

Boquete Health and Hospice
Council Meeting Minutes
April 5, 2023 10:00am

The Boquete Health and Hospice Council members met via Zoom on April 5, 2023 from 10am to 11:35am.

Council Members in Attendance:

*Kat McKay
*Bev Tyler
*Bill Hinrichsen
*Craig Gatrel
*Keith Daniels
*Denise Daniels
Dra. Shannon Tuer
Natalie Kelly
Carmen Restrepo
Chris McCall

*Voting members

Upcoming Events:

BHH Council Rolling Calendar (See below)

Council and Team Reports

Medical Director's Update (Dra. Shannon Tuer)

Dra Shannon advised that the number of COVID cases are up, but that people are not going to the hospitals or even the clinics, so the numbers are skewed. She also said there is a bad cold going around that had COVID-like symptoms and a very sore throat.

MENSA has not updated its numbers lately.

Patient Care Coordinator (Bev, Craig and Denise) –

Total calls – 68

- Expat – 42
- Panamanian – 26

Equipment calls – 17 & 13

- Expat – 22
- Panamanian – 8

Equipment not available: 2 people called asking for a raised toilet seat with legs that will stand on the floor for stability

Equipment refused: 1 bed for man in Dolega with chronic illness

Deaths - 3

- Expat - 2
- Panamanian – 1

Blood Calls: 6, 2 needing blood and 4 offering to donate for her, separate person needing blood from a person who has not had the Covid vaccine

Information requests -

- Expat - 3
 1. Missing pages in Being Prepared manual
 2. Request for CNA - sent the nurse list
 3. Request for nurse - sent the nurse list
 4. Former client of ours called about his neighbor needing help but refusing. Complicated medical situation, refusing to see doctor, no papers in Panama, US passport expired. Wrote to Embassy after informing Denese Rogers
 5. Dogs in trouble, not properly cared for, needing help.
- Panamanian - 10
 1. Person requesting specific medicine for child with epilepsy (items 1, 2 and 3 are for same child)
 2. Person requesting money to pay for medicine for child with epilepsy (items 1, 2 and 3 are for same child)
 3. Different person requesting money to pay for medicine for child with epilepsy (items 1, 2 and 3 are for same child)
 4. Request for diapers - we did not have small size (items 4 and 6 are separate requests)
 5. Request for diapers - we did not have medium size
 6. Request for diapers - we did not have small size (items 4 and 6 are separate requests)
 7. Request for diapers – we did not have size large
 8. Inquiry looking for paid CNA position with BHH
 9. Inquiry looking for paid PCC position with BHH - Facebook posting accidentally used the word **job** and created confusion (items 8 and 9 are separate inquiries)
 10. Inquiry looking for paid PCC position with BHH - Facebook posting accidentally used the word **job** and created confusion (items 8 and 9 are separate inquiries)
 11. Denied a request for donation of a wheelchair to a child with permanent disability (this is different than items 1, 2 and 3 above)
 12. Spanish speaking people asking re volunteering

We seem to be getting a lot more requests for diapers that we do not have and we need to come up with a better way to handle all of the requests and the donations.

The voting members present voted unanimously to purchase another PCC phone. It will have a different number, but will be used to help handle the overload on the primary phone.

Financials (Bill Hinrichsen)-

Accounting Summary for the Month of March & Year-to-Date 2023

BEGINNING CASH BALANCE	March 1	January 1
	\$38,371.68	\$38,188.83

INCOME/DONATIONS	Current Month	Year To Date
Equipment		\$100.00
Blood Match Fund		\$ 700.00
Education - Being Prepared		\$402.00
General Donations	\$240.00	\$1,208.00
Sale of Equipment		\$ 75.00
TOTAL	\$240.00	\$2,485.00

EXPENSES	Current Month	Year To Date
Equipment - New & Maintenance	\$1,888.19	\$2,007.73
Respiratory - New & Maint.		\$180.80
Admin. Phone	\$20.18	\$60.54
Admin. Animales Building - Rent		\$70.00
Admin. - Lockers Rent	\$1,920.00	\$1,920.00
Admin. Foundation Fee		\$400.00
IT - Database - Bubble & Support		\$343.79
Education Training - Gifts/Lunches/Misc. Expenses		\$183.96
Education Being Prepared - Printing & Rent	\$85.00	\$631.70
Volunteer Coordinator - Gifts/Lunches/Entert		\$177.00

