

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**

**Regular Board of Trustees Meeting**

**September 25, 2019 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 AMENDED AGENDA** for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed September 23, 2019 at 8:05 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on September 23, 2019 at 8:05 a.m., more than 24 hours prior to the time set for the meeting.

**TRUSTEES PRESENT**

Mr. Kyle Nondorf  
Ms. Kelly Brader  
Ms. Allison Petersen  
Mr. Larry Stevens  
Mr. Larry Stevens  
Dr. Jeffrey Goodloe

**TRUSTEES ABSENT**

Mr. Phil Lakin (Excused)  
Mr. Wiley Williams (Excused)  
Chief Bryan Wood (Excused)  
Mr. Scott Vaughn (Excused)

**OTHERS PRESENT**

Jim Winham, EMSA  
Frank Gresh, EMSA  
Lora Conger, EMSA  
James Davis, EMSA  
Johna Easley, EMSA  
Bryan Jones, EMSA  
Tracy Johnson, EMSA  
Sonny Geary, AMR  
Heath Wright, AMR  
Tina Wells, AMR  
Jeremy Coombs, AMR  
Doug Dowler, City of OKC  
Jim Orbison, Riggs Abney  
Mike Lowry, AGH

A quorum was present, and the meeting was called to order at 1:00 p.m. by Acting Chairman Allison Petersen.

**CONSENT AGENDA**

1. **Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated August 28, 2019 at 1:00 p.m.**

Upon motion made by Mr. Stevens and seconded by Mr. Nondorf, the Board of Trustees voted to approve the Board Minutes dated August 28, 2019.

AYE: Mr. Stevens, Ms. Brader, Mr. McAtee, Ms. Slater, Mr. Nondorf

ABSTAINED: Ms. Petersen

NAY: None

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

The motion was passed.

**REGULAR AGENDA**

1. **Chairman's Report**-Allison Petersen, Acting Chairman of the Board – Ms. Petersen informed the Board that the Chairman, Vice Chairman and Secretary were not able to be here and she will be filling in for Mr. Lakin. There is no report today.
2. **Approval of Request for Proposal (RFP) IT-2019-002**-Mr. Gresh gave a summary of the RFP details. EMSA legal counsel, Jim Orbison, interjected that the line item as it is on the filed agenda is not sufficient. Ms. Petersen tabled this item until October where it will be presented with modifications to detail the item for the public's knowledge.
3. **President's Report**
  - a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the operational compliance and exclusion numbers for the eastern and western divisions for the month of August 2019. He reported one area not compliant at 87% in the western non-beneficiary Priority 3s which are unscheduled non-emergency calls.
  - b. **Audit Presentation**-Lora Conger, Chief Financial Officer-Ms. Conger told the Board in lieu of a financial report we have Mike Lowry with AGH here who is our external

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**  
**Regular Board of Trustees Meeting**  
**September 25, 2019**

Page Three

auditor and he will be presenting our FY19 audit results. Mr. Lowry thanked the finance staff for their help as it is a big undertaking on top of their daily responsibilities. He informed the Board that he met with the Finance Committee just prior to this meeting to go over the audit in more detail. He said there were no new accounting policies that the Authority had to adopt this year. There were no audit adjustments to the trial balance AGH was presented to perform their audit—this speaks very highly of the quality and skill sets of the financial staff. Mr. Lowry said he always likes to tell the Board there are three goals to any audit—1) did the Authority comply with all laws and regulations; 2) were internal controls in place and more importantly did they work; 3) do the financial statements accurately reflect the books and records. Mr. Lowry was happy to report the answer to those questions is yes. We will be issuing an unmodified opinion which is the highest level of opinion one can receive during an audit.

- c. Key Point Indicators Report (KPIs)**-Adam Paluka, Deputy Chief Public Affairs-Mr. Paluka presented the key point indicators for August 2019. He reported patient satisfaction in both divisions was at 94.5%. Social media hits are high due to the heat and EMSAcare open enrollment beginning in Tulsa. 77.08% of single-family households enrolled in EMSAcare and 300 subscribers were added in the month of August. Mr. Paluka stated that even though we are doing well with open enrollment, what we learned is people are not signing up at time of new service so we are going to work with the City of Tulsa on ways to re-engage those new households and attempt to sign them up. Mr. Paluka said he will have the results of the EMSAcare open enrollment for the western division at next month's meeting.
- d. President's Commentary**-Jim Winham, Chief Executive Officer – Mr. Winham, on behalf of the Authority, presented Ms. Petersen with a plaque recognizing her term as Chairman of the Board.

