



FROM THE EXECUTIVE DIRECTOR



One Millionth Patient Visit

Dear friends,

We cared for our one millionth patient since our founding. In 2020 alone we provided care to 151,943 patients who visited our hospitals and 128,730 people were served in the communities. We present this report to you with a pride that we have been able to continue quality healthcare delivery work despite all the odds.

Covid19 global pandemic has affected every country, and organization in the world, and so has us. We had to change the way of operation, and make adjustments in our deliverables, however, we never stopped the care delivery completely. Our frontline health workers have been tested Covid19 positive and recovered, and we had one Covid19 related patient death at our hospital until July end. Our care to the most deserving communities continued.

It has been a tough year for us. We had to go through a financial crisis, which compelled us to cut down our annual budget by over 20% halfway through the fiscal year. We had to retrench some of our team members. Amidst all this, we also faced an unbearable tragedy with the death of one of our dearest team members, Siddharth Auji. In him, we lost one of the hardworking team members, and the family lost a husband, father and son. Our deepest condolences to Guari Auji, the wife of Siddharth and our new staff at Bayalpata hospital, and entire Auji family.

Despite all these circumstances, our dedicated team continued working hard to provide quality care. Our work has been recognized globally. We won USAID's HRH2030 Global Resilience Award this year. The data we present in this report are not just numbers. They represent real people. Below is one representative story of surgery to save life of a mother. Thanks to our frontline health workers and to our supporters. SP Kalaunee

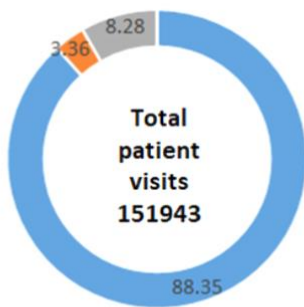
Life Saving Surgery at Bayalpata Hospital

A mother of 3 (age 25) was brought to Bayalpata Hospital from remote Triveni Municipality of neighboring Bajura district. Following her examination at Martadi Hospital, she was referred to higher center.

The clinical team at Bayalpata Hospital diagnosed that she had ruptured ectopic pregnancy (fetus was implanted in the fallopian tube instead of the uterus, and the tube ruptured as the fetus grew), which had caused internal bleeding. The video x-ray showed that the patient had already lost a lot of blood that was clotted internally. Since the nearest higher center is at eight hours of driving distance, she could not be referred there. Delay in the treatment can cause death in such cases. In fact, this is one of the major causes of maternal deaths in the remote areas. The family was informed of the emergency situation.

With consent, the surgical team prepared for surgery. Only very few of such surgeries have taken place in Achham, only at Bayalpata Hospital. Blood was arranged from the staff and through an appeal using social media. Many people donated blood and the surgery was conducted until late night. About two liters of blood was taken out of her uterus. The fetus in the right fallopian tube was taken out. With the help of many supporting hands, the surgery was successful. She is recovering now. Thanks to all the supporting hands!

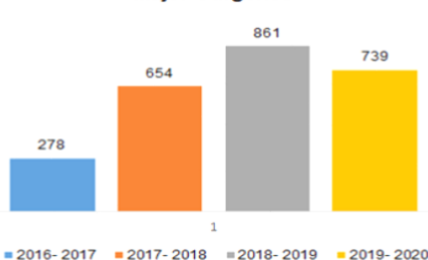
SNAPSHOTS OF THE YEAR 2020



■ Outpatient visit ■ Inpatient visit ■ Emergency visit

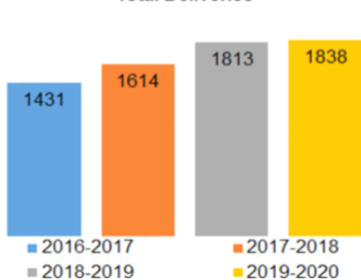
Patients Cared For: We cared for increased number of patients in 2020. The number of patient visits was 151,943.

Major Surgeries



Major Surgeries: Despite Covid19 global pandemic, we conducted 739 major surgeries in 2020.

