

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

April 25, 2018 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 April 23, 2018 at 4:22 p.m. in the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on April 23, 2018 at 4:25 p.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Ms. Kelly Brader
Dr. Jeff Goodloe
Mr. Phil Lakin
Mr. Larry McAtee
Mr. Kyle Nondorf
Ms. Allison Petersen
Dr. Jim Rodgers
Ms. Jan Slater
Mr. Wiley Williams

TRUSTEES ABSENT

Mr. Larry Stevens (Excused)
Chief Bryan Wood (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Frank Gresh, EMSA
John Graham, EMSA
Johna Easley, EMSA
James Davis, EMSA
Adam Paluka, EMSA
May Williams, EMSA
Tracy Johnson, EMSA
Julie Roberts, EMSA
Vicki Lacy, EMSA
Cynthia Jones, EMSA
Paula Bowen, EMSA
Jeremy Coombs, AMR
Lara O'Leary, AMR
Sonny Geary, AMR
Tina Wells, AMR
Doug Dowler, City of OKC
Jim Orbison, Riggs Abney

A quorum was present and the meeting was called to order at 1:01 p.m. by Madam Chair Slater.

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Special Meeting dated April 2, 2018 at 1:00 p.m.

Upon motion made by Mr. Lakin and seconded by Ms. Petersen, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Special Meeting dated April 2, 2018 at 1:00 p.m.

AYE: Mr. McAtee, Ms. Slater, Mr. Williams, Ms. Petersen, Mr. Lakin, Ms. Brader, Mr. Nondorf, Dr. Rodgers

NAY: None

ABSENT: Mr. Stevens, Chief Wood

The motion was passed.

2. Approval of Zoll Billing Contract

Angela McLain gave a brief overview stating the Zoll software would provide an additional piece to EMSA's current billing system by being able to collect patient demographics and their insurance information automatically. It is commonly used in hospitals and EMSA will be doing it on a 6-month trial basis to insure a return-on-investment and to confirm it will effectively replace current capabilities and save us money in the long-term. Ms. Petersen added that the Legal Committee discussed it thoroughly and she highly recommends that the Board approve this contract.

Upon motion made by Ms. Petersen and seconded by Mr. Williams, the Board of Trustees voted to approve the Zoll Billing Contract.

AYE: Mr. McAtee, Mr. Williams, Ms. Petersen, Mr. Lakin, Ms. Brader, Mr. Nondorf, Dr. Rodgers

NAY: None

ABSENT: Mr. Stevens, Chief Wood, Ms. Slater (stepped out)

The motion was passed.

3. Approval of Request for Proposal (RFP) #IT2018-0001 for Mobile Data Terminals

Frank Gresh gave a brief overview. The Request for Proposal is a bidding process to replace the mobile data terminals located in the front of the ambulances. Jim Winham added that if we were to replace using the current model, it would be a cost of over \$700,000. The IT staff has done extensive research on several of these models and the one we are recommending saves us over \$320,000. This model is smaller, it meets the safety specifications that we need for our vehicles, and if we ever decide to change ambulance types in the future, these will switch over. Also, they provide better safety for our EMTs and paramedics and will allow the air conditioner and heater to work in the front. They are very durable and are currently used in police vehicles and fire apparatus throughout the country.

Upon motion made by Ms. Petersen and seconded by Ms. Brader, the Board of Trustees voted to approve the Request for Proposal (RFP) #IT2018-0001 for Mobile Data Terminals.

AYE: Mr. McAtee, Mr. Williams, Ms. Petersen, Mr. Lakin, Ms. Brader, Mr. Nondorf,
Dr. Rodgers

NAY: None

ABSENT: Mr. Stevens, Chief Wood, Ms. Slater (stepped out)

The motion was passed.

REGULAR AGENDA

- 1. Chairman's Report** – Jan Slater, Chairman of the Board – Ms. Slater informed the Board that with the regular communications she has with Jim Winham and the meetings they attend together, she is pleased to say that EMSA is back to business as usual without the cloud of litigation hanging over us. There are a few loose ends from litigation--we are still discussing with AMR the profit cap that we anticipate receiving and will have more meetings soon to discuss how and when that will take place. The malpractice insurance, we have filed a claim and hope we will be able to come to an agreement through a negotiation or settlement with our insurance carrier. The Paramedics Plus contract had a very broad indemnity clause and we were considering making a claim on that clause, but Paramedics Plus filed a claim first against us in Texas on the same contract indemnity

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clause. We clearly have the authority under the contract to remove that to Oklahoma and we will report back to you on this matter.

