



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

September 25, 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 September 24, 2024, at 11:45 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on September 24, 2024, at 11:34 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker
Chief Richard Kelley
Phil Lakin
Allison Petersen
Scott Vaughn
Wiley Williams
Chief Bryan Wood

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
Kris Koepsel, Riggs Abney

Trustees Absent:

Dr. Jeffrey Goodloe – Excused
Shane Pate - Excused
Tammy Powell – Excused
Jan Slater - 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. Accept and file August 2024 Financial Report.**
- 2. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated August 28, 2024.**

Ms. Petersen motioned, and Chief Baker seconded the motion to approve the Consent Agenda.

AYE: Chief Baker, Chief Kelley, Mr. Lakin, Ms. Petersen, Mr. Vaugh, Mr. Williams, Chief Wood

NAY: None

ABSENT: Mr. Pate, Ms. Powell, Ms. Powell

The motion is passed.

REGULAR MEETING AGENDA

- 1. Chairman's Report- Phil Lakin, Chairman of the Board– No report.**
- 2. Approval for the President/CEO to enter into a contract for professional services with a staffing organization for the provision of qualified Paramedics to work within the EMSA system, including a waiver of the purchasing policy requirements relating to such professional services. – Johna Easley, President & Chief Executive Office– Johna Easley, President & Chief Executive Officer**

Ms. Easley told members of the Board that this item waives the EMSA Purchase Policy when considering contracts related to the placement of qualified Paramedics in the EMSA system. She said this is not the first time the Board has considered this item. Ms. Easley said EMSA is moving away from BPM on October 31st, 2024, it's current provider of contract Paramedics in the Western Division. Ms. Easley said EMSA would like to engage with a new firm to bring contract Paramedics to the Western Division.

Mr. Williams motioned, and Chief Wood seconded the motion to approve EMSA's President/CEO entering into a contract for professional services with a staffing organization for the provision of qualified Paramedics to work within the EMSA system, including a waiver of the purchasing policy requirements relating to such professional services.

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AYE: Chief Baker, Chief Kelley, Mr. Lakin, Ms. Petersen, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Mr. Pate, Ms. Powell, Ms. Powell

The motion is passed.

3. 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 August 2024 was at 92%. She said there were 7700 transports and noted that this was slightly lower than August 2023. Ms. Easley said absenteeism was higher in August than July. She then told Trustees compliance for the Western Division system (both EMSA and Oklahoma City Fire Department’s Supplemental Transport Service) was at 88% in August. Priority One Response Time Compliance in for EMSA was 87%. Ms. Easley said bed delay hours inched up slightly in August and EMSA observed a volume spike in August compared with July. Chief Baker asked how EMSA has improved lost unit hours since January, and Mr. Parrish explained how EMSA is working to do more preventative maintenance on trucks and working to be aggressive to make sure as few hours are lost in the system as possible. Compliance for OKCFD for the month ended at 93%, however OKCFD only has two of their four contracted units operational.
- b. **Financial KPIs** – Lora Conger, Chief Financial Officer - Ms. Conger presented August 2024 Financial KPIs. She presented Net Income Budget Variance for the Eastern Division, at 11%. The Operating Expense Budget Variance in the East for August was at 4%, due primarily slightly lower volume and timing. Cost per Transport is also trending under target year-to-date. In the Western Division, Net Income Budget Variance was -10%, primarily due to the realization rate as well as lower-than-expected transport volume. The Operating Expense Budget Variance in the West was at 9%, due primarily to timing and purchase. Councilor Lakin and Mr. Vaughn asked about using the Fiscal Year data moving forward versus cumulative net budget variance data, and Ms. Conger said that would make the slide look cleaner and she and Ms. Easley would discuss making an adjustment moving forward. Ms. Conger also presented a year-over-year financial analysis to the Board to give Trustees insight into the financial health of EMSA since EMSA assumed operational control of the system in 2022.
- c. **Revenue Cycle Management KPIs** – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman presented the Revenue Cycle Management KPIs for August. Days in AR improved by two days from 42 to 40 days. Ms. Coleman said open positions in

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the Patient Business Services Department have been filled and her Team has been able to process more than 1,000 transports in one single day. Ms. Coleman said cash collections in August were above target.

- d. Patient Satisfaction KPIs** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka told Trustees that EMSA is hoping to engage with a new patient survey vendor, Baldrige Group, LLC. Baldrige does patient satisfaction surveys on the phone with live operators, and they have more than 100 other EMS clients. There have been repeated issues with EMSA current vendor, EMS Survey Team, to provide patient responses – some months EMSA only receives 20 or fewer responses. Mr. Paluka said that Baldrige did a sample survey for a small group of patients in the Eastern Division and Western Division. He presented those results to Trustees and spoke about how the data can be used to tell the story of EMSA. Ms. Easley also said they will be able to use specific survey data tied to individual providers to help improve customer service and patient care.

Mr. Paluka also provided an update to Oklahoma City and Tulsa EMSAcare open enrollment campaigns. He presented the results from Tulsa and showed that the 2024 campaign was one of the most successful with more than 1600 new enrollees in the City's EMSAcare utility subscription program. Trustees said they were very happy with these results.

- e. President's Commentary**- Johna Easley, Chief Executive Officer – Ms. Easley invited Michele Robinson, EMSA Compliance Manager, to share an update with the Board about compliance related trainings and incidents. Ms. Robinson shared data with Trustees and walked them through the Compliance goals for EMSA as well as shared what she is doing to engage with filed providers surrounding compliance.

Ms. Easley thanked Trustees who were able to attend the EMSA SimTEP ribbon cutting in Oklahoma City on September 19th. She said they event was attended and showcased the emerging technologies EMSA is utilizing. She encouraged Trustees who had not visited the SimTEP room to do so and reminded Trustees EMSA would bring SimTEP to Tulsa in 2025.

Ms. Easley presented an update on the EMSA Strategic Plan to Trustees. She explained where EMSA is organizationally on the plan's five goals. She reminded Trustees that the plan is a three-year plan, 2023 through 2026, and work at EMSA continues to execute the plan. Ms. Easley shared EMSA's wins tied to each of the five goals. Trustees shared their excitement about the progress EMSA has made. Ms. Easley said EMSA will continue to educate the Board on the nuts and bolts of EMSA so the Board can learn more about EMSA at the monthly Board Meetings.

4. New Business – None.

5. Trustees' Reports – No Trustees' Reports.

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6. **Next Meeting** – Wednesday, October 23rd, 2024, at 1:00 p.m. via videoconference.
7. **Adjourn** – The meeting was adjourned by Mr. Lakin at 2:22 p.m.

Adam Paluka, Assistant Secretary

Date