

Table of Contents		
1.0 Introduction from the Medical Superintendent	page 1	
2.0 Sexual and Reproductive Health (SRH)	5	
3.0 Out Patients, Dental and Eyes Department	7	
4.0 Adult Inpatient and Diagnostics	9	
5.0 Community Health and Batwa	10	
6.0 HIV/AIDS and Tuberculosis program	12	
7.0 Child Health	14	
8.0 Byumba Health Centre II	16	
9.0 Surgery	17	
10.0 Public Relations and Fundraising	19	
11.0 Human Resources (HR)	20	
12.0 Administration	22	
13.0 Accounts and Finance	23	

Mission: Serving Jesus Christ through giving holistic health care and life in all its fullness to the staff, patients, clients and visitors in the Hospital and community.

#### Introduction from the Medical Superintendent



The year 2009/10 has been another success story in implementation of the three year strategic plan. We would like to whole heartedly thank all our supporters and the entire staff of Bwindi Community Hospital.We appreciate Dr. Scott and Carol

Dr. Birungi Kellermann, the founders of BCH, for their continued support and offer very many thanks to Dr. Paul Williams and Vicky Holt who selflessly volunteered four years of their time here including leading the organization.

Currently the Hospital employs 115 staff of whom 42 are non-medical providing support services. The combined effort of this team has seen the organization continue offering quality services to the community in the Bwindi area and Kanungu district as a whole.

During 2009/10, 1,273 babies were delivered in our hospital (45% increase from the previous year) and 715 children were vaccinated. There were 6,661 family planning users of which 2,039 were new with an impressive trend in uptake of long term methods, especially implants and IUDs including post partum IUDs. Our staff in Sexual & Reproductive Health received training in collaboration with Stanford University.

Our surgery department carried out 339 major operations, of which 256 were caesarean sections. We hosted two surgical camps, one for cataract and a second for orthopaedics in collaboration with Ruharo Hospital and Drs. Seth and Meg Frenzen.

A total of 25,656 patients were attended to as Out Patients of whom 7,858 were children under five years. 554 new HIV diagnoses were made out of the 10,476 people tested (5.3%).

From the hospital's annual household survey of 2009, it became evident that only 25% of the women in their reproductive age were using modern birth control methods, 38% of deliveries were assisted by trained health workers, and the mosquito net coverage was 39%. Subsequently, our community

health interventions throughout the year have been guided by this survey. We carried out 600 community outreach visits covering areas such as dental health, HIV testing, treatment and counseling, screening for malnutrition, family planning, and malaria prevention for which over 5,000 mosquito nets were distributed. A similar survey is being conducted this year to measure both the outputs and outcomes of such interventions and the results will be published on our website.

We should also highlight that attaining and maintaining such achievements requires significant amounts of money. Our Finance & Accounts department annually hosts external auditors whose report is also posted on our website to be shared with all our supporters. This year, our annual budget for the operating costs stands at slightly over \$800,000. We are indebted to our partners including the Eurochange Charity, The Elton John AIDS Foundation, TOUCH Uganda, the Macauley Foundation, EGPAF, JCRC, Marie Stopes International, Family Health International, and the many other donors who have supported our work. We would also like to thank the Kellermann Foundation and Friends of Bwindi Hospital charities for the selfless service given in mobilizing funds on our behalf.

Our recent partnership with International Medical Group (IMG) Uganda and the launch of the eQuality Health membership scheme as a form of community healthcare financing has been a milestone as we move towards sustainable funding for the Hospital. Community members will be raising half of their healthcare costs at \$3 per person per year, while the remainder we plan to raise from our supporters.

We are looking forward to the Ugandan Government (Ministry of Health) honoring our application for financial support, including the funding of staff since the wage bill accounts for 62% of our expenditure.

Finally, I take the opportunity to wish all our supporters good health. Together we can make our world a better place for everyone.

I thank you all.

