



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

July 27, 2022, at 1:00 p.m. via Teleconference

1417 N Lansing Avenue, Tulsa, OK 74106

6205 S. Sooner Road, OKC 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 July 26, 2022, at 10:51 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on July 26, 2022, at 11:23 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker

Dr. Jeffrey Goodloe

Phil Lakin

Tammy Powell

Scot Rigby

Jan Slater

Scott Vaughn

Wiley William

Chief Bryan Wood

Others Present:

Johna Easley, EMSA

Frank Gresh, EMSA

Adam Paluka, EMSA

James Davis, EMSA

Tracy Johnson, EMSA

Christopher Jenkins, EMSA

Sonia Coleman, EMSA

Jim Orbison, Riggs Abney

Chief Carl Cobb, OKC Fire

Chief Chris Goodwin, Edmond Fire

Trustees Absent:

Allison Petersen - Excused

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A quorum was present, and the meeting was called to order at 1:00 p.m. by Chairman Wiley Williams.

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Meeting dated June 22, 2022.

A motion was made by Ms. Powell and seconded by Ms. Slater to accept the June 22, 2022 Meeting Minutes.

AYE: Chief Baker, Chief Kelley, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Vaughn, Chief Wood

NAY:

ABSENT: Councilor Lakin, Ms. Petersen

ABSTAIN: Mr. Williams

The motion is passed.

*****Councilor Lakin arrived at 1:02 p.m.*****

REGULAR AGENDA

1. **Chairman's Report-** Wiley Williams, Chairman of the Board, thanked Trustees for the work they did in his absence. He said he is feeling much better and is ready to continue the work of the Board.
2. **Election and Approval of EMSA Board of Trustees Slate of Officers:**
 - Chairman (Wiley Williams)
 - Vice Chairman (Councilor Phil Lakin)
 - Secretary/Treasurer (Jan Slater)
 - Adam Paluka, Assistant Secretary

A motion was made by Councilor Lakin and seconded by Chief Wood to accept the proposed EMSA Board of Trustees Slate of Officers for the 2022/2023 Board Year.

AYE: Chief Baker, Chief Kelley, Councilor Lakin, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

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ABSENT: Ms. Petersen

The motion is passed.

3. Approval of Corporate Officers (who may conduct business on behalf of the Authority)

- Johna Easley, Interim Chief Executive Officer
- Lora Conger, Chief Financial Officer
- Frank Gresh, Interim Chief Operations Officer

After discussions about the Interim Chief Executive Officer and Interim Chief Operations Officer positions, Ms. Slater proposed creating a working group to evaluate the performance of Ms. Easley and Mr. Gresh to determine if Ms. Easley and/or Mr. Gresh would be offered those roles permanently or if a search would be opened. Ms. Easley said she would also like to present progress reports to this working group and speak about hurdles the organization is facing. Mr. Vaughn, Ms. Slater, Dr. Goodloe, Ms. Peterson, and Chief Kelley were appointed to the working group by Mr. Williams. The working group will report at the next Board of Trustees Meeting any timelines and recommendations.

A motion was made by Mr. Rigby and seconded by Councilor Lakin to approve the Corporate Officers.

AYE: Chief Baker, Chief Kelley, Councilor Lakin, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Ms. Petersen

The motion is passed.

4. Contact Approval

a. Medicaid Cost Reporting Contract – Lora Conger, Chief Financial Officer

Ms. Conger provided an explanation of proposed Medicaid Cost Reporting Contract with PCG for an additional year. Mr. Vaughn asked about the potential to get an hourly rate for the contract as opposed to a percentage of the cost reporting sum.

A motion was made by Ms. Powell and seconded by Councilor Lakin to approve the Medicaid Cost Reporting contract with PCG for an amount not to exceed the 9%.

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AYE: Chief Baker, Chief Kelley, Councilor Lakin, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Ms. Petersen

The motion is passed.

- b. **Services Agreement between The City of Oklahoma City and EMSA** - Johna Easley, Interim President & Chief Executive Officer.

***** Chief Kelley left the meeting at 1:35*****

This service agreement allows EMSA and The City of Oklahoma City to utilize Paramedics and EMTs from the Oklahoma City Fire Department in the 911 system or as a Transfer of Care Medic (credentialed system medics charged with the care of patients in Emergency Rooms experiencing bed delays). Trustees were inadvertently not able to read the contract prior to the meeting. Trustees were given a copy of the service agreement to review while attending the meeting.

This agenda item was tabled until Trustees could review the service agreement.

