



# EXCELLENCE IN **ALL** THINGS



2024 ANNUAL REPORT



## LETTER FROM THE

# BOARD OF TRUSTEES

**Phil Lakin Jr., Chairman**  
EMSA Board of Trustees

As Chairman of the EMSA Board of Trustees, I am proud to reflect on an extraordinary year of progress and service at EMSA. In 2024, EMSA continued to deliver life-saving care with dedication and compassion.

Through strategic planning, resource optimization, innovation, and excellence, we are serving our communities better than ever before.

In 2024, EMSA celebrated the launch of **EMSA SimTEP** (Simulation Training for EMS Professionals), a state-of-the-art program designed to elevate the skills and readiness of our paramedics and EMTs. This initiative represents a significant investment in professional development, and cutting-edge clinical training. EMSA SimTEP gives our team a safe environment to train for the complexities of modern emergency medicine.

Additionally, EMSA integrated **Gen2 ambulances** into our fleet, marking a new era of efficiency and patient care. The design and layout of the patient compartment was informed by the EMTs and Paramedics who use them every day to provide the highest quality clinical care while optimizing operational performance.

Our cities and residents should be proud to have EMSA as their pre-hospital healthcare provider. Behind these accomplishments is a team of dedicated professionals who work tirelessly to protect and care for our neighbors. On behalf of the Board of Trustees, I extend my gratitude to every EMSA employee and the residents we serve for their trust and support.

Sincerely,  
Phil Lakin Jr.  
Chairman, EMSA Board of Trustees

Eight of the 11 members of the EMSA Board of Trustees are appointed by the Cities of Tulsa and Oklahoma City. One member represents the Tulsa-area suburbs and another represents the Western Division non-beneficiary jurisdictions. The Medical Director also has a position on the EMSA Board of Trustees.

## EMSA BOARD OF TRUSTEES

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Fire Chief, Tulsa Fire Department

\*Served on the Board of Trustees through November 2024



As EMSA's President and Chief Executive Officer, it is my pleasure to present EMSA's 2024 Annual Report.

It is an honor to lead a team whose dedication and passion bring EMSA's mission to life. This report highlights the accomplishments, challenges, and innovations that make EMSA a cornerstone of our communities and a leading example of high-performance EMS across the nation.

Inside this report, we will share what drives EMSA's success: **the commitment of our team members, the strength of our partnerships, and our ability to adapt in a dynamic healthcare environment.** From life-saving responses to groundbreaking education initiatives, EMSA's team consistently demonstrates professionalism and excellence.

This year, we embraced the theme of "Excellence in All Things."

In early 2024, EMSA's Senior Leadership Team reaffirmed our commitment to setting a standard of excellence in every facet of our organization. Whether providing patient care, recruiting the next generation of EMSA EMTs, or representing EMS in our communities, we continually strive to exceed expectations. Every team member, every department, and every initiative play a critical role in elevating EMSA to new heights of performance and innovation.

HIGHLIGHTS OF 2024 INCLUDE:

- Workforce Development:** This year, EMSA launched two annual paramedic classes in both Tulsa and OKC increasing the number of paramedics our organization will produce by 300%.
- Financial Stewardship:** Our Finance and Revenue Cycle Management Teams refined processes to increase cost recovery, ensuring EMSA remains the most efficient EMS provider in the state according to the Oklahoma Healthcare Authority.
- Enhanced Community Engagement:** EMSA participated in more than 150 community events in 2024. From Girl Scout Meetings to Christmas Parades, we interacted with thousands of residents in the communities we serve.

As we close 2024, we do so with immense pride in our accomplishments and an unrelenting focus on continuous improvement. We remain steadfast in our dedication to EMSA's core values: **Patient Centered, Team Focused, Fiscally Responsible, Highly Accountable.**

On behalf of EMSA's Senior Leadership Team, I extend my heartfelt thanks to our Board of Trustees, Beneficiary and Non-beneficiary cities, and most importantly, our more than 750 dedicated team members. Your support fuels our mission and enables us to serve with excellence. Together, we are not just responding to emergencies; we are shaping the future of EMS.

My best,

*Johna M. Easley*

**Johna M. Easley**

PRESIDENT AND CHIEF EXECUTIVE OFFICER  
EMSA



LETTER FROM THE

**PRESIDENT  
AND CEO**



2024 ANNUAL REPORT

**EXCELLENCE  
IN ALL THINGS**

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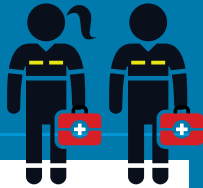
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## WORKPLACE INCIDENT RATE



The ambulance services industry (NAICS 62191) has a workplace injury and illness incident rate of 7.4.