Mr. Winham told the Board the OKC office building landlord raised the rent by 5% for an extended 5-year stay. John Graham and other executive team members met with the landlord and negotiated two years with no increase. We will continue to search for a space that can house everyone in one area.

Mr. Winham informed the Board that EMSA completed an external Human Resources and Risk assessment with Scott Moore last week. There is no report at this time, but he should be able to communicate the findings at next meeting.

He told the Board the Oklahoma State Fair had ended just in time to prepare for the Scissortail Park opening which is a big event that EMSA has been in the planning stages for months. He added that from the Oklahoma State Fair, EMSA received 277 calls and out of those transported 58. Mr. Winham stated that for the first time, EMSA will not

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**  
**Regular Board of Trustees Meeting**  
**September 25, 2019**

Page Four

be providing service at the Tulsa State Fair. He believes it came down to economics as a business decision in choosing Tulsa Fire Department as their rates are \$100/hour and EMSA recently raised rates to \$130/hour.

Mr. Winham said we have two ECMO and bariatric trucks that will be rolling off the line in mid-October aiming for service in November. These trucks will be manned 24/7 by one person. Congratulations to those who were involved in obtaining these valuable trucks.

EMSA won a PRSA (Public Relations Society of America) Silver Link award according to Adam Paluka. This award was given for our “Support Our Troops” truck and to our knowledge this is the first time to receive this type of award.

Mr. Winham reminded the Board it is flu season and we plan to offer flu shots to those who are interested at the next Board meeting.

4. **Medical Director’s Report**-Dr. Jeffrey Goodloe, Chief Medical Officer-Dr. Goodloe thanked several of the operations personnel for special events working more efficiently in the pre-planning stage. Any time you have an open venue, every single event is different and we are getting smarter in our pre-planning.

Dr. Goodloe thanked the EMSA executive team as they are working in concert on the out-of-network balance billing issue specifically at the state level. EMSA’s longtime lobbyist is working with Oklahoma Insurance Division and we are all working very arduously to try and sustain appropriate funding for emergency services in Oklahoma including the specific ability to continue to bill as out-of-network, if needed.

Dr. Goodloe went on to report that there are a lot of things happening in terms of logistics. The Medical Control Board met earlier this month. MCB has already passed the 2020 treatment protocol sets—that have been distributed for training so those can be effective in early January. Like any of our protocols, any of the updates have the appropriate evidence-based research behind them.

Dr. Goodloe is happy to report on conferences that our system is being represented at—The Society of Academic Emergency Medicine held a regional conference promoting diversity and inclusion in emergency services. He said he was asked to present some work that we unfortunately have had to do regarding keeping populations safe during times of tornadic activity. This was very well received and at no cost to our EMS system. We just recently hosted the Mid-America Regional Symposium for EMS

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**  
**Regular Board of Trustees Meeting**  
**September 25, 2019**

Page Five

Medical Oversight in Tulsa. This is the third year we have hosted, and we invited medical oversight teams from Kansas, Colorado and Missouri. He said 70% of discussions were spent on the mental health burden on EMS, its growth, and how we can better serve those folks when budget dollars are slim to none. We have already scheduled the fourth meeting for next September. We have a regional meeting in Edmond—the 2<sup>nd</sup> Advances in EMS Symposium where the keynote speaker will address the value of data in EMS systems. We have also set an outstanding meeting with ESO in Austin for early December. The key to this meeting is we want to be the system that is doing what other systems have never done before and that is turning the key correctly the first time. Dr. Goodloe added he would unfortunately miss the next couple of meetings as he will be attending the annual meeting of the American College of Emergency Services where he is running for their Board of Directors. In November, he will be in East Lansing, Michigan writing exam questions for the EMS Board exam.

5. **New Business** – None
6. **Trustees’ Reports** - None
7. **Next Meeting** – Wednesday, October 23, 2019 at 1:00 p.m. via videoconference
8. **Adjourn** – The meeting was adjourned by Ms. Petersen at 1:51 p.m.

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Julie Roberts, Assistant Secretary

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Date