

**EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting**

Wednesday, September 25, 2013 – 1:00 pm

EMSA Corporate Offices

1111 Classen Dr., OKC, OK 73103

1417 N. Lansing Ave., Tulsa, OK 74106

Minutes:

NOTICE AND AGENDA for the Regular Meeting of the Board of Trustees of the Emergency Medical Services Authority, a Public Trust, was posted September 23, 2013 in the offices of the City Clerk of Oklahoma City at 4:08 pm, and with the City of Tulsa on September 23, 2013 at 4:19 pm., more than 24 hours prior to the time set for the meeting.

A quorum was present, and the meeting was called to order at 1:07 p.m. by Mr. Clay Bird.

TRUSTEES PRESENT

Mr. Clay Bird
Dr. Charles Foulks
Mr. Mark Joslin
Mr. Phil Lakin
Dr. Jeff Goodloe
Mr. Larry McAtee
Dr. Ed Shadid

OTHERS PRESENT

Steve Williamson, EMSA
Kent Torrence, EMSA
Frank Gresh
Ann Laur, EMSA
Kelli Bruer, EMSA
Tracy Johnson, EMSA
Sara Bovaird, EMSA
John Peterson, Paramedics Plus
Joanne McNeil, Paramedics Plus
Lara O'Leary, Paramedics Plus
Jim Winham, Paramedics Plus
Randy Strozyk, AMR
Tina Wells, AMR
Sonny Geary, AMR
Jim Orbison, Riggs/Abney
James Blocker, OCFD
Kari Culp, Schnake/Turnbo/Frank
Lindsey Wichern, Schnake/Turnbo/Frank
Ziva Branstetter, Tulsa World

TRUSTEES ABSENT

Dr. Jim Rodgers (excused)
Ms. Lillian Perryman (excused)
Mr. Joe Hodges (excused)
Mr. Larry Stevens (excused)

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Two

CONSENT AGENDA

1. Approval of Board Minutes from the Special Meeting of the EMSA Board of Trustees, on July 24, 2013, 12:00 pm.

Upon motion made by Mr. Lakin and seconded by Mr. Joslin, the Board of Trustees voted to approve the Board Minutes from the Special Meeting of EMSA Board of Trustees on July 24, 2013.

AYE: Mr. Larry McAtee, Mr. Phil Lakin, Dr. Ed Shadid, Dr. Charles Foulks, Mr. Mark Joslin and Mr. Clay Bird.

NAY: None

ABSENT: Dr. Jim Rodgers, Ms. Lillian Perryman, Mr. Joe Hodges and Mr. Larry Stevens.

The Motion passed.

REGULAR AGENDA

1. Chairman's Report

Mr. Bird did not have a report. He asked Mr. Williamson if he had any news to report. Mr. Williamson reported that EMSA recently received their second three (3) year accreditation by CAAS (Commission on Accreditation of Ambulance Services). There are approximately 16,000 Ambulance Services in the United States, of which 160 (1%) are accredited. Mr. Williamson is proud of the organization and the hard work that was put in by Paramedics Plus and EMSA employees to attain this achievement.

Mr. Williamson announced the upcoming retirement of Elizabeth Claxton, the first employee ever hired by EMSA. Ms. Claxton worked for EMSA for 35 years and her loyalty and hard work is much appreciated.

2. Chief Financial Officer's Report

Mr. Kent Torrence presented an overview of the financial statements for the eleven months ending July 31, 2013. The Eastern Division had a YTD income of \$200 thousand compared to a budgeted loss of \$246 thousand. The Western Division had a YTD net loss of \$1,206 thousand compared to a budgeted net loss of \$1,004 thousand. The YTD collection rate for the Eastern Division was 43.0% compared to a budgeted collection rate of 51.0%. The YTD collection rate for the Western Division was 52.0% compared to a

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Three

budgeted collection rate of 51.0%. The Eastern Division had 92 less emergency transports than budgeted YTD, and 110 less non-emergency transports than budgeted. The Western Division had 235 less emergency transports than budgeted YTD, and 17 more non-emergency transports than budgeted.

Mr. Torrence then reviewed Accounts Receivable Aging, Past Due Accounts Receivable, and Cash Receipts and Disbursements for both the eastern and western divisions.

Mr. Torrence explained that cash flow has been negatively impacted recently due to the implementation of a new ePCR (Electronic Patient Care Report) System.

Mr. Williamson then stated that the Management Review Office (MRO) had requested EMSA implement software which would allow ePCR's to interface with our billing system. The system is up and running; however, as with most changes of this magnitude, there are issues that will be resolved in time.

