

BHH Council Meeting

February 7, 2024

Boquete Health and Hospice President, Dr. Rod Gottula called the meeting to order at 10:05 am. the meeting was in person and via Zoom. Nobody attended via Zoom.

All in attendance introduced themselves - stating their position and/or team.

Dr. Rod Gottula (President), Chris McCall (Technology), Denise Daniels (Administrator), Gerri Eckert (Presentation team), Valorie Harmon (Hospice and Family Care), Bill Henrichsen (Treasurer), Lesley Hughes, (Community Outreach), Cheryl Crabb (PCC), Bev Tyler (PCC and Hospice care), Jeanie Miller (Events and Fundraising), Lorraine Handler (Secretary)

The first order of business: Chris McCall reported the findings from the building team. He described the building located in Bajo Boquete and explained about the present condition and necessary repairs.. We all were invited to go see he building following he meeting. Antonio Vejerano, a local contractor would be meeting at the building to discuss upgrades. He will be getting back to us with an estimate for the repairs in the next couple days.

Ambassadors -

Denise will be stepping down as team leader. She and Kat will be meeting with a possible replacement.

Being Prepared -

There has been a problem regarding the confirmation of those registering for the class. Chris is willing to help out with that if

needed. It was pointed out that it is now time to review and update the Being Prepared booklet.

Communications -

Dr. Rod to set up a meeting with the Communications team to get them on track.

Community Engagement - Team Lead needed

This person oversees the Newsletter and Social Media. It is a Vice Presidential position.

Community Outreach -

Lesley touched on the progress the team has been making with doctors and clinics in the area. See the report in the Agenda.

Yesterday Lesley met with the 3 scholarship candidates.

Daisy Escarola - Nursing student. Roberto Guiton 4th year medical student. Each to be awarded a \$500 scholarship. March 2nd they will each receive the first \$250 of the scholarship.

Deisy is a nursing student. She has completed 2.5 years and will be starting her sixth semester in March. She is currently studying at UNACHI in David. On completion of the upcoming semester, she will have two more years: 1 more of classes and 1 of internship. She is leaning toward working with children, but also is interested in helping cancer patients. She is so excited about volunteering with BHH that she is hoping to do some of her volunteer hours before she returns to classes on March 18. We all felt that she will be an incredible nurse and that our patients will appreciate her caring.

Roberto is a fourth-year medical student, who will be starting his ninth semester this month. He is studying at the University of Panama in Panama City and expects to graduate in 2026. He is leaning towards specializing in pediatrics or gastroenterology

but with rotations to complete he hasn't made a final decision. He lives in Boquete when not attending classes. He has volunteered at Amigos de Animales, various nursing homes in Panama City, and various volunteer groups that specialize in helping families with patients in the hospital.

Events and fundraising -

The new team is off to an excellent start. Jeanie told us about their first event. It will be a Poker/Tapa Run and Silent Auction April 11th 12-4pm. Participants will go from restaurant to restaurant have a small bite and pick up a playing card. At the end the best hand wins.

\$20 for a wrist band to enter. The team members are making arrangements with the restaurants - 6 or 7. There will be multiple prizes. They are also asking people and businesses for gifts. Fran Hogan has agreed to donate one of her wonderful posters. We will ask Dos Jefes for 2 coffee tours.

Hospice and Family Care -

There was a discussion regarding the upcoming Training, February 29th. Leslie will bring the training manuals to the Monthly Meeting on the 14th. Presently 20 on the team - 16 signed up for the training, some are bi-lingual. Looks like a good Mix. Very important to use volunteers appropriately so they feel they are part of the team making a difference. The training will not be videoed. It is felt that the one on one relationship is essential.

A lead person will be assigned to each hospice case. They will assign specific tasks as needed. PCC and team leader will investigate to learn what is needed in each hospice case. When a death occurs, there will be a review. This will be covered in the training.

Magic of Music -

Remember to use this excellent resource. MP3 players are available for loan.

Respiratory -

A number of the concentrators need repair. Denise is following up with a Panamanian with a unit out for quite awhile.

