Medical Director Report to the Board, Callaway County Ambulance District
From Jim Stevermer, MD, MSPH

June 2014

For the recent reviews, I reviewed transports for life-threatening conditions, air transports, and a random selection of all other runs.

In May, there were 414 runs, of which I reviewed 50 (12%). Overall, care appeared to be good, with feedback given where necessary. The single diversion appeared appropriate. Two incident reports were reviewed: 1 flat tire, and 1 incorrect medication drawn up (never given to pt). Neither appeared to adversely affect patient care.

Please let me know if you have any questions.

Respectfully submitted,

Jim Stevermer, MD, MSPH

- Pros of using ambulance billing companies
    - Policies and Procedures - Billing companies already have policies and procedures in place to insure we get paid. They can also follow up on claims.
    - Transparency - Billing companies should be able to supply comprehensive performance reports automatically or upon request. This capability grants unparalleled visibility into billing operations without requiring us to manage any staffers.
    - Less Hassle – We wouldn't have to worry about interviewing, hiring and training new personnel. Billing companies have well-trained people with great experience and customer service skills.
    - Enhanced Consistency – Billing companies are contractually obliged to perform certain services, such as appealing denials, with a certain level of success.
- Pros of using your own ambulance billing software in house
    - Control – Keeping the billing operations in house means we will have complete control over all billing.
    - Claims Collection – Keeping collections in house means we monitor the effort that is put into collecting claims.
    - Return on Investment/Cost Effectiveness – We have invested in training medical billers and purchasing billing technology, so moving to an outsourced solution means losing lots of time and money spent. Since there's a valid infrastructure in place, it's worthwhile to refine existing processes to generate the best ROI.
    - Close Proximity – Should issues arise, the accessibility of an in-house billing department is a major advantage, since all it takes to observe the billing process and address any problems is a walk across the office floor.
- Cons of using ambulance billing companies
    - Cost - Like any other service you contract out, there is a cost to using a billing company. The cost of using a billing company needs to be compared to what your ambulance billing software costs and personnel costs would be.

      Average cost for a billing company is 6%-8% of the money collected. In 2013, our estimated cost if we had used a billing company would have been $105,512 based on a 7% of the money collected. Our current costs for one employee with responsibility for billing is $49,000 - $56,000, which includes salary plus benefits. Our annual billing and ePCR software maintenance agreement is $10,000, which we will likely need to maintain even if we switch to a billing company.
    - Variable Cost – Most billing companies charge a percentage of collections, so the more we bring in, the more we'll pay out. This can make it hard to budget expected billing expenses, since costs differ widely between slow and busy months.

Callaway County Ambulance District

311 Hickman Avenue
PO Box 246
Fulton, MO 65251
Voice (573) 642-7260
Fax (573) 642-4069

NOTICE OF MEETING

Notice is hereby given that the Callaway County Ambulance District's Board of Directors will hold its regular monthly meeting on Tuesday, June 17, 2014 at 7:00 p.m., at Ambulance Station 1, 311 Hickman Avenue, Fulton, Missouri, and the tentative agenda for the meeting will be as follows:

CALL TO ORDER

1. Approval of the agenda

REPORTS

1. Approval of the minutes
2. Medical Director's Report
3. Financial Reports
4. Monthly Call Statistics

PUBLIC COMMENTS

Members of the public may comment here. Comments shall be no more than five (5) minutes in length.

NEW BUSINESS

1. Tobacco Usage Policy Change
2. Ambulance 603 – Repair vs Replacement
3. Patient Accounts Outsourcing

OLD BUSINESS

This notice was made available to requesting media on June 10, 2014 before 5:00 p.m., by email to the Fulton Sun and was posted on the notice board at the office of the Callaway County Ambulance District, a place easily accessible to the public and clearly designated for such postings, on June 10, 2014 before 5:00 p.m. by me,

Charles W. Anderson
Director

Callaway County Ambulance District
Board of Directors Meeting
May 21, 2014

Members Present

Bill Crull, Clay Chism, Brian Schmidt, Marilyn Macker, Chuck Baker

Members Absent

Norman Forman

Others Present

Charles Anderson, Linda Ellis, Jenny Powell, Dr. Stevermer, Bobbie Murray and Dale Siebeneck with Evers & Company CPA's LLC

Call to Order

Chairman, Bill Crull, called the meeting to order at 6:58 p.m. on May 21, 2014 in the meeting room of Station 1 in Fulton, Missouri.

Approval of Agenda

Marilyn Macker moved the agenda be approved. Brian Schmidt seconded the motion. The motion carried with all voting yes.

Approval of Minutes

Marilyn Macker moved the minutes of the April 15, 2014 regular meeting be approved. Brian Schmidt seconded the motion. The motion carried with all present voting yes.

Medical Director's Report

Dr. Stevermer presented the medical director's report.

Financial Reports

The board reviewed the April 2014 financial reports. Chuck Baker asked why an insurance refund that had been received during the month was booked as miscellaneous income rather than being booked in a manner that would offset the insurance expense, thereby giving a more accurate picture of the District's budget. Charles Anderson told Mr. Baker that he would make the discussed changes. Mr. Baker asked about the Well Care claims that were recently paid and resulted in more non-allowed charges than anticipated. Mr. Baker asked a couple of questions about the check register. Mr. Anderson answered the questions. Chuck Baker moved the financial reports be approved with the

changes noted above. Brian Schmidt seconded the motion. The motion carried with all present voting yes.

Audit Report

Dale Siebeneck and Bobbie Murray from Evers and Company presented the FY 2014 Audit Report.

Chuck Baker questioned the accounts receivable balance, stating that in his opinion, the $590,444 balance was too high. He believes accounts receivable should be under $200,000.

Dale Siebeneck said a high account receivable balance is traditionally a "common problem" for ambulance districts — especially in Callaway County, where proximity to Interstate 70 and Highway 54 mean a high number of services provided to patients not from the area.

Charles Anderson said the district typically sends out a bill for services within two days of making a run. Medicare and Medicaid typically return payment in about 14 days with private insurance generally taking a bit longer.

Charles Anderson said the district does not typically follow up on aging accounts, eventually either turning them over to a collection agency after a year or writing them off. He said the district does not get much return on bills sent to the collection agency.

The discussion moved to the possible use of a billing company. The consensus of the Board was for Charles Anderson to obtain RFPs from outside billing companies and assess the benefits of outsourcing the patient billing. Dale Siebeneck said Evers and Company would be willing to help with the assessment of the RFPs.

At the conclusion of the discussion, Chuck Baker moved to approve the FY 2013 Audit Report. Clay Chism seconded the motion. The motion carried with also present voting yes.

Bids for Roof Repair - Station 1

Charles Anderson reported that Station 1 received significant damage to the roof during the April 2 hailstorm, resulting in an adjustor's estimate of $25,477.81. We have a $5,000 deductible, so we received a check from the insurance company for $20,477.81. The damage estimate includes things such as the gutters and smoking shelter.

Charles Anderson reported the District received three bids to repair the roof damage. Lefty's Quality Roofing from Fulton submitted the low bid at $19,800; CoMo Premium Roofing out of Columbia submitted a bid of $19,834.64, and Premium Property Services out of Jefferson City submitted a bid of $23,532.92.

Brian Schmidt said the only real difference he saw between the Lefty's and CoMo bids was that CoMo was proposing to use an ice and water shield underlay, which he said could extend the life of the work.

Clay Chism pointed out Lefty's had a five-year warranty versus a one-year warranty on the work from CoMo. He also said the line item for the ice and water shield was only $200.

After discussion, Brian Schmidt made a motion to approve the bid from Lefty's Quality Roofing and request the use of the ice and water shield, with the district to pick up the difference in cost if the project goes over the amount received from insurance. Clay Chism seconded the motion. The motion carried with all present voting yes.

Other Operational Information

Charles Anderson reported on other operational information.

Call volume through the end of March is 1517, which is 32 more than the same period in 2013. Average daily call volume for the April was 13.37 and year to date it is 12.64. The no transport rate for April was 35% and year to date it is 35%. See the Monthly Call Statistics Report for more details.

Sales tax collections year to date for 2014 are up $43,026.11 or 32.17% from the same period during 2013.

As was discussed last month, the District's refusal of care rate is higher than the same period last year. Charles Anderson reviewed the data and could not find any cause for concern. The data seems to suggest that more people are simply refusing treatment after we arrive on the scene, and this is likley directly related to the number of third party calls for service that we receive.

Effective June 1, the District will have Principal as our provider for both group term life insurance and group dental insurance. We presently have dental coverage through Ameritas and group term life insurance through The Guardian.

These changes came about as a result of changing the agent of record on the dental insurance to the Naught-Naught Agency. When they took the policy over, a review showed our current rates for group dental and life insurance were somewhat high, so a bid process was initiated, which resulted in us being able to obtain the same dental and life benefits for a lower price. Principal also allowed us to obtain voluntary group life insurance, which means our employees can purchase additional life insurance on themselves and their dependents. This was not permissible with The Guardian. Principal gave us a two-year rate guarantee.

Based on our current census we should see an approximate $4,629 savings in our employee dental premiums and an approximate $1,921.92 savings in employee life premiums.

Chuck Baker discussed the idea of making all District properties tobacco free. The Board discussed the issue at length. There was consensus among the members regarding the issue. Dr. Stevermer told the board he was in favor of tobacco free facilities. Clay Chism asked that Charles Anderson invite the Union President, Josh Loyd, to the June meeting for continued discussions on the tobacco free topic.

Next Meeting

The June meeting will be June 17, 2014 at 7:00 p.m.

Adjournment

The board adjourned at 8:25 p.m.

Date Approved_____

_____, Chairman of the Board

Attest:

_____, Secretary to the Board

Callaway County Ambulance District

May 2014

- Balance Sheet
- Income Statement
- Check Register
- Account Reconciliation for Checking/Sweep Account
- Cash Report
- Capital Budget/Expenditures
- FRA (Federal Ambulance Reimbursement Allowance)
- Notes

(Unaudited-For Management Purposes Only)

Callaway County Ambulance District
Balance Sheet
May 31, 2014

ASSETS

Current Assets		
Petty Cash	115.00	
Checking/Sweep Account	1,807,896.85	
Certificate of Deposit	756,432.81	
Accounts Receivable	582,447.90	
Reserve for Doubtful Accounts	(200,891.62)	
Sales Tax Receivable	249,880.28	
Property Tax Receivable	0.00	
Interest Receivable	0.00	
Prepaid Insurance	23,097.27	
Supplies Inventory	77,831.73	
Total Current Assets		3,296,810.22
Property and Equipment		
Renovations/Expand Station One	594,639.07	
Accum. Depr. - Station 1	(107,364.13)	
Renovation - Station 2	235,033.66	
Accum. Depr. - Station 2	(30,246.99)	
Construction - Station 3	171,037.66	
Accum. Depr. - Station 3	(31,854.61)	
Equipment Bldg Auxvasse	6,654.25	
Accum Depr-Equip Bldg Auxvasse	(938.41)	
Equipment	1,804,613.84	
Accum. Depr. - Equipment	(1,022,094.49)	
Office Furniture and Equipment	98,504.38	
Accum. Depr.-Office Furniture	(97,629.70)	
Building	222,202.47	
Accum. Depr. - Building	(222,202.47)	
Land	15,000.00	
Total Property and Equipment		1,635,354.53
Total Assets		$ 4,932,164.75

LIABILITIES AND CAPITAL

Current Liabilities		
Accounts Payable	53,114.82	
Due from Payroll Deductions	2,263.61	
S.S. and Medicare Withholding	0.00	
S.S. and Medicare Accrued	0.00	
Unemployment Accrued	1,095.34	
Federal Income Tax	0.00	
Missouri Income Tax	0.00	
Accrued Payroll	28,122.20	
Accrued Paid Time Off	73,570.45	
Unavailable Revenue- Property Tax	0.00	
Total Current Liabilities		158,166.42
Capital		
Retained Earnings	4,780,190.20	
Current Earnings	(6,191.87)	
Total Liabilities & Capital		$ 4,932,164.75

