



The Roberto Clemente Health Clinic 2017 Annual Report

Thanks to all our volunteers and individual
donors who helped us achieve our goals in
2017!

Who We Are

Mission

The Roberto Clemente Health Clinic provides affordable access to high-quality health care and wellness programs in the Tola coastal communities of Nicaragua.

Vision

Our #1 Goal: To expand our non-profit health center to provide a full spectrum of primary care, pediatric care, urgent care, and holistic wellness education and services.

As the 2nd poorest country in the Western Hemisphere, Nicaragua suffers immensely from a deficiency in available medical care. Many of the rural communities do not have local health care facilities and they cannot afford the treatment that is offered in the cities.



The Clinic is named after Roberto Clemente—a major league baseball player for the Pittsburgh Pirates from 1955 to 1972—who died in an airplane crash while aiding a medical airlift for the victims of a devastating Nicaragua earthquake.



Launched in 2004, the Clinic is the creation of generous donations from private individuals, the volunteer efforts of the Rotary Club of Pittsburgh, The Oxford Club, and the Granados Family who donated the land.

The Roberto Clemente Health Clinic serves over 12,000 patients per year through general and emergency care, minor surgery, dentistry, lab work and a fully stocked pharmacy.

EXECUTIVE SUMMARY OF POA MANAGEMENT 2017

General Vision

Achievements

Strengthening:

- technical team
- operational protocols
- community networks
- programs and projects
- self-management
- accountability
- demand for services
- optimization of the use of resources

Limiting

Economic resources

Progress

Human team

- Technical administrative staff working and coordinating together
- Continuous internal training processes.
- Timely and efficient disaster response
- Integrated community network

Technical-administrative processes

- Legalized operating manual
- Administrative and technical protocols
- Unique electronic administrative-financial record

Community Networks

- Coordination and joint work MINSA and Municipality of Tola.
- NGOs and integrated community leaders

- Direct coordination with communities
- Local financial support

Optimize resources

- Strengthening of the finance system
- Self-management and local financing
- Optimization of resource use
- Consolidated report of services, programs, projects, pharmacy and community.

Programs

- Redesign of the Volunteer Program
- Expansion of the Organic Orchards Program
- Padrino Program strengthened with complementary nutrition project

Projects

- Orchard Program partially financed locally
- Purified Water Project to support community services and community emergency care
- Locally funded Nutrition Project

Infrastructure

Project expansion in 3 phases

- Phase 1
 - o Optimization of spaces
 - o Addition of land for expansion
- Phase 2
 - Management of local financing for the construction of administrative, technical and community spaces

Next steps

- Prioritization of new emerging expenses (power plant, septic tank, remodeling of the current clinic)
- Financing basic equipment (X-rays, emerging mobile equipment)
- Current clinical reconstruction

COVERAGE 2017

Services

- Medical Service 14,546 people
- Pharmacy 13,662 people

Programs

- Volunteer Program 4,116 people
- Godfather Program 67 children
- Family Organic Gardens Program 2,699 people

Projects

- Project Nutrition 122 children
- Diabetes Club Project 95 people
- Agua Azul Project 4,702 families (23,510 people)

Total 37,357 people + 4,702 families (18,808 people)

PROPOSAL POA 2018

- Construction Phase 2 Expansion Project
 - o Construction administrative / community area
 - o Current clinic redesign
- Electrical plant installation
- Specialized technical equipment
- Strengthening community nutrition project 5 communities
- Expansion of organic gardens project 40 new orchards
- Strengthening the Diabetes Club project 150 people
- Strengthening Volunteer Program

Service Cost per Beneficiary

COSTO PER PERSON FOR PROGRAMS AND PROJECTS		
501000 · Social Programs	Cost US\$	Beneficiary Type
501001 · Padrino Program	\$32.12	Per person
501002 · Volunteer Program	\$10.78	Per person
501004 · Community Support Program	\$22.32	Per person
501006 · Community Fairs	\$6.35	Per person
501007 · Water Treatment Plant	\$10.70	Per family
501008 · Bio-Gardens	\$37.45	Per family
Nutrition Project**	\$6.48	Per person
<i>Note: **The cost of the nutrition Project does not include the cost of the food.</i>		

