



ANNUAL REPORT 2022-2023

**NYAYA HEALTH NEPAL
QUALITY HEALTHCARE FOR ALL**



NOTE FROM CHAIRPERSON

Dear Friends,

Nyaya Health Nepal (NHN)'s activities include running the Bayalpata Hospital in Achham District, its Community Health outreach, as well as expanding the Electronic Health Record model to other provinces in Nepal. The work over the past 15 years has been both fulfilling as well as challenging.

Nyaya Health Nepal's mission is to continue to provide essential medical care for free at the point of delivery to one of the most underserved districts in Nepal. The catchment area stretches across seven districts in Far-west Province as well as parts of Karnali and beyond.

Bayalpata hospital receives approximately 80,000 patient visits per year and provides free treatment both as in and outpatients. Many who are admitted into the emergency have sometimes travelled up to four days to get to the hospital.

This is life-or-death work. Not only have many lives been saved, but families have been prevented from sliding into even more extreme poverty because they save on the cost of treatment elsewhere.

The challenge for Nyaya Health Nepal is to sustain this level of healthcare with support from provincial and local government as well as outside funding. It is also to make it worthwhile for Nepali health professionals to serve in a remote area facility. Bayalpata also needs to upgrade its High Dependency Unit into a full-fledged ICU for trauma care, and needs to add a second surgical theatre.

Nyaya Health Nepal's achievements would not be possible without its fully dedicated staff, its development partners in Nepal and abroad, local governments as well as the communities it serves.

Thank you to all Friends of Nyaya Health Nepal.

Kunda Dixit, Chair



A NOTE FROM LEADERSHIP

Dear Friends,

We are pleased to share Nyaya Health Nepal's Fiscal Year 2022-23, Annual Report that highlights NHN's continued dedication to quality healthcare delivery. It has been an exciting 15 years' journey for Nyaya Health Nepal, the non-profit that has provided free care services to over 1 million of Nepal's most underserved people.

In 2022, NHN continued improving its reach and impact among the underserved population of far-west Nepal specially from the most marginalised communities of Achham district, and brought positive change in their lives.

This was another successful year, despite challenges to fulfill our mandate in providing free health care to patients from all sections of society. NHN expanded its digital healthcare services to two municipal hospitals of Koshi and Gandaki Provinces in 2022. In total, NHN has rolled out Electronic Health Record (EHR) System in 14 districts and municipal hospitals, including Bayalpata Hospital and Chaurmandu in Achham.

In 2023, NHN directly reached out to more than 102,207 people of Achham and its neighboring districts through equitable healthcare interventions. This was only possible by building cross-sectoral partnerships with three tiers of government, and our generous philanthropic partners who have supported NHN in planning, implementing, and delivering large scale impact on the ground.

NHN interventions safeguarded communities in Achham for access to quality health services mainly for women and under-2 children, improving maternal and reproductive health, child health and nutrition outcomes. NHN worked towards identifying the root causes of rural healthcare challenges and worked in partnerships with key stakeholders to develop innovative solutions and provide quality healthcare services for all. Transparency is an important part of NHN's work, so we are pleased to share the overview of our financial statements available in our report.

Finally, NHN highly acknowledges the tireless efforts, dedication and commitment of the entire NHN team, Government of Nepal, international partners and our Board Members for their continued commitment and support.

Together we make a difference, Thank you.



A handwritten signature in black ink.

