

Boquete Health & Hospice
Boquete Salud & Cuidado Paliativo

Helping Hands • Caring Hearts



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Our Mission Statement

Our mission is to inform and promote community health. To support people with health and wellness needs by providing information, equipment and volunteer services. To provide palliative (hospice) care for the terminally ill in order that they may experience death with dignity and limited pain.

Letter from the President

Dear Friends,

I have never ceased to be amazed at the skill and talent that Boquete Health and Hospice attracts. From the very beginning, we have been blessed with really talented and experienced people from hospice nurses to seminar leaders, to marketing and computer whizzes. This has gone on ever since we began operating in 2006. So many people have played vital roles in our organization and, whenever we get worried about a hole occurring in our team, a new volunteer shows up to fill the gap.

Our recent volunteer training was led by two of these amazing volunteers who completely rewrote our training to suit our current operations and then taught the course, Craig Gatrell and Lesley Hughes. They both had other jobs at BHH. Lesley was president and

Craig is one of our patient care coordinators. When they decided to retire from presenting the course, Dave Nichols, a graduate of their last training with lots of experience presenting, stepped in as teacher/trainer along with Pat Bozanich. Sandra Cripe, another graduate of their training, is our new team leader for Being Prepared and has been busy overseeing the Being Prepared for the End of Life in Boquete Manual rewrite.

Other talented volunteers from the training also immediately signed up for positions. All of these sign-ups can be attributed to the rewrite of the training, which is more descriptive about what we do than the old manual we wrote years ago. I can't mention everyone who volunteered for our teams here, but the list is impressive and we are grateful!

Recently people have told me that our organization is the most amazing they have ever encountered and, of course, it's all because of the amazing people who volunteer to help our teams and who keep coming! Our gratitude for this phenomenon and for the amazing people who make up our organization is ever flowing. We have come a long way, and it just keeps getting better!

John Earle,
President

Calendar of Events

- April 13 – General Meeting (Zoom)
- April 20 – Being Prepared Workshop (Zoom)
- May 13, 14 and 15 – Art Show and Auction
- June 11 – Blood Drive



Boquete Health & Hospice

Helping Hands • Caring Hearts



BEING PREPARED FOR END OF LIFE IN BOQUETE WORKSHOP

Take the FEAR out of an unexpected health crisis!
Join this valuable discussion

Wednesday April 20th

10am to 11:30am

Zoom Workshop

Click Below to Sign Up

NOW is the time to:

1. Provide peace of mind for yourself and your loved ones.
2. Navigate the paperwork that will put you in legal compliance with Panama.
3. Think about the difficult questions on your end-of-life care.
4. Get your affairs in order.

Sign Up

Expect the Unexpected! Be Prepared for Life Changes in Panama!

By Sandra Cripe

So, here we are living an expat adventure in Panama, when something changes: an accident, an illness, time passes, or we find ourselves changed, and then what do we do? Are you prepared for the realities of life-changing events in Panama?

Boquete Health and Hospice created a program call Being Prepared to help you navigate the medical and legal system realities of Panama. There are two parts to the Being Prepared Program:

- The Being Prepared for End of Life in Boquete Manual.
- The Being Prepared Workshop.

The newly revised Being Prepared for End of Life in Boquete Manual is available in two versions and is needed for the workshop:

- Online at boquetehealth.org/donate for a minimum donation of \$5.00 via PayPal. Once the donation is made and the treasurer is notified of the donation, a PDF of the manual will be emailed

back to the donor. Please allow enough time to receive it prior to the workshop.

- A hardcopy manual can be purchased for a minimum donation of \$10.00 at the BHH table at the Tuesday Market by vendors at TapOut or at Mail Boxes, Etc.

You are invited to join the Being Prepared on Workshop

Wednesday, April 20, 2022 from 10:00 am - 11:30 am on Zoom.

To sign up, click the button below or send an email to

prepared@boquetehealth.org.

BHH offers The Being Prepared for End of Life in Boquete Program to lend you a helping hand as you put your affairs in order. Expect the unexpected and be prepared!

[Sign Up](#)

**The BHH family welcomes
Denise to her new role on
the PCC team!**





New Patient Care Coordinator Denise Daniels

Please welcome Denise Daniels to the patient care coordinator team! She joins our other two patient care coordinators (PCCs), Bev Tyler and Craig Gatrel. Denise brings hospice experience and strong organizational and patient care skills to BHH.

