

MEDICAL CARE DEVELOPMENT, INC. (MCD)
Improving the health and wellbeing of people



2020 ANNUAL REPORT

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DEAR FRIENDS & COLLEAGUES

2020 has been a year of unprecedented challenges brought on by the COVID-19 pandemic. Not only did it take an enormous toll on the health and well-being of people throughout the world, but it also revealed and deepened systemic inequalities within our societies. Together, these challenges underscored the importance of MCD's mission and commitment to improve the health and well-being of the underserved and most vulnerable. They also underscored the importance of promoting diversity, equity, inclusion, and belonging by working in close partnerships with the communities we serve and with our local, national, and international partners in the public and private sectors.

Though the challenges of 2020 have been immense, MCD's amazing team of more than 500 highly experienced and qualified public health professionals quickly shifted gears to support public and private sector efforts for COVID-19 preparedness and response. At the same time, we maintained our technical and operational support for other ongoing, essential public health programs in Maine, throughout the U.S., and 16 countries in Africa. This annual report highlights some of the numerous and important contributions MCD's team has made in these domains in 2020.

In Maine, the Maine Centers for Disease Control and Prevention (Maine CDC) contracted with MCD to provide staffing for the state's COVID-19 response, including epidemiologists, informatics specialists, case investigators, and contact tracers. Together with MCD's pre-existing staff at the Maine CDC, they have and continue to support Maine's COVID-19 preparedness and response, including mass immunization. In New England, New York, and New Jersey, MCD led efforts to expand telehealth for the COVID-19 response through the Northeast Telehealth Resource Center, funded through an additional grant from the U.S. Federal Office of Rural Health Policy.

MCD expanded its offering of evidence-based online training to strengthen workforce development for public health professionals throughout the U.S. This included a new online training portal for the New York State Department of Health Division of Chronic Disease Prevention, as well as the first-ever COVID-19 online course for community health workers (CHWs) across the U.S. More than 3,900 CHWs in 49 states and 33 countries have completed this course to date.

In Africa, MCD supported governments in 16 countries in developing their COVID-19 preparedness and response plans, helped develop WHO-certified PCR-based testing capacities, and produced clinical and laboratory guidelines. Additionally, we trained public health workers, school staff, and community agents and communicated health education messages on social distancing, hand-washing and use of personal protective equipment through various media. In these countries, MCD sustained technical and operational support for ongoing programs in malaria, HIV, maternal, newborn and child health, and sanitation.

MCD's success in 2020 can be attributed to the organization's ability to respond rapidly and effectively with innovative, customer-focused, and cost-effective public health solutions. Additionally, we leveraged state-of-the-art information technologies and engaged in strong, trusted, and impactful partnerships locally, nationally, and internationally. On behalf of MCD's Board of Directors and Executive Team, we would like to take this opportunity to express our gratitude to MCD's extraordinary employees in the U.S. and around the world, as well as our numerous collaborating public, private, and civil society partners and our donors. It is an honor for us to be part of such a dynamic and impactful team working diligently and creatively to improve the health and well-being of people worldwide.



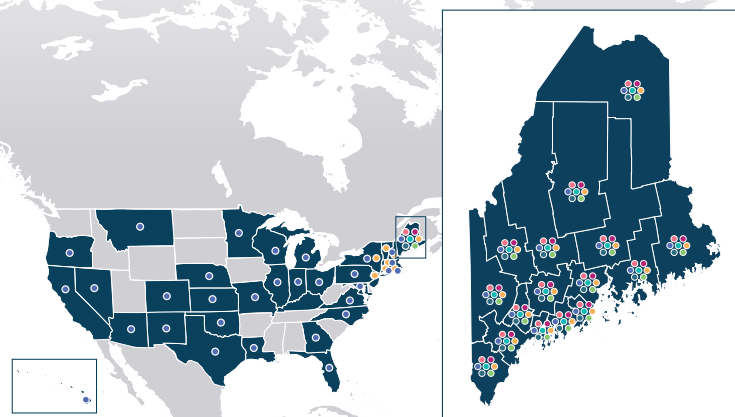
*Evelyn Kieltyka,
Board Chair*



*Christopher Schwabe,
CEO & President*

MEDICAL CARE DEVELOPMENT, INC. (MCD)

MCD's Global Impact



● TELEHEALTH

Connecticut, Maine, Massachusetts
New Hampshire, New Jersey,
New York, Rhode Island, Vermont

● WORKFORCE DEVELOPMENT & QUALITY IMPROVEMENT

Arizona, California, Colorado, Connecticut,
Florida, Georgia, Hawaii, Illinois, Indiana,
Kansas, Kentucky, Louisiana, Maine,
Maryland, Massachusetts, Michigan,
Minnesota, Missouri, Montana, Nebraska,
Nevada, New Hampshire, New Jersey,
New Mexico, New York, North Carolina,
Ohio, Oklahoma, Oregon, Pennsylvania,
Rhode Island, Texas, Virginia, Wisconsin

