

EMSA



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

Operational Compliance Report June 2023

Johna Easley
President & CEO



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

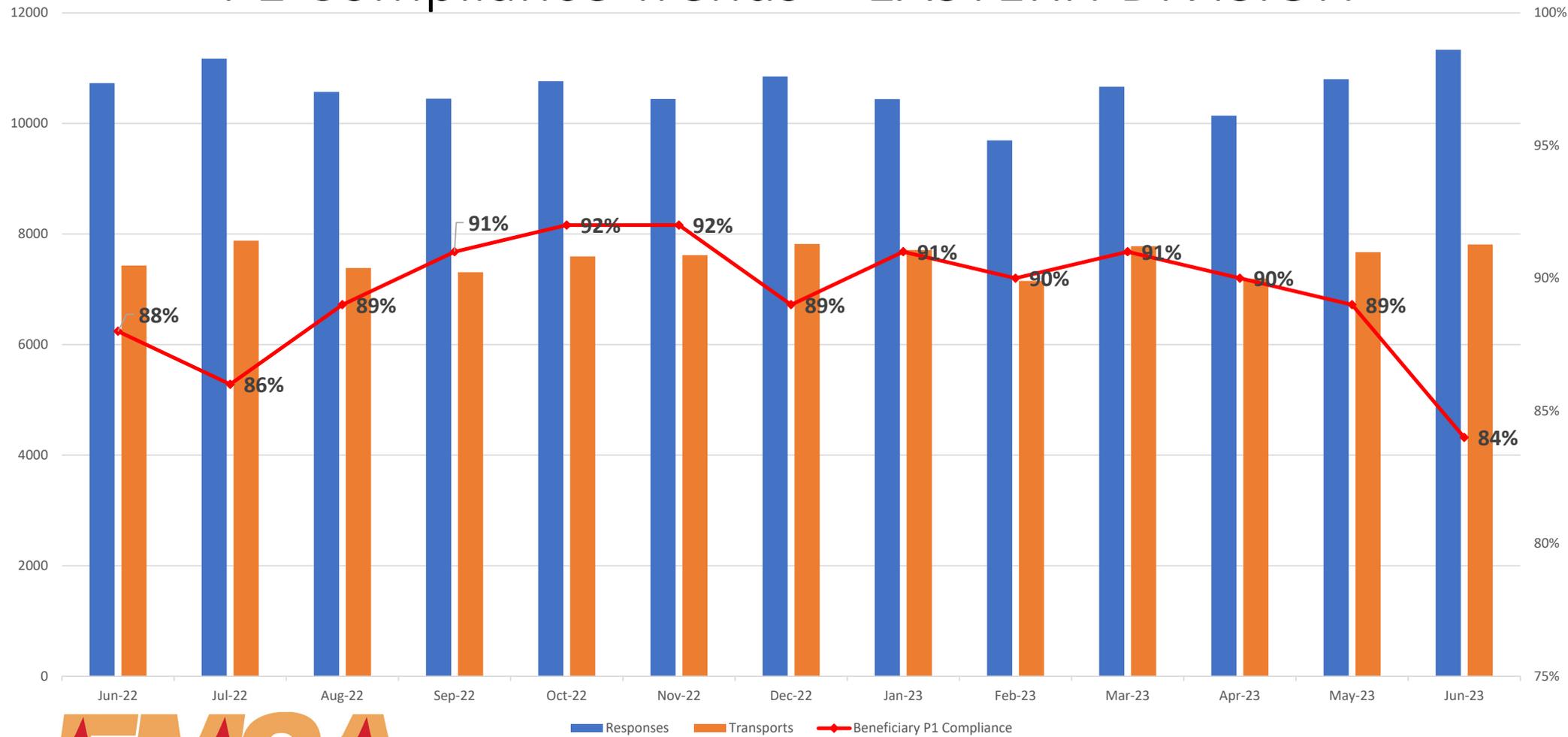
May 2023 Compliance Summary – Combined

	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	84%	87%	87%	77%
East NB Total	Priority 1&2	69%	N/A	100%
West Ben. Total	89%	97%	88%	71%
West NB Total	82%	94%	88%	N/A



