



## Summary of Activities 2008 Challenges and Opportunities for 2009

### Vision:

The Roberto Clemente Clinic seeks to provide quality emergency and preventative health care services in a manner that is efficient, effective, and respectful of the dignity of its patients. In order to achieve this, the clinic must acquire, develop and maintain the technological capabilities and superior human resources necessary to become a self-sufficient entity in the coming years.

### Mission:

The mission of the clinic is to provide services in general healthcare and emergency and preventive medicine to the rural population in the region where it is located as well as to those visitors coming to the area. The clinic will provide low-income children and elderly patients with subsidized care when necessary. In general, the Clinic will coordinate with governmental institutions in conducting local public health campaigns for vaccination for disease prevention and epidemic controls that are necessary to maintain a good standard of health care in the region, with a particular focus on communities with less access to healthcare in Nicaragua.

## Accomplishments in 2008

### Services Provided/Public Health Activities

- **316 patients received completely free health care services.**
- 638 vaccinations antipolio, MR, DT, Vitamin A
- Treated 812 children for parasite infections at the schools. Limon1 , Sofia Sanarrucia, Emanuel Mongalo, Escuela Iguana
- **150 patients transfer to the Rivas hospital.**
- 433 Cavity preventive care for Childrens in the area.
- Elimination of mosquito deposits.
- Fumigation of 351 homes, co-sponsored by MINSA and Rancho Santana.
- Considerable reduction of malaria and dengue cases.
- **FIRMC is implementing an educational campaign, which is expected to have an impact on the entire community.** Currently, two teams have collaborated with Dr. Flores and Martica to educate the Limon 1 population on a range of public health issues.

### Partnership Development and Programming

- Subcontracted laboratory services to a clinician Eduardo Bello who visits on a weekly basis. Approximately 20 to 35 new patients come for this service weekly.
- Subcontracted dental services to Odontologa Reyna Vanesa Ortiz Rivas-based provider who visits twice per month. Approximately 2 -5 patients 5 patients receive services during each visit of the dentist to the clinic. Cost of this service year end \$485.40
- 8 training programs for personnel
- Coordinated and implemented **PROGRAMA SILLA DE RUEDAS**, a wheelchair program where together with the Wheelchair Foundation, Rancho Santana brought 110 wheelchairs to donate to the community, hospitals and other institutions.
- Established a partnership with the Instituto Juan XXIII program organized by the University of UCA to provide the clinic and the community with discount medicines. The current cost of medicines sold by the clinic is 40% to 60% less than those sold by other pharmacies in Rivas.
- Obtained a new partnership with **Orden Malta**, a non-profit with offices in Managua, to provide medicines and other medical materials.
- Developed a partnership with **FIRMC** to bring volunteers with varied medical backgrounds to the clinic on a regular basis to train and support our medical team and provide public healthcare to the community. This partnership will generate steady income to the clinic.
- Successfully hosted two visiting medical professionals (Dr. Matt Dentist and Dr. Shan General Doctor) who provided service to the community on a volunteer basis.



- Initiated **PROGRAMA EL PADRINO** to sponsor kids with chronic conditions that need more intensive care.

#### Administration/Operations

- Developed medical procedures and annual reports including (PAO).
- Hired a medical consultant (Dr. Miriam Alvarez) who implemented new emergency and medical procedures, including the restructuring of all data collected with patient's files; re-organized the clinic's pharmacy and implemented a system for strict control of inventory; provided managerial support and advice to the administration; and implemented several organizational procedures.
- Created a Manual to manage the pharmacy.
- Included the personnel of the clinic in the social security and pension program.
- Changed schedule of services and reduced the personnel to increase the productivity index.
- Initiated the presentation of reports to several government offices: Social Security, Tax Department, Minsa and others.
- Obtained required licenses to legalize fully the pharmacy.

