



Clínica de Familia
La Romana

Annual Report 2018



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Executive Summary

For Clínica de Familia, 2018 was a year of growth and changes, both in terms of funding, and in terms of the number of services provided, which totaled 179,460 services. At year's end, we had served a total of 11,202 unique clients, 8,353 in Clínica de Familia and 2,849 in the Maternal-Infant Health Annex (MAMI, for its Spanish acronym).

In the HIV care and treatment program 1,985 clients were actively enrolled at the end of 2018. This year, with the objective of continuing to improve the quality of the services, we implemented new strategies, including voluntary partner referrals of HIV. This was just one of the initiatives undertaken by the Mental Health Department, which provided mental health counseling, adherence counseling, client navigation, and HIV counseling and testing. The Social Work Department provided socio-economic support and the Community Health Promotion Program carried out 3,375 home visits to clients with HIV and their families, including to the 25 families that have benefited from the kitchen garden project.

The Women's Program provided medical care to sex workers, with a total of 894 visits, and the Men's Comprehensive Health Program increased the number of clients receiving medical care by 7% (336), in comparison with 2017. The Laboratory conducted 101,806 lab tests, which represented a 10% increase in comparison with 2017. In 2018, a total of 62 women gave birth in the Vertical Transmission Program of Clínica de Familia, Hospital Francisco A. Gonzalvo and MAMI, 4% more than in 2017.

The Maternal-Infant Health Annex provided reproductive and sexual health services to teens, including both clinical care and education programs. The Research Department continued a study of STI prevalence in key populations and the Zika study, finished a health coaching study in MAMI and the design of infographics for HIV and health. The Student Program received a total of 75 students and health professionals in 2018.

Message from the Executive Director

Clínica de Familia's 2018 was a great year with many achievements to celebrate. In nearly all our programs and services, we experienced an increase in the amount of services provided to clients at Clínica de Familia and the Maternal-Infant Health Annex. Some of the highlights of the year included the creation of a new program focused on responding to gender-based violence, spearheading our first march against violence in November, research advances that have both clinical and scientific importance, signing a new agreement with the Universidad Iberoamericana, the continuous quality improvement of our programs, and an event with the local press. In 2018, we also experienced increases in our budget and in the number of projects and programs that we are managing simultaneously. Without a doubt, this growth is helping us to achieve our mission of improving the health of the families in the Eastern region of the Dominican Republic.



Introduction

Clínica de Familia La Romana, located in La Romana, Dominican Republic, is a non-profit community clinic. It provides comprehensive HIV care, primary care, medical services, family planning, diagnostic imaging and laboratory services. Additionally, it has programs focused on specific populations, such as vertical transmission prevention for pregnant women with HIV, medical care and education for sex workers, a men's health program, and a separate site focused on adolescent care called the Maternal-Infant Health Annex (MAMI). Psychosocial services include social work services, psychology consults, counseling for HIV tests, adherence counseling, home visits by the community health promoters, support groups for people with HIV, and a summer camp for children with HIV. Clínica de Familia is also dedicated to the professional development of international and Dominican students and residents. The vision of Clínica de Familia is to have a community where all families have access to health services in order to enjoy a good quality of life. The mission is to improve the health of families and vulnerable populations in the Eastern region of the Dominican Republic through comprehensive health services, education, and research. We are committed to working with dedication, respect, confidentiality, empathy, and love, free of stigma or discrimination based on race, nationality, gender, sex, or sexual orientation.

History of Clínica de Familia

Dr. Stephen W. Nicholas, a pediatrician who trained in New York, was a pioneer in providing medical care to children with HIV in the 1980s in Washington Heights and Harlem, New York. He realized there were many children with HIV in the Dominican Republic and in 1999 travelled to La Romana, Dominican Republic to better understand the problem. At that time, there were no medications available in the Dominican Republic to treat HIV. For this reason, Dr. Nicholas created the Columbia University IFAP Global Health Program, which later became the first program in the Eastern Dominican Republic to prevent vertical transmission, treating pregnant women with HIV and their children. In 2004, IFAP collaborated with the MIR Foundation, the Adoratrices Sisters, and the Ministry of Public Health to establish a clinic providing family-centered HIV care, becoming one of the first health centers in the country to provide antiretroviral therapy to its HIV clients. What started as a program to prevent the vertical transmission of HIV from mother to child, quickly expanded its mission from giving medical care and psychosocial support to women with HIV and their newborns to also including their families and other vulnerable populations. In 2008, MAMI opened, offering specialized services for adolescents, including prenatal care, family planning, gynecology, pediatrics, consults for young men and various sexual education programs in schools and in the community. Today, Clínica de Familia La Romana is an independent non-profit organization, recognized as a model of comprehensive health services in the Dominican Republic.



Clinical HIV Services

Medical Team

Clínica de Familia, registered as an official HIV clinic by the General Office of Sexually Transmitted Infection and AIDS Control, provides free antiretroviral therapy and holistic care for clients with HIV. At the end of 2018, the medical team consisted of eight general practitioners, five nurses, two X-Ray technicians, one gynecologist-obstetrician, one cardiologist, one diabetes care specialist, two pediatricians, and one family medicine physician/medical director.

