

## **BHH Council Minutes - July 5, 2023**

President Rod Gottula called the meeting to order promptly at 10:00 am.

In Attendance:	Dr. Rod Gottula	Via Zoom:	Bev Tyler
	Natalie Kelly		Craig Gatrel
	John Earle		John Ferguson
	Liz Baze		Sally Zigmund
	Bill Hinrichsen		Carmen Restrepo
	Chris McCall		Lesley Hughes
	Lorraine Handler		Kat McKay
	Meg Wilson		Denise Daniels

President's first order of business was to review the agenda items.

**Ambassadors** - Natalie reported that she purchased 4 purple table cloths and magnetic name tags for use at general meetings and events.

**Blood Drive** - Report in agenda

**Education** - New Volunteers Training - Max  
Scheduled for August 29-30. Not being revised to one day at this time.

**Events - Fund Raising** - Trivia Night raised \$290 for wheelchairs. Brandy Minori, the MC, chooses organization and cause to support with funds received. Suggest next promo be for oxygen concentrators.

**Financial Report** - Bill H.

Complete financial report - see agenda

Bill reported a good fund-raising month. Some pledges have not been paid (estimate about \$600). Need someone to follow-up.

Bill is in process of changing our banking relationship to Banco General.

**Hospice** - Dr. Rod

Currently working with one patient in Dolega. Carmen helped with the translation. There is the need for a doctor who can prescribe pain medication. Possibly Dr. Chin or Dr. Diaz.

Rod wants to check on some of the other patients to determine their status as well as continuing need for equipment.

### **Newsletter** - Natalie

Natalie introduced Meg Wilson as a new Newsletter coordinator. Newsletters will now go out the beginning of the month. Example: June/July Newsletter.

There has been an issue with confirmation of speakers for upcoming general meeting causing delays. Speaker coordinator needed and Chris McCall volunteered. He would appreciate any input as to suggested speaker topics and/or Speakers. One possible topic "poisonous bugs."

### **PCC** - Craig G.

Craig praised the great job of the equipment team - Judy, Bob and Kelly. They had to endure many very late and missed appointments as well as very disrespectful individuals.

There is no firm policy to deal with no shows at the locker - depends on the situation. Give them a stern warning. Alert PCC's when person doesn't show up at the locker for equipment.

Craig reported that as of last night, there are currently 80 active patients in the data base. That includes both equipment and hospice patients.

There has not been a physical inventory of the equipment in 2 years. They are working with Kat to make arrangements for a new physical inventory. Sally said they can do a better job when they know ahead of time when someone is being released from the hospital.

Diapers have been donated and given out when available. It has been decided not to buy and stock them as they are very expensive. Suggested the possibility of reusable diapers??

Denise received a donation of 2 hospice quilts. It was suggested we get a photograph for the next newsletter.

### **Respiratory** - John F

There are 2 types of concentrators. Stationary and portable. Portables are used when patient is being transported to and from doctor or hospital. We currently have 2 portables. One has just been repaired. The other is non-operative and requires repair (\$1,040 with warranty) or replacement (\$2,000). The expenditure of \$1,040 for repair with lifetime warranty was voted on and approved.

The problem of when the power goes out was discussed. It was noted that a lady in David has large oxygen tanks for backups.

Concentrators are on long term loan for hospice care. If needed more than 2 months it is recommended to purchase a unit or rent one. (A woman in David has rentals.)

Olive, a Chinese company makes a cheaper unit; however, parts, including filters etc. are not available.

Natalie has some packaged hoses that have been donated. She will give to John.

### **Technology** - Chris

Chris is working on a feature - Google API that would allow us to pinpoint patients location in Google Maps in the database.

### **Translation** - Acting - Natalie

Nothing additional.

### **Volunteer Management** - Kat

New ideas for handouts. Reaching out to friends for new volunteers.

Sharon Spaulding is possible new volunteer. Kat's friend Jane is also a possible.

Natalie - volunteers needed on all teams. Prototype of graphics for two marketing campaigns, BHH - "There when you needs us" (visibility) and an "Each One, Reach One" (new volunteers) were in the agenda.

John mentioned that our meetings are drawing a crowd and suggested we should ask for volunteers and donations - at the beginning of the meeting as everyone is rushing out at the end. It was also noted that we have a check box on roster for volunteering.

The volunteer qualities list is being simplified so more folks will feel that they are good candidates.

### **Old Business** -

It was proposed that we charge \$10 for Being Prepared Workshop and \$10 for the manual. It was voted on and approved. Kat is concerned that it will limit attendance.

A \$5 donation for the CPR workshop was voted on and approved. It will go into effect for future trainings.

### **New Business**

It was noted to use WhatsApp for transferring patient information to maintain confidentiality.

Begin phone follow-up for all patients - for hospice and equipment.

Natalie - regarding fund raising, we need to identify dollars needed because that will determine the type of fundraisers needed.

Luis Botero to pursue possible grant from Church of the Latter Day Saints. Concern is that they may require religious connection, which would rule that out.

Mental Health - Unable to reach a time for team to reach out this month.

Translation comes under community outreach.

When a translator is needed reach out to team members to see who might be available. Alcira Hernandez is part of the team, and recently said to call her if translation is needed.

