

EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

February 24, 2021 at 1:00 p.m.

1417 N Lansing Avenue, Tulsa, OK 74106

1111 Classen Drive, Oklahoma City, OK, 73103

Minutes:

NOTICE AND AGENDA for the Regular Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed February 23, 2021 at 9:59 a.m. with the City Clerk of Tulsa and with the City Clerk of Oklahoma City on February 23, 2020 at 9:36 a.m. more than 24 hours prior to the time set for the meeting.

Trustees Present:

Mr. Larry McAtee
Chief Michael Baker
Ms. Jan Slater
Ms. Tammy Powell
Mr. Wiley Williams
Mr. Larry Stevens
Chief Bryan Wood
Mr. Scott Vaughn

Others Present:

Jim Winham, EMSA
Angela McLain-Johnson, EMSA
Lora Conger, EMSA-Videoconference
Frank Gresh, EMSA
Adam Paluka, EMSA-Videoconference
James Davis, EMSA-Videoconference
Bryan Jones, EMSA-Videoconference
Christopher Jenkins, EMSA-Videoconference
John Graham, EMSA-Teleconference
May Williams, EMSA-Videoconference
Tina Wells, AMR-Videoconference
Johna Easley, EMSA-Videoconference
Jim Orbison, Riggs Abney-Teleconference
Kris Koepsel, Riggs Abney -Videoconference

Trustees Absent:

Ms. Allison Petersen, Excused
Mr. Phil Lakin, Excused

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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 January 27, 2021
2. Approval of EMSA Board of Trustees 2021 Amended Meeting Schedule

A motion made by Ms. Slater and seconded by Mr. Stevens the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated January 27, 2021 and the EMSA Board of Trustees 2021 Amended Meeting Schedule.

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

NAY: None

ABSENT: Mr. Lakin, Ms. Petersen

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report** – Mr. Williams gave good marks Adam Paluka, John Graham, and Bryan Jones for their work responding to recent winter weather and handling media interviews about the EMSA response. Other Board Members concurred.
2. **President's Report**
 - a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for January 2021 to the Board. Mr. Gresh reported that for January the Eastern Beneficiary City was only in compliance for Priority 2 calls and non-beneficiary Priority 3 calls. Priority one calls in the Beneficiary City in the Eastern Division was 88% and Priority 1s and 2s in the non-beneficiary cities . In the Western Division, Priority 1 calls were at 68% in the Beneficiary City. In the non-beneficiary cities, priority 1s and 2s combined were at 69%. Chief Wood said he was recently invited to a meeting with the non-beneficiary cities in the Western Division, he asked if Mr. Stevens was able to attend. Mr. Stevens said he could attend and will have a follow up discussion with the City of Mustang soon. Ms. Slater asked if recent compliance numbers were related to the recent transition from the contractor to EMSA running operations. Mr. Gresh said one of the reasons for the

operational takeover was because of poor response times and team members leaving EMSA. EMSA is now focused on hiring more medics and improving numbers. Mr. Winham also said that bed delays at hospitals are the worst in recent history, and EMSA is implementing creative solutions to try and get backs back in the system, and not waiting with patients at local hospitals. Ms. Powell asked when the last time Priority 1 calls in the Western Division were at compliance. Mr. Winham said that was in April and May of 2020.

- b. **Patient Financial Services Report**- Angela Johnson, Chief Revenue Officer – Ms. Johnson said call volume in the Eastern and Western Divisions is still very consistent and close to budget. Ms. Johnson said in January there was a dip in cash for January – about \$300,000 in each Division. She said one reason is probably a dip in productivity over the holidays. She also said there were about \$500,000 worth of Medicaid claims rejected because a change in filing process that EMSA was not made aware of by OHCA. She said EMSA also not received a check from the VA since October, and that bill is up to \$2.5M and she will be seeking legislative help to get those payments. Ms. Powell asked if that was the norm with VA payments, and Ms. Johnson said it was.
- c. **Financial Report**- Lora Conger, Chief Financial Officer – Ms. Conger presented income statement through the end of December. She said EMSA is still running ahead of budget on patient revenue, she said this is related to increased volume based on what was budgeted because of the pandemic. Ms. Conger said the realization rate has improved and we are currently within .3% of budget primary due to receiving \$1.5M in Medicaid cost reporting money in December 2020. She said the marked increase in revenue is because EMSA received the \$5M line of credit. She said there were a number of transition-related expenses that were unbudgeted. She said overall finances were within expectations, and she is working on projections for FY2022 now that we have an idea of what costs and revenues related to running operations will be. Ms. Slater asked if any of the statements that had been sent out included any of the monies that are in dispute with the former contractor. Ms. Conger said that was correct and is not recorded as revenue but is on the balance sheet.
- d. **Key Performance Indicators Report** – Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka reported on the KPIs for January 2021. Mr. Paluka said January was another solid month for Patient Satisfaction scores – both divisions were above 96%. Mr. Paluka explained the breakdown of negative, neutral, and positive media stories and how the determination of how to categorize individual stories. He said they also decided to take a social media pause because of some negative media stories.
- e. **President Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham extended his sympathies on the recent passing of a Tulsa Fire Department Chief. Mr. Winham discussed progress on the new EMSA Oklahoma City headquarters. He said there had been some recent setbacks because of winter weather. He said currently, crews are working to rewire all of the electricity in the new building and outfit some major building systems. He said these projects will probably results in a 30–60-day delay in opening the new building. Mr. Winham detailed EMSA response to February winter weather in both divisions. He also detailed how EMSA handled safety and risk management in regard to on-the-job injuries during the weather event and vehicle collisions.

