

## **BHH Council Minutes December 4, 2024**

President Rod Gottula called the meeting to order at 10:06 am.

**Members in Attendance:** All attendees were in person.

Dr. Rod Gottula (President), Bill Hinrichsen (Treasurer), Kat McKay (Vice President), Bev Tyler (PCC), Lorraine Handler (Secretary), Chris McCall (Technology), John Earle (Past President)

President's first order of business was to review the agenda items.

**Ambassadors** - In response to the medical issue at the Market, Dave Nichols is working on getting an additional defibrillator for the area. The team will be doing the setup for the luncheon on Tuesday afternoon the 10th.

**Community Outreach** - Dr. Rod wants to go with the team when they make visits to doctors in 2025. The budget request as submitted will be addressed at the council's budget meeting for 2025.

### **Being Prepared**

Kat reported that the next Being Prepared Workshop will be February 19, 2025.

### **CPR**

CPR trainings will be quarterly in 2025. January 8, April 9, July 9 and October 8th.

### **Presentation**

Lloyd Cripe is our guest speaker for January. "Weathering the Weather" Kat will handle the promotion.

Jessica Bell of PhysioBoquete will be the presenter in February

Dan Gallagher will be our scheduled speaker for March.

### **Equipment Team -**

Donated equipment should be held in the area near beds until they are checked and added into inventory.

**Respiratory** - Dr. Rod reported that unusable and non-repairable respiratory equipment was given to Dr. Chin for needy patients

**Financial** - Maria's donation for 2024 has been received by Cary and we should receive it the end of the week.

## **Hospice and Home care**

Hospice currently has 8 patients. It noted that we should get the volunteers who attended the hospice training involved and helping out.

Hospice is currently has 8 patients. Dr. Rod is currently the only person making home visits. Weekly calls to patients to see status of patient. This would help to elevate some stress for Dr. Rod and Valorie.

## **Mental Health Initiative -**

Dan Gallagher's presentation at the library was very well received. He had an excellent slide show. There were a number of very good questions from attendees.

Dan will do a similar presentation for BHH at our March meeting

**Newsletter-** It is understood that Erick our social media company will be producing the newsletter. There is a question as to who will be supplying him the articles, etc.

**Suicide Hot Line -** Considering two additional people to cover the hotline. If someone with serious mental issues, they will be given referrals to local doctors. The person involved must interact personally with the hotline.

## **PCC'S**

Additional PCC's are needed.

Bev said the PCC's need to replace an old phone. You council voted to budget up to \$500 for a new phone. Dr. Rod to talk with Tigo and report back as to what is available.

**Social Media -** Social Media is being handled by Erick of the social media marketing company. Initial reports are that he is doing a satisfactory job. Perhaps he could come meet with the council and answer questions and report as to how it is working out.

## **Technology -**

Chris explained some of the problems he is having with GoDaddy. He is recommending we transfer our 3 URL's to Name Cheap.

[boquetehealth.org](http://boquetehealth.org)

[boquetehospice.org](http://boquetehospice.org)

[boquetehealthandhospice.org](http://boquetehealthandhospice.org)

The council approved the cost to initiate the transfers..

## **Volunteer Coordinator -**

Kat is talking with a couple that seen very interested in volunteering. The husband has a media company - Bizketing. Dr. Rod has an appointment scheduled with an RN.

## New Business

1. Hiring PCC - Dr, Rod has been speaking with someone who would work for \$10/hour. We had a discussion regarding hiring as independent contractor full time with social security. When we have a candidate, we will discuss with the attorney. This will be addressed at tomorrow's meeting.
2. BHH needs a new present, Dr. Rod will help with transition.
3. Reorganization - Deferred to meeting tomorrow with Lester tomorrow
4. There may already be such a WhatsApp group
5. Maria's 2024 donation should be received by the end of this week.
6. Volunteer luncheon - About 44 registered guests. Kat and Jeanie are handling setup, check in at door, etc. Suggest we have a sheet that lists the open positions with BRIEF description. Kat is getting name tags.

