

Boquete Health and Hospice
Council Meeting Minutes
February 1, 10:00am

Council and Team Reports

Medical Director's Update (Dr. Shannon Tuer)

Dra. Shannon gave a brief overview of the current contagious disease levels in Chiriqui. COVID numbers are slightly down and MRV and Flu numbers are slightly higher, but none of them are currently at concerning levels. There was also a discussion about putting a regular update from Dra. Shannon in the newsletter to get the word out more effectively.

Patient Care Coordinator (Bev, Craig and Denise) –

Equipment Return – 9

Equipment checked out – 12

Denial of equipment – 1 bed out of area

- Bed long term need
- Special wheel chair for 4-year-old girl

Information requests:

- Help completing a form re death of American citizen outside of the U.S.
- Nurse list
- Someone to give injections
- Couple with chronic issues, problem solve, need family doctor
- 3 people wanting information about volunteering with BHH

Blood Calls through PCC – none

Total Calls

- Expat 24
- Panamanian 7

Financials (Bill Hinrichsen)-

The bank statement is not available until February 1st

We owe Bill a great deal of thanks. He has worked on this for many months. Unfortunately, it appears that we are unable to proceed in obtaining a debit card for our bank account, which we need in order to accept on-line payments and donations. (Lesley Hughes)

Respiratory (John F) –

2 Loans to Expats

2 Returns by Expats

1 concentrator repaired by salvaging a compressor from another unit. We will need to replace that compressor. Luis is getting a quote.

Equipment (Kat McKay/Sally/Cat Vann)

29 pieces of equipment checked out
14 people - 1 Panamanian; 13 expats

21 pieces of equipment returned from 7 expats and 2 Panamanian

One walker repaired by Bill Haldeman

One 4 wheeled walker sold for \$25

One bedside table, mechanism worn out

One wheelchair needs repair- I will take to Robinson auto repair to see if they can straighten a bent piece in a way that it is still structurally sound

One cross bar for bed rails is missing the internal pieces for the knob that adjusts rail height. Bill suggests we buy one—I am in the process of trying to find this piece.

Income - \$25 from sale of a walker

Technology Team (Chris McCall)

Data team –

Doing almost full-time programming now getting reports and expanding the program organizing things. bubble was very nice. They charged us \$300 for the year I contacted them and asked if our 30% discount was only good for one year. They responded back and credited \$90 back which I am using to buy plug-ins for the database.

Ambassadors Team (Lesley)

Ambassadors – Meetings

At the January 11 General Meeting Herta welcomed members and guests.

During the three Being Prepared Workshops, Herta, Kat, Cat welcomed the attendees, made sure they had their manuals, and accepted donations.

Ambassadors – Tuesday Market

During the New Volunteer Training class, held Jan 23, 25 and 27, two of our new volunteers (Maria Vincent and Donna Robinson) agreed to work at the Tuesday Market, talking to people about volunteering and what BHH does.

Ambassadors- Baskets

A beautiful basket was created by Erin and was given to one of our new volunteers at the end of class.

Ambassadors – Thank You

Kay Wade send out thank you notes for our donations and one condolence note.

Blood Donor/Blood Drive (Carmen, John Q)

Requests for blood received: 5
Requests approved: 5

PINTS Collected since 2019 ---> 400

Patients helped last year - 2022 77:
24 Expats
53 Panamanian

Hospice and Family Care (Bev)

Bringing on a new nurse and PCC's meeting with her. There was a brief discussion of resuming Palliative Care visits.

Magic of Music (Art/Val)

The team is continuing with community outreach efforts, communicating with memes and associated material that can be quickly and easily digested on social media. Like other BHH teams, we recently reached out to the new volunteers via the recent training class to let them know what we do, and to invite them to join if they so desire. It was good to meet them!

Val is taking some well-deserved time off. Art will cover for her.

Social Media (Lesley/Deb Hornstra)

Content and Reach –

January was a quiet month on the social media front with only two Facebook posts and one Instagram post. Our FB posts reached a total of 2,001 unique individuals. We have only 856 FB followers, so this shows the power of posts to groups (and potentially, boosted posts) to increase our audience. We are now up to 135 followers on IG. Our IG followers skew younger, more male and more Panamanian than our FB followers, demonstrating why it's important to have a presence on both platforms.