Presentation Coordinator -

Gerri has presentations for February, March and April setup and a list of potentials for the future. It was discussed that the presentations should be health orientated.

Technology -

Chris briefly explained the new QR codes that will make the checking in and out of equipment easier and reduce inaccuracies.

Old Business -

The council approved the Annual Budget for 2024. A copy of it is in the agenda.

New Business -

1-3. The council voted to approve Charlotte Lintz, Jeanie Miller and Valorie Harmon as new team leaders.

4-5. After a discussion, it was decided not to create new teams for a Phone team or Mental Health team. They can easily be incorporated into existing teams. A comment was made that we have many teams and not enough Indians

6. Follow up on 2-year meeting was tabled for later.

7. The general meeting - all presentations should be Health oriented.

8. Communications team - Dr. Rod to meet with the team to get them up and functioning.

9. Team Zoom Meetings - Dr. Rod recommends each team has one or two Zoom meetings monthly. This is preferable to having involved WhatsApp chats when discussion is needed.

10. Tabled.

11. Job descriptions - Dave Nichols did a survey previously. Results unknown.

12. Background checks - It was felt that background checks are not useful as we know our volunteers.

Following the meeting, everyone was invited to go checkout the possibility of a location for BHH. Everyone liked the location and could see the potential. Sadly, it appears that may not work out.

The meeting was adjourned at 11:11am.

Respectfully submitted,

Lorraine Handler, Secretary
Boquete Health and Hospice

**Boquete Health and Hospice
Council Meeting Agenda
February 6, 2024 10:00am**

Hotel Centrale or

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, February 6 at 10am at Hotel Centrale. 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 2024 our best year ever!

All the best,
Dr. Rod Gottula
President

Upcoming Events:

February 5-6 Volunteer Orientation

February 14 Monthly Meeting, Presentation -Celeste Mendelsohn presents "Yoga for the Rest of Us"

February 14 CPR Workshop - 11:30 following the meeting

February 27 Being Prepared Class - 2 hour class

February 29 Special Training - Hospice and Health Support in-home, 9-3

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

Thank you to the Ambassador team for helping to set these meetings up. There is a lot involved in getting everything to the meetings and making sure we have everything we need for each meeting. We need more volunteers to help out with this also.

I don't know exactly how many condolences were sent out I am going to say 3
1 gift basket

\$131.00 turned in from Tuesday Market donations

We are still selling raffle tickets for the quilt till February 14

We had a good turn out for the 1st Volunteer Expo at BCP on Tuesday I think we had 4 sign up wanting to volunteer with meals and blood donations

Being Prepared - Charlotte Lintz - New Team Leader

The next Being Prepared class will be held on February 27th. The Being Prepared team lead is Charlotte Lintz. She is going through the booklet to see what changes need to be made. There will be 5 members of the panel to present and help out. Penny Barrett will be the moderator. Kelly Honyak ICU RN, Denese Rogers, Volunteer US Embassy liaison and Oliver Candanedo

Attorney will also present. The content will be more in depth than the previous classes and will probably be a 2 hour class.

Blood Drive Monthly Report. Carmen

PATIENTS THIS MONTH:

Requests for blood received: 5

PATIENTS THIS MONTH:

DATE	TYPE	PINTS	HOSPITAL	EXPAT	PANAMANIAN	COMMENT
1-ene-24	A+	1	MAE LEWIS	1		
10-ene-24	O+	2	REGIONAL	1		
15-ene-24	O+	2	OBALDIA		1	
22-ene-24	O+	2	REGIONAL	1		
23-ene-24	O+	1	OBALDIA		1	

PINTS COLLECTED since 2019 ---> 571

Patients attended since 2019 243

This year 6 (Expats 3 + Panamanian 3)

Estimated pints available at the blood bank :236

Communications - Phil Rossner

Community Engagement (Team Leader Open)

CPR Team report- Bob and Kelly Honyak

CPR classes - next scheduled class - February 14th at 11:30am.

