



Board of Trustees Meeting

May 2025

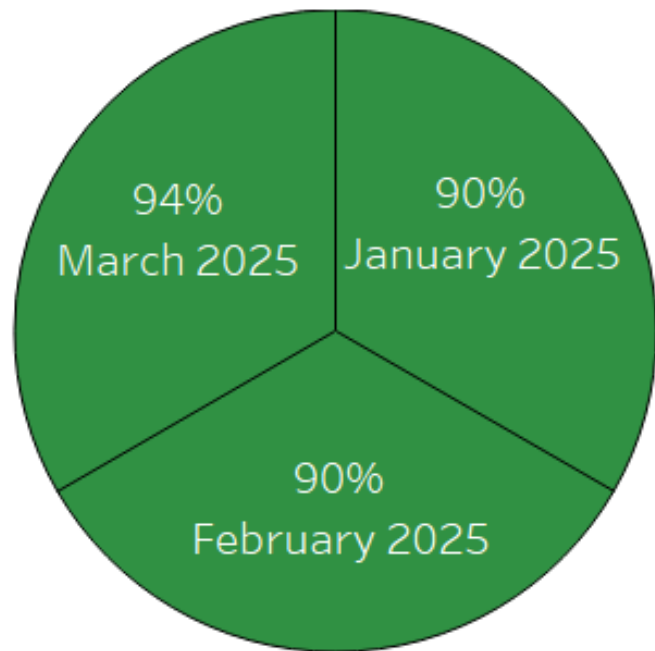
Quarterly Key Performance Indicators

January, February, and March 2025

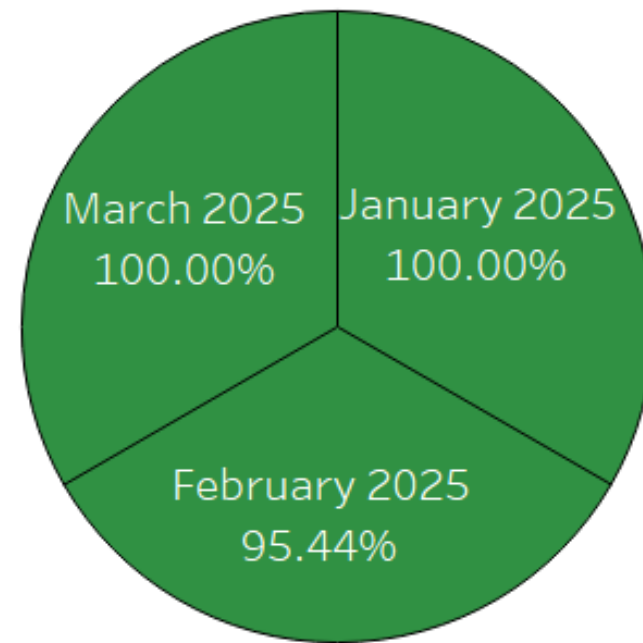


Quarter 1 (Jan-Mar 2025) KPI Dashboard – Eastern Division

Compliance



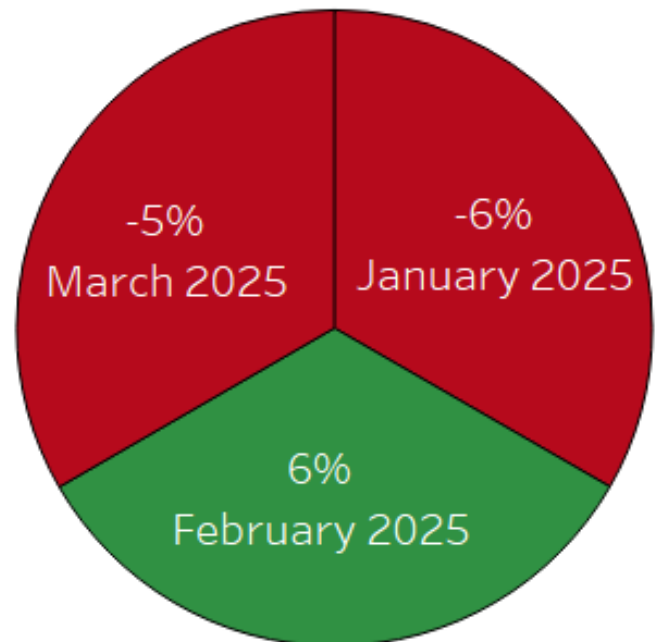
Patient Satisfaction



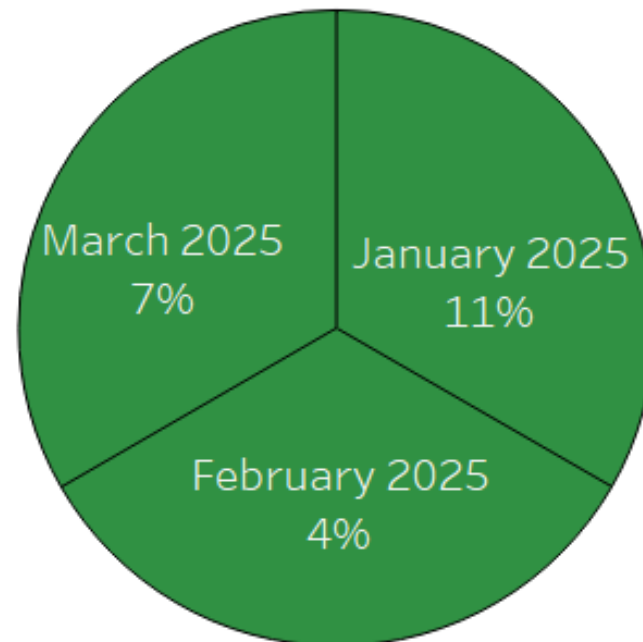
Quarterly Commentary

- **Compliance:** Eastern Division met 90% P1 response time compliance each month of Q1.
- **Patient Satisfaction:** Scores in the East continue to be well above the target each month.
- **Operating Expense Variance:** The variance in both January and March is due to higher labor costs, including quarterly Operations' Performance Bonus payouts in March.

