



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

March 23, 2022 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 Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed March 22, 2022, at 10:38 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on March 22, 2022, at 10:48 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker

Dr. Jeffrey Goodloe

Phil Lakin

Allison Petersen

Tammy Powell

Jan Slater

Scott Vaughn

Others Present:

Johna Easley, EMSA

Frank Gresh, EMSA

Adam Paluka, EMSA

Lora Conger, EMSA

James Davis, EMSA

Tracy Johnson, EMSA

Christopher Jenkins, EMSA

Chief Goodwin, Edmond Fire

Lt. Adam Potter, OCFD

Kris Koepsel, Riggs Abney

Trustees Absent:

Kelly Dyer Fry - Excused

Wiley Williams - Excused

Chief Bryan Wood – Excused

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Special Board of Trustees Meeting
March 23, 2022**

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 Special Meeting dated March 2, 2022.**

A motion was made by Ms. Slater and seconded by Mr. Vaughn to approve the March 2, 2022 Special Meeting minutes.

AYE: Chief Baker, Councilor Lakin, Ms. Powell, Ms. Slater, Mr. Vaughn

NAY:

ABSENT: Ms. Fry, Ms. Petersen, Mr. Williams, Mr. Wood

The motion is passed.

REGULAR AGENDA

- 1. Chairman's Report-** Wiley Williams, Chairman of the Board is absent, Councilor Lakin reports he does not have anything to report.
- 2. Approval of Adam Paluka as Assistant Secretary.**

A motion was made by Ms. Slater and seconded by Mr. Vaughn to approve Adam Paluka as the Assistant Secretary for the EMSA Board of Trustees.

AYE: Chief Baker, Councilor Lakin, Ms. Powell, Ms. Slater, Mr. Vaughn

NAY:

ABSENT: Ms. Fry, Ms. Petersen, Mr. Williams, Mr. Wood

The motion is passed.

- 3. Approval of Amendment to Article IV of EMSA's Amended and Restated Trust Indenture to provide for an extension of the "window of opportunity" to November 30, 2022 – Johna Easley, Interim President & Chief Executive Officer.**

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Ms. Easley deferred to EMSA Attorney Kris Koepsel on this item. Mr. Koepsel explained that the City of Oklahoma City requested a further extension of the Window of Opportunity until November 30, 2022. The beneficiary cities may continue to request extensions. The City of Oklahoma City will take action after the EMSA Board's action, and the City of Tulsa will need to take action as well. There is not a limitation on the number of extensions the beneficiary cities may request.

A motion was made by Mr. Vaughn and seconded by Ms. Powell to approve an Amendment to Article IV of EMSA's Amended and Restated Trust Indenture to provide for an extension of the "window of opportunity" to November 30, 2022.

AYE: Chief Baker, Councilor Lakin, Ms. Powell, Ms. Slater, Mr. Vaughn

NAY:

ABSENT: Ms. Fry, Ms. Petersen, Mr. Williams, Mr. Wood

The motion is passed.

4. Emergency Purchase Request - Approval of Emergency Purchase of twenty (20) LIKEPAK 15 cardiac monitors from Stryker Medical - Frank Gresh, Interim Chief Operating Officer

Mr. Gresh explained that many of the current LIFEPAK-15 monitors are more than ten years old and past their serviceability. Due to the number of monitors that are not operational, there may not be enough monitors to have one on each ambulance. Ms. Slater asked how long these monitors have been out of service. Mr. Gresh said that it was a piece of the discovery items that he and Ms. Easley discovered after assuming their new roles. A total of 42 monitors between each division are out of service. With the addition of IFT units and BLS units into the system, the lack of monitors could adversely affect operations. EMSA has a total 115 LIFEPAK monitors. Dr. Goodloe extended his appreciation to Frank and Johna for discovering the out of service monitors which had not been reported previously. Ms. Slater requested that the meeting minutes reflect the need for the emergency approval.

****Ms. Petersen arrived at 1:12pm****

A motion was made by Mr. Vaughn and seconded by Ms. Slater to approve the emergency purchase request for twenty (20) LIKEPAK 15 cardiac monitors from Stryker Medical. The motion notes that an immediate emergency does exist due to the potential harm to the public safety and loss of life.

AYE: Chief Baker, Councilor Lakin, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Vaughn

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NAY:

ABSENT: Ms. Fry, Mr. Williams, Mr. Wood

The motion is passed.

5. Approval and Award of Request for Proposal - Stryker Power LOAD System and Cots – the purpose of the RFP was to solicit proposals from qualified vendors for stretcher loading system – Frank Gresh, Interim Chief Operating Officer.