Administration -

Dave Nichols resigned as co-administrator of our Facebook and Instagram accounts. Natalie Kelly graciously agreed to step up as co-administrator. This means Natalie has full access to our social media pages in case Deb is unable to update them.

Inviting people to like/follow the pages –

I've been making sure to invite anyone to follow us who is not already following us but who engages with our content, for example via a group in which I'm cross-posting, or via a boosted post. This is an easy way to pick up new likes/follows. New BHH followers this month include: Pasteleria Alemana Boquete, Democrats Abroad Panama, Chopsticks Restaurant Boquete, Petland Panama, Vista Baru Estate and eight individuals.

Issues with Instagram formatting –

I have not been able to find an effective workaround for IG's merciless 1:1 square formatting requirement. It makes it difficult to post certain items that just do not conform to those dimensions. I will continue to look for a workaround but in general if graphics can be submitted in square format, it would help greatly to be able to cross-post them with ease on Instagram.

Presentation for February general meeting –

I have been working on my presentation to the next general meeting on how social media can be used to grow our organization and communicate with our constituencies. I will have many interesting statistics to share then.

Being Prepared (Sandra)

3 classes conducted in January

There was discussion about the Being Prepared for End of Life in Boquete Manual and a possible update to the name. Suggested – Being Prepared for

Life and the Final Gift. A vote was taken and the new name passed unanimously.

A need was identified to offer monthly or quarterly Being Prepared classes

Training - (Maxine-Training Lead)

Eight new volunteers have joined BHH as of Friday, Jan 27. They are joining the following Teams: Hospice and Family Care, Communications, Ambassadors, Translation, Equipment, Education (CPR), Respiratory, Community Outreach.

10 people on the list for the next class _ Need to get them involved ASAP

Newsletter (Lesley/Natalie)

Natalie

- The January issue went out Monday, January 30.
- New volunteer Carol Jones expressed interest in helping proof the newsletter, but hasn't contacted Natalie yet.
- Keith Daniels volunteered to be the newsletter coordinator. We will ease him into that role to make sure it's sustainable along with his role as secretary. Two of our other new volunteers have volunteered for the newsletter team: Alcira Hernandez and Carol Jones.
- Chris McCall will put together the February newsletter. Natalie and Chris are alternating months. Natalie will still do a final edit each month if possible.
- Any requests of the newsletter/communications team should be made well in advance of the need to ensure you get the assistance you need.

Community Outreach Team - (Lesley)

Community Outreach –

The team talked and three initiatives were discussed:

- 1) Meeting and talking with the representantes in our service area: (Bajo Boquete, Alto, Los Naranjos, Jaramillo, Palmira, Caldera, Potrerillos) explaining our organization and our services.
- 2) Meeting with the various doctors/clinics in our area
- 3) Setting up a pilot program offering a \$200 scholarship to a high school senior who wishes to go into the health care field.

All initiatives will be further implemented in April when all the team members are back in the country.

Alcira Hernandez has joined the team and we welcome her.

Events & Fundraising Team - (Lesley)

John Quintana is still trying to finalize the location and date for the May event.

There was a discussion around the need for more fundraising events this year. Any volunteers to help discuss or plan welcomed.

Volunteer Management (Kat)

*Note – Dave Nichols resigned as of Jan. 31; Nina H will take over after training. Kat will handle until further notice.

New Business –

- Chris discussed updates to our volunteer application process and the database
- Bev Tyler addressed the RN shortage – One new nurse coming on but need more
- There was a general consensus that Premium YouTube membership (\$13.17 a month including tax) requested by the Music Magic Team was unnecessary.
- Need to find replacements for all of the Foundation Officers. John Ferguson resigned, effective immediately and the other two officers have given a sixty day notice.

BHH Council Rolling Calendar

February 2023

Feb 1 – Council Meeting

Feb 8 – General Meeting

- o Presentation – Social Media at BHH with Deb Hornstra

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 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) **(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 (CraigChris) **(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)