

# 2020 Operational Report



**The Roberto Clemente Health Clinic**  
Helping One Community at a Time

410.369.0512 | [www.nicaclinic.org](http://www.nicaclinic.org) | Tola, Nicaragua



# Executive Summary

## *2020 Report and 2021 Operational Plan*

### General Vision

The Roberto Clemente Clinic - NICA Clinic developed a strategic plan to improve the quality of care, expansion of services and infrastructure for the years 2016 to 2020. In the first two years, the plan was executed in accordance with its objectives. The achievements related to strategic planning and operational planning indicated a good relationship and acceptance of the community and private and public organizations of the Tola area with good prospects for future growth.

Since 2018 there are radical changes in the country related to job loss, socioeconomic instability, increase in extreme poverty rates, which affect the community in general, and the sustained growth of the Clinic. The demand for services and joint responsibility with some strategic partners to provide health and welfare services in accordance with the needs of the community were also affected to a greater degree; This diminishes the sources of local income and external support.

In response, an extreme optimization plan was strengthened in the use of resources, focusing on shared work with strategic partners, and the search for new partners.

The Roberto Clemente Clinic has maintained its plan to improve the quality of its services in its offer of care to the community in all its programs, the community has benefited and recognizes the Roberto Clemente Clinic as an important support for their well-being.

### Achievements

#### COVID-19: How We Helped in Nicaragua

- **Community Outreach Program, benefiting more than 10,000 people in 20 communities.**
- **Provision of protective materials to staff and delivery of hygiene kits to the community.**
- **Implementation of a waiting area outside the Clinic, a hand-washing station and an isolation room for febrile patients.**
- **Coordination with MINSA for evacuation, diagnosis and treatment of patients with suspected COVID-19.**
- **Provision of purified water and medicines.**

#### Improvement of quality of services

- Strategic operational programming
- Development of care protocols for all services and programs
- Development of health and wellness care models



- Implementation of electronic registration and user service systems
- Internal audit of attention and review of cases
- Continuing medical education internal program
- Community health studies

#### Focus on primary health care programs

- Permanent medical care for emergencies, stabilization, observation and referral of patients 24/7
- Specialized care in pediatrics, diabetology, eco sonography, and laboratory in response to the needs of the community
- Provision of pharmacy services with generic and specialty pharmaceutical drugs

#### Expansion of physical and operational areas

- Land expansion for long-term community service expansion
- Expansion of infrastructure, provision of healthy spaces and allocation of operational spaces adequate to the standards required by MINSA

#### Attention to the urgent needs of the community

- Disease prevention education
- Health and wellness support in the event of disasters, hurricanes Nates, ETA, IOTA and the current Covid-19 epidemic
- Direct health care campaigns in the community (Community Outreach), provision of medicines, hygiene supplies, purified water
- Provision of food

#### Support for the well-being of families with programs dedicated to minors and promotion of family self-management

- Strengthening the attention to minors in the regular education system, Padrino Program
- Promotion of safe water consumption and prevention of nosocomial disease transmission, Agua Azul Program
- Promotion and development of a food security program for minors and families, Nutrition Program
- Development of a model for the promotion of agriculture at the family level, Organic Gardens Program

#### Joint work with organizations

- Strengthening of joint work and joint responsibility with local and international NGOs, who consider the Clinic as a unique organization that develops health and wellness care models

## Challenges

- Local regulations that limit the provision, use and management of goods and services from abroad.
- Economic instability in the community and local organizations.
- Lack of stable sources of sustained financing for services, programs and projects.
- Increase in operational costs of the organization.

- Limitation in the possibilities of expansion of services and attention to the community.
- Long-term infrastructure expansion that allows the zoning of the outpatient consultation area, the specialized emergency and observation services area, the hospitalization area, the surgical area and the basic maternity ward.
- Implementation of permanent care systems in gynecology/obstetrics, minor surgery, hydration of children, patient isolation, x-rays, and chronic diseases.
- Expansion of coverage of programs that support the well-being of families, promotion of education for minors and prevention of school dropouts, food security, safe water, promotion of family agricultural programs, family self-management programs.
- Creation of a contingency fund consistent with the needs of services, programs and projects in emergency situations.
- Strengthening of the self-managed financial system.

