

EMERGENCY MEDICAL SERVICES AUTHORITY - A Public Trust
Regular Board of Trustees Meeting
Wednesday, June 24, 2015 at 1:00 p.m. via Video Conference
EMSA Corporate Offices
1111 Classen Drive, Oklahoma City
1417 N. Lansing Ave., Tulsa, OK

Minutes:

NOTICE AND AGENDA for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were posted June 22, 2015 at 11:03 a.m., in the offices of the City Clerk of Tulsa; and with the City Clerk of Oklahoma City on June 22, 2015 at 11:07 a.m., more than 24 hours prior to the time set for the meeting.

TRUSTEES PRESENT

Mr. Larry McAtee
Mr. Joe Hodges
Mr. Larry Stevens
Mr. Clay Bird
Mr. Stephen Rodolf
Chief Bryan Wood
Dr. Jeffrey Goodloe

Trustees Absent

Ms. Allison Petersen (Excused)
Mr. Phil Lakin (Excused)
Dr. Jim Rodgers (Excused)

OTHERS PRESENT

Steve Williamson, EMSA
Kent Torrence, EMSA
Jim Winham, EMSA
Angie Lehman, EMSA
James Davis, EMSA
Kelli Bruer, EMSA
Sara Bovaird, EMSA
Tracy Johnson, EMSA
Michael Murphy, AMR
Tina Wells, AMR
Lara O'Leary, AMR
Joanne McNeil, AMR
Sonny Geary, AMR
Major Blocker, City of OKC
Doug Dowler, City of OKC
Leroy Montano, EMS-OKC
Jim Orbison, Riggs/Abney

A quorum was present and the meeting was called to order at 1:00 p.m. by Mr. Larry McAtee.

CONSENT AGENDA

1. Approval of Board Minutes from EMSA's Regular Board of Trustees Meeting of May 27, 2015 at 1:00 p.m.

UPON Motion made by Mr. Stephen Rodolf and seconded by Mr. Clay Bird, the Board of Trustees voted to Approve the Board Minutes from EMSA's Regular Board of Trustees Meeting dated May 27, 2015 at 1:00 p.m.

AYE: Mr. Clay Bird, Chief Bryan Wood, Mr. Joe Hodges, Mr. Larry McAtee, Mr. Larry Stevens and Mr. Stephen Rodolf.

NAY: None

The Motion was passed.

REGULAR AGENDA

1. Chairman's Report

Mr. McAtee wanted to thank Dr. Goodloe, who appeared before the OKC Chamber of Commerce, for giving an excellent presentation on the quality of care and how emergency medical systems should work. It was very well received – I'd like to encourage as we go forward, having similar presentations with the OKC Chamber, OKC Council and Tulsa might consider this too.

2. Chief Financial Officer's Report

Mr. Torrence will be discussing the results for the first 11 months of this year. In the Eastern Division, we had a year-to-date profit of \$1,011,000 compared to a budgeted profit of \$244,000 or a positive variance of \$767,000. This is due to our

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operating expenses of \$377,000, less than what was budgeted, due mainly to our contractor expenses of \$344,000, being less than we budgeted; and that's due to the fact that our volume is a little bit less than what was budgeted. The other factor is our net revenue is \$348,000 more than was budgeted.

Our allowances are down even more due to the fact that we have a better mix than last year. Those allowances being less allows us to have a positive collection rate versus budget of 47% vs. 44%. Emergency transports are slightly less than budget – 983 or 1.8% - non-emergencies are less 172 or 2.1%.

Our commercial insurance percentage is higher this year than it was last year. Budget was based on last year's experience. So our allowances are less because we have a higher collection rate.

In the West we have had a net loss of \$1,750,000, compared to the budgeted loss of \$4,285,000 or positive variance of \$2,535,000. We budgeted \$929,000 for the operating expenses - \$958,000 is the contractor cost in this. Our net revenue is \$1,574,000 which is higher than what we budgeted. Part of that is due to the fact that volumes are budgeted in the West, but the mix is also partly attributable to the fact that the net revenues are higher than budgeted. The collection rate is 51% versus a budget of 47%. Emergency transports are very close to budget, 166 more than budget or 0.3% and then our non-emergencies are 6% more or 323 transports. In the East, we are trending towards 60,000 emergency transports for 2015. In the West, we are trending toward 72,270 emergency transports for this year. Our aging in the East and West is 3 percentage points higher than last year.

