OVERVIEW

COVID UPDATE

Medic's transport volume continues to remain well below budgeted forecasts for FY '20 as a direct result of the Covid virus. The system is seeing an average of 143 fewer transports per day in May, which translates to a reduction in revenue of approximately $157K per day. The Agency will finish the month of May having transported 25% fewer patients than in April of 2019. The impact of this decline on Medic's FY '20 revenue is currently forecasted at a loss of $3.7 million. A visual representation of the decline in response volume can be seen on the Key Performance Indicator chart titled 911 Incident County by Fiscal Month/Year. Medic leadership continues to work with Mecklenburg County to manage and refine the budget based on predictions.

As of May 27 a total of four Medic employees, all frontline caregivers, have contracted Covid. Three have fully recovered and returned to work; one remains out of work and is in the process of recovering while in isolation.

While Medic currently has necessary resources on hand, consistent access to significant quantities of personal protective equipment (PPE) remains a genuine concern. Supply chain issues, production shortages and overall competition in the global marketplace make access spotty and unpredictable for all in healthcare. Agency leadership continues to collaborate with partners at the county, city and both hospital systems on a daily basis to improve access to N95 masks, source control masks and protective gowns. Protocols have been adjusted at Medic in line with CDC guidelines to minimize PPE burn while maintaining a safe work environment for caregivers. This will help ensure existing PPE will last as long as possible.

EMS WEEK 2020: May 17-23 Proclaimed EMS Week in Mecklenburg County

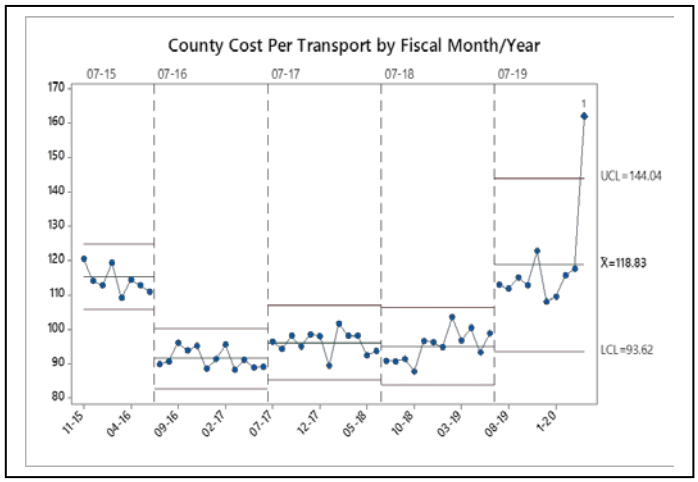
Emergency Medical Services (EMS) Week is nationally recognized as a time to honor the dedication of those who provide lifesaving support for the health and well-being of the community. Medic's care providers are prepared to encounter emergency situations every day, and now more than ever, it is important to express heartfelt thanks for the men and women of this Agency as they provide compassionate care to the residents of Mecklenburg County in the face of a global pandemic.

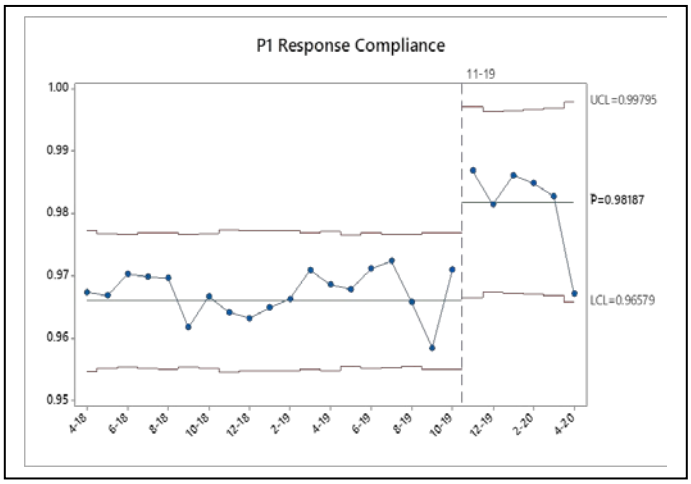
A special nod of gratitude also goes out to the Mecklenburg Board of County Commissioners for officially recognizing EMS Week in Mecklenburg County with a proclamation citing "When the health of Mecklenburg County is threatened, emergency medical services remain at the frontline in selfless service to our community."

