

President's Commentary

Jim Winham

Chief Executive Officer



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Headcount Dashboard



Division	Position Type	Full Time	FT Goal	Percent Staffed	PRN	LOA	OJI	Academy	FTO	Productive FT Headcount	Productive FT % Staffed
EAST	EMT	93	92	101.09%	8	4	0	4	10	75	81.52%
	Logistics	22	22	100.00%	0	1	0	0	0	21	95.45%
	Paramedic	73	89	82.02%	16	1	3	4	2	64	71.91%
	SSC	18	23	78.26%	2	0	0	0	0	18	78.26%
	Total		206	226	91.15%	26	6	3	8	12	178
WEST	EMT	88	101	87.13%	12	5	1	7	2	73	72.28%
	Logistics	19	22	86.36%	1	0	0	0	0	19	86.36%
	Paramedic	76	113	67.26%	30	3	4	0	3	68	60.18%
	SSC	22	23	95.65%	2	0	0	0	3	19	82.61%
	Total		205	259	79.15%	45	8	5	7	8	179
Grand Total		411	485	84.74%	71	14	8	15	20	357	73.61%

COVID-19 Dashboard



Division	Position Type	Full Time	FT Goal	Percent Staffed	PT	PRN	LOA	OJI	Acade..	FTO	Productive Headcount	Productive % Staffed
EAST	EMT	93	92	101%	3	8	4	0	4	10	78	84%
	Logistics	22	22	100%	0	0	1	0	0	0	21	95%
	Paramedic	73	89	82%	0	16	1	3	4	2	66	75%
	SSC	18	23	78%	0	2	0	0	0	0	18	80%
	Total		206	226	91%	3	26	6	3	8	12	183
WEST	EMT	88	101	87%	3	12	5	1	7	2	76	76%
	Logistics	19	22	86%	0	1	0	0	0	0	19	87%
	Paramedic	76	113	67%	1	30	3	4	0	3	73	65%
	SSC	22	23	96%	0	2	0	0	0	3	19	84%
	Total		205	259	79%	4	45	8	5	7	8	188
Grand Total		411	485	85%	7	71	14	8	15	20	371	77%

PPE Status

Sheet	PPE/ Equip..	Unit	Qty Oh	Burn Rate	DOH		
East On Hand Amount	UNIV N95	EA	469	3	156	Green	
	XS N95	EA	1,712	1	1,712	Green	
	S N95	EA	3,395	1	3,395	Green	
	M N95	EA	3,812	3	1,271	Green	
	L N95	EA	6,519	2	3,260	Green	
	Surgical Ma..	EA	47,250	359	132	Green	
	Gowns/ Suits	EA	9,558	22	434	Green	
	Face Shield	EA	1,605	1	1,605	Green	
	S Gloves	CS	33	1.42	23	Green	
	M Gloves	CS	31	2	16	Yellow	
	L Gloves	CS	26	2	13	Red	
	XL Gloves	CS	8	0.2	40	Green	
	Rain Poncho	EA	480	0.1	4,800	Green	
	M/L N95	EA	920	1	920	Green	
	ResQpods E..	EA	236	1.5	157	Green	
	ResQpods S..	EA	375	1.5	250	Green	
	West On Hand Amount	UNIV N95	EA	7,112	5	7,116	Green
		XS N95	EA	291	1	302	Green
		S N95	EA	1,107	2	1,114	Green
M N95		EA	126	3	192	Green	
L N95		EA	3,604	3	3,780	Green	
Surgical Ma..		EA	13,000	400	1,700	Green	
Gowns/ Suits		EA	13,680	150	13,770	Green	
3X Suits		EA	175	0.5	225	Green	
4X Suits		EA	30	0.5	125	Green	
Face Shield		EA	920	15	950	Green	
S Gloves		CS	49	0.75	48	Green	
M Gloves		CS	63	2	77	Green	
L Gloves		CS	82	0.5	64	Green	
XL Gloves		CS	39	0.2	38	Green	
Rain Poncho		EA	189	1	189	Green	
3XL Gloves		CS	7	0.1	60	Green	

Team Member Isolation and Quarantine Statistics

Division	Position Type	# of team membe..	Cumulati ve # Effe cted	Avg. Days out of Work	Cumulati ve Covid +	# Isolated	# Quarantined
OKC	Admin	0	40	6	14	0	0
	EMT	0	78	7	31	0	0
	Fleet	0	1	2	0	0	0
	Paramedic	1	83	7	34	0	1
	SSC	0	16	8	5	0	0
Tulsa	VST	0	1	9	1	0	0
	Admin	0	36	5	20	0	0
	EMT	1	73	5	31	0	1
	Fleet	0	2	10	1	0	0
Grand Total	Paramedic	0	83	10	39	0	0
	SSC	0	16	5	4	0	0
Grand Total		2	428	7	180	0	2