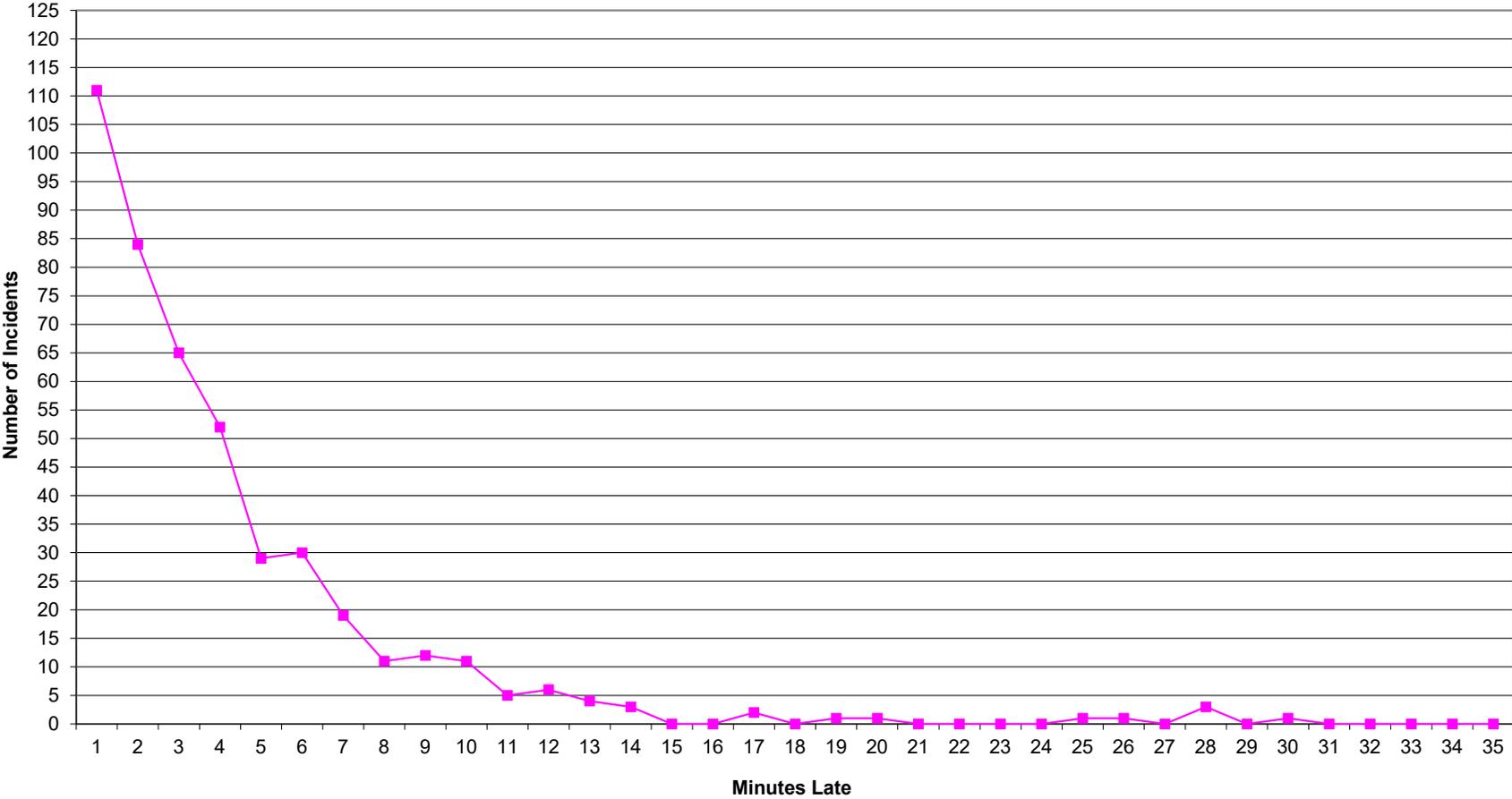
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P1 Compliance Trends – EASTERN DIVISION



■ Responses ■ Transports —●— Beneficiary P1 Compliance

**Eastern Division Priority 1 Late Calls
June 2023**



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<https://www.news9.com/story/649574d1eca58608ecd852f/despite-free-dropoff-site-some-dump-storm-debris-illegally-tulsa-mayor-bynum-says>



