



2020

ANNUAL
REPORT



**Navigating
difficult times**

with contin



uous and relentless

HOPE

Message from Our Founder



Dear Friends,

We were faced with one of the most challenging years in our organizational history; and I could not be more proud of our team's perseverance and dedication to achieving our goals and ensuring health for all. The year 2020 brought forth COVID-19, which the world was unprepared for. At HOPE, we trained our staff, ensured all staff had PPE, and conducted outreach in both the local communities and within the Rohingya refugee camps. We opened two HOPE Isolation and Treatment Centers with a total of 100-bed capacity.

Despite the pandemic, HOPE team never stopped providing services to those most in need. Our maternal health programs, humanitarian services for the Rohingya refugees, obstetric fistula program, cleft lip/palate surgery and burn surgical repair programs continued. We provided training to 198 health professionals, completed 3,844 safe deliveries, served 216,829 patients, graduated a fifth class of 23 midwives, opened 5 new Birth Centers in remote islands and so much more in 2020.

I am so happy to see how we as an organization and community, banded together, shared resources, and dedicated all of our efforts to combat COVID-19 while never interrupting our routine services that so many women and children depend on. HOPE Foundation was able to serve as a beacon of light during such a challenging year.

Our success in 2020 is owed to our donors, partners, and volunteers. Every service, every new infrastructure or piece of equipment that will serve patients for years to come is the result of your generosity and sincerity in supporting our work. Thank you from the bottom of my heart. Finally, I want to thank our Board and staff for their dedication.

Sincerely,

Iftikher Mahmood, MD

Miami, FL

Messages from HOPE Board & Partners



All of us have learned invaluable lessons in the year 2020. Most of us never expected to have to cope with a deadly virus that is a marauder barreling through country and after country leaving sickness, death and untold grief in its path. We've learned that COVID-19 does not discriminate; it will take up residence in any available host. However, as always, we see that the most vulnerable among us suffer the most. These are the people that HOPE is committed to serve. HOPE is rising to the challenge of combating COVID-19 while continuing to provide services such as maternal and newborn health. Our remarkable, dedicated staff has always treated the entire person with compassionate quality care, and continues to do so even during a devastating pandemic. HOPE has served hundreds of thousands of patients in need since 1999, not only treating presenting problems but with the goal of optimizing their health for the future.

Sincerely,
James Howell, MD

Board of Directors,
HOPE Foundation

Associate Dean, Professor of Public Health
Dr. Kiran C. Patel College of Osteopathic Medicine, Nova
Southeastern University

Former Secretary,
Florida Department of Health



In 2020, the work of the HOPE Foundation for Women and Children was truly led by health care heroes. In the midst of a global pandemic, HOPE mobilized to train and equip their staff to ensure their safety and wellbeing, and built makeshift isolation units for pregnant women to have access to safe and respectful maternity care. Their efforts reached more people than ever before during an unprecedented time. We were grateful for the opportunity to capture the stories of midwives Kanata, Fatema, and Laila as part of Every Mother Counts' Delivering HOPE film series, and know that through these films others will learn about the importance of HOPE's work and the extent of their impact.

