

BHH COUNCIL MINUTES

January 3, 2024

Boquete Health and Hospice President, Dr. Rod Gottula called the meeting to order at 10:06am. The meeting was in person and via Zoom.

All In Attendance were introduced: Dr. Rod Gottula (President & Hospice Care), Gerri Eckert (Presentation Team), Kat McKay (Vice President), Denise Daniels (PCC & Administrator), Chris McCall (technology), Lesley Hughes (Community Outreach), Bev Tyler (PCC & Hospice Care), Lorraine Handler (Secretary), Bill and Cheryl Crabbe (PCC's), Phil Rossner (Communications), Gordon Morgan (Backup to Administration - has a truck) and Carla Morgan. Via Zoom: Natalie Kelly (Newsletter) and Liz Baze - PCC.

First Order of Business: Dr. Rod introduced Denise Daniels as his new Administrative Assistant and Gordon Morgan as the backup. As a result of Denise stepping up, there is an opening for a PCC. Francia is possibly interested. Kat asked Bev to talk with her.

Ambassadors - Denise reported that the volunteers at the tables at Tuesday Market will rotate each week. Sale of Raffle tickets is going slowly. Maybe some will sell at next week's meeting. There was a discussion regarding First Aid Kits - small ones as a give away, larger ones possibly for sale.

Being Prepared - Kat is looking for a new team leader. Penny Barrett will stay on the team, but not as the leader.

Communications - Phil Rossner is the new team leader. Phil has strong background and will fill this important position.

Magic of Music- Art Bevins - Val Stral has returned to the U.S. She will be missed.

Respiratory - Bill Haldeman - The inventory problems are being addressed.

Patient Care Coordinator - Bev welcomed Bill and Cheryl Crabbe to the team.

Presentation Coordinator - Gerri Eckert is off to a flying start. She has Celeste Mendelsohn “Yoga for the Rest of us” for February, Mary Ellen Watts with a Zentangle Workshop for March and Thi Chi for April and Possible “Benefit of Health on drumming” - Al Mills for May. Other possible presenters: “Tina the Torturer” and Growing Fresh Food Hydroponically - Chris McCall.

Social Media Report - Natalie provided a summary of the Social Media report that went out with the meeting reminder. She reported that engagement was up 50% in December.

Technology - Chris McCall. Chris will be working with the equipment team to unravel the problems, some with data, some human error.

Translation - New Team Leader Alcira -Alcira works full time and is not available all the time. Advanced notice would be most helpful. With advance notice she works very hard.

Training - Team leader needed. Kat McKay to stay on as presenter for Volunteer Orientation. Next class Feb 5-6th.

Volunteer Coordinator - Kat reported that Deb Hornstra is doing a good job reaching folks. We had 5 new volunteers in December. Kat mentioned that we had to review the Org Chart with all the new volunteers. Denise agreed to do the update. Bill and Cheryl Crabbe were voted in as new PCC's.

Old Business - Review and Approve the Annual Budget for 2024. Lesley Hughes pointed out that the expectations for fund raising were very high based upon past experience.

New Business -

- 1. Finding a new location** - The Garden is a potential location for council meetings. Chris mentioned that he will investigate the Rock as another location.
- 2. Building Team** - Chris and Lorraine volunteered to head up the building team. They will report on findings to the council for feedback and voting. they have two possible locations and would welcome additional suggestions.

