

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

December 20, 2017 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 posted December 18, 2017 at 4:00 p.m. in the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on December 18, 2017 at 4:23 p.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Dr. Jeffrey Goodloe
Ms. Kelly Brader
Mr. Phil Lakin
Mr. Larry McAtee
Ms. Jan Slater
Mr. Wiley Williams
Mr. Kyle Nondorf (1:08 p.m.)

TRUSTEES ABSENT

Mr. Larry Stevens (Excused)
Chief Bryan Wood (Excused)
Dr. Jim Rodgers (Excused)
Ms. Allison Petersen (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela Lehman, EMSA
Frank Gresh, EMSA
Kent Torrence, EMSA
Julie Roberts, EMSA
Tracy Johnson, EMSA
Elizabeth Diehl, EMSA
Lori Yanez, EMSA
Heath Wright, AMR
Tina Wells, AMR
John Graham, AMR
Lara O'Leary, ARM
Jim Orbison, Riggs Abney
Jeremy Coombs, Visitor

A quorum was present and the meeting was called to order at 1:02 p.m. by Madam Chair, Jan Slater.

CONSENT AGENDA

1. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated November 15, 2017 at 1:00 p.m.**

Upon motion made by Mr. Lakin and seconded by Mr. Williams, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated November 15, 2017 at 1:00 p.m.

AYE: Mr. McAtee, Ms. Slater, Mr. Lakin, Mr. Williams, Ms. Brader, Dr. Goodloe

NAY: None

ABSENT: Mr. Stevens, Chief Wood, Ms. Petersen, Dr. Rodgers, Mr. Nondorf

The motion was passed.

REGULAR AGENDA

1. **Chairman's Report** – Jan Slater, Chairman of the Board – Ms. Slater expressed her delight with the improved management style under Jim Winham, i.e., transparency to the Board and EMSA management, the weekly management meetings, team building, and shared decision making. She shared her vision to hold a one-half day planning retreat during the first part of February as there are several items to be discussed, namely the AMR contract which is scheduled to expire in October as well as ensuring the Board is informed and up-to-date with compliance programs and matters, better educated on their legal and fiduciary responsibilities under the public trust obligations, and their input on the future and direction of EMSA.

2. **President's Report**

a. Compliance Report – Frank Gresh, Chief Information Officer – Mr. Gresh reported compliance and exclusion numbers for the eastern and western divisions for the month of November 2017. Compliance is met in all categories and exclusion numbers are very low in both divisions. He added that looking back over the past several years that the month of November has consistently been the lowest number of the year. Full details of discussion can be found in meeting transcript.

b. Financial Report – Kent Torrence, Chief Financial Officer – Mr. Torrence reported the financial statements including the highlights of collection rates, emergency/non-emergency transports, cash receipts and disbursements for both divisions for the month ending October 2017 and informed the Board that the November financials are near completion with nothing out of the ordinary.

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c. Corporate Compliance Report/Patient Financial Services – Angela Lehman, Chief Revenue Officer – Ms. Lehman began by telling the Board that she will start reporting to them quarterly on compliance and that this quarter's meeting was held in October in addition to two documentation committee meetings. One of the major items being looked at is the process and handling of the ePCRs (Electronic Patient Care Reportings) with the main concern being sure the documentation is clear and correct. Discussions were held concerning customer service, data reporting, trauma fund auditing, and the mutual aid subscription program. Full details of discussions included in meeting transcript.

Ms. Lehman stated we sent out the RFP for collection agencies and bids are due back by January 19th. She hopes to have a bid to bring forward at the February board meeting.

On the patient financial services reporting, Ms. Lehman told the Board the month of November is consistent and on course--no payer doing anything out of the ordinary and no items up or down.

d. Patient Satisfaction – Kelli Bruer, Vice President – In Kelli Bruer's absence, Mr. Winham provided a brief reporting of KPIs (Key Performance Indicators) all of which exceed expectations except for media hits. Mr. Lakin questioned the efforts relating to letting the community know who Jim Winham is and his new position. Mr. Winham informed the Board that they have been talking to the public relations folks in Oklahoma City and have started that process and as far as editorial--both Ms. Slater and Ms. Petersen provided specific direction of how they would like for that to be accomplished and they are working toward that goal--just waiting on the right time. He added that he has met one-on-one with the fire chiefs, those meetings going very well. Also met with the Chief of Staff for the City of Tulsa and had a great conversation regarding stretcher aid vans. He stated next up are meetings with hospital administrators, police chiefs, people we work with day-to-day. Ms. Slater interjected she and Jim have talked about the two of them meeting individually with the Tulsa city councilors to update them on what's being done--another part of relationship building. Mr. Lakin agreed that was a good idea and suggested they think about a biannual report to the Tulsa City Council. He added he does not ever remember EMSA being present in any of the social service-related programs such as the Rotary and Lions clubs. Mr. Winham wholeheartedly agreed with Mr. Lakin and stated he is a member of the Rotary in Oklahoma City and they do plan to bring these elements to the Eastern division.