Adult HIV Care

In 2018, the “Test and Start” strategy, which was adopted at the center in 2016, continued its implementation. This strategy stipulates that all clients diagnosed with HIV can begin treatment regardless of their CD4 count. The clinic also improved its strategy for detection of tuberculosis (TB) prior to the initiation of antiretroviral therapy, or at the time of readmission for clients formerly lost to follow-up. It also made referrals for TB treatment for clients co-infected with TB and HIV and successfully implemented a TB prevention protocol.

In 2018, a total of 261 new clients were enrolled (87 clients more than in 2017) and 239 began antiretroviral therapy (ART). One hundred and fifty-one switched their treatment regimen due to adverse reactions, treatment failure, changes to the national treatment guidelines, or because of drug addiction. This represents a 53% decrease compared to the previous year. Twenty-four clients were diagnosed with tuberculosis and referred for treatment, with 17% confirmed with a GeneXpert test. At year’s end, 20 clients had passed away and 39 were transferred to other HIV units.

As of December 31, 2018, there were a total of 1,856 adult clients in the HIV program, of whom 98% were receiving ART. There were 41 clients who had not initiated ART. By the year’s end, 19,659 consults were provided in the HIV program, 1.5% more than in 2017, for an average of 1,638 consults per month (see Table 1).

Pediatric and Adolescent Care

The Department of Pediatrics offers medical consults to children and adolescents with HIV, newborns who were exposed to HIV at birth but who have an undetermined diagnosis, and HIV-negative children who are affected by HIV (they may have HIV-positive family members who receive care at Clínica de Familia).

As of December 2018, the Department of Pediatrics had a total of 129 clients with HIV, of which 100% received treatment and six were newly enrolled and initiated treatment. The year ended with six clients who were lost to follow-up and one client who passed away in May 2018. The department registered a total of 1,477 consults, demonstrating a growth of 43% in 2018.

In 2018, the Pediatric Nutrition Program continued to provide support for children with malnutrition. The program evaluates the nutritional needs of the 20 under-nourished children who are enrolled in the program. The children receive a package of food and Ensure to provide protein, vitamins and minerals and to help children reach an adequate weight and height. The children are closely followed through frequent evaluation, “nutrition parties,” and meetings with parents, which offer opportunities to provide education regarding nutritional care at home. In 2018, we held three “nutrition parties” with themes such as MasterChef, Superheroes, and Champions, where each child learned to make a healthy dish with ingredients from the monthly package. They also learned how to eat a balanced diet and how to take care of their health. At the same time, parents were oriented to the importance of attending clinic visits and healthy nutrition for their child. This year, nine children graduated from the program. Over the course of their time in the program, they gained weight and increased in height, earning themselves certificates of participation and awards for their nutritional accomplishments.

This year, the clinic conducted a daily audit of the Pediatrics Department, which guaranteed the quality of the services offered to clients and identified ways to improve the medical records. In addition, the Mental Health and Pediatrics Departments worked together in order to



follow children receiving new diagnoses and adolescents transitioning to adult care.

Vertical Transmission Prevention Program

The Vertical Transmission Prevention Program is a collaboration between Clínica de Familia La Romana and Hospital Francisco A. Gonzalvo, the provincial public hospital. The collaboration is designed to strengthen and improve services related to the vertical transmission of HIV, with the goal of having no child born with HIV.

Clínica de Familia works together with Hospital Francisco A. Gonzalvo and the Maternal-Infant Health Annex (MAMI) to offer prenatal and postnatal care to HIV-positive women, as well as HIV psychological support services, maternal-child educational interventions, home visits, socioeconomic support (medication and testing coverage), and monitoring and follow-up for prophylaxis, medical visits, and appropriate PCR-ADN testing for newborns. Lastly, education is offered through quarterly support groups for seropositive pregnant and postpartum women.

Clínica de Familia provides staffing and technical assistance to the program in the areas of home visits, follow-up, monitoring and evaluation, and provision of prophylaxis to newborns in the program. The program includes three HIV tests for pregnant women: a rapid test before or during the first prenatal consult, a second test three months later, and a third at the hospital when a woman goes into labor.

In 2018, the program provided 157 home visits and had 62 deliveries, with 14 vaginal births, 18 emergency cesarean sections and 30 elective caesarian sections. For the 6-week-old newborns, 61 PCR tests were performed with 57 negative results, three that were not completed, and one positive result.

In regard to the educational intervention program, the clinic offered support groups for program participants, providing prizes to those that met the following requirements: attendance at clinic visits, undetectable viral load, and adherence to medications. The groups

discussed various topics about family planning and newborn care, among other subjects, and included food packages, gifts, snacks, and lunch. Group attendance was high, and there was improvement in medication adherence and clinic visit attendance.