Re- Forme

Dr. Birungi Mutahunga R. Medical Superintendent BCH 15 August 2010

## Sexual and Reproductive Health (SRH)

**Goal:** Safe deliveries for all women in the Bwindi area. Implement quality pre and post-natal care. All patients to have free access to treatment for Sexually Transmitted Infections (STI's), and all couples to have free access to Family Planning.

Over the last 10 years, Uganda has reduced deaths associated with pregnancy and child birth (Maternal Mortality Rate) from 505 to 435 deaths per 100,000 live births (UNDP 2008). Uganda will have to meet the Millennium Development Goal target of 131 deaths per 100,000 live births over the next five years. Births rates remain high as the women using modern family planning methods country wide remain low at only 24%

During 2009/10, our SRH department has been one of the busiest in the Hospital. We delivered a total of 1,273 babies of which 256 were by surgery (Caesarean section). This translates into a 45% increase from the previous year and this program has been greatly supported by Marie Stopes International who have been subsidizing pregnancy, delivery and post natal care.

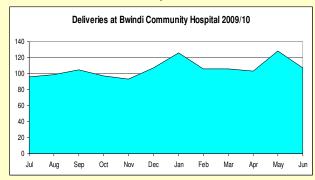


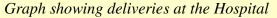
Mothers have been asked to pay only UGX 3000 (\$1.5) while Marie Stopes International have met the rest of the costs.

Together with our free Waiting Mother's Hostel, these two factors have been a major contribution to increased hospital delivery.

While at the hostel, mothers are taught about family planning, nutrition, personal hygiene, and prevention of mother to child transmission of HIV.

In the last one year, the number of women using birth control methods increased by 37% to 6,661. However, the percentage of women using modern methods of birth control still stands slightly higher than the national average at 26%. Our thanks go to the dedicated team led by Elizabeth Nabadda.





### What we plan to achieve in 2010/11 is:

- To increase family planning coverage in Kayonza and Mpungu from the current 26% to 30%
- The completion of the SRH policy manual
- Continue a gynaecology clinic and to host a gynaecology camp.
- To seek alternative funding for SRH.
- To increase the number of Hospital deliveries to 150 per month.

### Achievements include:

- A larger waiting mothers' hostel
  - An average of 105 Hospital deliveries per month with more women returning for postnatal clinics
  - More than 500 women receiving family planning and advice each month
  - 28 staff now trained in family planning.
  - 19 staff working full-time in the department
  - Supply of free mosquito nets for pregnant mothers
  - Acquired an oxygen concentrator for resuscitating the new born

## **Outpatient, Dental and Eyes Department (OPD)**

## **Goal:**

For all patients in the area with a health problem to have access to a friendly clinician who will see them promptly, perform a history review and thorough examination, order appropriate investigations, determine the correct diagnosis, communicate this diagnosis clearly, advise how BCH will treat this condition and offer health promotion and education.

Under the leadership of Peter Niwagaba, we saw more than 25,000 patients in the department over the last year. In addition to the existing clinics, we have been able to start other chronic care clinics including Epilepsy, hypertension, eyes, and orthopaedic.

More than 8,000 people have had their mouths screened for various dental problems with 1,149 having teeth extractions.

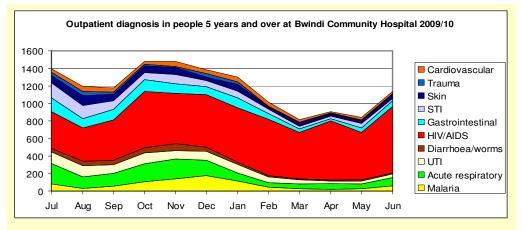
We continue to focus on improving the quality of care for all patients and more especially those with long-term medical conditions through specialist doctor-led care. teams.



The dental team at work. The clinic is open daily with a number of outreaches.

## Achievements include:

- Establishment of additional chronic care clinics
- More than 25,000 patients seen
- Hosted specialists in dental, eye and orthopedic clinics
- Staff sent on refresher courses.
- The running of weekly eye clinics
- Dental officer Jacob Kiplangat completed his dental studies.



