



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

August 28, 2024, at 1:00 p.m. via Teleconference

1417 N Lansing Avenue, Tulsa, OK 74106

6205 S. Sooner Road, Oklahoma City, OK 73135

Board of Trustee Meeting Minutes:

NOTICE AND AGENDA for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed on August 26, 2024, at 10:28 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on August 26, 2024, at 10:19 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker

Chief Richard Kelley

Phil Lakin

Shane Pate

Allison Petersen

Jan Slater

Scott Vaughn

Wiley Williams

Others Present:

Johna Easley, EMSA

Lora Conger, EMSA

Michael Cunningham, EMSA

Lee Gibson, EMSA

Sonia Coleman, EMSA

Michael Parrish, EMSA

James Davis, EMSA

Christopher Jenkins, EMSA

Adam Paluka, EMSA

Tracy Johnson, EMSA

Michele Robinson, EMSA

Kris Keopsel, Riggs Abney

Trustees Absent:

Dr. Jeffrey Goodloe - Excused

Tammy Powell - Excused

Chief Bryan Wood – Excused

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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 Regular Meeting dated July 24, 2024.**
- 2. Accept and file July 2024 Financial Reports.**

Mr. Vaughn motioned, and Mr. Pate seconded the motion to approve the Consent Agenda.

AYE: Chief Baker, Chief Kelley, Mr. Lakin, Mr. Pate, Ms. Petersen, Ms. Slater, Mr. Vaugh, Mr. Williams

NAY: None

ABSENT: Ms. Powell, Chief Wood

The motion is passed.

REGULAR MEETING AGENDA

- 1. Chairman's Report- Phil Lakin, Chairman of the Board– No report.**
- 2. Approval of Organizational Code of Conduct – Johna Easley, President & Chief Executive Officer**

Ms. Easley told members of the Board that the Code of Conduct is drafted in EMSA's internal compliance committee that includes Board Representatives and Legal Counsel. She said that this version of the Code of Conduct is more streamlined to help team members better understand it. Ms. Easley said there would be a quarterly compliance update at the September Board of Trustees' Meeting. Team members will be made aware of the update.

Chief Baker motioned, and Ms. Slater seconded the motion to approve the Organizational Code of Conduct.

AYE: Chief Baker, Chief Kelley, Mr. Lakin, Mr. Pate, Ms. Petersen, Ms. Slater, Mr. Vaugh, Mr. Williams

NAY: None

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ABSENT: Ms. Powell, Chief Wood

The motion is passed.

3. Organizational Performance Indicators

- a. Operational Compliance KPIs** - Johna Easley, Chief Executive Officer– Ms. Easley told Trustees Priority One Response Time Compliance in the East in July 2024 was at 92%. She said there were 7700 transports and noted that this was a high number, additionally EMSA was requested to provide service at a high number of special events and the call out numbers for team members dropped 31% in July compared to June. She then told Trustees compliance for the Western Division system (both EMSA and Oklahoma City Fire Department’s Supplemental Transport Service) was at 91%. She noted special event numbers were also higher in the West. Priority One Response Time Compliance in Oklahoma City was at 91%. Ms. Easley said bed delay hours inched up slightly in July and EMSA continues to engage with hospital administrators and EMSA Supervisors to help ease bed delay in the West. Response time compliance for EMSA only in the month of July was 91%. Compliance for OKCFD for the month ended at 94%, however OKCFD was able to produce 53% of their contracted unit hours in July.
- b. Financial KPIs** – Lora Conger, Chief Financial Officer - Ms. Conger presented July 2024 Financial KPIs. She told Trustees’ the FY24 EMSA audit has been completed. She presented Net Income Budget Variance for the Eastern Division, 5.5%, and reminded Trustees this metric was now a cumulative number for the entire fiscal year and will encompass all preceding months moving forward. The Operating Expense Budget Variance in the East was at 2%, due primarily slightly lower volume and timing. In the Western Division Net Income Budget Variance was 3.8%, primarily due to lower-than-expected transport volume. The Operating Expense Budget Variance in the West was at -1%, due primarily to timing and purchase Ms. Slater asked about contract labor and Ms., Conger confirmed that the contract labor expense is trending down as expected. When asked if contract labor will be removed from the system, Ms. Easley explained that this is a timing issue while approximately 20 EMTs are currently enrolled in EMSA’s in-house Paramedic school and are expected to become productive Paramedics in the Western Division. Ms. Easley said she would present a new strategy to Trustees in the coming months.
- c. Revenue Cycle Management KPIs** – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman presented the Revenue Cycle Management KPIs. Ms. Coleman said days in AR for July remained steady at 42 days. She said the increase in days to bill continues to be related to staffing challenges. She said new employees are in the training process and she expects those numbers to improve. She said cash collections in July exceeded the monthly goal of \$7 million. Ms. Petersen asked about potential

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solutions for the staffing challenges, including AI. Ms. Coleman said right now she does not trust AI, but has been working with a consultant on other temporary solutions.

- d. Patient Satisfaction KPIs** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka presented EMSA’s Patient Satisfaction KPIs for June. He explained the survey responses were done via text message and in the East the Patient Satisfaction Score for July landed at 92.56 with high scores in the care provider subcategory. The Western Division ended July at 93.20 explained that there is not much commentary beyond the score that allows us to add context to the scores. Paluka explained that there are 250 other systems EMSA is being benchmarked against.

- e. President’s Commentary**- Johna Easley, Chief Executive Officer – Ms. Easley reminded Trustees about the EMSA SimTEP, Simulation Training for EMS Professionals. She said there will be a ribbon cutting on September 19th in Oklahoma City, and she hopes Trustees will attend. She said this is a very exciting project for EMSA and EMSA does plan to seek Simulation Training in Healthcare accreditation. Ms. Slater asked when Tulsa’s new building, where SimTEP will be housed in the East, will be ready. Ms. Easley said initial work should start by the end of the calendar year. She also told Trustees EMSA was honored as 2024 Journal Record Empowering Women Honoree for elevating and empowering women in the workplace. Nationwide, Females make up 26% of the total number of EMS providers, and at EMSA that number is 40%. Mr. Paluka presented the 2024 EMSAcare Open Enrollment Campaign to Trustees, explaining the Tulsa’s campaign ends on Saturday, August 31st and Oklahoma City’s begin, per the City of Oklahoma City’s request, begins on Wednesday, September 4th. He said the results of the campaign have been very successful. Ms. Petersen asked about the compliance reports, and Ms. Slater said many of these questions were answered and are being tracked within EMSA’s Compliance Committee.

4. **New Business** – None.

5. **Trustees’ Reports** – No Trustees’ Reports.

6. **Next Meeting** – Wednesday, September 25th, 2024, at 1:00 p.m. via videoconference.

7. **Adjourn** – The meeting was adjourned by Mr. Lakin at 1:44 p.m.

Adam Paluka, Assistant Secretary

Date