



HWC

Annual Report 2012



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CHAIRMAN'S SPEECH

Mr. Yacoub Ghunaimat

Despite these hard times and the severe financial crisis, Health Work Committees has continued its efficient compassion for serving the people of this steadfast nation particularly the poor, the marginalized and those who are targeted by the replacing Israeli occupation that is the only occupation exists in the contemporary world, which falsely alleges civilization, democracy and human rights. The daily endeavors of the invisible soldiers and the devoted staff of Health Work Committees made it possible. Thus the outcomes were promising for a good future for the organization at many levels as it has been represented in this report.

When objectively analyzing the evolving situation in Palestine, we can conclude that it hasn't been changing but slightly deteriorating, as the Israeli occupation has been imposing burdensome upon the Palestinians and stealing their national wealth (the land along with its water, and what

it generously provides). The Israeli occupation has been manifesting its authority through the confiscation of the land, the siege, the demolition of every house, village and city, and the disturbing of every beautiful moments.

The series of event of the year 2012 have reflected this reality; the battle of hunger strike, that our hero prisoners went through protesting against the administrative detention policy. Then additional 1500 prisoner have joined the battle protesting the occupation's policies against them. Some of the prisoners went through hunger strike for more than five months and making a historical legend in the steadfastness and stubbornness of the Palestinians against the occupation.

The occupation's violations against the religious and historical places have been escalated including the holy Al-Aqsa Mosque at the forefront. The financial crisis of the Palestinian non-

governmental organization and the Palestinian authority has impacted negatively all aspects of the Palestinian lives. Also the continuous siege and the division within the Palestinian society have led to several activities and protests persuading to end the division and to stop the coordination and the absurd negotiations between the Palestinian authority and the Israeli occupation.

During this year, the ongoing discussions have been about two prominent topics; the heroic steadfastness and the victory of the popular resistance in Gaza in addition to the political victory, which led to the recognition of Palestine as a non-member observer state in the United Nations. The Palestinians have achieved those victories despite that they are still under the Israeli occupation that is supported by the American Imperialism. Thus, ending the division within the Palestinian society and the establishment of a unified workable Palestinian strategic plan to strengthen the root of historical Palestine are essential along with adopting all forms of resistance are necessary for overcoming the occupation and demarcating the foundations for the Palestinian state with Jerusalem as its capital.

The Palestinian present state of affairs is connected with the international status quo of disturbed balances of power; the American capitalist has been sponsoring the international imperialism as the only leader of this world; it has been embarking on murder and robbery to conquer its capitalist interest. This has clearly affected the

Arab nation who are suffering from the chaos and the wars of the western intervention as it is the case in Syria, Iraq, Egypt, Libya, Yemen, and Tunisia ...etc. In turn this led to the weakness and the dispersion of the Arab world. This has signified major disappointment for what counted upon the Arab Spring.

The global and the Arab's status quo, and the deteriorating international financial crisis has several negative impacts; there are several nations whose wealth has been destructed and robbed and thus still suffering from poverty and several misfortunes. It also clearly reflects itself upon the Palestinian reality; moreover, the Palestinian authority and the non-governmental organizations have been facing financial crisis. And so the majority of the Palestinian nation has become bank loans hostages. They have been struggling through planned, systematic and programmatic policies, which aim at causing starvation, subjugation and unacceptable solutions for it only serves the interests of the Israeli occupation.

Our organization has been part of the current Palestinian status quo as it continues to struggle because of the limited available resources and the accumulation of the fiscal deficits. This suggests that we should re-evaluate and re-assess our expenditures and sources of income in a serious attempt to decrease the disturbing gap between the expenditures, which currently have been exceeding the income. Also intensive research for sources of income, which can resolve

the accumulated deficit, should be conducted. Moreover, there is an urgent need for reaching out to all the free and the influential persons around the world and its organizations in order to support the mission of the organization of serving the oppressed and the poor nations including the Palestinian nation at the forefront. Health Work Committees has social and philosophical mission with right based approach outlook focusing on serving the poor, the marginalized and those who are targeted by the occupation aiming at the realization of a free Palestinian society enjoying fair, developed and comprehensive health rights.

With pride and appreciation, we express our

gratitude to those invisible soldiers, the staff of the organization, who have worked hard reticently despite that they haven't earned their salaries for several months. If they weren't patient, we won't be able to continuously serving the people of our nation including the poor and the marginalized. We also appreciate our donors for without their generous giving and support, none of the activities or services addressed on the report would exist. Our appreciation extends to the donors and friends of the organization who give without expecting anything back.

Salute for all those who are devoted and for their hard work.



INTRODUCTION

Ms. Shatha Odeh

It is my honor to present to you Health Work Committees' accomplishments for the year 2012. The realization of all the organization's accomplishments was only possible because of the strenuous efforts of its staffs. Despite the financial crisis, which has been facing the organization, its staffs have been dedicated and committed to the organization and the work that they have been doing. Moreover, the organization has been optimistic about the recognition of its vision of a free Palestinian society enjoying health rights that are equitable, well-developed and comprehensive and the realization of its mission, which is based on the provision of health services to all segments of the Palestinian population, particularly the poor and the marginalized; building development models, and lobbying and advocating in support of favorable policies and legislations. The organization still put an emphasis on adopting the principles of total quality in all its programs and activities. Due to the unique case of Jerusalem, HWC have been organizing dedicated programs

targeting all segments of the population in order to meet their needs. Moreover, the programs aim at promoting the Palestinian national identity in times when the city of Jerusalem has been suffering from different forms of oppression and its history have been obliterated by the Israeli occupation.

The year 2012 has ended, but the organization is still enduring several challenges and difficulties that have been evolving at the national level and within the internal structural organization of HWC. Definitely, the current political and economical situation has affected the organization. It has been escalated as the external funding has declined due of the global financial crisis. Several countries around the world have been negatively affected by the financial crisis yet some of those we used to depend on for funding such as Spain. These changes have been taken into consideration and in turn they have been taken as a learning lesson for HWC; the organization has realized the importance of building funding relationships

with diverse national and international parties in addition to focusing on self-financing sources. Thus the organization has taken several decisions; it has changed the organizational structure of the public relation department, recruited new staff for the department and enhanced the capacity of its current staff. Through the department, the organization has targeted the national private sector and the local community for supporting the organization. Moreover, it has strengthened its relationships with the embassies and representative offices in Palestine. The positive returns of the previous changes have been tangible at the end of 2012 and at the beginning of 2013. Moreover, the Primary Healthcare Department, Community Development Department and Programs, and the Financial and Administrative Department have worked side by side in a continuum chain as they have depended on and complemented each other to face the financial crisis.

The Primary Healthcare Department has improved the way by which it has been monitoring health outcomes and indicators; it has been publishing indicatives for the percentage of each center's patient coverage in relation to the total number of patients in the governorate. The percentage of HWC's health centers and clinics' patient coverage in relation to the total number of patients in the areas of intervention was 23%.

The Primary Healthcare Department has been supervising 17 health centers and clinics, In addition to the mobile clinics, which has been reaching out to 29 locations in marginalized and isolated communities of area C. Also it has been administrating health programs including the Women's Health Program, the Well Baby Program, the Diabetes Care Program and the School Health Program in East Jerusalem. The department has continued to provide quality healthcare

services through its centers, clinics and programs. Nonetheless, it has been experiencing several challenges and difficulties; the Palestinian Ministry of Health has open several health centers and clinic in locations at close proximity from some of HWC's health centers and clinics. This has negatively impacted HWC's health clinics and centers as the number of patients visiting the HWC's centers and clinics has decreased. Thus, HWC's health centers and clinics have decreased its day working hours. The most challenging goal for HWC has been the opening of Dr. Ahmad Al-Maslamani Hospital in Beit Sahour. The unavailability of sufficient fund has been the main reason why the hospital has not been operated yet. In order to compensate for that, it has increased its night working hours. Moreover, HWC has been planning on opening a maternity hospital in Tubas as it has dedicated a building for that. At the same time, the Palestinian Ministry of Health has the intention of building a hospital with maternity unit. This means that there is a low chance for the maternity hospital of HWC in Tubas to succeed.

This indicates that the coordination and the complementary of work between the different Palestinian NGOs and the Palestinian Ministry of Health have not been effective. The coordination and the complementary efforts need to be re-evaluated and organized in a way that guarantees the good for all citizens.

The same is held true about the delivery hospital at Tubas as the Palestinian Ministry of Health is also planning on opening a delivery hospital. This indicates that the communication and organization between the different NGOs and official organization is not effective. This should be changed to meet the needs of the citizens. Dunya Women Cancer Center for diagnosing breast and gynecological cancer has been promising

and improving at accelerated pace. Palestinian expert women staff has been providing quality diagnostic services. The center is a unique national entity that has been under the consideration of several organizations. The achievements of the center have been doubled in 2012. Thus HWC has achieved its goal of building development model through Dunya Center that serves critical health cause, which affects the lives of women.

The organization operates on a right based approach and believes on the ideology of justice and equality for all without any form of discrimination including gender based discrimination. In order to ensure that, HWC has organized a team, which includes part of its staff and expertise on gender issues; the team has audited the organization's policies and programs to ensure that it is gender sensitive. Based on the audition, the organization will integrate the appropriate changes in order to equitably meet the needs of the targeted groups and the organization's staff.

The organization considers health as a significant part of development. The health status is influenced by political, social, cultural and economical factors. The occupation remains to be the main obstacle against the full realization of high quality healthcare and sustainable development. The Community Development Department and Programs of HWC has been based on the liberated development, which promotes the resistance and steadfastness of the Palestinians against the Israeli policies and practices. Building development models for the youth, elderly, people with disabilities, and children, whether through the establishment of programs or specialized centers, has been a point of intersection between the Community Development Department and Programs and the Primary Healthcare Department.

The organization's administrative and financial

policies are based on the principles of good governance and it encompasses integrity, transparency, and accountability as its core values. This is something which the organization is proud of. At the same time, the organization is entitled to the civil society organizations code of conduct. In 2012, the board of directors of HWC has been re-elected. The board of directors meets periodically in order to supervise, audit and for ensure efficient accountability. This is in addition to the establishment of different policies. Thus it has been fulfilling the ultimate role of the NGO board of directors.

The organization has been implementing emergency response operation plan because of the financial crisis it has been facing. The executive board and the board of directors have utilized all the methods for the careful management of the financial crisis and eventually overcoming it. Some of those methods have been successful; while others have not been successful. This has been an incentive for ensuring the continuity of the organization and its staff means of living.

We are still optimistic that HWC will remain well established and influential national organization; we believe that the organization has previously experienced an era of prosperity and it will have successful future.

Health Work Committees will remain outstanding with its mission, staff, values, hope and future.

Last but not least, I would like to take the opportunity to express my appreciation and thanks for all the organization's staff for their efforts. Also I would like to extend my gratitude to our friends and partners who have been supporting the organization.

Primary Health Care Department

The Primary Health Care Department is considered one of the organization's largest departments. It aims at providing quality primary health care service for tens of thousands of Palestinians through its health centers, mobile clinics and health programs. It has 17 health centers and clinics, in addition to three mobile clinics that reach out to 29 locations in marginalized and isolated areas.

The Primary Health Care Department's services are provided at seven of the nation's governorates including:

1. **Qalqilya Governorate:** Qalqilya Health Center.
2. **Salbit Governorate:** Marda Health Center.
3. **Nablus Governorate:**
 - a. Nablus Medical Center in the Old City of Nablus,
 - b. Salem Health Center,
 - c. Awarta Health Center,
 - d. and Al-Bathan health Center.
4. **Tubas Governorate:** Al-Shifa Medical Center in Tubas, and the mobile clinic, which covers 7 locations in the northern Jordan valley .
5. **Ramallah and Al-Bireh Governorate:**
 - a. Al-Mazra'a Al-Sharqiyeh Medical Center,
 - b. Kufur Ni'mah Medical Center,
 - c. Rantis Clinic,
 - d. Al-Lubban Clinic,
 - e. Ras Karkar Clinic.
 - f. This is in addition to Dunya Women Cancer Center for diagnosing breast and gynecological cancer.
6. **Bethlehem Governorate:**

- a. Beit Sahour Medical Center
- b. Battir Health Center.

7. Hebron Governorate:

- a. Halhoul Medical Center,
- b. Hebron Emergency Center in the Old City of Hebron,
- c. Sai'r Medical Center

The department supervises the mobile clinic that reach out to locations in poor, remote and marginalized areas; it reaches out to 22 locations in the south and 7 locations in the northern Jordan Valley of the West Bank. The mobile clinic's team provides Emergency Medicine services, General Medicine services, Women's Health Program services, Well Baby Program services and Laboratory services, periodically.

The Primary Health Care Department supervises the provision of quality health programs through its health centers and mobile clinics, which are:

1. Women's Health Program
2. Well Baby Program
3. Diabetes Care Program
4. School Health Program in East Jerusalem

The department has 148 employees in addition to 104 specialist physicians in more than 19 medical specialties.