Total Deliveries



Increased Deliveries: Number of total deliveries increased to 1,838 in 2020.

Following a devastating flood that swept away nearly 22 houses in Saini Bazaar in Ramaroshan Rural Municipality, a mother (19) of a one-year-old daughter was brought to Bayalpata Hospital. She was pregnant with her second child. She had per vaginal bleeding and was pale and unconsciousness. She was evaluated and rushed to the operation theater for emergency cesarean and control of hemorrhage.

It was Abruptio Placentae, a condition where the placenta is separated from the uterus before the fetus is delivered. The surgical team found more than 1.5 liters of blood inside her abdomen. The uterus was ecchymotic because of bleeding. There was intrauterine fetal demise at the time of presentation. Immediate life-saving surgery was performed, and blood was transfused to save her life. The mother has recovered now.



Total Health Insurance Claimed

NPR 2541992

Total insured patients

2996

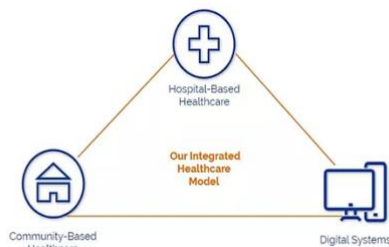
Improved Insurance: We received 2,541,992 from national health insurance reimbursement

INTEGRATED CARE MODEL

Based on the learning and innovation, Nyaya Health Nepal (NHN) has developed new model to best fit with local needs. This model, Municipal Integrated Healthcare Model, aims at creating a system where municipalities adopt the integrated health care approach to operate from hospital to community in the federal context of Nepal.

Following are major components of the model:

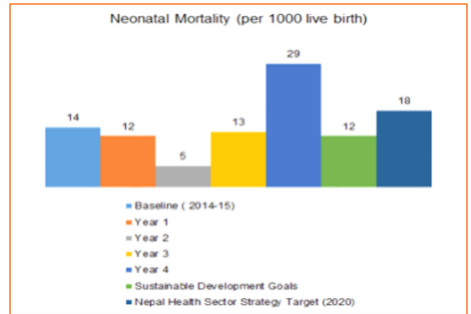
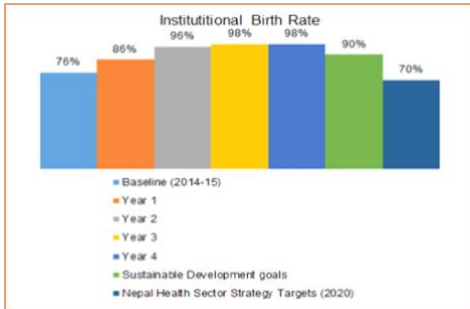
- **Hospital Based Healthcare:** Government-owned facilities serve as centers for continuous teaching, training and data feedback loops, in addition to integration with primary healthcare.
- **Community Based Healthcare:** Home-based and group-based longitudinal care delivered by professionalized community health workers (CHWs) using mobile phones to monitor and manage non-communicable diseases, mental health, reproductive, maternal and child health.
- **Digital Systems:** Integrated Electronic Health Record connects community and facility data to support diagnosis, map disease, and continuously improve the care.



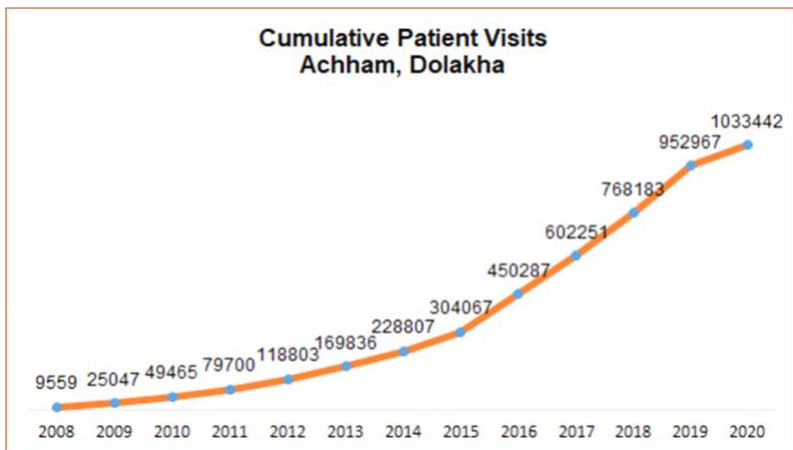
Integrated Healthcare service Distribution Table