2021 Oklahoma State Fair Analysis

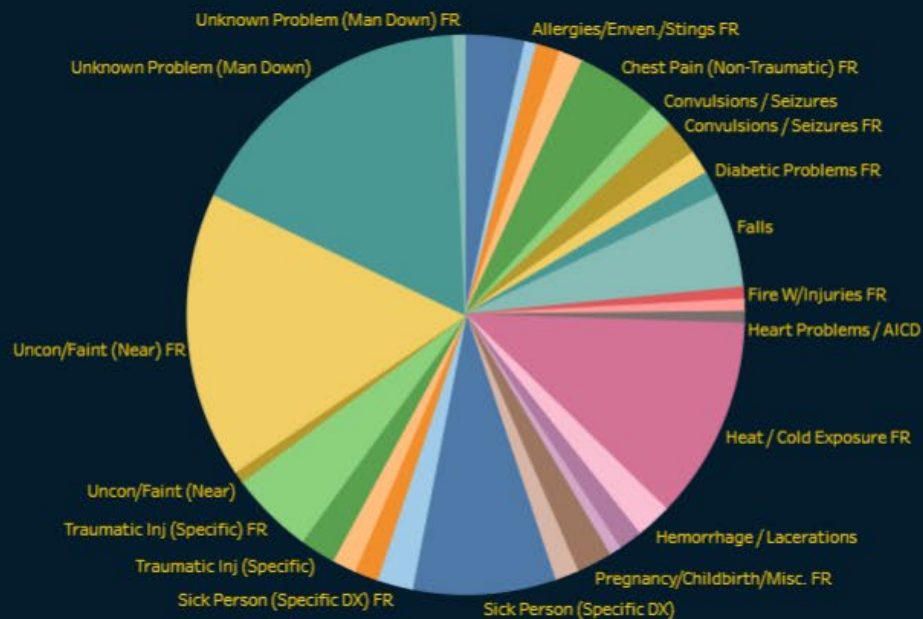
State Fair 2021 Incident Analysis



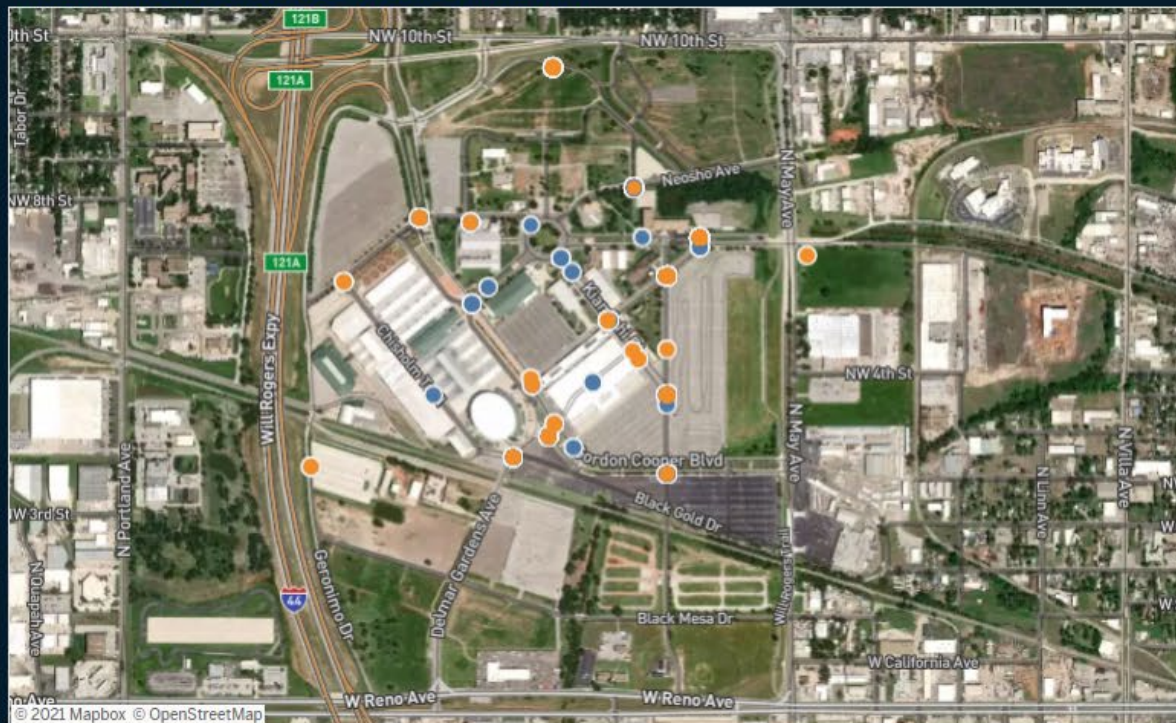
Responses and Transports

Day of Incident Date	Responses	Transports
September 13, 2021	1	0
September 15, 2021	1	1
September 16, 2021	4	4
September 17, 2021	35	9
September 18, 2021	34	10
September 19, 2021	37	3
September 20, 2021	30	4
September 21, 2021	3	1
Grand Total	145	32

