

Boquete Health and Hospice
Council Meeting Minutes
May 3, 2023 10:00am

Council Members in Attendance:

Dr. Rod, Gotulla, Leslie Hughes, Kat McKay, Bill Hinrichsen, Craig Gatrel, Keith Daniels, Denis Daniels, Natalie Kelly, Art Blevins, Chris McCall, Carmen Restrepo

Upcoming Events:

BHH Council Rolling Calendar (See below)

Council and Team Reports

Medical Director's Update (Dra. Shannon Tuer)

No report.

Patient Care Coordinator (Bev, Craig and Denise) –

- Equipment Check-In - 8 Expat and 4 Panamanian
- Equipment Check-Out - 8 Expat and 7 Panamanian
- Hospice Case – 1 Expat
- Calls:
 - 2 calls from Expats to extend their items
 - Diapers - 3 Expat and 4 Panamanian we didn't have the sizes needed for Panamanian
 - 1 expat was afraid friend was suicidal--Dr Rod had already spoken to them
 - 2 more info on Being Prepared Workshop
 - 1 can we help locate next of kin---Referred to Embassy
 - 1 for blood was very specific what he wanted and how he wanted it.He wanted unvaccinated blood and really just wanted us to transport it from David to Dr Boya's office
 - 3 for Respite Care and list of Nurses
 - 2 beds denied for out of our service area
 - 1 bed denied for a long term elderly non-hospice Panamanian
 - 1 wheelchair denied for a long permanently disabled non-hospice Panamanian
 - 1 request for a type of stretcher that we do not have
 - A person from Panama City who is on our mailing list asked if there is a volunteer hospice like ours in Panama City so she could volunteer
- 1 meal request for two weeks

- Deaths
 - 1 Panamanian
 - 1 Expat
- Donations at locker
 - \$100
 - \$40

Financials (Bill Hinrichsen)-

Boquete Hospice and Health Foundation

Accounting Summary for April and Year-to-Date 2023

INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2023
Equipment		\$100.00	\$2,000.00
Blood Match Fund		\$700.00	\$7,000.00
Education - Being Prepared		\$402.00	\$800.00
General Donations	\$550.00	\$1,758.00	\$1,000.00
Sale of Equipment		\$75.00	\$ -
TOTAL	\$550.00	\$3,035.00	\$10,800.00

EXPENSES	Current Month	Year To Date	
Equipment - New & Maintenance		\$2,007.73	\$4,000.00
Respiratory - New & Maint.	\$223.09	\$403.89	\$4,202.00
Admin. Phone	\$445.33	\$505.87	\$300.00
Admin. Legal/Accounting	\$279.00	\$279.00	\$250.00
Admin. Animales Building - Rent	\$105.00	\$175.00	\$480.00
Admin. - Lockers Rent		\$1,920.00	\$3,600.00
Admin. Foundation Fee		\$400.00	\$400.00
IT - Database - Bubble/GoDaddy & Support	\$97.29	\$441.08	\$832.00
Education Training - Gifts/Lunches/Misc. Expenses		\$183.96	\$855.00

Education Being Prepared - Printing & Rent		\$631.70	\$605.00
Volunteer Coordinator - Gifts/Lunches/Entert	\$27.22	\$204.22	\$1,100.00
TOTAL	\$1,176.93	\$7,152.45	\$16,624.00

Respiratory (John F) –

Concentrator Out: 4
 Concentrator In: 4
 Oxygen Analyzer: 1 – being repaired

Made a recommendation to visit the homes of concentrators than have been out for more than three months to check and change filters, as dirty filters really make the concentrators work much harder.

Equipment (Kat McKay/Sally/Cat Vann)

17 Pieces of equipment were loaned out to 16 Expats and 1 Panamanian
 27 pieces of equipment were returned from 11 Expats and 4 Panamanians
 Right now, we have a shortage of wheelchairs available. The equipment team may consider ordering a few new wheelchairs.

Donations were \$100 from Sherry Sherritt and \$40 from Carrie Wolvington.

Beds loaned out - 1 to an Expat
 Bed returns - 1 from a Panamanian.

One request for meals for two weeks.

Mental Health Initiative (John E, Dr. Rod)

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Technology Team (Chris McCall)

Blood Donor/Blood Drive (Carmen)

Requests for blood received: 11

Requests approved: 9
Note: 2 request not approved were from outside the area.

