

President's Commentary


Johna Easley

Interim President & CEO



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Short Term Strategic Goals



Operational Compliance	Improve operational compliance through creative short-term solutions and innovative strategies.
Cooperative Initiatives & Community Relations	Build and repair relationships with community partners and key stakeholders to best meet the needs of our communities.
Organizational Culture	Define EMSA and establish a cooperative environment of respect and accountability that aligns with our Mission: Patient Centered, Team Focused, Fiscally Responsible.
Revenue Cycle Management	Stabilize EMSA's patient billing services and develop revenue cycle management practices that are cost effective and that optimize the reimbursement and collections process.
Organizational Compliance	Ensure organizational practices meet or exceed regulatory standards, accreditation requirements, and best practices in business management.
Governance	Facilitate effective and prudent changes or updates to EMSA's governance framework, necessary to deliver long-term success.

Operational Compliance

Improve operational compliance through creative short-term solutions and innovative strategies.

HEADCOUNT

12 M Cumulative Attrition

- EMT– 46%
- Paramedic – 46%

Month Over Month Average

- EMT – 4%
- Paramedic - 3%

*Note – 11/12 attrition impacted by removal of non-productive PRN Team Members.

		Full Time	FT Goal	Percent Staffed	PT	PRN	LOA	OJI	Academy	FTO	Productive Headcount	Productive % Staffed
EAST	EMT	88	89	98.88%	4	7	1	0	9	13	70	79%
	Logistics	19	22	86.36%	0	0	0	0	0	0	19	86%
	Paramedic	88	92	95.65%	2	16	0	0	14	6	73	80%
	SSC	19	23	82.61%	1	1	0	0	0	0	20	85%
	Total	214	226	94.69%	7	24	1	0	23	19	182	81%
WEST	EMT	91	101	90.10%	7	7	0	2	13	7	74	73%
	Logistics	24	22	109.09%	1	1	0	0	0	0	25	112%
	Paramedic	70	113	61.95%	6	25	1	4	3	2	69	61%
	SSC	20	23	86.96%	0	2	0	0	0	2	18	80%
	Total	205	259	79.15%	14	35	1	6	16	11	185	72%
Grand Total		419	485	86.39%	21	59	2	6	39	30	367	76%

Improve operational compliance through creative short-term solutions and innovative strategies.

- **BLS Interfacility (IFT) Teams - Non-911 Basic Life Support**
 - Nontraditional staffing model using highly vetted state licensed contracted providers, working under OMD Protocols and EMSA Supervision
 - Will absorb BLS level IFT P3/P4 requests for service - facility to facility or facility to home
 - Shifts 911 BLS and ALS resources to higher level P1 and P2 calls
 - Projected utilization based on current demand: 3 to 5 shifts per day per division
- **EMSA Advantage!**
 - Begins April 4, 2022
 - In partnership with OSUFST
 - 15 student capacity per division, 21 applications per division

Cooperative Initiatives
& Community
Relations

Build and repair relationships with community partners and key stakeholders to best meet the needs of our communities.

