

Boquete Health and Hospice
Council Meeting Minutes
October 5, 2022, 10:00am

Upcoming Events:

October 12 General Meeting (Zoom)
November 2 Council Meeting (Zoom)
November 9 General Meeting (Zoom)
November 19 Blood Drive

Medical Update Director (Dr. Shannon Tuer) – Update MINSA policies.

Unavailable

Council and Team Reports

Patient Care Coordinator (Bev, Craig and Denise) –

Active Hospice

- 5 Panamanians
- 4 Expats

Deaths

- 1 Panamanian

Other stats are not available until the database can generate reports.

We are working with one patient who is having extreme financial difficulties following a surgery. We have supplied equipment and some food (not meals). The patients hopes to be back working in a month.

Other

- Call inquiring about specialist doctor in David
- Call for bed out of area (denied)
- Call for bed but family would not provide written diagnosis from doctor - family also harassed Dra. Shannon for bed (bed denied)
- Call from US requesting assisting in helping locate a mother to determine if she was alive (mother was deceased and the son was put in touch with the Tribunal)
- Request for an adult caregiver (came through on Facebook)

Craig mentioned that there is a person in Boquete that is receiving meals and groceries from BHH. Craig may be asking for funds to reimburse the Meals team. PCCs have been working with this person to assist when possible.

Financials (Bill) –

Boquete Hospice and Health Foundation

Accounting Summary for the Month of September 2022

BEGINNING CASH BALANCE - SEPT 1: \$ 36,242.86

INCOME/DONATIONS

**Current
Month**

Art Auction	
General	
Tuesday Market	\$ 40.00
Memorial	
Blood Drive	\$ 19.00
Being Prepared	
On-Line	
Equipment	
Other	

TOTAL	\$ 59.00
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EXPENSES

**Current
Month**

Foundation Fees	
Administration	
PCC Contingency	
Phone	\$ 20.18
Animales Bldg Rent	
Equipment Locker Rent	
Equipment New	
Equipment Maintenance	
Equipment Misc	
Respiratory New	
Respiratory Misc	
Blood Drive	
Being Prepared Printing	
PR	\$ 63.66
Training	\$ 149.75
Database	
Website	
Ambassadors	
Bank Fees	\$ 0.25
Gifts	
Music Magic	\$ 89.78

Business cards

QPR classes

Music Team - Speakers

Legal/Accounting	\$ 75.00	CPA - Certification of books
Covid Tests		
Misc		
Art Auction		
TOTAL	\$ 398.62	

ENDING CASH BALANCE - SEPT 30: \$ 35,903.24

Respiratory (John) –

We had 1 return from Panamanian and 1 check out from Expat.

We assisted by phone with the concentrator of the checked out unit. The doctor was familiar with units that required a Christmas tree adapter, but ours do not. The person picking up the unit was shown how to assemble, but they deferred to the doctor as the expert.

We were contacted by a person in Los Algarrobos that wanted to sell a used Drive concentrator. I checked out the unit and performed an oxygen test. The readings were low both at 3 liters per min (LPM) and 5 LPM. The plastic case was thinner than both the brands that we currently have. The asking price was \$500. In consultation with Luis Boterro, we determined that parts would be harder to find for this unit and we would have to order filters and other consumables especially for this unit. Luis found that the retail price for this unit was only \$750 new. We decided to not purchase the unit. We currently have about 10 units in the locker, so we are doing pretty good on inventory.

Equipment (Sally/Kat McKay/Cat Vann)

September Hospice Equipment Team Report

11 Pieces of equipment loaned to 6 ExPats and 2 Panamanians

16 Pieces of equipment returned from 5 ExPats and 6 Panamanians

Cash donations

None noted

Equipment donations

1 very sturdy walker donated by Bill Hinirichson - needs a new seat

Replacement parts for crutches donated by Melody Turner

Hearing aids and a digital blood pressure machine donated by Liz Parks and given to Dr. Shannon Tuer for her patient's use

set of grab bars donate by Kim and Phillip Wong- given to FPI for permanent installation

BSC and bucket, transport chair, 2 walkers, diapers and masks with tubing donated by Kim and Phillip Wong

Multiple crutches parts donated by Melody Turner

Equipment repairs

None for this month due to loss of Don Norris who returned to the US
There has been a volunteer outside the Hospice that has indicated that he can help with repairs. I will be following up on this soon.