It was suggested that we have a table at Tuesday Market at the fairgrounds. The cost is \$6/month. We would need someone to cover the table. Barbara would continue at TapOut. We can use automated BP cuffs. It was noted that Rotary has a source for banners - relatively inexpensive. Natalie pointed out that we could use 2 additional banners. It was approved to move ahead. John E suggested we might reference the blood drive on banners, for a total of at least 3.

Chris is working on a plan to update the volunteers in the database.

Deb has created a fantastic letter to be used.

Carmen told us that Hospital Obaldia is requesting funding to update their facility with a doctor room. Costs included A/C \$500, window bars \$180, electric \$1300. Money is needed now. It was suggested they approach Rotary in David and Boquete.

Lorraine suggested a summer social in August. Kat will check with Animales if Sunday August 13 or 20 is available. Update: The event will be August 20.

Chris is willing to give a presentation at a monthly meeting on "What to do when the lights go out" on renewable energy.

He asked that everyone send him suggestions for recommendations for topics and speakers.

Next meeting July 12th - Natalie will open the meeting and talk about volunteering. Chris will intro speakers.

The meeting closed at 11:18am

Respectfully submitted,  
Lorraine Handler, BHH Secretary

Boquete Health and Hospice  
Council Meeting Agenda  
July 5, 2023 10:00am

Meeting IN PERSON is at Big Daddy's Backyard (free coffee and donuts)

Zoom  
Meeting ID: 892 2836 5447  
Passcode: 203851  
Join Zoom Meeting  
<https://us02web.zoom.us/j/89228365447?pwd=NmpraS9hNDZmWFBwTXBLOFlxem1xZz09>

Team,  
You're invited to attend our next Council meeting on Wednesday, July 5th, at 10am in the back room of Big Daddy's. The meeting will also be broadcast on Zoom at [Zoom link]. At this meeting members 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 anything further 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 our 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 the Secretary, Lorraine Handler, prior to the meeting so we can manage any new business effectively.

From time to time the Council will vote on certain matters. In these instances, all members may provide input, but only Council members are able to vote.

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 meetings and encourage your active participation in helping making this year our best year ever!

All the best,  
Dr. Rod Gottula  
President

**Council Members in Attendance:**

Upcoming Events:  
BHH Council Rolling Calendar (See below)

## Council and Team Reports

### Medical Director's Update - Dra. Shannon Tuer

#### Ambassadors – Open, Natalie Kelly, Acting Team Leader

- Operations continued as usual.
- Barbara Lapid broke her wrist. I am filling in at the Tuesday Market July 4, and Cat Vann or Brandy Gregory will fill in July 11. Cat Vann is training me. If you are interested in helping, let me know.
- I purchased purple tablecloths for our sign-in tables and name tags for council members and other volunteers visible at meetings. Let me know if you need a nametag.
- I am meeting with Sharon Spalding this week to discuss joining the Ambassadors. I hope she might want to be the team leader.

**Being Prepared** - Sandra Cripe  
Nothing to report

### **BLOOD MONTHLY REPORT. JUN 2023**

#### **BLOOD DRIVE JUNE 17TH:**

Final pints collected: 102

Donors arrived: 118 (16 rejected for several reasons: medicines, travel outside Panama, weight)

Panamanians: 38    Expats: 64

.....  
**PHONE LINE**

#### **PATIENTS THIS MONTH:**

Requests for blood received:     11

Requests approved:                    10

1 request rejected because client didn't answer back.

**PATIENTS THIS MONTH:**

DATE	Type	PINTS	HOSPITAL
1-jun-23	O+	2	REGIONAL
1-jun-23	O+	2	OBALDIA
3-jun-23	O+	4	REGIONAL
9-jun-23	A+	1	OBALDIA
13-jun-23	O+	2	OBALDIA
19-jun-23	O+	2	REGIONAL
19-jun-23	O+	1	REGIONAL
19-jun-23	O+	1	OBALDIA
19-jun-23	O+	2	OBALDIA
23-jun-23	O+	1	OBALDIA

PINTS COLLECTED since 2019 ---> 502  
Patients attended since 2019 185  
This year 37 (Expats 13 + Panamanian 24)  
Estimated pints available at the blood bank :248

### **Community Outreach - Natalie Kelly**

**Improvements made:** Attendance is up at general meetings, likely due to the heavy advertising and the quality of the speakers. Increased attendance drives more volunteers, higher donations, and more visibility in the community. For general meetings, purple tablecloths on the tables, name tags for BHH meetings, greeting people at the door, using a check-in process to identify people who are interested in volunteering, getting the newsletter, signing up for the blood programs, or CPR, and asking for donations are increasing our professionalism and making an immediate impact. We need to continue to build on this momentum whenever and however we can. We need more volunteers to help us all, and in Community Outreach, especially social media, the newsletter, and Events and Fundraising.

Here are two flyers that can be used to attract new volunteers. I modified the first flyer to include as many teams as possible. The second was created to describe our ideal volunteer for New Volunteer Training. I will likely have copies - one document on each side of the page - to distribute at general meetings. If you have any suggestions, please let me know. When it's less hectic, I'll ask Deb to take a pass on them too, to work her magic.