SERVICES	COMMUNITY BASED CARE	HOSPITAL BASED CARE
Reproductive, Maternal, Newborn and Child Health	Individualized Birth Planning for all Pregnant Women and individual Antenatal and Pediatric Care	Comprehensive Emergency Obstetric and Neonatal Care
	Group Antenatal Care (counseling)	Routine Antenatal Care Visit
	Active Surveillance of Pregnancy and Early Childhood Illness like malnutrition	Lab Services - Focus on Pregnancy Risk Stratification
	Referral and follow up	Safe Abortion Service
	Support in receiving government ANC reimbursements	Ultrasound
	Breastfeeding Support	Permanent Family Planning Methods
	Balanced Counseling to all married women at reproductive Age & Postpartum Counseling	Reversible Family Planning Methods Postpartum Counseling
Chronic Disease Control	Counseling on Management and timely referral of Chronic Illnesses.	Outpatient Services for Chronic Disease
	Follow up for Chronic Diseases like Lung Disease, Gestational Diabetes & M Health	Lab Investigations for Chronic Diseases

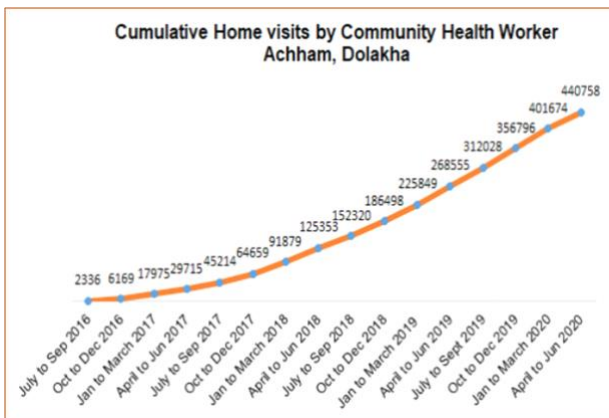
IMPACT DATA



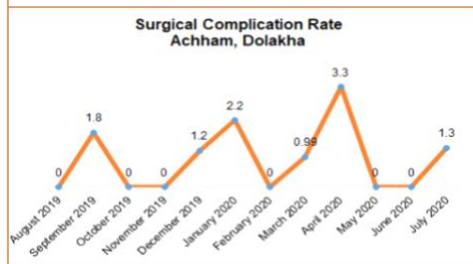
Achieved SDG: Preliminary outcomes of Integrated Healthcare Program in Sanfegabar Catchment Area



1 million +: We have cared for over a million patients (hospital visits) since founding.



Care in the Community: Our community health workers have cared for 440,758 people 128,730 people in 2020 alone.



Surgical Complication: We have been able to maintain hospital based surgical complication at <5%.

FY20 HIGHLIGHTS

COVID 19 response: In response to COVID -19 our teams in Community and Hospital have adapted different strategies to continue our services in both districts.

- Community health workers have been continuing their services through phone calls to ensure better health of women, children and chronic disease patients. Community Health Program has adapted a shorter version of the previous workflow with addition of counseling for the prevention of COVID-19 and referral of suspected cases.
- Bayalpata, Chaurpati and Charikot hospitals have been running COVID-19 clinics along with their usual services. The clinics have mainly been screening the COVID-19 cases and collecting swabs for PCR test. The hospitals have also allocated some beds for the isolation of the patients with COVID-19. Chaurpati has coordinated with the Municipality to establish a 14-bed quarantine facility in a local school.
- Mental health team in NHN has been engaged with experts on mental health inside the country and abroad to provide support to patients, NHN staffs and their families during the pandemic.
- EHR has been customized to report data on screened and confirmed cases.