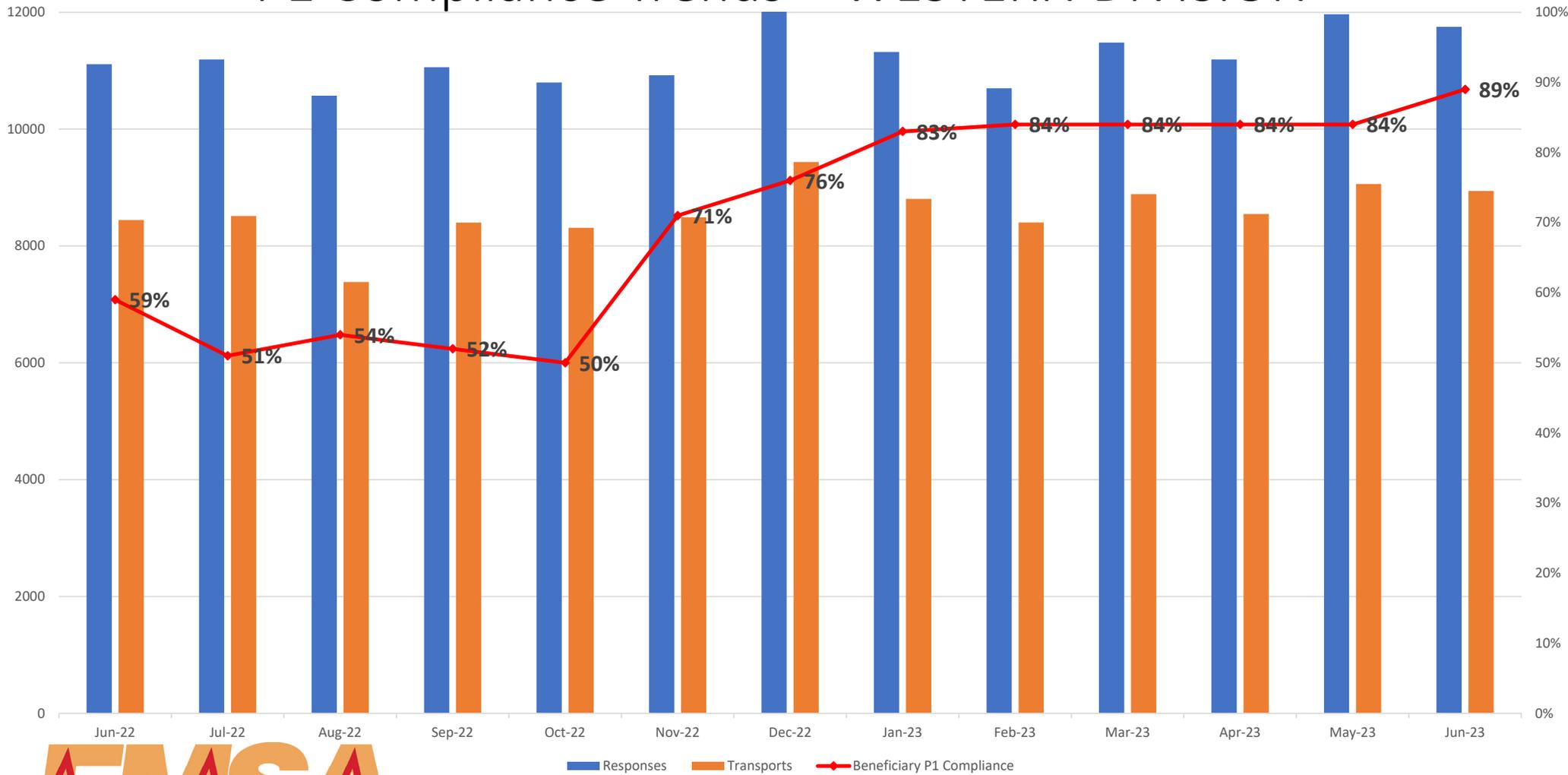
<https://www.newson6.com/story/6490292f621b83072bded212/residents-across-tulsa-picking-up-the-pieces-after-intense-storm>

Severe Storm Response June 18th – 23rd

- In the four days following the event, we received more than a 100% increase in calls to our communications center, a 30% increase in responses, and a 15% increase in patient transports over the course of the event.
- In addition to immediate storm-related volume increases, there were over 200 downed powerlines, debris-blocked streets, and over 200,000 Tulsans without power. These conditions led to significantly delayed responses.
- In the aftermath of the event, EMSA responded to an increase in heat-related illnesses and traumatic injuries related to debris cleanup.
- 44% of late responses occurred during these five days, and without the storm event, compliance would likely have exceeded 91%
- Actions taken to meet the need:
 - 10% increase in unit hour production through callbacks with more than 250 team members being contacted, including overtime from BPM team members.
 - EMSA also temporarily suspended paramedic school to add 400+ unit hours.
 - Additional dispatchers were called in to manage increased call volume
 - EMSA, while delayed by volume and storm debris, responded to all requests for service.
 - EMSA worked with OMD to expand BLS eligibility to preserve ALS units for higher priority calls.

