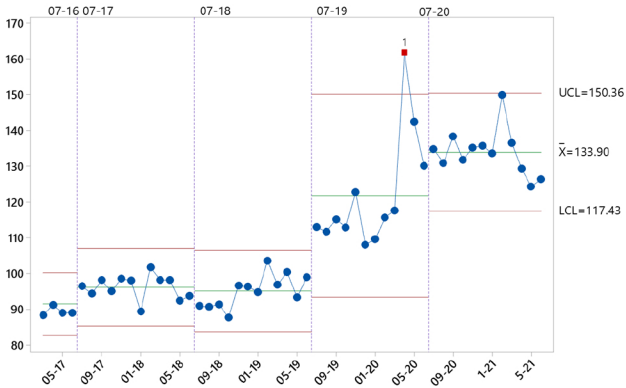
Patient satisfaction is determined using a random telephone survey of up to 200 transported patients per month. This results in a proportion which rated their overall quality of care as excellent. The target is $\geq 65\%$ excellent.

County cost per transport is based off of the total number of transports in a month divided by the monthly subsidy provided to Medic.

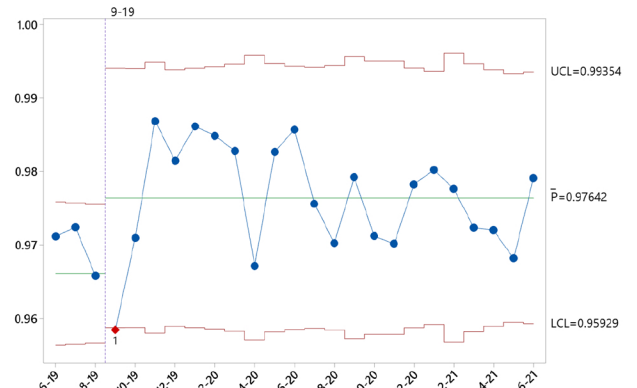


Mecklenburg EMS Agency (Medic) Management Report August 2021

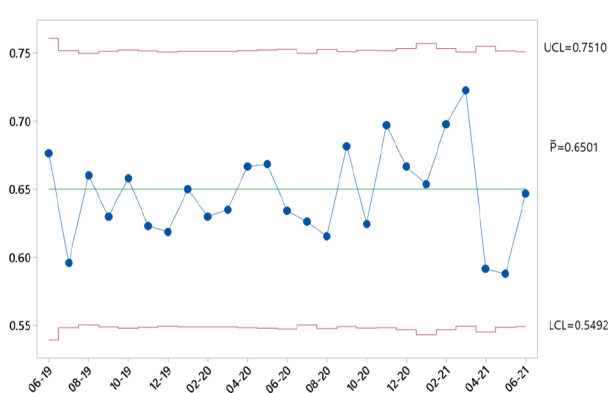
I Chart of County Cost Per Transport by Month/Year



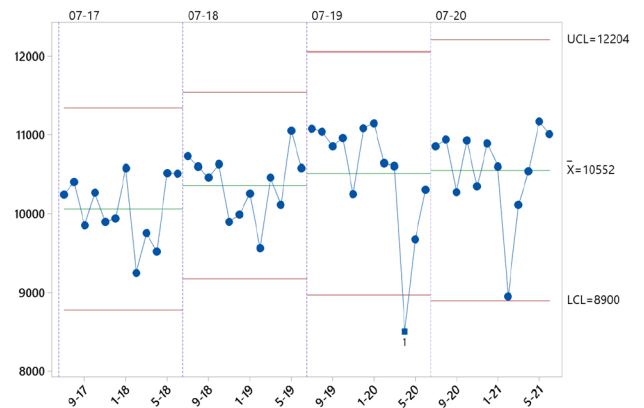
P1 Response Compliance



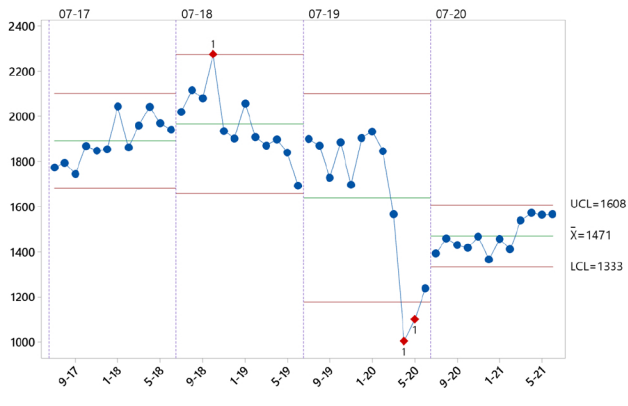
Patient Satisfaction: Excellent Overall Quality of Care



911 Incident Count by Fiscal Month/Year



NET Incident Count by Fiscal Month/Year



Utstein Survival