Operating Expense Variance



Net Income Budget Variance



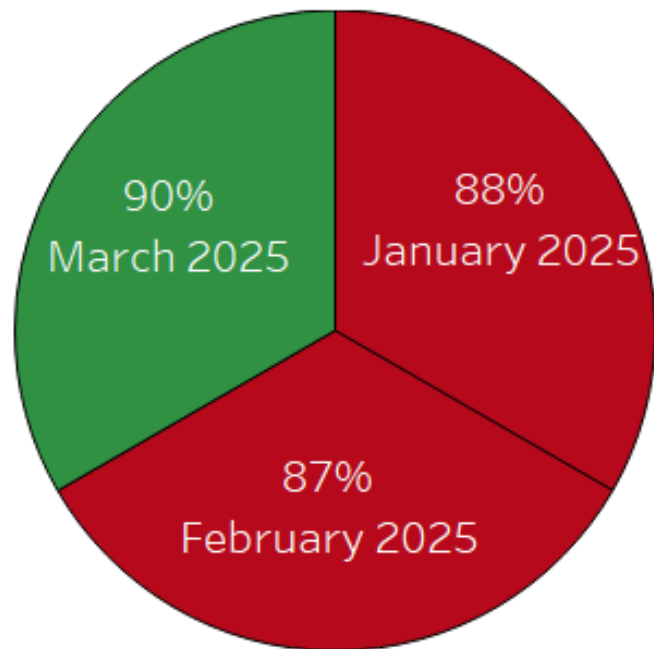
Complete monthly KPI dashboards are posted monthly and are publicly available at EMSAOK.gov.



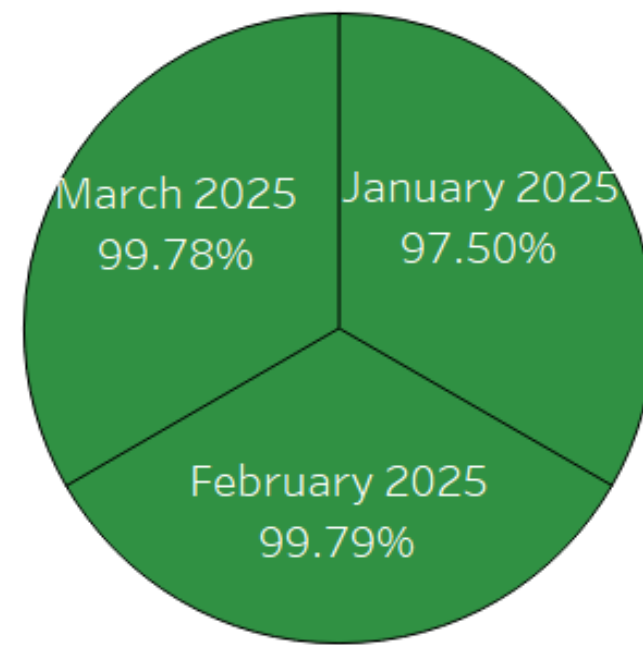
Quarter 1 (Jan-Mar 2025) KPI Dashboard – Western Division

Quarterly Commentary

Compliance



Patient Satisfaction



Jan Compliance: Influenza-like-illness caused a 7% rise in 911 call volume and a 36% increase in team member absenteeism, negatively impacting unit hour production. Bed delay also impacted unit hour production by 18.65 hours/day.

