

Mecklenburg EMS Agency



**MEDIC**

Medical Excellence. Compassionate Care.





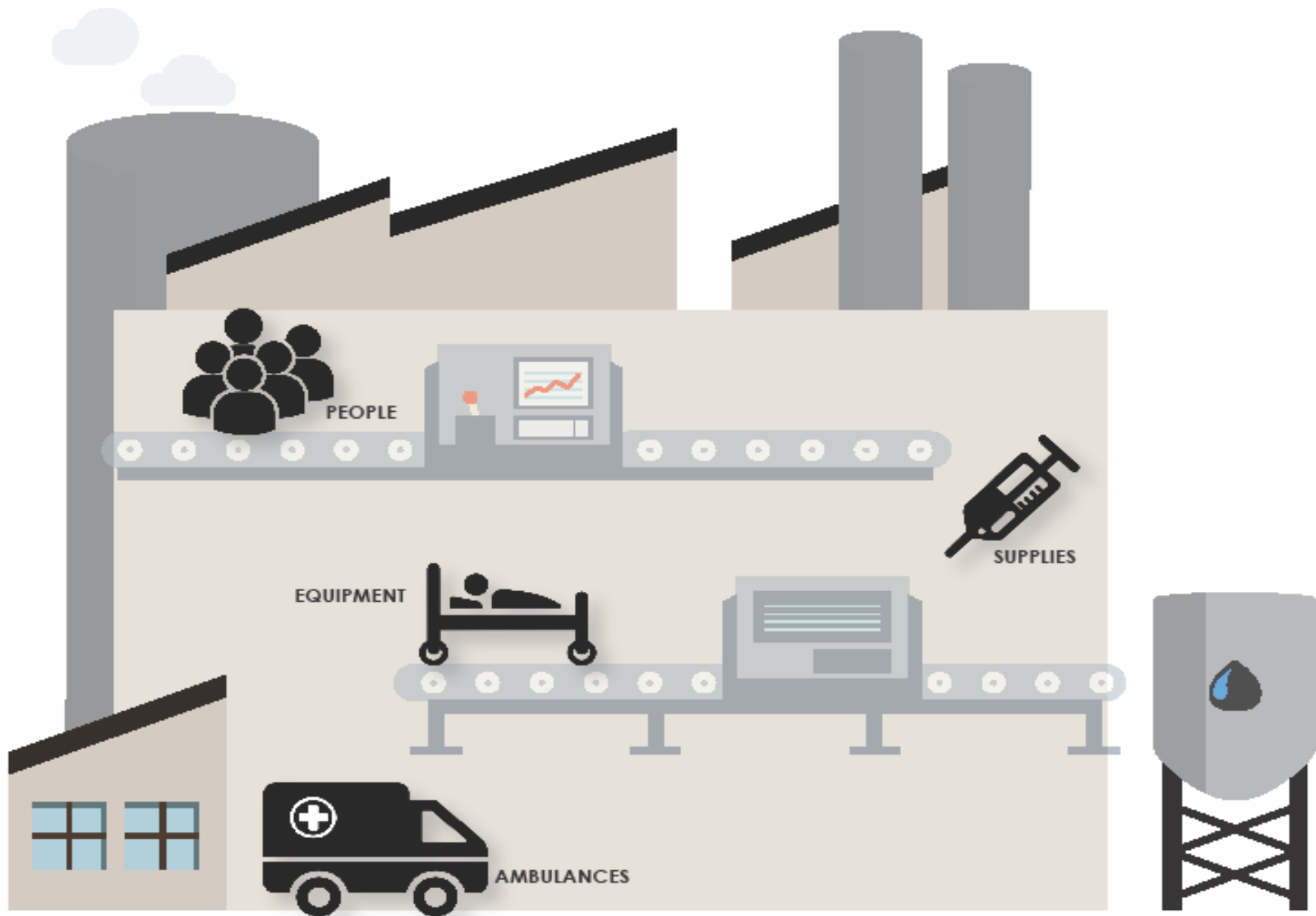
**To save a life, hold a hand, and be prepared to respond in our community when and where our patients need us.**