Medical Auditing

This department oversees quality control for data collected by the clinical team and that provided to the Ministry of Public Health. In 2018, the department continued to use the database REDCap to electronically capture the collected data. To this end, two reports were created to measure the quality of medical care delivered by each provider. In addition, a new report was created to register key populations registered in the HIV program.

In the last quarter of 2018, monitoring and evaluation implemented a database to track numbers of clients and their health trends, such as data from clients co-infected with TB/HIV in order to monitor where they receive TB treatment, when treatment was initiated, and when treatment was completed.



Table 1. Summary of HIV Services, 2018

HIV Care and Treatment Program			Vertical Transmission Program	
Indicators	Adults	Children	Indicators	N
Newly enrolled	261	6	Women detected before labor who received prophylaxis	62
Started on ART	239	8	Newborns who received AZT in suspension for 6 weeks	61
Deaths	20	1	Women who receive formula for their babies	61
Transfers	39	1	Women who receive post-partum, HIV care	62
Lost to follow-up	339	17		
Recovered from loss to follow-up	130	1		
Total active clients on ART	1,815	129		
Total active clients pre-ART	41	0		
Total number of active clients	1,856	129		
Total number of consults	19,659	573		

Psychosocial HIV Services

Social Work Department

The Social Work Department is in charge of distributing available resources to the most vulnerable individuals served at the Clinic. To achieve this objective, the department carries out clinic-based and home-based socio-economic evaluations of both new and current clients. In 2018, the department provided assistance to 1,074 clients. The department conducted 120 re-evaluations of clients who have received social support for more than two years and 122 socio-economic evaluations of new HIV program clients, of whom 67% live in extreme poverty. At the administrative level, the department used a REDCap database to carry out monthly monitoring of the services offered.

Within the wide range of services that the department offers, addressing food scarcity is a priority. Thanks to the donations of organizations like USAID, Sanar una Nación, CitiHope and the World Food Program, the department has been able to distribute about 2,189 portions of soup and rice with beans. Within the nutrition program, the department continued to offer monthly support to 20 malnourished children and 18 bedridden adults by providing food packages.

During the year, the department's ties with institutions such as Diagnóstica Social, Asociación Dominicana de Rehabilitación, Instituto Dermatológico y Cirugía de la Piel and Nuestros Pequeños Hermanos allowed us to continue supporting the clinic's clients with the best services at a minimum cost. Additionally, agreements were signed with the ophthalmology department at Good Samaritan Hospital and with an otolaryngologist in private practice. The social work department continued to offer support and accompaniment for adolescent clients trying to acquire their legal identification documents.

This year the department continued the microcredit program, which started in 2016 and is designed to help clients with HIV achieve economic independence and improve their quality of life. This goal is achieved through the creation of small businesses.

Mental Health

Clínica de Familia has four psychologists who are responsible for providing psychology consults and mental health support to children, adolescents, and adults. The clinic also has three counselors who provide HIV and STI pre and post-test counseling. Another pillar of the department is the team of three client navigators who accompany clients inside of the clinic and elsewhere, according to their needs. This year, in order to improve



client flow, the mental health consult area was re-designed so that all consult rooms are on the first floor in a single pavilion.

The department implemented a gender-based violence project, providing assistance to survivors of gender-based violence as well as their aggressors, reaching a total of 77 clients. The department also initiated the voluntary partner referral program, through which a total of 768 clients were reached.

In 2018, the services offered by the Department of Mental Health included 1,185 psychology consults for HIV program clients and 174 consults for other clients. The adherence counselling program provided 3,488 consults, offering education to HIV program clients regarding acceptance of their health status, the correct use of ARV medications, and the importance of attending clinic visits. Everyone who begins antiretroviral treatment for the first time must attend two adherence counseling sessions before initiating treatment, as well as periodic additional sessions to confirm adherence and receive support after beginning treatment.

HIV test counsellors conducted 7,213 rapid HIV tests, of which 267 clients (4%) had a positive result. Voluntary partner notification strategies were used to test 161 clients. Through this service, clients were educated and empowered to bring their partner for HIV testing and enrollment in the HIV program.

Client navigators completed 985 visits and aided clients with new HIV diagnoses, initiation of ARV therapy, or medication adherence. The goal of the program is to improve retention in HIV program services. In 2018, 144 clients who were medication non-adherent re-initiated therapy, with only nine clients becoming non-adherent again.

Community Health Promotion Program

Since 2006, the Community Health Program has conducted home visits for clients with HIV in order to provide palliative care and support. The team is comprised of one supervisor and five health promoters, of

whom two are nurses. The role of this team is to support treatment adherence and educate clients about HIV, other health conditions, and various topics from nutrition to hygiene. They also make referrals, and, in some cases, accompany clients to these referrals at the Clínica de Familia and elsewhere.

In 2018, the team provided community-based services to 278 clients. Health promoters carried out 3,375 visits, increasing by 27% compared to 2017. Of these visits, there were 86 new clients in the program, of which 27% (24) were co-infected with tuberculosis and received TB treatment with health promoter support. The team also supported 20 children from the nutrition program (see Table 2).