Nyaya Health Nepal has received PPE and other equipment worth NPR 4,29,790 for Charikot hospital, NPR 26,096 for Chaurmandu PHC and NPR 13,09,680 for Bayalpata hospital from different organizations.

Hospital Updates:

High Dependency Unit (HDU) built in Charikot Hospital: NHN has been able to build a HDU for the patients who need extensive care with the support from Bhimeshwar Municipality in Charikot Hospital. There are 10 beds in the unit and one of them will be allocated for the infants. Every year in Charikot hospital, 4-5 children have died and 4-5 children have to be referred to the higher centers.

Clinical Handbook for the hospitals: After tireless work of team members from hospitals in both districts, NHN now has a handbook which will be invaluable to guide our medical provider in the hospitals. The handbook consists of guidelines to treat 135 different medical conditions.

More Nails and Screws for Orthopedic Surgeries: Medical team members from BH and CH participated in SIGN conference 2019, representing our work on rural orthopedic trauma management. SIGN Fracture Care International donated orthopedic equipment worth USD 11,000 to support our ongoing work to expand surgery options for underserved communities.

Progress on Infrastructure for BH and Chaurmandu PHC: Community Forest Consumer Committee, Sanfebagar has handed us a five-room building near BH for a two year

period. Our team will be using the building to house staff who are currently staying in organization rented buildings in Sanfebagar. The construction of Chaurmandu PHC that was pending for long time also resumed in October. The Department of Urban Development and Building Construction is leading the project and aims to complete it within the end of the year.

Bayalpata Hospital received NPR 10,79,000 for Safe Motherhood Program: Sanfebagar municipality has contributed NPR 10,79,000 to Bayalpata Hospital to continue and improve Safe Motherhood Program in the hospital. Bayalpata Hospital has been providing free services such as safe abortion and maternity care during pregnancy and childbirth for the women from the vicinity and surrounding districts.

C-arm machine for Bayalpata: The Ministry of Social Development has donated C-arm machine to Bayalpata Hospital. Unlike time consuming X-ray machines, C-arm machines produce images on a click. This machine is particularly important in the operating rooms to check the alignment of bones or implants during the surgery. With the help of C-arm machines, we're able to efficiently improve the quality of orthopedic procedures. It is an extraordinary achievement to get capital costs such as equipment covered through government resources.

Community based care

Community health program in Achham and Dolakha keeps touching thousands of people through the networks of trained community health care workers. More than 100 CHWs are providing community-based services through home visits. By the end of FY 20, CHWs have made more than 470,000 home visits to deliver the care in the community. As the pandemic of COVID-19 hit the care delivery, the community health program adapted the new workflow to continue the services. CHWs suspended the home visits but kept following beneficiaries through phone calls to ensure the safety and better health of the people in the community.

Expansion of Community Health Program in Ramaroshan Municipality: Nyaya Health Nepal has been able to work with Ramaroshan Municipality to replicate Community Health Program (CHP) there under the municipal ownership and regulation. The municipality has hired 7 community health workers (CHWs) and Nyaya Health Nepal has provided training to the CHWs for household enrollment and home visits. CHWs have completed baseline household survey and household ID distribution and enrolled the families and individuals in the municipality for the services. All the baseline data have been checked for the quality and error. Community Health Nurses have been supervising the CHWs and providing support for home visits.



External Engagement: Community Health workers have been closely working with Female Community Health Volunteers, mothers groups, and health care providers at the health posts during outreach clinics, monthly review meetings, different national health campaigns, screening, contact tracing of COVID-19 patients and counseling people on the prevention of the disease. In FY19/20 alone, they have coordinated family planning care with Marie Stopes for more than 50 women in the community to get implants.

Trainings:

Pharmacy Training: A critical part of patient care involves counseling on when and how to take medication. Pharmacy team members from Bayalpata and Charikot Hospital participated in a training organized by the National Centre for AIDS and STD Control and World Health Organization to manage ART drugs, counsel patients on adverse effects of drugs, store and record keeping of drugs.

