IntraHealth
INTERNATIONAL
Because Health Workers Save Lives.

43 YEARS. 100+ COUNTRIES.
AN **UNWAVERING COMMITMENT** TO HEALTH WORKERS.

ANNUAL REPORT
2021

FROM OUR CEO

In 2020, scientists developed the first COVID-19 vaccine in record time. In 2021, humankind began our most ambitious vaccine rollout in history. Today, we have the medicines we need to end the COVID-19 pandemic and the know-how to prepare for future threats.

To deliver on the promise of our global health progress, **we must invest in health workers.**

For us at IntraHealth International, 2021 was a big year. We worked with 317,443 health workers in 42 countries to respond to COVID-19, while also providing essential services for HIV care, moms and babies, family planning, and much more. We reached more health workers directly in 2021 than we did in 2020, despite all the COVID-19 restrictions and lockdowns in place around the world. And we embarked on a new five-year strategy that will help us provide more communities with people-centered care—all while transforming our partnership models to drive local solutions and making health systems more resistant to emerging threats and pandemics.

Frontline health workers are every country's first line of defense against these dangers. They make the first diagnoses, care for the first people to become sick, witness first-hand the earliest effects of disease, unrest, and a changing climate on human health. But to do their jobs, they need the fundamentals: strong health systems, the latest training, medical equipment, supplies, protective gear, medicines, and solid, up-to-date data.

That's why we do the work we do.

I'm so proud of the results IntraHealth's programs have achieved this year. And I'm honored to work with our 7,950 local partners around the world as together we strive to expand our impact and reduce the power imbalances that persist in our field. Together, we can help everyone everywhere get the health care they need to thrive.

Polly Dunford
President & CEO

OUR IMPACT: 2021

In 2021, we reached
317,443 HEALTH WORKERS.

They provide health care for **millions of people around the world.**

| $100,676,987	42	650+	41
Total revenue	**Countries**	**Staff worldwide**	**Projects**

OUR MISSION

At IntraHealth, our mission is to improve the performance of **health workers** and **strengthen the systems** in which they work.

Without health workers, health care doesn't happen. That's why we help countries train and deploy health workers where they're needed most.

IntraHealth's programs provide financial aid for students who want careers in health care. We connect health workers and officials to the digital tools, resources, and data they need to do the job. And we advocate alongside health workers for better wages and working conditions. IntraHealth approaches health workforce development and health systems strengthening holistically—so health workers can provide their communities with more comprehensive, people-centered care.