Table 2. Summary of Health Promotion Program, 2018	Total
Total clients	278
New clients	86
Contacts with clients	2,041
Contacts with female clients	966
Contacts with male clients	409
Contacts with older adult clients	296
Contacts with adolescent clients	293
Contacts with pediatric clients	205
Clients with TB diagnosis	76
Fragile clients	49
Contacts with fragile clients	628
Total family members reached	901

This year we continued with the kitchen garden program for 25 clients living with HIV and their families. This project is supported by the Dominican Ministry of Agriculture and the World Food Program, which provide gardening tools, dirt, and seeds as well as conduct monitoring visits to evaluate progress of the gardens.

Support Groups

During the year, the Mental Health and Social Work Departments, with the support of the Community Health Promotion Program, conducted support group sessions



about gender-based violence and medication adherence with adults, adolescents, and families. The groups were intended to empower clients, their families and their communities through education and emotional support. Topics of discussion varied in each group according to the client population and the individual needs of participants, but salient topics included nutrition, family empowerment, adherence, and sexual health.

Camp for Children with HIV

In its fourteenth year, Camp Hope and Joy received 25 boys and girls ages 6-10 in its first week and 29 adolescents ages 11-17 during its second week. Campers enjoyed fun activities including sports, arts and crafts, nature activities, and life skills development. The motto of this year's camp was "Conquering My Next Goal" and it had an Olympic games theme. Each activity and group focused on topics related to personal development, self-esteem, and adherence. The camp was located in Jarabacoa at the Mount of the Transfiguration camp and included dormitory spaces, activity rooms, a large recreational green space, a cafeteria, and nearby river.

Camp activities focused on the camp's principal values of love, respect, and safety, with a special focus on self-esteem and each person's ability to use their inner strength to overcome challenges. Campers were also taught about the importance of establishing goals and making healthy decisions for their own lives. They were taught that by taking their medications they become protagonists in their own lives and communities.

During the day, the campers rotated in groups divided by age, where they learned to identify their skills for success and desire for self-improvement, as well as how to work as a team and how to respect and care for the environment. Every night there was a special activity such as a bonfire, a theater performance, or a movie night. Finally, during the closing ceremony, Clínica de Familia gave each camper a donated backpack full of school supplies, hygiene kit, clothes and books.

Excursions and Holiday Party

This year, 30 boys and girls from the pediatrics program at Clínica de Familia went on an excursion to the National Zoo, where they observed different species of animals and learned about the importance of protecting them from extinction.

"The Victors" (the support group for young adults ages 18-35) celebrated with a party at a roller rink in October. During the party, attendees enjoyed skating, pizza, and ice cream.

In December, we celebrated our customary holiday party for children in the Pediatric Department. The party was held at the church next to the clinic and was put on with the support of the De Valle Foundation.



This year, 26 children, ages 6-11, attended along with their guardians. The party included two clowns and a visit from "El Torito," the mascot of the La Romana baseball team, Toros del Este. Gifts were provided to all of the children and eight bicycles were raffled off.

Gender-Based Violence Program

In an effort to address gender-based violence, Clínica de Familia created a service directory and a procedures manual for the detection of and service provision to victims of gender-based violence, an instrument used by providers to detect and manage cases of physical, psychological, domestic, intra-familial, or sexual violence.

Educational seminars were also provided. Topics included detection and management of physical, sexual, and psychological violence as well as development of a safety plan. The program also included an element of community education in order to decrease stigma and discrimination against key populations.



HIV Prevention and Health Promotion Program

During 2018, within the framework of the project financed by APC/USAID, we continued community HIV prevention and health promotion activities focused on key populations, including men who have sex with men (MSM), transgender individuals, and commercial sex workers (CSW), immigrants, and high-risk populations.

The project's principle objective was to detect new cases of HIV within communities in La Romana in order to enroll individuals in the Clinic and offer them health services and treatment. To do this, health promoters recruited members of the key populations from sites that were previously identified for high risk sexual behavior, made referrals for HIV testing, and provided pre- and post-test counseling as well as information about HIV and its prevention.

Women's Health Program

The Women's Health Program provides care and support for female sex workers, with a focus on treating and preventing sexually transmitted infections and HIV through a diverse package of primary care services. The APC/USAID project supports the program through coverage of the package of services and recruitment activities.

The team is composed of a supervisor, an assistant, and two health promoters. The activities carried out by health promoters focus on reaching sex workers who work independently and, because of their economic condition and primarily street-based work, are at greater risk of experiencing violence, discrimination, and barriers to healthcare access than those working within places of sex work.

The promoters provide education regarding HIV prevention, HIV testing, sexual risk reduction, correct condom use, prevention of sexually transmitted infections (STIs), and the risks of alcohol and drug consumption. They provide educational brochures to promote the importance of Pap-smears and other prevention activities.

In 2018, the team performed 1,322 individual interventions and 351 group interventions in places of sex work and within the community. In addition to the topics previously mentioned, these interventions addressed violence reduction, self-esteem, and family planning.

