

Boquete Health and Hospice  
Council Meeting Minutes  
March 1, 10:00am  
(Minutes recorded by John Ferguson)

**In Attendance:**

Craig Gatrell, John Ferguson, Lesley Hughes, Bev Tyler, Kat McKay, Dr. Rod Gottula, John Earle, Art Blevins and Max Wolfe

**Upcoming Events:**

**BHH Council Rolling Calendar** (See below)

**Council and Team Reports**

**Medical Director's Update** (Dr. Shannon Tuer)

No Report. Dr. Shannon is away.

Bev reported that she and Craig spoke with Dr. Shannon regarding vaccinated vs. Non-vaccinated status. Contagion-research shows that there is a significant evidence that vaccinated people have less risk of contracting the virus and have less spread to other individuals if infected.

What does fully vaccinated mean: MINSA considers Vacc 2 doses Pfizer, 2 doses Moderna or 1 dose J&J.

MINSA strongly encourages health care workers to wear masks. Cannot require it.

If BHH personnel enter homes require that BHH wear masks and ask that persons in home wear masks.

Presenters: Request that participants wear masks.

If you feel sick, do not attend events.

Council agrees that changes can be made to the mask policy at BHH. However, if BHH personnel in contact with a patient or care giver or while preparing meals, a mask is required for BHH personnel.

Any BHH personnel in contact with patients must be fully vaccinated.

Council voted and Lesley will send motion to me for minutes.

**Patient Care Coordinator (Bev, Craig and Denise) –**

Patient Visits: 1  
Blood Requests: 1  
Equipment Loan: 19  
Equipment Return: 7

Calls about other issues:

- want to sell us an industrial grade oxygen concentrator, told to send specs
- 1 patient stayed at Residencia Galvez in Alto Boquete. When he left, he told the staff they could keep our walker and wheel chair. They called to have someone pick them up
- 1 woman helping several people, one of who loaned our shower bench to another person
- call for a bed bound patient with a tooth issue
- 2 calls re donating blood in bus accident
- request for food for sick person
- question about donating a CPAP machine
- health support help for longtime residents of Boquete, ? hospice in future

Much time spent looking through which patients have hospital beds and if any can return them. Clear need for purchase of more beds. 7 of our beds are on loan to hospice patients.

PCCs are in need of another PCC person. Bev will be away starting in May for 5 months.

**Financials (Bill Hinrichsen)-**

No Report. Bank account information is not available until after the first of each month.

\$39,000 starting balance, expenses about \$800 more than what we took in.  
Running about \$12,000 more in expenses than income

**Respiratory (John F) –**

1 check out for 1 Panamanian  
1 check in from 1 Panamanian

2 Swaps (Exchanged suspected defective units for working units)

2 visits (Visits to client homes to check or exchange equipment)

Troubleshooting: John Ferguson suggested that when a call comes into the PCC and there is a concentrator error or failure to disconnect the oxygen line from the concentrator and see if the error or failure continues. If the concentrator operates normally, then it is a problem with the oxygen line, if the failure persists, then it is a problem with the concentrator. Respiratory team should be notified.

### **Equipment** (Kat McKay/Sally/Cat Vann)

#### **Check out**

31 pieces of equipment to 8 expats and 7 Panamanians.

#### **Returns**

9 pieces of equipment from 4 expats and 1 Panamanian

#### **Repairs**

Bill Haldeman repaired a walker, a bedside table (although he says the mechanism for the raising and lowering of this table is really worn out. This is our nicest bedside table –like ones they use hospitals so we will look for someone who can provide new mechanism. To purchase a new table like this is on \$169 at hogar y salu.

Wheelchair # 8 was repaired by Robinson auto repair in David (right across from church on “airport road”). They have a lot of old wheelchairs that they use for parts. They replaced both the bent piece and also had the small slider missing on this chair—NO CHARGE. I will give them the very old wheelchair we were given to use as parts.

#### **Purchases**

##### **New beds**

On the recommendation from council we bought two new beds. There is now a semi-electric version of our bed that allows the patient to adjust the elevation of the head and the knees. This bed is no heavier than our current manual beds. The bed team considered the merits of each: the electric gives the patient control and 2 of us felt this was an important asset. Two possible clients over the past couple of years have declined our beds because they were not electric. The other two members of the bed team worried about power-outages and additional possible problems associated with the electric beds. Since the vote was 2 to 2, we bought one semi electric for \$883 and one manual for \$989. We can try out the electric bed and see how resilient it is. **Total \$1872**

##### **Parts.**

Rubber feet for walkers and canes—8 of 1” and 8 of 1 1/8 inch from Amazon. We have several walkers and canes that need these immediately. Cost \$26.60 plus \$6.25 shipping total \$32.85

Bed rail cross bar parts—this time we needed not only the knob (that Pete Murphy has 3 D printed for us ) but also the inside mechanism—a rod, a spring and other pieces (part 15001b). We ordered 3 of these. One we need for existing cross bar and 2 in reserve. Cost \$81 plus \$5 shipping at Ocelco Home care equipment and parts. Total \$ 86

**Total expenditure \$1990.85**

### **Donations**

\$20 from Dave McDonald

Wheelchair Sherrie and Mahlon McCall. Mahlon McCall +50766434839

### **Sales**

Walker for \$25 to Bev Tyler

Carex walker for \$50 to Charles Urban

**\$95 was from donations and sales deposited in Hospice Account.**

### **Mental Health Initiative (John E) (Dr. Rod)**

No Report.

