

ANNUAL REPORT

FY 2077-78 | 2020-2021



Nyaya Health Nepal

Quality Healthcare for All



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Letter from the Medical and Surgical Director

Dear Friends,

It has been an exciting journey for Nyaya Health Nepal (NHN), which has treated over 1 million people in Nepal's remotest and most underserved region in the past year.

NHN has faced many challenges in those years, but despite all odds including the Covid-19 global pandemic, it has overtaken them to advance Nepal's healthcare. Despite an outbreak of Covid-19 among our own staff, the medical team worked to save lives -- treating more than 500 suspected Covid cases, 118 admissions, 7 referrals and 5 fatalities during the peak of the second wave in 2021.

Along with funding setbacks, we had to avoid collateral damage among regular patients, including maternity cases, vulnerable children, trauma and psychiatry patients in acute distress, and the elderly needing regular medication for chronic diseases.

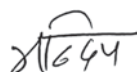
It was only possible because of the compassion and sacrifice of the Nyaya Health Nepal team, which cared for patients. We all owe them a depth of gratitude. It was coordination and teamwork that helped us respond to the pandemic, and this experience will help us tackle what the virus has in store in the coming years.

In the midst of these crises, we were able to successfully and smoothly transfer Charikot hospital to the local government with full ownership of all services NHN was providing. This transition has set a unique global example for adoption of healthcare innovation through public private partnership.

We express our gratitude to all three tiers of the Government of Nepal (Central, Provincial and Municipal) the community, and philanthropic partners for their continued support to continue quality health care service in Far-west Nepal. Your support has been vital in ensuring longterm positive change in the lives of rural communities before and during the pandemic. The NHN staff have been excellent team players and have unhesitatingly stepped up to serve patients during these tough, uncertain and confusing times.

In 2020-21, we lost family members, friends, and members of our communities to Covid. But this was also a year of learning in which we gained experience in coping with the local impact of a global health crisis. This was only possible due to support from Government of Nepal, local and international partners who helped us get through the pandemic together.

These partnerships will remain equally important in the coming year as we will continue to be prepared for possible Covid-19 surges as well as continue to treat pre-existing health conditions in Far-west Nepal.



Dr Mandeep Pathak
Medical and Surgical Director
Nyaya Health Nepal



Our Mission

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

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

At present, NHN is collaborating with the Far-west Provincial Government, two municipalities and four rural municipalities of Achham District. NHN operates Bayalpata Hospital at Sanfebagar Municipality, a Municipal Primary Health Center (PHC) at Chaurpati Rural Municipality and a Community Health Workers (CHWs) network in other rural municipalities to improve access to healthcare. The CHWs networks are integrated with hospital-based care via NHN's own Electronic Health Record (EHR) network.

NHN team of approximately 207 staff provided almost 1,096,997 facility visits, above 6,000 surgeries, and more than 1,00,000 lakh home visits each year. For NHN, this was a challenging year as it adjusted with the Covid-19 crisis and the second wave in early 2021.

Mission:

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

Vision:

Quality Healthcare for All

Values:

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

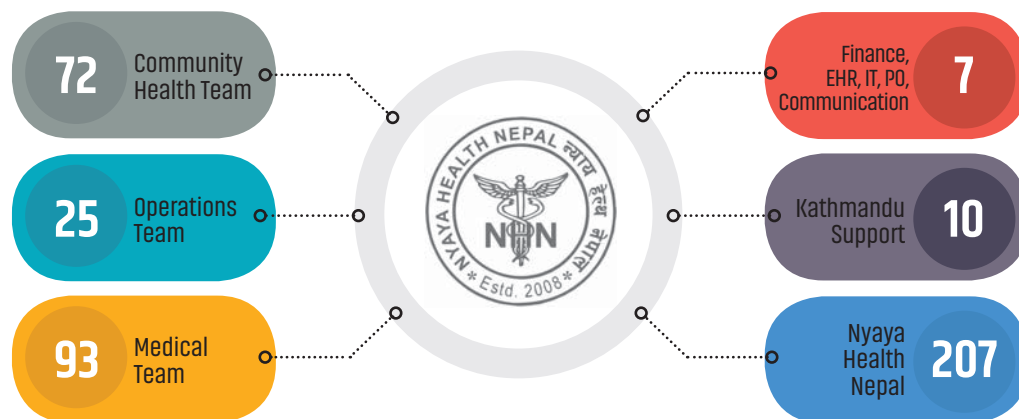
NHN Core Component

NHN mainly focus on three components of it Municipal Integrated Health Care model, identifying the need of local communities:

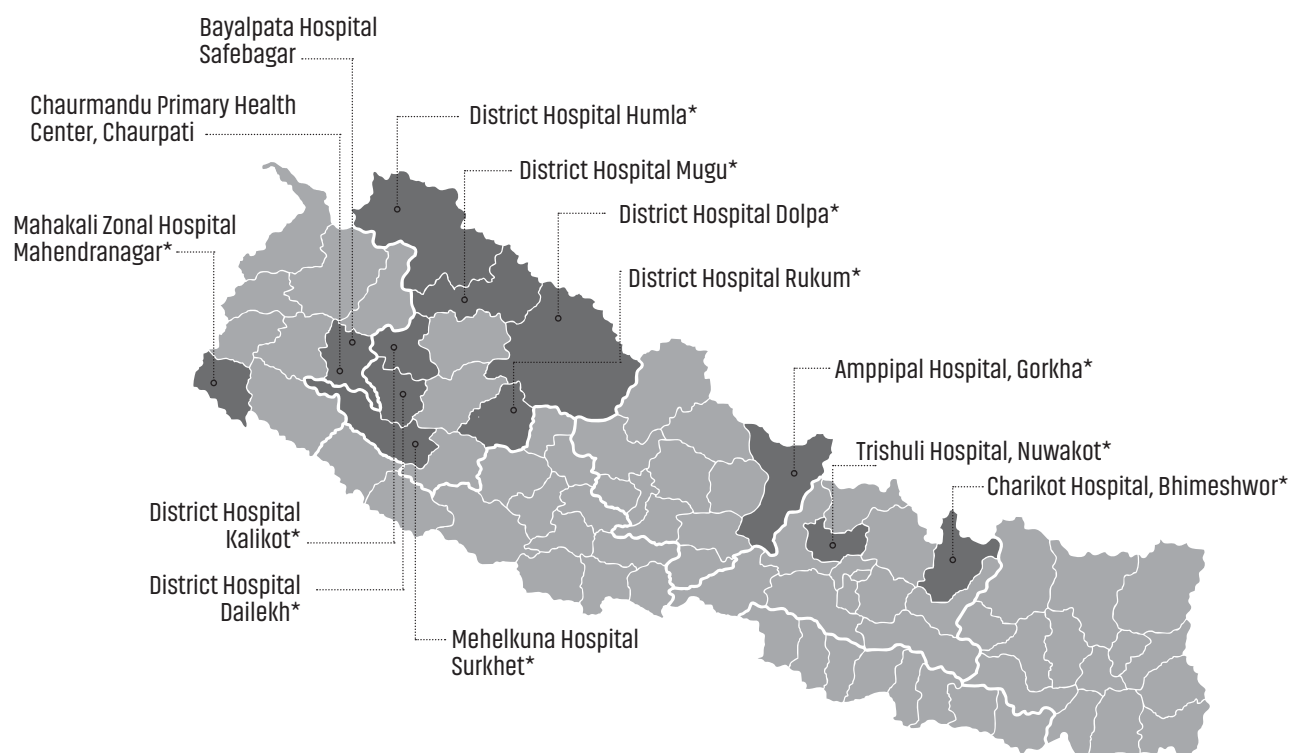
- Hospital based health care
- Community based health care
- Digitalization

A Diverse Team

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



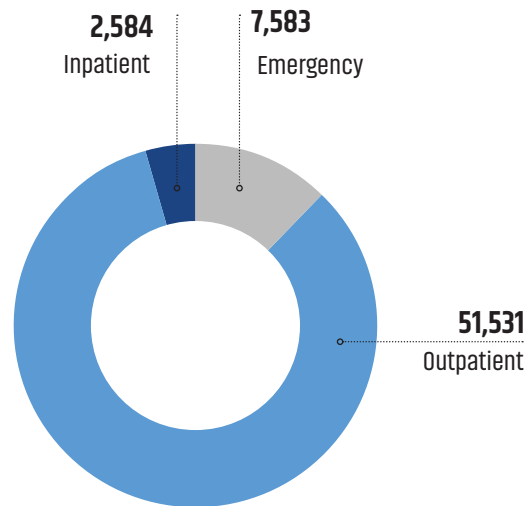
NHN Footprint



* Implemented Electronic Health Record (EHR) with local partners

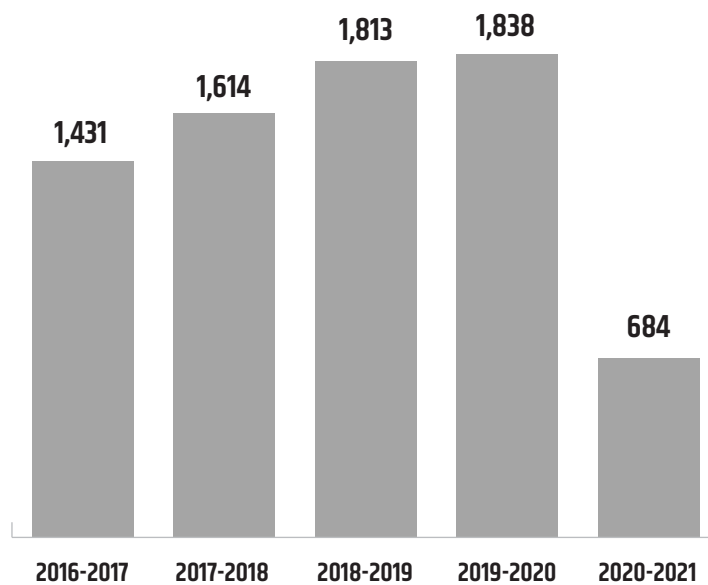
2021 in Figures

Patient Visits at Bayalpata Hospital



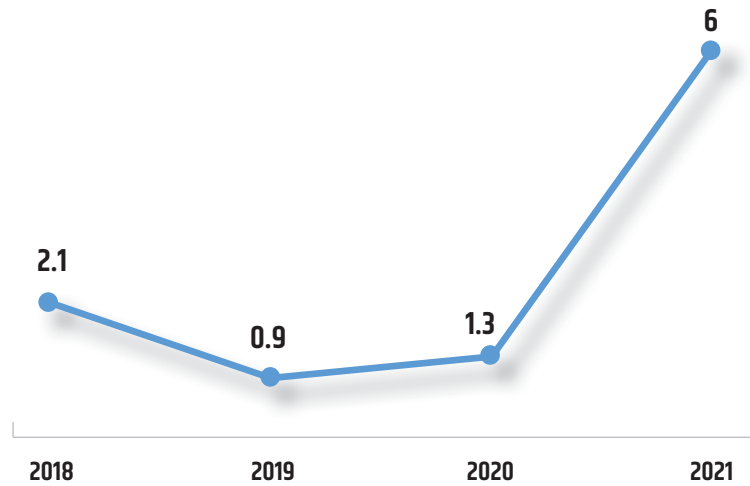
NHN cared for 59,114 patients, with in-patient service to 2,584 patients.

