



**Buddhist Tzu Chi
Medical Foundation**
Serving with Compassion

2019 Annual Report

Buddhist Tzu Chi Medical Foundation



Among the eight sufferings of life, illness is the most painful. With the aim of patient-centered medical care that respects patients as teachers, Tzu Chi's medical staff will shoulder the responsibility of caring for people's lives, and ensure proper care of patients' body, mind and spirit.

Dharma Master Cheng Yen
Founder of Buddhist Tzu Chi Foundation



About Tzu Chi

Established in Taiwan in 1966, the Buddhist Tzu Chi Foundation is an international humanitarian aid organization that has provided compassionate emergency and long-term aid to 102 countries across five continents. Tzu Chi endeavors to relieve the suffering of those in need, and create a brighter world for all through innovations and charity work in the fields of medicine, education, disaster relief, environmental protection, and humanistic culture. Tzu Chi's global reach is strengthened through collaborative efforts with partner organizations, such as the American Red Cross (ARC), United Nations Economic and Social Council (UN ECOSOC), the National Voluntary Organizations Active in Disaster (NVOAD), and InterAction.



About Tzu Chi Medical Foundation USA

Established in 1993, the Tzu Chi Medical Foundation provides holistic and integrated healthcare services across the United States, to financially disadvantaged residents regardless of age, race, sex, or religious affiliation. With permanent clinics in Alhambra, South El Monte, and Wilmington, California, we offer exceptional care to underserved populations in those regions.

We also host free, periodic large-scale local and international medical outreach events in the U.S., Latin America, and the Caribbean, in addition to providing mobile dental and vision care programs, support groups, and preventive health education. Our volunteer doctors, nurses, and other healthcare professionals and general volunteers serve vulnerable communities with compassion and care.

Our Mission

We provide affordable and charitable patient-centered health care for the wellness of the underserved.

Our Vision

To provide medical aid while inspiring love and compassion in both those giving care and those receiving it.



A Message From Our CEO

Dear Friends,

The year 2019 was a busy one for the Tzu Chi Medical Foundation, on many fronts.

The 5th TIMA Global Forum, held from March 29 to 31 in San Dimas, California, was the first international event held in the United States at Tzu Chi USA's national headquarters. More than 500 members, speakers and VIP guests from 17 countries attended the conference, which was titled "Enlightened Wellness: Body, Mind, Spirit." The entire staff at the headquarters' campus and many volunteers across the U.S. pitched in to make this event possible. It was a great success that unified our staff and volunteers and attracted new friends to join us.

In March 2019, we handed over the eighth and ninth Tzu Chi Vision Mobile Clinic vans to Tzu Chi USA's New York chapter. These specially outfitted vehicles have officially started providing services for New York City elementary school students. With a grant from the Kaiser Permanente Foundation, we placed an order for a Dental Mobile Clinic van as well, which we scheduled to start providing services for migrant workers in 2020.

Tzu Chi Medical Foundation (TCMF) and the UCLA Center for East-West Medicine (CEWM) followed through on a mutual desire to form an alliance, whereby: CEWM shall create an integrative educational program, to train TCMF healthcare professionals as seed trainers, who will then disseminate the program at our clinics to benefit patients. Panda Charitable Foundation agreed to provide a matching grant to support our participation in this alliance, which just completed its first half-year of existence. All staff is in place, and things have gone smoothly regarding the completion of the first part of all courses. We hope to incorporate the program into our clinics in 2020. Thank you, Panda Charitable Foundation, for your generosity.

We expanded our international medical missions in Ecuador and Mexico in 2019. TIMA (Tzu Chi International Medical Association) provided medical services during over 15,877 patient visits throughout 20 medical outreach events. We not only took care of people's physical needs but also offered moral support, resulting in smiles that express a sense of hope.

We are set to apply for the status of Federally Qualified Health Center (FQHC) by March 2020 and expect to receive approval by October of that year. This new status will help TCMF reach the goal of sustainable development.

I want to express my deepest gratitude for all our donors, sponsors, partners, medical professionals, and logistics volunteers whose support and dedication have made us strong today. We've accomplished a great deal together in this busy year. With the steadfast efforts of our staff and volunteers, we are sure to continue on this path of success in the coming year.

Gratefully,

A handwritten signature in blue ink that reads "William Keh". The signature is fluid and cursive.

*William Keh, M.D.
Chief Executive Officer
Tzu Chi Medical Foundation*

Delivery of Care

Permanent Clinics

Tzu Chi's first clinic was established in Alhambra, California in 1993.

Today, we have three permanent clinics in California - in Alhambra, South El Monte, and Wilmington.

Services provided include medical, dental, and vision care; traditional Chinese medicine (TCM); acupuncture; psychotherapy; and Healthy Community Programs.

Mobile Clinics

Tzu Chi's mobile clinics have delivered high-quality healthcare services to communities around the country at no cost for 19 years.

A fleet of nine mobile clinics serves underprivileged communities in California, its services recently expanding to New York and Las Vegas.

Services provided include medical, dental, and vision care, as well as cancer screenings.

Healthy Community Programs

Tzu Chi's Healthy Community Programs provide preventive health services to thousands of individuals in need.

These holistic programs are designed to cultivate healthier lifestyle choices within communities.

