

EMERGENCY MEDICAL SERVICES AUTHORITY - A Public Trust

Regular Board of Trustees Meeting

Wednesday, March 26, 2014 – 1:00 p.m.

EMSA Corporate Offices

1111 Classen Dr., Oklahoma City, OK 73103

1417 N. Lansing Avenue, Tulsa, OK 74106

Minutes:

NOTICE AND AGENDA for the Regular Meeting of the Board of Trustees of the Emergency Medical Services Authority, a Public Trust, was posted March 24, 2014 at 9:57 a.m., in the offices of the City Clerk of Oklahoma City, and with the City of Tulsa on March 24, 2014 at 9:57 a.m., more than 24 hours prior to the time set for the meeting.

A quorum was present, and the meeting was called to order at 1:03 p.m. by Mr. Clay Bird.

TRUSTEES PRESENT

Mr. Clay Bird
Dr. Jeffrey Goodloe
Dr. James Rodgers
Mr. Mark Joslin
Mr. Phil Lakin
Mr. Larry McAtee
Ms. Lillian Perryman

TRUSTEES ABSENT

Mr. Joe Hodges (Excused)
Mr. Larry Stevens (Excused)
Dr. Ed Shadid (Excused)

OTHERS PRESENT

Steve Williamson, EMSA
Kent Torrence, EMSA
Frank Gresh, EMSA
Angela Lehman, EMSA
Kelli Bruer, EMSA
Tracy Johnson, EMSA
Sara Bovaird, EMSA
Sonny Geary, AMR
Tina Wells, AMR
Joanne McNeil, AMR
Lara O'Leary, AMR
Jim Winham, AMR
Jim Orbison, Riggs/Abney
Hannah Jackson with Schnake
Turbo/Frank
Major James Blocker, OCFD
Brant Pitchford, City of Tulsa
Doug Dowler, City of OKC

Mr. Clay Bird called the Meeting to order and asked to entertain a motion approving the last Minutes. Mr. Lakin seconded that Motion.

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CONSENT AGENDA

1. Approval of Board Minutes from the Regular EMSA Board of Trustees Meeting on January 22, 2014 at 1:00 p.m.

UPON motion made by Mr. Bird and seconded by Ms. Perryman, the Board of Trustees voted to approve the Board Minutes from the Regular EMSA Board of Trustees Meeting dated January 22, 2014 at 1:00 p.m.

AYE: Mr. Larry McAtee, Mr. Phil Lakin, Ms. Lillian Perryman, Mr. Clay Bird, Chief Mark Joslin, Dr. Jim Rodgers

NAY: None

ABSENT: Mr. Joe Hodges, Excused
Dr. Ed Shadid, Excused
Mr. Larry Stevens, Excused

The Motion was passed.

2. Approval of EMSA Administrative Policy for Authority Borrowing

UPON motion made by Mr. Bird and seconded by Mr. Lakin, the Board of Trustees voted to approve the EMSA Administrative Policy for Authority Borrowing.

AYE: Mr. Clay Bird, Chief Mark Joslin, Dr. Jim Rodgers, Mr. Larry McAtee, Mr. Phil Lakin, Ms. Lillian Perryman

NAY: None

ABSENT: Mr. Joe Hodges, Excused
Dr. Ed Shadid, Excused
Mr. Larry Stevens, Excused

The Motion was passed.

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REGULAR AGENDA

1. Chairman's Report

Mr. Bird thanked everyone for sending in their CEO Evaluations. Mr. Bird and Ms. Perryman discussed the evaluations regarding the last year. Then Mr. Bird and Mr. Williamson sat down and went over the results – everything went quite well.

In May we are getting together in Stroud. That concludes my report.

2. Chief Financial Officer's Report

Mr. Torrence said that he will be presenting the results for the last eight (8) months of the fiscal year. First, the Eastern Division – We have had a year-to-date profit of \$57,000 compared to a budgeted net loss of \$865,000 or a deposit variance of \$922,000, most of that is due to net patient service revenues of more than our budget by \$821,000. Our collection rate is 45% versus budgeted 51%. Emergency transports less than budget, 1.7% or \$704,000 – non-emergency transport services \$164,000 less or 2.7%

In the Western Division we have had a year-to-date net loss of \$3.916 million, compared to the budgeted net loss of \$5.352 million or a deposit variance of \$1.436 million. Our net patient service revenue is \$333,000 with most of that difference is due to the fact that our operating costs are \$1.1 million less than what I had budgeted. Collection rate is slightly less than budget - 49% versus 51%. Emergency transports less than budget 4.1% or 2,033 and non-emergency transports are more than our budget by 64% or 1,502.

Our graph of our Eastern transports trending towards 61,000 emergency transports versus we did just under 59,000 in the East last year – that would be an increase of 3.4% over last year. In the West, we are trending toward a little over 71,000 – which is a drop of 1.6% from last year. Eastern Division graph of our receivables pretty comparable to last year – 22% versus 29% last year. The West is almost exactly the same.

