

**Boquete Health and Hospice
Minutes of Council Meeting
March 8, 2024**

Boquete Health and Hospice President, Dr. Rod Gottula called the meeting to order promptly at 10:00am. The meeting was in person and via Zoom. Nobody attended via Zoom.

Members in Attendance: Bill Hinrichsen (Treasurer), Kat McKay (Vice President), Dr. Rod Gottula (President), John Earle (Past President), Lorraine Handler (secretary), Bev Tyler (PCC), Jeanie Miller (Fund Raising), Gerri Eckert (Presentation coordinator), Denise Daniels (Administrative Assistant), Lesley. Hughes (Community Outreach), Chris McCall (Technology)

Medical Director - Is Dr Shannon too busy? Should we consider another doctor?

Ambassadors - Volunteers and team leader needed.

Blood Report - There are still 3 donors from October blood drive that have not paid - estimate \$500.

Communications - Team leader position open. This person manages the Newsletter and Social Media.

Community Engagement - This Vice President position is open -

Community Outreach - Lesley. Mentioned that the blood team has asked to accompany their team. When they make their quarterly visits to doctors/clinics in April.

Donor Relations - Team leader - open

Two possibilities for Donor Appreciation events were discussed.

1. A dinner at Narin Kennedy's home. We would pay for food.
2. An early evening wine tasting with nibbles

Equipment Team -

A number of air mattresses are needed at a cost of approximately \$100. It was suggested that see if the funds from the Trivia game might be donated to BHH for air mattresses.

Events and fundraising. - Tasty Trek Poker Run - April 11th

Jeannie explained mechanics of the poker run. 14 volunteers are needed to man the 7 restaurants. We all agreed that direct contact is the best way to get people to volunteer. The funds from this event are earmarked for purchase and repair of oxygen concentrators.

Jeannie and Dr. Rod are working on getting a 501c3 for BHH.

Hospice and Home Care - The First training went off flawlessly thanks to Bev, Dr. Rod, Liz and Lesley Hughes, who did an incredible job organizing all of it.

Magic of Music - Volunteers are reminded to ask patients if they would like special music program of their choice. There was a request for Religious music Spanish. Art was unable to find a source.

Newsletter - Natalie has requested the material for the April newsletter by March 15th. It was noted that there may be more to report later in the month.

Respiratory - Dr. Rod noted that BHH has about 30 oxygen concentrators and all of MINSA in Chiriqui has only 4 units. They asked, sort of kiddingly, if we wanted to give them some.

Patient Care Coordinator - Bev addressed the problems with equipment check in and out. Chris has agreed to take over the lead on Equipment to work through the problems with inventory and the bugs in the data base.

Presentation Coordinator - Gerri has done an outstanding job and has filled the spots through August.

May - Mark Heyer - Alto Crimen, The D's in security

June - Al Mills - Discover your Rhythm

July - Chris McCall - Growing fresh vegetables Hydroponically

August - Mike Swartz - How to Lose a Kidney

Social Media - The council voted unanimously to continue the current program with Deb Hornstra until such time as a volunteer can take over the position.

Technology - Chris McCall, will discontinue doing graphics for presentations, blood drive, CPR, Being Prepared, Fund Raising, Posting on News Boquete, etc. He will focus on working out the equipment problems and the data base.

Translation - It was suggested that we ask Sylvanna Gittens to take over the team lead as Alcira, having a full-time job doesn't have the time required. Council voted to accept Sylvanna if she agrees.

Training - Special thanks to the team of 1st Volunteer training for Hospice and Home Care for an outstanding job. Unfortunately, a new team of presenters will be needed for future trainings. The volunteers are split between those wanting to do Hospice work and those wishing to accept Home care jobs.

New Business -

1. Jeannie Miller and Dr. Rod are investigating the possibility of establishing a Legacy program. We were given an introduction overview of legacy donations managed by BHH. A motion to entertain and further investigate this idea was voted on and passed.
2. Discussion regarding hiring paid professionals was deferred to the April council agenda.
3. Building team to move ahead in pursuing the new location across from the library.
4. Dr. Rod reported on the meeting with MINSA.
For a brief overview of the meeting - See minutes at the end.
5. It was suggested to have a phone party to follow up on equipment outstanding over 90 days. It appears there is not a privacy issue with WhatsApp communication as it is accepted.
6. The idea of a Photo Gallery of volunteers was well received. It could also be put onto the website.

Motion to end at 11:20pm the meeting approved.