- Stakeholder Engagement Plan
 - Bed Delay Mitigation

Monday, January 10, 2022- Tulsa

Monday, January 10, 2022

Tulsa

Prj Actual UHU 0.55

0.55

Peak: 30

Av Absences (18wk) 2.20

2.20

20wk 90% Txp 250

250

UH Goal: 563.4

563.4

Sched % Day: 81.7%

81.7%

Prj. w/LUH UHU 0.58

0.58

Daily Staffing 84.4%

Prj UH 430.60

430.60

LUH-Absences 26

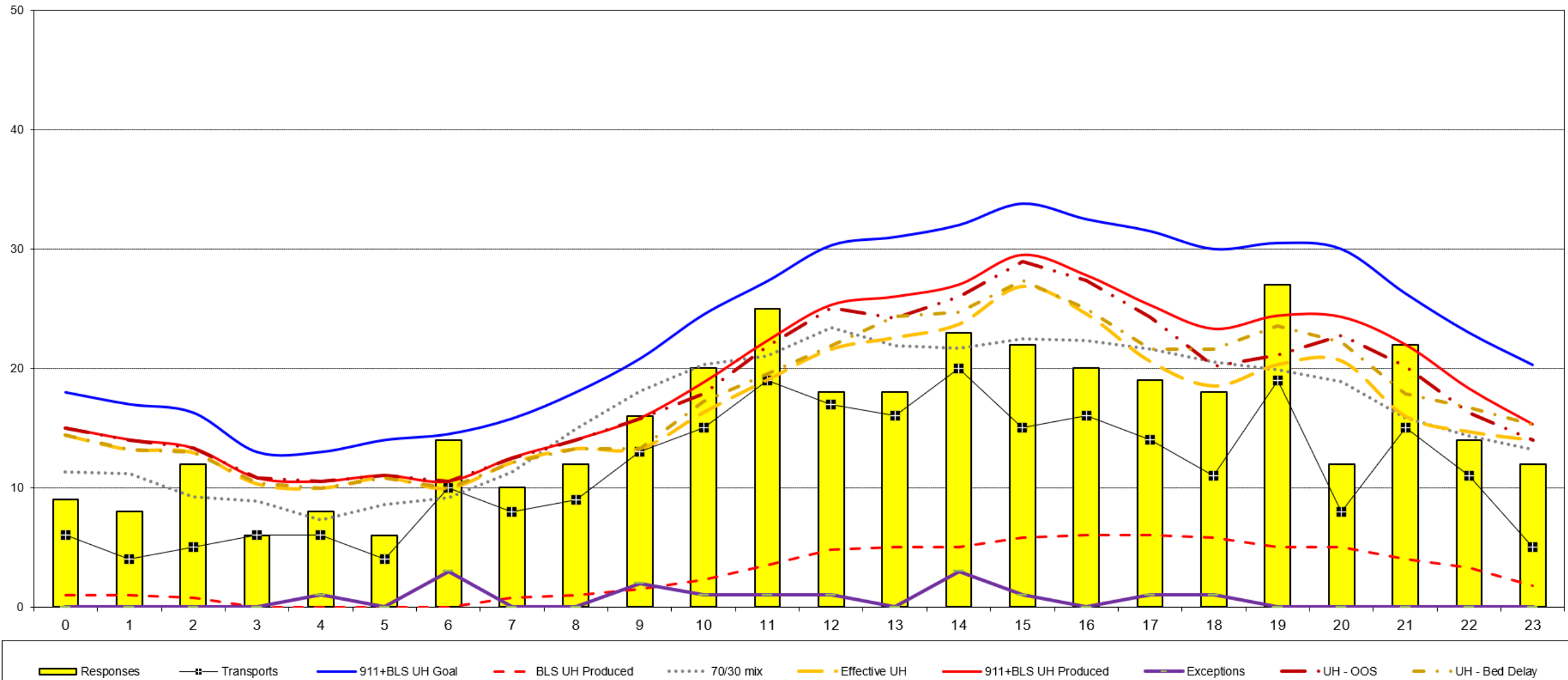
26

UH Actual: 457.0

457.0

Sched % Night: 87.0%

87.0%



Thursday, January 6, 2022 – Oklahoma City

Thursday, January 6, 2022

Oklahoma City

Prj Actual UHU 0.62 Peak: 26

Prj. w/LUH UHU 0.67 Daily Staffing 76.8%

Av Absences (18wk) 2.60

Prj UH 385.10

20wk 90% Txp 259

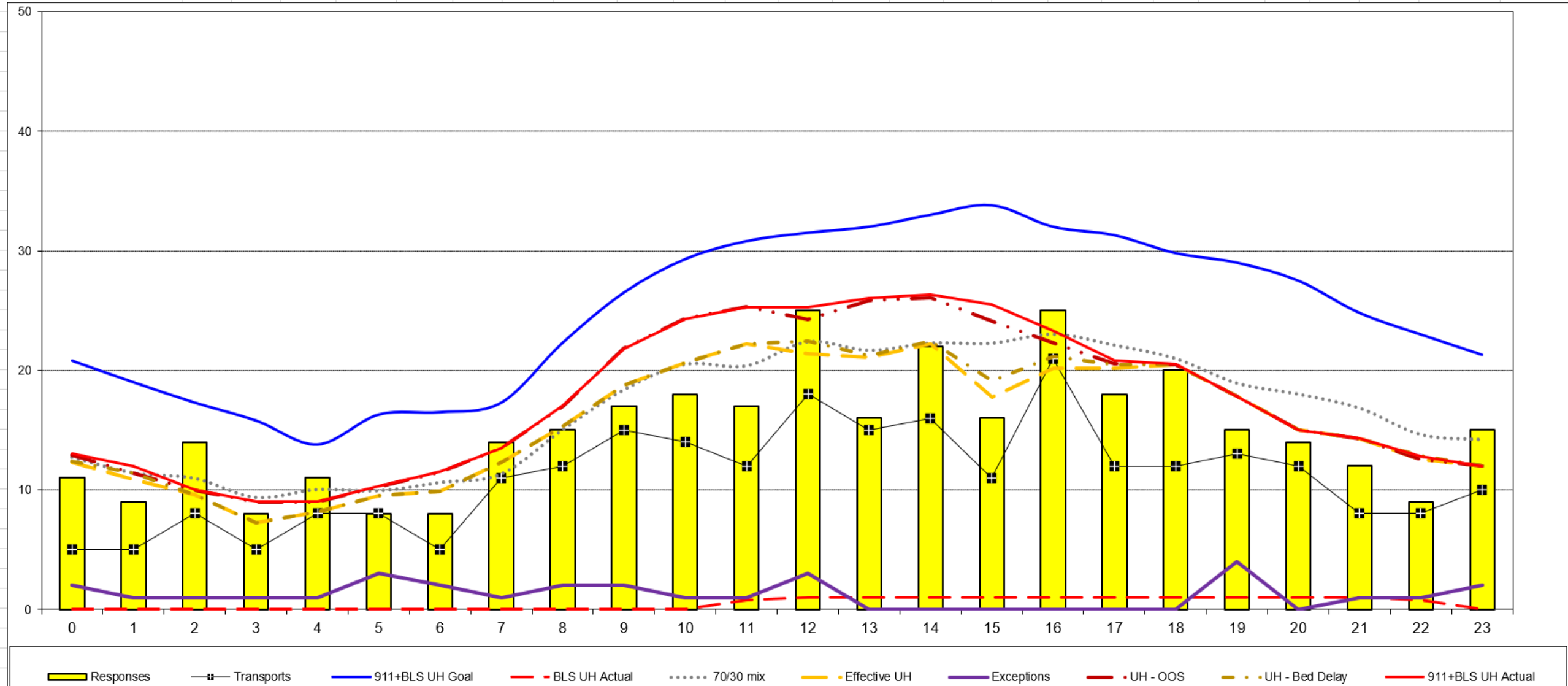
LUH-Absences 31

UH Goal: 594.7

UH Actual: 416.3

Sched % Day: 77.5%

Sched % Night: 76.0%



Build and repair relationships with community partners and key stakeholders to best meet the needs of our communities.

- Stakeholder Engagement Plan
 - Bed Delay Mitigation
- Public Service / Public Engagement Campaign

"Who Ya Gonna Call" campaign focuses on when you should call 911, non-emergency numbers

by Kelsie Metzger | Thursday, February 8th 2018



hospital emergency sign.jpg (WSET)



LYNCHBURG, Va. (WSET) - Do you know the right time to call 911? The Lynchburg Department of Emergency Services is kicking off a new campaign, "Who Ya Gonna Call."

Organizational Culture

Define EMSA and establish a cooperative environment of respect and accountability that aligns with our Mission: Patient Centered, Team Focused, Fiscally Responsible.

- Realigned Org Chart
- Key Performance Indicators - refocus on data driven decisions
 - Re-established expectations, accountability and priorities

Revenue Cycle Management

Stabilize EMSA's patient billing services and develop revenue cycle management practices that are cost effective and that optimize the reimbursement and collections process.

- Review of current RCM processes indicate –
 - Duplicating processes are causing backflow
 - Schedule adjustments are needed for maximum productivity
 - Process automation will help backlog
 - Cross training vulnerabilities exist
- Corrective action plan being developed

Organizational
Compliance

Ensure organizational practices meet or exceed regulatory standards, accreditation requirements, and best practices in business management.

- Realigned supplemental pay practices that reinvest in team members and reduce operating costs
- CAAS 2022 Application