

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
July 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 filed July 23, 2018 at 8:56 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on July 23, 2018 at 9:31 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Ms. Kelly Brader
Mr. Larry Stevens
Mr. Larry McAtee
Mr. Kyle Nondorf
Ms. Jan Slater
Ms. Wiley Williams
Chief Bryan Wood
Ms. Allison Petersen

TRUSTEES ABSENT

Mr. Phil Lakin (Excused)
Dr. Jim Rodgers (Excused)
Dr. Jeff Goodloe (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
James Davis, EMSA
John Graham, EMSA
Johna Easley, EMSA
Adam Paluka, EMSA
Holly Jones, EMSA
Tracy Johnson, EMSA
Julie Roberts, EMSA
Tina Wells, AMR
Lindsey Baird, City of OKC
Jim Orbison, Riggs Abney

A quorum was present and the meeting was called to order at 1:00 p.m. by Madam Chair Slater.

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated June 27, 2018 at 1:00 p.m.

Ms. Slater suggested that the names of the Team Members of the Month be included going forward. Upon motion made by Mr. Stevens to include the amendment and seconded by Ms. Brader, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated June 27, 2018 at 1:00 p.m.

AYE: Mr. McAtee, Ms. Brader, Mr. Nondorf, Chief Wood, Mr. Stevens, Ms. Slater, Mr. Williams

NAY: None

ABSTAINED: Ms. Petersen

ABSENT: Mr. Lakin, Dr. Rodgers

The motion was passed.

2. Approval of Special Events Contract

Ms. Slater reminded the Board that the Legal Committee met prior to this meeting and discussed this contract. She asked EMSA Compliance Officer Angela McLain to explain its purpose further. Ms. McLain explained this contract is used for when EMSA attends special events such as a 5K race, sporting events, etc., there was no formal contract in place that was consistent, and this contract will provide consistency for each event.

Upon motion made by Ms. Petersen to include amendments approved by the Legal Committee which were minor language adjustments and seconded by Mr. Williams, the Board of Trustees voted to approve the Special Events Contract.

AYE: Ms. Brader, Mr. McAtee, Mr. Nondorf, Ms Petersen, Ms. Slater, Mr. Stevens, Mr. Williams, Chief Wood

NAY: None

ABSENT: Mr. Lakin, Dr. Rodgers

The motion was passed.

REGULAR AGENDA

1. **Chairman’s Report** – Jan Slater, Chairman of the Board – Ms. Slater informed the Board that there were no legal updates to report and that our legal counsel will bring us up to speed at the August meeting. She encouraged her fellow Board members to schedule a ride-along as it was a very positive and interesting experience for her.
2. **Election and Approval of EMSA Board of Trustees Slate of Officers**

Ms. Slater reminded the Board that this is her last meeting as Chairman and she will be passing the gavel to Allison Petersen. She commented that though it was a challenging year, she is grateful that the majority of legal issues are behind us and she looks forward to the future and is pleased with the direction EMSA is going. She went on to say she is leaving the chairmanship feeling good about what we have done, and she has accepted Mayor Bynum’s invitation to remain on the Board for another three years.

Ms. Slater explained that traditionally the Vice Chairman moves up to Chairman and if there are no objections, Allison Petersen will be Chairman. In terms of Vice Chairman, Ms. Slater said to maintain fairness, we have always taken turns between Tulsa and Oklahoma City and she will accept nominations for a Vice Chairman in Tulsa. Ms. Petersen nominated Phil Lakin who was not able to be present. Ms. Slater said she had spoken to Mr. Lakin and he told her if he were nominated he would accept. Ms. Slater then asked for nominations for Secretary/Treasurer who is currently Dr. Jim Rodgers. Mr. Nondorf nominated Dr. Jim Rodgers who was not able to be present. Ms. Slater said she had also spoken with Dr. Rodgers and he would accept if nominated.

Upon motion made by Mr. Nondorf and seconded by Chief Wood, the EMSA Board of Trustees voted to approve the EMSA Board of Trustees Slate of Officers: Allison Petersen, Chairman; Phil Lakin, Vice Chairman; Dr. Jim Rodgers, Secretary/Treasurer; Julie Roberts, Assistant Secretary.

AYE: Mr. Williams, Ms. Slater, Mr. Stevens, Chief Wood, Mr. Nondorf, Ms. Brader,
Ms. Petersen, Mr. McAtee

NAY: None

ABSENT: Mr. Lakin, Dr. Rodgers

The motion was passed.