Dr Mandeep Pathak

Medical and Surgical Director



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Srijana Devkota

Deputy Director of Partnerships and
Communications



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Ram Raj Khakurel

Finance Lead

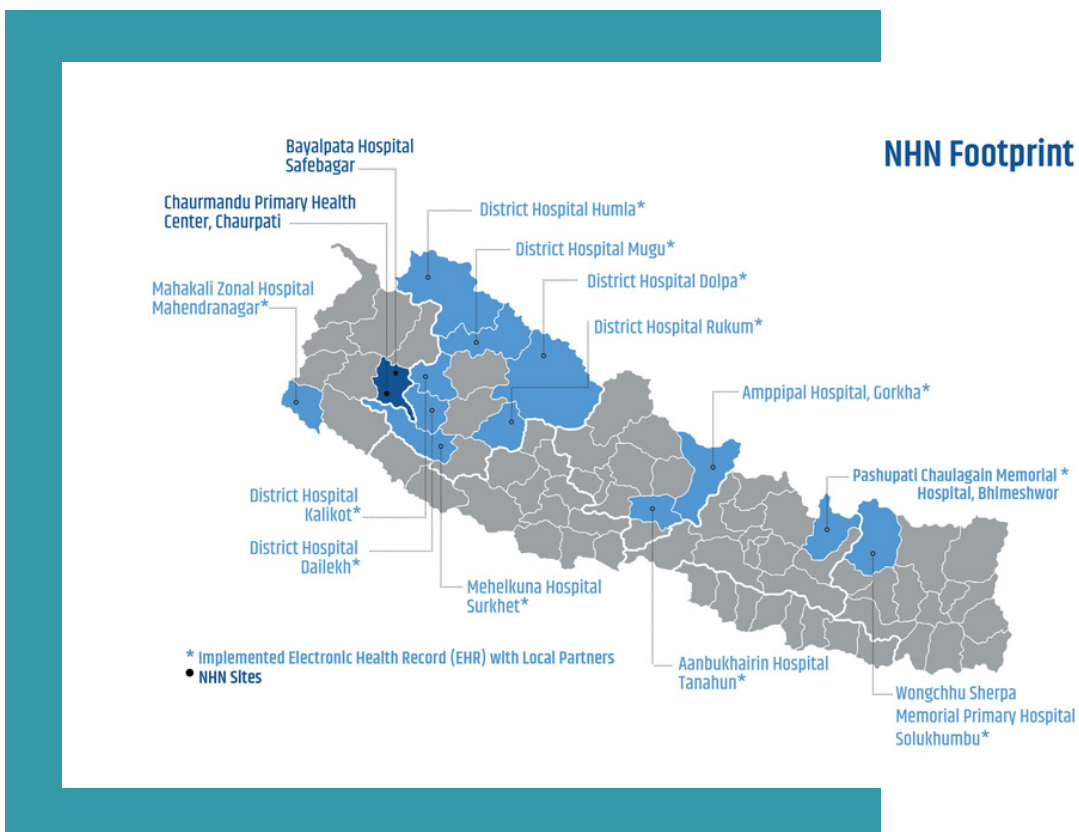


NHN

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

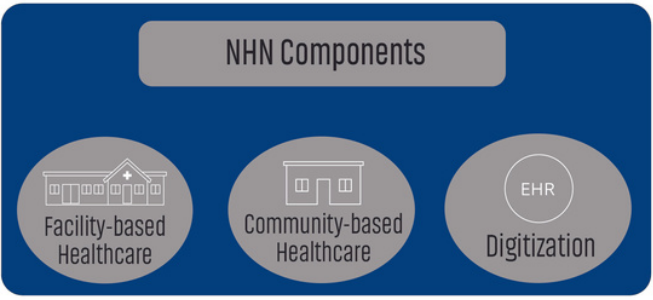
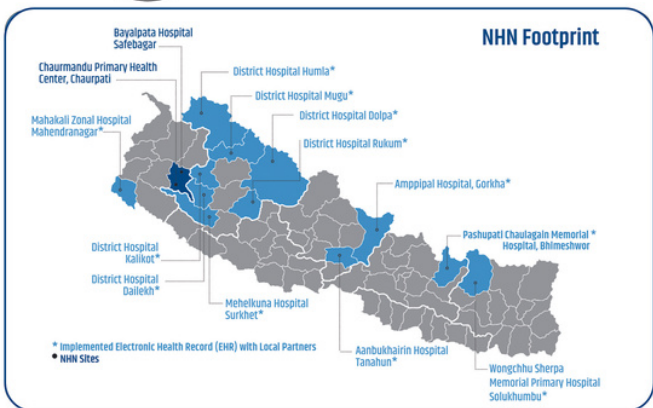
Our Working Areas

NHN works in 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 for all.