Mr. Torrence will present a revised budget in October reflecting the new contractor rates. Results of EMSA's fiscal year 2013 audit will also be presented in October.

3. Committee Report and Recommendations

Due to Board Member absences, it was decided to combine the committee meetings into one.

Mr. Lakin recommended items discussed during the Committee Meeting be addressed and voted on today.

4. Approval of EMSA Board of Trustees' Information Handout

Mr. Lakin suggested the following amendments:

Paragraph 4 under Attendance to read as follows:

Any Trustee shall be deemed to have resigned from the Board if

- 1) The Trustee fails to attend any of three (3) consecutive regularly scheduled Board Meetings, not including those for which the Trustee's absence was Excused, OR*
- 2) The Trustee fails to attend at least six (6) regularly scheduled meetings in any calendar year, not including those for which a Trustee's absence was Excused.*

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Four

Upon motion made by Mr. Lakin and seconded by Dr. Foulks, the Board of Trustees voted to approve the Board of Trustee’s Information Sheet with the amended language above.

AYE: Mr. Phil Lakin, Mr. Clay Bird, Mr. Larry McAtee, Dr. Ed Shadid, Mr. Mark Joslin and Dr. Charles Foulks.

NAY: None

ABSENT: Dr. Jim Rodgers, Ms. Lillian Perryman, Mr. Joe Hodges and Mr. Larry Stevens.

The Motion passed.

5. Approval of Job Description for the COO position

Mr. Bird stated that changes were recommended (including certifications and licenses) for the COO Job Description at the Committee Meeting; therefore, he suggested the Job Description be amended and brought back to the October Board Meeting for approval.

Mr. Lakin felt that the amendments are minor and as the Job Description was recommended by the MRO, he proposed the Board move forward today with approval. Dr. Foulks agreed. He feels a qualified CPA would do well in the position.

Mr. Bird informed the Board that the Committee discussed and agreed to amend the last sentence of the first paragraph to read:

“The COO position will not necessarily be considered a position of succession into the CEO position.”

Mr. Bird explained the change would allow the COO to assume the CEO position, if qualified. Mr. Joslin agreed with the change.

Mr. Lakin recommended the title of VP for Financial Services be changed to include the word “Chief”, as it is typically the “Chief Officers” who report to the CEO.

Upon motion made by Mr. Lakin and seconded by Dr. Foulks, the Board of Trustees voted to approve the draft of the Chief Operating Officer with the discussed amendments.

AYE: Mr. Mark Joslin, Mr. Larry McAtee, Dr. Charles Foulks, Mr. Phil Lakin, Mr. Clay Bird, and Dr. Ed Shadid.

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Five

NAY: None

ABSENT: Dr. Jim Rodgers, Ms. Lillian Perryman, Mr. Joe Hodges and Mr. Larry Stevens.

The Motion passed.

Discussion then turned to the placement of an advertisement for the COO position.

Mr. Bird asked Mr. Williamson how long he anticipates the process of advertising, interviewing and selection to take.

Mr. Williamson stated he would like to place the ad in JEMS (Journal of Emergency Medical Service), and feels at least 60 days would be needed to advertise, receive and review résumés. Mr. Lakin suggested running the advertisement in the Journal for two months. Ms. Kelli Bruer, EMSA's Director of Communications and Public Relations, stated the next deadline to advertise for the position will be October 10.

The Board agreed 90 days would be a reasonable period to advertise, interview and select a candidate, and suggested the first week in January as a flexible goal to have the position filled.

Mr. Williamson stated he would like to begin interviewing viable candidates throughout the process, rather than wait and interview them all at once.

Dr. Foulks believes the 90 day goal is possible, but would prefer not to set an official deadline. EMSA is in the top 1% of EMS services in the country, and the Board should take whatever time is needed to find a highly qualified and talented person.

Dr. Goodloe agreed, stating the Board should not have a goal that is dependent upon a date; rather, they should have a goal that is dependent upon a highly qualified individual. The Board agreed.

Mr. Williamson will start the process and provide details at the October board meeting.

Mr. Lakin asked Mr. Williamson what he envisions the selection process to be. Who will be the selection team? Will the process work through the committee that is charged with this responsibility? Mr. Lakin feels it important that some details be flushed out over the next month as EMSA goes through the application process. It would be helpful to define the role of the committee and expectations with respect to hiring. Salary for the position needs to be discussed and decided, as well.

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Six

Mr. Bird agreed and acknowledged those items have yet to be discussed.