#### Fiscal Management

- Continued managing separate checking accounts and began to manage funds discretely in Cordobas and Dollars.
- Significantly reduced unauthorized overtime from \$11,653.53 in 2006 to almost zero. We have \$2,800 in consulting expenses in 2008, which are of part-time employees.
- Obtained letter from the Nicaraguan Tax Department to exempt the clinic from regular taxes.
- Implemented direct deposits of salaries to our workers to guarantee payments on time.
- Paid in full: \$23,000 debt with the pharmacies.**

#### Facilities

- Built an extension to our building creating two rooms, one for the administration and a second for a kitchen/meeting room. This extension was fully donated by **FIRMC** a non-profit based in US that focus their efforts in healthcare of children around the world.
- With the help of Dr. Alvarez, obtained a dental chair.

#### Fundraising

- Applied to an international grant program of the Embassy of Japan to increase the space in terms of rooms and provide the clinic with an ambulance. The initial proposal solicited a grant in the amount of US\$87,000
- Organized several fundraising events: a networking event in Baltimore, a golf tournament in Florida; and operated a marketing booth at a local golf tournament organized in Hacienda Iguana in Nicaragua to increase exposure of the clinic locally.
- Implemented a Bracelet program (fundraising idea that Mr. Miles Welch initiated) to sell to the surfing community and regular donors.

#### Estadísticas Generales

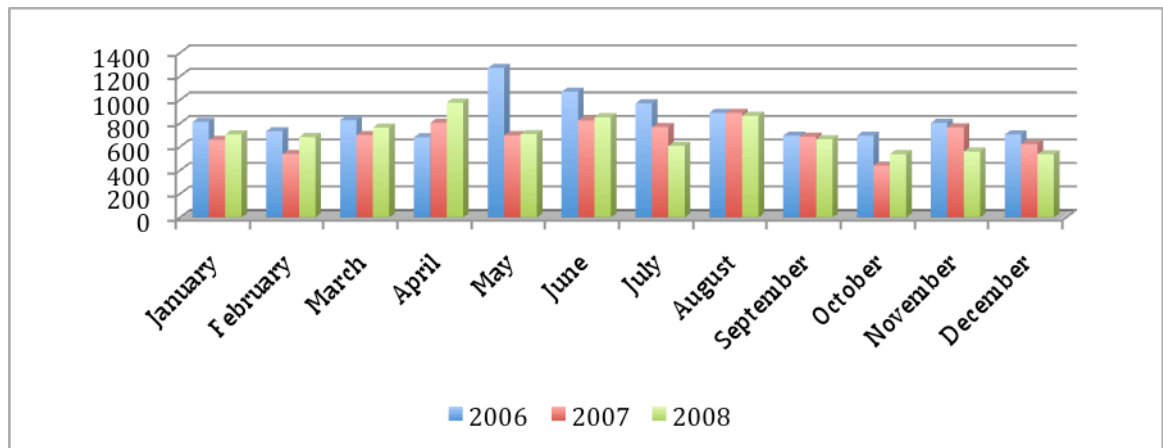
	2006	2007	2008	Variacion 2008	Variacion 2007
Total de la poblacion		16000	16000		
Total poblacion atendida	10,143	8,223	8,464	2.93%	-19%
Numero de empleados	7	9	7	0%	29%
Donaciones/pacientes atendidos	3.94	3.65	7.60	93%	-7%
Ingresos/Pacientes atendidos		18.93	16.15	-15%	#DIV/0!
Donaciones/presupuesto operacional	0.40	0.20	0.49	22%	-49%
Presupuesto Operacional/pacientes	9.86	18.04	15.52	57%	83%



## Our Medical Team's Accomplishments

- Hired a new pharmacist, Gustavo Ibarra (started Feb 1, 2008). He collaborated tremendously to have the inventory and the medicines coded and organized like a professional pharmacy. He is in charge of maintaining up to date reports and control of medicines.
- New initiatives with the government, the community, schools, and many other organizations facilitated the implementation of several public health programs in the area.
- In 2008, the number of patients attended to increased by **3% for a total of 8,464**
- **Implemented new Papanicolaou exams to approximately 30 patients. Negative results and this test is free.**

