

BHH COUNCIL MINUTES

DECEMBER 6, 2023

Boquete Health and Hospice President, Dr. Rod Gottula called the meeting to order promptly at 10:00am. The meeting was held via Zoom.

In Attendance: Natalie Kelly, Kat McKay, Denise Daniels, Bill Hinrichsen, Chris McCall, Laurie Collier, Dr. Rod Gottula, Liz Baze, John Earle

The first order of business was to review the Agenda items. Please refer to the agenda for full reports. Teams with no further discussions were passed over.

Ambassadors -

Denise reported that Barbara Lapid wants to step back and would like to man the BHH table at Tuesday market every other week. A move to Arco Iris is being considered. Cost \$6/week. The location at TapOut (free) is not visible. Three volunteers are needed. Denise has sent out feelers and will find out if we can store things where the coffee is stored.

Being Prepared -

The Being Prepared Workshop has been rescheduled for February 27, 2024. Currently several of the team members are out of town. Kat will followup.

Blood Drive - Report for November

BLOOD PHONE LINE - MONTHLY REPORT

NOVEMBER 2023

PATIENTS THIS MONTH:

Requests for blood received: 7

PATIENTS THIS MONTH:

DATE	TYPE	PINTS	HOSPITAL	EXPAT	PANAMANIAN	COMMENT
1-Nov-23	O+	1	REGIONAL		1	
2-Nov-23	O+	0	OBALDIA		1	no possible for blockages
6-Nov-23	O+	2	REGIONAL	1		
9-Nov-23	A-	1	REGIONAL	1		
15-Nov-23	A+	0	REGIONAL		1	FAMILY got donors
17-Nov-23	A+	1	REGIONAL		1	
30-Nov-23	O+	2	REGIONAL		1	

PINTS COLLECTED since 2019 ----> 571
 Patients attended since 2019 231
 This year 81 (Expats 28 + Panamanian 53)
 Estimated pints available at the blood bank :257

The blood supplying David is extremely low. A promo went out to encourage blood donors.

DONOR RELATIONS -

The creation of a new Donor team was approved. Additional appeal letters will be going out to members as well as on social media. Natalie outlined suggested qualifications and responsibilities for the team lead in a draft of a role description.

EQUIPMENT TEAM -

Kat reported that the equipment team to order air mattresses - very inexpensive. A possible oxygen concentrator is for sale asking \$800. Dr. Rod to followup.

EVENTS AND FUNDRAISING -

Rotary is planing a New Year's Eve afternoon party at Arco Iris. It will be catered by El Punto at a per person cost of \$7. Tickets to the event will be \$22/each.

FINANCIAL -

Bill reported that the \$12,000 donation was received. Council met following the council meeting to establish the 2024 budget.

MAGIC OF MUSIC -

It was noted that you go through the PCC's to get a MP3 player. Dr. Rod would like to have MP3 players available to hand out to hospice patients.

MENTAL HEALTH INITIATIVE -

Denise is referring a man who recently lost his wife to Michael Polechek for grief counseling.

RESPIRATORY -

Dr. Rod is checking out pulse oximeters for accuracy. He wants to send one out with every oxygen concentrator loaned as a matter of safety.

PATIENT CARE COORDINATOR -

Liz reported that the new PCC's, Cheryl and Bill Crabbe will start next month. She has been training them - working with database, etc.

PRESENTATION COORDINATOR -

Kat has been working with Gerri, the new coordinator. She requests that we pass along any ideas for possible presentations. Chris suggested that Art Bevins, a good speaker, might do a presentation on Music Therapy. Chris will send Natalie information about the February presentation. MaryEllen Watts will do a hands-on Zentangle workshop.

TRANSLATION - Team Leader needed

Alcira Hernandez and Maria Petti were added to the WhatsApp group. Dr. Rod has been unable to get a translator when needed several times. More advice notice and a team lead to coordinate assistance would help in these cases.

TRAINING -

It was suggested that we ask Max to do one more Orientation training - February 5-6. Chris volunteered to create a video of the training that would then be available to use in an in-person training. There is a concern that we don't want to lose the human element.

VOLUNTEER COORDINATOR - OPEN

Kat is in communication with a couple possible gentlemen. Chris sent out a list of volunteer opportunities to our current volunteers. Kat has asked Deb to send out at the list via social media well as.

OLD BUSINESS -

Volunteer luncheon - 51 total registered. 2 with special dietary needs. Chris will send out a reminder on the 12th with directions and photos. Set up is at 11am.

