

**EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST**

**Regular Board of Trustees Meeting**

**July 22, 2020 at 1:00 p.m. via Videoconference/Teleconference**

1111 Classen Drive, Oklahoma City, OK

1417 North Lansing Avenue, Tulsa, OK

**Minutes:**

**NOTICE AND AGENDA** for the Regular Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed July 20, 2020 at 3:52 p.m. with the City Clerk of Tulsa and with the City Clerk of Oklahoma City on July 20, 2020 at 3:45 p.m., more than 24 hours prior to the time set for the meeting.

**Trustees Present:**

Mr. Larry McAtee, Teleconference  
Chief Bryan Wood, Teleconference  
Ms. Jan Slater, Teleconference  
Ms. Tammy Powell, Teleconference  
Ms. Allison Petersen, Teleconference (1:03 p.m.)  
Dr. Jeffrey Goodloe, Teleconference  
Mr. Wiley Williams, Teleconference  
Mr. Scott Vaughn, Videoconference  
Mr. Phil Lakin, Videoconference

**Others Present:**

Jim Winham, EMSA-Videoconference  
Angela McLain-Johnson, EMSA-Videoconference  
Lora Conger, EMSA-Videoconference  
Frank Gresh, EMSA-Videoconference  
John Graham, EMSA-Teleconference  
Johna Easley, EMSA-Videoconference  
Adam Paluka, EMSA-Videoconference  
James Davis, EMSA-Videoconference  
Bryan Jones, EMSA-Videoconference  
Heath Wright, AMR-Videoconference  
Jim Orbison, Riggs Abney-Teleconference  
Kris Koepsel, Riggs Abney-Teleconference  
Jeremy Coombs, AMR-Videoconference

**Trustees Absent:**

Ms. Kelly Brader, Excused  
Mr. Larry Stevens, Excused

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

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated June 24, 2020 via tele/videoconference

A motion made by Chief Wood and seconded by Mr. Vaughn, the Board of Trustees voted to approve the Regular Meeting Board Minutes from June 24, 2020.

AYE: Ms. Petersen, Mr. McAtee, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Williams, Chief Wood, Mr. Vaughn, Mr. Lakin

NAY: None

ABSENT: Ms. Brader, Mr. Stevens

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report** – Mr. Lakin told his fellow Trustees that he enjoyed his time serving as Chairman of the Board of Trustees.
2. **Election and Approval of EMSA Board of Trustees Slate of Officers:**
  - **Wiley Williams , Chairman**
  - **Scott Vaughn, Vice Chairman**
  - **Allison Petersen, Secretary/Treasurer**
  - **Adam Paluka, Assistant Secretary**

A motion made by Mr. McAtee and seconded by Mr. Vaughn, for Mr. Williams to assume the title of Board Chairman.

A motion made by Mr. Williams and seconded by Ms. Powell, for Mr. Vaughn to assume the title of Board Vice Chairman.

A motion made by Mr. Williams and seconded by Ms. Powell, for Ms. Petersen to assume the title of Board Secretary/Treasurer.

AYE: Ms. Petersen, Mr. McAtee, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Williams, Chief Wood, Mr. Vaughn, Mr. Lakin

NAY: None

ABSENT: Ms. Brader, Mr. Stevens

The motions are passed.

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

- **James Winham, Chief Executive Officer**
- **Lora Conger, Chief Financial Officer**
- **Angela McLain-Johnson, Chief Compliance Officer**
- **Frank Gresh, Chief Information Officer**
- **John Graham, Chief of Staff**

A motion made by Chief Wood and seconded by Mr. Vaughn, the Board of Trustees voted to approve the Corporate Officers (who may conduct business on behalf of the Authority).

AYE: Ms. Petersen, Mr. McAtee, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Williams, Chief Wood, Mr. Vaughn, Mr. Lakin

NAY: None

ABSENT: Ms. Brader, Mr. Stevens

The motion is passed.

4. **President's Report**

- a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report to the Board. Mr. Gresh told Board members in the Eastern Division, the Operations Contractor was out of compliance for Priority 3 calls in the city of Tulsa and Priority 1 and 2 calls in the non-beneficiary cities. For the Western Division, Mr. Gresh said the Operations Contractor was out of compliance for Priority 1 and 3 calls in Oklahoma City as well as Priority 1, 2 and 3 calls in the non-beneficiary cities. He said the appropriate fines have been given for those segments where the Contractor was out of compliance. Mr. McAtee asked about the Contractor's performance in the Western Division, and Mr. Winham said that staffing and COVID-related issues have contributed to the Contractor being out compliance. Mr. Winham said he is meeting with Dr. Goodloe and the Operations Contractor to try and fix the issues as quickly as possible.
- b. **Patient Financial Services Report**- Angela McLain-Johnson, Chief Revenue Officer – Ms. McLain-Johnson said call volume for FY20 is trending below budget in both divisions, mainly due to COVID-related decreases in March and April. However, she said call volume has

recovered to previously budgeted levels and corresponding transports. Ms. McLain-Johnson said cash collections are increasing in the Eastern Division and less so in Western Division due to COVID.

