



# ANNUAL REPORT 2019

Hospitalito Atitlán  
Santiago Atitlán, Sololá,  
Guatemala  
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[www.hospitalitoatitlan.org](http://www.hospitalitoatitlan.org)



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# LETTER FROM THE DIRECTOR

Dear reader,

In 2019 we focused on specialization and education. We expanded and strengthened education programs catered to community members, health care workers and for our own staff through scholarship programs and workshops. We also improved services in HA and at rural clinics, offering a wider range of services, as well as guaranteeing higher quality services. During this year, we worked to broaden and deepen relationships with medical volunteers and other institutions, all in order to meet our mission to provide access to medical care in the region.

15 years ago, when I started working at the Hospitalito Atitlán as an auxiliary nurse, there were no professional nurses, laboratory or radiology personnel, nor many opportunities to study. Thanks to donors for the Hospitalito Merit Scholarship Program such as Share the Dream, the Bill Falinsky Health Science Scholarship, Maj Stormogipson Memorial Scholarship, our hospital has been able to promote access to higher or specialized education for our local staff members— one of the objectives outlined in our strategic plan. Through our scholarship program several individuals have become lab and X-Ray technicians, professional and auxiliary Nurses and equipment maintenance personnel. These programs also allow us to invest in our own community's development, and guarantee that the services we provide are culturally appropriate, generating trust from community members.



In January 2019, we upgraded patient attention by hiring professional nurses to work alongside auxiliary nurses during all shifts. Professional nurses provide trainings to new and auxiliary nursing staff, assist in surgeries and ensure the quality of services provided at Hospitalito Atitlán. All attempts were made to fill these nursing positions with qualified individuals who speak the Maya languages of our area.

Under new direction we have increased collaboration with national and international organizations and with our medical volunteers. In 2019, an agreement was signed with University of San Carlos department of History and Anthropology to identify needs in the community. Additionally, Children's Mercy Hospital in Kansas City established Hospitalito Atitlán as a pediatric rotation site for their residents. Medical volunteers form a very important part of the Hospitalito, allowing us to expand our specialty services to rural areas and provide training workshops to our physicians, staff and health promoters. We appreciate the exchange of ideas or knowledge as well as the effort and time of our volunteers.

In November 2019, we completed 360 -degree performance evaluations to identify employee's strengths, weaknesses and ensure that our employees are motivated in their respective work areas. The results guided us to evaluate our organizational design and plans for continuing medical education in different areas of our institution.

Every year brings new opportunities and new challenges. I am optimistic for the future for Hospitalito Atitlán.

Sincerely,

Jacinto Garcia Chipir  
Executive Director  
Hospitalito Atitlán



# WHAT WE DO

Hospitalito Atitlán (HA) is a small, private, nonprofit hospital, providing access to preventive and clinical healthcare — with an emphasis on the medical needs of women and children — to 75,000 Maya living on the southern shore of beautiful Lake Atitlán in the Guatemalan highlands. The Hospitalito has the only 24/7 emergency and surgical obstetrical care within a two-hour radius, as well as a 24-hour lab, orthopedic services, and general surgery and anesthesia.

Our dedicated staff is made up of local physicians, nurses and administrators who work hand-in-hand with international volunteer medical professionals to bring quality care to the community. HA promotes ongoing medical education for Guatemalan and international health professionals, helping to improve the region's quality of life.

## 2019 BY THE NUMBERS

9,392

Outpatient Consultations

2,295

Emergencies

199

Births

619

Surgeries

4,094

Ultrasounds and X-Rays

19,943

Laboratory Tests

1,011

Hospitalizations

43,369

Patients Served 2005 to Date



OUTPATIENT CARE



COMMUNITY OUTREACH



PARTNERSHIPS



EDUCATION



24/7 EMERGENCY CARE



ADVOCACY

# WHY IT'S IMPORTANT

Guatemala has the highest mortality rate for children under five years old in Latin America (UNICEF), and Tz'utujil Maya women have a high risk of complications during pregnancy. HA's mission is to reduce maternal infant mortality. Thanks to our generous donors, HA's social worker is able to ensure that staff can save lives at little or no cost to families.

