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

**Regular Board of Trustees Meeting**

**May 22, 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 Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed on May 20, 2024, at 10:41 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on May 20, 2024, at 9:44 a.m., 24 hours prior to the time set for the meeting.

**Trustees Present:** **Others Present:**

Phil Lakin Johna Easley, EMSA

Shane Pate Lora Conger, EMSA

Tammy Powell Michael Cunningham, EMSA

Jan Slater Lee Gibson, EMSA

Tammy Powell Sonia Coleman, EMSA

Scott Vaughn Adam Paluka, EMSA

Wiley Williams James Davis, EMSA

Chief Bryan Wood Christopher Jenkins, EMSA

 Tracy Johnson, EMSA

 Kris Keopsel, Riggs Abney

 Jim Orbison, Riggs Abney

**Trustees Absent:**

Chief Michael Baker – Excused

Chief Richard Kelley - Excused

Dr. Jeffrey Goodloe - Excused

Allison Petersen - Excused

A quorum was present, and the meeting was called to order at 1:02 p.m. by Chairman Phil Lakin.

**CONSENT AGENDA**

1. **Approval of Board Minutes from the EMSA Board of Trustees Special Meeting dated April 17, 2024.**

Ms. Slater motioned, and Chief Wood seconded the motion to approve the consent agenda.

AYE: Mr. Lakin, Mr. Pate, Ms. Powell, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Chief Baker, Chief Kelley, Ms. Petersen

The motion is passed.

**SPECIAL MEETING AGENDA**

1. **Chairman’s Report**- Phil Lakin, Chairman of the Board– No report.
2. **Approval of the EMSA Fiscal Year 2025 Budget –** Ms. Conger thanked Trustees for their participation in reviewing EMSA’s FY25 Budget.

Mr. Williams motioned, and Mr. Pate seconded the motion to approve EMSA Fiscal Year 2025 budget.

AYE: Mr. Lakin, Mr. Pate, Ms. Powell, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Chief Baker, Chief Kelley, Ms. Petersen

The motion is passed.

1. **Organizational Performance Indicators**
2. **Operational Compliance KPIs -** Johna Easley, Chief Executive Officer– Ms. Easley told Trustees Priority One Response Time Compliance in the East in April 2024 was at 94%. She told Trustees call volume is still very high. She then told Trustees Priority One Response Time Compliance in Oklahoma City was at 90% for the month of April and remarked that getting to 90% was not an easy feat and there was an inordinately high number of transports. She also said many EMSA resources were dedicated to the Oklahoma City Memorial Marathon. Trustees asked about volume increases, and Ms. Easley explained higher utilization is a trend across the healthcare landscape.
3. **Financial KPIs** – Lora Conger, Chief Financial Officer - Ms. Conger presented April 2024 Financial KPIs. She reported that Net Income Budget Variance for the Eastern Division was at -95%. The Operating Expense Budget Variance in the East was at -4%, due primarily to Premium Pay being higher than anticipated. In the Western Division Net Income Budget Variance was -95%. The Operating Expense Budget Variance in the West was at -14%, due primarily to unbudgeted contract labor. Mr. Williams asked Ms. Conger when contract labor in the Western Division will be phased out. Ms. Conger told Trustees that contract labor is budgeted for the first few months of FY25 to ensure staffing levels through the busy summer months. Ms. Easley reminded Trustees the Oklahoma City Fire Department’s supplemental service will start in a limited capacity in June. Mr. Vaughn asked about open positions, and Ms. Easley said EMSA continues to invest in growing Paramedics through the EMSA Advantage program and those graduates then pursuing admission into EMSA’s in-house Paramedic school.
4. **Revenue Cycle Management KPIs** – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman presented the Revenue Cycle Management KPIs for April. Ms. Coleman said days in AR for April remained steady at 41. She said the reason for this is staff turnover and training new members of the Billing Team. She said cash collections were $53,000 less than the monthly goal of $7million, this was related to claims processing delays.
5. **Patient Satisfaction KPIs** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka said a software update from the survey company EMSA utilizes for patient satisfaction surveys did not allow EMSA to have reports for April. Mr. Paluka said April and May data would be reported at the June Board of Trustees meeting.
6. **President Commentary**- Johna Easley, Chief Executive Officer – Ms. Easley shared an updated on the EMSA Strategic Plan that was approved by Trustees in 2023. She presented a progress report via a consolidated summary of each of the five goals in the plan and those goals’ corresponding objectives. Ms. Easley said while there has been significant progress, there is still a lot of work left to do, which should be expected given this plan covers multiple years.

Ms. Slater asked about EMSA’s Compliance program and when the Board would receive updates. Ms. Easley said EMSA’s recently hired Compliance Manager, Michele Robinson, has been working hard on a Compliance Committee Charter and will work to schedule a Compliance Committee meeting in June. Mr. Pate asked how EMSA has diversified its financial portfolio. Ms. Conger said EMSA has worked to grow its reserve and has developed a more robust investment portfolio. Mr. Lakin asked how the Board can be invested in the success of the EMSA Strategic Plan. Ms. Easley said she will share updates with the Board every six months, and she encourages Trustees to engage with topics that interest them. She also said it is incumbent on the Board of Trustees to help with building a engaged, informed, and resilient Board as stated in goal five.

Ms. Easley closed by encouraging Trustees to celebrate EMS Week. Mr. Williams asked about EMSA’s mutual aid obligations related to recent storms in Oklahoma. Ms. Easley said EMSA responses if it has the capacity to do so when requested.

1. **New Business** – No New Business.
2. **Trustees’ Reports** – No Trustees’ Reports.
3. **Next Meeting** – Wednesday, June 26, 2024, at 1:00 p.m. via videoconference.
4. **Adjourn** – The meeting was adjourned by Mr. Lakin at 1:43 p.m.

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Adam Paluka, Assistant Secretary Date