

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust

Regular Board of Trustees Meeting

October 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 October 21, 2019 at 1:11 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on October 21, 2019 at 1:05 p.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Mr. Wiley Williams
Ms. Kelly Brader
Ms. Allison Petersen – 1:07 p.m.
Mr. Larry McAtee
Chief Bryan Wood
Mr. Phil Lakin – 1:12 p.m.

TRUSTEES ABSENT

Mr. Kyle Nondorf (Excused)
Mr. Larry Stevens (Excused)
Ms. Jan Slater (Excused)
Dr. Jeffrey Goodloe (Excused)

OTHERS PRESENT

Jim Winham, 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
Jim Orbison, Riggs Abney
Kris Koepsel, Riggs Abney
Steven Dralle, AMR
Patricia Rogers, McAfee & Taft
Ronald Shinn, McAfee & Taft

A quorum was present, and the meeting was called to order at 1:12 p.m. by Chairman Phil Lakin.

CONSENT AGENDA

1. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated September 25 at 1:00 p.m.**

Upon motion made by Mr. Williams and seconded by Ms. Brader, the Board of Trustees voted to approve the Board Minutes dated September 25, 2019

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

NAY: None

ABSENT: Mr. Vaughn, Mr. Stevens, Ms. Slater, Mr. Nondorf

The motion was passed.

REGULAR AGENDA

1. **Chairman's Report**-Phil Lakin, Chairman of the Board – No report.
2. **Approval and Award of Request for Proposal (RFP) IT-2019-002**-The purpose of proposal was to solicit proposals from qualified vendors to replace our eight-year old Panasonic Toughbooks used by administrative personnel. Mr. Gresh reminded the Board this item was tabled last meeting due to an inadequate description that has been updated. He gave an overview of the proposal and award.

Upon motion made by Ms. Petersen and seconded by Mr. Williams, the Board voted to approve RFP IT-2019-002.

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

NAY: None

ABSENT: Ms. Slater, Mr. Nondorf, Mr. Vaughn, Mr. Stevens

The motion was passed.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
October 23, 2019
Page Three

3. **Authorizing the President to give written notice to American Medical Response Ambulance Service, Inc. of its default and failure to pay under Section 11 of the Contract dated September 25, 2013, as amended, by and between Emergency Medical Services Authority and American Medical Response Service, Inc.** – Mr. Williams stated the EMSA Legal Committee has been in discussions with legal counsel and the President and it is their opinion at this point that it has proceeded far enough that we need to start taking action toward exercising our rights under the Contract and this is the first step specifically required.

Upon motion made by Mr. Williams and seconded by Ms. Petersen, the EMSA Board of Trustees voted to approve authorizing the President to give written notice to American Medical Response Ambulance Service, Inc. of its default and failure to pay under Section 11 of the Contract dated September 25, 2013, as amended, by and between Emergency Medical Services Authority and American Medical Response Service, Inc.

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

NAY: None

ABSENT: Ms. Slater, Mr. Nondorf, Mr. Vaughn, Mr. Stevens

The motion was passed.

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 September 2019. He reported all areas met or exceeded the requirement except for the Priority 3s which are unscheduled non-emergency calls in the western non-beneficiary cities at 81%--4 late out of 22 calls.
 - b. **Financial Report**-Lora Conger, Chief Financial Officer-Ms. Conger told the Board she is reporting July 2019 and that the financial report package will be mailed out to them following this meeting. She stated patient revenue was over budget due to higher level of emergency calls compared to lower non-emergency calls. This ratio is 5-7% over what we budgeted that ratio to be and is why we are seeing the uptick. Contractuals and deductions is under budget so combined with patient revenue this results in a net positive amount. She reported we had a \$31K net income for the month of July which is higher than projected. Ms. Conger reported that 87% of our expenses are directly supporting our operations.

EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust
Regular Board of Trustees Meeting
October 23, 2019

Page Four

- c. **Patient Financial Services**-Angela McLain, Chief Revenue Officer – Ms. McLain presented the Patient Financial Services report for September 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 reported patient satisfaction scores are still very solid in both divisions. Social media impressions are ticking back up now that our social media manager is back from maternity leave. Mr. Paluka received the EMSAcare report from the City of Oklahoma City’s open enrollment--1,117 single family homes moved from opted out to opted in and 199 single family homes move from opted in to opted out which is a great ratio. He said he is meeting with the City of Oklahoma City to discuss how we can communicate with those people who are starting new service as we are only converting 50% of households at sign-up.
 - e. **President’s Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham reported we hope to unveil the new public website by the November meeting. He said it is much more user friendly and may be utilized with a mobile device. He informed the Board that EMSA has chosen to go with a video entry system for entrance into the buildings in both cities. This makes for extra security for our employees as you either have a badge for entry or you press the button outside to speak to the receptionist. Mr. Winham said the ECMO/Bariatric trucks will be picked up on October 29th and gave kudos to those involved in making these dual-purpose trucks happen for EMSA. He told the Board that ESO, our new patient charting records system, will kick off February 1st. Mr. Winham told the Board we will bring dates for the 2020 EMSA Board of Trustees meetings to the next meeting for approval and to consider whether or not they want to suggest any changes.
- 5. **New Business** – None
 - 6. **Trustees’ Reports** - None
 - 7. **Next Meeting** – Wednesday, November 20, 2019 at 1:00 p.m. via videoconference
 - 8. **Adjourn** – The meeting was adjourned by Mr. Lakin at 1:25p.m.

Julie Roberts, Assistant Secretary

Date