

ANNUAL REPORT

January - December 2019



Palliative care aims to improve the quality of life for patients with life limiting illnesses and to provide caring support to their families while they are going through difficult times.

Hospice Ethiopia provides care thru home care and out-patient care settings.

I . Personal message from the Executive Director

Hello friends and supporters of Hospice Ethiopia!

It is my honor to share this annual report to each of you as we reflect on another important year for Hospice Ethiopia. There have been so many successes, many of which are celebrated in this report. We are very excited to report that we will be establishing a Hospice Ethiopia program in Bahirdar in the first quarter of 2020!

Our staff and patients are so thankful for the strong partnerships that are being developed both inside Ethiopia and around the world. We could not exist without your support and encouragement. Each year there are blessings and challenges to grow the important palliative care services in Ethiopia. This year we ordered and paid for a new vehicle, partnered with outside agencies on various studies and managed the transition of key staff changes.

Moving forward, we will continue to expand awareness of palliative care and build partnerships. We will focus our activity to ensure we are well funded, and attract and retain the best people to serve our patients. And we will continue to ensure we are well led and governed as an organization.

As you read this report, I hope you enjoy reflecting on our successes from this past year as many of you were a part of these milestones. We are so grateful to our supporters and look forward to you joining us on our journey as we continue to make a difference when it matters the most.

Kind regards,



Ephrem Abathun



II. Service Area

Hospice Ethiopia is the only specialized hospice program currently in Ethiopia. Our office is in the capital, Addis Ababa. This year, with the help of community volunteers and another new vehicle, we were able to serve six sub-cities (Bole, Gulele, Yeka, Arada, Kirkos and Lideta). These sub-cities have a total of 33 community volunteers that work directly with Hospice Ethiopia to coordinate needs in their specific area. This model has been very successful in helping us create community awareness and locate people needing our services in hard-to-reach areas.

We have also begun discussions to establish a Hospice Ethiopia program with the Tibebe Gihion Hospital in Bahirdar (about 500 km outside of Addis Ababa ~ 10 hour drive). Training is scheduled in the first quarter of 2020 to start providing services.



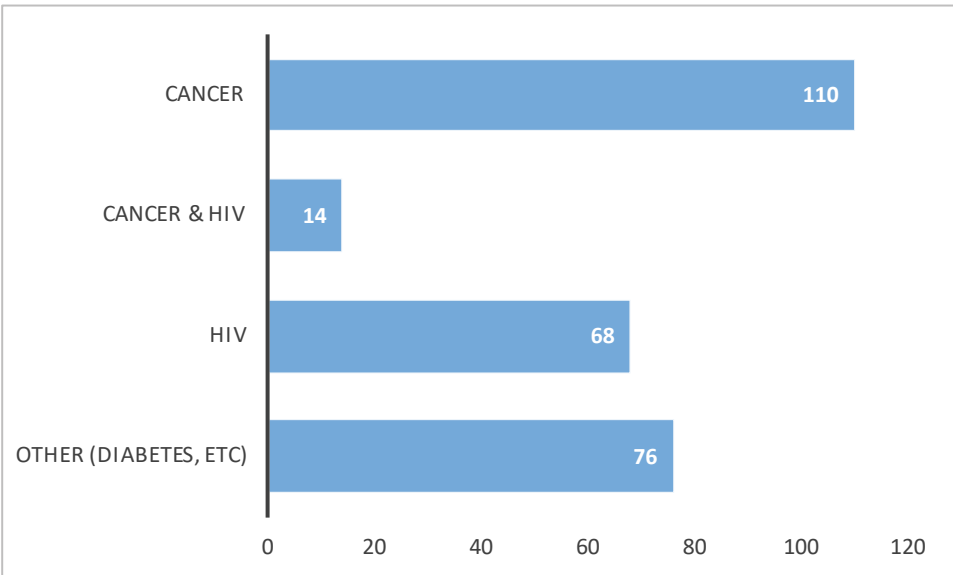
III. Patient Statistics

The total number of patients we provided care for in 2019 was 268 (145 home-based care and 123 out-patient care, 99 male patients and 169 female). In addition to supporting our patients, we provided indirect support for 390 family members.

Traditionally palliative care has focused on cancer patients, however, the World Health Organization (WHO) defines palliative care as “an approach that improves the quality of life (QOL) of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.”

Other patient groups with rapidly progressing disorders also need palliative care. As you can see in the chart below, we have served many non-cancer patients during the year:

Total Patients Seen By Diagnosis



During 2019 we saw 93 new patients.



