



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

**Regular Board of Trustees Meeting**

**September 27th, 2023, at 1:00 p.m. via Teleconference**

1417 N Lansing Avenue, Tulsa, OK 74106

6205 S. Sooner Road, Oklahoma City, OK 73135

**Board of Trustee Meeting Minutes:**

**NOTICE AND AGENDA** for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed on September 25, 2023, at 10:55 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on September 25, 2023, at 10:55 a.m., 24 hours prior to the time set for the meeting.

**Trustees Present:**

Chief Michael Baker

Dr. Jeffrey Goodloe

Shane Pate

Phil Lakin

Jan Slater

Wiley Williams

**Others Present:**

Johna Easley, EMSA

Adam Paluka, EMSA

Lora Conger, EMSA

Michael Cunningham, EMSA

Lee Gibson, EMSA

Christopher Jenkins, EMSA

Michael Parrish, EMSA

James Davis, EMSA

Sonia Coleman, EMSA

Kris Keopsel, Riggs Abney

**Trustees Absent:**

Chief Richard Kelley - Excused

Allison Petersen – Excused

Tammy Powell - Excused

Scott Vaughn - Excused

Chief Bryan Wood - Excused

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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 August 23, 2023.

A motion was made by Chief Baker seconded by Ms. Slater to accept the August 23, 2023, EMSA Board of Trustees Special Meeting Minutes.

AYE: Chief Baker, Mr. Lakin, Mr. Pate, Ms. Slater, Mr. Williams

NAY: None

ABSENT: Chief Kelley, Ms. Petersen, Ms. Powell, Mr. Vaughn, Chief Wood

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report**- Phil Lakin, Vice Chairman of the Board– No report.
2. **President's Report**
  - a. **Operational Compliance Report**- Johna Easley, Chief Executive Officer– Ms. Easley reported the Eastern Division Beneficiary jurisdictions were not compliant for Priority 1, 2, and 3 calls, but in compliance for Priority 4 calls in the month of August 2023. Ms. Easley told the Board that volume is outpacing the system capacity in both Tulsa and Oklahoma City, and that EMSA is unable to get enough hours to cover the increased demand. She said bed delay and special events are also influencing the system. The Western Division Beneficiary jurisdictions showed Priority 1 compliance at 87%, and Priority 2 calls were in compliance. The Western Division Non-beneficiary jurisdictions were at 82% compliance. Ms. Easley discussed said EMSA continues to try and produce additional unit hours whenever possible in both the Eastern and Western Divisions. She said EMSA is also focused on staffing, and increasing the staffing within the EMT ranks. Ms. Slater asked if Ascension St. John's innovative plan to end bed delay is still working. Ms. Easley said, yes, they are essentially at zero hours of bed delay. Ms. Slater asked about the specifics of this plan. Ms. Easley asked Eastern Division Operations Director Lee Gibson to explain this approach. Mr. Gibson explained the ASJ is creating more hall beds so EMSA can transfer care to the hospital, and they are working to free up more beds in the main medical center as a faster pace so patients can be moved from the ER. Ms. Easley shared headcount updates and explained the role that EMT and Paramedic classes have on overall numbers.

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Mr. Lakin asked about Special Events and their effect on the system. Ms. Easley said the majority of the time, those events are staffed by crews not on the schedule, but there are times when an event is sanctioned and unfilled by off duty team members and EMSA Supervisors must pull a 9-1-1 system crew off the streets to fill that event. Mr. Lakin asked for additional data surrounding special events, staffing, resource utilization, and effects to the 9-1-1 system, and Ms. Easley said she would be happy to provide that to the Board. Dr. Goodloe commented on special events from the perspective of the Chief Medical Officer.

- b. Financial Update**— Lora Conger, Chief Financial Officer - Ms. Conger shared a financial update through August 2023 with the Board. She told Trustees patient revenue has a positive variance. She said volume expectations for FY24 for the Eastern Division are on target, but Western Division actuals are 4% above estimates. Ms. Conger again praised the Revenue Cycle Management Team for their work to bring down days in AR, which improves EMSA's realization rate. She said Salary and Wages is over budget because increased volume has created more of a need to utilize contract labor in the Western Division. Ms. Slater asked about ambulance purchases, and Ms. Conger said they have made progress and would be happy to share more information with Trustees about fleet replacement and refurbishment. Mr. Pate asked if special events make up a significant portion of revenue, and she said they did not, but there have been increasing numbers post-COVID.
- c. Revenue Cycle Update** – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman told Trustees days-to-bill remains steady and cash collections continues to trend up through August. Aging payors also continue to decrease minus self-pay. Ms. Coleman says her department continues to do outreach to payors who have outstanding bills to learn how payment might be expedited. Ms. Coleman praised her team for their hard work to collect monies owed to EMSA.
- d. President Commentary**- Johna Easley, Chief Executive Officer – Ms. Easley reiterated to the Board how thankful the organization is for all field crews and communication center personnel. Ms. Easley said the EMSA Team is meeting with the City of Edmond weekly ahead of the transition out of the EMSA system that is expected to happen sometime in December. Ms. Easley said in the wake of the City of Edmond's departure, EMSA will review and remap the Western Division Regulated Service Area. Ms. Slater asked if response times will improve in Oklahoma City once Edmond leave, and Ms. Easley said yes, the resources that currently are dedicated to Edmond would be redistributed in the remaining EMSA RSA in the Western Division. Mr. Pate asked about EMSAcare post Edmond leaving the system. Ms. Easley asked Mr. Paluka to tell the Board about communication that has been happening related to EMSAcare. Mr. Paluka told Trustees that they have worked with the City of Oklahoma City and City of Edmond to educate the residents about what happens when Edmond leaves the system. Mr. Paluka said there has been some confusion about where residents live and if they will be covered by

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EMSAcare – he said coverage through the utility bill program is based on city boundaries but that anyone can join by paying \$45 directly to EMSA.

- 3. Medical Director’s Report – Dr. Jeffrey Goodloe, Chief Medical Officer** – Dr. Goodloe introduced OMD’s Full-Time Mastered Degreed Statistician and Analyst and Epidemiologist, Anna Bailey, to Board Members. Dr. Goodloe shared updates from the Office of the Medical Director and discussed recent travel and presentations. Dr. Goodloe shared positive bed delay mitigation at St. John Medical Center in Tulsa and updated BLS statistics with Trustees and said he continues to be pleased with the data he reviews about the BLS tier at EMSA. Dr. Goodloe presented positive data about cardiac survival within the City of Edmond and trends related to bystander intervention and defibrillation initiation combined with other elements related to bundle of care for these patients. He also updated Trustees on mobile integrated healthcare efforts. Dr. Goodloe closed his presentation by sharing that he is running for President-Elect for the American College of Emergency Physicians. That election will take place in Philadelphia in early October.
- 4. New Business** – No New Business.
- 5. Trustees’ Reports** – No Trustees’ Report.
- 6. Next Meeting** – Wednesday, October 25, 2023, at 1:00 p.m. via videoconference.
- 7. Adjourn** – The meeting was adjourned by Mr. Lakin at 2:04 p.m.

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Adam Paluka, Assistant Secretary

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Date