The primary care services offered to sex workers include a primary care consult, with a focus on prevention, diagnosis, and treatment of sexually transmitted infections. This includes pre- and post-test counselling for HIV and syphilis. In 2018, 894 consults were provided to sex workers, of whom 52% were new to the clinic. Seventy-six cases of sexually transmitted infections were diagnosed, including 21 cases of HIV of the 1,434 clients who took the test. Women's Health Program clients were also offered family planning and screening for gender-based violence.

Men's Comprehensive Health Program

Since 2014, Clínica de Familia has offered sexual health services for men, with a focus on the prevention, diagnosis, and treatment of STIs and urologic infections. The program also provides education about risk reduction, preventing HIV and other STIs, condom use, HIV testing and counseling, family planning, and mental health referrals as necessary. We also provide male circumcisions as a way to prevent HIV transmission and improve men's hygiene and health. The Men's Program team was composed of a supervisor, a program assistant, and five promoters.

We continued to receive financial support from APC/USAID, which supports the range of clinical services offered in the program, as well as educational activities that promote HIV and STI prevention. These educational activities are offered to key populations including the gay and transgender communities and men who have sex with men, and they work to minimize the stigma and discrimination faced by these populations.

The department offers primary care services, education, recruitment for HIV testing, and STI testing, as needed. Thanks to continued funding, the department has been



able to increase the number of individuals from key populations who have come to Clínica de Familia for medical care by 7% (336) since 2017. There were 163 cases of STIs diagnosed, and, of the total HIV tests performed at the Clinic, 41% (3,055) corresponded to clients of the Men's Comprehensive Health Program. Also, as part of the health promotion program, the department offered both individual and group educational talks to 1,448 people in total.

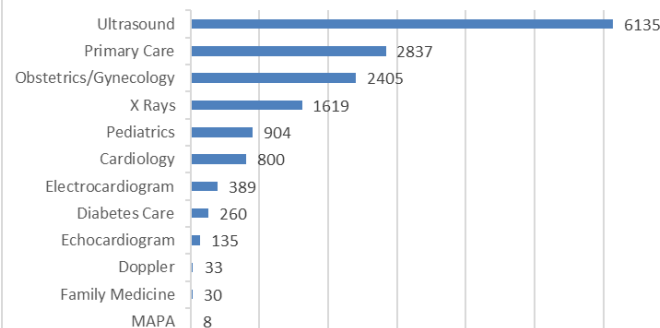
Tabla 3. Summary of Men's Comprehensive Health Program, 2018	Total
Total consults	336
Consults with men who have sex with men	255
Consults with male sex workers	26
Consults with transgender clients	12
Consults with men of general population	43
First time consults	261
Subsequent consults	75
Circumcisions	10
Lubricants distributed	5,034
Condoms distributed	17,749

General Clinical Services

The Clinic continued to increase its portfolio of clinical services open to the general public. The portfolio of clinical services includes internal medicine, family medicine, primary care, gynecology, obstetrics, pediatrics, diabetes care, cardiology, family planning, and psychology. Imaging services include: ultrasound, Doppler, X-ray, echocardiogram, electrocardiogram, holter, and MAPA.

In 2018, the clinical services that increased the most compared to 2017 were internal medicine (23% increase), gynecology (12% increase), and pediatrics (47% increase). In regard to imaging services, there was a notable increase in ultrasounds (16%) and X-rays (13%).

Graph 1. General Clinical Services, 2018

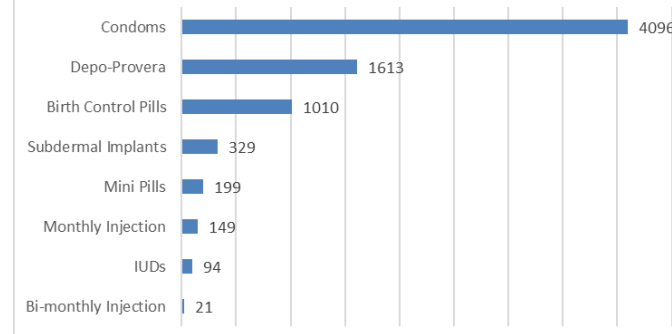


Family Planning

The Family Planning Department aims to the needs of its clients seeking birth control methods. The department addresses questions and taboos about birth control and provides information so that each client has sufficient clinical guidance to choose the method that best meets their health needs. Our center offers several free birth control methods donated by the Ministry of Public Health. These include the pill, the mini-pill, injections, intrauterine devices (IUD), subdermal implants (Implanon), and condoms as a barrier method. We also offer emergency anti-contraception pills.

This year the department attended to 3,069 clients, 39% (1,209) of whom were new clients (see Graphic 2). During 2018, we held 72 educational talks with a total of 4,438 participants. These talks addressed topics such as the different family planning methods, condom use as a barrier to both infection and pregnancy, and the importance of having a pap smear.

