ANNUAL REPORT
FY 2078-79 | 2021-2022

Nyaya Health Nepal
Quality Healthcare for All

Contents

Message from the Management Team

Dear Friends,

It has been an exciting journey for Nyaya Health Nepal (NHN), the non-profit that has provided free medical care to over 1 million of Nepal's most underserved people in the past years. Like other non-profits NHN has had its fair share of challenges over the years. The latest was the Covid-19 pandemic, which amplified western Nepal's pre-existing health problems. Overcoming these challenges has made us stronger and more resilient.

This is NHN's 2022 Annual Report, and in it we outline our impact on saving lives and livelihoods of Far-western part of Nepal. Despite obstacles, we have had another successful year, fulfilling our mandate to provide equitable health care to patients from all sections of society, addressing the medical needs of pregnant women, trauma patients, vulnerable children and the elderly. We have attended to chronic diseases and psychiatry patients from all age groups. The role of NHN's Bayalpata Hospital and its Community Health Network is all the more vital because of the relative absence other services.

We would like to extend our gratitude to the outgoing and incoming elected municipal, provincial and federal government officials, the local communities, NHN's philanthropic partners and members of our Board for their unflinching and continued support. From feedback from our patients and their families we know that our work has brought about long-term positive change in the lives of rural communities. Our special thanks go to NHN's professional staff who, with teamwork and commitment, have ensured dignity and high quality medical care to Nepal's most marginalized people.

We are proud to be a part of NHN and its priority in providing equitable healthcare for the people of this far-flung region. Moving forward, we are forging new partnerships with key healthcare stakeholders so that our achievements so far are sustainable.

Thank you for your trust and commitment to this cause.

Dr Mandeep Pathak
Medical and Surgical Director

Srijana Devkota
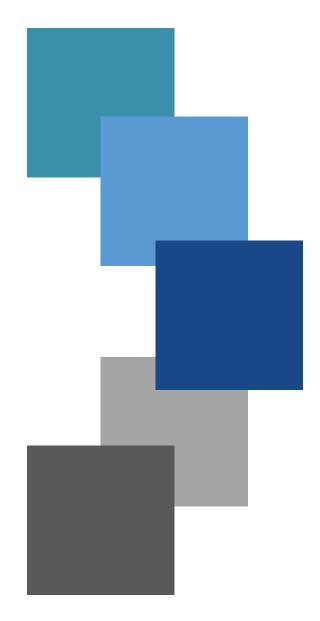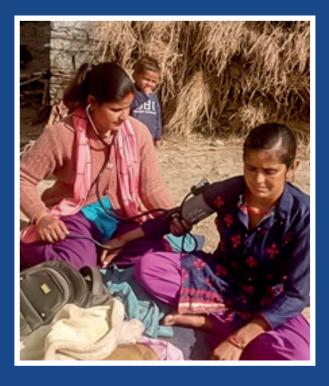Senior Partnerships Lead

Ram Raj Khakurel
Finance Lead

About NHN

Nyaya Health Nepal (NHN) is a non-government, not-for-profit organisation working to improve healthcare for underserved communities in partnership with the Ministry of Health and Population (MoHP), Sudurpaschim Province Ministry of Social Development (MOSD), and local municipal governments.

Since its inception in 2008, NHN has been working to build an integrated care delivery system, design and implement these interventions to scale for a new model for healthcare in the country. NHN's approach is also to create an enabling environment to reach underserved communities in rural Nepal in line with WHO recommendations to build a robust national health care system.

Besides the Sudurpaschim Provincial Government, NHN also gets support from two municipalities and four rural municipalities of Achham district. NHN operates Bayalpata Hospital at Sanfebagar Municipality, a Municipal Primary Health Center (PHC) at Chaurpati Rural Municipality and a Community Health Workers (CHWs) network in other rural municipalities to improve access to healthcare. NHN's CHW network is integrated with hospital-based care via NHN's own Electronic Health Record (EHR) network. NHN team of 195 staff provided 1,158,298 facility visits, above 3,972 surgeries, and 791,675 home visits in the past years.

"Bayalpata Hospital gave me a new life"

Surja Tammata, 25, from Ramaroshan Rural Municipality had a normal delivery at Chaphamandu health post. Her family brought her to Bayalpata hospital for the treatment after heavy post-partum bleeding on 8th day of her delivery.

