

EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

January 22, 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 17, 2020 at 9:06 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on January 17, 2020 at 9:19 a.m., more than 24 hours prior to the time set for the meeting.

Trustees Present:

Mr. Larry McAtee
Mr. Larry Stevens
Ms. Jan Slater
Dr. Jeffrey Goodloe
Mr. Wiley Williams
Mr. Phil Lakin
Mr. Scott Vaughn (1:08 p.m.)

Trustees Absent:

Ms. Kelly Brader (Excused)
Ms. Allison Petersen (Excused)
Chief Bryan Wood (Excused)

Others Present:

Jim Winham, EMSA
John Graham, EMSA
Frank Gresh, EMSA
Lora Conger, EMSA
Angela McLain-Johnson, EMSA
Johna Easley, EMSA
Bryan Jones, EMSA
James Davis, EMSA
Julie Roberts, EMSA
Tracy Johnson, EMSA
Heath Wright, AMR
Jeremy Coombs, AMR
Jeff Mosher, City of OKC
Jim Orbison, Riggs Abney

A quorum was present, and the meeting was called to order at 1:01 p.m. by Chairman Phil Lakin.

CONSENT AGENDA

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

Upon motion made by Ms. Slater and seconded by Mr. Williams, the Board of Trustees voted to approve the regular board minutes dated December 18, 2019.

AYE: Mr. McAtee, Ms. Slater, Mr. Stevens, Mr. Williams, Mr. Lakin, Mr. Vaughn

NAY: None

ABSENT: Ms. Brader, Ms. Petersen, Chief Wood

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report**-Phil Lakin, Chairman of the Board – No report.
2. **President's Report:**
 - a. **Patient Financial Services Report**-Angela McLain-Johnson, Chief Revenue Officer – Ms. McLain-Johnson presented the December 2019 Patient Financial Services Report with data through November 30, 2019. She reported on the eastern and western divisions call volumes, total cash collections, and total charges. Ms. McLain-Johnson reported non-emergency calls were up and emergency calls were down in the east yet trending right where they should be. Trending in the west was significantly higher than expected especially if compared with this time last year. In the east, collections were slightly lower, and charges were up reflecting the increase in call volume. In the west, collections were up significantly due to the high volume of emergency transports and charges steadily increased over the last several months reflecting in the cash increase.
 - b. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the operational compliance and exclusion numbers for the eastern and western divisions for December 2019. He reported the eastern division was compliant in all areas. In the western division, priority one calls were at 89% and priority three calls were at 86%. The Contractor has been fined for these and those numbers are currently in compliance. Mr. Gresh reported response times will track over a 24-month period that he pointed out is now reflected on the slide. In those 24 months, the western division fell below the 90% threshold three times. Exclusions are at .4% in both divisions.

EMERGENCY MEDICAL SERVICES AUTHORITY

Regular Board of Trustees Meeting

January 22, 2020

Page 3

- c. **Key Point Indicators Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented KPI numbers for December 2019. He reported a critical system downtime in the IT department due to a piece of equipment with a hard drive error that shut down all the dispatch workstations which were all restored within thirty minutes. Dispatchers are consistently trained on moving to paper should they need to, and they moved to paper during this 30-minute period. The number is down for Citizen CPR trainings due to the holidays. Mr. Lakin inquired if AED-related training is involved with the CPR training. Mr. Winham stated Citizen CPR can do that as well as Just Hands Only CPR which can be done in 10 minutes. Mr. Gresh added that AED is also a part of the 9-1-1 script so dispatchers can walk a caller through that aspect of a call.