Incident Natures

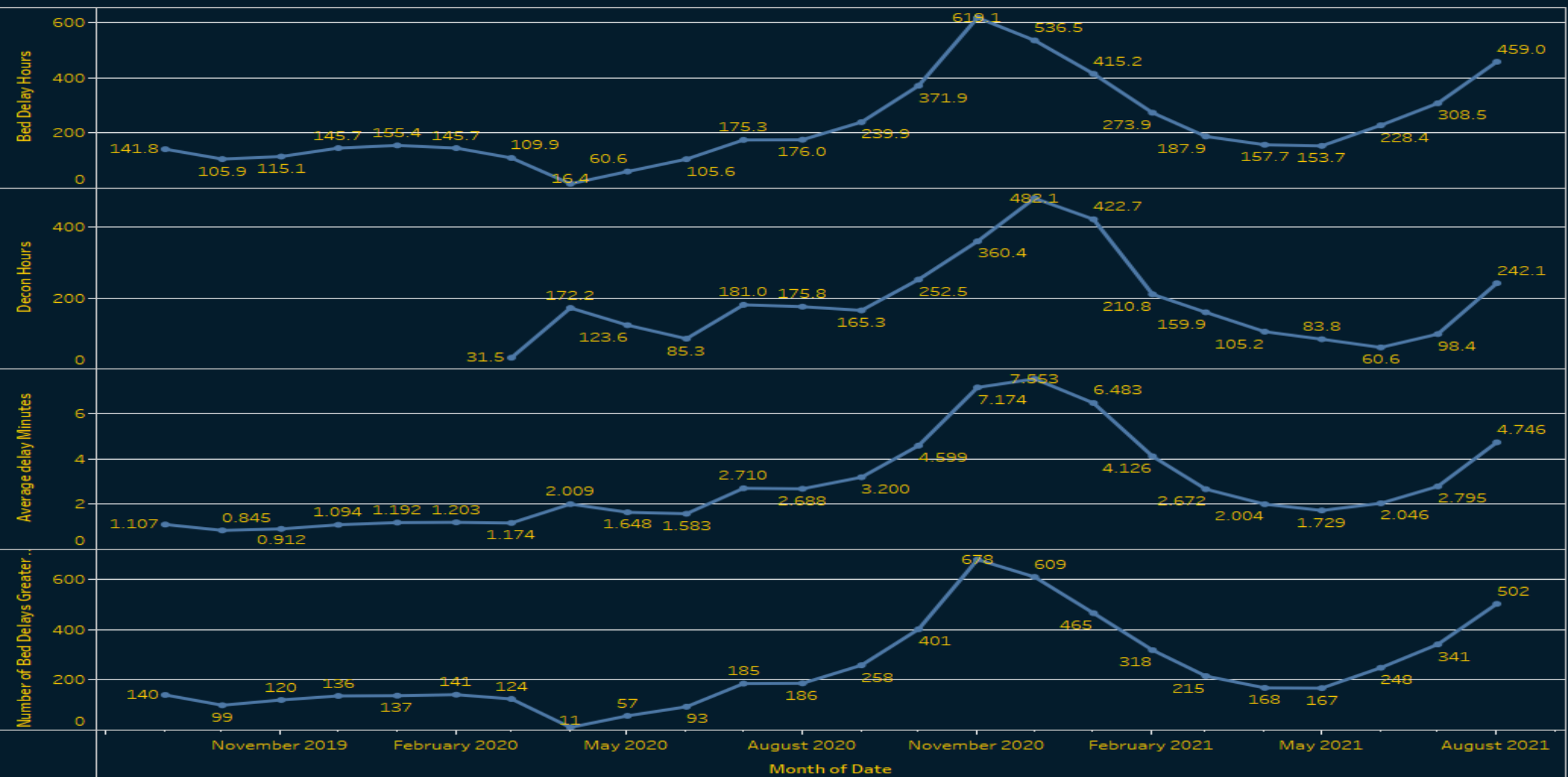


Incident Map Updated:9/21/2021 1:00:14 PM



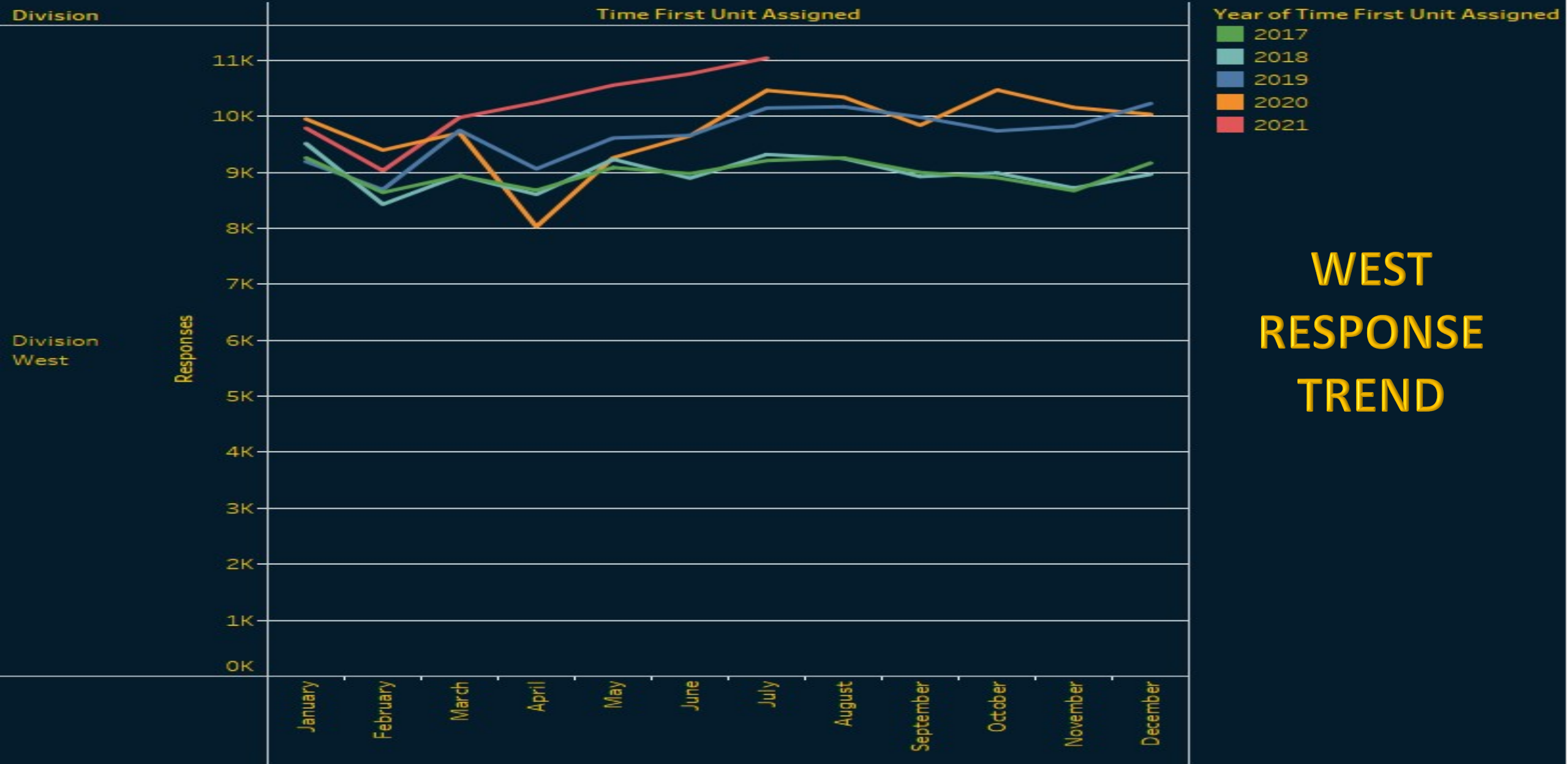
Priority Desc
● 1-Life Threatening Emergency
● 2-Non-Life Threatening Emerg.

Destination Delays



The trends of sum of Bed Delay Hours, sum of Decon Hours, Average delay Minutes and Number of Bed Delays Greater than 20 Minutes for Date Month. The data is filtered on Date and Division. The Date filter includes the last 24 months relative to 8/31/2021. The filter associated with this field ranges from 9/1/2019 to 8/31/2021. The Division filter keeps Western Division.