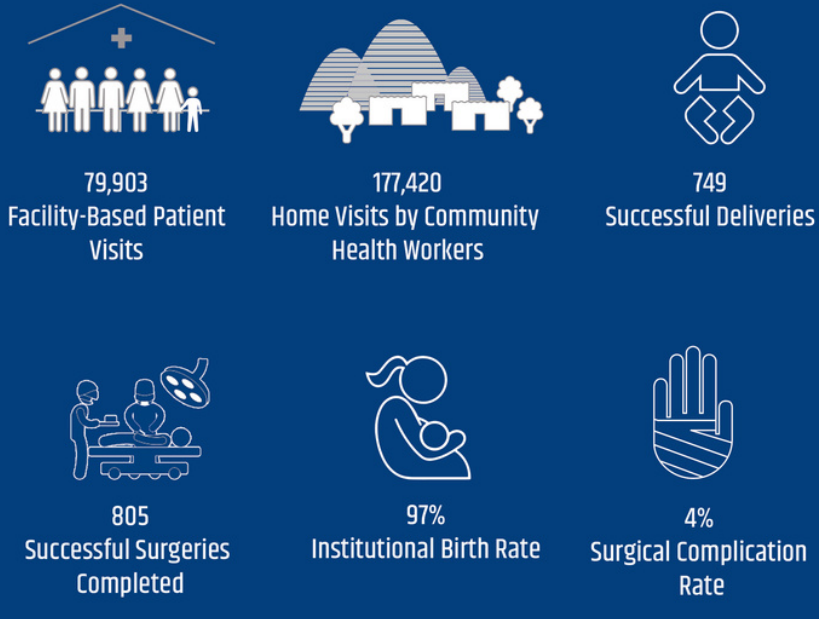




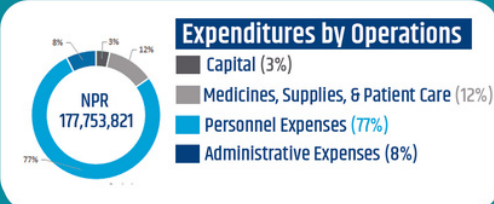
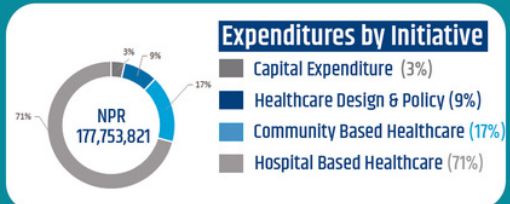
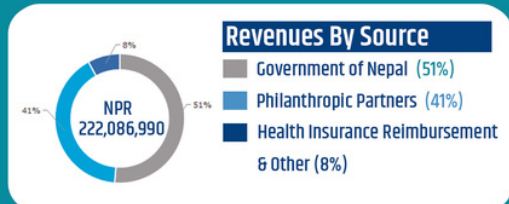
Nyaya Health Nepal Quality Healthcare for All



NHN 2022-2023 At a Glance



Nyaya Health Nepal FY2023 Financial Profile



1,237,674
Patients Visits in NHN Facilities Since 2008



INTEGRATED CARE MODEL

NHN delivers Municipal Integrated Healthcare through the hospital, communities, and uses its digital platform to integrate both services. This model has created a unique system where municipalities adopt the Integrated Health Care approach to operate from both hospital and the community level in Nepal's decentralized federal structure.

HOSPITAL BASED HEALTHCARE

NHN aims to strengthen its integrated municipal healthcare services to build a resilient health care system. The program will strengthen and sustain the integrated municipal health care delivery system in collaboration with the provincial and local governments of Far-Western Nepal. NHN model is designed to support a long-term positive change in lives of rural communities by improving access to better healthcare. NHN provides government-defined essential and emergency care services through its facilities. It also provides key life-saving surgical services like cesarean sections, orthopaedic surgery, and care for complicated referrals from across the catchment area and beyond.



Saving One Life at a Time



Kailash Budha is 28 years old man from Himali Rural Municipality of far-flung Bajura district. A tree branch fell on him while he was collecting firewood, injuring his leg. In severe pain, he was brought to Bayalpata Hospital after two days.

“We decided to perform open reduction and internal fixation surgery to stabilise the patient’s leg,” recalls Mandeep Pathak, Medical and Surgical Director at Bayalpata. “The severity of his condition required a debridement procedure, as infection had set in due to the delayed medical attention.” But the wound showed no sign of healing, and Pathak’s team therefore did a skin graft on his leg. As he is a resident of Bajura, it was difficult for him to come for follow-ups, so he was kept at the hospital for two months until he got better. Kailash Budha says his family is too poor to have afforded to send him to other hospitals. “I might have died, but Bayalpata Hospital saved my life and provided all treatment for free,” says the grateful patient.



