

BHH Council Meeting

April 8, 2024

Boquete Health and Hospice Vice President, Kat McKay called the meeting to order promptly at 10:00 am. The meeting was in person at the Rock and via Zoom.

Members in Attendance: Bill Hinrichsen (Treasurer), Kat McKay (Vice President), Lorraine Handler (Secretary), Jeanie Miller (Fund Raising), Gerri Eckert (Presentation coordinator), Gordon Morgan (Administrative Assistant), Chris McCall (Technology) Deb Hornstra (Social Media), Laurie Collier (Blood Drive)

Via Zoom: Liz Baze (PCC), Lesley. Hughes (Community Outreach),

Ambassadors - Team leader needed

Being Prepared - Next Being Prepared Workshop is scheduled for May 9, 2024 at Animales Event Center.

Blood Team - Laurie Collier that the next Blood Drive in June will be held at UNACHI extension in Boquete. The idea is to target younger Panamanians. To do so, 4 short video clips need to be created at a cost of \$400. Council voted to approve this expenditure. Tentative date for next blood drive June 14th.

Community Engagement - VP position open

There was a discussion regarding this position and what it entails. There is a need to consolidate some positions. Jeanie Miller may explore the position of Communications team lead.

CPR Team - There are currently only 6 people registered for this month's CPR class. Due to limited participation, it was suggested that perhaps we should schedule future classes once a quarter. It was also suggested that the CPR class be offered in Spanish and offer a First Aid class for restaurants.

Community outreach - Laurie Collier explained that the Blood team was joining with Community Outreach in visiting doctors ad clinics this month to help spread the word.

Education Team - The idea of having video training for volunteer orientation was presented since we do not have a team leader. Lesley Hughes presented very valid reasons for continuing in person training as it is a chance to evaluate volunteers and where they might fit in. Chris McCall agrees that this interaction is extremely important and agreed to head up the team for the Orientation training.

Equipment Team - Sylvana Gittens is volunteering to make calls in Spanish to followup on outstanding equipment.

Events and Fund Raising - Jeanie Miller brought us up to date on the Tasty Trek Poler Run happening this Thursday. The goal is to raise \$900. There currently are 8 signups. She will be in contact with all volunteers covering the restaurant locations with instructions, etc.

Mental Health Initiative - Dr. Rod wants to get this up and running. He will reach out to Michael Polacek.

Social Media - Deb Hornstra reviewed and explained some of statistics for March for our Facebook account (commercial). Some of our posts get high engagement - 41% verses the paid ads getting 1-2%. She encouraged us to share the posts with our friends to expand coverage.

Translation - Savanna Gittens has been graciously been helping with translation when needed.

Volunteer Coordinator - Kat McKay reported that there was not a lot of activity in March. Kevin Dobson, a new volunteer, will be coming to the meeting Wednesday. Reach out and introduce yourself.

Old Business - Kat McKay addressed the 2-year plan and reviewed some of the things we have accomplished and pointed out some that still need to be worked on. Fund raising team is up with an event on Thursday. The blood drive has a new location. Equipment team needs a new leader. Need a Donor Appreciation Event, such as a wine tasting. Jeanie Miller talked about the importance of a comprehensive marketing plan. The organization chart needs streamlining. Newsletter needs a team leader. Chris McCall and Jeanie Miller volunteered to jointly prepare and send the monthly newsletter.

New Business -

1. Kat McKay reported that the legacy program is off the table at this time. We are considering it part of Donor relations team.
2. The new building near the library still appears to be our best option. The owner of the building appears to be researching to see how much rent he can command. We will keep in touch with him and take our major investor to see this location.
3. Gordon Morgan agreed to step in as Dr. Rod's temporary assistant. He will be heading up the 501c3 application process. Our primary donor stressed that if we do not have our 501c3, there will be no more donations. If we do, our primary donor will be able to donate 2 to 3 times what they donated last year. Gordon is waiting to hear from Dr. Rod as to how to proceed with the 501c3 and he can best assist him.
4. Jeanie Miller and Chris McCall volunteered to take over the Newsletter.
5. Kat McKay introduced the Bid4Boquete Fundraiser. It is a joint effort among five charities for fundraising. It would be a very large commitment of time and energy. Lorraine Handler feels that at this time we do not have enough committed volunteers to accomplish such a large undertaking. It was decided that Council to have a meeting with James Bradley to get a better understanding of Bid4Boquete and further assess what we would be committing to.
6. Chris McCall will take over the lead on the Volunteer Orientation.
7. We were all asked to invite our friends and neighbors to fully support the Tasty Trek Polar Run fundraiser and Silent Auction.
8. Council approved the request to order 2000 more brochures and business cards. About \$702. Chris explained that the cost for 2,000 brochures is only about 25% higher than ordering 1000 pieces.
9. Council approved the request for \$400 to pay to create 4 short videos for promoting the blood drive to younger people who are able to donate blood. Laurie Collier reported that Jack and Sofia Bute made a \$100 donation. Bill Henrichsen reported Larry and Nancy Pettersen sent a \$50. Donation our bank without contact information.

