



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

**Regular Board of Trustees Meeting**

**December 14, 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 December 12, 2022, at 3:23 p.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on December 12, 2022, at 3:31 p.m., 24 hours prior to the time set for the meeting.

**Trustees Present:**

Chief Michael Baker

Dr. Jeffrey Goodloe

Chief Richard Kelley

Phil Lakin

Allison Petersen

Tammy Powell

Scot Rigby

Jan Slater

Scott Vaughn

**Others Present:**

Johna Easley, EMSA

Frank Gresh, EMSA

Lora Conger, EMSA

Adam Paluka, EMSA

Sonia Coleman, EMSA

Christopher Jenkins, EMSA

Tisha Downer, EMSA

Jim Orbison, Riggs Abney

Kris Koepsel, Riggs Abney

David Howerton, OMD

**Trustees Absent:**

Chief Bryan Wood- Excused

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A quorum was present, and the meeting was called to order at 1:02 p.m. by Chairman Wiley Williams.

**\*\*\* Ms. Powell arrived at 1:03 p.m.\*\*\***

**CONSENT AGENDA**

1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated November 16, 2022.

A motion was made by Councilor Lakin and seconded by Chief Kelley to accept the November 16, 2022, EMSA Board of Trustees Meeting Minutes.

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

NAY: None

ABSENT: Ms. Petersen, Chief Wood

The motion is passed.

**REGULAR AGENDA**

1. **Chairman's Report**- Wiley Williams, Chairman of the Board– Mr. Williams moved the Medical Director's Report to the beginning of the meeting due to Dr. Goodloe's schedule. After Dr. Goodloe concluded his report, Mr. Williams echoed his sentiments.
2. **Chief Medical Officer's Report**- Dr. Jeffrey Goodloe, Chief Medical Officer – Dr. Goodloe said he believed his office has credentialed more paramedics in the past 30 days than in the past several years. He said not all of these are contracted Paramedics; many are working full-time for EMSA. He also noted several of the Best Practice Medicine Paramedics are thinking of staying at EMSA once their contract with BPM ends. He credited Ms. Easley for making the decision to contract with BPM, as they are highly capable, experienced medics. He said EMSA is still moving forward as it strives to reach response time compliance in the Western Division, because while there has been substantial progress, there is still room for improvement. He said COVID and other respiratory illness are driving very high call and transport volume, and because of this it's hard to compare 2022 to any other year. He said whole blood administration has begun in the Western Division and will come to the Eastern Division in early 2023. Dr. Goodloe introduced David Howerton who talked about reactions from the fire departments to compliance improvements in the Western Division. He says EMSA will have a

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story to share in the EMS industry about turning a system around and feels very good about EMSA's trajectory.

**\*\*\* Ms. Petersen arrived at 1:20 p.m.\*\*\***

### 3. President's Report

- a. **Operational Compliance Report-** Frank Gresh, Interim Chief Operations Officer– Mr. Gresh presented the Response Time Compliance Summary for November 2022 to the Board. Mr. Gresh reported the Eastern Division Beneficiary jurisdictions were compliant for Priority 1, 2, and 4 calls, but out of compliance for Priority 3 calls. In the Eastern Division Non-beneficiary jurisdictions, compliance was not met in Priority 1 and 2 calls. There was 50% compliance in Priority 3 and 4 calls. The Western Division Beneficiary jurisdictions showed marked improvement in Priority 1 compliance at 71%, and Priority 2 calls were in compliance. Priority 3 and 4 calls were out of compliance. The Western Division Non-beneficiary jurisdictions were not in compliance on Priority 1, and 2 calls. Mr. Gresh said there is room for improvement, but he is very pleased with the progress being made. Dr. Goodloe said it was important to note EMSA leadership is not making safety sacrifices to try and make compliance and thinks that should not be overlooked. Ms. Easley said there is a daily review of late calls to try and correct any mistakes so the errors can be corrected quickly. Mr. Gresh said because of the influx of Paramedics, many BLS crews of two EMTs have been split to create two ALS trucks, but those EMT positions are being backfilled. He also showed bed delay data showing that there was a significant jump in bed delay hours in the Eastern Division, which is affecting response time compliance. Chief Kelley asked if the Board could see the staffing chart and Ms. Easley said they are working on better ways to show organizational data to the Board of Trustees in 2023.

**\*\*\* Dr. Goodloe departed meeting at 1:29 p.m.\*\*\***

- b. **Revenue Cycle Management Report** – Sonia Coleman, Director, Revenue Cycle Management – Ms. Coleman said days to bill has dropped significantly since the last presentation to the Board. She said there is a positive trend in every category of aging payors, and the goal is to get to 15 to 20 days aging. She also said cash collections are improving. Ms. Petersen said the Board wants to make sure EMSA can recover all possible monies available, and Ms. Coleman said that is the case. Ms. Slater asked about VA collections, and Ms. Coleman said they are communicating with the VA and the recent backlog of VA claims have been processed. She said she has new managers in the Patient Business Services Department, and they are working hard to optimize the team.
- c. **Financial Update**– Lora Conger, Chief Financial Officer - Ms. Conger said that due to the earlier monthly Board Meeting in December, there are not financials available for review. She also said on December 21<sup>st</sup> there will be a Finance Committee meeting to discuss a

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revised FY23 Budget. There will also be small group meetings with Board Members the week of January 16<sup>th</sup> to explain these revisions ahead of a Board vote.

- d. **Key Performance Indicators Report** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka presented the KPIs for November 2022. Mr. Paluka said he and Mr. Gresh have met with EMS Survey team to restart patient satisfaction surveys, and it is his hope those can be restarted in the first quarter of 2023. He said there were two negative media stories, and those were both because the reporter violated EMSA’s PHI release to media policy by naming the patient. Mr. Paluka said he would be visiting with news affiliates in January in Tulsa and OKC, explaining how EMSA works and how EMSA can help reporters with their stories.
  
- e. **President Commentary**- Johna Easley, Interim Chief Executive Officer – Ms. Easley took time to talk about the year in review for EMSA. She said there is no question it has been a tough year, but there are several highlights to celebrate including the launch of the in-house EMT school, EMSA Advantage, and in-house Paramedic School grads joining the EMSA Team. She talked about key hires and the development of EMSA’s Senior Leadership Team. She spoke about the implementation of the findings from a wage and compensation study to improve hiring and retention. She reminded the Board about excellent survey results from Oklahoma City and Tulsa residents who said they trusted and valued EMSA. She also talked about the updates to EMSA’s foundational documents that were unanimously approved by the Oklahoma City and Tulsa City Councils. She also said it was important to build out the EMSA Safety and Risk Team. Lastly, she said while compliance is not where it needs to be, there has been marked improvement. Ms. Slater asked when she thinks the BPM Paramedics will no longer be needed, and Ms. Easley said the goal is to wind down at the end of the initial 180-day contract.

A motion was made by Ms. Petersen and seconded by Councilor Lakin to accept the December 2022 President’s Report.

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

NAY: None

ABSENT: Chief Wood

The motion is passed.

- 4. **New Business** – Mr. Williams asked EMSA Legal Counsel about a recent ruling involving open meetings in Cleveland County. EMSA Legal Counsel EMSA had added language to Board of Trustees Meeting Agenda’s following the ruling and believes EMSA is fully compliant with the Open Meetings Act.

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**5. Trustees' Reports** – No Trustees' Report.

**6. Next Meeting** – Wednesday, January 25, 2023, at 1:00 p.m.

**7. Adjourn** – The meeting was adjourned by Mr. Williams at 2:12 p.m.

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Adam Paluka, Assistant Secretary

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Date