Sincerely,
Christy Turlington Burns

Founder,
Every Mother Counts, NY



Our
WORK

2020 Impact of HOPE Foundation

299,723 Total Patients Served

65 Fistula Surgeries

39,216 Antenatal Care Visits

80,471 Adolescent Visits

3,844 Total Births

198 Health Professionals Trained

31,514 Family Planning Services

1,300 Total Immunizations

3,338 Birth Kits Distributed

49 Cleft Surgeries

23 Midwives Graduated

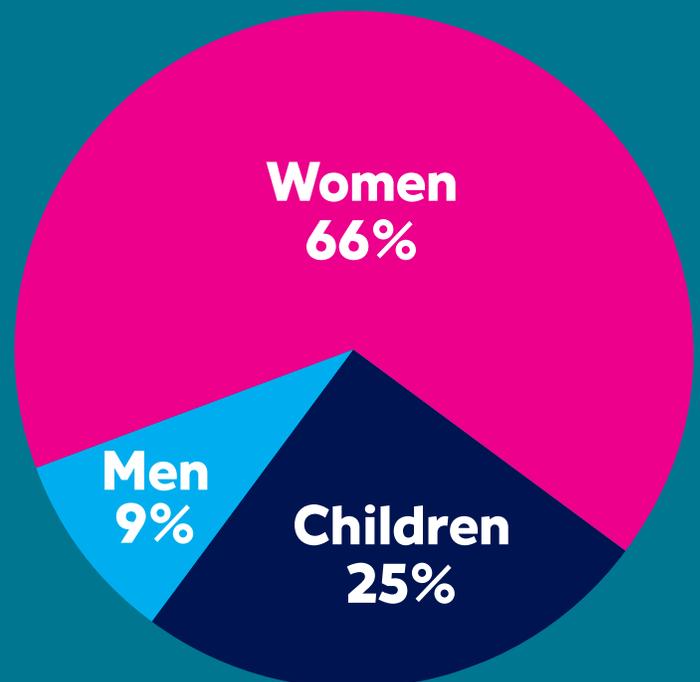
30 Burn Surgeries

Despite all the challenges in 2020, HOPE Foundation kept its doors open to deliver essential lifesaving services 24/7. It was only possible because of our committed team that works around the clock to keep the doors of HOPE always open.



K M Zahiduzzaman
Country Director,
Bangladesh Office,
HOPE Foundation

Patient Distribution



Obstetric Fistula Program

Obstetric fistula is a hole in the birth canal caused by obstructed labor. It is one of the most serious and tragic child birth injuries. In 2020, HOPE Foundation's Obstetric Fistula Repair Surgical Team successfully completed 65 surgeries. Women who are victims to this debilitating condition are unequivocally women of lower socioeconomic status who lack access to emergency obstetric care. These women most often are experiencing poverty, lack of decision-making power, and lack of education. Due to these circumstances outside of their control, they become victims when experiencing obstructed labor and do not receive emergency obstetric care in time which leads to obstetric fistula. Unfortunately, these women are socially ostracized, experience physical debilitation and worsening health, and experience mental health challenges as a result of their physical trauma and social isolation.

HOPE Foundation, through the long-standing support from the **Fistula Foundation**, provides obstetric fistula repair surgery free of charge to any woman in need of the surgery. It is often challenging to identify these women as they live reclusive lives. To combat this, HOPE engages in a strong grassroots approach utilizing a community outreach team and a surgical team to work with these women and their families to provide them the support, information and care they need. After surgical repair, these women participate in skills development and employment training, as well as social reintegration program.

Specialized surgical supplies are provided by **Direct Relief** and outreach is supported by **UNFPA**, **Global Affairs Canada**, and our donors.



65 Total Surgeries
in 2020



Obstetric fistula repair surgery is a life changing procedure. With every single surgery we are one small step closer to eradicating this devastating injury.

Dr. Nrinmoy Biswas
HOPE Fistula Surgeon



Safe Motherhood Program



HOPE's Safe Motherhood Program provides access to comprehensive maternal health services including antenatal care, safe delivery, postnatal care, nutrition counseling, and family planning. This critical program, made possible by Every Mother Counts, ensures that all women have access to a safe and healthy pregnancy.

12,360 Women served under the Safe Motherhood Program in 2020



Rural Mothers' Clubs



HOPE Rural Mothers' Clubs serve as an informational hub for the community. HOPE operates 55 Mothers' Clubs with each club comprised of 30 to 50 women. The goal of HOPE's Mothers' Clubs are to raise awareness, provide education, and connect women in need of health services to HOPE's facilities in rural communities. The topics include basic hygiene and sanitation, safe pregnancy and delivery, first aid, public health training, and more. Through the Mothers' Clubs, barriers to healthcare, such as lack of awareness, financial, and cultural beliefs are overcome. These mothers play critical roles in communicating vital messages to their communities and raising awareness on all aspects of health. Mothers' Clubs are located near HOPE's rural facilities with activities coordinated by HOPE teams at the facilities.

55 Mothers Clubs were active in 2020 and provided vital support in fighting the pandemic

Cleft Lip/Palate Program

Cleft Lip/Palate is a birth defect that occurs when the baby's lips or mouth are not formed properly during pregnancy. Often times, these defects can occur when the pregnant women does not have enough folic acid intake - which is why prenatal vitamins are so critical. This disability prevents the child from eating, drinking, or speaking properly, as well as causing mental stress as they are often socially isolated. HOPE partners with SmileTrain, to provide reparative surgeries to these children.



49 Total Surgeries
in 2020



Burn Program



Burn injury remains a serious problem in Bangladesh, with estimates of 173,000 youth under the age of 18 experiencing a burn injury per year. The main causes of burns in Bangladesh include cooking, chemical and electrical exposure. Many burn injuries, when not treated immediately, can result in debilitating contracture of the body and affected limbs. HOPE partners with ReSurge International, a US based organization, in order to provide rehabilitative surgery for burn injuries, including the function, rehabilitation and appearance of the affected limb(s).