At 11:08am - Kat McKay adjoined the meeting.

Respectfully submitted,

Lorraine Handler, Secretary
Boquete Heath and Hospice

**Boquete Health and Hospice
Council Meeting Agenda
April 8, 2024 10:00am**

[Rock Restaurant 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 Monday April 8th - 10am at The Rock Restaurant. 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:

April 8 - Council Meeting - The Rock Restaurant

April 10 - General Meeting - Andrew Baze - Cyber security and Online Safety for Regular People

April 11 - Tasty Treck Poker Run

May 1 - Council Meeting - Rock Restaurant

May 8 - General Meeting - Michael Polacek, DNP, RN-RET, PMH-BC presents "NEAR Sciences: Gaining Mental and Emotional Strength from Understanding our Response to Traumatic Experiences and Toxic Stress."

May 8 - CPR Class 11:30am following General Meeting

Vice President, Kat McKay 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! A special thank you to Valorie Harmon for all the work she is doing with 5 hospice patients.

Medical Director's Update - Dra. Shannon Tuer

Ambassadors - Team Leader needed

Being Prepared - Charlotte Lintz - Team Leader

Blood Team - Carmen Restrepo and Laurie Collier

PATIENTS THIS MONTH:

Requests for blood received 6

PATIENTS THIS MONTH:

DATE	TYPE	PINTS	HOSPITAL	EXPAT	PANAMANIAN
8-mar-24	O+	1	REGIONAL	1	
9-mar-24	A+	1	REGIONAL		1
11-mar-24	O+	1	REGIONAL	1	
25-mar-24	O+	2	REGIONAL	1	
21-mar-24	O+	1	REGIONAL		1
27-mar-24	O+	1	REGIONAL		1

PINTS COLLECTED since 2019 ---> 571

Cases attended since 2019 256
 This year 19 (Expats 9 + Panamanian 10)
 Estimated pints available at the blood bank :219

The blood team met for a strategy meeting.

Exciting news for the blood drive is that we have a tentative agreement to hold the blood drive at the UNACHI extension in Alto Boquete to try to get the students and faculty to donate blood. The plan is hold the blood drive on Friday, June 14 from 3 pm -7 pm (they hold classes starting at 5 pm), and on Saturday, June 15 from 7 am-12 pm (for most of our regular donors - there are no classes on Saturday).

We have an urgency to target young Panamanians because many of our usual expat donors are now not eligible to donate due to travel, taking meds, and their age.

New business for the council - we request an additional \$400 to our budget to pay Jamie Clem to create 4 short videos adapted from the original video that she made. The idea is that younger social media users have short attention spans, and a 10 second video is about all they will look at. The series of 4 will divide the same info of why to donate blood but put in 4 short videos.

Our existing budget is \$500. We may not need all \$900, but we request that we be allowed to increase our total budget for this blood drive to \$900. Our budget is always offset by the Matching Fund donations. Chris McCall will assist again with the Matching Fund Drive to set up the pledge page.

Communications - Team Leader Open

Community Engagement - VP

CPR Team report- Bob and Kelly Honyak

A CPR class will be April 10th following the general meeting. The next scheduled class will be May 8th.

Community Outreach Direct Visits - Lesley Hughes, Team Leader

COMMUNITY OUTREACH

April 4, 2024

REPRESENTANTES, DOCTORS & LABS - April is the month we visit our contacts. The Blood Team joined us for the meeting. Laurie contacted Lesley about visiting our contacts in order to explain the blood program and make their own contacts. Alcira Hernandez will work with Mary Nieves (visiting 4 doctors/clinics) Lesley Hughes will work with Janice Norris (visiting 6 doctors/clinics) Liz Bolt will work with Carmen Restrepo (visiting 1 doctor) Luis Botero will work with Carmen Restrepo (visiting 3 representantes) Maria Pitti will work with Laurie Collier and Edith Miranda (visiting 5 representantes) Maria Young will work with Sofia Valdis (visiting 4 doctors/clinics)

Visits will take place during April. It is not necessary, though preferable, to meet with the specific Representantes/Doctors. During the visit, the Community Outreach member will find out if there are any questions or problems and if the office needs more brochures/business cards. The Blood Team member will explain how the program works and the requirements to receive blood and answer any questions.