WHERE WE WORKED IN 2021

Angola

Bangladesh

Benin

Botswana

Burkina Faso

Cameroon

Côte d'Ivoire

Democratic Republic
of the Congo

El Salvador

Ethiopia

Ghana

Guatemala

Guinea

Honduras

Indonesia

Kazakhstan

Kenya

Lesotho

Liberia

Madagascar

Malawi

Mali

Mauritania

Mozambique

Myanmar

Namibia

Nepal

Nicaragua

Niger

Nigeria

Pakistan

Panama

Rwanda

Senegal

Sierra Leone

South Sudan

Tajikistan

Tanzania

Togo

Uganda

United States

Zambia
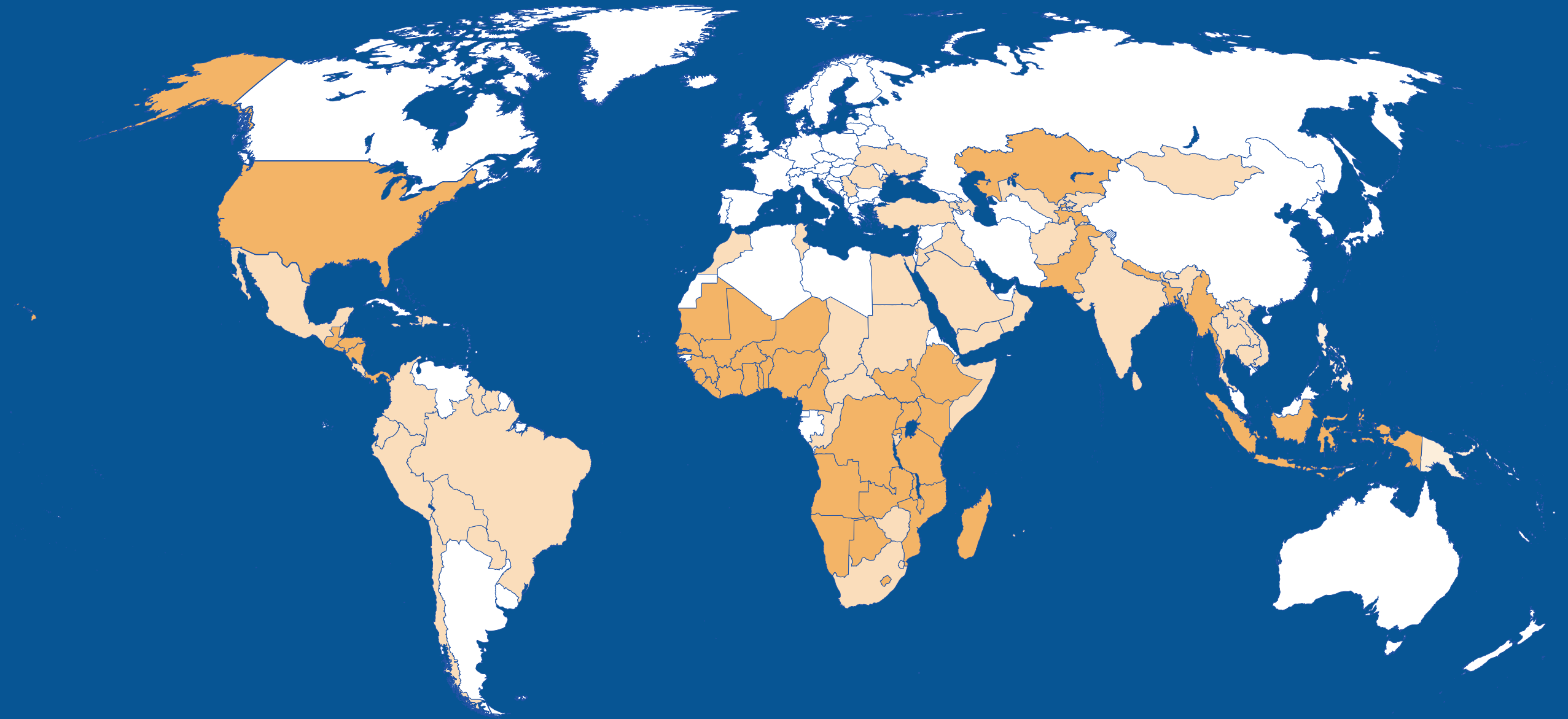
WHERE WE WORKED IN 2021   WHERE WE HAVE WORKED IN THE PAST

TRAINED & READY TO DO THE JOB

"We need nurses, midwives, and community health workers ready and deployed," says Janet Muriuki, IntraHealth's Kenya country director and senior director of health workforce development. *"And the Kenya HRH project has been critical to recruiting, educating, training, and retaining health workers for better health care in Kenya."*

With help from IntraHealth's USAID-funded Human Resources for Health (HRH) Kenya Mechanism, Kenya is addressing its shortage of health workers and using strategic data to provide health services for clients with HIV, COVID-19, and other urgent health needs.

Over the past five years, we've managed a public-private partnership that provided $30.6 million in financial aid through the Afya Elimu Fund, tracked 69,000 health workers' personnel records through iHRIS—which the Kenya Ministry of Health has now adopted—and established work councils in 25 counties for regular engagement between trade unions and health leaders to help prevent strikes and improve collaboration among the government and health leaders.

HEALTH WORKFORCE

Health workers provide high-quality services to their communities when they feel prepared and supported.

That includes training for the skills they need on the job, mentorship and supportive supervision, and continuing professional development to keep their knowledge up to date. IntraHealth's programs work with health professional schools, local leaders, and health facilities to improve curricula and instruction, develop and roll out eLearning and other digital health tools, enhance data literacy and use, and advocate for policies to address gender discrimination. We apply our signature approaches—such as Optimizing Performance and Quality (OPQ) and human-centered design—to help make sure health workers are ready to do their best.

$33,399,555

financial aid provided for student health workers through IntraHealth programs

2,593

health facilities received on-site supportive supervision, mentoring, or coaching

1,161

organizations supported in focusing on gender equality or decent work

GLOBAL HEALTH SECURITY

Frontline health workers are every country's first defense when it comes to detecting, reporting, and responding to COVID-19 and other emerging threats.