IV. Physical, Psychosocial and Spiritual Support

A. Family Support

During our routine visits we work to also bring comfort and counseling to the family members so they understand how to support their loved ones as well as cope with the challenges in their homes. When appropriate, we have also provided schooling resources for our patients' children (books, pens, pencils and uniforms). This year we supported 390 family members.



B. Day Care



Our day care program offers the opportunity for more able-bodied patients to have psychosocial support and reintegrate with other patients while giving exhausted relatives rest from providing care. Patients also learn new practical skills, like craft making, and strengthen their financial management competences to be able to re-enter the employment market and be self-reliant. In 2019, 17 patients benefited from day care and medical supplies and detergent support for 76 patients.

C. Comfort fund

As we began providing care for some of our patients we realized many were unable to sustain basic housing or food for themselves. Therefore, we developed a Comfort Fund to alleviate the financial burden of socioeconomically disadvantaged patients. In 2019, we provided comfort fund care for 27 patients.

D. Supplies

Our patients receive all supplies and medicines free of charge to help manage their illness and pain control. Some of the supplies we maintain are as follows: Medical supplies such as colostomy bags, adult diapers, gauze, roll bandages, gloves and saline, soap for personal hygiene and dress support (clothing) for patients is assessed and provided, as needed. These are commonly used medicines for pain and symptom management: Tramadol, NSAIDs, paracetamol, amitriptyline, prednisolone, bisacodyl, metoclopramide, metronidazole, omeprazole, ketoconazole, gabapentin, and hyoscine. We also provide anti-hypertension and anti-diabetes medicines to a limited number of needy patients. Most of the drugs we provided are purchased while a small portion are donated. Morphine supplies in Ethiopia continue to be a challenge.



V. Highlights from the Year

A. Expansion Program (Hospice Ethiopia Bahirdar)



Hospice was welcomed by the Felege Hiwot and Tibebe Gihion hospitals to assess palliative care needs. We performed the assessment and developed agreements to begin training health care workers in February 2020.

Bahirdar is 500 km outside of Addis Ababa. We have agreed to have a Hospice Ethiopia (HE) paid staff member at this location and will work to ensure standards of care are aligned.

In addition to an agreement to have a HE paid nurse, we will start the first home base palliative care in Bahirdar in 2020.

C. Mentorship in Collaboration with the Ministry of Health (MoH)

Hospice Ethiopia has done a mentorship visit to Hawassa referral hospital, Felegehiwet hospital, Gambella referral hospital, Zewditu referral hospital and Jigjiga referral hospital with the lead of Ministry of Health in Addis Ababa and other cities. Mentorship is supporting the public health hospitals who are trying to implement the palliative care hub program or to help them in integrating palliative care services in to their care. We help by providing palliative care guidelines, monitoring, consultation and orientation for their staff.



C. Executive Director visits the UK

In September, Ephrem visited the UK. He had the opportunity to meet many donors, give an informative presentation at St John of the Cross church, Ayslsham to local supporters about the work to relieve the suffering of the dying in Ethiopia. He also visited a Primary school where the students had many insightful questions.

The trip also included meeting with the team at the University of Surrey who are doing a research project on using mobile phone technology to extend palliative care and symptom control to remote areas of Ethiopia.

The most memorable part of the trip was being able to visit the patients at Priscilla Bacon Lodge and get a first hand view of how palliative care is delivered in a facility-based environment in the UK. Seeing how the multi-disciplinary team works together was helpful as we lack this approach in Ethiopia. I was able to meet PC nurses, a chaplain, volunteers and doctors and was surprised to see the dedication of volunteers in how the day care is ran.



We are grateful for the many partnerships that are developing such as the one with Hospice Ethiopia UK. Dr. Jamie Mumford and his wife nurse Sue Mumford, who is a semi-retired palliative care nurse, they have helped with funding, training, guiding and encouraging our work.

V. Highlights from the Year - continued



D. Various studies are underway



Ethiopia has limited health infrastructure, with only one doctor per 10,000 patients. Palliative care (PC) is in early stages of development; limited services means patients frequently experience PC symptoms including pain, breathlessness and agitation. Mobile phone technology, an effective way to increase quality, safety and sustainability of healthcare systems globally (eHealth), has demonstrated benefit within PC, but yet to be utilized in Ethiopia.

