

2013 Annual Report Serving at the Crossroads

Executive Summary

We are excited to report that 2013 was a strong year at the *Manos Amigas* clinic with increased patient activity, new services, and additional clinic staff. The board of Serving at the Crossroads marvels at God's compassion and power, and are truly blessed by being witnesses to it.

Highlights for the year included:

- Establishing an operating room with proper equipment and lighting
- Purchasing and installing air conditioning for the surgical suite
- Hiring a second full time physician
- Establishing a wound care center
- Establishing of an eye clinic offering optometry services
- Performing root canal procedures
- Being an institution for Honduran dental school interns

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Educating the clinic staff in information technology advances

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U.S. brigades continued to provide enhanced care for the poor of La Entrada. With the new operating room, surgical brigades visited to perform outpatient surgeries. Audiologists, ophthalmologists, endodontists, and nurses came to volunteer their services.

We are grateful to all of these healthcare volunteers, as well as our financial supporters, for their contributions in helping Serving at the Crossroads make the *Manos Amigas* clinic such a strong force for change in the health of the people of La Entrada de Copan, Honduras. The patients and the *Manos Amigas* staff are grateful, too.

Message from the Board Chairman

Another year has zipped by. We haven't slowed down yet. Each year we see increasing patient activity as we add new services at the Manos Amigas Clinic in Honduras. Our patient numbers are up and we have added new staff positions at the clinic. We inaugurated our new surgical suite with the visit of a US team from Pennsylvania who attended to outpatient surgeries.

Adhering to our mission of aiding, informing and empowering Manos Amigas (MA) and the local community, Serving at the Crossroads (SATC) continued to provide the

resources i.e. - money, medications, equipment, supplies, programs and direction. Our main thrust is in teaching so that we can have a sustainable clinic. We do not want to build dependencies. You see as the proverb says, if a man is hungry and you give him a fish, he has a meal for a day. Teach him to fish, and he has food for a life-time.

The clinic attends to all who come there - children, families, pregnant women. We are trying to heal the sick, the aged and the infirm. And sometimes we have to build the associated social infrastructure that goes along with it. We are a permanent part of the community that provides hope for the future. A person can live a few weeks without food, a day or two without water, but only a few seconds without hope.

Very few people in Honduras recognize our organization's name, but the local community knows the MA Clinic for the compassionate care delivered by Hondurans for Hondurans. They also know that it is supported and backed by people from the US and that periodically, North American specialists are on hand attending to their needs. It is a source of local pride that this clinic resides in their community. The "locals" know they can depend on this healthcare center as it continues to be open each day, five and a half days per week, every week year-round; the long lines of people who used to gather at the front door each morning seeking medications and medical attention from visiting medical teams with physicians and dentists, no longer form outside the facility, fearing that tomorrow, the pills and the docs will be gone. Large crowds have been replaced by a steady stream of patients throughout the day arriving by buses, in the back of pick-ups and cattle trucks, in three-wheeled taxis or simply on foot. They know that this clinic is a "special" place. With the arrival of the first module of a slowly evolving playground based on Mayan archeological themes, and the addition of an artistically adorned children's arena in the reception area, children are encouraged to participate in fun-filled activities while waiting with family members for medical services.

I am continually indebted to our donors and patrons who continually support our efforts and for enriching the lives of those whom we serve in a country that many of them will never visit. Because of your generosity and faith in our organization, these are not the "forgotten people" but remain as our brothers and sisters in a far-off place that are deserving of the same services and respect that we enjoy here at home. For your gifts I am always thankful.

I am pleased to report on the pages that follow a description of our achievements and accomplishments during 2013.

Mike Tysowsky

Operating Room Established and First Surgical Patients Received at Clinic

SATC had been slowly acquiring surgical equipment and instrumentation for the eventual establishment of an operating room. Although there had been visits by a US bio-medical engineer to install and calibrate equipment, events started to gain momentum as the chief of surgery at the Chester County Hospital in West Chester, PA volunteered to bring a team to the clinic periodically to perform out-patient surgeries.