***** Chief Kelley returned to the meeting at 1:45*****

5. President's Report

- a. **Operational Compliance Report-** Frank Gresh, Interim Chief Operations Officer– Mr. Gresh presented the Response Time Compliance Summary for June 2022 to the Board. Mr. Gresh reported the Eastern Division Beneficiary jurisdictions were compliant in Priority 2 calls and Priority 4 calls only. Priority 1, and 3 calls were not in compliance. In the Eastern Division Non-beneficiary jurisdictions, compliance was not met in Priority 2 calls. There was 100% compliance in Priority 3 calls and no Priority 4 calls in the non-Beneficiary jurisdictions. The Western Division Beneficiary jurisdictions continued to be out of compliance in all categories. The Western Division Non-beneficiary jurisdictions were not in compliance on Priority 1, and 2 calls. Mr. Gresh shared the running 12-month compliance trend for both divisions as well as exclusions. Data representing the percentage of minutes late was shared for both divisions. Mr. Vaughn noted that EMSA has been out of compliance, particularly in the Western Division and that other cities are beginning to have compliance issues as well. Ms. Slater noted that this is the metric that our cities are most concerned about - this is the standard that EMSA is expected to meet and the standard that EMSA held their contractors to meet as well. Mr. Williams stated that the City Manager does not get complaints about the quality of care EMSA delivers, but rather the length of time it took the ambulance to arrive on scene. Mr. Gresh

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explained that several EMS systems are experiencing the same issues and are exploring ways to mitigate those issues. He notes that compliance should not be the sole measure of a system. Chief Kelley stated that there is a cascading effect. Priority 1 calls are what EMSA and the Medical Priority Dispatch System has identified as life-threatening emergencies. When other agencies are on scene and have extended scene times, it limits the capacity to respond to other emergencies. Mr. Rigby explained that the Edmond City Council is concerned about the contractual compliance issues for his city. With declining and plateauing compliance numbers the Edmond City Council would like to see an improvement in the current compliance numbers to best serve their citizens. Ms. Slater asked how the EMS industry nationally is handling these same issues. Mr. Gresh explained the challenges facing the EMS industry which include a lack of Paramedics nationally, culture of the EMS organizations, EMT/Paramedic programs that have closed, and how EMSA has looked for creative solutions to overcome obstacles, which includes in-house EMT programs and Paramedic programs to improve staffing. Interfacility (IFT) Utilization, Bed Delay, Mutual Aid Utilization and Transport data was presented for both divisions. Mr. Gresh presented the headcount for both divisions and shared the EMT and Paramedic monthly attrition 2018 - present.

- b. Financial Report** – Lora Conger, Chief Financial Officer - Ms. Conger presented the FY22 Income Statement and the FY22 Operating Expenses. There is a noted variance due to unbudgeted retention and performance incentives \$1.7 million prior to January 2022 and a contract labor variance of \$881,000. AR trend was presented along with Revenue and Cash Collections.
- c. Key Performance Indicators Report-** Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for June 2022. Mr. Paluka reported that he is working with Mr. Gresh and the Survey Team to have patient satisfaction surveys completed, which have not been done since December 2021. Mr. Gresh is hopeful that he has some solutions which he will bring back after the Pinnacle conference. EMSA has been engaging in more community events. EMSA had 176 media hits, all neutral, due to the heat. Social Media numbers are good. IT had a great month with no critical system downtime.
- d. President Commentary-** Johna Easley, Interim Chief Executive Officer – Ms. Easley presented organizational highlights, which included recruitment and retention efforts. EMT in-house program, EMSA Advantage, graduated 11 EMTs in the Western Division and the East graduated 10 EMTs. The next EMT school begins on August 22nd with a cap of 20 students in each division. Wage increases were given to EMSA team members and field crews were presented with different shift schedule variations for the upcoming shift bid. Mr. Gresh is in discussion with OCFD to utilize Fire Department EMTs on EMSA units. Ms. Easley introduced Sonia Coleman, Director of Revenue Cycle Management. EMSA is seeking a new Director of Operations to replace Michael Parrish.

***** Ms. Powell left the meeting at 2:30*****

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- 6. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe presented Office of the Medical Director activities which included monthly meetings with EMSA and the Fire Chiefs and monthly Quality Improvement meetings with all agencies in the EMSA system. OMD has been meeting with EMSA executives and Oklahoma City Management and the Fire Department. Dr. Goodloe shared data regarding the Basic Life Support 911 program.

***** Mr. Rigby left the meeting at 2:50*****

- 7. New Business –** No New Business.

***** Chief Kelley left the meeting at 2:56*****

- 8. Services Agreement between The City of Oklahoma City and EMSA -** Johna Easley, Interim President & Chief Executive Officer.

After being tabled, A motion was made by Ms. Slater and seconded by Councilor Lakin to approve the service agreement between The City of Oklahoma City and EMSA.

AYE: Chief Baker, Councilor Lakin, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY:

ABSENT: Chief Kelley, Ms. Petersen, Ms. Powell, Mr. Rigby

The motion is passed.

- 9. Trustees' Reports –** No trustees report.

- 10. Next Meeting –** Wednesday, August 24, 2022, at 1:00 p.m.

- 11. Adjourn –** The meeting was adjourned by Mr. Williams at 2:58 p.m.

Adam Paluka, Assistant Secretary

Date