



**EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST**

**Regular Board of Trustees Meeting**

**August 24, 2022, at 1:00 p.m. via Teleconference**

1417 N Lansing Avenue, Tulsa, OK 74106

6205 S. Sooner Road, OKC OK 73135

**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, 2022, at 9:08 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on August 23, 2022, at 8:40 a.m., 24 hours prior to the time set for the meeting.

**Trustees Present:**

Dr. Jeffrey Goodloe  
Chief Richard Kelley  
Phil Lakin  
Allison Petersen  
Tammy Powell - 1:01 p.m.  
Scot Rigby  
Jan Slater  
Wiley Williams

**Others Present:**

Johna Easley, EMSA  
Frank Gresh, EMSA  
Adam Paluka, EMSA  
James Davis, EMSA  
Tracy Johnson, EMSA  
Christopher Jenkins, EMSA  
Sonia Coleman, EMSA  
Lora Conger, EMSA  
Chief Carl Cobb, OKC Fire  
Chief Chris Goodwin, Edmond Fire  
Jim Orbison, Riggs Abney  
Kris Koepsel, Riggs Abney  
David Howerton, OMD  
Asbel Montes, Solutions Group

**Trustees Absent:**

Chief Michael Baker - Excused  
Scott Vaughn - Excused  
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.

**\*\*\* Ms. Powell arrived at the meeting at 1:01 p.m.\*\*\***

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Meeting dated July 27, 2022.

A motion was made by Mr. Lakin and seconded by Ms. Slater to accept the July 27, 2022, Meeting Minutes.

AYE: Chief Kelley, Mr. Lakin, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Williams

NAY:

ABSENT: Chief Baker, Mr. Vaughn, Chief Wood

ABSTAIN: Ms. Petersen

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report-** Wiley Williams, Chairman of the Board, thanked Trustees for the work they did in his absence. He said he is feeling much better and is ready to continue the work of the Board.
2. **Approval of Service Agreement between EMSA and HRSM/MS for Managed Payroll Services -** Johna Easley, Interim President & Chief Executive Officer

Ms. Easley presented a service agreement that is a one-year extension of a contract with HRSM/MS to assist EMSA in managing payroll. This year extension will determine if EMSA will continue to outsource payroll or use the outside firm to manage EMSA's payroll process. They also provide a consulting piece that Ms. Easley said has been very helpful.

A motion was made by Ms. Petersen and seconded by Ms. Slater to approve the service agreement between HRSM/MS for managed payroll services.

AYE: Chief Kelley, Mr. Lakin, Ms. Petersen, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Williams

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NAY: None

ABSENT: Chief Baker, Mr. Vaughn. Chief Wood

The motion is passed.

**3. Emergency Purchase Request – Approval of emergency purchase of used ambulances, including a determination of an emergency and waiver of bidding requirements as provided in Okla. Stat. tit. 60 § 176(L). – Frank Gresh, Interim Chief Operating Officer**

Mr. Gresh explained that EMSA is far behind in getting new ambulances from the manufacturer – this is an industry wide problem facing all EMS providers. Mr. Gresh said that as EMSA adds employees, there will soon not be enough ambulances in the system. In the Western Division, EMSA only has 48 out of 60 ambulances available. To add vehicles into the fleet as quickly as possible, EMSA would like to purchase two ambulances for \$111,700. Mr. Gresh said EMSA will continue to evaluate the possibility of adding more used ambulances as they become available.

A motion was made by Ms. Slater and seconded by Chief Kelley to declare an emergency, approve the emergency purchase request of two ambulances, and waive the bidding requirements as provided in Okla. Stat. tit. 60 § 176(L).

AYE: Chief Kelley, Mr. Lakin, Ms. Petersen, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Williams

NAY: None

ABSENT: Chief Baker, Mr. Vaughn. Chief Wood

The motion is passed.

**4. Update on EMSA’s Governing Documents – Kris Koepsel, EMSA Legal Counsel**

Mr. Koepsel said he is waiting to receive documents from the City of Oklahoma City. He said the Board may need to have some small group meetings with 4-5 Trustees in the future, and he will keep Trustees updated.