Graph 2. Family Planning Methods, 2018



Laboratory

In 2018, the laboratory ran 101,806 diagnostic tests, a 10% increase compared to 2017. The most frequently ordered tests were complete blood counts, with a total of 8,663, and HIV tests, with a total of 8,182, a 27% increase from 2017. The laboratory continued to receive technical assistance from the U.S. Centers for Disease Control and Prevention through the Clinical and Laboratory Standards Institute to improve the quality of HIV tests and our measurement of viral load and CD4.

In 2018, we had 10 visits from national and international organizations to provide assistance with newly installed equipment and to improve the services offered in the laboratory. The department began the ISO 9001:2015 laboratory certification process to ensure that our laboratory is compliant with international quality management standards.

Pharmacy

The pharmacy at Clínica de Familia offers services and medications to clients in the clinic. Antiretroviral medications are donated by the Ministry of Public Health. Painkillers, antibiotics, and medications for opportunistic infections, among others, are purchased by Clínica de Familia or donated by other organizations. This year, prescriptions for antiretroviral medications and other medications totaled 19,102, a 15% increase from 2017. The pharmacy also integrated new methods and tools in 2018, such as a digital calendar to manage client appointments.

Research Department

In 2018, the Research Department successfully carried out its research agenda and published two articles in peer-reviewed journals, contributing to the international literature. It continued with the Study of the Prevalence of STIs in Key Populations (EPIC, for its Spanish title), which began in 2015 in collaboration with Columbia University. This year, data collection was completed from the last two key populations in the study, men who have sex with men and transgender women.

The department continued a collaborative Zika study with Columbia University in 2018, which was initiated in 2016. Recruitment was finished and monitoring of 252 mothers and their babies who could have been exposed to the Zika virus during pregnancy continued. This study evaluates the growth and development of the babies' neurological and cognitive systems in order to better understand the effects of the Zika virus during pregnancy.

The department finished the health assessment study at MAMI, which was designed to help adolescents choose the contraceptive method that's best for them.

It also continued two large-scale evaluations, the first being an evaluation of the sexual education program at MAMI, which showed positive results regarding the impact of the program. The second evaluation began in September and measures the efficacy of educational talks offered in the waiting rooms at Clínica de Familia and MAMI.

The department finished a study of 50 people that used infographics about HIV and health to improve provider communication with clients who have low health literacy. As a follow-up, another phase of the study was initiated to evaluate the efficacy of the infographics with 50 clients with HIV.

Medical Records

The medical records department maintains all medical records from Clínica de Familia's different programs. In 2018, the department continued to improve its internal processes to increase efficiency. Some changes included identifying and organizing the files of clients who have abandoned treatment and placing analyses such as CD4, viral load, or pap smear results inside the medical records of clients across all programs. Due to an increase in the flow of clients, the department also implemented a daily records control checklist to help find files more easily. We also reorganized our medical records to help us reduce search time.



Data Entry

The Data Entry Department is in charge of entering all information pertaining to each HIV client's visits into both an internal REDCap database and the Ministry of Public Health's database. Additionally, the data entry team was responsible for developing the Clinic's REDCap databases and for providing support, technical assistance, and trainings to different departments.

Reception & Billing

The Reception and Billing Department is in charge of receiving all Clínica de Familia clients upon their arrival and registering them for their appointment. The department manages medical insurance authorization, including ARS Humano, ARS Palic Salud, ARS Renacer, and ARS SeNaSa Contributivo. In 2018, given the considerable increase in the volume of clients attending the Clínica, the department continued to improve provision of high-quality, prompt service.

Maternal-Infant Health Annex (MAMI)

The Maternal-Infant Health Annex (MAMI) is an adolescent unit of Hospital Francisco Gonzalvo, with the support of Clínica de Familia. On May 17, MAMI celebrated its tenth anniversary with a presentation of MAMI's achievements and recognition of personnel who have worked at MAMI since it was founded.

During 2018, MAMI continued its sexual and reproductive educational programming for adolescents and pre-adolescents in schools in La Romana and the bateyes. MAMI provided educational talks and workshops about pregnancy prevention in adolescence, family planning, transmission of sexually transmitted infections and HIV to 2,236 students.

This year, with the technical assistance of Planned Parenthood of the Great Northwest and the Hawaiian Islands, MAMI held a workshop about educational talks for pre-adolescents in order to improve our curriculum. Forty youth health promotores were trained regarding how

to offer information to other young people about sexual and reproductive health and prevention. They participated in multiple capacity-building activities with adolescents from the community.

MAMI participated in the annual celebration of World AIDS Day, where a group of health promotores from the Hogar del Niño School gave a presentation



about the prevention and transmission of HIV as well as HIV treatment and discrimination of people living with HIV to 500 school students.

In 2018, MAMI received approval and financing from Grand Challenges Canada for an 18-month study called Strengthening the Self-determination of Adolescent Mothers. As part of the study, we held interventions via support groups of WhatsApp with 60 adolescent mothers.

This year, MAMI conducted 5,788 medical consults. In addition to the educational programs and research projects, MAMI provided prenatal care, gynecology, family planning, pediatrics, young men's clinic, mental health counselling, and HIV testing.