**Boquete Health & Hospice**

Boquete Salud & Cuidado Paliativo

Helping Hands • Caring Hearts

## What Makes a Great Volunteer

BHH is looking for people who want a rewarding volunteer experience where they can make a difference in our community—people who are passionate, team players, patient and resilient, creative, energetic and enthusiastic, positive, willing to help and learn, compassionate, and organized, and who show respect and appreciation for others in a diverse community. We seek people who take responsibility seriously, yet are able to have fun as a volunteer, and work well with other volunteers and the community members we serve.

**Passion** – Volunteers who are passionate about our cause have gotten our organization where it is today. We're looking for volunteers who can help us keep up the momentum and share our values, goals, and mission. People who are passionate about our cause will want to share it with everyone they know, encouraging others to get involved and motivating them.

**Respect and appreciation** – Respect for each other, the people we serve, the community, and the diverse culture of Panamá is critical to achieving our mission. A humble, open heart, as well as an open mind, and the willingness to set aside any differences to achieve goals, means that we can be proud of our efforts on behalf of BHH and of its vital role within the community. Creating a culture of appreciation that honors the contributions of our volunteers, donors, and friends in the community, as well as creating a rewarding experience for our volunteers, is at the heart and soul of achieving our mission at BHH.

**Team players** – Volunteers who collaborate and communicate well with others, who are comfortable working with people from all different walks of life, and who are flexible and adaptable—that's the teamwork that makes the dream work. Being flexible, adaptable, and willing to learn new things helps everyone work well together. Working on teams is rewarding and a great way to create and nurture friendships, some that may last a lifetime!

**Patience and resilience** – Patience is an aspect of being a good volunteer. We all have different time commitments and juggle many activities, and often people are traveling, so not everything moves as quickly as expected. Your willingness to be patient and stick it out is greatly appreciated.

**Creativity** – Volunteers who are open-minded and creative bring a fun and exciting spirit to BHH. Injecting a dose of creativity and innovation into whatever role you play will put a smile on everyone's face and enable us to do things more effectively.

**Energy and enthusiasm** – Energetic and enthusiastic volunteers make things happen and have fun doing it. One of the surprising benefits of volunteering is the massive upside it has on physical and mental health.

**Positive attitude** – Sometimes volunteers have the opportunity to learn new skills and face new challenges. Depending on your role, you may be volunteering with vulnerable members of the community who are facing adversity, so it's important to stay positive and remain focused on the task at hand. A positive volunteer personality has a wonderful impact on your team and the community.

**Willingness to help and learn** – A willingness to help out, regardless of the task, helps everything go so much easier. Pitching in, replying to emails promptly, and keeping other team members informed is greatly appreciated and ensures BHH operates smoothly. And a willingness to learn new things and try new approaches means our organization will continue to grow and flourish.

**Compassion** – At its core, volunteering is a selfless gesture. By giving your time, skills, or resources to someone in need, you make a difference in the lives of others. Compassionate and empathetic volunteers who are able to work with a diverse group of people are a true asset to their teams and the organization.

**Organized** – Volunteers who are organized and on time save everyone a lot of headaches and hassle. Being proactive and a good problem-solver and having effective time management skills are important to our success.

We look forward to working with you and to achieving amazing things together!



**Boquete Health & Hospice**

Boquete Salud & Cuidado Paliativo

Helping Hands • Caring Hearts

## Volunteer and Help Us Serve the Community!

Boquete Health & Hospice continues to grow and provide more services to the Boquete community. Volunteering is a rewarding experience and volunteers can feel proud of their efforts and the impact BHH has on the health and wellbeing of our community.

Please consider joining us as a volunteer on one of our teams. Volunteers can contribute as much or as little time as they wish. We need volunteers in many capacities, and while the ability to speak Spanish is helpful, it is not necessary. If you have expertise in a specific area, let us know. It's likely we can use it!

- **Equipment and Respiratory teams** – Dispense and receive equipment at our storage lockers in Alto Dorado and train patients and caregivers in its use.
- **Hospice and Family Care team** – Works with patient care coordinators to provide care, information, and services to hospice patients to make a difficult time easier.
- **Home Comfort teams (Meals and Music)** – The Meals team provides meals to those unable to cook for themselves or leave the home. The Magic of Music team provides MP3 players with customized music to patients and their caregivers.
- **Ambassador team** – Greets guests at BHH functions and staffs our tables to answer questions about our organization.
- **Admin/Coordination/Project Management team** – Organizes our efforts and helps BHH perform more effectively.
- **Being Prepared team** – Presents workshops on Being Prepared 3-4 times a year, which cover why being prepared to deal with emergencies and end-of-life situations is vital to your wellbeing.
- **Blood Donor team** – Acts as a contact point for those who need blood or want to donate, and organizes blood drives twice a year.
- **Communications teams** – Produce our monthly newsletter, maintain our social media and website presence, and organize events, fundraisers, and promotion.
- **Community Outreach team** – Interfaces with the community to create a communication conduit to educate various groups about BHH and its services.
- **CPR team** – Provides hands-on training in CPR chest compressions (no mouth-to-mouth) and the Heimlich maneuver for airway obstruction.
- **Education and Training team** – Develops and delivers training for new volunteers and community education and coordinates speakers for monthly meetings.
- **Technology team** – Provides IT support for our website, database, communications, and teams.
- **Translation team** – Provides translation (written or spoken) assistance to our clients and volunteers as needed.
- **Volunteer Coordinator team** – Matches volunteers with teams and ensures they have a rewarding experience.