Community Outreach Direct Visits - Lesley Hughes, Team Leader

The team has spent the month reaching out and contacting 22 doctors and clinics as well as all 6 Boquete representantes and the representante from Potrerillos. Approximately half of the doctors and clinics requested more brochures and business cards as they had given all they had out to their patients. One doctor (Dr. Castillo) has called and requested an oxygen concentrator for one of his patients. We are making inroads to the community.

Donor Relations - Team Lead - open

Equipment - Team - Kat McKay/Sally/Cat Vann

Equipment Team - It was a busy month for us. There was training for the bed team by Sally and Cat. Inventory was done and is ongoing by Sally and Cat.

Some equipment was deemed unusable and disassembled for parts or trashed. One mattress was destroyed by its user and will not be replaced at this time. One mattress had a new cover put on it. Sally ordered two more air mattresses.

We loaned 30 pieces of equipment to 10 ExPats and 4Panamanians

21 pieces of equipment were returned by 10 ExPats and 5 Panamanians

Events and Fundraising - Jeanie Miller - New Team Leader

Here is the first report of the meetings we had in Jan for the BHH Fundraising committee:

Team Members are as follows

Ralph Day

Lorraine Handler

Jeri Siegel

Lori Pyers-Goodwin

Maria Swope - newest Member

Jeanie Miller

Kat McKay oversees us :-)

We are starting small with the first fundraiser in April. I will include the details of that later. We have several good ideas to tackle down the road and are trying to get information to do a somewhat larger more ambitious project down the road. This is the first time I have tackled a task like this so please be patient with me as I am learning on the fly!

Financial Report - Treasurer - Bill Hinrichsen

Boquete Hospice and Health Foundation

Accounting Summary for the Month of January and Year-to-Date 2024

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2024
Blood Matching Donation			\$ 10,000.00
Donor Relations			\$ 10,000.00
Education - Being Prepared			\$ 800.00
Equipment	\$ 50.00	\$ 50.00	\$ 1,000.00
Fund Raising			\$ 4,000.00
General Donations	\$ 1,251.00	\$ 1,251.00	\$ 5,000.00
General Meetings			\$ 1,200.00
Respiratory			\$ 500.00
Tuesday Market			\$ 600.00
Savings Account - Interest Earned	\$ 30.23	\$ 30.23	\$ 400.00

TOTAL INCOME	\$ 1,331.23	\$ 1,331.23	\$ 33,500.00
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EXPENSES	Current Month	Year To Date	
Admin - Animales Bldg. Rent	\$ 80.00	\$ 80.00	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 13.07	\$ 13.07	\$ 500.00
Admin - Foundation Fee	\$ 400.00	\$ 400.00	\$ 400.00
Admin - Legal & Acctng. Audit - Planning	\$ 187.10	\$ 187.10	\$ 1,000.00
Admin - Phone	\$ 43.72	\$ 43.72	\$ 600.00
Admin - Printing & Marketing	\$ 55.50	\$ 55.50	\$ 1,000.00
Communications - Social Media/Advertising	\$ 287.36	\$ 287.36	\$ 1,800.00
Equipment - New & Maint.	\$ 564.98	\$ 564.98	\$ 2,000.00
Equipment - Respiratory New & Maint.	\$ 319.69	\$ 319.69	\$ 2,000.00
IT - Database - Bubble & Support	\$ 281.00	\$ 281.00	\$ 1,000.00
Volunteers - Gifts/Lunches/Entert	\$ 45.71	\$ 45.71	\$ 1,500.00

TOTAL	\$ 2,278.13	\$ 2,278.13	\$ 12,550.00
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NET SURPLUS OR (DEFICIT) \$ (946.90) \$ (946.90)

Hospice and Home Care - New team leader Valerie Harmon, RN

January Report from Lesley Hughes

A letter has been sent out to volunteers about the re-activation of the Hospice and Home Care Team. A class will be held for interested volunteers on Feb 29 from 9:00 to 3:00 at the Animales Building. A training manual has been created that will cover the duties, skills and policies that the volunteers will need to know, regardless of what task is being asked of them.

Training in using and assisting patients to use walkers and wheelchairs, as well as how to assist patients who are in a hospital bed will be covered.

As of Feb 1 there are 18 people signed up for the class. Valerie Harmon, a RN, has agreed to become the Hospice and Home Care Team Leader.