Mr. Williamson had not anticipated a detailed discussion regarding the mechanics of the hiring process for this position today. He believes the committee tasked with this responsibility should meet before an active search is begun, as they will need to review a copy of the ad, as well as consider salary and benefit options before a recommendation is brought to the Board for approval.

Mr. Williamson reminded the Board that most of EMSA's staff is currently working to transition from one ambulance service provider to another, with much to be done before November 1st.

Mr. Lakin believes good progress was made on the COO position today, and it is important the Board is prudent and pragmatic about the next steps, which Mr. Williamson mentioned in today's meeting.

Mr. Williamson and staff will prepare the items needed for committee review in October so the hiring process can move forward.

6. Approval of Contract for Ambulance Services between American Medical Response Ambulance Service, Inc., and EMSA

Mr. Williamson stated that Mr. Jim Orbison of Riggs/Abney, EMSA's legal counsel, recently reviewed and approved the Contract to which minor changes had been made. The Contract was then forwarded to AMR for their approval.

Oklahoma City has approved the 10:59 response time standard; however, the Tulsa City Council is still debating whether or not to accept the 10:59 response time standard or continue with the current standard of 8:59. This issue was discussed today in the committee meeting, and Mr. Williamson asked Mr. Orbison to address the Board concerning the approval of the Contract with regard to the response time standards.

Mr. Orbison informed the Board that if the Tulsa City Council elects to continue with the 8:59 response time standard, a change to the Contract will be required, recognizing the fact that the 10:59 pricing schedule will be used in the Western Division while the 8:59 pricing schedule will be used in the Eastern Division.

Mr. Williamson asked Mr. Orbison if the Contract could be approved today, with the understanding that the changes discussed can and will be made, if needed. Mr. Orbison agreed.

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Seven

Mr. Bird stated it is his understanding that if the City of Tulsa chooses the 8:59 response time standard, ambulance transport rates for citizens in the Eastern Division will be raised dramatically. Mr. Williamson concurred.

Mr. Lakin, a member of the Tulsa City Council as well as EMSA's Board, explained that the Tulsa Council will address the 10:59 vs 8:59 response time standard next week, as there are no council meetings this week. He hopes the first reading of the ordinance will be on the October 3rd council agenda, followed by a second reading and vote on October 10th. Mr. Lakin realizes the timing of EMSA's board meetings are such that the contract must be voted on today. He feels the modifications suggested by Mr. Orbison allow the Board to move forward with the Contract, while allowing the Tulsa City Council to conduct its business per their schedule.

Upon motion made by Dr. Foulks and seconded by Mr. Joslin, the Board of Trustees voted to approve the Contract for Ambulance Services between American Medical Response Ambulance Service, Inc., and EMSA, with the understanding that should the Eastern and Western Divisions approve different response time standards, the Contract will be amended to reflect the correct pricing schedule for each corresponding division.

AYE: Dr. Charles Foulks, Dr. Ed Shadid, Mr. Phil Lakin, Mr. Clay Bird,
Mr. Larry McAtee, Mr. Mark Joslin

NAY: None

ABSTENTION:

ABSENT: Ms. Lillian Perryman, Mr. Joe Hodges, Mr. Larry Stevens,
Dr. Jim Rodgers

The Motion passed.

7. President's Report

Mr. Williamson reviewed the compliance reports for the months of July and August, 2013. The Eastern and Western Divisions were both in compliance in all categories for each month, and the compliance numbers were exceptional. There were no areas of discrimination in either division. Mr. Williamson noted the exclusion reports and graphs are on the website for the Board's review.

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Eight

Mr. Lakin asked Mr. Williamson for clarification regarding the “Received to On Scene” and “Dispatched to On Scene” times shown on the compliance reports. Mr. Williamson explained that these numbers are averages. Although EMSA does not work on averages, many people like to compare EMSA’s average response times with the average response times of other EMS services. The two numbers referenced by Mr. Lakin measure the time from the moment the call is received until the unit is dispatched, as well as to the moment the unit arrives on scene.

EMSA holds itself to a stricter response time standard by using a fractile rather than an average. An average is set to 50%, but the fractile response time standard is currently set at 90%. For example, if EMSA has an average response time standard of six minutes, half of the responses would be under six minutes and half would be over six minutes. However, if the same six minute response time standard is based on a fractile of 90%, it would mean 90% of responses would have to be six minutes or less, and only 10% could be longer than six minutes.

