

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

January 24, 2018 at 1:00 p.m. via Video Conference

EMSA Corporate Offices

1111 Classen Drive, Oklahoma City, OK

1417 North Lansing Avenue, Tulsa, OK

Minutes:

NOTICE AND AGENDA for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were posted January 22, 2018 at 10:46 a.m. in the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on January 22, 2018 at 10:53 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Ms. Kelly Brader
Mr. Larry McAtee
Ms. Jan Slater
Ms. Allison Petersen
Chief Bryan Wood
Mr. Wiley Williams
Dr. Jeffrey Goodloe

TRUSTEES ABSENT

Mr. Phil Lakin (Excused)
Mr. Kyle Nondorf (Excused)
Mr. Larry Stevens (Excused)
Dr. Jim Rodgers (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Kent Torrence, EMSA
Frank Gresh, EMSA
Julie Roberts, EMSA
Tracy Johnson, EMSA
Vicki Lacy, EMSA
Rechelle Leeds, EMSA
Paige Lee, EMSA
Marian Nolen, EMSA
Kelli Bruer, EMSA
Sonny Geary, AMR
Heath Wright, AMR
Tina Wells, AMR
Lara O'Leary, AMR
Kris Koepsel, Riggs Abney
Doug Dowler, City of OKC
Lindsey Baird, City of OKC

A quorum was present and the meeting was called to order at 1:00 p.m. by Madam Chair Slater.

CONSENT AGENDA

1. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated December 20, 2017 at 1:00 p.m.**

Upon motion made by Mr. Williams and seconded by Ms. Brader, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated December 20, 2017 at 1:00 p.m.

AYE: Mr. McAtee, Ms. Slater, Chief Wood, Mr. Williams, Ms. Brader

NAY: None

ABSTAINED: Ms. Petersen

ABSENT: Mr. Stevens, Mr. Lakin, Dr. Rodgers, Mr. Nondorf

The motion was passed.

REGULAR AGENDA

1. **Chairman's Report** – Jan Slater, Chairman of the Board – Ms. Slater informed the Board the reason there was no need for an executive session to be held regarding the lawsuit was because there was not sufficient information from opposing counsel for a recommendation to be made to the Board yet and that hopefully this will happen soon. She pointed out that due to the flu outbreak within EMSA, the financials were not closed in time to distribute prior to the meeting, but they will be presented today. As a follow-up to Mr. Lakin's request from the December board meeting, Jim Winham will be speaking to the Tulsa city council on February 13th if anyone is interested in attending.

2. **President's Report**

a. Compliance Report – Frank Gresh, Chief Information Officer – Mr. Gresh reported compliance and exclusion numbers for the eastern and western divisions for the month of December 2017. Both divisions were compliant in all areas. Exclusions were significantly more in the western division due to the impacted surfaces by weather conditions.

b. Financial Report – Kent Torrence, Chief Financial Officer – Mr. Torrence reported the financial statements including the highlights of collection rates, emergency/non-emergency transports, cash receipts and disbursements for both divisions for the first half of the year ended December 2017. Ms. Petersen questioned why there was a significant savings in the west for medical supplies. Mr. Torrence said it is more timing and invoices than savings as it is hard to budget this item and believes we will be closer to budget in the second half of the year.

c. Patient Financial Services – Angela McLain, Chief Revenue Officer – Ms. McLain informed the Board that she has added some different pieces to her report as the flu in her department has made it difficult to complete the regular December report. The eastern division call volume is trending upward in both emergency and non-emergency calls while the western division is trending downward in both categories. Ms. Slater asked if the loss of a beneficiary city would reflect this soon in reporting. Mr. Winham said it could be that as well as the stretcher aid van services

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operating in the western division. He did not want to speculate and will report on this soon with more concrete data. Ms. McLain presented a new reporting of co-pay and deductible management that she will continue to do monthly going forward. This report shows where our patient money goes, co-pays received, and deductibles. Another new report she added is deductible and insurance management for 2017. This report included the percentages of claims held, deductibles satisfied, and additional revenue gained.

d. Patient Satisfaction – Kelli Bruer, Vice President – Patient satisfaction reflects the most current information and is extremely well in both the east and west.

e. President's Commentary – Jim Winham, Chief Executive Officer – Mr. Winham started by introducing the January Team Member of the Month for the western division, Marian Nolen. Marian is an Information & Technology Specialist and has been with EMSA for four years. She primarily supports billing and audio (phone and radio recordings and equipment), but also helps with the electronic patient care records application and general desktop support. She had a lot of great compliments from her peers including she is very helpful, has a can-do attitude, and always friendly. For the eastern division, Mr. Winham introduced Rechelle Leeds. Rechelle is a Pre-Billing Verification Clerk and will celebrate five years with EMSA in March. She connects with hospitals and patients in the billing process and was selected due to her meeting and maintaining monthly goals and always volunteering to help.