Requests for blood received: 3
Requests approved: 3

<u>Date</u>	<u>Name</u>	<u>Ty</u>	<u>PINTS</u>	<u>Hospital</u>
8-Mar-23	Repetitive patient	0+	2	REGIONAL
8-Mar-23	Expat	A+	0	CHIRIQUI
24-Mar-3	Expat	A-	0	MAE LEWIS

PINTS Collected since 2019 ---> 400
Patients served in 2023: 18: Expats: 10, Panamanian:8

The next Blood Drive is on June 17

Hospice and Family Care (Bev)

Still looking for a Hospice and Family Care Team Lead

Magic of Music (Art/Val)

Ambassadors –

Meetings – Herta Bernbach again supported BHH by greeting members and visitors to the March 8 General Meeting. Thanks Herta.

Baskets – No baskets were made during March

Thank You/Condolence – Messages for donations and of condolence were sent out as needed. Thank you Kay and Judy.

Tuesday Market – Barbara Lapid continues to talk to the community about BHH while taking Blood Pressures and Donna Robinson continues to introduce BHH to people who visit the Tuesday Market and explains our services.

Translation - A question was raised as to the correct (and most easily understood) translation of Health and Hospice. Our translation team responded with “**Cuidados Paliativos**”.

The team also was helpful translating for a patient who didn't speak English and didn't have WhatsApp. They needed some equipment, and, thanks to the Translation Team, were able to get it.

Community Outreach

Community Outreach Meeting – March 30, 2023

Present – Luis Botero, Craig Gatrell, Rod Gottula, Lesley Hughes, Carmen Restrepo, Ginny Woolley

Discussion on initiatives:

- 1) Meet with the Alcalde and six Representantes (Bajo Boquete, Alto Boquete, Los Naranjos, Palmira, Jaramillo and Caldera) to introduce them to Boquete Health and Hospice and give them some information about our services and programs. Luis volunteered to contact Rosa Caballero (General Secretary of Boquete Municipal Council) and ask to be included in their next regular meeting. Sra. Caballero informed Luis that there was a good chance we could be on the agenda for the Wednesday, April 5 meeting and would let us know on Tuesday, April 4. Dr. Rod will accompany Luis to the meeting.
- 2) Follow-up meeting will be held in the six communities starting in June. Luis and Dr. Rod will attempt to set dates at the Alcalde's meeting.
- 3) Meetings with the Directors of the Clinicas and Doctors in Boquete and surrounding towns.
 - a. Discussion was held about the effect this would have on the PCCs. It was decided to wait to visit the Clinicas and Doctors until we see how many calls from the community meetings the PCCs have to handle.
 - b. It was decided that Dr. Rod and a PCC (and possibly Alcira) would accompany Luis on these visits.
 - c. The Clinicas/doctor's offices so far identified are:
 - i. Clinica Valle Boquete (next to CSS, across from Bomberos, Bajo Boquete)
 - ii. HemoLab (next to CSS, in office building, Bajo Boquete)
 - iii. Clinica in Los Establos, Bajo Boquete
 - iv. Clinica across from Multibank, next to Value Motors, Bajo Boquete
 - v. Clinica Amylath (next to Dr. Gomes/Dra. Shannon's office, Bajo Boquete)
 - vi. Clinica Dacosta (on road to David, Alto Boquete)
 - vii. Clinica Dra. Cindy (Potrerillos)
 - viii. HCA Health Care America (Veterans) in Los Sendaros Mall, Bajo Boquete
 - d. Discussion about visiting CSS and MINSA offices. It was decided to hold off on this until the effect of the Community meetings and the Clinics meetings is determined. If the Team wants to go forward with visiting CSS and MINSA, perhaps if they have monthly or quarterly meetings, that would be the way to go.
- 4) Start a scholarship program. Ginny Woolley was present as she is very involved with the Scholarship Program being run by Rotary. She explained the basics of their program. Currently they have 16 scholarship

students. Each student received \$500 per semester to cover tuition, books, transportation, meals or whatever is most needed. Receipts for the expenses are not required. Initially the applicants come from the secondary schools (both public and private) in the district. The student must:

- a. Complete the application,
- b. Prove financial need
- c. Provide grades,
- d. Provide two recommendations from teachers,
- e. One recommendation from a community member,
- f. Be interviewed,
- g. Be accepted into a university.