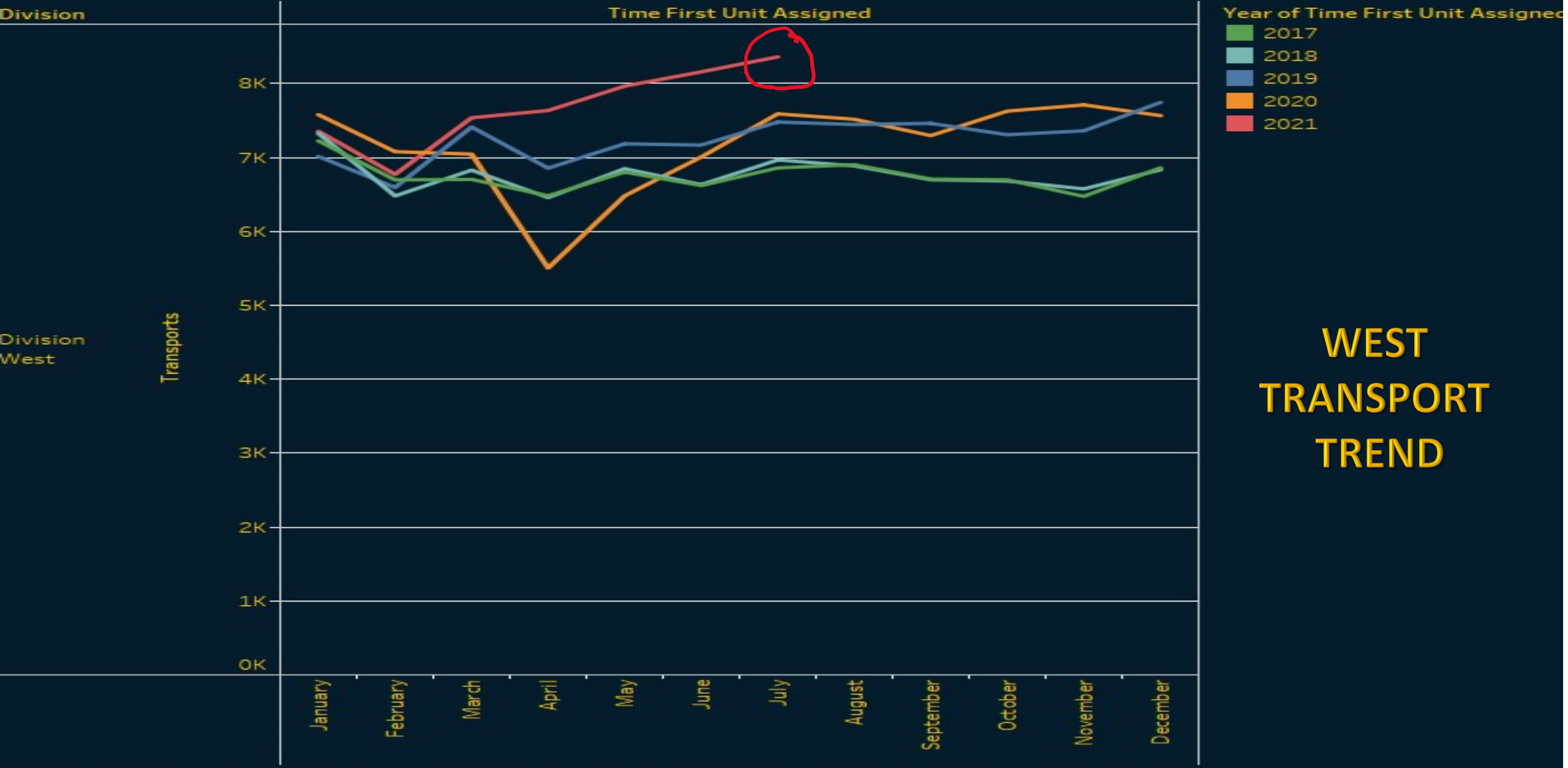
Responses Trend Division West



**WEST
RESPONSE
TREND**

The trend of Responses for Time First Unit Assigned Month broken down by Division. Color shows details about Time First Unit Assigned Year. The data is filtered on Time First Unit Assigned, which ranges from 1/1/2017 12:00:00 AM to 7/31/2021 11:59:59 PM. The view is filtered on Division, which keeps Division West.

