



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

June 23, 2021, at 1:00 p.m. via Teleconference

1417 N Lansing Avenue, Tulsa, OK 74106

1111 Classen Drive, Oklahoma City, OK, 73103

Board of Trustee Meeting Minutes:

NOTICE AND AGENDA for the Special Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed June 21, 2021, at 4:21 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on June 21, 2021, at 4:19 p.m. more than 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker
Mr. Scott Vaughn
Mr. Phil Lakin
Ms. Jan Slater
Ms. Tammy Powell
Dr. Goodloe
Mr. Wiley Williams
Mr. Larry Stevens
Ms. Kelly Dyer Fry
Ms. Allison Petersen
Mr. Phil Lakin

Others Present:

Jim Winham, EMSA
Adam Paluka, EMSA
Angela McLain-Johnson, EMSA
Lora Conger, EMSA
Frank Gresh, EMSA
James Davis, EMSA
Jim Orbison, Riggs Abney

Trustees Absent:

Chief Bryan Wood - 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 Regular Meeting dated May 26, 2021.

A motion made by Ms. Petersen and seconded by Mr. Vaughn the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated May 26, 2021.

AYE: Chief Baker, Ms. Fry, Ms. Powell, Mr. Williams, Mr. Lakin, Mr. Stevens, Mr. Vaughn, Ms. Slater, Ms. Petersen

NAY: None

ABSENT: Chief Wood

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report** –Mr. Williams advised the Board that he, Ms. Petersen, Mr. Winham, and Mr. Graham have been visiting with the city of Nichols Hills regarding response times. Mr. Williams is proposing a memorandum of understanding between the Trust and cities of Nichols Hills and Warr Acres to address concerns they have. Will have an update for the next meeting.

2. **President's Report**

- a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for May 2021 to the Board. Mr. Gresh said that for Eastern Division Beneficiary City, Priority 1, 2, and 4 were in compliance and Priority three was out of compliance. The Non-beneficiary cities were in compliance on Priority 3 & 4 calls and out of compliance in Priority 1 & 2. The Western Division was out of compliance in each category except Priority 2. Western Non-beneficiary jurisdictions were in compliance on Priority 4 and out of compliance on Priority 1, 2 and 3. Mr. Gresh shared the running 12- month compliance for both divisions as well as exclusions.

Ms. Peterson asked for clarification on how far off we are from making compliance. Mr. Winham and Frank Gresh explained how some calls are on the outlining edges of our coverage area, causing EMSA to respond later than normal to those calls. Mr. Winham and Frank Gresh stated they would have additional reporting to show those calls. Ms. Peterson recognized that the Board knew this wasn't going to be an overnight fix, in terms of what is contributing to these delays.

Mr. Williams asked Mr. Winham if he had a projection of when the Board should see response time improvement. Mr. Winham responded that he is expecting to start seeing an increase in August. The team has been working on some additional projects, including a BLS program with

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Dr. Goodloe, to help with response times. There are meetings in place to finalize these programs and recruiting efforts are underway to staff the programs.

Mr. Winham was asked what kind of feedback we are hearing from the non-beneficiary cities, and he explained there are weekly meetings with the Chiefs and/or City Managers of The Village, Nichols Hills, Mustang, Jenks, Sand Springs, Bixby and others to address questions and concerns.

- b. **Patient Financial Services Report-** Angela Johnson, Chief Revenue Officer – Ms. Johnson stated call volume in the month of May is the highest it has been in 12-months in both Divisions. Total cash collections are right where they should be for the Eastern Division. As for the Western Division, cash collections are lower than expected due to lack of payment from the VA. Ms. Johnson presented additional data to show VA payments received per division. She noted that there was a system change at the VA at the end of 2020 which contributed to delays. Total impact is \$2.4M in the Eastern Division and \$3.2M in the Western Division, which is much higher than normal. Ms. Johnson has been meeting with Representative Nicole Miller and Congresswoman Bice’s office to assist with collection from the Veteran’s Administration.
- c. **Financial Report-** Lora Conger, Chief Financial Officer – Ms. Conger presented the YTD financials as of April to the Board. Patient revenue is over budget due to forecasting a decrease in call volume which did not happen. Contractual and deductions are higher due to COVID write offs. Overall positive variance of \$441k for Patient Revenue. Operating revenue is over budget due to a letter of credit received in December and COVID grant money received in January. Operating Expenses are in line with budget once you remove the financial impact from transition. Overall, EMSA is under budget on expenses by \$1.8M. Compared to last fiscal year, we are trending 6% less.

Ms. Slater asked how much we are saving each month without having a Contractor. Ms. Conger reported savings are \$800k-\$1M per month.