BHH's call volumes and patient numbers have increased tremendously this past year. Denise has been working on the team for several months and her addition enabled the team to divide the workload and better manage its time and patients' needs. Denise has also been involved in the implementation of our new database for BHH data and has spent many hours inputting data and testing the system.

The patient care coordinator is an important position within Boquete Health and Hospice. Over 95% of BHH's calls, emails, texts, and inquiries go first to the PCCs. The PCCs are the front door to BHH, especially when it is related to patients and services.

Again, a tremendous welcome to Denise!

Don't Miss It

Coming soon – Gallery Art Show and Auction!

There are barely two months until BHH's incredible Gallery Art Show and Auction on May 13, 14, and 15. You won't want to miss it, so mark your calendar!

Boquetenians will have a chance to see and bid on some truly incredible works of art by local and Cuban artists in a varied and unique show. Estimated gallery prices for some of the paintings exceed \$900. Starting bids are just \$10.

You may wish to dress up for the special gala opening night on May 13, but it's not required. The doors open at 3pm and the festivities will continue through the evening. There will be fine wines and quality spirits as well as soft drinks. Soft classical background music will set the mood for viewing the fabulous artwork.

Please join us for this fantastic event and support this worthy cause. It will truly be an evening that you do not want to miss!

Transitions in BHH

Volunteer for the Newsletter Team!

We're looking for volunteers to join this team to assist in writing and proofreading articles, creating graphics and flyers, developing a newsletter communications plan and strategy, coordinating newsletter and meeting notice delivery, and cross-training in related areas of interest so that "many hands make the work light."

Related experience is ideal and experience with MailChimp, Canva, or similar software would be truly exciting. If you're interested in working with a team of fun, talented people to help advance the presence and efforts of BHH in our community, please text Natalie Kelly on WhatsApp at +163-0263-0300 to set up a time to chat.

Social Media, Love It or Hate it! It's Our Way of Getting Word Out about Boquete Health & Hospice (BHH)

By Dave Nichols

I want to chat with you about social media, what I have done since taking over social media for BHH, and what you can do to help. I am one person and it's not a full-time job, so I am using some of the best practices for social media to move us further into the eyes of the community. My goals are to:

- **Identify our audience** – Our audience has been mostly volunteers with BHH. I plan to move it to a younger and Spanish-speaking audience to attract younger volunteers and more Spanish-speaking volunteers. I will be engaging the translation team rather than use Google Translate to do this. I don't want everyone. That's not an audience. That's the population of the earth!
- **Be human** – Even though I speak for the organization, I try to keep a human face. Whose face you may ask? YOURS! I need photos of you doing what you do for BHH and interacting with clients (due to confidentiality, preferably their backs, not faces, although the masks help with that for now).
- **Seek relationships, not followers** – You may notice I try to post more than one post in a row about a subject to build a conversation, which is what we want. Followers are a way of measuring interaction, but comments, forwards, etc. are the real gems.
- **Create an editorial calendar** – Yup, I have one. As you send me content, I plug it into an Excel spreadsheet and use that to guide what I post about. It keeps me on track so I have a plan.
- **Use pictures** – Facebook reports that live videos get six times more interaction than stills do. Hopefully we can move to that in the future. For now, pictures do well as this data shows:

Recent content	Type	Reach	Likes and reactions	Link clicks	Comments	Shares
 As we continue with our look at all ... Thu Mar 3, 12:18pm	Post Boost post	4,645	159	378	24	58
 'Being Prepared for Life & Death in ... Tue Feb 15, 9:00am	Post Boost post	653	31	48	8	6
 Equipment - The Boquete Health a... Wed Mar 2, 1:18pm	Post Boost post	634	148	139	18	6

The first post shown above is a continuation of a previous topic and hits the goals of building relationships and using a calendar. Over 4,000 people “saw” it, 159 “liked” it, and 24 people “commented.” This is the beginning of a conversation and it shows engagement: it takes more energy to type something than hit a “like” button. The most important metric is that 58 people shared this with their networks or friends. Four of those shares are from me. I post to a couple of different sites and to Boquete News, which has a large readership locally.

So that’s what I am doing. What are you doing? Well, here is what I would like you to do, and don’t be afraid to inundate me with content!

- When you are doing what you do for BHH, take pictures! Yes, I know you have worked on wheelchairs before so many times and it’s boring! But not to people wondering what we do! Pictures will attract potential volunteers, customers, and donors.
- If you are going to people’s homes (which will happen soon), or accepting a donation, or whatever you do, write a little something about it, add a photo, and send it to me. I may edit for clarity and fit.

