

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

**Regular Board of Trustees Meeting**

**April 28, 2021 at 1:00 p.m. via Video/Teleconference**

1417 N Lansing Avenue, Tulsa, OK 74106

1111 Classen Drive, Oklahoma City, OK, 73103

**Minutes:**

**NOTICE AND AGENDA** for the Special Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed April 26, 2021 at 11:26 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on April 27, 2021 at 9:16 a.m. more than 24 hours prior to the time set for the meeting.

**Trustees Present:**

Mr. Scott Vaughn

Chief Michael Baker

Ms. Kelly Fry

Ms. Jan Slater

Ms. Tammy Powell

Dr. Goodloe

Mr. Wiley Williams

Mr. Larry Stevens

Chief Larry Wood

Ms. Allison Petersen 1:02 p.m.

**Others Present:**

Jim Winham, EMSA

Angela McLain-Johnson, EMSA

Frank Gresh, EMSA

Lora Conger, EMSA-Videoconference

Jim Orbison, Riggs Abney-Teleconference

Kris Koepsel, Riggs Abney -Videoconference

Adam Paluka, EMSA-Videoconference

James Davis, EMSA-Videoconference

Bryan Jones, EMSA-Videoconference

Christopher Jenkins, EMSA-Videoconference

John Graham, EMSA-Teleconference

Michael Williams, EMSA-Videoconference

Joanne McNeil, EMSA-Videoconference

Johna Easley, EMSA-Videoconference

Michael Parrish, EMSA-Videoconference

Holly Jones, EMSA-Videoconference

Lee Gibson, EMSA-Videoconference

Christopher Stevens, EMSA-Videoconference

Elke Meeus, McAfee & Taft-Videoconference

Kim Richards, GMR-Videoconference

Jeremy Coombs, GMR-Videoconference

Johna Easley, EMSA-Videoconference

**Trustees Absent:**

Mr. Phil Lakin - Excused

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

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated April 28, 2021.

A motion made by Ms. Powell and seconded by Mr. Stevens the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated March 24, 2021.

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

NAY: None

ABSENT: Mr. Lakin and Ms. Peterson

The motion is passed.

**REGULAR AGENDA**

**\*\*\* Ms. Petersen arrived at 1:02 p.m.\*\*\***

1. **Chairman's Report** – Mr. Williams suggested forming a small committee to evaluate EMSA CEO/. The evaluation committee consists of Chairman Williams, Chief Wood, Ms. Slater, and Ms. Peterson to review CEO/President of The Trust.

2. **President's Report**

- a. **Operational Compliance Report** - Frank Gresh, Chief Information Officer – Mr. Gresh presented the Operational Compliance Report for March 2021 to the Board. Mr. Gresh said that for Tulsa compliance was met on Priority One and Two Calls. Priority Three and Four calls were out of compliance. For the Eastern Division Non-beneficiary cities, EMSA was out of compliance on Priority One and Two Calls, but Priority Three Calls were at 100%. In the Western Division, the Beneficiary City Oklahoma City was out of compliance for Priority One, Three, and Four calls but maintained compliance in Priority Two at 90%. Western Non-beneficiary cities were out of compliance in all categories, but there were no Priority Four Calls. Mr. Gresh then detailed compliance trends to Board Members.

Mr. Stevens acknowledged he would like to see Priority One response times improve in the Western Division. Ms. Slater recognized staffing as an issue with response times. Mr. Winham stated there has been a slight improvement on hospital bed delays, but staffing remains the major concern.

Mr. Vaughn stated that the Leadership Team needs to come up with a timeline to get response times back to compliance and said there is a need to be hyper focused on addressing issues to get response times back where they need to be. Mr. Winham agreed and said he is working on a timeline dependent on finding Paramedics. He also said recruiting is working hard on staffing deficiencies, and he will present the timeline to Board Members soon.