30 Total Surgeries
in 2020



Birth Centers

Ensuring every woman has access to a healthy pregnancy and safe delivery is a driving factor in HOPE's mission. In order to achieve our mission, HOPE Birth Centers have been established to offer safe natural birth, prenatal/postnatal care, and family planning to women who otherwise would not have access to these services. These centers are led by trained midwives. HOPE Birth Centers also serve as a referral link for high risk pregnancies to higher facilities for emergency obstetric care and to save the lives of mothers and their babies each day. This work is made possible by our partner, the Islamic Development Bank.

15 Birth Centers



In 2020, HOPE Foundation opened 5 Birth Centers in remote islands that lacked access to reliable maternal health care; 2 in Kutubdia Island and 3 in Moheshkhali.

Midwifery Training Program

HOPE Foundation is one of the pioneers for training midwives in Bangladesh. Since 2013, we have been training high-quality midwives in our facilities.

Despite significant challenges, Bangladesh championed in lowering the maternal and neonatal mortality rates. One of the most effective solutions to decreasing such mortality rates is by ensuring access to a **skilled birth attendant**, such as a midwife. In resource-poor settings, midwives are able to provide healthy pregnancy services, safe delivery, and even refer to a higher facility in times of obstetric emergency.

In order to achieve better maternal and neonatal outcomes, HOPE is training classes of midwives through its **3-Year Community Midwifery Program**, in partnership with BRAC University with funding from the UK Department for International Development. As HOPE has long served these communities, we knew that in order for the midwives to be accepted by these communities and serve them, they would have to be local; thus, for its midwifery program, HOPE recruits mostly local women. In the program, the women are trained in how to provide **antenatal care, postnatal care, family planning, natural delivery, lab testing, fetal assessment, signs of high risk pregnancies, birth complications and diagnoses**. The Midwifery Training Program also equips midwives with proper knowledge and tools to assist women during pregnancies and births in resource-poor situations such as in the refugee camps, where there is limited access to basic sanitation or clean water to sterilize tools and the birthing surface.

Once graduated, many of the midwives are recruited to serve in HOPE's birthing centers, and some even serve on the frontline in the Rohingya refugee camps. These women are dedicated to ensuring all women have access to quality maternal and neonatal health care. They demonstrate their commitment daily, working in the refugee camps and in remote communities, even through the COVID-19 pandemic.

2020

23 Midwives graduated

2,645 Deliveries by HOPE's midwives

2013-2020

101 Midwives graduated



Partners: DFID & BRAC University

“We are working with a goal that there is a midwife by **every woman's** side during childbirth.”

Johanna Hansing,
Program Manager



Student Midwives at HOPE Foundation





Humanitarian Response for Rohingya Refugees

Although three years have passed since the refugees arrived in Bangladesh, fleeing from the abuse and violence in Myanmar, the hardship for this population hasn't ended. Approximately one million stateless Rohingya refugees live in temporary shelters (tents) in the Cox's Bazar region of Bangladesh. HOPE has been engaged since the beginning of the Rohingya crisis, working to improve the health of these vulnerable people.

Children make up approximately 55 to 58 percent of all Rohingya refugees. The children living in these refugee camps not only face daily threats such as exploitation, human trafficking, violence, and discrimination, but also mental and physical health risks due to persecution, insufficient resources, trauma, and lack of nutrition and basic sanitation. Additionally, overcrowding in the camps is a precursor and exacerbating force for the spread of disease. Heavy rains and flooding during the monsoon season have preyed upon the already fragile sanitation infrastructure and have increased the prevalence of many water-borne diseases in the camps.

HOPE responded to the Rohingya crisis by building a fully operational field hospital inside the refugee camps. The **HOPE Field Hospital for Women** is a 50 bed hospital that provides comprehensive healthcare services to Rohingya refugees 24 hours a day, 7 days a week, including mobile health clinics, emergency transportation, emergency obstetric care and pediatric health care.

Since the beginning of the crisis, HOPE has provided medical services and necessary supplies such as first aid kits, medications, water purifying packs, and vitamins to the Rohingya refugees, and we continue to work to address the unique healthcare needs of this population.



Field Hospital for Women (50 Beds)

The **HOPE Field Hospital for Women** provides comprehensive women's healthcare services to Rohingya refugees 24 hours a day, 7 days a week, including mobile health clinics, emergency transportation, emergency obstetric and pediatric health care, and mental health services. Moreover, HOPE also provides necessary supplies such as first aid kits, medications, water purifying packs, and vitamins.