### How to apply for a volunteer role:

Complete and submit a membership application, which can be found [bhhpanama.org/volunteerform](http://bhhpanama.org/volunteerform). We will contact you within a few days to discuss your interests and how we can work together.

## **Community Outreach Direct Visits – Lesley Hughes, Team Leader**

### **• Visits with the Representantes**

- On June 9 Dr. Rod and Luis visited three offices. In Los Naranjos they met with the Rep. Eduardo Rodriguez and had a good meeting. A meeting with the rest of the community leaders will be set up.
- At the Palmira office, they met with Vice-Representante Iginio Jovane and it was also a very productive meeting.
- The Alto Boquete office was closed and locked and another visit will be held.

### **• Visits to Doctor's Offices/Clinicas**

- Lesley and Alcira will start visiting doctor's offices Wednesday, July 5. Lesley ordered 10 brochure holders. The offices/clinicas to be visited are:
  - Dr. Gomez/Dra. Tuer
  - Dra. Diaz/Dra. King
  - Dra. Boya
  - Dacosta Clinic
  - Hemolab Clinica
  - Physical Therapists Rene Estribi and Jessica Bell
  - Clinica Valle Boquete
  - Centro Medico Cooperativo
  - The Clinica across from Multibank
  - The Clinica in Los Establos

- **Scholarship Initiative** – Ginny and Craig are in the process of scheduling a call with current students to discuss the time constraints and financial needs of students attending university. This information will be used to help BHH identify how we can assist a student(s) with a scholarship program to cover costs of going to university. More details to follow next month.

### **• General**

- The Community Outreach Team welcomes Bev Tyler, who will act as the PCC liaison as the majority of the team's efforts will impact their resources.
- The new brochures and business cards were received.
- The Team's next meeting is July 6, 2pm via Zoom.

# Communications - Deb Hornstra, Team Leader

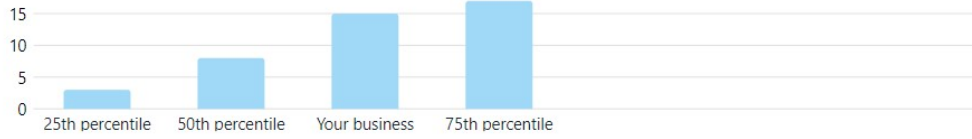
The Communication Team had a busy month in June assisting the Blood Team in promoting the very successful blood drive.

Published content ⓘ

15

Similar to others

How often your business published versus others in this category



Over the last 28 days, you typically published the compared to other businesses in this category. Ni post or scheduling in advance.

Create post

Facebook followers ⓘ

1.1K

Similar to others

Typically: 1.5K

New Facebook followers ⓘ

30

Higher than others

Typically: 12




Content interactions ⓘ

689

Higher than others

Typically: 245

We are posting about as often as similar organizations--about fifteen times a month. The number of comments we typically receive is 2.5 times the average of similar organizations.

Title	Type	Date published	Reach ⓘ ↓	Likes and reactions ⓘ ↑↓
 Our next General Meeting is Wedne... Boquete Health & Hospice	Boost post	Post	Sat Jun 3, 12:40... 1.4K Accounts Center a...	44 Reactions
 Happy Monday everyone! BHH is th... Boquete Health & Hospice	Boost post	Post	Mon Jun 19, 11... 1.1K Accounts Center a...	87 Reactions
 Support Boquete Health & Hospice... Boquete Health & Hospice	Boost post	Post	Sun Jun 4, 9:41... 794 Accounts Center a...	39 Reactions

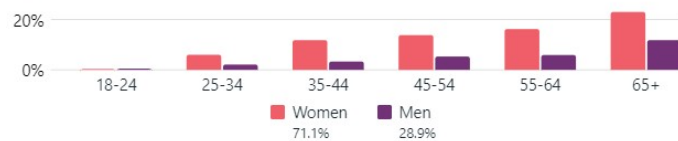
Our three most popular posts this month were about the general meeting with Mark Heyer, the excellent results of the blood drive (this post got BY FAR the most comments), and our first appearance at Tap Out's Trivia Night.