Total Deliveries



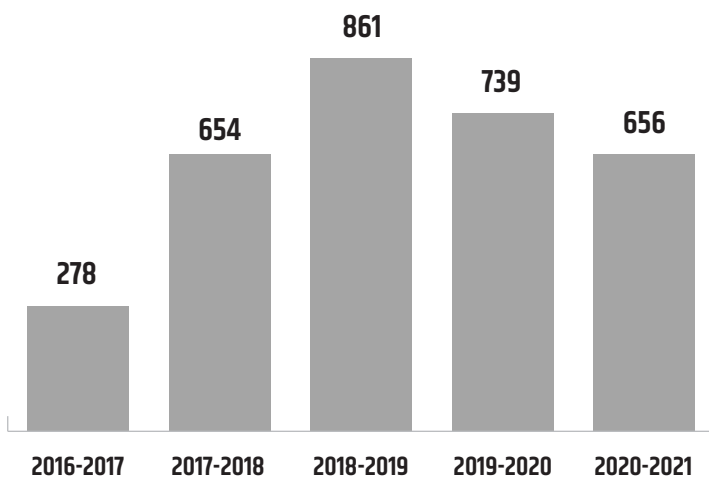
During 2020-2021, the number of deliveries went down because of the lockdowns.

Surgical Complication Rate (%) at Bayalpata Hospital



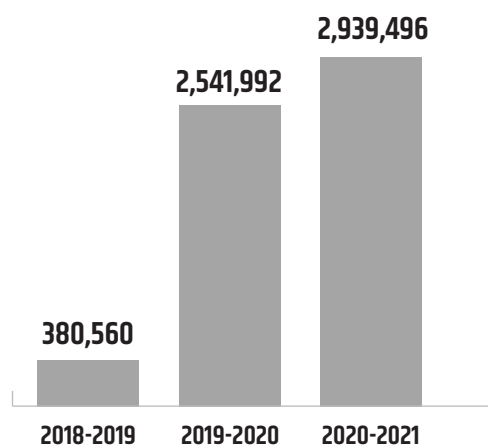
Despite the challenges posed by the Covid-19 pandemic, NHN has maintained a relatively low surgical complication rate (6%) among the patients who have undergone major surgeries.

Major Surgeries



Despite the Covid-19 pandemic, NHN performed 656 major surgeries between August 2020 to July 2021.

Insurance Claim



NHN's health insurance reimbursement increased from NPR 2,541,992 in FY2020 to NPR 2,939,496 in FY2021.

Integrated Care Model

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

- **Hospital-based Health Care:** NHN-managed hospital provides all necessary health care services to meet the diverse needs of the community. These include: out-patient and in-patient care, surgical and emergency services, lab investigations, radiology and ultrasound services, general and orthopedic surgeries. Similarly, it provides HIV and TB services, safe motherhood care, including C-Section, ultrasound, family planning methods, and postpartum counseling. The hospital also provides out-patient care for chronic diseases and mental health. The hospital pharmacy provides prescribed drugs to the patients. Medical services and pharmaceuticals are all free of cost to all patients.
- **Community-based Health Care:** NHN's community health care is a model that has improved the general health of Achham and surrounding districts by providing rural communities with effective health care services in their own homes. This model has helped minimize the health risk of women, children, infectious and chronic disease patients.
- **Digital Health Care service:** NHN use NepalEHR, an open source for Electronic Health Record (EHR) platform, to integrate data across points of care. The software is customized for health care systems in Nepal and designed for use in limited resource settings.
NepalEHR integrates registration, clinical diagnosis, investigations, prescriptions, reporting, and stock management. It facilitates care coordination between clinicians in all facilities (hospitals, health care center and health posts) and Community Health Workers in community health programs. The EHR platform helps NHN integrate data to map disease, target care and continuously improve healthcare services.

Integrated Healthcare Service Distribution

Services	Community-based care	Hospital-based care
Reproductive Maternal Newborn and Child Health	Individualized Birth Planning for all Pregnant Women and individual Antenatal and Pediatric Care	Comprehensive Emergency Obstetric and Neonatal Care
	Group Antenatal Care (counseling)	Routine Antenatal Care Visit
	Active Surveillance of Pregnancy and Early Childhood Illness like malnutrition	Lab Services - Focus on Pregnancy Risk Stratification
	Referral and follow up	Safe Abortion Service
	Support in receiving government ANC reimbursements	Ultrasound
	Breastfeeding Support	Permanent Family Planning Methods
	Balanced Counseling to all married women at reproductive Age & Postpartum Counseling	Reversible Family Planning Methods Postpartum Counseling
Chronic Disease Control	Counseling on Management and timely referral of Chronic Illnesses.	Outpatient Services for Chronic Disease
	Follow up for Chronic Diseases like Lung Disease, Gestational Diabetes & Mental Health	Lab Investigations for Chronic Diseases



Life-saving Caesarean

Nira Khadka, 23

After complications, Nira Khadka (left) from Jayagadh Rural Municipality of Achham was brought to Bayalpata Hospital on 22 September 2021 to deliver her second baby. She had labor pains the night before, and her family wanted a normal delivery at home. Her earlier baby was delivered by C-Section three years earlier in India, and the family feared that a second Caesarian would endanger both baby and mother.