### **Technology Team (Chris McCall)**

Craig has been working with Chris, Nina and Dave have been working with Warren ??????. Warren will be heading up the technology team. WhatsApp is going to release a version that will allow PCCs to share communications between the PCC group. This will require all PCCs to use Android phones. Warren will also be working with Chris on the Bubble database development.

There is a problem with the database capturing patient notes. Chris is actively working to resolve.

Chris is working on forms to be available in English and Spanish.

Volunteer database will also link volunteer application with database records.

**Ambassadors Team (Lesley)**

**Meeting Team** – Herta B. continues to anchor this team. She greeted all volunteers and guests at the February General Meeting. Thank you Herta.

**Tuesday Market Team** – Barbara L. continues to be a wonderful presence at the Tuesday Market, taking care of the table, talking with people and taking blood pressures. One of the Ambassadors initiatives for 2023 is to find new uses for our wonderful Ambassadors. Donna R. is spending one Tuesday a month at the Tuesday Market (Tap Out) passing out information about BHH, talking to people about volunteering and introducing our services to people.

**Thank You Team** – Kay W. continues to thank our very generous donors.

**Basket Team** – No baskets were requested. Erin is on stand by.

**Blood Donor/Blood Drive (Carmen)**

**BLOOD PHONE LINE - MONTHLY REPORT**

**FEBRUARY 2023**

Requests for blood received: 3  
Requests approved: 3

**NAME OF PATIENTS**

<u>Date</u>	<u>Name</u>	<u>Ty</u>	<u>PINTS</u>	<u>Hospital</u>
7-Feb-24		0+	2	REGIONAL
22-Feb-23		0+	2	REGIONAL
27-Feb-23		0+	1	REGIONAL

PINTS Collected since 2019 ---> 400

Craig mentioned that Carmen is the only Blood Team. Lesley mentioned that there is a new volunteer from the last class that will help out.

**Hospice and Family Care (Bev)**

BHH is in need of a Hospice and Family Care team lead.

**Translation Team (Carmen/Luis/Bill)**

No requests for their expertise were received in February.

**Magic of Music (Art/Val)**

During the month of February, the team continued community outreach efforts, communicating via social media with memes and sharing articles related to music and well-being. The team would like to thank Chuck High for his valuable contributions to the Team over the recent few years. We wish him well as he and Jeanne move on to new adventures in Spain!

**Social Media (Lesley/Deb Hornstra)**

Please see the attached social media report for the 28 days ending 2-27-23 for our Facebook and Instagram accounts.

Deb

Facebook reach, Instagram reach and paid (boosted) reach are all up.

We are approaching 900 followers on Facebook and have almost 150 on Instagram. Significant differences in age/sex of FB and IG followers.

Boquete and its component towns constitute the overwhelming origin of our followers but there are also sizeable numbers of followers in David and Panama City.

Eight posts in this time period, a good uptick!

Our biggest post in the last four weeks was the one asking for blood donors after the Gualaca bus crash. This post was boosted for \$10 and reached over 3,700 people who do NOT follow our page. Of these, 5.5% reacted to or clicked on the post. This is a very good result for non-followers.

## **Being Prepared (Sandra)**

### **BP manuals:**

Fifty manuals were ordered at the end of last year. These have been paid for. Earlier in February, I ordered another fifty copies. Last week, I picked up ten copies, nine were delivered to Barbara Lapin for the BHH table at the TapOut Market. One copy I sent via Uno Express to a woman who lives near Colon. She deposited money into the BHH GB account. Twenty more copies have been printed, they are at MBE. Bill Hinrichsen has the invoice to pay for these thirty copies.

### **BP workshop plans:**

Kelly and I meet last week to talk about future BP workshops. We selected two dates, one in April and one in May. The April date was not available. The Animales Building is confirmed for BP workshop #4 for Thursday, May 18, 2023.

Kelly has agreed to be the main presenter for the workshop.

### **BP Team wish list:**

A person experienced in Excel spreadsheet use to manage the workshop registration.

I estimate 5 weeks maximum time to complete this task. Duties to start the day advertising goes out and finishes when the follow-up letter is sent to all attendees and volunteers. The person would not be required to attend team meetings unless they desire to be included nor to attend the workshop unless they would like to attend.

