

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

**Regular Board of Trustees Meeting**

**November 18, 2020 at 1:00 p.m. via 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 November 16, 2020 at 2:26 p.m. with the City Clerk of Tulsa and with the City Clerk of Oklahoma City on November 16, 2020 at 2:22 p.m. more than 24 hours prior to the time set for the meeting.

**Trustees Present:**

Mr. Larry McAtee, Teleconference  
Chief Michael Baker, Teleconference  
Ms. Jan Slater, Teleconference  
Ms. Tammy Powell, Teleconference  
Mr. Wiley Williams, Teleconference  
Mr. Larry Stevens, Teleconference  
Mr. Phil Lakin, Teleconference  
Mr. Scott Vaughn, Teleconference

**Trustees Absent:**

Dr. Jeffrey Goodloe, Excused  
Ms. Jan Slater, Excused  
Ms. Allison Petersen, Excused  
Chief Bryan Wood, Excused

**Others Present:**

Jim Winham, EMSA-Teleconference  
Angela McLain-Johnson, EMSA-Videoconference  
Lora Conger, EMSA-Videoconference  
Frank Gresh, EMSA-Videoconference  
Adam Paluka, EMSA-Videoconference  
James Davis, EMSA-Videoconference  
Bryan Jones, EMSA-Videoconference  
Christopher Jenkins, EMSA-Videoconference  
John Graham, EMSA-Teleconference  
May Williams, EMSA-Videoconference  
Colin Roy, EMSA-Videoconference  
Johna Easley, EMSA-Videoconference  
Jim Orbison, Riggs Abney-Teleconference  
Kris Koepsel, Riggs Abney -Videoconference  
Tina Wells, AMR-Videoconference  
Kim Richards, AMR-Videoconference  
Heath Wright, AMR-Videoconference  
Jeremy Coombs, AMR-Videoconference  
Jeff Mosher, City of OKC-Videoconference  
Matt Trotter, NPR Tulsa-Videoconference  
William Crum, Oklahoman-Videoconference  
Will Holland, Public-Videoconference  
Aaron Cardenas, Public-Videoconference

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A quorum was present, and the meeting was called to order at 1:06 p.m. by Chairman Wiley Williams

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated October 28<sup>th</sup> 2020 via tele/videoconference

A motion made by Mr. Stevens and seconded by Mr. McAtee the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated October 28th, 2020.

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

NAY: None

ABSENT: Ms. Slater, Ms. Petersen, Chief Wood

The motion is passed.

2. Approval of EMSA Board of Trustees Regular Meeting Schedule for 2021

A motion made by Mr. Stevens and seconded by Ms. Powell the Board of Trustees voted to approve Board of Trustees Schedule of Regular Meetings for 2021.

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

NAY: None

ABSENT: Ms. Slater, Ms. Petersen, Chief Wood

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report** – Mr. Williams updated the Board on the purchase of a new property in Oklahoma City, and showed the Board some images of the property and interiors of the new location. Mr. Williams said there is some water damage inside the buildings and the seller has discounted the price to account for the remediation work that would be needed to repair the building. Ms. Powell asked when the anticipated closing date would be, and Mr. Williams said that may not be possible because of things the City of Oklahoma City, who is purchasing the property to lease to EMSA, would like an updated abstract and that may not be possible by that date. Mr. Williams said he would like to have

an Executive Session in Stroud at the December 16, 2020 meeting. He said he wanted to alert the Board that might happen.

## 2. **President's Report**

- a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for October 2020 to the Board. Mr. Gresh said that for Eastern Division Beneficiary City, the Operational Contractor was in compliance for Priority One and Two calls, but out of compliance for Priority three and four calls as well as out of compliance in the Non-beneficiary cities on Priority One and Two calls. In the Western Division, the contractor was only in compliance for Priority Two calls in the Beneficiary Cities. They were also out of compliance on all calls in the non-beneficiary cities. Mr. Vaughn asked if there were specific patient care issues related to the contractor being out of compliance, and Mr. Winham said there were none that he was aware of.

A motion made by Mr. McAtee and seconded by Mr. Vaughn the Board of Trustees voted to accept the October 2020 Operational Compliance Report.

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

NAY: None

ABSENT: Ms. Slater, Ms. Petersen, Chief Wood

The motion is passed.

- b. **Patient Financial Services Report**- Angela Johnson, Chief Revenue Officer – Ms. Johnson said call volume in the Eastern and Western Divisions continues to be close to what was budgeted for the year. She also presented a slide that showed the amount of mutual aid transports other services completed for EMSA. Mr. Williams asked if AMR was doing a better job providing EMSA with timely billing reports, and Ms. Johnson said there are still some issues but is hoping she can enact some solutions in December.

A motion made by Ms. Powell and seconded by Chief Baker the Board of Trustees voted to accept the October 2020 patient Financial Services Report.

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

NAY: None

ABSENT: Ms. Slater, Ms. Petersen, Chief Wood

The motion is passed.

- c. **Key Performance Indicators Report** – Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka reported on the KPIs for October 2020. He said there were eight negative media stories related to the decision to terminate the contract with AMR, but most media hits about the transition were neutral. Mr. Lakin asked what defines a negative media story, and Mr. Paluka said any time there is a quote or attribution that paints EMSA in a negative light, he will mark that as a negative media story.
- d. **President Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham said he met with the Tulsa City Council about the line of credit and will be voted on by the council that evening. He thanked Councilor Lakin for his support. He said the Authority has been working on the transition day and night, he said the EMSA Transition Team has been working to get the transition accomplished. He said as of November 17<sup>th</sup> 554 individuals who have applied to be EMSA Team Members and 480 offers have been accepted. He said current AMR employees are providing pay stubs and EMSA is working to set the correct pay rate, and this has been time consuming. He said their job offers are contingent on drug screenings and background checks before December 1<sup>st</sup>. He explained the communication efforts and the success of the virtual town halls via Zoom. He said Colin Roy has been hired as Risk Manager under Johna Easley as well as a recruiting/talent acquisition team member. He said he continues to add duties to the EMSA Leadership to make sure the EMSA can handle all of the added responsibilities when EMSA takes over Operations. Lastly Mr. Winham thanked the EMSA team for their patience and helping us manage the transition and their understanding. Mr. Williams asked about the transition process and whether AMR employees were not working for EMSA, Mr. Winham said no – most AMR employees will not work for EMSA until 12/1/2020, but some positions like Risk Manager and the Recruiting folks cannot wait until 12/1 and they were brought over early. He said there is no one who is working for both AMR and EMSA. Ms. Powell asked benefits, and Mr. Winham said we are gathering information from the team members who will transition to begin pricing benefit packages. Mr. Lakin thanked the EMSA team members for their hard work.
3. **Chief Medical Officer’s Report**- Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe was unable to attend the November meeting and there was no report.
4. **New Business** – No new business.
5. **Trustees’ Reports** – Chief Baker spoke about the loss of the 911 dispatcher in Tulsa to COVID and reminded everyone to be vigilant. He said he views these as preventable losses.
6. **Next Meeting** – Wednesday, December 16, 2020 at 1:00 p.m.
7. **Adjourn** – The meeting was adjourned by Mr. Williams at 1:40 p.m.

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Adam Paluka, Assistant Secretary

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Date