

[LOGO]

FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

# MANAGEMENT REPORT 2017

Santiago de Cali, March 22, 2018

[LOGO]

## **FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY**

### **PRESIDENT'S REPORT**

We meet each year on this date to show the results of our management as the Volunteer Group of Fundación Clínica Valle del Lili.

One of the objectives of the board of directors during 2017 was to achieve the internalization of the Volunteer Service's mission: assistance to patients and their family during their stay at the Clinic, an objective in fulfillment, as shown by the results our presence here has generated.

I would like to thank all of you for your commitment and willingness to complete your shifts, attend trainings, and support the clinic's educational activities. As a result, all proposed programs are being developed with very good results.

Thanks to the organization of our two pillars, the healthcare directorate and the commercial directorate, led by Consuelo Cardona and Jacqueline Arce, our Volunteer Service has been able to fulfill the objectives we have set for ourselves.

For 2018, we want to take our craft program to all the Clinic's services. There is more and more demand and we need everyone to move in this direction, training ourselves, educating ourselves and making use of our skills.

Again, on my behalf and the Board of Directors', we want to thank you for your commitment, your willingness to serve and your dedication to the volunteer service. Every day I feel that we are becoming more professional and making hospital stays shorter and more human.

Thank you very much

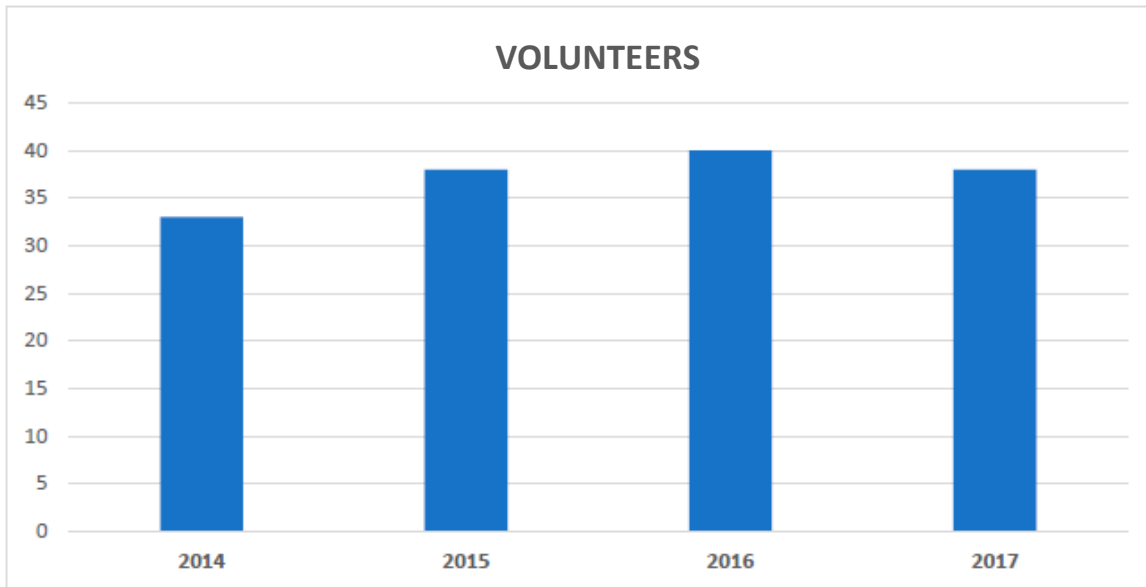
**MARIA MERCEDES HERRERA**

President

[LOGO]

## FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

GRAPH No. 1

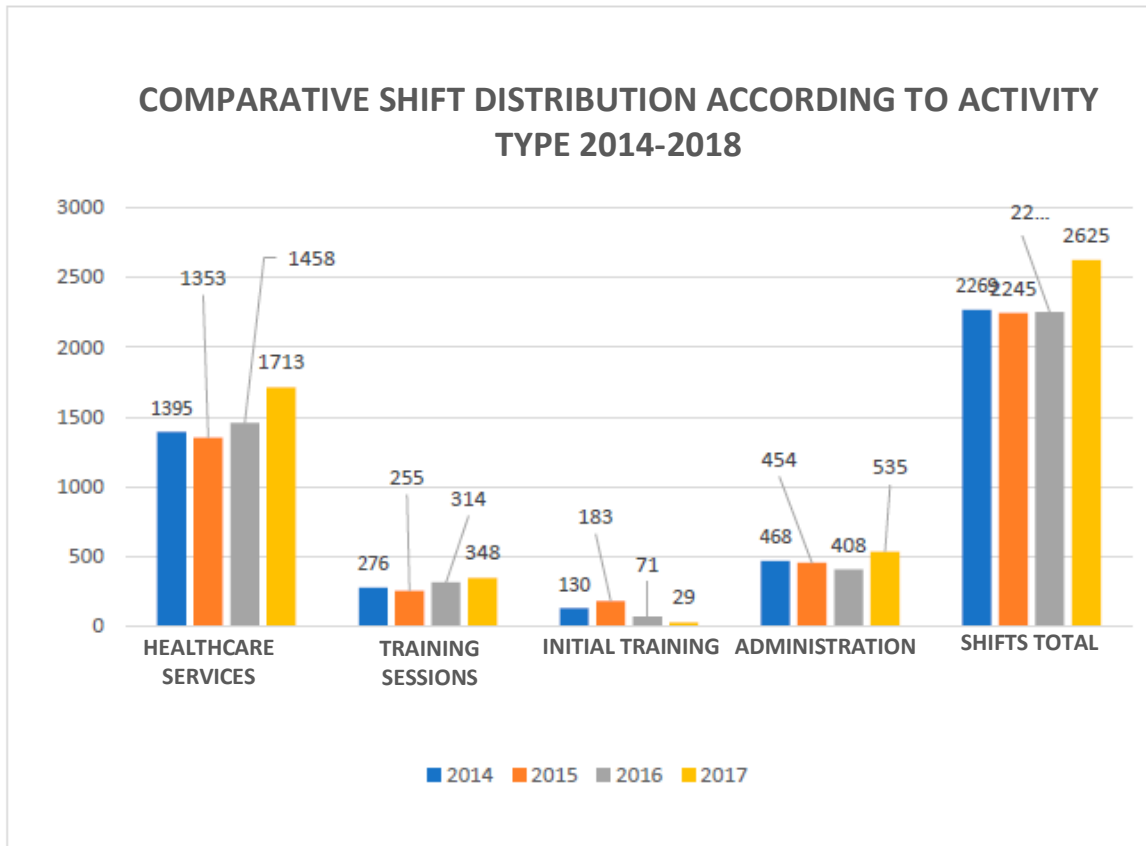


As of January 1<sup>st</sup>, 2017, we started with 38 Volunteers. Two volunteers withdrew, and at the end of December 31, 36 active volunteers were part of the Service.

During the second semester, a selection process began to find new volunteer members. This process lasts approximately 4 months, in order to choose candidate volunteers who enter their theoretical and practical training period. Candidate volunteer end their process in 2018.

FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

GRAPH No. 2



Comparing the figures within the period from 2014 to 2017, an increase is observed in healthcare service shifts, despite the reduction of the service's staff due to the withdrawal of two volunteers.