Above: graph showing the different cases seen in OPD and below (left) a snap shot of a busy day at BCH.

- Maintain highest possible standards of acute care.
- Improve the quality of care for people with long-term medical conditions.
- Improve quality of care for people with mental health problems.
- Improve the skills of OPD to deal with youth problems.
- Improve the management of SRH problems in OPD.
- Increase the capacity of OPD to deal with additional patients
- Continue to provide dental service treatment.
- Continue to manage common eye problems.



## **Adult Inpatient and Diagnostics**

Goal: Any person in the area with a health problem can access a friendly clinician who will see them quickly, perform a thorough history and examination, order appropriate investigations, make the correct diagnosis, communicate this diagnosis to him/her, teach him or her how to treat this condition and offer health promotion and education.

The outpatient department is now under the leadership of Dr. Richard Kazibwe together with a nurse Roger Ampeire and laboratory technologist Frank Ssedyabane.

Last year, we admitted over 650patients with AIDS and chest infections being the most common illnesses.

## Achievements include:

- Improved palliative care
- Better maintenance of Laboratory equipment
- Improved quality control and timely reporting of results
- Trained more staff in x-ray and ultra sound
- Maintained high dependency beds with monitoring equipment



Frank a lab technologist

- Complex emergency care improvement
- Maintain quality management of critically ill patients
- Palliative care training and development of guidelines for managing terminally ill patients
- Improve epidemic management preparedness and maintain high safety levels in the laboratory
- Provision of high level of services to patients with quality investigations.
- Acquire CBC machine, fridge, second microscope, blood warmer and centrifuge.
- Provide a regular high quality x-ray and ultra sound service

## **Community Health and Batwa**

Goal: To reach out to every school and village with immunisations, access to antenatal care and family planning, nutrition education, malaria prevention and water and sanitation improvements

The Community and Batwa health team under the leadership of Rev. Sam has continued to share knowledge and skills about health with every village and household in the Bwindi area. The team holds workshops on two or three days each month to teach Village Health Promoters (VHPs) about different aspects of health, and in turn the VHPs take the knowledge back to every households in the community.

We believe that improving health begins in the home, and we want everyone in his area to take their share of responsibility in improving the overall health of their family and community.

Distribution of mosquito nets to fight malaria at subsidized cost is one of the projects that the community team tirelessly worked on last year and will continue this year. Many other diseases can be prevented by having adequate information and access to clean water, and skills to be able to grow and prepare a balanced diet.



## Achievements include:

- The immunization of 95% of all children born at the Hospital
- More than 15,000 mosquito nets distributed
- Screening of all children in our catchments area for malnutrition
- The recruitment of a school nurse
- Used the data collected in the community survey report to target action to those most in need.
- Benefited from the training by Colgate University in qualitative research methods to address community health issues.



- To increase food production and food security for households
- Continue to teach men and women about good household sanitation
- Having housing competitions and awarding prizes to individuals with the best improved homes
- To identify children between 1 and 5years in Kayonza and Mpungu with malnutrition
- Continue weekly malaria prevention talks in churches and mosques
- Immunize all children under 5 years against preventable diseases
- Teach young people about sexual or reproductive health rights.
- Teach primary 4 to primary 7 pupils on sexual health, HIV/STI, etc