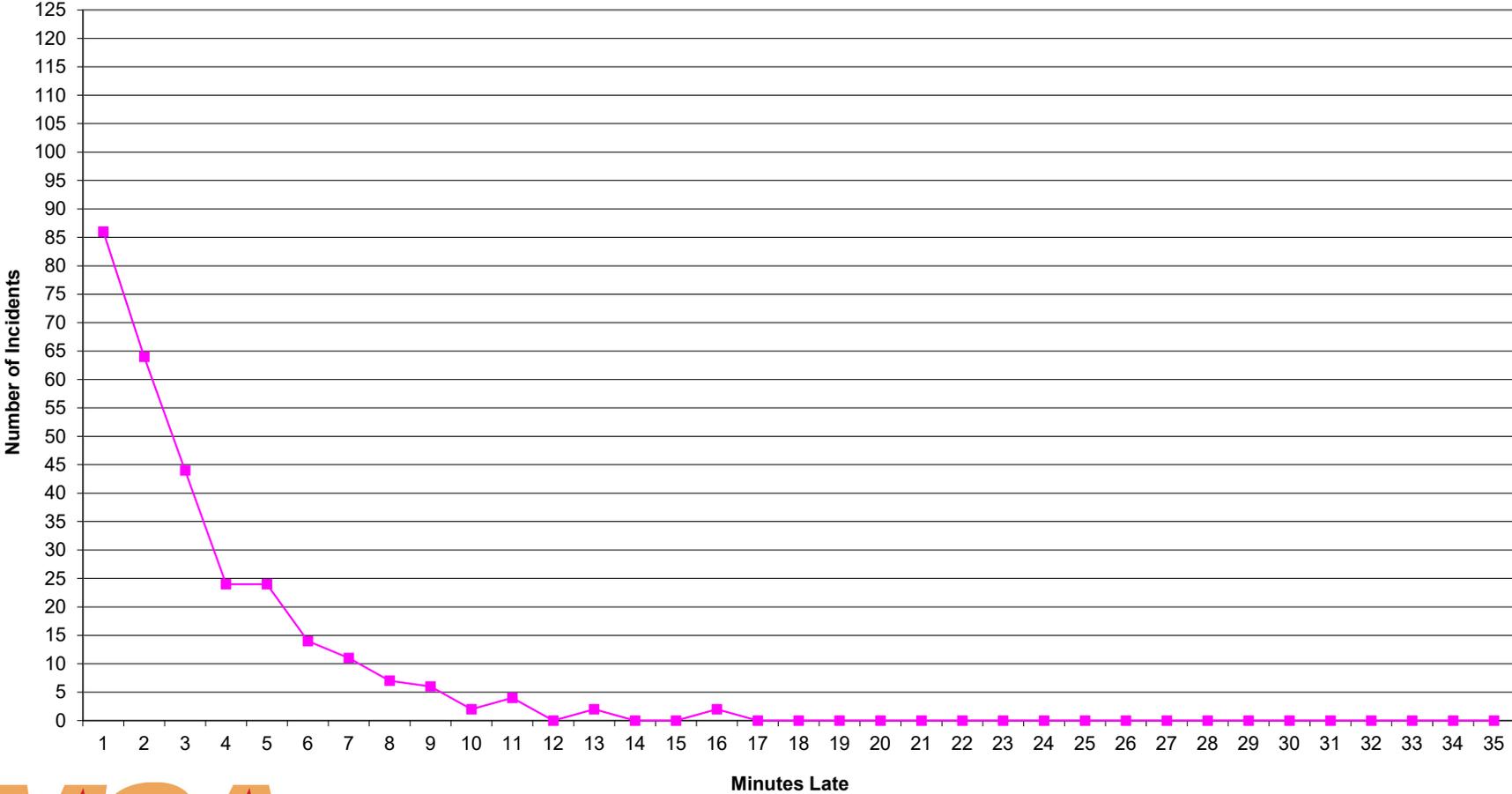


P1 Compliance Trends – WESTERN DIVISION



■ Responses ■ Transports ◆ Beneficiary P1 Compliance

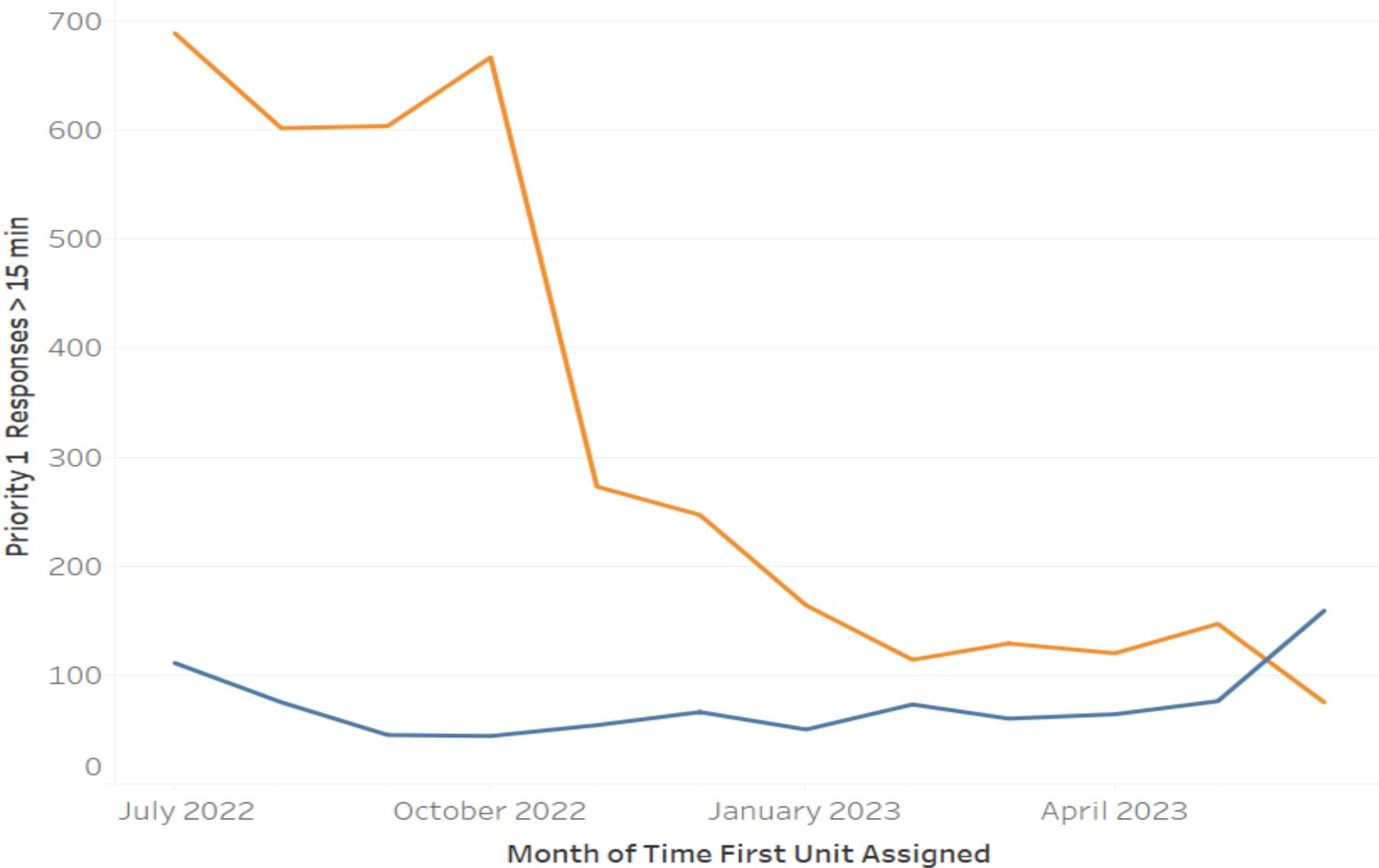
**Western Division Priority 1 Late Calls
June 2023**



