



Board of Directors Present

Ryan Cundall Joe Auffert Randall Dennis Terry Harrington Missy Smith

Board of Directors Absent

Troy Earls

Other Persons Present

Jolaine Lashley, CEO Charles Rader, COO Lisa Meade, CHRO Daniel Marshall, CCO
Mike McAfee, CEDO Melissa Lowe, Education Coordinator Jennifer Rader, Business Manager

March 21st, 2023 Meeting Minutes

Randall Dennis, Vice- Chairman called the March 21st, **2023 SHCA Board of Directors Meeting** to order at 6:00 pm

OLD BUSINESS

February 2023 Board Meeting Minutes:

- Following a review of the February 2023 minutes: no questions presented.

Ryan Cundall made a motion to accept the Feb 2023 board minutes as presented; motion seconded by Joe Auffert, Terry Harrington, Missy Smith in favor, Randall Dennis in favor; all in favor, motion carried.

February 2023 Closed Board Minutes:

- No closed board minutes to approve.

CEO's Report:

Operational:

- **Sales tax:**
 - Received first of March 2023 was \$192,511.77.
- **Updates**
 - HRSA Reporting:
 - Completed on 3/21/2023 for monies received in 2021.
 - Furnaces Replaced:
 - Installation completed with new unit now moved out of attic.
 - W/C insurance:
 - Renewal is \$68,711; 2023 budget of \$96,000.
 - MOPERM:
 - General Insurance renewal is \$44,758; 2023 budget of \$48,000.
 - GEMT 2019 results:
 - The balance due is \$535,786.66; this is a savings of \$45,810.20 based on our original estimate of \$581,596.86. Payment due April 14, 2023.
- Employee Handbook:
 - Reviewed and following a brief discussion:

Terry Harrington made a motion to approve the employee handbook as presented; motion seconded by Joe Auffert; Randall Dennis in favor, Ryan Cundall in favor, Missy Smith abstained; majority in favor; motion carried.

NEW BUSINESS

February 2023 General Ledger:

- Following a review of the **February** 2023 general ledger – no questions presented.

Missy Smith made a motion to accept the general ledger as presented; motion seconded by Ryan Cundall; Joe Auffert in favor, Randall Dennis in favor, Terry Harrington in favor; all in favor; motion carried.

February 2023 Account Balances:

- General Account balances – no questions presented –
- Money Market Account balances – graph presented, no questions.

February 2023 expenses/revenues:

- No questions

February 2023 billing receivables summary report:

- Digitech reporting is now at 70% in net collections from Dec 21 - Feb 2023.

WEST PLAINS BANK	
General Account	\$ 141,376.36
Money Market	\$ 2,870,419.37
TOTAL	\$ 3,011,795.73

General information:

Departmental Reports:

Operational:

- Job descriptions:
 - Job descriptions were updated, along with new positions presented for approval.

Ryan Cundall made a motion to approve job descriptions as presented; motion seconded by Joe Auffert; Missy Smith in favor, Randall Dennis in favor, Terry Harrington in favor, all in favor; motion carried.

- PWW Conference:
 - PWW offers a legal service called “Client Connect” with the focus on federal Medicare laws and regulations.
 - This service would be an asset to our agency especially when it involves audit (s) from Medicare.
 - Price is \$500 per month. Our agency would be eligible for a 15% discount based off our type of need along with an additional 5% if paid for a full year in advance.
 - Also included in this fee is auditing of our billing once a year.
 - Being a non-budgeted item the cost of this will be covered by the dollar allotted for a move to the cloud services which can wait until next year’s budget.
 - Will be requesting approval for this service next month.
- No surprise billing act:
 - POTUS does have this included in the current budget, but approval is not likely to pass.
- Contracts with facilities/insurance companies:
 - Considering a charge for “waiting on the wall” which occurs when a patient is not ready for transport when crew has been paged out by 911 and is at the facility waiting. These charges can be up to \$300 per hour.