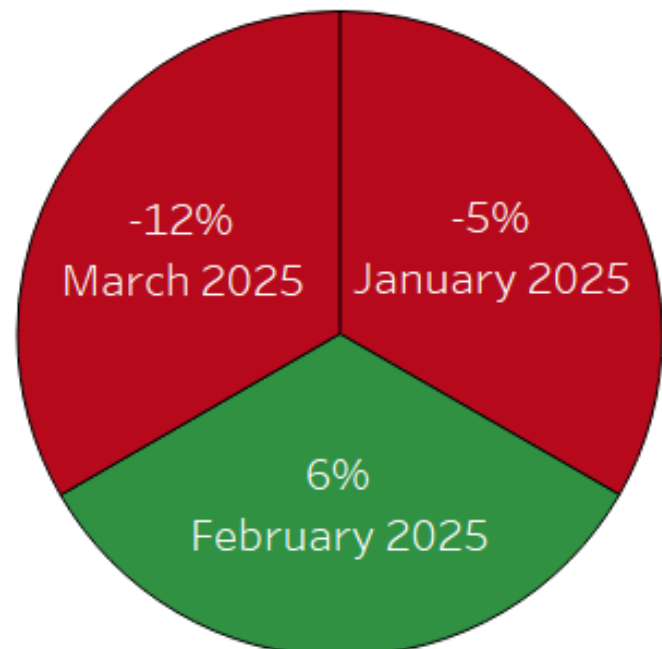
Jan Cure: Increased focus on overtime and overtime shift incentives, focused on bed delay mitigation strategies.

Feb Compliance: Staffing was the primary driver of lower unit hour production for the month of February. Bed delay impacted production by 20.5 hours/day.

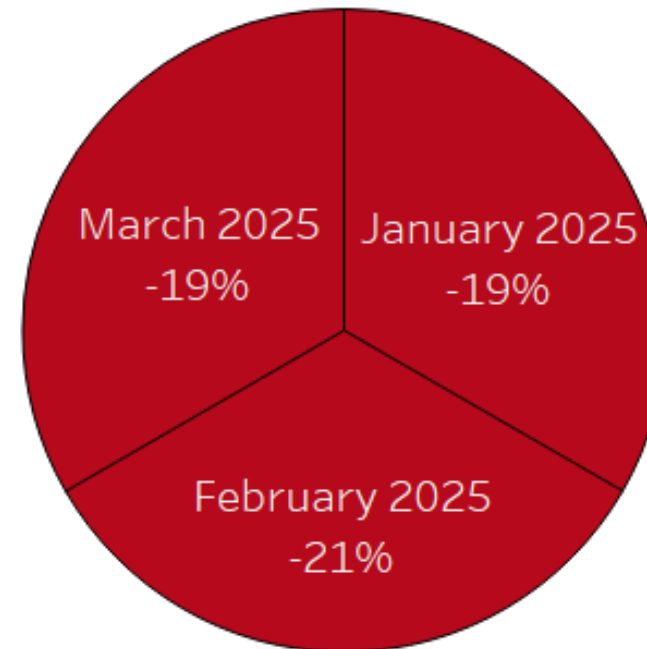
Feb Cure: Increased focus on overtime and shift incentives. Also focused efforts on shift pairings and shift trades to decrease absenteeism.

Patient Satisfaction: Scores in the West continue to be well above the target each month.

Operating Expense Variance



Net Income Budget Variance



Operating Expense Variance: The variance in both January and March is due to higher labor costs, including quarterly Operations' Performance Bonus payouts in March.

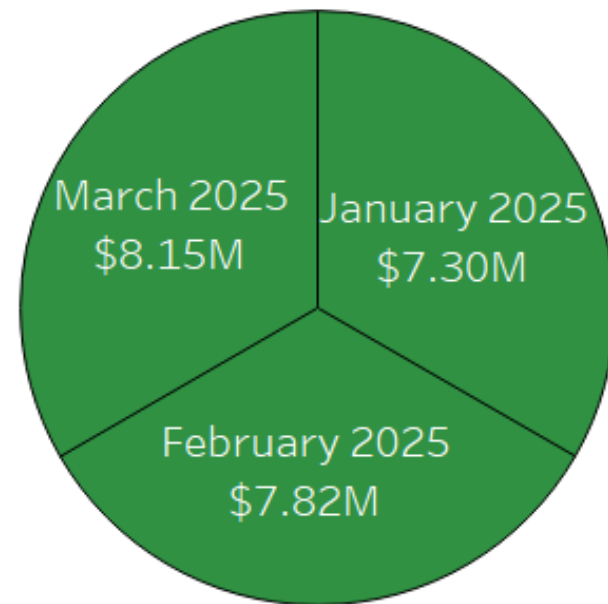
Net Income Budget Variance: Net patient revenue is lower than budget due to lower than projected acuity (emergency/non-emergency) and transport volume.

