

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

June 27, 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 filed June 25, 2018 at 4:00 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on June 25, 2018 at 3:55 p.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Ms. Kelly Brader
Mr. Phil Lakin
Mr. Larry Stevens
Mr. Larry McAtee
Mr. Kyle Nondorf
Ms. Jan Slater
Mr. Wiley Williams
Dr. Jim Rodgers (1:02 p.m.)

TRUSTEES ABSENT

Ms. Allison Petersen (Excused)
Chief Bryan Wood (Excused)
Dr. Jeffrey Goodloe (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Frank Gresh, EMSA
Kent Torrence, EMSA
John Graham, EMSA
Johna Easley, EMSA
James Davis, EMSA
Adam Paluka, EMSA
Tracy Johnson, EMSA
Julie Roberts, EMSA
Jeff Wright, EMSA
Sharrie Barnes, EMSA
Sonny Geary, AMR
Heath Wright, AMR
Tina Wells, AMR
Lindsey Baird, City of OKC
Jim Orbison, Riggs Abney

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 May 23, 2018 at 1:00 p.m.

Upon motion made by Mr. Lakin and seconded by Mr. Stevens, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated May 23, 2018 at 1:00 p.m.

AYE: Mr. McAtee, Mr. Lakin, Ms. Brader, Mr. Nondorf, Mr. Stevens, Ms. Slater, Mr. Williams, Dr. Rodgers

NAY: None

ABSENT: Ms. Petersen, Chief Wood

The motion was passed.

REGULAR AGENDA

1. Chairman's Report – Jan Slater, Chairman of the Board – Ms. Slater started her report by commending Mr. Winham and his staff for the flag raising ceremony on Flag Day and commented she was impressed at the number of staff who has served or is serving in the armed services. She reminded the Board that the retreat/strategic planning date is set for August 22nd in Stroud. The meeting will start with a brief board meeting followed by board education under EMSA compliance regulations, Mr. Winham will share his vision for the growth of EMSA, and any Board input and discussions.

Ms. Slater updated the Board on litigation—the government is not yet willing to produce the Settlement Agreement or make an announcement as they are waiting on the Paramedics Plus portion so they can make one global statement. She thanked Trustees Petersen and Williams for their daylong settlement meeting with RSUI, our insurance carrier, and as soon as we get this agreement it will be brought before the Board.

2. Approval of Professional Services Agreement between the City of Oklahoma City and the Emergency Medical Services Authority including Exhibit 1 and Exhibit 2

Ms. Slater reminded the Board that this Agreement is a routine annual activity that the Board approves. Mr. Winham confirmed and added that the Agreement is two-part, the first being the utility agreement and the second being the leasing agreement with the City of Oklahoma City.

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Upon motion made by Mr. Williams and seconded by Dr. Rodgers, the Board of Trustees voted to approve the Professional Services Agreement between the City of Oklahoma City and the Emergency Medical Services Authority including Exhibit 1 and Exhibit 2.

AYE: Mr. McAtee, Mr. Lakin, Ms. Brader, Mr. Nondorf, Mr. Stevens, Ms. Slater, Mr. Williams, Dr. Rodgers

NAY: None

ABSENT: Ms. Petersen, Chief Wood

The motion was passed.

3. Approval of Fiscal Year 2019 Budget

Mr. Torrence presented a summation of the Fiscal Year 2019 budget. Discussions held. Full details of discussions included in meeting transcript.

Upon motion made by Dr. Rodgers and seconded by Ms. Brader, the Board of Trustees voted to approve the Fiscal Year 2019 Budget.

AYE: Mr. McAtee, Mr. Lakin, Ms. Brader, Mr. Nondorf, Mr. Stevens, Ms. Slater, Mr. Williams, Dr. Rodgers

NAY: None

ABSENT: Ms. Petersen, Chief Wood

The motion was passed.

4. President's Report

a. 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 month of May 2018. A discussion was held regarding American Express transactions and reporting. Full details of discussion included in meeting transcript.

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b. Compliance Report – Frank Gresh, Chief Information Officer – Mr. Gresh reported compliance and exclusion numbers for the eastern and western divisions for the month of May 2018. All critical areas in both the eastern division and western division were compliant.

c. Patient Financial Services – Angela McLain, Chief Revenue Officer – Ms. McLain reported the patient financial services report for May 2018 including call volume, accounts receivable, cash receipts, and overall percentages of cash and revenue per payor category for the eastern and western divisions.

d. Key Point Indicators (KPIs) – Adam Paluka, Public Affairs Director – Mr. Paluka reported that patient satisfaction scores were still very high in both the eastern and western divisions. He informed the Board that EMSA placed sixth in the nation in patient satisfaction scores based upon the EMS survey team who surveys ambulance services throughout the country. Media hits and website visits increased due to the weather (heat alerts) and positive comments on the newly unveiled “troops” truck. Community events, civic engagements, and EMSAcare remain the same with high scores.

e. President’s Commentary – Jim Winham, Chief Executive Officer – Mr. Winham began by introducing the EMSA Team Members of the Month for June 2018.

As an appendage to Ms. Slater’s reporting of the unveiling of EMSA’s Military/Support Our Troops unit in Tulsa on Flag Day, Mr. Winham added that the Tulsa office flagpoles were recently installed and the Murrah Building flag from the Oklahoma City bombing flew for a short period of time that day. He stated they will be doing this same ceremony at the Oklahoma City headquarters in July.

Mr. Winham informed the Board that EMSA experienced a phishing attack earlier in the month via an e-mail made to look as though it was from him and included an attachment that also appeared legitimate so many employees attempted to open it. He commended EMSA’s IT staff on its expedient and efficient countermeasures and follow-up explanatory/instructional e-mails to EMSA employees on how to handle these types of attacks going forward.

He reported that the BLS transport trial had begun in the western division and will soon start operating in Tulsa. Further details will be reported to the Board at a future meeting.

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5. New Business

None at this time

6. Trustees' Reports

None at this time

7. Next Meeting – Wednesday, July 25, 2018 at 1:00 p.m. via videoconference

8. Adjourn - The meeting was adjourned by Madam Chair Slater at 1:54 p.m.

Julie Roberts, Assistant Secretary

Date