They keep health systems strong and our local and global communities safe. That's why we train and equip local health workers for disease surveillance and response, infection prevention, occupational safety and health, and much more. IntraHealth develops real-time emergency communications and digital health tools to keep data flowing. We help build stronger supply chains to keep essential medicines and equipment in stock. And we advocate for stronger policies and investments in the health workforce.

460,502
items of personal protective equipment provided to 3,902 health workers to keep them safe on the job

1,964
locations (health facilities, schools, & households) with improved infection prevention and/or water, sanitation, & hygiene

2,524,424
COVID-19 vaccines distributed through IntraHealth programs

55,172
COVID-19 tests administered

9,056
health workers provided with COVID-19 training

THE FIRST DEFENSE AGAINST EMERGING THREATS

"Together with the command post team, we helped the district conduct mass-testing for COVID-19 in designated locations," says Claudette, a health worker with IntraHealth's USAID-funded Ingobyi project in Rwanda. *"Whenever we identified a positive case, we would proceed with contact tracing."*

In January 2021, COVID-19 was spreading quickly in the country. The Gicumbi District registered 356 cases, one of the highest rates of infection in any district at the time. So district officials asked IntraHealth, a health partner in the Gicumbi District, for support.

The COVID-19 surge in the Gicumbi District lasted about two months. But with help from Claudette and other health workers, the spread of the virus was contained and by February 2021, COVID-19 cases fell to 74.

"The citizens were very welcoming—they saw us as a relief," she says. "We were helping them contain a disease that was taking the lives of their loved ones and neighbors."

DATA AT HEALTH WORKERS' FINGERTIPS

"The data we collect inform everything we do, from figuring out how many people need antiretroviral treatment and how many health workers are needed at a specific health facility to helping the government and other funders determine how much to spend on public health services in South Sudan in a year," says Alfred Okiria, IntraHealth's project director in the country.

In South Sudan, IntraHealth worked with the Ministry of Health to set up DHIS2—an open-source software platform that reports, analyzes, and disseminates data for health programs. Now, DHIS2 is a critical component of the country's HIV services and program funding.

We've also adapted DHIS2 for pandemic response, which allows the government to capture more data in a streamlined way. Together we conducted COVID-19 surveillance, tracked COVID-19 vaccines, and helped set up vaccination sites in the country.

"At the end of the day, even though it's challenging, data collection and monitoring connects clients to the services they need to be healthy," Alfred says.

DIGITAL HEALTH

To provide high-quality health care, health workers need up-to-date technological solutions and the right data at their fingertips.

That's why we develop and support open-source, data-driven, sustainable, and collaborative digital solutions. This includes iHRIS, our open-source software that helps countries track, manage, and plan their health workforces, and mHero, a two-way mobile phone-based communication system that connects ministries of health and health workers.

IntraHealth's digital tools enable health leaders to use data in real time, so they can allocate their health workers, vaccines, and other supplies quickly and efficiently during any emergency.

25
countries using IntraHealth's iHRIS software to manage their health worker personnel records

1,951
health workers using our digital health tools to reach clients, including during COVID-19 & other routine care

2,264,216
messages sent to & from health workers via mHero, WhatsApp, or other digital health tools

222
organizations using data-informed workforce planning

LOCALIZATION

> We work with thousands of local partners around the world to reach more people with high-quality health care through sustainable health programs—while also minimizing power imbalances and contributing to a more equitable development approach.

Through the IntraHealth-led USAID Accelerating Support to Advanced Local Partners (ASAP) project, we've worked with 61 local nongovernmental organizations and 12 government entities in 15 countries to prepare them to receive funding directly from USAID and PEPFAR to manage, tailor, and drive improvements in their own countries.

And we've transitioned many programs to local organizations who now lead these activities in their own regions. In Kenya, we transferred our student scholarship program for health workers over to the national Higher Education Loans Board. And in Tanzania and Namibia, we've transferred services to independent, country-based affiliates Afya Plus and IntraHealth Namibia.