Education:

- Paramedic Class:
 - Students took their first exam (A & P) and they all did well.
- Previous Paramedic class:

- The last clinical stage has opened.
 - 5 (five) students have passed the psychomotor test on the first try.
- EMT Class:
 - Have had their 3rd unit exam and all is going well.
- Report for medic program:
 - The Self-study report was completed and sent off today. Now waiting for site visit to be scheduled.
- Increasing CPR requests:
 - With the successful Hands-Only CPR given to high school students, we are now seeing students wanting to be certified in CPR.
 - They are requesting that SHCAD provide the instruction, but we have one issue – not enough manikins to go around.
- Bids for new adult manikins:
 - Three (3) bids for 12 manikins were presented: Amazon's bid was \$2,867.90 and included is one (1) high-definition manikin; Boundtree's and AED's bids were \$3,243.99 and \$3,157.95 respectively and did not include a high-definition manikin.

Missy Smith made a motion to accept the bid from Amazon in the amount of \$2,867.90; motion seconded by Randall Dennis; Terry Harrington in favor, Joe Auffert in favor, Ryan Cundall in favor; all in favor; motion carried.

Human Resources

- One full-EMT submitted their resignation.
- Have an EMT going through orientation right now – and will be offered that full-time position.

Office:

- Write-off list:
 - Presented in the amount of \$3,258.43 for low balances and TNT.

Terry Harrington made a motion to approve the write-off list in the amount of \$3,258.43; motion seconded by Ryan Cundall; Randall Dennis in favor, Joe Auffert in favor, Missy Smith in favor; all in favor; motion carried.

Clinical:

- Total Calls:
 - 569 total calls for 20.3 call per day 492 local calls, 354 local transports – 47 Short-hops, 30 Long-hops, for a total of 422 transports. 147 non-transport. Transport % of 74.2%. Non-transport % of 25.8%. 76 PRCs with a % of 13.4%.
- Extrication gear:
 - This budgeted item of \$8,639.52 has a preliminary order placed to receive one of each size in the Propper Extrication Suit for sizing purposes of our employees. After knowing the sizes of our employees an additional order will be placed for suits, gloves (per employee) and helmets (two (2) per truck).
- King Vision:
 - The video laryngoscope scope order last week arrived yesterday. Will be conducting in-service training within the coming weeks. This scope will be placed on the supervisor vehicle upon arrival. The goal is to have one on every truck, starting with operations vehicle.
- Orientation:
 - In the process of revising our orientation process and packets. Adding some very detailed items to help new hires be successful.
- PR Events:
 - A group of approximately 20 homeschooled students came and toured the station. They were very respectful and seemed to enjoy the tour and the discussion that followed with help from our employees.
 - Friendship Circle also visited the station a couple of weeks ago.

- South Central Career Center is scheduled to tour the base on April 12, 2023.

Maintenance:

- SH-1:
 - A spark plug blew out of the the#4 cylinder in the cylinder head while on a transfer. A kit has arrived to repair the cylinder head by installing a sleeve for the new spark plug. This is a rare but well-known issue with the Triton engines in the Ford E250 chassis.
- SH-4:
 - Had to be taken out of service due to a momentary low oil pressure gauge. This was diagnosed to be a faulty oil pressure sender unit. While testing and inspecting, a coolant leak from the water pump was also found. Both parts have been replaced and the unit is back in service.
- SH-3:
 - Recently taken out of service due to pulling to the right while breaking. It was found that the left front brake caliper was seeping brake fluid around one the pistons, and a boot around the other piston of the caliper was torn.
 - Motorcraft calipers have been ordered along with new pads as well. Also, a steering damper is ordered due to excessive movement and not operating smoothly.
- SH-5:
 - The tow light came on while on a transfer, this is the first time it was reported, even though it may have been occurring since purchase.
 - A code for a brake pressure switch was discovered, though no Service Engine light was on at the time.
 - A disconnect brake pressure switch was found (probably since it came off the assembly line) and reconnected. No issues since this reconnection was repaired.
- Batteries:
 - Seven (7) new cot batteries have been installed with proper labeling on each truck except SH-7.
- Scan tool:
 - The budgeted software for our Snap-on scan tool will be updated next week.

IT:

- Asset management:
 - Introduced the spreadsheet in which each department is working on entering current assets.
 - As new assets are purchased, they will be added to the spreadsheet.

No closed session was convened at this time.

Terry Harrington made a motion to adjourn; motion seconded by Joe Auffert; Missy Smith in favor, Randall Dennis in favor, Ryan Cundall in favor; all in favor; motion carried; meeting adjourned at 7:39pm.

SIGNATURE

DATE