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 March 2018. Both divisions were compliant in all areas.

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 of March 2018.

c. Patient Financial Services – Angela McLain, Chief Revenue Officer – Ms. McLain reported the patient financial services report including call volume, accounts receivable, cash receipts, and overall percentages of cash and revenue per payor category for the eastern and western divisions. Discussion was had regarding Medicare and secondary payments. Full details of discussion included in meeting transcript. Mr. Lakin questioned the trending downward in the west and more upward in the east in call volume. Dr. Goodloe stated Tulsa has a more aged community than Oklahoma City, the drug issues are more prevalent in the northeastern part of the state, and overall, we need a healthier community lifestyle.

d. Patient Satisfaction – Jim Winham, Chief Executive Officer – Mr. Winham informed the Board that we are revamping the Key Point Indicators (KPIs) report. He reported on patient satisfaction, technology, marketing/communications, and EMSACare. Discussions held regarding EMSACare. Full details of discussions included in meeting transcript.

e. President's Commentary – Jim Winham, Chief Executive Officer – Mr. Winham began by introducing the March and April EMSA Team Members of the Month as well as additions/changes to the EMSA staff.

Mr. Winham reported that our budget is being finished and for fiscal year 2019 rates and subsidies, we will not be requesting any rate increases for either divisions. We have been able to increase our capital budget by just under one million dollars, legal fees are down, and some gain sharing profit cap is anticipated.

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He informed the Board that earlier today he had been brought up-to-date by our legislators regarding certified public expenditures. EMSA's costs that are not paid for by Medicare or Medicaid, there is a federal program that we can report our costs to and be paid for the cost of transporting those patients and it turns out to be significant amounts of money.

EMSA has been working hand-in-hand with the Oklahoma State Firefighters Association and with State legislators and they have asked the Oklahoma Healthcare Authority to move forward with this and have it operational by July 1, 2018. It not only benefits EMSA, but the State of Oklahoma, some of these small ambulance services that struggle daily to make ends meet—it will benefit them, especially these fire services in rural areas, so it's a win across the state for everyone. There's no cost to the state, no cost to the legislation, no cost to the Oklahoma Healthcare Authority. Mr. Winham confirmed for Mr. Nondorf that it is his understanding no legislative action is required for this to move forward.

Mr. Winham received a call from the City of Yukon's City Manager requesting a meeting to discuss EMSA returning to provide ambulance service. He and John Graham met with them and subsequently provided a proposal for service.

Mr. Winham informed the Board of two programs that EMSA is working on with the Office of the Medical Director. In Oklahoma City, the BLS (Basic Life Support) transport pilot program is a trial program for interfacility transports where there is no paramedic in back.

In Tulsa, a "strike team" approach is being developed for when the hospitals need to be evacuated for some type of influx of patients. The Tulsa Hospital Council has requested us to present this idea to them and we will be meeting this Friday.

EMSA met with Oklahoma City public schools on our Stop the Bleed program in developing a plan to supply them with tourniquets and teach their core staff on how to stop bleeding. This program has been completed in other areas across the nation and we are excited to get this started the first of next year.

Mr. Winham concluded by informing the Board that EMS Week begins May 21st and EMSA will be unveiling our two wrapped ambulances with the "Support Our Troops" design that will replace the current pink breast cancer design.

- 3. Medical Director's Report** – Dr. Jeffrey Goodloe, Medical Director – Dr. Goodloe affirmed his respect and appreciation for frontline personnel in addition to praising EMSA's new leadership under Jim Winham. Dr. Goodloe's commentary included

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incomplete documentation, tourniquets, and public safety. Full details of report included in meeting transcript.

4. New Business

None at this time

5. Trustees' Reports

Mr. Lakin took this time to tell the Board and Mr. Winham that he did an excellent job presenting at the Tulsa City Council meeting. He and the Council were highly impressed and they look forward to continuing these conversations going forward in Tulsa and hopefully doing the same in Oklahoma City.

Mr. Lakin told the Board he recently went on his second ride-along in the past five years. He highly encouraged his fellow Trustees to do the same as he spent 12 hours out in the field and got to witness first-hand the professionalism, dedication and human emotion of our paramedics and EMTs.

Ms. Slater asked Mr. Winham to schedule a tour of the new building addition in Tulsa following next month's board meeting for any Trustees who may be interested.

6. Next Meeting – Wednesday, June 27, 2018 at 1:00 p.m. via videoconference

7. Adjourn - The meeting was adjourned by Madam Chair Slater at 2:19 p.m.

Julie Roberts, Assistant Secretary

Date