Services include healthy living programs, health workshops, educational outreach, cancer awareness programs, patient support groups, and Integrative East-West Medicine.

Domestic and International Medical Outreach (TIMA)

Tzu Chi International Medical Association (TIMA) is an organized global service network that consists of licensed medical professionals and logistics volunteers.

Volunteer expertise is utilized to facilitate patient-centered medical services to vulnerable populations affected by disasters and poverty locally and worldwide.

Services provided include medical, dental, and vision care; traditional Chinese medicine like acupuncture; and health education.

Areas of Service



Medical

Provide low- to no-cost comprehensive primary care services to safeguard patients' overall health. Deliver quality medical care including internal and family medicine, pediatrics, immunizations, women's health, minor surgery, and GI endoscopy.



Dental

Administer access to affordable dental care for local residents, low-income individuals, and underserved populations. Services include general dentistry, dentures, and oral hygiene education.



Traditional Chinese Medicine

Provide low-cost, high-quality traditional Chinese medicine treatments (TCM) to help patients recover from ailments and promote overall well-being. Services include acupuncture, acupressure, cupping, Tui-Na, herbal remedies, therapeutic exercises, and dietary regimens.



Vision

Offer low-cost optometry and ophthalmology care to promote eye health and vision function.

Services include vision testing, and comprehensive eye examinations consisting of diagnosis and treatment programs.

Prescription lenses are also offered.

Summary of Operations

2019 was a significant year for the Tzu Chi Medical Foundation. To start, our three permanent clinics – in Alhambra, South El Monte, and Wilmington – offered 21,476 consultations and treatments. To provide better quality and sustainable health care, the clinics also raised their operational standards to comply with the requirements for becoming a Federally Qualified Health Center.

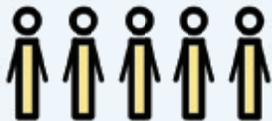
Throughout 2019, we held 122 health education workshops nationwide and participated in 40 health fairs that provided 6,331 consultations and treatments to underprivileged communities. We received recognition from partners, such as the City of Hope and UCLA Center for East-West Medicine, the latter resulting in a grant award and flourishing cooperation regarding Integrative East-West Medicine programs.

Our mobile clinics and domestic medical outreach have continued to bring healthcare services to the doorstep of underinsured and uninsured people across

California, with recent expansion to New York and Las Vegas. With the support of 2,028 healthcare professionals and 5,044 general volunteers, we offered 313 medical outreach events and mobile clinic setups nationwide, providing 11,869 consultations and treatments, together with free medication.

Over 500 participants from 17 countries joined the 2019 TIMA (Tzu Chi International Medical Association) Global Forum, the first international conference organized by the Tzu Chi Medical Foundation held in the United States. Not only were current and emerging medical trends amply discussed, but the achievements accomplished by TIMA during domestic and international medical missions were equally shared.

Seeds of collaboration and service continued to be planted and to grow in Mexico and Ecuador, fostering local medical talent while providing healthcare services to 15,877 patients in need of care. Overall, our operations in 2019 proved to be sustainable, establishing a solid building block for our activities in 2020.



- our three permanent clinics – in Alhambra, South El Monte, and Wilmington – offered **21,476** consultations and treatments.



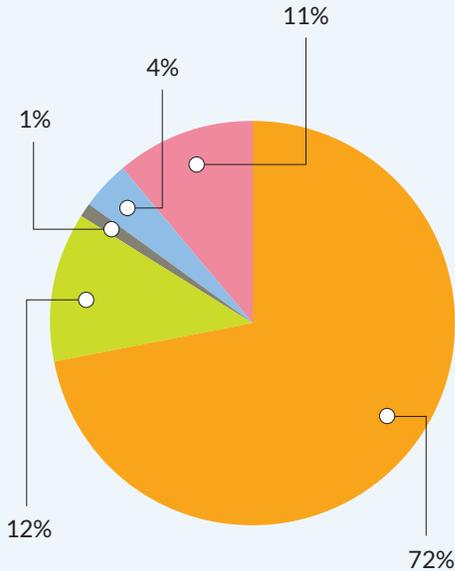
- we offered **313** medical outreach events and mobile clinic setups nationwide, providing **11,869** consultations and treatments.



- we provided healthcare services to **15,877** patients in need of care in Mexico and Ecuador.

2019 Summary of Operation & Patient Demography

Permanent Clinics



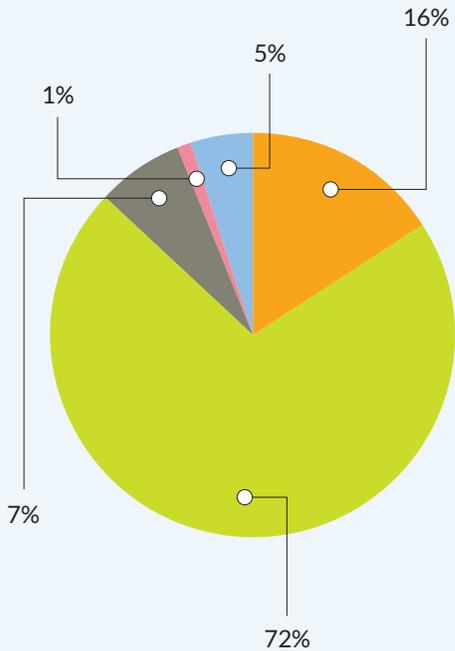
Patient Service Counts: 21,476



Patient Head Counts: 7,833

- Asian: 72%
- White (including Hispanic): 12%
- Black / African American: 1%
- Unreported / Refused to report: 4%
- Other (including more than one race): 11%

