



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

**Special Board of Trustees Meeting**

**March 2, 2022, at 1:00 p.m. via Teleconference**

1417 N Lansing Avenue, Tulsa, OK 74106

6205 S Sooner Road, Oklahoma City, OK, 73135

**Board of Trustee Meeting Minutes:**

**NOTICE AND AGENDA** for the Special Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed February 28, 2022 at 12:36 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on February 28, 2022, at 12:53 p.m., 48 hours prior to the time set for the meeting.

**Trustees Present:**

Chief Michael Baker

Councilor Lakin

Dr. Goodloe

Ms. Tammy Powell

Ms. Jan Slater

Chief Wood

Ms. Kelly Dyer Fry

Ms. Allison Petersen

**Others Present:**

Johna Easley, EMSA

Frank Gresh, EMSA

Adam Paluka, EMSA

Lora Conger, EMSA

May Williams, EMSA

James Davis, EMSA

**Trustees Absent:**

Mr. Larry Stevens – Excused

Mr. Scott Vaughn – Excused

Mr. Wiley Williams - Excused

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A quorum was present, and the meeting was called to order at 1:00 p.m. by Councilor Phil Lakin.

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated December 15th, 2021, and EMSA Board of Trustees Special Meeting January 21, 2022.

A motion was made by Chief Wood and seconded by Ms. Slater; the Board of Trustees voted to accept the minutes.

AYE: Chief Baker, Councilor Lakin, Ms. Powell, Ms. Slater, Chief Wood

NAY:

ABSENT: Ms. Fry, Ms. Peterson, Mr. Stevens, Mr. Vaughn, Mr. Williams

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report**- Councilor Lakin has no report but wished Mr. Williams the best in his continuing recovery.

2. **Contract Approval**

- a. Approval and award of noncompetitive bid for maintenance of Stryker Power LOAD System and Cots and Life Pack 15 Monitors, Eastern and Western Divisions.

Mr. Gresh explained the annual maintenance service agreement to maintain monitors and power load cots. It was explained that this is a renewal of an existing contract. This cost has been included in the current budget.

A motion was made by Ms. Slater and seconded by Chief Wood; the Board of Trustees voted to award of noncompetitive bid for maintenance of Stryker Power LOAD System and Cots and Life Pack 15 Monitors.

**\*\*Ms. Fry arrived at 1:06\*\***

AYE: Chief Baker, Ms. Fry, Councilor Lakin, Ms. Powell, Ms. Slater, Chief Wood

NAY:

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ABSENT: Ms. Peterson, Mr. Stevens, Mr. Vaughn, Mr. Williams

The motion is passed.

- b. Approval and award of request for proposal - the purpose of the RFP was to solicit proposals from qualified vendors for ventilators – Frank Gresh, Interim Chief Operating Officer.

Mr. Gresh explained the recommendation to purchase the transport ventilators from Zoll. This is a newer version of the current ventilators which have been approved by the Medical Director's Office. Dr. Goodloe states that these will be replacing our current ventilators which are 10 years old.

A motion was made by Chief Wood and seconded by Ms. Powell; the Board of Trustees voted to award the request for proposal for ventilators to Zoll.

**\*\*Ms. Peterson arrived at 1:16\*\***

AYE: Chief Baker, Ms. Fry, Councilor Lakin, Ms. Petersen, Ms. Powell, Ms. Slater, Chief Wood

NAY:

ABSENT: Mr. Stevens, Mr. Vaughn, Mr. Williams

The motion is passed.

- c. Approval and award of Professional Services Consulting Agreement with Solutions Group for a comprehensive revenue cycle management assessment and waiver of RFP requirement of the EMSA purchasing policy.

Interim President Easley states that EMSA has had a significant shake up within our Patient Business Services management team and EMSA seeks approval to approve a short-term contact with Solutions Group to outsource management solutions related to revenue cycle management.

A motion was made by Ms. Petersen Group and seconded by Chief Wood; the Board of Trustees voted to approve the Professional Services Consulting Agreement with Solutions Group.

AYE: Chief Baker, Ms. Fry, Councilor Lakin, Ms. Petersen, Ms. Powell, Ms. Slater, Chief Wood

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NAY:

ABSENT: Mr. Stevens, Mr. Vaughn, Mr. Williams

The motion is passed.

**3. President's Report**

- a. Operational Compliance Report-** Frank Gresh, Interim Chief Operations Officer– Mr. Gresh presented the Response Time Compliance Report for January 2022 to the Board. Mr. Gresh reported the Eastern Division Beneficiary jurisdictions were not in compliance in all categories. In the Eastern Division Non-beneficiary jurisdictions, compliance was not met in Priority 1, 2, and 3 categories, 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. Data representing the percentage of minutes late was shared for both divisions.
- 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, FY22 Operating Expenses. Ms. Conger answered questions about unbudgeted performance incentives and labor costs.
- c. Patient Billing Services-** No report.
- d. Key Performance Indicators Report-** Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for January 2021. Mr. Paluka reported that we do not have patient satisfaction numbers due to a server issue that prevented us from procuring the data to submit to the survey company. The survey company has also adjusted they way they are conducting the surveys and will be doing text surveys. Media hits involved winter weather and the leadership change. 4 separate stories were reported regarding staffing, all of which were negative. Community Events will be resuming with stipulations. IT had a great month with no critical system downtime.
- e. President Commentary-** Johna Easley, Interim Chief Executive Officer – Ms. Easley gave a presentation outlining short-term strategic goals to create actionable plan. She presented a headcount within the EMSA organization and described an upcoming complete resource utilization plan to realign our staffing needs. Dr. Goodloe discussed staffing related to the BLS program and pointed out that the BLS program ambulances have only been able to respond to 15% of the eligible BLS responses. Ms. Easley discussed BLS IFT transport teams and the EMSA Advantage program. Mr. Gresh then explained a Stakeholder Engagement Plan to help mitigate bed delays throughout the EMSA system. Ms. Easley

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introduced a community initiative focusing on Public Service and Education plan to inform the public when it is appropriate to call 911. She also introduced a realigned organizational chart and Key Performance Indicators to ensure EMSA is making data driven decisions. Ms. Easley described a review of the current Revenue Cycle Management process and a corrective action plan to mitigate the vulnerabilities within that area. She then referred to the budget and discussed the realignment of supplemental pay practices and EMSA's 2022 CAAS application. Ms. Petersen expressed appreciation for the plan presented by Ms. Easley. Ms. Peterson also expressed concern regarding the location of Station 1 and the distance the Board Members must travel to make it to the monthly meetings.

**\*\*Ms. Powell and Councilor Lakin left the meeting at 2:20\*\***

A motion was made by Ms. Powell and seconded by Ms. Slater; the Board of Trustees voted to accept the President's Report.

AYE: Chief Baker, Ms. Fry, Ms. Peterson, Ms. Slater, Chief Wood

NAY:

ABSENT: Councilor Lakin, Mr. Vaughn, Ms. Powell, Mr. Williams, Mr. Stevens

The motion is passed.

4. **Chief Medical Officer's Report**- Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe expressed his appreciation for front line personnel taking care of the patients. He is delighted with the steps the new EMSA leadership has taken in the last 30 days.
5. **New Business** – No new business.
6. **Trustees' Reports** – No Trustees' Reports
7. **Next Meeting** – Wednesday, March 23rd, at 1:00 p.m. Live meeting required.
8. **Adjourn** – The meeting was adjourned by Ms. Slater at 2:42 p.m.

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Adam Paluka, Assistant Secretary

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Date