Clínica de Familia
La Romana

ANNUAL REPORT 2021

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Mission

To promote well-being through comprehensive health services in La Romana, Dominican Republic.

Vision

To have a community where all have access to health services in order to enjoy a good quality of life.

Values

Respect

We recognize, value and treat with dignity all people, regardless of age, gender identity, religion, nationality, race, sexual orientation, health status, or any other condition.

Confidentiality

We deliver hope through our actions, maintaining an environment of honesty and safety, in accordance with the highest standards of ethics and professionalism.

Empathy

We strive to be in solidarity with our clients, connecting with their reality to understand and respond to their needs.

ANNUAL REPORT 2021

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WHO WE ARE

Clínica de Familia La Romana is a non-profit, non-governmental organization that offers high quality health care services to the entire community of La Romana, Dominican Republic. We provide medical services in a holistic manner with a methodology focused on the family and the most vulnerable populations in our community.

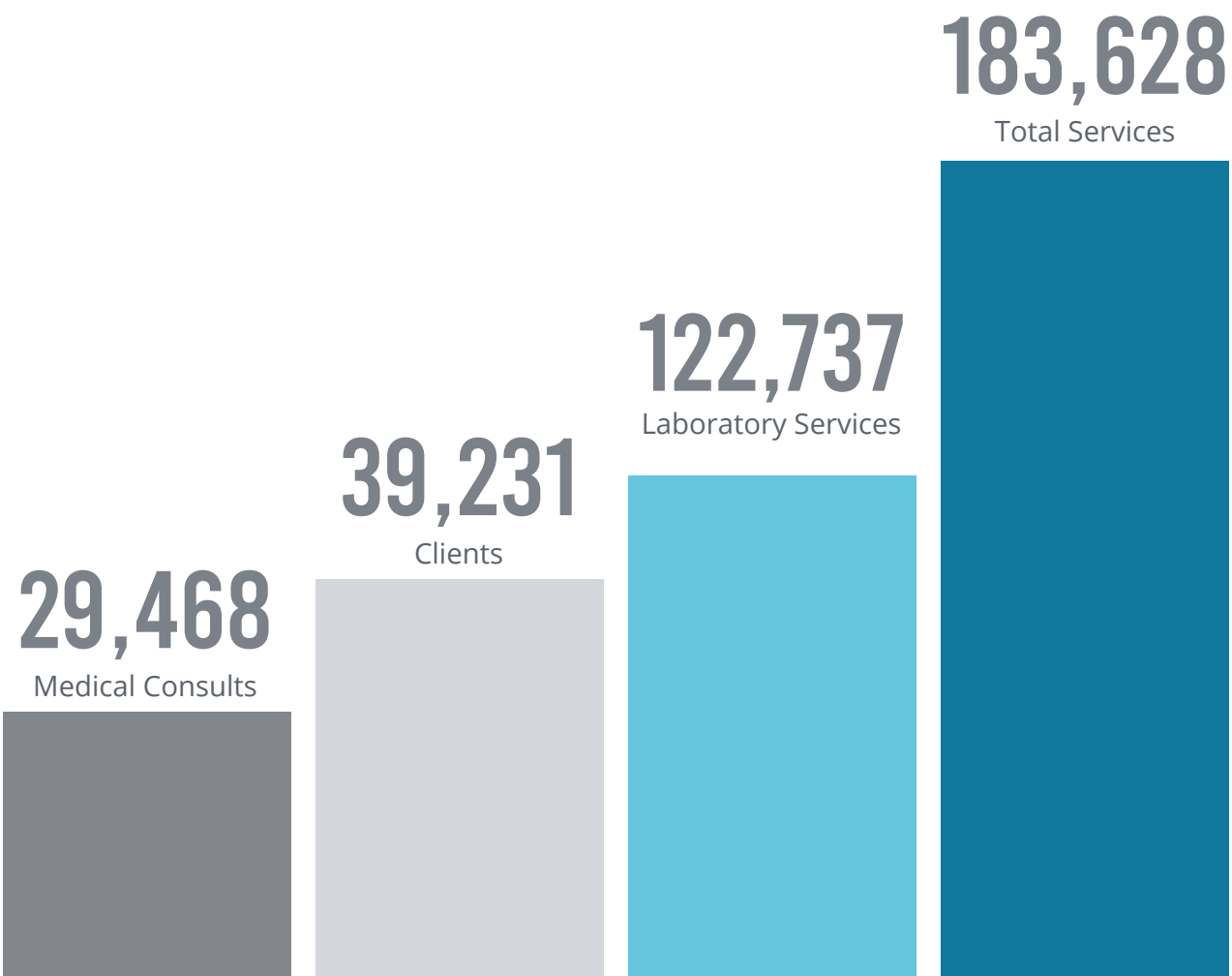
MESSAGE FROM LEADERSHIP

2021 was a year of growth and resilience for Clínica de Familia La Romana. The second year of the COVID-19 pandemic continued to affect the entire community, but we made several adaptations to ensure the well-being of clients and our staff. Our team made an effort every day to ensure the high quality of our services and continue to expand and improve our service offerings. We are proud that these efforts helped us achieve better health outcomes for the vast majority of our clients.

Mina Halpern Lozada
Executive Director

WHAT DID WE ACHIEVE IN 2021?

Clínica de Familia La Romana has a multidisciplinary team dedicated to the health of its clients. We provide a variety of medical consultations, psychosocial services and diagnostic services. In 2021 we had a 20% increase in specialized and primary care consultations, compared to 2020. In client satisfaction surveys, we achieved an average satisfaction rate of 93%.