## Miguel Angel, Finca el Carmen Metzabal

One-month-old Miguel Angel from a coffee plantation south of Santiago Atitlán, was brought to the emergency room after a volunteer pediatrician discovered severely infected scabies across his entire torso during HA's Health Day. Miguel Angel was hospitalized for three days, where he was able to receive urgent treatment.

The plantation where the family lives is located about an hour away from any health center or hospital, and where public transportation is very limited. Miguel Angel is the youngest of nine siblings, and his family could not afford the costs of travel or treatment. Once brought to the hospital, HA's Emergency Fund covered all costs for care and medications, while HA staff purchased food and cooked for mother and baby.

His health continues to be monitored through HA's Health Days in Metzabal, where a doctor and nurse travel to provide free consults and medications.



*Miguel Angel ready for discharge*

## Andrea and baby Liliana



*Baby Liliana*

Most women in Santiago Atitlán choose to give birth at home with the help of a traditional birth attendant or *comadrona*. However, when complications arise they are rushed to the hospital in an effort to save the life of mother and baby. This was the case for Andrea, soon to be a first time mom. Andrea was brought into HA's Emergency Room where she was diagnosed with maternal exhaustion and severe fetal suffering. At HA, the OBGYN performed an emergency C-section. HA is committed to reducing the rate of maternal deaths and provides the only 24/7 obstetrical care in a 2-hour radius.

Baby Liliana, was born bathed in thick meconium, needing resuscitation and ventilation cycle with positive pressure. She was also diagnosed with neonatal jaundice and pneumonia and was hospitalized for 11 days to receive life-saving oxygen, phototherapy, and antibiotics.

Thankfully Andrea arrived just in time, and now she and baby girl are doing well.

## Maternal and Infant Health Program

In Guatemala, approximately 54% of indigenous women without a formal education give birth before age 20 (OSAR). This community has one of the highest pregnancy rates in Latin America.

Hospitalito Atitlán's Maternal and Infant Sponsorship Program offers comprehensive prenatal care, delivery services, and postpartum medical consults to women with high-risk pregnancies. Participating mothers' children have access to emergency and pediatric care until the child is five years old. The program includes monthly maternal education, support, and encouragement to empower and support mothers and their families.



*Maria and her newborn twin boys*



# A YEAR OF SUCCESSES

## HA Surpasses One Million Dollars in Free & Reduced Care



Pediatrician Dr. Richard Macias at the Cerro de Oro clinic

Since 2005, Hospitalito Atitlán's Department of Social Work has provided over \$1,000,000 in free and discounted medical care. These funds covered medical care for accident victims, women in labor, young children in respiratory distress or weak and dehydrated from intestinal disease. Families with limited financial resources meet with our social worker, Vicenta, who makes a socio-economic evaluation to determine the patient's eligibility for assistance, discounting from 25 to 100%.

An emergency room visit costs \$10, and the average cost for a C-section is \$500, with many patients receiving a 75% discount or more. These prices are significantly lower than those of other private healthcare institutions in Guatemala.

**Since 2005, HA has provided more than 5,150 surgeries, the value of this care is not reflected in the \$1,000,000.**

## Nutrition Education in Rural Sololá Begins its Third Year

In collaboration with the IZUMI Foundation, *Nutrition Education in Rural Sololá* has worked across the Department of Sololá to increase awareness of the health benefits derived from improved nutrition with a focus on the window of 1,000 days—the time period from conception to a child's second birthday. The program uses hands on activities such as cooking demonstrations, trainings for health workers using an illustrated booklet in 3 Mayan languages on proper nutrition during pregnancy created at HA.

On its third year, the program is now expanding to cover the K'iché speaking region of Sololá, after completing the Tz'utujil and Kaqchikel speaking areas during the first two years. Since the program's inception June of 2017, 124 community health promoters and 120 government health workers have been trained, 58 cooking classes across the 3 areas have been imparted and over 10,000 educational booklets have been distributed.