The services, which are provided at the health centers, vary depending on the size of the population where the center is located and includes:

Emergency Medicine services, General Medicine services, Women's Health Program services, Well Baby Program services and Laboratory services are

standard services are provided in all the centers mentioned above including the mobile clinics. Radiology services and Specialized Medical services including Dentistry are provided in 5 health centers. Beit Sahour Medical Center and Qalqilya Medical Center are distinctive for providing Day-care Surgery services.

Dunya Women Cancer Center for diagnosing breast and gynecological cancer was established in 2011 at Ramallah city of the West Bank. It is considered the first of its kind in Palestine. It is greatly distinctive for providing efficient diagnostic services, treatment management and follow-up plans for its clients. Also it has effective referral system.

During 2012, the Health Information Program, which the department refers to its data for various reporting and analytical methodologies, has improved. The health indicators are what mainly have improved; an accurate detailed description for the services provided (nursing, medical, emergency or other specialized services) has been made available. The Emergency Medical services and the General Medicine services have been presented disjointedly within the indicators and the reports. Also the clinic health services and the medical diagnostic services such as the Radiology services, the Laboratory services, and Pharmaceutical services...etc, have been presented disjointedly as well.

During 2012, the following health indicators have been monitored:

- The number of patients, who visited the health centers and clinics
- The number of visits for the health centers and clinics without duplication
- The percentage of the second visits for the health centers and clinics.
- The percentage of the follow-up visits from the

number of visits for each center.

- The percentage of the patients' coverage through HWC's health centers and clinics from the total patients in Palestine. This indicator has been monitored through the collaboration with other healthcare organizations.

Since new indicators have been monitored in 2012, this report will not address any statistical comparison between the current data and those of the previous years.

The department supervises the **Mobile Clinic Program** that reaches out to locations in poor, remote and marginalized areas; it reaches out to 22 locations in the south and 7 locations in the northern Jordan Valley of the West Bank. The mobile clinic's team provides Emergency Medicine services, General Medicine services, Women's Health Program services, Well Baby Program services and Laboratory services, periodically.

The **Women's Health Program** has been implemented in all of HWC's health centers and clinics through medical team of 8 expert female physicians in the women health field. In addition to the gynecologist who serves as consultant physician and director of the program as he supervises the program development and administration. The staff also consisted of 13 nurses, health workers and health educator. The women's health program's services are provided in accordance with sexual and reproductive health national protocols. Moreover, it integrates preventive and intervention procedures for early detection of abuse and domestic violence cases among women by providing the appropriate support and referrals for abused women.

The **School Health Program** in East Jerusalem is one of the organization's vital programs. It has been implemented in 70 schools, which accounts

for 69.3% of the schools in Jerusalem excluding the schools administrated through the Jerusalem municipality of the Israeli Ministry of Education. The program serves around 20 thousand male and female students. The school health program's services have been provided by qualified team of 12 staff members, which include dentists, nurses and health workers.

Through the **Diabetes Care Program**, curative and preventive healthcare services including medical diagnosis and treatment are provided in accordance with the national protocols for diabetics. This is in addition to counseling and awareness services. Also the program manages efficient referral system to specialist physicians. The program has been implemented in 14 of the HWC health centers and clinics.

The department manages the **Well Baby Program**, which has been implemented in 14 health centers and clinics. Standard healthcare services for children between 1-5 years old are provided through the program once a week in different locations.

Continuing Education and Training

One of the organization's goals is to develop and invest in the social capital of the organization; the department organized several professional trainings, which benefited 80 staff members. This is in addition to attending workshops, seminars and scientific days, which were organized by the ministry of health and non-governmental and national organizations.

HWC is active in several national development and health coalitions such as the Chronic Diseases Committee, the Tobacco Control Committee, the Health Education and Promotion National Committee, the Breastfeeding Committee, and others, which the department is actively involved

with. This is in addition to its participation with the Health and Nutrition Cluster led by the WHO.

General Health Indicators of the Primary Health Care Department:

The health indicators for HWC's Primary health care department are as follows:

According to the Ministry of Health, the total number of patients in the West Bank in 2012, was 662,255 patients, while the number of HWC's health centers and clinics patients was 97,202 patients which accounted for 15% of the total number of patients in the West Bank. Whereas the total number of patients in the areas where Health Work Committees' health centers and clinics are located was 430,302 patients which accounted for 23% of the total patients in these areas.

General health indicators on a governorate level were as follows:

Bethlehem Governorate: the total number of patients in the governorate was 49,866 patients, of which 20,897 patients were treated at HWC's health centers and clinics. This counted for 42% of the total patients of Bethlehem governorate.

Hebron Governorate: the total number of the governorate's patients was 160,292 patients, 26,043 patients were treated at HWC's Halhoul Medical Center, Hebron Emergency Center, and Sai'r Medical Center. This counted for 16% of the total patients of Hebron governorate.

Ramallah & Al-Bireh Governorate: the total number of patients in the governorate was 79,855 patients, of whom 7,011 patients were served by HWC's Al-Mazra'a Al-Sharqiyeh Center and Kufur Ni'mah Health Center. This counted for 12% of the total patients of Ramallah & Al-Bireh governorate.

Tubas Governorate: the total number of patients in

the governorate was 27,146 patients, of whom 17,474 patients were treated at HWC's clinics and centers. This is accounted for 64% of the total patients of Tubas governorate.

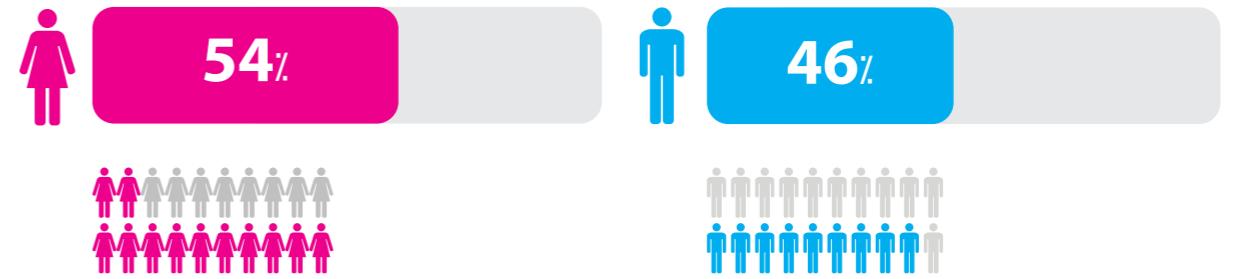
Nablus Governorate: the total number of patients in the governorate was 89,033 patients, of whom 10,364 patients were treated at HWC's clinics and centers. This is accounted for 12% of the total patients of Nablus governorate.

Qalqilya Governorate: the total number of patients in the governorate was 25,663, of whom 14,150 patients were treated at HWC's clinics and centers. This is accounted for 55% of the total patients of the Qalqilya governorate.

Salfit Governorate: the total number of patients in the governorate was 16,530 patients, of whom 1,263 patients were treated at HWC's clinics and centers. This is accounted for 8% of the total patients of Salfit governorate.

HEALTH INDICATORS:
Distribution of HWC Beneficiaries by Gender

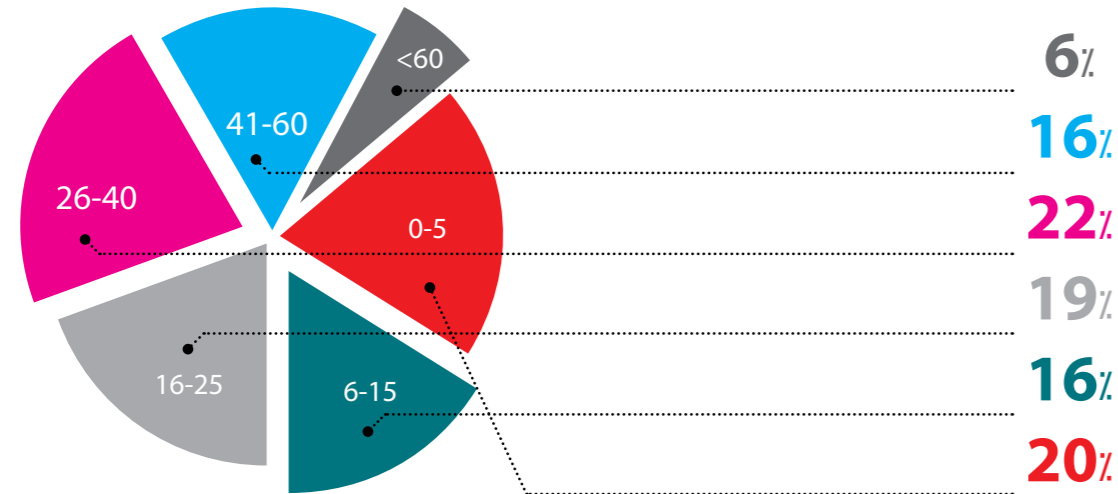
46% of the patients were males, while 54% of the patients were females.



Distribution of HWC's beneficiaries by age:

Age	0-5	6-15	16-25	26-40	41-60	60>	Total
Male	10,723	8,978	7,518	8,386	6,280	2,498	44,383
Female	9,060	6,866	10,634	13,387	9,067	3,805	52,819
Total	19,783	15,844	18,152	21,773	15,347	6,303	97,202
Percentage	20%	16%	19%	22%	16%	6%	100%

Distribution of HWC's Beneficiaries by Age:



Distribution of HWC's Beneficiaries by Health Insurance:

With health insurance	86,763	89%
Without health insurance	10,439	11%
Total	97,202	100%



With health
insurance

89%



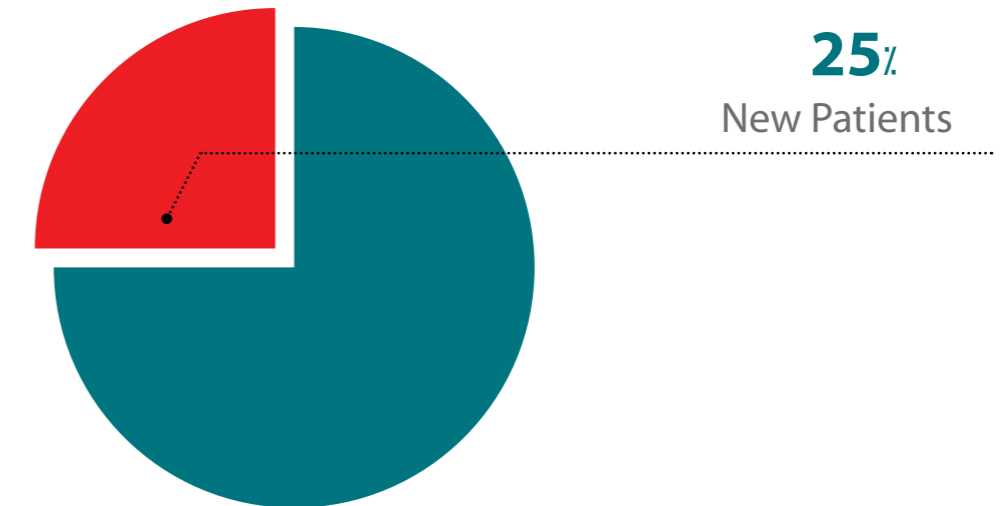
Without
health
insurance

Distribution of HWC's Beneficiaries by Social Exemption (social case):

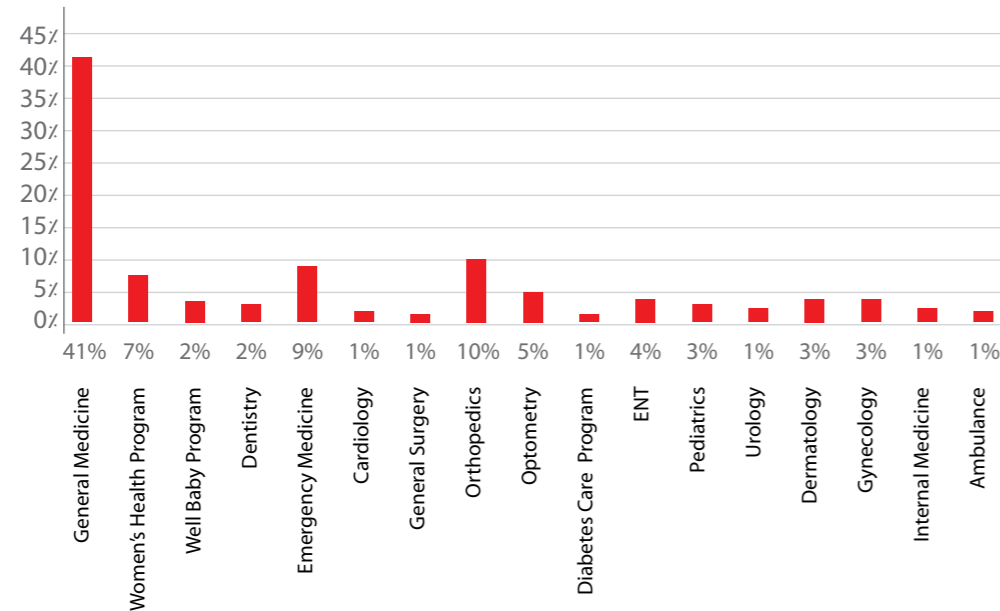
Total number of patients	Patients with social case	Percentage
97,202	8,456	9%

The Percentage of the New Patients:

Total number of patients	New patients	Percentage
97,202	23,872	25%



Distribution of Patients' Visits by Clinic:



- The number of patients' visits without duplication ¹to HWC's health centers and clinics was 112,130 visits. This is 8% decrease compared to 2011
- The total number of visits with duplication ²was 180,318 visits. Of which 26,157 visits were as follow up ³visits which 15% of total visits.
- The number of medical diagnostic services provided was 139,784 services that reflect an increase by 15% compared to the number of medical diagnostic services provided during 2011. The medical diagnostic services include Radiology services, Laboratory services, Pharmaceutical services, Medical and Nursing activities, and Electrocardiography services. This doesn't include physician's diagnosis services.
- The number of patients' second visits and its subsequent visits was 60,949 visits, which accounted 34% of the total patient's visits.