EMSA is proud to maintain an incident rate **well below** the industry average, with a 2024 rate of

**5.77**

IN OUR EASTERN DIVISION  
and

**6.49**

IN OUR WESTERN DIVISION.

EMSA's workplace incident rate is calculated using two key factors: total hours worked by all team members and the total number of reportable incidents. The achievement reflects the dedication of our Operations, Clinical, and Safety & Risk teams, whose proactive training and prevention efforts create a safer work environment for our crews and the communities we serve.

EXCELLENCE  
IN ACTION

## MILES TRAVELLED



In 2024,  
EMSA crews driving our

**122**

ambulances covered an  
astonishing

**2,717,047.8**

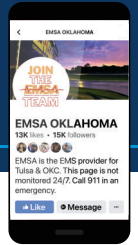
miles - 1,496,187.9 in  
our Western Division  
and 1,200,859.9 in our  
Eastern Division.



That's equivalent to circling  
the globe 109 times!

Behind these miles is our dedicated team of 20 fleet technicians across Oklahoma City and Tulsa, ensuring our ambulances run safely and efficiently. All credentialed providers who will be behind the wheel of an EMSA ambulance attend a comprehensive 3-day training on our Emergency Vehicle Operator Safety Course. They must pass this EVOS training when they are hired and complete a remedial training every two years to operate an EMSA ambulance. In 2024, our safety team implemented new initiatives to enhance driver safety, reinforcing EMSA's commitment to protecting our crews and patients. Every mile driven reflects our unwavering dedication to serving our communities, ensuring patients receive emergency medical care as quickly, reliably, and safely as possible.

## SOCIAL MEDIA



In the past year, EMSA's social  
media reach soared to

**2,743,921**

across

FACEBOOK INSTAGRAM X LINKEDIN



with

**265,360**

engagements.



To put that in perspective, this reach exceeds the combined populations of Oklahoma City (nearly 700,000) and Tulsa (about 420,000) more than twice over. EMSA's social media goal is to connect the communities we serve with the EMSA team dedicated to delivering compassionate emergency medical care 24/7/365. High engagement levels highlight the impact of EMSA's messaging, ensuring vital information reaches the public. By leveraging social media effectively, EMSA strengthens relationships, enhances public education, and reinforces its role as a trusted healthcare organization and valued member of our community.

Follow us on social media  
@ EMSAOK



# EXCELLENCE IN COMMUNITY RELATIONS



In 2024, EMSA strengthened community connections by participating in more than 150 community events in our Tulsa and Oklahoma City service areas. From school visits to first aid demonstrations for local scouting groups and holiday parades, our team loves getting the opportunity to support our communities and cultivate meaningful relationships.



EMSA Honor Guard walking in the Tulsa Veterans Day parade.



EMT Jonathan Penick at a TU football game with their mascot, Gusto.



EMSA crews at the Paycom Center providing medical standby for the Oklahoma City Thunder.



EMSA teams on site of the memorial marathon.



EMT Seth Woods and Ethan Jackson are teaching children hands-only CPR at the FC Tulsa first responder night.



Paramedic Chelden Love walks alongside the EMSA float in the 2024 Tulsa Christmas parade.



EMSA bike team members having fun while working the 2024 Memorial Marathon.



EMT Andrew Murillo gives a child a tour of an EMSA ambulance.



EMSA team members at the Paycom Center after completing an annual NBA training with the OKC Thunder medical staff.



EMSA team members at the 2024 Cowboy Christmas parade in the OKC stockyards.

## CELEBRATIONS



This Spring, EMSA nominated **Ascension St. John Medical Center for the Academy of International Mobile Healthcare Integration (AIMHI) 2024 AIMHI Excellence in Integration Award**. We were thrilled when they won for their dedication to improving EMS efficiency by streamlining patient transfers, thereby reducing bed delays and ultimately setting a new standard in hospital-EMS collaboration.

In August, EMSA was honored as a **2024 Journal Record Empowering Women Honoree** for being a top Oklahoma company elevating women in the industry. Although EMS is a male-dominated field, **40% of the EMSA team is female-the highest in our history**. EMSA also has women in two of its three top executive roles: CEO and CFO.

In October, EMSA won **two Silver Link Awards from PRSA Tulsa** for its **2023 Annual Report** and **Tulsa EMSAcare Open Enrollment Campaign**, which also earned **BEST IN SHOW** for strategic planning, budgeting, and execution. **Judges called it a "Perfect entry!"**

## EXCELLENCE IN EDUCATION



EMSA provides top-tier instruction, hands-on training, and real-world simulations to prepare students for the field. Our programs emphasize critical thinking, teamwork, and decision-making in high-pressure situations. With personalized support, a rigorous curriculum, and state-of-the-art equipment, EMSA ensures students exceed national certification standards.