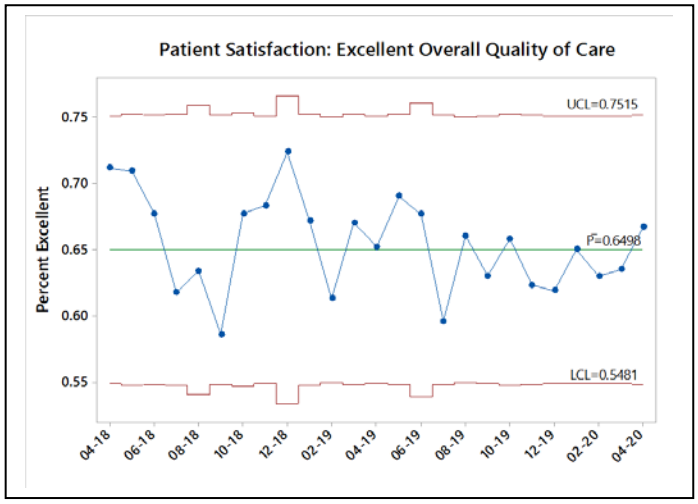
Context for Key Performance Indicators

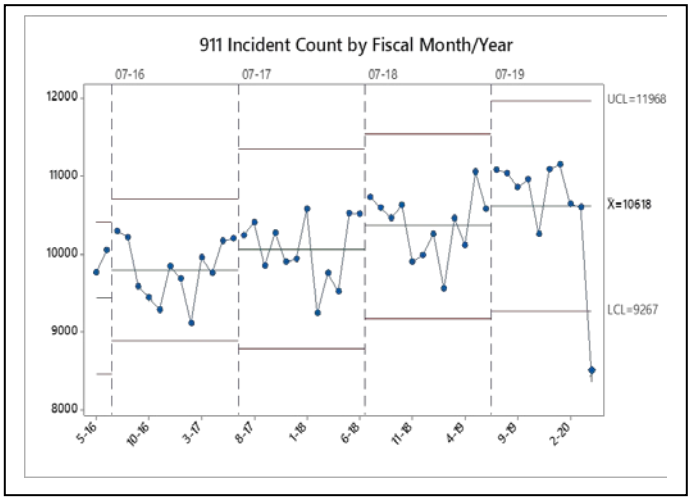
The data on the following page is presented in control charts. Each dot represents a monthly average, count or proportion. The middle green line is the average performance for the displayed periods, while the red lines are the upper and lower control limits.

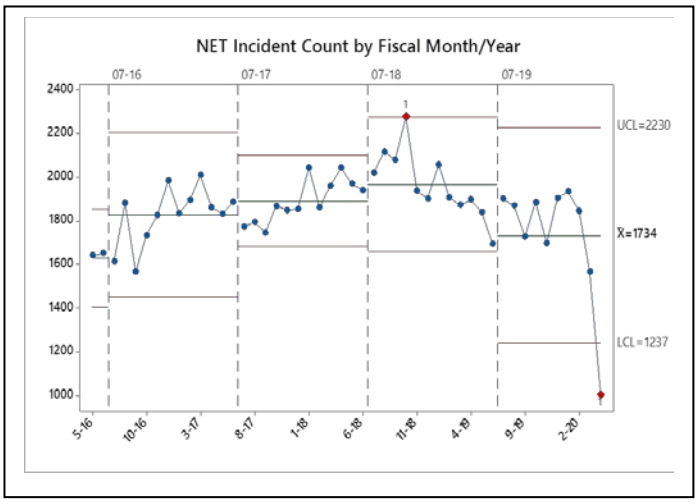
- **Response time compliance** performance goal is 90%.
- **Cardiac arrest survival** is measured for patients that meet a nationally standardized case definition.
- **Patient satisfaction** is determined using a random telephone survey of up to 200 transported patients per month. This results in a proportion which rated their overall quality of care as excellent. The target is ≥ 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.

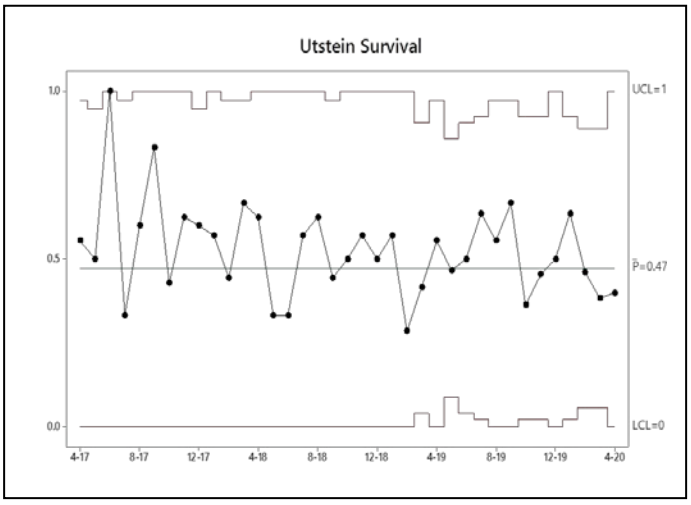

County Cost Per Transport by Fiscal Month/Year
07-15
07-16
07-17
07-18
07-19
UCL=144.04
X̄=118.83
LCL=93.62


P1 Response Compliance
11-19
UCL=0.99795
P̄=0.98187
LCL=0.96579


Patient Satisfaction: Excellent Overall Quality of Care
Percent Excellent
UCL=0.7515
P̄=0.6498
LCL=0.5481


911 Incident Count by Fiscal Month/Year
07-16
07-17
07-18
07-19
UCL=11968
X̄=10618
LCL=9267


NET Incident Count by Fiscal Month/Year
07-16
07-17
07-18
07-19
UCL=2230
X̄=1734
LCL=1237


Utstein Survival
UCL=1
P̄=0.47
LCL=0