



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Special Board of Trustees Meeting

April 17, 2024, 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 Special Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed on April 15, 2024, at 9:51 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on April 15, 2024, at 9:46 a.m., 48 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker

Chief Richard Kelley

Phil Lakin

Shane Pate

Tammy Powell

Jan Slater

Scott Vaughn

Wiley Williams

Others Present:

Johna Easley, EMSA

Lora Conger, EMSA

Michael Cunningham, EMSA

Lee Gibson, EMSA

Sonia Coleman, EMSA

Michael Parrish, EMSA

James Davis, EMSA

Christopher Jenkins, EMSA

Adam Paluka, EMSA

Tracy Johnson, EMSA

Michele Robinson, EMSA

Russell Evans, Regional Economic Advisors

Sajin Poos, Regional Economic Advisors

Kris Keopsel, Riggs Abney

Trustees Absent:

Dr. Jeffrey Goodloe - Excused

Allison Petersen - Excused

Chief Bryan Wood – Excused

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

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated March 27, 2024.

Mr. Williams motioned and Mr. Pate seconded the motion to approve the consent agenda.

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

NAY: None

ABSENT: Chief Kelley, Ms. Petersen, Chief Wood

The motion is passed.

SPECIAL MEETING AGENDA

1. Chairman's Report- Phil Lakin, Chairman of the Board– No report.

***** Chief Kelley arrived at 1:08 p.m.*****

2. Organizational Performance Indicators

a. Operational Compliance KPIs - Johna Easley, Chief Executive Officer– Ms. Easley told Trustees Priority One Response Time Compliance in the East in March 2024 was at 94%. While this number does look good, she told Trustees there are some unit-hour production and financial consequences of compliance being this high. She then told Trustees Priority One Response Time Compliance in Oklahoma City was at 92% and said she was proud of EMSA's Operations' Teams in both Divisions for these high compliance numbers.

b. Financial KPIs – Lora Conger, Chief Financial Officer - Ms. Conger presented March 2024 Financial KPIs. She presented Net Income Budget Variance for the Eastern Division was at 119%. She said the realization rate being higher than expected due to receiving Medicaid Cost Report monies in March. The Operating Expense Budget Variance in the East was at -3%, due primarily to Premium Pay being higher than anticipated. In the Western Division Net Income Budget Variance was 3%. She said the realization rate being higher than expected due to receiving Medicaid Cost Report monies in March. The Operating Expense Budget Variance in the West was at -11%, due primarily to contract labor. Ms. Easley said EMSA has worked to reduce erroneous pay practices, such as late-call pay. In Oklahoma

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City and Tulsa late call pay has decreased dramatically in addition to a reduction of shifts longer than 13 hours in both Divisions. Ms. Easley introduced Michele Robinson, EMSA's new Revenue Integrity & Compliance Manager, who started at EMSA in early April.

- c. Revenue Cycle Management KPIs** – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman presented the Revenue Cycle Management KPIs. Ms. Coleman said days in AR for March increased slightly, and she believes that may be related to the Change Healthcare cybersecurity incident that has affected some facilities ability to pay. She said cash collections were \$34,000 less than the monthly goal of \$7 million, again related to the Change Healthcare cyber-incident.

- d. Patient Satisfaction KPIs** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka presented EMSA's Patient Satisfaction KPIs for the first time since 2022, as the firm conducting the surveys changed their methodology which caused EMSA to pause it's participation. He explained the survey responses were done via text message and in the East the Patient Satisfaction Score for March landed at 90.74. The subsections that will be evaluated monthly are Dispatch Services, Care Provider, and Ambulance Services. The Western Division ended March at 88.37, but all subsections were above 90 points.

- e. President Commentary-** Johna Easley, Chief Executive Officer – Ms. Easley introduced Dr. Russel Evans from the Regional Economic Advisors. Dr. Evans presented the findings of an economic impact study EMSA commissioned in 2023. Dr. Evans told Trustees about the methodology involved in completing the report. He said the key findings of the report were that EMSA was responsible for the employment of 1,264 jobs and a \$202 Million annual economic impact. He also highlighted EMSA as a workforce development engine, focusing on the EMSA Advantage EMT Training Program and EMSA's in-house Paramedic program. The report also stated that EMSA contributes \$1.7 Million to the lifetime earnings of EMTs and \$2.7 Million to the lifetime earnings of Paramedics.

Ms. Easley then discussed EMSA's plan to ramp up its Compliance Program. She talked about the 2023 Annual Report and gave Trustees a copy. Finally, she invited Trustees to EMS Week Open Houses in both Oklahoma City and Tulsa. She told Trustees she would have an in-depth update on EMSA's Strategic Plan at the May Board of Trustees' Meeting.

- 3. New Business** – No New Business.

- 4. Trustees' Reports** – No Trustees' Reports.

- 5. Next Meeting** – Wednesday, May 22, 2024, at 1:00 p.m. via videoconference.

- 6. Adjourn** – The meeting was adjourned by Mr. Lakin at 1:46p.m.

Adam Paluka, Assistant Secretary

Date