- d. **Financial Report**-Lora Conger, Chief Financial Officer – Ms. Conger presented the year-to-date income and expenses through October 31, 2019. Ms. Conger reported revenue is trending up over budget and said this is primarily volume driven. The mileage rate increase that went into effect in August 2019 is part of this, but most of the variance is due to volume. She went on to report we are ahead of budget net income-wise. The other aspect of this is the realization rate which is higher than budgeted. She anticipates this will decline toward spring when we see more normalized debt write-offs, but for now it is very positive, and she anticipates it will be ahead of budget when the bad debt is normalized. In operating expenses, the most noteworthy item is the “Professional and Contracted Services” which is where our ambulance contractor expense resides. It is closer to a \$900K variance and currently offset by some other positive variances, but this tracks with the revenue variance. Overall, expenses look very good and most variances are due to either timing or volume.

- e. **President’s Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham began by recognizing Heath Wright with AMR. Mr. Wright was formerly the Director of Operations in the eastern division and is now serving as the interim/acting General Manager. He congratulated Mr. Wright and told the Board he has great working relationships with EMSA and the Office of the Medical Director.

Mr. Winham referred to a slide created to reflect data for total incidents, individual units assigned to calls, patient care reports created, and patients transported since CY2017. He pointed out the increase in call volume and said that our Patient Billing Services are feeling this increase and working very hard.

Mr. Winham reported that the all EMSA leadership staff and most of AMR leadership have completed the “Crucial Conversations” training and he gave thanks to the Office of the Medical Director and the instructors they provided. He added National Emergency Medical Services/Incident Command System classes were almost 100% on the Authority side as they worked hard in their spare time with taking online classes as well as going to classes.

EMERGENCY MEDICAL SERVICES AUTHORITY

Regular Board of Trustees Meeting

January 22, 2020

Page 4

Mr. Winham gave the Board an update on ESO, our new patient care reporting system saying all is going well, and we don't have a "go live" date confirmed due to this being such a large project that encompasses each one of the hospitals and first responder agencies. EMSA is working in collaboration with AMR and the Office of the Medical Director.

Mr. Winham told the Board that EMSA will begin contracting with LifeShare of Oklahoma, the organ sharing network, to provide the transferring of donor patients. EMSA's Strategic Development Deputy Chief Bryan Jones added that LifeShare is trying to change their model to lessen the burden on hospitals by bringing donors who are on life support to the donor recovery hospital which is currently St. Anthony's in Oklahoma City. He said this is where EMSA will be involved in the moving of those donors.

3. **Medical Director's Report**-Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe began by telling the Board he is supportive of all the programs Jim brought to them today. He told the Board he is leaving for San Antonio later to study a system they have in place in coordination with their trauma centers and EMS system for administering whole blood for patients with particularly serious hemorrhagic shock. Dr. Goodloe stated there is clinical feasibility to mirror this program even though geographically it may not make sense everywhere in the EMSA system. A pilot program is anticipated in the Oklahoma City metro area sometime in the summer to early fall. This is a cooperative effort with EMSA, Oklahoma City Fire, and OU Medical Center in Oklahoma City. Dr. Goodloe went on to say over the past few days there have been increasing press reports about concern for a Coronavirus from China. He reminded the Board that one of the most profound impacts of SARS was on Toronto, Ontario paramedics and said this was not due to anything being done wrong—it just speaks to the infectiousness of the virus. Coronaviruses are not new—they have been around a long time. He stated he has had direct communications with the medical director of the National Highway Traffic Safety Administration's EMS office as well as relevant members of the Center for Disease Control. Dr. Goodloe assured the Board that he and his team are watching this situation very closely and are staying up to speed.
4. **New Business** – No new business.
5. **Trustees' Reports** – Chairman Lakin announced the replacement for Trustee Kyle Nondorf is Tammy Powell, Chief Executive Officer of St. Anthony's Hospital in Oklahoma City. Ms. Powell plans to attend next month's board meeting.
6. **Next Meeting** – Wednesday, February 26, 2020 at 1:00 p.m. via videoconference.
7. **Adjourn** – The meeting was adjourned by Chairman Lakin at 1:46 p.m.

Julie Roberts, Assistant Secretary

Date