Respectfully Submitted,
Lorraine Handler, BHH Secretary

Notes From Joint Meeting - Wednesday, March 6, 2024
Between IMINSA and Boquete Health & Hospice

Dr. Castillo opened the meeting with some introductions of his staff. He told a little about how they work. They go out as a 3 person team when they visit a patient - once a week. They not only address the physical needs, but the mental needs of the patient and family - 2 patients to care for. The majority of. Patients want to stay at home. This is often not easy.

Dr. Rod Gotulla, BHH president, welcomed everyone and thanked them for attending. The goal of meeting is to educate the public about the services Boquete Health and Hospice (BHH) offers and open up better communication and understanding between our organizations. He gave a little history of BHH as well as his medical background in the United States.

It is essential to know the cultural differences to provide palliative care. The Equipment loan program was described. BHH has about 30 oxygen concentrates, while MINSA has 4 for all of Chiriqui. We are asked if we could provide transportation for patients returning home from the hospital. That is something for us to consider.

The social workers have one car to use visiting patients. They. Visit once a week by appointment for 2 hours. They can see 4 patients in a day. We were asked if we could possibly provide transportation for social service team visits.

Our twice yearly blood drives were explained by Kat and Lesley. Blood Donors can receive blood free for themselves and their family. People too old to donate blood can give cash in our matching fund to. qualify to receive blood for free. You must call ahead to make arrangements. We are trying to educate the young people, who are young and healthy, so they will donate blood.

Dr. Rod's philosophy regarding hospice care is to look ahead 2 weeks - anticipate what will be needed in order to stay ahead.

We were told that In Panama, the patient writes down his dying wishes. This can often be a problem with the big family. Patient's wishes are to be followed.

Often there are two patients to care for, patient and family. BHH needs info about what to say and how to handle the situation when patient is getting worse. Volunteer to contact Doctor? Patients often talk better with palliative staff as they are afraid of expressing fear with family. The last days were described - Patient stops eating. Etc. The family needs to be educated as what to expect.

A flier was distributed about our palliative care program. The social worker, a former BHH volunteer mentioned that they were given the training program from the US some years ago. As a result their program is very much like ours. It would be a dream if there were hospice organizations like BHH in other areas.

Dr. Luce discussed their 2 hour weekly visit. The number of patients have been increasing yearly. There is a higher percent males. We were shown slides breaking down statistics. I have photos of most all the slides.

The majority of patients are between 70 and 89 years old. Types of cancers include high number prostate and breast, also uterine and melanoma. Some of the other patients have autoimmune disease, kidney, coronary, anemia, rheumatoid, back lesions and all pain. Some patients have had as many as 100 morphine injections per week - \$5 each. After a visit, a record is made of the meds given. In 2024, 600 morphine injections have been given per month.

Patients have to have insurance through social security. They must work here and pay into it. The employer also pays a portion. A patient can qualify if spouse or children have contributed to social security. About 25% in Chiriqui are insured. Uninsured can get treatment at clinics.

There is a special training for doctors to allow to prescribe opioids. One must have a prescription from a registered doctor to get morphine from pharmacy. If patient needs a pain pump, family must buy it. - \$60.

Dr. Luce is also in charge of SADI a program that provides some assistance for bedridden patients. Example: patient can get 90 pampers/month.

Dr. Rod - Equipment is delivered to patient that we see is in grave. Condition. Do we tell patient to register with MINSA? Once registered, it takes about a week for first visit.

What can BHH do to assist?

Volunteers to accompany social worker. Case by case, family contact with need. When oxygen concentrator is needed. BHH requires RX from Doctor stating required oxygen level i.e. 92-96 - not by liters (2-3 liters). Family gets oxygen proximeter to be able to measure oxygen level.

This meeting opened communication between MINSA and BHH. It was agreed that this interaction was valuable and that we should arrange to have meetings every, month, 2 months or?

**Boquete Health and Hospice
Council Meeting Agenda
March 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 Friday, March 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:

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

April 3 - Council Meeting - The Rock Restaurant

April 10 - General Meeting - Mary Ellen Watts presents "Art as Therapy"

April 11 - Tasty Treck Poker Run

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! February was an extremely busy month - Orientation for new volunteers, CPR Workshop, Being Prepared workshop and Hospice and Home Care Training. Kudos to all involved!!

Medical Director's Update - Dra. Shannon Tuer

Ambassadors - Team Leader needed

Congratulations to Jeannie Brust, winner of our Valentine's Day quilt raffle! Special thanks to Zinky's Quilts for donating the beautiful quilt! The raffle raised \$150.00.