Combining expertise in eHealth and Palliative Care in Ethiopia and UK, the project team will co-create a remote monitoring system using mobile phone technology (E-PC) with PC patients, families, healthcare professionals and software developers in Ethiopia. This system will record patient-reported information in order to provide timely and appropriate self-care information and advice; a low-cost solution to transforming the management of PC symptoms. The remote monitoring system will be tested by Ethiopian PC patients, and their feedback used to produce a final version for evaluation in our next study

We are thankful for Dr. Nicola Carey and the team that are helping bring new ideas to the practice of palliative care in Ethiopia. Updates to this project will be maintained on hospiceethiopia.com.

E. Partnerships



Hospice Ethiopia has been working with Zewditu Memorial Hospital and Tikur Anbesa Hospital by providing palliative care training and developing processes in which they can refer patients to our care as well as we refer patients to seek services inside the hospital.

Additionally, Hospice Ethiopia is supported the Ministry of Health and many public hospitals in Addis Ababa. They have assisted with developing the curriculum development for nurses in palliative care, training, and mentorship.

We are so grateful for these relationships as they are critical to our success.

Snowline Hospice in Sacramento, California (USA) is a new partnership with Global Care in Partners (USA). We are excited that they will be hosting an event in June in support of Hospice Ethiopia! Every donation both small and large helps continue the services in Ethiopia. Ethiopiaid has been supporting the expansion programs.



VI. Staffing and Training

We currently have twelve dedicated staff members at Hospice Ethiopia. Pictured to the right are two new nurses, Kalkidan Sisay and Felagot Tadele. We are excited to have these compassionate nurses on our team!



Training others in our community always maintains a huge part of our mission, below are various activities that occurred in 2019:

- Health care workers training for 19 people
- Introduction to palliative care for 117 medical doctors
- Community sensitization for 17 community representatives
- Journalist training for 7 people
- Care givers/ volunteers training for 17 people

VII. Raising Awareness

The staff at Hospice Ethiopia work to raise awareness of the benefits of palliative care throughout the year. This year we were on radio and television 4 times, gave 4 community presentations and trained 76 others in palliative care services at hospitals and other venues. Additionally, two videos have been produced and published on social media that were used to raise awareness. These videos can be accessed off our website or via these URLs:

- <https://www.youtube.com/watch?v=QZT71LzA8EAo>
- <https://www.youtube.com/watch?v=CeJiPUxX8l8>



VIII. How we are funded

The services we provide to our patients are provided FREE of charge. Our critical mission could not be possible without the generous support of our partners, listed below. Additionally, we have received contributions from Hospice Ethiopia staff and a few generous individuals. Most of the funding are for general purposes and some are earmarked for a specific area of our operations. These donations are so important as we do not receive any money from our government.

- | | | |
|-----------------------|--------------------------|---|
| -Caris Health Care | -Hospice Ethiopia UK | -University of Surrey |
| -EthiopiAid Australia | -Global Partners in Care | -World Hospice Palliative Care Alliance |
| -EthiopianAid UK | -Snowline Hospice USA | -Public hospitals |
| -HelpAge Germany | -Hospice Ethiopia Sta | -Ministry of Health - Ethiopia |
| -WHPCA | | -Hospice Africa Uganda |

IX. A look ahead and continued challenges

We are excited about the progress 2020 will bring!

- Partners in the USA will host fundraisers in June, Ephrem will be traveling to attend.
- Case studies on using mobile phone technologies should be presented.
- Staff turnover has been a challenge but we look forward to new staffng becoming productive team members.
- Expansion of our care services in Bahirdar and we will also be looking at expanding in one or two more cities outside Addis Ababa.
- Each year we continue to work thru challenges such as the hard governing rules of NGOs (non-pro t organizations) in Ethiopia as well as the lack of national standard in palliative care services.
- We will work diligently to increase awareness among health care providers and the community regarding palliatve care.
- We will also continue to evaluate our office lease as we want to ensure that we are planning for future growth as well as meeting the needs of our staff and patients.

X. Patient case story



K is a 65-year old married man with liver cancer. When the nurse first saw him, he was suffering from severe back pain, anxiety and a debilitating insect-biting type pain in his legs which meant he slept badly. The nurses prescribed pain killers, explained what was happening to him and he is now sleeping much better. He said "I would like you to come and see me again. I know you have many patients to care for and many responsibilities, but I would like to see you as often as possible. When I meet with you, I feel at ease and get relief from my pain & sickness.

We are grateful to all our donors who supported us!
We could not be pioneering hospice and palliative care in Ethiopia without you!

Thank you!



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www.hospiceethiopia.com