

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust  
Regular Board of Trustees Meeting  
Wednesday, January 27, 2016 at 1:00 p.m. via Video Conference  
EMSA Corporate Offices**

1111 Classen Drive, Oklahoma City, OK  
1417 North Lansing Avenue, Tulsa, OK

**Minutes:**

**NOTICE AND AGENDA** for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were posted January 26, 2016 at 8:08 a.m. in the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma on January 26, 2016 at 8:14 a.m., more than 24 hours prior to the time set for the meeting.

**TRUSTEES PRESENT**

Mr. Clay Bird  
Ms. Jan Slater  
Mr. Phil Lakin (1:07 p.m.)  
Dr. Jim Rodgers  
Mr. Larry Stevens  
Ms. Allison Petersen (1:06 p.m.)  
Mr. Joe Hodges  
Dr. Jeffrey Goodloe

**TRUSTEES ABSENT**

Mr. Larry McAtee (Excused)  
Chief Bryan Wood (Excused)

**OTHERS PRESENT**

Jim Winham, EMSA  
Tracy Johnson, EMSA  
Frank Gresh, EMSA  
Kent Torrence, EMSA  
Kelli Bruer, EMSA  
Angie Lehman, EM  
Julie Roberts, EMSA  
Randy Strozyk, AMR  
Mike Murphy, AMR  
Lara O'Leary, AMR  
Joanne McNeil, AMR  
Sonny Geary, AMR  
Tina Wells, AMR  
Doug Dowler, City of OKC  
Chief James Blocker, OKC Fire  
Hannah Jackson, Schnake Turnbo

A quorum was present and the meeting was called to order at 1:05 p.m. by Mr. Clay Bird.

**CONSENT AGENDA**

**1. Approval of Board Minutes from EMSA’s Regular Board of Trustees Meeting of December 16, 2015 at 1:00 p.m.**

**Upon Motion** made by Ms. Slater and seconded by Mr. Hodges, the Board of Trustees voted to approve the Board minutes from EMSA’s Regular Board of Trustees meeting dated December 16, 2015 at 1:00 p.m.

AYE: Mr. Bird, Mr. Hodges, Mr. Stevens, Ms. Slater, Dr. Rodgers, Dr. Goodloe

NAY: None

ABSENT: Mr. Lakin, Ms. Petersen

The Motion was passed.

**REGULAR AGENDA**

**1. Chairman’s Report**

There is no Chairman’s Report at this time.

Mr. Bird inquired of Dr. Goodloe the status of payment from the City of Tulsa for medical oversight issues specific to EMTs and paramedics who operate within the Tulsa Fire Department. Dr. Goodloe confirmed that the issue had been resolved and thanked Mr. Bird and Mr. Lakin for their assistance in navigating through the confusion over those fees.

**2. Chief Financial Officer’s Report**

CFO presentation and financial reporting for December 2015, as detailed in the financial records presented at the meeting. Ms. Slater thanked Mr. Torrence for spending several hours educating her on our financial reporting.

**3. President’s Report**

Mr. Bird informed the Board that our CEO, Steve Williamson, is recovering nicely following his recent surgery and in his place Jim Winham will present the report. The President’s report detailed the monthly Compass Point Dashboard, Compliance and Exclusion, and KPI for December 2015.

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Mr. Bird inquired as to what questions are asked on patient surveys. Mr. Winham responded that there are a number of questions ranging from the time the 911 call was placed to patient care to the cleanliness of the ambulance. A discussion was had regarding the return rate, how surveys were taken, and whether or not bed delays, which are out of our control, affect the survey results. Mr. Winham stated that the benchmark results provide detailed reports of where we are versus similar size operations.

Ms. Slater reiterated a previous request regarding the board and governance criteria and how important it is to insure the board is meeting all the criteria, specifically attendance. Mr. Hodges reminded everyone that we do have board governance criteria in place and monitored under the terms of board meetings, but he does not know why that information is not being populated. Mr. Winham noted that upon Mr. Williamson's return, they and Ms. Bruer will meet about the populating of these polices.

