



JULIE AND SUMMIT SHAH FAMILY INVESTMENT

SAN MARCOS, GUATEMALA VISION CENTER

THREE YEAR REPORT
AUGUST 2023

INVESTMENT OVERVIEW

\$120,000 RECEIVED JUNE 2020

The San Marcos Vision Center (VC) has provided over 5,250 eye exams, reaching more than 4,000 new patients with eye care services since it opened its doors. The VC has become a thriving eye care service center for the surrounding communities.

We are deeply grateful to the Shah Family for its commitment to increasing access to eye care. Your gift transforms lives every day.

PROGRAM IMPACT AND RESULTS MAY 2021 TO JUNE 2023

| NEW PATIENTS SEEN | | REPEAT PATIENTS SEEN | | SURGERIES COMPLETED | | EYEGLASSES PROVIDED | |
|-------------------|------|----------------------|------|---------------------|------|---------------------|------|
| FEMALE | MALE | FEMALE | MALE | FEMALE | MALE | FEMALE | MALE |
| 2427 | 1680 | 690 | 466 | 60 | 27 | 723 | 447 |

Source: Visualiza, July 2023

HIGHLIGHTS FROM THE REPORTING PERIOD

Over the past year (July 2022-Jun 2023), the San Marcos Vision Center provided 2,649 eye exams, achieving its target to provide at least 2,400 eye exams annually. Seva and Visualiza are thrilled to cross this milestone of bringing critical eye care to the San Marcos region.

Visualiza uses major international eye days to generate awareness and promote the vision center. This year, the VC celebrated World Sight Day and Glaucoma Day. Visualiza recognized World Sight Day in October 2022. They promoted the celebration through flyers and mobile loudspeakers in the main streets of San Marcos and San Pedro Sacatepéquez departments. Through this campaign, the VC staff detected six patients needing cataract surgery and referred them to the hospital in Quetzaltenango. During the week celebrating Glaucoma Day (March 13th to 17th, 2023), the vision center focused on increasing community understanding of glaucoma and how regular eye screening remains a critical way to prevent visual impairment due to glaucoma. Finally, Visualiza celebrated Mother's Day in the vision center (May 10th). They offered a promotion for free eye health exams and discounts on eyeglass lenses.

On the cover: The result of restoring one person's eyesight also benefits the lives of other family members.

As the demand for eye care services increased at the VC, Visualiza set up regular transport between San Marcos and the referral hospital, Quetzaltenango Hospital. Patients can now access transportation every 15 days. This helps people needing to travel to the hospital to have more time to organize their lives accordingly.

Visualiza organized continuing education opportunities for the VC staff between October and December. The training focused on Visualiza’s three pillars (quality service, volume, and efficiency). With this guidance, the VC staff presented their strategic plan for the vision center to Visualiza’s management. The staff involvement in creating a strategic plan helps foster a sense of ownership for the center’s success. Professional development opportunities will continue throughout 2023. Visualiza prioritizes patient-centered care and organized a training called “Great Leaders are Born from Empathy,” which examined how empathy can be a critical tool for successful leadership. VC administrators also learned about using Chatbots to help reduce response time in Telegram and WhatsApp.

COMMUNITY OUTREACH SCREENING SERVICES

With the support of Visualiza’s Outreach Team, the vision center continued providing outreach service to communities outside of San Marcos. These efforts provide critical links from the vision center to more remote communities, ultimately reaching more people with eye care services. Below is a list of the municipalities and the communities visited.

OUTREACH ACTIVITIES DURING THE REPORTING PERIOD

| QUARTER VISITED | LOCATION | ACTIVITY |
|--------------------------------|--|---|
| October - December 2022 | Communities of: Cantón San Isidro, Chamec, San Pedro San Marcos, Aldea de la Federación, Cantón Ramón, San Miguel Ixtahuacán | 60 patients screened |
| January - March 2023 | Communities of: Central Park, Canton San José, Aldea Caxaque, Aldea el Rincón, San Antonio Sacatepequez | 52 patients screened |
| January - March 2022 | San Marcos VC | 45 teachers trained to test visual acuity in primary school children (Snellen charts provided by Visualiza) |
| April - June 2023 | Aldea La Federación, Tocache San Pablo, Palacio Maya, San Jose La Islas, and the municipality provide the contact of a senior nurse in San Marcos. | 150 patients were screened during outreach activities |



Community Outreach Worker conducts an in-home screening

*Source: Visualiza quarter report from July 2021 to Sept 2022

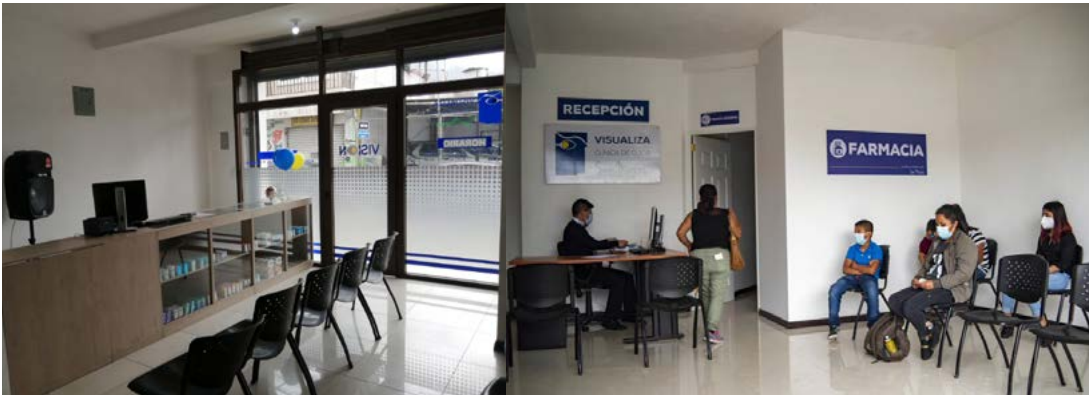
PATIENT STORY

LIVES YOU HAVE CHANGED

Sindy is 37 years old with two children and works selling cleaning products. More than three years ago, she was diagnosed with Lupus. Since then, she has been unable to do things on her own.

Six months ago, she started having problems with her vision. Sindy and her family faced financial hardship, making the chances of seeing a doctor more challenging. Everything changed when a friend recommended that she visit the San Marcos Vision Center. There, she was evaluated and referred to the hospital in Quetzaltenango, where the doctor diagnosed her with cataract in both eyes. Her life had been difficult, and she sometimes felt sad, but her children motivated her to move forward. Sindy's family was worried she would lose her vision completely. Their fears turned to hope when they heard about the support she would receive with the free surgery. After a successful operation, Sindy felt incredibly happy, motivated, and grateful for the support she received.





Registration and waiting area

High quality frames available for all patients



State of the art equipment facilitates easy and quick exams



Technician examines a patient's eye at the San Marcos Vision Center