- c. **Key Performance Indicators Report** – Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka said Patient Satisfaction Scores still look very good in both divisions for June. He also said that EMSA was still limiting special events due to COVID. He also said he is preparing for EMSAcare open enrollment, including an updated direct subscriber enrollment form.
- d. **President Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham touched on the passing of Jack Stout. Stout was one of the pioneers of the public utility model and also helped develop system status management. Mr. Winham thanked Mr. Lakin for his service as outgoing Chairman and got him an EMSA helmet to mark his time as Board Chairman.

Mr. Winham said EMSA had received a request from AMR to have their crews not respond to Alpha and Bravo calls (as assigned by the Medical Priority Dispatch System software) due to staffing shortages. He said those calls are not high priority calls, most are non-emergent. Mr. Winham said after discussing with Dr. Goodloe, the request was denied due to the number of transports generated by those calls. He says on exception is time when there is a natural disaster and its immediate aftermath and not a long-term period of time. Dr. Goodloe agreed with Mr. Winham and thanked Mr. Chris Jenkins for gathering the appropriate data related to this request. Dr. Goodloe said in the first three months of the pandemic, call volume dropped as people stayed home – especially avoiding emergency rooms. Dr. Goodloe said he expects call volume to increase in the last six months of 2020. He said EMSA is often times the only link people in the RSA have to emergency medical care, and if EMSA did not respond to those calls he would have grave concerns about the health of the community. He also said sometimes calls that may appear to be insignificant allow a patient to be diagnosed with a serious condition that would otherwise not have happened had they not called EMSA.

In closing, Mr. Winham gave an update on EMSA's COVID-19 response. He said there are more positive cases at EMSA, including those on quarantine. He said most of these are not traced back to patients. He said EMSA also has a sufficient supply of PPE. He also updated Trustees on the non-emergency rate increase passing the Oklahoma City City Council. He said he would be meeting with Tulsa City Councilors the following week.

- 5. **Chief Medical Officer's Report**- Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe told Trustees he is very proud of the frontline medics in the system given the COVID-19 pandemic. He thanked all EMSA Team Members and their families for their dedication and service.

- 6. **An Executive Session of the Board of Trustees, as authorized by Title 25, §307 B.4 of the Oklahoma Statutes, for the purpose of confidential communications with its attorneys concerning claims arising from the Contract dated as of September 25, 2013, between Emergency Medical Services Authority, an Oklahoma public trust ("EMSA"), and American Medical Response Ambulance Service, Inc. ("AMRAS"), as amended, and, with the advice of its attorneys, a determination by the Board of Trustees that disclosure to the public of the communications in such Executive Session will seriously impair the ability of the Board of Trustees to process such potential claims in the public interest.**

Mr. Lakin called for a motion to enter an Executive Session for such purpose and to make such determination based on the advice of its attorneys. Mr. Orbison advised the Board it should meet in executive session to discuss the agenda item. Upon motion made by Mr. Williams and seconded by Ms. Petersen, the Board of Trustees voted to enter an Executive Session at 1:50 p.m.

AYE: Ms. Petersen, Mr. McAtee, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Williams, Chief Wood, Mr. Vaughn, Mr. Lakin

NAY: None

ABSENT: Ms. Brader, Mr. Stevens

The motion is passed.

**7. After a return by the Board of Trustees to the public meeting, vote upon any item of business which concerns the above-described potential claims and is considered during the Executive Session.**

Mr. Lakin said the Board did not take any action in Executive Session. A motion was made at 2:27 p.m. to exit Executive Session by Mr. Williams and seconded by Ms. Slater.

AYE: Ms. Petersen, Mr. McAtee, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Williams, Chief Wood, Mr. Vaughn, Mr. Lakin

NAY: None

ABSENT: Ms. Brader, Mr. Stevens

The motion is passed.

**8. New Business – No new business.**

**9. Trustees' Reports** – Mr. Williams said the City of Oklahoma City is still negotiating on the potential property in the Western Division for EMSA's new facility in Oklahoma City. He said there is a call about the sale the following week.

**10. Next Meeting** – Wednesday, August 26, 2020 at 1:00 p.m. via videoconference/teleconference.

**11. Adjourn** – The meeting was adjourned by Mr. Lakin at 2:35 p.m.

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Adam Paluka, Assistant Secretary

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Date