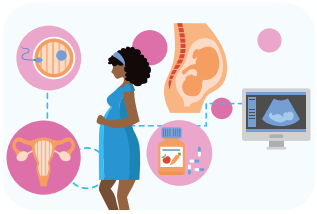
SERVICE OFFERINGS

Primary Care

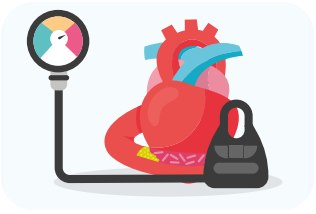
Family Medicine

Internal Medicine

Pediatrics



Gynecology and Obstetrics

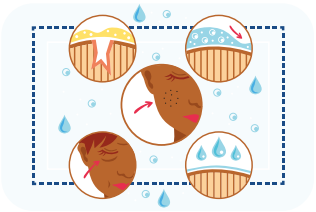


Cardiology

Diabetes Care

Nephrology

Pulmonology



Clinical Dermatology

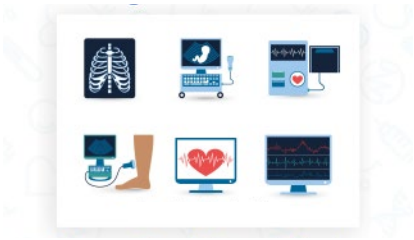
Cosmetic Dermatology

Clinical Nutrition

Women's Program

Men's Program

Family Planning



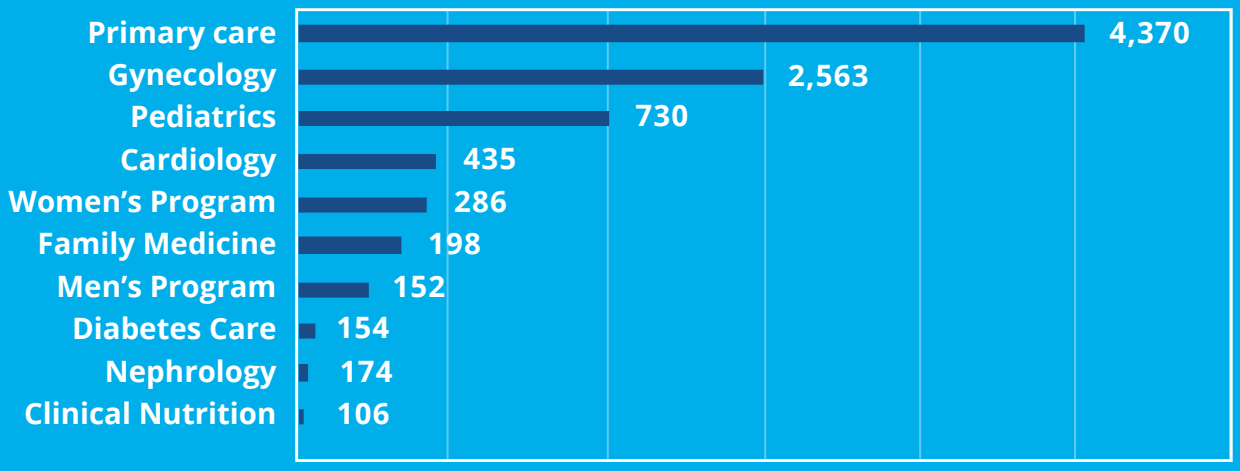
Imaging and Procedures

X-rays, sonography, doppler, echocardiogram, electrocardiogram, holter, MAPA, colposcopy, biopsies, circumcision.

Clinical Laboratory

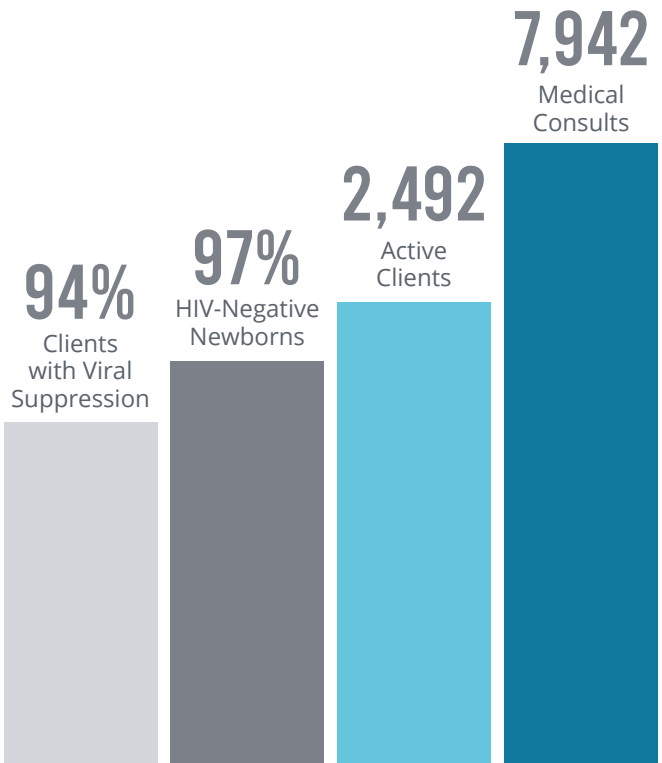
Wide range of analytics; with international quality certification with ISO9001-2015.

GENERAL MEDICAL SERVICES



COMPREHENSIVE HIV CARE

Clínica de Familia, registered as an HIV care and treatment site with the Ministry of Health, provides free antiretroviral therapy y holistic care to clients with HIV. We aim to provide high quality care to adults, pregnant women in the HIV vertical transmission program, and pediatric care to children and adolescents.



"I have had HIV for 7 years. But I have an undetectable viral load because I have taken care of myself. The effort that Clínica de Familia has put into my well-being has not been in vain. Every person that has put their grain of sand, I have shown them that I am doing my part too. When I got my HIV diagnosis, I thought my life was over, but really it was just beginning."
- Clínica de Familia Client

