YEAR IN REVIEW 2017

872 SCHOOL ASSESSMENTS
583 ANTENATAL CARE VISITS
954 DENTAL VISITS
2,267 VACCINES ADMINISTERED
65 REFERRALS PROVIDED
308 BIRTH SPACING VISITS
22,864 PATIENT VISITS
10,987 PEOPLE REACHED WITH HEALTH EDUCATION
Dear TLC stakeholders,

TLC was founded in 2007 by Jon Morgan, currently the Director at TLC, and Nhean Sakhem, currently in charge of Special Projects for TLC. Although TLC is always mindful about its limits, it seems only appropriate to mark this auspicious milestone and illustrate how far TLC has come by listing some of the remarkable achievements in 2017:

- 37,648 services provided
- 23 local staff employed
- 1 foreign staff employed
- 5 floating clinics and 7 boats in service
- The purchase of a 19-passenger bus
- The start of an Electronic Medical Records System

Considering that the above was achieved with a total budget in 2017 of US $359,575.33 it is obvious that TLC has performed beyond expectation. This is of course all due to the TLC staff and their commitment to the operation. Among the local staff employed are Doctors, Nurses, Cooks, Drivers, and Boat Pilots, while the Director is the only foreigner of the 24 member strong TLC team. I take this opportunity to congratulate everyone on these remarkable achievements.

As a first in 2017 TLC also conducted a 3-day workshop in Battambang where all the employees and board members were present. It was a great experience that brought all even closer together than before event and, funding permitting, will be an annually recurring event on the TLC calendar, open to TLC Employees, Donors and Board Members alike.

The 10 year anniversary seemed like a natural milestone to review the TLC governance structure and how this is suited for its own future as well as its functioning within the ever-evolving legal environment in Cambodia. In addition, it was felt that the basis should be established for enhancing TLC’s ability to attract funding from a greater variety of sources.

Therefore, in the middle of 2017 the Board of Directors embarked on a structure and administration review mission. Several amendments were made to meet these dynamics as well as to shape the governance structure to allow greater flexibility. This has resulted in, for instance, the present composition of the TLC Board, that now also includes an accounting and finance professional, Mr. Ky Siek and a specialist in local fund raising, Mr. Mao Lee Heng. Mr. Chris Wijnberg was also newly appointed, bringing all-round experience from the commercial world to TLC, while Mr. Nhean Sakem and myself remain on the Board to safeguard its continuity.

To meet the new regulations and legal environment, more comprehensive By-Laws were drafted, which were reviewed and approved by the authorities by end April 2018. With the expertise of Mr. Siek the financial administration is being enhanced to improve our already good transparency and that shall provide even more insight to our current donors and other parties not yet familiar with TLC.

I would like to take this opportunity to express my sincere gratitude to all of TLC’s donors, particularly those who have been with us since the beginning—IMPACT-Norway, IMPACT-UK and Angkors-Kinder. You helped to make an idea into a reality, and you have sustained us through all the changing tides. I hope that you are as proud to be a part of the TLC family as I am.

It is the aim that by mid-2018 the restructuring of TLC will be completed, which will form the basis of a new and wider fund-raising effort, building on the remarkable achievements of the organization.

Samneang Reachsey
Chairman, The Lake Clinic

Board of Directors, The Lake Clinic

Chris Wijnberg  Ky Siek  Mao Leeheng  Nhean Sakhem
The year began with a trip to Norway, where a photo exhibition of the works of Anette Wig was sponsored by Pivotic AS. The sale of Anette’s photos helped tremendously in 2017.
2017 HIGHLIGHTS

GERMANY

Midyear was a trip to Offenburg Germany, July 2017. TLC’s long-time supporter, Angkors-Kinder sponsored an evening of presentation and story-telling about both Cambodia and the history of The Lake Clinic.

Michael Owen, left, offers last minute advice to Jon Morgan before the start of the evening.

TLC had a good 2017, reaching more people with more services than ever before. Sadly the conditions on the lake are also tougher than ever before. Boats are the only way TLC’s services can reach these isolated and cut off communities. But few boats ever have a more demanding and essential job in a more hostile environment, and the demand for TLC is rising as is the cost of keeping the boats and our doctors and nurses running.

Over 2017, the FFF has worked to strengthen TLC’s operations, to build reserves and to develop a sustainable fundraising strategy. But more is needed and whilst 2018/19 will be challenging, it is vital that we succeed. As such, I am inviting you to get in touch. Work with me, Jon and the team, so that we can find those solutions together and make sure care continues for vulnerable people on the Tonle Sap.

