



CARE 2 COMMUNITIES



# 2018 ANNUAL REPORT



Dear Supporters,

As the still relatively “new” Executive Director, I would like to take just a moment to share some highlights of what was a simply amazing year at Care 2 Communities.

I joined C2C in October because it is so clearly an organization poised to break through to an entirely new level of scale thanks to the incredible dedication of our team in Haiti, our Founder Liz Sheehan and my predecessor Allison Howard-Berry.

In 2018 we served over 23,000 patients (nearly double our 2017 levels) and also nearly doubled our clinic network by negotiating, finalizing, and delivering on a social enterprise-based, public-private partnership with the Haitian Ministry of Health. We have opened up a path to reach many more communities and to create a far bigger impact in the coming year.

Through our partnership with the Ministry, we invest in under-resourced public clinics that serve communities that often have no other healthcare options for miles or hours of travel. When we rehabilitate these clinics, the building itself requires substantial improvement, but we also equip the facility with C2C’s operational and clinical expertise: an electronic medical record (EMR) system, central supply sourcing, human resource services, “one-stop-shop” medical testing and pharmaceutical supply facilities all under one roof. These improvements have doubled the Ministry’s own measures of clinic quality. At the same time, our earned revenue model from health services delivered ensures that the clinics we run are sustainable for the long-term.

As we map out our plans for this coming year our path to continued growth is clear. The Ministry would like our partnership to take on more clinics as soon as our resources allow. We want to substantially grow our clinic footprint this year and double it by 2020, surpassing 50,000 patients served per year. Our only limiting factor is prioritizing our limited resources.

Nevertheless, with new investment from supporters like you, we can reach these goals and surpass them.

We simply can’t do it without you. Your support has and will continue to make a real, lasting impact in the lives of those who need it and are counting on our help!

Thank you for your continued support and friendship. Onward to 2019!

With gratitude,



A handwritten signature in black ink, which appears to read "Scott Schroeder". The signature is fluid and cursive.

Scott Schroeder  
Executive Director



# WHY PRIMARY CARE?

A photograph of a man and a young girl. The man, in the background, is looking off to the side with a serious expression. The girl, in the foreground, is looking directly at the camera with a neutral expression. She has her hair styled in pigtails with green and blue clips. She is wearing a light blue shirt with a pink and purple floral pattern. The background is slightly blurred, showing what appears to be a shelf with various items.

**60% OF HAITIANS LIVING IN  
RURAL AREAS LACK ACCESS TO  
BASIC HEALTH-CARE SERVICES**

**76% OF ALL BIRTHS OCCUR  
WITHOUT MEDICAL ATTENTION**

**ONLY 45% OF ALL CHILDREN IN  
HAITI ARE FULLY VACCINATED**

**1 IN 5 CHILDREN UNDER 5 YEARS  
OLD IN HAITI ARE MALNOURISHED**



# THE IMPORTANCE OF PRIMARY CARE IN THE DEVELOPING WORLD

Today, half the world's population still lacks access to essential health services, the majority of which can be delivered through strong primary health care. Primary care is a person's first and main point of contact with the health system, and connects people with trusted health care providers who can meet most of their health needs throughout their lives.

According to the World Health Organization, 80-90% of people's health needs across their lifetime can be covered by primary health care. Good primary health care leads to better health outcomes, improved quality of care and longer life expectancy.

In October 2018, the world came together at the Global Conference on Primary Health Care to renew a commitment to primary health care to achieve universal health coverage and the Sustainable Development Goals.

Primary health care is the most efficient and effective way to achieve health for all. But too often, it is the most under-resourced part of the health system, with the biggest gaps in poor and marginalized communities. Most of what communities suffer from could be treated at the primary health care levels in a more cost-effective way.

At C2C, we believe that primary health care is uniquely placed to provide the spectrum of care required to meet most of the health needs of Haitian communities- from prevention and treatment to rehabilitation and palliative care. Our services are aimed to prevent, treat and educate the communities we serve in northern Haiti and beyond.