A WhatsApp group for the team has been created.

Magic of Music - Art Blevins

No report for January

Meals - Leslie Sterling

The meal team provided 7 meals in January

Mental Health Initiative - John Earle and Dr. Rod

Newsletter/Announcement - Natalie Kelly Editor/Team Leader

*The February newsletter will go out around February 7 or so.

*The deadline for the March 1 newsletter is Friday, February 16. I'm going on vacation and cannot stretch the deadline past that date.

Respiratory - Bill Haldeman, Team Leader

4-concentrator 32 and surge protector 17 check in.

7-concentrator 14 and surge protector New(this will be labeled at check in) check out.

11-New O2 analyzer received (this is used for testing the concentrators)

Concentrator 21 (3 lpm only) check in. No surge protector.

Concentrator 29 (3 lpm only) and surge protector 9 check in.

Concentrator 12 and surge 9 check out.

16-Concentrator 33 and surge 8 check in.

17-concentrator 32 and surge 8 check out.

26-Added 11 pulse oximeters to inventory. We now have 13. These will be checked out with concentrators for the patient to check their O2 level.

29-received 10 Invacare filter kits.

We have added 5 new surge protectors. SS19 through SS23.
Also added 11 pulse oximeters. 3 through 13.

The surge protectors and the pulse oximeters must be added to the database. I tried but can not add them.

Patient Care Coordinator - Bev, Liz, Cheryl and Bill Crabbe

19 Panamanian

10 Equip returns, 7 new check outs

26 Expat

11 returns, 9 new check outs

O2 checkout – 2

O2 return – 1

Blood calls - 4

1 hospice death (Pan)

5 new hospice (Pan)

5 donations at locker/through volunteers

General info calls: 4

1 Call meals

1 Call looking for CPR sign up link on website, found on facebook.

1 equipment denial – Late Friday call for urgent O2, they didn't call back.

Presentation Coordinator - Gerri Eckert

February 14th - Celeste Mendelsohn presents "Yoga for the Rest of Us"

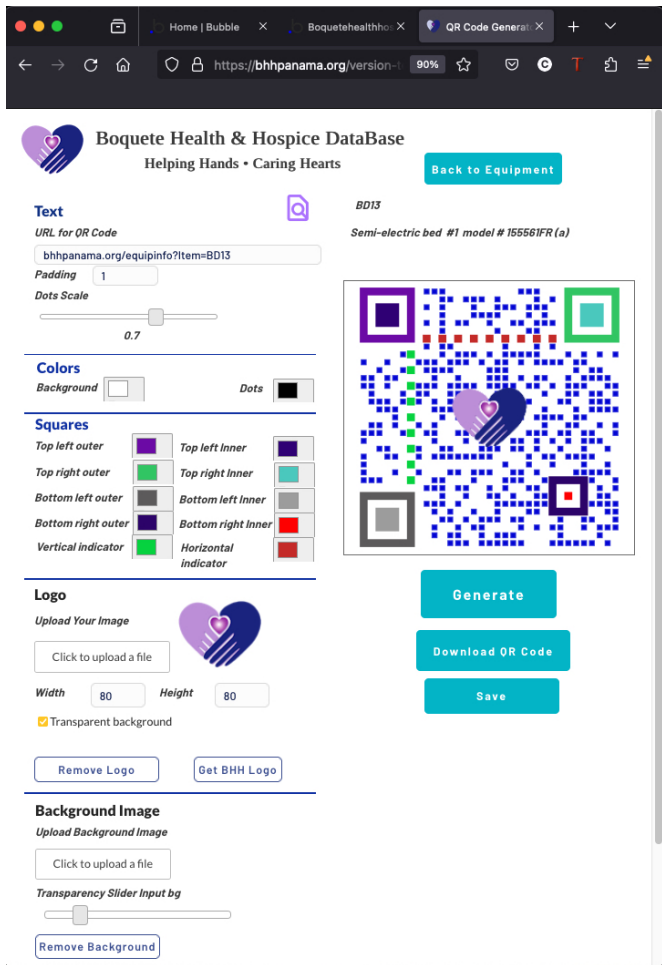
March 13th - Kevin Reilly presents "Practices and Benefits of Tai Chi and Chi Gong"