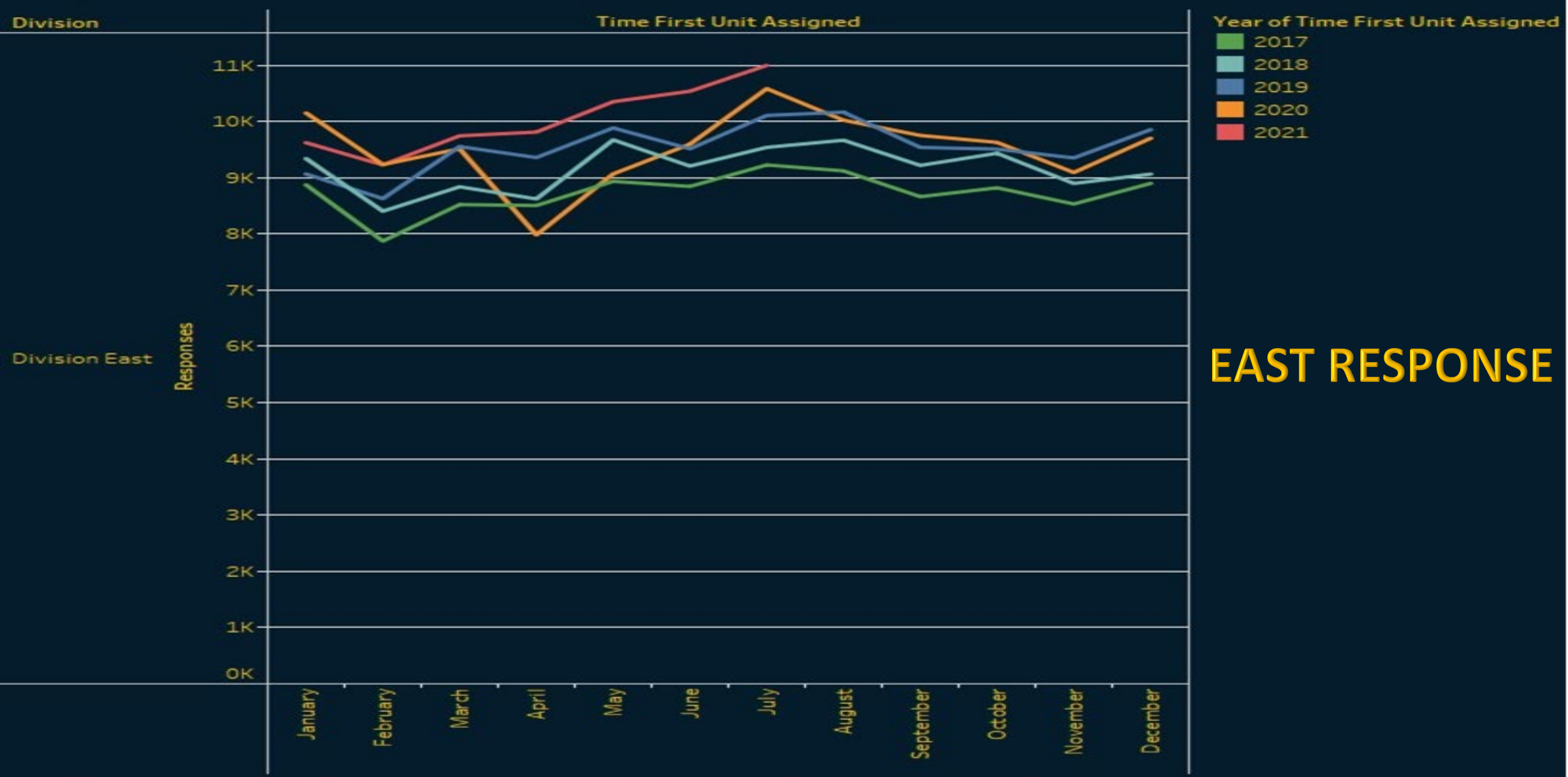
Transport Trend Division West



The trend of Transports for Time First Unit Assigned Month broken down by Division. Color shows details about Time First Unit Assigned Year. The data is filtered on Time First Unit Assigned, which ranges from 1/1/2017 12:00:00 AM to 7/31/2021 11:59:59 PM. The view is filtered on Division, which keeps Division West.

**WEST
TRANSPORT
TREND**

Responses Trend Division East



The trend of Responses for Time First Unit Assigned Month broken down by Division. Color shows details about Time First Unit Assigned Year. The data is filtered on Time First Unit Assigned, which ranges from 1/1/2017 12:00:00 AM to 7/31/2021 11:59:59 PM. The view is filtered on Division, which keeps Division East.

Transport Trend Division East



The trend of Transports for Time First Unit Assigned Month broken down by Division. Color shows details about Time First Unit Assigned Year. The data is filtered on Time First Unit Assigned, which ranges from 1/1/2017 12:00:00 AM to 7/31/2021 11:59:59 PM. The view is filtered on Division, which keeps Division East.

