

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

April 24, 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 April 22, 2019 at 8:28 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on April 22, 2019 at 8:52 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

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

TRUSTEES ABSENT

Ms. Kelly Brader
Ms. Allison Petersen

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Frank Gresh, EMSA
Lora Conger, EMSA
John Graham, EMSA
Tracy Johnson, EMSA
Johna Easley, EMSA
James Davis, EMSA
Bryan Jones, EMSA
Adam Paluka, EMSA
Julie Roberts, EMSA
Sonny Geary, AMR
Heath Wright, AMR
Tina Wells, AMR
Jeremy Coombs, AMR
Chief Blocker, OKC Fire
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 Vice Chair Lakin.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
April 24, 2019
Page Two

CONSENT AGENDA

1. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated March 27, 2019 at 1:00 p.m.**

Upon motion made by Ms. Slater and seconded by Chief Wood, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated March 27, 2019 at 1:00 p.m.

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

NAY: None

ABSENT: Ms. Brader, Ms. Petersen, Mr. Vaughn

The motion was passed.

REGULAR AGENDA

1. **Chairman's Report**-Phil Lakin, Vice Chairman of the Board – Mr. Lakin tells the Board he is filling in for Madam Chair Petersen and has no report.

2. **Approval of Settlement of the below listed Lawsuit:**

PMP Successor, LLC f/k/a Paramedics Plus, LLC, Plaintiff, against EMSA *et al.*, Defendants, in the United States District Court for the Northern District of Oklahoma, Case No. 4:18-cv-278-TCK-FHM (Base File) consolidated with a lawsuit filed by EMSA, Plaintiff, against PMP Successor, LLC, f/k/a Paramedics Plus, LLC, Defendant, in the United States District Court for the Northern District of Oklahoma, Case No. 18-cv-00216-TCK-JFJ.

Upon motion made by Mr. Williams and seconded by Ms. Slater, the Board of Trustees voted to approve the settlement for \$150,000 with Paramedics Plus (PMP) in exchange for a complete and mutual release of all claims which will close this case.

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

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
April 24, 2019
Page Three

NAY: None

ABSENT: Ms. Brader, Ms. Petersen, Mr. Vaughn

The motion was passed.

3. President's Report

a. Operational Compliance Report-Frank Gresh, Chief Information Officer – Mr. Gresh presented the operational compliance and exclusion numbers for the eastern and western divisions for the month of March 2019. He reported all areas of both divisions were in compliance. He explained the two late calls in the outlying areas of the west, one due to its location in the deep southeast and the other due to heavy call volume. Mr. Gresh reminded the Board that last month's report reflected an uptick in volume due to the weather, but March also has a significant uptick in volume. Ms. Slater asked if this was due to the flu. Dr. Goodloe replied that the flu season has been widely reported as epidemic in Oklahoma, but the EMS transports for flu are not the crush of the volume rather there is a constant overwhelming preponderance of cardiopulmonary disease as well as congestive heart failure, poorly managed hypertension and diabetes.

b. Financial Report-Lora Conger, Chief Financial Officer – Ms. Conger reported the financial statement highlights of income, contractual allowances, revenue and operating expenses for both divisions for the month of March 2019. She reminded the Board that her presentation is a high-level review and the details were included in their meeting packets.

c. Patient Financial Services Report-Angela McLain, Chief Revenue Officer- Ms. McLain presented the Patient Financial Services report for March 2019. She reported there was a huge spike in the call volume for the western division. Cash collections in the east are right on point and lower than what we expected in the western division. The call type reflects higher ALS service since we are primarily an ALS provider, but occasionally we have BLS calls. We are where we should be on total charges in the eastern division. Mr. Vaughn pointed out that the call volume in the east has increased every year for the last 10 years. Dr. Goodloe commented that Tulsa is an older community and there is a higher prevalence of substance abuse in Tulsa than Oklahoma City. Chief Wood added there is also an increase in facilities such as elder care.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
April 24, 2019
Page Four

d. Key Point Indicators Report (KPIs)-Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka presented the Key Point Indicators for March 2019. He reported patient satisfaction scores for the east and west are above our 90% threshold and we ranked 15th out of the agencies surveyed. Mr. Paluka informed the Board that when patients are surveyed, they aren't just asked about their clinical care--they are also asked about follow-up issues such as interactions with our billing office and in both divisions they rated the billing office 5 out of 5 which is a very good indicator of taking care of our patients' post-transport. Citizen's CPR was down due to the school holiday—anytime there is a school-related break, those numbers will be less. Demonstration numbers in both the east and west are up as we are invited to Spring Break activities and camps. Social media numbers are great—we featured a paramedic administering oxygen to a cat which was very popular. We have started discussions for our EMSAcare subscriptions in both cities and are discussing maintaining our current subscription rates with both utility and direct subscribers. There will be much more to report in the months to come.

e. President's Commentary-Jim Winham, Chief Executive Officer – Mr. Winham segued off the cat-saving story into reporting we are in the midst of working on a service animal policy for transportation that we have drawn together from several EMS agencies and hospitals. Currently, if it is a K-9 officer or part of the rescue group, we have the ability and we will transport them if injured in the line of duty.

Mr. Winham presented slides to show the Board what the Authority has chosen for new uniforms/patches. The switchover process will take several years as it is a large financial undertaking, but necessary as the field personnel agree that white is just not conducive to their job.

Mr. Winham praised Trustee Larry Stevens for assisting EMSA on a safety issue with our trucks not being able to get in and out of the Edmond post as it faces a busy main street. The issue was quickly resolved by signage.

Mr. Winham told the Board that he was notified this morning that we have issued new Toughbooks (Panasonic Toughbook CF-20) which is our version of a computer that medics do their patient care forms on and is also a capital expenditure this year. It has been a fight with the tablets we had for the medics in the field with issues such as connectivity, charging, and not being very durable. He gave kudos to the IT department for an outstanding job on switching these out. He added that we opened an RFP for the website and are now receiving bids and will be looking at those and should have a recommendation for the Board at the next meeting.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

April 24, 2019

Page Five

Mr. Winham ended his report stating there are a lot of special events happening this month in both cities such as The Memorial Marathon in Oklahoma City which is coordinated by the EMSA RMRS department. And, we are working very closely with both the Oklahoma City and Tulsa fire departments and various other fire departments sharing ideas on how we can collaborate better and take care of the citizens in both areas since we both have the same goal.

4. **Medical Director's Report**-Dr. Jeffrey Goodloe, Medical Director – Dr. Goodloe began by following up on a discussion had at the last meeting talking about cardiac arrest analyses for calendar year 2017—it is very positive and very reflective of the great work our EMTs and medics and both fire departments. There have also been very well-intentioned changes in stroke care. Dr. Goodloe expressed his appreciation to the Authority and its leadership as we have started investigating alternatives to the present patient care documentation software currently being used. Upon initial conversations, there does appear to be hope for better connectivity with hospitals to get patient outcomes data much easier than ever before. He went on to say he was encouraged by not just the capabilities we have today, but we are taking a more thoughtful, more informed, more process-driven approach to finding answers. Dr. Goodloe reported a Quality Improvement meeting had taken place the day before and he was encouraged by the many medics who are working through how they are carrying airway equipment.
5. **New Business** – None
6. **Trustees' Reports** – None
7. **Next Meeting** – Wednesday, May 22, 2019 at 1:00 p.m. via videoconference
8. **Adjourn** – The meeting was adjourned by Vice Chair Lakin at 1:53 p.m.

Julie Roberts, Assistant Secretary

Date