

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**

**Regular Board of Trustees Meeting**

**January 23, 2019 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 January 18, 2019 at 1:58 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on January 18, 2019 at 2:12 p.m., more than 24 hours prior to the time set for the meeting.

**TRUSTEES PRESENT**

Mr. Kyle Nondorf  
Mr. Wiley Williams  
Mr. Larry Stevens  
Ms. Allison Petersen  
Mr. Larry McAtee  
Mr. Scott Vaughn  
Dr. Jeffrey Goodloe  
Mr. Phil Lakin (1:01 p.m.)

Ms. Jan Slater (Excused)  
Chief Bryan Wood (Excused)  
Ms. Kelly Brader (Excused)

**OTHERS PRESENT**

Jim Winham, EMSA  
Angela McLain, EMSA  
Frank Gresh, EMSA  
Lora Conger, EMSA  
John Graham, EMSA  
Adam Paluka, EMSA  
Johna Easley, EMSA  
James Davis, EMSA  
Bryan Jones, EMSA  
Julie Roberts, EMSA  
Heath Wright, AMR  
Tina Wells AMR  
Lara O' Leary, AMR  
Jeremy Coombs, ARM  
Jim Orbison, Riggs Abney  
Lindsay Baird, City of OKC

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

**CONSENT AGENDA**

1. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated December 23, 2018 at 1:00 p.m.**

Upon motion made by Mr. Vaughn and seconded by Mr. Williams, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated December 23, 2018 at 1:00 p.m.

AYE: Mr. McAtee, Mr. Williams, Mr. Lakin, Mr. Nondorf, Mr. Vaughn,  
Mr. Stevens, Ms. Petersen

NAY: None

ABSENT: Chief Wood, Ms. Slater, Ms. Brader

The motion was passed.

**REGULAR AGENDA**

1. **Chairman's Report** – Ms. Petersen has no report at this time but shared that at the legal committee meeting held before this meeting she saw the product of tremendous work by our compliance team and is excited about things they are working on which will brought to you next month after some good discussion and review today.
2. **Approval of Request for Proposal (RFP) #IT2018-0002 for Replacement of Microsoft Surface Pro Tablets used for documenting patient care**

Mr. Gresh summarized that we are replacing the Microsoft Surface Tablets that we thought we were going to get a little more life from and did not. We are replacing them with a device that we will get five years of service out of as it is warrantied for a full five years—the Panasonic Toughbook. We received bids from four proposers, one of which was significantly lower. They are a Panasonic Platinum reseller and have all the requisite capabilities that we need. All their references spoke very highly of their work and we have used them before in prior projects. Mr. Vaughn asked as is he not familiar with the process if this is a budgeted item to which Mr. Gresh confirmed this was budgeted in this fiscal year.

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Upon motion made by Mr. Stevens and seconded by Mr. Williams, the Board of Trustees voted to approve RFP #IT2018-0002 for Replacement of Microsoft Surface Pro Tablets used for documenting patient care:

A YE: Mr. McAtee, Mr. Williams, Mr. Lakin, Mr. Vaughn, Mr. Nondorf, Mr. Stevens, Ms. Petersen

NAY: None

ABSENT: Chief Wood, Ms. Slater, Ms. Brader

The motion was passed.

**3. President's Report**

**a. Operational Compliance Report**-Frank Gresh, Chief Information – Mr. Gresh presented the operational compliance and exclusion numbers for the eastern and western divisions for the month of December 2018. He reported both divisions were compliant in all categories. Mr. Lakin commented this is a better presentation and confirmed that it can be viewed on the website. Mr. Winham stated these are astronomical numbers and he cannot recall in 30+ years seeing this consistency with above 90% across the board. He pointed out Mr. Heath Wright, Director of Operations for the contractor, being present and offered congratulations on an outstanding job.

