

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**

**Regular Board of Trustees Meeting**

**December 18, 2019 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 AMENDED AGENDA** for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed December 16, 2019 at 10:26 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on December 16, 2019 at 10:36 a.m., more than 24 hours prior to the time set for the meeting.

**TRUSTEES PRESENT**

Mr. Larry McAtee  
Ms. Jan Slater  
Ms. Allison Petersen  
Dr. Jeffrey Goodloe  
Mr. Wiley Williams  
Mr. Phil Lakin  
Mr. Scott Vaughn (1:01 p.m.)

**TRUSTEES ABSENT**

Ms. Kelly Brader (Excused)  
Mr. Larry Stevens (Excused)  
Chief Bryan Wood (Excused)

**OTHERS PRESENT**

John Graham, EMSA  
Frank Gresh, EMSA  
Lora Conger, EMSA  
Angela McLain, EMSA  
Johna Easley, EMSA  
Bryan Jones, EMSA  
Adam Paluka, EMSA  
Julie Roberts, EMSA  
Tracy Johnson, EMSA  
James Davis, EMSA  
Heath Wright, AMR  
Jeremy Coombs, AMR  
Curtis Knoles, OMD  
Matt Cox, OMD  
Duffy McAnallen, OMD  
David Howerton, OMD  
Jim Orbison, Riggs Abney  
Jessica Cox, Aqua Vita  
Michelle Pierce, Aqua Vita

A quorum was present, and the meeting was called to order at 1:00 p.m. by Chairman Phil Lakin.

**CONSENT AGENDA**

1. **Approval of Board Minutes from the EMSA Board of Trustees Special Meeting dated November 20, 2019 at 1:00 p.m.**

Upon motion made by Ms. Slater and seconded by Ms. Petersen, the Board of Trustees voted to approve the special board minutes dated November 20, 2019.

AYE: Mr. McAtee, Ms. Slater, Ms. Petersen, Mr. Williams, Mr. Lakin, Mr. Vaughn

NAY: None

ABSENT: Ms. Brader, Mr. Stevens, Chief Wood

The motion was passed.

**REGULAR AGENDA**

1. **Chairman's Report**-Phil Lakin, Chairman of the Board – No report.
2. **Introduction to New EMSA Website with Aqua Vita Team** – Mr. Gresh told the Board that the new website is a much more streamlined design with usability and the end-user thought process in mind. He brought to their attention the “Featured News” section and stated with our prior software this would have been a 4-day iteration of going back and forth with the website provider and today it would take 10 minutes—5 minutes to write and 5 minutes to publish. He pointed out another section “EMSA At Your Event” and asked Adam Paluka to elaborate. Mr. Paluka stated with the previous software it was difficult for an end-user to schedule an event online so a Special Events page was created under the Contacts tab and made options visual rather than text so the user can look at the pictures to choose their specific need. Mr. Gresh added there is a dedicated EMSAcare tab where the user can learn about EMSAcare, sign up for it, and print their membership card. If a user is unsure whether they are a member they can easily learn how to find their information. He went on to show where the board information is listed, where the public can see who the Board of Directors are, and where information may be found regarding meetings. Mr. Gresh then introduced the Aqua Vita team and commended them for their fantastic work. Mr. Paluka provided a link to Board members so they could go look and let him know any critique for future development.

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**  
**Regular Board of Trustees Meeting**  
**December 18, 2019**

