



COVID-19 RESPONSE

IntraHealth partners with governments and local organizations around the world to detect and respond to COVID-19—and we do it by focusing on health workers. Here's how we get results:

- Health worker training & management
- Vaccine rollout & supply chain management
- Real-time emergency communications & digital health tools
- Pandemic preparedness & surveillance
- Personal protective equipment & supplies
- Occupational health & safety
- Keeping essential services available in a crisis
- Advocacy for stronger policies & investments in the health workforce

IntraHealth
INTERNATIONAL
Because Health Workers Save Lives.



OUR APPROACHES IN ACTION

Frontline health workers are every country's first defense against COVID-19. That's why IntraHealth trains and equips health workers to stop outbreaks while keeping themselves and their communities safe. Our programs help countries access and interpret the data they need to make fast, smart decisions about their health workforces.

From lab techs and cold chain managers to community health workers and other frontline cadres, we help health workers deliver COVID-19 vaccines and care to communities everywhere.

HEALTH WORKER TRAINING & MANAGEMENT

The right training at the right time means health workers can respond to emerging threats quickly and safely.

Our programs train and mentor health workers in person, in health facilities, through eLearning and mobile apps—whatever it takes to safely get them the information and skills they need. Our COVID-19 trainings span safety and infection prevention, outpatient management, vaccine rollout, telehealth, mental health and psychosocial support, disease surveillance, and more.

VACCINE ROLLOUT & SUPPLY CHAIN MANAGEMENT

In **Uganda**, our RHITES-E program is training hundreds of health workers to roll out Uganda's new influx of 22 million doses of COVID-19 vaccine, including from AstraZeneca, Sinovac, Sinopharm, Pfizer BioNTech, Moderna, and Janssen.

We trained 378 health workers during October-December 2021 alone and—in partnership with district cold chain technicians, regional emergency operations centers, and others—have helped distribute over 38,000 doses so far.

REAL-TIME EMERGENCY COMMUNICATIONS & DIGITAL HEALTH TOOLS

We develop open source, interoperable, data-driven **digital health solutions** that keep strategic information growing and flowing—even during emergencies.

mHero—our two-way communication tool developed during West Africa’s 2014 Ebola outbreak—connects ministries of health with frontline health workers in even the remotest regions, allowing for real-time SMS information exchange. As part of outbreak surveillance and response, mHero is a powerful supplement to lab and vaccine delivery systems. **Liberia** and **Kenya** use mHero to send health workers updates on fast-changing COVID-19 policies and best practices, collect information about symptoms among health workers, identify personnel shortages, and detect outbreaks in real time.

mHero is interoperable with our **iHRIS** human resources information system, which is now used in 20 countries. Together, they can help governments track vaccination status among health workers, generate reminders about follow-up doses, and monitor health worker performance and service delivery data.

PANDEMIC PREPAREDNESS & SURVEILLANCE

From national ministries of health to individual health facilities, we partner with countries to prepare for emergencies. Together we use the latest data to deploy health workers where they’re needed most, keep facilities stocked with medicines and supplies, and keep essential services running.

In **Rwanda**, our Ingobyi Activity team has adapted the systems and procedures we helped establish to prevent Ebola outbreaks—including a national call center, isolation units, and health worker training—to aid in the country’s COVID-19 response. In close partnership with the Rwanda Ministry of Health and the Rwanda Biomedical Centre, we’re aiding in vaccination campaigns and **mass testing**, equipping isolation and treatment centers, and much more.

In **Mali** and **Kenya**, we helped **model the timing and magnitude** of the pandemic using World Health Organization forecasting tools and data from iHRIS and other national information systems. Based on the results, officials were able to predict hotspots more accurately and make sure more health workers were available when and where communities needed them.

Our **South Sudan** team collaborates with the US Centers for Disease Control and Prevention to monitor COVID-19 epidemic curves, mortality trends, and the population pyramid of South Sudan to provide the government with scenario models and recommendations as it responds to the virus and **prepares for future pandemics**.

KEEPING ESSENTIAL SERVICES AVAILABLE—EVEN DURING A CRISIS

During a pandemic, when many clients opt for telehealth and self-care, making essential services accessible is key. That’s why IntraHealth works with governments around the world to keep essential services running safely and connect clients to care wherever they are.

Our team at the Challenge Initiative’s Francophone **West Africa** Hub adapts high-impact interventions to ensure women and girls continue to receive essential family planning services during COVID-19. The team trained health workers at nearly 750 facilities in universal referral and 600+ young people on transformational leadership and advocacy. Despite the pandemic, they **added 350,000+ new contraceptive users** in 12 cities over the past five years.

And in **Central America**, frontline health workers are using IntraHealth’s mobile phone-based **alerTAR system** to keep HIV clients stocked with the medicines they need. Health workers use alerTAR to notify clients of when, where, and how they can keep getting their antiretroviral therapies, even when public transit and outpatient services in the region are interrupted.

STRONGER POLICIES & INVESTMENTS IN THE HEALTH WORKFORCE

As the secretariat of the Frontline Health Workers Coalition, IntraHealth advocates for more strategic investments to keep frontline health workers working at the top of their abilities to keep their communities safe. IntraHealth’s advocacy has helped lead to:

- Health worker voices and concerns featured prominently at the 2021 White House Global COVID Summit.
- Health workforce strengthening incorporated into USAID’s Global VAX initiative to address COVID vaccine inequity.
- Bipartisan Senate legislation on global health security that includes a USAID pilot program for health systems strengthening and multilateral support for surging and managing additional staff during emergencies.
- 2020 USAID Report on Health Systems Strengthening for Congress offered more detailed information than ever about health systems investments, shining a light on gaps in funding and programming.

IntraHealth’s work in COVID-19 response and global health security has been funded by the US Agency for International Development, the US Centers for Disease Control and Prevention, UNICEF, Johnson & Johnson, the Medtronic Foundation, and others.

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