Next are past due dollars – we are quite a bit less than we were last year in the East and West. Cash flow for the East is \$100,000 less than we budgeted. Actually our patient receipts are in line with our budget and our utility bill receipts are \$90,000 less than what we budgeted.

For the first 11 months in the East, our cash is \$700,000 more than what we budgeted. In the West, our patient receipts are \$900,000 more than what we budgeted. Operating expenses are \$1.2 million less due to the contractor expenses being less. Capital expenditures are following along with the budget.

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Mr. Joe Hodges asks Kent about the 170,000 subscription membership on the combined financial statement – just wondering what it means. Mr. Kent Torrence replied that that number is for those people that subscribed on their own!!

Mr. Torrence asks now if anyone has any questions with the Fiscal Year 2016 Annual Budget that he sent them.

Mr. Larry Stevens said that in the Budget it states that the participation rate for the EMSAcare program has declined by 0.5% a year. We've done quite a bit of work in that area – shouldn't the participation rate be going up?

Mr. Kent Torrence said that this is not the utility program – you have the base of participants and this decline is due to empathy, people relocating, people dying and now a lot of people are joining the utility program.

Mr. Joe Hodges wants to know about the utility bill revenue for the Western Division. In the East you have 4.7 million, but in the West there is nothing for the utility bill revenue.

Mr. Doug Dowler, Budget Director at City of Oklahoma City, said that when they set up the program, they set it as a city program as opposed to an EMSA program – we hold the money and we get subsidy because it is needed. Also, next year we expect it to generate more than what's required for the subsidy – and we are going to hold that in that fund. As the subsidy amount goes up, we won't have to raise our rates.

3. Approval of Fiscal Year 2016 Annual Budget

UPON Motion made by Mr. Clay Bird and seconded by Mr. Stephen Rodolf, the Board of Trustees voted to Approve the Fiscal Year 2016 Annual Budget

AYE: Mr. Joe Hodges, Mr. Larry McAtee, Mr. Larry Stevens, Mr. Stephen Rodolf, Mr. Clay Bird and Chief Bryan Wood.

NAY: None

The Motion was passed.

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4. President's Report

Mr. Williamson said that he would like to take the vote on #5 first – this is the Approval of Motorola Console Upgrade and Radio Purchase. This was all in the budget you just approved. However, Motorola wanted it in the Board Minutes that it was approved as a separate item. After the vote, we will come back to the President's Report.

5. Approval of Motorola Console Upgrade and Radio Purchase

UPON Motion made by Mr. Joe Hodges and seconded by Chief Bryan Wood, the Board of Trustees voted to Approve the Motorola Console Upgrade and Radio Purchase

AYE: Mr. Larry Stevens, Mr. Stephen Rodolf, Mr. Clay Bird, Chief Bryan Wood, Mr. Joe Hodges and Mr. Larry McAtee.

NAY: None

The Motion was passed.

Mr. Williamson starts out with the Compass Point Dashboard. We finally have enough information in from our source to sit down and go over it and compare it to other services. So, at the next month's meeting we will have a report on where that stands and what we can bring in. The other item was a 2 hour IT down period to do testing of the emergency processes and that went quite well.

Next is the Compliance and Exclusion Report. The overall compliance in the East for Priority 1's and 2's were 91% and 97% - In the Non-Beneficiary only Priority 2 and 4 were over 80%. In the West – they were all at or over 90%.

Chief Wood wanted to know what is causing the non-compliance.

Mr. Williamson said that most of these problems in May were due to the flooding from all the rain. He let Chief Wood know that someone would get ahold of him to go over this situation.

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Mr. Williamson then said let's go back to the West – we had one outlier in Edmond and I have started a new report for this. I have called Mr. Stevens and talked to him about the new report coming in for next month outlining where we are. It is looking up – I wanted to be sure that Mr. Stevens has the information at his fingertips.

There were no areas of discrimination at all in either division. The Exclusions – they were mostly attributable to the weather.

On the KPI's – I suggest that we stop a part of this report. I think it is important to talk to you about where the weekly payments are coming from and how they relate to the past months – I want to continue this report. The problem is when we start talking about what type of call it is - we have no way of predicting how many of what type of transport we are going to have. I believe that we need to concentrate on the volume for the month, not what type of call it is. So I suggest we take those out as they don't tell the Board anything.

