

EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Special Board of Trustees Meeting

December 16, 2020 at 1:00 p.m. via Teleconference

220 W. 2nd St., Stroud, Oklahoma 74079

Minutes:

NOTICE AND AGENDA for the Special Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed December 14, 2020 at 10:18 a.m. with the City Clerk of Tulsa and with the City Clerk of Oklahoma City on December 14, 2020 at 10:14 a.m. more than 48 hours prior to the time set for the meeting.

Trustees Present:

Mr. Larry McAtee
Chief Michael Baker,
Ms. Jan Slater,
Ms. Tammy Powell,
Mr. Wiley Williams,
Mr. Larry Stevens,
Mr. Phil Lakin,
Mr. Scott Vaughn,
Ms. Allison Petersen, 1:10 p.m.

Trustees Absent:

Chief Bryan Wood, Excused

Others Present:

Jim Winham, EMSA
Angela McLain-Johnson, EMSA
Lora Conger, EMSA-Videoconference
Frank Gresh, EMSA
Adam Paluka, EMSA-Videoconference
James Davis, EMSA-Videoconference
Bryan Jones, EMSA-Videoconference
Christopher Jenkins, EMSA-Videoconference
John Graham, EMSA-Teleconference
May Williams, EMSA-Videoconference
Colin Roy, EMSA-Videoconference
Johna Easley, EMSA-Videoconference
Jim Orbison, Riggs Abney-Teleconference
Kris Koepsel, Riggs Abney -Videoconference
Tina Wells, AMR-Videoconference
Jeff Mosher, City of OKC-Videoconference

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

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated October 28th 2020 via tele/videoconference

A motion made by Mr. Vaughn and seconded by Mr. Lakin the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated November 18, 2020.

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

NAY: None

ABSENT: Ms. Petersen, Chief Wood

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report** – Mr. Williams said the City of Oklahoma City had closed on the new Oklahoma City headquarters building and he is in possession of the deed. He said he was waiting for the property owner to change the locks and supply a new key. Ms. Slater asked if EMSA would need to make a lot of repairs, and Mr. Winham said there would be some that would need to be made before the company can move into the facility. Mr. Williams said he would be preparing a lease for EMSA to sign so they could hold on to the property long term. Mr. Vaughn asked why there was such a large difference in response time compliance between the Eastern and Western Divisions. Mr. Gresh said the Western Division response times are affected by the massive size of the Western Division geographical area. He said the former contractor also had staffing issues as they were preparing to leave the EMSA system. Ms. Slater asked if the numbers would still be historically low with EMSA taking over operations, and Mr. Winham said they would continue to be lower than the response time standard. Mr. Gresh said response time standards and compliance will be treated exactly the same with EMSA running operations.
2. **President's Report**
 - a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for November 2020 to the Board. Mr. Gresh said that for Eastern Division Beneficiary City, the Operational Contractor was in compliance for Priority One and Two calls, but out of compliance for Priority three and four calls as well

as out of compliance in the Non-beneficiary cities on Priority One and Two calls. In the Western Division, the contractor was out of compliance in each category.

***** Ms. Petersen arrived at 1:10 p.m.*****

- b. **Patient Financial Services Report**- Angela Johnson, Chief Revenue Officer – Ms. Johnson said call volume in the Eastern and Western Divisions is slightly less than what was expected pre-COVID. She said cash collections are doing well in both divisions. Ms. Petersen asked if there would be any delay in numbers for December because of the transition. Ms. Johnson said she did not believe there would be. Ms. Slater asked why cash collections were moving up while transport numbers were decreasing earlier in 2020, and Ms. Johnson said that was because collections lag transports by 90 days and there was a large payment to EMSA by the VA which affected cash collection numbers.

A motion made by Mr. Lakin and seconded by Mr. Stevens the Board of Trustees voted to accept the November 2020 Operational Compliance Report and Patient Financial Services Report.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

- c. **Financial Report**- Lora Conger, Chief Financial Officer – Ms. Conger presented the September 2020 financials to the Board. She said the financial reports run behind the Patient Financial Services reports. She said patient revenue is above budget – as the expected revenues decreased because of COVID. She said the biggest variance is due to contractor expense which is also affected by the volume discrepancy. Ms. Conger also shared the departmental expense tracker with the Board to show how money is distributed among various departments at EMSA.
- d. **Key Performance Indicators Report** – Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka reported on the KPIs for November 2020. Mr. Paluka said Patient Satisfaction scores were above 90% in each division. He said special events are still suspended in terms of educational demos. Mr. Paluka said there was some media coverage related to the transition, but those stories were all neutral. There were no negative stories.