7,950
local partners around the world, including health facilities, governments, businesses, religious leaders, youth advocates, & more

46
IntraHealth-assisted local organizations that are ready to work directly with the US government & other major donors

100%
of country leaders are from the countries or regions in which they work

7,353
attendees benefited from our Accelerating Support to Advanced Local Partners webinar series

74
local organizations received capacity-building support from our programs

COMMUNITY-OWNED SOLUTIONS

"Within a short period of time, capacity-building efforts enabled us to be a gender-inclusive organization," says Menelik Negessu Retta, deputy director and program director of the Mekdim Ethiopia National Association (MENA). *"Gender mainstreaming technical support has helped MENA be more conscious of our work's contribution to gender equality and we've decided, from now on, gender mainstreaming will be integrated into all our programs."*

MENA is a national nonprofit based in Addis Ababa that works with the Ethiopian Ministry of Health to improve HIV services in the country. Menelik knew that to receive US government funding, his organization needed to make big changes to advance gender equality in their work.

So he worked closely with our ASAP team and together, we found ways MENA could incorporate a gender perspective into their institutional culture and achieve greater equality in programmatic outcomes.

Now MENA is using these approaches not only to strengthen their organization, but to reach more women and girls with HIV care and prevention services than ever before.

PEOPLE-CENTERED CARE & PREVENTION

"We feel good about our work when we see improvement in viral load suppression among our clients, especially the children and the adolescents," says Apio Hellen Dorcas, a health worker at Kotido Health Center IV. *"They are the most vulnerable groups. Our five-kilometer walks from the clinic to their homes to conduct visits and deliver ART refills are so rewarding."*

Health workers Hellen, Grace, Lucy, and Florence deliver high-quality HIV services for 67% of the HIV client base in their district in Uganda. But to do so—especially during COVID-19—they need the right tools and support. The IntraHealth-led USAID-funded RHITES-E program team helps them improve HIV testing services, link clients to care, provide care and treatment, and prevent mother-to-child transmission by training health workers and equipping them with the job aids they need to work as mentor mothers, counselors, and case managers.

Thanks to these women, the clinic has strengthened client follow-up, especially for newly enrolled clients on antiretroviral therapy (ART) within the first six months of initiation, which has maximized retention and helped clients achieve viral load suppression.

HIV

An AIDS-free generation is coming. But to make it a reality, we need a prepared health workforce.

IntraHealth's programs work with governments around the world to build health workers' skills, focus on client-centered care, and use digital health solutions and data to make this vision a reality. In 2021, our programs connected more clients to HIV testing and counseling, voluntary medical male circumcision services, pre- and post-exposure prophylaxis, and greater gender equality in HIV services. They also brought services and antiretroviral therapy to hard-to-reach and key populations and prevented mother-to-child transmission.

157,786
individuals currently on antiretroviral therapy

92%
of HIV-positive clients on antiretroviral therapy who were tested for viral load achieved suppression

73%
of clients on antiretroviral therapy pick up 3+ months of antiretroviral drugs in one visit

223,677
men provided with voluntary medical male circumcision to prevent HIV infection

FAMILY PLANNING

More than 218 million women have an unmet need for family planning. This puts their lives and those of their children at risk.

That's why IntraHealth helps families space or limit pregnancies, adolescents plan their futures, and health workers provide a full range of services for clients at any stage of their reproductive lives.

Our programs work with partners—including young people, religious leaders, and policymakers—to make family planning methods and information more widely available at all levels of the health system and throughout communities. And we integrate services so that a client visiting a health center for an immunization, for example, can receive family planning services at the same time.

8,231,279
family planning users through IntraHealth programs

479,183
unintended pregnancies averted due to contraceptives (estimated)

2,141,466
years of protection from unwanted pregnancies provided to couples through contraceptives

1,166
maternal deaths avoided due to contraceptives (estimated)

1,389,009
new users of contraception

FOR THE FUTURE WE WANT

"We use high-impact interventions—including universal referral and free family planning days—to reach women and girls with critical family planning services," says Hawa Talla, IntraHealth's former leader of The Challenge Initiative (TCI) in West Africa. *"And I'm so proud that we've been able to make sure they have access to family planning services and know their options when it comes to contraception."*

TCI's West Africa Hub, led by IntraHealth, has worked with local health systems, young people, religious and government leaders, and community health workers to help more than 350,000 new contraceptive users access family planning services.

TCI cities in francophone West Africa increased access to family planning services with technical support from the hub team and by training 600+ young people on transformational leadership, advocacy, and how to participate in reproductive health and family planning programs.