This year an operating table was procured, along with ancillary equipment, necessary instrumentation, monitors and a Drager anesthesiology machine was purchased. All that remained was to await the arrival of the first surgical mission team to offer their services to the La Entrada community.

Ambulatory patients were initially screened by clinic physicians and then the first surgical cases were referred to the Chester County team who performed the operative work in April. The team did 55 surgeries during their visit to the clinic, many involving hernias, but other procedures such as lumpectomies, circumcisions, testicular descent and vasectomies were also performed. Post operative follow-ups are done by the clinic's doctors. Fees in the US for a hernia operation, for example, could easily exceed \$10,000 not to mention the charges for surgical fees. In our clinic this procedure can be performed for approximately \$100.

Having had a very positive experience with this inauguration of the OR, SATC is overjoyed at having the participation of this medical team and look for their scheduled return to the clinic early next year.

Surgical Lighting In Place

Portable overhead lighting was purchased for the clinic along with the acquisition of three mobile directed lighting units for the OR. Later this year, larger overhead surgical lights were acquired, but these will require some structural changes involving strengthening of ceiling supports before they can be installed.

Air Conditioning Units added to Surgical Suite

Keeping the clinic cool has been a perpetual challenge with ceiling fans and overhead extractor fans, especially since central air conditioning was thought by the Manos Amigas board to be an expensive non-essential luxury item when the clinic was built. However, at that time no one envisioned that someday the clinic would perform surgical procedures. Two wall-mounted air conditioning units were installed this year. The larger unit was installed in the new Operating Room (OR) and the second unit was placed in the post-operative patient recovery area.

Two Doctors and Two Dentists on Staff Positively Impact Patient Services

With the loss of medical expertise and passing of Dr. Dubon, a dedicated volunteer who had been with the clinic since its earliest days, Dr. Alex Garcia having worked closely with him for two years was promoted to Chief Physician.

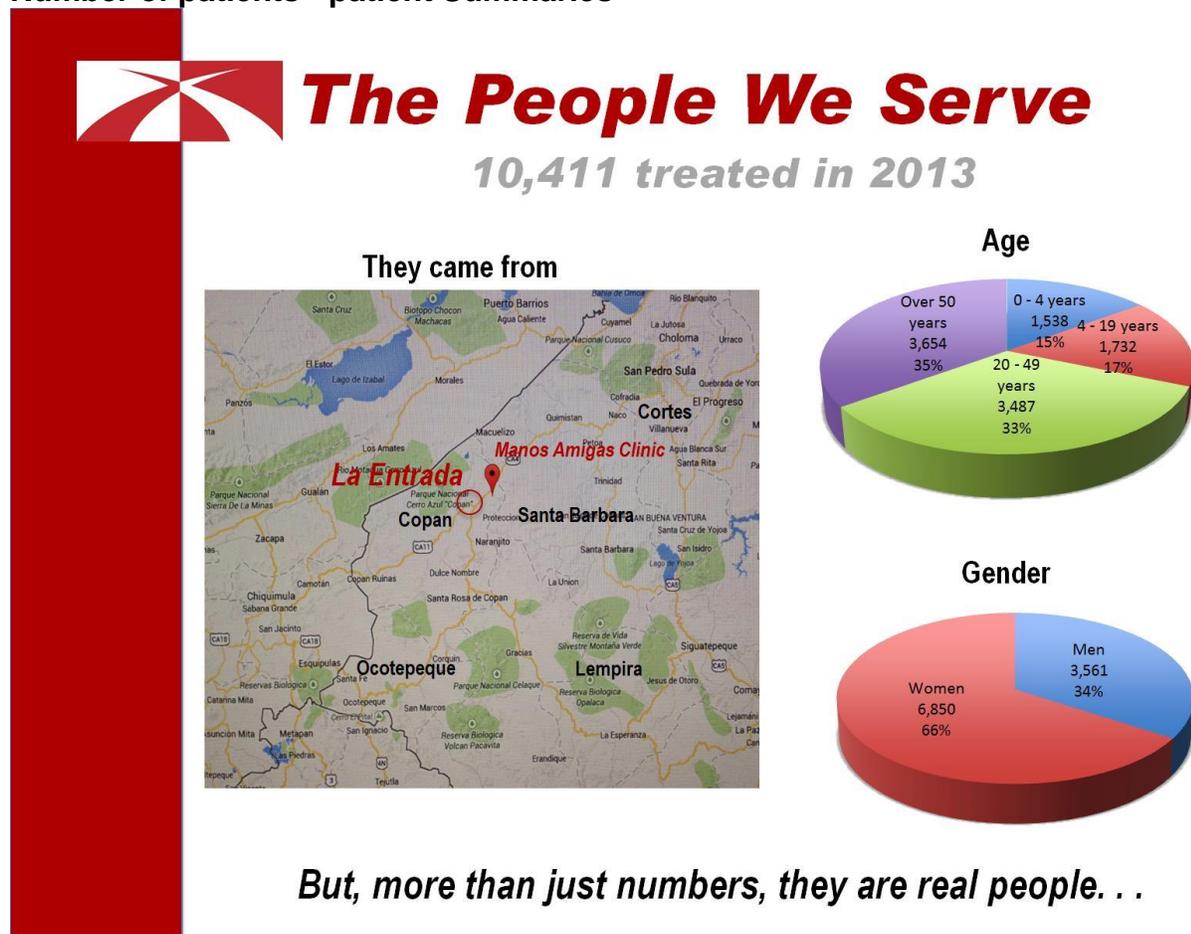
A second physician, Dr. Iltsa Judith Medina, a recent medical school graduate from La Entrada, was added to the staff because the case load of the primary physician was regularly exceeding 40 or more patients per day. Combined, the two doctors are able to see 300 - 400 patients per week. This addition brings the total number of healthcare staff employed at the clinic to 19.

