

Improving Global Health: It Takes A Workforce Annual Report 2007

INTRHEALTH
INTERNATIONAL



A smiling woman wearing a patterned headscarf and a matching patterned dress is holding a baby. The background is a large, colorful world map. The text is overlaid on the right side of the image.

Improving Global Health: It Takes a Workforce

Bringing health care and family planning services to the most vulnerable families—and responding to the challenges of HIV/AIDS, tuberculosis and malaria—requires a strong and well-supported health workforce. Yet shortages and poor distribution of health workers pose serious problems in many countries. With our partners, IntraHealth builds capacity to respond at every level of the health care continuum—from government decision makers to teachers and trainers to health workers themselves and the communities they serve.

Our Core Work

IntraHealth empowers health workers to save and improve lives by:

- Supporting health worker performance
- Strengthening policies and systems that support the health workforce
- Extending health care services to meet community needs.

Message from the President

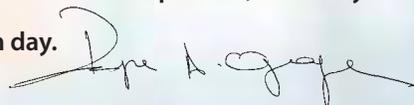
Four years ago, our annual report introduced you to primary health care providers as “some of the most important people in the world.” Today, we continue to embrace that theme in the broader context of strengthening human resources for health. While it has been exciting to see increased awareness and funding for global health in recent years, real progress depends on having high-performing, well-supported health workers in the locations where their services are needed most.

This year’s report highlights IntraHealth’s contributions to enable countries to better plan, develop and support their health workforce to scale up HIV/AIDS services, revitalize family planning and expand maternal, newborn and child health programs. These contributions include innovative tools and approaches—developed through our leadership of USAID’s Capacity Project—for strengthening human resources planning and management and making training and learning programs more efficient and effective.

IntraHealth’s mission—to *mobilize local talent to create sustainable and accessible health care*—reflects our commitment to supporting all of the cadres and levels of health workers that contribute to better health outcomes in their communities. We believe that the leaders, managers and providers in the countries where we work have the vision for high-quality health care and that it is our role to listen to their ideas, to rely upon their talent, and to offer resources and knowledge to help unleash their potential.

I would like to thank USAID, the CDC, the David and Lucile Packard Foundation, the William and Flora Hewlett Foundation, Pfizer, and a growing list of donors for their continued support. We are also grateful to the many partner organizations for their collaboration and contributions to the global Capacity Project and country-specific projects, especially where those contributions directly support national plans and programs.

Finally, a big thank you to our own workforce for the passion, creativity and excellence they bring to their jobs each day.



Pape A. Gaye
President and CEO



Mobilizing Local Talent for Sustainable, Accessible

Generating Data for Workforce Planning

“Now, with the information we have, we can tell who is working where. It is helping us a lot in planning.”—Thembisile Khumalo, chief nursing officer

In Swaziland, a dwindling health workforce provides care to the country’s high number of HIV-affected citizens while trying to deliver services to meet other pressing needs. To address this challenge the Ministry of Health and Social Welfare urgently needed more information about its valuable health workforce. In response, the IntraHealth-led Capacity Project introduced its five-step approach to strengthen human resources information systems. The approach involves enhancing infrastructure, developing software solutions and building leadership and skills to support effective data use and analysis. As of May 2007, the Ministry had used the approach to analyze 300 vacancies, fill gaps, identify bottlenecks to hiring and deploy workers more efficiently.

Scaling Up HIV Services

“We have been looking for something like this before—and now it is here.”—Dr. Solomon Ole Logilunore, municipal medical officer

Making routine HIV counseling and testing more available is badly needed in Tanzania, where 7% of the population is already infected with the disease. In three regions of the country, IntraHealth and partners are dramatically increasing the numbers of people tested—more than 10,000 during 2007—by enabling more health workers to counsel clients and administer the HIV test through provider-initiated testing and counseling. The program integrates HIV counseling and testing in departments throughout clinics and hospitals so that patients coming in for other reasons have the opportunity to get tested while they are at the facility.

Revitalizing Family Planning

“We have to acknowledge the Capacity Project as a real champion, especially in strengthening the capabilities of family planning providers. This has improved the quality of services offered, which brought about the public’s acceptance.”—Dr. Camille Munyangabe, government family planning representative

Increasing access to high-quality family planning services is a government priority in geographically small and densely populated Rwanda. Introducing a decentralized approach that enables districts to organize their own trainings and support for family planning providers, IntraHealth is working to develop the capacity of the clinical workforce to provide a full range of family planning services, including long-acting methods. The estimated protection provided to couples by contraceptive methods during a one-year period has tripled in IntraHealth-supported districts since 2005.

Taking Knowledge to Practice

“Through the Vistaar Project, IntraHealth is helping us to improve our state training program for skilled birth attendants. The team shared evidence about how important it is to make the training participatory and skills-based and also about the need to follow up after the training program, providing support, positive feedback and motivation.”—Nidhi Khare, Ministry of Health and Family Welfare, State of Jharkhand

Through USAID’s Vistaar Project, IntraHealth is assisting the Government of India to identify the most promising approaches for scaling up services to improve maternal, newborn and child health and nutritional status. During 2007 the project facilitated six evidence reviews by recognized technical experts to build consensus among health program leaders, inform program planners and promote the use of data in decision making. Based on these reviews, the project is now providing technical assistance to support government health programs in the states of Uttar Pradesh and Jharkhand in areas such as anemia prevention and treatment, community-based newborn care and adolescent health.

