

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

August 28, 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 August 26, 2019 at 8:37 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on August 26, 2019 at 8:39 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Mr. Wiley Williams
Ms. Kelly Brader
Ms. Allison Petersen
Chief Bryan Wood
Mr. Larry Stevens
Ms. Jan Slater
Mr. Phil Lakin
Mr. Larry McAtee
Dr. Jeffrey Goodloe

TRUSTEES ABSENT

Ms. Allison Petersen (Excused)
Mr. Kyle Nondorf (Excused)
Mr. Scott Vaughn (Excused)

OTHERS PRESENT

Jim Winham, EMSA
Angela McLain, EMSA
Frank Gresh, EMSA
Lora Conger, EMSA
James Davis, EMSA
Johna Easley, EMSA
Bryan Jones, EMSA
Tracy Johnson, EMSA
John Graham, EMSA
Sonny Geary, AMR
Heath Wright, AMR
Tina Wells, AMR
Jeremy Coombs, AMR
Doug Dowler, City of OKC
Jim Orbison, Riggs Abney

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

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
August 28, 2019
Page Two

CONSENT AGENDA

1. **Approval of Board Minutes from the EMSA Board of Trustees Special Meeting dated July 24, 2019 at 1:00 p.m.**

Upon motion made by Chief Wood and seconded by Ms. Slater, the Board of Trustees voted to approve the Board Minutes dated July 24, 2019.

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

NAY: None

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

The motion was passed.

REGULAR AGENDA

1. **Chairman's Report**-Phil Lakin, Chairman of the Board - None

2. **Approval of Corporate Officers** (who may conduct business on behalf of the Authority)- CFO Lora Conger explained the reason for this item is she and others are frequently asked when setting up accounts and contracts what their role is on behalf of the Authority. She stated it is common practice for non-profits to name corporate officers for this reason.

Upon motion made by Mr. Williams and seconded by Chief Wood, the Board of Trustees voted to approve the following chiefs as corporate officers: Jim Winham, Lora Conger, Angela McLain and Frank Gresh.

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

NAY: None

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

The motion was passed.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
August 28, 2019
Page Three

3. **TReC-CEO Jim Winham** told the Board this stands for Trauma Referral Center and this is not an item that requires a vote—informational only. He went on to say for the last 15 years, EMSA has been responsible for this contract through the State of Oklahoma which was a fairly decent budget deficit for EMSA. The contract now must be re-bid and TReC asked us to do a 90-day extension. The executive team has done a limited scope feasibility study and found there is no advantage to EMSA or our patients as well as no clinical advantage. Mr. Winham has had multiple discussions with the Chief Medical Officer, and EMSA will continue until a new RFP is put out and will then make a formal decision based upon that RFP. Most likely, EMSA will not be going forward with the TReC contract. Dr. Goodloe agreed that this is the right decision. He stated this is not an entity that directly benefits the patients that our system serves. Dr. Goodloe said he not only supports Jim and the executive team, he would strongly, publicly and vocally oppose if we were to stay in this business as it is not a proper fit for this system. Mr. Williams inquired if there is another entity out there that will step forward and Mr. Winham believes there are plenty of entities that can do it.

4. **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 July 2019. He reported all areas in compliance. There are two areas in red under Priority 4 and those are calls that require 24-hour advance notice and it is a very small volume of calls
 - b. **Financial Report**-Lora Conger, Chief Financial Officer-Ms. Conger reminded the Board that the auditors were out a couple of weeks ago to wrap up the audit and everything went well—no adjustments, no issues, and things will be consistent with what you see in the report this year. The report should be available for the September meeting. Ms. Conger reported a brief overview of the financial statement highlights of income, contractual allowances, revenue and operating expenses for both division for fiscal year 2019.
 - c. **Patient Financial Services**-Angela Lehman, Chief Revenue Officer- Ms. McLain presented the Patient Financial Services report for June 2019. She reported eastern and western division call volumes, total cash collections and total charges.
 - d. **Key Point Indicators Report (KPIs)**-Adam Paluka, Deputy Chief Public Affairs-Mr. Paluka presented the key point indicators for July 2019. He pointed out we were above 90% in both cities for patient satisfaction scores and added when the CAAS auditors were here doing their inspections this item is something they were curious about and were very impressed with the wealth of knowledge we get from these surveys. July had large numbers for media hits and there are two reasons—EMSAcare was getting

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
August 28, 2019
Page Four

ready to kick off on August 1st and heat alerts in both divisions. He added that EMSAcare enrollment in the eastern division will be ending August 31st then the western division enrollment will begin on September 1st. Mr. Paluka stated in the past EMSA has had a spotty relationship with United Way and a personal friend of his asked if EMSA would be interested this year so he brought it to the attention of the leadership team and this week the United Way of Oklahoma and the Tulsa Area United Way came to both of our locations to give presentations. We are modeling our campaign by what the City of Oklahoma City and the City of Tulsa do, so we won't be giving a corporate gift—it is all voluntary from our team members.

- e. **President's Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham began his commentary with CAAS. The Board of Commissioners for CAAS noted the on-site review of EMSA's accreditation requirements resulted in a perfect score which means zero deficiencies. Mr. Winham congratulated everyone and presented Johna Easley, EMSA's Deputy Chief Compliance & Administration, with a plaque noting her exceptional work as she was the project lead. Mr. Winham noted there are 170 ambulance services in the State of Oklahoma and only two are CAAS-accredited, the other one being Tahlequah.

Mr. Winham reminded the Board that four months ago we discussed the Emergency Triage Treat and Transportation (ET3) that Centers for Medicare/Medicaid Innovation was putting out which Dr. Goodloe had said is a reallocation of funds. Mr. Winham said after our costs analyses it looks like EMSA will not be participating in ET3 or at least not the first go-round. Once the bugs and issues are worked out, we will take another look, but right now is just not the right time.

Mr. Winham told the Board that in 60-90 days they will see a new EMSA website as the current one is antiquated and needs updating. The new look of it and the ease of navigation once you are in it will be well worth the wait and it is also mobile friendly.

- 5. **Medical Director's Report**-Dr. Jeffrey Goodloe, Chief Medical Officer-Dr. Goodloe expressed his deep appreciation for Jim Winham as the President and CEO of EMSA and his ability to make the right decisions day-to-day to make the best possible situation out of the exact key variables we walk into so that we move and exceed all the reasonable expectations of the public we serve. Dr. Goodloe shared there have been more external inquiries to the OMD office over the last 30 days than ever in recent memory. We have had outstanding work done by folks in the OMD office—orthopedics, sports medicine, athletic trainers, Tulsa Bone & Joint, and numerous school systems wanting to work with us and learn from us about the optimum

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
August 28, 2019
Page Five

management of heat stroke and heat illnesses now that football season is back in play. He went on to thank Jim Winham for recommending to the Board and making an investment in ESO as our clinical documentation program—electronic medical records. This is the first time ever when you look at the multitude of agencies that comprise our system that we have had the opportunity for everyone to be on the same platform so we can ultimately work on a system record of care rather than an artificially fragmented recordkeeping system.

6. **New Business** – None
7. **Trustees’ Reports** - None
8. **Next Meeting** – Wednesday, September 25, 2019 at 1:00 p.m. via videoconference
9. **Adjourn** – The meeting was adjourned by Mr. Lakin at 1:55 p.m.

Julie Roberts, Assistant Secretary

Date