- d. **Key Performance Indicators Report** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for May 2021. Mr. Paluka reported the Western division had the highest Patient Satisfaction score over the past 12-months. The month of May was slower as far as media. The majority of our media coverage was related to the Iron Man Triathlon and Tulsa Race Massacre Centennial, both in the Eastern Division. EMSA has started attending Special Events again on a limited basis. Information Technology had a good month with only one 15-minute outage of virtual desktops. EMSAcare meetings are underway in both divisions. We will be utilizing some new marketing techniques to include digital advertising. EMSA has a new recruiting website - www.joinemsa.com - to better connect with candidates and there are plans to hold events in other cities for recruiting.

Ms. Peterson asked how we get information, like patient satisfaction scores, to our field crews. Mr. Paluka replied we share the information via weekly emailed newsletter, digital message board and Facebook Team Member Engagement groups.

- e. **President Commentary** – James Winham, Chief Executive Officer – Mr. Winham gave details of a ballistic vest program to keep our field crews safe as well as other uniform adjustments

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to help during the heat. Mr. Winham presented the weekly headcount and outlined the staffing shortage in both divisions. He explained the sign-on bonuses and other efforts to support good recruiting efforts. Mr. Winham also outlined areas where the Leadership Team has been working heavily on Team Member retention: schedule/status change opportunities, better benefits, more retirement, new programs to help with student loans, high performance, and good attendance initiatives, etc.

A motion was made by Ms. Petersen and seconded by Ms. Fry to accept the President's Report.

AYE: Chief Baker, Ms. Fry, Ms. Powell, Mr. Williams, Mr. Lakin, Mr. Stevens, Mr. Vaughn, Ms. Slater, Ms. Petersen

NAY: None

ABSENT: Chief Wood

The motion is passed.

3. Approval and Award of Request for Proposal FM2021-0002 – The purpose of RFP was to solicit proposals from qualified vendors to replace the flooring at the new Oklahoma City office.

Frank Gresh, Chief Information Officer – Mr. Gresh reported a request for proposal was conducted and the proposal from Pro Grade Flooring was the lowest cost. References for Pro Grade Flooring were conducted, and they are highly recommended. Mr. Gresh asks for the Board's permission to move forward with Pro Grade Flooring and their proposal for \$256,478.00. Mr. Gresh explained the types of flooring to be installed in the new building for the Western Division.

A motion was made by Mr. Stevens and seconded by Ms. Slater to award the flooring contract as recommended to Pro Grade Flooring.

AYE: Chief Baker, Ms. Fry, Ms. Powell, Mr. Williams, Mr. Lakin, Mr. Stevens, Mr. Vaughn, Ms. Slater, Ms. Petersen

NAY: None

ABSENT: Chief Wood

The motion is passed.

4. Approval of water restoration contract up to \$110,000 for the new Oklahoma City office.

James Winham, Chief Executive Officer – Mr. Winham gave details of the need for a water restorations contract for the new building in the Western Division. Mr. Winham conferred with Legal Counsel that an RFP is not needed but, since the cost could be more that \$50K, the Board's approval is necessary.

5. A motion was made by Ms. Petersen and seconded by Mr. Lakin to approve the water restoration contract up to \$110,000 for the new Oklahoma City office.

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AYE: Chief Baker, Ms. Fry, Ms. Powell, Mr. Williams, Mr. Lakin, Mr. Stevens, Mr. Vaughn, Ms. Slater, Ms. Petersen

NAY: None

ABSENT: Chief Wood

The motion is passed.

- 6. Approval of Professional Services Agreement between the City of Oklahoma City and the Emergency Medical Services Authority.** James Winham, Chief Executive Officer – Mr. Winham gave details of the need to renew the agreement annually. There are no significant changes to the agreement from the prior year.

A motion was made by Ms. Petersen and seconded by Ms. Fry to accept the approve the Professional Services Agreement between the City of Oklahoma City and the Emergency Medical Services Authority

AYE: Chief Baker, Ms. Fry, Ms. Powell, Mr. Williams, Mr. Lakin, Mr. Stevens, Mr. Vaughn, Ms. Slater, Ms. Petersen

NAY: None

ABSENT: Chief Wood

The motion is passed.

- 7. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe was not present.
- 8. New Business** – No new business.
- 9. Trustees' Reports** – No Trustees' Reports
- 10. Next Meeting** – Wednesday, July 28, 2021, at 1:00 p.m. Live meeting required.
- 11. Adjourn** – The meeting was adjourned by Mr. Williams at 2:08 p.m.

Adam Paluka, Assistant Secretary

Date