



2022

Annual Report



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ANA MARÍA NAVARRO DE PALIZA

Message from the President of the Board

More than 1 million health care services, almost half of them in sexual and reproductive health, show that in 2022 Profamilia continued to take the necessary steps to remain at the forefront, as evidenced by the updating of protocols and procedures and the improvement of the professional skills of its staff.

When we talk about inclusion we remain attached to an ingrained culture that always moves us to improve access so that people with motor disabilities can receive care and to facilitate communication for people with some kind of speech and/or hearing impairments. Also, to adapt spaces; to include new ARS (health plans) to reduce out-of-pocket expenses in health; to advance in the use of more sustainable clean energy and to eliminate any type of discrimination.

Those are the pillars that we promoted in 2022. Among the aspects included in this report, we will see the trust shown by the users of our products and the efficiency of our distribution channels, with the refocusing of strategies by the Marketing Management, which led to the distribution of more than two million contraceptives and energized the catalogue of products.

We highlight the training called "Golden Minute" for the staff of the Rosa Cisneros clinic, with which we seek to streamline care protocols and emergency obstetric strategies in the first moment of life for boys and girls.

This year, the Profamilia Brand demonstrated again its consolidation by reaching more than 16 million prints in the press, television and digital media. This is also evidenced by the public recognition of institutional performance, such as that granted by the National Council of Bioethics in Health (CONABIOS) to the area of Biomedical Research in the person of its manager,

Vivian Brache, for her scientific contributions and her perseverance in conducting her studies under the standards of good clinical practices.

Similarly, the recognition granted by the Ministry of Public Health and Social Assistance to Profamilia, together with other non-profit institutions, for its adherence to regulations and attention to the guiding principles of governance, institutional transparency and accountability.

In the area a social advocacy, Profamilia held its position on the decriminalization of abortion in the Penal Code based on three causes ; it advocated for comprehensive sexual education in schools; while remaining firm in its actions to prevent violence against women.

We invite you to take a look at our institutional work during the year 2022, with the certainty that all of Profamilia's actions follow its mission and vision, which lead to prioritizing people in situations of vulnerability due to poverty or other reasons.

Nor does our institution lose sight of the fact that its performance each year rests on the great chain that, link after link, makes up its human team, from the Board of Directors, to its entire administrative staff, its health professionals and its technical staff. We all play a relevant role in achieving the social commitment assumed by Profamilia and when we look at the actions completed during 2022, we can only say, thank you!

Ana María Navarro de Paliza



Presidenta Junta Directiva Profamilia



Increase the access to sexual and reproductive health (SRH) services and improved quality

**STRATEGIC
ACTION LINE**

1



Mammography service at the Clínica Profamilia Sabana Perdida



Urology personnel trained in the no-scalpel vasectomy technique

Enjoying good sexual and reproductive health implies having access to services and accurate and timely information to make informed decisions; choosing and having access to a contraceptive method that responds to the particular needs of each person; knowing how to protect oneself from a sexually transmitted infection (STI); being able to decide whether or not to have children, when to have them, and to receive care during pregnancy and childbirth

Statistics tell us that we are making progress. 2022 shows an increase with respect to 2021, superseding it both in general services, as well as those specifically related with sexual and reproductive health, which are part institutional mission.

The Profamilia clinics provided **1 million 49,648 health services in general, of which 431 mil, 625 were in sexual and reproductive health**, the greatest demand being in gynecological services.

GROWTH IN NUMBER OF SERVICES ■ 2021 ■ 2022

GENERAL



976,493

1,049,648

SH/RH



409,265

431,625

IN 2022	Gynecology and obstetrics	283,379
	Sexually transmitted diseases	40,686
	Urology	21,630
	Infertility	9,049



IMPROVE ACCESS TO SEXUAL AND REPRODUCTIVE HEALTH

Highlighted is the training of personnel from the Rosa Cisneros clinic in “Strategy of helping babies breathe (*Minuto de Oro* - Golden Minute)”, as well as other trainings in emergency obstetric care, and reinforcement of the clinic health personnel in the detection and management of gender and domestic violence and in risk management and biosafety, among other topics.

