

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

December 19, 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 AMENDED AGENDA for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed December 17, 2018 at 11:08 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on December 17, 2018 at 11: 20 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Mr. Phil Lakin
Mr. Larry McAtee
Ms. Jan Slater
Mr. Wiley Williams
Ms. Kelly Brader
Mr. Kyle Nondorf
Mr. Scott Vaughn
Dr. Jeff Goodloe
Chief Bryan Wood (1:03 p.m.)

TRUSTEES ABSENT

Ms. Allison Petersen (Excused)
Mr. Larry Stevens (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Lora Conger, EMSA
Frank Gresh, EMSA
John Graham, EMSA
Johna Easley, EMSA
Adam Paluka, EMSA
James Davis, EMSA
Julie Roberts, EMSA
Heath Wright, AMR
Tina Wells, AMR
Jeremy Coombs, AMR
Jim Orbison, Riggs Abney
Kris Koepsel, Riggs Abney

A quorum was present, and the meeting was called to order at 1:00 p.m. by Vice Chair Lakin.

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
December 19, 2018**

Page Two

CONSENT AGENDA

Vice Chair Phil Lakin informed the Board that he would be filling in for Allison Petersen today. He presented five (5) consent agenda items to the Board for approval:

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated October 24, 2018 at 1:00 p.m.
2. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated November 14, 2018 at 1:00 p.m.
3. Approval of Air Ground Contract
4. Approval of President's Action regarding EMSA Board of Trustees Schedule of Regular Meetings for 2019
5. Approval of EMSA 457B Plan for Employees

Upon motion made by Mr. Williams and seconded by Ms. Brader, the Board of Trustees voted to approve Consent Agenda items 1-5:

AYE: Ms. Brader, Mr. McAtee, Ms. Slater, Mr. Williams, Mr. Lakin, Mr. Nondorf,
Mr. Vaughn

NAY: None

ABSENT: Chief Wood, Mr. Stevens, Ms. Petersen

The motion was passed.

REGULAR AGENDA

1. **Chairman's Report** – Mr. Lakin has nothing to report at this time. He turned the meeting over to Mr. Winham for review of two (2) sole source contracts—ImageNet and AGH for Board approval.
2. **Approval of Sole Source Contracts:**
 1. ImageNet
 2. Allen, Gibbs & Houlik, LC (AGH) – Independent Auditors

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
December 19, 2018

Page Three

Regarding ImageNet who is the local reseller of the product Laserfiche, Mr. Winham stated that it is a large part of our infrastructure. They also provide services to governments, tribal nations, and other first responders. Ms. Slater asked the question what is Laserfiche. Mr. Gresh responded that Laserfiche is document imaging workflow, business process, etc. He reminded the Board the contract with them was approved approximately one year ago and today's sole source is essentially to approve EMSA maintaining our relationship with ImageNet. Ms. Brader inquired if there was anyone else who provides this service. Mr. Gresh replied that there are no other resellers in the Oklahoma area that have the same level of expertise who work with municipalities, public entities, and not-for-profits that have the depth of professional resources that ImageNet has. He stated there is one small company that EMSA could buy licenses from, but they have no ability to provide support. Ms. Lehman interjected that per the purchasing policy it is the most cost-effective and it was approved through the contract one year ago, but she wanted to bring it to the Board today to have the ability to contract with ImageNet to further develop Laserfiche.

In regard to the second sole source contract—Allen, Gibbs & Houlik, LC (AGH), Ms. Conger told the Board that EMSA just wrapped up their second audit with AGH for fiscal year 2018 and with her being new to the CFO position, she would like to maintain the consistency with the audit process as it is not productive nor cost-effective for anyone involved to cut it off after two years unless there is something really wrong. She added that AGH has been very helpful, has not charged us when we reach out to ask them questions, and are overall easy to work with. Mr. Vaughn asked why we don't use a local firm and is that something we should contemplate in the future. Ms. Conger explained that prior to using AGH, EMSA used the same audit firm as the City of Tulsa. However, that firm dropped us when the federal lawsuit was filed and AGH stepped in and have been very cost effective as well having quite a bit of experience with municipalities. She went on to say yes, after the next two years, she would be open to looking at other firms including local. Mr. Lakin reiterated this recommendation is to approve AGH for two years and he inquired of counsel if this Board has the power to bind a future board to which EMSA's legal counsel confirmed we could since EMSA is a public trust. Mr. Lakin then called for a motion to approve both sole source contracts.