COSTS OF MEDICAL CARE PER PATIENT		
501000 · Programas Sociales	Costo en US\$	Tipo de beneficiario
501001 · Patient day shift	\$4.21	per person
501002 · Patient night shift	\$19.39	per person
501004 · Patient Diabetes Club	\$7.64	per person
501006 · Patient in Ambulance	\$85.55	per person
<i>Note: * Cost include direct cost such as doctor, nurse, replacement materials used in the patient. ** Indirect costs are related to non-medical personnel costs, operating expenses of the Clinic. *** For calculation of diabetes club and ambulance, the cost of fuel and other supplies is also considered.</i>		

For the calculation of diabetes and ambulance project, the cost of fuel and other supplies is also considered.



Medical Attention

Definition

The Roberto Clemente-NICACLINIC Clinic provides affordable access to quality health and wellness programs in the community of Tola, Nicaragua's Pacific Coast, in the last 15 years.

Objectives

Support vulnerable groups, excluded or at risk of the rural population of Nicaragua, with comprehensive health and well-being services, focused on health promotion and prevention measures, integrating the participation of the community, families and strategic partners.

Specifications

The Roberto Clemente Health Clinic offers health care, prevention and health maintenance services through its services, programs and welfare projects to the community.

The Clinic offers medical care through its services in general medicine, pediatrics, emergency care, minor surgery, dentistry, clinical laboratory, preventive health community education, promotion of healthy lifestyles, organic gardens, volunteer programs, promotion of children's education, pharmacy, support for people with diabetes, community programs and projects.

Coverage 2017

Medical care in the Clinic 28,208 people

- General Medicine 7,506
- Pediatrics 401
- Dentistry 83
- Ultrasound 270
- Laboratory 1,077
- Pharmacy 13,662

Patients mobilized in an ambulance 223

Medical care in the community

- Medical attention during "Storm Nate" 1,056 people
- Community Education 899 people
- Internal Training 19 events, 15 people
- External training 3 events, 3 people
- Patients Diabetes Club 95 people

Coordination and support to other programs, Padrino Program, Nutrition Project, Organic Family Orchards Program

Operational Plan 2018

Challenges

- A. Expansion of coverage based on demand
- B. Expansion of physical areas and equipment.
- C. Internal and external coordination with other programs, projects and organizations
- D. Cost per patient
 - Patients attended day shift 76.84% - US \$ 4.21 per patient
 - Patients treated at night shift 23.16% - US \$ 19.39 per patient
 - Patient cost attended by ambulance US \$ 85.55 per patient.

Costs

Operating budget included in Budget 2018 for the Clinic



Volunteer Program

Definition

The Volunteer Program promotes the participation of civil society, through the cooperation of foreign people and local volunteers, to respond to some needs of the communities and / or the Clinic through programs and projects.

The Clinic through the Volunteer Program is involved in the community and works together with its members in the solution of their needs, promoting the creation of stable bonds with grassroots organizations, local and international organizations, strengthening the network of services to the community.

Objectives

Promote volunteering as a way to respond and encourage the emergence of a committed and active civil society, generating human capital oriented to the satisfaction and achievement of community objectives.

Specifications

Facilitates and promotes the participation of people, whether professionals or not, in the processes in favor of sustainable human development. Encourages the participation and relationship of the Clinic with networks, social groups and non-profit organizations, private, local and international companies to develop actions and cover common purposes. Invokes the participation of professionals and people who seek to contribute their experiences promoting the optimization and use of skills for the benefit of the community.

Coverage 2017

Beneficiaries: 69 international volunteers

Voluntary medical and / or dental care for 735 people

Attention during Storm Nates to 1,805 people

Participation in the Municipal Census of children: 344 homes, 600 children registered

Vaccination and deworming sessions for 282 people

Preventive education talks to 625 people.

