

**EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST**

**Regular Board of Trustees Meeting**

**February 26, 2020 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 Emergency Medical Services Authority, a Public Trust, were filed January 21, 2020 at 2:38 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on January 24, 2020 at 2:35 p.m., more than 24 hours prior to the time set for the meeting.

**Trustees Present:**

Mr. Larry McAtee  
Chief Bryan Wood  
Ms. Jan Slater  
Ms. Tammy Powell  
Ms. Allison Petersen  
Ms. Kelly Brader

**Trustees Absent:**

Mr. Phil Lakin (Excused)  
Mr. Scott Vaughn (Excused)  
Mr. Wiley Williams (Excused)  
Dr. Jeffrey Goodloe (Excused)  
Mr. Larry Stevens (Excused)

**Others Present:**

Jim Winham, EMSA  
John Graham, EMSA  
Lora Conger, EMSA  
Angela McLain-Johnson, EMSA  
Adam Paluka, EMSA  
James Davis, EMSA  
Julie Roberts, EMSA  
Tracy Johnson, EMSA  
Heath Wright, AMR  
Jeremy Coombs, AMR  
Jeff Mosher, City of OKC  
Kris Koepsel, Riggs Abney

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

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated December 18, 2019 at 1:00 p.m.

This item was tabled until next meeting due to a lack of quorum for voting.

**REGULAR AGENDA**

1. **Chairman's Report**-Jan Slater, Past Chairman of the Board – Ms. Slater who is filling in for Mr. Lakin has no report. Tammy Powell, who is replacing Kyle Nondorf, was introduced to the Board. Ms. Powell is the Chief Executive Officer of St. Anthony's Hospital in Oklahoma City.
2. **President's Report:**
  - a. **Operational Compliance Report**-Jim Winham, Chief Executive Officer – Mr. Winham presented the operational compliance and exclusion numbers for the eastern and western divisions for January 2020. Both divisions in compliance across all categories. Eastern beneficiary response times remain consistent since May 2019 ranging from 91% to 96%. In December 2019 exclusions were at 89% and that has been brought up to 91%.
  - b. **Financial Report**-Lora Conger, Chief Financial Officer – Ms. Conger presented income and expenses through November 30, 2019. She told the Board she sent their financial packets with details and today's report will be a high-level summary. Ms. Conger reported financial activity is consistent with what was reported in October--the most notable change is the self-correction of the DFR percentages. She reminded the Board in October there was a rather large variance that has self-corrected as predicted due to timing. Year-to-date, net patient revenue is still ahead of budget. Ms. Conger continued to operating expenses with the largest variance being within "Professional and Contractual Services" which is where the contractor expense is and this variance tracks with the volume variance seen in revenue.
  - c. **Patient Financial Services Report**-Angela McLain-Johnson, Chief Revenue Officer – Ms. Johnson presented the January 2020 Patient Financial Services Report with data through December 30, 2019. She reported on the eastern and western divisions call volumes, total cash collections, and total charges. Ms. Johnson told the Board she changed up the graph this month as she thought it important to breakout the volume. Eastern call volume is right on track and the western division is trending right where budgeted. Emergency transports in the east since April 2019 has been consistently higher. Eastern non-emergency transports are

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- all over the place, but still higher than a year ago. Western division emergency transports are significantly higher than expected. Total call volume in both divisions and overall transports reflect significant increase which is not only a hit to the crews on the street but also the staff in-house working this high volume of transports. Discussions were had regarding how this increased volume affects response times. Full details available in meeting transcript. Ms. Johnson went on to report cash collections—eastern division slightly down due to it being December as well as it is taking more time for bills to be sent out and western division is the exact same issues with five day of holidays and a lot of it being self-pays and not getting the insurance information until January.
- d. **Legislative Update**-Angela McLain-Johnson, Chief Compliance Officer – Ms. Johnson gave a legislative update since there are so many moving parts in the State of Oklahoma. She presented several of the House Bills that are relatable to EMSA. Ms. Johnson also reported federal items that can affect ambulance service in Oklahoma. She provided updated information on Medicare and Medicaid programs. Full details available in meeting transcript.
  - e. **Key Point Indicators Report**-Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka reported another great month for patient satisfaction with numbers in both divisions being over 94% placing us in the top five agencies across the country. Citizen CPR Trainings came in at 88% and he explained this number as reflecting the fact the American Heart Association has pulled back on their funding and Citizens CPR is currently seeking out new funding sources. He went on to report website hits are up which is probably due to the launch of our new website.
  - f. **President’s Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham started with the Stars of Life program recognized by the American Ambulance Association. Our operations partner chooses a representative from each division and beginning last year the Authority selects one team member to go to Washington, DC during the first week of May. Mr. Winham went on to report the 25<sup>th</sup> anniversary of the Alfred P. Murrah building is coming up and there will be a special pinning ceremony at the memorial where he, the Oklahoma City fire chief and the Oklahoma City police chief will receive special badges. Along this same line, he reported Mandi Jameson, EMSA’s Chief Deputy of Patient Billing Services has been selected by the American Ambulance Association as one of the top forty people under forty who are growing leaders in EMS.
3. **Medical Director’s Report**-Dr. Goodloe is not able to be here today as he is out of town on business and Mr. Winham took this time to update the Board on the Coronavirus. The CDC confirms it is going to hit in the United States—not a question of if or when but where. Dr. Goodloe is in consistent communication with the CDC and State of Oklahoma and we are taking precautions and staying on top of the protocol, processes and procedures.
  4. **New Business** – No new business.
  5. **Trustees’ Reports** – No reports.

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6. **Next Meeting** – Wednesday, March 25, 2020 at 1:00 p.m. via videoconference.
7. **Adjourn** – The meeting was adjourned by Ms. Slater at 1:46 p.m.

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Julie Roberts, Assistant Secretary

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Date