

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
Wednesday, October 26, 2016 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 posted October 24, 2016 at 3:30 p.m. in the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma on October 24, 2016 at 3:50 p.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Dr. Phillip Berry
Dr. Jim Rodgers
Mr. Larry Stevens
Ms. Jan Slater
Mr. Larry McAtee
Ms. Allison Petersen
Dr. Jeffrey Goodloe

TRUSTEES ABSENT

Mr. Joe Hodges (Excused)
Mr. Phil Lakin (Excused)
Chief Bryan Wood (Excused)

OTHERS PRESENT

Steve Williamson, EMSA
Jim Winham, EMSA
Angie Lehman, EMSA
Frank Gresh, EMSA
Tracy Johnson, EMSA
Kent Torrence, EMSA
Julie Roberts, EMSA
Kelli Bruer, EMSA
Lara O'Leary, AMR
Joanne McNeil, AMR
Tina Wells, AMR
Sonny Geary, AMR
Doug Dowler, City of OKC

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

CONSENT AGENDA

1. Approval of Board Minutes from EMSA’s Regular Board of Trustees Meeting of September 28, 2016 at 1:00 p.m.

UPON motion made by Dr. Rodgers and seconded by Ms. Slater, the Board of Trustees voted to approve the Board Minutes from the Regular EMSA Board of Trustees Meeting dated September 28, 2016 at 1:00 p.m.

AYE: Dr. Berry, Ms. Petersen, Ms. Slater, Mr. McAtee, Dr. Rodgers, Mr. Stevens

NAY: None

ABSENT: Mr. Hodges, Chief Wood, Mr. Lakin

The Motion was passed.

REGULAR AGENDA

1. Chairman’s Report

a. Appointment and Approval of Compliance Officer – Ms. Petersen began the meeting by stating she is extremely excited with respect to the bylaws passed in July where we amended the service of our Compliance Officer. She then asked Mr. Williamson to introduce who has been deemed the best internal candidate for this position. Mr. Williamson introduced Ms. Angela Lehman, EMSA’s Chief Revenue Officer and went on to say that compliance is somewhat new to the emergency medical system and due to Ms. Lehman’s compliance background he feels she is a perfect match. Ms. Petersen accepted a motion made by Ms. Slater and seconded by Dr. Berry to approve the appointment of Ms. Angela Lehman as Compliance Officer.

AYE: Ms. Slater, Dr. Berry, Dr. Rodgers, Mr. Stevens, Mr. McAtee, Ms. Petersen

NAY: None

ABSENT: Mr. Hodges, Mr. Lakin, Chief Wood

The Motion was passed.

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b. Approval of Slate of Board Committees – Discussion was had regarding how members were chosen to be on each committee, when meetings will occur, and how a quorum is determined. Ms. Slater asked if the committee meetings were governed the same as the regular Board meetings as far as the Open Meeting Act is concerned and Mr. Williamson confirmed they were and are also held via videoconference at both locations. Ms. Petersen accepted a motion made by Mr. Stevens and seconded by Ms. Slater to approve the Schedule of Meetings for the Finance, Investment, Nomination and Personnel Committee and the Legal, Ethics and Public Relations Committee.

AYE: Dr. Berry, Mr. McAtee, Ms. Petersen, Ms. Slater, Dr. Rodgers, Mr. Stevens

NAY: None

ABSENT: Mr. Hodges, Mr. Lakin, Chief Wood

The Motion was passed.

c. Board Survey Baseline – Ms. Petersen reviewed the results of the Board Survey commenting that she will open it up for general discussion for ways we can improve these scores and also will task each committee to find ways to improve results. Ms. Slater shared her thought that since healthcare reform is moving us toward considering quality as an influence on finances that we should delve more deeply into quality matters and educate the Board on what quality indicators will influence our revenue, and to make sure that we have ongoing reports and knowledge awareness of our ratings on these indicators and the impact on our financial standing.