Dr. Rod, along with several BHH members have been meeting with doctors and nurses from MINSA and CSS, explaining our services and determining how we can complement each other. As of today, there has been one referral (a hospice patient).

SCHOLARSHIPS

Deisy Escarreola, one of our two scholarship students, has been working with Valerie Harmon (Team Leader for the Hospice & Home Care Team). They have visited patients and provided vital information.

Deisy has already completed the 16 hours of volunteer service for the current semester. The first payment of the \$250 scholarships was sent on February 29, 2024.

Donor Relations -Team Leader - Open

Education Team Report - Kat McKay

Equipment - Team - Kat McKay/Sally/Cat Vann

March was an average month for the equipment team. A trend I am beginning to notice is that more equipment is loaned to Panamanians but more returns are from ExPats.

Could this be due to the lack of a good bilingual person on the calling team? Someone suggested to me that we take a deposit for each piece of equipment which could be returned or donated when the equipment was returned. Interesting idea. We do need to stress the importance of returning the equipment after it is no longer needed.

The efforts of Chris and Lorraine hosting a Returns day at the lockers were greatly appreciated. Every little effort to get our equipment returned is helpful!

Loans for March 20 pieces of equipment
Total clients- 11. 7PA and 4 ExPats

Returns for March. 27 pieces of equipment
Total clients 11. 2 PA and 9 ExPats

Donations at the locker
3 walkers, 3 canes and 1 shower chair from Jane Hampton
Cash donation of \$. From Sara Crocker

Events and Fundraising - Jeanie Miller - Team Leader

Fundraising had it's last meeting prior to our Poker Run. We have a fair amount of prizes. Feedback from community has been interesting. Sign ups seem to not be a thing. It seems that retirees (such as myself) don't want to commit far in advance. We do have a nice selection of auction items. We will do a social media push up until the event. As of now we believe we have supplies, prizes, and volunteers lined up. Our next meeting is Monday April 8

Financial Report - Bill Henrichsen - Treasurer

Boquete Hospice and Health Foundation Accounting Summary for March 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	\$ 130.00	\$ 505.00	\$ 800.00
Equipment	\$ 45.00	\$ 180.00	\$ 1,000.00
Fund Raising			\$ 4,000.00
General Donations	\$ 665.00	\$ 2,016.00	\$ 5,000.00
General Meetings			\$ 1,200.00
Respiratory			\$ 500.00
Tuesday Market	\$ 274.50	\$ 274.50	\$ 600.00
Savings Account - Interest Earned	\$ 29.04	\$ 87.13	\$ 400.00
TOTAL INCOME	\$ 1,143.54	\$ 3,062.63	\$ 33,500.00
EXPENSES	Current Month	Year To Date	
Admin - Animales Bldg. Rent		\$ 80.00	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 7.45	\$ 34.71	\$ 500.00
Admin - Foundation Fee		\$ 400.00	\$ 400.00
Admin - Legal & Acctng. Audit - Planning		\$ 187.10	\$ 1,000.00
Admin - Lockers Rent & Insurance	\$ 900.00	\$ 900.00	\$ 4,000.00
Admin - Misc, Zoom, Tap Out & Arco Iris (BCP)	\$ 50.66	\$ 60.66	\$ 800.00
Admin - Phone	\$ 43.72	\$ 131.16	\$ 600.00
Admin - Printing & Marketing		\$ 205.37	\$ 1,000.00
Communications - Social Media/Advertising	\$ 200.00	\$ 687.36	\$ 1,800.00
Community Outreach & Scholarships		\$ 500.00	\$ 1,250.00
Education - CPR		\$ 1.40	\$ 300.00
Education Being Prepared - Printing & Rent	\$ 185.14	\$ 632.77	\$ 1,300.00
Education Training & Printing		\$ 65.00	\$ 500.00
Equipment - New & Maint.	\$ 136.33	\$ 862.82	\$ 2,000.00
Equipment - Respiratory New & Maint.	\$ 1,735.45	\$ 2,055.14	\$ 2,000.00
Fund Raising - Total Expenses	\$ 109.80	\$ 109.80	\$ 1,000.00
Hospice & Home Care		\$ 334.98	
IT - Database - Bubble & Support		\$ 281.00	\$ 1,000.00
Volunteers - Gifts/Lunches/Entert/Printing	\$ 21.00	\$ 238.11	\$ 1,500.00
TOTAL	\$ 3,389.55	\$ 7,767.38	\$ 21,700.00

Hospice and Home Care -Team leader Valerie Harmon, RN

Hospice & Home Care March Report

March stats BHH

All my clients are a Panamanian.

