



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

July 28, 2021, at 1:00 p.m. via Teleconference

1417 N Lansing Avenue, Tulsa, OK 74106

1111 Classen Drive, Oklahoma City, OK, 73103

Board of Trustee Meeting Minutes:

NOTICE AND AGENDA for the Special Meeting of the Board of Trustees for Emergency Medical Services Authority, a Public Trust, were filed July 27, 2021, at 10:43 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on July 27, 2021, at 10:44 a.m. more than 24 hours prior to the time set for the meeting.

Trustees Present:

Mr. Scott Vaughn
Ms. Jan Slater
Ms. Tammy Powell
Mr. Wiley Williams
Mr. Larry Stevens (left at 2:18 p.m.)
Ms. Allison Petersen
Chief Bryan Wood
Mr. Phil Lakin (arrived at 1:12 p.m.)

Others Present:

Jim Winham, EMSA
Adam Paluka, EMSA
Angela McLain-Johnson, EMSA
Lora Conger, EMSA
Frank Gresh, EMSA
James Davis, EMSA
Jim Orbison, Riggs Abney
May Williams, EMSA

Trustees Absent:

Chief Michael Baker - Excused
Ms. Kelly Dyer Fry - Excused
Dr. Jeffrey Goodloe - 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 June 23, 2021.

A motion made by Ms. Petersen and seconded by Mr. Stevens the Board of Trustees voted to approve Board Minutes from the EMSA Board of Trustees Regular Meeting dated June 23, 2021.

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

NAY: None

ABSENT: Chief Baker, Ms. Fry, Mr. Lakin

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report** – Wiley Williams- Board Chairman - Mr. Williams advised the Board that after he, Ms. Petersen, Mr. Winham, and Mr. Graham visited with the cities of Nichols Hills and Warr Acres regarding response times, the City of Nichols Hills approved the agreement at their last council meeting and the memorandum of understanding (MOU) will be brought to the next EMSA Board of Trustees meeting for formal approval. Ms. Slater asked if there were any special concessions made for this MOU. Mr. Williams explained the agreement, once implemented, and approved, included EMSA offering Basic Life Support services units be somewhere near to the City of Nichols Hill which was part of the original mapping. The City of Nichols Hills will be updating their city ordinance to be consistent with the response times all other cities have adopted.

No update to the ongoing litigation.

Dr. Goodloe appeared before the City Council for approval of the Medical Control Board budget, which was approved by the City Council.

2. **Election and Approval of EMSA Board of Trustees Slate of Officers** – Wiley Williams- Board Chairman Mr. Winham made the recommendation and request to continue with the current BOT slate of officers in place at this time for continuity of upcoming litigation and organizational changes needed. Confirmation of Mr. Williams to continue as Chairman, Mr. Lakin to continue as Vice Chairman, Ms. Peterson to continue as Secretary, and May Williams to take over as Assistant Secretary.

A motion made by Ms. Slater and seconded by Ms. Powell the Board of Trustees voted to approve the officers continue as so.

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

NAY: None

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ABSENT: Chief Baker, Ms. Fry, Mr. Lakin

The motion is passed.

- 3. Approval of Corporate Officers (who may conduct business on behalf of EMSA) - Wiley Williams-** Board Chairman - Mr. Williams named the following to continue as approved corporate officers. James Winham as President/CEO, Lora Conger as Chief Financial Officer, Angela McLain- Johnson as Chief Compliance Officer, Frank Gresh as Chief Information Officer and John Graham as Chief of Operations.

A motion made by Mr. Stevens and seconded by Chief Wood the Board of Trustees voted to approve the officers continue as so.

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

NAY: None

ABSENT: Chief Baker, Ms. Fry, Mr. Lakin

The motion is passed.

***** Mr. Lakin arrived at the meeting at 1:12 p.m.*****

4. President's Report

- a. **Operational Compliance Report**-Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for June 2021 to the Board. Mr. Gresh reported for the Eastern Division Beneficiary jurisdictions, Priority 1 & 2 were in compliance and Priority 3 & 4 were not in compliance. In the Eastern Division Non-beneficiary jurisdictions were not in compliance on Priority 1 & 2 calls and were in compliance in Priority 3 & 4. The Western Division Beneficiary jurisdictions were not in compliance in all categories. The Western Division Non-beneficiary jurisdictions were not in compliance in all categories. Mr. Gresh shared the running 12- month compliance for both divisions as well as exclusions.
- b. **Patient Financial Services Report**- Angela Johnson, Chief Revenue Officer – Ms. Johnson reported repeated high call volume in the month of June. Total cash collection rates were shared to show an increase in the Eastern Division. Ms. Johnson has been successful in scheduling a meeting the Veteran's Administration to discuss approximately \$3.2 million unpaid accounts. Ms. Johnson continues to work with Congressman Lankford's and Representative Miller's offices to clear up the accounts.
- c. **Key Performance Indicators Report** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for June 2021. Mr. Paluka reported that overall, Patients in both divisions are still exceedingly pleased with EMSA's services. To continue showing support for our crews, these will be shared monthly via emailed newsletter. Community Outreach has continued with

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COVID precautions. In the month of August, we will be reporting on the visits to our new recruiting website. Information Technology had a good month. Media hits were high due to the high heat in both divisions.