The medical team found that there was a residual fragment of the placenta, and she was hospitalized for five days and was given two pints of blood through transfusion.

"After we removed the placenta bits from her uterus, she was given antibiotics prophylaxis ampicillin 1gm and IV fluids to prevent from infection. If she had not been brought to the hospital on time, she could have suffered serious postpartum hemorrhage," recalls Dr Dil Sahi Roka, Staff Physician ASBA at Bayalpata Hospital.

Nursing in-charge Gauri Sunar remembers that the patient was severely anemic due to continuous bleeding when she was brought in. The patients had been carried a long distance to get to hospital, but arrived just in time. "If she had got here even a little later, there would have been more complications. I am so glad we could save her," Sunar says, beaming. Surja herself is back home, and tears up with gratitude as she explains how much better she feels: "Bayalpata Hospital saved my life, but even here at home I am regularly visited by community health worker Sita Rawal for follow-up. I am very lucky to have this level of care."

It was Sita Rawal who advised Surja to rushed to Bayalpata Hospital for emergency treatment after continious bleeding would not stop. Her patient's case history was electronically transferred to doctors at Bayalpata even before she reached there through NHN's Electronic Health Record (EHR) system.

"I have this enormous sense of fulfilment when I make home visits and see both mother and baby doing fine," Rawal told us.

Mission:

To improve healthcare for underserved populations in collaboration with the Government of Nepal by designing, implementing, and scaling municipal integrated healthcare systems.

Vision:

Quality Healthcare for All

Values:

Patients and Communities first, Integrity, Innovation, and Effectiveness.

WHAT WE DO

NHN mainly focus on three components of it Municipal Integrated Health Care model, identifying the need of local communities:
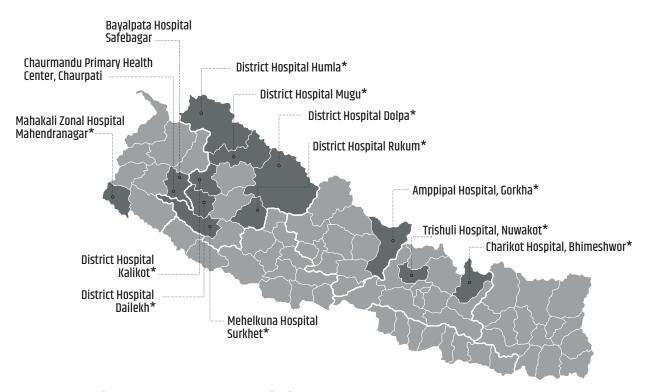- Hospital based health care
- Community based health care
- Digitalization

"Previously, pregnant women were losing their lives due to lack of resources in rural Nepal. Nowadays, NHN has been saving the lives of both mothers and the children of Achham district due to equitable health care services. NHN community team has been identifying the complications of pregnancy in early stages and providing care and counselling to the needed patients. Besides Achham, the people from Bajura, Kalikot, Humla, Mugu, Doti and Dailekh district also visit Bayalpata Hospital for quality and free healthcare services. If NHN had not have provided free care through Bayalpata Hospital to the underserved communities many pregnant mothers and children would have died at their home without a care"

- Gauri Sunar, Nurse In charge

NHN Footprint

Bayalpata Hospital Safebagar

Chaurmandu Primary Health Center, Chaurpati

District Hospital Humla*

District Hospital Mugu*

District Hospital Dolpa*

Mahakali Zonal Hospital Mahendranagar*

District Hospital Rukum*

Amppipal Hospital, Gorkha*

Trishuli Hospital, Nuwakot*

Charikot Hospital, Bhimeshwor*

District Hospital Kalikot*

District Hospital Dailekh*

Mehelkuna Hospital Surkhet*
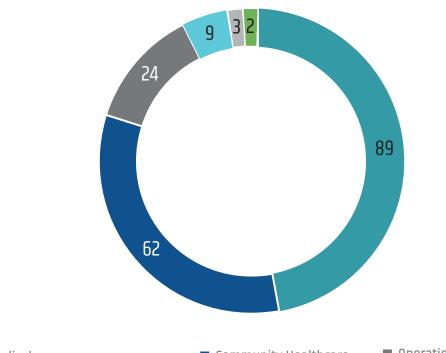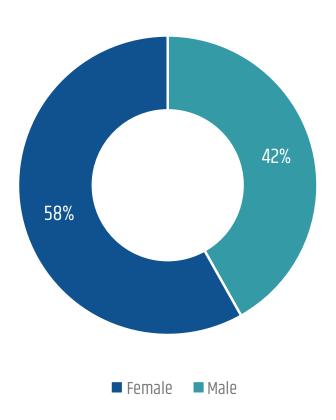
* Implemented Electronic Health Record (EHR) with local partners