<u>Date</u>	<u>Name</u>	<u>Ty</u>	<u>PINTS</u>	<u>Hospital</u>
-				
-				
4-abr-23	C	0+	2	REGIONAL
4-abr-23	F	0+	1	REGIONAL
7-abr-23	Y	0+	1	REGIONAL
11-abr-23	C	0+	1	REGIONAL
13-abr-23	L	0+	1	REGIONAL
19-abr-23	C	0+	2	REGIONAL
19-abr-23	H	0+	1	REGIONAL
25-abr-23	Y	0+	1	REGIONAL
27-abr-23	A	0+	1	REGIONAL

Estimated pints available at the blood bank :176

Hospice and Family Care (Bev)

Magic of Music (Art/Val)

No report.

Ambassadors

Meetings – Herta Bernbach and Cat Vann again supported BHH by greeting members and visitors to the April 12 General Meeting. Thanks Herta and Cat.

Baskets – No baskets were made during April.

Thank You/Condolence – Messages for donations and of condolence were sent out as needed. Thank you Kay and Judy.

Tuesday Market – Barbara Lapid continues to talk to the community about BHH while taking Blood Pressures and Donna Robinson continues to introduce BHH to people who visit the Tuesday Market and explains our services.

Business Cards - Chris said he thought there was too much verbiage for the back of the card and after some discussion Chris said he would send templates to Leslie for approval.

Translation

The Translation Team (Luis Botero and Carmen Restrepo) assisted the Council in adding a description of our services in Spanish to the back of our business cards. The Council was instrumental in providing input about the English version. Natalie is appreciated for all her proofreading of the various versions. Thank you everyone who contributed.

Community Outreach

Community Outreach member Luis Botero is reaching out to the six representantes to arrange community meetings so the various leaders can become more familiar with BHH and our services.

Events & Fundraising

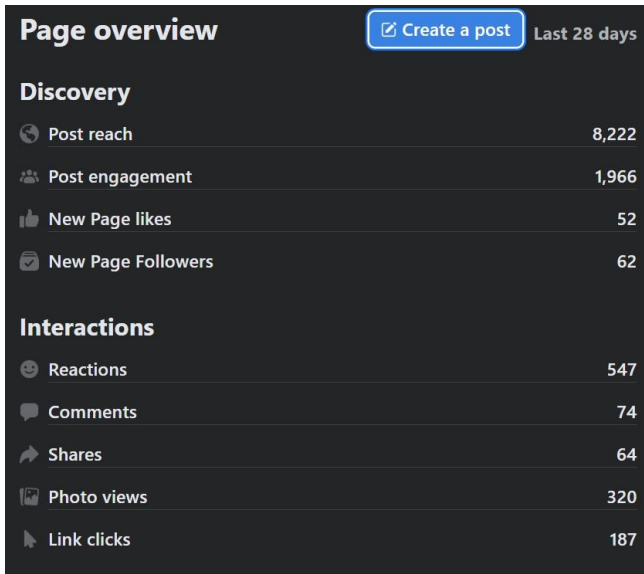
Due to the lack of a team and Team Leader, no events or fundraising will take place this ye

Communications

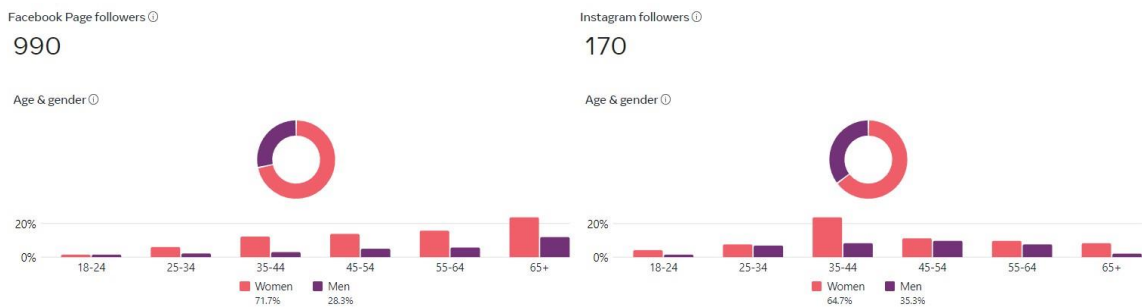
Newsletter

- The newsletter went out on Friday, April 29 and was followed by a correction later in the evening regarding the correct date for Mike Hill's presentation, "Snakes of Boquete." The newsletter included an outstanding summary on Dra. Shannon's April presentation, written by Deb Hornstra.
- Newsletter readership has increased by ten people or so this last month (411 vs. 401), after remaining stagnant for months, so Deb's social media post had a positive effect. Thanks so much, Deb!
- Meg Wilson, a former publicist, will take on the newsletter coordinator position in June when she returns from vacation.
- Carol Jones, our proofreader, will resume proofreading duties when she
- returns from vacation in July.