During 2018, MAMI also continued daily educational talks for clients in the waiting room, with topics including prenatal care, nutrition, breastfeeding, newborn care, and prevention of sexually transmitted infections and HIV. The breastfeeding program was strengthened, increasing the number of mothers who exclusively breastfeed during the first six months of life compared to the year prior.

Quality Improvement

Clínica de Familia has a variety of committees. Each committee works to achieve its unique mission while improving the clinic's quality, efficiency, equity and safety and simultaneously ensuring that clients are well-informed and that providers are efficient. Each



committee is made up of between five and fifteen team members who work to accomplish the committees' goals through activities and monthly or bi-monthly meetings in which they develop their committee action plans. This year, a Community Advisory Committee was created, which aims to ensure that the clinic's services and research meets the needs of the community and represents its voices.

Committee for Continuous Quality Improvement: This committee works to improve service quality at the Clinic in order to ensure that clients are well-informed and providers are efficient. This committee is focused on the search for solutions to problems that arise through a variety of methodologies.

This year, the committee implemented client satisfaction surveys with clients of the Women's Health Program, laboratory, Men's Comprehensive Health Program, psychology, family planning, social work, pediatrics, and pharmacy. The committee also analyzed the flow of clients, created a map of medical records processing, and evaluated clients recently enrolled in the HIV program.

Industrial Safety Committee: This committee focuses on occupational health and the prevention of occupational risks (accidents, biologic) of clinic staff. This year, the committee conducted inspections and audits of work areas to promote ergonomics. In coordination with INFOTEP, the committee also held an emergency and natural disaster evacuation simulation.

Gender Committee: This year, the committee continued to provide presentations to staff about gender equality. The committee also created new brochures, posters, and talks about gender-based violence. To commemorate the International Day Against Violence on November 25th, the first march, "Put Yourself in Their Shoes, Say No to Gender-based Violence," was organized in memory of the Mirabal



sisters and in defense of human rights. The march was promoted with posters, pamphlets, t-shirts, and radio announcements.

Women's Health Program Committee: This multidisciplinary team works to improve service quality and resolve challenges within the Women's Health Program. The committee conducted an audit of the program's medical records to identify gaps and verify that new medical histories were filled out correctly.

Men's Comprehensive Health Program Committee: This multidisciplinary team works to offer quality health services for men through a variety of services designed to improve client retention. The committee fosters relationships with institutions that support drug users in order to better understand these clients' needs and how to provide them with appropriate services and consultations. The committee also focuses on strategies to promote male circumcision.

Cultural Competency Committee: The goal of this committee is to familiarize its members with other cultures in order to diminish barriers related to prejudice, stigma, discrimination, and racism between clients and Clinic staff. The committee promotes culturally appropriate services for vulnerable and key populations.

Community Advisory Committee: In April 2018, the Community Advisory Committee was formed. The objective of the committee is to ensure that our services and research meet the needs of the community. It is composed of representatives from different communities and populations. Quarterly meetings are held, during which presentations of clinic research and programs are given in order to solicit community recommendations. So far, the committee has held research presentations about gender-based violence, EPIC, Zika, and infographics.

Infection Control Committee: This committee was created in September 2016 to improve the quality of life of our clients and staff through the prevention and control of the spread of infections within the Clínica itself. The committee created a protocol for clients with TB, provided tetanus diphtheria, hepatitis B, influenza, and MMR vaccines to all personnel, and increased awareness of bacterial growth in vulnerable areas of the clinic to



increase infection control. The committee also implemented a registration form for cleaning the bathrooms and a case notification form, among others.

Green Committee: This committee was created in 2014 to contribute to the protection and conservation of the environment. The committee successfully reduced the use of Styrofoam packaging for food and beverages, replacing it with reusable packaging. Educational interventions were provided during monthly meetings, in which the health effects of Styrofoam and plastic as well as the impact of environmental contamination were discussed. Best practices to reduce the impact of environmental pollution at work, in the community, and at home were also introduced.

Some of the committee's accomplishments include communicating with recycling companies and organizations focused on environmental protection, recycling all paper and cardboard used in the Clinic, and participating in the World Beach Cleanup Day. All departments were also educated about rational use of air conditioners. During 2018, individuals and departments were awarded for recycling, best practices with energy use, or participation in activities related to the environment within the clinic.

Medication Committee: This committee aims to ensure the proper use and storage of medications, materials, and supplies by the pharmacy and the clinical team. The committee created a medication stock in acute care for rapid management of client needs.

Social Committee: This committee aims to promote a positive social environment within the workplace. The committee organizes different activities for staff at the clinic and MAMI. These activities release some of the daily stress of work and provide opportunities for staff members to get to know one another better. This year, the committee held a Valentine's Day celebration, parties for Mother's Day and Father's Day, baby showers, going away parties, a dessert bake-off, family softball, a costume parade, and a trip to the beach. The committee ended the year with the annual holiday party, where attendees participated in different festivities.