¹ Patient's visits without duplication: patient's visits to one clinic in the health centers one visit only.

² Visits with duplication: patients' visit to the same clinic second time and more during the year.

³ Follow-up visit: patient's visit to the same clinic within 15 days of the first visit.



Health Centers



Bethlehem Governorate

Beit Sahour Medical Center

Beit Sahour Medical Center was established in 1988. It has been considered the largest of HWC's health centers and clinics. The center has 29 full time employees in addition to a number of specialist physicians and specialized technicians, who work on a contractual basis. The center's working hours is from 8 am to 10 pm 7 days a week. In the center, services are provided through the following:

- General Medicine
- Emergency Medicine
- Well Baby Program

- Radiology unit
 - Medical Laboratory
 - 21 Specialized clinics
 - Day-care Surgery unit
- During 2012, 439 surgeries were performed at Beit Sahour Medical Center which is 11% increase from the previous year 2011.
- The second floor of Dr. Maslamani Hospital in Beit Sahour was completed, while the third floor has been under construction and operational plan for the hospital has been prepared



Remarkable Indicators:

Number of Patients	• 19.883 patients which accounts for 40% of Bethlehem governorate's patients.
Number of Visits to the clinics	• 25.908 visits for Beit Sahour Medical Center's clinics, which include General Medicine, Emergency Medicine, Women's Health Program, Well Baby Program and other specialized clinics' health services.
Medical Diagnostic Services	• 23.976 medical diagnostic services were provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Beit Sahour Medical Center has been distinctive center for the year of 2012

Beit Sahour Center has received a team of 13 optometric surgeons and specialized medical technicians of different nationalities including Americans, Colombians, Filipino, Canadians and Palestinians. The team visited the center in cooperation with the Holy Land Trust and Global Health Volunteers organizations.

Beit Sahour Medical Center provided the surgery rooms and its staff while the team provided the operation's supplies from lenses and others. The visiting team provided standard ophthalmic exams for 300 clients, and has performed 115 surgeries including cataract and glaucoma operations for patients who were among the marginalized and the poor of Bethlehem and Hebron governorates. The patients were exempted from any fees due to their economical and social status.

During their visit, the medical team has complimented upon the sophisticated quality of the services, which have been provided at the center along with the high level of hygiene and organization of the center. Moreover, the team

was impressed by the staff's attitudes towards the clients, primarily those who were among the poor and the marginalized, as they were happily providing services for them. In return, the clients expressed their satisfaction and gratitude for the center's staff and the visiting medical team.

Mr. Eid Rasheed, a 67 years old patient from Yatta of Hebron governorate, expressed his gratitude and appreciation to the team and staff. Rasheed had been in need for ophthalmic surgery since many years ago, but due to his poor economic situation, it was a burden for him having the surgery in a timely manner. He said: "having the surgery performed has been comforting for me. Now, I became optimistic that I will retain my good vision, which will allow me to live with my daily life activities normally."

This is not the first time for an international medical team to visit Beit Sahour Medical Center and perform surgeries for the patients; since 2000, HWC has been receiving many medical specialists including urologist, pediatric surgeons, orthopedics, and reconstructive surgeons of different nationalities such as Germans, Italians, Australians and others.

Battir Health Center



Battir Health Center was established in Battir village in 1988. Initially, the center was operating through a partnership agreement between HWC and the Palestinian Ministry of Health (MoH). The Palestinian MoH terminated the agreement in 2011 as it established its own medical center in the

village. In order to avoid the duplication of service provision, HWC changed the center’s working hours where it provides its general medicine services in the days that MoH clinic is closed and starts opening evening hours from 3-9pm. .Currently, the center has 4 staffs and provides the following services

- General Medicine
- Emergency Medicine
- Women’s health Program
- Well Baby Program services
- Specialized clinics
- Medical Laboratory

Remarkable Indicators:

Number of Patients	• 1.014 patients visited the center
Number of Visits to the clinics	• 1.126 visits for Battir Health Center’s clinics, which include General Medicine, Emergency Medicine, Well Baby Program and other specialized clinics’ health services.
Medical Diagnostic Services	• 1.758 medical diagnostic services were provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Hebron Governorate
Halhoul Medical Center

Halhoul Medical Center was established in 1988 in Halhoul town. It has been providing its services for the residents of Halhoul town and its neighboring villages. The center operates daily for 14 hours, from 8 am to 10 pm. The center has 22 staff members including physicians, nurses, and specialized technician. , in addition to specialist physicians, who work on contractual basis. Halhoul Medical Center is considered one of the most advanced centers in providing comprehensive primary healthcare medical services including:

- General Medicine
- Emergency Medicine
- 19 Specialized clinics
- Radiology unit, which includes panoramic radiography
- Medical Laboratory
- Women’s Health Program
- Well Baby Program



Remarkable Indicators:

Number of Patients	• 13.934 patients visited the center’s clinics.
Number of Visits to the clinics	• 15.476 visits to Halhoul Medical Center’s clinics, which include General Medicine clinics, Emergency Medicine clinics, Well Baby Program’s health services, and other specialized clinics.
Medical Diagnostic Services	• 23.107 medical diagnostic services were provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Hebron Emergency Center



The center is located in H2 area in the north of Hebron City (Old City of Hebron). H2 area is a densely populated area surrounded by settlements, and it has been under the control and administration of the Israeli occupation. The center has been serving an average of 50 thousand people who are residents of the Old City of Hebron and its neighboring communities. During 2012, the number of patients visited to the center has increased by 16% compared to the number of clients' visited the centre in 2011. This increase was due to the closure of Mohammad Ali Al-Muhtaseb Hospital, which was the only healthcare service provider besides Hebron Emergency Center, in H2 area; after the closure of the hospital, the South Area Civil Committee appealed to HWC proposing to open Hebron Emergency Center for 24 hours primarily to provide Emergency Medicine healthcare services. HWC has been aware of the residents' need for the centre's services to strengthen their health and resilience and thus HWC approved the committee's appeal. Currently, Hebron Emergency Center is the only health



center serving H2 area.

The center has 6 staff members, in addition to specialist physicians who work on contractual basis during the night shift.

In the center, services are provided through the following fields :

- General Medicine for 24 hours

- Emergency Medicine for 24 hours
- Medical Laboratory for 24 hours
- 12 specialized clinics, which provide services during the morning and evening's shifts.
- Women's Health Program
- Well Baby Program





Remarkable Indicators:

Number of Patients	• 9.477 patients visited the center.
Number of Visits to the clinics	• 10.038 visits to Hebron Emergency Center’s clinics, which include General Medicine clinics, Emergency Medicine clinics, Women’s Health Program services, Well Baby Program’s services, and other specialized clinics.
Medical Diagnostic Services	• 16.045 medical diagnostic services, provided include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Sai’r Health Center

HWC started providing health services in Sair town through the mobile clinic .In 2006,HWC decided to establish Sa’ir Medical Center.The center has 4 staff members and its working hours are from 8 am to 2 pm.The center provides the following services:

- Emergency Medicine
- Women’s Health Program
- Well Baby Program
- General Medicine



Remarkable Indicators:

Number of Patients	• 2.632 patients visited the center.
Number of Visits to the clinics	• 2.873 visits to Sai’r Medical Center’s clinics, which include General Medicine clinics, Emergency Medicine clinics, Women’s Health Program services, Well Baby Program’s services, and other specialized clinics.
Medical Diagnostic Services	• 565 medical diagnostic services provided.

Ramallah and Al-Bireh Governorate

Al- Mazra'a Al-Sharqiya Health Center



Al-Mazra'a Al-Sharqiya Health Center was established in 1989. The center was moved to a newly constructed two floors building in 2009. Since then the center has been administrated through joint partnership agreement between HWC and the Palestinian Ministry of Health.

The year 2012 has been a year of prosperity for the center; the center has received a grant from the Emirates Red Crescent for equipping the ophthalmology and the ENT clinics, in addition to establishing an elevator between the first and the second floor of the center's building. Also the grant has covered the expenditure of purchasing a TV, furniture and panoramic radiography machine. Most of the equipment has been purchased and operated.

During 2012, the quality of healthcare services provided at the center and the patients' satisfactions have been assessed; the results were promising. In order to improve the quality of the services provided, appropriate intervention plan has been developed; the staff worked on promoting and advertising for Al-Mazra'a Al-Sharqiya Health Center's services, increasing the number and quality of the health awareness workshops and increasing the community medical events, in addition the working hours of the dentistry clinic extended to work both morning and evening.

The center has a unique positive relationship

with the local community and its community based organizations; the administration of the center representing HWC has conducted periodic advisory meetings with the village council and other civil based organizations.

The center has engaged with the community through several medical and social events; in cooperation with the village council, the center has commemorated the 8th of March. Many of the village's residents have attended the ceremony, in which the women, who have completed the First Aid training, were honored.

The center has 9 staff members of physicians, nurses, technicians and service workers. Working from 8 am to 9 pm providing services in the following fields:

- General Medicine
- Emergency Medicine
- 7 specialized clinics
- Women's Health Program
- Well Baby Program
- Diabetes Care Program

- Medical Laboratory
- Radiology unit, which includes panoramic radiography



Remarkable Indicators:

Number of Patients

- **2.308 patients visited the center.**

Number of Visits to the clinics

- **2.821 visits to Sai'r Medical Center's clinics, which include General Medicine clinics, Emergency Medicine clinics, Women's Health Program services, Well Baby Program's services, and other specialized clinics.**

Medical Diagnostic Services

- **3.411 medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, Electrocardiography service.**

Kufr Neimeh Health Center

Kufr Neimeh Health Center was established in 1989; it has been administrated through the joint partnership agreement between HWC and the Palestinian Ministry of Health. Currently, it is the only healthcare center that serves the population of western Ramallah's villages.

The center has 9 staff members working from 8 am to 9 pm, in two shifts morning and afternoon shifts.

In the center, services provided are the following:

- Emergency Medicine
- Women's Health Program
- Well Baby Program
- Diabetes Care Program
- 7 specialized clinics including dentistry clinic
- Medical Laboratory



Remarkable Indicators:

Number of Patients

- **4.703** patients.

Number of Visits to the clinics

- **6.281** visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women's Health Program, Well Baby Program's services, and other specialized clinics.

Medical Diagnostic Services

- **5.344** medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Dunya Women Cancer Center

“Dunya Center has proved itself and became prominent in the health system”

Dr. Fouad Sbatin



Dunya Center was established in 2011 through partnership between Health Work Committees and Medipalestine-Switzerland. After one year, external evaluation for the center has proved that Health Work Committees has the capacity and the expertise to manage the center independently. Based on the evaluation, the partnership between HWC and Medipalestine-Switzerland has been terminated. As of march 2012 the center became an independent entity of HWC.

Dunya provides unique diagnostic services that has not been available in Palestine before.

The center opens Sunday through Thursday from 8 am and 4 pm providing the following services:

1. Breast Physical Examination
2. Mammography
3. Ultrasound
4. Ultrasound-guided Tru-cut biopsy
5. Wire Localization
6. Pap Smear
7. Colposcopy
8. Medical Laboratory Tests
9. Cytology Laboratory



10. Second Opinion Service

11. Physical Therapy service, particularly for the hand, in order to minimize any potential post lumpectomy or mastectomy surgery's complications.

12. Counseling

The centre had improved its diagnostic services and recruited expert human resources to work in the center; during 2012, the following specialties were added to the centre:

- Histologist once a week
- General Surgeon/ once a week
- Physiotherapist along with another intern physiotherapist, who is under training,

work as needed in the center. The intern physiotherapist is expected to complete her training at the beginning of 2013 and then she will be appointed as a full time staff.