- d. **President Commentary** – James Winham, Chief Executive Officer – Mr. Winham presented the weekly headcount and outlined the staffing shortage in both divisions. He also shared the current COVID case numbers for the State of Oklahoma, according to the Oklahoma Department of Health. The EMSA vaccination rates were shared. In the Western Division, of all departments 50% of Team Members are vaccinated to date. In the Eastern Division, of all departments 34% of Team Members are vaccinated to date. A stockpile of PPE supplies remains available. Ms. Slater inquired about how many Team Members have contracted COVID, Mr. Winham confirmed that there has been 146 positive COVID cases, with 3 currently in quarantine in the Eastern Division.

Mr. Winham shared statistics from the American Ambulance Association which outlined the forecasted impact on the number of healthcare workers. Data provided confirmed the National shortage of Paramedics. Other like ambulance services in the nation are experiencing declining response times, low staffing and difficulty retaining staff.

EMSA has several short-term goals in place to address staffing. An analysis of wages is being performed by an outside entity and is expected to be completed by the end of August. Recently, a turnover study was conducted which determined turnover to be similar to other ambulance services. Bonus programs for high performing field members and field members with little to no unexcused absences are being implemented. Sign-on bonus program has been increased and recently a relocation program has been implemented. New recruiting efforts include a new website, recruiting campaigns, digital billboards and targeted media ads. EMSA is also working on a plan to implement rehabilitation time to give crews a break between calls.

Mr. Lakin inquired about existing relationships with local colleges or other entities to increase the number of candidates in the hiring pipeline. Mr. Winham confirmed those relationships are established with various schools and training programs.

5. **The utilization by EMSA of a tiered system of both ALS and BLS equipped ambulances, which would be staffed and dispatched by EMSA in accordance with the standards as approved by the Medical Control Board.** – James Winham, Chief Executive Officer – Mr. Winham is requesting the Board to approve changes to the ordinance to allow a tiered system. This is supported and has been approved by the Office of the Medical Director. The program would reduce the number of calls needing ALS response. A BLS unit would respond and if the BLS crew arrives on scene and sees the need for ALS response, an ALS unit would be dispatched. This plan would not decrease the amount of ALS units available in the system. Other large systems have been able to execute this type of plan successfully. It is projected to decrease ALS call volume up to 22,672 calls per year systemwide, based on calendar year 2020 data. Ms. Peterson asked if the changes that need to be made to the legal structure is capable of being implemented in the timeframe needed. Mr. Kris Koepsel confirmed that this recommendation is allowable in the ordinance and in accordance with the standards of the Medical Control Board. After Board approval, the plan would need to be presented to both City Councils which will require multiple meetings in Oklahoma City and one meeting in Tulsa.

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A motion was made by Councilor Lakin and seconded by Ms. Slater to make the recommendations to both city councils for EMSA to initiate a tiered system of both ALS and BLS equipped ambulances.

AYE: Councilor Lakin, Ms. Peterson, Ms. Powell, Ms. Slater, Mr. Stevens, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Chief Baker, Ms. Fry

The motion is passed.

***** Mr. Stevens departed the meeting at 2:18 p.m. *****

- 6. Approval and ratification of the EMSA President's action on the contract with Red Sky Constructors LLC of Edmond for construction management of the remodel of EMSA's new Oklahoma City headquarters.** - Frank Gresh, Chief Information Officer – Mr. Gresh explained the roles and responsibilities of those involved in the construction management. EMSA personnel has been responsible for oversight of recent of recent generator installation, roof repairs, flooring replacement, water damage remediation, access control and soon will start working on the truck wash. Kerr 3, architecture firm, has been responsible for gathering information from current Team Members to complete as-build drawings to suit the needs of the organization, interior finishes, and civil engineering. Red Sky Constructors, professional services contractor who oversees the actual remodel construction management, site safety, permitting, and managing timelines. Mr. Gresh is requesting approval from the board to contract with Red Sky Constructors additionally for their management oversight of bidding all projects per Public Competitive Bidding Act at 61 O.S. Sections 101 and Public Trusts Bidding Law at 60 O.S. Section 176(l). Red Sky has experience working with other like entities and come highly recommended from the architecture firm. He gave a status update and overview of the construction remodel of the new Oklahoma City headquarters.

A motion was made by Ms. Powell and seconded by Councilor Lakin to approve and ratify signature of the contract.

AYE: Councilor Lakin, Ms. Peterson, Ms. Powell, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Chief Baker, Ms. Fry, Mr. Stevens

The motion is passed.

- 7. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe was not present. Chairman Williams was provided a report by Dr. Goodloe to be shared with the board. Mr. Williams reported Dr. Goodloe did well presenting the MCB annual budget to the Tulsa City Council and noted during the presentation there are some workforce challenges in the EMS system and in discussions of innovative strategies to best leverage the workforce presently available. From Dr.

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Goodloe's report, medical oversight budgets were approved by both city councils. He is starting EleGard, a head up CPR device, with the Edmond Fire Department in the next few days. EMSA is conducting awareness training on the device, and he believes this can additionally increase survival. The report stated that he is working with EMSA on a project to explant the use of the dual EMT ambulances. The clinical science is validated by the Medical Control Board for approximately 22,600 additional calls which could be accurately handled within the EMT scope of practice, and it will require council change of ordinance. This is an EMS requested project. He stated concerns about an increasing use of mutual aid ambulances and thinks it should be more formally studied and reported by EMSA and included in the presentation. Clinical quality of care remains high and EMTs and Paramedics are working very hard.

8. New Business – No new business.

9. Trustees' Reports – No Trustees' Reports

10. Next Meeting – Wednesday, August 25, 2021, at 1:00 p.m. Live meeting required.

11. Adjourn – The meeting was adjourned by Mr. Williams at 2:28 p.m.

May Williams, Assistant Secretary

Date