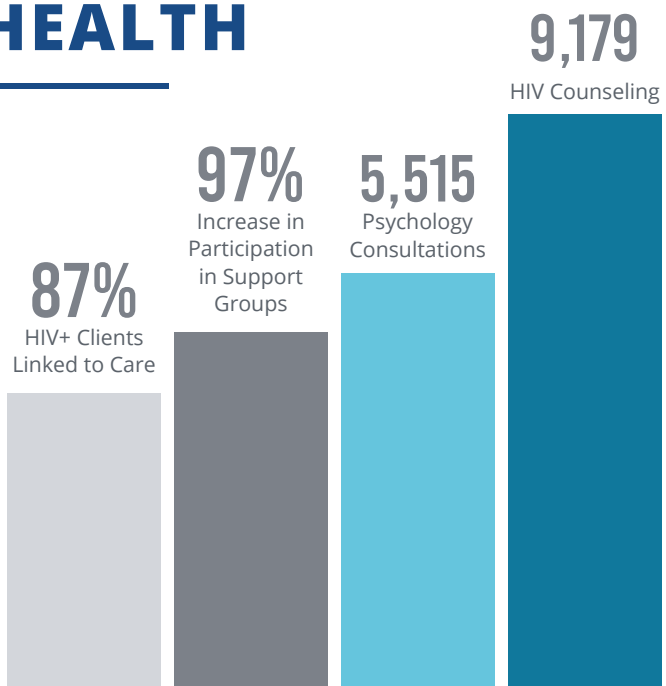
HEALTH PROMOTION AND PRE-EXPOSURE PROPHYLAXIS

Clínica de Familia, committed to providing health promotion and prevention to the most vulnerable clients, offers them a comprehensive health care package with a focus on sexual health prevention, diagnosis and treatment of sexually transmitted infections (STIs), family planning, psychology, and health education.

The pre-exposure profilaxis (PrEP) program targets key populations, including men who have sex with men, trans women, and sex workers, to prevent HIV transmission. In 2021, 89 new clients were enrolled in the program, ending the year with 197 active clients.

MENTAL HEALTH

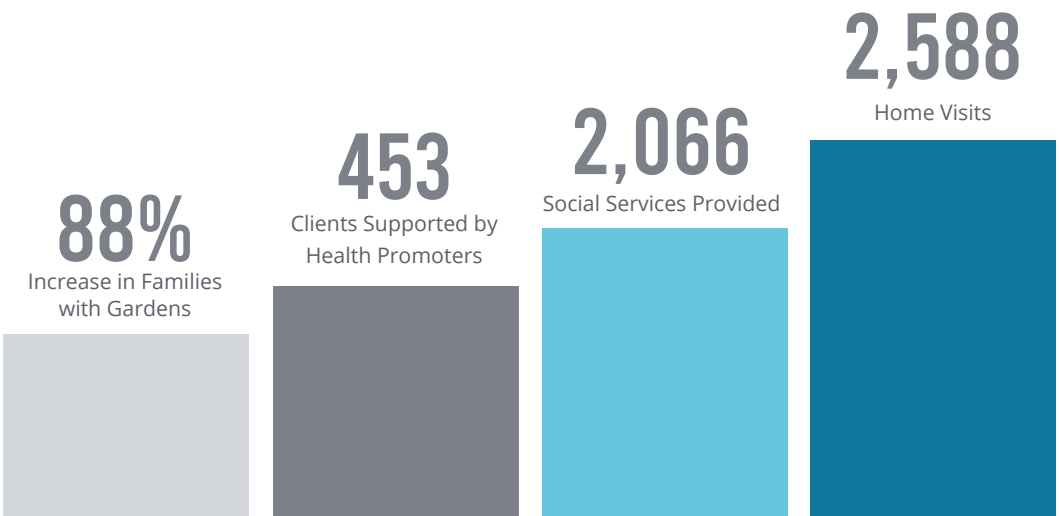
We have a team of psychologists to provide counseling and psycho-social support to all our clients supporting them from different areas such as: clinical psychology, pediatric psychology, adherence counseling, couples therapy, family therapy and learning assessments. The counselors conducted pre and post-test HIV counselors in the community and in our health center, helping to link people diagnosed with HIV to the HIV program.