**In 2024, EMSA Advantage EMT trainees score 38% higher** on their first national registry test attempt than the national average. **Paramedic trainees in EMSA's in-house program surpass the national first-time pass rate by 14%.** These achievements reflect our commitment to high-quality education.

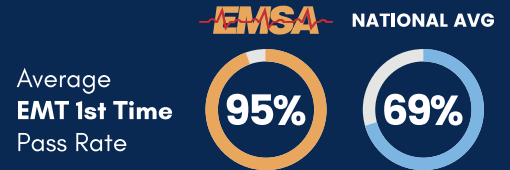
## ? EXCELLENT QUESTION

### WHAT IS "UPTRITION"?

You've probably heard of attrition, the rate at which a company loses employees. At EMSA, we're also looking at uptrition.

Uptrition is the rate at which we are able to promote team members. For example, an employee who uptritions might be a credentialed EMT who is accepted into our in-house Paramedic School. They'll uptrition again once they complete Paramedic School and are able to function as a licensed and credentialed Paramedic in our system.

### 2024 1st Time NREMT Pass Rate



Source: National Registry of Emergency Medical Technicians. (n.d.) NREMT data maps. Retrieved November 19, 2024, from <https://my.nremt.org/rwd/public/data/maps>

**14%** OF ALL EMSA TEAM MEMBERS UPTRITIONED IN 2024  
– a number we are very proud of.

## EMSA SimTEP

Simulation Training for EMS Professionals

**EMSA SimTEP (Simulation Training for EMS Professionals)** features a 360-degree immersive screen used in coordination with high-fidelity manikins to immerse trainees in real-world environments they will encounter on calls. EMSA leadership and Oklahoma City government officials cut the ribbon on the state-of-the-art SimTEP lab on September 19, 2024, during National Healthcare Simulation Week. A sim lab in Tulsa should open in the next year. EMSA is currently pursuing accreditation for EMSA SimTEP from the Society for Simulation in Healthcare.

**"This is one of the most significant clinical education initiatives I've seen in my 15-year career," said EMSA President & CEO Johna Easley. "Customized EMSA SimTEP training allows us to continue to improve upon the excellent clinical care we provide each day."**



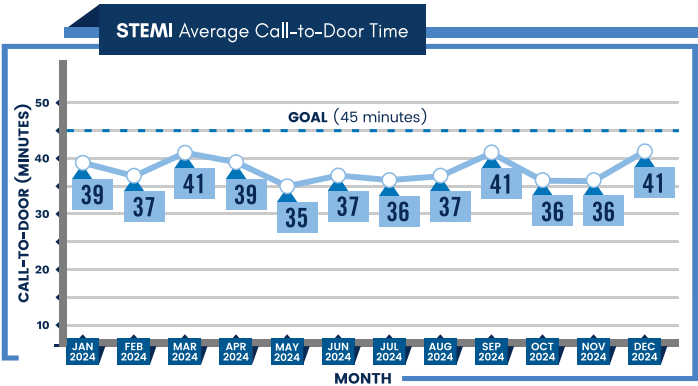
Scan the QR code to learn more about EMSA SimTEP and see a video of the Sim Room during training.