COMMUNITY BASED HEALTHCARE



Nyaya Health Nepal's Community Health Program (CHP) is a key element in improving house-to-house health care services of the most underserved communities of Achham district. The program empowers local people about awareness of infectious diseases and behaviour change. NHN's Community Healthcare model also enables access to quality medical care by using community health workers (CHWs) as a vital liaison between care providers and their communities. CHWs have contributed in reducing child morbidity and mortality, increasing uptake of immunisation and promoting good breast-feeding practices in Achham district.

Story

Healthy Communities



Kala Bista, 34, from Kamalbazar village in Achham district was eight months pregnant and found herself in a life-threatening situation. She had suffered three previous miscarriages and was under pressure from her husband's family to bear a son. In this patriarchal community, husbands often remarry if their wives cannot bear sons. Kala's health condition took a critical turn when an ultrasound revealed that the baby's position was transverse. NHN's Community Health Nurse Laxmi Bajgai advised Kala to get a lot of rest, eat nutritious food, and, most importantly, to minimise stress. But the baby's position in the womb remained unchanged even as she entered her third trimester.

I went to her home and urged the family to take her to Bayalpata Hospital. She gave birth by caesarean section," Bajgai recalls. "If it had been delayed for one more day, we wouldn't have been able to perform the operation and she may not have survived."

Kala Bista is sure she would have died at home if Bajgai had not convinced her family to take her to hospital immediately. She says, "Both my son and I are healthy and safe. Thanks to Sister Laxmi."

NHN is expanding its digitalization system in healthcare through its Electronic Health Record (EHR) system. NepaleHR is an open-source platform designed for specific needs of the healthcare system in Nepal to integrate data across points of care. NHN's EHR system is customised for health care services in Nepal and designed for use even in limited resource settings.

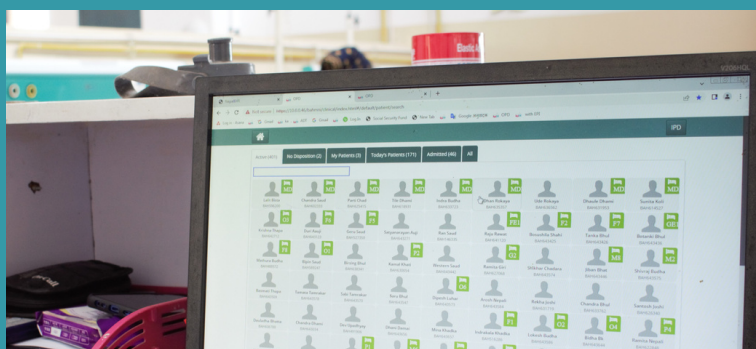
NHN has scaled up its Electronic Health System to Pashupati Chaulagain Memorial Hospital in Dolakha, Aampipal Hospital in Gorkha, Abukhareni Hospital in Tanahun, Mahakali Province Hospital in Mahendranagar, Wongchu Sherpa Memorial Hospital in Solukhumbu as well as in seven district hospitals of Karnali Province (Rukum Paschhim, Dolpa, Mugu, Kalikot, Dailekh, Mehelkuna Hospital and Humla) in collaboration with the provincial government.

This expansion increases the positive impact NHN has achieved so far. However, such a scale- up requires financial support from the Government of Nepal to cover technology infrastructure and ongoing maintenance support.