Unaudited - For Management Purposes Only

Callaway County Ambulance District
Income Statement
For the Five Months Ending May 31, 2014

	Current Month Actual	Current Month Budget	Current Month Variance	Year to Date Actual	Year to Date Budget	Year to Date Variance
Operating Revenues						
Gross Patient Care Revenue	243,382.87	240,139.00	3,243.87	1,165,944.02	1,169,708.00	(3,763.98)
Non Allowed Charges	(64,789.32)	(73,242.00)	8,452.68	(344,898.17)	(356,761.00)	11,862.83
Special Trust Fund for Sales Tax	135,798.40	116,719.00	19,079.40	663,555.22	650,291.00	13,264.22
Property Tax	68.45	0.00	68.45	22,324.42	17,604.00	4,720.42
Misc Income	4,527.02	2,666.67	1,860.35	19,431.71	13,333.35	6,098.36
Total Operating Revenues	318,987.42	286,282.67	32,704.75	1,526,357.20	1,494,175.35	32,181.85
Operating Expenses						
Salaries	126,516.62	120,458.00	6,058.62	595,152.86	586,747.00	8,405.86
Payroll Taxes	13,195.14	9,637.00	3,558.14	48,738.66	46,941.00	1,797.66
Fringe Benefits	38,472.56	34,333.33	4,139.23	170,741.67	171,666.65	(924.98)
Administrative Supplies/Expenses	5,232.63	5,500.00	(267.37)	40,621.12	37,500.00	3,121.12
Travel	2,402.46	1,666.67	735.79	7,222.65	8,333.35	(1,110.70)
Grounds and Buildings	(18,844.16)	3,333.33	(22,177.49)	(4,757.95)	16,666.65	(21,424.60)
Utilities	2,905.86	2,341.67	564.19	14,266.56	11,708.35	2,558.21
Telephone	1,575.78	1,000.00	575.78	5,790.48	5,000.00	790.48
Insurance	50.00	2,000.00	(1,950.00)	142,004.00	159,590.00	(17,586.00)
Purchased Services	1,425.00	6,000.00	(4,575.00)	41,043.66	54,036.00	(12,992.34)
Communications	1,003.18	1,600.00	(596.82)	5,466.32	8,000.00	(2,533.68)
Uniforms	975.61	1,250.00	(274.39)	5,253.10	6,250.00	(996.90)
Medical Supplies	13,276.36	8,750.00	4,526.36	42,191.07	43,750.00	(1,558.93)
Vehicle Fuel	5,935.58	7,166.67	(1,231.09)	34,241.20	35,833.35	(1,592.15)
Vehicle & Equipment Maintenance	2,747.48	5,000.00	(2,252.52)	13,312.37	25,000.00	(11,687.63)
Election Expense	0.00	0.00	0.00	0.00	5,000.00	(5,000.00)
Training and Education	12,366.28	3,750.00	8,616.28	23,773.27	18,750.00	5,023.27
Board Member Compensation	275.00	380.00	(105.00)	1,475.00	1,900.00	(425.00)
Bad Debt	23,419.56	45,626.00	(22,206.44)	222,017.06	222,245.00	(227.94)
TIF Payment	0.00	2,666.67	(2,666.67)	0.00	13,333.35	(13,333.35)
FRA Assessment	3,481.78	3,583.33	(101.55)	17,482.02	17,916.65	(434.63)
Depreciation	23,235.55	28,208.33	(4,972.78)	108,086.82	141,041.65	(32,954.83)
Total Operating Expenses	259,648.27	294,251.00	(34,602.73)	1,534,121.94	1,637,209.00	(103,087.06)
Operating Income (Loss)	59,339.15	(7,968.33)	67,307.48	(7,764.74)	(143,033.65)	135,268.91
Nonoperating Revenues (Expenses)						
Investment Income	149.99	541.67	(391.68)	790.37	2,708.35	(1,917.98)
Net Gain (Loss) Disposal of Assets	0.00	0.00	0.00	1.00	0.00	1.00
Total Nonoperating Revenue(Expenses)	149.99	541.67	(391.68)	791.37	2,708.35	(1,916.98)
Net Income	$ 59,489.14	$ (7,426.66)	66,915.80	$ (6,973.37)	$ (140,325.30)	133,351.93

Callaway County Ambulance District
Check Register
For the Period From May 1, 2014 to May 31, 2014

Filter Criteria includes: 1) Accounts Payable only. Report order is by Check Number.

Check #	Date	Payee	Cash Account	Amount
23029	5/1/14	A&W Communications	1020	566.29
23030	5/1/14	AFLAC	1020	176.78
23031	5/1/14	Airgas Mid America	1020	461.71
23032	5/1/14	Anthem Blue Cross Blue Shield	1020	600.44
23033	5/1/14	Banner Fire Equipment, Inc	1020	181.94
23034	5/1/14	Bound Tree Medical, LLC	1020	2,973.83
23035	5/1/14	Caddell Cleaning	1020	531.41
23036	5/1/14	Callaway Community Hospital	1020	281.00
23037	5/1/14	Center Court	1020	13.59
23038	5/1/14	Patient Refund	1020	1.25
23039	5/1/14	Chief/Law Enforcement Supply	1020	83.47
23040	5/1/14	Clay Chism	1020	50.00
23041	5/1/14	Coventry Health Care	1020	126.21
23042	5/1/14	William G Crull	1020	75.00
23043	5/1/14	Custom Screen Printing & Embroidery	1020	393.50
23044	5/1/14	Patient refund	1020	114.83
23045	5/1/14	DXE Medical, Inc.	1020	314.00
23046	5/1/14	Family Support Center	1020	227.08
23047	5/1/14	Norman D. Forman	1020	50.00
23048	5/1/14	Patient Refund	1020	69.01
23049	5/1/14	Huber and Associates	1020	6,656.36
23050	5/1/14	Village of Kingdom City	1020	24.49
23051	5/1/14	Patient Refund	1020	103.28
23052	5/1/14	Liberty National	1020	783.32
23053	5/1/14	Marilyn Jo Macker	1020	50.00
23054	5/1/14	MCI	1020	53.60
23055	5/1/14	MDHE	1020	382.29
23056	5/1/14	Ninth Brain	1020	572.00
23057	5/1/14	Orkin Pest Control	1020	48.60
23058	5/1/14	Physio-Control, Inc.	1020	356.00
23059	5/1/14	Pitney Bowes Purchase Power	1020	95.98
23060	5/1/14	Platinum Educational Group	1020	500.00

Callaway County Ambulance District
Check Register
For the Period From May 1, 2014 to May 31, 2014

Filter Criteria includes: 1) Accounts Payable only. Report order is by Check Number.

Check #	Date	Payee	Cash Account	Amount
23061	5/1/14	RICOH USA, Inc.	1020	98.71
23062	5/1/14	Braian Schmidt	1020	50.00
23063	5/1/14	Shred-It	1020	64.00
23064	5/1/14	Patient Refund	1020	160.20
23065	5/1/14	Staples	1020	721.71
23066	5/1/14	Stericycle	1020	591.39
23067	5/1/14	United Security Life & Health Ins Co	1020	736.09
23068	5/1/14	Verizon Wireless	1020	60.11
23069	5/1/14	Ameritas Life Insurance Corp	1020	1,869.70
23070	5/1/14	Guardian	1020	421.89
23094	5/15/14	A T & T Mobility	1020	463.14
23095	5/15/14	A&W Communications	1020	465.00
23096	5/15/14	Center Court	1020	35.38
23097	5/15/14	CenturyLink	1020	230.27
23098	5/15/14	CJCFPD EMS Education	1020	3,093.00
23099	5/15/14	Direct TV	1020	368.97
23100	5/15/14	Patient Refund	1020	62.85
23101	5/15/14	Edutainment Consulting and Seminars LLC	1020	3,500.00
23102	5/15/14	Evers & Company, CPAs, L.L.C	1020	3,800.00
23103	5/15/14	Family Support Center	1020	227.08
23104	5/15/14	City of Holts Summit	1020	44.21
23105	5/15/14	Huber and Associates	1020	2,226.00
23106	5/15/14	Leon Uniform Company	1020	203.98
23107	5/15/14	Liberty Mutual Insurance Company	1020	50.00
23108	5/15/14	MDHE	1020	230.22
23109	5/15/14	Midwest Paging	1020	6.25
23110	5/15/14	Patient Refund	1020	18.96
23111	5/15/14	Orkin Pest Control	1020	66.12
23112	5/15/14	Pitney Bowes Purchase Power	1020	32.62
23113	5/15/14	Socket	1020	853.02
23114	5/15/14	St. Mary's Health Center	1020	60.00
23115	5/15/14	Truescape Landscaping LLC	1020	240.00

Callaway County Ambulance District
Check Register
For the Period From May 1, 2014 to May 31, 2014

Filter Criteria includes: 1) Accounts Payable only. Report order is by Check Number.

Check #	Date	Payee	Cash Account	Amount
23116	5/15/14	Vidacare	1020	1,110.88
23117	5/15/14	WPS Medicare	1020	95.00
23119	5/15/14	Shred-It	1020	37.00
23120	5/15/14	Fulton Ford	1020	37.28
DD12957	5/1/14	Allied Waste Services	1020	114.43
DD12958	5/1/14	AmerenUE	1020	55.13
DD12959	5/1/14	AT&T	1020	211.88
DD12960	5/1/14	Charles Anderson	1020	113.12
DD12961	5/1/14	Kingdom Telephone Company	1020	46.90
DD12962	5/1/14	LAGERS	1020	12,657.18
DD12963	5/1/14	Missouri Consolidated Health Care Plan	1020	23,749.32
DD12964	5/1/14	Missouri Department of Revenue	1020	4,273.60
DD13000	5/15/14	AmerenUE	1020	364.96
DD13001	5/15/14	Derek Back	1020	22.20
DD13002	5/15/14	Callaway Water District #1	1020	27.25
DD13003	5/15/14	Charter	1020	99.99
DD13004	5/15/14	City of Fulton	1020	946.65
DD13005	5/15/14	Kelly Drennan	1020	97.55
DD13006	5/15/14	Fleetone LLC	1020	5,711.56
DD13007	5/15/14	Mastercard-Bank of Montreal	1020	14,700.55
DD13010	5/15/14	Christi Rothermich	1020	64.96
DD13011	5/15/14	Trizetto Provider Solutions	1020	59.00
DD13012	5/15/14	Dr. James Stevermer	1020	1,200.00
DD13013	5/15/14	Caitlyn Struckhoff	1020	200.00
dd13060	5/29/14	Charles Anderson	1020	181.36
dd13062	5/29/14	Kelly Drennan	1020	67.20
dd13065	5/29/14	Missouri Department of Revenue	1020	6,485.60
dd13066	5/30/14	Pitney Bowes Purchase Power	1020	500.00
dd13067	5/29/14	Tammy Stone	1020	151.20
Total				**111,349.88**

Callaway County Ambulance District
Account Reconciliation
As of May 31, 2014
1020 - Checking/Sweep Account
Bank Statement Date: May 31, 2014

Filter Criteria includes: Report is printed in Detail Format.