Operational Plan 2018

Challenges

- A. Expand the participation of local and international volunteers.
- B. Coordinate the Programs and Projects of the Clinic
- C. Project cost 2018 US \$ 6.48 per person

Costos

VOLUNTEER PROGRAM AND SPONSOR PROGRAM	US\$
Stationery (paper, markers and cardstock)	\$150
Fuel (visits godparents, volunteers)	\$2,200
Logistics of special cases	\$1,000
Promotions and sponsored graduations	\$200
School packs and bi-annual health check	\$10,000
Unforeseen	\$500
Salary Program Coordinator	\$9,669
TOTAL	\$23,719



Padrino Program

Description

The Padrino Program supports the education of children or young people in vulnerable situations such as poverty, special needs, or children in risk prone families, to ensure that these children attend regular schooling services and maintain a healthy wellbeing. This support is provided through the collection of monthly contributions of sponsors-Padrinos. This program started in 2009.

Objectives

Promote the attendance of children with limited resources to the school system in Tola communities by providing basic tools for education, health and development monitoring.

Specifications

The program provides these children with school supplies, uniforms, and covers additional needs for academic development. It promotes and provides comprehensive free health care and specialized support in special cases. It supports nutritional education and provides nutritional supplements to the families of the sponsored child. Children who participate in the program must meet selection criteria based on extreme poverty, special needs, or children at risk. The participation of the family to guarantee the assistance of the child to the school system is required, so a follow-up is carried out in the schools along with a bi-annual health check-up to the children. These activities are supplemented by the inclusion of these children in other programs or projects of the Clinic to complement the services in support of their families.

Coverage 2017

Beneficiaries: 67 children

Coverage: 51 families

Operational Plan 2018

Challenges

- A. Implement a new evaluation system for all beneficiaries.
- B. Strengthen the system of reports to sponsors.
- C. Expand program coverage.
- D. Cost per 1 child US\$32.12

Costs

The budget of this program is included within the budget of the Volunteer Program, Nutrition Project through the Programs Department.



Organic Gardens Program

Definition

The Organic Orchard Program is a program to promote the use of land as a way to improve the nutrition of families by implementing family organic gardens in the communities, prioritizing the areas of influence of the Roberto Clemente Clinic, under the system of BIO - INTENSIVE CULTIVATION, thus improving the nutrition and economy of the family nuclei.

Objective

Strengthen the nutrition of families and the use of land to improve the living conditions of the family.

Specifications

- Develop family gardens through cultivation using a bio-intensive method from the perspective of learning – hands on experience.
- Promote the use of vacant or abandoned land under the idea of cultivating friendly with the environment.
- Teach the importance of creating good eating habits and the necessary nutritional balance to improve nutrition and family health.
- Compare the productive performances of traditional systems versus the bio-intensive system.
- Highlight the importance of producing their own healthy foods and contributing to the economy.
- Unify the members of the communities or families to participate in all the tasks that they incur in the organic garden. Create a native network of volunteers, exchanging experiences, resources and promote values of responsibility, respect and discipline.

Coverage 2017

Direct beneficiaries 26 families, 154 people

NGOs 3 Local organizations

Schools and health posts 3 institutions

Indirect beneficiaries 1,345 people

Distribution of plants, recipes of medicinal plants, purchase of vegetables 1,200 people

Operational Plan 2018

Challenges

- A. Expand coverage to 40 new family gardens
- B. Follow up to 32 existing orchards
- C. Project cost 2018 US \$ 37.45 per person

Costs

ORGANIC GARDENS PROGRAM	US\$
Supplies and tools	\$18,386
Irrigation system with pump	\$19,059
Labor	\$23,140
Teaching material / stationery	\$1,266.8
Bee material	\$493.22
Motorcycle	\$4,000
Fuel	\$1,644.2
Technical training for staff	\$3,000
TOTAL	\$66,345.52



Nutrition Project

Description

The Nutrition Project is a health prevention project, which supports the provision of nutrients to children and families through the distribution of food to children of families living in poverty or at nutritional risk, contributing to the development and growth of children.