Being Prepared - Charlotte Lintz - Team Leader

Being Prepared seminar on Feb 17 by Charlotte Lintz and Rod Gottula

We had a great turnout of 31 people for the two-hour Being Prepared workshop, our first of 2024. A big thank you to our wonderful presenters:

- Kelly Honyak, retired intensive care RN, BHH member and CPR instructor
- Penny Barrett, long-time resident of Boquete
- Charlotte Lintz, retired intensive care RN and geriatric nurse practitioner
- Denese Rogers, volunteer liaison to the US Embassy in Panama City
- Oliver Candanedo, David-based attorney (who answered questions for 20 minutes following the workshop)

The new team did a great job of presenting the material

Our thanks as well to our greeters Kay Wade, Cat Vann and Kat McKay.

13 Being Prepared Booklets were sold at the class on Feb 27th - \$130

\$45 in donations at the class- 31 people were in attendance.

Booklets sold and donations- \$405

Blood Drive Monthly Report - Carmen Restrepo

PATIENTS THIS MONTH:

Requests for blood received: 7

PATIENTS THIS MONTH:

DATE	TYPE	PINTS	HOSPITAL	EXPAT	PANAMANIAN
4-feb-24	A+	1	REGIONAL		1
7-feb-24	O+	2	REGIONAL	1	
17-feb-24	O+	1	REGIONAL		1
20-feb-24	O+	1	REGIONAL		1
26-feb-24	O+	2	REGIONAL	1	
29-feb-24	B+	1	REGIONAL		1
29-feb-24	A	2	REGIONAL	1	

PINTS COLLECTED since 2019 ---> 571

Patients attended since 2019 250
 This year 13 (Expats 6 +
 Panamanian 7)

Estimated pints available at the blood bank :226

Communications - Team Leader Open

Phil Rossner resigned as team leader

Community Engagement -Team Leader Open

CPR Team report- Bob and Kelly Honyak

CPR class was not well attended. 4 people registered for the even. There is no class scheduled for March. The next CPR class will be April 10th following the general meeting.

Community Outreach Direct Visits - Lesley Hughes, Team Leader

One of our scholarship students, still on her break, has been working very hard for BHH. She and Valerie Harmon (Hospice & Home Care Team Leader) have visited some of our patients. Two more visits are scheduled for the first two weeks in March before she returns to nursing classes. She also attended the Hospice & Home Care training on Feb 29. As of March 1, she has accumulated 14 volunteer hours.

Our other scholarship recipient is away at school in Panama City and will volunteer with us during his July/August break.

The Blood Team has asked if they could accompany the Community Outreach Team members when they make their quarterly doctor/clinic and representante visits in April. There will be a joint team meeting on April 4 to work out the logistics.

Donor Relations - Team Leader - Open

Education Team Report - Kat McKay

13 Being Prepared Booklets were sold at the class on Feb 27th. \$130
\$45 in donations at the class- 31 people were in attendance.
The new team did a great job of presenting the material

Being Prepared seminar on Feb 17 by Charlotte Lintz and Rod Gottula
Booklets sold and donations- \$405

Lesley Hughes, Bev Tyler and Valarie Harmon trained a group of Hospice volunteers on Feb 29th. Those volunteers will be on the list for the next Orientation training. There are currently 8 people for the next Orientation class. We anticipate that we will have the next class in early May.

CPR class was not well attended. 4 people registered for the even. There is no class scheduled for March. The next one will be April 10th.

Equipment - Team - Kat McKay/Sally/Cat Vann

February was not a very busy month for the equipment team. There were 26 pieces of equipment checked out- to 7 Panamanians and 8 ExPats

Returns - 11 pieces of equipment from 4 Panamanians and 2 ExPats

Returns are still an issue. The locker is down to only 2 Bedside commodes, 4 Toilet seat risers and a handful of Shower chairs. Phone calls must be made to get the equipment returned as soon as the three month date comes up. I fear that people keeping the equipment too long leads to loss and equipment damage. We cannot keep replacing equipment when a phone call to recover it would be so easy. How can we make this more efficient?

Donations at the locker

\$5 from Aeneid Camarena

\$25 from Tim Wood

Events and Fundraising - Jeanie Miller - Team Leader

Our team meetings have resulted in the following:

April 11 is our BHH Tasty Trek Fundraiser for the Breathe Easy campaign. This campaign is to raise money for repair and future purchase of Oxygen respirators. These machines are integral in our mission of helping the community for Hospice and Home Health. We have sent out a plea for volunteers. We have confirmed the 7 restaurants that are participating. They are listed below. We have compiled all the supplies needed. We are in the process of gathering items for the prizes/silent auction. We also decided on a 50/50 raffle which will be set up at the BHH table at the Tuesday market starting next week. We are all working diligently on getting more prizes and will continue that right up to the event itself. Jeanie is working on articles of incorporation for us to become 501 C 3 non profit status so we can start on some promising ideas we have in the works. We have ideas for our next fundraising event in the pipeline and will be talking about them in the upcoming month of March. We've been busy and are excited about the future of BHH.