Beginning GL Balance				1,806,351.62
Add: Cash Receipts				276,458.80
Less: Cash Disbursements				(220,162.23)
Add (Less) Other				(54,751.34)
Ending GL Balance				1,807,896.85
Ending Bank Balance				1,808,132.78
Add back deposits in transit				
Total deposits in transit				
(Less) outstanding checks				
	Apr 18, 2013	22232	(229.32)	
	Dec 18, 2013	22763	(274.70)	
	Apr 17, 2014	23020	(34.04)	
	May 1, 2014	23038	(1.25)	
	May 1, 2014	23051	(103.28)	
	May 15, 2014	23110	(18.96)	
Total outstanding checks				(661.55)
Add (Less) Other				
	May 29, 2014		496.62	
	May 30, 2014		(35.00)	
	May 31, 2014		(36.00)	
Total other				425.62
Unreconciled difference				0.00
Ending GL Balance				1,807,896.85

Callaway County Ambulance District
Cash Report 2014

	January	February	March	April	May	June
Cash First of Month	$ 2,956,520.57	$ 2,875,024.90	$ 2,558,421.98	$ 2,487,859.71	$ 2,562,899.43	
Cash Receipts	$ 269,222.89	$ 244,940.51	$ 252,330.54	$ 279,230.82	$ 276,458.80	
Cash Disbursements	$ 350,718.56	$ 561,543.43	$ 322,892.81	$ 204,191.10	$ 220,162.23	$ -
Operating	$ 314,005.56	$ 205,518.43	$ 276,416.57	$ 203,654.30	$ 220,162.23	
Capital	$ 36,713.00	$ 356,025.00	$ 46,476.24	$ 536.80	$ -	
Cash End of Month	$ 2,875,024.90	$ 2,558,421.98	$ 2,487,859.71	$ 2,562,899.43	$ 2,619,196.00	$ -
Increase /(Decrease)	$ (81,495.67)	$ (316,602.92)	$ (70,562.27)	$ 75,039.72	$ 56,296.57	$ -

	July	August	September	October	November	December	YTD
Cash First of Month							
Cash Receipts							$ 1,322,183.56
Cash Disbursements	$ -	$ -	$ -	$ -	$ -	$ -	$ 1,659,508.13
Operating							$ 1,219,757.09
Capital							$ 439,751.04
Cash End of Month	$ -	$ -	$ -	$ -	$ -	$ -	$ 2,619,196.00
Increase /(Decrease)	$ -	$ -	$ -	$ -	$ -	$ -	$ (337,324.57)

FY 2014 Capital Budget

	Budgeted	Actual to Date
Three Ambulance Vehicles	$ 353,925.00	$ 358,681.17
Three Ferno Power Stretchers	$ 60,000.00	
Three Power Stair Conversions	$ 15,000.00	$ 14,995.00
Seven Kingvision Airway Kits	$ 8,000.00	
45 Pair Rubber Turnout Boots	$ 5,500.00	
Road Safety Monitoring System	$ 52,500.00	$ 36,145.80
10 Ipad Tablets with OtterBox Cases	$ 7,000.00	$ 6,761.80
Server Replacement Phase 2	$ 40,000.00	$ 36,995.36
	$ 541,925.00	$ 453,579.13

As of May 31, 2014

Callaway County Ambulance District
FRA Report
For the Five Months Ending May 31, 2014

	Current Month Actual	Year to Date Actual
FRA		
FRA Enhanced Payment	$ 7,196.00	$ 37,634.42
FRA Pooled Funds	1,605.00	6,861.80
Base Rate Increase From FRA	765.00	3,780.00
FRA Assessment	(3,404.00)	(17,020.00)
FRA Administrative Fee	(77.78)	(462.02)
Net FRA	6,084.22	30,794.20

Callaway County Ambulance District
Comparison of Sales Tax Received - 2014

	2007	2008	2009	2010	2011	2012	2013	2014
January	$ 131,902.70	$ 124,571.67	$ 132,954.69	$ 124,375.93	$ 137,572.34	$ 139,712.33	$ 133,752.65	$ 127,617.91
February	$ 113,562.42	$ 115,893.70	$ 97,388.93	$ 111,941.08	$ 117,439.78	$ 98,601.29	$ 101,880.35	$ 122,262.37
March	$ 229,279.47	$ 155,914.39	$ 140,089.11	$ 120,472.35	$ 105,898.36	$ 146,267.12	$ 152,958.32	$ 134,303.28
April	$ 170,640.74	$ 140,460.58	$ 135,124.75	$ 130,339.44	$ 148,486.74	$ 139,926.14	$ 132,899.11	$ 143,456.51
May	$ 119,894.46	$ 98,895.20	$ 127,106.25	$ 122,857.52	$ 125,739.66	$ 103,737.80	$ 98,921.93	$ 135,798.40
June	$ 229,426.77	$ 181,532.68	$ 151,756.36	$ 141,730.68	$ 155,326.83	$ 163,545.93	$ 171,658.72	$ 172,229.99
July	$ 188,923.09	$ 170,407.29	$ 139,371.44	$ 164,082.46	$ 160,336.87	$ 139,212.86	$ 147,845.98	
August	$ 109,898.03	$ 116,525.68	$ 108,670.46	$ 103,251.60	$ 97,757.67	$ 98,442.96	$ 105,669.40	
September	$ 208,445.02	$ 185,772.56	$ 159,405.98	$ 174,663.72	$ 182,093.01	$ 183,228.54	$ 188,032.18	
October	$ 144,000.86	$ 139,131.49	$ 121,492.03	$ 140,781.79	$ 133,045.80	$ 130,384.09	$ 143,435.50	
November	$ 104,872.15	$ 117,317.33	$ 122,623.45	$ 102,834.77	$ 109,021.85	$ 100,529.85	$ 126,226.43	
December	$ 176,493.47	$ 151,980.27	$ 139,498.01	$ 151,807.85	$ 159,648.53	$ 158,013.79	$ 164,129.36	
	$ 1,927,339.18	$ 1,698,402.84	$ 1,575,481.46	$ 1,589,139.19	$ 1,632,367.44	$ 1,601,602.70	$ 1,667,409.93	$ 835,668.46
	$ (220,480.28)							
	$ 1,706,858.90							

Avg Monthly Reciepts (2007)	$	160,611.60
Avg Monthly Reciepts (2007) Adjusted	$	142,238.24
Avg Monthly Receipts (2008)	$	141,533.57
Avg Monthly Receipts (2009)	$	131,290.12
Avg Monthly Receipts (2010)	$	132,428.27
Avg Monthly Receipts (2011)	$	136,030.62
Avg Monthly Receipts (2012)	$	133,466.89
Avg Monthly Receipts (2013)	$	138,950.83
Avg Monthly Receipts (2014)	$	139,278.08
Annual Average (07-13)	$	1,638,751.78
Difference 2014 v 2013 - YTD	$	43,597.38

32.60%

Callaway County Ambulance District

311 Hickman Avenue
PO Box 246
Fulton, MO 65251
Voice (573) 642-7260
Fax (573) 642-4069

2014 Notes to the Monthly Financial Statements

Notes to the May Financial Statements

Income Statement

Miscellaneous Income is $1,860.35 more than the monthly budgeted amount because we received periodic payments that were due from students in the paramedic class.

Salaries are $6,058.62 more than the monthly budgeted amount because of two days of mandatory training, employee vacations, and two employees being off on extended medical leave, resulting in additional hours being paid, some of which were overtime.

Payroll Taxes and Fringe Benefits are $3,558.14 and $4,139.23 (respectively) more than the monthly budgeted amounts as a direct result of the overage in the salary line item as discussed above.

Grounds and Buildings is $22,177.49 more than the monthly budgeted amount due to the posting of the insurance check for the hail damage to Station 1. When the repairs are completed, they will posted in this line item.

Medical Supplies are $4,526.36 more than the monthly budgeted amount. We purchased normal supplies and had to replace chest decompression kits that expired.

Training and Education is $8,616.28 more than the month budgeted amount because we paid for three outside classes for our staff (PHTLS, AMLS, Bob Page's advanced 12-lead and capnography classes).

Notes to the April Financial Statements

Income Statement

Non-Allowed Charges are $22,578.09 more than the monthly budgeted amount because we were finally able to get a large volume of Well-Care claims paid. This resulted in more non-allowed charges than anticipated.

Miscellaneous Income is $2,099.67 more than the monthly budgeted amount because we received an insurance premium refund for pre-paid insurance on loaner ambulances, and we taught a class at Ameren.

Travel is $881.71 more than the monthly budgeted amount because of the expenses associated with two employees second week of ASM class.

Grounds and Buildings are $1,099.22 more the monthly budgeted amount because of preventative maintenance on the District's generators.

Purchased Services are $3,199.50 more than the monthly budget amount because of the annual audit cost.

Notes to the March Financial Statements

Income Statement

Gross Patient Care Revenue is $23,812.50 less than the monthly budgeted amount and $19,850.02 less than the annual budget amount. Though call volume has remained nearly identical as it was for the same period in 2013, we have seen a decrease in billable calls as a result of an increase in non-transports, both refusals and no patient contacts. I have enclosed a spreadsheet detailing this information.

Salaries are $8,446.27 more than the monthly budget amount. This is due in part to two employees requesting an 80 hour payout of PTO as permitted under current District policy. In addition, actual overtime was more than the target overtime amount for the period, due to one full-time paramedic being off sick and the shifts being covered by full-time paramedics.

Notes to the February Financial Statements

Balance Sheet

Checking/Sweep Account balance is substantially lower because we paid for the new ambulances and other approved capital items.

Income Statement

Administrative Supplies/Expenses are $2,160.10 more than the monthly budgeted amount. This is due to the cost of applicant testing for the Business Office Specialist position and employee blood testing to determine required vaccination statuses.

Bad Debt is $17,950.02 more than the monthly budgeted amount. In February, we wrote off accounts with a higher value than normal. This is due to the error that occurred last year resulting in the delayed billing of a number of calls. These calls are aging out of our system.

Depreciation is $10,994.72 less than the monthly budgeted amount. The new ambulances are not on the depreciation schedule yet.

At the end of February, our year to date Operating Revenues are $52,995.35 more than the budgeted amount, our year to date expenses are $28,310 less than the budgeted amount. Our Net Income for the period is ($20,809.29), which is $80,564.03 less than our budgeted net income of ($101,373.32).

Notes to the January Financial Statements

You will notice both January and February financial statements in your packet. In previous years, we have always presented the financial statements a month behind in order to try and ensure that all invoices are entered in the system before we present them. Beginning this month, we are going to stop doing this, and we will present the financial statements immediately in the following month. In other words, you will

get the February financial statements in March and the March financial statements in April, etc. This change will ensure you are presented with the District's financial information in the timeliest manner possible. Please understand that the financial statements you receive at the meeting represent the District's financial position on the day the reports are presented. If invoices arrive late or other changes are necessary, we will make the changes, which will be reflected in the year to date totals in the following month's financial statements.

Balance Sheet

Equipment is more than in December 2013 because of the addition of the new ambulances and Road Safety Equipment. The ambulances are not on the depreciation schedule yet because we are waiting to receive all of the invoices for radio and other equipment installation as this will be bundled for depreciation purposes.

Accounts Payable are more than December 2013 because of the invoices for the new ambulances are were entered but not paid until February.

Income Statement

Gross Patient Care Revenue is slightly less than the monthly budgeted amount. Compared to January 2013, billable calls are down by 6.52%, No Transports are up by 18.97%, and patient transports are down by 8.09%.

Administrative Supplies/Expenses are $1,741.50 more than the monthly budgeted amount, which is due to paying for the network security audit that was performed last year.

Grounds and Buildings are $601.68 more than the monthly budgeted amount due to paying the $1,000 lease payment for Station 3.

Utilities are $1,711.64 more than the monthly budget amount due to increased utility usage because of the extreme cold and the purchase of propane for Station 3 at a cost of $1,352.61.

Insurance is $5,938 more than the monthly budgeted amount because the coverage we purchased is more than was budgeted.

Purchased Services are $5,035.14 more than the monthly budgeted amount because we paid an architect invoice in January while we budgeted to pay then entire contract price in February.