Motivational Interview training for CHWs and Community Health workers: A week-long, community based, Motivational Interview technique training has been conducted for community health nurses and community health workers, through which CHWs are expected to be capable of providing patient-centered counseling to HIV patients. In future, NHN hopes to empower all the CHWs to use this technique throughout all the service areas.

First Aid training: Community Health Workers in Dolakha and Achham have been trained to provide basic First Aid to the people in the community. People often were referred to the nearest medical centers or NHN operated hospitals even for the simplest health conditions.

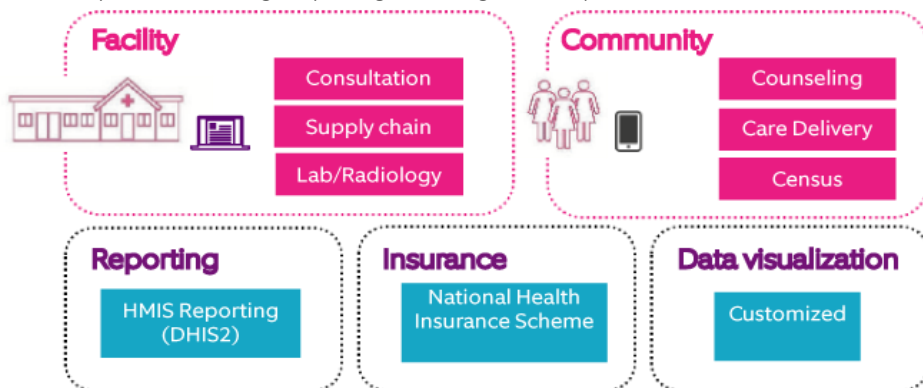
Awards and Grants

USAID HRH 2030 Global Award: In June 2020, out of 500 applicants NHN has won Human Resources for Health HRH 2030's Health Workforce Resilience Global Award for its exemplary work on design or development of a tool, method, or approach to improve enhance health worker resiliency. The award amount was \$25,000.

NHRC Research Award: NHN has been awarded by NHRC for a research on Implementation and assessment of facilitation support for improving the coverage of health insurance in Achham. The objective is to identify barriers to enrollment and renewal in health insurance in Achham and to assess the acceptability, feasibility, adoption and fidelity of facilitation support. The research is funded by the WHO country office and is awarded for a year.

DIGITIZATION

Nepal EHR is an Electronic Health Record that serves as the digital platform to facilitate care coordination across facility- and community- based services. This open source platform is designed to use in limited resource settings. This integrates registration, clinical diagnosis and investigations, prescriptions, reporting and supply chain management. The digital system is central to NHN's data collection and monitoring and evaluation process as well. All the data, both from facility and community is collected digitally using our integrated NepalEHR.



As innovation continues, the system has been able to automate monthly reporting of HMIS indicators by integrating NepalEHR and DHIS2. It has the mechanism to visualize hospital and community data for NHN's teams and also to those who are interested to learn impacts from it's work via DHIS2 dashboard.

EHR team completed the Insurance integration project supported by Digital Square last year. After the integration of the project NepalEHR is capable of submitting the claim processing and claim submission to the Nepal Government Health Insurance Board. Recently we have got the HRH2030 award with the outstanding Digital health platform built up as NepalEHR. NepalEHR has successfully implemented the new site at Chaurmandu PHC site.

NepalEHR team presented in the OpenMRS implementers meeting at Mozambique as part of the community build and development which helped the community to follow the Nepal team achievement.

Integration of the commcare and NepalEHR has been successfully completed and the demographic information seamlessly integrated into the NepalEHR system and has been piloted to 2 ward numbers at the moment.