Mobile Clinics/ Medical Outreach



Patient Service Counts: 26,032



Patient Head Counts: 11,869

- Asian: 16%
- White (including Hispanic): 72%
- Black / African American: 7%
- Other (including more than one race): 1%
- Unknown: 5%

PERMANENT CLINICS



Tzu Chi Medical Foundation's clinic in Alhambra, CA, seeks to provide quality, affordable care to the uninsured and underinsured.

2019 was a year of riding on Tzu Chi Medical Foundation's sustainable building blocks in the provision of healthcare services for underinsured and uninsured communities, primarily through its permanent clinics in Alhambra, South El Monte, and Wilmington, California.

The three clinics – offering medical, vision, dental, and mental health care, along with acupuncture and pediatrics – provided 21,476 consultations in 2019. The healthcare professionals at the clinics didn't stop at

treating patients' symptoms, but went above and beyond to provide preventive health education combined with healthy community wellness programs, all part of a holistic approach that addresses not only the body but the heart and mind as well.

Furthermore, in pursuit of the utmost quality in facilities, care, and safety, the clinics also decided to rise to the challenge of meeting federal standards and requirements for becoming a Federally Qualified Health Center (FQHC) Look-Alike.

Preparations have gone forward, including the complete review of all policies and procedures, ensuring that we are providing the services that suit our patient demographics, and additional training and development for our clinic staff.

All these efforts and initiatives wouldn't have been possible were it not for our devoted providers, and experienced support staff, who continue to raise the bar higher to provide patient centered care.

Another important factor behind the foundation's application for FQHC Look-Alike designation is that this aligns perfectly with Tzu Chi Medical Foundation's mission: To relieve suffering by providing medical care to those who lack the means to pay. Becoming a Federally Qualified Health Center Look-Alike will enable our clinics to address health care access disparities

and empower underserved areas through high-quality patient care services and community initiatives.

Looking ahead, Tzu Chi Medical Foundation also hopes to maintain higher levels of sustainability and patient-centered care as a result of enhanced financial support provided by the Health Resources and Services Administration (HRSA). Traditionally, our clinics relied on donations to keep out of pocket fees low for our underinsured and uninsured patients. In the future, the donations will be able to support the expansion of our reach and capacity to offer even more medical services, health programs, and education within the communities we already serve and beyond.

In 2019 our permanent clinics provided 21,476 treatments to those in need



▲ Acupuncture treatment to help safeguard patients' health.

	8,540 Patient Visits (Medical)
	67 Patient Visits (Vision)
	5,064 Patient Visits (Dental)
	7,705 Patient Visits (Acupuncture)
	100 Patient Visits (BCEDP)*

* Breast Cancer Early Detection Program

➤ Dr. Stephen Deng listens to a patient's heart during a routine checkup.



▼ Chinese Medicine doctor, Alex Yi Hsien Lai, treating a patient with care.



▼ The vibrant team at Tzu Chi Medical Foundation is ready to serve.



MOBILE CLINICS



The Tzu Chi Medical Foundation inaugurates new vehicles into its fleet of mobile clinics.

Tzu Chi Medical Foundation's mobile clinics have been bringing health care to the doorstep of people in need for more than 19 years. Our fleet of nine mobile clinics offers comprehensive medical, dental, and vision care, as well as cancer screening services. The mobile clinics also participate in large-scale multi-day community medical outreach events and health fairs across the country, reaching underserved communities that face barriers to health care access.

The complementary services of mobile clinics and domestic medical outreach, in conjunction with health education and community volunteerism, have built a solid platform for attracting volunteers,

community partners, and donors to join the force. The See 2 Succeed project, a school-based vision care initiative formed in 2015 on behalf of children from underserved communities in California's Central Valley, is one example of resulting collaborations.

As part of this nonprofit partnership, Tzu Chi Medical Foundation's Vision Mobile Clinics go to schools in 18 school districts and provide students with free full eye exams and prescription glasses as needed during the visit. Children who benefited from the project are doing much better in school due to their improved vision and confidence. The success of See 2 Succeed in Fresno also led to full funding support and the project's extension to local community schools in New York and Las Vegas in 2019.



Our Mobile Vision Care Garners Support Near and Far

Ms. M., a patient at a Tzu Chi Vision Mobile Clinic, heard the story of how Dharma Master Cheng Yen built the first Tzu Chi Hospital in Taiwan and was touched. Learning about Tzu Chi’s bamboo banks, in which people save to help those in need, and discovering that donations support the services offered by our mobile clinics, she was inspired to contribute.

And so, Ms. M. asked to re-use her old eyeglass frames with her new prescription, rather than accepting new ones provided by the clinic, to help Tzu Chi preserve some of its precious resources for those who require more assistance than she did. Although she was concerned that she didn’t have much to offer monetarily, Ms. M. was still able to help through her thoughtfulness, benefiting someone in need.