- Nutritionist

The center aims at increasing the capacity of its staff and medical team through training and continuous learning opportunities. During 2012, the center's medical team participated in national and international conferences on breast and gynecological cancers.

In cooperation with the Women's Health Program's team of HWC, Dunya conducted several community awareness campaigns on the early detection of breast cancer. During 2012, Dunya launched three



campaigns that had been sponsored by local Palestinian and Arab banks and companies, and by national and international donors. Moreover, 50 awareness lectures and workshops were conducted in the north, south and middle regions of the West Bank benefited more than 1200 woman. Different national and local NGOs, CBOs, women organizations, national organizations and development organizations have participated in the campaigns.

During 2012, one of the center's main priorities was to strengthen its relation with media agencies and freelance journalist and thus promoting and advertising for the center and its unique services through various media venues. Dunya Center and its activities have been promoted through interviews on different local and national radio and television shows, and reportages that have been streamed through different media agencies



including Palestine TV , MBC satellite channels, the Palestinian News and Info Agency, Wafa, Radio Nissa Fm, Radio Angham, and Radio Hala. This includes one television advertisement and two radio advertisements about the center's services and the importance of breast cancer early detection. Moreover, Dunya Center's services have been promoted and advertised internationally through an Italian TV channel, which photographed the center and conducted interviews with the medical staff.

In addition to that, 3 Students from the medial and journalism college at Birzeit University have completed reportage about Dunya Center as part of their graduation project.

Dunya received several international delegations from different countries including Spain, Belgium, Germany, Italy, Caritas International, and Denmark,

in addition to visitors from local organizations.

Remarkable Indicators:

Since its opening, Dunya was able to:

- Provide diagnostic services for more than 2,169 women.
- Perform 50 ultrasound-guided tru-cut biopsy
- Diagnose 28 new cases of breast cancer with

less than 2 cm tumor, of which 6 cases with less than 1 cm malignant tumor.

Those statistical data are of significance for the centre as it reflects the expertise of the medical team and the efficiency of the diagnostic equipments that have been used. None of diagnostic services in Palestine has the capacity to diagnose breast cancer with less than 1 cm malignant tumor.



Nablus Governorate

Nablus Medical Center (Old City of Nablus)

Nablus Medical Center was established in 1989 in the Old City of Nablus opening from 8 am to 2 pm. The center has 14 staff members providing the following services:

- General Medicine
- Emergency Medicine
- Women's Health Program
- Well Baby Program
- Diabetes Care Program
- Specialized Clinics including Dentistry Clinic

This year, the community health education program has been active through the center; awareness workshops about sexual and reproductive health, women's health, adolescence, women empowerment, youth leadership, and first aid

were conducted for college and school students. Those awareness workshops have benefited 5,115 females and 2,591 males.

Also 99 lectures were presented at Nablus Medical Center. 666 persons have attended those lectures and benefited from it. The center organized a Medical Day for people of Burqa village; during the Medical Day, medical examinations have been conducted for women and diabetic patients.

In cooperation with the Nablus Medical Center and the School Health Department of the Ministry of Education, activities were organized for high school students of Tel Boys High School and their families. Also the center organized activities for commemorating the International Women's Day.



Remarkable Indicators:

Number of Patients

- **5.572** patients visited the center.

Number of Visits to the clinics

- **6.042** visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women's Health Program, Well Baby Program's services, and other specialized clinics.

Medical Diagnostic Services

- **8.974** medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Salem Clinic

Salem Clinic was established in 1988 at the beginning of the First Intifada. The center nowadays consisted of two floors building providing services from 8 am to 9 pm divided into two shifts; a morning and an afternoon shift. The center has five staff members including those who work on contractual basis. Salem Clinic provides the following services:

- General Medicine
- Emergency Medicine
- Women’s Health Program
- Well Baby Program
- Diabetes Care Program
- Dentistry Medicine
- Medical Laboratory



Remarkable Indicators:

Number of Patients	• 1.757 patients visited the clinic.
Number of Visits to the clinics	• 2.804 visits to the clinics of the center including General Medicine clinics, Emergency Medicine clinics, Women’s Health Program, Well Baby Program and specialized clinics.
Medical Diagnostic Services	• 4.049 medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Awarta Medical Center



Awarta Medical Center was established in 1994. The center provides services from 8 am to 9 pm divided into two shifts. It has 6 staff members including those who work on contractual basis. In the center, services provided are:

- General Medicine
- Emergency Medicine
- Women’s Health Program
- Well Baby Program
- Diabetes Care Program
- Medical Laboratory

Remarkable Indicators:

Number of Patients	• 2.111 patients visited the center.
Number of Visits to the clinics	• 2.408 visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women’s Health Program, Well Baby Program, and other specialized clinics.
Medical Diagnostic Services	• 4.907 medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Success Story at Awarta Medical Center Integration of Psychological Healthcare Services

In March of 2011, the Israeli occupying forces invaded Awarta village for 3 weeks. The invasion had a severe negative effect on the psychological health of Awarta village's residents. Thus, in the beginning of 2012, the management of the center decided to add psychological health services to the Primary Health Care clinics under the supervision of Doctors of the World organization. It was of significant to provide psychological health services through the Primary Health Care clinics for it facilitates patient's access to those services despite the stigma associated with the psychological health.

The medical team of Awarta Medical Center along with two physicians and two nurses from Marda Medical Center of HWC were trained by expert psychiatrists on psychological health field for six month. The training focused on identifying cases, which require intervention at the psychological level and instructions on referral system protocol. Moreover, booklet, which includes the mechanism of making a referral and health centers' addresses, to where a referral can be made, was issued.

Several psychophysiology cases were detected such as bedwetting; most of those cases were treated at Awarta Medical Center and Marda Medical Center. Some cases were

referred to outside providers to get a second opinion on the validation of the diagnosis, which was done by HWC medical team. Also, some of the cases were referred to the psychiatric unit of Nablus department of health and the Palestinian Counseling Center of Nablus.

Till this day, the medical team of Awarta Medical Center is still cooperating and exchanging information with the Doctors of the World organization. Also the two parties have been cooperating on the supervision of many cases.

The outcomes of the program have exceeded the expectations of Awarta Medical Center management at many levels including number of psychosocial cases that were diagnosed and treated. In addition to the number of counseling sessions conducted.

A diagnostic questionnaire has been evaluated and restructured by the medical team of Awarta Medical Center since some problems were encountered while diagnosing some of the cases. Moreover, special registration forms have been designed for recording and then to follow up with the diagnosed cases.

This successful experience has been transmitted to the psychiatric unit of Nablus Department of Health. There is a potential for adopting this program by HWC to integrate it into all of its medical centers and clinics.

Tubas Governorate Al-Shifa Center

Al-Shifa Center was established in 1996. It has been providing services for the population of Tubas seven days a week from 8 am to 9 pm. In 2012 the center provided services to around 64% of the total patients of Tubas area. The center has 15 staff members and 23 specialist physicians, who work on a contractual basis.

In the center, services are provided through the following fields:

- General Medicine
- Emergency Medicine
- Women's Health Program
- Well Baby Program

- Diabetes Care Program
- Medical Laboratory
- Radiology unit, which includes mammography for breast cancer screening
- 14 Specialized Clinics.

The community health education program at Al-Shifa Center has been active; several health awareness workshops and Medical Days have been held with the corporation of different CBOs in Tubas. 7 Medical Days were held in Tubas and benefited more than 500 persons. In addition to 85 awareness workshops on different social and health issues that benefited 1447 persons from different age groups.





Remarkable Indicators:

Number of Patients	• 17.474 patients, which accounts for 64% of the total patients of Tubas.
Number of Visits to the clinics	• 20.404 visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women's Health Program, Well Baby Program's services, and other specialized clinics.
Medical Diagnostic Services	• 13.706 medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Al-Bathan Medical Center

In 1989, HWC established the center in Wadi Al-Bathan village, which is located seven kilometers to the northern east of the city of Nablus at the intersection of the main road between Nablus, Tubas and Jenin. The village has a population of 3200 persons. The center has served 47% of the total patients of Wadi Al-Bathan village. It has 4 staff members in addition to physicians who work on contractual basis. The center works from 8 am to 2 pm providing the following services:

- General Medicine
- Emergency Medicine
- Women's Health Program
- Well Baby Program
- Diabetes Care Program
- Medical Laboratory
- ENT



Remarkable Indicators:

Number of Patients	• 724 patients visited the center.
Number of Visits to the clinics	• 829 visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women's Health Program, Well Baby Program's services, and other specialized clinics.
Medical Diagnostic Services	• 1.133 medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Qalqilya Governorate

Qalqilya Health Center

In 1990, the Popular Committees for Medical Services, which is the former name for HWC, has established Qalqilya Health Center. The center has been serving the population of Qalqilya city along with its surrounding villages. Since then, newly medical specialties and health services have been added to the center. Nowadays, it holds a leading position among all the health service providers of Qalqilya city.

In 2000, the center was transferred to a new 4 floors building; the first floor has Emergency Medicine unit, General Medicine unit, Medical Laboratory, Radiology unit and Pharmacy. The second floor has specialized clinics, while the third floor has Day Surgery unit. The construction of Maternity unit at the 4th floor of the building has been completed, but it has not been operated yet.

The working hours of the center are 7 days a week from 8 am to 10 pm for a total of 14 hours. It has 22 staff members in addition to a number of specialist physicians and staff members who work on contractual basis.

In the center, services are provided through the following units and clinics:

- Reception and Registration unit
- General Medicine clinic
- Emergency Medicine clinic
- Women’s Health clinic
- Medical Laboratory unit

- Radiology and Panoramic Radiography units
- Storage and Pharmacy units, which include medications and medical disposables required for The center
- Day Surgery unit, which includes the main Operation Room and two post surgery recovery rooms; one is for males and the other is for females. Each of the post surgery recovery rooms accommodates 3 beds and is fully equipped with the requirements and needs of the patients, who had surgeries.

Weekly specialized clinics, which are under the supervision of physicians working on contractual basis. The clinics are:

1. Ear, Nose and Throat (ENT)
2. Ultrasound clinic
3. Urology clinic
4. Dermatology clinic
5. Laser clinic
6. Gynecology clinic
7. Orthopedic clinic
8. Internal Medicine clinic
9. Cardiology clinic
10. Cardiograph unit
11. Ambulance



Significant Remarks:

- The center expands its relationship with specialists and associations in order to activate the work at the Day Surgery unit.
- Qalqilya Health Center signed an agreement with the National Insurance Company, to cover services for the UNRWA staff members covered by the National Company insurance, provided by the center.
- Finishing the construction of the maternity floor .

Remarkable Indicators:

Number of Patients	• 12.500 patients visited the center, which accounts for 48% of the total patients of Qalqilya city.
Number of Visits to the clinics	• 13.314 visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women’s Health Program, Well Baby Program, and other specialized clinics.
Medical Diagnostic Services	• 24.856 medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Salfit Governorate

Marda Health Clinic



Marda village is part of Salfit governorate. It has a population of 2,500 persons. The entire village has been surrounded with wire fence by the Israeli occupation. The village has only one opened entrance. Moreover, it is located close to Ariel settlement.

The clinic is managed through joint partnership between the Palestinian Ministry of Health and Health Work Committees. It has 5 staff members and its working hours are from 8 am to 2 pm.

In the center, services are provided through the following fields of health and medicine:

- General Medicine
- Emergency Medicine
- Women's Health Program
- Well Baby Program
- Diabetes Care Program
- Medical Laboratory

2012 was a year of distinction for the center; community health education activities including

22 awareness workshops about different social, psychological and health issues were organized by the center and benefited 300 persons. Moreover, psychological health services have been added to the Primary Health Care clinics in cooperation with Doctors of the World organization.

The centre's staffs have participated in intensive training about the psychological health. Thereafter, 32 cases of psychological disparities have been detected and were referred to specialized clinics for treatment and follow up.

In corporation with the Palestinian Ministry of Health, Marda Health Clinic's medical team has completed clinical examinations including vision and dental check-ups for 100 students. Moreover, health and psychological counseling were provided for students in cooperation with the school counselors. This is in addition to the provision of Swine influenza vaccination for 60 students primarily those who have chronic diseases.

Remarkable Indicators:

Number of Patients

- **1.263** patients visited the center.

Number of Visits to the clinics

- **1.728** visits to the clinics of the center, which include General Medicine clinics, Emergency Medicine clinics, Women's Health Program, Well Baby Program, and other specialized clinics.

Medical Diagnostic Services

- **2.697** medical diagnostic services provided, which include Medical Laboratory services, Radiology services, Medical and Nursing activities, and Electrocardiography service.

Mobile Clinics



Mobile Clinic in the South:

Health Work Committees has been supervising the mobile clinic program, which reaches out to 22 communities of Bethlehem and Hebron governorates in the South of the West Bank.