April 17th - Mary Ellen Watts presents "Art as Therapy" Hands on learn Zentangle

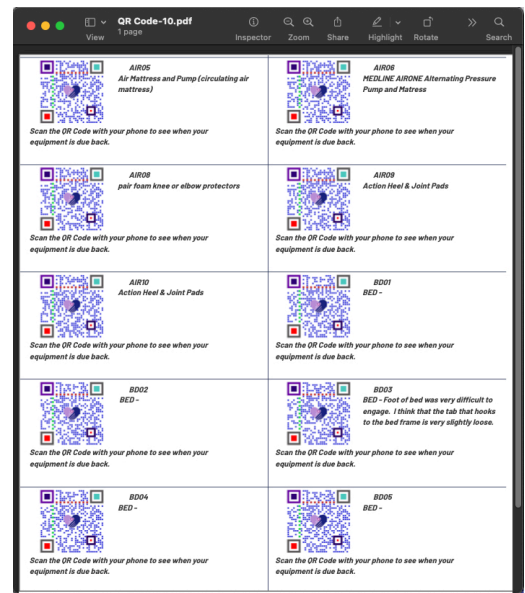
Social Media Report January 2024 - Deb Hornstra

No Report

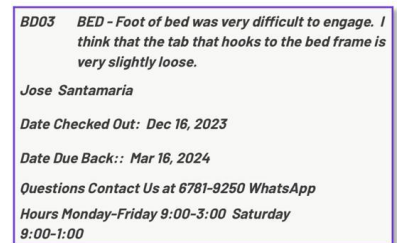
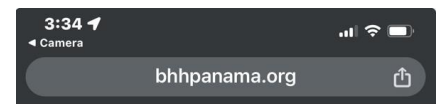
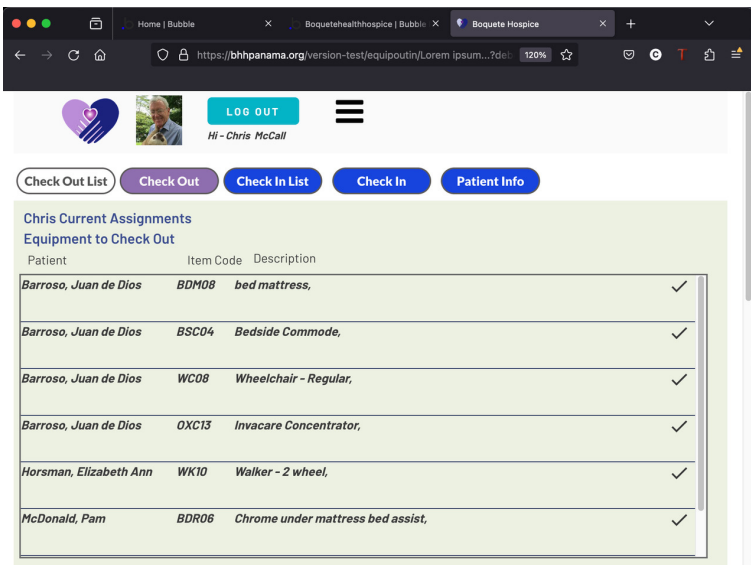
Chris has been very busy January and is completing a lot of sections of the database. Below, you can see the new create a QR code creator. It's different than other ones on the market, in that you can make really colorful QR codes, including a logo. There is a YouTube video to see how to use it at this link: <https://youtu.be/ZE1Jpi6uaVo>



Once all of the QR codes have been created for each inventory item, they can be printed onto waterproof permanent 2 x 4 labels. The colors will attract peoples attention and also make the QR codes easy to see.



The screen below will allow the equipment team to accurately an easy check in, check out equipment to Patients. It even will give the team a google map to the patients house.



A patient can scan the QR code with their phone and see information about the return date and times to contact information for PCC's

Translation - Alcira Hernandez - Team Leader

No report for January

Training - Team leader Open

New Volunteer Orientation - February 5-6th was attended by 14 new volunteers!!

