# **President's Commentary**

Johna Easley Interim President & CEO



# Short Term Strategic Goals

Operational Compliance	Improve operational compliance through creative short-term solutions and innovative strategies.		
Cooperative Initiatives & Community Relations	<sup>S</sup> Build and repair relationships with community partners and key stakeholders to best meet the needs of our communities.		
Organizational Culture	Define EMSA and establish a cooperative environment of respect and accountability that aligns with our Mission: Patient Centered, Team Focused, Fiscally Responsible.		
Revenue Cycle Management	Stabilize EMSA's patient billing services and develop revenue cycle management practices that are cost effective and that optimize the reimbursement and collections process.		
Organizational Compliance Ensure organizational practices meet or exceed regulatory so accreditation requirements, and best practices in business management.			
Governance	Facilitate effective and prudent changes or updates to EMSA's governance framework, necessary to deliver long-term success.		

## Operational Compliance

- Resource Planning
  - Updated head count and shift schedules for field operations and communications that supports ALS/BLS service levels and projected response/transport volume

DIV	YR	RESPONSES	RESPONSE CHANGE %	TRANSPORTS	TRANSPORT CHANGE %
EAST	2018	109887	0%	80940	0%
	2019	114506	4%	83308	3%
	2020	114306	0%	80071	-4%
	2021	120697	5%	83174	4%
WEST		Responses	Change%	Transports	Change%
	2018	107769	0%	81231	0%
	2019	115045	6%	87046	7%
	2020	117292	2%	86020	-1%
	2021	124299	6%	93345	8%



### **Operational Compliance**

Eastern Div.	FTE Req.	Prod. HC	Prod. %
Paramedic	77	72	94%
Paramedic PT	5	2.5	(96.75%)
EMT	97	76	78%
EMT PT	3	1.5	(79.89%)
SSC	20	16	80%
VST	23	19	83%

Western Div.	FTE Req.	Prod. HC	Prod. %
Paramedic	75	59	79%
Paramedic PT	8	3	(82.6%)
EMT	99	56	57%
EMT PT	9	4.5	(61.1%)
SSC	23	15	65%
VST	20	19	95%



## **Operational Compliance**

#### BLS Interfacility (IFT) Teams - Non 911 Basic Life Support

- March 28 start date, April 2 anticipated operational date
- Projected utilization based on current demand: 3 to 5 shifts per day per division
- Goal: 1) Absorb BLS level IFT P3/P4 requests for service facility to facility or facility to home. 2) Shifts 911 BLS and ALS resources to higher level P1 and P2 calls

#### EMSA Advantage!

- Begins April 4, 2022
- 9 week in-house program
- East (ss), West (ss)

#### New MCB Approved Credential Levels

- Non 911 BLS EMT
- EMD credential to include EMR providers



## Organizational Culture

#### Key Performance Indicators - refocus on data driven decisions

- KPI meetings kicked off 03/22: Re-established expectations, accountability and priorities
- 5/10 per department

#### Changes in departmental leadership

- Clinical (Western Division)
- Logistics (Western Division)



## Revenue Cycle Management

Continue to work with SG Consulting identify and monitor departmental KPIs –

- Day to post
- Denials
- Holds (dropped by half in 30 days)
- Cost per claim

#### Addressed staffing decencies

- Realignment, consolidation, and cross training
- Temporary staffing solution for coding support



## Organizational Compliance

### HRMS Contractual Partnership

- Managed Payroll Services
  - Partnership start date 03/22/2022
  - 03/25/2022 Pay Date
- Post Go Live Services
  - A wide range of professional support services to increase system utilization, optimization and workforce adoption of the UKG solution