"We've found that working with young people, religious leaders, community health workers, and others has helped change the way we talk about family planning in francophone West Africa," Hawa says. "It's clear people now understand what family planning is and how to access it."

Now TCI has begun a new phase called TCI Next Gen, which will use the same TCI model in urban areas of Burkina Faso, Côte d'Ivoire, and Senegal to reach even more family planning users and improve access to high-quality family planning services for 5.5 million women.

LIFESAVING CARE FOR MOMS & BABIES

"I'm so proud of the work we've done to help mothers and babies, especially the progress we've made with the maternal mortality rate," says Babacar Gueye, IntraHealth's former chief of party and country director in Senegal. *"We've made more progress in the last five years than we did during the last two decades."*

Despite the challenge of Senegal's health worker shortage and the onset of the COVID-19 pandemic, our Neema project helped improve women's and children's health in Senegal using IntraHealth's Tutorat approach.

"On-site supervision has enabled us to raise the level of care for patients aged 0 to 5 years old," says Idrissa Dieye, head nurse of the Ndoulo health post.

Based on IntraHealth's signature Optimizing Performance and Quality (OPQ) methodology, Tutorat connects experienced health workers as coaches and mentors to other health workers from the same health districts. It focuses on the specific needs of health workers by assessing and improving performance and addressing individual learning needs while minimizing disruptions in health services.

Neema also worked with health workers to prevent malaria among pregnant women and children and provide HIV services for community members.

MATERNAL, NEWBORN, & CHILD HEALTH

To improve the health and well-being of women and children and reduce preventable deaths related to pregnancy and childbirth, we partner with governments, civil society, and the private sector to strengthen the health workforce and health systems to deliver high-quality maternal, newborn, and child health services.

At the heart of these services are trained health workers. So we work with them to scale up evidence-based practices and respond quickly to emergencies, such as obstructed labor and neonatal signs of distress. We also help health workers treat major causes of illness and death in children under five, such as malaria, acute respiratory infections, diarrheal disease, and malnutrition.

IntraHealth's programs develop scalable service-integration models, incorporate digital health tools, provide services for survivors of gender-based violence, and maintain access to critical services and information during the COVID-19 pandemic.

244,079
pregnant women attended at least four antenatal care visits

648,509
women gave birth in a facility where IntraHealth trained providers

95%
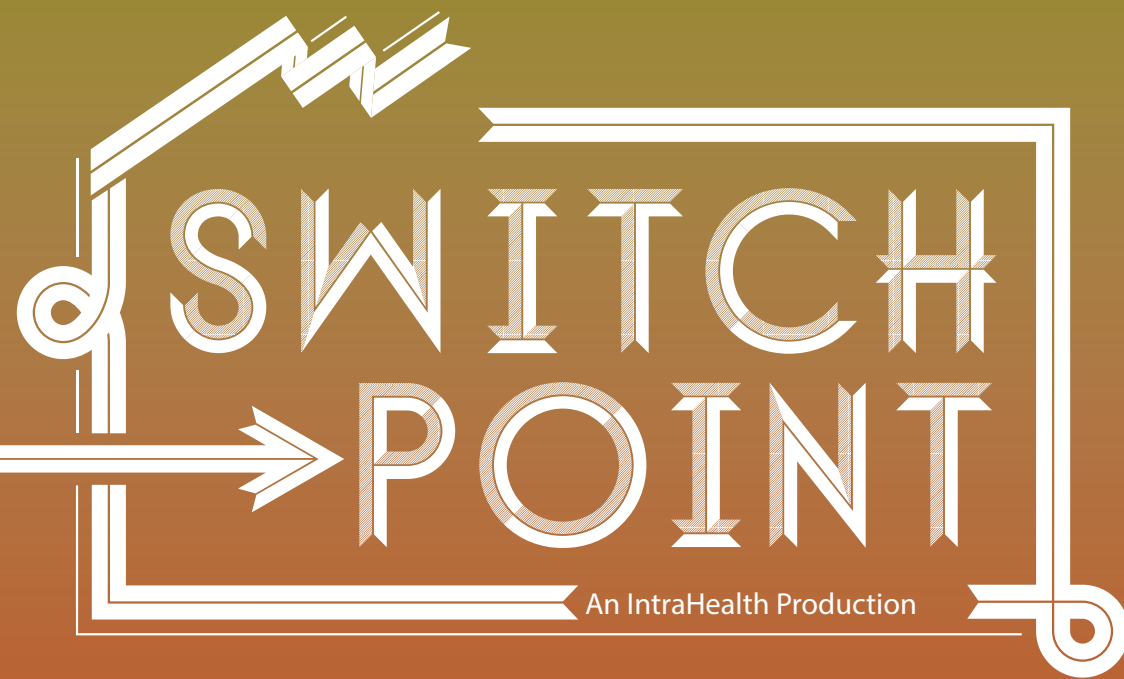babies born in facilities supported by IntraHealth programs breastfed within one hour of birth