Because dental cases require the expenditure of more time per patient visit, our clinic had been functioning with two dentists almost from its departmental inception in late

2010. In addition to these full-time dentists, the clinic has two student-dentists who are completing their government mandated year of social service to the community prior to their graduation. The clinic provides a small stipend to each student for their participation at the clinic. Because of these young dentists, the current figures for procedures done and the patients seen is approximately double what it was a year ago.

The clinic also offers root canals to those who need them. This is an unheard of procedure in public clinics in Honduras and even those patients who go to private-pay practices cannot generally avail themselves of this endodontic procedure. Endodontics were introduced and taught by Dr. Bob Krauss, one of SATC's board members, during his many visits to the clinic. These are accomplishments that distinguish the MA Clinic and we can all take pride in offering exceptional dental health care to the community.

Number of patients - patient Summaries



Clinic Director settles into her new position

Gaby Aguilar, having been appointed to her position as clinic director midway through last year, has provided much needed reforms and dynamic staff leadership. She is also the liaison between the clinic, MA Board of Directors and SATC. As part of a professional enrichment and development program sponsored by Serving at the Crossroads, Gaby spent three weeks in the US. She even had first-hand experience

with admission and treatment for a medical condition under emergency circumstances as a visitor to our country without medical insurance - a set of case management circumstances not too dissimilar to what she has to deal with on a daily basis back home. She participated in activities and observed several community clinics including Community Volunteers in Medicine in West Chester, PA; The Arlington Free Clinic in Arlington, VA; the Mission Life Center in Fairfax, VA; and the Summit County Community Care Clinic in Frisco, CO. She also was able to schedule a visit to George Mason University in Fairfax, VA where she attended classes in health care management.

Reregistration of Manos Amigas as a Non-Profit Entity

A newly issued government mandate required that all local and foreign NGO's (non-governmental organizations) must undergo a reregistration process involving record examinations by the authorities in Tegucigalpa, including a financial audit in order to function in Honduras. The law prescribed that all papers and documents presented in support of this registration must be submitted by Honduran attorneys. Until such new registrations were obtained, all shipments of cargo containers were halted, thus depriving the clinic of much needed materials.