Currently watching 5 clients.

For the month of March I had:

Trying to enlist others to come on visits with me.

Stacey x4 visits

Julio x3

Maximo x3

Mrs Hernandez x1

Maria x 2

Magic of Music - Art Blevins

The Magic of Music had nothing to report for March

Meals - Leslie Sterling

No meals provided in March

Mental Health Initiative - John Earle and Dr. Rod

Newsletter/Announcement - Editor/Team Leader Open

Respiratory - Bill Haldeman, Team Leader

1st-concentrators 11,21 and 22. Returned from repair. Ready for check out.

14- checked in concentrator 14 for repair, concentrator 33 replaced it.

16- checked in concentrator 15 &12.

18- checked in concentrator 13 Returned from repair. Ready for check out.

19- concentrator 12 & 21 tested and only available for 3ltrs per minute.

21- concentrator 17 checked in.

25- supplied a new foam concentrator filter for Maria Santamaaria. Concentrator 32 check in. Checked in three repaired concentrators, 6, 30, 34.

Concentrator 14 checked after return. No problems found, ready for checkout.

26- concentrator 24 returned for repair. Concentrator 6 checked out to replace 24.

Concentrator 6 checked in for repair. Concentrator 11 checked out to replace concentrator 6.

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

PCC Summary Report. March

Deaths: Panamanian ___0___ Expat ___1___

Current Hospice Cases: Panamanian ___0___ Expat ___0___

1 person (P) referred to hospice assessment team and became case

Health Support Cases: Panamanian ___0___ Expat ___0___

Out of service area requests ___0___

Blood Requests (that came through the PCC) ___0___

Donations (that came through the PCC) ___0___

General Inquiries – (please list them)

- 1 Asking info about CPR class
- 2 Not a clients, family asking for information about in-home aides

Equipment Calls: Panamanian ___9___ Expat ___6___

1. called about functioning of a concentrator
- 4 called to check out new equipment
- 7 called to return equipment
- 1 called to swap out malfunctioning concentrator unit
- 1 family called about a wheelchair, but did not follow through

Equipment Denied & Reason ___1___ (didn't have type of ankle brace wanted)

Meal Requests ___0___ Any Denied and Reason ___0___

Music Requests ___1___ in conjunction with hospice case

Presentation Coordinator - Gerri Eckert

Below is the schedule for upcoming coming presenters

APRIL : Andrew Baze - Cybersecurity and Online Safety for Regular People

MAY: Michael Polacek - "NEAR Sciences: Gaining Mental and Emotional Strength from Understanding our Response to Traumatic Experiences and Toxic Stress."

JUNE: "Drum for Health" Al Mills, Harvey Eckert, John Pierce and Daniel Angelis

JULY: Chris McCall "Hydroponic Gardening"

AUGUST: "How to lose a kidney without really trying" Michael Schwartz

SEPT: Mark Heyer

Social Media March 2024 - Deb Hornstra, Manager Social Media

We posted twelve times on Facebook this month and five times on Instagram. Our Facebook account is now up to 1,282 followers, an increase of 25 follows since last month. Our Instagram account cracked 300 this month and is now at 309 followers. Zero people unfollowed our page or hid all our posts in March. That's consistent with our retention rate, which is very close to 100%.

A total of 4,382 different people saw at least one of our Facebook posts in March, and a total of 1808 reacted (liked, commented, shared or saved) at least one post. This is a reaction rate of more than 41% which is quite high.

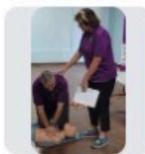
These were our three most popular posts in March 2024:



Two weeks from tomorrow, on April 10th, our monthly meeting will feature the presentation "Art as Therapy" by Boquete-based artist Mary Ellen Watts, who has been creating art in various...