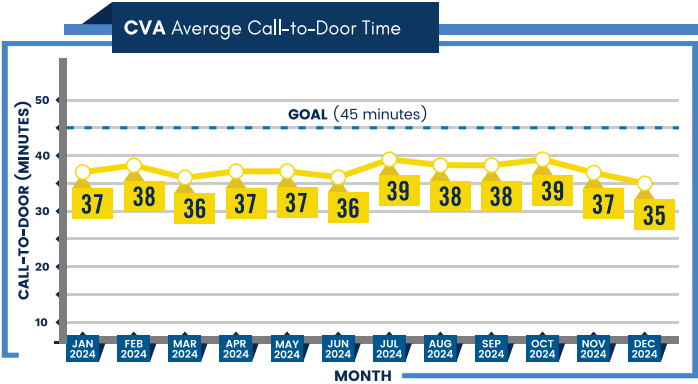


The importance of Low “Call-to-Door” Times for Critical EMS Patients

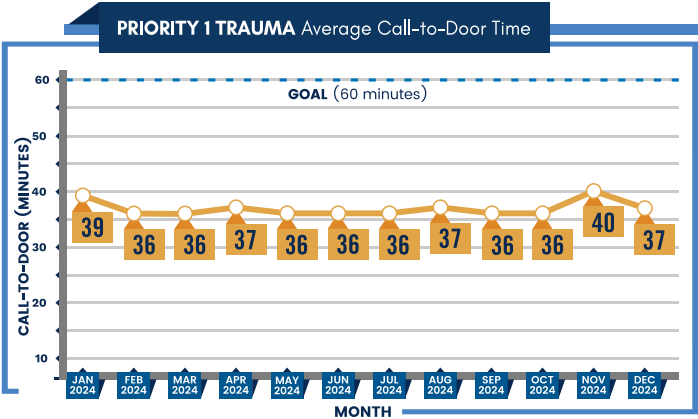
EMSA strives to be below our "call-to-door" time goals—the time from when EMSA dispatchers answer a 911 call to the moment our patient arrives at the hospital. This is critical for life-threatening cases like STEMI, strokes, and priority one trauma incidents—which account for 7% of EMSA’s annual calls.



**For STEMI patients, time is heart muscle.** Fast transport to a hospital for interventions like angioplasty can mean the difference between full recovery, severe heart damage, or death.



**Similarly, for stroke patients, time is brain.** Quick treatment of blockages with clot-busting drugs or thrombectomy is crucial to preserve brain function, making rapid transport to a stroke-ready hospital essential.



**For priority one trauma patients, rapid access to a trauma center is vital.** Specialized teams can quickly treat life-threatening injuries, while delays risk complications, longer recoveries, or death.

By exceeding "call-to-door" time goals, EMSA ensures timely, life-saving care, improving survival, recovery, and quality of life for our patients—reflecting our commitment to top clinical care for our communities.

EXCELLENCE  
IN CLINICAL  
CARE





# EXCELLENCE IN PATIENT BUSINESS SERVICES



## REVENUE CYCLE MANAGEMENT

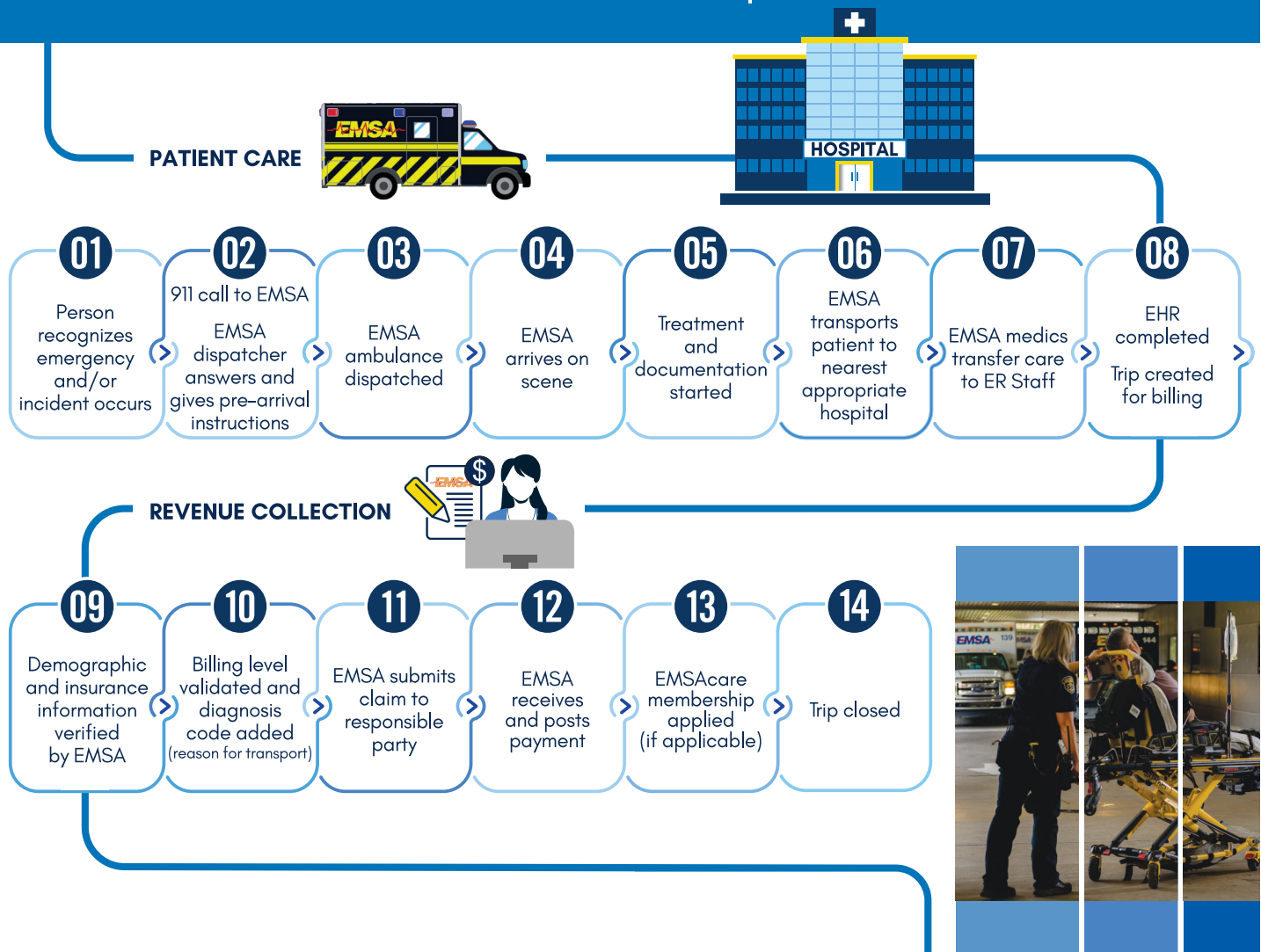
The **Revenue Cycle Team at EMSA** is responsible for ensuring that EMSA is appropriately reimbursed for services provided.

