



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

November 17, 2021, at 1:07 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 Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed November 16, 2021, at 11:20 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on November 16, 2021, at 1:07 p.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker
Councilor Phil Lakin
Ms. Allison Petersen
Ms. Jan Slater
Mr. Larry Stevens
Mr. Scott Vaughn
Mr. Wiley Williams
Chief Bryan Wood

Others Present:

Jim Winham, EMSA
Adam Paluka, EMSA
Lora Conger, EMSA
Frank Gresh, EMSA
Johna Easley, EMSA
Christopher Jenkins, EMSA
May Williams, EMSA
Amanda Jameson, EMSA
James Davis, EMSA
Chief Cobb, OCFD
Jim Orbison, Riggs Abney

Trustees Absent:

Ms. Kelly Dyer Fry- Excused
Dr. Goodloe- Excused
Ms. Tammy Powell-Excused

**EMERGENCY MEDICAL SERVICES AUTHORITY
Special Board of Trustees Meeting
November 17, 2021**

A quorum was present, and the meeting was called to order at 1:07 p.m. by Chairman Wiley Williams

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated October 27th, 2021.

A motion was made by Councilor Lakin and seconded by Ms. Slater, the Board of Trustees voted to accept the minutes.

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

NAY:

ABSTAIN: Ms. Peterson (Absent for the October 27th meeting)

ABSENT: Ms. Fry, Dr. Goodloe, Ms. Powell

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report**- Mr. Williams reported that a committee of himself, Mr. Lakin, Ms. Slater and Ms. Peterson have been meeting with Mr. Winham as a result of the Executive Session in October. Consultant Scott Moore has also been contacted to assist with setting up a planning retreat to help EMSA design a plan for success. Mr. Williams will update at the next meeting the formal approval to retain Mr. Moore to assist in these areas.

2. **President's Report**

- a. **Operational Compliance Report**- Frank Gresh, Chief Information Officer – Mr. Gresh presented the Response Time Compliance Report for October 2021 to the Board. Mr. Gresh reported the Eastern Division Beneficiary jurisdictions were not in compliance in Priority 1 and 3 calls, and in compliance in Priority 2 and 4 calls. In the Eastern Division Non-beneficiary jurisdictions, compliance was not met on Priority 1 and 2 calls, but compliance was achieved on Priority 3 calls and there were no Priority 4 calls. The Western Division Beneficiary jurisdictions were not in compliance in all categories. The Western Division Non-beneficiary jurisdictions were not in compliance in Priority 1, 2 and 3 calls and there were no Priority 4 calls. Mr. Gresh shared the running 12-month compliance for both divisions as well as exclusions. There was continued conversation

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regarding staffing, increased recruiting efforts, increasing call volume and bed delay issues.

There was conversation about additional data the Board would like to see in the future as well as a timeline and plan to improve Operational Compliance. Mr. Winham confirmed that we do have the data and it will be shared with the Board in future meetings to reflect trends.

- b. Financial Report-** Lora Conger, Chief Financial Officer- Ms. Conger reported EMSA's Year to Date FY22 Income Statement, Trending of Realization Rates and Total AR, FY21 Operating Expenses and Revenue and Expense per Transport. As requested in the previous month's meeting, Ms. Conger reported on the current number of sign-on bonuses being paid to Team Members and explained how those are paid. There was additional conversation regarding how the liability for the sign-on bonuses are being recorded in the financials. The Board requested Ms. Conger to report more detailed information on these liabilities in the future.
- c. Patient Billing Services-** Amanda Jameson, Deputy Chief-Patient Billing Services- Ms. Jameson reported call volume trends over the last 14-months and explained the increase in cash due to Medicare expansion. There was a large payment received from the VA in August 2021. Ms. Jameson provided detailed information on the recent increase of payments from the VA.
- d. Key Performance Indicators Report-** Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for October 2021. Mr. Paluka reported that patient satisfaction in both divisions remains high. EMSA has continued with the suspension of community outreach participation due to the increase of COVID cases but, have been able to do some strategic outreach. As for Information Technology, there was one critical system downtime during a planned server switchover. A lot of the media outreach in October was explaining the BLS system, staffing and the new station dog in the Eastern division. Mr. Paluka explained how our patient satisfaction information is collected. Ms. Slater requested that complaints also be shared with the KPI's.
- e. President Commentary-** James Winham, Chief Executive Officer – Mr. Winham gave an overview of the current headcount and attrition rates. Ms. Easley explained the attrition trends and responded to questions from the Board regarding attrition and exit interviews. Mr. Lakin requested that national EMS attrition information and the attrition trends month to month are shared in upcoming meetings. Mr. Jenkins gave an overview of the bed delay trends by facility, the differences of how they effect each division differently and answered questions related to bed delays.

