

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

November 14, 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 November 13, 2018 at 8:59 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on November 13, 2018 at 9:02 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Mr. Phil Lakin
Mr. Larry McAtee
Ms. Jan Slater
Mr. Wiley Williams
Ms. Kelly Brader

TRUSTEES ABSENT

Ms. Allison Petersen (Excused)
Mr. Kyle Nondorf (Excused)
Chief Bryan Wood (Excused)
Mr. Larry Stevens (Excused)
Mr. Scott Vaughn (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Lora Conger, EMSA
Frank Gresh, EMSA
John Graham, EMSA
Johna Easley, EMSA
Adam Paluka, EMSA
James Davis, EMSA
Julie Roberts, EMSA
Amy Chance, EMSA
Sonny Geary, AMR
Heath Wright, AMR
Tina Wells, AMR
Jeremy Coombs, AMR
Jim Orbison, Riggs Abney
Kris Koepsel, Riggs Abney
Lindsey Baird, City of OKC

A quorum was not present, and the meeting was called to order at 1:05 p.m. by Vice Chair Lakin.

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REGULAR AGENDA

1. **Chairman’s Report**-Vice Chair Phil Lakin informed the Board that he would be filling in for Allison Petersen today and as there is not a quorum present, there cannot be a vote on either the consent agenda nor regular agenda items. Mr. Lakin called upon Mr. Winham for the President’s Report.

2. **President’s Report**

a. Compliance Report-Frank Gresh, Chief Information – Mr. Gresh reported operational compliance and exclusion numbers for the eastern and western divisions for the month of October 2018. He stated all categories in the eastern division were in compliance, all above 90%, and all areas of the western division were compliant except for Priority 4s at 75%. He pointed out this 75% was comprised of twelve calls--three of them being late.

b. Financial Report-Lora Conger, Chief Financial Officer – Mr. Winham reminded the Board due to the early meeting date this month, the October financial report will be presented next month.

c. Corporate Compliance Overview-Angela McLain, Chief Compliance Officer - Ms. McLain told the Board it has been a busy year with compliance and she felt November is a good month to give a compliance update slide presentation. She reported the criteria for holding at least four compliance meetings per year has been met and we will exceed that number. EMSA is required to do Code of Conduct training for its employees and we completed that training on October 25th. Training is usually done electronically, but she felt like this one needed to be done in person due to the changes at EMSA this year.

Ms. McLain continued telling the Board that the Compliance Committee is comprised of a subcommittee—the Documentation Committee. Within this committee, EMSA’s Coding Manager has spent a lot of time on documentation training with the Contractor’s medics and EMTs. We have updated the Physician’s Certificate of Statement, a form that must be completed by the hospitals on all non-emergency transports, by making it easier to capture the needed information. The facility contracts have been updated by adding language to make it more onus on them to provide the necessary information to EMSA for those interfacility transports. She went on to report effective December 1st, dispatch will use Priority Dispatch Cards to help with non-emergency transports by getting more information about patients upfront and ensuring we have the right resources for the patient’s transport. The air transport form has been updated to tide us over until we get a permanent contract in place. It was on today’s agenda for approval so hopefully it will be approved at next month’s meeting.

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Ms. McLain told the Board that the Medicare Audit has been substantial for the Patient Financial Services team. Novitas came out with a Targeted Probe and Educate Audit and EMSA was targeted. The audit had certain areas that each carrier could pick from--one area being BLS Transport. The eastern division was the only service chosen in Oklahoma for this category since we have stretcher aid vans. This audit has three rounds and we completed the first round and are now moving into the second. Ms. McLain explained the results and recommendations from Novitas from the first round. She continued telling the Board that another part of the EMSA compliance plan is that we audit all the medical coders who input the diagnoses and billing codes on the claim to insure they aren't overutilizing or underutilizing codes that could be harmful to EMSA.

Ms. McLain referred to the facility contracts stating 45 contracts were sent to the hospitals in the RSA (Regulated Service Area) to get them signed because our contracts have not been updated in 10-15 years. To date, only 20 have been returned which is disappointing, but what will happen is they will be billed full-bill charges for any transports we do that they are financially responsible for until we have a signed contract in place.