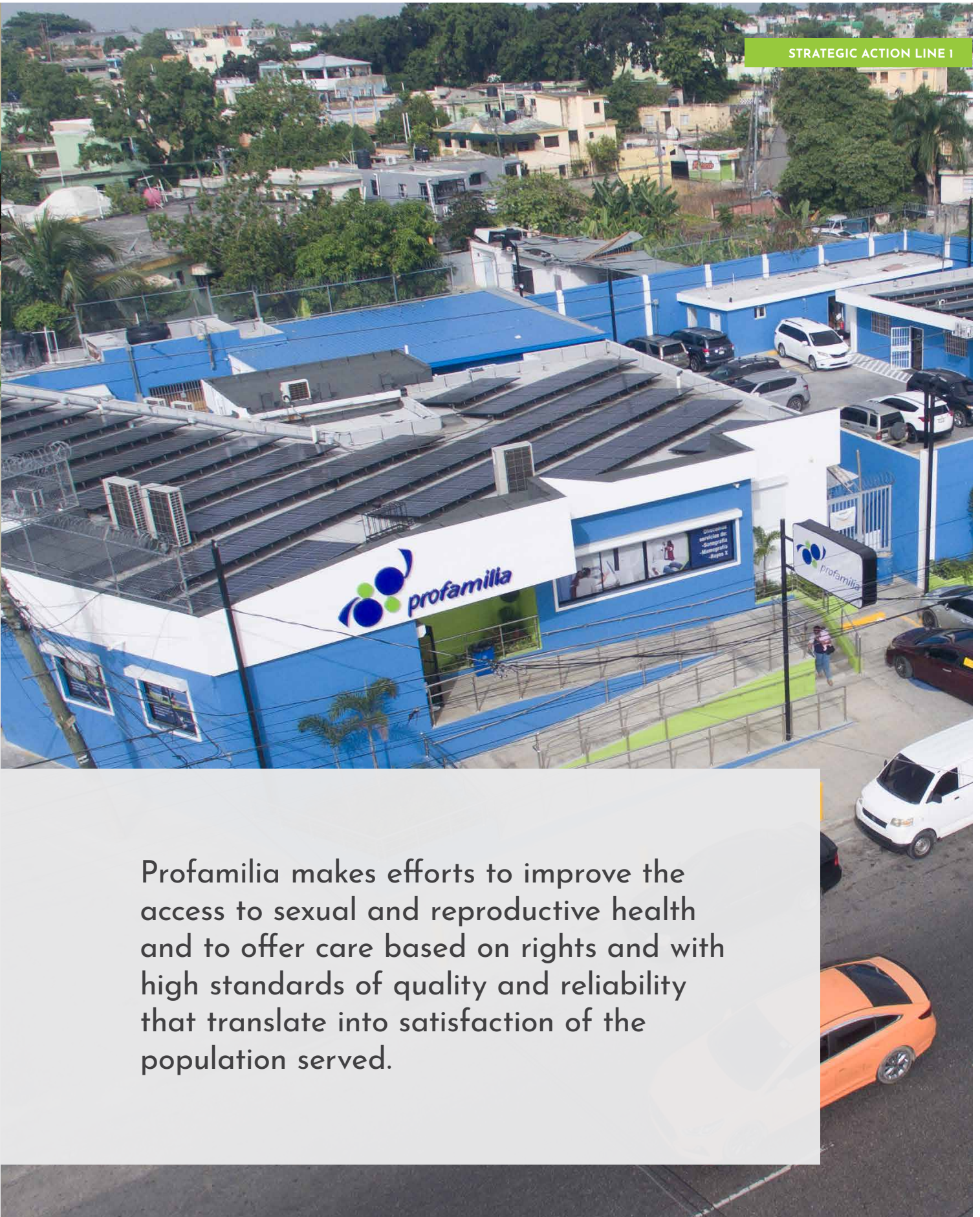
The adaptation of the clinics is also part of these efforts, in this case the renovation and reopening of the Sabana Perdida clinic, which now has new offices, state-of-the-art diagnostic imaging equipment, laboratory equipment, and a ramp that improves the access for people with motor disabilities.