NEW BUSINESS -

Administrative assistant - To avoid potential problems the attorney recommended we get an Expat as an independent contractor. Kat suggested we should try to find a volunteer for the position. Dr. Rod will work up the job responsibilities using Natalie's description as well as that of a friend.

New Volunteers - the council voted unanimously to name our new volunteers (as listed in the agenda) as "active volunteers" in BHH.

Donor Relations - The council approved establishing a Donor Relations Team.

NOTES:

Bill Hinrichsen will be out of town from December 21, 2023 thru January 8, 2024.

Liz Baze is donating raffle tickets to use for the Volunteer lunch door prize and quilt raffles.

2024 Initiatives -

January 1, 2024 -Annual Meeting -

The council will present the 2024 slate of officers.

As there was no more business before the council, the meetings was ended.

Respectfully submitted,
Lorraine Handler, Secretary
Boquete Health and Hospice

**Boquete Health and Hospice
Council Meeting Agenda
December 6, 2023 10:00am**

ZOOM - Zoom Only
Join Zoom Meeting - Opens at 9:45am

<https://us02web.zoom.us/j/87082885448>

Meeting ID: 870 8288 5448

Team,

- You're invited to attend our next Council meeting on Wednesday, December 6th, at 10am. The meeting will be broadcast on Zoom. (Zoom link above). At this meeting Council members and invited team leaders will have an opportunity to update the Council on the activities of their teams, including what has been accomplished, what is in progress, and cover any problems, issues, or help needed.
- Many of you have been asked to provide a written report prior to the meeting. In that case, unless there is some additional information to cover, there is no need for you to repeat your report. Where possible, we would like to keep the meeting within an hour's timeframe. So please keep any commentary brief and cover only the highlights as necessary.
- One of our goals this year is to create a culture of appreciation at BHH, and to ensure a rewarding experience for our volunteers. Our Council meetings are the ideal place to recognize the hard work and achievements of team members. Please keep this top of mind throughout our meetings.
- Council meetings also provide an opportunity to share new ideas with the Council for their review and possible action. To do so, please submit a request in advance to your team leader who will then pass it along, if appropriate, to the Secretary, Lorraine Handler prior to the meeting. This allows us to manage any new business effectively.
- We appreciate your time, talents, and passion, and thank you for all you do to make our programs and services possible. We hope to see you at Council and monthly meetings and encourage your active participation in helping to make this year our best year ever!

All the best,
Dr. Rod Gottula
President

Upcoming Events:

Volunteer appreciation Luncheon - December 13th at Los Molinos Restaurant
 BHH Council Rolling Calendar (See below)

President, Roderic Gottula will moderate the Council Meeting

Council Members in Attendance:

Council and Team Reports

Appreciation for a Job Well Done!

We appreciate the tireless work of all our volunteers. A heart felt thank you for all the that you do!

Medical Director's Update - Dra. Shannon Tuer**Ambassadors - Denise Daniels - Team Leader**

Ambassadors had 3 gift baskets made by Erin Ross for the Volunteer luncheon. For a total of about \$120 Erin will submit receipts to Bill either in December or January.

Starting in 2024. I have asked Erin, Kay and Barbara to keep a record and send me either a monthly report or a weekly report of any thank you's sent out and gift baskets. I have also asked Barbara to let me know how many Being Prepared manuals are sold each week and any donations she collects.

I have also let her know we are going to try to get more visibility and will be asking another ambassador to go to Tuesday Market to help get the word out. and meet and greet people.

Being Prepared - Penny Barrett - Team Leader

The Being Prepared Class scheduled for January 9, 2024 has been cancelled.

Currently there are 4 team members. Kelly Honyak, retired ICU RN, Oliver Candando, licensed attorney, and Denise Rodgers, citizen liaison Volunteer to the US Embassy.

Blood Drive Monthly Report. Carmen

The next blood drive will be in June 2024.

No blood report for November

Communications (Team Lead - open)

- Natalie created graphics for save-the-date, invitation, and “remember to RSVP” messages for the Volunteer Appreciation Lunch.

Community Engagement (Natalie)

- Working to resolve loose ends before my tenure as VP ends at the January elections.
- Working on the budgets for Community Engagements teams and have received input from all teams except Events and Fundraising, which does not have a team lead.

Community Outreach Direct Visits - Lesley Hughes, Team Leader

There were no visits scheduled with medical personnel.