Once the student is accepted, they must only supply their grades and meet the minimum grade point average and complete 16 hours of community service per semester.

- 5) A second plan was explained by Luis. The plan only requires financial need and good grades.
- 6) Questions to be answered:
 - a. Are there two-year programs or only four year?
 - b. Are there two-year programs in the health care field?
 - c. Would BHH offer scholarships to anyone entering any program in the health care field or would it have to be a four-year program?
 - d. Would the program have to be from an accredited school?
 - e. Is there a way to work with Rotary to offer a scholarship to one of their applicants?
 - f. How many hours would BHH require for the applicant to work?
 - g. What would they do for BHH?
 - h. Is there a minimum age for volunteering?
 - i. Would BHH scholarship be for the entire two- or four-year program or just for one year?
 - j. How would this program be funded? It was suggested that fund raising for a scholarship program where the funds were solely dedicated to the applicants) would be accepted by the community.
 - k. Ginny mentioned that some of the Rotaract members (university level Rotary members) might we willing to meet with the Community Outreach Team in June to talk about their experiences and answer some questions.
- 7) It was decided to wait to the June meeting to discuss further.

Events & Fundraising

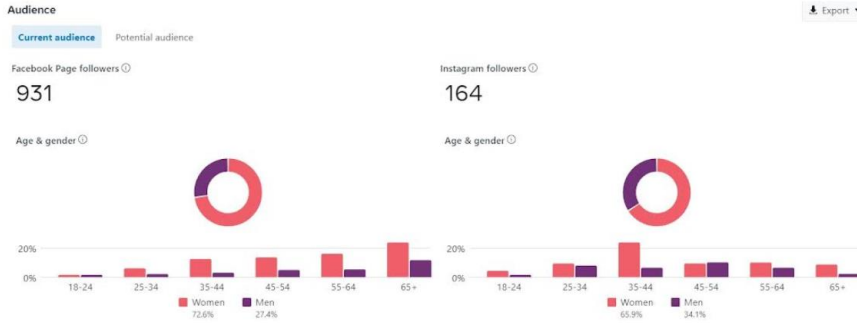
Due to the lack of a team and Team Leader, no events or fundraising will take place this year.

Communications –

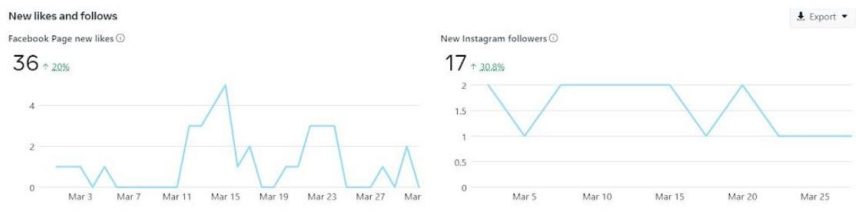
Newsletter

- The newsletter went out on Friday, March 24 and has received many compliments. Deb wrote an outstanding article on Golden Years assisted living facility, which garnered a lot of attention.
- I have asked Deb to send out Facebook posts about signing up for the newsletter. One has been posted so far.
- Chris will do the April newsletter. I will probably be able to do a final edit.
- Carol Jones is on vacation through most of July, and will resume proofreading the newsletter in August. She is an outstanding proofreader.
- Kat McKay will speak with Dr. Rod about writing the President's Letter.
- I will check in with Keith to see if he is still interested in being the newsletter coordinator, and if so, if he's ready to take that on. If he is not interested, we will seek someone from the next New Volunteer training.