Repair parts needed

A replacement seat for the donated walker. I will be checking on Amazon for a new seat.

Thanks to Denise for adding the new light fixture to Storage unit #7. It really makes a difference!

Mental Health Initiative (Liz/John E)

No report received. John Earle mentioned that the team is working on this.

Education (Sandra) –

No report received.

IT Team (Chris McCall)

No report received. Craig mentioned that Chris submitted a list of usernames and passwords. There is still information and locations that need more research, especially secondary authorizations.

Ambassadors (Penny)

No report received.

Training

No report received. Craig mentioned that we are trying to have educational presentations during the general meetings to attract more members attending the general meetings. Craig will promote the return to the educational programs on Dra. Shannon's radio show. Oct general meeting will feature the Nov Blood drive.

Blood Donor/Blood Drive (Carmen, John Q)

Requests for blood received: 9

Requests approved: 9

Pints collected since 2019: 347

2022 people helped: 56 (17 Expats and 39 Panamanians)

John Q mentioned that the team is having an organizational meeting next week at Saborson in Alto Boquete on Oct. 11 at 11:00am. The team will be canvassing Boquete neighborhoods to promote the blood drive event. The flier should be available by Oct. 11. Craig mentioned that the blood drive will be promoted on Dr. Shannon's radio show on Oct. 22.

Hospice and Family Care (Ellen)

No report received. Craig mentioned that with Bev's return the PCCs and others will develop a plan to provide expanded services to hospice patients.

Translation Team (Carmen/Luis/Bill)

No report received.

Music (Art/Val)

Nothing to report.

Meals

We provided two meals for 1 person.

Newsletter (Natalie)

Deb and Natalie met with Fran Hogan. Fran is willing to do graphics for us on a limited basis. She emphasized that she is not a text writer, so any requests must include the desired text. Deb will be the liaison with Fran going forward to ensure we use her time well. See Deb's social media report for more info on this.

Natalie created an October meeting announcement featuring the blood program/drive since our general meetings are returning to an educational format.

Newsletter analytics remain about the same.

The newsletter editions for November and December will be much shorter than they have been lately. I will be in the States for November 9-30. Rather than publish the newsletter at the end of the month, as we usually do, I think earlier in the month with warm holiday wishes would be appropriate. **I suggest the following as publication dates and would like the group's feedback:**

November - Tuesday, November 22. Two days before American Thanksgiving.

Deadline for submission: Friday, November 11.

Carmen/Laurie/John Q: I'll need the blood drive info quickly so we can get the issue out the door prior to Thanksgiving.

John E.: Suggest the President's Letter focus on a message of fellowship, etc. in the spirit of Thanksgiving.

Council: If we are having some kind of volunteer appreciation event in December, please provide details.

General Meeting: I'll need the speaker info for the general meeting announcement by Wednesday, October 26.

December - Sunday, December 18. This is the day before Chanuka.

Deadline for submissions: Friday, December 9.

John E: Suggest that the President's Letter focus on year's accomplishments, hopes for upcoming year, holiday greetings, etc.

Council: If we had a volunteer appreciation event, provide a write-up and photos.

Council: If we're having elections in January, we should announce it in this issue.
General meeting: I'll need the speak info for the general meeting announcement by Wednesday, December 2.

ALL: If there are other areas that need coverage in the November and December issues, PLEASE LET ME KNOW SOON.

PR Team/Social Media (Deb)

Deb has taken over social media from Dave Nichols. She now has administrative access to BHH's Facebook and Instagram accounts. Our numbers are going up as our posts become more frequent and more compelling. The most recent post, on Kat McKay's appointment as VP, has an astounding 68% engagement rate.