There were no visits scheduled with government personnel.

The scholarship program is on hold until we receive the list from Rotary and they are waiting for the December grades.

No Community Outreach meeting in November.

CPR Team report- Bob and Kelly Honyak

The next scheduled CPR classes will be January 10 & February 14 - Following the general meetings at 11:30am.

Donor Relations (if team is approved, Team Lead - open)

A donor appeal letter has been, or will be, sent out according to this schedule:

- Giving Tuesday letter and graphic - Nov. 28 - sent via MailChimp, News Boquete, and social media.
- Holiday season letter and graphic - Dec. 1 & 2 - newsletter, News Boquete, and social media. Dec. 6 - social media. Dec. 10 - to past donors. Dec. 17 - social media.
- We've received contributions of \$100, \$69 and \$250 in response so far.

Equipment - Team - Kat McKay/Sally/Cat Vann

November was a relatively quiet month for the equipment team, due to the gas shortage and unpredictability of the protests in our area. The equipment, bed and respiratory teams are to be commended on their cooperation and strategic planning to accommodate those requests. I am so thankful for the volunteers that help out on these teams. They are truly amazing.

Equipment Checkouts- 9 Pieces - 3 ExPats and 3 Panamanians

Equipment Returns- 8 pieces- 2 ExPats and 2 Panamanians

Equipment donated- 1 wheelchair, 1 walker and 1 O2 concentrator byt Mike Slayton. No cash donations at the lockers.

The teams evaluated the need for another locker and decided that it was not needed at this time. I have asked a few real estate friends if they could keep an eye out for a large building site that we could use as a permanent location for the lockers and office. This may take some time to find a location that is as convenient as the Alto Dorado and as reasonably priced. We will begin working with the ipad that was donated to us for equipment use as soon as Chris has time to get the programs loaded and we have some training for the volunteers. Projected to be implemented by March 2024.

Events and Fundraising - Team leader needed.

- At this point, no one on the team has volunteered for the team leader position. Natalie will speak with one prospect on the team directly when she returns from vacation.
- We need to determine how much income needs to be generated by Fundraising & Events and determine a budget for next year.

Financial Report - Bill Hinrichsen, Treasurer

Bogquete Hospice and Health Foundation

Accounting Summary for the Month of November and Year-to-Date 2023

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2023
Tuesday Market		\$ 520.73	\$ -
Equipment		\$ 865.00	\$ 2,000.00
Respiratory		\$ 355.00	\$ 1,000.00
Blood Match Fund	\$ 912.00	\$ 8,491.00	\$ 7,000.00
Education - Being Prepared	\$ 310.00	\$ 1,016.00	\$ 800.00
General Donations	\$ 12,000.00	\$ 15,449.63	\$ 1,000.00
Sale of Equipment		\$ 75.00	\$ -
Interest Earned	\$ 28.45	\$ 74.18	\$ -
TOTAL	\$ 13,250.45	\$ 26,846.54	\$ 11,800.00

EXPENSES	Current Month	Year To Date	
Equipment - New & Maintenance		\$ 5,230.94	\$ 4,000.00
Respiratory - New & Maint.		\$ 1,662.99	\$ 4,202.00
Blood Drive - Total expenses	\$ 481.32	\$ 869.24	\$ 1,010.00
Hospice & Family Care - Printing		\$ 536.00	\$ 500.00
Admin. Legal/Accounting/Insurance		\$ 766.00	\$ 250.00
Admin. Phone	\$ 43.72	\$ 845.53	\$ 300.00
Admin. Aniales Building - Rent		\$ 625.00	\$ 480.00
Admin. - Lockers Rent	\$ 720.00	\$ 4,011.47	\$ 3,600.00
Admin. Foundation Fee		\$ 400.00	\$ 400.00
Admin - Bank & Credit Cards Fees	\$ 23.28	\$ 118.41	\$ 600.00
Admin - Miscellaneous & Zoom Membership		\$ 574.91	\$ 200.00
IT - Database - Bubble/GoDaddy & Support	\$ 25.00	\$ 466.08	\$ 832.00
IT - Website - Wix/GoDaddy	\$ 204.00	\$ 285.17	\$ 22.00
Education Training - Gifts/Lunches/Misc. Expenses		\$ 183.96	\$ 855.00
Education Being Prepared - Printing & Rent		\$ 1,009.63	\$ 605.00
Volunteer Coordinator - Gifts/Lunches/Entert		\$ 500.05	\$ 1,100.00
Communication - Social Media	\$ 220.00	\$ 293.78	\$ 500.00
TOTAL	\$ 1,717.32	\$ 18,379.16	\$ 19,456.00

Hospice and Family Care - Dr. Rod

No Report for November

Meals - Leslie Sterling

No meals were provided in November.

