

2019 Annual Report



The Roberto Clemente Health Clinic
Helping One Community at a Time

410.369.0512 | www.nicaclinic.org | Tola, Nicaragua



Executive Summary

Operational Plan 2019

Overview

The socio-economic crisis in Nicaragua has still made a big impact on the community and the Roberto Clemente Health Clinic (NICACLINIC) during 2019. Limited number of jobs, extreme poverty, and socioeconomic instability have halted the progress of the conditions around the clinic. The Clinic's sources of income have been affected. The impact of the crisis affected also local NGOs and strategic supporters of the clinic. In order to optimize resources, our team limited outreach clinic activities and administrative expenses. Control and austerity measures were stretched and enforced throughout the year, so staff retention has become a major factor in 2019. In contrast, we received important positive support from traditional and new NGO supporters. This support helped us increase assistance to community programs and solve some of the Clinic's infrastructure urgent needs. This new support is made possible because of NICACLINIC's unique framework of developing models for attention in health and the wellbeing for the community.

The NICACLINIC continues operating 24/7 in a positive way in favor of the Nicaraguan population. The Tola community counts with the clinic as the only service provider of holistic services, and the only emergency health service operating 24/7. The Clinic strengthened its models for attention for patients with Diabetes, children's assistance to promote and maintain education, food security, educational reinforcement, and use of purified water for schools and health centers. Its model for training and development of organic gardens for families has grown significantly. Our volunteerism program focused on building the participation of international volunteers and promote local volunteering. This program worked on finding solutions for community needs and complemented programs with campaigns of prevention for a healthy community.

It is important to highlight the professional, organized, high-level of execution, and personal involvement in clinic activities demonstrated by the team-staff of the Clinic. Likewise, we must recognize the support from the NICACLINIC headquarters in Baltimore. This has helped the Clinic continue with its activities without interruptions for the benefit of the people we serve.

NICACLINIC Figures

During 2019, the Roberto Clemente Clinic attended 25,967 people and provided 59,033 services in the medical area, programs, and projects.

PROGRAM	NUMBER OF PEOPLE WHO DEMAND ATTENTION	NUMBER OF SERVICES PROVIDED
Medical Programs	Number of people 12,996	28,194
Bio-organic Garden Program	Direct beneficiaries 697 Indirect beneficiaries 8,188	8,885
“Programa Padrino”	Students 62 Children with special needs 8	774
Volunteer program	International volunteers 9 Local volunteers 60	644
Water Purification Program	Schools 8/ 1,363 children Community health centers 3/7,000 people	13,630 21,000
Nutrition Project	Children 97 Adults 64	1,449
Total	30,536	70,546

* The statistical collection was made through software installed in the Pharmacy for the registration of people served, collection, and registration of attentions.

Medical Service

It is the principal service demanded by the community. 12,996 people received 28,194 health services. Currently we provided direct services at the Roberto Clemente Health Clinic and diabetes attention in 4 health community centers of the MOH-MINSA. The current economic situation influences the demand for health care, provision of medicines, and opportune request of services. Demand of general medicine has kept the same in respect to 2018, decreased by 3.0% compared to 2017. The demand for day services 80.75% has increase by 0.16% compared with 2018, versus 19.25% services provided at night. The demand from people living in the urban area increased in 1.5%, compared with people living in rural areas. This value was confirmed with the original number of people living in cities like Tola and Rivas that currently come to the clinic in demand of services.

The three main pathologies, respiratory 26.77%, gastrointestinal 12.66% have increased in more than 1% compared to 2018 while trauma and injuries have gone down by 6.38%. These number are explained by the lower demand of services and the lack of jobs and resources of the community.

The ambulance was used in 48.1% for attention and transfer of emergencies. This number of attentions is lower compared to 2018, where we used the ambulance for noncritical emergencies, for security of the staff, and people who demand services.