The Meeting adjourned at 11:21AM

Respectfully submitted,

Lorraine Handler  
Secretary  
Boquete Health and Hospice



# Boquete Health and Hospice Council Meeting Agenda December 4, 2024 10:00am

Meet at the Hospice Office across from the Library or  
Join Zoom Meeting

[https://zoom.us/j/95064276433?  
pwd=a4q3pwcYQ60X8D7ZHsSTh2GQUKXP7f.1](https://zoom.us/j/95064276433?pwd=a4q3pwcYQ60X8D7ZHsSTh2GQUKXP7f.1)

Meeting ID: 950 6427 6433

Passcode: 034956

NOTICE PLEASE RESPOND IF YOU ARE GOING TO JOIN VIA ZOOM

- You're invited to attend our last Council meeting of 2024 on Wednesday, December 4th - 10am at the BHH Office. 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 has been 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 the upcoming year 2025 our best year ever!

All the best,  
Roderic Gottula, MD  
President

### **Upcoming Events:**

December 4 - Council Meeting at BHH Office

December 11 - Volunteer Appreciation Luncheon - Animales Center

January 2 2025 - Thursday - Council Meeting at BHH Office

January 8 - General Meeting - Guest Speaker Lloyd Cripe at the Library

January 8 - CPR Class following General meeting at 11:30am

February 5 - Council - Meeting - Hospice Offices

February 12 - General Meeting - Guest Speaker - Jessica Bell at the Library

**President, Dr. Roderic Gottula to moderate the Council Meeting**

**Council Members in Attendance:**

## **Council and Team Reports**

### **Appreciation for a Job Well Done!**

Volunteer Appreciation Luncheon - December 11th -12 noon - Animales center

**Medical Director's Update - Dra. Shannon Tuer**

**Ambassadors - Team Leader needed**

Tuesday Market- At the last Tuesday market Barbara had an incident with a lady who became ill and almost fainted while getting her blood pressure taken. This required Barbara to attend to her for almost an hour. It is fortunate that Barbara was there and knew what needed to be done. We discussed this and Barbara asked if we wanted to invest in a portable defibrillator to have at the market. The cost of an AED is from \$1400 to \$2200 and must be regularly maintained and checked. They have a life of 10-15 years if maintained properly.

Thursday Market- Eileen Moravetz has been diligent in manning the Thursday market now for months. Rod and I helped out when we could. We really need more people to step in and help out with this. It is a great opportunity to talk to new people in town, let them know what we do and see if they are interested in donating or volunteering with us. My suggestion would be to streamline the Ambassador team into one group of volunteers and ask each person to fill in once every 3 months. We are underutilizing the other members of the Ambassador team .

**Blood Team** - Carmen Restrepo and Laurie Collier  
Nothing to report for November

**Communications** - Jeanie Miller VP.  
Nothing to report for November

**Community Outreach** - Lesley Hughes Team Leader

Community Outreach - November 2024

The team completed its visits to the representantes this month.  
January will see the visits to doctors/clinics/labs resuming.

The team has agreed to continue with our current scholarship students: Deisy Escarreola and Roberto Gaitan. We will be working with them to help educate their classmates and professors about the BHH hospice model and what has been accomplished.

Budget Request:

\$1000 for the scholarships for Deisy and Roberto. Their 16 hours of volunteer work will continue next year.

\$100 for meetings with other classmates and professors.

\$200 for printing.

**Donor Relations** -Team Leader - Open

**Education - Kat McKay**

**Being Prepared - Charlotte Lintz - Team Leader**

The next Being Prepared class is being planned for February. No date yet.

**CPR Team - Bob and Kelly Honyak**

The next CPR class will resume January 8th after the General Meeting. The team plans to do CPR quarterly in 2025. The next classes will be April 9th, July 9th and October 8th. We are looking for more CPR trainers if you know of anyone who could help please ask them to let Bob and Kelly Honyak.

**Training - Team leader Open**

**Equipment Team - Kat McKay/Sally/Cat Vann**

Equipment Team report

14 Loans- 5 Panamanians and 5 ExPats

14 returns- 3 Panamanians and 4 ExPats

One donation at the locker of \$30 from Jim and Lourdes Black There has been several donations of equipment . I am not sure if the names were reported. Please remember to report any donation to the PCC's so that we may thank the donors.

In November we had some of the unusable and non- repairable respiratory equipment removed. This has given us more space in the Respiratory storage area.