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Mr. Bird asked Mr. Torrence if we are doing a more significant number of write-offs to get that number down quickly as far as bringing them to resolution or are we doing better on the collection side?

Mr. Torrence replied that overall our collections are below budget – but if you are just talking about the 120 plus, often times those are written off. Sometimes they are not a utility bill member and we believe that there is still a chance to collect money – they would be passed onto first collection. It just depends on the nature of the account. We now have individuals that their only responsibility is to resolve older receivables.

We are just showing that which we have control of. We don't really have control once they are in collection. What we are trying to show is an aging of what we have our hands on right now.

Mr. Torrence continues with a look at cash. In the East, cash receipts are \$1 million less than what we had budgeted. The two reasons are: our patient receipts are down about \$500,000 and that's why our collection rate is below budget. That amount has been lessening with \$700,000 last month and I anticipate that going forward that number will continue to decline. Then the other \$500,000 is in our utility receipts – they are less than what we had budgeted, really due to two factors. One is the number of taps that we collect on is down about 3,000 taps from last year which is \$150,000, and then the rest of it is due to the fact that our rate stabilization fund that we had money in at the beginning of the year – the money was less than what I anticipated because our expenses in the East were higher than budgeted due to the fact that the unit hour percentage was higher than budgeted.

On the operating expenses and changes in working capital – where we have \$1 million positive variance, a lot of that has to do with grant activity. That is something that kind of ebbs and flows throughout the year. Then our capital expenditures are \$.5 million less than what we budgeted. We are just now receiving our ambulances in and as those continue to come in throughout the balance of the fiscal year, we will see that difference decline. So far through February, we are 400,000 over budget in the East.

In the West patient receipts, there is no difference between national budget; and our operating expenses are \$500,000 less than what we had budgeted again due somewhat to the fact that our volume is less than budgeted and also due to the fact that the cost sharing percentage is also less than what we budgeted. Capital expenditures are \$300,000 less than what we budgeted – that will go away as our ambulances continue to come in throughout this year. The West has \$900,000 more in cash than we had budgeted for the first 8 months.

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3. Committee Reports and Recommendations

There are no Committee Reports and/or Recommendations at this time.

4. President's Report

Mr. Williamson informed the group that we talked about the board assessment process and we will be sending out a form for you to fill out and send back by April 15th. We will tabulate that information and that self-assessment and put on the April Agenda.

We also went over the KPI's. We have some further work we're doing on those, and we will get back to the Committee next month.

Next is the Compliance Report. Mr. Williamson appreciated the evaluation and candidness of the remarks and he will work on those areas of weakness and to make the position better. We will have another CEO Assessment three months after the audit is received and hopefully we will improve.

On the COO position, the national ads have gone out and we should be hearing back from those ads in the next couple of weeks.

Compliance in the Eastern Division is 93% - priorities 2's are 24 minutes but we still do 93% of them in 9 minutes. The Western Division was 89% - they were 16 calls short of making compliance, which is largely due to the fact that they needed manpower Paramedics Plus prior to their departure. AMR has just graduated 31 people and now sits at 92%.

Mr. Bird asks Dr. Goodloe if there are still backups at certain hospitals – 1 in OKC and several in Tulsa.

Dr. Goodloe said that we do have situations now where certain hospital administrations have chosen to take a stance of never requesting EMS diversion, but acknowledging that when things back up the EMSA field supervisor will most typically go to that hospital emergency department to survey the logistics of the situation and put that hospital on temporary divert if you have 4 or 6 patients back up.

There are some hospitals now that clearly have predictably and near consistently efficient EMS ED interface, meaning, almost unheard of bed delays – the process works pretty smoothly. Then there are a couple of hospitals where it's pretty rollercoastery in terms of how smoothly it might be or how much delay there might be.

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5. Medical Director's Report

Dr. Goodloe said it has been a tough couple of months weather and sickness wise, and he commends our EMT's and Medics for their hard work in helping people. I am truly grateful, appreciative and proud of our EMT's and Medics – AMR is doing an excellent job.

At least one of the hospitals had voiced some concern that when they did call for a transport for a patient at the hospital to be taken back to the nursing home or back home – that they were waiting hours and hours. After analysis – if you look at 100% of calls, 90% of them are at least within an hour of the agreed upon time to transfer from the hospital.

Mr. Bird asks if there is a standard for the duration that an ambulance should spend at a hospital from arrival to departure.

Dr. Goodloe replies that seemingly there would be, that he has had discussions with AMR leadership, and this will be a part of the educational focus throughout this year.

6. New Business

There is no new business at this time.

7. Trustees Report

There is no Trustees Report at this time.

8. Next Meeting is Wednesday April 23, 2014, at 1:00 p.m., via video conference – EMSA Administrative Offices, 1417 N. Lansing Avenue, Tulsa, OK 74106, and 1111 Classen Drive, Oklahoma City, OK 73103

9. Adjourn

Mr. Bird adjourns the meeting at 2:08 p.m.