Uniforms are $770 more than the monthly budgeted amount because we had to replenish our stock of uniform pants.

Medical Supplies are $1,208.70 more than the monthly budgeted amount. There is no specific reason for this as we only ordered our normal supplies.

Vehicle Fuel is $1,119.74 more than the monthly budgeted amount. This is due to the number of miles driven and the fact that the Sprinter ambulances were not in service.

Bad Debt is $3,115.69 more than the monthly budgeted amount. We increased the annual budgeted amount for bad debt to 19%. We will continue monitor this moving forward.

Depreciation is $10,811.43 less than the monthly budgeted amount. The new ambulances are not on the depreciation schedule yet.

Callaway County Ambulance District

Monthly Call Statistics - 2014

Monthly Call Statistics - 2014
Call-Transport Type

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD Total	All Responses
Station 1														**917**
Emergency Response	**153**	**146**	**156**	**168**	**160**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**783**	
Routine Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
Urgent Transport	115	91	106	109	103	0	0	0	0	0	0	0	524	
Life-Threatening Transport	3	1	0	2	2	0	0	0	0	0	0	0	8	
No-Transport	35	54	50	57	55	0	0	0	0	0	0	0	251	
Non-Emergency Response	**28**	**28**	**21**	**28**	**29**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**134**	
Routine Transport	28	28	20	26	27	0	0	0	0	0	0	0	129	
Urgent Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
Life-Threatening Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
No-Transport	0	0	1	2	2	0	0	0	0	0	0	0	5	
Station 2														**468**
Emergency Response	**87**	**94**	**81**	**88**	**93**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**443**	
Routine Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
Urgent Transport	35	63	41	56	56	0	0	0	0	0	0	0	251	
Life-Threatening Transport	1	0	0	0	1	0	0	0	0	0	0	0	2	
No-Transport	51	31	40	32	36	0	0	0	0	0	0	0	190	
Non-Emergency Response	**9**	**4**	**3**	**6**	**3**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**25**	
Routine Transport	9	4	2	6	2	0	0	0	0	0	0	0	23	
Urgent Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
Life-Threatening Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
No-Transport	0	0	1	0	1	0	0	0	0	0	0	0	2	
Station 3														**546**
Emergency Response	**100**	**95**	**92**	**103**	**120**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**510**	
Routine Transport	0	5	0	0	0	0	0	0	0	0	0	0	5	
Urgent Transport	49	54	46	53	60	0	0	0	0	0	0	0	262	
Life-Threatening Transport	0	0	0	1	0	0	0	0	0	0	0	0	1	
No-Transport	51	36	46	49	60	0	0	0	0	0	0	0	242	
Non-Emergency Response	**11**	**0**	**8**	**8**	**9**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**36**	
Routine Transport	11	0	8	7	9	0	0	0	0	0	0	0	35	
Urgent Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
Life-Threatening Transport	0	0	0	1	0	0	0	0	0	0	0	0	1	
No-Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	
Monthly Total (All Stations)	***388***	***367***	***361***	***401***	***414***	***0***	***0***	***0***	***0***	***0***	***0***	***0***	***1931***	
Average Calls Per Day	12.52	13.11	11.65	13.37	13.35	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12.79	
												Last YTD	1884	
												Variance	47	
											Emergency Total		1736	
											Non-Emergency Total		195	

Monthly Call Statistics - 2014
Destination

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	%	YTD Total
Hospital Destinations														
Audrain Medical Center	7	6	8	3	9								3%	33
Boone Hospital	47	36	33	42	27								15%	185
Callaway Community Hospital	49	55	33	49	48								19%	234
Capital Region Medical Center	15	23	21	22	19								8%	100
Women and Children's Hospital	5	2	4	2	10								2%	23
St. Mary's Health Center	37	44	32	32	29								14%	174
University Hospital	82	70	90	101	103								36%	446
VA Hospital	2	4	1	4	4								1%	15
Nursing Home Destinations														
Fulton Manor	0	1	0	0	0									1
Fulton Nursing & Rehab	1	1	0	0	0									2
Presbyterian Manor	1	0	0	0	0									1
Riverview Nursing Center	0	0	0	0	0									0
Residential Care Facilities														0
Bristol Manor	0	0	0	0	0									0
Churchill Terrace	0	0	0	0	0									0
Fulton Residential Care	0	0	0	0	0									0
Jefferson Lodge	0	0	0	0	0									0
Summit Villa Life Care	0	0	0	0	0									0
Other Destinations	0	0	0	0	0									0
Aurther Center	0	0	0	0	0									0
FRDC	0	0	0	0	0									0
Fulton State Hospital	0	1	0	0	0									1
Helicopter - Scene Flight	0	1	0	1	1									3
Mid Mo Mental Health	0	0	0	0	0									0
Other	4	2	1	4	8									19
Private Residence	0	0	0	0	0									0
None	138	121	138	141	156								36%	694
Total	388	367	361	401	414	0	0	0	0	0	0	0		1931
Diverted from Original Destination	3	3	5	1	2									14
Transfers from CCH	48	34	31	38	37									188
Monthly No Transport Rate	36%	33%	38%	35%	38%									

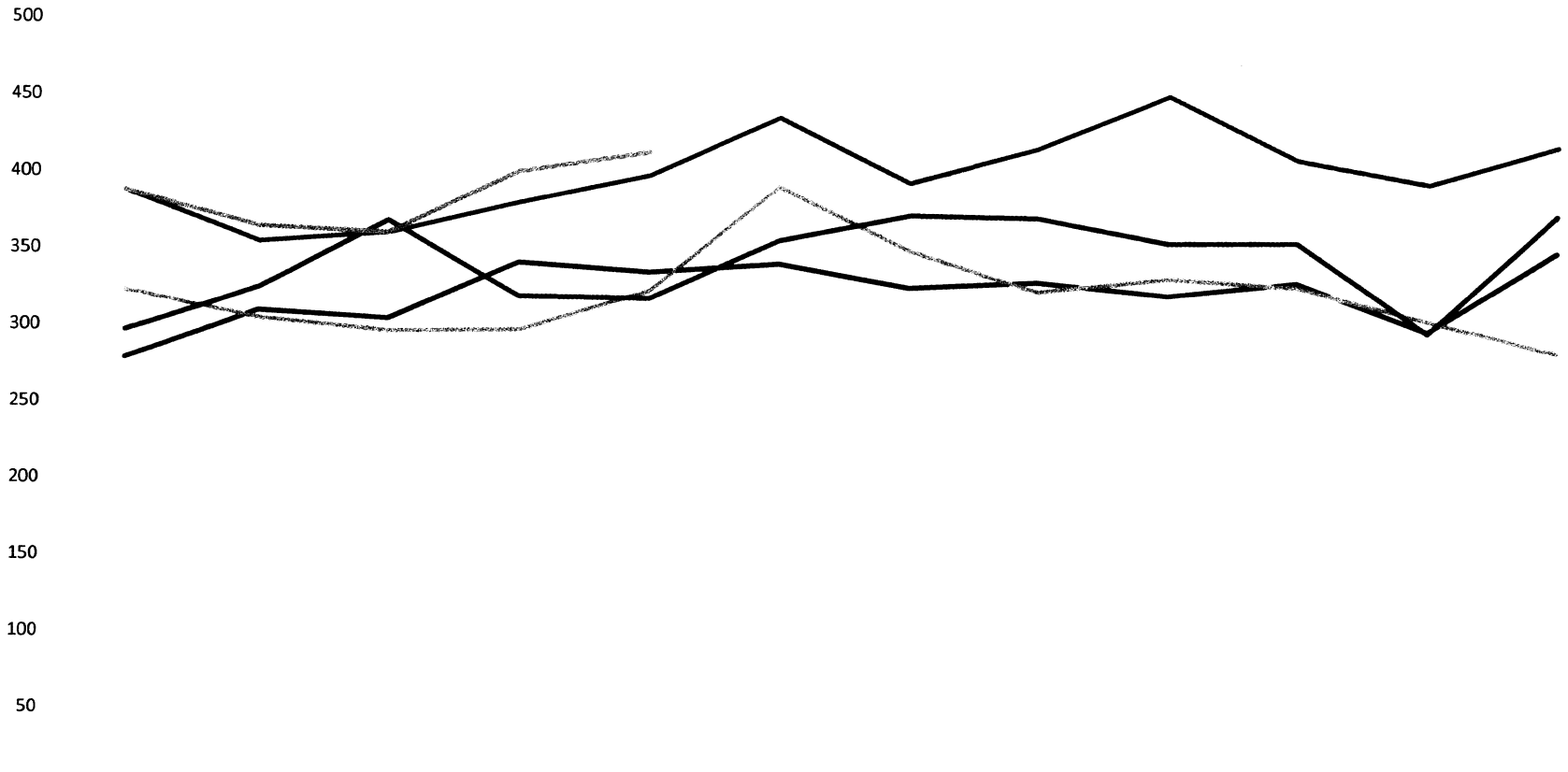
Monthly Call Statistics - 2014
Nature of Call

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	YTD Total	Percent
Abdominal Pain/Problems	19	15	11	7	9								61	3.16%
Airway obstruction	0	0	1	1	0								2	0.10%
Allergic reaction	2	0	1	0	1								4	0.21%
Altered level of conciousness	7	4	4	7	9								31	1.61%
Behavioral/Psychiatric	24	20	28	35	33								140	7.25%
Cardiac arrest	8	3	2	11	6								30	1.55%
Cardiac rhythm disturbance	2	2	2	2	1								9	0.47%
Chest pain/discomfort	33	32	37	30	43								175	9.06%
Diabetic symptoms	11	7	13	14	6								51	2.64%
Hyperthermia	0	0	1	0	1								2	0.10%
Hypothermia	0	1	0	0	0								1	0.05%
Hypovolemia/shock	1	1	0	0	0								2	0.10%
Inhalation injury	0	1	0	0	0								1	0.05%
Other	84	86	78	79	85								412	21.34%
Poisoning/drug ingestion	8	16	12	10	8								54	2.80%
Pregnancy/OB delivery	3	0	0	2	2								7	0.36%
Respiratory arrest	0	0	1	3	0								4	0.21%
Respiratory distress	34	22	22	33	35								146	7.56%
Seizure	13	12	21	21	17								84	4.35%
Smoke inhalation	0	0	1	0	0								1	0.05%
Standby, Fire	18	12	18	13	11								72	3.73%
Standby, Other	0	0	0	3	3								6	0.31%
Stroke/CVA	5	9	3	7	8								32	1.66%
Syncope/fainting	8	14	11	7	6								46	2.38%
Trauma, Fall	42	56	40	41	37								216	11.19%
Trauma, MVA	44	41	36	45	74								240	12.43%
Trauma, Other	18	12	13	22	19								84	4.35%
Unknown	3	1	5	8	0								17	0.88%
Vaginal hemorrhage	1	0	0	0	0								1	0.05%
Monthly Total	388	367	361	401	414	0	0	0	0	0	0	0	1931	