**Events and Fundraising - Jeanie Miller V.P.**  
Nothing to report for November.

# Financial Report - Bill Henrichsen - Treasurer

<b>Boquete Hospice and Health Foundation</b>			
<b>Accounting Summary for the Month of November and Year-to-Date 2024</b>			
<b>INCOME/DONATIONS</b>	<b>Current Month</b>	<b>Year To Date</b>	<b>BUDGET 2024</b>
Blood Matching Donation	\$ 300.00	\$ 5,542.00	\$ 10,000.00
Donor Relations			\$ 10,000.00
Education - Being Prepared	\$ 230.00	\$ 1,050.00	\$ 800.00
Equipment	\$ 294.00	\$ 969.00	\$ 1,000.00
Fund Raising	\$ 350.00	\$ 6,910.00	\$ 4,000.00
General Donations	\$ 610.00	\$ 6,441.00	\$ 5,000.00
General Meetings			\$ 1,200.00
Respiratory			\$ 500.00
Tuesday Market		\$ 1,137.00	\$ 600.00
Thursday Market		\$ 148.00	
Savings Account - Interest Earned	\$ 28.22	\$ 315.95	\$ 400.00
<b>TOTAL INCOME</b>	<b>\$ 1,812.22</b>	<b>\$ 22,512.95</b>	<b>\$ 33,500.00</b>
<b>EXPENSES</b>	<b>Current Month</b>	<b>Year To Date</b>	
Admin - Animales Bldg. Rent	\$ 35.00	\$ 220.00	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 28.03	\$ 318.44	\$ 500.00
Admin - Foundation Fee		\$ 675.00	\$ 400.00
Admin - Legal & Acctng. Audit - Planning		\$ 187.10	\$ 1,000.00
Admin - Office Rent-Lockers-Insurance & Moving	\$ 850.00	\$ 6,093.12	\$ 4,000.00
Admin - Supplies, Zoom, Tap Out & Arco Iris (BCP)	\$ 488.19	\$ 818.22	\$ 800.00
Admin - Phone	\$ 71.72	\$ 838.26	\$ 600.00
Admin - Printing - Marketing & Entertainment		\$ 666.28	\$ 1,000.00
Blood Drive - Bldg. Rent & Expenses		\$ 565.36	\$ 500.00
Communications - Social Media/Advertising	\$ 280.00	\$ 1,880.89	\$ 1,800.00
Community Outreach & Scholarships		\$ 1,844.59	\$ 1,250.00
Donor Relations		\$ 35.60	\$ 1,500.00
Education - CPR		\$ 42.95	\$ 300.00
Education Being Prepared - Printing & Rent	\$ 132.25	\$ 1,366.75	\$ 1,300.00
Education Training - Gifts/Lunches/Misc. Exp.		\$ 17.99	\$ 250.00
Education Training & Printing		\$ 65.00	\$ 500.00
Equipment - Hospice		\$ 149.97	\$ 1,000.00
Equipment - New & Maint.		\$ 1,681.54	\$ 2,000.00
Equipment - Respiratory New & Maint.	\$ 426.01	\$ 2,867.02	\$ 2,000.00
Fund Raising - Total Expenses		\$ 735.87	\$ 1,000.00
Hospice & Home Care		\$ 437.38	
IT - Database - Bubble & Support		\$ 618.96	\$ 1,000.00
IT - Website - Wix & GoDaddy	\$ 204.00	\$ 227.17	\$ 100.00
Volunteer Coordinator - Shirts		\$ 329.51	\$ 500.00
Volunteers - Gifts/Lunches/Entert/Printing	\$ 61.20	\$ 471.83	\$ 1,500.00
<b>TOTAL</b>	<b>\$ 2,576.40</b>	<b>\$ 23,154.80</b>	<b>\$ 25,550.00</b>
<b>NET SURPLUS OR (DEFICIT)</b>	<b>\$ (764.18)</b>	<b>\$ (641.85)</b>	