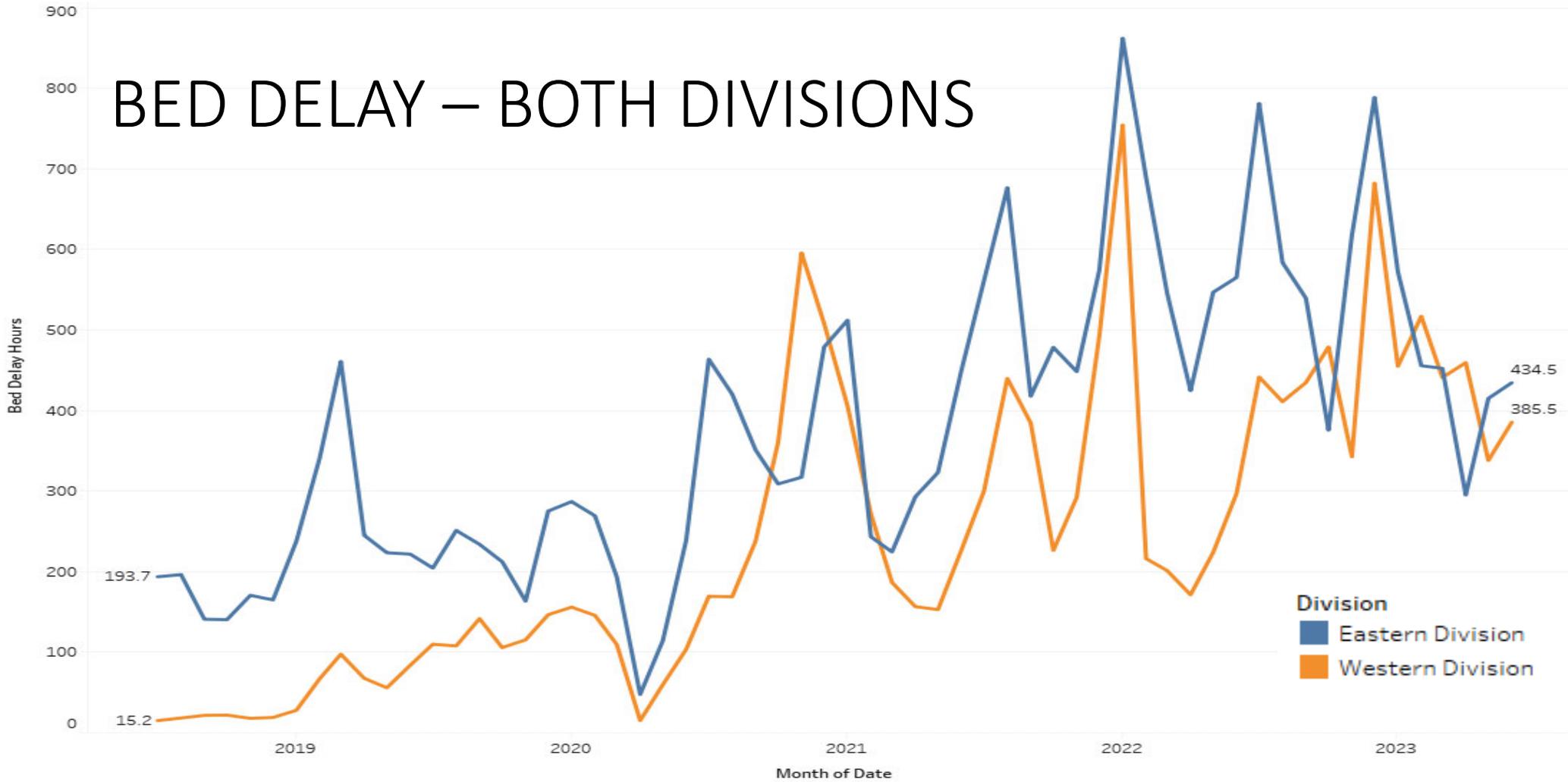
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Response Time greater than 15 Minutes