APPROXIMATELY

# 86%

of EMSA's operational funding comes from patient revenue, and the PBS team is essential in ensuring EMSA continues to be able to provide quality patient care.

## LIFE CYCLE OF AN EMSA TRANSPORT | FROM CALL TO CLOSED



## CASH COLLECTED FY24

	EAST	WEST	COMBINED
<b>FY22</b>	\$31,272,657	\$37,056,577	\$68,329,234
<b>FY23</b>	\$40,614,289	\$46,810,454	\$87,424,743
<b>FY24</b>	\$38,837,259	\$50,008,006	\$88,845,265

**At EMSA, cash collected refers to the total amount of money received from patients and insurance companies for emergency medical services.**

Cash collected is a key component of determining EMSA's realization rate, which measures our percentage of billed charges actually collected. The realization rate helps track revenue cycle efficiency and effectiveness and helps identify areas for improvement. Effective management of cash collections is crucial for maintaining healthy cash flow and financial stability.

## EMSAcare Write-Offs

	EAST	WEST	CONSOLIDATED	NO. OF TRIPS
<b>FY22</b>	\$9,504,233	\$9,880,945	\$19,385,178	32,416
<b>FY23</b>	\$6,759,003	\$7,423,659	\$14,182,662	34,187
<b>FY24</b>	\$7,602,206	\$8,682,652	\$16,284,858	35,281

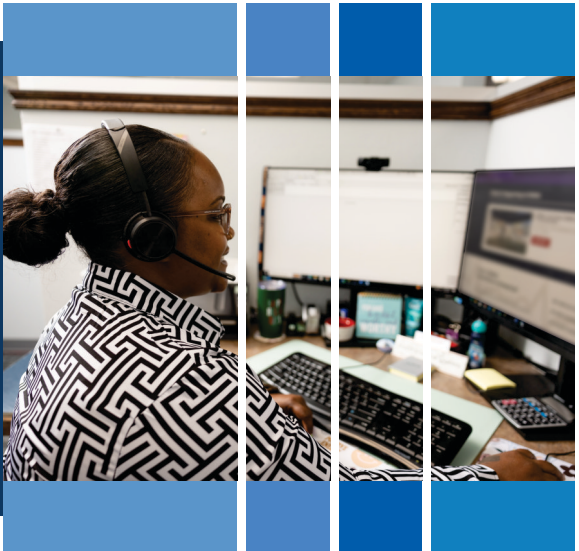
FY24 Total  
**EMSAcare write-offs**  
were **\$16,284,858.**

In 2024, the total EMSAcare adjustment amount is higher than FY23. EMSAcare members who lost their Medicaid benefits when SoonerCare renewals resumed in the Spring of 2023 were protected from out-of-pocket costs for emergency ambulance transports by EMSA.

## CUSTOMER SERVICE TEAM SPOTLIGHT



We know an ambulance transport can lead to a lot of questions. That's why EMSA has a team of dedicated Customer Service Representatives. **In 2024, our team answered 18,390 calls** about patients' ambulance bills, misplaced items during transport, or their EMSAcare member benefits.