Developing Innovative Resources

HRIS Strengthening (www.capacityproject.org/hris): A strong human resources information system (HRIS) enables health care leaders to quickly answer the key policy and management questions affecting health care service delivery. Through its leadership of USAID’s Capacity Project, IntraHealth has developed free, Open Source HRIS software solutions that include a program of technical assistance and expertise to ensure that the technology is transferred effectively and serves the ability of decision makers to use data to lead and manage. In 2007, the Project applied its HRIS strengthening approach in Kenya, Lesotho, Namibia, Rwanda, Southern Sudan, Swaziland, Tanzania and Uganda.

Learning for Performance (www.intrahealth.org/lfp): Too often, education and training programs for health workers have focused on “know all” rather than “know how” and on theoretical knowledge instead of practice skills. IntraHealth’s Learning for Performance guide and toolkit is designed to improve health worker performance through more efficient training programs that focus on priority on-the-job performance outcomes. IntraHealth applied the Learning for Performance approach in Armenia, Bangladesh, Mali and Senegal in 2007.

Expanding the HRH Knowledge Base (www.hrhresourcecenter.org): A web-based digital library with over 1,500 resources, the Capacity Project’s HRH Global Resource Center enables health care leaders, managers and stakeholders to find, share, contribute and use knowledge and tools on human resources for health. It is rapidly becoming the premier website for HRH information worldwide. The average number of visits jumped dramatically during 2007, from 3,509 in the first quarter to 27,723 in the fourth quarter.

Statement of Activities and Change in Net Assets for the Year Ended June 30, 2007

Revenue	2007	2006
Contributions	—	\$10,337
Grants and contracts	\$41,188,177	\$24,017,931
Interest income	\$20,931	\$1,079
Contributed services and materials	\$5,014,226	\$2,402,011
Other revenue	\$850	\$9,468
Total Revenue	\$46,224,184	\$26,440,826
Expenses		
Program services:		
Prime Grantee or Contractor	\$35,983,330	\$15,267,680
Subgrantee or Subcontractor	\$3,094,288	\$6,390,931
Total program services	\$39,077,618	\$21,658,611
Supporting services:		
Management and General	\$6,388,305	\$4,942,504
Total Expenses	\$45,465,923	\$26,601,115
Change in net assets	\$758,261	\$(160,289)
Net assets at beginning of year	\$853,870	\$1,014,159
Net Assets at End of Year	\$1,612,131	\$853,870

Our Donors and Funders

U.S. Agency for International Development (USAID)
Centers for Disease Control and Prevention (CDC)
Bill & Melinda Gates Foundation
Global Fund to Fight AIDS, Tuberculosis and Malaria
David and Lucile Packard Foundation
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APEFE (Rwanda)
Autonomous University of Managua, Health Research and Education Center

Belgium Technical Cooperation
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CARE
Catholic AIDS Action
Catholic Health Service (Namibia)
Catholic Relief Services
CHAMP/CHF (Rwanda)
Christian Health Association of Lesotho
Christian Health Association of Sudan
Christian Social Services Commission (Tanzania)
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Council for Health Service Accreditation of Southern Africa
Dangriga AIDS Society (Belize)
Danida
Deloitte and Touche, Kenya
Democratic Resettlement Community VCT Center (Namibia)
Development Aid from People to People
East, Central and Southern Africa Health Community
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Emerging Markets Group
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European Union/Developing Human Resources for Health
Evangelical Lutheran Church Program
Family Health International
Female Health Foundation (Senegal)
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GTZ
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HIV Clinicians Society (Namibia)
Human Resources and Institutional Capacity Development Agency (Rwanda)
Humanitas (Costa Rica)
IMA World Health
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International Medical Corps
International Save the Children Alliance
Jhpiego
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Kenya Institute of Administration
Kenya Medical Training College
Kigali Health Institute (Rwanda)
Lifeline/Childline (Namibia)
Liverpool Associates in Tropical Health
Lutheran Medical Service (Namibia)
Maer Associates
Management Sciences for Health
Merlin
MildMay International
Ministries of health, education, finance and social welfare in the countries where we work
Namibia Red Cross Society
National AIDS, Malaria and TB Research and Treatment Center (Rwanda)
National HIV/AIDS and STD Control Program (Kenya)

National Institute for Medical Research (Tanzania)
Pan American Health Organization
Pathfinder International
Pharmaceutical Society of Namibia
Population Council
Population Services International
Pro-Femmes (Rwanda)
Program for Appropriate Technology in Health
Proyecto Vida (Guatemala)
PS Consulting (Uganda)
REDSAL (El Salvador)
Regional Centre for Quality of Health Care/ Makerere University, Uganda

RTI International
Rwandan Health Workers Union
Rwandan Association of Local Government Authorities
Samaritan's Purse
Save the Children
Siggil Jiggen (Senegal)
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Society of Obstetricians-Gynecologists of Canada
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In 2007 we also worked in...

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Costa Rica
Democratic Republic of Congo
El Salvador
Indonesia
Jordan
Lesotho
Liberia
Malawi
Nepal
Nicaragua
Pakistan
Panama
Swaziland
Togo
Ukraine
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Growth and
Impact During
2007

We supported the
training of more than
17,000
health workers.

We supported
provision of
antiretroviral
therapy to over
13,700
HIV-infected
individuals.

We assisted
local leaders
to improve
more than
2,100
health care
facilities.

We helped ensure
that more than
148,000
women received
assistance during
delivery by a skilled
birth attendant.

We enabled providers
to test more than
188,000
clients for HIV,
including
91,000
pregnant women.