Simon Franks
Chairman,
The Franks Family Foundation
Chairman,
The Lake Clinic International Board
In December of 2017 we held our first ever Staff Retreat facilitated by Christoph Horvath with the theme of TLC in Five Years—Where will we be, and how do we get there? This retreat, held in Battambang, covered two and half days of workshops, brainstorming and sharing.

Topics ranged from interpersonal communication and appreciation; to fundraising and improvements in our patient and community care. There was lots of music and lots of laughter. We really do have a multi-talented staff.

At age 65 TLC’s founder and director, Jon Morgan, is thinking ahead and trying to plan for a smooth transition to full Cambodian management. This retreat is one step towards that goal, and understandably there is much planning and even more hard work ahead to ensure both the intellectual and financial sustainability of The Lake Clinic.

Thanks to a crowd funding campaign spearheaded by TLC’s friend, Friedrich Hobe-Gelting of Germany, The Lake Clinic was able to purchase a vehicle large enough to carry staff, volunteers and all the necessary equipment and materials with far greater ease than before.

The generosity of everyone who made this campaign a success truly inspired our staff who look upon this new bus as a “thank you” for all their dedication and hard work. In turn, we would also like to say our Thank You!
In 2017 The Lake Clinic celebrated its tenth year as a registered non-governmental organization within The Kingdom of Cambodia, and now, as of this writing, we have entered into our tenth year of operation\(^1\). There have been difficult years, and there have been great years along the way\(^2\). But every year has brought growth and development to TLC as an organization, and to the staff who are the heart and soul of The Lake Clinic. It has also brought challenges and opportunities.

Beginning in 2016 we began using terms like sustainability and succession planning regularly, though individually and culturally these terms are loaded with both insecurity and uncertainty for our staff. Throughout 2017, at general staff meetings, we discussed what this means to everyone—staff and villagers alike. As someone who believes in development, our energies have always been directed towards "intellectual sustainability"—teaching, training and capacity building for each and every staff member; sometimes in-house and sometimes training offered by other NGOs and institutions. After all, the goal of development is "to work yourself out of a job."

\[\text{A working board of directors came into being to assist, as much as possible, with TLC’s financial and organizational sustainability. This is to be a stark contrast to the “board of convenience” that met the letter of the law for TLC’s initial registration. “Friends of Jon’s” best described the former board of directors.}\]

\(\text{1 Record keeping did not “normalize” until 2009}\)

\(\text{2 In 2012, thanks to the generosity of IMPACT-Norway, and KIDS, TLC was able to construct our TLC-4 “fast boat”, and five floating clinics. The positives are obvious.}\)

<table>
<thead>
<tr>
<th>SERVICES PROVIDED, 2017</th>
<th>Men</th>
<th>Women</th>
<th>Children Under 14</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pediatric Care</strong></td>
<td>0</td>
<td>0</td>
<td>6902</td>
<td>6902</td>
</tr>
<tr>
<td><strong>General Medicine</strong></td>
<td>3185</td>
<td>10581</td>
<td>0</td>
<td>13766</td>
</tr>
<tr>
<td><strong>Ante Natal Care</strong></td>
<td>0</td>
<td>583</td>
<td>0</td>
<td>583</td>
</tr>
<tr>
<td><strong>Dental</strong></td>
<td>135</td>
<td>295</td>
<td>524</td>
<td>954</td>
</tr>
<tr>
<td><strong>Eye Care</strong></td>
<td>99</td>
<td>209</td>
<td>43</td>
<td>351</td>
</tr>
<tr>
<td><strong>Referral</strong></td>
<td>13</td>
<td>28</td>
<td>24</td>
<td>65</td>
</tr>
<tr>
<td><strong>Immunizations</strong></td>
<td>23</td>
<td>521</td>
<td>1723</td>
<td>2267</td>
</tr>
<tr>
<td><strong>Birth Spacing</strong></td>
<td>3</td>
<td>305</td>
<td>0</td>
<td>308</td>
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<tr>
<td><strong>Health Promotion/Education</strong></td>
<td>1611</td>
<td>5447</td>
<td>3920</td>
<td>10978</td>
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<tr>
<td><strong>Home care visit</strong></td>
<td>0</td>
<td>16</td>
<td>14</td>
<td>30</td>
</tr>
<tr>
<td><strong>Visual Acuity Exams</strong></td>
<td>0</td>
<td>0</td>
<td>872</td>
<td>872</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>5069</td>
<td>17985</td>
<td>14022</td>
<td>37076</td>
</tr>
</tbody>
</table>