# EXCELLENCE IN FISCAL RESPONSIBILITY



## EMSA FY2024 FINANCIALS



In FY2024, EMSA made key investments in operations and workforce support, reinforcing our commitment to high-quality emergency medical services while maintaining a strong financial foundation. These investments include:

- 10 new ambulances and 20 remounted units
- \$3 million in new stretchers to maintain the highest standards for patient safety
- New property acquisition adjacent to Tulsa headquarters in the historic Greenwood District
- Compensation adjustments to support the most skilled EMS clinicians in the state

### EMSA FY2024 Organizational Financial Summary

July 1, 2023-June 30, 2024

**EAST**

**WEST**

**Total  
Operating  
Revenue**

\$48,477,862 \$59,537,705

4%  
INCREASE  
SINCE  
2023

**Total Expenses  
(including  
depreciation)**

\$42,175,167 \$55,831,125

3.6%  
INCREASE  
YoY  
2023 TO  
2024

**Net Income\*\***

**\$6,302,695 \$3,706,580**

**FY2024 Total  
Transports**

91,034 106,527

**Cost per  
Transport**

\$440.80 \$502.73

### MEDICAID COST PER TRANSPORT \*

**\$1,681.90**

**\$1,019.39**

**\$506.48**

**\$452.38**

**AVG  
FIRE-BASED  
EMS PROVIDERS**

**AVG  
EMS-ONLY  
PROVIDERS**

**EMSA  
WEST**

**EMSA  
EAST**

\*Oklahoma Healthcare Authority Medicaid Data

\*\* Disparity between Eastern Division and Western Division net income is due to short-term contracted labor being utilized only in EMSA's Western Division.





As an Oklahoma not-for-profit public trust, EMSA reinvests all revenue into our system for the benefit of the communities we serve and our patients.

## 2024 Operating Expenses by Category

**EAST**

**WEST**

Salary  
and Wages

\$24,603,883

\$35,758,203

Benefits  
and Training

\$5,959,318

\$6,076,195

Professional and  
Contracted  
Services

\$1,570,244

\$1,734,398

Supplies

\$3,189,242

\$4,647,397

Repairs and  
Maintenance

\$1,752,964

\$1,964,142

Utilities

\$485,669

\$554,736

Rent

\$128,154

\$108,612

Risk  
Management

\$1,069,188

\$1,083,841

Public  
Relations

\$82,586

\$98,094

Other  
Expenses

\$1,286,812

\$1,528,556

Total Expense

**\$40,128,061**

**\$53,554,173**

	EAST	WEST	CONSOLIDATED
NET PATIENT REVENUE	\$40,961,614	\$52,391,469	\$93,353,082
EMSAcare FUND DISTRIBUTION	\$5,780,967	\$5,875,812	\$11,656,779
SPECIAL EVENTS	\$494,259	\$404,315	\$898,574
OTHER REVENUE	\$1,241,022	\$866,110	\$2,107,132
<b>2024 OPERATING REVENUE</b>	<b>\$48,477,862</b>	<b>\$59,537,705</b>	<b>\$108,015,567</b>

## REVENUE BY PAYOR

- MEDICAID
- MEDICARE HMO
- MEDICARE
- SELF-PAY
- COMMERCIAL
- BCBS
- GOVERNMENTAL

26%

24%

22%

9%

9%

7%

3%

**86%** NET PATIENT REVENUE

## FUNDING MODEL

- 11% EMSAcare FUND DISTRIBUTION
- 2% OTHER (INTEREST & MISC)
- 1% SPECIAL EVENTS

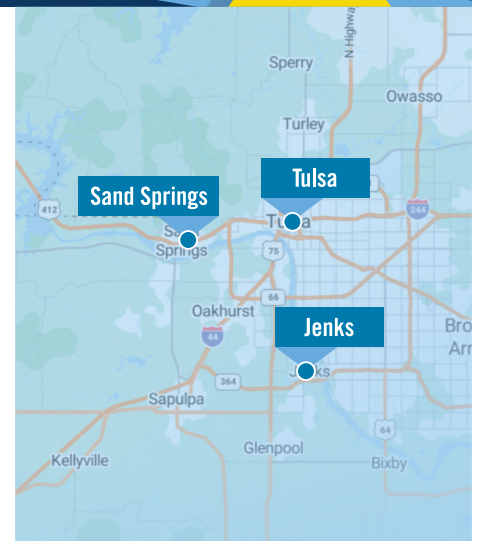
# EXCELLENCE IN OPERATIONAL PERFORMANCE

## TRANSPORT VOLUME & RESPONSE TIMES

## EASTERN DIVISION

### CALENDAR YEAR 2024 DATA AVERAGE RESPONSE TIMES

MONTH	RESPONSES	TRANSPORTS	PRIORITY 1 LIFE THREATENING EMERGENCY	PRIORITY 2 NON-LIFE THREATENING EMERGENCY
JAN 2024	10,824	8,065	00:07:42	00:12:18
FEB 2024	9,891	7,311	00:07:05	00:11:16
MAR 2024	10,185	7,363	00:06:58	00:10:33
APR 2024	10,115	7,269	00:06:58	00:10:39
MAY 2024	10,602	7,461	00:07:07	00:11:21
JUN 2024	10,685	7,525	00:07:04	00:11:13
JUL 2024	10,921	7,795	00:07:04	00:11:19
AUG 2024	10,950	7,745	00:07:11	00:11:22
SEP 2024	10,354	7,453	00:07:12	00:11:18
OCT 2024	10,429	7,703	00:07:32	00:12:25
NOV 2024	9,652	7,130	00:07:06	00:11:05
DEC 2024	10,377	7,803	00:07:17	00:11:49
<b>TOTALS</b>	<b>124,985</b>	<b>90,623</b>	<b>00:07:12</b>	<b>00:11:23</b>