Program coordinator, Lilian Cox with mothers at a training

## Diabetes Program Advances

Our "Managing Diabetes in the Department of Sololá" program, underwritten by the World Diabetes Foundation in Denmark began in 2012 in Santiago Atitlán. In 2015, the program expanded to include the entire Department of Sololá. The program has netted impressive accomplishments.

**30** clinics equipped for diabetes detection  
**45,378** diabetes detections performed  
**10,001** students taught about diabetes  
**829** health workers trained

# EDUCATION AND TRAINING

## Diabetes Training for Sololá's District Medical Directors and Nurses



*Physicians and nurses who head all Ministry of Health clinics in Sololá*

In February, HA's Diabetes Program coordinated the first diabetes training for Ministry of Health (MSPAS) medical directors, representing the ten districts in the department of Sololá, as well as nurses.

The interactive event was led by diabetologist, Dra. Lisette Torres, from Hospital San Juan de Dios in Guatemala City and provided information on diabetes treatment and management, so that attendees can better serve their patients. Additionally, participants were encouraged to share the tools and information learned with their

peers, which make up a total of over 520 medical personnel in Sololá. Diabetes education is essential for healthcare providers given that it is estimated that 13.8% of the Sololá's population is diabetic. The program is funded by the World Diabetes Foundation of Denmark.

## Workshops and Supplies for Comadronas

Many women in Santiago Atitlán choose to give birth at home with a *comadrona* (a traditional birth attendant). Hospitalito Atitlán respects that decision and collaborates with comadronas to ensure that women are receiving quality care. During the fall of 2019, the 25 Santiago Atitlán comadronas participated in a training provided by HA's obstetrician and psychologist. The trainings covered signs of danger during labor, how to address complications in the homes, and at what point it becomes imperative to come to seek medical attention. The discussion led by the psychologist outlined post-partum depression and practical tools to manage anxiety and stress. Each comadrona received a kit with essential materials for safe delivery.



*HA OBGYN giving a workshop on signs of danger*

## Hospitalito Staff Receive CPR Refresher Course

In July, Hospitalito staff received training in cardiopulmonary resuscitation (CPR) led by volunteer, Dr. Arjan Versluis and HA's Medical Director, Dr. Manuel González. Dr. Arjan from Holland, came as a medical volunteer and treated patients in the hospital as well as in the community clinics and plantations. During this workshop, doctors, nurses, pharmacy, housekeeping and administrative staff and HA's ambulance driver reinforced their CPR skills to provide better emergency care in the future.



*Dr. Versluis offering HA staff feedback on CPR techniques*



# SURGICAL TEAMS

Several surgical teams faithfully return to Santiago Atitlán each year to provide surgical care for patients who otherwise would be unable to resolve their health problems. Patients who can pay provide a donation towards the cost. Those without financial resources receive surgeries for free.

## Minnesota Atitlán Surgical Team



*MAST's team includes surgeons, nurses, and non-medical volunteers*

HA has been fortunate to collaborate with surgeons Dr. Kevin Bjork and Dawn Stapleton to bring accessible general surgery to Lake Atitlán every January. Over the course of a week, the surgeons performed 40 procedures including hernia repairs, cholecystectomies and mass removals. Thanks to Dr. Mark Stapleton, the team also provided dental care in Cerro de Oro community clinic. In addition, the team has generously sent crates full of supplies and instruments including an anesthesia monitor for hospital use.

## TANGO Foundation

This past November, HA hosted volunteers from the TANGO Foundation (Tabor Assisting Neighbors through Global Outreach). The TANGO team from Canada comes every other year to Hospitalito to perform general surgery, provide medical and dental care in our outreach clinic in Cerro de Oro, and offer non-medical volunteer help. This year the team conducted over 65 surgeries during the week, and non-medical volunteers built benches for the hospital. The team also donated an Electrolyte Analyzer for HA's laboratory.



*Dental team in Cerro de Oro*



*Team provided free and low-cost surgeries*



*HA lab and administrative staff receiving donations*

## Endoscopy and Colonoscopy

Dr. Bryan Sauer from the University of Virginia, Dr. Michael Dougherty of the University of North Carolina and Dr. Nicholas Nickl from the University of Kentucky are working together to provide endoscopy/colonoscopy at HA every six months.