Audience ⓘ

Facebook followers ⓘ

1,057

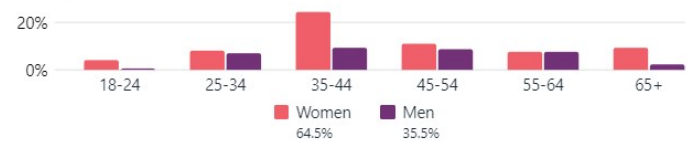
Age & gender ⓘ



Instagram followers ⓘ

204

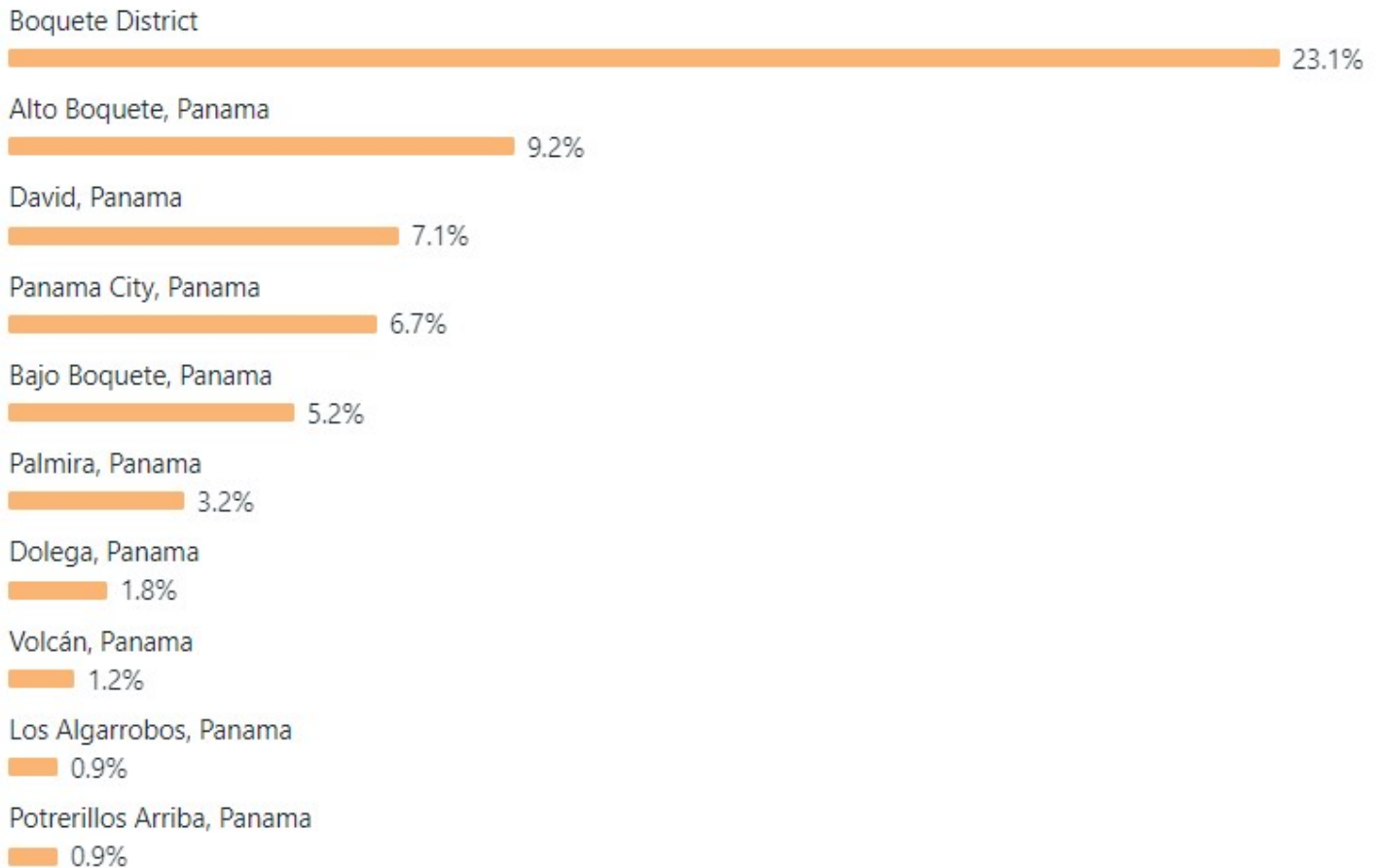
Age & gender ⓘ



See audience report

Facebook followers now number 1,057, with women still way overrepresenting and our audience skewing old. We finally hit the 200 mark on Instagram followers. As you can see that platform skews much younger and a bit more male. We also think it skews more Panamanian than expat.

#### Top cities



Most of our total site visitors are coming from somewhere in Boquete District, but many are coming from places like Panama City, Dolega and Volcan.

By offering compelling speakers and aggressively promoting the events, we have been able to secure standing room only attendance for our last three general meetings. We have moved to a system of actively signing attendees in, so that we may capture their names and email addresses and ask them if they would like to receive the newsletter or information about volunteering.

We have also started asking for voluntary donations at the door and this has been met positively by the attendees who are often happy to give.

### **CPR Team report-**

Rod , Kat, Kelly and Bob met to discuss the best time for the CPR classes since the class will follow the General meeting quarterly. It was agreed that 11:30 would be the new time for the class to begin and 16 students will be the limit that the team can accept. Next class will be July 12th.

### **Education Committee report-**

Max is planning to hold the next training class in late August. We have 10 new volunteers signed up for training. Please be available to make your presentation on the dates needed. Max will be sending out the exact date in the next few weeks.

### **Equipment - Kat McKay/Sally/Cat Vann**

#### **Equipment Loans**

13 pieces of equipment    7 ExPats    1 PA

#### **Equipment returns**

22 pieces of equipment    10 ExPats    1 PA

**Bed Loans-**1 PA

**Bed returns-**1 ExPat

Donations \$100 from Duane Peterson for Alice Chalona

Donation from Trivia night- Brandy Minori1 \$290

Two new wheelchairs were purchased in June for \$385.