Restaurants:

Big Daddy's

Dobo in Selina

Mike's Global Grill

Gelateria

Otto's

Vamos Brewery

El Patrón Shawarma

Financial Report - Treasurer - Bill Hinrichsen

Boquete Hospice and Health Foundation

Accounting Summary for the Month of February 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	\$ 375.00	\$ 375.00	\$ 800.00
Equipment	\$ 85.00	\$ 135.00	\$ 1,000.00
Fund Raising			\$ 4,000.00
General Donations	\$ 100.00	\$ 1,351.00	\$ 5,000.00
General Meetings			\$ 1,200.00
Respiratory			\$ 500.00
Tuesday Market			\$ 600.00
Savings Account - Interest Earned	\$ 27.86	\$ 58.09	\$ 400.00
TOTAL INCOME	\$ 587.86	\$ 1,919.09	\$ 33,500.00

EXPENSES	Current Month	Year To Date	
Admin - Animales Bldg. Rent		\$ 80.00	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 14.19	\$ 27.26	\$ 500.00
Admin - Foundation Fee		\$ 400.00	\$ 400.00
Admin - Legal & Acctng. Audit - Planning		\$ 187.10	\$ 1,000.00
Admin - Misc, Zoom, Tap Out & Arco Iris (BCP)	\$ 10.00	\$ 10.00	\$ 800.00
Admin - Phone	\$ 43.72	\$ 87.44	\$ 600.00
Admin - Printing & Marketing	\$ 149.87	\$ 205.37	\$ 1,000.00
Communications - Social Media/Advertising	\$ 200.00	\$ 487.36	\$ 1,800.00
Community Outreach & Scholarships	\$ 500.00	\$ 500.00	\$ 1,250.00
Education - CPR	\$ 1.40	\$ 1.40	\$ 300.00
Education Being Prepared - Printing & Rent	\$ 447.63	\$ 447.63	\$ 1,300.00
Education Training & Printing	\$ 65.00	\$ 65.00	\$ 500.00
Equipment - New & Maint.	\$ 161.51	\$ 726.49	\$ 2,000.00
Equipment - Respiratory New & Maint.		\$ 319.69	\$ 2,000.00
Hospice & Home Care	\$ 334.98	\$ 334.98	
IT - Database - Bubble & Support		\$ 281.00	\$ 1,000.00
Volunteers - Gifts/Lunches/Entert	\$ 171.40	\$ 217.11	\$ 1,500.00
TOTAL	\$ 2,099.70	\$ 4,377.83	\$ 16,700.00

NET SURPLUS OR (DEFICIT) \$ (1,511.84) \$ (2,458.74)

Hospice and Home Care -Team leader Valerie Harmon, RN

Hospice & Home Care

On February 29, a training was held for 20 volunteers who are interested in working with either hospice or with home-care patients.

Tamera Balkenhol
 Liz Bolt
 Nikki Chavarria
 Trish Christofferson
 Bill Crabbe
 Cheryl Crabbe
 Ralph Day
 Babbie Earle
 John Earle
 Constance Ellington
 Deborah Gershon
 Lorraine Handler
 Valerie Harmon
 Francia Homicile
 Jeanie Miller
 Maria Pitti
 Kevin Riley
 Jeri Siegel
 Cat Vann
 And our scholarship student

These 20 people will make up the core of the team that will return to helping patients in their homes. They learned about BHH policies, patient-handling skills involving beds, wheelchairs and walkers, what “hospice and palliative care” means in Panama, patient assessment, volunteer safety, and handling diversity and communication issues. Thank you to Bev Tyler, Dr. Rod Gottula and Liz Baze for their presentations during the training.

Magic of Music - Art Blevins

The Magic of Music reports that we had two requests for mp3 players this month, and currently have one player out on loan.

Meals - Leslie Sterling

No meals provided in February

Mental Health Initiative - John Earle and Dr. Rod

Newsletter/Announcement - Natalie Kelly Editor/Team Leader

Chris will be sending our the March Newsletter Saturday March 9th. The deadline for the April newsletter is the Friday, March the 15th.