Dr. Goodloe wants to make a short remark. He would like the Board and the citizens interested in the EMS system to know that I have never been asked as the Medical Director to justify something at a higher billing than what was clinically appropriate. Unfortunately, what we have to work with in the EMS system typically is either privately owned and operated, or governmentally operated EMS agencies. There have been times unintentionally and make no mistake, intentionally where fraudulent billing occurred when the care didn't even happen in the first place.

One of the things I have felt strongly about in this system is that not only do we not have that issue here, I've never even seen a tract of that here. This system regrettably gets banged around quite a bit by the media and the citizens – and it is an honest, ethical system serving the needs of these communities.

Mr. Williamson wants to now go to EMSAcare and the city financing of the subsidies, if they choose that method; if not approved but it is chosen by the city to do it that way, which we know how those funds are used to write-off on the co-pays or adjustments to denials and so forth. So we will maintain this report just so you have an idea – we will just take out the previous ones.

Next is the deductible program – we have all the data in that we need to show that it's been a success and we will continue with it. If you look at the 44% - those were the accounts that when we turned them to this company to monitor, they had met

the deductibles, so they sent those back to us. In other words, the deductible isn't within our preset – when the deductible gets to that point, we'll submit our bill.

What that means is that we have actually received, by holding the \$75,475, more than we would have received if we would have just sent these out when the bill was done at the cost of \$8,400. We anticipate that this will probably bring in approximately \$300,000 more than if we weren't using this company. This is without question working and I want to thank Angie and her staff for working with this company.

Mr. Rodolf asks how many other EMS Systems are using this company. Mr. Williamson answers only four (4) services in the Country.

Mr. Williamson said that is it for his Report. We have had an excellent week. Moore has opened up for bid – we submitted an answer to their RFP and today we presented it. We will just wait and see what happens.

6. Approval of Construction Management Service Contract for Tulsa Education Center Addition

UPON Motion made by Mr. Stephen Rodolf and seconded by Mr. Larry Stevens, the Board of Trustees voted to Approve the Construction Management Service Contract for Tulsa Education Center Addition.

AYE: Mr. Larry McAtee, Chief Bryan Wood, Mr. Larry Stevens, Mr. Stephen Rodolf, Mr. Clay Bird and Mr. Joe Hodges.

NAY: None

The Motion was passed.

7. Medical Director's Report

Dr. Goodloe said that he and his staff periodically look at how all of the 911 Calls are prioritized – there are nearly 1,200 different codes for a call to be categorized in. Fortunately, we have a proprietary dispatch priority system – We are specifically looking for how the call is prioritized and in comparison to prior time periods, what percentage return to the hospital or are we having to use sirens and red lights. Our medics do not randomly use lights and sirens – only if a very serious

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medical condition – something that is time dependent. 25% of the way through these 1,200 codes, I have not found a single instance in which because of the response time standard changes, that we are able to see any relationship whatsoever to a greater need of returning patients to the hospital using red lights and sirens.

This provides a great deal of comfort in that the response time standards are very scientifically based; the clinical outcomes are exactly as we thought they were going to be today - that there is no significant change in those response time standards. This gives us a lot to feel very comfortable about.

We are being very diligent and responsible in thinking carefully about what we are doing in meeting the acute unscheduled perceived emergency medical needs of these communities that we serve; and honestly trying to do it in a very safety conscious way – with safety being the focus for the patients and our EMS professionals, along with fire professionals and the traveling public.

We have a system that makes a difference – a micro example: A cyclist in a Tulsa bike race collapsed – there was a Tulsa Police Officer there that recognized a serious situation, performed quality CPR while summoning the EMS system and with the help of the Policeman, EMS and Hospital – they just added 20 plus years to this man's life. I want to thank the 4,000 men and women that are on the front of the front lines in this EMS system – they have my deepest appreciation and respect.

8. New Business

There is no New Business at this time.

9. Trustees Report

There is no Trustees Report at this time.

10. Next Meeting is Wednesday, July 22, 2015, at 1:00 p.m., at **EMSA Corporate Offices**, 1111 Classen Dr., Oklahoma City, OK 73103 and 1417 N. Lansing Avenue, Tulsa, OK 74106

11. Adjourn

Mr. McAtee adjourned the meeting at 2:00 p.m.