

## From the desk of the TAA system director

NOVEMBER 28, 2023  
REGULAR BOARD MEETING UPDATE

*TO CREATE A CULTURE OF COMMUNITY FOCUSED ON COLLABORATION, SUPPORTING AND EMPOWERING EMPLOYEE GROWTH.*

---

1

## Finance

---

- Billing revenue collection for the month of October was fantastic. I'm hoping this is the continued trend.
- The 2-day virtual seminar relating to EMS and the No Surprises Act resulted in "surprise" a waste of my time. I did not attend day 2. I will update you all at the meeting.
- Budget vs. Actuals report – my intent was to have it updated for this meeting. As with most projects, it became more work than I anticipated. I will have an updated report for December's meeting.

2

# People

- All of our providers have stepped up in filling open shifts – we have a great team!!
- We had an MVA involving 3 vehicles and multiple patients earlier in November.
  - Great job by our TAA team. We had multiple off-duty EMTs show up to help
    - Heather Snowden
    - Jenne Sehl
    - Andrew Lightbody
  - On-duty crews:  
Nan Draper (Medic) & Craig Johnson (EMT)  
Kelli Corbin (AEMT) & Molly Townsley (EMT)
- Kelli did a great job as medical incident commander. Her first large-scale MVC
- A great job by all –

3

# SERVICE

RUN VOLUME – Current v Last Year	
2022 YTD	1,601
2023 YTD	1,516
	-85

- Both our new rigs aren't new anymore they're both creeping toward the 100k mile marker.
  - We will have to start making necessary repairs and maintenance costs will increase.
- Our next rig won't roll off the line until July 2024. The UAW strike stalled production.
- We will be involved in the local holiday parades.
- Our Advantage Plus Program seems to be on an uptick.
  - I plan to order some business cards to mail back with the member's receipt.
  - This should provide extra comfort for some of our residents who like something more than a receipt and have voiced such.
  - Plus, I can get 500 for 500 – a small price for peace of mind.

4

# Quality

---

- Our agency inspection was in person for the first time since 2019.
- It went very well. I've finally reached the no-anxiety phase for state inspections – bonus!!
- We are licensed to operate for another year.
- A huge thank you to Nan for locating all equipment/supplies required by the state for Tom Frascone, our Regional EMS Coordinator!