e. President's Commentary – Jim Winham, Chief Executive Officer – Mr. Winham began by informing the Board that EMSA had kicked off a new program, Team Member of the Month, to recognize the hardworking men and women behind the scenes on the EMSA side. He introduced the Eastern division recipient, Lori Goad-Yanez. Lori's main role is Receptionist, but also works as a Pre-Billing Verifier. Her peers gave rave reviews for her outstanding customer service skills; she is the first to greet you, always friendly, and always with a smile. Lori just celebrated her 4-year anniversary at EMSA. For the Western division, Mr. Winham introduced Elizabeth Diehl. Elizabeth is the Medical Records Custodian. She received a multitude of compliments from the people she works with daily including always friendly, always smiling and always a positive attitude. On behalf of the EMSA management staff and the Board of Directors, Mr. Winham thanked them for their service.

Mr. Winham reiterated he had been meeting with the fire chiefs and is in discussions with Chief Driscoll at Tulsa Fire. He said he plans to do a ride along with Tulsa Fire as well as the Chief riding with EMSA in the future and will do the same thing in Oklahoma City as part of the efforts to show a united front.

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Mr. Winham reported that the EMSA management staff has been looking at possible cost savings and are potentially looking at just over one million dollars over a five-year period. To date, there have been changes made with the collections contract as well as renegotiating or ending some retainers in addition to several housekeeping items. He assured the Board that the team will continue looking hard to find items that don't apply to our mission or are not cost-effective.

Mr. Winham gave kudos to Heath Wright, AMR Director of Operations, as the driving force for our new ambulances—we are on schedule by February for everything to be up-to-date including the remounts. He informed the Board that this is no small task and quoted the large vendor who Heath is working with—that he has “never seen a better process from anybody he has ever worked with across the board.” The contract software, Meditrax, is up and running as of December 1st and EMSA is working very close with Dr. Goodloe as it will benefit the Medical Control Board as well as our patients—having two-way communication with the hospitals for medical records.

Mr. Winham ended his report by reminding the Board that EMSA will begin rolling out the mission values in conjunction with AMR to understand one another's supervision management staff. He went on to say he believes this new year will bring its own mixes of successes and challenges and that it will be a new day, a new way, and a new EMSA that each of us will be proud of. He told the Board he is honored to have their support and guidance. He went on to say our direction is clear and we know what we must do and he is thankful of the collective efforts to make that happen.

3. **Medical Director's Report** – Dr. Jeffrey Goodloe, Medical Director – Dr. Goodloe stated his respect and acknowledgement of our field personnel with five hundred calls per day and how proud he is of their dedicated efforts toward patient safety and well-being. He shared his perspective of how much he appreciates the entire EMSA executive team and how fun it has been to watch the empowerment of some of these individuals which would not have occurred without the open-door policy and ease of communication with Jim Winham. Dr. Goodloe reports his team is looking at patient care times—not response times as they look at those all the time, but looking at the subcomponent of active patient care time that would be on-scene time and then transport to the destination. He informed the Board that he is working on a project that he is spearheading with about forty other systems as some of these systems have a difficult time quantifying transport times. Dr. Goodloe believes the results could have profound implications for operational and clinical decision making in large urban EMS around the country and we are heading up that effort right here in Tulsa and Oklahoma City. He spoke to the Board about a bill that he and his EMS physician counterparts have been watching over the last three years and was recently signed into federal law that preserves the standing orders by protocol for controlled substances. He added it will take time for this to get into the code of federal regulations, but he wanted the Board to know that we certainly had some voice in making that happen. Another project he has been involved with is looking at the frequency of change in clinical standards of care in large urban EMS systems. The Medical Control Board acted eleven unique times to update our standards of care. The most common and average times in large urban EMS systems is once per year, so we are clocking along about three-fold to what most systems do in terms of updating their clinical standards of care.

4. **New Business**

None at this time

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5. **Trustees' Reports**

None at this time

6. **Next Meeting** – Wednesday, January 24, 2018 at 1:00 p.m. via videoconference in both locations

7. **Adjourn** - The meeting was adjourned by Madam Chair Slater at 2:06 p.m.

Julie Roberts, Assistant Secretary

Date