King Abdullah bin Abdulaziz
Program for Charity Work (KAAP)

Services Provided **24/7**

- **Emergency Obstetric Care**
- Normal Delivery
- Newborn Care
- Maternity Care
- Antenatal Care
- Emergency Services
- Fistula Surgery
- Postnatal Care
- Family Planning Services
- Laboratory Investigation
- ECG, Ultrasound
- Pharmacy
- Outpatient Care
- Mental Health Care
- Dermatology
- Physical Therapy & Rehab Counseling Services
- Cleft Surgery



Impact of the **HOPE** Field Hospital for Women in 2020

57,388 patients served

2,732 antenatal care
services provided

802 deliveries

2,539 family planning
services provided

1,153 patients received
inpatient care

598 patients received
mental health services

294 babies received
neonatal care



The HOPE Field Hospital for Women is the only one providing 24/7 emergency obstetric care inside the refugee camps. This hospital is key to save lives of pregnant women and their babies, especially for all those pregnant mothers with high risk pregnancies in need of cesarean sections.

Md Showkat Ali

Senior Manager,
HOPE Field Hospital for Women



Sexual & Reproductive Health Centers

HOPE Foundation established **9 Sexual & Reproductive Health Centers** to further provide care for the Rohingya refugee population. Many of the Rohingya women have experienced traumatic sexual assaults and torture, and HOPE rose to the occasion to ensure that we could provide necessary services and do so in a safe and comforting setting for these women. These centers provide safe and comprehensive care for women in need of safe delivery, antenatal or postnatal care, family planning, cervical cancer screening, mental health, and more.



EVERY MOTHER COUNTS



SRH Services Provided in 2020

24,202 antenatal care services

1,027 natural deliveries

91 referrals for emergency obstetric care

19,685 family planning services

937 cervical cancer screenings





“Respectful Maternity Care is achievable and it is everybody's responsibility. Thanks to all HOPE donors for the support.”

Ali Munju

Treasurer/Board of Directors,
HOPE Foundation





Story of Nur Begum

Nur Begum delivered a healthy child following what her doctors considered a very complicated labor during which her life, and that of her son, were at risk. Her referral to HOPE Field Hospital, in the refugee camp, where a dedicated medical team did everything humanly and medical possible to ensure her survival, is the reason why she is here today to tell her story and hold her child as tightly as she can.

“On that morning, as soon as the labour pains began, I started bleeding. I wasn’t

so worried about the pain but the fear of losing another child was taking over all my thoughts. I also have a 2-year-old who very much depends on me,” recalls Nur Begum.

“Nur’s health condition had everything to support the decision of a caesarean section as the right procedure in her situation: she presented placenta previa (meaning that a normal vaginal delivery would not be possible), hemorrhage and labour pain”, says her doctor at HOPE Field Hospital, Gynecologist and Obstetrician, Dr Akash Mazumdar.



Now one month old, Md Ayaz was born perfectly well and healthy following a two and a half hour caesarean section. However, Nur continued bleeding in the recovery room and had to be taken back to the operation room. This time her health condition was more fragile, and doctors had to race against time to get blood supplies in order to ensure her survival during the second surgery.

“We were running against time and asked for the help of blood donors among the host community. Young Bangladeshi came to donate blood and I will never forget this moment when our team clapped as they walked out. They were the ones who saved

Nur and allowed us a happy ending on that very challenging - but also memorable - day, not only for Nur and her family but for us at the hospital”, tells Dr Akash Mazumdar.

In its mission to provide quality health services to the most marginalized populations in rural Bangladesh, HOPE Foundation is using education and community outreach to provide compassionate health care to Cox’s Bazar’s vulnerable communities. In addition to the services provided in the Rohingya refugee camps, the HOPE Foundation has also a referral facility for emergency obstetric care for the host community.



Telemedicine Program



When patients are in need of specialized care, they often must travel to larger cities where specialized doctors reside - which is often too costly for the patient. In response, HOPE developed a telemedicine program so that its patients can be treated by specialists from all over the world, without having to leave HOPE's facilities. HOPE has two telehealth devices in two of its hospitals. These advanced devices are donated by **World Telehealth Initiative (WTI)** in collaboration with **Direct Relief**. In HOPE's telemedicine roster, there are physicians from many specialties such as Internal Medicine, Dermatology, Neurology, Pulmonology, and Pediatric Surgery. These volunteer physicians donate their time and expertise so that our patients receive free consultations, and whereby the capacity is enhanced without the need for travel. We are so grateful for our volunteer physicians who make this possible!



