EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST
Regular Board of Trustees Meeting
December 18, 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 December 17, 2024, at 9:13 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on December 17, 2024, at 8:54 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:
Chief Richard Kelley
Councilor Phil Lakin
Shane Pate
Allison Petersen
Tammy Powell
Commissioner Laurel Roberts
Jan Slater
Scott Vaughn
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
Jason Ferbrache, City of OKC
Kris Koepsel, Riggs Abney

Trustees Absent:
Dr. Jeffrey Goodloe - Excused
Chief Bryan Wood - Excused

EMERGENCY MEDICAL SERVICES AUTHORITY
Board of Trustees Regular Meeting
December 18, 2024

A quorum was present, and the meeting was called to order at 1:01 p.m. by Chairman Lakin.

CONSENT AGENDA

1. **Approval of an equipment lease agreement relating to the leasing of 125 Stryker LifePak 35 monitors/defibrillators and related accessories from Flex Financial, a division of Stryker Sales, LLC for $5,316,292.43.**

2. **Approval of purchase of Sierra Wireless Mobile Gateways & five-year warranties from Public Safety Solutions for $231,700.**

3. **Approval of a one-year contract extension with Pinnacle Business Solutions for Managed Security Solutions for $143,112.**

4. **Accept and file November 2024 Financial Report.**

5. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated November 20, 2024.**

Ms. Slater motioned, and Chief Kelley seconded the motion to approve the Consent Agenda.

AYE: Chief Kelley, Councilor Lakin, Mr. Pate, Ms. Petersen, Ms. Powell, Commissioner Roberts, Ms. Slater, Mr. Vaughn, Mr. Williams

NAY: None

ABSENT: 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 November 2024 was at 93%. She said transport volume decreased from October and noted bed delay and out of service time was reduced in November because of productive conversations with EMSA's hospitals partners. She then told Trustees compliance for the Western Division system (both EMSA and Oklahoma City Fire Department's Supplemental Transport Service) was

at 91% in November. Priority One Response Time Compliance in November for EMSA was 90% with more than 7,400 transports in the month, a 4% decrease for EMSA month over month. Ms. Easley said unit hours lost went down November in the Western Division. Ms Easley said that right now there are three units in the Oklahoma City Fire Department's supplemental service fleet. Chief Kelley said the crews for the fourth unit have been hired and will soon start training.

b. Financial KPIs – Lora Conger, Chief Financial Officer - Ms. Conger recorded her presentation of the November 2024 Financial KPIs. She presented Net Income Budget Variance for the Eastern Division, at 5%. The Operating Expense Budget Variance in the East for November was at -4%, due primarily to higher than budgeted labor costs as well as cost per transport. In the Western Division, Net Income Budget Variance was -20%, primarily due to the realization rate as well as lower-than-expected revenue per transport due to lower acuity calls. The Operating Expense Budget Variance in the West for November was at 1%, due primarily higher labor costs and larger number of lower acuity calls.

c. Revenue Cycle Management KPIs – Sonia Coleman, Director – Revenue Cycle Management – Ms. Coleman also recorded the Revenue Cycle Management KPIs presentation for November. Days in AR was at 37 days – outperforming the 50-day goal. Days-to-Bill also outperformed its target in November ending the month at 8 days. Cash collections ended the month at $7.21 million which is above monthly target of $7 million. Cost-to-collect increased to 5.7% due to the reduced transport volume in November. Ms. Coleman did tell Trustees that while cash numbers are greatly improved in November, there are still some providers who are paying EMSA slower than she would like. She said she continues to engage with those payors to expedite payment to EMSA.

d. Patient Satisfaction KPIs – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka presented Trustees with Patient Satisfaction scores for the month of October. Because the December Board Meeting was a week earlier because of the Thanksgiving holiday, November scores were unavailable. In October, the Eastern Division Patient Satisfaction score was at 99.56%, and all subcategories (dispatch services, care provider, and ambulance service) we above 98%. The Western Division scored a 98.75% for patient satisfaction in September. All subcategories (dispatch services, care provider, and ambulance service) in the Western Division were above 98.5%.

e. President's Commentary- Johna Easley, Chief Executive Officer – Ms. Easley reintroduced Jason Ferbrache to Trustees. Mr. Ferbrache is the Assistant City Manager for the City of Oklahoma City. Me. Ferbrache shared the 2024 City of Oklahoma City Residents Survey. Each year, the City of Oklahoma City asks residents to rate the performance of various city departments and city services. Mr. Ferbrache explained the survey methodology and his and the city's confidence of the results of the survey. He told Trustees that 1305 residents responded to the survey covering all demographics and areas of the City. EMSA achieved a rating of 71.2% satisfaction rating in 2024, the third highest of all city services

surveyed. He shared that while EMSA's rating dipped slightly in 2024, nine other city services saw their scores decrease as well. He also shared that satisfaction was high among all city council wards in OKC. Ms. Easley told Trustees that the City of Tulsa does not currently do a resident survey, but EMSA does conduct surveys every few years and the results largely line up to what the City of Oklahoma City has found.

Ms. Easley told Trustees the EMSA Communications Centers have been reaccredited by the International Academies of Emergency Dispatch. She shared the rollout of the Gen2 EMSA ambulances which were informed by the feedback of EMSA EMTs and Paramedics – most notably a center-mount cot and CPR chair for easier in-cab compressions. She shared that EMSA participated in holiday parades in Oklahoma City and Tulsa and EMSA celebrated team members with holiday meals in both cities.

Ms. Easley said a Board engagement strategy would be sent to Trustees after the first of the year. She reminded Trustees Board Meetings would happen every other month in 2025 with small group meetings to discuss matters happening as needed throughout the year.

3. **New Business** – None.

4. **Trustees' Reports** – None.

5. **Next Meeting** – Wednesday, January 22, 2025, at 1:00 p.m. via videoconference.

6. **Adjourn** – The meeting was adjourned by Councilor Lakin at 1:58 p.m.

_____ _____

Adam Paluka, Assistant Secretary Date