Major Highlights of NHN's EHR:

- **Integration Across Points of Care:** Patient information is available to healthcare providers when and where it's needed. This is helping to lead to more efficient and coordinated healthcare services.
- **Support for Health Management Information Systems Reporting (DHIS2):** NHN system is supporting integration of GoN DHIS2 reporting, data collection, aggregation, and analysis. This is important for healthcare planning, monitoring, and evaluation and in contributing to improved healthcare services within the country.
- **Management of National Health Insurance Scheme (IMIS):** NHN, EHR system enhances the accessibility and effectiveness of health insurance programs, ensuring that more people will have access to healthcare services.
- **Pandemic Response:** NHN EHR system plays a crucial role in healthcare surveillance during pandemics like COVID-19 outbreaks and ongoing epidemics like Dengue and scrub typhus. Timely access to patient data is vital for tracking and responding to health crises effectively.
- **Informed Decision-Making:** The system enables the NHN team to make informed decisions and allocate resources effectively during health emergencies.
- **Enhanced Patient Outcomes:** The EHR system is contributing to better patient outcomes. This has been achieved through more accurate diagnoses, coordinated care, and improved access to medical history and treatment records.
- **Efficient Healthcare Operations:** EHR system has streamlined administrative and operational tasks in Bayalpata Hospital. Which as a result has led to cost savings, reducing errors, and more efficient service delivery to the communities.

NHN's efforts in implementing a customised EHR system at Bayalpata Hospital, Chaurmandu PHC and other partner sites has been an essential step in scaling up digitization and improving the healthcare infrastructure of rural Nepal. The system is not only contributing to better healthcare delivery by establishing the digitization process but also strengthening digitization effectively.



Leapfrogging To Electronic Healthcare

Nyaya Health Nepal's EHR system has elevated the efficiency of laboratory work at the Kalikot District Hospital in Karnali Province by allowing electronic test orders, it has eliminated the need for paper requisitions or calls, resulting in faster turnaround times and reduced errors.

Automation features for result entry, calculations, and data transfers have eased the manual workload for hospital staff, enhancing overall productivity. The real-time reporting of laboratory results empowers physicians to make quicker diagnoses and treatment decisions.

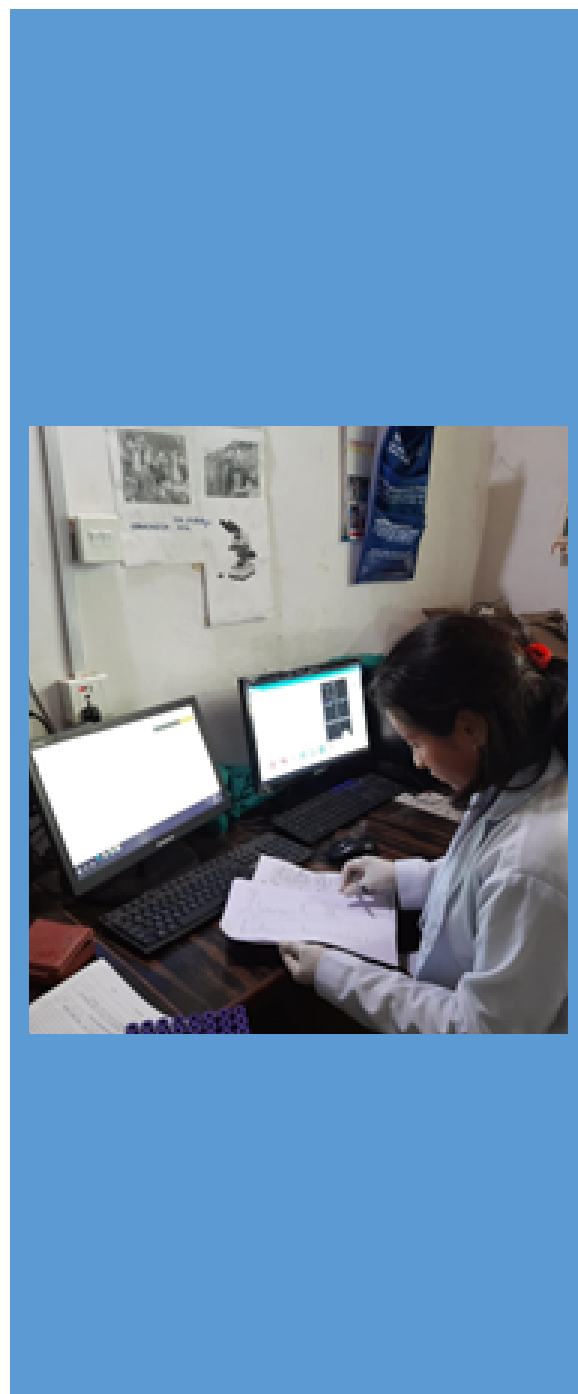
Says Kalikot Hospital's Lab Assistant Amrita Buddha, "All in all, the EHR system has proven essential in streamlining and optimising our lab workflow and improving patient care."