3. **Equipment Loan Data Base** - Chris talked about the equipment problem. He explained how the QR code works and use of Google Map addresses in the data base.
4. **Vote to accept Rossner as team leader for Communications** - The Vote was unanimous. Phil is new to Boquete, from Vancouver. He has an extensive background in writing, editing, Facebook, graphics, Substack and as a videographer.
5. **Vote to accept Alcira as team leader of Translation** - While there was a concern about her availability, the vote passed.
6. **Vote on Fran Hogan for Social Media** - Council voted to defer until Phil has a chance to meet and interview her.
7. **Zoom with Prairie Hospice** - Zoom meeting Tuesday the 9th at 2pm. We hope to learn about some of their policies and how they might work for us. Dr. Rod to develop the agenda for the meeting. Lorraine will send out the meeting notice with zoom link and agenda.
8. **2-Year Plan** - Dave Nichols is being contacted to be moderator for a meeting end of January to be scheduled when his is available. Dave will also moderate the Annual Meeting next Wednesday January 10th.
9. **Health and Family Support** - Babbie and John Earle picked up some meds for a patient in a nursing home. That brought up the issue of how to handle payment in situations like this. Bev Tyler brought up the issue that since covid, we have gotten away from some of our primary services, such as taking patients to the doctor, meals, etc. Perhaps we should consider a Health and Family Support Team. It could include the Meals Team.
10. The council has voted and approved the slate of officers for 2024.

Meeting Adjoined at 11:15am

Respectfully Submitted,

Lorraine Handler,
BHH Secretary

**Boquete Health and Hospice
Council Meeting Agenda
January 3, 2024 10:00am**

Big Daddy's 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, January 3rd, at 10am, in the back of Big Daddy's. 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

Upcoming Events:

Annual General Meeting January 10th - Election of Council officers
Council's Goals & Plans for 2024 by entire Council

President, Roderic Gottula will moderate the Council Meeting

Council Members in Attendance:

Council and Team Reports

Introduction of Administration Assistants

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! Kudos to the Respiratory team for a super busy December.

Medical Director's Update - Dra. Shannon Tuer

Ambassadors - Denise Daniels - Team Leader

Good morning, not much going on with ambassadors. We will be moving to the Arco Iris room in February. We are still selling raffle tickets for the quilt by Sarah, but ticket sales are not going well. We have only sold 10 tickets. I am hoping that the January General Meeting we can sell more.

Starting in February we will also be rotating who is working, so no one has to do it all the time.

We are also going to start keeping up with how much we get in donations each month to include in monthly updates.

Being Prepared - Penny Barrett - Team Leader

The Being Prepared Class scheduled for February 27, 2024. Currently there are 4 team members. Kelly Honyak, retired ICU RN, Oliver Candando, licensed attorney, and Denise Rodgers, citizen liaison Volunteer to the US Embassy.

Blood Drive Monthly Report. Carmen

The next blood drive will be in June 2024.

No blood report for December.

Communications - Phil Rossner. (pending)

Natalie met with Phil Rossner and give him an overview of the Communications role and my role as newsletter editor. I think he'll be a tremendous asset to BHH. He said he had accepted the Communications Team Lead role.

Community Engagement (Natalie)

Rod and Kat met with new volunteer Phil Rossner about the possibility of him taking on the Communications Team Lead position. Natalie will meet with him Jan. 2.

CPR Team report- Bob and Kelly Honyak

CPR classes are scheduled for January 10th and February 14th at 11:30am.

Community Outreach Direct Visits - Lesley Hughes, Team Leader

No meetings were held. Next meeting is Thursday, Jan 4 at 10:00 a.m. to discuss: visits to the Representantes visits/phone calls to the Doctors/Clinics, 2024 scholarships.

Donor Relations (if team is approved, Team Lead - open)

Equipment - Team - Kat McKay/Sally/Cat Vann

It was a busy month even though there was a big holiday or two in the month. The equipment, bed team and respiratory were very responsive to the needs of our community. I am so proud of our volunteers and they should be recognized and thanked for all they do . They are heroes of our community. Thank you to everyone who took the time to call clients during our concentrator shortage. This included Denise Daniels.

Equipment checkouts-	23 pieces	12 ExPats	5 Panamanians
Equipment returns-	15 pieces	8 Expats	1 Panamanian

Donations- No cash donations

Equipment donations- A wheelchair, an oxygen concentrator, and a walker were donated by Mike Slater

A manual BP cuff, an automatic BP cuff, a pair of crutches, a shower chair, a cane, a heating pad, a neck massager, an ankle strap brace and a knee strap brace were donated by Helena Pena.