**5. President’s Report**

- a. **Revenue Cycle Management Report-** Asbel Montes, Solutions Group Consultant– Ms. Easley introduced Mr. Montes to update the Board on Revenue Cycle Management. Mr. Montes said his group stepped in to assist EMSA after several Revenue Cycle Managers left the organization in early 2022. He said there have been some challenges related to those departures but feels the department should return to normal billing practices in the

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next 60-90 days. Mr. Montes explained how his group has helped the team and detailed some current constraints facing the Revenue Cycle Team. Ms. Slater asked about hiring new managers, and Ms. Easley said she wanted to reimagine the department with the help of the new Director of Revenue Cycle Management, Sonia Coleman. Ms. Easley said it is important to consolidate essential areas that were previously duplicated and making processes more efficient resulting in the need for less staff and higher job satisfaction among current staff. Ms. Powell asked if EMSA is currently engaged in best practices in Revenue Cycle Management. Mr. Montes said unlike hospitals, there are not many industry standards in EMS billing, but his experience in the field has allowed him focus some of those benchmarks.

- b. Operational Compliance Report** – Frank Gresh, Interim Chief Operations Officer – Mr. Gresh provided the Compliance Report for the month of July 2022 to the board as follows:

	Priority 1	Priority 2	Priority 3	Priority 4
East Ben. Total	86%	93%	82%	88%
East NB Total	Priority 1 &2	77%	100%	N/A
West Ben. Total	51%	70%	62%	72%
WestNB Total	Priority 1 &2	70%	100%	N/A

Mr. Gresh said August compliance numbers in the Western Division are looking better than July numbers. He also said EMSA is continuing to have conversations with hospitals about ongoing bed delay. Ms. Slater asked which agencies provide mutual aid to EMSA. Mr. Gresh answered that in the Eastern Division Mercy, Miller, Broken Arrow Fire. In the Western Division it is Miller, Pafford, SSM, and Normal Regional. Mr Gresh said volume is trending above 2021 levels in the East and has slightly decreased in the West. After sharing headcount numbers, Mr. Gresh said EMSA will consider adding an in-house EMR course to help with staffing in both East and West 9-1-1 Communications Centers. Chief Kelley asked the utilization of Advanced Life Support trucks on Inter-Facility Transfer calls. Mr. Gresh explained that in July, we did not have the expected number of IFT EMTs from our contracted provider, Best Practice Medicine, but by the third week of July we were able to increase the numbers of IFT EMTs. Chief Kelley also asked about the number of Paramedics in Oklahoma City. Mr. Gresh said there is currently an Academy with one paramedic in Western Division, and it is a topic conversation with HR and the Recruiting Team. Chief Kelley asked about staffing special events, and Mr. Gresh said events, especially the State Fair, will be difficult to staff but EMSA is working with OKCFD to assist with staffing those events.

- c. Financial Report** – Lora Conger, Chief Financial Officer - Ms. Conger presented the FY22 Income Statement as of June 2022. She said there is a positive variance on net patient revenue. She said there is a large variance on operating expenses with salary and wages having the largest unbudgeted expenses. She also said that the auditors are at EMSA this week. Ms. Slater asked about repair and maintenance costs. Ms. Conger said because of

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inflation and supply chain issues are causing EMSA to pay a premium for some items like vehicle engines and transmissions. Ms. Powell asked where EMSA is using contract labor. Ms. Conger explained there are a small number of contractors who work administratively in the office, the Fire Departments who staff the TOC medic program, and Best Practice Medicine who supplies the IFT EMTs.