Magic of Music - Art Blevins, Val Strahl

"The Magic of Music team is currently working on our plans and strategies for 2024."

Mental Health Initiative - John Earle and Dr. Rod

No Report for November

Newsletter/Announcement - Natalie Kelly Editor/Team Leader

- The newsletter went out Dec. 1 and was posted in News Boquete and on social media as well.
- In 2024, Natalie will produce a shorter version of the newsletter each month, on a trial basis. Natalie will rely on contributors to provide full details for articles in a timely manner. If the trial goes well, she'll continue.
- The shorter version of the newsletter will include: contents, calendar, a brief President's Letter, info on the general meeting, upcoming workshops, results for important events such as the blood drive, etc. Other articles will be routed to Deb Hornstra for social medial posts.

Respiratory - Bill Haldeman, Team Leader

Nov 1-Dan Jampole completed respiratory training

Nov 3-Bill and Cheryl Crabbe joined the respiratory team

Patient Care Coordinator - Bey, Denise, Liz, Cheryl and Bill Crabbe

The PCC stats for November:

Equipment Check out:

Expat: 10

Panamanian: 11

Returns: 8

No equipment denials

Donations: 2

Redirected bloodline call: 2

No new hospice

No deaths

Questions:

Regarding pharmacies and having meds shipped from the states.

Call from Panama City asking for someone who does same services

Call about recommended scheduling software to set up a help network for their friend.

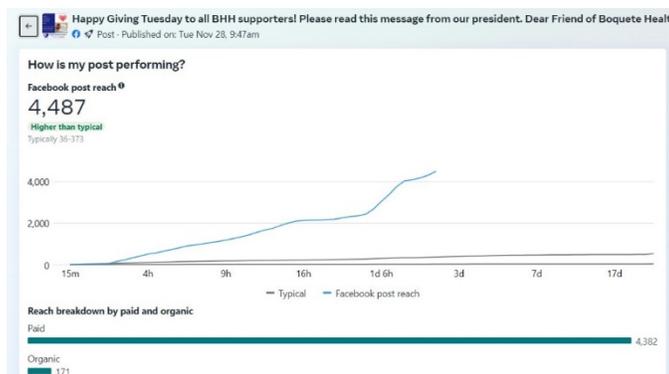
*Several calls from Solimar Morales with the Junta Communal Bajo Boquete on behalf of community members.

Presentation Coordinator - Gerri Eckert

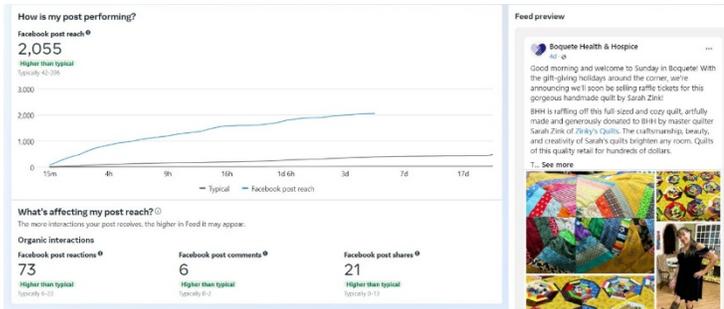
Welcome our new presentation coordinator!

February - Art as Therapy “Zentangle” Workshop - Mary Ellen Watts

Social Media Report November 2023 - Deb Hornstra



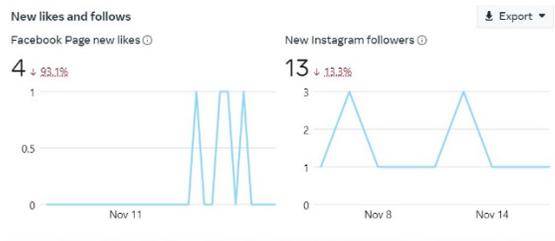
BHH posted on social media seventeen times in November. Our highest paid performance this month was the boosted post regarding the annual appeal. This was placed strategically on Giving Tuesday in English and Spanish, on Facebook and Instagram. This post will be followed up with two other posts and supported by a newsletter item, and an email to our supporters.