Also, the clinic now has solar panels that insert us in the trending use of clean and renewable energy, in addition to

guaranteeing that the clinic has a supply of electricity to continue providing services in the event of natural disasters.

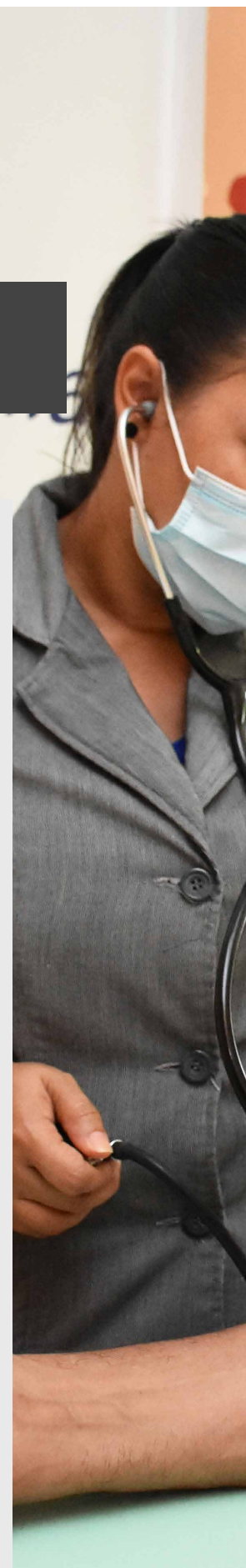
The affiliation to new ARS (health plans) also contributes to improving access to health services, since they mean reduced out-of-pocket expenses. In 2022 the ARS added were Renacer and Reservas, while negotiations for rate improvements were reached with Mapfre, Universal, Humano and Futuro.

With the interest of expanding the scope of telemedicine, a study was made on the needs and potential barriers associated with the service, and the normative and methodological guidelines were defined to standardize the offer of telemedicine in the different clinics and thus expand the access to sexual and reproductive health services.



Profamilia makes efforts to improve the access to sexual and reproductive health and to offer care based on rights and with high standards of quality and reliability that translate into satisfaction of the population served.

CARE TO POPULATION IN SITUATIONS OF VULNERABILITY



During 2022 free health care services were provided to people in situations of vulnerability.

As established in its bylaws, one of Profamilia's objectives and *raison d'être* is "to contribute to the access and provision of sexual and reproductive health services and education for the population, especially vulnerable groups." In this sense, during 2022, 24,769 free health services were provided, of which 11,490 were directly to people from impoverished communities, while 13,279 were offered through prepaid services that cover medical assistance in the Profamilia clinics.


Also, 9,183 people living in extreme poverty were served through the mobile health units

and with prepaid services, particularly HIV testing and PAP smears. A total of 1,175 people living with HIV received antiretroviral treatment, and 60 of these also received vitamin supplements.

Focused on the population in situations of vulnerability, 1,102 clinical services were provided in contraceptive methods, gynecology and obstetrics, pediatrics, emotional support, counseling and others. A total of 1,485 people received information in the waiting rooms given by the Profamilia Youth Network.

“contribute to the access of the population to sexual and reproductive health services and education, especially to groups in situations of vulnerability”





Profamilia's executive, legal and psychology personnel participate in a case study on violence against women.

57,447

female users 13 years and over were screened for violence in Profamilia clinics during 2022.

6,757

reported having suffered some type of violence.

94

cases detected accepted legal counsel.



Violence screening

In 1993 the United Nations (UN), in its Declaration on the Elimination of Violence Against Women, defined it as any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life.

Given that various research link violence against women and girls to a series of physical and mental health problems, as well as high-risk behavior are being more prevalent among victims

of sexual and intimate partner violence, the detection of a history of violence are part of the protocols applied to users aged 13 and over who attend a medical consultation at any of the Profamilia clinics.