It is a similar success story at the Wongchhu Sherpa Memorial Hospital in Solukhumbu district below Mt Everest in eastern Nepal, where NHN's EHR system provides quick access to patient history and monthly hospital reports. This feature has provided invaluable support for the hospital's staff, freeing up their time for more essential care.

The EHR system ensures that this information is readily available, enabling the healthcare team to make well-informed decisions promptly. The system also assists the hospital in managing its pharmaceutical inventory efficiently. The system's capacity to monitor medicine stock levels and track expiration dates with precise data on hand is effective.

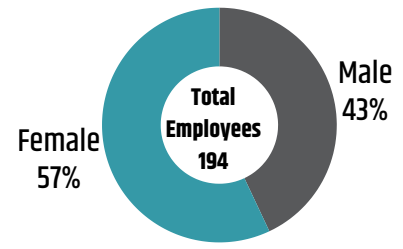
The hospital can avoid overstocking or running out of vital drugs, which is especially crucial in remote areas like Solukhumbhu. In addition, the system provides real-time data that enables the hospital to allocate resources more competently.

"Our EHR system has empowered staff with critical patient information, optimizing pharmaceutical inventory management, and enhancing resource allocation," says Sashi Magar Auxiliary Nurse Midwife (ANM) at the hospital. "This not only improves the quality of patient care but also contributes to the overall efficiency of the hospital's operations."



A Diverse Team

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



Successful Partnerships



“The partnership between Ministry of Health and Population (MOHP) and Nyaya Health Nepal has acknowledged significant positive changes in improving quality healthcare services to remote areas, providing training and capacity building to local healthcare workers, improving health infrastructure, and enhancing the overall healthcare system's efficiency and effectiveness. We value this partnership for the benefit of the people residing in Achham, Doti, Bajura, and nearby districts of Sudur Paschim. Furthermore, we would like to continue our journey in improving rural healthcare access and services, and in overall to contribute to the sustainable development goals and well-being of the communities of far west Nepal.”

Dr Krishna Paudel
Chief Policy, Planning and Monitoring Division
Federal Ministry of Health and Population, Kathmandu

Testimonials from NHN Staffs



“Nyaya Health Nepal community health team are encouraging local mothers to give birth at a health institution to reduce the risks associated with unsafe home deliveries. Providing access to safe and skilled healthcare during childbirth is crucial for saving lives and ensuring the well-being of both mothers and newborns. ”

Urmila Basnet
Senior Auxiliary Nurse Midwife
NHN Bayalpata Hospital

“We are proud of the positive impact that our Community Health Program has had specifically in reducing maternal and child mortality rates in Achham. The shift from home deliveries to health facility deliveries is a critical step in ensuring safe births, which will significantly reduce maternal and neonatal mortality. Additionally, the low malnutrition rates in the community children indicates that our program has been effective in providing quality healthcare for the communities of Achham. ”

Dwarika Rawal, Community Health Worker
Nyaya Health Nepal.



15 Year Milestone

NHN's 15th anniversary was marked in Bayalpata Hospital with a variety of activities, key notes and special recognitions:



Sports activities, cultural programs, a marathon and walkathon as well as a commemorative program were held at Bayalpata.

Distinguished Guests: The celebration was enhanced by the presence of Dr Bhim Bahadur Rawal, the former Deputy Prime Minister, Home Minister, and Defense Minister as chief guest and Rajendra Bahadur Kunwar, Mayor of Sanfebagar Municipality with other distinguished guests and board member of NHN.

Employee Recognition: Special recognition was conferred to 20 employees who had dedicated 10 years of service to NHN Bayalpata Hospital.

Speakers at the 15th anniversary celebrations praised NHN's dedication to free healthcare service and its positive impact on the local community.