Action Items

- **Basic Life Support (BLS) Transport**

- Increases Paramedic (ALS) Unit Hours
- Federal Reimbursement Focus
- EMT-Basic Capacity/Recruiting
- Hospital Transfers

- **Ambulance Patient Offload Delays**

- **System Credentialed ALS Resources**

- Administration
- Fire

- **EMT & Paramedic In-House Schools (Simultaneous)**

- **TeleHealth**

- **Public Education**

[Responding to a disaster within a disaster](#)

Staffing. MCHD utilized our incident command system and brought in additional **staffing** for the event

['It's intolerable': NC 911 center staffing shortage causing delays, mistakes](#)

staffing shortages at the Durham's 911 center forced operators in a nearby city to answer

[Calif. mutual aid system dispatches FF-EMTs, medics to help hospitals with COVID-19 patients](#)

staffing levels as COVID-19 cases skyrocket across the country. On Wednesday, California officials

[Union: Fla. fire, EMS workers 'getting destroyed mentally and physically' by excessive overtime](#)

staffing levels as more employees leave, union leaders told The Ledger. In the past year

[SC county EMS providers raise alarm about frequent 48-hour overtime shifts](#)

staffed. "If we didn't have the overtime, that would put a deficit

[NC firefighters' union says 911 center staffing shortage causing response delays](#)

staffing shortage a "major risk," with "a huge impact for the public

['A danger to public safety': St. Louis 911 manager speaks out about understaffing](#)

staffing. That's higher than the department's longstanding police officer shortage, which

[Remote dispatching gives Arlington ECC an edge in operations, staffing](#)

staffing within the ECC if dispatch center staff are quarantined or otherwise prevented from reporting

[Kansas EMS providers say county leaders ignored their warnings](#)

Officials seek to make changes to correct "hemorrhaging" **staffing** levels among Sedgwick County first responders

[COVID-19 to blame for medic shortage, Calif. county officials say](#)

staffing is concerned," said Cindy Woolston, regional director for American Medical Response

[Milwaukee's private ambulance services blame low reimbursement for staffing shortages](#)

city due to **staffing** issues that the remaining services say come down to unsustainable reimbursement rates

[SC FD switches one ambulance to BLS as medic overtime nearly doubles hours](#)

staffing for an ambulance that runs within city limits, where it can get to the hospital

[Ill. bill would ease staffing requirements for volunteer ambulance services](#)

The legislation aims to address **staffing** and response time challenges in rural areas

[All 8 Ohio county hospitals placed on EMS bypass for several hours](#)

were on EMS bypass due to **staffing** shortages and an influx of COVID-19 and critical patients

[1K healthcare workers deploying to Mississippi to address shortages](#)

staffing shortages. The governor said 808 nurses, three certified registered nurse anesthetists, 22 nurse practitioners

[Lack of funding leads to shortage of EMS workers across Michigan](#)

staffing crisis among EMS workers and agencies are struggling to cover shifts, which is resulting

[Pinnacle 2021 Quick Take: 21 EMS staff retention ideas](#)

staffed. **Staffing** ideas and lessons from the pandemic Attendees

[Oklahoma City ambulance service looks for help with staffing shortage](#)

staffing shortage amid a surge in COVID-19 cases and the typical increase in service

[Recruiting paramedics, EMTs in the gig economy](#)

staffing and overworked crews. It's clear that **staffing** troubles are nothing new for EMS agencies

[Analysis: Ore. city should keep ambulance service](#)

staffing that you have, how that **staffing** impacts the insurance rates within the community for both

[Baltimore Fire Department faces questions over EMS shortages in proposed \\$304M budget](#)

increase in the EMS budget, adding the budget does not account for this year's **staffing** shortage

[Mich. FFs say private ambulances frequently unavailable after merger](#)

staffed ambulances that we had when it was North Flight EMS," he said. The Saginaw

[7 EMS positions approved to help alleviate staffing shortage in N.C. county](#)

staffing shortage. Emergency Services Director Jimmy Brissie explained a number of contributing factors

[Maine healthcare workers fear staff exits due to vaccine mandate](#)

health agencies and paramedics that the vaccine mandate will add to long-standing **staffing** shortage

['This mandate will not work for us': Maine EMS agencies want vaccine mandate reversed](#)

state are already short **staffed**, and officials say the vaccine mandate will exacerbate the situation

[N.C. county requests State Ambulance Strike Force](#)

implementing a mask mandate as well as daily COVID-19 testing as outages impact **staffing**

['A critical tipping point': Kan. county EMS wait times reach dangerous levels](#)

staffing, having fewer paramedics was part of a plan going back years, a cost-cutting

[Nurse tells Pa. city council of 30-minute wait for ambulance after relative's cardiac arrest](#)

staffing challenges in both the EMT and Paramedic positions," Micucci wrote. "Over the past