Thus, 57, 447 female users 13 years and over were given detection tests in the Profamilia clinics during 2022, representing 86% of the total of women served in consults and counseling within this age range. As a result of this test, 6,757 were detected as victims of some type of violence and of these, 94 accepted legal counsel.



QUALITY ASSURANCE OF HEALTH SERVICES

The quality and warmth in the offer of services is much more than a slogan, it is an integral part of the institutional commitment to the health of users.

Among the improvements in quality processes, the institution has made progress in compliance with the protocols for psychology, biosafety, prostate cancer screening, and quality control of laboratories and the strengthening of the latter with a view to ISO certification.

We also registered progress in the quality processes of the results or cytodiagnoses of PAP tests, with the performance of internal and external controls, as well as the exchange of results between the clinics, which led to a reduction in the delivery time of the results, to the implementation of the updated report form with the latest Bethesda classification, and to the readjustment and equipment of the Rosa Cisneros clinic laboratory, among other aspects.

Quality assurance is also evidenced in the capacity building of doctors, psychologists, counselors, nurses and administrative staff of the clinics on issues like gender-based violence, harassment at the workplace, sexual and reproductive health counseling as well as in risk management and biosafety in emergency obstetrics care.

Female psychologists improved their skills in self-care, in their capability to detect aggressors, identification of and assistance to victims of trafficking, the approach and care for survivors of genderbased violence and domestic violence.

KEY IMPROVEMENTS

- 1 Exchanges of results between clinics, which led to a reduction in the delivery time of results.
- 2 Telemedicine counseling on sexual and reproductive health was reinforced with 2,162 services provided.
- 3 A permanent satisfaction measurement model was implemented through the use of satisfaction surveys.



In 2022 counseling in sexual and reproductive health and contraceptives via telemedicine was strengthened, with 2,162 services. Expanded services are foreseen in gynecology and obstetrics follow-up consults, comprehensive care for people living with HIV, emotional support services, delivery of laboratory results, diagnostic imaging and cytopathology, among others.

To guide the changes and improvements, and for these to respond to the needs expressed by the people served, a permanent satisfaction measurement model was implemented through the use of satisfaction surveys and an updated version of the physical and web-based suggestion box.

2022 FIGURES

2 million 330,649 units of contraceptive and health products distributed.



During 2022, there was a 13.59% increase in the distribution and sale of contraceptive products, in relation to the data for 2021, when we reached 2,051,786, while **in 2022 the figure was 2,330,649.**

Pregunta aquí por tu
Copa Menstrual

STRATEGIC ACTION LINE I

MARKETING

More than two million contraceptives and health products distributed, as well as agreements signed with Laboratorios Carnot and Aulen Pharma to include two new product lines of personal care products, dermatology and immune strengthening, demonstrate our growth this year.

Marketing experienced a refocusing of its actions this year with the development and implementation of a promotion plan for clinical products and services, especially diagnostic and laboratory means, with a strategy aimed at both internal providers and external health centers.

New products were also added to the existing catalog with the pre-launch of the Piel line of condoms and the Metzi menstrual cup. In addition, work was done to implement an e-commerce service for sexual health and reproductive health products, scheduled to be presented the following year.