Objectives

1. To improve the level of nutrition and development of the children covered by the Padrino Program and other children within their family environment.
2. Reduce the incidence of problems of nutrition, growth, and development in the community.

Specifications

As of January 2017, this project was implemented with the support of the American Nicaraguan Foundation -ANF- as a means of supporting the projects of the Roberto Clemente Clinic. It began with coverage to the Padrino Program, with the delivery of the nutritional products, soybean additive with rice. This has the goals of providing proteins and essential carbohydrates for the development and growth of the children of the Program and other children in these families. To ensure that this product is consumed by the child, additional rice and beans is delivered for consumption of the whole family. This delivery provides basic monthly nutritional rations to children.

The Roberto Clemente Clinic provides bimonthly medical monitoring, laboratory tests, deworming medication, nutritional education, education for the preparation of food to the beneficiary children.

Coverage 2017

Beneficiaries: 51 families, 122 children.

In process: Evaluation and report document of nutritional status of children living in poverty. Preliminary results indicate that more than 50% of the project's children have improved their nutritional status.

Operational Plan 2018

Challenges

- A. Expand coverage to 5 communities surrounding the Clinic.
- B. Publish nutritional assessment result document.
- C. Project cost 2018 US \$ 6.48 per person.

Costs

NUTRITION PROJECT	US\$
Office Supplies for training and talks	\$100.00
Fuel for monthly supervision	\$200.00
Anti-parasitic tablets (biannual)	\$59.00
Milk "Pediasure" 4 monthly pots	\$1600
Bi-annual laboratory examinations	\$1,386.00
Warehouse for food storage	\$600.00
Bags for food packaging	\$351.00
ANF donation transport to our warehouse	\$625.00
TOTAL	\$4,921.00



Agua Azul Project

Description

Agua Azul is a project for the prevention of diseases transmitted through the consumption of contaminated water, through the processing and bottling of purified water.

This project provides the community with bottled purified water for human consumption.

Objectives

1. Prevent illnesses due to contaminated water consumption.
2. Distribute purified water to families and the community.

Specifications

The water to be processed comes from a privately owned closed pit (Rancho Santana). Water provided at no cost to the Clinic. In the Clinic the water is stored, chlorinated, filtered and purified through 9 filters. Once purified, the water is bottled and sealed in 5-gallon drums and distributed to health centers, schools, and families in the community.

Coverage 2017

Health centers and schools	454 bottles x 5 gallons
Families large	444 bottles x 5 gallons
Community Storm Nates	3,804 bottles x 5 gallons

Operational Plan 2018

Challenges

- A. Expand coverage: 8 schools, 4 health posts
50 families
5 hotels
- B. Project Cost US \$ 10.70 per family of 5 members

Costs

PROYECTO AGUA AZUL	US\$
3 gallons of soap	\$15
12 pads to wash	\$10
4 brushes to wash	\$60
2000 plugs	\$180
Change filters 4 times a year	\$7,400
0.5 HP pump	\$55
50 bottle 5 gallons	\$230
200 bottles 1 liter	\$50
Fuel for distribution and promotion	\$2,800
Vehicle maintenance	\$1,000
Blue Water Manager Salary	\$3,516
TOTAL	\$15,316



Diabetes Club Program

Definition

The Diabetes Club Project is a disease prevention and health maintenance project that through education, medical control and self-control of the patient provides a comprehensive system of health maintenance for the patient with diabetes. The Diabetes Club is strengthened by the participation of the patient with diabetes, the health team of the Clinic and the community strengthening for the common good.

Objectives

To contribute to improving the quality of life of diabetic patients through a system of educational strengthening, which positively influences the integral control of the patient and the prevention of their complications.

Specifications

A Diabetologist of the Clinic, visits monthly to the 4 health posts of the neighboring communities. The patient is evaluated, risk factors are identified, and individual goals are established.