WORLD TELEHEALTH
INITIATIVE



Mental Health Program

Mental health is an often overlooked need in resource-poor areas; however, one will not achieve good health without strong mental health. This is a particularly needed area of care when addressing the needs of the Rohingya refugees who experienced tremendous loss, pain, and trauma. Mental healthcare is also important for our patients who have suffered social isolation due to obstetric fistula and cleft lip/palate, and, naturally, mental health is a necessary component of any maternal health program in order to meet the needs of new mothers. HOPE Foundation, with the financial support of Kulczyk Foundation, established a Mental Health Program aimed at providing mental health and psychosocial supports for both host and Rohingya communities living in the district of Cox's Bazar. HOPE Foundation's mental health team has been providing direct mental health care and psychosocial supports to beneficiaries through individual counseling, support groups, community mobilization, and awareness-raising activities. The team offers services at the HOPE Hospital, HOPE Field Hospital for Women, and in the Rural Birthing Centers.

The mental health team has received mhGAP training and is supported by a local psychiatrist who provides care at the HOPE Field Hospital for Women regularly; the team further receives support from international experts, including psychiatrists, for clinical advice and training via teleconferencing.

1,106 patients received mental health care services in 2020



HOPE Emergency Response Team (HERT)

Mobile Medical Teams (MMT) have been widely recognized as one means of ensuring that communities in Bangladesh are not cut off from health services in the wake of a disaster. The presence of a large number of NGOs and UN agencies serving the Rohingya refugee community has led to the development of a robust plan to activate MMT's to provide healthcare to the refugee camps when events or conditions call for them. While this effort has been well-organized in 2018, 2019 and 2020, the focus has been on both the refugee community and the host community of native Bangladesh to serve with these life-saving services.

HOPE Emergency Response Team (HERT) was established in early 2018 in order to address emergencies in Cox's Bazar district and to ensure that the host communities in the area have access to the same level of emergency services as those being provided to the Rohingya refugee community. A team of HOPE staff were trained and positioned in 2018, which were deployed during flooding caused by seasonal monsoons. The deployed team offered emergency treatment and other essentials such as food, water purification tablets, umbrellas, and LED lights. Prior to the monsoon time, stocks of medicines and emergency supplies were also prepositioned.

HERT responds in areas where a well-trained emergency team is needed to quickly and effectively respond to a disaster situation.



In order to lessen the hardships brought on by complex disasters and reduce the rate of unnecessary morbidities, HERT does the following:

- Answer to immediate health needs in an efficient and safe manner.
- Deploy teams equipped with sufficient training and supplies to areas where the disaster has struck.
- Work in close coordination with government entities, and other local agencies in order to respond to an emergency the most effectively.
- Train volunteers.

HERT is composed of medical and allied personnel (supported by a cadre of administrative and logistical staff), designed to provide medical care during disasters. The team aims to be a rapid response element to supplement local medical care until other resources can be mobilized.

Because HERT deploys to disaster sites, their responsibilities cover a wide range of duties including preparing patients for evacuation and supporting transportation of patients to hospitals.

Other **HERT** services include:

- Triage, including mass casualty triage.
- Emergency resuscitation, stabilization and referral.
- First aid including treatment of injuries, wound care, splinting and tetanus prophylaxis.
- Immediate management of snakebites.
- Treatment for priority communicable diseases including diarrhea, acute respiratory infections and malaria.
- Emergency deliveries for pregnant women.
- Clinical Management of Rape.
- Psychological first aid (with onward MHPSS team referral).
- Critical protection services :
 - › Identification of unaccompanied children/separated families and referral to emergency protection teams
 - › Referral of survivors of GBV to emergency protection teams for psychosocial and case management support
- Referral Services



COVID-19 Response

HOPE Isolation & Treatment Units - 2 Units (100 Beds Total)

COVID-19 was one of the greatest challenges that HOPE Foundation has faced. We feared for our communities that already faced challenges accessing basic health care. Our concerns were coupled with the one million Rohingya refugees living in makeshift tents, in close proximity to others, and who already had poor health and a lack of access to proper hygiene, sanitation, food and supplies. We knew we had to act quickly. We established two Isolation & Treatment Units, each with a 50-bed capacity. One was located near the Rohingya refugee camps to support the refugee population and the other located in Cox's Bazar town. The Units also provided respiratory care with oxygen and High Flow Nasal Cannula (HFNC). **Throughout the pandemic, HOPE has done the following:**