Diabetes Club Project

This project came about with the needs of the community and high incidence of diabetes and higher rate of complications in Nicaragua. This model of attention has been evaluated and supported by ANF-Sant Stevens Foundation of USA. The project serves 177 patients at 4 community health centers in the area. It provides diabetes education, specialized medical care in diabetes, health promotion of the chronic diseases and diabetic patient.

Since 2018 the project has been supported by the American Nicaraguan Foundation (ANF) for the supply of blood glucose test, Hemoglobin A1c, and nutrition education to support the management of healthy diet. Diabetes Mellitus is the most frequent cause of chronic disease with high rates of morbidity and mortality in the Latin American population, with a prevalence rate of 11.7%. This program is a unique model of attention for the rural community and prevention of complications.

Bio-intensive Organic Gardens

This program grew by 96.5% during 2019, with the implementation of 50 new organic gardens. This increase was possible because an agreement with a new strategical partner, Tierra de Hombres/European Union, as the principal sponsor of the program. ANF supports 5 organic gardens and logistics for the instructor, and HopeSeeds provided seeds for the 102 gardens. The organic garden program was considered by our partners as an ideal model to improve resilience in the community, support nutrition, recover non-used land, and the creation of jobs for the families during the Nicaraguan crisis.

The beneficiaries of the project received training workshops for 4 months, agricultural inputs, protective nets for the garden, seeds, genetic material (lombriabono), instruction, and field work. In the harvest and post-harvest, workshops are held on the use of the cultivated products, nutritional value, consumption, to improve the nutrition of the community.

Beneficiaries Program Bio-intensive Organic Gardens.

YEAR	BIOINTENSIVE ORGANIC GARDENS IMPLEMENTED	DIRECT BENEFICIARIES	INDIRECT BENEFICIARIES	TOTAL PEOPLE BENEFITED
2016 - 2018	52	484	4,010	4,479
2019	50	213	4,178	4,406
Total	102	697	8,188	8,885

Activities and type of garden. 2019

ACTIVITIES	QUANTITY	DESCRIPTION
Follow Up	52 bio-gardens	2 in schools, 2 in NGOs, 1 Health Center, 47 family gardens
Implementation	50 bio-gardens	50 family gardens

“Programa Padrino” (“Sponsor Program”)

Promote help to 62 children to continue in the educational system, from primary school to university. In 2019 the program re-evaluated permanence in the program of sponsored children, optimized use of resources, make new alliances with local NGOs to reinforce the education provided by schools (CREA, FUNLIMON and other), encourage a better support from parents to children and schools for success in education, health evaluation and detection of children with special needs.

Beneficiaries “Programa Padrino” 2019

TYPE OF ATTENTION	NUMBER
Children in the program with sponsor	54
Children in the program waiting for sponsor	8
Total children in the program	62
Children pre-scholar	2
Children in Primary School (1 to 6 grade)	21
Children in Secondary School (7 to 12 grade)	20
Children in University	11
Children not in school with special needs	8
Other children in waiting list to be included in the program who need a sponsor	25

The Nutrition Project

This program was created to support the need of food security of children on the Sponsor Program since 2017. Our principal sponsor, ANF, was not able to continue supporting the provision of food and Mannapack for the children and families in the program during 2019. We provided some food in the first semester with punctual donations of beans and rice from ANF 3 times and Tierra de Hombres one time. Since July we received monthly donation of family rations from Ms. Isabel Curry and his team, which is a great relief for the families in the program. In November, the Clinic received support from a new sponsor, Father Fabreto Foundation for the provision of Mannapack. This donation will be extended for 2020 under the NICA CLINIC model developed since 2017. This program’s logistics and operations is supported by the clinic staff and local volunteers.

Beneficiaries Nutrition Project 2019

TYPE OF BENEFICIARIES	NUMBER PEOPLE
Families	49
Children	97
Adults	64
Total	161 people

Agua Azul Project

This project was created as a measure to promote and prevent the consumption of hard water and polluted water. It also is meant to directly support to children in the schools, health centers and community. This project is high impact for children in the schools because water quality and low concentration of salts is not safe in this area. The program also educates children in prevention of diseases. Additionally, support from volunteers in the process to prepare water and distribute bottles of water in schools is a key component.