In Bethlehem governorate, the mobile clinic reaches out to the following communities; Umm Salamuna, Wadi Al-Nees, Wadi Rahal, Khirbat Zakariyya, Al-Walaja, Khallet Al-Numman, Khalayya Al-Louz, Handaza, Al-Manshiyya, Sheokh Al-Aroub, Al-Khas, Marah Ma'la, and Khallet Hadad.

In Hebron governorate, the mobile clinic reaches out to the following communities; Baqa'a, Al-Adaisseh, Jalajil, Masafer Bani Na'im, Masafer Yatta, Umm Safa, Khallet Saleh, and Hatta.

The mobile clinic has 18 staff members including physicians, nurses, health workers, Laboratory technicians, and drivers.

The medical team provides services through the following fields of health and medicine; General Medicine, Women's Health Program, Well Baby Program, and Medical Laboratory.

In this year, 20,745 healthcare services have been provided through the mobile clinic benefiting 6,645 males and 14,100 females. The number of visits to the mobile clinic was 3,074 visits.

In addition, community health education activities have been implemented through the mobile clinic and Women's Health Program in these communities; many of these activities have been organized through the health centers and clinics of HWC at Hebron Governorate. The main purposes of the community health education activities are; promoting HWC's relation with the local communities and other CBOs, and advocating for the poor, the vulnerable and the marginalized

groups in line with HWC's mission; several medical open days, health workshops, and children open days have been organized in the communities throughout the year. Moreover, several field visits have been organized.

HWC's centers at Hebron governorate received several international delegations; the general director of the World Health Organization in Palestine and the director of the health program of CARE International have visited Masafer Yatta mobile clinic. During their visit, they have witnessed the desperate living conditions of the people in these communities.

Furthermore, the mobile clinic team has participated in national conferences and national health activities.

The Mobile Clinic in the Middle Areas:

The mobile clinic reaches out to three villages, which are Al-Luban Al Gharbi, Ras Karkar, and Rantis of Ramallah and Al-Bireh governorate in the middle of the West Bank. The mobile clinic team has 12 staff members providing services of General Medicine, Emergency Medicine, Women's Health Program, Well Baby Program and Medical Laboratory services.

During this year, 11,159 persons have benefited from the mobile clinic in the three location; 556 persons have benefited from the Emergency Medicine services, 1,450 women have benefited from Women's Health Program and 891 children have benefited from the Well Baby Program. The number of female beneficiaries accounted for 70% of the total beneficiaries, while the male beneficiaries accounted for 30%.

Health education activities have been implemented through the mobile clinic targeting the community members. Open medical days for dental check-ups have been organized throughout the year in these communities in cooperation with HWC dentists and German visiting dentists.

Mobile Clinic in the Northern Jordan Valley's:

For many years, HWC has been working to reach vulnerable and marginalized locations in the Northern Jordan Valley where people suffer from shortage in the basic health services, in addition to violations to their rights by the Israeli occupation.

The mobile clinic, supported by Care International, reaches out to 7 communities in the Northern Jordan Valley, which are Furush Beit Dajan, Al-Ras Al-Ahmar, Bzik, Salhab, Al-Maleh, Ein Shibli, and Yarza.

The mobile clinic team has 8 staff members providing health services in General Medicine, Women's Health Program, Medical Laboratory services, and community health education activities. All of the services provided are free of charge.

During 2012, the number of visits to the mobile clinic was 11,553 visits. 8,797 persons have benefited from General Medicine services, 1,477 persons have benefited from Women's Health Program services and 543 persons have benefited from Medical Laboratory services. 1,143 persons have been referred to specialized clinics at Al-Shifa Center of HWC in Tubas or to other hospitals in Tubas governorate. In addition to 5,233 persons who have benefited from the community health education activities.



Health Programs



Health Programs

School Health Program in East Jerusalem

Since 1990, the School Health Program has been implemented in 70 schools of the occupied East Jerusalem and its surrounding communities. This accounts for 69.3% of the total number of schools in East Jerusalem aside from the schools which are administrated by the Jerusalem Municipality and the Israeli Ministry of Education.

The program has been supervised by the school health program director. It provides services regularly through the health clinics of 24 schools and part time through the health clinics of 30 schools.

The program provides:

1. Screening and early detection of medical problems including vision and hearing problems.
2. Health education and promotion
3. Improvement of school environment with special focus on school cafeteria
4. Prevention of infectious diseases by providing vaccination

The program provides needed vaccinations to school children in compliance with the Palestinian Unified National Vaccination Program. During this year, it provides vaccinations for first and ninth grades' students in 62 schools; 3,262 female and male first and ninth grades' students were vaccinated.

Medical check-ups that aims at the early diagnosis of diseases, the provision of the appropriate treatment and follow up, have been performed for 1,600 male and female students in 30 schools;

the distribution of the beneficiaries was as the following; 1,583 first grade students, including 756 males and 827 females in 36 schools. Also medical examinations have been done for 205 pre-school children.

As a result of the medical examination, the team discovered 202 weak vision cases, 8 crossed eyes cases, 12 cases have been diagnosed with the potential development of heart disease, 2 hernia cases, 1 hydrocele testis case, 1 undescended testicles case and 2 congenital heart disease cases. Several of those cases have been referred to specialized clinics. Their treatment plan have been followed upon through the school health program's nurse and documented on the students' school medical file.

Dental check-ups have been performed for 4,500 female and males students from first, forth, seventh and tenth grades' students , 250 students had composite fillings for their teeth. The year of 2012 has been the sixth year that the composite filling service provided for first grade students in 24 schools.

Vision check-ups were performed for 3,500 male and female students of first, fifth, eighth, and tenth grades , the exams have led to the diagnosis of 645 weak vision cases and 36 crossed -eyes cases, which accounts for 15% of the total vision check-ups that have been done. All the diagnosed cases have been referred to specialized clinics and their treatment plan have been followed upon through the school health program's nurse and documented on the students' school medical file.

Of all the cases, which have been diagnosed, 423 cases have actually adhered to the referral recommendation and visited specialized clinics. The initial diagnosis for 387 cases out of the 423 cases, which have adhered to the referral recommendation, was proved to be accurate. This accounts for 91.4% of the total cases. While 302 cases, which accounts for 78% of all the cases, were prescribed glasses.

During the year of 2012, 7 health festivals ,for promoting health issues ,has been organized. This is in addition to organizing many medical and social activities including organizing site visits to national and local CBOs, deliverance of meals and presents for orphans and school bags for 1,498 students.

As part of the community education activities, 886 health awareness lectures for male and female students have been organized; the lectures addressed topic on personal and dental hygiene, vision safety, vaccinations, balanced diet and other issues, which are important for the students' daily life. The lectures have benefited 16,868 students including 7,873 male students and 8,995 female students. Moreover, the students have presented 78 lectures to 2,039 students including 586 male students and 1,453 female students; the lectures addressed topics on the importance of having breakfast, personal hygiene, and dental hygiene. Also the program has organized hygiene campaign in which lectures about personal hygiene has been presented formally and through interactive activities with clowns. Personal hygiene bags were given for the participants during the campaign as well. In addition to that, 31 medical days, which addressed topics on dental health, Thalassaemia,

balanced diet, diabetes, and blood type test, have been organized for 3,185 students including 1,260 male students and 1,925 female students. Also 64 healthy breakfast groupings have been organized for 5,697 students including 2,087 male students, 3,610 female students and 222 parents.

Several health education activities have been organized through the school health program for the parents; 7 medical days for 497 parents, two awareness workshops about menopause for 54 mothers and 15 meetings with the parents were organized.

The faculty of the schools have been one of the targeted groups beneficiaries by the school health program; 3 medical days for 79 teachers have been organize in which lectures on diabetes, blood pressure and the significance of the height and weight measurements have been presented. Also 45 teachers and faculty members have participated in healthy breakfast groupings. Moreover, 13 health awareness lectures have been presented for 147 faculty members and 765 of the total first aid services have been provided for faculty members.

The program established students' health committees in each school, during this year, these committees supervised 577 series of the school radio, which have addressed social and health topics including personal hygiene, AIDS, and soft drinks. 330 wall magazines on different social and health issues have been published as well.

Health Work Committees has strengthen its relationship with the Palestinian Ministry of Education, the Palestinian Ministry of Health and the Jerusalem District Health Directorate and its surrounding communities health directorate by

organizing several meetings with its representatives through the school health program; meetings with the Palestinian Ministry of Health were organized to coordinate the Vaccination project, which has been implemented through the school health program. The Palestinian Ministry of Health is responsible for providing the vaccinations and all the medical disposables, which are required for implementing the vaccination program.

Health Work Committees has been active participant on the process of preparing the National Health Services Directory and the Health Education Manual for the 5-10 grades. Moreover, 30 meeting have been organized with the schools' administrations to discuss the annual strategic planning of the school health program of HWC.

Women's Health Program

Sexual and reproductive health services have been provided for women through the Women's Health Program. The program aims at empowering women to access their sexual and reproductive health rights and enhancing their involvement in community activities. The program pursues its objectives through active community participation with a special focus on women as agents of change. The program includes specialized services such as early detection of diseases, especially breast cancer and cervical cancer, as well as health awareness and education activities.

The program has organized women's health days and training workshops on legal and rights aspects of life and health. HWC is a member of many women organizations and national coalitions. In addition to commemorating International Women's Day, HWC has played a pivotal role in the National Campaign against Violence. Also it

is active in the National Forum against Violence against Women and the Arabic Women's Network "Rua'a". Moreover, it is an active member in the Regional Social Forum "Joussour" in order to enhance women involvement in social life.

Women's Health Program's services have been provided in all of HWC's 16 permanent clinics and all mobile clinics locations. In 2012, the total number of women beneficiaries from the program's services was 23,351 women. Out of the total visits to the program's clinics, 3,211 visits were "a first visit" by the clients, while 8,219 visits were by pregnant women. There has been a 6% decrease on the number of visits to the program's clinics by pregnant women compared with the number of visits by pregnant women in the previous year. The total number of pregnant women, who have benefited from the program's services, was 11,430 women, which accounts for almost 49% of the total number of women beneficiaries.

Remarkable Indicators:

- The diagnosed high-risk pregnancy cases were 11% of the total pregnancy cases. This reflects a decrease on the percentage of the different high risk pregnancy cases except for high risk pregnancy cases due to Anemia. The percentage of anemia among pregnant women has increased by 4%.
- In 2012, the number of clients' visits for infertility treatment services was 117 visits. In comparison with 2011 statistics, there has been a 56% decrease in the number of clients' visits for infertility treatment services.
- The number of clients' visits for gynecological diseases was 5,954 visits, which accounts for

Gender Based Violence Victims are Included in the Women's Health Program's Services.

What distinguishes the program this year is the integration of the national protocols for combating violence against women into its services. HWC integrated services of screening, detection and intervention services for women who are victims of GBV. This program is integrated in the north area clinics over the years 2011 and 2012. The Woman Health Program staff has been trained on the mechanisms of detecting and intervention and referral according to the National Protocol that is set up with the participation of Health Work Committees. HWC is the first health organization that implements the National Referral Protocol, even ahead of the Ministry of Health in this topic.

- 25% of the total clients' visits. There has been 13% decrease on the number of clients' visits for gynecological disease in 2012 compared with the clients' visits for gynecological diseases in 2011.
- In 2012, the number of clients' visits for family planning services was 3,721. In comparison with 2011 statistics, there has been a 9% decrease in the number of clients' visits for family planning services during 2012. The family planning services, which have been provided, are the following; The highest percentage of all the family planning services, which were provided, was counseling followed by the intrauterine device (IUD) insertion or removal, and oral contraceptive pill prescription. While the least percentage of all the family planning services, which were provided, was contraception services using a condom.
- 492 intrauterine device (IUD) insertion and 419 intrauterine device (IUD) removal procedures have been completed. The diagnosed high risk pregnancies were as following:
- The percentage of high risk pregnancies has been decreased by 11%.
 - The percentage of high risk pregnancies because of advanced maternal age has been decreased by 23%.
 - The percentage of high risk pregnancies because of multiple pregnancies has been decreased by 29%.
 - The percentage of high risk pregnancies because of repeated pregnancies has been decreased by 4%.
 - The percentage of high risk pregnancies because of previous cesarean section has been decreased by 8%.
 - The percentage of high risk pregnancies because of anemia has been increased by 4%.
- The family planning services, which have been provided through the women's health program, were as following:
- The total number of family planning cases was 3,721 cases.
 - There was a 9% decrease on the total number of family planning cases.
 - The number of the intrauterine device (IUD) insertion procedures, which has been completed, was 492 procedures. There was a 17% decrease on the number of intrauterine

device (IUD) insertion cases.

- The number of the family planning cases, which involved the usage of a condom, was 82 cases. There was a 6% decrease on the number of family planning cases, which involved the usage of a condom.

Women's Health Program's services have been provided in all of HWC's centers and clinics according to the national reproductive health service protocols. Its services have been monitored by a gynecologist, who conducts regular site visits for the centers and clinics, where the program has been implemented and the gynecologist has been carrying out the revision of women's health program's clients' files.