- Don't just "like" a photo in BHH social media. If you relate to it, say something. Comments move that post higher in the internal search, which equals more eyeballs.
- If you want people to know what we do, share to your network by hitting the "share" button. And when you do, comment as you share.

Thank you for all you do for the community. It's my job to let people know how cool you are, so please help me by committing to these bullet points so I can do that. Please send your info, pictures, and someday soon, videos, to me at disasterdave@yahoo.com.

Activity Recap

March 9 General Meeting

The March meeting was by Zoom only. Highlights of the meeting include:

- We welcomed Dra. Shannon Tuer as our new medical director.
- Dr. Shannon shared the latest data on Covid. Over 250,000 vaccine doses have been given to 5-11 year-olds and approximately 8 million doses have been given to the entire population, including 5-11 year-olds.
- Dr. Shannon also discussed palliative care in Panama. Most care is through the public care system, with some care through

MINSAs. Most nurses and doctors don't have knowledge and training in palliative care.

- The Being Prepared Workshop will be delivered via Zoom on April 20. While the training is helpful to everyone, it is DON'T MISS information for expats!
- The next blood drive will be held June 11. On average, a pint of blood saves three lives. The BHH program, which partners with Hospital Regional, is the only true blood bank in Panama. If you can't donate blood (you must be under 65 years old to do so), please consider donating your time, talents, or funds to support this vital program.



The Magic of Music

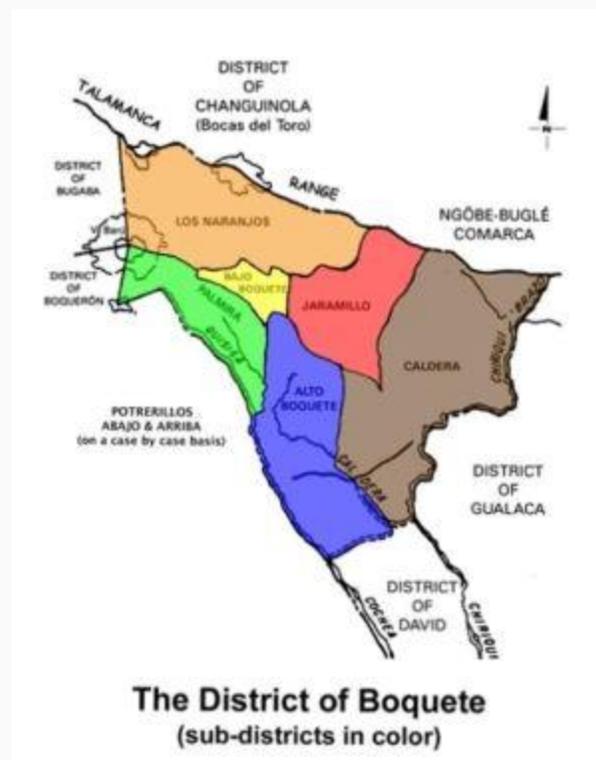
The magic of music team supports people in health, wellness, palliative, and comfort care by providing information, equipment and volunteer services aided by music. We have personal music players to lend to our patients and caregivers. We can tailor the music choices to meet your needs.

Based on our service area coverage, a music player could even be loaned to a patient while in the hospital. This map shows the area boundaries of where our patients live. Please contact our patient care

coordinators if we can be of help, 6781-9250, WhatsApp and phone.

El equipo de magic of music apoya a las personas en el cuidado de la salud, el bienestar, los cuidados paliativos y de comodidad al proporcionar información, equipos y servicios voluntarios con la ayuda de music. Tenemos reproductores de música personales para prestar a nuestros pacientes y cuidadores. Podemos adaptar las opciones de música para satisfacer sus necesidades. Según nuestra cobertura de área de servicio, incluso se podría prestar un reproductor de música a un paciente mientras está en el hospital. Este mapa muestra los límites del área donde viven nuestros pacientes. Comuníquese con nuestros coordinadores de atención al paciente si podemos ser de ayuda, 6781-9250, WhatsApp y teléfono.

This map shows the areas where our patients live.





Are You at Risk for Sudden Cardiac Arrest

Sudden cardiac death (SCD) is a sudden, unexpected death caused by loss of heart function (sudden cardiac arrest). Sudden cardiac death is the largest cause of natural death in the United States, causing about 325,000 adult deaths in the United States each year. Sudden cardiac death is responsible for half of all heart disease deaths.