Our highest organic (non-paid) performance this month was the post on the upcoming action of Sarah Zink's quilt.



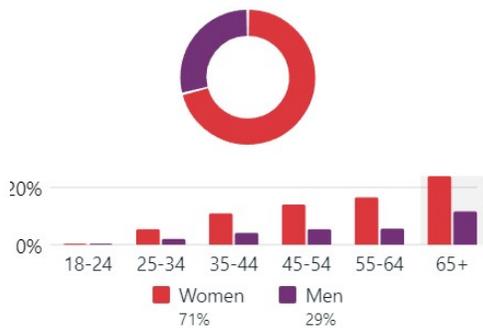
Our reach continues to increase on both Meta platforms.



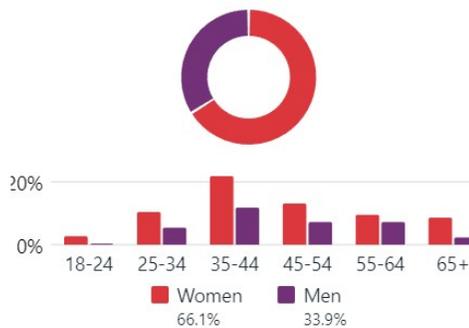
We gained only a small number of new followers on both platforms this month. We would have to look at these numbers over time to see if there are perhaps busier and less busy times of the month. We would also like to see if there are perhaps busier and less busy times of the month.

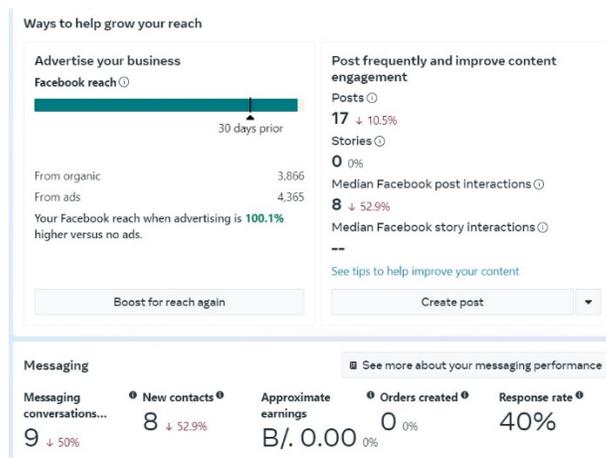


Age & gender



Age & gender





Meta of course recommends boosting (paying for) more ads. It's true that our boosted ads do about twice as well as or "organic" posts. We have been spending only about \$ 25-30/month on boosted ads while \$50/month was budgeted. I think we can spend the whole budget in 2024 and see how that affects our numbers.

Messaging conversations were down from the month of the blood drive. They also included a surprising amount of spam, which is why you see 60% were not responded to. These were reported to Facebook though. Average response time for messages that DID warrant a response was one hour and twelve minutes.

Almost all posts this month were posted in both English and Spanish and that is our goal moving forward.

Technology Team - Chris McCall

Very exciting things happened in the technology department this month. We completed the coding for the integration with Google maps end of the database, so now the CCP's can do a Google maps location of a patient's house and the equipment team or hospice members will be able on their telephones to find the house via the database. I created a ChatGPT4. LLM (learning language Module) using BHH bylaws, policies, and the years of newsletters. This in essence makes it so a person can ask questions like "How do I get a wheelchair from BHH?" and they get exactly the correct answer. This will be used as a link from our webpage so people can ask questions. It will cut down on some of the PCC's calls. I also made a MailChimp version that has just our volunteers in it, so it's easy to send out messages directly to volunteers. This is how we distributed the invitations for the luncheon. I also got us enrolled in MailerLite version of MailChimp that allows 1000 emails instead of 500. It has the same features as MailChimp with a little different interface. We have currently hit the 500 limit on the MailChimp newsletter email program. I made the followup invitation for the volunteer luncheon.

Translation - Open, Natalie Kelly, Acting Team Leader

- Dr. Rod has not been able to get the translation help he needs on a timely basis. It appears that translators are not available, likely due to vacations and absence due to the recent unrest. Dr. Rod believes a team leader would help remedy this situation by serving as a point of contact.
- Natalie realized that Alcira Hernandez was no longer in the WhatsApp group and obtained her permission to be added again. Natalie verified that Maria Pitti is still interested in joining the translator team, so she requested that Maria be added to the Translator team WhatsApp group.