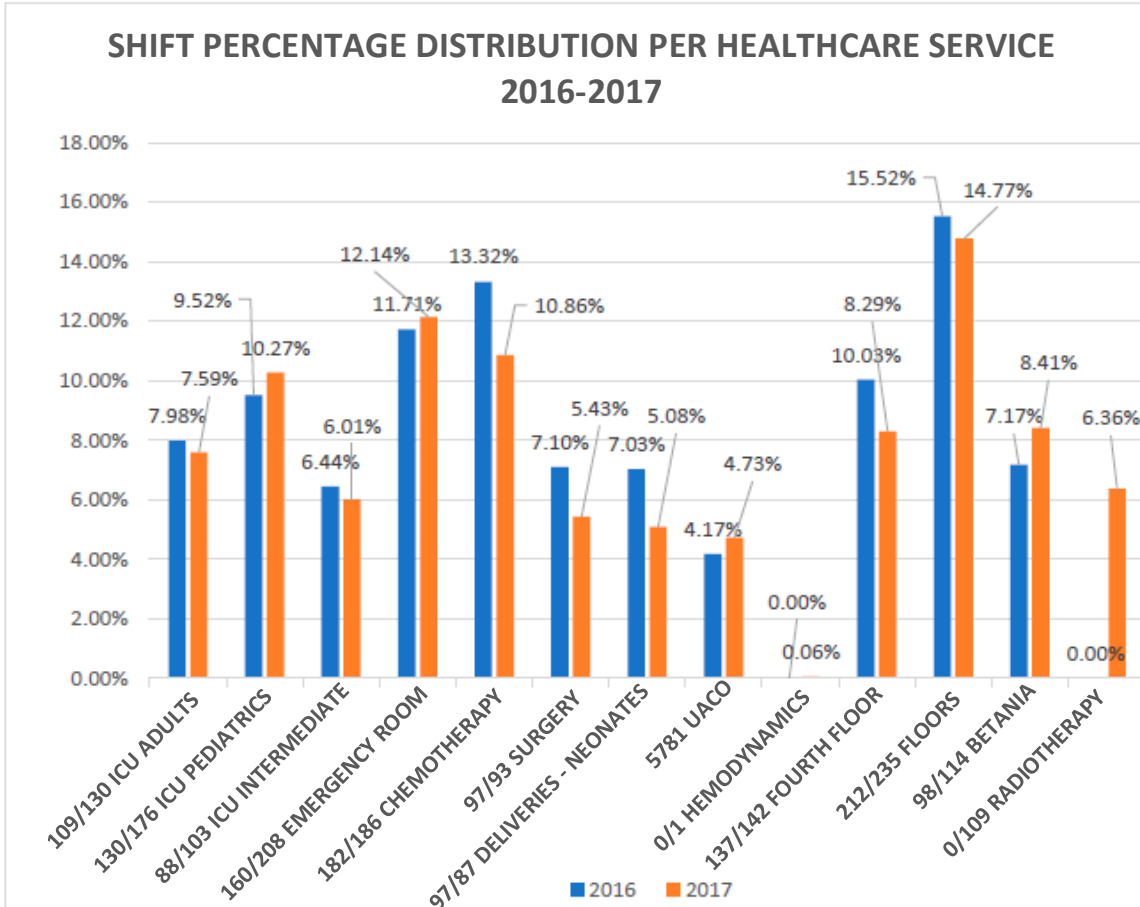
Attendance to monthly training meetings show the volunteers' interest for the topics discussed therein.

The administrative area experienced an increase in shifts during 2017, since in some occasions, the presence of two Volunteers was required for the secondhand items store and for the library's organization.

[LOGO]

## FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

GRAPH No.3



There were 1,366 shifts in 2016 and 1,713 in 2017; an increase of 25%.