They did 43 procedures in March, and 38 in November. They found colon polyps, stomach cancer, and H. pylori associated gastritis. Thanks to their work and collaboration, 81 individual patients were able to receive these specialized services without the need to travel to Guatemala City.



*Endoscopy team in the OR*



# VOLUNTEER PROFILE

## Dra. Esther Han Brings Minimally Invasive Surgery Techniques!



*Dr. Esther Han (top left) and Dr. David Deitsch (center) with HA medical staff*

During 2019, Dra. Esther Han advanced the project **“Bringing Minimally Invasive Surgery to Rural Guatemala,”** a collaboration between Hospitalito Atitlán and the Department of Obstetrics and Gynecology at Columbia University Irving Medical Center.

At the request of HA leadership and the five staff obstetrician-gynecologists, minimally invasive gynecologic surgeons at CUIMC will provide comprehensive and multi-modal training in minimally invasive surgical techniques, enabling surgeons to perform common and life-saving procedures minimally invasively. Two main goals are reducing complications and promoting faster recovery. This initiative embodies our dedication to facilitating a bidirectional exchange of knowledge in order to provide the best care possible.



*Dra. Esther providing trainings to OR nurses*



*HA's OBGYN practices surgical techniques on simulator*

# VOLUNTEERS 2019

Volunteers are essential to our work at Hospitalito. They see patients in the hospital clinics and community outreach, lead trainings and perform procedures hand in hand with our local staff.

Non-medical volunteers assist with building and maintenance, community outreach, grant-writing, reports and fundraising.

## Doctors & Nurses

Álvaro Arellano

Veronica Beaumier

Matthew Burkley

Nancy Danoff

Glen Dean

Mamie Guidera

Esther Han

Manami Kawano

Pete Kordiyak

Irene Lázaro

Fran Nelson

Ted Ning

Michael Paling

Joanna Stephens

Eugene Turner

Eneritz Ugarriza

Lucas Ulloa

Arjan Versluis

University of Pennsylvania  
School of Nurse-Midwifery

## Volunteer Spotlights

### **University of Pennsylvania Dermatology Team**

Collaboration between the Hospitalito, Penn, and Guatemala's dermatology residency program INDERMA began in 2014. Over a week's time, they treated 177 patients at the hospital and 317 in San Lucas, San Juan, and Cerro de Oro — making a difference in many patients' lives.



*2019 Dermatology Team at HA*

### **Manami Kawano**

This June, nurse midwife, Manami completed her two years of service as a JICA (Japan International Cooperation Agency) volunteer at the Hospitalito. Manami worked in community health clinics in rural areas as an obstetrical nurse educator. She worked closely with our health promoters, nurses and expecting mothers.



*Manami conducting home visits*

## **Jornadas**

Bryan Sauer Endoscopy Team  
Minnesota Atitlán Surgical Team  
PENN - INDERMA  
International Eye Institute  
TANGO Foundation

## **Medical Students**

Katrina Tate

## **Non-Medical Volunteers**

Jeff Lang

Micah Rothstein

Jason Spiewak

Music is Love Exchange

TANGO Foundation

## **Guatemala Health Initiative**



*GHI students spent their summer at HA conducting research*

Dr. Kent Bream

Dr. Fran Barg

Daniel Koropecykj

Kathleen Givan-Haugland

Heta Patel

Adriana Purcell



# HOSPITALITO STAFF



Hospitalito staff welcoming the newly donated ambulance, November 2019

Hospitalito Atitlán has built a team of medical professionals — 63 doctors, nurses, pharmacists, lab and anesthesia technicians, administrators and support personnel. Thanks to their dedication and hard work, the hospital is able to provide quality medical care around the clock.

As the only full-time provider of obstetrical care on the south side of Lake Atitlán, HA meets its mission by responding to obstetrical emergencies 365 days of the year. Tz'utujil and Kaqchikel Maya women can feel comfortable with the medical care provided by nursing and medical staff who speak their maternal language.