### **HIV/AIDS & TUBERCULOSIS**

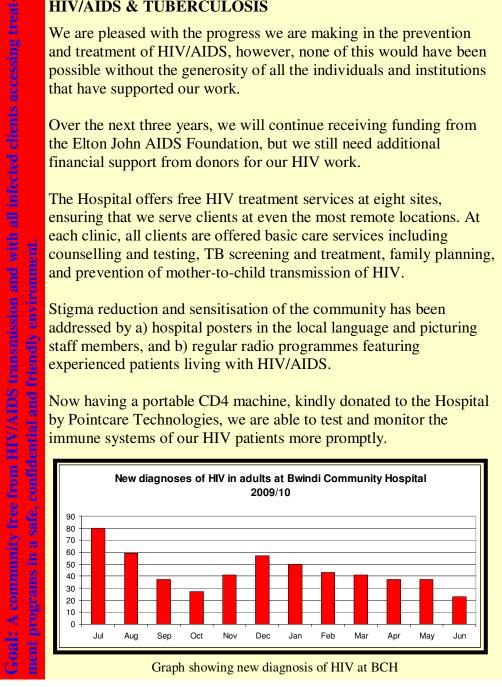
We are pleased with the progress we are making in the prevention and treatment of HIV/AIDS, however, none of this would have been possible without the generosity of all the individuals and institutions that have supported our work.

Over the next three years, we will continue receiving funding from the Elton John AIDS Foundation, but we still need additional financial support from donors for our HIV work.

The Hospital offers free HIV treatment services at eight sites, ensuring that we serve clients at even the most remote locations. At each clinic, all clients are offered basic care services including counselling and testing, TB screening and treatment, family planning, and prevention of mother-to-child transmission of HIV.

Stigma reduction and sensitisation of the community has been addressed by a) hospital posters in the local language and picturing staff members, and b) regular radio programmes featuring experienced patients living with HIV/AIDS.

Now having a portable CD4 machine, kindly donated to the Hospital by Pointcare Technologies, we are able to test and monitor the immune systems of our HIV patients more promptly.



## Achievements include:

- Weekly radio programmes
- The screening of more than 10,000 people
- Enrolled more than 1,600 people on our treatment programme
- Taught children in over 50 schools about HIV/AIDS
- Expanded the number of HIV treatment locations to six.
- A weekly Sexually Transmitted Infections (STIs) clinic with free consultation and treatment to adolescents
- The distribution of nearly 150,000 condoms



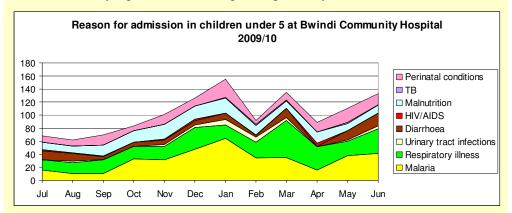
Candle lighting during the World Aids day in December, 2009

- For all people living in our catchments area to have a basic knowledge of HIV and where they can get tested and treated
- That 25% of people living in our catchments area are tested for HIV
- For all pregnant women in our catchments area to be tested for HIV and those who are positive to have access to our PMTCT services
- All patients who are HIV positive to have access to a free, high quality, confidential, holistic treatment services.
- Reduce through education the risk of HIV transmission
- Early detection of tuberculosis (TB) of suspects in the community, prompt diagnosis using evidence-based protocols, quality clinical assessment, and successful completion of treatment.
- Acquire a Microscope for use during outreaches.

## **Child Health**

Goal: To improve child health through education, prevention, and high quality treatment services in a child-centered environment.

The number of children dying before the age of five years is still too high, with 8 out of every 100 dying before they celebrate their first birthday, and 14 out of 100 dying before reaching the age of 5 years.



We are fortunate to have been able to offer subsidised health care for most of the children under five in our area through the Child Health Access Program, (CHAP) kindly supported by the Eurochange Charity.



This has greatly improved our services of Child health care ultimately making the children's ward one of the busiest. Last year, we admitted 1,221 and saw 6,893 in the out patient department. All the mothers who come to the ward receive regular teaching sessions in family planning,

immunization, nutrition, sanitation and use of mosquito nets.

ato

## Achievements include:

- Reduced neonatal mortality rates in the ward from 22% to 14.3%
- Reduced mortality rate in under fives admitted from 3.2% to 2.2%
- Obtained a heater and pulse oxymeter
- Children with long term health problems all reviewed regularly by the child health team.
- Completed CHAP registration in our catchments area.
- Put in place a doctor led clinic for chronic conditions.