A knee and leg brace was donated by Louise Orr.

Events and Fundraising - Team leader needed.

No activity for the month.

Financial Report - Bill Hinrichsen, Treasurer

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

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2023
Tuesday Market		\$ 520.73	\$ -
Equipment		\$ 865.00	\$ 2,000.00
Respiratory		\$ 355.00	\$ 1,000.00
Blood Match Fund	\$ 499.00	\$ 8,990.00	\$ 7,000.00
Education - Being Prepared		\$ 1,016.00	\$ 800.00
General Donations	\$ 1,490.00	\$ 16,939.63	\$ 1,000.00
Sale of Equipment		\$ 75.00	\$ -
Interest Earned	\$ 30.26	\$ 104.44	\$ -
TOTAL	\$ 2,019.26	\$ 28,865.80	\$ 11,800.00

EXPENSES	Current Month	Year To Date	
Equipment - New & Maintenance		\$ 5,230.94	\$ 4,000.00
Respiratory - New & Maint.	\$ 41.95	\$ 1,704.94	\$ 4,202.00
Blood Drive - Total expenses		\$ 869.24	\$ 1,010.00
Hospice & Family Care - Printing		\$ 536.00	\$ 500.00
Admin. Legal/Accounting/Insurance	\$ 150.00	\$ 916.00	\$ 250.00
Admin. Phone	\$ 43.72	\$ 889.25	\$ 300.00
Admin. Aniales Building - Rent		\$ 625.00	\$ 480.00
Admin. - Lockers Rent		\$ 4,011.47	\$ 3,600.00
Admin. Foundation Fee		\$ 400.00	\$ 400.00
Admin - Bank & Credit Cards Fees	\$ 55.13	\$ 173.54	\$ 600.00
Admin - Miscellaneous & Zoom Membership		\$ 574.91	\$ 200.00
IT - Database - Bubble/GoDaddy & Support	\$ 53.17	\$ 519.25	\$ 832.00
IT - Website - Wix/GoDaddy	\$ 23.17	\$ 308.34	\$ 22.00
Education Training - Gifts/Lunches/Misc. Expenses		\$ 183.96	\$ 855.00
Education Being Prepared - Printing & Rent		\$ 1,009.63	\$ 605.00
Volunteer Coordinator - Gifts/Lunches/Entert	\$ 1,030.91	\$ 1,530.96	\$ 1,100.00
Communication - Social Media	\$ 203.32	\$ 497.10	\$ 500.00
TOTAL	\$ 1,601.37	\$ 19,980.53	\$ 19,456.00

NET SURPLUS OR (DEFICIT) \$ 417.89 \$ 8,885.27

Hospice and Family Care - Dr. Rod

No Report for December

Magic of Music - Art Blevins

The team continued planning for our upcoming 2024 focus and initiatives.

Meals - Leslie Sterling

No meals provided for December.

Mental Health Initiative - John Earle and Dr. Rod

No Report for December

Newsletter/Announcement - Natalie Kelly Editor/Team Leader

- The newsletter went out Jan. 1 and was posted in News Boquete and on social media as well.
- In 2024, Natalie will produce a shorter version of the newsletter each month, on a trial basis. Natalie will rely on contributors to provide full details for articles in a timely manner. If the trial goes well, she'll continue.
- The shorter version of the newsletter will include: contents, calendar, a brief President's Letter, info on the general meeting, upcoming workshops, results for important events such as the blood drive, etc. Other articles will be routed to Deb Hornstra for social medial posts.

Respiratory - Bill Haldeman, Team Leader

Dec 5, checkout concentrator #20 surge protector 14

Dec 11, concentrator 34 returned for repair. #33 checkout

Dec 16, concentrator 13 checkout, surge protector no number

Dec 18, concentrator 21 checkout, no surge protector

Kat purchased 5 new surge protectors

Dec 22, concentrator 14 checkout surge protector no number

Dec 23, concentrator 14 check in, surge 13

Inventory of concentrators in repair.