Blood glucose controls are performed, educational support to patients and the community. It offers a program of physical activities, basic nutritional education, ophthalmological evaluation, laboratory. It is complemented with medication donated by third parties.

Coverage 2017

4 community health centers 95 patients

Nutritional status of patients 48.68% overweight, 23.37% obesity, 22.95% with normal mass index

Coordination with other programs, Sponsor Program, Nutrition Project, Family Organic Gardens Program

Operational Plan 2018

Challenges

- A. Expand coverage: 150 patients
- B. Laboratory and auto test controls
- C. Distribution of medicines for diabetes treatment
- D. Project Cost US \$ 7.64 per patient

Cost

PROYECTO DIABETES	US\$
Laboratorio	\$4,098.00
Examen de orina	\$1,002.00
Exámenes de Gabinete (ECG, US Renal)	\$2,499.00
Hemoglobina Glicosilada	\$7,998.00
Glicemias control	\$2,988.00
Glucómetro	\$200.00
Total	\$18,785.00
VALORACIÓN MÉDICA	US\$
Oftalmología	\$3,000.00
Nutricionista	\$3,084.00
Diabetólogo	\$4,800.00
Total	\$10,884.00
LOGISTICA	US\$
Transporte	\$1,040.00
Alimentación	\$1,040.00
TOTAL	\$2,080.00
GRAN TOTAL	\$31,749.00
AUTOGESTION	US\$
Metformina 500mg	\$3,780.00
Glibenclamida 5mg	\$1,620.00
Metformina 1000 + Glibenclamida 5mg	\$17,820.00
TOTAL	\$23,719



Financial Administrative Report 2017

Organizational management

- Promotion of the integration of the work team
- Participation in the hiring of human resources
- Promotion of internal management and self-management and before national and local organizations
- Representation before national organizations, international organizations and people who visit the Clinic
- Incentives for workers
- Organization of care according to the demand for community services

Representation management

- Participation in activities to promote the clinic and use of media
- Legalization and adaptation of land Phase 1 Expansion Project
- Facilitation of negotiations with government agencies for the entry of international donations

Operational management

- Support for the management of continuing education for the staff of the Clinic
- Community support in activities to promote education and promotion of welfare activities in schools, health centers, community
- Specific support to community health centers with medicines, medical supplies, special equipment
- Support to the activities of the services, programs and projects of the clinic
- Organization of calendars for maintenance of the assets of the Clinic
- Execution organization of the 6th Health Fair

- Unification of attention to demand and electronic registration in a single focal point for services, programs and projects in Pharmacy
- Community support during catastrophe Hurricane Nates

Economic management

- Approval and certification of financial statements before authority
- Credit management and vehicle acquisition for the clinic
- Optimization of acquisitions for the use of the Clinic
- Optimization of the use of donations for the benefit of the clinic and community (Cash, medicines, medical supplies, equipment)
- Partial financing of social programs (Organic Gardens Program, Diabetes Club Project, Nutrition Project)
- Renegotiation of contracts for services to third parties

COVERAGE 2017

(Extended information)

SERVICES

MEDICAL PROGRAM AND PHARMACY

- Medical care in the Clinic 28,208 people
- General Medicine 7,506
- Pediatrics 401
- Dentistry 83
- Ultrasound 270
- Laboratory 1,077
- Ambulance 223
- Pharmacy 13,662

Health care community outreach 2,050

- Medical attention during "Storm Nates" 1,056 people
- Community Education 899 people
- Patients Diabetes Club 95 people

Continuous medical internal training

- Internal Training 19 events, 15 people
- External training 3 events, 3 people
- Coordination and support to programs and projects

TOTAL, beneficiaries 30,258 people

Operational Plan 2018

Challenges

- Expansion of coverage based on demand
- Expansion of physical area and equipment
- Internal and external coordination with other programs, projects and organizations

Medical attention cost:

- Day shift 76.84% - US \$ 4.21 per patient
- Night shift 23.16% - US \$ 19.39 per patient
- Ambulance care US \$ 85.55 per patient

PROGRAMS AND PROJECTS

VOLUNTEER PROGRAM

Coverage 2017

- Beneficiaries 69 international volunteers
- Voluntary medical and / or dental care for 735 people
- Attention during Storm Nates to 1,805 people
- Participation in the Municipal Census of children: 344 homes, 600 children registered
- Vaccination and deworming sessions for 282 people
- Preventive education talks to 625 people.