Volunteer Coordination (Dave)

This is a fluid report on the volunteers of BHH, as we progress some things may become repetitive and be dropped other things will be solid reportable items.

Active Volunteers	72	¹ Volunteers marked Active
Open positions	Unknown	
Newly filled positions	1	Vice President
Org Chart updates	None	
Number volunteers waiting for a class	2	
Next Class date	January 2023	
Updates from Team Leads:	TBD	
Upcoming volunteer events (appreciation, recruitment, etc.)	TBD	² Until we are in a position to operate without masks, it makes it very difficult to have a volunteer appreciation day.
Report of Volunteers	Yup	⁴ Too many categories
Report of volunteers by team	TBD	³ System does not produce this information

1. One of the peculiarities about volunteers is they don't like to tell you they aren't interested anymore. I would guess about 1/3 of those names are volunteers in name only. In October I will be doing a survey of the volunteers, to both validate things like emails, WA #, who is still here and any other issues, COVID has been long, and people change
2. Once we get through the Survey and drop masks, I would like to possibly combine an open house & Volunteer Appreciation Day.
3. The volunteer system is in its infancy and needs some work done on it, until we get someone to help Chris with this it will only be a place to list volunteers. We are missing the ability to record information in the database and make it useable.

4. The report lists, Active, inactive, future(ha), emeritus and Supporters. I think eventually the supporters (if they are) will need to be placed in a different database, like Fund raising. The Inactive, I will deal with as I work through the actives.

Old Business

New Business

Discussion about in-person General Meeting for November (Lesley)

Action-Council decided to maintain Zoom General Meetings through November and the December Volunteer Appreciation Dinner will take the place of the December General Meeting.

Discussion of Volunteer Appreciation Luncheon in place of December General Meeting (Lesley)

Council voted to approve a volunteer luncheon at a El Taburate located at Cabanas San Miguel. Kat suggested that we consider using the Anamales building because of the small size of the restaurant location.

Action-Council voted to hold the appreciation dinner at the El Taburate restaurant.

If 2 is approved, seek approval of \$600 for the cost of the luncheon. (Lesley)

Action-Council approved an expenditure of \$720 to cover the cost of the meal for volunteers. Guests and spouses will be charged \$5.00. There will be a cash bar available for attendees.

Dave asked for an authorization for expenditures of \$90. per month for two months to “purchase” software to survey volunteers (Survey Monkey) (Dave)

Action-Council approved expenditure of \$180 for two month’s usage of survey tool.

2022 Initiatives Completed

- Lesley is now a signatory at Global Bank – Laurie will be backup
- 2022 PROPOSED BUDGET – Department budgets were reviewed and revised and distributed to voting Council members. Budget will be reviewed on a quarterly basis.
- Respiratory Contingency Backup identified (Luis Botero)
- Respiratory - Train David Yavitz
- Respiratory - Have a training class for existing team, then another in Feb. for any new team members
- Respiratory - Follow up with company in Panama about repairs on the concentrators they have, and if we need to order parts, etc.
- Quarantine time for the concentrators shortened from 12 weeks to 2 weeks
- Equipment – Identify and Train people to act as data coordinators
- Equipment – Contingency Team Leader – Kat McKay
- Equipment - Sarah Terry new team member for both equipment and the bed team.
- Equipment - New equipment budget submitted.
- Equipment - Deborah Hanna is willing to lead Caregiver's Support Group

