



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

**Regular Board of Trustees Meeting**

**May 25, 2022, at 1:00 p.m. via Teleconference**

1417 N Lansing Avenue, Tulsa, OK 74106

6205 S. Sooner Road, OKC OK 73135

**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 May 24, 2022, at 9:08 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on May 24, 2022, at 9:34 a.m., 24 hours prior to the time set for the meeting.

**Trustees Present:**

Chief Michael Baker

Dr. Jeffrey Goodloe

Kelly Dyer Fry

Phil Lakin

Allison Petersen

Tammy Powell

Jan Slater

Scott Vaughn

Chief Bryan Wood

**Others Present:**

Johna Easley, EMSA

Frank Gresh, EMSA

Adam Paluka, EMSA

Christopher Jenkins, EMSA

Lora Conger, EMSA

James Davis, EMSA

Kris Koepsel, Riggs Abney

Chief Goodwin, Edmond Fire

Chief Cobb, Oklahoma City Fire

Chief Goodwin, Edmond Fire

Jim Orbinson, Riggs Abney

Erik Whitson

Richelle Treece

Pete Burkis

Katherine Wakefield

**Trustees Absent:**

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 Meeting dated March 23, 2022.

A motion was made by Mr. Vaughn and seconded by Ms. Slater.

Ms. Fry and Ms. Powell arrived at 1:03pm.

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

NAY:

ABSENT: Ms. Petersen, Mr. Williams

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. **Contact Approval**

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

Mr. Gresh explained the devices installed in 2018 are going to be replaced. Two proposals were submitted, with Turn Key Mobile submitting the lowest bid for Toughbook devices and Mobile Data Terminals to be installed in ambulances and other EMSA response vehicles. Ms. Powell asked what happens to the currently installed IT equipment. Mr. Gresh stated that it would be offered as surplus to IT surplus companies.

A motion was made by Chief Wood and seconded by Ms. Powell.

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

NAY:

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ABSENT: Ms. Petersen, 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 Summary for April 2022 to the Board. Mr. Gresh reported the Eastern Division Beneficiary jurisdictions were in compliance in Priority 1, and 2 calls. Priority 3 and 4 calls were not in compliance. In the Eastern Division Non-beneficiary jurisdictions, compliance was not met in Priority 2 calls. There were not any Priority 3 or 4 calls in the Non-Beneficiary jurisdictions. 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, or 2 and there were no Priority 3 or 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 presented the Financial Report along with Budget Highlights. Ms. Conger will have financial statements available by the end of the week. Ms. Easley explained the revenue cycle management discrepancies and the realignment of per-verification, billing, and coding positions to get back in line with the revenue cycle management process. Councilor Lakin posed questions regarding any possible repercussions of the turnover and how that will impact billing. Ms. Easley explained the role of Solutions Group to help mitigate potential issues.

**\*\*Ms. Petersen arrived at 1:15\*\***

**c. Key Performance Indicators Report-** Adam Paluka, Chief Public Affairs Officer – Mr. Paluka reported on the KPIs for April 2022. Mr. Paluka reported that we do not have patient satisfaction numbers due to the delay in closing the month. It was noted that the last Patient Satisfaction survey data that we have is from December 2021. It is anticipated that EMSA will be able to conduct surveys again after the closing of the April month. We have been engaging in more community events, with event requestors understanding that the community events will be outside, and participants will be masked and practicing social distancing. EMSA media events were down for the month, but May numbers should be good due to weather. Social Media numbers are good. 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 presented Compliance Trends, Mutual Aid utilization and IFT Utilization per division. It is clear that the IFT program is allowing the appropriate resources to be utilized for the IFT

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designated transports. Ms. Petersen asked questions about utilizing mutual aid resources which were addressed by Ms. Easley. Mr. Gresh added that mutual aid is factored into response times. Ms. Easley shared Organizational Highlights including EMS Week 2022 and Wage Analysis and market adjustments with new starting wages for team members. Ms. Slater asked about current open positions within the EMSA team. Ms. Easley stated that there are openings in PBS and Administration, noting that head counts will always be fluid. EMSA Advantage Program is doing well, and coming up on National Registry Exams. Ms. Powell asked about turnover data.

**4. Presentation and Approval of EMSA Fiscal Year 2023 Budget -Lora Conger, Chief Financial Officer**

Chief Financial Officer Lora Conger explained that there will be no increases for Emergency and Non-Emergency transport. There is a plan for a fair market value study in FY23 for all service lines. Subsidiaries for beneficiary and non-beneficiary cities are flat. Wage adjustments for most position will be distributed from the compensation study and are factored into the budget. Ms. Conger presented the FY23 Operating Revenue chart, FY23 Operating Expenses, and Capital Budget.

A motion was made by Councilor Lakin to postpone the vote on the approval of the budget to the next meeting, subject to the availability for enough board members to be present at the next meeting. This will allow the board members to fully review the budget and bring questions to the next board meeting.

**5. Chief Medical Officer's Report-** Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe presented OMD Activities which included changes in credentialing which were approved by the MCB on May 11, 2022. Dr. Goodloe thanked Fire Chiefs Goodwin, Cobb and Baker for their time and willingness to participate in meetings to help meet the needs of our communities. The MCB took action on ten clinical protocols in May and OMD has reviewed medical plans for EMSA special events. Dr. Goodloe presented a review of the 911 BLS program since December 2021.

**6. New Business** – No new business.

**7. Trustees' Reports** – No trustees report.

**8. Next Meeting** – Wednesday, June 22, 2022, at 1:00 p.m.

**9. Adjourn** – The meeting was adjourned by Ms. Slater at 2:26 p.m.

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Adam Paluka, Assistant Secretary

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Date