Bayalpata Hospital in Federal Parliament



DP Aryal, Member of Parliament, RSP, drew attention in Parliament about the annual budget allocation from the Far-west Provincial Government to Bayalpata Hospital. The MP highlighted the need for government intervention and support to ensure support so the hospital can continue its vital life-saving work in far-west Nepal. Access to healthcare is a fundamental right and ensuring that essential services like healthcare are adequately funded and accessible to all citizens is a priority. By raising this issue in the budget session of Parliament, Aryal urged the government to develop a sustainable funding model to support the long-term viability of the hospital, which includes a mix of government grants, public-private partnerships, or other financial arrangements by philanthropic supporters.



2022-2023 HIGHLIGHTS

- Nyaya Health Nepal's (NHN) collaboration with all levels of Government of Nepal in strengthening municipal health care model in rural Nepal, Achham.
- Nyaya Health Nepal conducted a Social Audit for the fiscal year at Bayalpata Hospital on 25 February 2023 to monitor the program and increase accountability of key stakeholders in providing equitable health care.
- NHN celebrated a fundraising dinner to support Bayalpata Hospital with the theme of "Rich Plant-based Food Fair" in collaboration with GATE College, Kathmandu on 23 April 2023. Swiss Masterchefs Heinz Egli, Fritz Gross, and Stefan Herzog along with BBC Masterchef Santosh Shah took part.
- NHN routinely monitored the nutrition and growth of all children under 5 years visiting the hospital for any cause. NHN is also implementing IMAM (Integrated management of Acute Malnutrition) and FBIMNCI (Facility Based Integrated Management of Neonatal and Childhood Illness) program.
- Free Eye Camp was organised at Bayalpata Hospital 2-4 April in collaboration with Geta Eye Hospital.
- Bayalpata Hospital was honoured with the Best Hospital Award in the country in 2022 presented by the Vice President of Nepal.
- Maternal and Child Friendly orientation program was conducted at Bayalpata Hospital on 30 June 2023 in collaboration with the Directorate of Health Doti and Unicef Nepal. Bayalpata Hospital has also been designated as Maternal and Child Friendly Hospital to serve underserved communities of Achham.
- Nyaya Health Nepal Bayalpata Hospital celebrated its 15th Anniversary on 18th March 2023.
- Ramaroshan Rural Municipality has continued its collaboration and ownership of Community Health Program (CHP) and Community Health Workers (CHWs) in the community. Mellekh and Kamalbazar Rural Municipality are also taking ownership of the program.

Capacity Building

- In collaboration with Brown University, USA Emergency Medicine Department, Nyaya Health Nepal Bayalpata Hospital launched a program to improve care of trauma patients in pre-hospital settings for rural Achham focusing on Ramaroshan Rural Municipality on 31 March 2023.
- 5-day long Child and Adolescent Mental Health (CAMH) Training was conducted to the clinical staffs at Bayalpata Hospital in collaboration with Kanti Children's Hospital, Maharajgunj and Nyaya Health Nepal with an objective to sensitise health care providers regarding the needs and services for children and adolescent with mental health issues.
- MLP (Mid-level Practicum) 22nd batch training in support from NSI was conducted at Bayalpata Hospital on 27 November 2023.
- The refresher training was organised for CHWs in the CHP project sites to enhance their knowledge and skills in improving quality healthcare services.
- CHWs and Community Health Nurses (CHNs) are trained in health insurance counselling, IMAM, Behaviour Change Communication and Motivational Interviewing for chronic disease patients in the community in the month June and August 2023 by Pharmacy In charge, Mahesh Shahi and Psychiatric, Dr Sikhar Swar and Psychologist, Sujina Manandhar respectively.

Major Learning and Adaption

Nyaya Health Nepal (NHN) has made noteworthy contributions to rural healthcare in far-west Nepal through its Municipal Integrated Healthcare model over the past 15 years. Here are some of the learnings and challenges:

- **Public-Private Partnerships:** NHN's collaboration with the Government of Nepal is a vital partnership. Collaborating with three tiers of government has helped strategically and financially in strengthening the rural healthcare system.
- **Lack of Timely Budget Allocation:** Raising financial ownership and responsibility among provincial and local authorities is crucial. Financial sustainability is essential for the continued success of NHN's integrated healthcare.
- **Integration of CHWs Report / Impact in DHIS 2:** Integrating the work of Community Health Workers (CHWs) into the District Health Information System (DHIS 2) indicators is pivotal. This approach will enable better data collection, analysis, and data-driven decision-making for healthcare planning and resource allocation.
- **Digitization in Federal Hospitals:** Scaling up digitization in federal hospitals in collaboration with the Government of Nepal will be a progressive step. It not only enhances the quality of care but also addresses gaps in healthcare services. Digital health records have and will improve healthcare access and efficiency.
- **Promoting Collaboration:** Collaborating with various stakeholders, including government agencies, NGOs, and other partners, is essential, helping bridge resource gaps and capacity constraints, leading to a more comprehensive approach to community health programs.
- **Retention of Medical Staff:** Ensuring the availability of government incentives and other basic facilities will help to retain professionals like MDGP, experienced medical and nursing staff in rural and remote areas. Staff retention is critical for the long-term success of healthcare initiatives.
- **NHN's Municipal Integrated Healthcare model:** Continues to have a positive impact on healthcare in the region. This approach underscores the importance of diligence, capacity building, data integration, and collaboration in creating a sustainable healthcare model for underserved populations. It deserved replication and scaling up.



Future Plans

In FY 2023-24 the Board and Management of Nyaya Health Nepal has targetted improving municipal integrated healthcare services in rural Nepal.

- **Continue Strengthening Partnerships with government:** This partnership will align in resource management, policies, and priorities, leading to more effective and efficient healthcare delivery with all three tiers of government.
- **Capacity Building Activities:** Investing in the professional development and training of your team is essential for the success of the NHN model. This includes training/exposure programs, workshops, and skill-building activities to enhance the capabilities of the team.
- **Expansion of Community Health Program:** Expanding CHP to a new rural municipality will be a deliberate move to extend healthcare services to underserved communities ensuring the expansion will be tailored to the specific needs and challenges of the rural municipality. Collaborating with local authorities and securing funding support is key to the sustainability of the program.
- **Integration of CHWs Data into the government reporting system:** The integration of CHWs' data into the government reporting system is a crucial step in addressing CHW's impact. This will help create a more comprehensive health database, enhancing the Government's ability to allocate resources and make data-driven decisions. It also recognises the valuable work of CHWs at the ground level, potentially leading to better support.

To effectively implement this strategic plan, NHN will consider the following:

- Develop a detailed action plan with specific timelines for each initiative.
- Regularly monitor the impact and outcomes of the program
- Ensure open communication and collaboration with government representatives and other key stakeholders.
- Address the unique challenges and needs for scale up Digitization and Community Health Program.



Nyaya Health Nepal Board of Directors



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DEELIP AGRAWAL
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KALPANA GAIRE
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RAKSHYA PANDEY
Member



SABITA BHANDARI
Member



VIROCHAN KHANAL
Member



UPASANA KHADKA
Member



SURAJ VAIDYA
President Emeritus



Brown University Collaboration



Nyaya Health Nepal (NHN) signed Memorandum of Understanding (MOU) with Ministry of Health & Population (MOHP) Nepal to provide equitable healthcare to the underserved population of rural Nepal.



NHN celebrated fundraising dinner "rich plant-based food fare" at GATE College



Donation of Ambulance from Indian Embassy



Donation of Wheelchairs from Rotary Club of Greenland, Kathmandu



Nyaya Health Nepal's Annual General Meeting



CSR Support from World Link Communications



Donation of Oxygen Concentrator and medicine supplies from Kisan

Nyaya Helath Nepal improves helath care for underserved communities in partnership with the Government of Nepal.



Ministry of Health and population
 Social Development Ministry
 (Sudurpaschim Province)
 Social Development Ministry
 (Karnali Province)
 Health Insurance Board
 National Health Research Center

National Tuberculosis Center
 Logistics Management Division
 Regional Medical Store Dhangadhi
 National Public Health Laboratory
 Epidemiology & Disease Control Division
 National Center for AIDS and STD Control
 National Health Training Center

Bannigadhi Jayagadh Rural Municipality
 Chaurpati Rural Municipality
 Kamalbazar Municipality
 Mellekh Rural Municipality
 Ramaroshan Rural Municipality
 Sanfebagar Municipality
 District Health Office – Achham
 District Health Office – Doti
 District Health Office – Bajura

Philanthropic & Other Partners



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 Phone: 97-625027
 Chaurmandu Primary Health Center
 Chaurpati, Achham



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