A Diverse Team

NHN staff has diversity in gender, caste, ethnicity, differently-abled and age in each tier, function and location of staff.
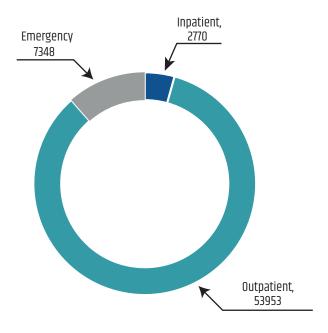

- Medical
- Community Healthcare
- Operations & Procurement
- Electronic Health Record (EHR)
- Finance & Admin
- Partnerships

89
62
24
9
3 2

58%
42%

- Female
- Male
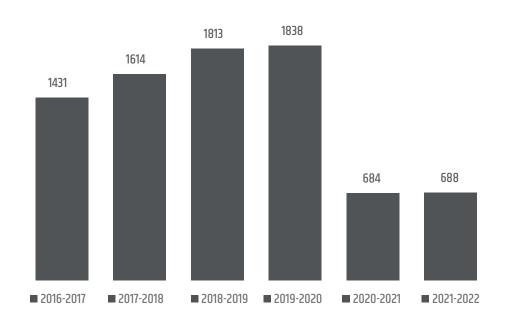
2022 in Figures

Patient Visits at Bayalpata Hospital

Inpatient, 2770

Emergency 7348

Outpatient, 53953
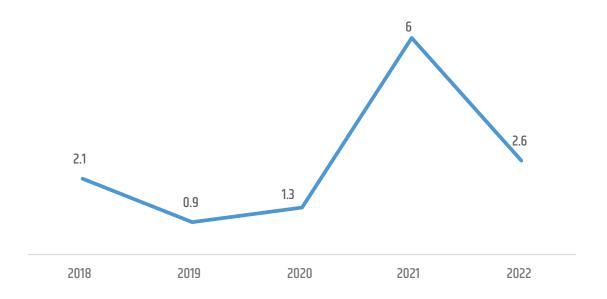
NHN received 61,301 patient visits including 2,770 inpatient visits.

Total Deliveries

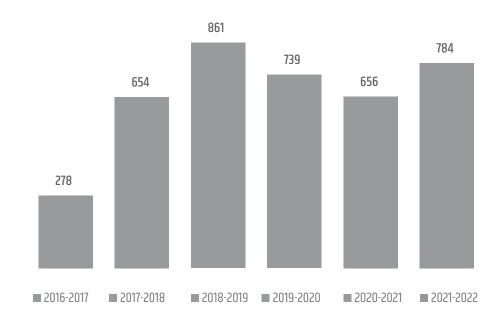| 2016-2017	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022
1431	1614	1813	1838	684	688

NHN delivered 688 women despite COVID-19 pandemics.
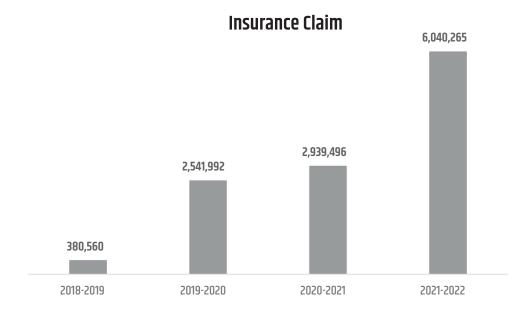
Surgical Complication Rate (%) at Bayalpata Hospital

Bayalpata Hospital has maintained the surgical complication rate below 5 % as recommended by World Health Organization

Major Surgeries

| 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 | 2020-2021 | 2021-2022 |

NHN's major surgeries rose up to 784 during 2021- 2022.