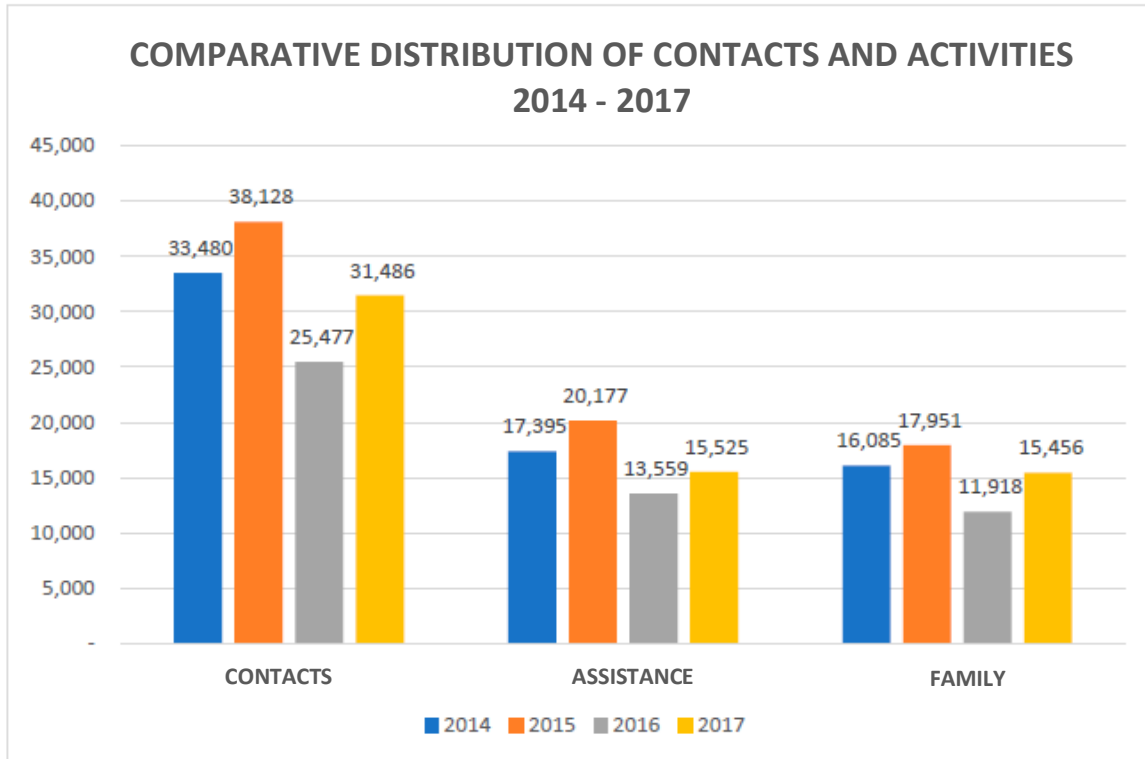
The percentage distribution of shifts at every healthcare service show that our presence is maintained according to each service's priority, supported by the contacts made.

In 2017, a greater presence in Betania is noticeable and a new service in the Radiotherapy department was opened for the Program "Tejer es Sanar" and the Crafts program. The service at Radiotherapy has also been useful to assist the patients' families and, sometimes, patients themselves, by sharing some time with them and listen to them.

[LOGO]

## FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

GRAPH No.4

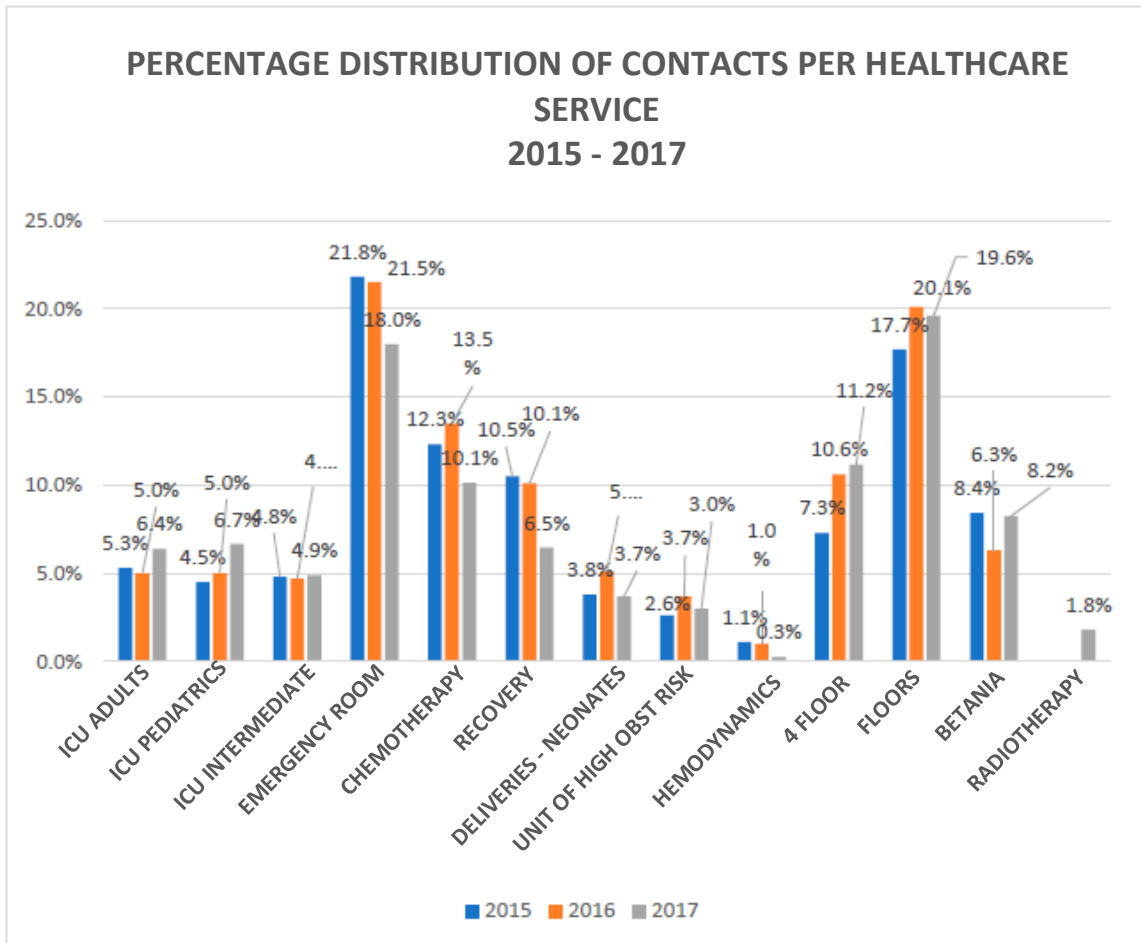


Compared with 2016, in 2017, an increase in Contacts was observed both for patients and their families.

The greater presence of Volunteers is the result of an increase from 74.4% to 86.4% in attendance compliance during the year 2017.

FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

GRAPH No.5



It was in our interest to implement greater coverage in ICUs, as these areas require our permanent presence, both for patients and their caregivers.

Although a decrease in presence was observed at other services, they have still received attention.

This year, we increased our coverage in Betania and we started our presence in the radiotherapy department.

[LOGO]

**FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY**

Distribution of Volunteer's attendance

	Volunteer	Programmed Shifts	Completed Shifts	% completed
1	Adriana Jiménez	90	90	100.0%
2	Ana Fernanda Giraldo	90	68	75.6%
3	Ana María Pedraza	90	85	94.4%
4	Beatriz Velasco	90	60	66.7%
5	Carmen E. Arango	90	103	114.4%
6	Carmen Elisa Serna	90	77	85.6%
7	Claudia Marcela Bedoya	90	106	117.8%
8	Claudia Muñoz	90	102	113.3%
9	Cruz Ana Zuluaga	90	92	102.2%
10	Diva Diaz	7	7	
11	Dolores Guzmán	90	92	102.2%
12	Dora Luz Vélez	45	22	48.9%
13	Elizabeth Diaz	90	73	81.1%
14	Elizabeth Yepes	90	75	83.3%
15	Evelyn Cuadros	90	98	108.9%
16	Fabiola Hoyas	90	69	76.7%
17	Gloria Cifuentes	90	110	122.2%
18	Inés de López	1	1	
19	Lila de Ledesma	90	77	85.6%
20	María del Socorro Castro	90	55	61.1%
21	María Eugenia Ayala	90	54	60.0%
22	María Eugenia Pazos	68	46	67.6%
23	María Luisa Flores	90	58	64.4%
24	María Mercedes Guzmán	90	43	47.8%
25	María Mercedes Herrera	90	52	57.8%
26	María Lucy Rojas	90	99	110.0%
27	Marina de Muñoz	90	81	90.0%
28	Marvi León	90	77	85.6%
29	Mónica Ortega	90	99	110.0%
30	Meggy de Becker	90	68	75.6%
31	Nelly Buitrago	90	36	40.0%
32	Olga Remolina	90	69	76.7%
33	Olga Fernández	90	47	52.2%
34	Oliva de Gaviria	45	51	113.3%
35	Patricia de Londoño	90	66	73.3%
36	Rosalba Domínguez	90	121	134.4%
37	Sandra Cárdenas	45	39	86.7%
38	Soraya Cadavid	45	31	68.9%
	Ana María Jaramillo		9	
	Diana Muñoz		11	
	Eunice Rojas		7	
	Miriam Salazar		10	
	Nubia Stella Ruiz		11	
	Year 2016 74.4%	3046	2633	86.4%



[LOGO]

**FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY**

**DELIVERIES ACCORDING TO PROGRAMS**

PROGRAM	ACTIVITY	2016	2017	UNIT
		QUANTITY		
<b>FOOD AID</b>	DELIVERY OF BREAKFASTS, LUNCHESES, SNACKS	3,736	6,884	<b>UN</b>
<b>LIBRARY</b>	BOOK LOAN	765	995	UN
<b>RECREATION</b>	TOY DELIVERY	445	420	UD
	DELIVERY OF COLORING AND READING BOOKS	71	97	UD
	TABLET AND COMPUTER LOAN	243	222	UD
	TRAINING IN "TEJER ES SANAR" [WEAVING IS HEALING]	193	206	USER
	TRAINING IN CRAFTS		391	
	PARTICIPANTS IN THE PROGRAM "LEER ES SANAR" [READING IS HEALING]		256	
<b>AID FOR EXAMINATIONS</b>		3	7	UD
<b>TRANSPORT AID</b>		35	26	UD
<b>MEDICAL CREAMS</b>		52	97	UD
<b>CLEANING KITS</b>		168	292	UD
<b>BABY KITS</b>		46	48	UD
<b>PEDIATRIC KITS</b>		304	331	UD
<b>DIAPERS</b>		38,359	32,609	UD
<b>WET WIPES</b>		2,519	2,434	UD
<b>SCARVES</b>		40	23	UD
<b>BREAST PROSTHESIS</b>		10	13	UD
<b>SECONDHAND ITEMS STORE</b>	DONATIONS	48,711	33,519	\$ thousand.

[LOGO]

## FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY

### ACHIEVEMENTS

- Greater coverage in our food program (breakfast, lunch and snacks), increasing in 84.26%, compared to 2016. Originating from an increase in places, going from 18 places in 2016 to 25 places every day in 2017.
- We carried out the first satisfaction and performance survey to our Volunteers.
- We have continued Volunteer training, with training sessions in:
  - Palliative Care, (Vilma Katherine Suarez and Marlene Aristizábal)
  - Home Care, (Dr. Tatiana Álvarez)
  - Compassion, (Dr. Fabian Lasso)
  - Organ Donation, (Katherine Solano)
  - Workshop: From Yourself Towards Yourself, (Dr. Tatiana Pineda)
  - Purpose to Serve, (Elizabeth Velásquez)
  - Celebrating Differences, (Marcela Bedoya, Adriana Jiménez and Olga Fernández).
  - “Leer es sanar” (María Mercedes Guzmán)
- The Craft Program and the Program “Tejer es sanar” [Weaving is Healing] were implemented in the radiotherapy department, with very satisfactory results.
- We continue providing support to:
  - Program “Caritas felices” [Happy Faces],
  - The Social Support Unit,
  - Neonatal Care,
  - Kangaroo Program and
  - Oncology: assistance at workshops and donations of snacks and gifts.
  - A Tablet was donated for patients’ education in Oncology.
  - 7 Tablets were donated for the Social Support Unit “Programa Aula Hospitalaria” [Hospital Classroom Program] and
  - A donation was made to the Simulation Center - Education Sub Directorate - to provide simulators in the Neonatology area.
  - A donation was made to the Social Support Unit for training in the development of personal skills framed in social projects with FVL gynecologists (program addressed to mothers coming from gangs).