- b. **Patient Financial Services Report**- Angela Johnson, Chief Revenue Officer – Ms. Johnson said transport volume is exactly where EMSA would expect it to be. She then explained cash collections and said one concern is VA Payments for the East and West are down since September 2020, but they have implanted a new software that could improve the payment timeline.
- c. **Key Performance Indicators Report** – Adam Paluka, Deputy Chief Public Affairs – Mr. Paluka reported on KPIs for March 2021. Mr. Paluka said Patient Satisfaction scores were above 94% in each division. He detailed the media coverage for March 2021, focusing on a pitch in the Western Division focusing on an all-female academy what was reported on by all TV stations in the Oklahoma City market.
- d. **President Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham talked about the implementation of the Transfer of Care Medic (TOC) program in EMSA’s Western Division. He said EMSA is working with OKC FD on hiring firefighters who wait at hospitals that are on bed delay so that the EMSA crew can transfer care to the OKCFD medic and the EMSA crew can reenter the system. Mr. Winham believes there will be opportunities to expand the TOC medic program to other areas of the EMSA system.

Mr. Winham thanked Chairman Williams and the City of Oklahoma City for helping to start the process of finding and purchasing a headquarters building in the Western Division where all EMSA Team Members will all be under one roof. He said that currently a new roof is going on and power has been turned on in the building on Sooner Road allowing IT to begin to work on the project. Mr. Winham said Mr. Gresh is overseeing project and the projected move-in date is September 1, 2021.

Mr. Winham detailed efforts to improve staffing. He also explained that EMSA is moving to a ESO alerting system so we can better communicate with hospitals before a patient’s arrival. This will allow EMSA to eliminate phone lines and save close to \$450K annually. Mr. Winham told Board Members there are 1500 fewer National Registry completions this year than previously. He said schools are not producing certified medics like in the past, so EMSA has moved to internally train our staff on Paramedic training. He thanked team members for their hard work since the transition.

Ms. Powell made a motion to accept the President’s Report and Mr. Stevens seconded the motion.

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

NAY: None

ABSENT: Mr. Lankin

The motion is passed.

3. **Approval of Professional Services Agreement with OU Health Sciences for the medical oversight of the EMS system; services of the EMS Medical Director, Dr. Jeffery Goodloe.** Mr. Winham told the Board this is a 3-year contract with no increase from previous years. He said the previous increases were “undisclosed indirect costs” taken out by OU and we have not had success in meeting with them to further discuss these costs. The EMSA Legal Committee Meeting preceding the Board Meeting included a discussion on how to get an itemized report. The EMSA Legal Committee voted to accept the contract for the next three years. Overall number remains the same at \$1.2 million or over \$400K per year, and all members of the Legal Committee supported the contract.

A motion made by Jan Slater to approve the contract, and second by Mr. Vaughn.

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

NAY: None

ABSENT: Mr. Lakin

The motion is passed.

4. **Chief Medical Officer’s Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe described the contract and stated getting trained staff out in the field is necessary to employ good and sound Medics/EMT team members. Emergency events are not planned and happen within seconds, so we do not have the ability to cut corners. He said the system covers 1500 square miles and need to put the most experience and savvy team in the field. He said the system continually looks at innovative ways to improve. He mentioned working with OU Medical Center over the next several months specifically the Surgical Trauma Team, to develop a field amputation team. He believes there is a better/safer way to do this with coordination in the rare event that a field amputation happens. Working with OU on a whole blood program to strategically place on ER whole blood to be given in the field. Dr. Goodloe also spent time on the Office of the Medical Director’s Cardiac Arrest report for 2019, and new therapies that will hopefully start in Edmond in July. Credit goes to Edmond Fire team and looking forward to great result and program expansion.

5. **New Business** – Ms. Slater asked for Ms. Kelly Fry’s bio. Kelly Fry retired as the Editor and Publisher of The Oklahoman newspaper. Then went to work for the Mental Health Association as the Director of Development.

6. **Trustees’ Reports** – No Trustees’ Reports.

7. **Next Meeting** – Wednesday, May 26, 2021 at 1:00 p.m. He told Board Members this would be the final virtual meeting before in-person meetings resume.

8. **Adjourn** – The meeting was adjourned by Mr. Williams at 2:07 p.m.

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Adam Paluka, Assistant Secretary

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Date