



BHH Council Meeting Minutes January 2, 2025

1

President Rod Gottula called the meeting to order at 10:07 am. The meeting was in person at the BHH office and via zoom.

Members in Attendance:

Dr. Rod Gottula (President), Kat McKay (Vice President), Lorraine Handler (Secretary), Jeanie Miller (V.P. Communications), Liz Baze (PCC), John Earle (Past President), Lesley Hughes (Community Outreach), Lester Karplus (Consultant)

Via Zoom: Chris McCall, Technology

President's first order of business was to review the team reports for additional input.

Community Outreach -

Leslie reported that there was nothing additional to the report.

Hospice and Home Care -

Lesley reported that the three bi-lingual volunteers were Kevin Reilly, Sylvana Gittens and Maria Pitti. They have each been assigned 2 hospice patients to follow-up on.

Equipment Team-

Kat reported that the equipment team on Friday called on all overdue equipment. There are currently no wheel chairs in inventory. An open house to return equipment was suggested for Saturday January 18th. Announcements should go out on Facebook and News Boquete. Chris will send out an announcement on News Boquete.

It was noted that we can make more than one posting a month on News Boquete if the notices look different.

Financial-

Dr. Rod asked what is current bank balance. The end of December balance of \$57,756.15 shows in the financial reports.

PCC's-Liz had nothing to add to the PC report. She then announced that she is pulling back, but will backup Bill and Cheryl until February 1, 2025. She will also help train new PCC's. Cheryl and Bill Crabbe are also leaving February 1st.

New Business-

We are restructuring the organization creating systems and structures that will simplify, reduce chaos and foster efficiency.

Lester Karplus, the facilitator, introduced himself and took over the meeting. Several community members had come to him for help to get BHH on track and create framework necessary for BHH progress moving forward.

Lester went on to explain key issues.

1. Establishing governess and operations. In a non-profit there is often a blur between the two. Often volunteers wear both hats. It is important to separate and wear one hat at a time. Our community is large enough to separate and support both.

2. There is a need to define the roles, responsibilities and reporting standards. Currently a lot of this is missing.

There have been leaks that BHH is not serving the Panamanian community. This created discord and misunderstanding and needs clarification. Due to the concern about crossing the line of what is legal, no new hospice patients are being accepted until we have clarification as to what we legally can do and not due.

Lesley voices her serious concern that the input of the teams as a whole have not been considered in this process. Although her team provides some of the services (picking up RX's) that might be in question, she has not been part of this discussion.

Dr. Rod said he will followup with Dr. Shannon on the legality of picking up meds, etc for home visits.. Lesley needs to have clarity on what's legal to protect the volunteers.

One of the biggest issues now is understanding legal issues. Operations will meet with those involved.

Jeanie will look into the required documentation for hiring a person with a medical background.

Lester explained that there was a question of survival. The board and operations must be in agreement to advance.

Now we will have to bring in everyone as the procedure resolves.

The board is in agreement with Lesley. This is all about the survival of BHH.

Lesley needs clarity on the rules and regulations is a priority. Some of the concerns are picking up meds, driving to doctor appointments and respite care. The team is currently making phone calls. They do not take blood pressure.

Another concern regarding the hotline was expressed. John said they acting under the good samaritan rule. This needs to be reviewed further.

The forms in preparation of formulating BHH's operating budget for 2025 should go out soon.

There was a discussion about the possibility of having a pot luck luncheon following the Being Prepared Workshop February 19th.

Meeting adjourned 10:49 am.

Respectfully submitted,

Lorraine Handler, Secretary
Boquete Hospice and Health

P.S. I am adding this PS because it is important. Following the meeting Lesley immediately resigned her position with BHH. So everything in the minutes concerning Lesley and her future actions are no longer accurate. Those items are now open. She will follow up with her team to see if anyone of their members will step forward. She also is going to contact the scholarship recipients.



Boquete Health and Hospice Council Meeting Agenda January 2, 2025 - 10:00am

Meeting will be at Hospice Office across from the Library and via zoom.

[Join Zoom Meeting](#)

<https://zoom.us/j/95064276433?>

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

[Meeting ID: 950 6427 6433](#)

President, Dr. Roderic Gottula to moderate the Council Meeting

Council Members in Attendance:

Council and Team Reports

Community Outreach - Lesley Hughes, Team Leader
Community Outreach Team - December 2024

The team met to discuss the plans for our scholarship students (Deisy and Roberto). Both have been asked and are excited about preparing a presentation for their classmates and/or professors in the first quarter of 2025. As one of the objectives of the Community Outreach Team is to pass on education, we believe that asking our scholarship students to teach others what they have learned and accomplished will meet that goal. The presentations will be held in David. Roberto's will be at the Regional Hospital and Deisy's will be at the Unachi campus. The topics will be

- what BHH does
- you have done for this past year
- what you learned
- how it is important for nurses to know how to deal with dying patients
- what you hope for the future for patients similar to the ones you helped treat this year

Both Deisy and Roberto completed their 16 hours (and more) by attending training, working with Valerie and Dr. Rod, and providing medical translation services. They have applied for next year's scholarship.

We also discussed the visitation schedule for January.

REPORT FOR HOSPICE AND HOME CARE

Lesley contacted the members who attended the training last February (2024) to see if they are still interested in being on the team. Approximately half responded. Three bi-lingual volunteers have signed up to make regular calls to our hospice patients. Of the seven registered patients, 5 have been contacted. Based on the information obtained from the callers, additional services will be offered (home visits, transportation to doctor visits, errands, etc). The callers complete a call sheet for each contact and it is posted where Valerie, Rod and the PCCs can access it so they know the patient's status.