We are very proud of our staff and grateful for their incredible work ethic and willingness to meet our mission, helping others and saving lives.

## SENIOR EMPLOYEES

### Executive Director

Jacinto Garcia Chipir

### Medical Director

Dr. Manuel González Hi

### Administrator

Rebeca Petzey Cuá

### Head Nurse

Concepción Damian Ixbalán

### Social Worker

Vicenta Chavajay Cortéz

### Volunteer Coordinator

Febe Sosof Sapalú

### Director of Development

Alverta Lyn Dickey

# FRIENDS OF THE HOSPITALITO

Hospitalito Atitlán is able to meet its mission thanks to the generosity of donors large and small. A special mention to the following donors and partners:

**Adelphia Foundation**

**Bruce Allen**

**Bill Falinski Health Scholarship**

**Kevin & Evelyn Bjork**

**Dan Cummings**

**William Cuneo**

**Delta Care Crew**

**Direct Relief International**

**Eighth Day Faith Community**

**Fidelity Charitable Fund**

**Robert Finnegan**

**Jacob Glanville**

**High Noon Rotary**

**International Eye Institute**

**Christian & Margarita Klose**

**Mark Lepore**

**Corinne Maund**

**Masek Foundation**

**MedShare International**

**Heather Pierce**

**Maya & Arnie Sapper**

**Maj StormoGipson Scholarship**

**Strachan Foundation**

**TANGO Foundation**

## Leading Immuno-engineer Jake Glanville hosts Fundraiser in San Francisco



*Jake with a gift for Hospitalito, March of 2019.*

Hospitalito's **Expanding the Vision Campaign** Fundraiser kick-off was hosted by Jake Glanville, President of Distributed Bio. Jake grew up in Atitlán and is passionate about providing accessible and appropriate healthcare to all in the community.

The goal of the campaign is to expand medical services in rural areas, acquire needed medical equipment, assist families with their health needs and build a new addition to the hospital that would include a blood bank.

## Starbucks & CAFCOM Donate a New Ambulance!

The high altitude and volcanic soils of Atitlán are known to produce excellent coffee, and a majority of families labor in the production. Coffee buyers and producers have been supporters of HA since 2005, in order to help meet the medical needs of workers.

We are very thankful to Starbucks and CAFCOM for collaborating to provide ambulance service. As the only 24-hour emergency center in a two hour radius, this gift allows us to respond to life-threatening emergencies to get patients to intensive care or for blood transfusions immediately.



*New ambulance used for patient transfer*

## New partnership with Children's Mercy Hospital



*Dr. Ryan and Dr. Jennifer during their visit to Hospitalito*

Dr. Ryan Northrup and Dr. Jennifer Watts of Children's Mercy Hospital in Kansas City signed an agreement with HA's Executive Director to send pediatric residents to volunteer in 2020. The volunteers will provide medical care and trainings in rural clinics and HA to best serve the community. We are looking forward to working together for many years.



# FINANCIAL REPORT

## EXPENSES

Employee Salaries and Benefits	\$ 448,437.78
Equipment, Utilities, and Maintenance	\$ 38,118.07
Medications and Supplies	\$ 144,936.44
Other	\$ 37,671.14
<b>Total</b>	<b>\$ 669,163.43</b>

## CASH DONATIONS

Donor Contributions	\$ 172,016.74
Patient Contributions	\$ 523,606.28
<b>Total</b>	<b>\$ 695,623.02</b>

## OTHER DONATIONS

In-Kind Donations (medications, equipment, and supplies)	<b>\$ 169,711.83</b>
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## FREE AND DISCOUNTED CARE

HA Social Work Department	\$ 58,777.06
Community Outreach	
- Managing Diabetes in the Department of Sololá (World Diabetes Foundation)	\$ 79,546.00
- Other outreach programs (Adelphia, Foundation, Izumi Foundation, MASEK Foundation & Strachan Family Foundation)	\$52,494.00
<b>Total</b>	<b>\$190,817.06</b>



Hospitalito Atitlán

Providing Healthcare & Hope to Maya Families