Mr. Winham then discussed EMSA and fire responses related to Emergency Dispatch protocols. He said for priority 2 responses, fire first response would not be sent because it is not a life-threatening call. Mr. Winham said that after consultation with the Office of the Medical Director, EMSA may change a few of those Priority 2 calls to a Priority 1 call because of issues with bed delays and staffing that EMSA is working to improve. He said there is a risk/reward situation, but he will look into it. Mr. Williams asked what the benefit is, and Mr. Winham said it can help EMSA get to patients faster. Mr. Winham said he has had several discussions about this with Western Division fire chiefs, and he wanted the Board to be aware of the idea being discussed. He said it might result in just under 1,000 Priority 2 calls per month, about one third of the total number of those calls, in the Western Division, which is the amount of Priority 2 calls fire responds to each month. Chief Baker asked if this proposal goes against the MPDS changes from 2013, and would this proposal have an expiration date. Mr. Winham said it would be a temporary fix for the Western Division and would not be ongoing. Mr. Winham said this is about patient care and taking care of the communities EMSA serves. Mr. Winham said he would bring this proposal back to the board before enacting any policy or procedure changes, but he did want the Board to be aware of the possibility. Mr. Williams asked about how long the temporary plan could be in place. Mr. Winham said until EMSA is fully staffed.

3. **Approval and Award of Request for Proposal FM2021-0001** – The purpose of RFP was to solicit proposals from qualified vendors to replace certain areas of the roof and repair certain areas of the roof on the new Oklahoma City Office. Mr. Gresh explained the need for a new roof at the new facility in Oklahoma City. Currently the roof is leaking, and after evaluating options, EMSA's Facilities Manager determined the best route was to replace the roof on the front portion of the new building. Evans Roofing was selected as the vendor for this project, in addition to some other smaller roof repairs on other parts of the building. Mr. Williams asked about the total price of the project. Mr. Gresh said the entire project should be about \$200,000. This proposal includes new drains, flashings, and sealing areas on other areas of the outlying buildings. Mr. Williams asked if the company plans to complete the roof project before other work on the new building. Mr. Gresh expects the project to take two weeks.

A motion made by Chief Wood and seconded by Chief Baker the Board of Trustees voted to select Evans Roofing as the vendor for this project.

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

NAY: None

ABSENT: Mr. Lakin, Ms. Petersen

The motion is passed.

4. **Approval of Service Agreement between the City of Oklahoma City and EMSA** - Mr. Winham said that in working with the Oklahoma City Fire Department, he would the Board to approve the utilization of off-duty OKCFD credentialed Paramedics to serve in the hospitals to assume care for the patients, so EMSA medics and units can return to the field. This is called Transfer of Care Medics or TOC medics. He said these Firefighters would work set hours and EMSA would provide

PPE and would pay those wages back to the City of Oklahoma City. A second scenario would be when there is a mass casualty event or severe weather situation, those Firefighters could work on EMSA ambulances. All issues regarding clinical specifications would be handled by the OKCFD and the Office of the Medical Director. Mr. Winham said EMSA leadership and OKCFD leadership have met frequently to work this proposal out so that it can be a reality and benefit patients. Mr. Williams asked how much EMSA has budgeted for this proposal. Mr. Winham said it will depend on which Firefighter accepts the opportunity, but he is thinking it will be about \$10,000 - \$12,000 per week, but this is temporary until EMSA staffing levels improve. Ms. Powell asked what it will look like in terms of number of hospitals and when it would be in place. Mr. Winham said it would be in effect 5 days a week at 4 Oklahoma City Area hospitals. Ms. Slater asked if the hospital would provide a gurney for the patient. Mr. Winham said RMRS has cots and hospital beds we can use at the various hospitals. Chief Wood said this will help with response times and get ambulances into the field faster after transporting a patient. Mr. Winham said this is a problem across the county and is not an indictment of local hospitals.

A motion made by Chief Wood and seconded by Ms. Slater the Board of Trustees voted to approve the Service Agreement between the City of Oklahoma City and EMSA

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

NAY: None

ABSENT: Mr. Lakin, Ms. Petersen

The motion is passed.

5. **Chief Medical Officer's Report**- Dr. Jeffrey Goodloe, Chief Medical Officer – No report.
6. **New Business** – No new business.
7. **Trustees' Reports** – Mr. Williams said an administrative judge has been assigned to the litigation with AMR. He is hoping this means the legal proceedings will be resolved in the near future.
8. **Next Meeting** – Wednesday, March 24, 2021 at 1:00 p.m.
9. **Adjourn** – The meeting was adjourned by Mr. Williams at 2:12 p.m.

Adam Paluka, Assistant Secretary

Date