6 invacare units. 6,13,27,30,31 used for parts, 34,

5 everflo units, 3,11,21,22,26. Can not find parts for the Everton units.

Luis is purchasing a new O2 analyzer for making repairs. Many parts are on order to repair concentrators.

When the parts arrive we may have 5 invacare units ready for checkout.

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

Total calls –

- Expat – 28
- Panamanian – 23

Equipment calls –

- Expat – 27
- Panamanian – 22

Equipment not in our inventory: (say what the equipment is that someone wants and we don't have)

Hoyer Lift

Equipment refused/reason: 1 expat - we did not have O2 conc. They rented one from Hospital Chiriqui for a few days.

Hospital Beds loaned: always explain the reason for the bed eg hospice, pelvic fracture, short term loan so they can try it out (the information is really helpful if we are trying to get a bed back)

Juan de Dios Barroso - hospice

Jose Santamaria – fell out of bed #hip, not able to withstand surgery Rx bedrest for 2-3 months.

Deaths -

- Expat - 1
- Panamanian – 1

Blood Calls: 1

Information requested with explanation -

- Expat – request to pick up and deliver meds from pharmacy

Presentation Coordinator - Gerri Eckert

Welcome our new presentation coordinator!

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

Social Media Report December 2023 - Deb Hornstra

Technology Team - Chris McCall

Bubble changed the CVS Export code so rewrite the code for CVS export, for Equipment. Continued work on hospice care screens, equipment locker screens, implementing QR codes and links for better accuracy in equipment. This will also allow a patient to click the QR code and see when their equipment is due back. Really cool stuff.

Did the graphics for the Christmas luncheon, made a New Year's graphic. Updated CPR forms, being prepared forms. Organized the volunteer lunch check-in list.

Translation - Alcira Hernandez - Team Leader

Alcira Hernandez will be the new Team Lead for the Translation team. Little activity for the month.

Training - Team leader Open

Volunteer orientation scheduled for the 5th- 6th of February

Volunteer Coordinator - Kat McKay

Old Business

1. Review and Approve the Annual Budget

2. Review of Volunteer Appreciation Luncheon -

46 Lunches	\$690.00	
Tax	\$ 48.30	
2 special orders*	\$ 35.31	(*Includes Tip&Tax)
Tips cash	\$100.00	
Total	\$873.61	

Above is the cost of the lunch. It is interesting that the 2 special lunches, ordered from the menu, ended up a few cents less expensive.

Just an interesting aside, Rossetta thanked us several times for the idea to do a cash bar. For some reason the hotel never thought about that. She said they did a sweet 15 party and did their 1st cash bar (from our idea) and made a huge amount of money.

New Business

1. Finding a new location?
2. Building Team - Chris and Lorraine McCall Team Leaders
 This team will be responsible for finding a new location, negotiating a good deal and for arranging for fix up, repairs, signage and moving. Both Chris and Lorraine have extensive real estate experience, and they are volunteering to lead the team..
 Lorraine owned her own real estate company in Florida. Chris was the designer and contractor for Rancho de Caldera, and Black Rock Art Ranch. He has built 8 houses here. Chris taught Victor Fuentes how to become a contractor.
 The team will be information gathering and will report everything to the council. The team will not commit to anything without counsel approval.
3. Revisiting equipment Loan Database
4. Vote to accept Phil Rossner as Communication team leader
5. Vote to accept Alcira Hernandez as Translation Team Lead, etc.).
6. Vote to accept Fran Hogan as Social Media Team Leader

BHH Council Rolling Calendar

January 2024

- Jan 3 - Council Meeting (approve budget; set initiatives)
- Jan 9 - Being Prepared Class - cancelled
- Jan 10 - Annual (General) Meeting
 - o Council's Goals & Plans for 2024 by entire Council
 - o Election of Council officers
- Jan 10 - CPR Class - 11:30am

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

March 2024

- Mar 6 - Council Meeting
- Mar 13 - General Meeting