[Conn. EMS agencies say pandemic has led to drop in recruitment numbers](#)

staffing issues down the line, the department has stepped up recruitment, said Cassavechia, who has been

[Ind. bills would expand 'baby box' locations to EMS stations, VFDs](#)

staffed 24 hours a day. House Bill 1230 also would allow baby boxes to be located

[NC county plans to have EMS crews transport some patients to urgent care, not ED](#)

staffing is stretched thin. Greg Shuping, director of Haywood County's emergency

[Nature Coast EMS staffing situation 'beyond critical'](#)

staffing situation is beyond critical. "Every able person with a paramedic

[N.C. 911 center, plagued by staff shortages, deals with dispatch mix-ups](#)

Staffing shortages at the Durham 911 center have caused confusion in recent weeks, with

[N.Y. towns combine ambulance services amid staffing shortages](#)

staffing shortages, the towns of Cape Vincent and Lyme will consolidate ambulance services. The town

[COVID-19 is pushing Fla. ambulance service to its limits and beyond](#)

staffing needs, they're sending training officers and fire inspectors with paramedic certifications out on 911 calls

[Unvaccinated Wash. firefighters will no longer be able to respond to medical calls](#)

staffing issues. "There's always a potential that we could have any number

[Pinnacle 2021 Quick Take: Moments like these define successful EMS leaders](#)

staffing and funding. It's not an easy time to be a leader in EMS, but it is also

[COVID spike strains Fla. city police, fire, EMS](#)

staffing in the police department to Fire & Rescue teams being overburdened with

[Staffing shortages worry Okla. EMS leaders](#)

staffing," Laverne EMS director Bobbie Mitchell said. "If one major event

[Fla. county eliminates \\$1.2M private ambulance service subsidy](#)

staffing shortages. Other agreement changes include: A five-minute grace period for ambulance arrivals if fire

[8-minute 911 hold times in St. Louis due to dispatcher shortage](#)

staffing after months of critical news coverage about long wait times. St. Louis police

[Ala. 911 center faces dispatcher shortages, mandatory overtime](#)

staffed, the dispatchers are on mandatory overtime and tired. When you get tired, mistakes can happen

[SC county adds pay bump to 48-hour EMS shifts](#)

incentive is a stopgap effort until overall pay can be increased to address **staffing** shortages

['We're going to kill somebody': NC fire chief makes impassioned plea for staffing](#)

staffed to seven." The salary cost of adding six paramedics would be \$229,536, Herring

[Ohio EMS agency hopes to lure new EMTs to the field with a new car](#)

incentive will encourage more people to join its summer EMT course as **staffing** shortages continue

[The realities, challenges and funding of rural EMS](#)

Rural Task Force Chair Justin Grohs joins the podcast to discuss **staffing** and financial stressors

[Honolulu EMS to expand 24-hour coverage, plans community paramedicine, academy programs](#)

said that the agency has remained well-**staffed** and resilient despite the COVID-19 pandemic

[San Diego's new ambulance contract includes stiffer penalties for slow response times](#)

staffing than AMR was, he said. "Our nose is going to be in their

[Medical direction: Stepping up the ladder](#)

staffing with quarantined and infected employees - has delayed implementation here until the start of 2022. Some

[Kan. county approves \\$2.5K signing bonus for paramedics](#)

staffing shortage. "I think we're still in crisis mode," Howell said

[Ga. peer counseling program expands to help first responders deal with trauma](#)

staffed, five peer counselors, two mental health professionals, a deputy director and a director provide

['Dire situation' with COVID-19: Kan. hospital overloaded, diverting ambulances](#)

staffing, Kenagy said. Over the weekend, the hospital's emergency department began diverting

[COVID surge taxing Ga. fire-rescue department](#)

staffing contingent of about 130 frontline workers, Jordan said. But when 14 more frontline workers

[Crews 'critically stretched' as ambulances back up outside Fla. hospital](#)

staffing shortage in the next seven days: 75.8%, according to the hospital association. "There

[Acadian eyes tiered response amidst La. COVID surge](#)

staffing assistance as soon as next week. Acadian Ambulance is preparing medics to treat some

[Fla. county officials ask residents to limit 911 calls to 'true emergencies'](#)

staffed, overcrowded Brevard County emergency departments are typing up critical personnel waiting to offload patients

[NY city adjusts starting wages for new ambulance service after backlash](#)

Staffing is still anticipated to be at 25 seats with 12 paramedics and 12 EMTs

[New Orleans mayor announces contract to expand EMS services](#)

Staffing levels cannot keep up with the demand. "Some have chosen to go work to handle