Also regular meetings have been conducted with the Women's Health Program's physicians and nurses to discuss the weakness and strengths of the program. Along with that possible ways of intervention to improve the quality of services have been discussed as well.

The program has been evaluated periodically by external evaluators; the evaluation, which has been carried out in 2012, has approved of the program and its compliance with the national reproductive health service protocols with 95% accuracy.

In 2012, the number of home visits, which have been done through the Women's Health Program's medical team, was 1,354 visits. This accounts for 59% increase in the number of home visits, which have been conducted in 2011. postnatal home visits accounted for 53% of the total number of home visits, were, while 3% were prenatal home visits. The large gap between the number of prenatal and postnatal home visits is an issue of concern and need to be studied and analyzed.

Well Baby Program

The Well Baby Program has been implemented in 14 health centers and clinics of HWC, which are:

- Hebron and Bethlehem governorates in the South of the West Bank: Hebron Emergency Center, Halhul Medical Center, Sa'ir Medical Center, Battir Health Center, and Beit Sahour Medical Center.
- Ramallah and Al-Bireh Governorate in the middle of the West Bank: Al-Mazra'a Al-Sharqiya Health Center, Kufr Neimeh Health Center, Rantis Clinic, Al-Luban Clinic, and Ras Karkar Clinic.
- Nablus Governorate in the north of the West Bank: Salem Clinic, Awarta Medical Center, Nablus Medical Center (Old City of Nablus), and Marda Health Clinic.

The program provides Primary healthcare services for children between 0-5 years old. It has been implemented once a week in many of HWC centers and clinics.

- In 2012, the number of visits to the Well Baby Program was 3,737 visits; the male children's visits accounted for 51% of the total number of visits and the total number of the follow up visits was 1,910 visits.
- The number of children newly joined the program was 741 children while the number of children clients who have been exited was 142 children.

Several protocols have been implemented through the program, and during 2012, different services have been provided including the following:

- Detection of anemia: 488 children were diagnosed with Anemia. This accounted for 14% of the total children visited the clinics. The

percentage of anemia among male children was higher than that among female children. (92 % mild anemia and 8% medium anemia).

- Medical diagnosis for growth failure among children: 318 children were diagnosed for being underweight and 261 children were diagnosed for being overweight. The number of children whom were referred to specialized clinics was 7 children.
- Medical diagnosis for congenital malformations: 29 children were diagnosed with congenital malformations. The diagnosed cases were as followed : 3 cases of Hernia, 4 cases of cardiovascular diseases, 2 cases with feet problems, and 4 cases have been diagnosed with other medical diseases.
- Severe medical illness: 139 children were diagnosed with severe medical illnesses including 56 males and 85 females. The diagnosed cases were as followed: 44 cases of respiratory diseases, 35 cases of severe diarrhea, and 30 cases were diagnosed with other medical diseases.

The program conducted 78 community health education activities benefiting 1,640 mothers who participated in these activities. In line with national protocols, 103 home visits have been organized.

Diabetes Care Program

The Diabetes Care Program has been implemented in 14 health clinics and centers, which are:

- In the north of the West Bank: Salem Clinic, Awarta Center Nablus Medical Center (Old City of Nablus), and Marda Clinic.
- In the middle of the West Bank: Al-Mazra'a Al-Sharqiya Health Center, Kufr Neimeh Health Center, Rantis Clinic, Al-Luban Clinic, and Ras

Karkar Clinic.

- Since July 2012, the Diabetes Care Program's services have concluded from Hebron Emergency Center, Halhul Medical Center, Battir Health Center, and Beit Sahour Medical Center in the south of the West Bank.
- The number of diabetic patients' visits were 5,491 visits; 32% of the total diabetic patient's visits were male diabetic patients and 68% were female.
- In 2012, the number of diabetic patients, who have newly joined the program, were 184 patients. While the number of diabetic patients who has been enrolled in the program before 2012 was 3,459 patients.

Diagnosed cases:

- 212 diabetes mellitus type 1 case and 3,331 diabetes mellitus type 2 cases have been diagnosed. While the number of follow-up cases was 719.

Referred cases:

- 39 cases have been referred to ophthalmologist, 237 cases have been referred to endocrinologist (diabetes specialist), 25 cases have been referred to cardiologist, 14 cases have been referred to nutritionist, 11 cases have been referred to nephrologists (kidney specialist), while 12 cases have been referred to other specialists.

Community health education activities:

169 health awareness lectures about diabetes have been organized through the program. 771 persons have attended the lectures along with 52 health awareness workshops benefiting around 232 persons.



Community Development Department and Programs



Community Development Department and Programs

To achieve its strategic goals, Health Work Committees aims at building community development models that are developed and managed in partnership with the local community, to meet the needs of specific social groups.

The Community Development Department has 27 staff members, managing and implementing programs and centers. The Department's centers are:

The Elderly Day Care Center (Elderly Club) in Beit Sahour, Shepherd Filed Kindergarten and Nursing, Nidal Center for Culture and Development, the Oasis Center for People with Mental Disability, and Jadal Center for Culture and Development. This is in addition to the Community Based Rehabilitation Program for people with disabilities, the Youth Exchange Program, and Kanan Project in east Jerusalem.

In 2012, the department has completed literature review for the conceptual definition of "Developmental Work" and its various dimensions in relation to HWC organizational contextual level, and how it is applied to HWC's organizational context and the Palestinian national context, and it has been adopted and disseminated to all departments in the organization.

Community Based Rehabilitation Program (CBR) in the south

The CBR program's activities are based on the protection and promotion of basic rights of people with disabilities in accordance with the rights

of people with disabilities convention (PwDs), which guarantees for them the full enjoyment of all aspects of dignified life. Despite the fact that the needs of PwDs are of high demand, the CBR program has put all its available resource to cater daily for the specific needs of PwDs and has succeeded on meeting most of their needs. This has been manifested through the organization of awareness workshops and campaigns on the rights of PwDs throughout the year in all of the CBR program's locations including: Beit Ummar, Tarqumiyah, Kharas, Idna, Halhul, Sa'ir, Beit Ula, Deir Sammit, Beit Kahil, Surif, Beit Fajjar and its surrounding villages, and the villages of the western rural of Bethlehem. The services provided by the CBR program has been available daily in those locations either through CBR units or through CBR workers, who are part of the mobile clinic's medical team in those location.

Moreover, Basic health and rehabilitation services have been organized by the program for PwDs. Assistive devices aiming at improving the life quality for them have been distributed through the program as well.

On the other hand, some of PwDs' needs have been met through the coordination with other organizations and departments especially governmental organizations advocating for PwDs; some cases have been referred to specialized organizations to ensure that they would receive the required services to fulfill their needs, which otherwise are not available through the

CBR Program's Success Story

In order to promote the importance of human rights issues for People with Disability, specially their right to marry and start a family based on mutual consent, The CBR program's at Idna village, have a role in persuading the families and the community regarding this right. During 2012, there were two successful marriages of two couples with disabilities in the village. The CBR's worker has supported the couples in getting married. Moreover, the awareness workshops and campaigns, which aimed at changing the community's attitudes towards PwDs, have been reflected on the community's contribution for the coverage of the two couples' weddings' expenses including the dowry.

CBR program's units. The program has played a pivotal role on coordinating the connection and the logistic procedures between PwDs and the Palestinian Ministry of Social Affairs.

The CBR program has been established since 1994. It is consisted of three units: Rehabilitations unit at Halhul Health Center, the First CBR Program unit (CBR1), and the Second CBR Program unit (CBR2). The units have been managed by HWC in cooperation with its partners and in conformity with HWC's strategic plan, aiming at promoting the well-being of PwDs in accordance with the national and international convention on the rights of PwDs.

The Rehabilitations unit at Halhul Health Center has been managed in partnership with Diakonia. It aims at developing rehabilitation services in the area of assessment, diagnosis and follow-up, as well as the referral of children with disabilities through mutual coordination with rehabilitation services such as the community based rehabilitation program in the local and national institutions.

The program is a source of information for rehabilitation workers and parents on how to deal with children with disabilities. The CBR1,

and CBR2 programs are working according to the same methodology and goal, which includes the embodiment of values and noble meanings that include elevating the concept of disability from dysfunction reality and disability to the reality of solidarity and equal rights of all members of society.

CBR1 is implemented through our partnership with the Spanish organization MPDL, and the CBR2 through our partnerships with the Regional Committee for rehabilitation in the South and whose membership includes Health Work Committees, the Palestinian Red Crescent, and the



Arab Society for Rehabilitation.

The output of the program for 2012 can be summarized as follows:

Remarkable statistics:

Clients' files:

- Number of new files: 173 files
- Number of follow up files: 324 files

Referrals:

- The total number of cases referred: 1,384 cases
- 780 cases have been referred to local organizations and 499 cases to regional organizations:
- while 105 cases have been referred to national organizations.

Cases referred to medical and rehabilitation services:

- The number of cases, which have been referred to medical and rehabilitation services, was 1,489 cases as follows:

Referral	# of cases
Medical Diagnosis	209
Occupational Diagnosis	288
Neurologist	105
Counseling	40
Hearing evaluation	53
Speech evaluation	260
Physical Therapy	268
Others such as rehabilitation, assistive devices, etc.	266
Total number	1,489

Assistive Devices:

- 52 assistive devices have been distributed for PwDs through CBR project that has been provided in corporation with Movement for Peace (MPDL). While 114 devices have been provided through community contribution.
- The assistive devices have been provided for 134 PwDs.

Others:

- The total number of beneficiaries from the CBR program activities, which has been organized through the mobile clinic, was 790 persons.
- The total number of community based educational activities, which have been organized through the CBR program, was 7,640 activities.

Rehabilitation Unit at Halhul Health Center provided the following services:

Specialty	# of cases
Occupational Therapy	316
Physical Therapy	323
Speech Therapy	459
Psychologist	98

Elderly Day Care Center (Elderly Club)



The Elderly Club is considered a model for distinctive work, as it has achieved great popularity among those who make close or distant connection with the club. The club was established in 1998 in Beit Sahour with the efforts and support of HWC and in cooperation with the Family Development Association. In 2012, the club has 150 members including elderly males and females from inside and outside Beit Sahour.

The club, through its activities, work for supporting a decent living for the elderly and influencing decisions makers, who are human right activists and members of human right organization to advocate for the elderly rights law and approve all the legislation related to the rationale of the law. In 2012, several meetings have been organized with

the Palestinian Ministry of Social Affairs and the Union of Charitable Societies. Television and radio interviews on Palestinian channels have been conducted to raise awareness about the social and human rights issues facing the aging population. Moreover, the club was able to advocate for these issues in line with the mission and vision of the Health Work Committees at the international level through supporters of the Palestinian cause.

Many delegations have visited the club to provide the financial and moral support, which are vital for the continuation of the service provision for the elderly through the club. Several of those delegations remained in contact with the administration of the club and others have returned for additional visit accompanying other

delegations, who have heard about the club and its activities. Thus they became inspired to visit it and committed to provide assistance for it. Furthermore, parts of those delegations have volunteered for the club assisting the staff to accomplish their daily tasks. Moreover, they took the responsibility of tackling development issues, which aim at promoting the lives of the elderly. This is considered one of the success stories of the elderly club, in addition to relieving the support from several community members of Beit Sahour.

It is worth to mention that the club's administration and staff have been creatively organizing activities and major events including the Palestinian Wedding during the cucumber festival of Beit Sahour, the elderly birthday parties, reunions between the elderly and their children, the annual ceremony for commemorating the International Day for the Elderly, which is observed on October 1 each year.

Several of those activities and major events have been organized annually and became part of the club's traditions.

One of the most vital services provided for the elderly club members is medical services. In addition to the social services including entertainment, field trips, extracurricular activities, cultural events, medical seminars and many other events.

Remarkable statistics:

Indicator	#
Beneficiaries	152 beneficiaries
Delegations that have visited the center	59 delegations

Institutions that have cooperative relationship with the center	19 institutions
Medical Supervision for the elderly	114 medical supervisions
Activities for the elderly	19 activities
Lectures	17 lectures
Volunteers	224 volunteers
Activities with the local community	12 activities
Visits for the elderly in their homes	43 visits
Funded projects for the club	1 project



Shepherds Field Kindergarten and Nursery



Shepherds Field Kindergarten and Nursery was established in 1996. The school receives around 100 children daily. The curriculum is based on developing children's sensory and cognitive skills within their social context. Moreover, it is distinctive for encompassing advanced upbringing and scientific methods in education in a quiet and clean environment. The children's families have affirmed their appreciation for the teachers' attention and care given to their children during their periodical meeting with the Nursery's administration as one of the children's parents have said "we are convinced that when leaving our children at the Shepherds Field Kindergarten and Nursery, they will be in good hands".



The school has been keen on increasing the capacity of its staff through training and continuous learning. The staff has participated in several training workshops and seminars on kindergarten management and child development including safe environment and civil defense workshop, reading literacy, storytelling workshop, toy making workshop, methods on diagnosing children with learning disabilities and many other workshops.