BIOMEDICAL RESEARCH



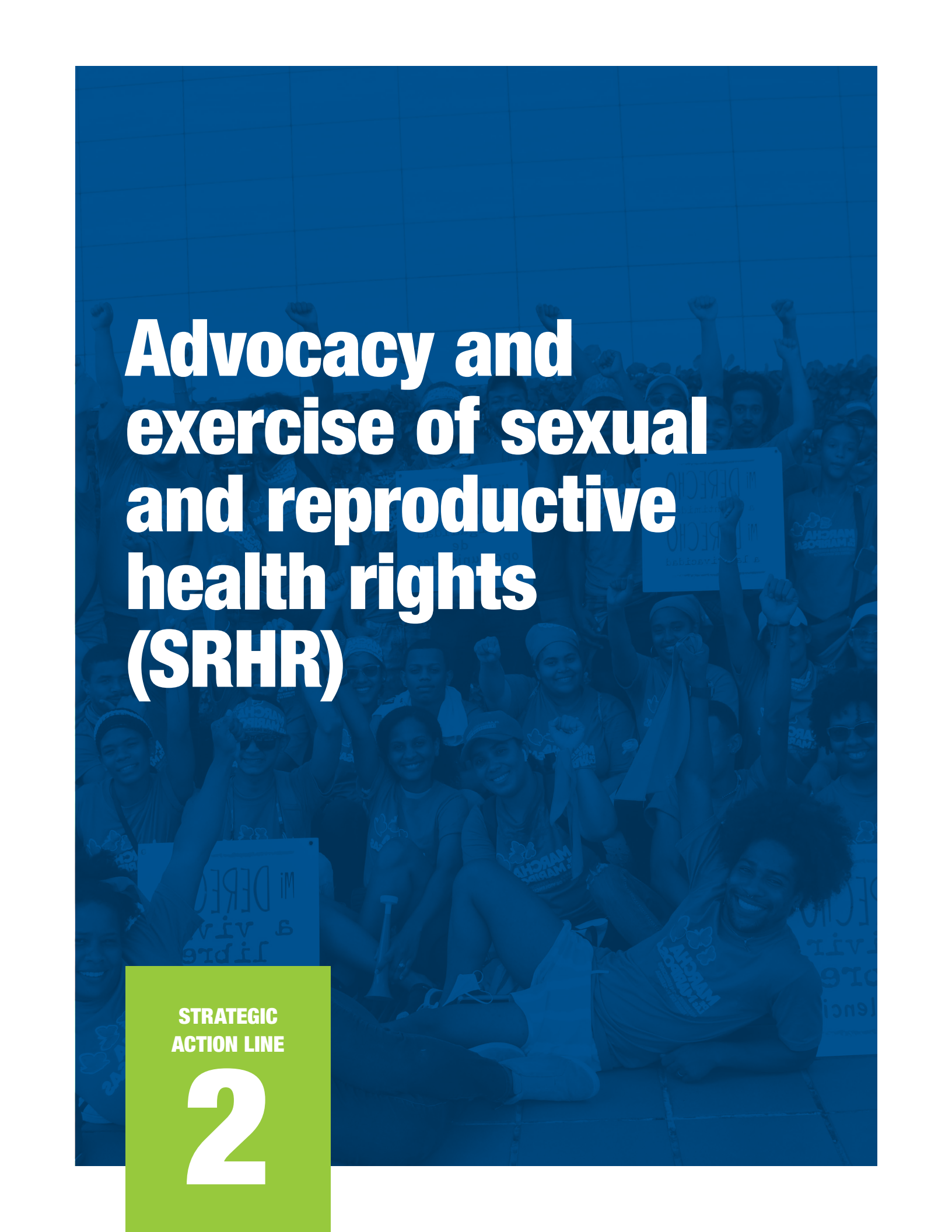
During the year, a study was completed that evaluated the dose modification of medroxyprogesterone acetate (MPA), the basic component of the Depo Provera injection. This study measured serial blood levels of MPA over a year, after injecting 3 different doses of the drug in order to characterize the pharmacokinetic profile.

Also, with the participation of 300 women, progress was made in the evaluation of the contraceptive efficacy of medroxyprogesterone acetate (MPA) injected every 6 months. Currently, the MPA contraceptive (Depo Provera) is injected every three months, while for this study the injection will be every 6 months and the administration will be changed from intramuscular to subdermal.

With this study we expect to reduce the number of injections to 2 a year instead of four, which is more comfortable and economical for the user, with the same contraceptive effect.

Biomedical Research made twelve scientific publications with Vivian Brache as co-author, and some also have the cosignature of researcher Leila Cochón.

Similarly, in the framework of eleven years of annual reporting and the recognition of our scientific contributions, the National Council of Bioethics on Health (CONABIOS) acknowledged the work of Vivian Brache, Profamilia principal investigator, for her scientific contributions and her perseverance in conducting her studies under the standards of good clinical practices.