**Repairs** done by Bill Haldeman on 3 wheelchairs and one BSC

One wheelchair still in for repairs of one arm rest. I will order this part soon

We now have 9 regular, 1 wide and 3 transport wheelchairs in the locker.

### **Events and Fundraising - Open, Natalie Kelly, Acting Team Leader**

Trivia Night at Tap Out raised \$290 for the purchase towards two wheelchairs. People respond to specific requests! This also makes great copy for marketing. A big thank you to Brandy Minori, the MC of Trivia Night.

The Blood Drive Matching Fund was biggest ever (thanks to Deb's promotions). A record \$4,770.00.

We need to determine how much money fundraising efforts need to raise to meet our budgetary needs. We need to establish a Donor Relations team as well.

# Financial Report - Bill Hinrichsen

## Accounting Summary for Month of June and Year-to-Date 2023

### Boquete Hospice and Health Foundation

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

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2023
Equipment	\$ 535.00	\$ 635.00	\$ 2,000.00
Blood Match Fund	\$ 4,770.00	\$ 5,470.00	\$ 7,000.00
Education - Being Prepared	\$ -	\$ 661.00	\$ 800.00
General Donations	\$ 113.65	\$ 2,810.06	\$ 1,000.00
Sale of Equipment		\$ 75.00	\$ -
<b>TOTAL</b>	<b>\$ 5,418.65</b>	<b>\$ 9,651.06</b>	<b>\$ 10,800.00</b>

EXPENSES	Current Month	Year To Date	
Equipment - New & Maintenance	\$ 1,241.16	\$ 3,490.94	\$ 4,000.00
Respiratory - New & Maint.		\$ 403.89	\$ 4,202.00
Blood Drive - Total expenses	\$ 387.92	\$ 387.92	\$ 1,010.00
Hospice & Family Care - Printing	\$ 356.72	\$ 356.72	\$ 500.00
Admin. Phone	\$ 20.18	\$ 546.23	\$ 300.00
Admin. Legal/Accounting/Insurance	\$ 125.00	\$ 766.00	\$ 250.00
Admin. Aniales Building - Rent	\$ 80.00	\$ 255.00	\$ 480.00
Admin. - Lockers Rent	\$ -	\$ 3,291.47	\$ 3,600.00
Admin. Foundation Fee		\$ 400.00	\$ 400.00
Admin - Bank & Credit Cards Fees	\$ -	\$ 0.10	\$ 600.00
Admin - Miscellaneous & Zoom Membership	\$ 158.89	\$ 425.81	\$ 200.00
IT - Database - Bubble/GoDaddy & Support		\$ 441.08	\$ 832.00
IT - Website - GoDaddy	\$ 60.00	\$ 81.17	\$ 22.00
Education Training - Gifts/Lunches/Misc. Expenses		\$ 183.96	\$ 855.00
Education Being Prepared - Printing & Rent	\$ -	\$ 954.60	\$ 605.00
Volunteer Coordinator - Gifts/Lunches/Entert		\$ 204.22	\$ 1,100.00
Communication - Social Media	\$ -	\$ 73.78	\$ 500.00
<b>TOTAL</b>	<b>\$ 2,429.87</b>	<b>\$ 12,262.89</b>	<b>\$ 19,456.00</b>

**NET SURPLUS OR (DEFICIT)                      \$ 2,988.78    \$ (2,611.83)**



## **Hospice and Family Care - Bev Tyler**

Dr Rod visited a patient this month. See translation

### **Meals.**

**No meals this month.**

## **Magic of Music - Art Blevins Val Strahl**

Nothing to report this month.

## **Mental Health Initiative - John Earle Dr. Rod**

### **Newsletter - Open, Natalie Kelly, Acting Team Leader**

- A technical glitch wiped out the June newsletter and it had to be redone. A huge thank you to Chris McCall for coming to the rescue and expending hours of time to copy and paste all the data into a newsletter so I could re-edit it.
- We pushed the publication of the June issue to the beginning of July because we were waiting for information about the speakers. All future issues will be published at the beginning of the month.

## **Patient Care Coordinator - Bev, Craig, Denise and Liz**

### **Monthly PCC Stats for June 2023**

#### Total calls – 63

- Expat – 41
- Panamanian – 22

#### Equipment calls – 39

- Expat – 26
- Panamanian – 13

#### Equipment not available: (they are asking for something we don't have)

- Out of beds
- Out of diapers
- Needs equipment in July asked to call back a few days before needed

#### Equipment refused: reason for refusal eg outside our area

- 92 year old bedridden patient not hospice
- Wheelchair – elderly patient and slow but not short-term user
- Bed for person with dementia