Nira therefore refused to go for a C-Section and tried to give birth at home. As her condition worsened, her brother-in-law brought her to the

Bayalpata, as her husband works in India.

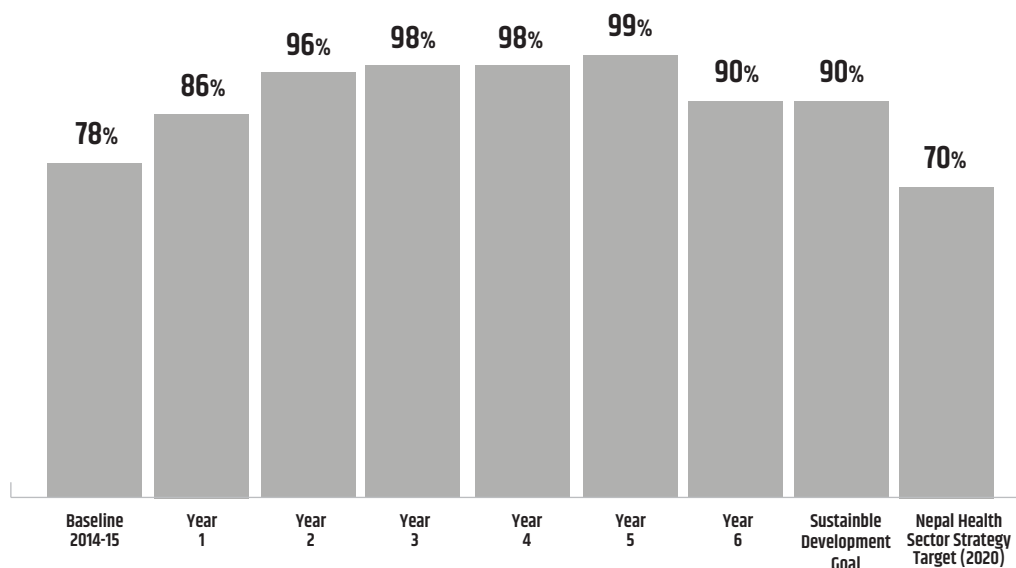
"We immediately took her for the C-Section since in her condition, there was a chance of uterus rupture and losing both mother and baby," says Dr Dikshanta (MDGP).

"C-Section is an essential component of emergency obstetric care to prevent maternal and newborn deaths. Nira had symptoms of impending rupture of the uterus during labour. After the Caesarian, the baby and mother are fine. She will be discharged soon."

Nira Khadka's brother-in-law is glad he rushed her to Bayalpata, and that a C-section was possible at the hospital.

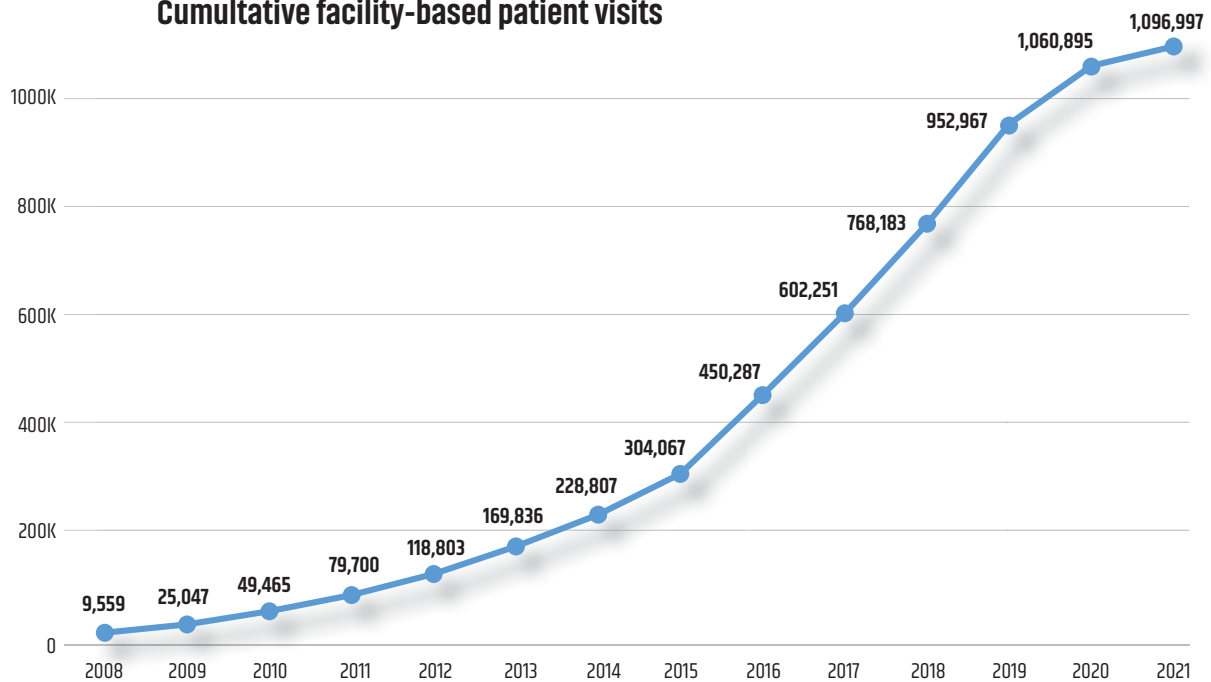
He says: "Thanks to the hospital both my sister-in-law and her baby boy are fine, and we all are very happy that we have Bayalpata Hospital to provide such prompt and professional service free of cost."