d. Strategic Planning - Ms. Slater inquired if the Board holds an annual strategic planning meeting and/or does management have these meetings and, if so, are the results reported to the Board. Mr. Williamson explained that at one time they did have meetings, but had to stop because of the changing winds of EMS and what two years were going to look like. He added they have recently started back up, but with a shorter planning term than two years. Ms. Slater suggested it would be helpful for the Board to be aware of those plans and for some type of tracking as to where we are in accomplishing those objectives. Mr. Stevens commented that the strategic planning will take some time to do, but is a worthwhile exercise. He went on to say he believes it helps keep people on the same page even though it is pretty labor intensive initially, and one thing that has worked out well for the City of Edmond is having a facilitator involved. He added once the strategic goals are in place then it becomes much easier to modify. Ms. Petersen polled the interest of the Board in holding a separate strategic planning meeting to which all agreed. Ms. Petersen stated plans will be made to make this meeting happen in the first quarter of 2017. Dr. Rodgers asked if an e-mail could be sent to the Board with ideas for strategic goals as he is having difficulty figuring out his position in regard to strategic goals. He also voiced a concern over who would monitor the lack of these strategic goals. Ms. Petersen explained what she meant by strategic goals were toward the direction of the organization,

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i.e., investigating more non-emergent transfers and facility-scheduled transfers without compromising emergency care are areas for the Board to receive more information, and her question to the Board was more about what areas of the business do we not currently understand and/or have concerns about. Dr. Rodgers stated he felt like this could be done via regular communication rather than using the term strategic goal as it seems misleading. Ms. Petersen acknowledged Dr. Rodgers' concerns.

2. **President's Report** – Mr. Williamson announced that EMSA scored 100% on the CAAS accreditation and EMSA has been accredited for the full three years. Ms. Slater commented that she has been involved in the accreditation process with both hospitals and universities and rarely do you see a 100% score so this is quite impressive.

a. Compliance Report-Jim Winham, Chief Operating Officer. Mr. Winham reported the compliance and exclusion numbers for September 2016.

b. Financial Report-Kent Torrence, Chief Financial Officer. Mr. Torrence presented the September 2016 financial review and report.

c. Patient Revenue Cycle-Angela Lehman, Chief Revenue Officer. Ms. Lehman reported the September 2016 Patient Services Outlook report.

d. Patient Satisfaction-Kelli Bruer, VP Communications/Public Relations. Ms. Bruer presented the September 2016 Compass Point Dashboard report.

e. President's Commentary-Steve Williamson, Chief Executive Officer. Mr. Williamson informed the Board that the City of Yukon bid has been submitted. The van ambulances mentioned at the last meeting, those bids are out. Mr. Williamson informed the Board that October of this year is the window of opportunity where both cities decide whether or not to split the Trust. He is very pleased to announce that both cities have closed that window and the Trust has another five years, seven years in total including the past two years.

3. **Medical Director's Report** – Dr. Goodloe reports that the Medical Control Board continues to make great clinical advances in the system. One of the key aspects through multiple meetings is scene time as well as overall task times and how to better define how scenes are organized. He reported that their medical oversight team recently completed a draft protocol on how to better handle scene coordination—this is in direct relation to task time. On the clinical advances down the road, Dr. Goodloe informed the Board there is a new device for repositioning patients and we will be one of 5-6 in the U.S. to be included in the field trial which will position us to be among the first to take advantage. Dr. Goodloe continued that every six months they undertake the process of analyzing 911 calls—how we configure each call, running lights and sirens or not, how the patient then goes to the hospital, etc. The resource allocation has not had to be changed since November 2013, which is a very good thing and he hopes for the same results with the latest data analyses. Dr. Goodloe thanked Ms. Petersen in advance of her coming to the next MCB Board meeting to meet everyone in person and says this speaks a lot to her leadership.

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4. **New Business**

There is no New Business at this time.

5. **Trustees' Reports**

There are no Trustees' Reports at this time.

6. **Next Meeting** will be held Wednesday, November 16, 2016 at 1:00 p.m. Ms. Petersen reminded the Board that this meeting is held one week earlier due to the Thanksgiving holiday.

7. **Adjourn**

Ms. Petersen adjourned the meeting at 2:09 p.m.

Julie Roberts, Assistant Secretary

Date