Respiratory - Bill Haldeman, Team Leader

February

14-checkout concentrator 13, surge 13, pox 3.

16- checkout portable concentrator 1, battery 81 & 82, pox 6.

19- checkout concentrator 21, surge 20, pox 5

21- check in portable concentrator 1, battery 81 & 82, pox 6.

25- received 10 sets of refurbished sieve beds for concentrator repair.
Check in concentrator 26, 33, from repair.

27- checkout concentrator 29, surge 17.
check in concentrator 20, surge 14.
Added 10 new voltage protectors to inventory.
Check in concentrator 11,21 & 22 from repair.

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

Panamanian Calls: 22

Loans:11

Returns: 7

Out of area: 2

Diaper request: 2

Expat Calls: 18

Loans: 10

Returns: 6

2 calls for C-pap equipment/cords

7 calls for info - re: lawyer, signing up for classes, etc.

2 equipment donations, 1 cash donation

Presentation Coordinator - Gerri Eckert

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

April 10th - Mary Ellen Watts presents "Art as Therapy"

Social Media February 2024 - Deb Hornstra, Manager Social Media

February was a busy month for BHH on social media! We posted to Facebook 13 times, or almost every other day. Almost all posts were published in both English and Spanish. Most posts were cross-posted to nineteen different Boquete- and Chiriqui-related Facebook groups, both public and private.

A total of 5,178 "unique" (different) Facebook users saw at least one of those posts. Our posts elicited 1,900 engagements, which is the total of all reactions ("likes"), comments, shares, link and photo click-throughs, and saves.

We gained 17 new followers last month and are now at 1,261, headed for 1,300! This is almost double where we were 18 months ago when I started managing the page. We lost no followers. On Instagram, we are now up to 276 followers, headed for 300, the vast majority of them Panamanians.

Posts featuring stories and photos about local people continue to engage our audience more than any others. Our most popular post this month was the one congratulating our new class of volunteers. This post reached 2,144 unique Facebook users, 468 of whom (a pretty astounding 22%) engaged with the post. The #2 post was the one announcing the March meeting featuring Kevin Reilly, and #3 was the one featuring our quilt raffle winner.

Most importantly, this month we achieved "Recommendable" status on Facebook! This is a status FB confers only on pages that meet certain criteria. It means that Facebook now recommends the BHH page to people who the algorithm thinks might like it. This brings more people to our page automatically.

To obtain this status, a page must follow Facebook's rules with no violations, publish frequent "high quality, unique, original, and interesting content," and refrain from publishing so-called clickbait and misinformation, as well as unoriginal content. Becoming "recommendable" is an exciting development in our efforts to expand our outreach.

Technology Team - Chris McCall

IT had a very busy this month, but not hugely productive. Fixed few bugs in the database. Then bought a new computer and spent a lot of time getting it set up and stuff transferred over. Love the new computer! it's a fabulous Apple Air M2 Chip -15in screen! At the end of the month set up MailerLite for the newsletter. The newsletter has a lot of sections that are just copied, month-to-month and tweak in Mail Chimp. To transfer over, all those sections had to be redone with all their graphics. That took a lot of time. Also, there is a learning curve on MailerLite. MailerLite has some very nice layout capabilities. Natalie and I like the pros and can live with the cons. .

Translation - Alcira Hernandez - Team Leader

No report for February

Training - Team leader Open

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

Volunteer Coordinator - Kat McKay

Volunteer Coordinator- Three more applications have been submitted to the database. I have been in touch with one of the three .One of the applicants has just completed the Hospice training.

Recent positions that have been vacated- Communications Team Lead- Phil Rossner has been offered a salaried position and may not have enough time to help our team out.

Ambassador Team Lead- Denise Daniels has taken the Admin position and does not have time to devote to this team. The meeting team is very important to our organization. Dan Jampole has agreed to help set up the meetings with the equipment needs but we need someone to coordinate the greeters for each meeting and the Tuesday market.

Old Business

1. Follow up on 2-year plan meeting

New Business

1. Discussion regarding legacy team
2. Discussion and decision regarding paid professionals - executive administrator, social Media director
3. Update on new building
4. Report on MINSA meeting
5. Problems regarding getting equipment returned, the equipment team checkout and return procedure and the privacy of our clients. Should there be another level of privacy for Hospice patients?
6. Volunteer portrait gallery

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

Feb 29 - Hospice & Home Care training

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 3 - Council Meeting - Rock Restaurant

April 10 - General Meeting - MaryEllen Watts - Art as Therapy

April 10 - CPR Class - 11:30am

April 11- BHH Tasty Treck Poker Run