Social Media



Audiences on both platforms continue to grow steadily. At the current rate of growth we should have 1,000 Facebook followers by summer!



New likes and follows on each platform in March 2023.

Improve engagement for your content

These insights are based on your most recent posts and stories.

f Median post reactions, comments and shares ⓘ

23 ↑ 3.60%

Engagement (the number of people who react to, save, share or comment on a post) is way up, which is a good sign people are finding the posts more compelling.

Highest comments on a post ⓘ



Facebook post

On March 20, 2023 a new President was appointed to lead Boquete Health and Hospice. Dr. Rod...

Mar 21, 2023, 12:14 PM

U

Unfortunately Facebook does not add up all the comments made on this post when it was cross-posted to Boquete-oriented groups, but the number is certainly well past one hundred. By far our most popular posts concern LOCAL PEOPLE and show their photos.

Being Prepared (Sandra)

Next class is May18

Training - (Sandra-Being Prepared Lead/Maxine-Training Lead)

Meals - (Leslie)

No meals for March.

Volunteer Management (Kat)

Old Business –

New Business –

The Council unanimously approved the requests for business cards and magnets below. Another vote will occur to approve the Brochures after a proof review.

1) It has been suggested that refrigerator magnets (the size of our business cards) would be a good thing to have to give away at various events (like the blood drive) and to borrowers of equipment and those who need our services. It looks like we can get 1000 for about **\$200.00**.

2) The Community Outreach team will be meeting with the Representantes and then holding meetings with the communities, then meeting with the doctors at the smaller clinics. We feel that we will have a need for more brochures. Currently

our brochures are printed on 9 pt paper and they are beautiful. Pricing for 4000 brochures is as follows:

- 5 pt glossy (.21 per brochure) would cost \$840.00
- 9 pt glossy (.26 per brochure) would cost \$1,029.00

We also need more business cards. We would like to get them printed on both sides (what we have now on one side, and a list of our services on the back). We would also like to get half printed in Spanish as well as English.

2,500 cards would cost \$158.00. 5,000 would cost \$274.00

I am asking for approval to spend \$1,356.00+200 (freight) = \$1,556.00

NOTE: freight is an estimate - it may be more

- \$158 for 2500 cards in English
- \$158 for 2500 cards in Spanish
- \$840 for 4000 Brochures
- \$200 for the magnets.

BHH Council Rolling Calendar

April 2023

Apr 5 – Council Meeting

Apr 12 – General Meeting

o Presentation – Healthcare Services 101 with Dra. Shannon Tuer

Apr 24 – Volunteer Training **(NEW)**

Apr 26 – Volunteer Training **(NEW)**

Apr 28 – Volunteer Training **(NEW)**

May 2023

May 3 – Council Meeting

May 10 – General Meeting

o Presentation – Snakes in Boquete with Mike Hill

May 18 - Being Prepared Class **(NEW)**

June 2023

Jun 7 – Council Meeting

Jun 14 – General Meeting

o Presentation – Long Term Care, Rehab; Nursing Homes with Bev Tyler, Dr. Rod Gottula,

Jun 17 – Blood Drive

July 2023

Jul 5 – Council Meeting

Jul 12 – General Meeting

o Presentation – Palliative; Hospice Care in Boquete with Dra. Shannon Tuer

August 2023

Aug 2 – Council Meeting

Aug 9 – General Meeting

- o Presentation – What You Need in an Emergency with Rob Ryan, John Quintana, Craig Gatrel

September 2023

Sep 6 – Council Meeting

Sep 13 – General Meeting

- o Presentation – Ambulances & Hospitals with Sandra Cripe and Rodny 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

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

- o Presentation – Council’s Goals & Plans for 2024 by entire Council
- o Election of Council officers

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 Work with IT Team to establish/maintain Sharepoint document storage system (Craig/Chris) **(ON HOLD)**

- June New Volunteer Training Class (Max)

- July Review Initiatives (Council)
- July Increase volunteers on all teams (Kat)
- July New Volunteer Training Class SPANISH (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)