Institutional Birth Rate



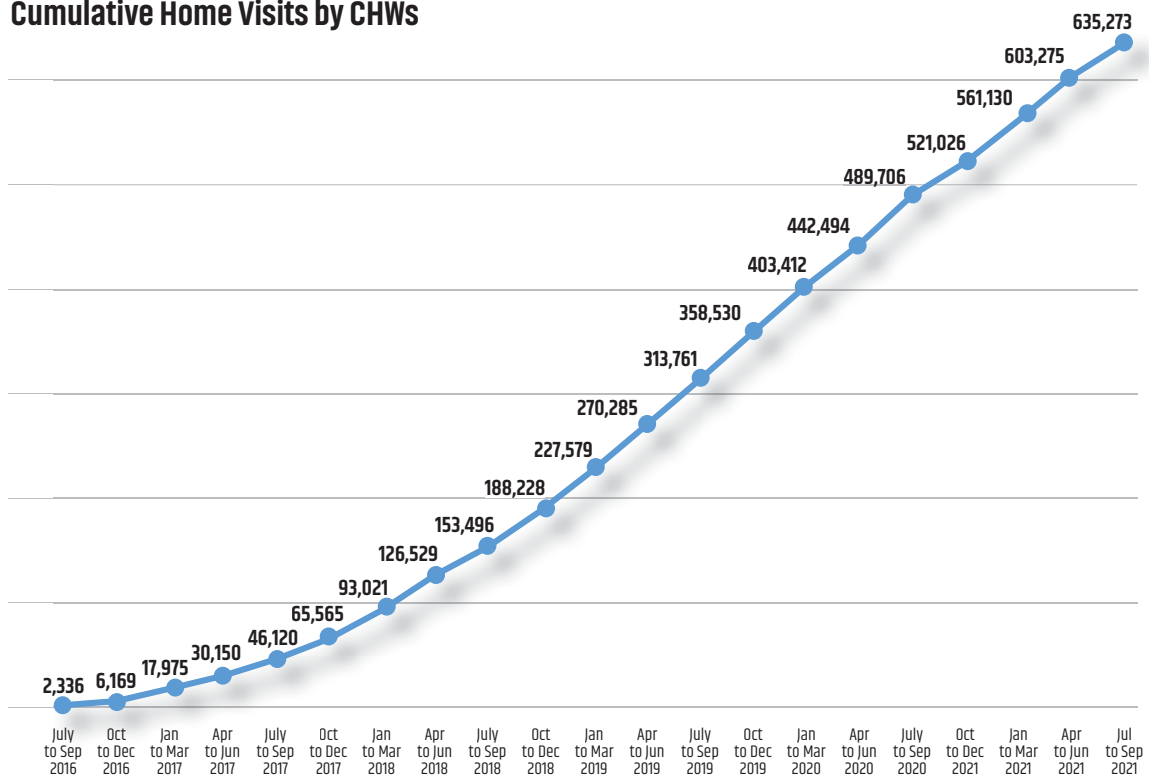
NHN has been able to achieve the Sustainable Development Goal (SDG) target of 90% for institutional birth since 2017, and exceed Nepal's own target much before 2020.

Cumulative facility-based patient visits



NHN continues to serve increased number of patients in Achham, and recorded 1,096,997 patient visits recorded in the past year.

Cumulative Home Visits by CHWs



NHN's Community Health Worker (CHWs) made 635,273 home visits in the past year, and 114,247 visits in 2021 alone.



2020-2021 Highlights

Covid-19 Response:

The second wave of Covid-19, meant that NHN's Bayalpata Hospital team had to cope with an overwhelming number of coronavirus cases. The hospital turned a part of its Emergency Room into a Covid ward, dozens of hospital staff tested positive and were isolated. In addition, the hospital had to continue to treat non-Covid trauma and maternity patients. Despite being under-funded and under-staffed, Bayalpata Hospital continued to provide equitable health care to the communities of Achham and its surrounding districts throughout the pandemic, using therapy to increase patient self-confidence besides prescribed medications. In addition, patients who were not on follow-up visits were supported by NHN's Community Health Workers.

In response to the second wave of COVID-19, NHN collaborated with Federal Government and

Local Governments of Far-west Nepal to reduce risk of infection and provide care as needed to Covid patients. Hospitals and health centers struggled to cope with the overwhelming number of new cases, with hospital beds, essential drugs and oxygen. Despite the challenges, Bayalpata Hospital provided equitable quality healthcare to needy communities even during the pandemic.

- The hospital's Covid Response Team (CRT) took care of patients in 35 temporary isolation beds (20 High-dependency units and 15 regulars).
- CHWs provided care to 32,417 individual beneficiaries in six municipalities of Achham district through phone consultations, house calls, and referring them to the hospital when needed. In addition, NHN community health nurses continued to provide ultrasound and blood test services for pregnant mothers.
- NHN's psycho-social counselors (PSCs) also identified mental health conditions related to COVID and used counselling to increase patient's self-confidence besides prescribed medications.
- One hundred and six patients with Covid-19 recovered.
- Bayalpata Hospital team worked with Sanfegagar Municipality to raise awareness about Covid-19 prevention, vaccine efficacy, and mental health.
- As frontline health workers, NHN staff were on duty despite significant personal risk. Fifty-five NHN staff tested positive during the second wave, leading to an acute shortage of health personnel.

NHN received NPR 4,757,064.46 (US\$ 41,009.18) worth of in-kind donation from non-government organizations, individuals, municipalities, local, regional governments and the District Health Office, Achham.