[Read the Article](#)

Education Videos

Education videos are up and running! They provide excellent info for caregivers and the general public in Spanish and English. Topics cover using equipment including crutches, wheelchairs, and walkers, as well as moving patients safely for patient and caregiver and general patient care. There are also informative videos on Alzheimer's and other types of dementia. To find these, go to the BHH website and choose your topic at boquetehealth.org/education.

Need Medical Equipment?

If you or someone you know has a need to borrow or return equipment, please contact our patient care coordinators (PCCs) at 6781-9250. All requests related to equipment must go through the PCCs. The PCCs will work with you or the caregiver to determine the appropriate equipment, availability, and loan period. Once the equipment need is identified, the PCCs coordinate with the equipment team to ensure the correct equipment is sanitized and ready to be checked out (picked up) at our locker located at Alto Dorado. A member of the equipment team will contact you or the caregiver directly to make arrangements to meet at our locker.



Please note that our equipment team members only go to the locker for scheduled equipment checkouts and returns. **No equipment team member is staffed at the locker and the locker is only open during specific times.** Therefore, it is important to contact the PCCs first. When you are ready to return equipment, the process is the same. Simply call the PCCs at 6781-9250.

If you are using a piece of equipment for the first time, be sure to visit our website and go to patient/caregiver videos under the education tab to learn more. Here you will find videos and information on using equipment and caring for patients in the home.

[Videos](#)

About the Tree of Life

The tree was created to honor our donors and volunteers. The roots are volunteers, the trunk is the council, and the leaves are people who have donated \$100 or more. The two-color leaves are people who have donated for two years. The flowers are sponsors who donate \$1,000 or more. The lilies are memorials to people who have passed where family or friends have donated \$200 or more to honor them.

Add your leaf, flower, or lily by clicking the button to make our tree grow. Thank you!

Many thanks to our new and repeat donors!

Patricia and Harvey Thomas

Welthy and Paul Meyers

Gary Budd

Del & Edith Schartner

Marne Coggan

Donations Needed!

After two years of Covid-19 and the fact that Boquete Health and Hospice has been unable to hold ANY of its usual fundraisers, there is concern that the community may have forgotten about us. For the first time ever, current donations do not even match our expenses!

Unfortunately, this is happening as our services in the community are more in need than ever before. While we continue to provide much needed services, we need some financial help to keep this important community function going smoothly.

Please help today by:

- Making a PayPal or credit/debit card donation via our website at boquetehealth.org. Follow the prompts there or click the button below.

- Making a donation by direct transfer to our Global Bank account in a direct deposit to:

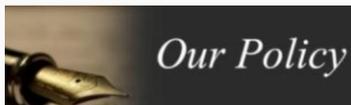
Boquete Hospice and Health Foundation

Global Bank Checking Account #16-101-23071-6

- Making a cash donation at our Tuesday Market table at TapOut (by the left rear door).
- Making a cash donation when picking up equipment or returning equipment.

Funds go towards purchasing and maintaining our equipment, paying rent on four equipment storage rooms in Alto Boquete, providing blood to those who live in our service area, helping with hospice/home health services as needed or possible, the Being Prepared for End of Life in Boquete Program, training our volunteers, and promoting our services to the community.

[Donate Now Please](#)



The policies of the organization are posted on our website and are updated as needed at boquetehospice.org/bhh-policies.

[Read](#)

To Make a Donation

BHH functions with donations provided by the community. If you are interested in supporting the work we do, please make a donation. To make a financial contribution:

- To contribute checks or cash, please contact Lesley Hughes, treasurer, at treasurer@boquetehealth.org.
- [Click here](#) to make a PayPal donation.
- Send direct deposits to Boquete Hospice and Health Foundation, Global Bank Checking Account #16-101-23071-6

Contact Us

Monday to Friday, 8am to 5pm

Saturday and Sunday, 9am to 1pm

Hospice/Health: (507) 6781-9250

Blood Donor Program: WhatsApp (+507) 6590-2000 or call (507) 6781-9250

Email: info@boquetehealth.org

Website: boquetehealth.org

Facebook: facebook.com/boqueteheartshandsandhelp

Instagram: instagram.com/boquete_health_hospice/

All patient information shared with any Boquete Health and Hospice volunteer is kept in the strictest confidence.

Freely send this to anyone or use any part.

Our mailing address is:

info@boquetehealth.org

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).

Thank you!