



EMERGENCY MEDICAL SERVICES AUTHORITY – A PUBLIC TRUST

Regular Board of Trustees Meeting

April 26, 2023, 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 Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed on April 24th, 2023, at 9:44 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on April 24th, 2023, at 9:57 a.m., 24 hours prior to the time set for the meeting.

Trustees Present:

Chief Michael Baker
Dr. Jeffrey Goodloe
Chief Richard Kelley
Phil Lakin
Tammy Powell
Jan Slater
Scott Vaughn
Wiley Williams
Chief Bryan Wood

Others Present:

Johna Easley, EMSA
Adam Paluka, EMSA
Lora Conger, EMSA
Michael Cunningham, EMSA
Lee Gibson, EMSA
Christopher Jenkins, EMSA
Tracy Johnson, EMSA
James Davis, EMSA
Jim Orbison, Riggs Abney

Trustees Absent:

Allison Petersen- Excused
Scot Rigby - 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.

CONSENT AGENDA

1. Approval of Board Minutes from the EMSA Board of Trustees Special Meeting dated March 29, 2023.

A motion was made by Chief Kelley and seconded by Ms. Slater to accept the March 29, 2023, EMSA Board of Trustees Special Meeting Minutes.

AYE: Chief Baker, Chief Kelley, Ms. Powell, Ms. Slater, Mr. Vaughn, Mr. Williams, Chief Wood

NAY: None

ABSENT: Mr. Lakin, Ms. Petersen, Mr. Rigby

The motion is passed.

REGULAR AGENDA

1. **Chairman's Report-** Wiley Williams, Chairman of the Board– Mr. Williams told Trustees he was disappointed in the decision by the Edmond City Council to move forward with an EMS RFP. He also said he spoke with Johna about appointing two Trustees from each Division to work with EMSA on their Strategic Plan. He said there would be more details forthcoming, including the selection of Trustees later in the month.
2. **President's Report**
 - a. **Operational Compliance Report-** Johna Easley, Chief Executive Officer– Ms. Easley reported the Eastern Division Beneficiary jurisdictions were compliant for Priority 1 and 2 calls, but out of compliance for Priority 3 and 4 calls in the month of March 2023. Ms. Easley explained that there is some work to be done to make sure EMT numbers are increased to account for EMTs who will be attending EMSA's in-house Paramedic Schools soon. She said there would be some drop in Priority 3 and 4 call compliance in the summer months because of the decreased number of productive system EMTs. The Western Division Beneficiary jurisdictions showed Priority 1 compliance at 84%, and Priority 2 calls were in compliance. The Western Division Non-beneficiary jurisdictions were at 79% - most of those calls originating in the City of Edmond. Ms. Easley discussed the impact of the EMSA Advantage EMT program and how it has helped add additional EMTs to the system. Ms. Easley talked about the strides that have been made in the Western Division to improve compliance and she said the Western Division has been working hard to

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achieve those improvements. Ms. Easley asked Mr. Jenkins to explain current and historical bed delay in both Divisions. Ms. Easley also discussed the effect increased call volume has had on operations across the system. Ms. Easley also shared headcount numbers and was asked about the Paramedic numbers that were reported, and she said much of the Paramedic attrition in the East can be linked to team members seeking other clinical careers such as nursing or CNAs. She said she and the Human Resources Director are working on a retention plan including a variety of shift schedules. Mr. Vaughn asked if the Board could see the headcount percent, particularly for Paramedics. Ms. Easley said she would be happy to share that historical perspective and share progress.

***** Mr. Lakin arrived at 1:11 p.m.*****

- b. Financial Update**— Lora Conger, Chief Financial Officer - Ms. Conger shared a financial update through March 2023 with the Board. She called out transport volume being above budgeted numbers. She said there have been reimbursement rate increases from Medicare and BlueCross BlueShield. She said salary expenses are higher due to premium pay being utilized at various points of the year. She said there have also been some fairly substantial price increases for various supplies this year, and those increases were not budgeted. She said there has been a positive trend in the decline of gross A/R, including the lowest numbers she has seen in her tenure as CFO. She said the Revenue Cycle Management team should be commended for their hard work. Ms. Conger told the Board there has also been a positive increase in cash collections which has impacted realization rates which is a very good marker.
- c. Key Performance Indicators Report** – Adam Paluka, Chief Public Affairs Officer – Mr. Paluka focused on media hits and social media impressions for the month of March. He said most media hits and social media posts were related to the EMSA Advantage application deadline being April 1st. He said the decision to focus on EMSA Advantage was driven by the results of the resident surveys conducted in Summer 2022. He also explained the process for community members requesting educational demonstrations and how those are staffed without compromising the 9-1-1 system.
- d. President Commentary**- Johna Easley, Chief Executive Officer – Ms. Easley gave an update on EMSA’s Strategic Planning process to Trustees. Ms. Easley gave her team kudos for the recent perfect score and three-year reaccreditation from the Commission on Accreditation of Ambulance Services. She said she was pleasantly surprised and happy with the CAAS visit and attributes the performance to the entire EMSA Team. She said the final cohort of Best Practice Medicine contract Paramedics will arrive in Oklahoma City in mid-May and will stay in the system through the end of the contract in late October/early November. Ms. Easley said five of those Paramedics have expressed interest in remaining in the system as EMSA employees after their assignment with BPM ends.

A motion was made by Chief Kelley and seconded by Ms. Slater to accept the April 2023 President’s Report.

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

NAY: None

ABSENT: Ms. Petersen, Mr. Rigby

The motion is passed.

- 3. Medical Director's Report – Dr. Jeffrey Goodloe, Chief Medical Officer** – Dr. Goodloe told Board Members that the Whole Blood Administration is going well in Oklahoma City. He said the supplier of blood in OKC is different than Tulsa and there are other logistical hurdles that will need to be cleared before Whole Blood is available in the Eastern Division. He also spoke about the importance and realities of EMSA's in-house Paramedic School. Dr. Goodloe also spoke in detail and length about the BLS service line in both Oklahoma City and Tulsa and its performance compared to expected metrics. He also talked about upcoming activities and projects being undertaken by the Office of the Medical Director.

***** Chief Baker, Mr. Vaughn, & Chief Kelley left at 2:05 p.m.*****

- 4. New Business** – No New Business.
- 5. Trustees' Reports** – No Trustees' Report.
- 6. Next Meeting** – Wednesday, May 24, 2023, at 1:00 p.m. via videoconference.
- 7. Adjourn** – The meeting was adjourned by Mr. Williams at 2:10 p.m.

Adam Paluka, Assistant Secretary

Date