Page Three

3. **President's Report**

- a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the operational compliance and exclusion numbers for the eastern and western divisions for the month of November. All areas in both divisions were in compliance reporting at above 90% and with an almost 24-month history showing on the response times graphic, east exclusions were at .7% and west at .9% all due to weather events.
- b. **Financial Report**-Lora Conger, Chief Financial Officer – Ms. Conger reported on the year-to-date income and expenses as of September 30, 2019. The income statement reflects a positive variance for net income of \$650K YTD. This is primarily due to the realization rate being 30.5% compared to budgeted 28.6%. This means we are collecting 30.5% of every dollar we are billing out. Operating expenses are over budget primarily due to volume. The remaining expense variances are primarily due to expenses fully expensed as of September 30, but for budget purposes were spread across 12 months. This is not real surprising since EMSA has never budgeted and reported on expenses in the level of detail we are now doing. As far as departmental expenses, in the budget, IT and several other departments' compensation dollars were broken out into their respective department. However, the payroll system has not been updated to reflect the added department detail. We are waiting on the payroll vendor to complete this change. This is creating a negative variance in administration, since that's where the compensation for these departments is being recorded. She went on to say overall the expense infrastructure is very healthy, reflecting 87% of the costs are operational or direct support costs, with the residual being administrative in nature.
- c. **Compliance Report**-Angela McLain, Chief Compliance Officer – Ms. McLain was happy to report to the Board that EMSA's Human Resources department received a first ever full audit and in-depth look at its procedures and processes and found no discrepancies or anything of significance to report. She stated there was also a Medicare claims review and out of the thirty claims chosen, EMSA received accuracy rates ranging from 100% to 70% in the categories of documentation, PCS (Physician Certification Statement) forms and credentials, patient signatures, and pricing levels for billing services. Ms. McLain told the Board she has reached out to the Contractor and they will be setting up a small workgroup to work on the lower rated issues together. Further details of reporting may be found at [emsaonline.com](http://emsaonline.com).

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**  
**Regular Board of Trustees Meeting**  
**December 18, 2019**

Page Four

- d. Patient Financial Services Report**-Angela McLain, Chief Revenue Officer – Ms. McLain presented the Patient Financial Services Report for November 2019. She reported eastern and western division call volumes, total cash collections, and total charges. Ms. McLain told the Board we are up significantly in both divisions for emergency transports, cash is a little higher due to transports being up, and charges for both divisions remain consistent.
- e. Key Point Indicators Report**-Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka reported KPI numbers are positive across the board. Patient satisfaction scores remain very good. Website hits are down due to the enrollment period ending for EMSAcare. Mr. Paluka responded to Mr. Lakin's inquiry where it is that we are ranked for patient satisfaction. The company is EMS Survey Team and they survey several EMS systems across the country on various data points then like systems are ranked and we are consistently in the top five.

Mr. Lakin informed the Board that Jim Winham is ill today so John Graham, EMSA's Chief of Staff, will be filling in.

- f. President's Commentary**-John Graham, Chief of Staff – Mr. Graham stated Mr. Winham wanted to thank a few people regarding the loss of one of our own last week those being the Tulsa County Sheriff, Tulsa Police Department, Nick Coffman with American Medical Response, American Medical Response and Duffy McAnallen with the Office of the Medical Director who did an amazing job with the deceased's wife. The procession was one-plus miles long and an unbelievably amazing while sad event.
- 4, **Medical Director's Report**-Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe told the Board that the Office of the Medical Director is having a staff meeting today and felt this was a good opportunity to introduce each one of the team. Ms. Kimberly Hale is not present as she is part-time in the administrative assistant role. He noted if you take the whole team together, they have well over one hundred years of EMS experience. Duffy McAnallen who you just heard wonderful things about is our Director of Clinical Affairs in Tulsa, and we are blessed to have his counterpart in metro Oklahoma City, David Howerton. Matt Cox is the third full-time paramedic in our office and responsible for the critical care analytics. Dr. Curtis Knoles is our Assistant Chief Medical Officer. Dr. Knoles is a pediatrician by training and passed his EMS medical boards this past fall which is not an easy achievement for physicians taking that exam who are not primarily boarded in emergency medicine adding the pass rate is 45%. He added Dr. Knoles is only one of eighteen pediatricians in the United States who are now EMS-board certified.

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**  
**Regular Board of Trustees Meeting**  
**December 18, 2019**

Page Five

Dr. Goodloe told the Board the team is collectively and particularly appreciative of the frontline—EMTS, paramedics, dispatchers at this time of year when folks are enjoying time with families, our frontline personnel continue to work 24/7. Dr. Goodloe went on to say he is excited where things are headed this coming year with the new ESO documentation software and working alongside the ESO team who are based in Austin and with whom he is very impressed.

5. **New Business** – None
6. **Trustees’ Reports** - None
7. **Next Meeting** – Wednesday, January 22, 2020 at 1:00 p.m. via videoconference
8. **Adjourn** – The meeting was adjourned by Mr. Lakin at 1:44p.m.

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Julie Roberts, Assistant Secretary

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Date