Advocacy and exercise of sexual and reproductive health rights (SRHR)

STRATEGIC
ACTION LINE

2

ADVOCACY AND

EXERCISE OF SRR

Sexual and reproductive rights are part of human rights and as such, the State, through public policies, is obligated to guarantee and promote them, especially to ensure that people can make informed decisions concerning their sexual and reproductive life.

It is within this framework that civil society organizations carry on advocacy actions related with the formulation, application and improvement of laws and public policies to guarantee sexual and reproductive rights.

During 2022, Profamilia worked on the issues of masculinities and prevention of violence against women in the health services with Chamber Representatives from the commissions on Gender and Equity; Human Rights and Development. It also conducted training for 30 human management managers from ministries and public institutions on Human Resource Management from a Gender Perspective.

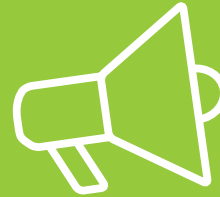
Within the framework of the project, "A Socioeconomic, inclusive, sustainable and resilient recovery of the value chain of tourism in DR", funded by the United Nations Development Programme (UNDP), 35 tourism operators from Las Terrenas were sensitized in the prevention of gender violence.

In the same area, the institution supported, together with other organizations, the Ministry of Public Health in updating the Standard for Comprehensive Health Care for Persons in Situations of Gender and Domestic Violence, which establishes the form of organization and quality and humanized health care with a gender and human rights approach.

Other actions were focused on the participation in the elaboration of the Strategic Plan for Gender Mainstreaming in the National Health System, 2022-2030 (PlanTEGS II) and in the first meeting in 2022 of the Petit Committee of the National Gender Advisory Board of the MINERD.

In this sense, the actions approved by the Board of Directors contemplated the medical reasons that make life outside the uterus unviable, or that put the health and life of women at risk in case of continuing with a pregnancy and the approach with legislators of all political parties, where the health and humanitarian reasons that support the decriminalization of abortion for these three causes were highlighted.

With the coordination of the Dominican Evangelical Church, Angela Trejo Haagae, of the Lutheran Church, visited the country and attended private meetings and encounters, including one with 30 pastors from different churches, to whom she spoke about faith-based organizations and the advancement of the women's and human rights agenda, and identified the urgent need to work on the biblical text from feminist hermeneutics.



As part of sexual and reproductive rights, Profamilia advocates for the decriminalization of abortion in the Penal Code on three grounds: when the pregnancy puts the woman's life at risk, when the fetus is born with malformations that will not allow it to live outside the uterus, or when the pregnancy is the result of rape or incest.





Access to information and education on sexual and reproductive health rights

To facilitate access to information and education on sexual and reproductive health, the institution uses a variety of channels, from traditional talks in waiting rooms and the peer-to-peer approach strategy, to social networks, website or media.

From the Program Youth and Community Education and the peer strategy, 12,971 young people were reached with information on Comprehensive Sexuality Education, while 5,329 youth, women and community members in general were sensitized on health issues and sexual and reproductive health rights.

We worked with 474 parents who received information on healthy parenting and sexuality issues. A total of 229 people incarcerated in the centers of Rafey in Santiago and Najayo in San Cristóbal also received information on sexual and reproductive health issues.

In response to the third objective of the institutional strategy of integrating the

community approach to health services as a cross-cutting line, the community health fair, “KLK contigo”, ¡Quiérete! ¡Por tu salud, por tus derechos! [“S’UP with u” Love yourself! For your health, for your rights!”] was carried out, with actions in each work zone corresponding to the institutional clinics.