**Immunizations**



**Health Education**



**Maternal Health**



**Malnutrition**

# COMPREHENSIVE CARE DELIVERY



**Physician Consultation**



**On-site Laboratory**



**On-site Pharmacy**

IN ONE LOCATION AND IN THE SAME DAY





## "ONE-STOP-SHOP" CARE

C2C clinics are "one-stop-shop" community clinics that offer consultation with a physician, a fully-stocked pharmacy, and a diagnostic lab on-site. Patients can expect to receive all services all in one location and in the same day.



## PUBLIC-PRIVATE PARTNERSHIP

C2C has a formalized partnership with Haiti's Ministry of Health to infuse the public clinic system with capacity and systems-strengthening to reach the local population with high-quality, affordable care. Clinic sites are public health facilities that C2C rehabilitates and supports in order for the local clinic to function optimally. C2C provides operational expertise, staff capacity-building, integrates technology, and centralized management support. Public clinics are transformed into thriving community businesses that demonstrate significant improvements across a spectrum of operating and clinical metrics.



## FINANCIAL SUSTAINABILITY

C2C clinics operate as social businesses driven by the belief that long-term health impact is undergirded by confronting the very real challenges of financial solvency. Each clinic functions as a community business, managed by local staff and clinicians, working within the larger healthcare ecosystem to demonstrate that access to basic care, prevention education, and community support can be transformative and can save lives.

