

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

**Regular Board of Trustees Meeting**

**August 26, 2020 at 1:00 p.m. via Videoconference/Teleconference**

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 Emergency Medical Services Authority, a Public Trust, were filed August 24, 2020 at 10:04 a.m. with the City Clerk of Tulsa and with the City Clerk of Oklahoma City on August 24, 2020 at 9:55 a.m., more than 24 hours prior to the time set for the meeting.

**Trustees Present:**

Mr. Larry McAtee, Teleconference  
Chief Michael Baker, Videoconference  
Ms. Jan Slater, Teleconference  
Ms. Tammy Powell, Teleconference  
Ms. Allison Petersen, Teleconference  
Dr. Jeffrey Goodloe, Teleconference  
Mr. Wiley Williams, Teleconference  
Mr. Larry Stevens, Videoconference  
Mr. Phil Lakin, Videoconference

**Others Present:**

Jim Winham, EMSA-Videoconference  
Angela McLain-Johnson, EMSA-Videoconference  
Lora Conger, EMSA-Videoconference  
Frank Gresh, EMSA-Videoconference  
John Graham, EMSA-Teleconference  
Johna Easley, EMSA-Videoconference  
Adam Paluka, EMSA-Videoconference  
James Davis, EMSA-Videoconference  
Bryan Jones, EMSA-Videoconference  
Christopher Jenkins, EMSA-Videoconference  
May Williams, EMSA-Videoconference  
Heath Wright, AMR-Videoconference  
Jim Orbison, Riggs Abney-Teleconference  
Kris Koepsel, Riggs Abney-Teleconference  
Jeremy Coombs, AMR-Videoconference  
Steve Dralle, AMR-Videoconference  
Jeff Mosher, City of Oklahoma City  
Chris Polansky, NPR Tulsa

**Trustees Absent:**

Mr. Scott Vaughn, Excused  
Chief Bryan Wood, Excused

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 July 22, 2020 via tele/videoconference

A motion made by Mr. Lakin and seconded by Ms. Slater, the Board of Trustees voted to approve the Regular Meeting Board Minutes from July 22, 2020.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report** – Mr. Williams updated the Board on the purchase of a new 5-acre headquarters site for EMSA in Oklahoma City. He said after years of searching there was not a site that matched the amenities of the site on Sooner Road for the sale price. Mr. Williams said the sale price was finalized at \$3.25 million, and they were able to lower the price because site is under a Department of Environmental Quality order for issues that had been remediated, but the order said those areas that had been remediated could not be disturbed. Mr. Williams said there may be a two-phased environmental study that would allow the sale contract to be dissolved if that order cannot be modified. The new site would consolidate all EMSA administration and operations, including fleet, at one site as well as plenty of parking for all EMSA Team Members. Ms. Petersen said this site would also allow EMSA to have room to grow.
2. **President's Report**
  - a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for July 2020 to the Board. Mr. Gresh told Board members in the Eastern Division, the Operations Contractor was out of compliance for Priority 1 and 3 calls in the City of Tulsa and Priority 2 calls in the non-beneficiary cities. For

the Western Division, Mr. Gresh said the Operations Contractor was out of compliance for Priority 1,3, and 4 calls in Oklahoma City as well as Priority 1, 2, and 3 calls in the non-beneficiary cities. He also explained there were weather events that resulted in exclusions for the month of July. Mr. Winham discussed the contractor's lack of performance by saying when COVID began there was a decrease in call and transport volume, but by June calls and transport levels had jumped to levels greater than pre-COVID numbers. He said most of the lack of compliance is related to staffing issues i.e. medics on quarantine or medical leave. In some instances, there are also medics on military leave resulting in fewer Team Members available to staff ambulances. He said that a disaster was declared due to COVID in March, but historically disasters have only lasted for a few days at most – COVID is different and does not fall within the typical definition of a disaster. Mr. Winham said he, in conjunction with the Office of the Medical Director, will be looking into the cause of the response time failures because he is very concerned about the numbers Mr. Gresh presented. Mr. Winham said he would be putting a report together for the Board in the near future.

A motion made by Ms. Petersen and seconded by Ms. Powell to receive the Operational Compliance Report for July 2020.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood

The motion is passed.

- b. **Patient Financial Services Report**- Angela McLain-Johnson, Chief Revenue Officer – Ms. McLain-Johnson said emergency call volume and transports in Eastern Division have returned to their pre-COVID levels, non-emergency calls and transports have lagged a little behind pre-COVID numbers. In the Western Division both emergency and non-emergency calls are higher in July 2020 than before COVID. Mr. Williams asked what percentage of calls COVID-positive patients were, and Ms. McLain-Johnson said that number has been very small – 330 combined for both divisions in July.
- c. **Key Performance Indicators Report** – Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka debuted a new KPI format and thanked Christopher Jenkins for helping to deliver the new dashboard. He said Patient Satisfaction Scores were above 90% in each division. He said Community Engagement numbers are still low due to COVID. He said the Social Media Manager is coming back from furlough this month, and the social media numbers should tick up with her return.

A motion made by Ms. Slater and seconded by Ms. Powell to receive the Patient Financial Services Report and Key Performance Indicators for July 2020.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood

The motion is passed.

- d. **President Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham said currently there are 35 Card 36 (COVID-related) calls per division each day. Mr. Williams asked which hospital the patients are taken to with their symptoms and Mr. Winham said it depends on the patient’s choice and other factors. Ms. Slater asked what circumstances would require a medic to be quarantined if they transported a COVID positive patient. Mr. Winham said he would let Dr. Goodloe speak on that in more depth, but he was unaware of any medic who contracted COVID during a patient encounter. He said that is largely because of the PPE medics wear – and making sure they continually wear that PPE.

3. **Chief Medical Officer’s Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe told Trustees he is very proud of the frontline medics in the system given the COVID-19 pandemic. He thanked all EMSA Team Members and other first responders and their families for their dedication and service. He said he will let his COVID-19 updates that are distributed to Board Members speak for themselves. He cautioned against drawing conclusions from the COVID-related figures shared at the Board Meeting. He said there a number of factors that contribute to these numbers – one being the information given to dispatchers by 911 callers. Dr. Goodloe said he cannot be sure that there has not been a medic who contracted through patient contact – he said there is too much that may go unreported or untested. He said it is very important to continue to keep our medics supplied with PPE – that is the best defense against COVID.

\*\*\* Ms. Petersen left meeting at 1:54 p.m.\*\*\*

4. **An Executive Session of the Board of Trustees, as authorized by Title 25, §307 B.4 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, 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 potential claims 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 Ms. Slater, the Board of Trustees voted to enter an Executive Session at 1:56 p.m.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood, Ms. Petersen

The motion is passed.

\*\*\* Ms. Powell left meeting at 3:20 p.m.\*\*\*

\*\*\* Mr. Lakin left meeting at 3:20 p.m.\*\*\*

**5. After a return by the Board of Trustees to the public meeting, vote upon any item of business which concerns the above-described potential claims and is considered during the Executive Session.**

A motion was made at 3:23 p.m. to exit Executive Session by Ms. Slater and seconded by Mr. Stevens.

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

NAY: None

ABSENT: Mr. Vaughn, Chief Wood, Mr. Lakin, Ms. Powell, Ms. Petersen

The motion is passed.

6. **New Business** – No new business.

7. **Trustees' Reports** – None

8. **Next Meeting** – Wednesday, September 23rd, 2020 at 1:00 p.m. via videoconference/teleconference.

9. **Adjourn** – The meeting was adjourned by Mr. Williams at 3:26 p.m.

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Adam Paluka, Assistant Secretary

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Date