Upon motion made by Ms. Slater and seconded by Mr. Williams, the Board of Trustees voted to approve both sole source contracts:

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

NAY: None

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
December 19, 2018
Page Four

ABSENT: Mr. Stevens, Ms. Petersen

The motion was passed.

3. Ratification of President’s Action regarding the Approval of Settlement of the below listed lawsuit:

Emergency Medical Services Authority v. Ford Motor Services Company, Ford Motor Company and Joe Cooper Ford of Midwest City, LLC, in the District Court in and for Tulsa County, Oklahoma, Case No. CJ-2012-03931

Mr. Winham asked EMSA’s legal counsel to address the Board. Mr. Koepsel explained this is the second part of a settlement in a lawsuit from a number of years ago when EMSA acquired warranties through a local dealership. There was what is called a “bait and switch” (they brought before us a different contract to sign). And a uniquely different structure to the original warranties so EMSA sued Ford Motor. We were able to recoup all the monies EMSA was out-of-pocket for from these warranties and this item today is an additional amount from recouping the lion’s share of attorneys’ fees. Mr. Koepsel said the legal recommendation is that the Board ratify and approve this settlement as was negotiated through mediation by EMSA’s President, Mr. Winham. Mr. Lakin called for a motion to approve.

Upon motion made by Mr. Williams and seconded by Chief Wood, the Board of Trustees voted to approve the settlement of the lawsuit:

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

NAY: None

ABSENT: Mr. Stevens, Ms. Petersen

The motion was passed.

4. President’s Report

a. Compliance Report-Frank Gresh, Chief Information – Mr. Gresh reported operational compliance and exclusion numbers for the eastern and western divisions for the month of November 2018. He stated all categories in the eastern division were in compliance, all above 90%, and all areas of the western division were compliant and above 90% as well.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
December 19, 2018
Page Five

Discussions were had regarding new graphics to better display and understand response time conformance going forward. Details of discussions can be found in the full meeting transcript.

b. Financial Report-Lora Conger, Chief Financial Officer – Ms. Conger reported that she and her staff are still closing November. She reminded the Board she sent them the October financial data since they had not closed at the time of the November meeting and asked if anyone had any questions. Ms. Slater inquired about the accounts receivable regarding the profit cap from the Contractor and if we are any closer to receiving that amount. EMSA’s legal counsel, Mr. Orbison, replied that negotiations are still ongoing with the Contractor regarding the profit cap due EMSA. Ms. Conger continued by telling the Board they may have noticed one change on the October report that the City of Oklahoma City subsidy has been historically recorded as a capital contribution which is inconsistent with how the subsidy from City of Tulsa is recorded. The auditors typically reclassify the subsidies into revenue during the audit. We made this change in October so that our internal reports are consistent with the audit report. Discussions were had regarding other changes in reporting going forward as part of our financial statement rehab making it easier to read and provide transparency we don’t currently have. Details of discussions can be found in the full meeting transcript.

c. Patient Financial Services-Angela McLain, Chief Compliance Officer - Ms. McLain presented the October 2018 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. Ms. McLain told the Board she is also changing her visual displays to provide more valuable information that is easier to read starting in January. Discussions were had regarding details of her report that may be changed going forward. Details of discussions can be found in the full meeting transcript.