Tue, Mar 26

Post reach	Engagement
1,505	178



It's time again for one of BHH's most popular programs--CPR training! Whether you're learning CPR for the first time or would like to refresh your skills, please join us on Wednesday, April 10t...

Mon, Mar 25

Post reach	Engagement
1,232	175



BHH would like to extend a most sincere thanks to our longtime friend Sarah Zink of Zinky's Quilts. For years Sarah has been making beautiful, unique quilts to be given to our hospice...

Sat, Mar 16

Post reach	Engagement
303	75

We spent \$20 on one paid ad this month (announcing the open window for equipment return) and it reached 4,664 people who are NOT followers of our page, but who meet certain criteria, including a location within 20 miles of Boquete and an interest in volunteering, hospice, or healthcare.

I also spend a lot of time this month assisting with the promotion of the Tasty Trek Poker Run. There was much confusion regarding this event and many changes were required. In future it would be much better to have all the details of an event ironed out in advance of any publicity. I think it makes us look disorganized and untrustworthy when we publish something and then have to delete or change it.

I also spent a lot of time this month consulting with Laurie Collier about plans for publicizing the June blood drive. Because we are attempting to increase the participation of younger Panamanians, we must develop new messages and cannot simply recycle our old text and graphics. We are working on this and hope to develop a library of editorial and visual elements that can be used in future.

Technology Team - Chris McCall

IT was busy this month. I got Natalie instructed on and the Newsletter - roughed it in. Then Natalie got discouraged and quit (the change in MaryEllens' talk and other things, she said). So, I finished the newsletter. I want to do a shout out to Carol our proofreader she's really good!

I had AI design a couple of posters for the Tasty Trek Poker Run, but AI doesn't do a very good job. I used some of the graphics made by AI - cut out a lot of it. With many hours of work, I made two different graphics that are kind of fun. You've seen them.

Did several bug fixes to the database and have been learning equipment check out - equipment check in and working closely with PCC's and equipment teams. Have done all of the data entry for equipment, Check out/ check in. This has been valuable learning experience for the design of the upcoming switch over to QR codes. We got about a quarter of the QR codes for the database entered. it's just a tedious task.

We also held an open house for equipment Return which was fun and we learned a lot.

Translation - Alcira Hernandez - Team Leader

No report

Training - Team leader Open

Volunteer Coordinator - Kat McKay

Volunteer Coordinator report- no new applicants in March . Two new people came to the General meeting in March . Kevin Dobson's is a retired LPN. He is very new to the area. He will be at the next meeting so please say hi to him. David Marshall also attended the last General meeting. They both were interested in volunteering, but have not entered their data into the system.

Old Business

1. Follow up on 2-year plan meeting

New Business

1. Discussion regarding legacy team
2. Update on new building -Contacted the owner of the new building no response. We are now wondering if he is just fishing for tenants to see how much he can charge.
3. Temporary replacement of Denise Daniels with Gordon Morgan. Gordon has agreed to help out in the interim until a full time assistant volunteers. He is actively helping to find a bilingual volunteer with business experience that can assist Rod.
4. Replacement for Natalie Kelly, newsletter editor - regrouping the communications team
5. Investigating the Fundraising idea of Bid4Boquete- a unified fundraising team with common goals raising money, but avoiding competition among NonProfits.
6. New Volunteer Orientation - discussion to move to online presentation rather than in person. Using slides that are already prepared or prerecorded videos from each team leader to allow the new volunteers to virtually meet the team leads.
7. Please support our Fundraiser on April 11th. Tell your friends, show up at Big Daddy's for a fun gathering at 4PM to see who wins with the best poker hand. Great silent auction items donated by local artists and companies.
8. Council to approve Community Outreach request to order additional brochures and business cards (\$702)
9. Blood drive requests an additional \$400 to our budget to pay Jamie Clem to create 4 short videos adapted from the original video that she made.

BHH Council Rolling Calendar

March 2024

March 6 - Council Meeting

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

April 2024

April 8 - Council Meeting - Rock Restaurant

April 10 - General Meeting - Andrew Baze - Cyber Security

April 10 - CPR Class - 11:30am following the general meeting

April 11- BHH Tasty Treck Poker Run - starts at Big Daddy's

May 2024

May 1 - Council Meeting - Rock Restaurant

May 8 - General Meeting - Michael Polacek - "NEAR Sciences: Gaining Mental and Emotional Strength from Understanding our Response to Traumatic Experiences and Toxic Stress."

May 8 - CPR Class - 11:30am following the general meeting