## BEFORE PUBLIC-PRIVATE PARTNERSHIP



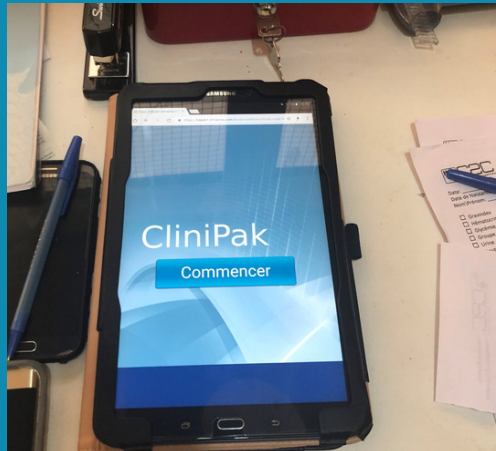
Patient Waiting Area



Patient Records



In-house Pharmacy

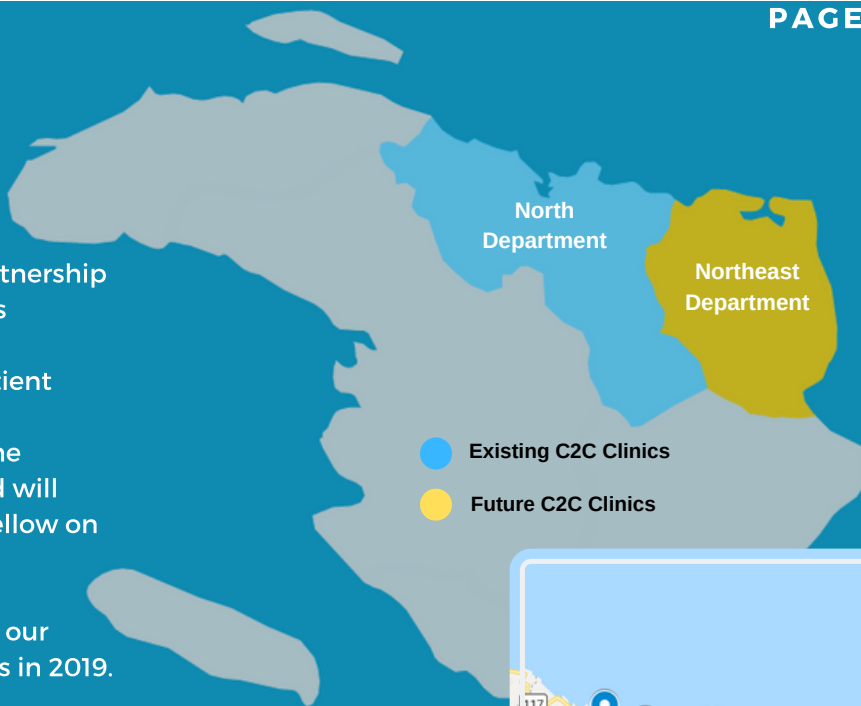


## AFTER PUBLIC-PRIVATE PARTNERSHIP

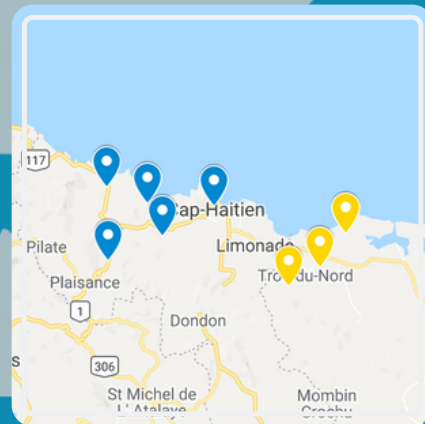


In 2018, we formalized a Public-Private Partnership with Haiti's Ministry of Health. Through this partnership, we collaborate closely by rehabilitating public clinics to improve patient outcomes, service quality and operational excellence. The partnership is thriving in the northern department (in blue on map) and will soon expand to other regions in Haiti (in yellow on map).

We added two new rehabilitated clinics to our network and plan to add three more clinics in 2019.



- Existing C2C Clinics
- Future C2C Clinics





MATERNAL VISITS IN 2018:  
**2,484**

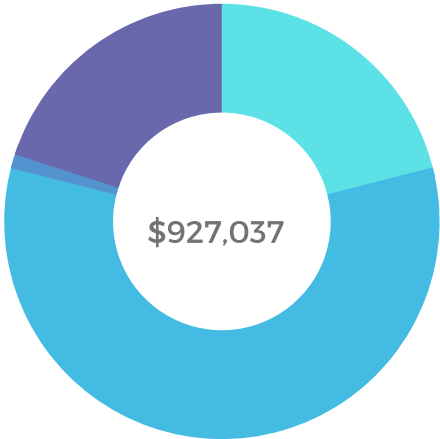


COMMUNITY MEMBERS  
REACHED AT HOME  
**13,325**



PATIENT VISITS IN 2018:  
**20,548**





REVENUE:

Foundations & Corporations \$218,406 (21%)

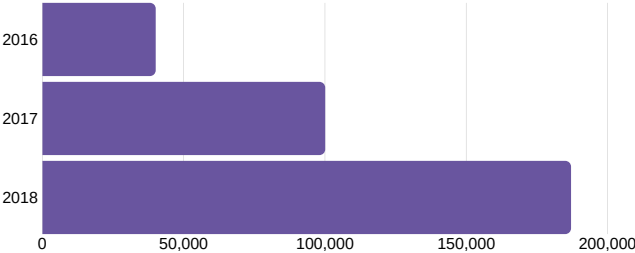
Individuals \$514,356 (58%)

Earned Income \$187,020 (20%)

Other Income \$7,255 (1%)