▲ A patient proudly holds her new glasses as she poses for a picture with Dr. Lina Lin.



▲ Thanks to the See 2 Succeed program, a young patient shines a smile after seeing his new glasses for the first time.

SEE 2 SUCCEED



▲ The See 2 Succeed vision program is a local nonprofit partnership that works with Fresno County schools to offer free eye exams and glasses to local children.



- ▲ Dr. Harry Shaw, a veteran volunteer, brought his associate to provided treatment at Azusa Myanmar Monastery through Dental Mobile Clinic.
- ▶ Tzu Chi's Vision Mobile Clinics also serve seniors.





Dentists on Wheels Bring Smiles Back and Improve Lives

Life can be hard without good health. Imagine having a toothache, but being unable to visit the dentist and having to endure constant, searing pain. Tzu Chi Medical Foundation's Dental Mobile Clinics provide services to those living on the streets in Lincoln Heights, an impoverished suburb in Los Angeles County.

One care recipient, Isabel Arenas, shared that “If I hadn’t found this truck [Tzu Chi Dental Mobile Clinic], I could’ve lost my tooth because I don’t have the means to go [to the dentist]. The truth is, this is marvelous work, sent from the heavens. It’s incredible. And the doctor who treated me has the hand of an angel. Seriously, thank you. It’s something I can’t explain. They’ve helped us immensely.”

Javier Alvarez is another care recipient, who had dental issues since his front teeth had lots of gaps in between and cavities. He said, “I had a lot of problems eating. The food got stuck in my teeth because I didn’t have fillings. Now that I have [the fillings], it fixed the problem, and I can smile better.”



▲ Tzu Chi’s mobile medical services, including those of the dental clinic, bring smiles to the faces of even the youngest patients.

TZU CHI INTERNATIONAL MEDICAL ASSOCIATION



Participants gather for the 2019 TIMA Global Forum in San Dimas, CA.

Inspired by Dharma Master Cheng Yen's mission to safeguard and protect life and health with love, Tzu Chi International Medical Association (TIMA) was established in 1996 as the embodiment of altruistic care and recognition of the person behind the patient. Since then, over 10,000 licensed medical professionals – including doctors, dentists, acupuncturists, nurses, pharmacists, and medical technicians – have offered their services as volunteers. To date, they have provided free medical care in over 50 countries,

with over three million healthcare services given to underprivileged populations worldwide.

2019 was a significant year for TIMA USA, whose members provided free health care straight to the heart of communities most in need via mobile clinics, domestic outreach, and international medical missions. Furthermore, the year marked not only the first time that the TIMA Global Forum took place in the U.S., but it was also the 26th Anniversary of the Tzu Chi Medical Foundation.

Over 500 healthcare professionals from 17 countries gathered at the TIMA Global Forum, entitled “Enlightened Wellness: Body, Mind, Spirit,” and held in San Dimas, California, from March 29 to 31. The focus, discussion, and sharing of integrated and synergized medical ethics efforts, the balance between academia and practice, the combination of eastern and western therapeutic approaches, and the actions and footprints of TIMA and Tzu Chi Medical Foundation, were the highlights of this remarkable forum.

During the conference, Los Angeles County Supervisor Kathryn

Barger presented a Proclamation of Congratulations to Tzu Chi USA and Tzu Chi Medical Foundation volunteers. Supervisor Barger has observed Tzu Chi volunteers providing affordable medical care for everyone, including new immigrants in Alhambra for 26 years, beginning in 1993 when Tzu Chi established its first free clinic. As she presented the proclamation, she stated that “Government alone can’t help. It takes the work of groups across the world to really help (people) in their time of need.” TIMA is grateful to be among those groups, providing vital healthcare services internationally, with dedication and love.



➤ Los Angeles County Supervisor Kathryn Barger presents a Proclamation of Congratulations to Tzu Chi USA and Tzu Chi Medical Foundation for its accomplishments.

➤ TIMA representatives from Latin America, including Tzu Chi Mexico and Ecuador volunteers, attend the TIMA Global Forum.





DOMESTIC MEDICAL OUTREACH



With the complimentary services of mobile clinics, domestic medical outreach provides monthly or quarterly healthcare services, including medical consultations, dental and vision care, acupuncture, nutrition consultation, and health education. In 2019, a total of 313 domestic medical outreach events were organized nationwide for local residents to obtain much-needed treatments and free medication for those who can't afford them. This outreach was successful due to the support of local partners, 2,028 medical professionals, and 5,044 general volunteers.