Equipment Team

Respiratory - Bill Haldeman - Team Leader

The December report for respiratory.

We have had a busy month trying to keep concentrators available. Many thanks to Luis and Roderick for repairing all the returned units with problems.

December:

2-concentrator 28 check in for repair, 14 checkout replacement

5-concentrator 14 check in for repair, 32 checkout replacement
concentrator 29 check out

6-concentrator 14, 28 in repair

13-concentrator 17 checkout extended 1 month
concentrator 23 check in

14-concentrator 7 checkout

17-concentrator 23 checkout

19-concentrator 28 check in from repair, 16 in repair

21-concentrator 32 check in for repair, 28 checkout replacement

22-concentrator 32 & 16 check in from repair

27-concentrator 7 check in

30-concentrator 14 check in from repair

Finance - Bill Hinrichsen - Treasurer

<u>Boquete Hospice and Health Foundation</u>			
Accounting Summary for the Month of December and Year-to-Date 2024			
INCOME/DONATIONS	Current Month	Year To Date	BUDGET 2024
Blood Matching Donation		\$ 5,542.00	\$ 10,000.00
Donor Relations			\$ 10,000.00
Education - Being Prepared		\$ 1,050.00	\$ 800.00
Equipment		\$ 969.00	\$ 1,000.00
Fund Raising		\$ 6,910.00	\$ 4,000.00
General Donations	\$ 13,758.00	\$ 20,199.00	\$ 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	\$ 32.25	\$ 348.20	\$ 400.00
TOTAL INCOME	\$ 13,790.25	\$ 36,303.20	\$ 33,500.00
EXPENSES	Current Month	Year To Date	
Admin - Animales Bldg. Rent		\$ 220.00	\$ 750.00
Admin - Bank & Credit Cards Fees	\$ 7.45	\$ 325.89	\$ 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	\$ 6,943.12	\$ 4,000.00
Admin - Supplies, Zoom, Tap Out & Arco Iris (BCP)		\$ 818.22	\$ 800.00
Admin - Phone	\$ 71.72	\$ 909.98	\$ 600.00
Admin - Printing - Marketing & Entertainment		\$ 666.28	\$ 1,000.00
Blood Drive - Bldg. Rent & Expenses		\$ 565.36	\$ 500.00
Communications - Social Media/Advertising	\$ 385.00	\$ 2,265.89	\$ 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		\$ 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.		\$ 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		\$ 227.17	\$ 100.00
Volunteer Coordinator - Shirts		\$ 329.51	\$ 500.00
Volunteers - Gifts/Lunches/Entert/Printing	\$ 1,152.18	\$ 1,624.01	\$ 1,500.00
TOTAL	\$ 2,466.35	\$ 25,621.15	\$ 25,550.00
NET SURPLUS OR (DEFICIT)	\$ 11,323.90	\$ 10,682.05	

] PCC Bill and Cheryl

December Stats

Deaths: Panamanian ___0___ Expat ___0___

Hospice Cases referred to Assessment Team: Panamanian ___0___ Expat ___0___

Health Support Requests: Panamanian _____0_____ Expat ___0___

Any requests denied and reason _____0_____

Blood Requests (that came through the PCC) ___0___

Donations (that came through the PCC) ___0___

General Inquiries – (please list them)

Info about NA services

Info about equipment resources in another area

Returning to Panama and wanted to be added to NA list

Wanted to sell equipment to us

Info about equipment for possible future use

Equipment Calls: Panamanian ___10___ Expat ___15___

Equipment Denied & Reason _____6_____

W/C -- 2 -- none available

2 were out of area

Bed – 1 -- none available

Bed – 1 -- appeared need was long-term

Meal Requests _____0_____ Any Denied and Reason _____

Music Requests _____0_____

Friendship Baskets delivered _____0_____

Meals - Leslie Sterling

The team provided 10 meals in December

NOTE:

Any additional reports received will be included with the minutes of the Council Meeting.

New Business

The board is currently focused on solidifying roles and responsibilities, improving communication, separating governance from operations, and formalizing our processes and procedures. These steps are essential to building a sustainable, legacy organization.

In the coming weeks, as our plans begin to take shape, we will hold a meeting with all stakeholders to share updates on our findings and strategies. Your patience and input during this process are invaluable, and we look forward to hearing your thoughts at the meeting.

We are restructuring the organization to align more closely with our goals of creating systems and structures that support centralized management. This approach will ensure clear job descriptions, streamlined procedures, and a shared understanding of how to achieve the objectives set by the Board of Directors. Our aim is to simplify rather than complicate, making necessary changes to reduce chaos and foster efficiency.

If you have suggestions or ideas that could be helpful, we welcome your input at the meeting. However, we are also refining how new ideas and potential missions are evaluated. Going forward, the Board will assess these suggestions to ensure they align with our mission and are feasible within our budget.

As we work through this process, we want to acknowledge that we are navigating several key considerations:

- 1. Panama's medical laws:** Ensuring compliance with the legal framework surrounding healthcare services.
- 2. End-of-life care:** Providing a compassionate, service-oriented experience for those in the final stages of illness.
- 3. Volunteer resources:** Maximizing the impact of our current volunteers while exploring strategies to recruit additional support.

We are grateful for your understanding and collaboration as we move forward. This process will take time, but it is vital to laying the foundation for a stronger and more effective organization.