Bayalpata Hospital Covid-19 Second Wave Data (31 August 2021)

Total Test		Total Positive		Recovered	Isolation	Death	Referral	Positive Tested Staff
PCR	Antigen	PCR	Antigen					
156	266	76	73	106	0	5	7	31



Community Healthcare Nurse Gyanu Khadka is vaccinating against COVID-19 at Bayalpata

Senior Citizen Defeats Covid-19



Kokila Devi Khadka, 91, from Gajra of Achham district was brought to Bayalpata Hospital when she developed fever and had difficulty breathing. Bayalpata's medical team first collected her sample for Covid test, and it came out positive. She was hospitalized, special care and counseling on Covid-19 was provided to increase her self-confidence.

Kokila Devi was anxious and scared in the beginning because of her age and worries of family members.

"The doctors were extremely kind, they treated me very well and motivated me," Kokila Devi recalls. "They called me 'Aama' and took really good care of me, as if I was their mother. Now, I am very glad that I

defeated Covid-19 battle despite my old age and am returning home today. My family is really grateful to Bayalpata Hospital for saving my life."

Dr. Biplav Shrestha of Bayalpata Hospital who cared for her credits Kokila Devi's physical and mental fortitude.

"Her self-confidence was restored after counselling and this allowed her to believe that she would recover from Covid," he says. "We treated her fever and pneumonia. She was discharged after a week's care for home isolation from the hospital. She resides in our Community Health Care program catchment area, and Community Health Workers (CHWs) are now monitoring her condition until she recovers completely."



Auxiliary Nurse Midwife Rashmi Rawat is measuring the blood pressure of an asthma patient at Bayalpata hospital.

Hospital-based Care

Health Insurance Claimed in FY 21 NHN is actively pursuing various public sector funds. Bayalpata Hospital received NPR 2,939,496 for 1,431 patients from the National Health Insurance Board this Fiscal Year. This is a step in the path to offsetting the cost of running the hospital.

Bayalpata Hospital performed a high number of surgeries despite the Covid-19 pandemic, and the flow of orthopedics and maternity patients at Bayalpata Hospital increased significantly. The hospital performed 6,279 orthopedic procedures and 57 C-section surgeries.

Multiple Coordination Meetings Bayalpata hospital coordinated with Provincial and Local Governments and the Chief District Officer for sustainability of the hospital. Social Development Minister Lal Bahadur Khadka visited Bayalpata Hospital, and after discussing operational challenges at Bayalpata Hospital, came up with pledges to support its activities.

Challenging 2020-2021 Nyaya Health Nepal (NHN) struggled to adjust with the challenges Covid-19 brought globally, but responded effectively, providing access to healthcare at the hospital and the communities. Bayalpata Hospital continued to provide antenatal care, trauma care, virtual psychosocial counseling, and regular emergency care and regular community healthcare through phone calls during pandemic Covid-19.

Community-based Care

NHN's Community Health Care model aims to improve public health by providing rural communities with effective health care services at their own homes. This model has followed and adopted national and international guidelines to continue and strengthen its monitoring of patients before they need hospital treatment and help to minimize the health risk of women, children, and infectious and chronic disease patients.

Community Health Workers (CHWs) are an essential part of NHN's Community Health Program model. They provide community-based services through home visits and NHN's community health care program is being scaled up to a district level.

CHWs monitor and manage reproductive, maternal and child health, and non-communicable diseases. They provide active and passive identification of conditions in the community, and refer care to health posts, primary healthcare and hospitals as needed.

NHN's CHWs are full time paid staff who are trained by Community Health Nurses, with regular in-person supervision. Each CHW is responsible for the health of 2,000 individuals in the catchment area. In total, CHWs carry out over 100,000 home visits every year and serve nearly 30,000 people.

NHN's CHWs demonstrated a strong desire to support their communities, especially the pregnant, new mothers, and under two children, despite the various challenges of Covid. They suggested creative ways to adapt to the situation and ensure continued and safe access to pregnant women and mothers needed for ante- and post-natal care, childbirth and childcare.

Following suggestions from CHWs themselves, the Community Health Program transitioned from in-person to remote and mobile-based interpersonal counseling from May to June 2021. By transitioning from the field to phone counseling, NHN slowed down the spread of Covid-19 and maintain an environment that is safe for NHN staff and the communities.

From July 2021, fieldwork and home-based care have restarted, following national and international COVID protocols. NHN secured personal protective equipment and rolled out plans to ensure that staff safety is not compromised while performing duties in their communities.



A few consequences of lockdown are unwanted pregnancies and home deliveries, which have increased the burden on the health system with complications and mortality. Interventions to maintain safe access to quality Maternal Newborn and Child Health (MNCH) care during emergencies like pandemics is crucial to reduce adverse outcomes for mother and the child.

NHN Community Healthcare worker interacting with a mother in Achham district during the pandemic.

External Engagement

Community Health workers have been working closely with Female Community Health Volunteers (FCHV), mother's groups, and health care providers at health posts during outreach clinics. They have participated at government Immunization Program, Annual Review Meetings, different national health campaigns, screening, and contact tracing of Covid-19 patients and counseling people on the prevention of the disease. They also conducted Covid-19 awareness campaign coordinating with SUHARA project in the catchment areas.

Training:

District Health Information Software 2 (DHIS2)

Tracker HIV care and ART tracking system: NHN participated in a three day training on online reporting system related to HIV care and ART tracking system which was conducted by National Center for AIDS and STD Control (NCASC) with the financial support of Family Health International (FHI360). The record of HIV clients will be updated through this system. This system is implemented in all ART sites of the country. Bayalpata Hospital will update client flow every day on the DHIS 2 tracker and also take client biometric device which will prevent duplication of the client.