Other key slides Ms. McLain presented included Grants that recently moved over from AMR to EMSA and a couple of things that have taken place since that move. The TReC (Trauma Transfer and Referral Center) grant has been updated and the Regional Medical Response System (RMRS) grant has been signed. She presented a Complaints overview which include more compliments than complaints and explained we don't have any control on the way the graph is presented but are working on a better tracking system. Ms. Slater asked what the difference between patient care and customer care is. Mr. Winham answered that patient care is the actual clinical care of the patient such as if an IV blew and this type of incident is followed up by the Office of the Medical Director. Customer care is customer service, i.e., he was rude to me, they called me a name, etc. Ms. McLain went on to report on HIPAA where we have been working with the Office of the Medical Director to create a policy guided for their office. She said we have had a few instances including a medic took his tablet home which the Contractor managed appropriately. We have also increased our crime coverage within our insurance policy to cover any internal or external incidents that could be harmful. As far as HIPAA Security, our CIO Frank Gresh has been very busy this year. He has continually reminded employees how to send out PHI confidential information. Due to the phishing incident with the executive e-mail, Mr. Gresh had to implement upgraded security, new monitoring tools, geographic log-in blocking as well as known bad address blocking. We did a Security Audit with True Digital Security who insured our external security. Mr. Gresh also implanted a new firewall and a single sign-on for network and Office 365. He has sent out numerous e-mails to employees regarding cybersecurity awareness.

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Ms. McLain continued compliance reporting regarding Patient Financial Services. They completed the RFP (Request for Proposal) for a collection agency and it went into effect in April. A new software was implemented for pre-verifying. EMSA worked with Solutions Group to find additional insurance prior to sending out first statement. Other compliance items included completing Medicaid recertification, completing the annual compliance for Medicaid, and Medicare extenders were extended for five years.

Next year's compliance objectives are to continue to develop a compliance workplan and components which include conducting an annual program analysis and an organizational risk assessment as well as further develop and deploy a strategy to measure program effectiveness and monitor outcomes. Going forward, Ms. McLain said they will prepare and complete CAAS (Commission on Accreditation of Ambulance Services) accreditation, continue developing processes, policies and procedures, and make the purchasing process electronic and more efficient.

d. Key Point Indicators (KPIs)-Adam Paluka, Public Affairs Director – Mr. Paluka presented the KPIs report for the month of October. He reported that EMSA did a phone system conversion which explains the lost unit hours due to IT issues in both divisions. He told the Board patient satisfaction scores are still high and EMSA placed 4th in the nation of the EMS agencies surveyed. Mr. Paluka pointed out the social media impressions were very high due to EMSA's Digital Media Manager, Holly Jones, doing a campaign about women in EMS and highlighted our female medics and team members during one week in October. EMSACare numbers will stay the same until next year. He said he met with the City of Oklahoma City last week and is meeting with the City of Tulsa this week to start making plans for 2019 enrollment.

e. President's Commentary-Jim Winham, Chief Executive Officer – Mr. Winham began his commentary by introducing the EMSA Team Members of the Month for November. In the eastern division, Lori Yanez is the Receptionist as well as a Pre-Billing Verifier. She been with EMSA for five years this month. Mr. Winham noted that Lori is the first team member to receive the recognition twice this year. Her nomination comments included she makes everyone who comes through the front door feel welcome and she is very helpful and friendly. Trustees Lakin and Slater concurred. Amy Chance represents the western division. Amy started with EMSA in Customer Service a couple of years ago and is now our Training Coordinator for Patient Financial Services. This is a very important position and she is doing a fabulous job.

Mr. Winham referred to Ms. McLain's accreditation comment that in the eastern division ACE accreditation for the communications center was completed. We were the 37th center

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in the United States to become accredited through Ace as well as being 1st in the nation to be reaccredited with the new standards that they have put through. He said that this is an incredible accomplishment and is very proud of what has been achieved. Mr. Winham added that the ACE accreditation for the western division is scheduled for February 2019.

Mr. Winham referred to the operational compliance report reiterating that the eastern division at 97% on Priority 1s is essentially unheard of. He believes this is not only due to the great men and women at work, but also to a new software program, Marvelous, that has been implemented. He hopes to show everyone at next month's meeting how the program works.

Mr. Winham ended his report by stating there is talk on the news about major cities on the West Coast being without EMS service due to strikes and he assured the Board that this is not possible in Tulsa or Oklahoma City or our regulated service area.

3. **New Business** – None
4. **Trustees' Reports** – None
5. **Next Meeting** – Wednesday, December 19, 2018 at 1:00 p.m. via videoconference
6. **Adjourn** – The meeting was adjourned by Vice Chair Lakin at 1:49 p.m.

Julie Roberts, Assistant Secretary

Date