To meet the growing needs of uninsured and underinsured residents, weekly or biweekly small-scale outreach events offering one service type, or mobile clinic visits, were also arranged to provide further follow-up care. Setting up outreach isn't an easy task and requires a great deal of team effort and organization. The domestic medical outreach program's Standard Operating Procedure (SOP), introduced at the 2015 TIMA USA Convention held in San Dimas, California, was instrumental in creating seamless workflow and assuring hygienic treatment of the environment. We salute

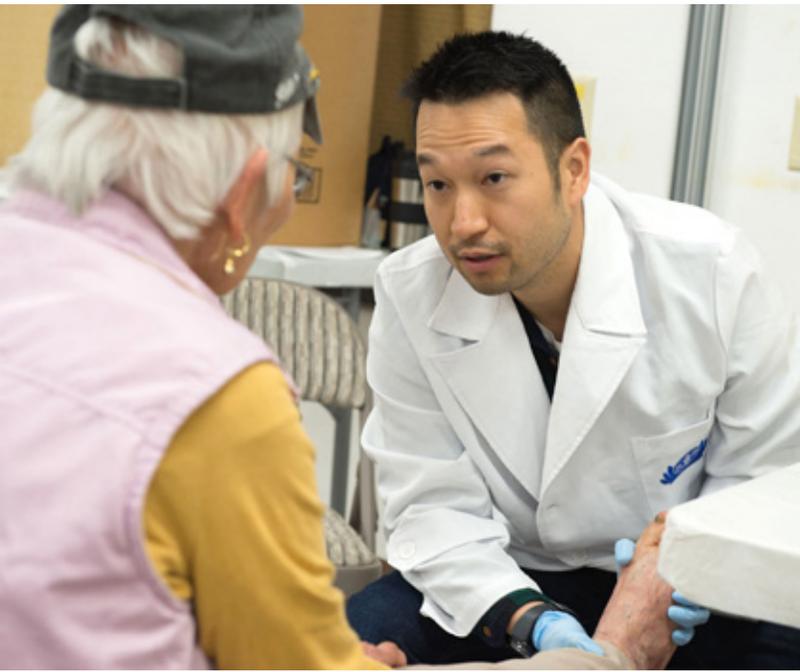


Tzu Chi Medical Foundation hosts a medical outreach event in Orange County, CA.

our healthcare practitioner volunteers, general volunteers, and colleagues for their tremendous effort. They planned, packed, and moved all the necessary equipment to outreach sites the day before, and they got up at dawn to drive two or three hours to outreach sites and set up the start of a day of care for the homeless or underprivileged communities. It is thanks to them that this healthcare outreach for those in need, offered regardless of race, religion, gender, or age, was possible.



▲ With volunteers' support, health workshops are also held at medical outreaches.



Love and Compassion Are a Universal Language

At a medical outreach event in Milpitas, California, one patient spoke only Minnan, a dialect native to parts of southern and eastern China, including most of Taiwan. Dr. David Chuang, who was volunteering his services that day and has limited proficiency in Minnan, took this patient under his wing and provided the medical care she needed. Despite not being fluent in the dialect she spoke, the doctor was still able to communicate with this aid recipient, creating a sense of universal love and understanding between them, which was comforting to her.

- ▲ Tzu Chi Medical Foundation volunteer Dr. David Chuang sees a patient at a Milpitas, CA, medical outreach.
- ▼ The medical team at a San Bernardino, CA, outreach pose for a group photo.
- At a medical outreach in San Bernardino, CA. Physician's Assistant Tung Ping Cheung examines a patient.





Our Dental Outreach Makes Toothaches Go Away

Freddy was very grateful to be at a medical outreach event at the Salvation Army in Las Vegas, where Tzu Chi Medical Foundation was providing services. He told us that he'd been coming to receive health care at such events for four years out of sheer necessity. "No insurance, and couldn't afford it," he explained.

He had an unbearable toothache when he came to the outreach event this time, seeking treatment. After taking an X-ray, Dr. Phan Nguyen extracted a tooth, and as a result of this dental care, thankfully, he was able to relieve Freddy's tooth pain that very day.

