

EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

April 22, 2020 at 1:00 p.m. via Videoconference/Teleconference

1111 Classen Drive, Oklahoma City, OK

1417 North Lansing Avenue, Tulsa, OK

Minutes:

NOTICE AND AGENDA for the Special Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed April 20, 2020 at 1:41p.m. with the City Clerk of Tulsa and with the City Clerk of Oklahoma City on April 20, 2020 at 1:43 p.m., more than 24 hours prior to the time set for the meeting.

Trustees Present:

Mr. Larry McAtee, Teleconference
Chief Bryan Wood, Teleconference
Ms. Jan Slater, Teleconference
Ms. Tammy Powell, Teleconference
Ms. Allison Petersen, Teleconference (1:03 Pm)
Ms. Kelly Brader, Teleconference
Mr. Wiley Williams, Teleconference
Mr. Larry Stevens, Teleconference
Dr. Jeffrey Goodloe, Videoconference
Mr. Phil Lakin, Videoconference
Mr. Scott Vaughn, Videoconference

Others Present:

Jim Winham, EMSA-Videoconference
Angela McLain-Johnson, EMSA-Videoconference
Lora Conger, EMSA-Videoconference
Frank Gresh, EMSA-Videoconference
John Graham, EMSA-Teleconference
Johna Easley, EMSA-Videoconference
Adam Paluka, EMSA-Videoconference
Bryan Jones, EMSA-Videoconference
James Davis, EMSA-Videoconference
Julie Roberts, EMSA-Videoconference
Jeremy Coombs, AMR-Videoconference
Heath Wright, AMR-Videoconference
Jim Orbison, Riggs Abney-Teleconference

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 Special Meeting dated March 27, 2020 at 2:01 p.m. via tele/videoconference

Upon motion made by Ms. Slater and seconded by Chief Wood, the Board of Trustees voted to approve the Special Meeting Board Minutes dated March 27, 2020.

AYE: Mr. Lakin, Mr. McAtee, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Stevens, Mr. Williams, Chief Wood, Mr. Vaughn

NAY: None

ABSENT: Ms. Petersen

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report**-Phil Lakin, Chairman of the Board – Mr. Lakin thanked first responders and health care workers for their hard work during the COVID-19 pandemic.
2. **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 March 2020. AMR failed to meet response time standards for the eastern division non-beneficiary jurisdictions and the western division beneficiary jurisdiction, both at 89% compliance. Also, in the western division, priority 3 calls for beneficiary cities were at 80% and non-beneficiary cities were at 66% (three out of nine calls were late) and therefore were out of compliance. Exclusions in the eastern division for March were .7% and in the western division exclusions were at 1.3%. Mr. Gresh explained that most of the exclusions in the western division were weather related. Mr. Lakin asked if during the pandemic the contractor was still obligated to meet compliance standards and if failure to do so still results in monetary penalties and corrective measures. Mr. Winham explained that anything below 90% compliance for Priority 1 calls results in a fine per call as well as a lump sum for every percentage point below the 90% standard. Mr. Winham also explained that the contractor is given 30 days to remedy the situation. Regarding compliance in the western division, Mr. Winham said he has been told it is a staffing issue. He said that because call volume is down, the missed benchmarks cannot be attributed to call volume. He did say that the time it takes

to put units back in service following calls has increased during the pandemic because units have to be decontaminated. Mr. Winham said that even though an emergency has been declared, that does not affect response times until the Medical Director feels that adhering to response time standards jeopardizes crew or patient safety.

- b. **Financial Report**-Lora Conger, Chief Financial Officer – Ms. Conger discussed the revenue and expense analysis she sent to the Board prior to the meeting. Ms. Conger explained the financials through February 2020. She said year-to-date patient revenue is above budget and that is because of increasing transports and the mileage rate increase that was approved in August to bring it to a market rate. She expects the realization to increase from 28% closer to the budgeted percentage of 28.5% as clean up and corrections from bad debt are normalized for the remainder of the year. She said operating expenses are over budget because of an increase in contracted and professional services; most of these costs are related to contractor expenses. Ms. Slater asked about volume increases related to COVID-19. Ms. Conger explained that her report was through February and did not include the drop in volume reductions, around 20%, related to COVID-19.

- c. **Patient Financial Services Report**-Angela McLain-Johnson, Chief Revenue Officer – Ms. Johnson detailed the transport volume through the end of March 2020. She explained both divisions are trending to be at budget for call volume even with reductions due to COVID-19. She said month-to-month there has been about a 10% dip in emergency transports for March, but new numbers show the decline when March and April are added together is around 20% due to the pandemic. She said non-emergency transports in the eastern division were slightly higher, and that those were mostly transfers to nursing homes. She said it is very similar in the western division, a 20% drop in call volume related to COVID-19. Ms. Johnson said cash deposits in both divisions were down for February, and that is mainly because there were fewer working days for those associated deposits between November 15, 2019 through January 1, 2020 due to the holidays. Usually there are between 21 and 23 working days for a deposit period, in this time frame there were only 17 days resulting in a lower cash deposit number. Mr. Winham asked Ms. Johnson to explain the CPE payment that EMSA has been working on for the past several years. Ms. Johnson said that EMSA received a state medicare cost report payment for \$600,00 in the western division and \$400,000 in the eastern division in mid-April. Mr. Winham said EMSA worked with the Oklahoma State Firefighters Association to get this money that is from the federal government and covers the real cost to transport a medicare patient. While EMSA probably got the largest payment in the state, many other small EMS and Fire services received money from this program. Mr. Winham said he is hopeful EMSA will receive this money each year. Ms. Johnson also said that through the CARES Act EMSA received \$1.3 million in COVID relief funds in mid-April. This money is used to offset the cost of transporting COVID positive or presumed positive patients, and this money will go back into the system to make up for some of the money that will be lost because of the decrease in volume due to COVID. Ms. Johnson talked about the workload for Patient Business Services Team Members, she said that there was lost time while Team Members' remote workstations were configured. Productivity is now higher with Team Members working from home, she said they are processing 200 more calls each week. Mr. Gresh said he and his IT Department were well equipped to set up the remote workstations for Team Members. He said that Team Members are using EMSA equipment (computers and phones) and if they did not have an internet connection at their home, he was able to set that up. He also said he is reminding Team Members to stay vigilant about cyber security while working from home.