Division
■ Eastern Division
■ Western Division

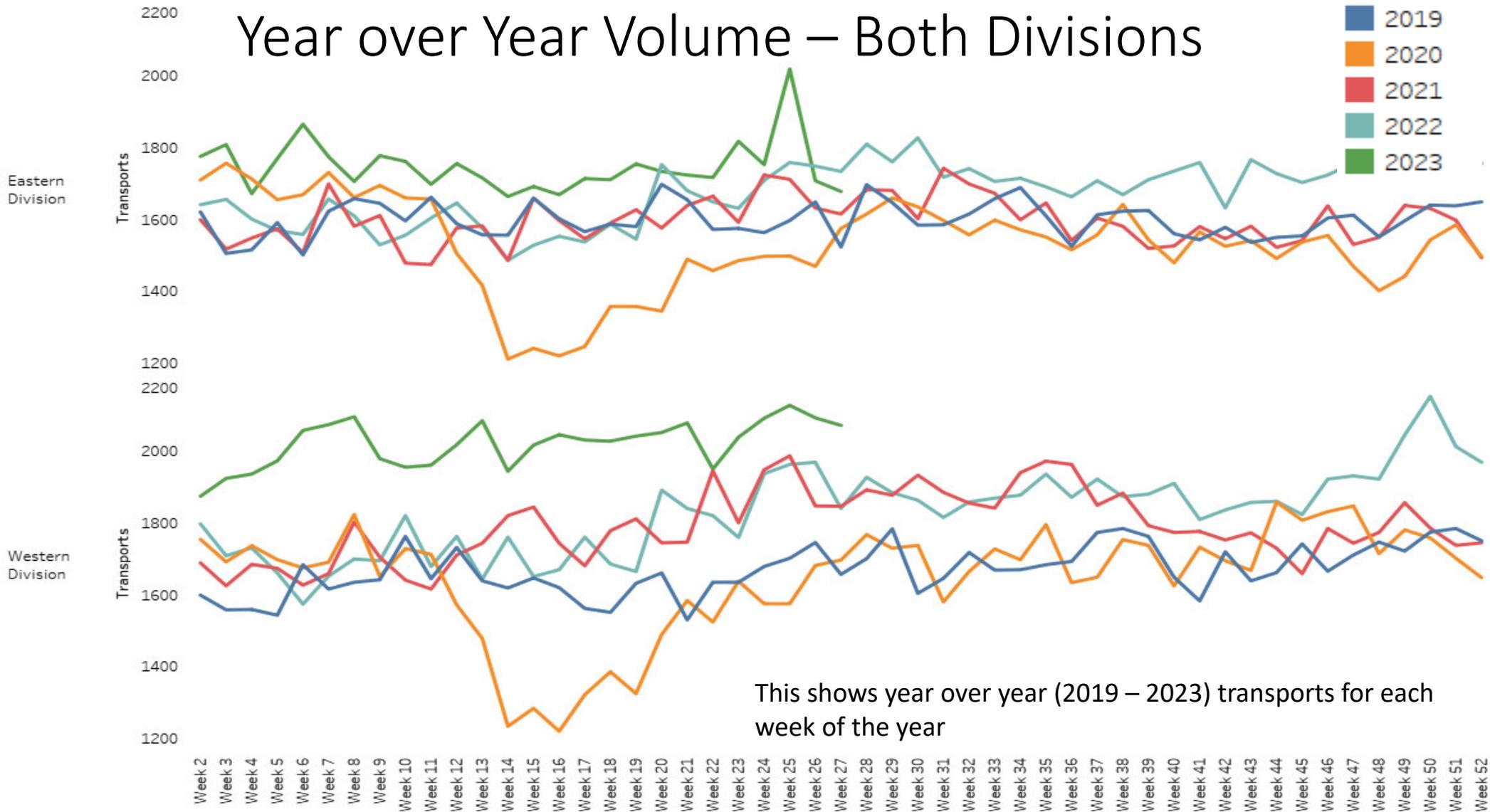


BED DELAY – BOTH DIVISIONS

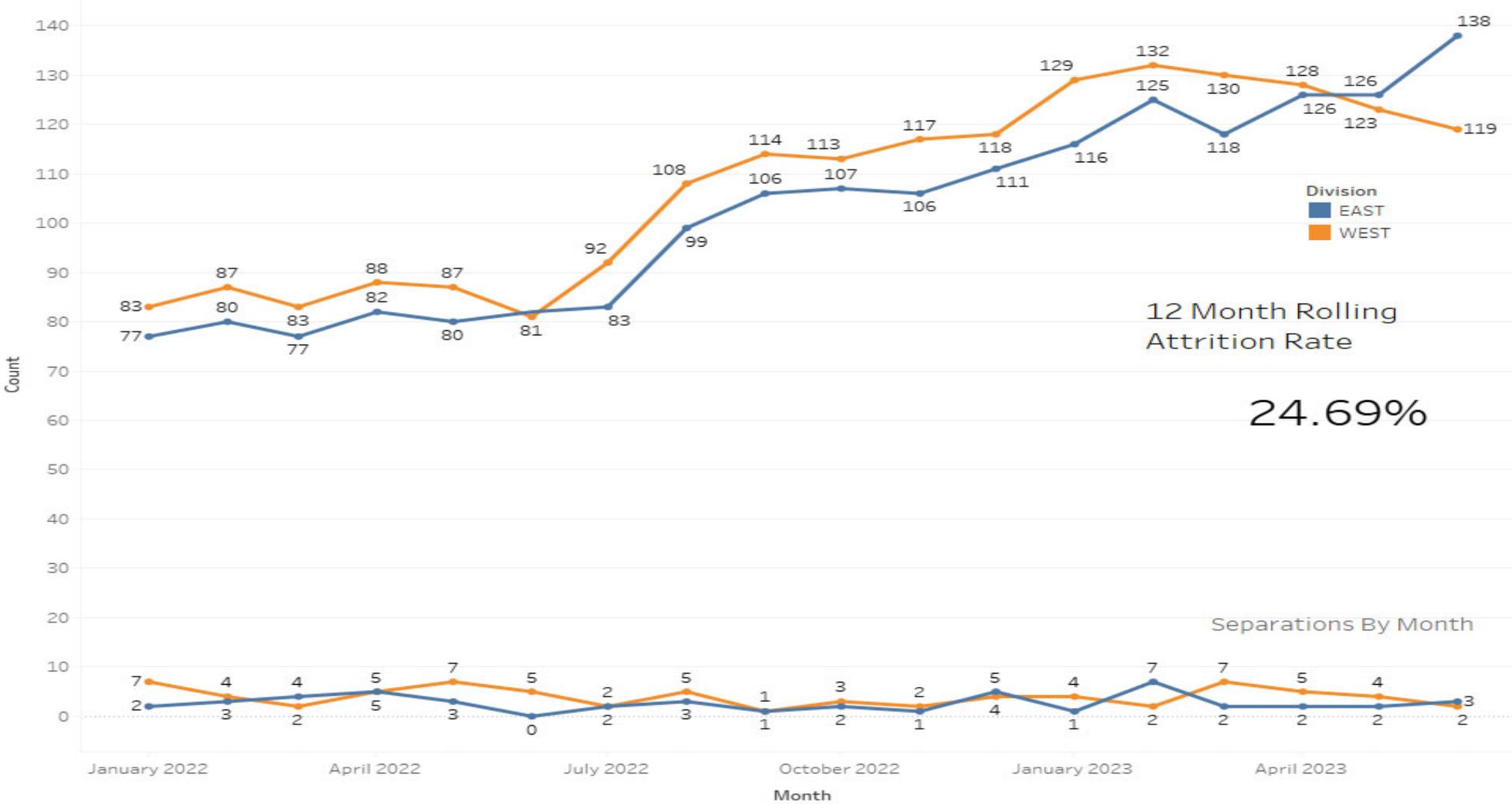


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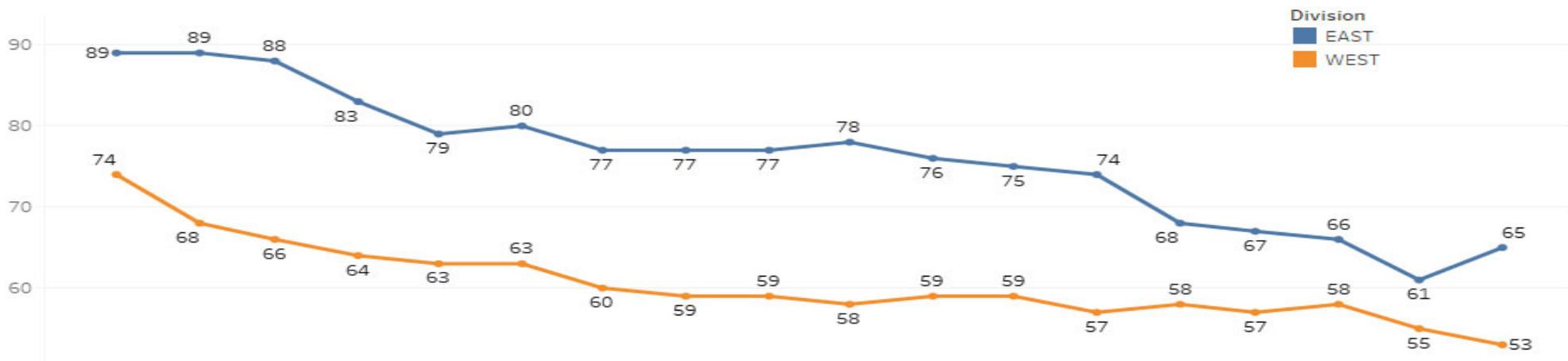
Year over Year Volume – Both Divisions



EMT Headcount Over Time



Paramedic Headcount over time



12 Month Rolling Attrition Rate

28.35%

Separations By Month



Headcount Dashboard



		FT Goal	Full Time	PT	Headcount Percent
EAST	911 - EMT	89	116	6	134%
	Communications	23	20	0	87%
	IFT - EMT	16	3	2	25%
	Logistics	22	22	0	100%
	Paramedic	75	63	17	95%
	Total		225	224	25
WEST	911 - EMT	98	107	15	117%
	Communications	23	17	0	74%
	IFT - EMT	20	2	2	15%
	Logistics	22	24	6	123%
	Paramedic	80	54	5	71%
	Total		243	204	28
Grand Total		468	428	53	97%

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