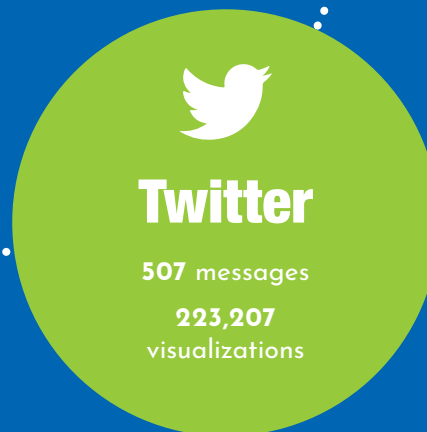
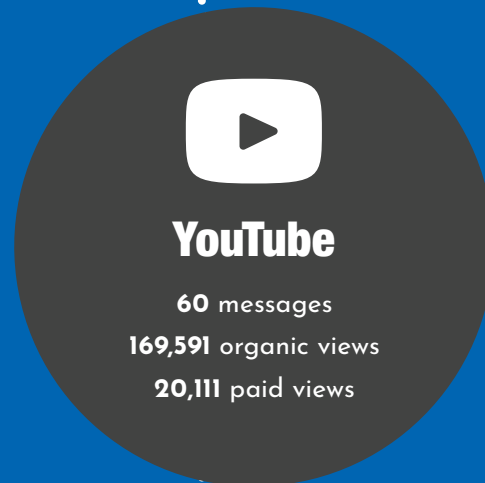
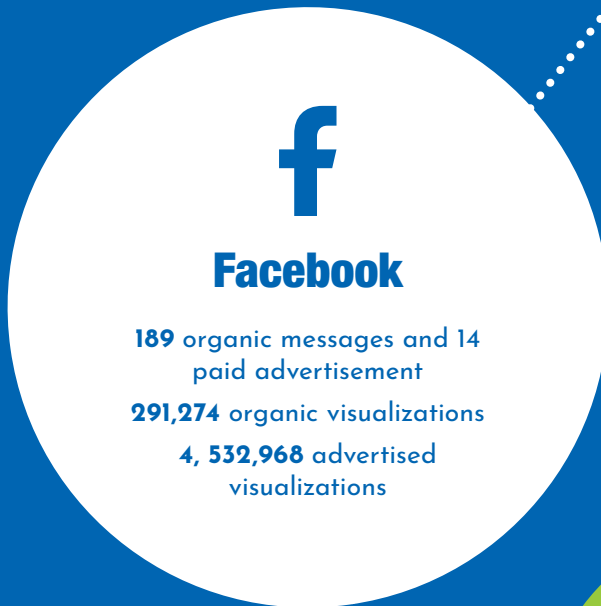
With the support of the Mobile Health Units, 230 free health services, especially in gynecology, were provided, while more than 500 people received information on STI prevention, legal and general counseling and HIV testing, educational talks on contraceptive methods, STI and violence, through the marketing stand and community meetings.

During the year, requests increased for training and education on key issues related with sexual and reproductive health and rights, which evidences the interest, particularly of young people, of being capable of taking informed decisions concerning their health.

Messages in the media and social networks

During 2022 the institution published messages on reproductive health rights through the social networks, with a greater outreach than previous years.

16 million 113,608 prints in the media, by participating in panel shows, some by invitation and others by request, or by our position on mission issues that impact society, as well as through social networks and our web page.





CONTACT

CENTER

In the interest of offering a satisfactory customer service experience, the Contact Center continues to strengthen its position as a reliable channel. In 2022, 133,465 people received services through various channels that allow the population to have information about Profamilia's products and services.

Currently, requests for appointments, products or services can be made through calls, private messages through Instagram, Twitter and Facebook profiles, as well as through WhatsApp and chat on the website.

Now you can find out all you need to know about any of the Profamilia clinics through the **Contact Center**, dialing **(809-689-0141)** or in the networks **@profamiliard**.





Strengthening institutional capacities

STRATEGIC
ACTION LINE

3



Staff during training on the environment.

Strengthening the skills of its personnel was considered a priority for Profamilia during 2022, as evidenced by the implementation of its training plan, which covers mission related topics, management training activities and behavioral training, as well as the financing of courses, diplomas and academic master's degrees on topics related to institutional performance.

Also, in order to strengthen the different processes, methodologies and tools were designed to measure and tools were designed to measure improvements, relevance and impact of institutional training, which contributes to better planning and proposals that respond to institutional needs and individual development.