COMMUNITY OUTREACH, NAVIGATION AND SOCIAL WORK

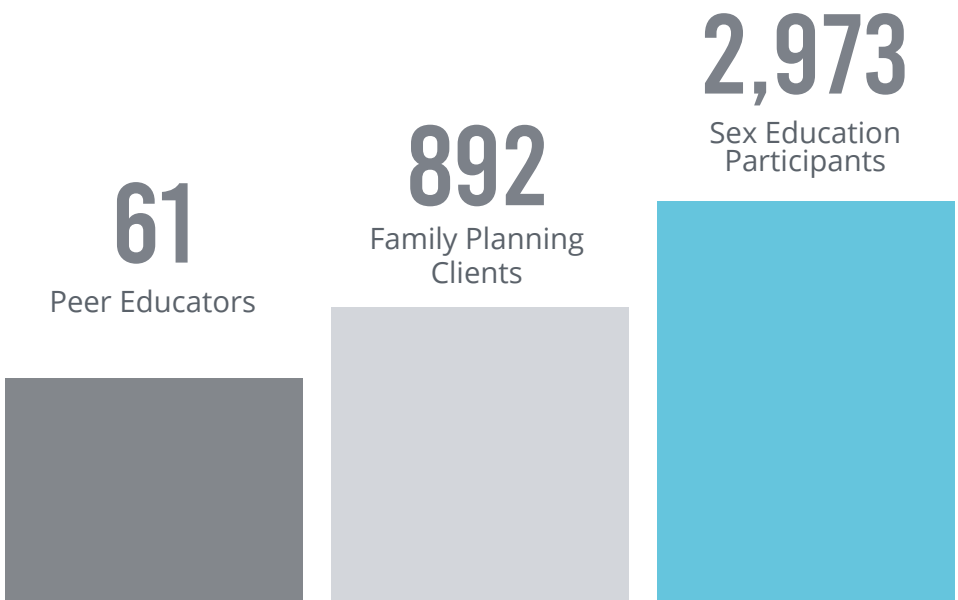
Clínica de Familia La Romana has a community outreach team that makes home visits to the homes of vulnerable clients with HIV and in fragile health conditions, providing palliative care, health education and adherence support. We also have navigators who support clients with HIV with health literacy and adherence to treatment including: accompaniment to appointments, follow-up and assistance with treatment delivery, follow-up to medical appointments, phone calls, home visits, contact testing and referrals, as well as access to additional services as appropriate.

The social work department supported the most vulnerable clients, all of whom are living in extreme poverty. Socioeconomic evaluations were carried out in order to distribute available resources in an equitable manner, as well as food, medicines and school supplies, among others.



ADOLESCENT PROGRAM

The Adolescent Program iimplemented both virtual and in-person sexual and reproductive health programs in different educational centers in La Romana and bateyes, in addition to facilitating virtual groups of peer educators. There was a 33% increase in participation in the groups of health promoters, compared to 2020. The Community Family Planning Program nurse visits the community has a nurse who visits the community, both in urban and rural areas, offering family planning methods and education on pregnancy and STI prevention for adolescents and adults, free of charge. In 2021 there was an increase of almost 2000% in the number of clients receiving family planning from this program, as compared to 2020.



DERMATOLOGY CENTER

The Clínica de Familia Dermatology Center in Villa Hermosa offered clinical and cosmetic dermatology, gynecology, primary care, family planning and a clinical laboratory, providing 899 services in total. Despite offering a high quality service to the population of Villa Hermosa, we had to make the decision to close the center at the end of the year, for reasons beyond our control.

STUDENT PROGRAM

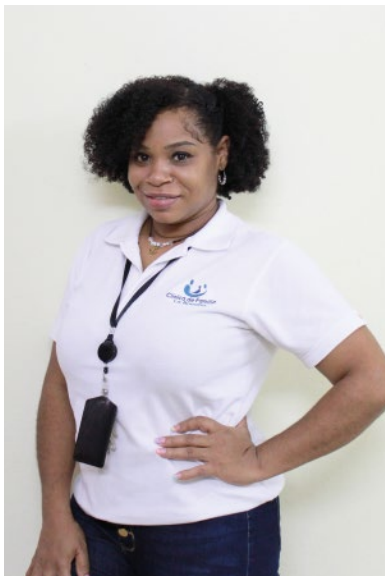
The student program received students conducting virtual projects throughout the year, with in-person rotations restarting in August 2021, after a suspension due to the pandemic. In total, 16 Dominican and international health sciences students, including medical and public health students, and medical residents participated in Clínica de Familia´s student program. Each student conducted a public health or research project, in addition to rotating in the clinic´s programs and services (for those students participating in-person). In comparison with 2020, there was a 13% increase in international students and a 33% increase in Dominican family medicine residents participating in the program.