- Increased awareness of our neonatal services to the community.
- Continuous training program in place for nurses



- Reduction in neonatal mortality rate to less than 14%
- Reduction in deaths in under fives to under 2%
- Reduction in malnutrition readmission rate to under 5%
- An independent neonatal room with its own entry
- Improve the play area for recovering children with more facilities
- Seek complementary funding for the CHAP program

## **Byumba Health Center II**

## **Goal:** Continue to provide a high quality service delivery health centre.

Byumba Health centre provides healthcare to the batwa/ pygmies and the surrounding community.

Under the leadership of Patric Tweheyo the centre treated 4,363 patients.

The patients not only come to get treatment but they also receive information on preventable diseases, family planning, HIV testing and chronic care clinics services.

A team from the Hospital goes to Byumba on a weekly basis to provide antenatal care, family planning services, and other specialist clinics.

The team continue to educate people around Byumba in the evenings, and on Sundays in the churches.



Patients wait for treatment at Byumba HC II

### Achievements include:

- Acquired a motorcycle to aid transport
- Antenatal care services every Friday
- Held an adolescent camp for reproductive healthcare awareness.

- To ensure that every child completes the course of immunization
- To ensure that long term medical conditions are reviewed in chronic care clinics.
- High quality focused antenatal care and post natal services
- Offer a counselling and testing service for HIV to every client
- To deliver quality family planning services.
- Maintain regular teachings about the use of mosquito nets.
- To improve the health care management skills.

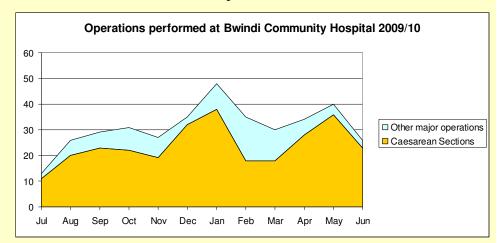
## Surgery

Goal: Be able to perform a Caesarean section at any time. Host visiting surgeons to reduce disability, and improve health through operative interventions. Build a surgical team and service to meet the many needs of the local community.



A team of Ugandan doctors, Birungi, Julius and Richard working in Bwindi continue to run weekly surgical clinics, dealing with emergencies, and other surgical cases from the neighbouring health facilities.

There has been an enormous need in the community for both emergency and elective surgical services, and last year we focused on organising camps, liaising with other surgeons and Hospitals, to deliver this service. We held both the cataract and Orthopaedic surgical camps in June in which 28 people were operated upon for cataract eye conditions and 21 in the orthopaedic camp. We teamed with Ruharo Hospital in the cataract camp and with Dr. Seth and Meg Frenzen from USA who supported us in the orthopaedic camp. We had our first group of cleft pallet patients taken to Corsu Hospital in Kampala for surgery, and plan to continue to work with them to ensure better services are delivered to our patients.



## **Achievements include:**

- 256 Caesarean sections
- 83 other major operations carried out by BCH staff or visiting surgeons
- 1706 Minor operations (incision and drainage, evacuation of retained products of conception, wound debridement and skin grafting)
- Provision of sterilization facilities for the whole Hospital
- Infection control audits and recommendations for the Hospital
- Recruited additional nurses and clinical support workers

- A caesarean section rate of less than 15%
- Post caesarean sepsis rates of under 5%
- Decision to operate to opening the skin to within 15-20 minutes
- Provision of a safe anaesthetic service
- Quality pre and post operative care
- High quality infection prevention measures

### **Public Relations and Fundraising**

Goal: Communicate an up-to-date image of the Hospital to the existing donors, potential donors and other Organisations working within Uganda. Raise funds to fill the gaps in the running costs of the Organisation not obtained from other sources, and to raise money for new capital project developments.

Like any private organization, Bwindi Community Hospital needs money to service and support the community. We have to meet the operational costs and fund new programmes for the future, pay salaries for staff, keep buildings and vehicles in a good state of repair, and pay for any new equipment urgently needed. The list is endless. And the stark truth is that raising nearly **\$900,000** for last year's budget for the hospital to carry out its activities has been very tough.