Complete monthly KPI dashboards are posted monthly and are publicly available at EMSAOK.gov.

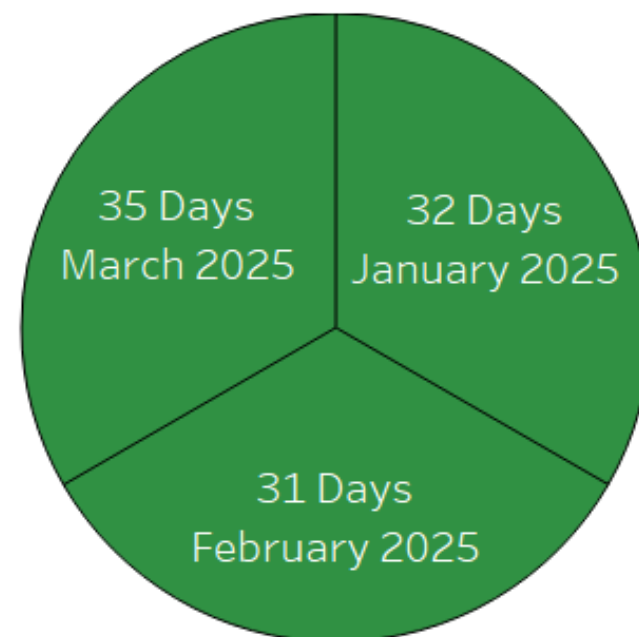


Quarter 1 (Jan-Mar 2025) KPI Dashboard – Revenue Cycle

Cash Collections



Days in AR



Quarterly Commentary

- **Cash Collections:** Cash collections exceeded the target of \$7M in all months of Q1 of 2025.
- **Days in AR:** Days in AR considerably outperformed the benchmark of 50 days in each of the three months of Q1.

Complete monthly KPI dashboards are posted monthly and are publicly available at EMSAOK.gov.



EMS Week 2025 Recap

- National EMS Week 2025 - EMSA EMS Week Theme – “United in Purpose, Driven By Values”
 - 🎒 Handed out **750 backpacks** as EMS Week gifts
 - 🍳 Cracked **430 eggs** so that our team could enjoy a fresh, hot breakfast
 - 🥤 Packed and sorted **2.5 tons of food** at the OKC and Tulsa Food Banks -giving back feels good!
 - 🌮 Made **600 walking tacos** at our EMS Week carnivals
 - 📜 Received **2 official proclamations** recognizing EMS Week & EMSA from the cities of Tulsa & Oklahoma City
 - 📸 Celebrated EMSA Team Members and other Oklahoma EMS Professionals through **billboard shout-outs viewed by more than 200,000** Oklahoma City and Tulsa drivers

Thank you to Tulsa and OKC Hospital partners that recognized our Team last week!



Organization Updates – May 2025

- SB 1067 Update – Passed the House and Senate and sent to the Oklahoma Insurance Commission today.
 - The measure provides that the minimum rates shall be the least of the rate submitted to the Department (locally established rates) or 325% of the current published rate for ambulance services as established by the Centers for Medicare and Medicaid Services.
- OKC Council Updates 5/27, Tulsa Council Update 6/11
- EMSA Annual Report/EMSA FY 2026 Fiscal Strategy and Budget Book
 - <https://emsaok.gov/annual-report/>
 - <https://emsaok.gov/emsa-fy2026-fiscal-strategy-and-budget/>



EMSA Board of Trustees' Retreat – June 26th

EMSA Board of Trustees' Retreat – June 26th in Stroud

- In partnership with the Oklahoma Center for Non-Profits
- Pre-Retreat Small Group Virtual Meetings with OKCNP & Trustees
 - Monday, June 16th 3:00 – 4:00 p.m.
 - Thursday, June 19th 9:30 - 10:30 a.m.
 - Thursday, June 19th 12:30-1:30p.m.

Board of Trustees Retreat Timeline

- May 29th COB – Draft retreat agenda sent to all Trustees
- June 12th – Retreat documents finalized with OKCNP
- June 16th & 19th – Three Virtual Small Group Meetings with OKCNP & Trustees
- June 19th - Post the final small group meeting, retreat documents sent to Trustees
- June 26th – All Day Retreat in Stroud (9am – 5pm)
- September 17th – September Board Meeting documents/presentation finalized and sent to Trustees
- September 24th – EMSA Regular Board Meeting – Retreat Follow up





Board of Trustees Meeting

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