Insurance Claim

Health Insurance Reimbursement increased from NPR 2,939,496 in FY2021 to NPR 6,040,265 in FY2022

Integrated Care Model

NHN delivers Municipal Integrated Healthcare through the hospital, communities, and uses its digital platform to integrate both services. This model has created a unique system where municipalities adopt the Integrated Health Care approach to operate from both hospital and the community level in Nepal's decentralized federal structure. NHN's Municipal Integrated Health Care model has three components:

■ **Hospital-based health care service:**
NHN aims to strengthen its integrated municipal healthcare service to build a resilient health care system. The program will strengthen and sustain the integrated municipal health care delivery system in collaboration with the provincial and local governments of Far-Western Nepal. NHN model is designed to support a long term positive change in lives of rural communities by improving access to better healthcare. NHN provides government-defined essential and emergency care services through its facilities. It also provides key life-saving surgical services like cesarean sections and orthopedic surgery, care for complicated referrals from across our catchment area and beyond.

■ **Community-based health care service:**
Nyaya Health Nepal's community health care model aims to improve the health of the people of this region by providing rural communities with effective health care services in their own home. This model has helped to minimize health risk for women, children, infectious and chronic disease patients.
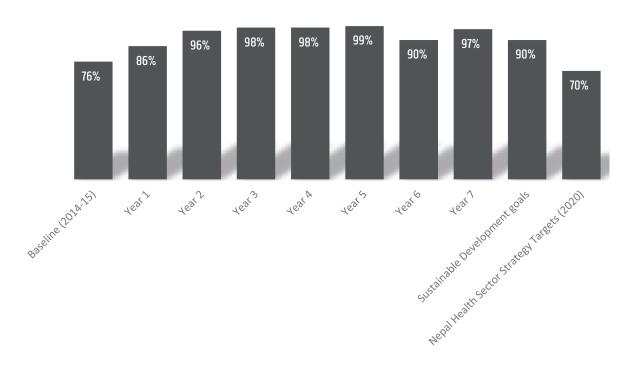
■ **Digital health care service:**
NHN uses NepalEHR, an open source Electronic Health Record (EHR) platform, to integrate data across points of care. The software is customized for healthcare systems in Nepal and designed for use in limited resource settings. NepalEHR integrates registration, clinical diagnosis, investigations, prescriptions, reporting, insurance submission module and stock management. It facilitates care coordination between clinicians in all facilities (hospitals, healthcare center and health posts) and Community Health Workers in community health programs. With the use of EHR, NHN integrates data to map disease, target care and continuously improve healthcare services.

Integrated Healthcare Service Distribution Table

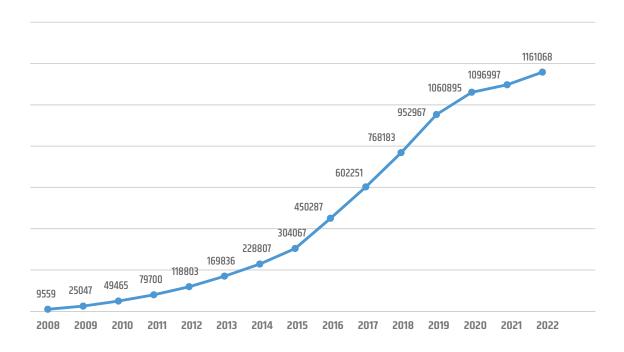| SERVICES	COMMUNITY BASED CARE	HOSPITAL BASED CARE
Reproductive Maternal Newborn and	Individualized Birth Planning for all Pregnant Women and individual Antenatal and Pediatric Care	Comprehensive Emergency Obstetric and Neonatal Care
Child Health	Group Antenatal Care (counseling)	Routine Antenatal Care 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

Institutional Birth Rate

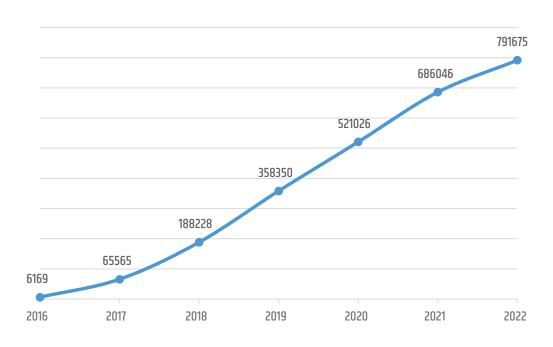| Baseline (2014-15)	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Sustainable Development goals	Nepal Health Sector Strategy Targets (2020)
76%	86%	96%	98%	98%	99%	90%	97%	90%	70%

NHN has been improving the Institutional Birth Rate since the beginning of the program and has been able to achieve and exceed the target set by sustainable development goal (SDG) of 90% since 2017.