We have signed partnerships with three new organizations to support our work. The challenge still lies ahead of us to raise over **\$900,000** for this financial year. We are very grateful to all the people who have supported us to date, and to those who plan to continue to support our outstanding work.

### Achievements include:

- Well coordinated weekly radio programmes
- Five new scholarships for the staff
- Timely production of newsletters
- Launching of a new website at www.bwindihospital.com
- Timely communication with donors
- Partnerships with Buy A Net and CORE Foundation in Canada, and IMF and Health Project Initiatives (HIPS) in Uganda.

#### What we plan to achieve in 2010/11

• Maintain regular communication to donors

• Continue to seek additional funding sources

• Keep up-to-date with current health events & fundraising opportunities

• Develop new partnerships with NGOs (both local and foreign)

• Build relationships with tourists and tour companies

• Seek funds for scholarships for staff

• Encourage donors to contribute to the Hospital endowment fund.

• Raise funds for additional staff housing

## Human Resources (HR)

Goal: To recruit and retain the best staff available at every level of the organization.

Senior management are well aware that motivated staff are productive colleagues. It's a well known fact that those who care about their tasks will work more efficiently and effectively. Equally, there are areas in which a leading member of staff can not only motivate others to increase productivity but also improve the general atmosphere in the workplace as well.

Bwindi Community Hospital has been careful to recruit staff with a "we can" team attitude and include those who have made the decision to utilize their talents and skills to assist the organization be successful.

There are now 115 employees, an increase of five from the previous year. We still consider scholarships as one of the ways to recruit and retain quality health workers, and this year we awarded five scholarships to existing staff for further studies. We are very grateful to Dr. Mark Astill, Dr. Natasha McDonald, Chus Caballo and Iza Malanowska who volunteered their time serving in various capacities at the Hospital for a year up to July 2010.





## chievements iclude:

- Opened a staff library
- Awarded 5 scholarships to staff
- Recognition of the best performing staff
- Low staff turn over rate
- Support of Continuous Medical Education programmes

- Help all new staff members to better understand the organization, including clinical and non-clinical policies, through improved orientation courses.
- Ensure good management practices within the HR area including safety and physical security of staff and personal information.
- Continue to maintain good staff welfare including staff accommodation, training, and financial support
- Ensure smooth running of the hospital, with adequate staff to perform all of the responsibilities of the identified programme areas
- Provide staff with up-to-date information on developments in their respective professional areas.
- Provide quality preventative and curative Occupational Health services for all staff.
- Continue to establish a successful hospital for staff
- Job security, that all staff are appraised annually to help them to meet their personal goals, and the expectations of the organization.

## Administration

Goal: Quality logistics, effective maintenance, steady expansion of the infrastructure to meet the growing health care needs of the community, clear internal communications, and regular communication with partners and the community.

Under the leadership of Canon Charles Byarugaba, the administration team plays a key support role in the functioning of the Hospital. This team has managed timely procurement of medical and non-medical supplies and ensured that all the hospital equipments are well maintained. In addition to keeping the Hospital clean and tidy, the management and implementation of major projects has been completed on time and to budget. Administration has coordinated the delivery of the strategic plan, and has been fully involved in other support programmes of the Hospital.

## Achievements include:

- Completion of the extension of the Waiting Mothers' Hostel.
- Computerization of all departments in the Hospital
- Completed the construction of a drainage system
- Started construction of the Hospital security fence
- Acquired a telephone system for both internal and external communication.
- No stock out of essential drugs and other non-clinical supplies.
- Excellent data backup system.