\[< \text{This graph provides some data, but the story is far more important. The demand for TLC’s services continues to increase, and nowhere is this more evident than with our River Team working on the Stung Sen River in Kompong Thom. Awareness of the quality of our care has traveled up and down the river, and now it is not uncommon for either boatloads of patients to arrive alongside our clinic or busloads of people to arrive nearby and rent a boat to complete the journey. Many of these patients have come from as far away as Preah Vihear—more than 200 kilometers away.}\]

\[< \text{This is both a wonderful statement about the reputation of our clinicians and staff, but also a sad testament to the state of health care in much of Cambodia. Those who are traveling so far have passed by numerous government and private facilities. Yet their experience at these facilities, or their perception of the quality of care provided does not meet their expectations or their needs.}\]

\[< \text{Many of these distant patients are older and have chronic diseases that demand regular visits with our doctors in an effort to maintain their health. They understand that they may never be “cured”, but they are seeking relief and comfort from the symptoms of their diabetes Type II, their hypertension, or the aches and pains that come with having lived a long and difficult life.}\]
Dr. Nichole Gubbins, Pediatric Emergency Fellow at Texas Children’s Hospital and Pediatric Global Health Fellow is a three-time volunteer with us, and is planning her fourth. Nichole is also responsible for the infographic on page two.

Rick Lennert, one-half of KIDS (Kids International Development Society) along with Adrianne Dartnall, installs “bird wire” on one of our five floating clinics to prevent the local feathered fauna from turning our clinics into aviaries.

Eighty-something years young, Physical Therapist Kay Ahern, has her second “tour of duty” with us; providing her skills and education to TLC’s clinical staff.

In 2017, Norway’s Vision for All made their third journey to Cambodia to work with TLC in providing diagnoses and surgical referrals as well as prescription glasses to the people of the lake.
Caring both for the people of the lake, as well as the various assets of TLC is a huge job, and we could not do it without the help of others who are willing to put their own time, and love into the effort. Each and every volunteer who works with us throughout the year has made a personal sacrifice to come to Cambodia and work alongside us. These are just a few.

The Lake Clinic is fortunate to be able to host two clinical volunteers each month. Like Dr. Gubbins, many are repeating volunteers who make a month’s service with TLC a part of their professional life. It’s with my sincere apologies that I cannot feature each and every one who has worked with us in 2017.
EXPANSION OF SERVICES

Midway through the year we decided to reassign one of our midwives— Somphors Chan, who was being under-utilized as a registrar/pharmacy tech, to assist our Ky Kolyan who has been multi-tasking: attempting to develop and maintain our network of Village Health Volunteers; coordinating School Health Checks; organizing and conducting Mothers Clubs; developing and delivering a curriculum for Adolescent Health Education, and monitoring the nutritional status of our Children at Risk, as well as serving as TLC’s liaison with both the Kompong Thom and Siem Reap Provincial Health Departments.

Ky Kolyan conducting a monthly Mothers Club meeting in one of our villages.

Somphors Chan, “Soda”, conducts visual acuity exams in one of the floating schools in TLC’s catchment area.
We were well over budget in Capital Expenses. Note the following:

TLC was fortunate to have received a grant from USAID for the development of an Electronic Medical Records System, a partnership with Mekom Solutions. ($49,536.50)

Good friends in Germany also surprised us with a crowd-funding campaign that enabled us to purchase a full-sized bus. ($19,100.00)

Our wonderful and beautiful boat ‘TLC IV’ has not had a good year, but with a gift from a Norwegian friend, we were able to get her working again – for awhile... ($20,000.00)

Work is still ongoing in an attempt to once again realize the potential that this vessel promises.

The workhorses of TLC, the TLC II and III have also needed refits. The TLC III (a.k.a. The Minnow) needed a new engine and a new roof. The TLC V also needed a new roof. Cambodia’s tropical sun is damaging.

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**FINANCIAL REPORT**

<table>
<thead>
<tr>
<th></th>
<th>Budget FY17</th>
<th>Budget YTD DEC 17</th>
<th>Actual YTD DEC 17</th>
<th>Variance %</th>
<th>Under/Over</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administrative Cost</strong></td>
<td>14,982</td>
<td>14,892</td>
<td>16,796</td>
<td>1,814</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Personnel costs</strong></td>
<td>173,253</td>
<td>173,253</td>
<td>160,354</td>
<td>-12,899</td>
<td>-7%</td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td>1,200</td>
<td>1,200</td>
<td>3,185</td>
<td>1,985</td>
<td>165%</td>
</tr>
<tr>
<td><strong>Per diem &amp; Travel</strong></td>
<td>5,340</td>
<td>5,340</td>
<td>11,4331</td>
<td>6,091</td>
<td>114%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>194,775</strong></td>
<td><strong>194,775</strong></td>
<td><strong>181,766</strong></td>
<td><strong>-3,009</strong></td>
<td><strong>-2%</strong></td>
</tr>
</tbody>
</table>