Cumulative Facility-Based Patient Visits

Year	Value
2008	9559
2009	25047
2010	49465
2011	79700
2012	118803
2013	169836
2014	228807
2015	304067
2016	450287
2017	602251
2018	768183
2019	952967
2020	1060895
2021	1096997
2022	1161068

NHN has received an increased number of patient visits each year from its catchment area. By 2022, the number has been reached to 1,161,068.

Cumulative Home Visits by CHWs

Year	Value
2016	6169
2017	65565
2018	188228
2019	358350
2020	521026
2021	686046
2022	791675

By 2022, community health workers (CHWs) have carried out 791,675 visits in the communities of Achham for counseling and care coordination.

"Nutrition is our main focus when we provide Under 2 Child Healthcare Services. A breast-fed baby will be healthy because of optimal nutrition and enhanced immunity. I have been successful in bringing five children suffering from severe malnutrition to normal health in my catchment areas through our Community Health Program which provides services, specifically focusing on peer and professional lactation support for pregnant and postpartum women in rural and underserved communities of Achham district."

Yashoda Khadka, Community Health Worker at NHN, Chaurpati

2021-2022 Highlights

2021 and early 2022 remained another year of challenges and learning experiences for NHN. Despite various headwinds, NHN's Bayalpata Hospital continued providing equitable healthcare services to needy communities.

Major Achievements:

- The hospital team worked in collaboration with Provincial and Local Level Government of Far-West Nepal and the District Health Office, Achham to provide emergency care, spread awareness about COVID-19 prevention, vaccine efficiency, and mental health.

- NHN has so far served 1,158,298 patients through hospital based care services, and 791,675 beneficiaries through Community based care of Achham district.

- An interaction with all three tiers of the Government of Nepal (Federal, Provincial and Local) was conducted on 20 March 2022 at Bayalpata Hospital. The team inaugurated the hospital's High Dependency Unit (HDU) to provide treatment for patients who need additional extensive care and need constant monitoring.

- A Memorandum of Understanding (MoU) was signed between Nyaya Health Nepal (NHN) and Kamalbazar Municipality Ward 4 and 10 to scale up NHN's Community Healthcare Program.

- The hospital staff and community health care providers were trained through regular CME, equipped with medical supplies and PPEs and vaccinated to serve the beneficiaries. In addition to this, NHN has been able to hire a psychiatrist to for NHN's psychosocial counselling unit to treat patients with PTSD and Depression.

- Nyaya Health Nepal successfully organized a Social Audit for the Fiscal Year 2077/78 at Bayalpata Hospital on 30/09/2078 (14th January 2022). The objective of the Social Audit was to monitor the program and increase accountabilities of key stakeholders in providing equitable health care services to the needy communities of far west Nepal.

- MoU has been signed with Punyaarjan Foundation to provide equitable, sustainable health and well-being of the underserved communities of Far-west Nepal.

- Nyaya Health Nepal conducted a Social Audit for the last fiscal year at Bayalpata Hospital on 14 January 2022 to monitor the program and increase accountability of key stakeholders in providing equitable health care.

- NHN conducted its 19th Batch MLP (Mid-Level Practicum) training on 23 March 2022 at Bayalpata Hospital in collaboration with Sudurpaschim Provincial Health Training Centre (PHTC), National Health Training Centre (NHTC) and NSI (Nick Simons Institute)

- Conducted various camps such as Ear, Neck and Throat (ENT,) eye and deformity and plastic surgery screening at Bayalpata Hospital in coordination with various government organizations to include the comprehensive healthcare services to the underserved communities of far west Nepal.

Hospital Based Care

Bayalpata Hospital is delivering comprehensive and continuing care to improve healthcare of rural populations, reducing health inequalities. NHN care model integrates preventive and promotive care and is delivered by experienced health care providers (doctors, nurses and community health professionals).