Following the KPI report, Ms. Petersen asked if the Board should be prepared for a hit to our financials next month due to holding claims. Ms. Lehman answered not in regard to holding deductibles as this has been so successful with the five designated commercial payors that we have extended this to basically all commercial payors. However, the Medicare and Medicaid percentage cuts will represent some decrease in revenue since many of our contracts are based on the Medicare rates alone.

Mr. Winham mentioned the Continuous Improvement projects that both divisions of EMSA are currently working on with the priorities being hospital discharge, changes to controlled substances, continuity of operations, event demos and improved survey results. The most recent Continuous Improvement success is the significant monies saved on repairs of our ventilators due to the involvement of EMSA and AMR leaders and mid-management all the way down to the supply technicians. We look forward to even more savings as a result of this teamwork.

Ms. Slater asked for an update on the Glenpool situation. Mr. Winham stated that EMSA is still providing temporary services in Glenpool, as of this date, and there should be a meeting very soon to review this temporary contract.

Mr. Winham informed the Board that EMSA and the cities of Tulsa and Oklahoma City have been working together to develop a joint policy regarding active shooter threats as this now seems to be a daily occurrence throughout the world.

**2. Medical Director's Report**

Dr. Goodloe shared that at the last Medical Control Board meeting there was discussion had about the new public safety announcement (PSA) airing in the Tulsa market regarding the recognition of stroke and utilization of 911 services to get to the hospital in a timely manner as specific treatment options are dependent with acute stroke onset. One of the

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MCB members was unhappy as he felt like this production was done to divert or promote patients to a particular Tulsa hospital. Upon viewing the Internet version of the PSA, Dr. Goodloe believes there is nothing but good intent on this member's part as he wants to be protective of our EMS system and its credibility. Dr. Goodloe does not believe there is any ill intent on the part of any other fire departments or EMSA in this type of endeavor. Overall, Dr. Goodloe was pleased that the PSA featured multiple agencies functioning as an EMS system, i.e., EMSA and EMSA EMTs and paramedics as well as Tulsa Fire Department and Tulsa Fire Department EMTs and paramedics.

Mr. Winham stated we will continue to take the opportunities to be involved in these PSAs because we feel it is important for patient care and as soon as Mr. Williamson returns that he, Mr. Williamson and Ms. Bruer will sit down to draft a specific policy.

Dr. Goodloe gave a snapshot of what his week had been like in regard to where the EMS system is at from a clinical standpoint. He explained that we are a data-driven EMS system and there is a science behind this system, i.e., prioritizing calls, deciding resources (people and apparatus) we will recommend sending on those calls, and not just who and what to send, but how to send them in terms of utilization of red lights and sirens.

A meeting was held specific to looking at the EMSA Field Training Officer program in order to help clarify further advancements in that program so we can offer the absolute best training officer curriculum. We currently have approximately 50 new EMTs and paramedics who are actively in the process of getting oriented to EMSA operations. Dr. Goodloe stated that he and his team are looking through each of the medical priority dispatch codes and are approximately 600 into the 1,200 codes and have yet to identify a single one that they would recommend a change in how we are currently responding.

Dr. Goodloe mentioned in a recent Continuous Improvement meeting they learned that many EMS systems around the world are now being tasked with changing some of their standards of care for cardiac arrest resuscitations based upon new international guidelines. He was very happy to report that EMSA has not had to make any changes based on those guidelines because EMSA keeps pace with scientific advances staying ahead of those guidelines.

**3. New Business**

There is no New Business at this time.

**4. Trustees' Reports**

There are no Trustees' Reports at this time.

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5. **Next Meeting** is Wednesday, February 24, 2016 at 1:00 p.m., being held at the Best Western located in Stroud, OK. Mr. Lakin raised the question of whether or not the discussion was held officially to begin alternating between Tulsa and Oklahoma City instead of meeting in Stroud. Mr. Bird said unless the Board was notified differently in the near future, the meeting will stand as is.
  
6. **Adjourn**  
  
Mr. Bird adjourned the meeting at 2:03 p.m.

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Julie Roberts, Assistant Secretary

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Date