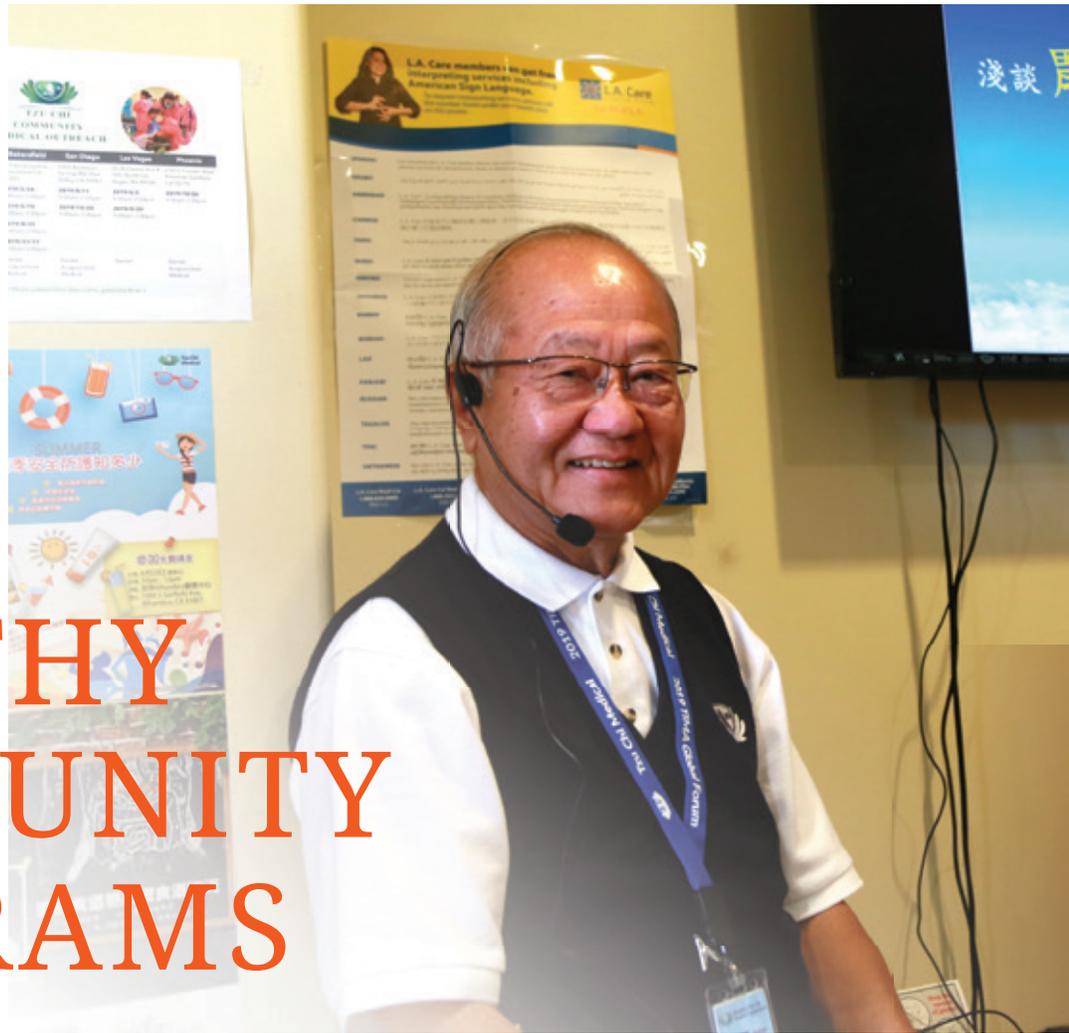
➤ In Las Vegas, Dr. Phan Nguyen examines a homeless patient in need of denture repair.



	1,755 Patient Visits (Medical)
	3,725 Patient Visits (Vision)
	4,187 Patient Visits (Dental)
	2,202 Patient Visits (Acupuncture)
	2,028 Medical Professionals
	5,044 Volunteers



HEALTHY COMMUNITY PROGRAMS



The Healthy Community Programs focus on preventive health care and wellness, and aim to improve the overall health of local residents through health education; the promotion of plant-based diets, physical exercise, and a healthy lifestyle; and patient support groups. The programs place primary emphasis on serving the underprivileged, as well as people with language or cultural barriers: For instance, new immigrants or members of communities in which many can't fully understand English, and the disadvantaged in general.

The design of the programs is holistic, to guard the body, mind, and spirit. The Healthy Community Programs also integrate the power of communities and peers through the continuous support and partnership of City of Hope, UCLA Center for East-West Medicine, and the American Cancer Society. These collaborations enhanced the expansion of Health Education workshops, the Healthy Living Program, and Cancer Awareness Program. They also gave birth to a partnership with UCLA, formalized in 2019, regarding Integrative East-West Medicine.



Health Education Workshops

The Health Education Program covers subjects such as Chronic Diseases, Osteoporosis, Myocardial Infarction, Mental Health, Respiratory Diseases, Menopausal Syndrome, Eye Diseases, Arthritis, Medication, Dental Care, and more, aiming to support communities through the promotion of wellness and prevention. The variety of topics and reputable and renowned speakers have led to many participants becoming regulars. These workshops have equally provided an alternative social gathering point for participants, where they can expand their networks and learn about healthy living together. With some community residents unable to attend onsite lectures, online sessions were launched in April 2019, broadcasting on the radio, social media, and YouTube.

Dr. Peter Chen, a board certified surgeon and GI endoscopist, a heartfelt advocate for Cancer prevention, designed and provided a series of Cancer Awareness Workshops to the community since 2016.



➤ Tzu Chi Medical Foundation volunteers kick off a health education workshop with cheer.



- ◀ Participants ask questions at a health education workshop.
- ✔ Tzu Chi Medical Foundation's workshops provide valuable information relevant to the communities they serve.

Cancer Awareness Program

2019 was a year of recognition for the Cancer Awareness Program. Given the demonstrated results of pre- and post-test surveys of participants in cancer awareness workshops, the program won a grant from the City of Hope's "Healthy Living Grant Program." Awareness-building, prevention, and early detection through cancer awareness workshops, free colon cancer screenings, and prostate cancer screening via prostate-specific antigen (PSA) tests have benefited not only 694 local residents but also their families by reducing their stress. Among the participants, 87% showed that they learned useful cancer prevention information through a cancer awareness workshop. And 76% of attendees also demonstrated positive changes, including healthier behavior and new motivation.



Integrative East-West Medicine

Providing holistic and integrated healthcare services is in the Tzu Chi Medical Foundation's DNA. This quality resulted in the start of a partnership in 2017 with the UCLA Center for East-West Medicine (CEWM), which has over 25 years of experience in the field and has built a thriving health model, benefiting tens of thousands of patients. The partnership flourished and was formalized in 2019, and with staunch support from the Panda Charitable Foundation, aims to build a Teaching Resource Center bringing together the best principles of Western and Chinese Medicine in the San Gabriel Valley.