*** Councilor Phil Lakin left at 2:23 p.m.***

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A motion was made by Mr. Vaughn and seconded by Ms. Slater, the Board of Trustees voted to accept the President's report.

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

NAY:

ABSENT: Ms. Fry, Dr. Goodloe, Ms. Powell, Councilor Lakin

The motion is passed.

- 3. Approval of Memorandum of Understanding between the City of Nichols Hills and the Emergency Medical Services Authority-** Wiley Williams, Chairman of the Board. Mr. Williams re-introduced the MOU which was brought before the Board in a previous meeting and tabled pending additional information. Mr. Williams gave a thorough explanation of the proposed agreement between the City of Nichols Hill and EMSA. Ms. Peterson provided additional information to the Board regarding the need and expectations for the agreement. Prior to the meeting, Dr. Goodloe shared his thoughts on the MOU and Mr. Williams gave the report to the Board. There was an in-depth conversation regarding the agreement and the Operational and Safety risks.

A motion was made by Ms. Peterson and seconded by Ms. Slater, the Board of Trustees voted to approve the MOU between the City of Nichols Hills and EMSA.

AYE: Ms. Peterson, Ms. Slater, Mr. Stevens, Mr. Williams

NAY: Chief Baker, Chief Wood

ABSTAIN: Mr. Vaughn

ABSENT: Ms. Fry, Dr. Goodloe, Ms. Powell, Councilor Lakin

The motion is passed.

- 4. Approval of Bank of Oklahoma 401(a) Matching Retirement Plan-** Lora Conger, Chief Financial Officer. Mr. Williams stated that he initially had questions and after doing some research, he now understands the concept. Mr. Vaughn also had questions that have been answered by Ms. Conger since the last meeting. The Board suggested EMSA have a review committee to oversee the plan.

A motion was made by Ms. Peterson and seconded by Ms. Slater, the Board of Trustees voted to approve the Bank of Oklahoma 401(a) Matching Retirement Plan.

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

NAY:

ABSENT: Ms. Fry, Dr. Goodloe, Ms. Powell, Councilor Lakin

The motion is passed.

- 5. Approval of Change Order #1 relating to the remodel of the new EMSA facility located at 6205 S Sooner Rd. Increasing the Guaranteed Maximum Price (GMP) by \$250,000 to allow for any additional contingencies encountered in the remaining phases of the project. The previous contingency line item has now been exceeded.** – Frank Gresh, Chief Information Officer. Mr. Gresh explained the need to increase the GMP of the contract for additional protentional expenditures.

A motion was made by Ms. Peterson and seconded by Mr. Stevens, the Board of Trustees voted to approve the GMP increase of Change Order #1 by \$250,000.00

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

NAY:

ABSENT: Ms. Fry, Dr. Goodloe, Ms. Powell, Councilor Lakin

The motion is passed.

- 6. Approval of a non-competitive purchase from Cox Business Services of certain data network and business software application services.** – Frank Gresh, Chief Information Officer. Mr. Gresh explained the need to purchase the services and the cost savings that will come with the purchase.

A motion was made by Ms. Slater and seconded by Mr. Stevens, the Board of Trustees voted to approve the purchase from Cox Business Services of certain data network and business software application services

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

NAY:

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ABSENT: Ms. Fry, Dr. Goodloe, Ms. Powell, Councilor Lakin

The motion is passed.

*** Ms. Peterson left at 3:02 p.m.***

*** Chief Baker left at 3:04 p.m.***

- 7. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe was not present. Mr. Williams shared a statement from Dr. Goodloe outlining the most recent OMD meeting.
- 8. New Business** – No new business.
- 9. Trustees' Reports** – No Trustees' Reports
- 10. Next Meeting** – Wednesday, December 15, 2021, at 1:00 p.m. Live meeting required.
- 11. Adjourn** – The meeting was adjourned by Mr. Williams at 3:07 p.m.

May Williams, Assistant Secretary

Date