Duties include:

- Keeping the list or lists as required by the response,
- Sending an acknowledgement letter when the request is received,
- Sending a reminder letter two days before the workshop,
- Managing notice of attendance changes,
- Creating a sign-in sheet for use the day of the workshop,
- Sending a follow-up letter to all volunteers and attendees.

Another person to present on financial/legal issues impacting expats, explained in general terms not specific legalese. This person would be an active member of the BP Team.

Personal note: This is my last email or involvement with BP and BHH until the week of April 3, 2023.

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

CPR training is scheduled for April 12 following the General Meeting at the Animales Building. As of Feb 27, 9 people have signed up.

New volunteer training dates: April 24, 26 and 28

**Meals** - (Leslie)

No Report.

**Newsletter** (Lesley/Natalie)

Here is the Newsletter report for the March council meeting:

- The newsletter went out on approximately Sunday, February 26.
- Chris McCall is putting together the March newsletter since I will be on vacation the last week of the month.
- Dra. Shannon will not be providing a monthly medical report for the newsletter. It is too much given her other responsibilities.
- Nina Haldeman will not be writing a monthly volunteer coordinator column for the newsletter. She prefers to remain behind-the-scenes and will provide articles when needed.
- Alicira Hernandez will work with Deb Hornstra to identify newsletter articles to translate into Spanish and post on social media. I will not be involved other than to occasionally recommend an article to translate.
- Keith Daniels graciously volunteered to be the newsletter coordinator, but we are holding off until he's comfortable in the secretary role, likely sometime in April. If someone else is interested in being newsletter coordinator position, we'd be happy to them so Keith can focus on the secretary position.
- Carol Jones is joining the newsletter team as a proofreader. The newsletter is also proofread by the Council and a few others.



### **Community Outreach Team - (Lesley)**

A new member has joined Lesley, Luis and Alcira on the Community Outreach Team. Cristobal Fundora is Panamanian (born in Boquete), and works for SINAPROC. He will also be on the CPR Team and, possibly, on the Blood Team. He is full of energy and will be a great addition to the team.

### **Events & Fundraising Team - (Lesley)**

John Quintana has resigned from BHH. Because of this, all fundraising events for 2023 have been cancelled. We are currently looking for a Team Leader. When one is in place, new plans can be made.

### **Volunteer Management (Kat)**

No Report.

### **Old Business –**

### **New Business –**

- Discussion of by-laws document
  - John Earl talked with the attorney about names to be included/removed on the foundation papers.
  - As soon as a President and Vice-President can be installed, the Foundation papers will be revised to remove past officers.
- Discussion of continuing ZOOM meetings: Council met on Feb.24th – unanimous vote of seven members in attendance (Leslie, Kat, Bev, John Earle, Denise & Keith) to discontinue hybrid ZOOM meetings for General Council meetings. Returning to in-person only starting March 2023.
- Discussion of mask policy for the speakers at the meetings

## **Update on Communicable Disease Policy**

On March 1, 2023 the Boquete Health and Hospice council discussed an update to our Communicable Disease Policy.

After discussion it was decided that the mask policy needed to be changed.

- 1) Any volunteer member that is going into patient's homes must be: **(NO CHANGE)**
  - a. Fully Vaccinated. Fully Vaccinated means having two (2) shots of Pfizer, or two (2) Moderna or one (1) Johnson and Johnson. (This is MINSA's definition of "fully vaccinated".)
  - b. Wear a N95 mask.
- 2) In addition to #1, any volunteer member that interacts with a patient/a patient's family members or is friend of the patient must wear a N95 mask. **(NO CHANGE)**
- 3) The above will refer to Patient Care Coordinators, Hospice and Home Care Team Members, and Meal Team Members who are delivering meals to the patients.
- 4) Equipment Team Members must still wear masks when loaning out equipment. **(NO CHANGE)**
- 5) Masks will also be mandatory for anyone attending a BHH class or event where social distancing is **not** maintainable. For example: CPR class where people are working on manikins and are less than 1 foot apart from each other. **(NO CHANGE FOR ONE SPECIFIC TYPE OF MEETING)**
- 6) At BHH classes and events where social distancing is possible, masks **are** optional. It is still recommended that masks be worn. **(CHANGE)**

The above changes were voted on and unanimously approved by the voting members of the council.

## **BHH Council Rolling Calendar**

### March 2023

Mar 1 – Council Meeting

Mar 8 – General Meeting

- o Presentation – Dental Care & Dental Emergencies with Dra. Luz

### April 2023

Apr 5 – Council Meeting

Apr 12 – General Meeting

- o Presentation – Healthcare Services 101 with Dra. Shannon Tuer

### May 2023

May 3 – Council Meeting

May 10 – General Meeting

- o Presentation – Snakes in Boquete with Mike Hill

### 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 Gatre

### 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

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) **(IN PROCESS)**

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)