More specifically, Nyaya Health Nepal's Bayalpata hospital provides all necessary healthcare services to meet the diverse needs of the communities of Far-west Nepal. These services include outpatient care, in-patient care, surgical and emergency care, lab investigations, radiology and ultrasound services, general surgeries and orthopedic surgery. Similarly, NHN provides care and medication to patients infected with communicable diseases like HIV/AIDS and Tuberculosis, including patients infected with drug resistant Tuberculosis. Bayalpata Hospital is also a site to provide safe motherhood care, including C-Section, ultrasound, family planning methods, and postpartum counseling. Bayalpata hospital also provides outpatient services for chronic diseases & mental health services. Bayalpata Hospital pharmacy is smooth-functioning and disburses prescribed drugs to patients – all free of cost.

NHN's psycho-social counselors (PSC) also identified mental health conditions related to COVID and used various proven counseling approaches to increase patient's self-confidence besides prescribed medications.

Senior Health Assistant Kamala Swar measuring the blood pressure of a patient at Bayalpata Hospital

Training

- Nurses, Laxmi Rawat and Laxmi Bhatta successfully completed three months Critical Care Nurse Training Program organized by HAMS hospital and Critical Care Nurses Association of Nepal (CCNAN). The training will help to recognize the patient's need early and provide care in time and save the life of a patient. It will also help nurses provide treatment for patients who need additional extensive care and need constant monitoring under the High-dependency unit (HDU).

- A capacity building program on photography and documentation for case/success stories was conducted in March 2022.

Community Based Health Care Service

Community Health Worker Radhika Shah counseling on nutrition to under 2 child moms at Jalpadevi, Achham

Community Health Program (CHP) is a key element in improving community health care services for underserved communities of Achham district. The program empowers rural communities on health care awareness and behavior changes in better services. NHN's Community Health Care model enables quality health care access by using community health workers (CHWs) as liaison between healthcare providers and needy communities to ensure they fulfill all healthcare needs. NHN team works in collaboration with local authorities of Achham district to make serve rural communities by generating a demand for quality healthcare. Community Health Workers (CHWs) have been contributing to reduce child morbidity and mortality, increase uptake of immunization and promote good breast feeding practices.

NHN's CHWs are highly motivated to support their communities, especially those who are pregnant, new mothers, and under-two children. CHWs suggested creative ways to adapt to the situation and ensure continued and safe access to the care the pregnant women and mothers needed for ANC, childbirth, childcare, and PNC.

Training

- Virtual training on COVID-19 mitigation was conducted by Dr. Ramu Kharel from Brown University, USA on 14 February 2022.
- Community Health Nurses received refresher training in Microsoft Excel and Microsoft PowerPoint for supervision and capacity building and first aid training in eye disease conducted by municipalities.
- Gender equity training was provided to Community Health Nurses and Community Health Workers by the different municipalities of Achham district. Besides, they were also trained on nutrition from SUAAHARA Phase II.

Digitization

(EHR) platform, to integrate data across points of care. The software is customized for health care systems in Nepal and designed for use in limited resource settings. NepalEHR integrates registration, clinical diagnosis, investigations, prescriptions, reporting, and stock management. It facilitates care coordination between clinicians in all facilities (hospitals, health care centers and health posts) and Community Health Workers in community health programs. The EHR platform helps NHN integrate data to map disease, target care, and continuously improve healthcare services. Moreover, electronic records can be linked with health care surveillance, which may be extremely important in emergencies. NepalEHR also seamlessly enables key functions mandated by the Government of Nepal. It can be used for Health Management Information Systems Reporting (DHIS2) and for managing the National Health Insurance Scheme (IMIS). NHN has rolled out NepalEHR in Bayalpata Hospital, Ampipal Hospital in Gorkha, Mahakali Province Hospital in Mahendranagar and Charikot Hospital in Dolakha, as well as in district hospitals of Rukum Paschhim, Dolpa, Mugu, Kalikot, Dailekh and Humla in collaboration with the Karnali Province Government and Abt Associates.

Ministry of Health and Population high level officials, representatives from WHO visited Ampipal Hospital, Gorkha to monitor deployment and impact of NHN implemented EHR system in July 2022.

"At first, I thought using EHR would be very difficult. Later I found it was easy and very useful for patient's data entry. The system is supporting us to collect, process and report patient's data efficiently. EHR helps us to access the complete health information about the patient, which as a results save our time."