## Hospice patients

- Active - 10
- Deaths -
  - Expat - 2
  - Panamanian – 1

## Blood Calls – (number and any comments) 3

## Information requests -

- Expat - 3
- Panamanian - 1

## General

- Liz is now officially in the on-call rotation with Bev, Denise and Craig.
- Bev is providing support from Canada now with a second phone and thanks to a WhatsApp upgrade we are able to keep her linked into the main BHH WhatsApp number.
  - **Important:** If anyone asks you for our BHH number, please encourage them to call or text using WhatsApp. It makes it much easier for the PCCs to track.
- Beverly and Tom Stearns sent the Meal Team a wonderful thank-you note for all the team did for them.
- We had two situations in which equipment requests required quite a bit of extra work on the part of the Equipment Team volunteers.
  - Kelly and Bob tried for two days to contact a person requesting crutches. The person never responded to them or the PCC so the loan request was closed.
  - Judy went to the locker to check out a wide wheelchair (after she had already verified we had one and it was) in the morning. The caregiver never showed after about an hour Judy learned she was on an airplane. Finally, later in the afternoon the son agreed to meet Judy at the locker. He was over 50 minutes late. Judy basically lost an entire day. Judy did not complain and was a trouper!
  - The PCCs stress that no volunteers are at the locker and that we must schedule a joint time to meet. However, we usually encounter at least 1-3 situations in which people are no shows or extremely late.
- Hats off to Equipment, Bed and Respiratory Teams as they have all three been a bit short staffed in June but they managed to ensure everything worked smoothly. Bill made some necessary equipment repairs which allowed us to have more inventory available. Thanks to everyone!

## **Respiratory (John F)**

We had 7 returns (6 Panamanians, 1 Expat) and 3 checkouts (3 Panamanians).

We donated 9 unused nebulizers and 1 CPAP to Dra. Shannon and she is distribution to local organizations that can use them.

We were able to repair 1 portable concentrator by changing the sieve bed columns at a cost of \$130. The other portable was also inoperable and in need of repair. We attempted changing the sieve bed columns, but this did not resolve the issue and the unit is still in need of repair or replacement. The manufacturer will give us a credit for the sieve bed columns we purchased and refurbish the unit we have for Approx \$846 plus shipping to USA (approx \$170 via MBE) and shipping from Miami back to Panamá (approx \$24). Total approx. \$1,040.

Another option is to purchase a refurbished unit from the manufacturer for \$1,995.

The manufacturer recommended that we send in our unit for refurb since it will have a lifetime warranty and it is a recent model built in 2016.

Respiratory team is asking for approval of the expenses to have the current portable refurbished at a cost of approx. \$1,040.

## **Technology Team - Chris McCall**

The team this month did a lot of work on the volunteer section of the database. Many bugs were fixed and a procedure for updating volunteer records was created. Waiting on final text for the letter requesting volunteers to update their records and the email to send them when they have updated the record. Next is creating a robust report section. Need to schedule a meeting with Craig.

## **Translation – Open, Natalie Kelly, Acting Team Leader**

- Carmen Restrepo translated for Dr. Rod over the phone while he was visiting a hospice patient. The conversation went smoothly, enabling the patient and Dr. Rod to understand each other. Luis Botero says that using an interpreter via phone opens up a new option for doing translations, as long as the quality of the call is good enough.
- Alcira Hernandez is available for any translation needs. Contact her via WhatsApp at +6601-2875.

## **Training - Maxine-Training Lead**

See Education above

## **Volunteer Management - Open Kat, Chris and Craig**

Resignation of Nina Haldeman as Volunteer Coordinator has left a void in that critical position. Kat McKay, Chris McCall and Craig Gatrel will be monitoring the new applications at this time until a replacement can be found.

## **New Business**

Discuss reorganizing training to fit the different needs of volunteers. Different training for different needs. With the goal to train people to the job they want to do and not discourage volunteers from joining BHH.

New Request: Respiratory needs to refurbish an existing non-operable portable concentrator - cost \$1040.

Summer Social - Suggest we have a pot luck summer social in mid to late August. Location Aniales. When signing in, we would give each person a drink ticket for a beer, wine, soft drink or water. Pay for additional drinks.

Chris McCall has volunteered to be Speaker coordinator. He also is willing to do presentations at monthly meetings on Renewable Energy and Construction.

From Natalie Kelly

New volunteers are greatly needed. There's a lot to be done, and we all need help. Our biggest need right now is new volunteers, and brainstorming an effective marketing campaign should help us draw more people in.

I suggest an "Each One, Reach One" theme, with appropriate marketing in the newsletter, social media, etc. where we ask each of our current volunteers to do their best to attract one recruit who joins BHH.

**NOTE from Natalie Kelly:** This is a rough draft to use as an example of the type of campaign we could run. I used AI to create this in less than one minute, and then formatted it with different fonts and our logo.

## **Each One, Reach One**

### **Help Us Expand Our Impact!**

[**Image:** A diverse group of volunteers wearing Boquete Health & Hospice t-shirts, standing together with smiles on their faces, showing unity and dedication.]

### **Join the Movement!**

At Boquete Health & Hospice, we believe in the power of compassion and community. We have been providing essential healthcare and support services to those in need for years, thanks to our incredible team of volunteers. But now, we want to do even more, and we need your help!

Introducing our "Each One, Reach One" campaign—an opportunity for YOU to make a difference and extend our reach. We are calling upon our current volunteers to take up the challenge and inspire one more person to join our mission of providing compassionate care to our community.

### **Why Should You Join?**

**Multiply the Impact:** By recruiting just one more volunteer, you amplify the positive change we can create together. Imagine the difference we can make when our united efforts double!

**Stronger Connections:** "Each One, Reach One" brings us closer as a team. By inviting someone you know, you strengthen the bond within our volunteer family, fostering a supportive and inclusive environment.