**Hospice and Home Care** -Team leader Valerie Harmon, RN  
No report for November

**Magic of Music** - Art Blevins  
Nothing to report for November

**Meals** - Leslie Sterling  
No meals were provided in November

**Mental Health Initiative** - John Earle and Dr. Rod  
No report for November

**Hotline** - Dan Gallagher  
No report for November

**Newsletter** -

PCC's - Bev Tyler, Liz Baze, Bill and Cheryl Crabbe

## **PCC Summary Nov 15-30**

### **Total Calls:**

**Deaths:** Panamanian \_1\_ Expat \_\_\_\_\_1\_\_\_\_\_

**Hospice Cases referred to Assessment Team:** Panamanian 0\_  
Expat \_0

**Health Support Requests:** Panamanian \_\_\_\_\_Expat

Any requests denied and reason \_\_\_\_\_1 out of area\_\_\_\_\_

**Blood Requests** (that came through the PCC) 1

**Donations** (that came through the PCC) \$75.00, \$30 donation

**General Inquiries** – (please list them)

- Woman living in Boca Chico- terminal Parkinsons, needs hospice, found care in Chorerra
- ?about Being Prepared workshop
- VM from man saying medical emergency – called back # out of service
- Looking for paid work as translator
- Asking for Pampers, lives in Comarca
- Complex problems, stroke x2, home visit by Liz (OT)
- Couple looking to volunteer, she is retired RN

**Equipment Calls:** Panamanian \_\_\_\_\_12\_ Expat \_\_\_\_\_20\_\_\_\_\_

Equipment Denied & Reason

- Hospital bed, chronic problem
- Out of area

**Meal Requests**

**Music Requests** \_\_\_\_\_

**Friendship Baskets** delivered \_\_\_\_\_

## **Presentation Coordinator - Team Leader Needed**

Schedule of upcoming coming presentations:

January - Lloyd Cripe - "Weathering the Weather"

February - Jessica Bell - "Discovering the power of Physiotherapy"

## **Respiratory - Bill Haldeman - Team Leader**

### November Respiratory Report

The group and Kat had a productive meeting to talk about respiratory. It was good to get us all together.

Dr. Rod, Luis and I went through and tested the CPAP machines that we had. Dr. Rod is donating them to help people who can not afford them.

Through coordination of our team and the PCC's we were able to get the concentrator database up to date. Thank you all!

Dan and Chris are working on printing concentrator manuals.

We purchased and received new concentrator filters and water bottles.

Luis and Roderick made some repairs to the concentrators. They purchased 4-way valves that were failing. This should make the units more reliable.

The old oxygen tanks and unrepairable concentrators were sent to the dump.

### Concentrator activity;

#### November

2-concentrator 34 check in

16-concentrator 7 check in

20- concentrator 32 returned from repair

22- concentrator 33 Check out

30-concentrator 23 returned, concentrator 14 check out to replace Suzy Peel's concentrator at the Boquete home. Don't know the failed number.

## **Social Media -**

No report for November

## **Technology Team - Chris McCall**

This month IT has been busy with rain, Thanksgiving, cooking. Important to note that GoDaddy has totally changed their whole site. It is now almost impossible to navigate. It seems they have dropped their email forwarding service which causes a lot of headaches for us. I'm looking for another email forwarding location. I'm considered Name Cheap as a possibility. I believe they offer free email forwarding for 100 addresses. Email forwarding is especially important for our treasurer and for all of our accelerator sites like Mailerlight, Wix and Zoom. It allows multiple people to use the same site and receive the security email sent by those sites when they try to login. So, basically it's crucial. I will suffer through one more support call to GoDaddy to see if I can get the email forwarding fixed.

Name server in their articles do offer 100 free email forwarding just like GoDaddy used to. For the non-technical, the way this works is one of our URLs, Boquetehealth.org has its name servers set to Wix. Wix is the hosting service for our website. The other URL we have has its name servers set for default GoDaddy and it does a redirect to boquetehealth.org. And that allows us to put up to 100 forwarding addresses in for that address.

**Translation - Team leader needed**  
No report for November

## **Volunteer Coordinator - Kat McKay**

Volunteer Coordinator-

We have had several new volunteer applications. Two came from the Being Prepared class and two from the Library book event. I am currently setting up meetings with them. Jasiel Ordonez is a RN, bilingual, interested in the paid Admin position as well as helping with the Hospice team. Her husband, Jesus Urbina Romero, has his own business creating social media and graphic design. He will present a list of the packages that he offers to create and monitor social media accounts. They are both very interested in getting involved with BHH. They have helped me make some phone calls to the Panamanian clients to recover some of our equipment. We will continue to make phone calls once a week.

## **New Business**

1. Hiring a PCC.
2. Finding a new President.
3. Reorganization
4. WhatsApp volunteer Group
5. Update on status of Maria's 2024 donation .
6. Volunteer Luncheon - number registered? Any loose ends?
7. Budget for 2025