Monthly Call Statisitcs - 2014 Call Worksheet

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Medic 2												
Emergency Response	**150**	**141**	**152**	**163**	**158**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	0	0	0	0	0							
Urgent Transport	112	87	103	107	102							
Life-Threatening Transport	3	1	0	2	2							
No-Transport	35	53	49	54	54							
Non-Emergency Response	**27**	**28**	**20**	**25**	**26**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	27	28	19	25	26							
Urgent Transport	0	0	0	0	0							
Life-Threatening Transport	0	0	0	0	0							
No-Transport	0	0	1	0	0							
Medic 3												
Emergency Response	**2**	**5**	**4**	**5**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	0	0	0	0	0							
Urgent Transport	2	4	3	2	1							
Life-Threatening Transport	0	0	0	0	0							
No-Transport	0	1	1	3	1							
Non-Emergency Response	**1**	**0**	**1**	**3**	**3**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	1	0	1	1	1							
Urgent Transport	0	0	0	0	0							
Life-Threatening Transport	0	0	0	0	0							
No-Transport	0	0	0	2	2							
Medic 4												
Emergency Response	**87**	**94**	**81**	**88**	**93**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	0	0	0	0	0							
Urgent Transport	35	63	41	56	56							
Life-Threatening Transport	1	0	0	0	1							
No-Transport	51	31	40	32	36							
Non-Emergency Response	**9**	**4**	**3**	**6**	**3**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	9	4	2	6	2							
Urgent Transport	0	0	0	0	0							
Life-Threatening Transport	0	0	0	0	0							
No-Transport	0	0	1	0	1							
Medic 5												
Emergency Response	**100**	**95**	**92**	**103**	**120**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	0	5	0	0	0							
Urgent Transport	49	54	46	53	60							
Life-Threatening Transport	0	0	0	1	0							
No-Transport	51	36	46	49	60							
Non-Emergency Response	**11**	**0**	**8**	**8**	**9**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	11	0	8	7	9							
Urgent Transport	0	0	0	0	0							
Life-Threatening Transport	0	0	0	1	0							
No-Transport	0	0	0	0	0							
Medic 6												
Emergency Response	**1**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	0	0	0	0	0							
Urgent Transport	1	0	0	0	0							
Life-Threatening Transport	0	0	0	0	0							
No-Transport	0	0	0	0	0							
Non-Emergency Response	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Routine Transport	0	0	0	0	0							
Urgent Transport	0	0	0	0	0							
Life-Threatening Transport	0	0	0	0	0							
No-Transport	0	0	0	0	0							

Monthly Call Comparison



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	279	310	305	342	336	342	327	331	323	332	301	353
2011	323	305	297	298	324	392	351	325	334	329	308	288
2012	297	325	369	320	319	357	374	373	357	358	300	377
2013	388	355	361	381	399	437	395	418	453	412	397	422
2014	388	365	361	401	414							

311 Hickman Avenue
P.O. Box 246
Fulton, MO 65251

Callaway County Ambulance District

Summary of Operations Report

June 17, 2014

Charles W. Anderson, Director

Tobacco Usage Policy

I have enclosed a copy of the current tobacco use policy for your review.

After the discussion at last month's meeting, I created a tobacco use survey and submitted it to the District's 44 full and part-time employees. We received 24 responses for a 54.5% participation rate.

The respondents were equally split between smokers (50%) and non-smokers (50%). 50% of the respondents report using tobacco during their workday. 98.8% believe that tobacco is harmful to the user's health. 79.2% believe that secondhand smoke is harmful to others.

Respondents were asked how the prohibition of tobacco use in the workplace would affect their tobacco use. 50% of respondents indicated they did not use tobacco, 25% said their tobacco use would not be affected, 8.3% said they would use less tobacco, 4.2% said they would use more tobacco at home or other places, no one indicated they would try to quit using tobacco, and 12.5% did not know how the policy would affect their tobacco usage.

Respondents were asked if they would support a policy prohibiting the use of tobacco in any form on the District's premises. 66.7% of the respondents said they would not support such a policy, 16.7% said they would support such a policy and 16.7% said it did not make a difference. 87.60% of the respondents believe that such a policy would have a negative effect on the workplace, and 75% of the respondents do not believe a tobacco free workplace is important.

Several other questions were included in the survey, so I have included a copy of the summarized data from it as well as respondent narratives from those who wished to provide more information about the issue.

Union President, Josh Loyd, will be at the meeting to share the union's thoughts on the matter, but I suspect they will be very much in line with the survey results. I know in my discussion with staff members, I have not found anyone who is really in favor of a complete smoking ban on District property.

While I understand the reasoning for the consideration of this policy, I must say that I do not believe implementing it would be in the best interest of the District. I think it is unreasonable to ask employees to refrain from tobacco use for an entire 24 or 48 hour shift. I am certain if such a ban were imposed, employees would find ways to use tobacco when they are away from the station. I also believe this policy, if implemented, would make it more difficult to attract new employees.

Ambulance 603 – Repair vs Replacement

Ambulance 603, a 2010 Ford E450 with the 6.0 liter diesel engine, has suffered a catastrophic engine failure. Replacement of the engine will cost the District approximately $15,000. It will come with a two year 100,000 mile warranty. This vehicle currently has about 103,000 miles on it, so if we replace the engine we will still be operating an ambulance with high miles on the chassis. This vehicle is due for replacement sometime in the next two years. Our experience with engine replacements on previous vehicles has not be overly positive. It seems the vehicles

are never as good as they originally were and ongoing problems will keep the vehicle sidelined as much as it is in-service. I keep thinking of the F-series truck that Osage bought from us. It was down more time than it was available.

I think we should seriously consider whether we want to just replace the vehicle with a new Sprinter as this is the direction we ultimately are heading. We know we are getting the fuel mileage we expected, but we have had a few more maintenance issues than we had hoped for. These bugs have been related to the emissions system, and seem to be worked out at the moment. Though the money is not budgeted, there is enough money in our reserve funds to cover the expenditure for a new ambulance.

Patient Accounts Outsourcing

I am still working on the development of and RFP for outsourcing our billing services. Once it is complete, I will send it to the various billing companies specializing in ambulance service billing. I still have mixed feelings about outsourcing, but I believe it is worth examining in more detail.

Other Operational Information

- Call volume through the end of May is 1,931, which is 47 more than the same period in 2013. Average daily call volume for the May was 13.35 and year to date it is 12.79. The no transport rate for May was 38% and year to date it is 36%. See the Monthly Call Statistics Report for more details.

- Sales tax collections year to date for 2014 are up $43,597.38 or 32.60% from the same period during 2013. See Comparison of Sales Tax Received report for more details.

- Accounts Receivable

  After last month's discussion, I took the opportunity to do some research on accounts receivable numbers related to ambulance services. I was able to speak with one billing company representative about the issue. Her clients typically have between 50-64 days in accounts receivable. Days in AR is one of the most common measurements that ambulance services use to measure the effectiveness of billing operations; although it is not foolproof as factors such as payor mix, geographic location, and call type can all have an effect on the days in AR. At the end of May our days in AR were 74.43.

  At the end of May, our AR breakdown was as follows:

Current	$ 193,212.96
31-60 Days	$ 120,739.19
61-90 Days	$ 56,195.14
90+ Days	$ 166,274.26
Over one Year	$ 46,026.35
	$ 582,447.90

Christi and I are going to be reviewing this in more detail to see if we can do anything else to collect any of the older accounts or should they just be sent to the collection agency.

Another AR related measure worth monitoring is net collection rate. Industry experts say an ambulance service should have an 80% – 90% net collection rate, though they caution that payor mix and geographic location of the service area can have an effect on this rate. For 2013, our net collection rate is 73%.

In my opinion, the District's AR management has some room for improvement, but overall I believe the office staff is doing an acceptable job.

- The Governor's office sent out press releases indicating concern about 6-8 bills that the Governor is now considering whether to sign or veto. The Governor's office has done an analysis and believes that these bills may have a serious impact on the revenue to many units of local government in Missouri including fire, 9-1-1, and ambulance districts. Links are provided to the Governors statement. Based on the Governor's numbers, the District stands to lose around $220,000 if these bills become law.

  Many members of the legislature and other groups are disputing the figures from the Governor's office, but they have yet to come up with their own numbers. Ultimately, this will be a wait and see issue.

  Governor's Office on the topic

  http://governor.mo.gov/news/archive/fact-sheet-local-impact-special-exemptions-and-giveaways-passed-final-day-session

  STL Post-Dispatch on the topic

  http://www.stltoday.com/news/local/govt-and-politics/nixon-blasts-tax-cuts-as-costly-for-missouri/article_7e36b923-b47a-55b4-8b2f-5db24eef6477.html

  Columbia Tribune on the topic

  http://www.columbiatribune.com/news/local/counties-cities-wait-on-governor-as-he-warns-of-tax/article_4111cb64-ea80-11e3-805a-10604b9ffe60.html

- The annual board member training is scheduled for July 11, 2014 at the Lodge of the Four Seasons at the Lake of the Ozarks. Brian and Clay this is required for you. Everyone else is welcome to attend, but it is not necessary.

- I have attached a copy of the Assistant Director's report and the Training Officer's report for your review.

June Operations Report
6-10-2014

Operations report for the month of May.

Shortage of Normal Saline and the various medications are still at the same status as last month.

At the mandatory training, the employees were served barbeque for lunch from The Ranch House Restaurant. This was in honor of EMS week. Each employee was also given a notebook and pen for the occasion. The Bob Page training for this event was extremely educational.

FRDC had their annual Mock Drill. This one was done in the evening hours. With the exception of a few minor clichés like us being on our last ambulance, everything went well for that event.

As far as the medic units, the new sprinters have not had any issues in the past three weeks so hopefully the bugs are finally worked out of those. One of the E series ambulances is at Machens in Jefferson City needing a new motor. I am sure Charlie will have this in his report for a final decision on that.

This will conclude my June Operations Report.

Linda Ellis
Assistant Director

Education Report

May – June, 2014

AMLS completed with all employees receiving certification.

Continuing Education provided for Ameren UE – completed successfully.

Bob Page with Multilead Medics classes on 12/15 lead EKG and capnography were successful – many good employee comments.

First Responder class for staff at South Callaway High School was successfully completed with 3 possibly 4 of the staff stating that they will either take the fall EMT or the Spring EMT as they enjoyed the easy to comprehend medical instruction so much they would like to further their knowledge with the EMT course.

I will be teaching ACLS on June 16 and 17 for the paramedic students as well as any staff members that need to renew for that time period.

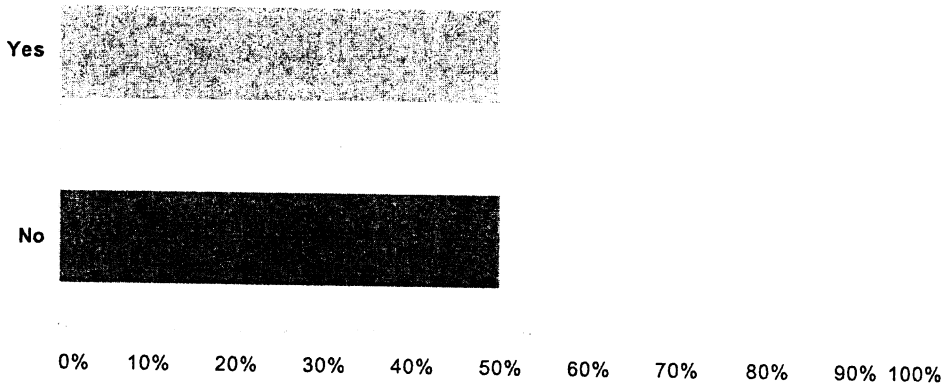
Paramedic class is progressing well – Cardiology started June 5, and two of the four students are progressing ahead of schedule with their clinical rotations.

Respectfully,

Kelly Drennan

Q1 Do you use tobacco (tobacco products include, but are not limited to: cigarettes, spit and chewing tobacco, snuff, cigars, pipes, hookahs, etc.)?