- d. **Key Performance Indicators Report**-Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka presented the Key Performance Indicators for March 2020. Patient Satisfaction was above 97% in both divisions for the month of March. Mr. Paluka explained that some of the KPI numbers were affected by the COVID-19 pandemic. He said that on March 12, EMSA made the decision to suspend educational demonstrations to make sure we were not putting Team Members in undue harm as well as taking steps to protect the communities. For March media stories and website visits were significantly higher than February 2020. There is a COVID resources page on the EMSA website with information about the pandemic and EMSA's response to COVID. The civic engagement number was higher due to meetings with local elected leaders as well as state and local health officials about COVID. Mr. Paluka said initially EMSA shared updates from state and local health departments during the pandemic so EMSA's message was consistent with its healthcare partners. As time has passed, EMSA is doing more Live events on Facebook so that EMSA can interact with the community while social distancing.

 - e. **President Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham showed all of the specialized EMSA ambulance designs, including the new Oklahoma City National Memorial ambulance that EMSA unveiled to coincide with the 25th anniversary of the Murrah Federal Building bombing. Mr. Winham said that he is meeting with Operations and local fire departments every day to discuss the response to COVID-19, including PPE amounts, COVID hot spots, and other important aspects of the response. Mr. Winham said that EMSA worked with the Tulsa Fire Department to get a supply of hypochlorous acid to disinfect buildings, ambulances, and other vehicles. Mr. Winham said there are currently six EMSA Team Members in COVID-19 isolation in Tulsa and seven individuals in Oklahoma City who are self-isolating, one of those people is an Authority Team Member. Mr. Winham said that EMSA made the decision to send Authority Team Members home to work remotely on March 18th and three days later the EMSA IT Department had all Team Members up and running. Mr. Winham said he has made contact with all Team Members and they are happy working from home and have the tools they need to do their job. Mr. Winham said the RMRS divisions are working hard and they are utilizing National Guardsmen and women to help distribute PPE. Mr. Lakin asked where the Team Members who are isolating are doing their quarantine. Mr. Winham said the Operations Contractor is responsible for that, and Mr. Wright said those who are isolating are doing so at the location of their choice. Mr. Winham said he thinks this is the end of the beginning instead of the beginning of the end.
3. **Chief Medical Officer's Report**-Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe said he is extremely proud of frontline EMSA personnel. Dr. Goodloe said that what lies ahead of us will be much more difficult than what we have already gone through with COVID-19. Dr. Goodloe said he is grateful that the communities followed the rules surrounding social distancing in March and early April, but now he is seeing people begin to ignore those recommendations which gives him concern for the summer months and especially fall 2020. Ms. Slater asked if there were concerns about the financial repercussions of COVID for EMSA. Mr. Winham said it is something he is looking at closely and the EMSA team will continue to monitor the situation and will act as necessary. Mr. Winham said smaller EMS services are struggling right now, but larger urban services like EMSA have weathered the storm so far. Ms. Slater asked if EMSA is concerned about

cities not being able to support EMSA services financially. Mr. Winham said the cities understand EMSA provides an essential service, and he does not think there will be any funding cuts.

4. **New Business** – No new business.
5. **Trustees' Reports**-Trustee Wiley Williams reported on property that EMSA is interested in acquiring for its Western Division headquarters. Mr. Williams said when the issue came up about EMSA borrowing money to purchase the property he went to the Oklahoma City City Manager and discussed the City of Oklahoma City purchasing the property and leasing it back to EMSA. He said the City is working toward owning all of the physical assets in the Western Division, such as ambulances, and this is in line with that plan. Mr. Williams has set up an appraisal to get the value of the property and he and Mr. Winham have met with the appraisal firm. He has forwarded the purchase and sale agreement to EMSA's Legal Team, and he thinks it is one-sided and some changes will need to be made. Mr. Williams said the seller is asking to be indemnified for any environmental issues that may exist on the property from the time it is purchased onward. Mr. Williams said the City cannot do this legally. Mr. Orbison said that after discussing the purchase with EMSA Leadership, it was determined EMSA's legal team would defer to Oklahoma City's legal department for questions and guidance about the property purchase.
6. **Next Meeting** – Wednesday, May 27, 2020 at 1:00 p.m. via videoconference/teleconference.
7. **Adjourn** – The meeting was adjourned by Mr. Lakin at 1:57 p.m.

Adam Paluka, Assistant Secretary

Date