



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

October 23, 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 October 22, 2024, at 11:47 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on October 22, 2024, at 10:08 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker
Dr. Jeffrey Goodloe
Chief Richard Kelley
Phil Lakin
Shane Pate
Allison Petersen
Tammy Powell
Jan Slater
Wiley Williams

Others Present:

Johna Easley, EMSA
Adam Paluka, EMSA
Lora Conger, EMSA
Michael Cunningham, EMSA
Lee Gibson, EMSA
Sonia Coleman, EMSA
Michael Parrish, EMSA
James Davis, EMSA
Christopher Jenkins, EMSA
Tracy Johnson, EMSA
Michele Robinson, EMSA
Kris Koepsel, Riggs Abney
Tyler Walden, AGH
Michael Keith, AGH

Trustees Absent:

Scott Vaughn – 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 Capital Purchase of ten power-load cot loaders and power-load warranties from Stryker for \$386,059.20.**
- 2. Approval of Capital Purchase of 55 NarcBox safes and maintenance subscriptions from EMS Logik for \$86,900.**
- 3. Approval of Capital Purchase of dual Network Firewalls from Insight for \$83,633.**
- 4. Approval of Motor Vehicle Accident Billing Professional Services Contract with Solutions Group.**
- 5. Accept and file September 2024 Financial Report.**
- 6. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated September 25, 2024.**

Chief Kelley motioned, and Mr. Pate seconded the motion to approve the Consent Agenda.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood

The motion is passed.

REGULAR MEETING AGENDA

- 1. Chairman's Report- Phil Lakin, Chairman of the Board– No report.**
- 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 September 2024 was at 91%. She said there were 7400 transports and noted bed delay accounted for 3.1% of total unit hour production. She then told Trustees compliance for the Western Division system (both EMSA and Oklahoma City Fire Department's Supplemental Transport**

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Service) was at 87% in September. Priority One Response Time Compliance in September for EMSA was 87% with more than 7,800 transports in the month. Ms. Easley said bed delay hours inched up slightly in September and EMSA was able to produce 74% of its unit hour goal. Ms. Easley told Trustees EMSA has ended its relationship with BPM to provide contract paramedics. EMSA has contracted with MedOps to provide paramedics in a contract capacity in the Western Division. She expects response time compliance will improve in late October and November.

- b. Financial KPIs** – Lora Conger, Chief Financial Officer - Ms. Conger presented September 2024 Financial KPIs. She presented Net Income Budget Variance for the Eastern Division, at 2%. The Operating Expense Budget Variance in the East for August was at 3%, due primarily slightly lower volume and timing. Cost per Transport and supplies per transport are also trending under budget year-to-date. In the Western Division, Net Income Budget Variance was -23%, primarily due to the realization rate as well as lower-than-expected transport volume. Ms. Conger expects the realization rate to improve in the coming months. The Operating Expense Budget Variance in the West was at 9%, due primarily to timing and lower volume. Like the Eastern Division, Cost per Transport and supplies per transport are also trending under budget year-to-date in the Western Division

- AGH presented the FY 2024 Audit results that was discussed with Trustees in small group meetings. AGH presented the required audit communications to the Board. EMSA earned a clean or unmodified audit opinion and there were no issues that arose. Ms. Easley explained that the growth of the Accounting Department has helped set up more controls.

Mr. Williams motioned, and Ms. Slater seconded the motion to accept and file the Fiscal Year-2024 EMSA Audit.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood

The motion is passed.

- c. Revenue Cycle Management KPIs** – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman presented the Revenue Cycle Management KPIs for September. Cash collections ended the month at \$7.9 million which is more than the monthly target of \$7 million. Cost-to-collect also outperformed the target. Days in AR improved by one day to 39 days. Days-to-Bill also hit the target of 15 days. Ms. Coleman did say there are some recurring issues with pending claims related to mileage reimbursement with Medicaid managed care. She said if the problem is not fixed soon,

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she will engage with the Oklahoma Health Care Authority to resolve the issues. She also said there are once again issues with reimbursement from the Veterans Administration.

- d. **Patient Satisfaction KPIs** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka told Trustees that EMSA has engaged with Baldrige Group, LLC. To complete patient satisfaction surveys. Baldrige is currently completing September surveys. Baldrige has said the survey taking process is going well so far.

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. OKC results showed that the 2024 campaign prompted 742 new signups in Oklahoma City. Finally, Mr. Paluka told Trustees that EMSA was awarded two 2024 PRSA Tulsa Silver Link Awards for the 2023 Annual Report and the 2023 Tulsa EMSAcare Campaign. The EMSAcare Campaign also wone Best in Show for Campaigns.

- e. **President's Commentary**- Johna Easley, Chief Executive Officer – Ms. Easley presented the EMSA organizational chart that showed how EMSA has added needed positions since December of 2021. She spoke about right-sizing the Executive Team and the Senior Leadership Team, adding key staff members and leadership withing the Patient Business Services bringing their headcount to 45 Team Members. She explained how the Human Resources Team has been expanded to best meet the needs of the EMSA Team. Ms. Easley showcased how the additions of Operations and Operations Support Team Members have helped EMSA optimize our daily operations. Within the Clinical Services Department there have been staff additions related to EMSA Advantage EMT Training program, EMSA SimTEP simulation training, and dedicated team members dedicated to field training.

3. **Quarterly Medical Director's Report** – Dr. Jeffrey Goodloe presented his quarterly Medical Director's report to the Board. He shared recent OMD activities and touched on 2025 EMS Treatment Protocols: Video laryngoscopy, Triage using SALT methodology, and expanding Whole Blood to pediatrics. He spoke about working with EMSA and OKC and Tulsa Fire Departments on Mobile Integrated Health. He presented data to Trustees on Whole Blood Administration and BLS responses and transports.

4. **New Business** – None.

5. **Trustees' Reports** – Wiley Williams told Trustees former EMSA Trustee and Oklahoma City Councilor Larry McAtee passed away. Chair Lakin offered a moment of silence in Mr. McAtee's memory.

6. **Next Meeting** – Wednesday, November 20, 2024, at 1:00 p.m. via videoconference.

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7. **Adjourn** – The meeting was adjourned by Mr. Lakin at 2:11 p.m.

Adam Paluka, Assistant Secretary

Date