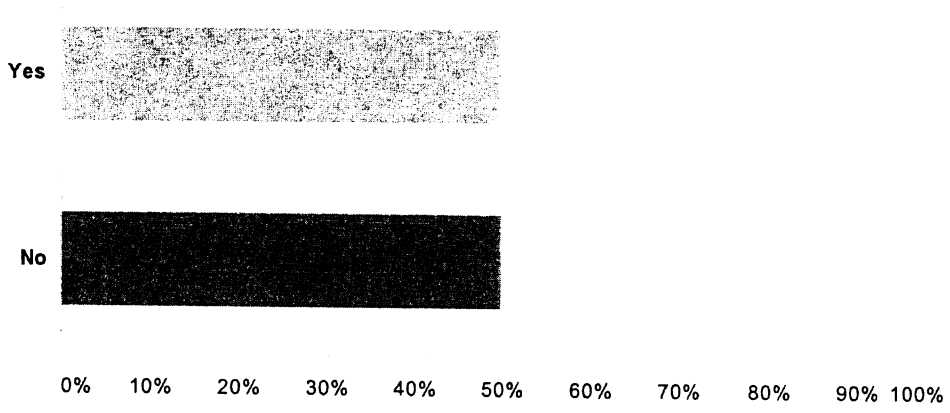
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	50.00%	12
No	50.00%	12
Total		**24**

Q2 Do you use tobacco products during your work day?

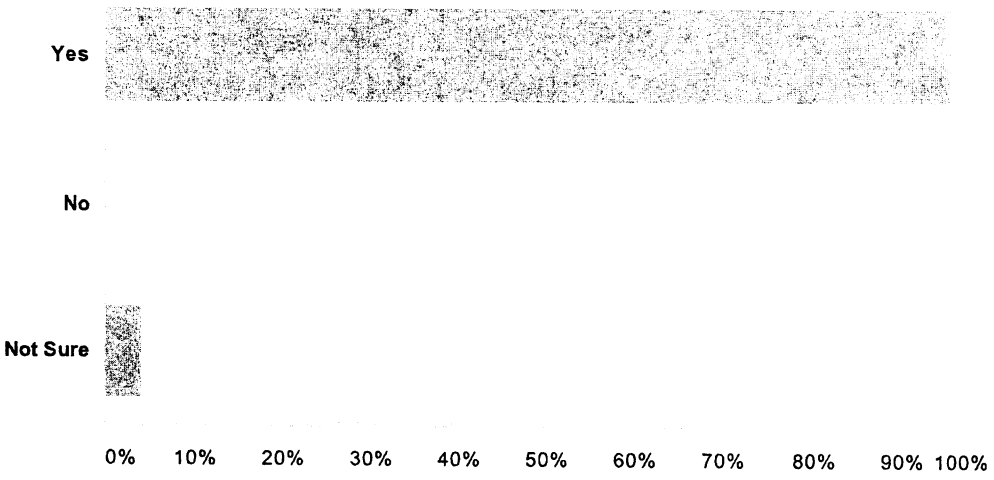
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	50.00%	12
No	50.00%	12
Total		24

Q3 Do you think that tobacco is harmful to the user's health?

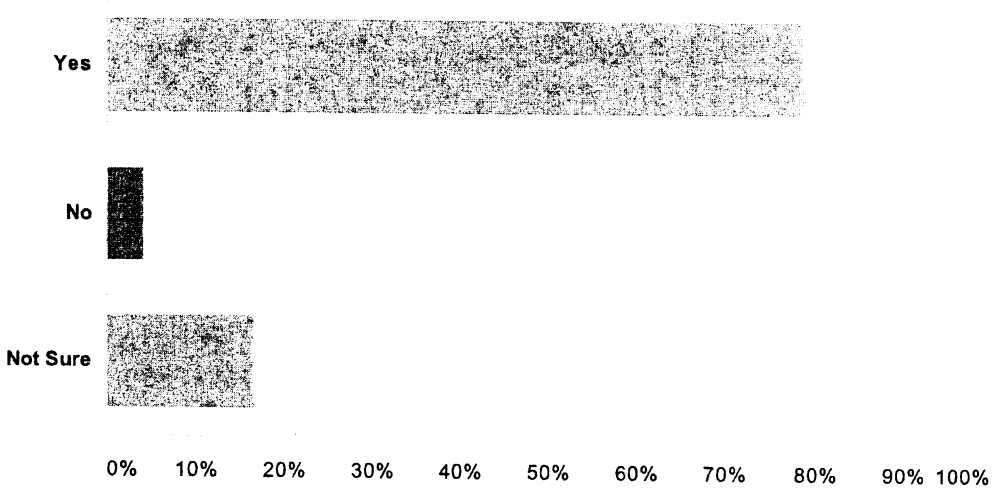
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	95.83%	23
No	0.00%	0
Not Sure	4.17%	1
Total		24

Q4 Do you think that secondhand smoke is harmful to others?

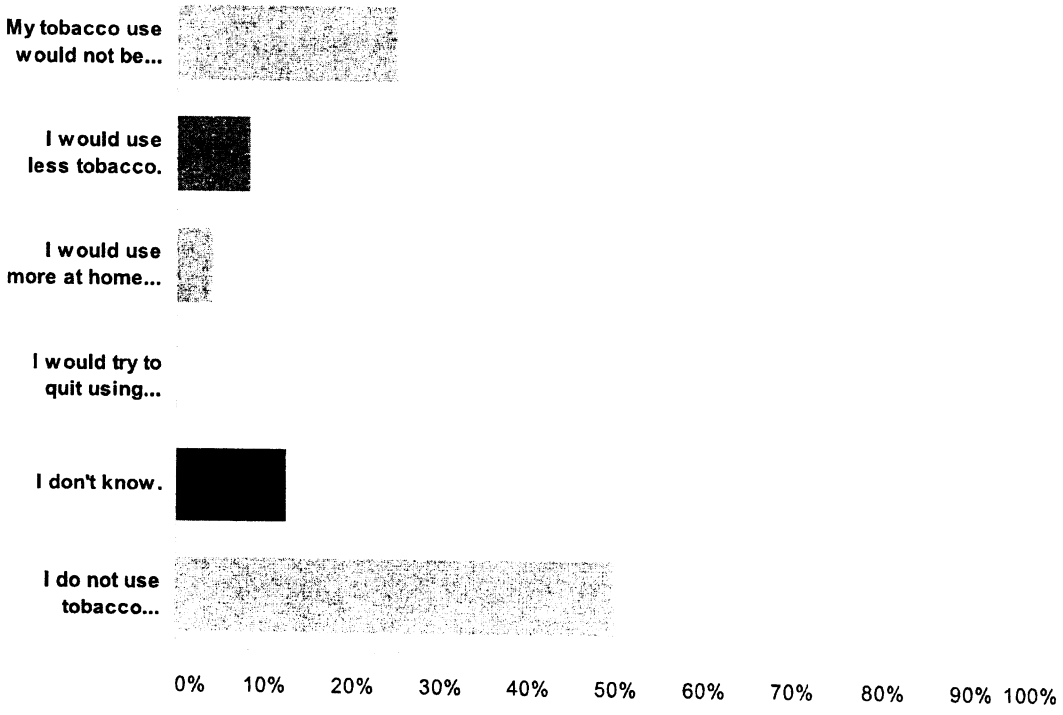
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	79.17%	19
No	4.17%	1
Not Sure	16.67%	4
Total		24

Q5 If tobacco use were prohibited at your assigned workplace, how would this affect the amount of tobacco you currently use?

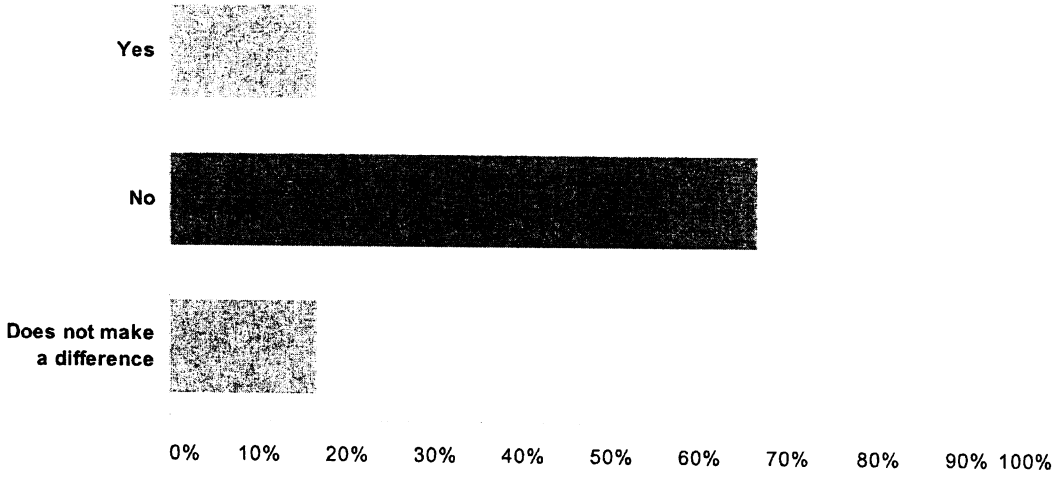
Answered: 24 Skipped: 0



Answer Choices	Responses	
My tobacco use would not be affected, I would use the same.	25.00%	6
I would use less tobacco.	8.33%	2
I would use more at home or other places.	4.17%	1
I would try to quit using tobacco.	0.00%	0
I don't know.	12.50%	3
I do not use tobacco products.	50.00%	12
Total		**24**

Q6 Would you support a policy that would prohibit the use of tobacco in any form anywhere on District property?

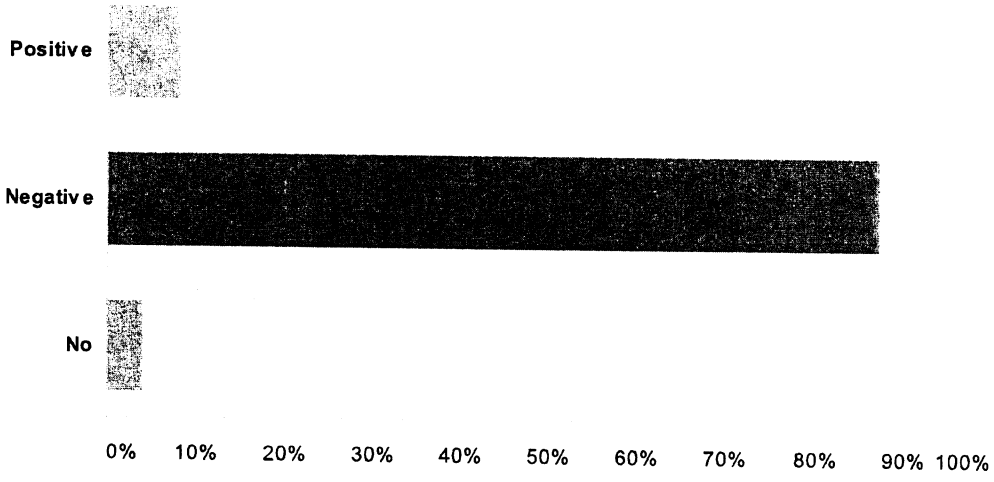
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	16.67%	4
No	66.67%	16
Does not make a difference	16.67%	4
Total		24

Q7 If my workplace adopted a tobacco-free work site policy, it would have (a)_____affect on my workplace.

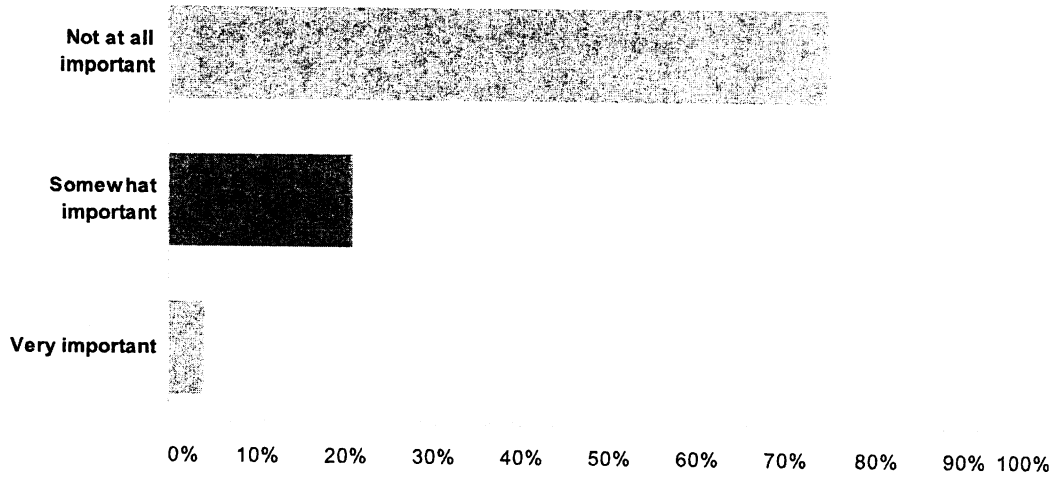
Answered: 24 Skipped: 0



Answer Choices	Responses	
Positive	8.33%	2
Negative	87.50%	21
No	4.17%	1
Total		24

Q8 How important is it for you to work in a tobacco-free workplace?