- d. Key Performance Indicators Report-** Adam Paluka, Chief Public Affairs Officer – Mr. Paluka explained that July was a very busy month for media because of Medical Heat Alerts being issued in both divisions. He also explained some positive media coverage about a patient who survived a cardiac event due to dispatch instructions and treatment by his EMSA crew who reunited with his medics. Mr. Paluka said he would send the news story to Board. Paluka also talked about the ongoing EMSAcare marketing campaign in Tulsa and next month's campaign in Oklahoma City.
- e. President Commentary-** Johna Easley, Interim Chief Executive Officer – Ms. Easley presented organizational initiatives to improve operational compliance. She began by talking about the EMSA Advantage in-house EMT schools in Tulsa and Oklahoma City. Ms. Slater asked about the pass rates for the initial group of students, and Mr. Gresh said it was 100% in Oklahoma City and 70% in Tulsa. The Clinical Education Department has made some tweaks to improve the course for the second group of students. Ms. Easley said she is also working with the Office of the Medical Director to shorten the credentialing times for BLS 9-1-1 medics. Dr. Goodloe shared what that adjusted timeline might consist of for those in the credentialing process. Ms. Easley said she has engaged Best Practice Medicine about the possibility of adding 9-1-1 system traveling Paramedics to both EMSA divisions. Those paramedics would be licensed in Oklahoma and credentialed by OMD. Training would be condensed, but if approved they could begin working in the system in November. She said this still in the formative stage, but Ms. Easley will be meeting with them to talk about the contractual language and other items to be settled before engaging in the contract for 25 traveling paramedics in Oklahoma City and seven paramedics in Tulsa. Ms. Petersen said she understands this is not sustainable for the long term but thinks it's the right risk to take to bring these medics into the EMSA system to help stabilize response time compliance. Ms. Easley said the second objective of bringing in the traveling paramedics is to give some reprieve to the EMSA crews who have been working hard amid staffing shortages. Ms. Easley said she will be working to make sure the contract language is written so that there is room to amend the contract to meet the needs of EMSA. Ms. Powell asked if this is a new development because she was under the impression contracted traveling paramedics were not feasible for EMSA. Ms. Easley said as they have worked through the education schedule and time commitment for these medics, however a condensed schedule that did not lessen their clinical clearance with the blessing of OMD would make this possible. Chief Kelley asked about the ease of finding the 32 paramedics who would travel to work in the EMSA system. Ms. Easley said she has meetings with BPM related to their BLS IFT contract with EMSA, and they have appeared to be confident that given enough time,

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they could source the paramedics we need in 45 to 60 days. She said BPM has not failed to find the numbers of EMTs to fulfill their BLS IFT commitment. Dr. Goodloe said in his conversations, he was told they would be sending paramedics who have at least two years' experience in a system like EMSA. They also must be licensed before they can do their field training rides. Ms. Easley said EMSA is continuing to work with hospital partners to help mitigate bed delay. She said EMSA has sent a letter to hospital leadership seeking to find collaborative solutions that will help the system and patients.

**\*\*\* Mr. Lakin Left the Meeting at 2:13 p.m.\*\*\***

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

AYE: Chief Kelley, Ms. Petersen, Ms. Powell, Ms. Rigby, Ms. Slater, Mr. Williams

NAY: None

ABSENT: Chief Baker, Mr. Lakin , Mr. Vaughn. Chief Wood

The motion is passed.

- 6. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe presented Office of the Medical Director activities which included monthly meetings with EMSA and the Fire Chiefs and monthly Quality Improvement meetings with all agencies in the EMSA system. Dr. Goodloe also talked about the Whole Blood Program that is on the horizon. Dr. Goodloe said he believes this could make a difference for trauma patients, and many physicians support these initiatives. Dr. Goodloe shared data related to BLS 9-1-1 and said all indicators are that BLS is being deployed as design. Dr. Goodloe also talked about his conversations with legal counsel related to EMSA governing documents – mainly the uniform ambulance code and interlocal agreements. He also spoke about the need for new cardiac monitors and the timeline to bring those to EMSA and the need to align OMD protocols with updates to the ECG Monitor/ defibrillator. He mentioned these are very expensive and will be a large budgetary line item for EMSA, and he has spoken to Ms. Conger about this purchase.
- 7. New Business** – No New Business.
- 8. Trustees' Reports** – No trustees report.
- 9. Next Meeting** – Wednesday, September 28<sup>th</sup>, 2022, via video/teleconference
- 10. Adjourn** – The meeting was adjourned by Mr. Williams at 2:33 p.m.

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Adam Paluka, Assistant Secretary

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Date