The Performance Evaluation 2021-2022 showed a performance index of 90% for Profamilia's personnel, while the work environment survey showed a satisfaction index of 85%, which places Profamilia as an institution with a good work environment that supports the growth and development of its employees and collaborators.

Other actions carried out by Human Management with the collaboration of the Communication and Image Department



In the breastfeeding room, mothers extract and store breast milk in biosecure manner.

include the creation of an audiovisual on positive masculinity, which highlights the commitment of collaborators with good parenting, and a poster to show how the women who work in the institution are involved in political and social issues, in their daily work and in their community, as a way of highlighting the human quality and citizenship for a better world.

The breastfeeding room was inaugurated at the main office to facilitate the continuity of this activity for employees after maternity leave. During 2022, three nursing mothers benefited from this initiative, also supported by the Quality Assurance area, in the first part of an initiative that is expected to be extended to all Profamilia centers.

Likewise, in order to encourage the knowledge and the linkage of the collaborators with the institution, a trivia game was held for three consecutive weeks, with the question "How much do you know about Profamilia?" This generated a playful-competitive atmosphere during the Christmas season, in which 263 people from the administrative offices and the seven clinics participated, and where technical, medical and janitorial staff were the winners.



SOCIAL AND FINANCIAL SUSTAINABILITY

This year, Profamilia presented the results of the institutional audit for the 2022 fiscal period with a clean and unqualified report; the institution received a donor audit with the same result.

The institution's accounts receivable remained within the maturity limits established in the institutional policy, and 100% of the goals were achieved in both billing and collections.

The Ministry of Public Health recognized the institution for its adherence to regulations and attention to the guiding

principles of governance, institutional transparency, and accountability and for compliance with Law 122-05 that regulates non-profit associations (ASFL). It also recognized Profamilia and other NGO's for their efforts to improve the quality of life for people in situations of vulnerability, which represents a positive impact for the Dominican health system.

As customary, the results of the audit made by an independent and renowned professional auditing firm are available in Profamilia's web page.

Receipt of recognition from the Ministry of Public Health and Social Assistance

Continued improvement, permanent learning for institutional growth

During 2022, the Continued Improvement unit implemented audits of the institutional supply chain processes; the performance evaluation model and billing and collections, respectively; action plans were carried out to address the identified nonconformities and to achieve improvement in the designed work systems.

The actions of other areas were followed up in order to guarantee the quality and improvement of the processes.

The monitoring and evaluation area carried out three quarterly monitoring activities in a timely manner and the progress was shared with implementers and supervisors, which contributed to improve the work plans.

In 2022, information was collected to identify aspects related to pregnancy and childbirth care that could be affecting the number of cesarean sections performed, as well as knowledge, attitudes and concerns of women with pregnancies, in order to strengthen obstetric services at the Rosa Cisneros clinic. These results will be presented in 2023.

Similarly, a study was conducted to learn about the socioeconomic characteristics of the beneficiaries of prepaid services, which allows us to identify opportunities for improving the strategy for delivering health services through prepaid services. This information was shared with the institutional clinics, as well as their level of satisfaction with the services they receive.



Also, together with Marketing and other areas, we promoted the e-commerce project to develop an e-commerce platform to be presented to the public in the first quarter of 2023.



INSTITUTIONAL GOVERNANCE

Profamilia's Board of Directors, together with the Executive Director and in accordance with the role assigned to it by the bylaws, worked on the formulation of a new Strategic Plan to guide the institution's work for the period 2023-2028.

In this regard, during 2022, discussions were held among the areas on the challenges faced by the institution and the 2016-2022 Strategic Plan was evaluated, with the participation of directors, managers, coordinators and the Board of Directors, and progress was made in its formulation.

Seven proposals were developed and submitted to donors, 4 of which were approved and 2 are pending response. The approved proposals add two new donors (UNDP, La Red/ ACPP/ Ayuntamiento Pamplona), contributing to the diversification of funding sources.



BOARD OF DIRECTORS



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OUR DONORS



2022

Annual

Report

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