3. **Overview Presentation of the City of Tulsa’s Action and Implementation Management (AIM) Plan including presentation of the City’s Mission, Vision, and Values**

Ms. Slater welcomed Ms. Penny Macias, Project Manager with the Mayor’s office from the City of Tulsa. Following the presentation, Ms. Slater asked Ms. Macias what is needed from EMSA in regard to this exciting new plan. Ms. Macias said the metric for EMSA in the core services is the contractual obligations as far as timely responses to emergency calls and really understanding the mission, the vision, and the values and how EMSA connects with that. Ms. Slater questioned how the constituents will be informed of the progress of the plan’s goals. Ms. Macias stated it is a two-year plan that will begin in January and they will be continuously working on and developing it. They are trying to come up with a format and have a promising intelligence tool coming online which will pull specific information in a simple format. She added their office has a position that will be dedicated full-time to creating those dashboards.

4. **President’s Report**

Mr. Winham began by reminding the Board there was no financial report last month and there will not be one this month as the auditors will begin their work in August and present their report in September.

a. Compliance Report – Jim Winham, Chief Executive Officer – Mr. Winham reported compliance and exclusion numbers for the eastern and western divisions for the month of June 2018. All critical areas in both divisions were compliant. Mr. Winham reminded the Board that he and John Graham met with the Tulsa Hospital Council (THC) several months ago regarding non-emergency transports and THC’s concern that EMSA being late to pick up patients was causing a downstream problem. With the help of the EMSA IT and Operations teams, we have implemented a matrix to correct the issue as we could not possibly respond to 50-75 Priority 3 calls all at once. In the timeframe that THC has requested, we have an hour to get there and from all sides it seems to be working quite well.

b. Patient Financial Services – Angela McLain, Chief Revenue Officer – Ms. McLain informed the Board nothing significant has changed since last month. She reported the patient financial services report for June 2018 including call volume, accounts receivable, cash receipts, and overall percentages of cash and revenue per payor category for the eastern and western divisions.

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c. Key Point Indicators (KPIs) – Adam Paluka, Public Affairs Director – Mr. Paluka reported another very good month with the only issue being a network router problem that kept billing offline for a little bit of time. Patient satisfaction scores are high; the EMS survey team informed him we are the sixth highest EMS agency of similar size. Ms. Petersen asked if that was nationwide. Mr. Paluka said the survey team contracts with 129 agencies throughout the nation and being in the top ten is where we want to be. He continued to report media hits are strong and our social media impressions are considerably high. Special events are doing very well. He stated that EMSA is going to evaluate how we report on customer satisfaction. He mentioned that we have a new Special Events Manager and she will be implementing a new survey to our customers. Mr. Paluka informed the Board that EMSACare renewals in Tulsa start this week and following that we will get ready for Oklahoma City renewals.

e. President’s Commentary – Jim Winham, Chief Executive Officer – Mr. Winham began by informing the Board that effective July 1st the rate changed for our special events. Prior to this, there had been no rate adjustment since 2009. He announced Ms. Holly Jones as the new Special Events Manager whose primary responsibility will be to coordinate and oversee special events in both divisions as well as increase the footprint in Oklahoma City as the Digital Media Manager.

Mr. Winham announced the July 2018 Team Members of the Month, Kim McDorman in the East and Adrienne Loucks in the West. Kim is an IT Specialist and goes above and beyond to assist with all IT issues in Tulsa. Adrienne is the Medicare Specialist in the Patient Financial Services area. She kindly and efficiently helps those folks who need assistance with their Medicare issues.

Mr. Winham shared with the Board that there have been excellent candidates for the replacement of our Chief Financial Officer, Kent Torrence. It has been narrowed down to two and they will be making a decision this week.

Mr. Winham reported we will be bringing the BLS (Basic Life Support) pilot program to Tulsa on August 20th. He said this program is working very well in Oklahoma City.

Mr. Winham said we will be doing a final investigation on the alternate ambulance design after visiting with Ford last week and we hope to have a full report on the design in September. He added we are still waiting on delivery of the Type 3 vans that we will have for a six-month trial period in both divisions and go forward from there.

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Mr. Winham informed the Board that we will be bringing an RFP (Request for Proposal) to the Board for a new website design. The current one works well but needs to be updated so it works better on a mobile platform.

Mr. Winham reminded the Board of the Special Meeting in August being held in Stroud and gave a brief overview of the agenda.

5. New Business

Mr. Winham took this time to present Ms. Slater a plaque for her dedicated and polished service during her term as Chairman of the EMSA Board.

6. Trustees' Reports

None at this time

7. Next Meeting – Wednesday, August 22, 2018 at 9:30 a.m. in Stroud, Oklahoma

8. Adjourn - The meeting was adjourned by Madam Chair Slater at 1:52 p.m.

Julie Roberts, Assistant Secretary

Date