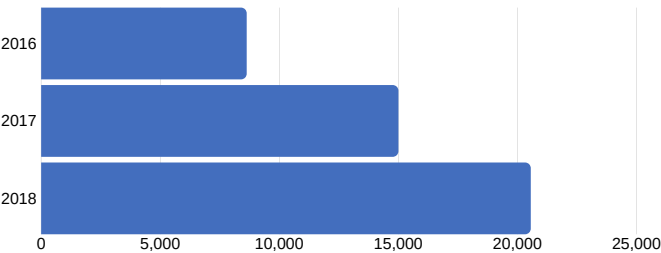
87%

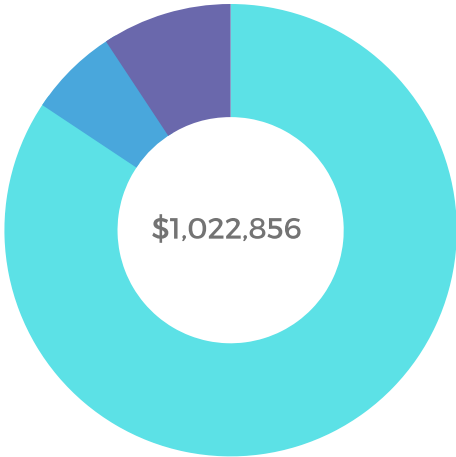
INCREASE IN  
CLINIC REVENUE



37%

INCREASE IN  
PATIENT VOLUME





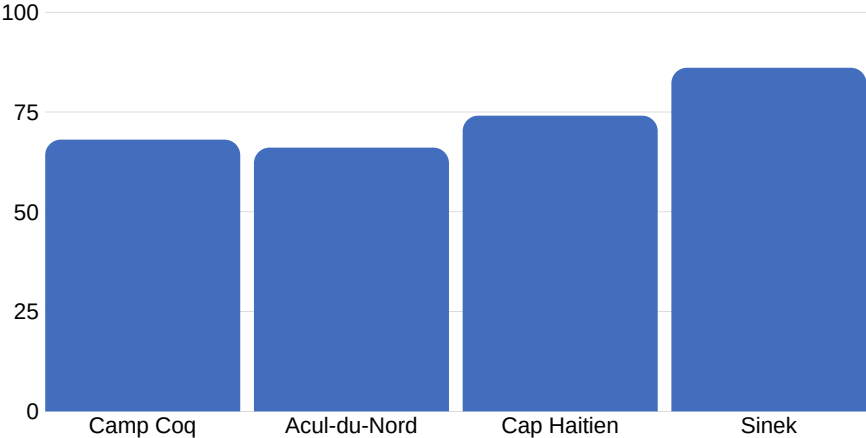
EXPENSES:

Programs	\$834,244	(85%)
General & Administrative	\$74,588	(6%)
Fundraising	\$114,024	(9%)

74%\*

COST RECOVERY ACROSS ALL C2C CLINICS

\* Distinct clinic variable costs vs. distinct clinic revenue





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# THANK YOU!

Our most heartfelt thank you to our donors and supporters who help us make our Vision & Mission come to life. You have helped us expand our footprint on the ground 2018 by adding two clinics as part of our partnership with Haiti's Ministry of Health.

We couldn't do this work without you. Thank you for sharing our passion for building a lifesaving, sustainable health care system for Haiti.

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**CHRISMÈNE, 23 YEARS OLD  
& ALTIDOR, 1 YEAR OLD**

Chrismène visits our Bayeux clinic to keep up-to-date with the immunizations of her child, Altidor. Her mother brought her to the clinic when she was a child. Now she comes here for herself and her own child's health needs. Her mother taught her that immunizations are the most important thing she can do for her child to prevent illness and disease. She loves coming to this clinic as she calls it her home clinic. Indeed this clinic has served the community of Bayeux for many years led by Margaret, our head nurse, who is beloved by the community. Should this clinic not exist, Santia would have to travel to Cap-Haitien for medical care, which would be costly and far from her.



**MARIE LOUISE, 40 YEARS OLD**

Marie Louise visited one of our clinics because she had an infection and was experiencing a lot of pain. She was originally headed to another clinic but it was not open. Her taxi-moto suggested that she comes to us and she was the first person to be seen the day. She was very happy with her experience at the clinic and felt that the doctor and rest of the staff take their time to listen to the patient and their concerns. Marie Louise confessed that she thought she could have died from the pain she was feeling, but she feels very lucky that she found C2C that day. She will continue to come to our clinic now that she knows about it and will refer her family and friends.

# OUR VISION

C2C envisions accessible, affordable, high-quality healthcare for every family in Haiti – today and in the future.

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# OUR MISSION

C2C works to create a model for sustainable, community-based healthcare in Haiti that transforms the status quo, meets the needs of poor and low-income people, and empowers families to lead healthier lives.





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## CARE 2 COMMUNITIES



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