- Equipment - Train Leslie Sherling as additional coverage equipment team during summer
- Equipment - Get new database up and running. First, use Christine's until Chris's database is ready.
- Equipment – Find and train more volunteers
- Education - Michael Pollack is a trainer for dealing with trauma. There is the possibility of him doing 10-minute trainings alternating monthly with Dr. Rod. (**Zoom Only**)
- Education - Discussion of pamphlets distributed in Spanish to doctors' offices, etc. Brochure is in the process of being re-done.
- IT – Continue work on the new website and the new database. Move website to completed.@@@@@
- PR - In 2022 look at updating the brochure (500), business cards, banner with updated logo, new hours, etc.
- Ambassadors - Need to update the Ambassador list
- Ambassadors - Kay Wade will continue with Thank You notes
- Ambassadors - Penny Barrett is the new team leader
- Blood - Mary Nieves will be trained by Carmen as her contingency back-up person for the blood line calls. Mary is a bilingual, retired nurse who has helped at the last 2 blood drives. Mary has the blood line phone SIM card.
- Hospice and Family Care – John and Babbie will investigate new team lead.
- Training - Char is willing to help with the training. (**Zoom Only**)
- Trainers - Possible Trainers has been identified. Dave Nichols (Lead) and Pat Bozanich (contingency) have been identified.
- Hospice and Family Care - Deborah Hanna is willing to lead the Caregivers Support Group once we are ready to start that.
- Team Lists updated
- New volunteer training class completed January 28, 2022.
- Being Prepared - Post the information that changes (i.e. phone numbers, funeral homes etc.) on our website.
- Blood - Found tech person to promote the next blood drive and setting up Instagram accounts.
- Being Prepared – Sandra and team completed the update for the Manual content for new printing.
- Education - Craig suggested a session each month during the General Meetings to cover topics such as “what to do when...” and various topics as training snippets. This will be called “BHH Awareness.”
- Dave created an Instagram for use in reaching younger audience.
- Being Prepared - Quarterly (?) Being Prepared Workshops. Next session scheduled for April 20, 2022.
- PCC - Recruit and train backup/3rd PCC (possible candidate identified) (Important item since Craig and Bev will be out of country same time).
- Being Prepared - Spanish Translation (in process by Carmen and Luis, Bill Hindrichsen added to team) (in process)
- Hospice and Family Care – Need to identify new team leader. (Bev and Craig)
- Blood - We will start promoting in May - with some informational articles in the newsletter, etc. (in process)
- June 11 Blood Drive- 55 pints collected
- Blood – flyers posted at the spay/neuter clinic just prior to the blood drive.

2022 Initiatives In Process

- PCC - Transfer all document storage to a secure cloud-based system so that it can be accessed by those who need it. Create and maintain a secure storage for physical papers. Chris will create area for secure storage
- Respiratory - John will follow up with patients who have a concentrator to make sure they are still needing it, and that their prescription is still current.

- Mental Health – Research into resources available to the community and ways to access them
- Education - Getting the word out to general population about education resources on the website and including notes from Dr. Rod's presentations.
- Education - Char is willing to do continuing education segments at meeting or filmed segments. **(Zoom only)**
- Education - Topics for education at General Meetings:
 - Osteoporosis screening
 - STDs
 - Cancer screening
 - Burn out
 - Loneliness
 - Issues with aging
 - Heart disease

- Hospice and Family Care – Need to identify additional team leaders. (Bev, Craig, and Denise)
- Hospice and Family Care – Continuing Education (in process once Team Lead has been identified)
- Hospice and Family Care – Contemplative Exercises – (in process once Team Lead has been identified). John E will check if this is still active. ---
- Hospice and Family Care – Training for new Hospice and Home Care Team members. (in process once Team Lead has been identified)
- Blood - the next blood drive is on Oct. 15, the Anemales building is reserved. Planning begins late August.

2022 Initiatives On Hold

- Soft goods – diapers, etc., bought by a volunteer for a “deserving” patient and then reimbursed. (Tabled until team lead identified).
- Discussion of taking CPR to schools, churches, etc. – Priority needs to be on reteaching for volunteers.
- Chris is willing to film training and film training segments. Postponed. New Trainer to handle.
- Lorraine suggested the idea of a social mixer event - an invitation to learn about BHH with an introductory meeting, followed by a social mixer with members. (on hold)
- Education - CPR Classes following each General Meeting, starting in (ON HOLD)
- Education - Much discussion on AED's and CPR training. Michael and Lynette are ready to do CPR when released. They need access to the info regarding equipment, etc. **(Training would have to be via Zoom only)**