- Enriching all staff with computer skills
- Developing a comprehensive hospital security policy
- Implementation of N+computing
- Implementation of a Virtual Private Network where staff can access data from a wider area including while on outreaches.
- Excellent internal and external data collection systems
- Ensure coordination of Hospital activities around the strategic plan
- Maintain an efficient motor vehicle service
- Maintaining a waste management system that meets government standards and is fit for the hospital.
- Completing the security fencing of the Hospital

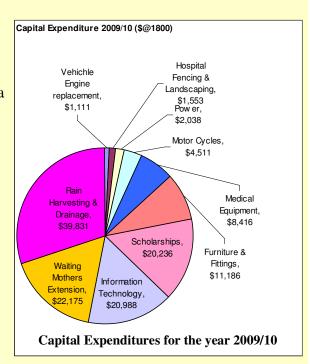
## **Accounts and Finance**

Goal: Effective management of the Hospital financial resources with quality and timely reporting.

The financial year 2009/2010 did not meet its capital expansion plans due to restricted external funding. However, we plan to continue to appeal to donors so that we can still implement these capital projects over the next few years.

The operating expenditure for the year rose by 60% from \$545,600 in 2008/09 to \$886,800 in 2009/10. This is mainly attributed to the intensive HIV/AIDS, TB, PMTCT activities generously funded by the Elton John Aids Foundation, the under fives receiving free access to our health care program kindly supported by Eurochange Charity, the increased activities in the Sexual & Reproductive Health and Surgical services with the Marie Stopes Uganda Safe Motherhood Program, and the continued fight against malaria from subsidized mosquito nets.

The hospital runs at a cost of \$69,500 per month. 47% of this is guaranteed income from our supporters but 53% is donor dependent which is a big challenge for the Hospital. Our aim is to secure 100% guaranteed income. Staff are our core resource & their salaries form over 60% of our total operating costs. Our operating budget for the year 2010/2011 reflects our strategy to consolidate this year. Execution of our services will cost \$924,274 (an additional 4% over 2009/10 expenditure)



## What we plan to achieve in 2010/11

- In-depth review of financial policies and procedures.
- Improve follow up of pledges with the fundraising team
- Maximize payments by cheque and e-banking to suppliers
- Maintain close relationship with our partners
- Create a financial information calendar
- Facilitate the annual audit of accounts for 2009/10, and publish the report by December 2010

## Achievements include:

- Excellent service to donors that reflects their importance to the sustainability of the
- organization.
  Transparent systems for accountability
- Compliance with the generally accepted accounting principles and the law.
- Published audited accounts report of the previous year.

## **Challenges include:**

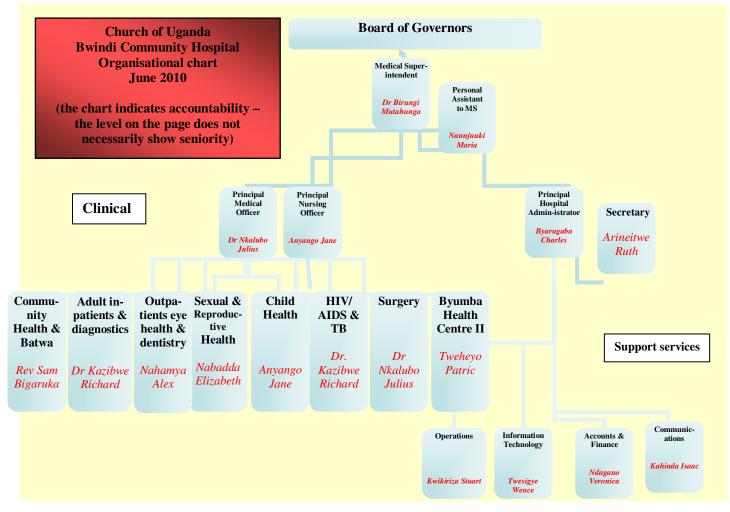
- Obtaining additional financial support from the Ugandan government.
- Achieving an operating cash reserve of at least a month.
- Instilling self responsibility into the community we serve, and encouraging them into contributing towards the costs of their healthcare.
- Securing 100% guaranteed income for the running of service.