Mr. Gresh presented the review of recommendation from Stryker. Approval of this motion will allow negotiations to begin on the redline items. Mr. Gresh explained that EMSA cots are Stryker brand and can only be loaded into the ambulances by Stryker Power Load systems. The only manufacturer who can service the current equipment is Stryker.

A motion was made by Ms. Petersen and seconded by Chief Baker to approve and award the Request for Proposal to Stryker Power LOAD System and Cots.

AYE: Chief Baker, Councilor Lakin, Ms. Petersen, Ms. Powell, Ms. Slater, Mr. Vaughn

NAY:

ABSENT: Ms. Fry, Mr. Williams, Mr. Wood

The motion is passed.

6. President's Report

- a. Operational Compliance Report-** Frank Gresh, Interim Chief Operations Officer– Mr. Gresh presented the Response Time Compliance Summary for February 2022 to the Board. Mr. Gresh reported the Eastern Division Beneficiary jurisdictions were not in compliance in Priority 1, 3, and 4. Priority 2 calls were in compliance. 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. Ms. Petersen expressed concern over the quality and level of patient care EMSA is able to provide in the current environment and asked if there have been any

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complaints from patients or receiving facilities. Ms. Easley responded that these concerns are normally addressed in the monthly compliance meetings but there has not been a compliance meeting in some time. She also explained the stringent QA/QI process and if there were complaints or issues they would be voiced in the process. Mr. Gresh referenced regular communications with Chief Goodwin from Edmond Fire and Lieutenant Potter from Oklahoma City Fire as other avenues where complaints or concerns can be addressed. Ms. Peterson states that while it is imperative to improve response times but also not lose sight of our priority which is patient safety and patient care; not to sacrifice those components to improve response times.

- 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 explained unbudgeted retention performance incentives which totaled \$1.7M and the TOC Medic program which has exceeded the budget by \$326Ks, \$200K was initially budgeted for TOC Medic. Ms. Easley noted that EMSA did make changes to organizational pay practices which included EBC pay to be good stewards of funds and put "premium pay shifts" in areas that will better support team members to ensure that system needs are met.
- c. Key Performance Indicators Report-** Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for February 2022. Mr. Paluka reported that we do not have patient satisfaction numbers due to a delay in closing the month. EMSA was in the media frequently throughout the month of February due to winter weather. Social Media has been focusing on our team, team members, and job postings. IT had a great month with no critical system downtime. Community Demonstrations are now open but are carefully reviewed to protect our team members and the 911 system.
- d. President Commentary-** Johna Easley, Interim Chief Executive Officer – Ms. Easley reports a focus on operational compliance, organization culture and revenue cycle management. She introduced BLS Interfacility teams which will begin a 90-day contract, EMSA Advantage program which will bring 11 EMT students to Tulsa and 12 EMT students to Oklahoma City and new MCB Approved credential levels, which include Non-911 BLS EMTs and EMR providers who can now work in EMSA Communications Centers. Ms. Easley praised the work of the Revenue Cycle Management consulting firm to help realign the Patient Business Services department. She also praised the PBS team for their willingness to embrace change and coming together and working as a team. She introduced a temporary staffing solution for coding support due to attrition in the Coding department. Ms. Easley introduced a HRMS contractual partnership to manage payroll services for 6 months. HRMS is an expert in the UKG payroll system and offers a wide range of professional support services to increase system utilization, optimization, and workforce adoption of the UKG platform.

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7. Chief Medical Officer's Report- Dr. Jeffrey Goodloe, Chief Medical Officer – Every month, Dr. Goodloe looks at details of calls and ensures high quality patient care is being delivered by each provider in the systems that OMD oversees. Since the BLS 911 program began in December 2021, 3,998 calls were eligible for BLS response. Only 590 of those were answered by a BLS ambulance. There are not enough EMTs in the system to staff ALS ambulances and BLS ambulances. Dr. Goodloe expressed his gratitude for Frank and Johna finding problems that were not found before. His hope is to see that we have immediate ALS ambulance availability for life threatening emergencies. BLS ambulances can ensure ALS ambulances are available for ALS level patients. Councilor Lakin asked if Dr. Goodloe could provide statistical reports to the Board quarterly.

**** 2:24pm - Councilor Lakin left due to a prior engagement and Ms. Slater assumed the Chair's Seat. ****

8. New Business – No new business.

9. Trustees' Reports – Ms. Slater reports that the Executive Working Group has met and discussed a strategic planning session for the Board. Ms. Easley reports that she doesn't believe the April date would be feasible. The date would be based upon the facilitator's availability. The Board would like to evaluate the new leadership and work on strategic priorities for the organization.

10. Next Meeting – Wednesday, April 26th, at 1:00 p.m. Live meeting required.

11. Adjourn – The meeting was adjourned by Ms. Slater at 2:32 p.m.

Adam Paluka, Assistant Secretary

Date