MLP (Mid-level Practitioners) training: MLP training has been very important particularly in the rural health setting to keep the health care providers updated on the knowledge of services. The participant will review their knowledge on management of common medical diseases and update their skill on different procedures. Bayalpata Hospital completed two sessions of 60 days training for 14 participants during FY2020-21.

One major lesson learnt during the Covid crisis was the importance of being prepared. Despite challenges, the frontline team learned to keep going to save lives of the affected patients.

Major Learning and Adaption:

- NHN, all three tiers of government and donors' collaboration have been effective to strengthen health care in rural Nepal.
- The health care system has challenges of professional workforce shortages, poor infrastructure and quality of care.
- Frontline health workers improvised techniques to save lives despite obstacles.

- CHWs are an essential part of the health care system to deal with pandemics as they can provide counselling for test and isolation to limit the spread of the disease.
- Covid-19 created awareness and stressed the strength of integration between local stakeholders and donors as an integral part of health care services.

Publications/Dissemination:

1. Cross-cultural adaptation of motivational interviewing for use in rural Nepal
<https://bmcp psychology.biomedcentral.com/articles/10.1186/s40359-021-00557-y>
2. Collaborative care model for depression in rural Nepal: a mixed-methods implementation research study
<https://bmjopen.bmj.com/content/11/8/e048481.full>
3. An integrated RMNCH intervention by community health workers in rural Nepal: a type II hybrid effectiveness-implementation study
7th National Summit of Health and Population Scientists in Nepal (1-2 July 2021)

Digitization

NHN uses the NepalEHR, an open source Electronic Health Record (EHR) platform, to integrate data across points of care. The software is customized for healthcare systems in Nepal and designed for use in limited resource settings. NepalEHR integrates registration, clinical diagnosis, investigations, prescriptions, reporting, and stock management. It facilitates care coordination between clinicians in all facilities (hospitals, healthcare center and health posts) and Community Health Workers in community health programs. With the use of EHR, NHN integrates data to map disease, target care and continuously improve healthcare services.

NepalEHR also seamlessly enables key functions mandated by the Government of Nepal. It can

be used for Health Management Information Systems Reporting (DHIS2) and for managing the National Health Insurance Scheme (IMIS). During Covid-19 pandemic, NHN's EHR team worked in collaboration with Government of Nepal in developing Covid-19 record form to report response.

NHN has rolled out NepalEHR in Bayalpata Hospital, Achham, Ampipal Hospital, Gorkha, Mahakali Province Hospital, Mahendranagar, Charikot Hospital Dolakha, and Trishuli Hospital, Nuwakot. Similarly, NHN is in the process of expanding NepalEHR services in district hospitals of Rukum, Dolpa, Mugu, Kalikot, Dailekh and Humla in collaboration with Karnali Province and Abt Associates.

NHN Board



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Member



SURAJ VAIDYA
Immediate Past Chair

MGDP Dr Dikshanta Prasai is checking a patient's x-Ray report on NHN's Electronic Health Record (EHR)



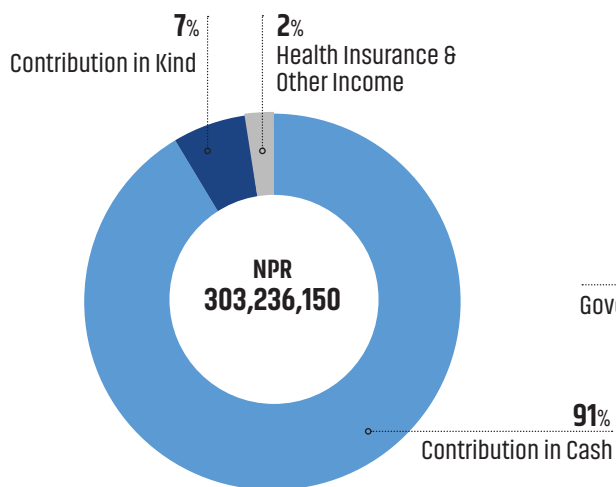
Future Plans

In FY 2021-22, NHN will focus on the following key areas:

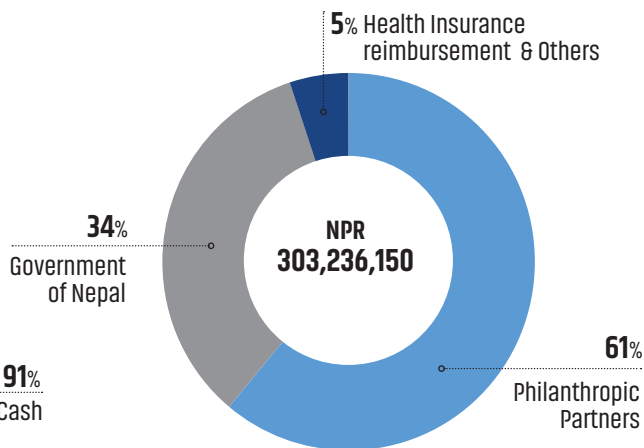
- Start a two-bed High Dependency Unit (HDU) for both Adult and Pediatric patients and SNCU (Special New Born Care Unit) and culture in laboratory services at Bayalpata Hospital.
- Engage different sector stakeholders and establish partnerships for financial viability of the organization and to achieve the 'Quality Health for All' vision through joint efforts.
- NHN will continue to provide quality health care services free of cost to the needy communities of Far-west Province of Nepal.
- NHN will engage professional health workers to provide awareness, referral and follow-up, case management and home visit for health outcomes.
- NHN will address barriers in a participatory approach to strengthen municipal health care system in collaboration with three tiers of Government (Central, Provincial and Local) of Nepal.
- Impact and lessons learnt will be shared with key stakeholders to address gaps and sustain the need for health care by creating an enabling environment.
- Explore partnerships with the new municipalities for replication of NHN's Integrated Healthcare Model.
- Scaling of Digital Systems in other Province.