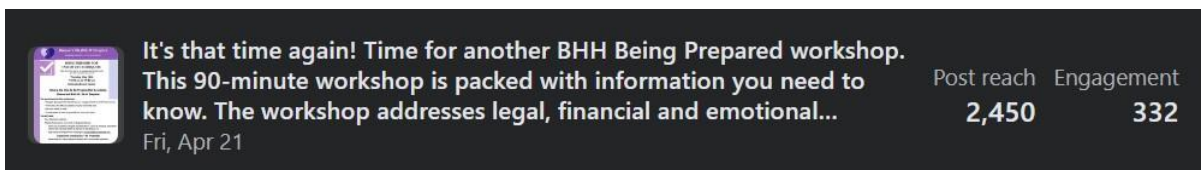
Social Media



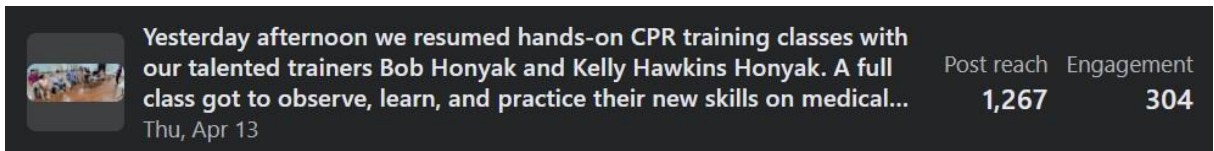
Reach, engagement and interaction numbers are all going up.



Followers on both FB and IG continue to go up. We should break 1,000 Facebook followers the first week of May!



Our #1 boosted (sponsored or paid for) post of the month was this one for the Be Prepared workshop.



Our #1 "organic" or non-boosted post was about the CPR workshop. I also responded to sixteen messages that came in through the Facebook site in English and Spanish, with an average response time of just over two hours.

Being Prepared (Sandra)

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

Currently a new Volunteer Training is being planned for June. We have 5 new applicants waiting for training.

The CPR team has started doing hands-on training. The first one was at the General Meeting this month. We have 4 trainers and can train 16 people. The next training will be in July.

Meals - (Leslie)

Volunteer Management (Kat)

Old Business –

New Business –

Craig - Need some discussion on helping Panamanians not qualified for our help, with equipment they can't afford (See email from April 30 for full details)

Increasing newsletter readership

Take advantage of every opportunity to increase newsletter readership, which should result in more volunteers and donations:

- Include a link for signing up for the newsletter in the "volunteer" flyer passed out at meetings and other events.
- Provide a sign-up sheet at general meetings asking attendees to provide their names and email addresses, and indicate by checking a box if they would like to be added to our newsletter list. (it would also be a great way to track meeting attendance so we can focus on building our general meeting audience.)
- Make an announcement at the beginning of the meeting about how to sign up for the newsletter.
- Continue to issue social media posts with a link to sign up for the newsletter.

Increasing donations

Since we may not have a fundraiser this year, we need to use every "easy" opportunity to gain donations as well:

- Especially since it's unlikely we'll have a fundraiser this year, a jar for cash donations at general meetings and an announcement mentioning that the greeters will be happy to accept donations via cash or check after the meeting seems prudent. In the meeting announcements, provide a brief overview of what we do and how we've helped people (include specific examples) along with a request for donations.
- Charge \$5 for attending Being Prepared workshops (in addition to the charge for the manual), CPR training, and similar events.
- Periodically send out a request for donations to our newsletter readers and other lists we maintain.
- People respond to specific requests such as feeding or care for dogs and cats. Similarly, we could create a campaign for the newsletter and posts asking people to support specific purchases of wheelchairs, etc. (Our old wheelchairs are wearing out and two new ones cost \$XXX - can you help?")
- Consider how we can all pull together to hold a fundraiser, even though we don't have an events coordinator at the moment, and brainstorm ideas.

BHH Council Rolling Calendar

May 2023

May 3 – Council Meeting

May 10 – General Meeting

- o Presentation – Snakes in Boquete with Mike Hill

May 18 - Being Prepared Class

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) **(COMPLETE)**
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)

- 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)