d. Key Point Indicators (KPIs)-Adam Paluka, Public Affairs Director – Mr. Paluka presented the KPIs report for the month of November. He reports the patient satisfaction scores at 96% in the east and 92% in the west which puts us in 6th place in the country of EMS teams surveyed. We had a couple of issues in the community events category, so we are looking to change the way we report how we interact with the community. In the future, we will report the number of community members we are interacting with rather than the number of events we attend. Ms. Slater asked if the holidays result in fewer events to which Mr. Paluka replied they do since schools are closed among other reasons. He went on to report EMSA had a big month in terms of social media impressions. Mr. Paluka reminded the Board that the EMSACare numbers will stay the same until 2019 enrollment.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
December 19, 2018
Page Six

e. President's Commentary-Jim Winham, Chief Executive Officer – Mr. Winham reported the new color scheme of the ambulances as well as the change in the logo specifically the QRS line (heart rhythm) being clinically correct. These changes were a collaborative effort of various team members. He pointed out that the color change alone saves EMSA approximately \$2,000 per truck.

Mr. Winham informed the Board that EMSA was asked to provide an RFP to the City of El Reno for ambulance service. He said that even though El Reno is not contiguous—they are 30-40 minutes from Oklahoma City, it could be done with unique routing and scheduling that would not be difficult. Mr. McAtee asked why they are looking and who are EMSA's competitors. Mr. Winham replied Mercy is their current provider since they oversee the small hospital there, but they are closing so El Reno has two RFPs out, one for a hospital/emergency care provider and one for ambulance service. The RFP is due January 2nd and awarded on January 8th. The service will not start until May 2019. Dr. Goodloe asked who would be responsible for transfers from a free-standing emergency department in El Reno to a hospital in Oklahoma City. Mr. Winham said it was not clear in the RFP, so we asked that specific question. Mr. Nondorf said that it is his belief that whoever wins the bid will be responsible for those interfacility transports. Mr. Nondorf added they have 8,500 emergency room visits per year.

Mr. Winham pointed out that last month the Tulsa Police Department (TPD) Special Operation Team (SOT) MEDIC unit was the first in the nation to achieve 100% tactical paramedic/tactical responder certification and they all passed on the first attempt. They historically have a first-time pass rate of 50% which makes this an extraordinary accomplishment. Also, the SOT commander presented the SOT uniform pin to the EMSA medics on the team who have at least one-year experience and this is the first time in its history that pin has been awarded to any non-TPD officer.

5. **Medical Director's Report**-Dr. Goodloe referred to the response time compliance and reminded the Board we never want to anchor solely on how quick we are. Those compliance numbers reflect two very important things—not only an incremental achievement in desirable staffing levels that AMR now has in both divisions, but they reflect important changes in a culture that promotes teamwork, so we have better individual efficiency. Our clinical care continues to be high and he congratulated the tactical team as that is not easy work. It's messy, dirty, dangerous, and most always unappreciated. He thanked them for keeping us safe. Dr. Goodloe reminded all that this is the time of year when we look on our personal calendars and see lots of time with family and friends and for us to remember that the frontline personnel, i.e., EMTs, paramedics, fire, police, hospital, etc. do not take holidays nor get that valuable time with loved ones and if we see them out and have the opportunity--thank them for their service.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
December 19, 2018

Page Seven

Mr. Gresh was asked by Mr. Winham to give a brief summation of an upcoming event. Mr. Gresh announced that along with SSM Health we will be bringing PulsePoint to Oklahoma City and the Tulsa metro region—every area EMSA serves. PulsePoint brings together CPR-trained people and technology (automated electric defibrillators-AEDs) at the right place at the right time. Discussions were had regarding PulsePoint and details may be found in the full meeting transcript.

6. **New Business** – None
7. **Trustees' Reports** – None
8. **Next Meeting** – Wednesday, January 23, 2019 at 1:00 p.m. via videoconference
9. **Adjourn** – The meeting was adjourned by Vice Chair Lakin at 2:01 p.m.

Julie Roberts, Assistant Secretary

Date