- Ishwori Poudel
Nursing Incharge
(Mehelkuna Hospital)

> " We have been using NepalEHR at Amppipal Hospital for the last two years. Amppipal is a 50-bed municipal hospital in rural Gorkha. Despite our initial fear for acceptance, the learning curve for NepalEHR was observed to be rapid because of its user-friendly interface and it has been readily accepted by all our employees, majority of whom are mid-level providers. Our national and international guests are often amazed by the successful adoption of EMR at our resource-limited setting. NepalEHR has been useful in improving the quality of healthcare delivery at our institution because of adequate record-keeping. Quality improvement projects have been fun and easy with installation of the software. It has reduced our claim processing time, improved its quality and ultimately improved reimbursement from the National Health Insurance Program. We are looking forward to the integration of NepalEHR with OpenIMIS which will further ease the claim processing. We are thankful to NHN EHR team for their rapid assistance during technical failure which are sometimes inevitable "

- Dr Pawan KB Agrawal, Medical Director, Amppipal Hospital, Gorkha

Major Learning and Adaption

- Rural communities require essential and equitable health service provided by experienced health practitioners. A system impact dissemination is required for sustaining improved access and the quality for rural health care in remote settings.

- NHN's public-private partnership with all 3 tiers of the Government of Nepal, international and domestic partners have proven to be an effective means to address the pandemic and strengthen the health system.

- Communicating awareness on the Covid outbreak and busting disinformation and myths became an integral part of the program.

- Increased budgetary allocation is required to significantly improved health care outcomes in far west Nepal.

- The health care system continues to struggle with professional workforce shortage, poor infrastructure and quality of care.

Future Plans

In Fiscal Year 2022-23, NHN will focus on the following key areas:

- Strengthening partnerships with the Ministry of Health and Population in Kathmandu and key stakeholders

- Enhancing the service provided at Bayalpata Hospital by improving the medical and surgical care and use learning to scale up the models.

- Expand the digital health care model in new provinces

- Partnerships with medical colleges to provide continuous care using best practices

- Strengthen emergency medical services for trauma and critical care services

- Enhance capacity building programs that improve rural health care workforce preparation, delivery, and retention.

- Commitment to enhance and scale community health care program

- Influence policy and support advocacy efforts at the local, provincial, and federal levels by creating "one umbrella unit" to address rural health care needs.

"Of the maternity cases visiting Bayalpata Hospital 15% have complicated pregnancy. Women who has been attending Antenatal Care (ANC) services provided by our Community Health Program (CHP) will have fewer complications and Caesarean Section (CS) rate At the same time, women who has been referred from other areas where there are no NHN Community Health Program will have more complications during pregnancy. "I have saved the lives of many mothers and children through CS. Sometimes, women come with multiple complications and it takes 2-3 hours to complete the surgery. I am proud to be a NHN staff in saving lives of the needy communities of Achham district."