The Nursery has been supported by the local community in Beit Sahour. This has facilitated the development of the Nursery's scope of work and the realization of its extracurricular activities. On its attempt to strengthen its relationship with the children's families and the local community,

the administration of the Nursery has involved the parents’ council, which was formed in 2011, in the planning and implementing of the Nursery’s activities and events including the graduation ceremony, Christmas parties, Open Days and other entertaining activities for the children and their families. The parents’ council has played an important role in distributing invitations for the events and organizing and recruiting money to fund the events. The school has commemorated several national, social and religious events along with the children and staff.

The administration of the school has been thriving for organizing distinctive and remarkable activities; It has published the “Food guide”, which is a product of profound research and thinking. The guide has been of great popularity and thus it has been distributed broadly. Moreover, the Nursery has issued “Parents’ Guide”, which includes the Nursery’s general policies and rules.

The Ministry of Education has organized a conference in participation with the principles of the kindergartens and nurseries of Bethlehem Governorate. During the conference, Shepherds Field Kindergarten and Nursery has been ranked the first among all the kindergartens and nurseries in Bethlehem Governorate for the year of 2012.

Remarkable Indicators:

Indicator	#
Children attending the kindergarten and nursery	80-100 Children
Training workshops and seminars for the kindergarten and nursery’s staff	9 Training workshops and seminars
Children community activities	13 Activities
Children’s parents participants in the organized activities	20 Activities
Meetings with children’s parents	2 Meetings
Institutions that have cooperative relationship with the kindergarten and nursery	11 Institutions
Books and stories borrowed by the children	1799 Books and Stories
Brochures and booklets distributed for children’s parents	448 Brochures and Booklets
Volunteers	6 Volunteers

Delegations that have visited the kindergarten and nursery	4 Delegations
Children with disabilities	1 Child (autism)
Training workshops and seminars by the kindergarten and nursery’s staff for others	16 Training workshops and seminars
Home visits for children and their families	9 Home visits
Medical Check-Ups	- 82 medical check-ups - 32 Dental check-ups - 84 vision checkup



Oasis Center

In 1998, Health Work Committees has established the Oasis Center in Beit Sahour. The center has been catering its services for 15 – 24 persons with mental disabilities. Vocational training through paper-recycling production line and candle-making production line has been provided for members of the center.

2012 has been a year of distinction for the center; comprehensive evaluation for the center has been completed. Based on the evaluation, several important decisions have been taken to develop the organizational structure of the center in line with its objectives and professional pursuits.

Moreover, the center has experienced product sales’ turning point. The center’s products have been marketed internationally; papers order, which worth 9000\$, has been placed and delivered to China. Also, the candle-making workshop of the Oasis Center has made customized candles for Dunya Women Cancer Center’s breast cancer awareness month campaign, which was sponsored by the Arab Bank. The total cost of the candles for the campaign was 2000\$, which was covered by the campaign’s sponsor.

The center has organized and participated in many distinctive exhibitions; the center organized exhibition in corporation with Al-Quds Open University in Bethlehem. The attendants enjoyed the exhibition and its products were of high demand.

The center has strengthened and broadened its network with many national and local CBOs

and NOGs primarily those which are specialized in the field of disability and vocational training in Bethlehem Governorate. This is in addition to reinforcing its association with other organizations such as Bethlehem Peace Center, the International Center of Bethlehem (Dar Annadwa), and Dar Al-Kalima University College of Arts & Culture in Bethlehem. Through those organizations, the center has been selling and marketing its products.

In an attempt to promote the quality of lives of the center’s members, the Rehabilitations Unit at Halhul Health Center’s services have been integrated in the Oasis Center’s program; the Rehabilitation Unit’s team has been providing assessment and evaluation for each newly center’s attendants in addition to providing rehabilitation services including speech therapy, occupational therapy and life skills for members of the club twice a week. Also, the team has taken on home visits in order to reinforce the relation between people with mental disabilities and their families. In March of 2012, the Oasis Center re-evaluated the mental disability cases in cooperation with Al-Malath Society for Special Needs in Beit Sahour.

The center aims at increasing the capacity of its staff through its participation in several training workshops on the rights of people with disabilities, advocacy strategies for people with disabilities and adaptation of their homes in a way that suites their needs. This has a positive effect upon the performance of the center’s staffs.

Remarkable Indicators:

Indicator	#
Direct Beneficiaries	15 Beneficiaries
Male Beneficiaries	8 Beneficiaries
Female Beneficiaries	7 Beneficiaries
Training workshops for the center’s staff	3 Training workshops
Seminars, which were attended by the staff	3 Seminars
Production Lines	4 Production Lines
Delegations that have visited the center	3 Local Delegations 9 International Delegations
Institutions that have cooperative relationship with the center	8 Institutions
Exhibitions, which the center participated in	6 Exhibitions
Field Trips	2 Field Trips
Number of participants in Field trips	14 participants in addition to 7 of the participant’s families
International volunteer delegations	8



Jadal Center for Culture and Development

Jadal Center was established in 2000. Several community activities have been organized in the center through the department of community development and programs of HWC. This is in addition to the activities which has been organized in cooperation with other national organizations and centers.



The center's facility has been utilized for conducting many of HWC's internal and external meetings and workshops. Other partners and friends of HWC have been utilizing the facility as well.

Several programs and projects have been proposed in an attempt to promote the development and sustainability of the center.



Nidal Center for Culture and Development/ Old city of Jerusalem



Nidal Center has been organizing programs and projects as part of the public and institutional movement in East Jerusalem to highlights the issues and problems that has been facing the city of East Jerusalem and its residents due to the Israeli occupation oppressive measures upon the city and its inhabitants including the displacement, building of settlements in an attempt for the judaization of East Jerusalem.

The center aims at developing youth leaders, who are aware of their rights and national culture. This is in order to promote the national identity among the youth in both its humanitarian and progressive dimensions in accordance with the center's objectives and programs.

Through the organization's efforts and pressure in the Israeli courts, Nidal Center was re-opened

after it has been closed by the Israeli occupation forces for a long time. Since its reopening, many efforts were activated to regain the place and the importance of this center inside the holy city. The center's requirements and needs were forecasted to elevate the responsibilities and activate the work inside the center in addition to the developmental and health programs and projects inside the old city of Jerusalem.

Youth Developmental Programs in East Jerusalem

There are three major projects implemented in East Jerusalem include:

- Promoting the role of the youth on defending the right to health program: the program aims at building the capacity of the youth on defending the right to health in cooperation with other CBOs in East Jerusalem, Bethlehem, and Hebron.
- Increasing the active participation of the youth program: which has been implemented in cooperation with the European Union, the Union of Palestinian Women Committees, and other Spanish organization. The main objective of the program is to increase the participation of young Palestinians in extracurricular education activities in 6 different locations in East Jerusalem.
- Kanan project has been implemented through the center in cooperation with other Palestinian organizations.

Remarkable Indicators:

Indicator	#
Youth Groups	<ul style="list-style-type: none"> - 8 student groups from primary, secondary and high schools. - 9 college student groups. - 2 volunteer groups.
Members of the Youth Groups	<ul style="list-style-type: none"> - 250 members. - 100 membership application forms have been completed in 2012 for 100 members out of the 250 total number of members.
Capacity Building Training Workshop	<ul style="list-style-type: none"> - 8 capacity building training workshops for the youth. - 2 capacity building training workshops for the staff of the center.
Alternative Tourism Tours	<ul style="list-style-type: none"> - 101 alternative tourism tours, which have benefited 1,629 participants.
Cultural, Public, and Artistic events	<ul style="list-style-type: none"> - 1 festival. - 3 Cultural Events. - 1 Breakfast Groupings. - 1 Scientific Symposium
Meetings with other CBOs and NGOs	<ul style="list-style-type: none"> - 16 Meetings.
Summer and Winter Camps	<ul style="list-style-type: none"> - 3 Summer and Winter Camps.
Camp Participants	<ul style="list-style-type: none"> - 216 Participants.

Kanan Project of East Jerusalem

Kanan project has been implemented by six nongovernmental Palestinian organizations; Defense for Children International-Palestine (DCI-PS), Land Research Center (LRC), Bisan Center for Development, Union of Palestinian Woman Committees (UPWC), the Alternative Information Center (AIC) and Mundubat, in addition to Health Work Committees, the coordinator of the project. The project has a steering committee that meets periodically in order to supervise the action mechanisms, the implementation process, and the evaluation process.

HWC along with all its partner organizations have been working on different sectors including social, cultural, health, political and human rights sectors. The project has been initiated in the middle of 2012. All of the six organizations' efforts have been put to ensure successful realization of the project; this has been of critical importance and a key element for defending against the challenges and obstacles, which have been facing the Palestinian residents of East Jerusalem manifested by the systematic oppression of the Israeli occupation. The Israeli occupation is working on the judaization of East Jerusalem through building Israeli settlements and displacement of Palestinian residents. The ultimate goal of the Israeli occupation is the establishment of Jerusalem as the capital of the Israeli State. Moreover, the Israeli occupation aims at embedding the cultural and the national Palestinian identity among the Palestinian youth of East Jerusalem. Thus all of the organizations have been unified to defend against this accelerated Israeli plan.

The main objective of the project is to strengthen the social and political participation channels of the Palestinian population in East Jerusalem through enhancing the capacity of the youth so they will become aware of their rights and thereafter advocate for it. Thus the Palestinians of East Jerusalem's voice will be reached at both the national and international level.

After evaluating and determining the needs, the partner organizations have decided to implement the project in the following 9 locations; Jabal Al-Mukaber, Silwan/Ras Al-Amoud, Sur Baher, Um Tuba, Beit Safafa, Issawiyyeh, Wadi Al-Joz/Sheik Jarrah, Al-Swaneh/Altur and The Old City of Jerusalem.

The project has been divided into three areas of actions; the strengthening of the Palestinian national social movement, the defense of the rights of the Palestinian population in East Jerusalem and the promotion of the Palestinian role in media and other advocacy activities. Currently, Kanan's project is at its second phase. The first phase of the project has been completed over three years (2009-2011).



Public Relations Department

Public Relations Department

To enhance the organization's continuity and sustainability in order to support and advocate for the Palestinian cause and the Palestinian people's rights, Public Relations department continued working on promoting, developing and opening new relationships and finding new perspectives for funding. The department has five employees that report directly to the General Director.

The organization, thus the Public Relations Department, is facing a set of internal and external challenges:

- The change in the global financial funding and its scarcity in light of the global economic crisis.
- The global economic crisis and its impacts on the region.
- The majority of potential core funders have reduced their partnerships or locked door on having a new partners.
- The majorities of the funders have a tendency to finance short term projects involving equipment and do not cover operational costs or development programs.
- The change in the funders' attitude from funding services to capacity-building, gender, advocacy and policy influencing activities.

HWC believes in the importance of cooperation and partnership with counterparts from the local and international institutions. The Public Relations department in all its sections worked to strengthen its relations, development and open new relationships and new horizons. It also worked to strengthen its role in local,

Arab and international coalitions and networks, and it has played a significant role in foreign participations to promote international solidarity to our cause and our people and introducing the international community to the reality of health and development in Palestine. The organization has received many international delegations who were introduced to the organization's work and role, and the reality of the Palestinians under occupation.

Local, Arab and International Coalitions and Networks:

HWC's role in local, Arab and international coalitions and networks was enhanced in 2012, including: the Palestinian NGO Network, The Initiative to Defend the Occupied Territories and the Golan Heights, The Popular Campaign Against the Wall and Settlement, The Civic Coalition for Defending the Palestinians in Jerusalem The Forum of NGOs to Combat Violence Against Women, The National Coalition for the Protection of the Risk of Abortion, and the Coalition for Jerusalem.

HWC also played a prominent role through its membership in the Network of Arab Women, "ROAA", and the "Jusoor" Network, as well as the World Social Forum and the Euro-Mediterranean Forum of NGOs.

HWC reactivated its role in the People Health Movement and participated in establishment of a coordinating office in Palestine, and become a part of the coordinating office.

Distinguished Stations:

*The participation in the Social Forum as a member in the International Committee to prepare for the Forum's conference, and by participating in the conference that was held in Brazil, where a delegation of 14 youth boys and girls from the 48 Area, Gaza, Jerusalem and the West Bank, representing HWC, and introducing the Palestinian reality under occupation by focusing on the reality of young people. In addition, a member of HWC Board of Directors and the foreign relations coordinator participated efficiently in the Forum's activities.

*The participation in the People's Health Movement General Assembly Conference: a delegation consisted of three representative from HWC participated. HWC's General Director presented the main paper in the key session at the conference

about the occupation and health. HWC delegation presented the paper on behalf of the Palestinian delegation about access to health services, rights and the obstacles under occupation. The Director of Women's Health Program presented a paper on Palestinian families' fabric under multiple identities. The youth coordinator in the organization has submitted a paper on the reality of Jerusalemite youth and the role of Nidal Center for youth development in Jerusalem.