He brought to the Board's attention as of January 31, 2018, the Medicare extenders (smaller pieces of Medicare legislation that must pass Congress to keep the Medicare program stable in 2018) have expired, and this will cost us \$5 per ambulance call. He has great confidence they will be extended, but in the meantime, we will be holding claims and not billing Medicare as Medicare allows twelve months to file. If we were to bill now, it would cost more time and money for us to re-bill. Ms. Petersen questioned if we are financially secure enough to hold claims for an unknown length of time. Ms. McLain answered it has never gone past March 31st and Mr. Winham confirmed that we are financially sound for that timeframe. Ms. Petersen asked how long it has taken in the past once the claims are filed after the extenders are back in effect. Ms. McLain said the last time this happened, we received payment within twenty-one days.

Mr. Winham advised the Board of a program that EMSA will be working on in conjunction with the Office of the Medical Director, specifically Dr. Goodloe, to put into place a pilot program (in the western division) for BLS (Basic Life Support) transportation. This will be for non-emergency transports and some hospital discharges. Dr. Goodloe and Mr. Winham will sit down and decide how it will work and then if it works out. As far as costs, we have the trucks that were purchased last year and there would be no additional capital cost—we would be shifting some medics around—instead of a paramedic in the back you would have an EMT basic in the back. This program has been used throughout the nation and we will see if it is clinically worth the opportunity.

Mr. Winham finalized his report by stating that the RFP (Request for Proposal) went out for collections and we received eight bids back. Those bids were opened publicly this past Monday. We will be bringing these to the Compliance Committee in February, then to the February Board meeting for final approval.

Ms. Slater mentioned at a future meeting Jim will report to the Board some of the cost-saving ideas he and the management team have had that are quite impressive.

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3. **Medical Director's Report** – Dr. Jeffrey Goodloe, Medical Director – Dr. Goodloe began by touching on the flu update and how the perception is that our healthcare facilities are being crushed by patients presenting flu symptoms when flu-related cases are the minority. He stated it is a sad reality that we have a very unhealthy populous and we have a tremendous amount of cardiopulmonary disease statewide.

Dr. Goodloe is very proud of their field folks as they continue to provide excellent clinical care. At one point in time, we had an eight-day rolling situation where every major hospital was at a 1-2 bed emergency department. With this saturation, he enacted a “no divert” policy on a 24-hour rolling basis so no one hospital was being crushed. Dr. Goodloe stated he was in constant communication with field supervisors who were visiting every hospital counting patients being held in the emergency rooms and waiting rooms, so he would know whether to continue the 24-hour policy. Dr. Goodloe stated that in some cases, the EMTs and paramedics are waiting with patients on ambulance stretchers in hallways of emergency rooms. They do not get an opportunity to sit—they stand for up to two-plus hours at a time. This creates a perfect opportunity to fray upon some nerves and create less than ideal interactions. He stated he is not aware of one single interaction of unprofessional behavior on the part of these EMTs and paramedics.

Dr. Goodloe wanted to make the Board aware there is a lot going on nationally with payment issues in EMS. There are fourteen states where Anthem Blue Cross & Blue Shield is paying EMS in situations of non-transport of patients. This is a significant departure from times past where EMS organizations were paid for the transport and not so much the medical care. He went on to say the vast majority of professionals in the EMS industry are hailing this as a remarkable milestone. However, EMS physicians and emergency physicians do not yet share this opinion because this is the same insurance company who is publicly announcing they want to reduce emergency department utilization in their covered population by 5-10% and are now retroactively denying claims based on not the presenting symptom, but the final diagnosis. This Anthem policy does not involve Oklahoma, so we will see what happens in these other states where this policy is now in effect as of January 1st.

4. **New Business**

None at this time

5. **Trustees' Reports**

None at this time

6. **Next Meeting** – Wednesday, February 28, 2018 at 1:00 p.m. via videoconference in both locations

7. **Adjourn** - The meeting was adjourned by Madam Chair Slater at 1:56 p.m.

Julie Roberts, Assistant Secretary

Date