



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

August 25, 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 Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed August 23, 2021, at 1:09 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on August 23, 2021, at 1:09 p.m. more than 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker

Mr. Larry Stevens

Councilor Phil Lakin

Ms. Jan Slater

Ms. Kelly Dyer Fry

Dr. Goodloe

Mr. Wiley Williams

Others Present:

Jim Winham, EMSA

Adam Paluka, EMSA

Angela McLain-Johnson, EMSA

Lora Conger, EMSA

Frank Gresh, EMSA

Tracy Johnson, EMSA

May Williams, EMSA

Chief Carl Cobb, OKCFD EMS Chief

Trustees Absent:

Chief Bryan Wood - Excused

Mr. Scott Vaughn - Excused

Ms. Allison Petersen - Excused

Ms. Tammy Powell - Excused

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A quorum was present, and the meeting was called to order at 1:02 p.m. by Chairman Wiley Williams

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated July 28, 2021.

A motion was made by Dr. Goodloe to amend the minutes as follows: item #5, a correction to the statement regarding the projected decrease to ALS call volume and item #7, a correction to details regarding Dr. Goodloe's presentation to the Tulsa City Council. The motion to approve the minutes as amended was made by Mr. Stevens seconded by Ms. Slater the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated July 28, 2021.

AYE: Chief Baker, Ms. Fry, Councilor Lakin, Ms. Slater, Mr. Stevens, Mr. Williams

NAY: None

ABSENT: Chief Wood, Ms. Petersen, Mr. Vaughn, Ms. Powell

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report** – Mr. Williams advised the Board that he did not have a report for the meeting. Mr. Williams stated he would like to meet with Mr. Lakin and Ms. Slater to discuss some internal personnel issues in the next week.
2. **President's Report**
 - a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for July 2021 to the Board. Mr. Gresh reported for the Eastern Division Beneficiary jurisdictions, Priority 2 were in compliance and Priority 1, 3 & 4 were not in compliance. In the Eastern Division Non-beneficiary jurisdictions were not in compliance on Priority 1 and 2 calls and there were no Priority 3 or 4 calls. The Western Division Beneficiary jurisdictions were not in compliance in all categories. The Western Division Non-beneficiary jurisdictions Priority 4 calls were in compliance and Priority 1, 2 and 3 calls were not in compliance. Mr. Gresh shared the running 12- month compliance for both divisions as well as exclusions.
 - b. **Patient Financial Services Report**- Angela Johnson, Chief Revenue Officer – Ms. Johnson reported repeated high call volume in the month of July. Total cash collection rates were shared to show a significant increase in both divisions. The Veteran's Administration paid a large amount of outstanding claims as reflected in the total cash collections. COVID patient transports data was shared to reflect a recent increase.

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- c. **Financial Report-** Lora Conger, Chief Financial Officer- Ms. Conger reported EMSA's FY2021 Income Statement. EMSA is currently undergoing the annual audit which will be reported in the September 2021 meeting.
- d. **Key Performance Indicators Report** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for July 2021. Mr. Paluka reported that overall, Patients in both divisions are still exceedingly pleased with EMSA's services. These metrics will be shared with field crews. There was an increase of Community Outreach requests in July but, EMSA is suspending community outreach participation due to the increase of COVID cases and the need to preserve field crews for regular system response. In the month of July, we had 1400 visitors to the new recruiting website and 31 connections. Information Technology had a good month. The EMSACare subscriber campaign is underway in Tulsa and starting in Oklahoma City soon.
- e. **President Commentary** – James Winham, Chief Executive Officer – Mr. Winham gave details about some of the changes that have occurred over the past couple of years due to COVID which has contributed to the impact of low staffing. Mr. Winham presented the weekly headcount, EMSA's COVID-19 team member data and outlined the staffing shortage in both divisions. There was a discussion about an analysis to require EMSA Team Members to be vaccinated against COVID-19. Mr. Winham shared data regarding response and transport trends for both divisions. EMSA continues to have short staffing, hospital delays and record call volume, like other services.

Mr. Winham shared a Financial Review for the BLS system, outlining the impact that it may or may not have on our current system. The anticipated financial impact could be as much as \$1.1 million per year. There was a conversation about additional operating cost to consider if these units were to be added to the system. Data explaining the staffing and scheduling requirements for the BLS program were shared.

A motion was made by Mr. Stevens and seconded by Ms. Slater to accept the President's Report.

AYE: Chief Baker, Ms. Fry, Councilor Lakin, Ms. Slater, Mr. Stevens, Mr. Williams

NAY: None

ABSENT: Chief Wood, Ms. Petersen, Mr. Vaughn, Ms. Powell

The motion is passed.

- 3. **Approval of Memorandum of Understanding between the City of Nichols Hills and the Emergency Medical Services Authority.** Mr. Williams explained the details of the MOU. After a conversation, the Board expressed concerns with the agreement specifically stating that there would be a dedicated BLS unit to station near the Nichols Hills City Hall and Fire Station and the potentially traffic safety risk within the Nichols Hills community.

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A motion was made by Mr. Stevens and seconded by Ms. Slater to table the approval of the Memorandum of Understanding between the City of Nichols Hills and the Emergency Medical Services Authority while a committee is set up to further negotiate with the City of Nichols Hills.

AYE: Chief Baker, Ms. Fry, Councilor Lakin, Ms. Slater, Mr. Stevens, Mr. Williams

NAY: None

ABSENT: Chief Wood, Ms. Petersen, Mr. Vaughn, Ms. Powell

The motion is passed.

Councilor Lakin departed the meeting at 2:21 p.m.

- 4. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe gave a detailed explanation of the continued stress on the 911 system and hospitals. Dr. Goodloe explained the collaborative efforts of EMSA and the Oklahoma City Fire Department to facilitate the timely turn around for EMSA ambulances to return to the 911 system. Dr. Goodloe expressed concerns about the under-vaccinated and unvaccinated EMSA Team Members and the impact of the capacity and safety of the system.

In regard to the BLS system, MCB/OMD supports a BLS to ALS system design but not an ALS to BLS or downgrade system design.

A motion was made by Mr. Stevens and seconded by Ms. Fry to accept the Chief Medical Officer Report.

AYE: Chief Baker, Ms. Fry, Ms. Slater, Mr. Stevens, Mr. Williams

NAY: None

ABSENT: Chief Wood, Ms. Petersen, Mr. Vaughn, Ms. Powell, Councilor Lakin

The motion is passed.

- 5. New Business** – No new business.
- 6. Trustees' Reports** – No Trustees' Reports
- 7. Next Meeting** – Wednesday, September 22, 2021, at 1:00 p.m. Live meeting required.
- 8. Adjourn** – The meeting was adjourned by Mr. Williams at 2:47 p.m.

May Williams, Assistant Secretary

Date