## NICACLINIC in Numbers 2020

During 2020, the Roberto Clemente Clinic served 13,028 people and provided 58,142 total benefits in the medical area, programs and projects.

Program	Demand of Services	Total
Medical	Number of people 13,028 pharmacy attentions 13,518 medical attentions	25,546
	Health preventative education	10,904
Bioorganic Gardens Program	Direct beneficiaris 797	9,185
	Indirect beneficiaries 8,388	
"Padrino Program"	Students 62 11 in University 14 Children with special needs	62
	International violunteers 3 Local colunteers 149	152
Water Purification Program	8 Schools (children) (bottles)	4,925
	221 Families (emergencies)(bottles)	1,022
	981 Persons (emergencies) (purification sachets)	981
Nutrition Program	90 families monthly + disasters	5,365
	1,165 children & 2,063 adults	
<b>Total</b>		<b>58,142</b>

## Management

In 2020, there have been events that affected the community in general and that demanded additional efforts from the clinic and our strategic partners - the Covid-19 epidemic, hurricanes Eta and Iota, decrease in the supply of work, and social isolation. All of this was a motivation for the entire team, who required additional efforts to solve the crisis and channel resources to the community despite the existing limitations. Fortunately, we have received the support of national and international organizations to respond to each event.

### Administrative difficulties

- Low influx of patients that limits the generation of local resources.
- Difficulty in canceling bills for medicines, fuels, basic services.
- Limited vehicle maintenance.
- Limitation with logistics costs for community activities.
- Decrease in frequency of pediatric care and ultrasonography to twice a month.

### Infrastructure achievements

- Septic tank replacement with support from LDS Charities.
- Construction of a multipurpose room and administrative office, with the support of ANF after 3 years of management.
- Enabling area for laboratory and sterilization through the construction of a new kitchen area and implementation of a provisional isolation area for feverish patients or patients with suspected Covid-19 outside the regular care area, with a donation from the Palko Family.
- Opening of internal spaces and access to consultation areas.
- Implementation of additional doctor's office, gynecology office.
- Licensing of the nursing area, archive of medical records, based on MINSA regulations.

## Medical Service

Primary health care was the main service demanded by the community - 13,028 people received 25,546 care in the different health services. There are three pathologies with the highest incidence in the area, respiratory 24.85%, gastrointestinal 21.37%, chronic diseases (non-communicable) 9.54%. Trauma and urgent injuries have decreased to 4.68%, due to the decrease in resources in the area, mobility limitations due to Covid-19.

It should be noted that this year due to the epidemic of Covid-19, hurricanes Eta and Iota, the clinic mobilized direct health care campaigns in 20 communities where medical care, preventive education on Covid-19 and health in general were provided to 10,094 people, delivery of 1,491 prevention supplies kits, benefiting 3,598 adults and 2,137 children. Medicines were provided free of charge to 2,348 people from a project funded by Latter Day Saints Charities - LDS of the United States of America. In total, medicines and medical supplies were received for the health care campaigns for US \$ 28,840.

### 2020 Medical Service Beneficiaries

Type of Service	2016	2017	2018	2019	2020
General medicine	8,077	7,506	6,386	6,012	4,797
Pediatrics	381	401	370	440	287
Infirmery	6,363	5,209	5,925	5,955	4,186
Odontology	102	83	75	10	0
Ultrasonounds	195	270	278	242	183
Laboratory	1,046	1,077	1,056	1,037	908
Pharmacy	11,627	13,662	9,193	11,619	13,028
Diabetes					328
Preventative education					10,904

Other health services					1,829
<b>Total</b>	<b>27,199</b>	<b>28,208</b>	<b>23,283</b>	<b>25,315</b>	<b>25,546</b>

## Padrino Program

It provides assistance to 62 children to continue in the educational system from elementary school to university. In 2020, 11 students remain at the University, who have remained in the program since the school level. This year the Padrino Program had its first graduate from the University.