|                      | Clinical support cost medicines and materials clinic | 16,440 | 16,440 | 36,605 | 20,165 | 123% |
|                      | Fuel - Car                                           | 9,570  | 9,570  | 7,926  | 1,644  | 17%  |
|                      | Fuel- Boats                                           | 16,056 | 16,056 | 37,641 | 21,585 | 134% |
|                      | Staff foods                                           | 13,500 | 13,500 | 13,438 | 62     | 0%   |
|                      | Capital expenses- fund                                 | 12,634 | 12,634 | 80,648 | 68,014 | 538% |
| **Total**             |                                                      | **68,200** | **68,200** | **176,258** | **108,058** | **158%** |
| **Grand Total**       |                                                      | **262,975** | **262,975** | **368,024** | **105,049** | **40%** |
## 2017 RECONCILIATION
*(Shown in USD$ equivalent)*

### MONTHLY MOVEMENT

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Opening Balance BALANCE FROM LAST YEAR</td>
<td>$179,618.30</td>
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<tr>
<td>Balance at Bank</td>
<td>$170,607.52</td>
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<tr>
<td>Balance cash on hand</td>
<td>$4,948.68</td>
</tr>
<tr>
<td>Advance Balance</td>
<td>$1,562.10</td>
</tr>
<tr>
<td>Prepayment</td>
<td>$2,500.00</td>
</tr>
<tr>
<td>ADD TOTAL FUND RECEIVED FOR THIS YEAR</td>
<td>$350,862.20</td>
</tr>
<tr>
<td>DEDUCT TOTAL EXPENDITURE FOR THIS YEAR</td>
<td>$359,575.33</td>
</tr>
<tr>
<td>ACCOUNT BALANCE (c - f)</td>
<td>$170,905.17</td>
</tr>
</tbody>
</table>

### BALANCE CONSISTS OF

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing Balance of Bank Statement</td>
<td>$151,176.26</td>
</tr>
<tr>
<td>General Bank Account</td>
<td>$121,241.23</td>
</tr>
<tr>
<td>Saving Bank Account</td>
<td>$29,935.03</td>
</tr>
<tr>
<td>OUTSTANDING CHEQUES PAYMENT</td>
<td>$0.00</td>
</tr>
<tr>
<td>Reconciled Bank Balance</td>
<td>$151,176.26</td>
</tr>
<tr>
<td>Cash Closing Balance</td>
<td>$5,399.76</td>
</tr>
<tr>
<td>Advance Balance</td>
<td>$3,079.15</td>
</tr>
<tr>
<td>repayment carry to next year</td>
<td>$11,250.00</td>
</tr>
<tr>
<td>ACCOUNT BALANCE (c + d + e + f)</td>
<td>$170,905.17</td>
</tr>
</tbody>
</table>

More detailed financial information, including the 2018 budget is available upon request.
SCENES FROM OUR CLINICS
I have been involved with The Lake Clinic since its inception, initially as a volunteer following my time at Angkor Hospital for Children, and subsequently as Medical Advisor to the Lake Clinic. Over that period of time I have continued to work in my main role as a NHS GP in Hastings UK, and I have been able to visit TLC regularly, usually once or twice in most years.

The Lake Clinic was the first organization to bring regular, predictable and reliable health care to many of the villages on the eastern side of the Tonle Sap lake, apart from an earlier short involvement with Moat Klas village by Angkor Hospital for Children. In later years we expanded our involvement to villages on the Stung Sen river, and this has continued.

TLC provides primary health care to all age groups and, increasingly, this involves more, and older, adults, as the overall life expectancy in Cambodia increases. And we do see an increasing prevalence of conditions such as diabetes and hypertension, which were previously very rare. Managing these conditions to modern standards can be challenging however. For example, we lack the ability to undertake anything other than the most basic blood tests. It is sometimes possible for samples to be taken to Siem Reap. A few villagers do have tests in private labs, but this is way beyond the financial resources of almost all of them. We therefore adapt our treatment protocols to accommodate these issues. We have a basic but well developed and comprehensive drug formulary which is regularly reviewed, and which enables us to treat most primary care conditions. We have been able to increase the quality of our antenatal care with the great and very useful donation of ultrasound equipment and this is utilized regularly at each clinic mission. Further training for our clinical team should enable increased use of this equipment in non-obstetric conditions.