[LOGO]

## **FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY**

### **2018 PROJECTS**

- Obtain authorization from FVL to hire a collaborator for our Programs “Tejer es sanar” and Crafts.
- Continue offering our services at Betania.
- Increase the number of Volunteers who participate in the Program “Leer es sanar” to ensure a wider coverage in services.
- Continue education and training of the volunteer groups.
- Prepare and train volunteers in identifying and detecting needs in each of the services concerning the food program.
- Continue building confidence among Volunteers, by exercising and strengthening their skills through permanent feedback.

**WHEN WE WORK AS A TEAM, EVERYTHING FLOWS**

**- THANK YOU VERY MUCH -**

Consuelo Cardona A.  
Healthcare Director

[LOGO]

**FUNDACIÓN CLÍNICA VALLE DEL LILI'S VOLUNTEERS' SOCIETY**

<b>PATIENT AND FAMILY AID PROGRAMS</b>		
<b>CONTRIBUTIONS DELIVERED IN 2017</b>		
<b>CONTRIBUTIONS IN KIND</b>	<b>VALUE DELIVERED</b>	<b>TOTALS</b>
Diapers and wipes donations	\$ 6,891,460	
<b>TOTAL CONTRIBUTIONS IN KIND</b>		<b>\$ 6,891,460</b>
<b>FINANCIAL SUPPORT</b>		
"Caritas Felices" and "Aula Hospitalaria"	\$ 3,298,524	
Cleaning Supplies Support	\$ 1,545,551	
Transport Support	\$ 3,050,300	
Food Aid Support	\$ 33,811,433	
Purchased Donations (adult diapers, backpacks)	\$ 5,543,314	
Purchased Donations (Sonometers, simulation dummy)	\$ 13,000,000	
Social Support for Institutional Workshops	\$ 34,076,931	
Recreation	\$ 6,961,050	
Breast Prosthesis	\$ 1,775,103	
Diagnostic Exams	\$ 2,258,254	
Pediatric and neonatal kits	\$ 3,283,675	
Crafts	\$ 147,855	
Workshop Snacks	\$ 775,868	
"Tejer es sanar"	\$ 59,158	
Library	\$ 429,530	
"Leer es sanar"	\$ 607,310	
Chemotherapy Support	\$ 94,000	
Betania Activities	\$ 1,662,990	
Halloween	\$ 1,692,215	
Christmas	\$ 1,770,858	
<b>TOTAL FINANCIAL CONTRIBUTIONS</b>		<b>\$ 115,843,919</b>
<b>TOTAL FINANCIAL CONTRIBUTIONS AND CONTRIBUTIONS IN KIND</b>		<b>\$ 122,735,379</b>

Financial results for the year closing on December 31, 2017 were very satisfactory, ensuring resources to keep the Volunteer Program functioning and to continue the development of the Patient and Family Support Programs.

Resources have been obtained from the Points of sale: "Delicias Palpitar", "Bonos Palpitar", "Secondhand items store" as well as financial and in-kind private donations.

**JACQUELINE ARCE MALDONADO**  
**Commercial Director**