### "Padrino Program" Beneficiaries 2020

Types of Beneficiaries	Number
Padrino Program Students	57
Special Cases	5
<b>Total</b>	<b>62</b>
Preschool children	3
Children in primary school (1 – 6 grade)	24
High School children (7 – 12 grade)	20
University Students	11
Children with sopecial needs	14

## Nutrition Program

Project created to support the nutrition needs of the children of the Padrino Program since 2017. Starting in January, family rations (5 people for 15 days) are distributed from a monthly donation from Mrs. Isabel Currey and her team. Since April the program has been expanded to cover 100 family food rations per month. The additional rations are channeled to the poorest communities, El Lajal and El Remate.

After hurricanes Eta and Iota, the program, together with the clinic staff, channeled donations of family food rations (for 5 people x 15 days) from donors such as American Nicaraguan Foundation-ANF, Tierra de Hombres, Familia Marin, Fundación Father Fabretto, Isabel Currey, Helping Kids Round First, OM Foundation and the constant logistical support of Rancho Santana, FunLimon, CREA. Donations of food and supplies totaled US \$ 119,624.

### 2020 Nutrition Project Beneficiaries

Typoes of Beneficiaries	Number of Families
Families in Padrino Programs	59
El Remate y Lajal Communities	31
Special Cases	10
ETA e IOTA Huracaine– 20 commuinities   5,365 persons	1,491
<b>Total</b>	<b>1,591 families   5,365 persons</b>

## Water Program :Agua Azul" 2020

Project created as a measure to promote and prevent the consumption of hard water, contaminated water and provide direct support to children in schools, health centers and the community. Additionally,





starting this year, we provide water purifying envelopes to families. The distribution of purified water is of vital importance during natural disasters such as Hurricanes Eta, Iota to the affected community. The clinic is the only source of purified water in the area during a disaster.

Distribution	Number of Persons
8 Schools   4 Health Centers	4,925
Sachets for Water Purification (family packs)	981
Desastres Naturales (211 familias)	1,022
<b>Total</b>	<b>6,928 persons</b>

## Volunteer Program

The program promotes the participation of people under a criterion of shared responsibility and service to the community. This year the limitation in the participation of international volunteers continued, but local volunteering was strengthened and diversified, strengthening that has increased steadily since 2018.

### Volunteer participation 2020

Volunteer Type	Volunteers	Types of Service
International	3	Healthcare
Translators	8	Healthcare
Chemist/ Farmacists	8	Pharmacy Care
Nurses and Doctors	23	Healthcare
Programs	60	Support Activities
Logistics Support	10	Distribution of Water
University Students	40	Healthcare
<b>Total</b>	<b>152</b>	<b>Volunteers</b>

## Biointensive Organic Gardens 2020

50 new organic gardens were implemented. This increase was possible through an agreement with Tierra de Hombres Italy / European Union as the main support of the program, American Nicaraguan Foundation-ANF supporting with 10 gardens, logistics for the instructor, and support for technical financing. HopeSeeds provided seeds for the 152 gardens implemented as of 2016. The organic garden program is considered by our partners as an ideal model for land use, fostering family farming, supporting family nutrition, and creating self-sustainable solutions of the community.

Due to the ETA and IOTA hurricanes, a large number of gardens were destroyed by the effect of floods and storms. An evaluation was carried out and the recovery of all lost gardens is projected as a priority during 2021.

### Beneficiaries Biointensive Organic Gardens

Year	Gardens Implemented	Direct Beneficiaries	Indirect Beneficiaries	Total Beneficiaries
2016 - 2019	102	797	8,388	9,185
2020	50	100	200	250
<b>Total</b>	<b>152</b>	<b>697</b>	<b>8,188</b>	<b>8,885</b>

2019 Activities and garden types

Activities	Quantity	Description
Follow up	102 gardens	1 school, 2 NGOs, 149 family gardens
Implementation	50 gardens	50 family gardens