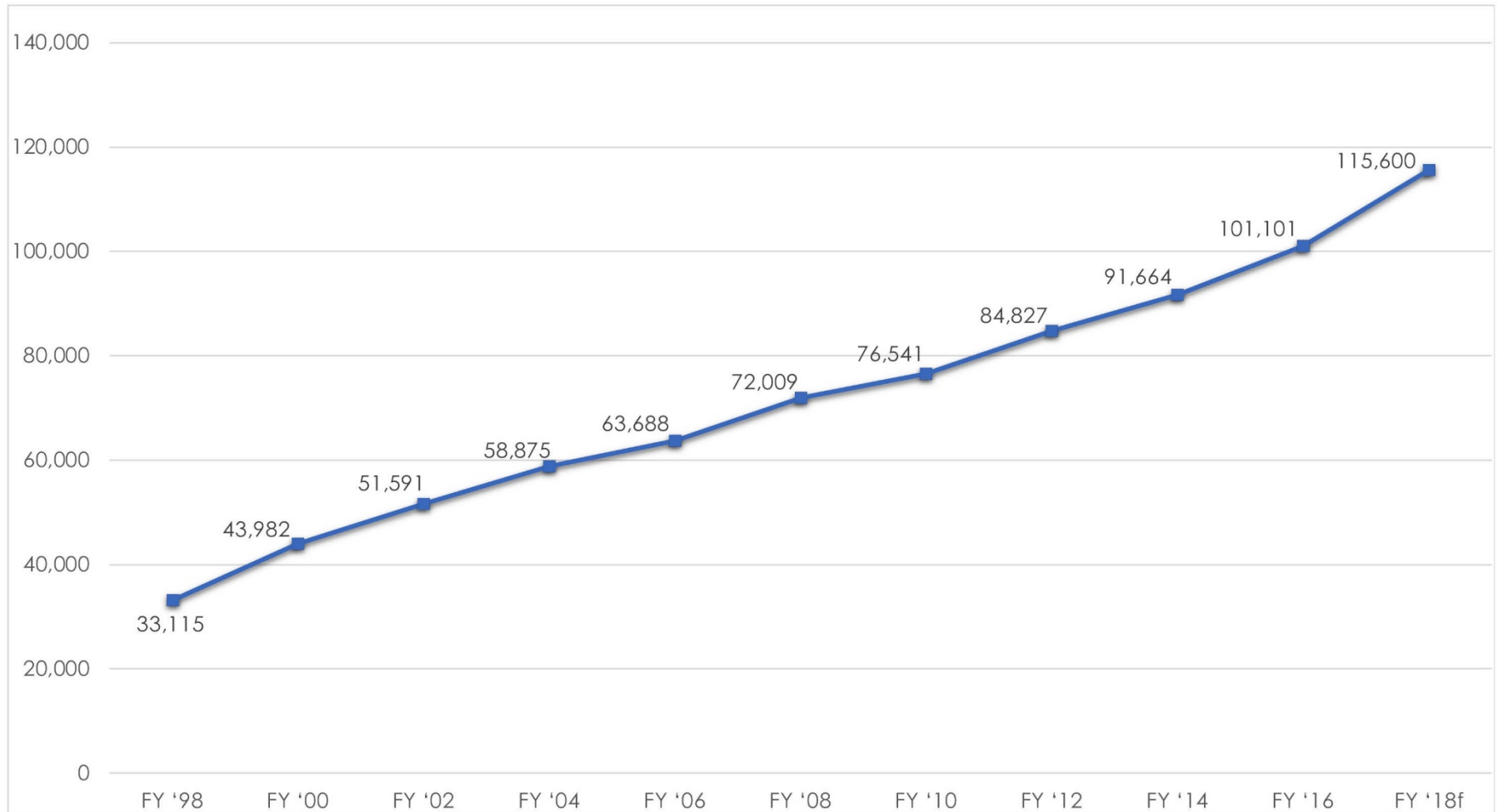


THANK YOU!