**b. Financial Report**-Lora Conger, Chief Financial Officer – Ms. Conger reminded the Board we are a month behind in financials due to the timing of close, so she will be presenting November 2018 today and will be caught up at next month's meeting. She reported the eastern and western division highlights noting that the RSUI settlement amount was received explaining the operating expenses being \$300K under budget for the east and the west being at budget despite higher than budget contractor expense. Mr. Lakin inquired about the line item stating "emergency and non-emergency transports continue to trend over budget" whether she is talking about the revenue side since the expense side is somewhat fixed. Ms. Conger clarified with him by expense side he meant the ambulance contractor expense which he did. She explained that most of our expenses are fixed; however, the contractor expense which is the largest single expense is going to be a volume-driven item. This explains why in the west you see the bigger variance to budget than you do in the east because we budgeted for less volume in the west and we haven't seen a falloff in the volume we expected in the west, which results in a bigger budget variance. Mr. Vaughn asked from a profitability standpoint, is it more advantageous for us to have more visits or fewer visits or does it matter. Ms. Conger replied we are volume-

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driven; however, since a large portion of our expense structure is fixed, provided we collect that revenue, we are going to be more profitable with a larger volume. Mr. Vaughn confirmed with Ms. Conger that we have a certain amount of fixed overhead and once we cover that, anything above and beyond that is a higher margin.

Mr. Winham added that next month the Finance Committee will meet, and we are going to bring a new chart of accounts to the group better suited for our needs.

**c. Patient Financial Services Report-**Angela McLain, Chief Revenue Officer- Ms. McLain presented the December 2018 patient financial services report via teleconference as she is attending a business conference. She started by telling the Board they are trying to change their reporting and due to the early close she has limited slides today. Going forward, she is going to do more summaries at the Board meetings and distribute an actual patient financial services package where items will be broken down by payor category and will provide a true overview of what the department is doing. She presented the call volume, emergency call types, non-emergency call types, total cash collections and total charges for both divisions. She noted on the total cash collections she went with a control chart for the first time, which for those who aren't familiar with this type of chart, there's an average to use for trending purposes then there's an upper control limit and a lower control limit so if there is some kind of disparity to one of the limits, that's something we would take a look at. Ms. Petersen asked how she is setting the controls on the charges and if they are based on the budget. Ms. McLain answered no, the upper and lower limits are based on the chart itself so when you enter the data it sets the limits according to that data. Mr. Nondorf commented he thinks this is a great addition to the report as he does like control charts. Mr. Lakin asked if we could go back to the eastern call volume slide as he would like to know what the major reason for the trend upward in emergency calls is wondering if it's the aging population. Ms. McLain agreed that it is the population-based as well as the success of the utility program. Mr. Lakin then asked what is an ALS2 on the call type chart. Ms. McLain explained an ALS2 is a higher acuity patient who receives three or more drugs while in the back of the unit. Mr. Lakin asked how an ALS2 or ALS call gets classified as a non-emergency call.

**NOTE: The board meeting videoconference connection was lost due to a regional IT issue. The remainder of the meeting was audio only.**

Mr. Gresh answered Mr. Lakin that an emergency or non-emergency call is whether the call comes in via 9-1-1 or whether it is a pre-scheduled interfacility transfer.

**d. Key Point Indicators Report (KPIs)-**Adam Paluka, Public Affairs Director – Mr. Paluka reported patient satisfaction scores were above 90% in each division for December.

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He reported IT had a great month and he believes this success is the product of putting the right people in the right positions to ensure the department is working on all cylinders. He noted that Special Events were once again in the red zone and explained that when we put in place new compliance standards it eliminated donations and trades, so those events are no longer counted in this number. Moving forward, we will count number of people impacted by EMSA visits. Regarding social media, this number is large because we now have a dedicated person in place. December's largest post was about the new EMSA truck design and logo reaching more than 35,000 people across Facebook, Twitter, and Instagram. Mr. Williams asked where EMSAcare numbers come from and what has Tulsa done better than Oklahoma City. Mr. Paluka answered that he is working very closely with the City of OKC to have geotargeted social media marketing efforts to reach the citizens of Oklahoma City who have opted out. Last year this resulted in the percentage of those in Oklahoma City signed up for EMSAcare staying the same--the first time since the program started that the percentage did not decrease.

**e. President's Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham updated the Board on administrative issues including the explanation of the loss of the El Reno bid, CAAS (Commission on Accreditation of Ambulance Services) re-accreditation coming up in February, and Team Member of the Month is being revamped for 2019.

4. **Medical Director's Report**-Dr. Jeffrey Goodloe, Medical Director – Dr. Goodloe updated the Board of Trustees on clinical advances.
5. **New Business** – None
6. **Trustees' Reports** – None
7. **Next Meeting** – Wednesday, February 27, 2019 at 1:00 p.m. via videoconference
8. **Adjourn** – The meeting was adjourned by Madam Chair Petersen at 2:08 p.m.

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Julie Roberts, Assistant Secretary

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Date