A motion made by Ms. Peterson and seconded by Ms. Slater the Board of Trustees voted to accept the November 2020 Financial Report and Key Performance Indicators Report.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

- e. **President Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham gave an update on the transition, telling Trustees it has been 16 days since EMSA assumed operational control of the system. Winham said EMSA transitioned 95% of contractor Team Members who requested to transition. He said a small number stayed with AMR – they do have an office in Tulsa. He said the Team worked very hard to get them transitioned over and get benefits for the newly transitioned Team Members. Mr. Winham said there have been some hiccups, but the EMSA Leadership Team is working to make it as smooth as possible. He said the number one priority right now is to increase staffing numbers for operations in both divisions. He said there will be sign-on bonuses, in-house paramedic schools, and other incentives to increase staffing. He also spoke about the vaccine administration for frontline medics in the system beginning the fourth week of December. He thanked all team members who helped make the transition a success. Mr. Williams asked how the vaccines would be administered and Mr. Winham said the local health departments will handle inoculations. Ms. Peterson asked if when bringing over Clinical Department team members we did independent credential verification. Ms. Johnson said that EMSA did utilize a third party.
3. Approval and Award of Request for Proposal IT-2020-0001 – The purpose of RFP was to solicit proposals from qualified vendors to purchase network infrastructure equipment for the new Oklahoma City Office. Mr. Gresh explained that Pinnacle out of Edmond was recommended as the vendor for this project.

A motion made by Mr. Stevens and seconded by Mr. Lakin the Board of Trustees voted to select Pinnacle as the vendor for this project.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

4. Authorization by the Board for the President and Chief Executive Officer to approve settlement of claims. Mr. Winham explained this is for claims patients make against EMSA that would not be turned in to insurance under the \$5,000 threshold, which is the insurance deductible. Mr. Winham explained he would work in concert with EMSA's legal advisors, the CFO, and the Compliance Department to make sure settling was appropriate. Ms. Johnson said further additions could be discussed at the January 2021 EMSA Legal Committee meeting.

A motion made by Mr. Lakin and seconded by Chief Baker, the Board of Trustees voted to authorize the President and Chief Executive Officer to approve settlement of claims up to \$5,000.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

5. Discussion and possible action on an Executive Session of the Board, as authorized by Title 25, §307.B1 of the Oklahoma Statutes, for the purpose of discussing the employment of Lara Ann Winham as Public Affairs Manager-Western Division.

Mr. Williams 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 Ms. Peterson and seconded by Ms. Slater, the Board of Trustees voted to enter an Executive Session at 1:50 p.m.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

6. After a return by the Board to the public meeting, there were no action items.
7. An Executive Session of the Board of Trustees, as authorized by Title 25, §307.B4 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, including, but not limited to, the Complaint filed by EMSA against American Medical Response Ambulance Service, Inc. in the United States District Court for the Northern District of Oklahoma Civil Action No. 20-CV-00455-GKF-FHM, 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 claims and litigation in the public interest.

Mr. Williams 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. Lakin and seconded by Mr. Stevens, the Board of Trustees voted to enter an Executive Session at 2:25 p.m.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

***** Ms. Petersen left the meeting at 2:30 p.m.*****

***** Mr. Stevens left the meeting at 2:30 p.m.*****

8. After a return by the Board of Trustees to the public meeting, there were no action items.
9. **Chief Medical Officer's Report**- Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe reminded the Board that while there have been changes in the structure of EMSA, the clinical standards have not changed. He said is very pleased to see the dedication of the Paramedics and EMTs. He also said he is speaking with hospitals about getting crews back on the streets to care for patients.
10. **New Business** – No new business.
11. **Trustees' Reports** – No Trustees' Reports
12. **Next Meeting** – Wednesday, January 27, 2021 at 1:00 p.m.
13. **Adjourn** – The meeting was adjourned by Mr. Williams at 2:51 p.m.

Adam Paluka, Assistant Secretary

Date