## Monthly Patient Visits

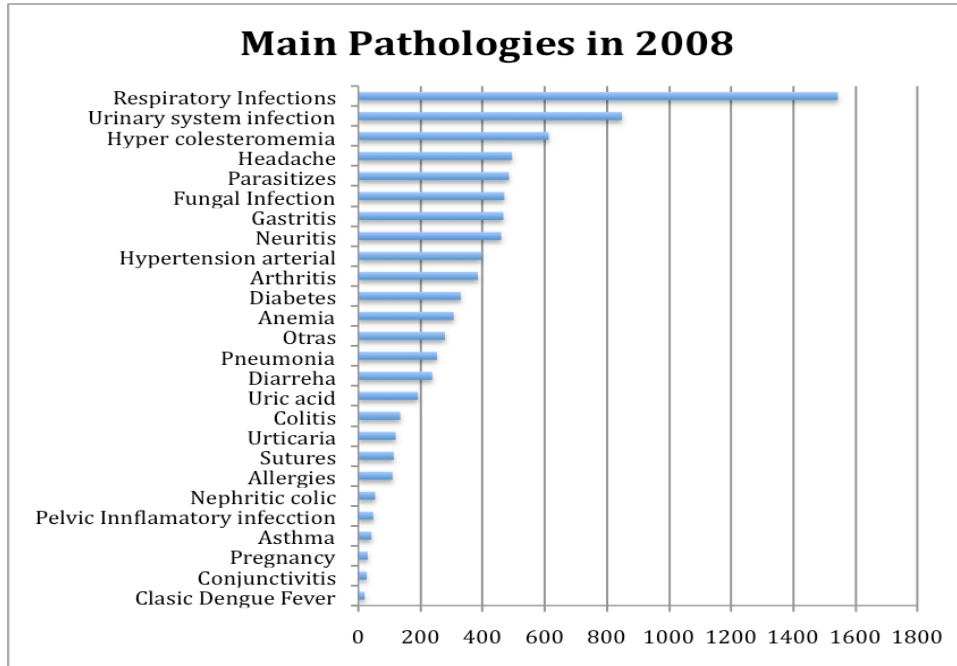


<sup>1</sup>- Weather in September and October made access to the clinic very difficult. Flooding and bad weather conditions made access to the clinic difficult. Otherwise we could had more patients.

<sup>2</sup>- Increase in medicine inventory and the new services (Lab and Dentist) made a big impact.



## Main Pathologies Affecting the Community



The 2008 statistics, in terms of pathologies, were very similar to the previous year. It is important to mention that some spikes in water contamination in the area could lead to serious problems in the future. **The residual sewage waters are not well treated in the area.**

**Some of the pathologies are very repetitive due to:**

- Bad nutrition.
- Lack of hygiene.
- Many people living in small places.
- Lack of ventilation in homes.
- Lack of latrine systems.

Using educational public health campaigns will improve the quality of lives in these 27 villages.



## **CHALLENGES & NEEDS 2009**

- Most of the problems related to the lack of administrative and medical controls reported at the close of calendar year 2007 were resolved in 2008. An internal audit was conducted and some additional corrective actions were taken. The financial reports now are clear and the board will have information up today. Development and implementation of new systems for control of public healthcare data and reporting are needed to enhance the clinic's ability to fundraise through applications to international grants.
- Will expand pediatric and gynecological services for the community are in demand. The clinic may consider contracting **pediatric and gynecology specialists on a part-time basis**.
- Equipment needs include: **Sonogram** equipment and a **Gynecology Exam Table** (to replace the current table that was recently fixed).
- An **Ambulance** is needed to transport patients in critical condition to hospital facilities. The lack of an ambulance continues to hamper the start of the "**Salud Sin Fronteras**". This rural mobile health program is designed to assist the communities with the least access to healthcare in Nicaragua by bringing preventive healthcare and medicines to remote and underserved areas. This will require around \$4,000 additional budget for this specific program.
- New surgery supplement package.
- Throughout 2008, **the cash flow of the clinic was short**. Several times the management team received only 50% of their salaries. Also we were not able to buy medicines on time.
- Manometer
- To obtain the necessary equipment to have a portable surgery room (complete set with monitors etc).
- Humidifier
- Implement medical statistical software
- Increase the amount of medicines available.
- Computer