**- Dr. Dil Sahi Roka,
Staff Physician (ASBA trained)**

NHN Board

KUNDA DIXIT
Chair

ARUNA UPRETY
Vice Chair

SP KALAUNEE
General Secretary

BHASKAR RAJ PANT
Treasurer

DILEEP AGRAWAL
Secretary

KALPANA GAIRE
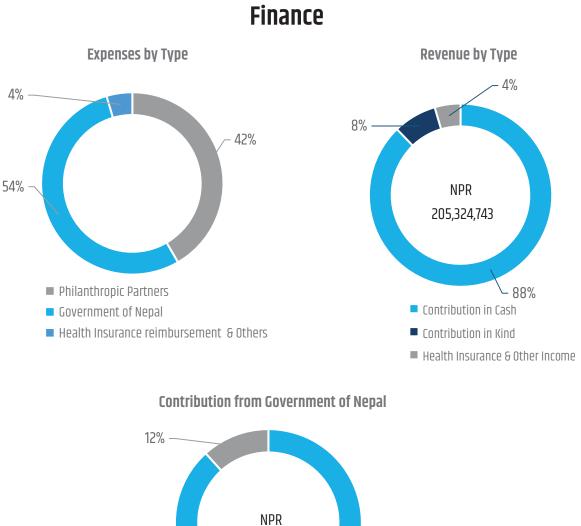Joint Secretary

RAKSHYA PANDEY
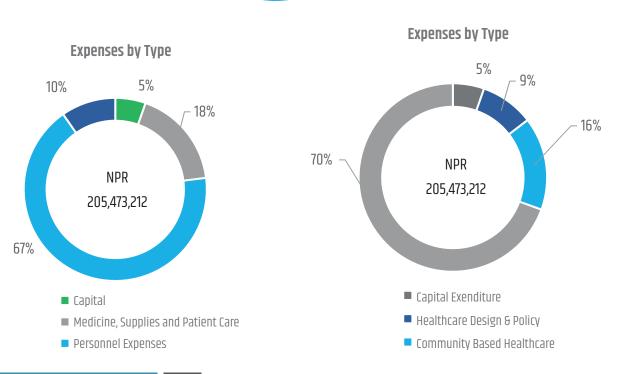Member

SABITA BHANDARI
Member

VIROCHAN KHANAL
Member

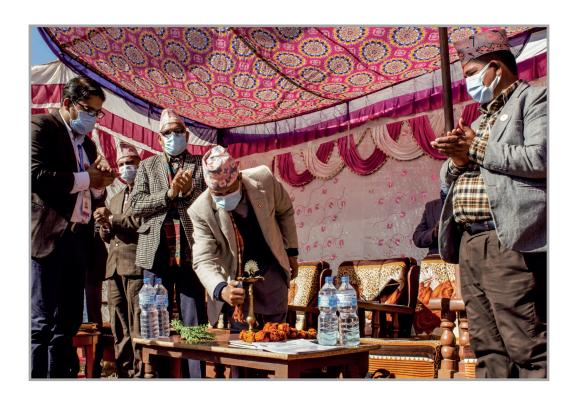**UPASANA KHADKA**
Member

SURAJ VAIDYA
Immediate Past Chair

Finance

Expenses by Type

- 4%
- 54%
- 42%

■ Philanthropic Partners
■ Government of Nepal
■ Health Insurance reimbursement & Others

Revenue by Type

NPR 205,324,743

- 4%
- 8%
- 88%

■ Contribution in Cash
■ Contribution in Kind
■ Health Insurance & Other Income

Contribution from Government of Nepal

NPR 110,460,214

- 12%
- 88%

■ Cash
■ In Kind

Expenses by Type

NPR 205,473,212

- 10%
- 5%
- 18%
- 67%

■ Capital
■ Medicine, Supplies and Patient Care
■ Personnel Expenses

Expenses by Type

NPR 205,473,212

- 5%
- 9%
- 16%
- 70%

■ Capital Exenditure
■ Healthcare Design & Policy
■ Community Based Healthcare

Interaction between 3 tiers of the government at Bayalpata Hospital
to discuss sustainability.

Social Audit for the Fiscal Year 2021-2022 was conducted at Bayalpata Hospital with the
participation of former minister Dr Bhim Rawal as a chief guest.

Community Health Nurse, Ramita Bogati leads a monthly Community Health Workers meeting at Bayalpata Hospital.

Three tiers of Government of Nepal inaugurated High Dependency Unit (HDU) at Bayalpata Hospital in March 2022

Nyaya Helath Nepal improves helath care for underserved communities in partnership with the Government of Nepal.

Ministry of Health and population
Social Development Ministry
(Sudurpaschim Province)
Social Development Ministry
(Karnali Province)
Health Insurance Board
National Center for AIDS and STD Control
National Public Health Laboratory

National Tuberculosis Center
Logistics Management Division
Regional Medical Store Dhangadhi
Epidemiology & Disease Control
Prevention

Bannigadhi Jayagadh Rural Municipality
Chaurpati Rural Municipality
Kamalbazar Municipality
Mellekh Rural Municipality
Ramaroshan Rural Municipality
Sanfebagar Municipality
Didtrict Health Office – Achham
Didtrict Health Office – Doti
Didtrict Health Office – Bajura

Philanthropic & Other Partneers

Nyaya Health Nepal Team

Contact Detail

700, Blue Bird Complex, Floor 7,
Tripureshwor, Kathmandu
Phone: 01-5350297

Bayalpata Hospital
Sanfebagar Municipality -7, Ridikot, Achham
Phone: 97-625027

Chaurmandu Primary Health Center,
Chaurpati, Achham

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