Finance

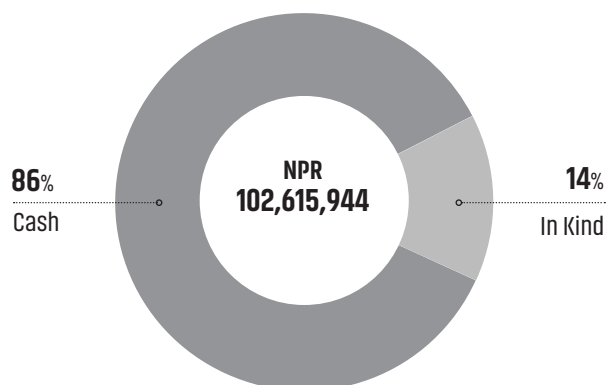
Revenue by Type



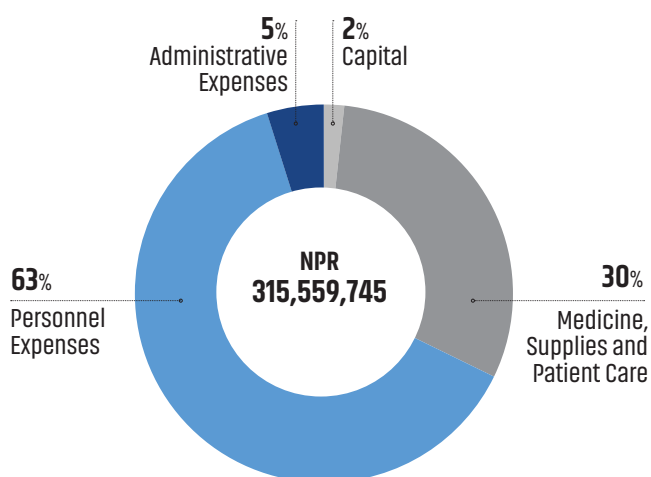
Revenue by Source



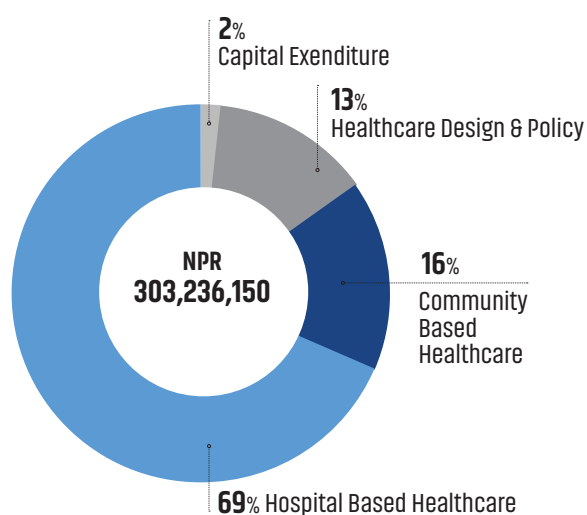
Contribution from the Government of Nepal



Expenses by Type



Expenses by Type



NHN is grateful to partners whose valuable support enabled continuity to its work in FY2020-21.

Philanthropic	Government/Municipalities	Bilateral/NGOs
Nick Simons Foundation DEERFIELD Foundation Schooner Foundation Possible Chemonics ABT Associates Nepal Med Grand Challenge Canada Z Zurich Foundation Give2Asia HRH 2030	Ministry of Health & Population National Public Health Laboratory National Center for AIDS and STD Control Logistics Management Division National Health Training Centre National Tuberculosis Center Epidemiology & Disease Control Division Regional Medical Store, Dhangadhi Regional Medical Store, Municipalities (Sanfebagar, Chaurpati, Budhiganga, Bannigadhi Jayagadh, Mangalsen, Ramaroshan, Triveni, Dhakari) District Health Offices (Achham, Bajura)	National Innovation Centre Malika Development Organization (MDO) Nepal Sam Vikas Nepal FNCCI Achham Bhul Ekata Samaj Siddheshwor Service Society Nepal Medical Association, Kathmandu

Dr Mandeep Pathak and his team performing Open Reduction Internal Fixation Surgery at Bayalpata Hospital



Nyaya Health Nepal improves healthcare for underserved communities in partnership with the Government of Nepal



Social Development Minister Lal Bahadur Khadka visited Bayalpata Hospital addressing the main challenges in the healthcare services during Covid-19

NHN Community Health Worker Bhajan Kunwar is screening pregnancy by using pregnancy Kit in the community in Achham district.



Government of Nepal



Ministry of Health & Population
Mallekh Rural Municipality
Health Insurance Board
Bannigadi Jayagad Rural Municipality
Rarmaroshan Rural Municipality
National Center for AIDS, STD Control
Chaurpati Rural Municipality

Sanphebagar Municipality
National Public Health Laboratory
Kamalbazar Municipality
District Health Office-Achham
National Tuberculosis Center
Social Development Ministry
(Far West Province)

District Health Office - Bajura
Logistics Management Division
Social Development Ministry
(Karnali Province)
District Health Office - Doti
Regional Medical Store, Dhangadi
Epidemiology & Disease Control Prevention

Philanthropic & Other Partners





Nyaya Health Nepal Team

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