- Provided inpatient and outpatient treatment for COVID-19 positive cases
- Provided ongoing essential/lifesaving maternal and pediatric services in all HOPE health facilities
- Provided diagnostic support for COVID-19 response and general medical care
- Built awareness and preventive programs to further minimize the spread of the virus
- Provided emergency transportation for COVID-19 patients needing higher care
- Provided PPE for its healthcare workers and the health facility staff
- Provided masks and other infection control items to its patients

I want to take this time to thank our staff, volunteers, partners and donors, who supported us as we faced one of our greatest challenges. HOPE's staff demonstrated tenacity, strength, and resilience, as they continued to show up to serve every day, while the threat to their own health lingered. We could not be more proud of our continued response to this pandemic.

Dr. Ismail Idris
Chief Medical Officer,
HOPE Field Hospital for Women



COVID-19 Services Provided in 2020

13,294 patients received outpatient care for COVID-19

401 patients received oxygen support

865 patients received inpatient and/or isolation care

24 deliveries conducted for mothers suspected of being COVID-19 positive



**King Abdullah bin Abdulaziz
Program for Charity Work (KAAP)**



EVERY MOTHER COUNTS



HOPE Maternity and Fistula Center (Under Construction)



The HOPE Maternity and Fistula Center will be an extraordinary healthcare center. Obstetric Fistula victims will have here a safe place to regain their life back with access to reparative surgery and rehabilitation services free of cost.



Sirajul Islam, MD

Board of Directors,
HOPE Foundation

In Cox's Bazar, Bangladesh, a large number of women give birth at home, often at the hands of untrained birth attendants. There is a huge need for access to affordable medical care for this population of 2.2 million.

Nationally, the maternal mortality rate stands at 173 per 100,000 live births and the maternal morbidity rate is 970 per 100,000. In rural areas of Cox's Bazar, the numbers are higher.

Among these morbidities is **Obstetric Fistula**, a debilitating condition in which women who experience obstructed labor tear a hole in their birth canal. This hole or fistula causes the women to incessantly leak urine, feces, or both. Their husbands leave them and communities exclude them, forcing them into a life of isolation.

In Bangladesh there is a backlog of an estimated 20,000 women suffering from fistula. Most are unaware as to what fistula is or that help is available. These women are blamed for their condition and live their lives believing it is their fault. They are poor and lack education.

With about 1,000 new fistula cases developing every year, and coupled with the backlog of women in need of surgery, there is a huge need for fistula reparative surgery in the country, particularly in Cox's Bazar where fistula cases are very high.

The medical community of Bangladesh needs an institution for specific-fistula training and fistula repair. HOPE Maternity & Fistula Center will address that need.

HOPE Foundation for Women and Children of Bangladesh is set to complete construction of a unique facility; the HOPE Maternity and Fistula Center. With generous support from donors, the structure of this new hospital will be completed soon.

Partners



King Abdullah bin Abdulaziz
Program for Charity Work (KAAP)



Thank you to all the trusted partners that make this amazing programs possible through its continuous support and trust.



Rashmi Murthy, MD

Board of Directors,
HOPE Foundation

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Technical Advisors:

Dr. Vidya Sharma, MD, MPH,
Sr. Advisor, Maternal Health Programs

Halida Akhter, MD, Dr. Ph
Sr. Advisor, Health and Education

International Technical Team:

Mark Clydon, MD, OB/GYN (Maternal Health)
Stephanie Richard, MPH (Mental Health)