92%
of women giving birth under the care of our programs received uterotonics in the third stage of labor

504,185
children under 5 treated for malaria

An IntraHealth Production

BIG IDEAS,
FRESH COLLABORATIONS

SwitchPoint is an event like no other. If you have big ideas for greater global good—or want to discover the next big idea—you can't afford to miss it. Our events have taken place in the US, Japan, Rwanda, and Ghana—and now, they're taking place online. Join us where humanitarian innovation, global health, and technology collide.

Learn more at **www.switchpointideas.com**.

OUR PARTNERSHIPS

Global health depends on strong partnerships. That's why we team up across sectors to advocate for greater, more strategic investment in health workers and the global health system.

In 2021, we were members of these and many other **coalitions and initiatives:**

DONORS AND FUNDERS

US Agency for International Development

US Centers for Disease Control and Prevention

Bill & Melinda Gates Foundation

Bayer Foundation

Eleanor Crook Foundation

DAI

Gavi, the Vaccine Alliance

GIZ

Global Fund to Fight AIDS, Tuberculosis and Malaria

Horace Goldsmith Foundation

Haw River Ballroom

Henry Family Advised Fund

William and Flora Hewlett Foundation

Islamic Development Bank

Johnson & Johnson

Medtronic Foundation

Novartis Foundation

ONE Africa

Participate

UK Department for International Development

UNICEF

World Health Organization

Individual contributors

FINANCIAL HEALTH

FOR THE PERIODS ENDING: JUNE 30, 2021 & JUNE 30, 2020

	FY21	FY20
Revenue	100.7	90.8
Expenses	98.4	97.3
Year End Operating Results	0.7	0.5
Changes in Net Assets	2.3	-6.5
Less Changes in Net Assets with Donor Restrictions	1.6	-6.9
Total Net Assets*	11.8	9.5
Without Donor Restrictions	3.0	2.4
With Donor Restrictions	8.7	7.1
Liquidity/Current Ratio	1.8	1.7
Program Services & Program Support	89%	83%
General & Administration	9%	15%
Bids & Proposals & Fundraising	2%	2%

Revenue, Expenses, Year End Operating Results and Net Assets are presented in millions

* Year End Operating Results exclude Net Assets With Donor Restrictions.
* Net Assets and changes therein are classified and reported as:
  a) Without Donor Restrictions - operating reserves available for use in general operations;
  b) With Donor Restrictions - Contributions restricted by donors reported here if the restrictions expire in the reporting period in which the revenue is recognized.
* Program Services & Program Support includes $5,101,641 and $2,999,237 in program support costs during the years ended June 30, 2021, and June 30, 2020, respectively. In audited financial statements that can be found on **www.intrahealth.org**, these costs are incorporated in the General and Administration.

LEADERSHIP

BOARD OF DIRECTORS

Marianne Vermeer, Chair
Principal, Vermeer Consulting Group LLC

Carlos Correcha-Price
Chief Communications and Marketing Officer, eMed Digital Healthcare

Pape Amadou Gaye
Founder & President, Baobab Institute

Gilbert Kokwaro
Professor of Health Systems Research, Strathmore University, Kenya

Michele Moloney-Kitts
Independent consultant

Jean-Philbert Nsengimana
Africa Managing Director at the Commons Project

Stephen Snyder
Executive Vice President, Finance Systems and Audit, Parexel

Mary Karen Wills
Director, BRG

EXECUTIVE TEAM

Polly Dunford
President and Chief Executive Officer

Maqsoda Maqsodi
Chief Program Officer

Nikolos Oakley
Chief Financial and Administrative Officer

Yidnekachew Tessema
Vice President, Human Resources

Cheick Oumar Touré
Chief Technical Officer (Interim)

Olivia Vélez
Chief Digital Health Officer

CREDITS