Dr. Shadid asked if the thirty seconds difference listed on the report from the “Received to On Scene” time to the “Dispatched to On Scene” time can be interpreted to mean it has taken 30 seconds, on average for the month, to process the call from receipt to dispatch. Mr. Williamson replied yes.

Dr. Foulks stated EMSA’s response times are outstanding, and the excellence of service provided by our EMS system is incredible. He does not feel consistent response times like these can be found anywhere else in the country, and believes the current response times and service should allay concerns that changes to the response time standard in the contract will have any effect on outcomes.

Mr. Williamson then called the Board’s attention to the exclusion reports. He informed the Board that when the new contract begins, exclusions will be reduced by approximately 43 to 45%, due primarily to system overload.

Mr. Williamson updated the board briefly regarding the transition preparation. Paramedics Plus and AMR are working together with diligence to make the transition a smooth one. Mr. Williamson appreciates their efforts, and commended both companies for putting patient care first while getting ready for the November 1st conversion.

Mr. Bird then asked Mr. Torrence the cost which would be incurred by the Eastern Division if they choose to remain at the 8:59 response time standard versus the 10:59 standard. Mr. Torrence answered that the Eastern Division would pay an additional \$4 million per year over the five year term of the contract, should they choose the 8:59 response time standard.

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm

Page Nine

Mr. McAtee asked Mr. Williamson to confirm there would be no additional costs allocated to the Western Division if the Eastern Division chooses the 8:59 response time standard. Mr. Williamson agreed there would be no additional costs to the Western Division if this were to happen.

8. Medical Director's Report

Dr. Goodloe is appreciative of the professionalism shown by both Paramedics Plus and AMR during this time of transition. He has been confident over the years that Paramedics Plus has operated with appropriate ethics and kindness to patients, and he expects American Medical Response (AMR) will do the same beginning November 1 and throughout the term of their Contract.

Dr. Goodloe stated that most importantly, whether it is before the contractor change or after, citizens in EMSA's coverage area can dial 911 for medical emergencies, and someone will answer that call and dispatch an ambulance on their behalf. Medics will arrive at the scene educated, committed and capable of providing the necessary medical intervention to stabilize and improve the situation, and to ready patients for transport in order that the patient may continue to receive the best care possible. It is imperative that we understand it is happening today, it will happen on November 1st, and will continue to happen every day thereafter, in this system.

The clinical performance continues to be excellent. Our system runs 400 to 500 calls per day, and when there is a concern in the system (a patient, patient's family, nurse, physician), it will be looked into.

Dr. Goodloe informed the Board that the Medical Control Board approved an entire new set of protocols this month for state purposes, which will also be used in our EMS system. There will not be huge changes within our system, as our system protocols are the basis for these statewide protocols. The changes our system has made methodically over the course of the last year are by and large the ones that now appear in what will be the State of Oklahoma 2014 set of protocols. Two protocols were added by our Medical Control Board, one being specific to neonatal resuscitation, as there are a consistent number of deliveries prior to hospital arrival. The other is the addition of a blast injury protocol. Our

medics typically do a very good job with both types of situations, but the MCB felt it important to support them with a more dedicated algorithm of care. The significance of adding these two protocols is that the protocol set we will now be using has every model set protocol that has been identified as advantageous by the National Association of State EMS Officials. Our system now has a litany of protocols beyond their core list of role model protocols.

EMERGENCY MEDICAL SERVICES AUTHORITY – A Public Trust
Regular Board of Trustees Meeting

Wednesday, September 25, 2013 – 1:00 pm
Page Ten

As previously indicated in an earlier meeting, the Office of the Medical Director (OMD) recently submitted research to the National Association of EMS Physicians regarding the effects of certain cardiac medication, the effects of tourniquets, management of airways, and non-traumatic adult cardiac arrests.

Dr. Goodloe's office received 100% acceptance on all of these topics and they will be presented in January, 2014.

Dr. Goodloe concluded by assuring the Board that the OMD continues to have very good conversations with many government leaders about the response times in both cities. They are healthy, productive conversations that he welcomes, because whenever a community is mentally invested, it is a very good thing.

9. New Business

None.

10. Trustees' Reports

None.

11. Next Meeting – Wednesday, October 23, 2013 – 1:00 PM via video conference – EMSA Administrative Offices, 1111 Classen Drive, Oklahoma city, OK 73103 (Western Division) and 1417 N. Lansing Ave., Tulsa, OK 74106 (Eastern Division)

12. Adjourn

The meeting was adjourned by Mr. Clay Bird at 2:05 pm.

Ann Laur, Assistant Secretary

Date