## Areas requiring financial support:

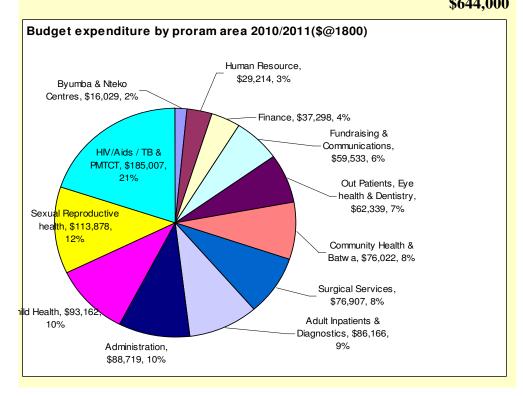
- Staff wages (costs about \$35,000 per month)
- Operating costs for Sexual and Reproductive Health services including family planning, antenatal care and delivery
- Community health and Batwa services including malaria prevention and school health program
- Construction of decent accommodation for staff
- Scholarships for staff

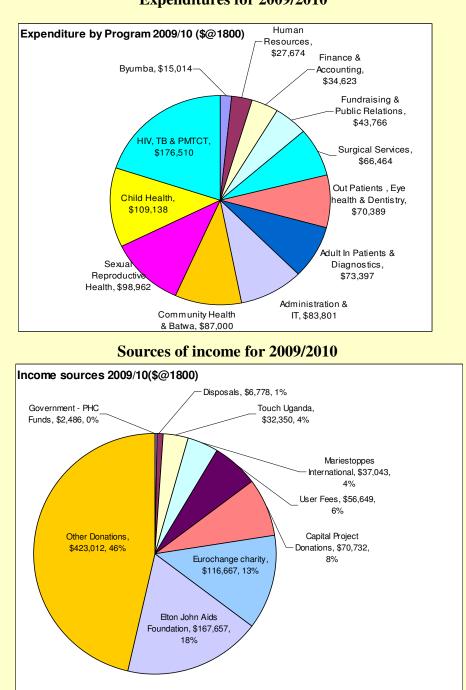
Note: The financial information in this report has not yet been independently audited. We plan to publish audited accounts by December of each year.

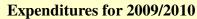




Bwindi Community Hospital Planned Capital Projects include:	
New Adult and Inpatient Ward	\$166,700
Administration block with garage	\$111,100
Doctor's house and two staff blocks	\$111,100
Community ambulance	\$72,300
Maternity ward extension	\$66,700
Medical equipment	\$29,500
Scholarships	\$19,500
Hospital fencing, landscaping with walkways	\$16,700
Flooring of the operating theatre with terrazzo.	\$16,700
Adult ward conversion to surgical ward	\$8,400
Fire Management System	\$8,400
Library and garage set-up costs	\$8,400
Hand wash dispensers	\$6,200
Placenta pit	\$2,300
	\$644.000







# **Current members of the Board of Governors**

Chairman (Bishop Kinkiizi Diocese)	Rt. Rev. John Ntegyereize
Vice Chairman (Diocesan secretary)	Rev. Justus Tibasigwa
Secretary (Medical Superintendent)	Dr. Birungi Mutahunga R.
Member (Hospital Founder)	Dr. Scott Kellerman
Member (Mothers Union President )	Christine Tumusiime
Member (Local Parish Priest)	Rev. Eldard Beyeza
Member (Chairman BCRC)	Byamukama Francis
Member (Hospital Administrator)	Canon Charles Byarugaba
Member (Finance Manager)	Ndagano Veronica
Member (Principal Nursing Officer)	Jane Anyango
Member (Staff Representative)	Twebaze James
Ex-officio members	
Sam Karibwende	Chairperson LCIII, Kayonza
Dr.Sarah Kyobe	Voluntary Service Overseas
Hon. Amama Mbabazi	Area MP, Kinkizi West
Dr. Ben Mbonye	Retired civil servant
Precious Ngabirano	Diocesan Chancellor
1 recious reguliano	



Transport remains a problem in the Bwindi area. In this picture, a patient is brought to the Hospital using a locally made stretcher. Often patients are carried for miles to reach us.



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