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FUTURE

In FY 21, NHN will be focused on the five key areas: 1) Refining of the Integrated Municipal Healthcare Model at Chaurpati; 2) Continue Management of Bayalpata Hospital and Community Health Program in Achham; 3) Adoption of Charikot Hospital and Community Health Program in Dolakha, and 4) Scaling of Digital Systems in Karnali and Far West Province; and 5) Exploring partnerships with the New Municipalities for replication of Integrated Healthcare Model.

Integrate Municipal Healthcare (IMHC)

(Refining at Chaurpati for replication)

Hospital and Community Health

(Management of Bayalpata CHP in Achham)

Adoption of Dolakha Programs

(Adoption of Charikot Hospital & CHP)

Scaling of Digital Systems

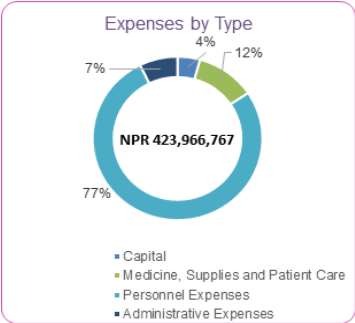
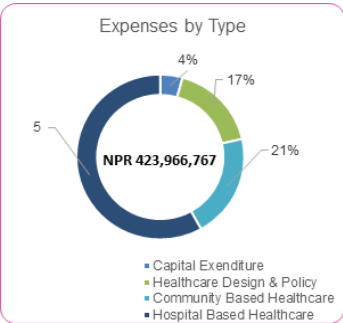
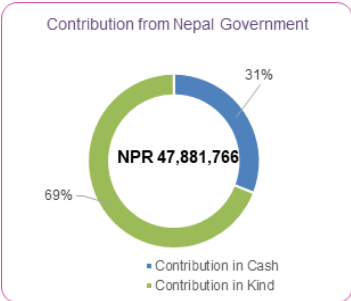
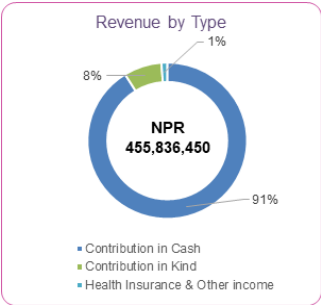
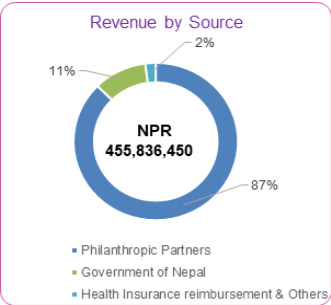
(NepalEHR scaled in Karnali and Far West Provinces)

New Municipal Partnerships

(Partnership with new municipalities to replicate IMHC)

**NHN
2021**

FINANCE



Partners: Grateful to our partners whose invaluable support has enabled us to continue our work in FY20.

<p>Philanthropic</p> <p>The Rosebud Charitable Trust SIGN Fracture Care Nick Simons Foundation The Far Greater Hope Foundation Possible One Heart World-Wide Ipas Grand Challenge Canada Gordian Foundation Firetree Asia Foundation</p>	<p>Government/Municipalities</p> <p>Ministry of Health & Population National Public Health Laboratory National Center for AIDS and STD Control Logistics Management Division National Health Training Centre National Tuberculosis Center Epidemiology & Disease Control Division Regional Medical Store, Dhangadhi Regional Medical Store, Hetauda Municipalities (Sanfebagar, Bhimeshwor, Chaupati, Budhiganga, Bannigadhi Jayagadh, Ramaroshan, Triveni) District Health Offices (Achham, Dolakha, Bajura)</p>	<p>Bilateral/NGOs/Personal</p> <p>Australian Embassy UNICEF National Innovation Centre Nepal Engineering Association Binod Dangal Agya Mahat Rajendra Bahadur Shah Anjila Supplier Ipas WAC Nepal Norvic International Hospital Shodasha EX Student Society</p>
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Nyaya Health Nepal improves healthcare for underserved communities in partnership
with the government of Nepal.

ANNOUNCEMENT OF WINNING ORGANIZATIONS



**NYAYA HEALTH
NEPAL**

NEPAL

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