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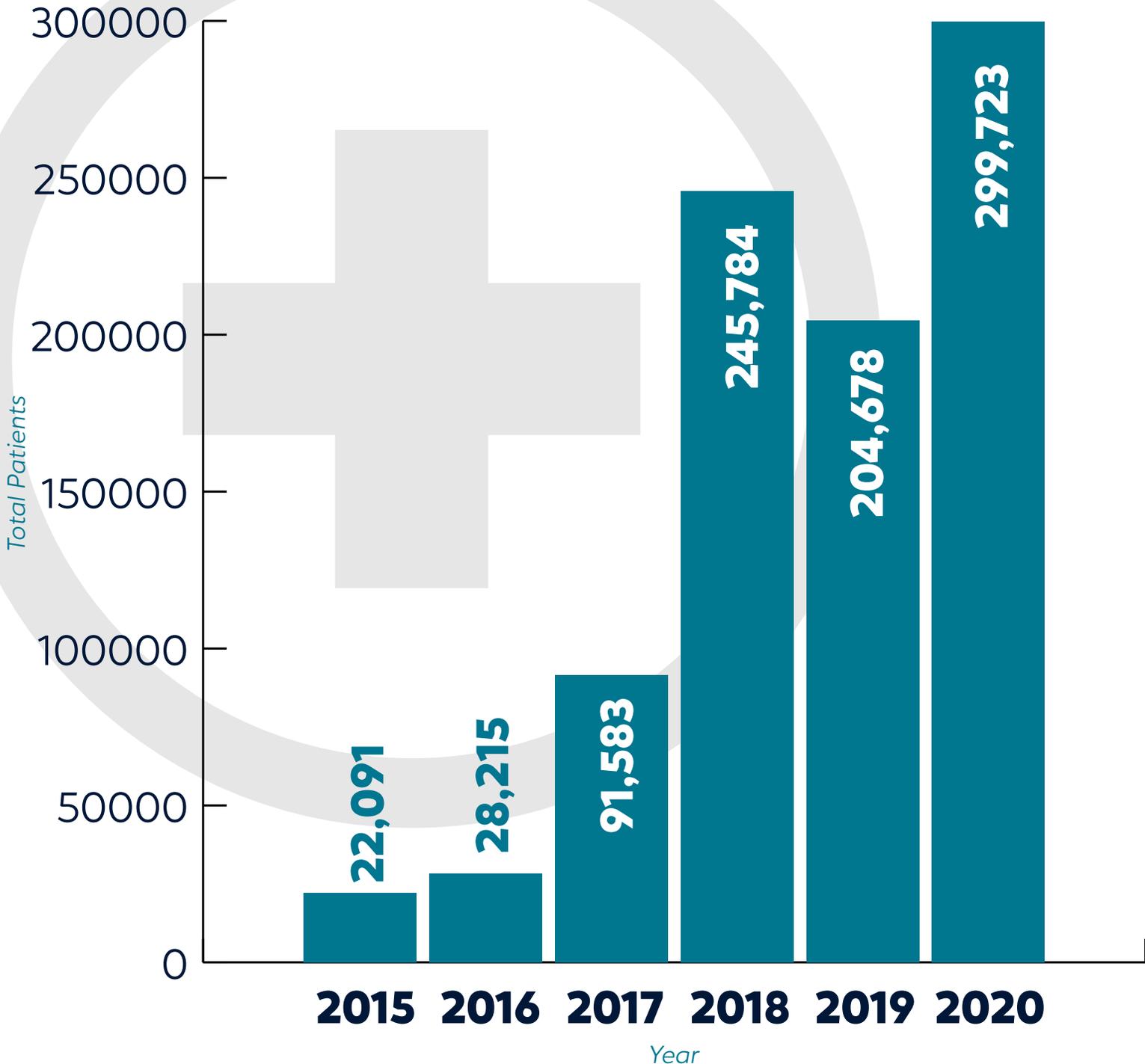
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Matthew Malin, MPH, Director of International Programs
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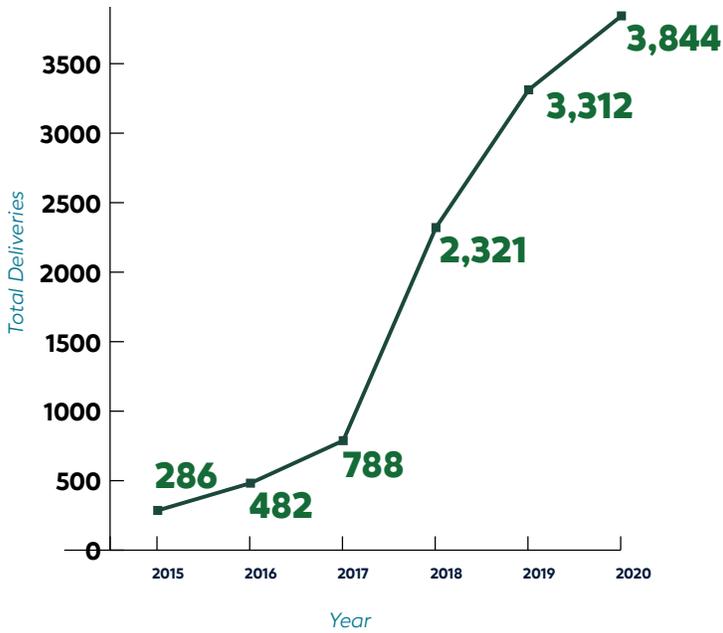
Bangladesh Office:

K M Zahiduzzaman, Country Director
Dr. Nrinmoy Biswas, Senior Consultant, OB/GYN
Dr. Ismail Idris, Chief Medical Officer
Showkat Ali, Senior Manager

Patients served at HOPE Health Facilities 2015– 2020



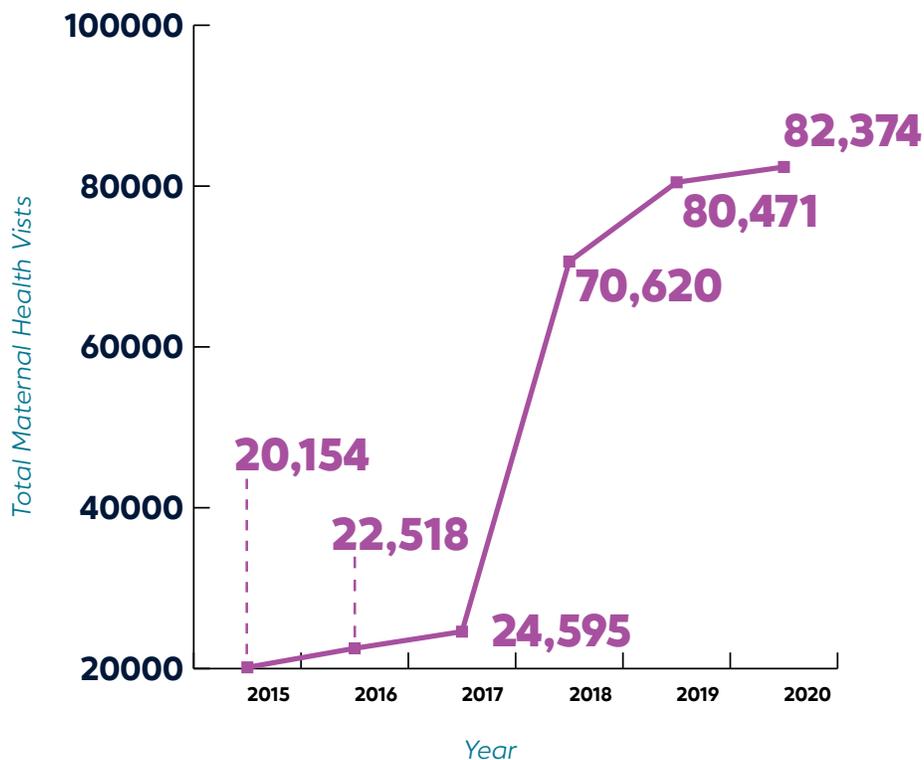
SAFE Deliveries



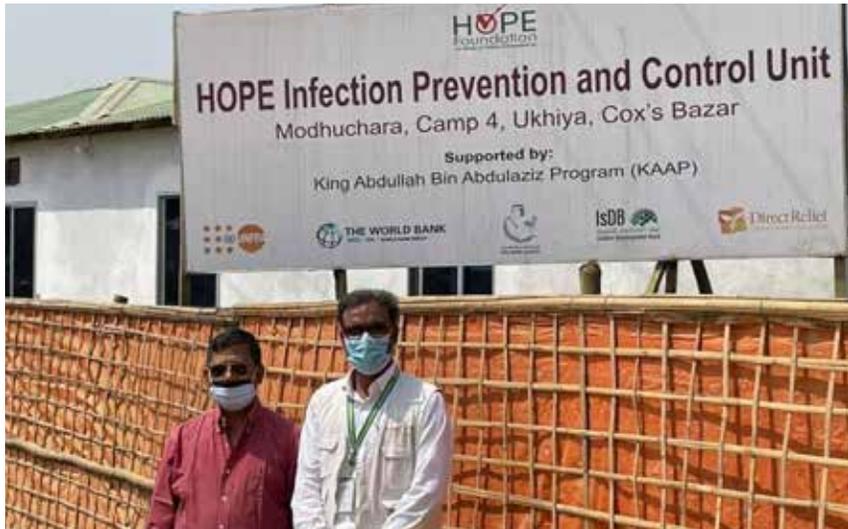
Lifesaving Surgeries Performed



Mothers Served



Pictures from the field





Our Donors

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On behalf of the HOPE Foundation Board of Directors, I want to express my sincere gratitude for the continuous support from partners and all the individual donors. Without you, our work would not be possible.

Syed Hasan

Board of Directors, HOPE Foundation