Student Program

In 2018, the student program received a total of 75 students and health professionals (a 50% increase from 2017), including 16 foreigners and 48 Dominicans. This trend is largely due to an increase in psychology students from the Universidad O y M and the Universidad UFHEC. In addition to psychology students, the program hosted medical, nursing, and public health students, medical interns, medical residents, and volunteers. Students from the United States conducting medical rotations came from Columbia University (schools of medicine, public health, and nursing), the University of Michigan (public health), and Northwestern University (medicine). For the first time, the program also hosted nursing students from Universidad de las Américas Puebla (México). From Dominican universities, we received students from Instituto Tecnológico de Santo Domingo (INTEC) and the Pontificia Universidad Madre y Maestra (PUCMM). Finally, the program received nursing students from the Luis Heriberto Payan vocational school who completed their nursing internships with us and one student from Colegio Calasanz, who completed a media internship.

Beyond participating in clinical rotations and observation, students and medical residents also conducted public health projects and/or research studies. Projects included an analysis of client adherence, client satisfaction surveys, a pediatric nutrition program evaluation, and an analysis of client flow through the clinic. The students also contributed to a series of smaller administrative projects that have positively impacted the clinic's daily programs and services. Clínica de Familia received a volunteer from the State Department Fullbright Program from the United States who completed an evaluation of the educational program for clients. Family medicine residents from Columbia University also visited the clinic.

Two alumni of the student program were hired to work at Clínica de Familia. The student program continues to grow and contribute to the clinic. In 2018, we signed an agreement with Universidad Iberoamericana (UNIBE) to receive medical students in medical rotations and to collaborate with the School of Architecture. The students



from the 7th semester of architecture created designs for the future clinic building.

Human Resources

In 2018, the Department of Human Resources registered 115 employees at the end of the year, of whom 21 were recognized as employee of the month for the high quality of their work. Seventeen were recognized for five or ten years of employment at the clinic. Six committees and four departments were recognized for the successful execution of their roles and for contributions to the institution.

The department provided leadership training to employees with the support of the virtual INFOTEP platform. In addition, a public speaking workshop was offered to the team.

Department of Operations

The Department of Operations is in charge of the administration and management of Clínica de Familia. This includes maintenance of the clinic building, vehicles, purchasing, informatics, and strategic planning. In 2018, planning for the new Clínica de Familia building, which will hopefully be built within the next five years, was initiated. As part of the planning, architecture students from UNIBE participated in a contest to design the future facilities.

Operations also developed the Emergency Plan and Security Protocol and identified software that could be used to provide efficient service to clients and meet the needs of all clinic departments. The department also helped the laboratory obtain ISO 9001:2015 certification.

The informatics team implemented a new technological system to improve calls made by reception to the rest of the clinic. The team also provided IT assistance to solve problems with servers, computers, wireless internet connection, telephone IP and the punch clock.

Public Relations and Fundraising

In 2018, Clínica de Familia successfully increased its promotion and publicity. The clinic held promotional events through various networks, and launched new

strategies, activities, and discounts through our website and Facebook. Another achievement was an activity called "A Meeting with the Press," where the Clinic was able to share its work with local reporters. From this encounter, a few radio networks expressed interest in establishing an agreement to promote the clinic's work.

In terms of written publications, Casa de Campo Living, Zona E, the Listín Diario newspaper, El Tiempo newspaper, and the magazine 100% Romana promoted clinic activities. Additionally, the clinic digitally published its fifth and sixth newsletters where information about programs and success stories were shared. For the first time, the clinic ran a campaign on Giving Tuesday.

Clínica de Familia continued to increase its donor base for the different activities held during the year, increasing local and international donations for Camp Hope and Joy by 30% compared to 2017. The clinic also collected donations from clients with containers placed in the reception and billing areas.

This year, the department strengthened several important partnerships, which resulted in an agreement signed between Clínica de Familia and the Centro de Salud Padre Cavalotto. This year, with the help of our graphic design volunteer from the Japanese International Cooperation Agency (JICA), the clinic updated the list of services, schedules, and signage in the areas of the consults, programs, laboratories, waiting rooms, and bathrooms in order to improve client navigation of the clinic. The clinic also assigned a staff member to "Client Services," who is responsible for orienting and guiding clients at the Clinic.

Accounting

In 2018, the Clinic successfully executed all of its budgeted projects and programs for the year. The financial team managed records of revenue and expenses 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.

It should be noted that the largest source of income came from donations and grants, which contributed 66% of the



year's total income, in addition to income-generating activities. The Clinic's income and expenses in 2018 substantially increased from the previous fiscal year (see Table 4).

Table 4: Financial Data (values expressed in U.S. Dollars)			
<u>Line Item</u>	<u>2018</u>	<u>2017</u>	<u>Variación</u>
Income	2,051,071	1,793,057	14%
Funds Spent	1,882,939	1,893,186	-0.5%
<u>Fuentes de Financiamiento</u>	<u>Participación</u>		
National donations	10,137	8,048	0.5%
International donations and grants	1,356,514	1,253,512	66%
Self-generated income	684,419	531,497	33%
Government subsidy	0	0	0%