### WHAT IS THE DIFFERENCE BETWEEN A PRIORITY 1 & PRIORITY 2 CALL?



### EXCELLENT QUESTION

EMSA starts providing care the minute our dispatchers answer a 9-1-1 call. EMSA's dispatchers are highly trained EMTs and Paramedics who utilize internationally recognized best practices for providing pre-arrival care and dispatching the most appropriate resource.

**Priority 1 calls**, like cardiac arrests, are life-threatening and require red lights and sirens.

**Priority 2 calls**, such as abdominal pain, are non-life-threatening and don't require lights and sirens, ensuring safety for our team and other drivers.

### RESPONSE TIME STANDARD

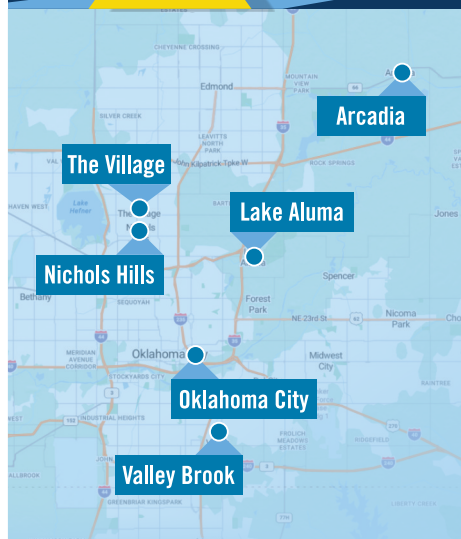
PRIORITY 1 CALLS  
00:10:59

PRIORITY 2 CALLS  
00:24:59

# EXCELLENCE IN OPERATIONAL PERFORMANCE

## WESTERN DIVISION

## TRANSPORT VOLUME & RESPONSE TIMES



WHY DOES EMSA PARK  
**AMBULANCES AT CERTAIN**  
LOCATIONS IN TULSA & OKC?

**? EXCELLENT  
QUESTION**

EMSA uses system status management to position ambulances at strategic locations to better respond to emergencies. If you see an ambulance parked at a location such as a convenience store in the morning, chances are you won't see that same ambulance in the same location later in the day. Crews respond to emergencies and are rotated to new posts continuously throughout the day and night using historical data that helps us best anticipate where our next call will be.

### CALENDAR YEAR 2024 DATA AVERAGE RESPONSE TIMES

MONTH	RESPONSES	TRANSPORTS	PRIORITY 1 LIFE THREATENING EMERGENCY	PRIORITY 2 NON-LIFE THREATENING EMERGENCY
JAN 2024	11,821	9,436	00:07:52	00:12:05
FEB 2024	10,420	8,242	00:07:10	00:10:28
MAR 2024	10,714	8,261	00:07:26	00:10:49
APR 2024	10,557	8,152	00:07:23	00:11:28
MAY 2024	11,234	8,547	00:07:24	00:11:06
JUN 2024	11,075	8,410	00:07:12	00:10:41
JUL 2024	11,151	8,611	00:07:13	00:10:36
AUG 2024	12,117	9,227	00:07:48	00:11:41
SEP 2024	11,102	8,498	00:07:49	00:11:24
OCT 2024	11,122	8,534	00:07:35	00:10:57
NOV 2024	10,636	8,180	00:07:21	00:10:32
DEC 2024	11,402	8,849	00:07:03	00:10:03
<b>TOTALS</b>	<b>133,351</b>	<b>102,947</b>	<b>00:07:27</b>	<b>00:11:00</b>

### RESPONSE TIME STANDARD

**PRIORITY 1 CALLS**  
**00:10:59**

**PRIORITY 2 CALLS**  
**00:24:59**



## EMSA MEDIC & PATIENT REUNIONS



### HOW DO I MEET MY MEDIC?

### ? EXCELLENT QUESTION

We love when our patients reach out wanting to meet the EMSA Paramedic or EMT who helped them during their medical emergency. If you or someone you know wants to reunite with their medic, scan the QR Code to fill out a meeting request form.