**Pass It On:** Every volunteer we add to our organization extends the ripple effect of our work. By reaching out to one person, you pass on the gift of service, creating a legacy of compassion for future generations.

### **How Can You Get Involved?**

An additional campaign to increase our visibility with social media posts and newsletter articles will increase the number of volunteers, donations, and people we serve. I suggest "Boquete Health & Hospice - There When You Need us. Here are two very rough examples:

## What would you do?

You urgently need surgery in David to remove your appendix. The hospital says you need to pay \$\_\_\_\_\_ for xx units of blood. What do you do?

- (A) Find an ATM to withdraw the extra cash
- (B) Pray you have enough room on your credit card to cover this unexpected expense
- (C) Call BHH to take advantage of Boquete residents' free access to BHH's blood bank credits already on file at David hospitals

**Boquete Health & Hospice**  
**There when you need us**



Call or WhatsApp +507-6781-9250 · BoqueteHealth.org

## What would you do?

I fell and badly sprained my ankle. The doctor says I can't put full weight on that foot for 7-10 days. What should I do?

- (A) Ignore doctor's instructions and just be careful walking at home
- (B) Invest \$\$ buying crutches or a walker at Arrocha
- (C) Call BHH and borrow a knee scooter or crutches for free for 7-10 days of recovery time

**Boquete Health & Hospice**  
**There when you need us**



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## Old Business

What should we charge (as a voluntary donation/tuition) for Being Prepared, CPR Workshops, etc.? Remember that once we set an amount, it's hard to reduce it later. Natalie suggests \$10 for Being Prepared (in addition to the manual charge), and \$5 for CPR Workshops.

## **BHH Council Rolling Calendar**

### **July 2023**

Jul 5 - Council Meeting - 10am - Big Daddy's and via zoom

Jul 12 - General Meeting - 10am - Animales Event Center - in person

o Presentation -Chris Young on Pharmacy services in Boquete and Rodney Moreno on 24/7/365 Emergency Help Line anywhere in Panama

Jul 12 - CPR training 11:30am following the general meeting.

### **August 2023**

Aug 2 - Council Meeting

Aug 9 - General Meeting

o Presentation - Dr. Shannon and Rick Hayes present Health Care America (HCA) Helping the U.S.veteran community.

Aug 20 - Summer Pot Luck Social at Animales Event Center

Aug 29-30 - New volunteer training

### **September 2023**

Sep 6 - Council Meeting

Sep 13 - General Meeting

o Presentation - Ambulances & Hospitals with Sandra Cripe and Rodney Fuentes

### **October 2023**

Oct 4 - Council Meeting

Oct 11 - General Meeting

o Presentation - What You Need to Know about Parkinson's with Dra. Shannon Tuer

Oct 21 - Heroes Blood Drive

### **November 2023**

Nov 1 - Council Meeting

Nov 8 - General Meeting

o Presentation - Pharmacies & Meds in Boquete (speaker TBD) Nov 27

### **December 2023**

Dec 6 - Council Meeting

Dec 13 - Volunteer Appreciation Lunch (in leu of meeting and presentation)

### **January 2024**

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

Jan 10 - Annual (General) Meeting

## 2023 Initiatives and Status

- Jan Fill IT Team Lead position (Kat) **(IN PROCESS)**
- Jan Fill Microsoft 365 position (Kat/Dave/Craig) **(ON HOLD)**
- Jan Resume in-person Being Prepared workshops (Kat/Sandra) **(COMPLETE)**
- Jan New Volunteer Training Class (Max) **(COMPLETE)**
- Jan Purchase of wireless microphone and projector for class/meetings (Max) **(COMPLETE)**
- Jan Fill Hospice & Home Health Support Team Lead position (Bev) **(IN PROCESS)**
- Jan Recruit volunteers to assist Hospice & Home Health Support Team Lead in training volunteers (Bev) **(IN PROCESS)**
- Jan Fill Newsletter Coordinator position (Natalie) **(IN PROCESS)**
  
- Feb Resume home visits (Bev/Denise/Craig) **(IN PROCESS)**
- Feb Find more ways to use the Ambassador Team (Lesley) **(COMPLETE)**
- Feb Fill Volunteer Coordinator position (Kat) **(COMPLETE)**
  
- Mar Fill Equipment Team Lead position (Kat) **(IN PROCESS)**
- Mar Basic First Aid Class (Max) **(IN PROCESS)**
- Mar Complete Database Project (Chris/Craig) **(IN PROCESS)**
- Mar Resume in-person CPR training (Bob)
  
- Apr Develop and implement Hospice and Home Health Support Team (Bev)
  
- May
  
- June New Volunteer Training Class (Max)
  
- July Review Initiatives (Council)
- July Increase volunteers on all teams (Kat)
- July New Volunteer Training Class SPANISH (Max)
  
- Aug Volunteer Training (Max)
  
- Oct Third Fundraiser with a total for all three fundraisers being a profit of \$6500 (John Q)
  
- Dec Volunteer Appreciation Lunch
  
- Monthly Newsletter (Natalie)  
In-person general meetings (Council)  
Volunteer education at general meetings (Kat/Max)  
Increase social media presence (Deb)