Unlike in the US, there is no individual notice sent to prior registrants informing them of the new requirements. Notification awareness, regulatory interpretation and compliance was not an easy undertaking, consuming a great deal of time, money and local travel, but SATC and MA had always maintained that they will work within the parameters of the law. Although the process took almost a year of collaborative effort, SATC and MA were one of the earliest recipients to get a new registration out of the thousands of NGOs struggling with regulatory compliance.

Cultivating Contacts with Honduran Embassy in Washington, DC and their First Lady

Having had contact with the embassy on several matters throughout our organization's existence, SATC was invited to participate in a workshop for non-governmental organizations at the Embassy with the Ambassador and his staff. Although several of our board members were in attendance, Board Chairman, Mike Tysowsky and President Bob Sumner, were able to spend a few minutes in a meeting with The First Lady of Honduras, Rosa Elena Bonilla de Lobo, to work out the release of medical equipment held up by customs and logistical agents. Such meetings and contacts are beneficial instructional opportunities that foster understandings between non-profit organizations and the agencies that regulate them. It also serves as an impromptu time to provide first hand knowledge about SATC and MA to the leaders of the country who publicly acknowledge that as a poor nation, there is no way they can care for their people without the activities carried out by NGOs. To effectively deliver services to those who have less, we need each other.

Audiology Team Looks After the Needs of Hearing-impaired

On a rotating basis during the calendar year, three audiologists from the Pennsylvania Academy of Audiology and a bio-engineer came to Honduras to provide services to

clinic patients in La Entrada. During these visits, value added services such as speech pathology and electronic and software engineering experiences helped patients adjust to their assistive listening devices. One of the audiologists elected to travel to an alternate location with an incoming medical team to exam patients for a week in the town of Trinidad, where the community's newly constructed clinic opened its doors to a healthcare out-reach program hosted by Manos Amigas, SATC's Honduran partnering NGO.

This was the first time that any of the patients had contact with the clinic's hearing specialists. Hearing loss was experienced across a range of ages, with the majority of patients being senior citizens. However there were numerous children, ranging in age from 9 - 16, some with speech impediments and others with almost complete hearing loss. Regrettably, in most instances, these children had never heard their own names or the sound of their mother's voice. These patients received the gift of sound when they were given a hearing aid provided by the clinicians. The clinic provided more than \$10,000 worth of hearing aids to patients. The MA clinic was also the beneficiary of a relatively new audiometer donated to SATC by a patron, enabling the clinic to have its own testing and evaluation center.

New Eye Clinic Opened

Karen Maurillo, formerly the secretary at MA, who attended optometry school on a scholarship provided by SATC, completed her studies, graduating at the top of her class, returned to the clinic to set up an optometric services department. SATC purchased \$6,500 of new equipment and acquired items such as phoropter, tonometer, ophthalmoscope, retinoscope, keratometer, and trial lenses for her so that the clinic could offer exams and fittings of glasses to those in need. In addition to doing refractions, vision acuity testing and patient dilation the clinic now has the capability of diagnosing conditions such as cataracts, pterygium, glaucoma and other serious eye conditions that contribute to poor vision.

Karen has also trained as a surgical optometric nurse, so she is able to accompany visiting eye teams which travel to established facilities in larger communities, to assist ophthalmologists. In the future, we are preparing to welcome such eye teams to our clinic

In addition to serving our patients, the clinic also welcomes those residents of the community with financial means who seek fashionable or prescriptive eyewear. There is an extensive assortment of glasses and sunglasses. New lenses can be ground and mounted within a 24-hour turn around period, if needed.

Visits were made to local businesses, schools and villages to create awareness and to promote the optometric services department. During the first year of operation, the clinic evaluated nearly 1,000 patients, half of whom needed glasses.

Launching of a Blog, improved Website and Computers Added to Clinic

Although our new clinic is only three years old and has wi-fi access, there is always more that can be done to improve the efficiency of the facility and its daily operations, especially in record-keeping. The Board of SATC authorized the purchase of computers and business software for the clinic. Training sessions were held and the Honduran staff was excited to learn new software packages for financial accounting and inventory control of supplies and medications.