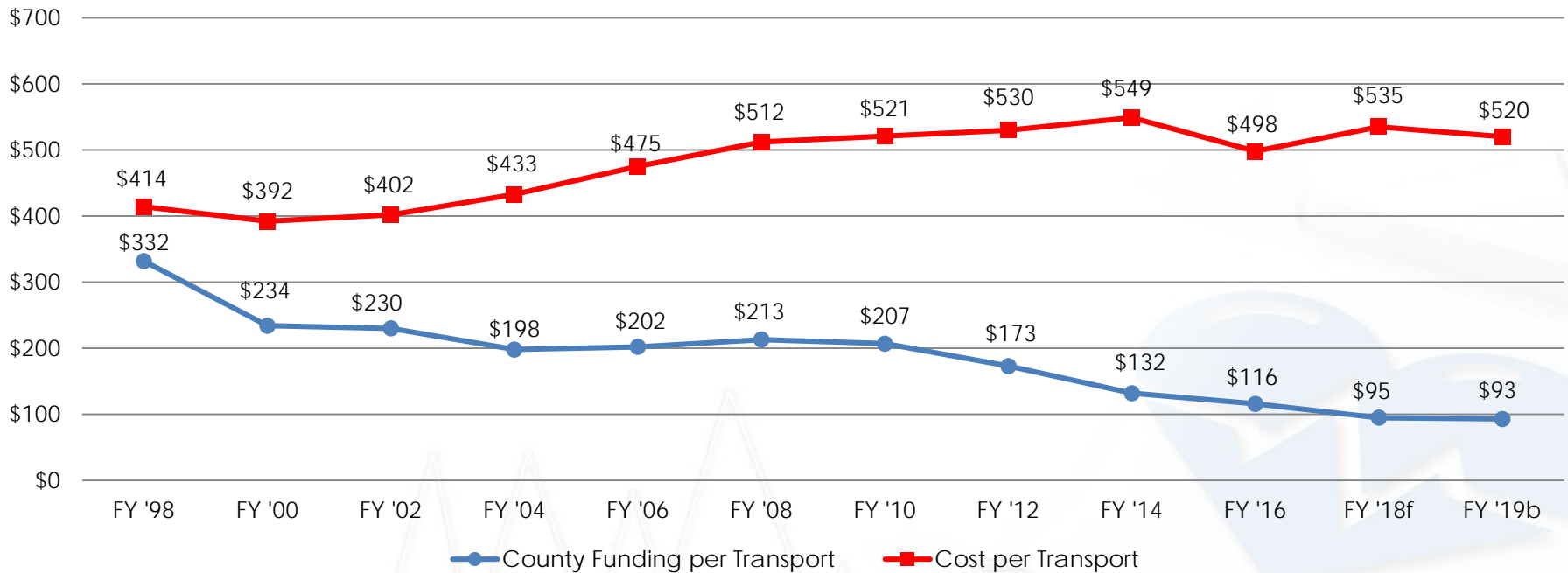


# SERVICE DEMAND



# STEWARDSHIP

	FY '98	FY '00	FY '02	FY '04	FY '06	FY '08	FY '10	FY '12	FY '14	FY '16	FY '18f	FY '19b	'98 v. '19b
Transports (TX)	33,115	43,982	51,591	58,875	63,688	72,009	76,541	84,827	91,664	101,101	115,600	118,108	256%
Cost Per TX	\$414	\$392	\$402	\$433	\$475	\$512	\$521	\$530	\$549	\$498	\$535	\$520	26%
County Funding per TX	\$332	\$234	\$230	\$198	\$202	\$213	\$207	\$173	\$132	\$116	\$95	\$93	-72%



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**BECAUSE TIME MATTERS.**



**Mission:  
Lifeline®**  
EMS

## 2018 Mission: Lifeline® EMS Recognition

The American Heart Association proudly recognizes

### ***Mecklenburg EMS Agency Charlotte, NC***

**Mission: Lifeline®-EMS – GOLD PLUS  
Achievement Award – EMS Agency**

The American Heart Association/American Stroke Association recognizes this EMS provider organization for demonstrating continued success in using the **Mission Lifeline®-EMS** program.

Thank you for applying the most up-to-date evidence-based treatment guidelines to improve patient care and outcomes in the community you serve.\*



A handwritten signature in cursive script, reading "Nancy A Brown".

**Nancy Brown**  
Chief Executive Officer  
American Heart Association

A handwritten signature in cursive script, reading "Eric Smith".

**Eric Smith, MD**  
Chairperson, Get With The Guidelines®  
Steering Committee

A handwritten signature in cursive script, reading "John Warner".

**John Warner, MD**  
President American Heart Association

\*For more information, please visit [Heart.org/MLQualityAwards](http://Heart.org/MLQualityAwards).

# CHALLENGES

## ✱ Reimbursement

- Healthcare reform continues
- Rate increase to \$1,053 for ALS 911

## ✱ Medicaid reimbursement

- State currently withholding \$1.6mm

## ✱ Behavioral health patient growth

## ✱ Fleet management

- Terra Star engine issues impacting half of Medic's fleet



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# STRATEGIC DIRECTION

## ✱ Strategic objectives

- Optimize service and operations at Medic's new Headquarters
  - Work ongoing in logistics and operations
- Further improve fiscal sustainability
  - Replacement of Medic's fleet continues
  - Projects aimed at waste reduction in development
- Reduce demand for service on Medic
  - Projects aimed at unnecessary 911 reliance

# COMMUNITY ENGAGEMENT

## ✱ High frequency users

- Collaboration with DSS and other partners

## ✱ Opioid abuse

- Narcan distribution in community

## ✱ EMS recruitment

- Partnership program with CMS

# THANK YOU!



OUR PATIENTS. OUR PEOPLE. OUR STEWARDSHIP. OUR PURPOSE.

**MEDIC**