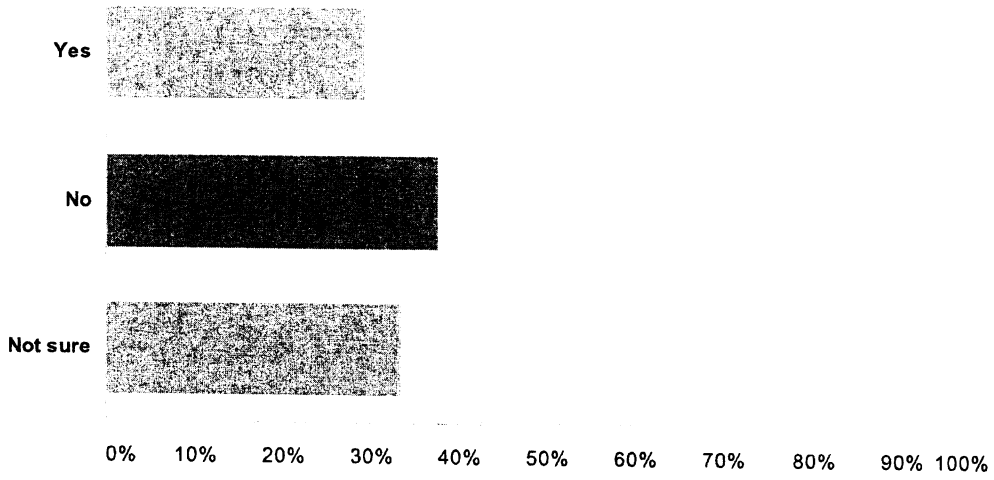
Answered: 24 Skipped: 0



Answer Choices	Responses	
Not at all important	75.00%	18
Somewhat important	20.83%	5
Very important	4.17%	1
Total		24

Q9 Do you believe patients should have an expectation that our employees not smell like tobacco smoke?

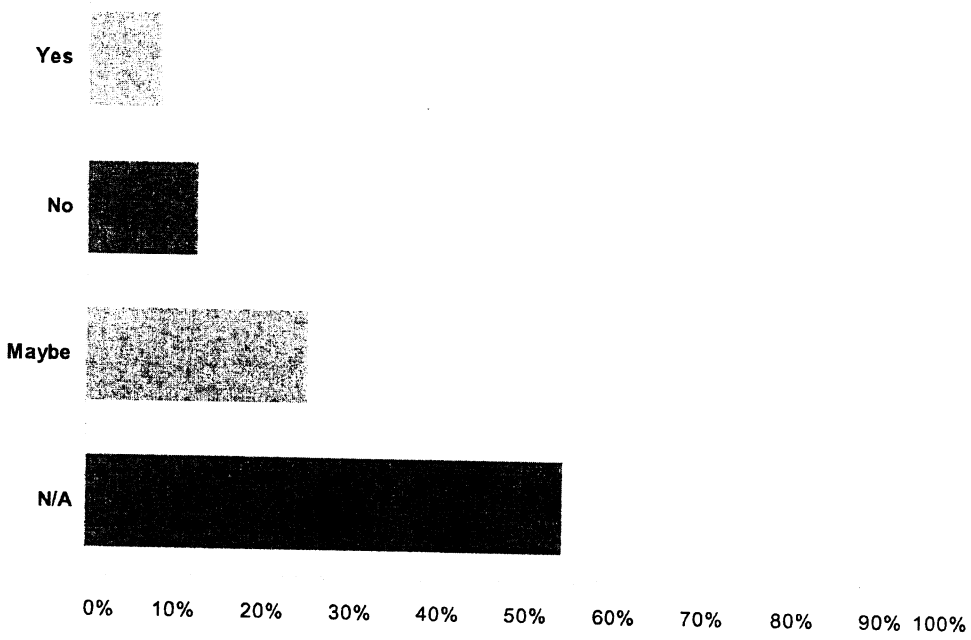
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	29.17%	7
No	37.50%	9
Not sure	33.33%	8
Total		24

Q10 If you currently use tobacco, are you seriously considering stopping smoking within the next 6 months?

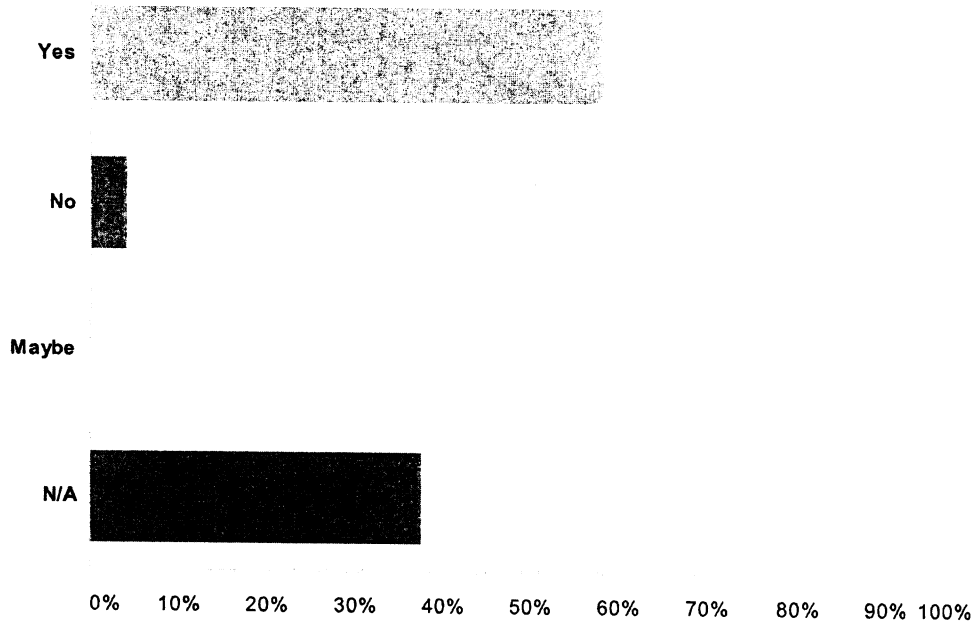
Answered: 24 Skipped: 0



Answer Choices	Responses	
Yes	8.33%	2
No	12.50%	3
Maybe	25.00%	6
N/A	54.17%	13
Total		24

Q11 Have you ever quit or tried to quit smoking or using other tobacco products?

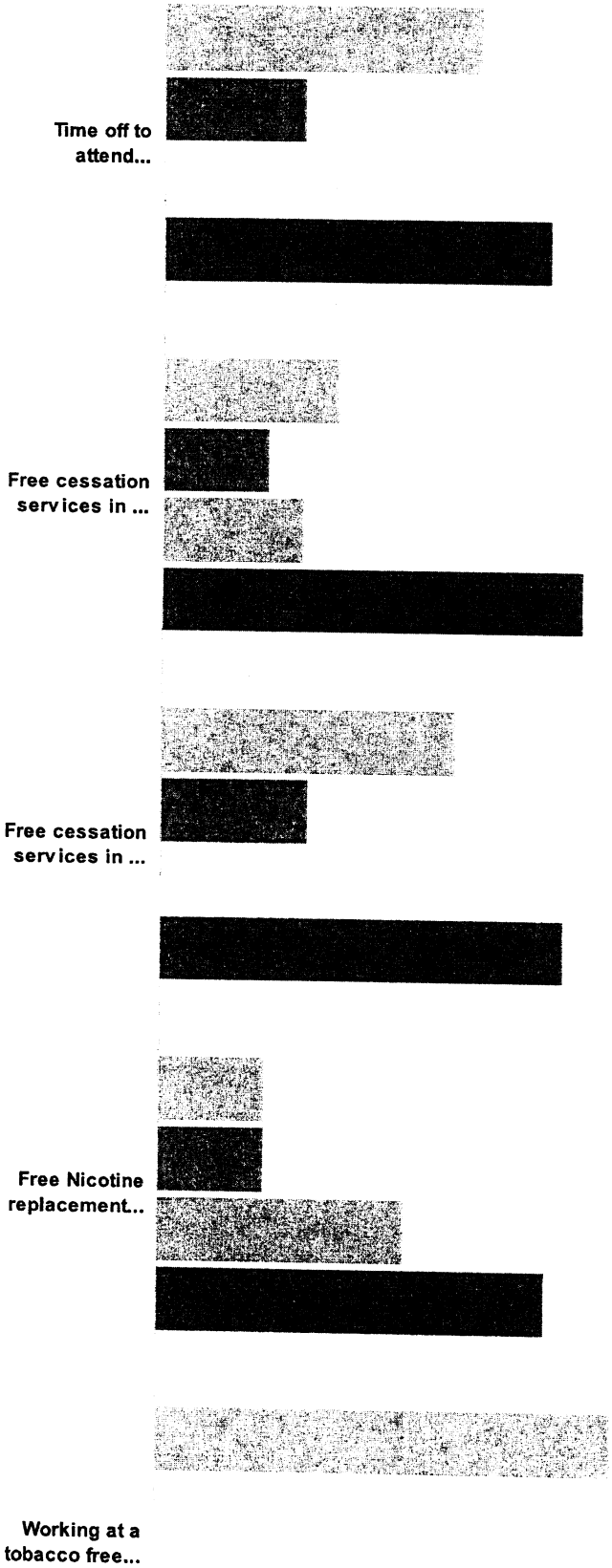
Answered: 24 Skipped: 0



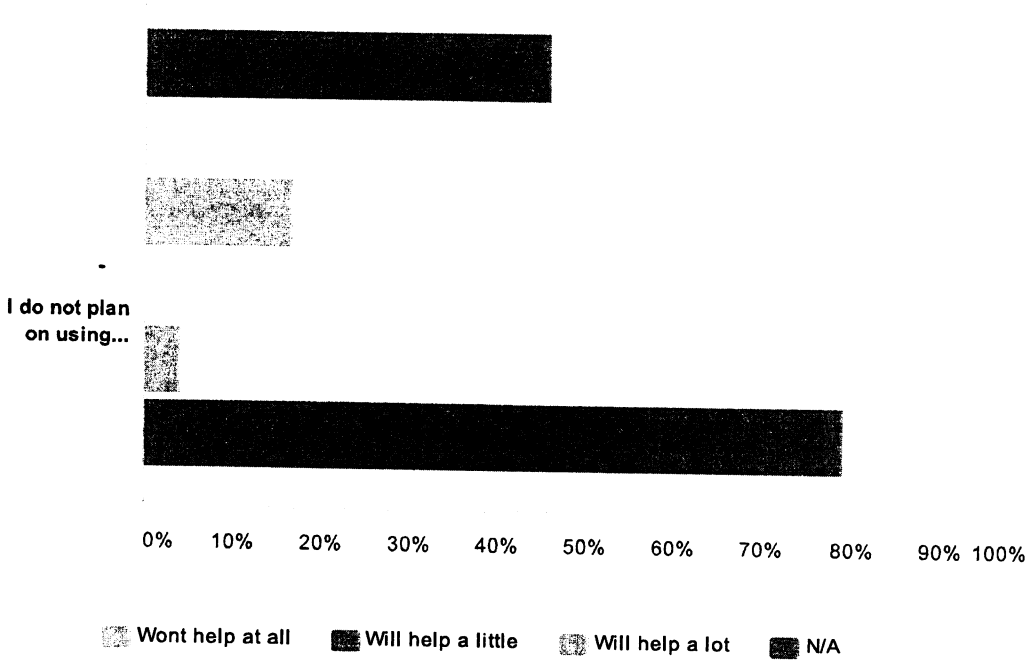
Answer Choices	Responses	
Yes	58.33%	14
No	4.17%	1
Maybe	0.00%	0
N/A	37.50%	9
Total		24

Q12 What would help you quit using tobacco products?