Volunteer Coordinator - Kat McKay

As Volunteer Coordinator I met with 5 new applicants this month. Several will be attending the February 29th Hospice training class. I have identified a CPA that is willing to work with the Fundraising committee. Jeanie Miller has taken on the team lead for Fundraising and is doing a very good job. Charlotte Lintz is returning to BHH as the team lead for the Being Prepared presentations. We welcome both to our organization.

Old Business

1. Council to Approve the 2024 Annual Budget

	2024 Budget
<u>DONATIONS - INCOME</u>	
Blood Matching Donation	\$ 10,000.00
Donor Relations	\$ 10,000.00
Education - Being Prepared	\$ 800.00
Equipment	\$ 1,000.00
Fund Raising	\$ 4,000.00
General Donations	\$ 5,000.00
General Meetings	\$ 1,200.00
Respiratory	\$ 500.00
Tuesday Market	\$ 600.00
Savings Account - Interest Earned	\$ 400.00
TOTAL INCOME	\$ 33,500.00

<u>EXPENSES</u>	
Admin - Animales Bldg. Rent	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 500.00
Admin - Foundation Fee	\$ 400.00
Admin - Legal & Acctng. Audit - Planning	\$ 1,000.00
Admin - Lockers Rent & Insurance	\$ 4,000.00
Admin - Misc., Zoom & Arco Iris	\$ 800.00
Admin - Phones	\$ 600.00
Admin - Printing & Marketing	\$ 1,000.00
Ambassadors Meetings - PR & Baskets	\$ 270.00
Blood Drive - Bldg. Rent & Expenses	\$ 500.00
Communications - Social Media	\$ 1,800.00
Community Outreach & Scholarship	\$ 1,250.00
Donor Relations	\$ 1,500.00
Education - CPR	\$ 300.00
Education Being Prepared - Printing & Rent	\$ 1,300.00
Education Training - Gifts/Lunches/Misc. Exp.	\$ 250.00
Education Training - Printing	\$ 500.00
Equipment - New & Maint.	\$ 2,000.00
Fund Raising - Total Expenses	\$ 1,000.00
Hospice Equipment	\$ 1,000.00
IT - Database - bhspanama.org (URL) - GoDaddy	\$ 25.00
IT - Database - Bubble & Support	\$ 1,000.00
IT - Website - boquethospice.org (Wix)	\$ 204.00
IT - Website - GoDaddy - boquetehealthandhospice.org (URL)	\$ 100.00
Music Magic - Equipment New	\$ 100.00
Respiratory - New & Maint.	\$ 2,000.00
Volunteers - Gifts/Lunches/Entert	\$ 1,500.00
Volunteers - Shirts	\$ 500.00
TOTAL EXPENSES	\$ 26,149.00
SURPLUS OR (DEFICIT) :	\$ 7,351.00

New Business

1. Vote to accept Charlotte Lintz as Being Prepared team leader
2. Vote to accept Jeanie Miller as Events and Fund Raising team leader
3. Vote to accept Valerie Harmon, RN as Hospice and Family Care team leader.
4. Vote to add a Phone Call Team
5. Vote to add Mental Health Team
6. Follow up on 2-year plan meeting
7. Discussion regarding function of General Meeting
8. Communication team meeting
9. Regular team zoom meetings
10. How do we attract team leaders?
11. Survey all members regarding what they think their job description is and ask if they have a special area of interest.
12. Do we want to do background checks on volunteers we send into the home?

BHH Council Rolling Calendar

February 2024

Feb 5-6 - Volunteer Orientation

Feb 7 - Council Meeting

Feb 14 - General Meeting, 10am Celeste Mendelsohn presents "Yoga for the Rest of Us"

Feb 14 - CPR Class - 11:30am

Feb 27 - Being Prepared for End of Life in Boquete Workshop, 10am

Feb 29 - Hospice & Home Care training

March 2024

Mar 6 - Council Meeting

Mar 13 - General Meeting - Kevin Reilly presents "Practices and Benefits of Tai Chi and Chi Gong"