The center will train healthcare professionals and volunteers to distribute self-care knowledge and tools to local communities. Furthermore, riding on the UCLA CEWM's experience and model, the services will include East-West Oral Health, Eye Health, Mental Health, and Nutrition Programs. Ultimately, the partnership hopes to improve a person's health, well-being, and quality of life in a safe, effective, affordable, and accessible manner.

The support of the Panda Charitable Foundation was instrumental in the plan to establish the Teaching Resource Center. Looking ahead, we hope more supporters will join hands to create and sustain this center, and together, accelerate a positive transformation of the healthcare system.



122 Total Health Education Program Workshops



40 Health Fairs/First Aid Stations/ Booth Exhibitions



162 Total Activities



6,331 Total Service Counts

INTERNATIONAL MEDICAL MISSIONS



TIMA volunteer doctors and nurses together with logistics volunteers pose a joyful photo after a heartfelt medical outreach accomplished in Portoviejo, Ecuador.

- A patient reads up on Tzu Chi's humanitarian and medical aid around the world.





Working closely with Tzu Chi International Medical Association (TIMA), Tzu Chi Medical Foundation has been providing much-needed medical care to people affected by natural disasters in Central and South America.

All together, we undertook five international medical missions in 2019; two to Ecuador and three to Mexico. Through them, Tzu Chi Medical Foundation kept its promise to assist communities in need by providing medical care, and helping foster local medical talent. The torch passes on: From medical professionals in the United States, Canada, Taiwan, and other nations to those in Mexico and Ecuador; from one generation to the next; and most importantly, from patient to patient.

Besides providing direct relief during international medical missions, Tzu Chi Medical Foundation has also helped build TIMA chapters by providing guidance and support to local leadership and medical professionals. To carry out the work of planting seeds of collaboration and care, Tzu Chi Medical Foundation deployed a separate team to focus on training local volunteers and healthcare practitioners. The team taught Health Education, Logistics, Pain Treatment, and Team-Building Skills, subjects that will help ensure the safety and effectiveness of care.

Through Tzu Chi Medical Foundation's international missions, a total of **15,877** patients were consulted and treated in 2019.



▲ Sign language performance is always held at TIMA events to lift the spirits of both patients and volunteers.

Blue Angels Safeguarding Health

On account of Tzu Chi volunteers' blue and white uniforms, during disaster relief and medical outreach missions, aid recipients often call them "blue angels" out of gratitude for the desperately needed help that they're getting. If we look behind the scenes, the volunteers certainly strive to answer the call of the suffering, bringing relief through heartfelt service.

On a typical day at the vision care clinic during one of the most recent medical outreach missions to Mexico in August 2019, the healthcare volunteers would attend to more than 40 patients. Dr. Willie Chen was one of the doctors volunteering his services, and while there were many patients to see, he still performed detailed examinations. Also, he gave careful instructions on how to use medications, knowing how rare this treatment opportunity was for the people who came seeking care. He once performed seven surgeries on a single day. His dedication and attentiveness reflect the care all Tzu Chi volunteers strive to provide.

As for Dr. Chen, the selfless and loving spirit of his Tzu Chi colleagues was what he remembered the most, moved by it. He shared those feelings by saying that their heart stood out as the most beautiful thing about the experience, and continued, "If I would use a Christian word to describe it, it's like the Holy Spirit had touched [it]."

➤ A patient receives an acupuncture treatment from Dr. Jeng Shiang Chen.

▼ Dr. Willie Chen performs a treatment on a patient who has suffered from an eye disease for a long time.





◀ TIMA volunteer doctors and nurses successfully bring a big smile to a little boy's face.

▼ TIMA volunteer Mary Keh explains Tzu Chi's medical mission to a patient awaiting treatment.

➤ Acupuncturist, Jordan, pays the love and care of his patients from Seattle forward to patients in Mexico.



Patients Helping Other Patients

Jorden, an acupuncturist from Seattle, has a female patient who is Native American. When she learned that Jorden was going to Mexico for a week, to volunteer her services during Tzu Chi Medical Foundation's medical outreach, she donated money to support the mission. Also, she gave Jorden a bright, semi-translucent black volcanic rock, explaining, "Our people named it Apache Tears, which have always been sacred. They can be used to clean lakes and rivers, bring peace, and improve the effectiveness of treatment. Please take it to Mexico to those in need."

During the mission, a mother brought her four-year-old daughter to the medical outreach venue, hoping that an acupuncturist might treat the girl's asthma. Upon seeing the needles, the little girl started to cry. Jorden remembered the Apache Tears volcanic rock he had received as a gift and used the holy Native American stone to massage the child's chest area. Somehow, it brought a smile to the little girl's face. After the session was over, Jorden gave the mother the stone, explaining its source, and taught her how to soothe her daughter's wheezing.