Answered: 24 Skipped: 0



Tobacco Survey



	Wont help at all	Will help a little	Will help a lot	N/A	Total
Time off to attend cessation classes	**37.50%** 9	**16.67%** 4	**0.00%** 0	**45.83%** 11	24
Free cessation services in the workplace during your shift	**20.83%** 5	**12.50%** 3	**16.67%** 4	**50.00%** 12	24
Free cessation services in the workplace on your days off	**34.78%** 8	**17.39%** 4	**0.00%** 0	**47.83%** 11	23
Free Nicotine replacement therapy or other medications	**12.50%** 3	**12.50%** 3	**29.17%** 7	**45.83%** 11	24
Working at a tobacco free worksite	**54.17%** 13	**0.00%** 0	**0.00%** 0	**45.83%** 11	24
I do not plan on using tobacco	**16.67%** 4	**0.00%** 0	**4.17%** 1	**79.17%** 19	24

Q13 Please use this area if you would like to add any additional comments.

Answered: 9 Skipped: 15

Q13 Please use this area if you would like to add any additional comments.

Answered: 9 Skipped: 15

#	Responses	Date
1	I feel a designated smoke place is adequate. I don't feel coworkers smell of smoke going into pt's houses. If smoking is banned, people will smoke in their cars, making things worse. I never have smoked, but respect peoples right to do so in a designated place that I can avoid if necessary.	6/5/2014 11:30 AM
2	Speaking from a smoker and a previous non-smoker: I do not believe by changing the workplace tobacco policy that this will change the habits of smoker's. I'm afraid that this will turn out to be a negative impact on the employee's due to the fact that they will find other places to smoke when needed. I also feel that this will hurt a TEAM that we work very hard to try and get to work together. I am basing this on the fact that when smoker's go to smoke there are non-smoker's that choose to partake in the event without smoking just to remain as a group. I do understand the negative effects of someone smoking and also the effects of second hand smoke. I have been in EMS for just under ten years and truly believe that if someone needs and ambulance then they are not at all concerned about what someone smells like or if they smoke or chew tobacco. I have worked at many places in my career and have had several places I work at implement a 100% no smoking policy. It forces employee's to break the policy by finding somewhere else to smoke. I like coming to work knowing that we can uphold the policies that are in place and would not like to have to dodge a policy. We have adopted the current City of Fulton smoking policy and am proud to say that we uphold that policy. With that being said it would be difficult to have this policy in effect and know that the employee's are following it.	6/3/2014 3:58 PM
3	I understand why they are wanting to make this a smoke free work zone but I do not agree! We are on duty usually for a minimum of 24 hours not your typical 9-5. All of our smoking areas are outside and I don't feel that my partner or myself have gone to calls smelling of smoke because we were allowed to smoke while on duty. I'm not sure I understand how this would be any different then if we responded to a call and there were 10 people smoking in a small residence. We can't refuse to go in because we might leave smelling like smoke for our next patient. We are all heath care professionals and understands the risks of smoking. Instead of trying to take something away from us it would be nice to see the district try to promote a healthier lifestyle by providing exercise equipment as an example.	6/3/2014 7:49 AM
4	I feel that the district already has appropriate policies in place to accommodate both tobacco users and non users in a fair manor. To force a policy in hopes to ban smoking would be an encroachment on a person's freedoms. Furthermore, the district has very little to gain from placing such a policy on its employees. It will waste time, energy, and resources on enforcing a rule that has proven to be "unenforceable" by another agency in our area who has already put into place a similar policy. We cannot ban tobacco use in the name of "employee health". We do not force unwanted healthcare on patients capable of making sound decisions. It is their freedom to choice what is appropriate for them just as it is the employee's freedom to choice. The health risk to the employee is non of the districts concern. If an employee does choice to stop tobacco use the district provided insurance will assist employee's in quitting. I also feel there is no room for argument about second hand smoke. I have been an employee in the district for a better part of ten years and not one time have I ever been exposed to second hand smoke unless I myself choose to be. The district has already gone through great lengths to provide smoking areas and I along with the majority of staff are thankful to the district for such measures. Also in my years of service I have not heard one single patient complain about an employee smelling like smoke. I myself, being around tobacco users all day, very seldom can smell if one has used tobacco. Overall, I feel any ban on tobacco use will hurt district moral with little to nothing to gain. In a business where pay is low, call volume is up, and the district is having a hard time recruiting new employees I cannot understand why the district would want to place such a policy on its employees.	6/2/2014 9:12 AM

Tobacco Survey

5	I feel that this is a very polarizing issue, this would cause a serious problem with employee moral and overall attitudes. This would more than likely cause employees to seek out non-district property to use tobacco products and adversly affect productivity in the process. This is an adult atomosphere and such rules should never be imposed on a workforce. It has been my experiance that in other tobacco free campus' this rule is circumvented constantly and employees still use tobacco. Also since the district has an outdoor smoking area I find that my co-workers in no way smell like smoke/tobacco. Futermore this would disrupt a home style enviroment, as we work 24 hours this cannot be equated to a normal 8-12 hour working enviroment and leeway has to be granted to employees due to stress of the job. We all know the consequences of smoking and have made our own choice in the matter, and ask that our board members do the same.	5/31/2014 2:33 PM
6	I recently quit smoking, for my own personal reasons. I know for a fact that forcing someone to quit is never successful. I believe that not allowing someone to smoke on duty, whether on or off our property, would cause a lot of stress. I can see limiting where they smoke. I can also see providing a spray to use before going on calls to limit the smell of smoke, such as Febreeze. As it is, we require the smokers to go outside, so if any non-smoker has an issue with smoke, they need not go into that area. As far as the pavilion goes, everyone uses that, including the non-smokers, so if visibility is the problem, then a screen of some sort needs to be erected.	5/30/2014 10:14 AM
7	I have worked in tobacco free work places in the past and the employees continued to use them at the work place or during work hours. Some would walk across the road or leave the premises others would take the ambulance and go to a parking lot and use it. I believe by allowing the use on premises it keeps it further from the public eye. While I do believe it use is harmful I don't think others will quit using it. We provide care to many patients that use it causing the smell not the outside use at the bases. I believe this will also cause a great deal of conflict at the district as well as limit our hiring pool. Most services I have worked for that have prohibitive tobacco use policy's have either dropped them or do not enforce them as they have cause problems.	5/29/2014 3:24 PM
8	It would be wonderful to work in a tobacco free workplace.To be a non tobacco user and find cigarette buts and spit bottles/cups around our stations and ambulances is simply disgusting. Despite the best efforts of smokers the odor of tobacco smoke does permeate their person and is offensive to others. That being said, the implementation of a "smoking policy" would be problematic and cause stress in the workplace.	5/29/2014 10:30 AM
9	I do use tobacco products. That being said I have worked at other medical facilities who adopted the NO tobacco policies and the end result was that employees on their 'break' time would go stand in the City street and smoke - then use febreze so that they would not smell like smoke on returning to their floor, OR they would wear a jacket or lab coat and leave it outside the building thus their uniforms would not smell like smoke. As far as second hand smoke - when a facility has a designated smoking area - that area is for smokers - so if NON-smokers CHOOSE to gather there as well - that is on them - in my opinion. All this being said - if this is the route the district chooses to take - then I will have no choice but to follow the rules - but I think it would be a mistake to make people who have smoked 20 - 30 years quit cold turkey especially when working a 24 hour shift - being a smoker - I can go 8 - 10 hours without smoking but 24..probably not without becoming extremely stressed in an already stressful job without becoming even more stressed.	5/29/2014 10:01 AM

5. Involuntary seclusion, such as barring the staff member from contact with other crew members while at the station.

6. Physical Assault/Rape.

Verbal harassment is also prohibited, including, but not limited to:

1. Obscene noises (grunting, panting, whistling, barking, etc.).

2. Offensive sexual, racial, or religious comments.

3. Offensive reference to or naming of body parts with nicknames.

4. Sexual rumors, innuendos, or inquiring about a person's sexual activity.

5. Any visual harassment that may accompany (or stand-alone) from verbal harassment, including staring at body parts, use of crude notes or gestures, or sexually implicit pictures.

6. Pestering for a date or personal information/failing to take "no" for an answer.

218 SMOKING AND TOBACCO USE

To maintain a healthy, clean, and safe environment for all personnel, patients, and visitors, the use of tobacco containing products is prohibited in all Callaway County Ambulance District buildings, and vehicles. Designated smoking areas are established at each station.

Standards

Personnel are prohibited from using tobacco products in all vehicles (both passenger compartment and driver compartment) and buildings of Callaway County Ambulance District. For purposes of this Policy, "tobacco products" includes but is not necessarily limited to cigarettes, cigars, and smokeless tobacco products, such as chewing tobacco.

Personnel must comply with any local ordinances regulating tobacco use.

Personnel are not permitted to use tobacco products while on the scene of an emergency response.

Personnel are permitted to use tobacco products in hospital areas which have been designated as smoking areas.

Personnel are permitted to use tobacco products in designated smoking areas at each of Callaway County Ambulance District buildings.

The above standards shall apply to visitors and patients as well as personnel.

Disposal of Tobacco Products

All cigarette butts will be placed in the designated receptacles. Cigarette butts should not be discarded on the ground or in any trash bins.
Smokeless tobacco residue will be deposited in the appropriate receptacle or spittoon. There shall be no spitting of tobacco juice on District property, including in sinks or toilets.

219 TELEPHONE PROCEDURES, PERSONAL TELEPHONE USE, AND MAIL SYSTEMS

To maintain phone lines accessible for business purposes, avoid distractions, and maintain uninterrupted telephone service, the telephone system is for District business. Callaway County Ambulance District limits personal phone calls while on duty.

Personal calls

Phone lines are reserved for Callaway County Ambulance District business only. Personal incoming and outgoing personal phone calls are discouraged, and should be used for emergency purposes only.

If personal calls must be made or received, conversations should be limited to five (5) minutes.

Long distance telephone calls for personal business are not permitted.

Employees may be required to reimburse Callaway County Ambulance District for any charges resulting from their personal use of the telephone.

Long distance phone calls for District and business purposes are acceptable, but should be limited in scope to the greatest extent possible.

Answering the phone

To ensure effective telephone communications, employees should always speak in a courteous and professional manner. Confirm information received from the caller, and hang up only after the caller has done so.

Handling of Mail and Other Deliveries

All mail sent to the District's post office box will be picked up and processed by the District's business office staff who will exercise caution in regards to confidentiality and contents of the enclosed material. Business office personnel will generally open all mail received by the District.

It is the responsibility of any person handling the mail to report any suspicious items. The United States Postal Service provides the following information. Examples of mail that may cause suspicion could be:

1. Envelopes and packages bearing a strange return address or no return address.
2. Excessive postage, no postage, or non-cancelled postage.
3. Handwritten or poorly typed address.
4. Misspellings of common words.
5. Addressed to incorrect titles or title without a name.