Training - Team leader Open

Volunteer orientation scheduled for the 5th- 6th of February

Volunteer Coordinator - Kat McKay

It's been pretty dead as far as new applications. I asked Chris to do a posting and I will ask Deb to do a Social Media posting. Maybe the holidays

Old Business

1. Update on Change of Operational Hours
2. Update on Equipment lockers
3. Update Volunteer Appreciation Luncheon - 36 volunteers, 9 guests, 2 special diets

New Business

1. Discussion Regarding Administrative Assistant. Everyone voted for it. Liz Abstained.
2. Council Elections. Proposed Slate of Officers

President: Dr. Rod Gottula

Vice President - Operations: Kat McKay

Vice President - Community Engagement: Open

Treasurer: Bill Hinrichsen

Secretary: Lorraine Handler

3. Council Vote to approve the following new volunteers to give them permission to begin active participation in BHH. They will be scheduled to attend the next Orientation meeting.

Cheryl Crabbe and Bill Crabbe- PCC position

Gordon Morgan- TBD

Dean Bausman- TBD

Gregg Smith - IT

Francia Homicil- Home Health

Gerri Eckert- Fundraising, Education

Merriann Willi -CPR,

Dan Jampole- Equipment, Respiratory

Barbara Rubenstein-
 Yolanda Jimenez- Equipment, Ambassador
 Ralph Day- Health Support, Ambassadors
 Lori Pyers-Goodwin- CPR, Fundraising
 Valarie Harmon- CPR, Blood Drive

4. Donor Relations – Vote on whether to add Donor Relations as an official BHH team. Natalie drafted a role description for the team lead as follows:

Donor Relations Team Lead, Draft Role Description by Natalie Kelly, 11/30/23

Reports To: President

Summary: BHH is seeking a passionate and dedicated volunteer to serve as our Donor Relations Team Lead. This volunteer position will play a crucial role in cultivating and maintaining relationships with our valued donors, ensuring their continued support for our mission.

Responsibilities:

- Develop and implement strategies to identify, attract, cultivate, and maintain relationships with donors, including major donors. Work closely with the President, Council and various teams to achieve goals.
- Collaborate with the Council and various teams to identify major donors, develop donor appeal campaigns, and administer Donor Relations activities.
- Manage donor data and records, ensuring accuracy and completeness.
- Plan and execute donor appreciation events and initiatives.
- Prepare and distribute donor communications, such as donor appeal campaigns, flyers, thank-you letters, donor lists, and reports.
- Represent BHH at donor events and functions.

Qualifications:

- Experience in donor relations, fundraising, or a related field is ideal.
- Excellent communication and interpersonal skills.
- Strong organizational and time management skills.
- A passion for BHH's mission and a commitment to making a difference.

Benefits:

- The opportunity to make a meaningful contribution to the community.
- Gain valuable experience in donor relations and fundraising.
- Personal satisfaction from helping others.

Commitment:

Flexible schedule you can tailor to align with your desired hours and availability. You will likely spend around 3-5 hours a week in this role.

BHH Council Rolling Calendar

December 2023

Dec 6 - Council Meeting

Dec 13 - Volunteer Appreciation Luncheon at Los Molinos restaurant
(in lieu of general meeting)

January 2024

Jan 3 - Council Meeting (approve budget & set initiatives)

Jan 9 - Being Prepared Class - cancelled

Jan 10 - Annual (General) Meeting

- o Council's Goals & Plans for 2024 by entire Council

- o Election of Council officers

Jan 10 - CPR Class

February 2024

Feb 5-6 - Volunteer Orientation

Feb 7 - Council Meeting

Feb 14 - General Meeting - Presentation - Art as Therapy - Mary Ellen Watts

Feb 14 - CPR Class

Feb ? - New Volunteers Orientation Class TBD

March 2024

Mar 6 - Council Meeting

Mar 13 - General Meeting

2024 Initiatives and Status

Jan 10 – Annual (General) Meeting - Election of Council officers

Council's Goals & Plans for 2024 by entire Council

CPR Class - 11:30am

Feb 5-6 - New Volunteers Orientation

Feb 14 - Art as Therapy - MaryEllen Watts, CPR Class @11:30am

Mar

Apr

May

June World Wide Blood Drive

July

Aug

Sept.

Oct CPR Training

Blood Drive

Nov.

Dec. Volunteer Appreciation Lunch - Dec 11th