Financial Report - Assets

Assets	2019	2018
Current assets:		
Cash and cash equivalents	\$1,688,647	\$1,258,260
Investments	600,000	-
Grants receivable	305,938	414,896
Prepaid expenses	208,456	294,326
Total current assets	2,803,041	1,967,482
Property and equipment:		
Transportation equipment	1,637,394	1,455,904
Computers and printers	47,525	194,688
Furniture and fixtures	5,673	33,742
Office equipment	89,029	143,310
Leasehold improvements	4,199,595	4,181,495
Medical equipment	570,855	814,408
	6,550,071	6,823,547
Less: accumulated depreciation	(2,174,022)	(2,783,368)
Property and equipment, net	4,376,049	4,040,179
Other assets:		
Security deposits	2,600	2,600
TOTAL ASSETS	\$7,181,690	\$6,010,261

Financial Report - Liabilities & Net Assets

Liabilities & Net Assets	2019	2018
Current liabilities:		
Accounts payable	\$83,881	\$104,705
Accrued liabilities and other payables	48,661	48,918
Current obligations under capital leases	3,455	8,074
Total current liabilities	135,997	161,697
Obligations under capital leases:	-	5,057
Total liabilities	135,997	166,754
Commitments and contingencies:	-	-
Net assets:		
Net assets without donor restrictions	5,709,129	5,843,507
Net assets with donor restrictions	1,336,564	-
Total net assets	7,045,693	5,843,507
TOTAL LIABILITIES AND NET ASSETS	\$7,181,690	\$6,010,261

Financial Report - Statement of Activities

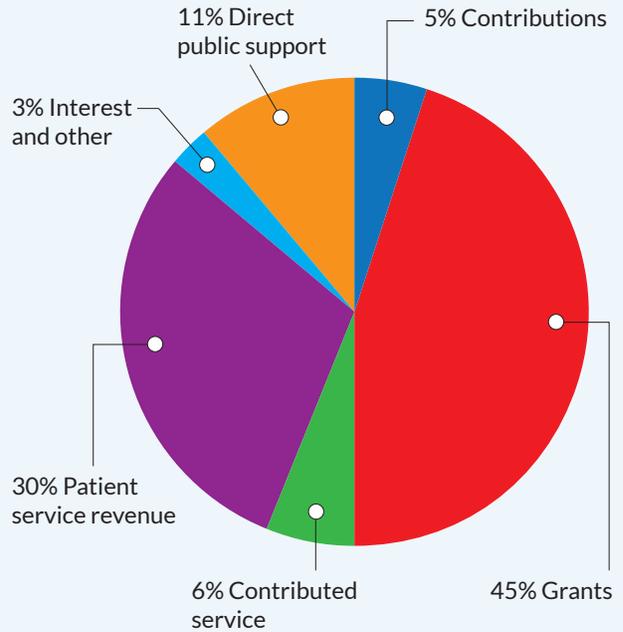
Support and Revenue	Restrictions	Restrictions	2019	2018
Contributions	\$315,372	\$ -	\$315,372	\$373,392
Grants	942,347	1,892,170	2,834,517	1,558,034
Contributed service	375,806	-	375,805	192,224
Patient service revenue	1,889,779	-	1,889,779	1,787,728
Interest and other	176,264	-	176,264	37,268
Direct public support	682,576	-	682,576	255,422
Net assets released from restrictions	555,606	(555,606)	-	-
Total support and revenue	4,937,750	1,336,564	6,274,313	4,204,068
Expenses:				
Program services	4,124,848	-	4,124,848	3,435,963
Support services	947,279	-	947,279	639,116
Total expenses	5,072,127	-	5,072,127	4,075,079
Change in net assets	(134,377)	1,336,564	1,202,186	128,989
Net assets, beginning of year	5,843,507	-	5,843,507	5,714,518
NET ASSETS, END OF YEAR	\$5,709,130	\$1,336,564	\$7,045,693	\$5,843,507

Sources / Use of Funds

Source of Funding

- Contributions: \$315,372
- Grants: \$2,834,517
- Contributed service: \$375,805
- Patient service revenue: \$1,889,779
- Interest and other: \$176,264
- Direct public support: \$682,576

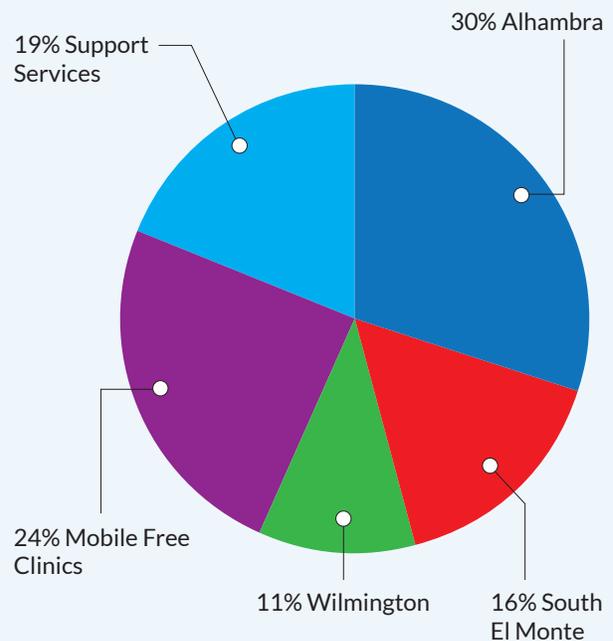
TOTAL: \$6,274,313



Use of Funding

- Alhambra: \$1,529,091
- South El Monte: \$809,005
- Wilmington: \$545,193
- Mobile Free Clinics: \$1,241,559
- Support Services: \$947,279

TOTAL: \$5,072,127





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