Beneficiaries Water Program 2019

DISTRIBUTION	NUMBER	# PEOPLE
Schools	8	1,363 children/month x 10 months 13,630 children
Health Centers	3	26 people/day/center x 12 months 21,000 people
Total		34,630 people

Volunteers Program

This Program promotes the participation of people under a criterion of shared responsibility and service to the community. 2019 was a year of promotion and participation of 9 international volunteers, and 60 national volunteers. Local volunteerism was promoted and encourage as an alternative of counterpart responsibility in benefit of the community, save resources to the clinic in the maintenance of green areas and warehouse, strengthen community outreach services and professional health attention to the community.

Participation of Volunteers 2019

TYPE OF VOLUNTEER	# VOLUNTEERS	TYPE OF SERVICES	# SERVICES PROVIDED	# HOURS PROVIDED
International	9	Health attention	433	1,260
Local professional	4	Health attention	210	160
Local services	56	Maintenance green areas, distribution purified water, warehouse maintenance, bio-garden support. 896 hours per month		8,960
TOTAL	69		644	10,380



Achievements and Challenges

The Services, Programs and Projects of the Roberto Clemente Health Clinic - NICACLINIC were developed under an efficient and high-quality parameter, considered as new models of attention by international NGOs.

The demand and supply of services to and from the population has grown despite the crisis in the country but have been mostly met because of strategical alliances with local NGOs and international donors.

The Roberto Clemente Health Clinic is the only resource recognized by the community as an effective support for their wellbeing in the area of health and services.

Every day, new people from the community come to the clinic to request services and support to overcome this crisis.

The non-governmental organizations that work in the area find the clinic as an ideal strategic ally with whom to work together and support the community. Our partners include: Latter Day Saints – LDS charities, American Nicaraguan Foundation-ANF, Tierra de Hombres Italia/European Union, HopeSeeds Foundation, San Stevens Foundation, FunLimón, CREA, Father Fabreto Foundation, Universidad Humanista de Nicaragua, private donors and volunteers.

Analysis 2019- 2020

The premise to develop a budget for 2020 is based on minimum costs and expenses without compromising the quality of services.

The budget process since 2016 was to optimize the resources available in Nicaragua with local revenues. Each year a lower proposal was scheduled with transfer of resources and more with local income. By 2020 we will need to increase some funds with external transfer.

The staff did not increase. The electronic control systems in 2019 triggered the departure of 4 workers, plus two workers who retired for personal reasons.

In the last year the water project, expansion and implementation of organic bio gardens, diabetes club with internal support and agreements with local organizations such as ANF, Tierra de Hombres, was consolidated.

In 2019 we had two crisis events in the clinic's infrastructure, septic tank rupture, roof fall in the office area. These emergencies have been solved thanks to an emerging donation from LDS Charities and funds from the central office.

During 2020 a stock of donation of medicines, especially children and the elderly, will be maintained, thanks to an emergency donation from LDS Charities.



It is necessary to expand physical space for the administrative area, modification to existing facilities in the clinic and space for community activity. ANF in partnership with the St. Stevens Foundation confirmed the donation of resources for that purpose, with disbursements in the first quarter of 2020.

Specific considerations for the 2019 and 2020 budgets:

1. Operating expenses have been optimized and some basic items were eliminated.
2. For the 2020 budget, only the actual income generated by the clinic (local resources) and the budget to be transferred from the USA were considered.
3. Local revenues will cover some costs of programs and projects, as in the last three years, and will represent the real possibilities of income for the clinic in Nicaragua.
4. The current staff is the minimum for efficient work and without losing quality in the services provided to the community.
5. It is necessary to replace some medical equipment and furniture due to its current situation. It is not included in this proforma.
6. The proposed budget for 2020 includes exclusively the maintenance of current services without compromising their quality.
7. This budget does not consider the cost of personnel settlements if necessary, or the payments of the first three months of work for new people hired.
8. I include a summary of the budget in 2019 and 2020 with funding source.