TOTAL, beneficiaries 4,116 people

Operational Plan 2018

Challenges

- Expand the participation of local and international volunteers.
- Coordinate the Programs and Projects of the Clinic
- Project cost 2018 US \$ 10.78 per person

PROGRAM PADRINO

Coverage 2017

- Beneficiaries: 67 children
- Coverage: 51 Families

TOTAL, beneficiaries 67 children

Operational Plan 2018

Challenges

- Implement a new evaluation system for all beneficiaries.
- Strengthen the system of reports to Sponsors.
- Expand program coverage.
- Cost per child US \$ 32.12

ORGANIC GARDEN PROGRAM

Coverage 2017

- Creation of 20 new community gardens
- Monitoring of 12 community gardens created in 2016
- Direct beneficiaries: 154 people
- 26 families, 3 NGOs, 2 schools, 1 health center
- Indirect beneficiaries: 1,345 people
- People who come to the Clinic through the Garden Program: 1,200 (distribution of seeds and plants, medicinal plants, purchase of vegetables)

TOTAL, beneficiaries 2,699 people

Operational Plan 2018

Challenges

- Expand coverage to 40 new family gardens
- Monitoring of 32 existing orchards
- Project cost 2018 - US \$ 37.45 per family

NUTRITION PROJECT

Coverage 2017

Direct beneficiaries: 51 families, 122 children*

***Note. Report and evaluation of the nutritional status of children in poverty. Preliminary results indicate that more than 50% of the children in the project have improved their nutritional status with the project.**

TOTAL, beneficiaries 122 children

Operational Plan 2018

Challenges 2018

- Expand coverage to 5 communities in the area
- Publish nutritional assessment results
- Project cost 2018 US \$ 6.48 per person

WATER PROJECT BLUE

Coverage 2017

Health centers and schools bottle x 5 gallons 454

Families large bottles x 5 gallons 444

Community Storm Nates bottle x 5 gallons 3,804

TOTAL, beneficiaries 4,702 families (18,808 people)

Operational Plan 2018

Challenges

Expand coverage

- 8 schools, 4 health posts,
- 120 families, 5 hotels
- Project cost 2018 - US \$ 10.70 per family

PROYECTO CLUB DE DIABETES

Cobertura 2017

4 centros de salud comunitarios 95 pacientes

Estado nutricional de pacientes 48.68% sobrepeso, 23.37% obesidad, 22.95% con índice de masa normales

Coordinación con otros programas, Programa Voluntarios, Programa Padrino, Proyecto de Nutrición, Programa Huertos Orgánicos Familiares

TOTAL, beneficiarios 95 pacientes

Plan Operativo 2018

Retos

- A. Ampliar cobertura: 150 pacientes
- B. Controles laboratorio y auto test
- C. Distribución de medicinas para tratamiento de diabetes
- D. Costo Proyecto US\$ 7.64 por paciente

DIABETES CLUB PROJECT

Coverage 2017

- 4 community health centers 95 patients

- Nutritional status of patients 48.68% overweight, 23.37% obesity, 22.95% with normal mass index
- Coordination with other programs, Volunteer Program, Sponsor Program, Nutrition Project, Organic Family Orchards Program

TOTAL, beneficiaries 95 patients

Operational Plan 2018

Challenges

- A. Expand coverage: 150 patients
- B. Laboratory and self-test controls
- C. Distribution of medicines for diabetes treatment
- D. Project Cost US \$ 7.64 per patient