Building and Strengthening Relationships

HWC continued strengthening its relations with partners, supporters, and friends through regular meetings discussing shared visions and ways to develop mechanisms for cooperation and communication. There were few meetings with

German Delegation: "Physicians against Nuclear War"

HWC welcomed a delegation from Germany that included 25 physicians representing Physician against Global Nuclear War Organization – Germany chapter, and Pax Christa foundation. The delegates met with HWC's board of directors and the managements at HWC's headquarter in Al Beireh. During the meeting, the delegation was informed on the services provided to the Palestinians by HWC in Health, development and health education. Ways and means of cooperation were also discussed between the two sides after a review of the reality on the ground caused by actions of the Israeli occupation and its policies such as closures and siege, the confiscation of land, the construction of the apartheid wall, settlements in addition to violence and terrorism by settlers and Israeli soldiers.

The delegation visited Dunya Women Cancer Center, the first diagnostic women cancer center in Palestine that provides diagnostic and consultation services to Palestinian women from all governorates and of all ages.

The delegation also visited Beit Sahour Medical center where they toured all its sections and briefed on its capacities and services. They were also informed on the center's relationship with international organization that sends medical teams to perform surgeries at the center. The delegation was impressed with the work of the center and promised a close future cooperation.



international partners and supporters such as French, Italian, Belgian, German organizations and others. Meetings were arranged with several international organizations, embassies and diplomatic missions, including the United Arab Emirates Embassy, Belgian Embassy, Qatar Charity Foundation and the Japanese and Venezuelan Representative Office.

Expand and strengthen relations at the community level.

Health Work Committees participated in conferences, activities and programs targeted civil society organizations that promote and develop the partnership. Many meetings were held with the Municipality of AlMazraa' Ash Sharqeya and local organizations in the region, in addition to meeting with the Governor of Tubas.

HWC also strengthened its presence effectively by participating in national events through the attendance and the issuance of special stance on events such as the prisoners and their hunger strike, on the first of May, on receiving a French labor delegation, and on the International Women's Day through a series of regional activities, including Al Mazra'a Ash Sharqeya Festival for that occasion.

The reception of delegations and strengthen international solidarity:

HWC has welcomed several official and non-official delegations within the framework of exchange and international solidarity with the Palestinian cause. The visits included meetings with officials from civil society organizations, tours to the cities, villages and refugee camps to provide a true picture of the suffering of our people under occupation,



particularly with regard to issues of Jerusalem, prisoners, refugees, the wall and settlements. During the visits, the role required in the delivery of the Palestinian voice was emphasized, through future communications and organization of supportive activities and programs in their countries. Delegations and activists from several countries were welcomed, including delegations from France , Belgium, three delegations from Sweden , a delegation from Spain, 3 delegates from Italy and a delegation from Germany.

Funding Relationships:

In order to strengthen funding relations, new communications with funders were established through new projects' proposals in order to raise financial support for the organization. During this year's , searches for new funders continued , in addition to continued communication with funders that we have been dealing with previously to consider the possibility of making proposals for new projects .During this period 53 new project



proposal were prepared and submitted to 44 funded, 19 of whom were new funders.

Media Unit:

The work in the Media Unit during 2012 has an increased pace presented by the number of media materials issued which gave the organization a presence in the local media in its various forms. 68 news articles have been issued in newspapers, 20 newspaper reports, and 11 statements issued by the organization in different occasions ,in addition to the completion of the two issues of HWC's "Amal "Journal

Representatives from the organization were hosted in number of TV and radio Palestinian stations, through 6 television series within the Palestinian satellite Channel, and 8 reportages and TV reports were broadcasted about Health Work Committees' centers and clinics such as the mobile clinic, and Oasis Center, and Qalqilya Health center on Al-Manar channel, Al-Mayadeen, and Al-Quds channel.



Financial and Administrative Department

Financial and Administrative Department



The work of the financial and administrative department intersects with all the organization's work and departments in order to enhance the efficiency of the performance and the development of the work. It is governed by the administrative and financial regulations and policies approved and applied in the organization. The department contains 13 employees in five sections, including Accounting, Procurement, Human Resources, Information System, and the Warehouse. The department oversees all financial measures according to asset accounting principles adopted that are subject to monitoring and audit by the Board of Directors represented by the treasurer and board members, in addition to the internal audit, and annual external audit by Talal Abu-Ghazaleh Company.

In 2012, the department's work was affected by many events; the arrest of the financial and administrative director, at the same time, changing

the General Director, and the continuation of the financial crisis suffered by the organization that resulted in the inability to pay salaries for few months prompting the organization to develop procedures for the rationalization of expenditure and improve self revenue, where the nature of the centers' work and operational expenses were evaluated in order to rationalize it. In some centers, working days were reduced and thereby reducing the number of employees, others start opening in the evening due to lack of competition and the need, especially in clinics located in the villages, and some centers added specialized services. The organization's prices for the services were reviewed and adjusted, which in turn had a positive effect in raising total revenue generated from the organization's work by 5% compared to the year 2011. However, the overall income of the organization from different sources and specifically foreign sources decreased by 13 % compared with the previous year.



By the end of 2012, Health Work Committees has 263 employees working in various locations, 64% of which are females. Among this number 45 male and female employees working on projects and 40 working as a part time. In 2012, there is a decrease in the number of employees compared to 2011.

Besides the full time and part time employees, there are more than 100 specialist doctors who work on a contract basis working in various medical specialties mainly in the large centers such as Beit Sahour, Halhul, Qalqilya, and Tubas.

In regards to the warehouse and procurement department, 2012 has witnessed a decrease in the workload of the procurement department which is evident in the decline in the value of purchases carried out, and in the number of tenders, which amounted to 44 tenders compared to 104 in 2011, and only 29 bids have been implemented.

The significant decrease in the value of purchases of around one million shekels in 2012 compared to 2011, had an impact on the work of the centers and clinics that decreases their withdrawals of

medicines and supplies due to non- availability of specific medicines and laboratory testing kits, this also affected the general revenue derived from these services.

The centralized Information system used in the organization had a distinct development in 2012. The system is updated and the program of fixed assets was activated, where all the organization's fixed assets inventory was incorporated in a new system. Work is underway to audit and review these assets and to complete the implementation of programs through the introduction of asset values and their conformity with the accounting program. The update also included activation of the human resource program that becomes applicable in all centers of the organization, and work is ongoing to develop and link it to the organization's salaries system.

The computerized procurement program is still not activated, and will be activated during the year 2013 through the programming company and the procurement department.



Independent Auditors’ Report

To M/s the Head and members of Board of Director
Health Work Committees
Ramallah – Palestine

We have audited the accompanying financial statements of **Health Work Committees**, which comprise the statement of financial position as of December 31, 2012, statement of activities and change in net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management responsibility for financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reposting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor’s responsibility

Our responsibility is to express an opinion on these financial statements based on our audit; we conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor’s judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.


We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor’s opinion


In our opinion, the financial statements present fairly, in all material respects, the financial position of the **Health Work Committees** as of December 31, 2012 and of its financial performance and its cash flows for the year then ended, in conformity with International Financial Reporting Standards.

Without qualifying in our opinion, the shortage reduction in 2012 net assets NIS 5,641,925 and the current liabilities excess over current assets was NIS 6,479,944.

Talal Abu-Ghazaleh & Co.



Jamal Milhem
Certified Accountant License # (100/98)
Ramallah, June 5, 2013



Health Work Committees
Ramallah – Palestine
Statement of Financial Position as of December 31, 2012 Exhibit “A”

Assets	Note	2012	2011
Current assets		NIS	NIS
Cash and cash equivalents	(3)	229,997	1,248,166
Cash margins at banks	(3)	1,244,608	—
Patients’ receivables	(2c)	1,115,448	916,396
Donors’ (pledges) receivables	(4)	726,524	318,500
Inventory	(5)	1,329,429	1,828,224
Other receivables	(6)	248,848	255,783
Total current assets		4,894,854	4,567,069
Property, plant and equipment	(2e;7)		
At cost		42,291,893	41,337,512
Accumulated depreciation		(15,751,419)	(13,915,164)
Net book value		26,540,474	27,422,348
Total assets		31,435,328	31,989,417
Liabilities and Net assets			
Current Liabilities			
Accounts payables – (medical services suppliers)		1,525,407	1,084,927
Other accounts payables	(8)	8,377,785	4,196,930
Donations received in advance	(9)	1,040,741	1,189,714
Deferred revenues	(10)	430,865	—
Total current liabilities		11,374,798	6,471,571
Provision for End of service indemnity	(2g.11)	4,948,999	4,764,390
Total liabilities		16,323,797	11,235,961
Net assets			
Net assets – Exhibit “B”		11,513,800	17,155,725
Re- evaluation of fixed assets reserve		3,597,731	3,597,731
Total liabilities and net assets		31,435,328	31,989,417

“The accompanying notes constitute an integral part of these financial statements”

Health Work Committees
Ramallah – Palestine
Statement of Activities and change in net assets for the Year Ended
December 31, 2012 **Exhibit “B”**

		<u>2012</u>			
		<u>Unrestricted</u>	<u>Temporary</u>	<u>Total</u>	<u>2011</u>
		<u>NIS</u>	<u>restricted</u>	<u>NIS</u>	<u>NIS</u>
			<u>NIS</u>		
<u>Revenues</u>					
Operating revenues	(12)	11,096,302	—	11,096,302	10,594,381
Grants revenues	(13)	—	3,903,288	3,903,288	6,353,046
Donations revenues	(14)	3,065,862	—	3,065,862	3,618,153
In-kind Donation	(15)	303,394	—	303,394	617,234
Other revenues	(16)	97,915	—	97,915	52,885
Amounts released from temporary Restricted revenues to unrestricted		3,433,443	(3,433,443)	—	—
Total revenues		17,996,916	469,845	18,466,761	21,235,699
<u>Expenses</u>					
Operating expenses	(17)	(16,496,998)	—	(16,496,998)	(16,724,744)
Projects expenses	(18)	(3,433,443)	—	(3,433,443)	(3,699,247)
General & Adm. expenses	(19)	(2,131,682)	—	(2,131,682)	(2,321,878)
Depreciation of fixed assets	(7)	(2,076,280)	—	(2,076,280)	(2,042,416)
Doubtful debts		—	—	—	(226,403)
Currency differences		29,717	—	29,717	140,010
Total expenses		(24,108,686)	—	(24,108,686)	(24,874,678)
Net change in net assets during the year		(6,111,770)	469,845	(5,641,925)	(3,638,979)
Net assets at beginning of the year		17,155,725	—	17,155,725	20,794,704
Net assets ending of year – Exhibit "A"		11,043,955	469,845	11,513,800	17,155,725
		=====	=====	=====	=====

“The accompanying notes constitute an integral part of these financial statements”

Health Work Committees
Ramallah – Palestine
Statement of Cash Flows for the Year Ended
December 31, 2012 **Exhibit “C”**

<u>Cash flows from</u>	<u>Note</u>	<u>2012</u>	<u>2011</u>
<u>Operating activities</u>		<u>NIS</u>	<u>NIS</u>
Change in net assets during the year – Exhibit B		(5,641,925)	(3,638,979)
<u>Adjustments to reconcile changes in net assets during the year to net cash flow</u>			
Depreciation of fixed assets	(7)	2,076,280	2,042,416
Addition on end of service indemnity during the year	(11)	951,178	940,134
Provision for doubtful debts		—	226,403
Gain on sale of fixed assets		(26,004)	(18,500)
<u>Changes in current assets and current liabilities</u>			
Cash margins at banks		(1,244,608)	—
Patients’ receivables		(199,052)	(122,079)
Donors’ (pledges) receivables		(408,024)	197,179
Other receivables		6,935	271,895
Inventory		498,795	363,771
Accounts payable		440,480	(210,461)
Other accounts payable		4,180,855	1,692,070
Donations received in advance		(148,973)	(827,984)
Deferred revenues		430,865	—
Paid to employee from provision end of service indemnity during the year		(766,569)	(283,168)
Net cash flows provided from operating activities		150,233	632,696
<u>Cash flows from investing activities:</u>			
Net transaction of fixed assets		(1,204,413)	(850,271)
Projects under construction		—	(109,122)
Receipts from sale of fixed assets		36,011	18,500
Net cash flows used in investing activities		(1,168,402)	(940,893)
Net (decrease) in cash and cash equivalents during the year		(1,018,169)	(308,197)
Cash and cash equivalent at beginning of year		1,248,166	1,556,363
Cash and cash equivalents at the end of the year (2b:3)		229,997	1,248,166
		=====	=====

“The accompanying notes constitute an integral part of these financial statements”

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Biladi CENTRE CULTURAL PALESTINE



gijón



The Belgian Government (DGOS)



Italian Ministry of Foreign Affairs
Consulate General of Italy in Jerusalem
PALESTINIAN MUNICIPALITIES
SUPPORT PROGRAMME