RESEARCH

Data collection was conducted for several studies in 2021, including for an evaluation of the pediatric nutrition program, measurement of adherence of clients with HIV, two mental health studies (one focused on HIV care and one focused on HIV counseling), two studies on the use of infographics (one in the HIV care for users with HIV and the other in counseling), and a study on global health research collaborations.

During 2021, four articles were published as a result of previously conducted research focused on reproductive health, health promotion and sexually transmitted infections. Research results were presented at two conferences (one in the Dominican Republic and one in the United States) and also at a virtual meeting on global health research.

COLLABORATIONS AND ALLIANCES



In order to improve the quality of care for clients attending our health center, in addition to providing access to services, we are members of the following associations:

ALIANZA ONG

COALICION ONGSIDA REPUBLICA DOMINICANA

INSALUD Instituto Nacional de la Salud

CLUSTER TURISTICO DE LA ROMANA-BAYAHIBE

Reproductive Health SUPPLIES COALITION

FINANCES

In 2021, Clínica de Familia concluded the implementation of several projects, whose financing was received in the previous year, which is reflected in the decrease in revenue and increase in expenses. The surplus of revenue in 2020 allowed the successful completion of the implementation of all projects and programs budgeted for 2021. The financial team managed accounting records of revenue and expenditure in order to ensure that the different programs were implemented according to their allotted funding. This financial management was carried out in accordance with internationally accepted accounting standards.

FINANCIAL DATA

(values expressed in U.S. dollars)

Line Item	*2021*
Revenue	**2,029,803**
Expenses	**1,760,040**
Sources of Revenue	
National donations	**3,966**
International Donations and Grants	**1,397,511**
Revenue from Services	**617,207**
Dominican Government Grants	**11,207**

MISSION IN ACCTION

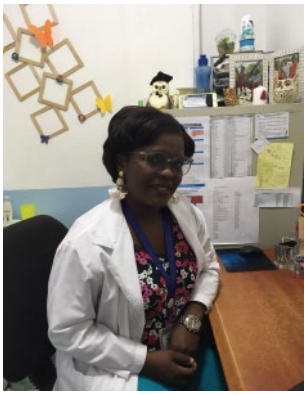
Lilian is 47 years old, and she realized she was living with HIV when a community counselor from Clínica de Familia provided her with counseling and an HIV test in the community in September 2021. Immediately a community health promoter began supporting her, given her fragile health. Lilian had severe weight loss, inability to walk, dizziness and respiratory distress most of the time. In addition to starting antiretroviral therapy and medical care, Lilian also began receiving home visits and family

The treatment, the frequency of visits, nutritional support and the collaboration of the family allowed Lilian´s physical and mental health to improve rapidly. By the end of 2021, Lilian achieved an undetectable viral load and began providing support in a family business, in addition to attending rehabilitation sessions, which improved her mobility. Both she and her family have expressed their gratitude to the staff at Clínica de Familia. Every day, Clínica de Familia is putting its mission into action by saving lives, just like Lilian's.

My name is Rosa Huber. In Clínica de Familia, I support our clients as a navigator. By helping others, your life has more meaning. This has been my main motivation.

Every day I look at how I can handle situations that arise for our clients. We positively impact their lives. They have had a better quality of life because we guide them so they can move forward. We explain that if they take their medications, they can live a normal life. That has helped a lot of people. I am proud to work at Clínica de Familia.

I am Doris Richardson. I like working at Clínica de Familia because it has given me the opportunity to grow professionally and personally. I am surrounded by people with the essence of family, full of love, respect and companionship. I also like it because I can save lives and there is no greater satisfaction than seeing the recovery of a client after a difficult process. As a psychologist, I see how clients are evolving, becoming empowered after their HIV diagnosis. Through support, they are able to face their health condition not as a tragedy, but as a challenge that they must surmount to move forward. The support that Clínica de Familia provides to our clients is not found at any other clinic.



To all those institutions and
individuals who have supported us

Clínica de Familia

La Romana

¡Estamos dedicados a tu salud!

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