Over the years there has been progressive development in the range and quality of the services offered by TLC. We have been well supported over the years by many volunteers who have brought expertise and a varying range of skills to The Lake Clinic. The clinical teams have always responded with exceptional enthusiasm and willingness to learn and they are very highly motivated. This is one of (many) reasons why it is such a pleasure and privilege to visit and to be involved with The Lake Clinic.

My most recent visit to TLC was in November last year and I am returning in May.

The atmosphere is professional and is marked by a wish to learn and to continually improve. It feels stable and there is an increasing role in management being taken by Khmer doctors nurses and administrators. Savann, the senior nurse, has taking on a major management role and is supported by other local staff. Jon Morgan is Executive Director and is in the office every day if maintenance or administrative concerns do not call him away.

There continue to be two teams, one visiting the floating villages on the Tonle Sap lake, and the other going to the Stung Sen river.

I was with TLC for a week on my latest visit. I went out on to the Tonle Sap lake for 3 days, Monday to Wednesday, and spent most of my time teaching. We were well staffed on this visit with three local doctors and an overseas volunteer GP, and this enabled lengthier consultations. The teaching was productive and was enthusiastically engaged with. A lot of progress was made in terms of disease management, anticipatory planning and patient engagement and consultation techniques.

The final two days of the week were spent in the office in Siem Reap, undertaking both administration and teaching. I was able to review the medication stock with Savann and we made several updates/changes, with the aim of adding drugs to broaden our therapeutic range and we also removed some less effective formulations. This is an on-going work in process and we will be revisiting this, but the essence is that TLC has been able to progressively modernize and broaden the range of available medication, and this has been well achieved as the clinic has evolved. There is also a need to clarify the indications for some medications. We also discussed protocols, and this will be an ongoing process.

Overall things are going well, and everything has progressively tightened as TLC has matured. Everyone has a clear idea of their role and each person fulfills this with diligence, competence and commitment. Above all, there is an excellent team spirit, and this helps to drive forward development and progress. I am looking forward to returning.

Dr. Michael Shepherd
Medical Advisor,
The Lake Clinic
We are grateful for the support of these generous donors:

**Individuals**
- Bob Ellis
- Bosiljka Raditsa
- Bryan K Watt
- Carol Irene Gleason
- Ed Bacharach
- Erik Blaser
- Fern R Hauck
- Friedrich Hobe-Gelting
- Gerald McClure
- Hal S Kussick
- Jan De Deaka
- Jane Bernstein
- Joan Gamble
- Louise Myer
- Margaret Marcil
- Maria Fong
- Mary A. Walter
- Matthew Bording
- Maureen McClure
- Mrs. Jacquelyne Alarie
- Mr. & Mrs. John Simkevich
- Mr. Denis J. Martin and Family
- Mrs. Wendy J Webb
- Ms. Tatya Long Cannella
- Nanci Kim
- Nichole Gubbins
- Nichole Seiter
- Olary Yim
- Petter Andreas Larsen
- Peter M. Rogers
- Rieta Collins
- Rushil Rajiv Dang
- Sheila M Pinkel
- Silvia Costa
- Susan G. Reed
- Tatya Long Cannella
- Varun Kumar
- Vivian A. Waters
- William and Sheila K Duke

**Businesses**
- Kickstarter (Cambodia)
- The Ivy Guesthouse & Restaurant

**Organizations and Foundations**
- Angkors-Kinder (Germany) | [www.angkors-kinder.de/die-lake-clinic-cambodia-tlc](http://www.angkors-kinder.de/die-lake-clinic-cambodia-tlc)
- Franks Family Foundation (UK) | [www.thefff.org](http://www.thefff.org)
- Friends Without A Border (USA) | [www.fwab.org](http://www.fwab.org)
- American Academy of Pediatrics (ICATCH) | [www.aap.org](http://www.aap.org)
- IMPACT-Norway | [www.impactnorway.org](http://www.impactnorway.org)
- IMPACT-Switzerland | [www.impactswitzerland.ch](http://www.impactswitzerland.ch)
- IMPACT-UK | [www.impact.org.uk](http://www.impact.org.uk)
- KIDS (Canada) | [www.kidsdevelopmentsociety.org](http://www.kidsdevelopmentsociety.org)
- NagaEarth | [www.nagaearth.org](http://www.nagaearth.org)

**THANK YOU!**

The Lake Clinic Cambodia would not be here today;  
We would not be able to do what we do;  
We would not be able to bring health-care and health education to people who need it the most without ALL of you being a part of our efforts.
Group 6, Salakanseng Village
Svay Dangkum Commune
Siem Reap, Cambodia

www.lakeclinic.org

photo: Bryan Watt