**In 2024, EMSA was contacted by Diane Garvin, who wanted to reunite with the EMSA crew in Tulsa who responded to her medical emergency, treated her, and transported her to the hospital. We were more than happy to give Diane the chance to say thank you to EMSA Paramedic and Clinical Services Manager Shawn Burch and EMT Robert Randolph who responded to her medical emergency in August of 2023.**

Diane called 911 because she believed she was in the early stages of a stroke. After a thorough evaluation by Shawn and Robert, it turned out Diane was having an adverse effect to one of her medications. She was transported to a local hospital as a precaution.

During her reunion with Shawn, Diane said she wanted to express how thankful and grateful she was for the EMSA crew and everything they did for her. Our providers don't always get the opportunity to meet their patients after they've transported them, but when they do, it is very special and humbling.



**TULSA REUNION: SHAWN BURCH & ROBERT RANDOLPH**



**OKC REUNION: KORBIE KRASE & SARAH LAMP**

**At 1 a.m. on November 21st, Spencer Malicki got out of bed. A few moments later, Amber heard a noise and found her husband collapsed on the floor. Amber immediately called 911 and EMSA Dispatcher Michael Curtis walked Amber through CPR.**

**EMSA Paramedic Sarah Lamp and EMT Korbie Krase arrived at the Malicki's home within minutes and took over CPR compressions.**

Spencer suffered a sudden cardiac event. The EMSA crew used a defibrillator on Spencer four times before loading him into the ambulance. While enroute to the hospital, Spencer exhibited purposeful movement.

"I'm still stunned to see that the 911 call lasted 8 minutes. For me, it feels like it lasted an hour and a minute at the same time. I can't thank (EMSA) enough for being here so quickly when we needed you. You arrived and took control; you were exactly what we needed. Thank you," Amber said.

"I just wanted to thank your team for being here to save my life! I will be forever grateful and happily will take this second chance." Spencer thanked Michael, Korbie, and Sarah at a reunion at EMSA headquarters weeks after his heart attack.

2024  
**STARS OF LIFE**  
AWARD RECIPIENTS



Celebrating in Washington D.C., 2024 Stars of Life award recipients (l to r) Tom Smith, Keri Taylor & Andrew Watson are pictured with EMSA President and CEO, Johna Easley.

**Each year, EMSA honors our best and brightest team members as Star of Life recipients.**

A select group of EMS professionals are celebrated annually as Stars of Life for exceptional service, heroism, and dedication. Recipients are nominated for outstanding patient care, lifesaving actions, or contributions to their communities and are celebrated at the annual American Ambulance Association Stars of Life event in Washington, D.C., where stars meet congressional leaders and help showcase why EMS is an integral part of our community's healthcare ecosystem. In 2024, EMSA selected three Stars of Life.

**TOM SMITH,**

**Communications Manager,**  
was honored as the  
**2024 Eastern Division Star of Life.**



Since joining EMSA in 2016, Tom has served as a Paramedic, Systems Status Controller, Communications Lead, and Supervisor. Nominated by coworkers for his strong work ethic and dedication to EMSA, Tom is recognized for his commitment to the Communications Center Team and EMSA's values. His nomination praised his efforts to support the team, improve relationships with the Western Division and other agencies, and stay ahead of technology changes. He truly exemplifies EMSA's mission, vision, and values.

**KERI TAYLOR,**

**Health Information Management Coordinator,** was honored as the  
**2024 Administrative Star of Life.**



With 24 years in the medical field, Keri joined EMSA 15 months ago as the Health Information Management Coordinator in the Patient Business Services Department. She manages subpoenas and patient records, handling information requests from law enforcement and other agencies. Nominated by her peers for her passion, commitment, and positive attitude, Keri is recognized as a helpful team player who shows empathy for patients and builds strong relationships with outside agencies and EMSA departments.

**ANDREW WATSON,**

**Paramedic and Clinical Services Specialist,** was honored as the  
**2024 Western Division Star of Life.**



Since joining EMSA three years ago, Andrew has made a lasting impact as a Paramedic dedicated to patient care and positive outcomes. He has also enhanced EMSA's simulation program to better prepare team members for real-world scenarios. Nominated by multiple team members, Andrew was recognized for his commitment to EMSA's mission of providing superior patient care. One nomination highlighted his heroic actions in September, when his quick thinking and expertise saved the life of a community member experiencing a STEMI.

## VALUE DRIVEN

**PATIENT**  
CENTERED



**TEAM**  
FOCUSED



**FISCALLY**  
RESPONSIBLE



**HIGHLY**  
ACCOUNTABLE



2024

**EXCELLENCE**  
IN **ALL** THINGS

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