Sharing of information is important, not only in an institutional setting like the clinic, but also with the public as more people participate in various forms of social media dialogs, especially on Tumblr and Facebook. Consequently SATC launched its blog at <http://servingatthecrossroads.tumblr.com> to provide very brief insights into significant events witnessed on trips to Honduras and preparations that are underway in support of clinic programs. People who are interested in more immediate information concerning medical team visits can follow the activities of visiting teams on Facebook and surf our improved website, www.servingatthecrossroads.org which was given a new, more contemporary look this year.

Launching of a Wound Care Center

A new medical practice, topical oxygen therapy, was introduced by SATC to the clinic this year and Dr. Alex Garcia has become very proficient in its application. Knowing that with this technique, oxygen can penetrate the skin to a depth of 3.0 millimeters, Dr. Garcia has used it to heal stubborn wounds, some of which have been carried around by patients for 20 years or more! Within three or four treatment sessions, he demonstrated several times now, especially with diabetics, that this therapy can heal wounds that other physicians did not consider possible. These practitioners were advocating the surgical removal of toes and limbs. Dr. Garcia has consistently demonstrated that he can save patients the agony and trauma of amputation. Because of Dr. Garcia's efforts and the generosity of donors in the US in providing the necessary supplies, which run about \$1,000 for 14 weeks of treatment, the clinic now has the capability of becoming a specialized center for wound care. This therapy is not offered anywhere else in Honduras. The clinic continues to build its reputation one patient at a time. The reduction of pain and the saving of a limb is an invaluable contribution to the patient and the family.

Extending Services Beyond the Confines of the Clinic Gate

At the urging of SATC, MA Clinic continues to reach out to patients who cannot come to the clinic. Staffers and healthcare teams will go to them. To introduce students to preventative dental care, dentists have traveled to schools providing demonstrations and dental packs of toothbrushes, paste, mouth rinse and floss. This is also an effective way to reach their parents. Poverty forces most Hondurans to wait until they have a problem and then they seek extractions. MA seeks to break this practice.

The clinic serves the needs of *Amigas de Jesus* an orphanage in Maculoezo founded by a priest from Malvern, PA, a location very close to where SATC is headquartered. MA provides dental, ophthalmological and medical services to the youngsters there through periodic checkups and visits to the clinic.

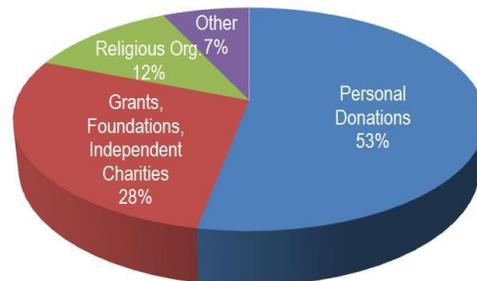
Summit in Honduras, an NGO from Colorado continues to utilize the clinic for its base of operations as it arrives in-country with a medical team which travels out to remote villages to train health guardians and brings back patients in need of services that can only be provided in a clinic setting.

A medical and dental team from Allentown, PA and the Lehigh Valley Hospital arrived at the clinic and elected to concentrate on working in an impoverished, but progressive community called Trinidad, approximately 14 miles from the clinic. The community of 8,000 residents had built a new clinic, yet to be occupied because they were lacking equipment, supplies and physician. SATC brought in equipment and medications and the visiting medical team provided the requisite services for the community that week. The team saw 600 patients and 100 dental patients were transported to the MA Clinic where the appropriate dental equipment was on-hand to do the procedures required.



Income Sources

- **Personal donations**
- **Grants and foundations**
- **Religious organizations**
- **Corporate donations and matching gifts**
- **Rotary International**
- **Eagle Scout Projects**





Expenses

- **Clinic Operations**
- **Logistics / Shipping**
- **Equipment and Supplies**
- **Medicine**
- **Construction**
- **Travel**
- **Administration and Auditing**
- **Fundraising**
- **Outreach and Communication**