● CHRONIC DISEASE MANAGEMENT

Maine

● DISEASE & INJURY PREVENTION

Maine, Massachusetts

● SUBSTANCE USE & MENTAL HEALTH

Maine

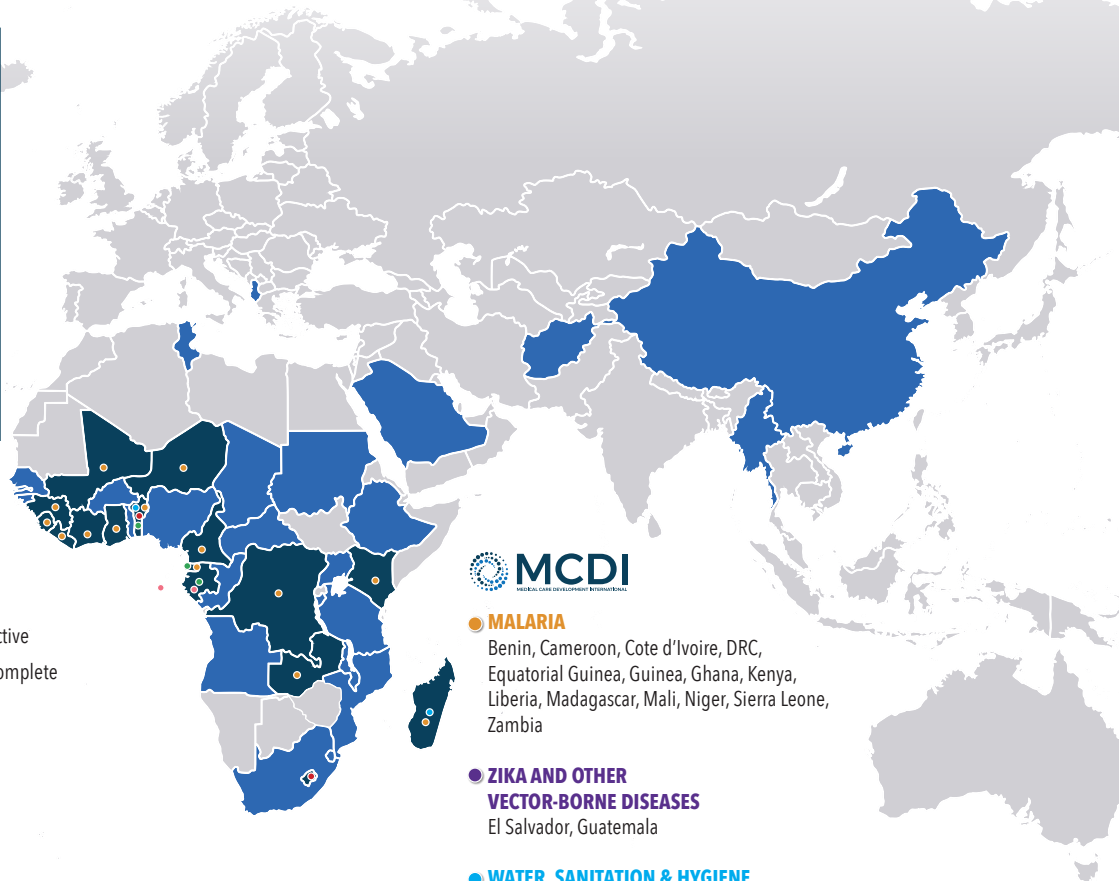
● COMMUNITY HEALTH & WELLNESS

Lincoln County, Maine

● WORKSITE HEALTH & WELLNESS

Maine

■ Active
■ Complete



● MALARIA

Benin, Cameroon, Cote d'Ivoire, DRC,
Equatorial Guinea, Guinea, Ghana, Kenya,
Liberia, Madagascar, Mali, Niger, Sierra Leone,
Zambia

● ZIKA AND OTHER VECTOR-BORNE DISEASES

El Salvador, Guatemala

● WATER, SANITATION & HYGIENE

Benin, Madagascar

● REPRODUCTIVE, MATERNAL, NEWBORN & CHILD HEALTH

Benin, Equatorial Guinea, Gabon

● HIV/AIDS

Gabon, São Tomé and Príncipe

● HEALTH SECTOR STRENGTHENING

Central African Republic, Lesotho, Benin

Pandemic Preparedness and Response

Since the declaration of the COVID-19 pandemic by WHO in January 2020, MCDI's international division (MCDI) has assisted governments and the populations they serve to plan and strengthen their pandemic preparedness and response efforts in line with WHO's guidelines. MCDI provided strategic support for (i) risk assessment; (ii) coordination, planning, resource mobilization, and monitoring; (iii) communication and community engagement; (iv) surveillance, epidemiological investigation, and contact tracing; (v) screening at points of entry and before international travel and transport; (vi) laboratory and point-of-care diagnostics; (vii) infection prevention and control and protection of health workers; (viii) case management, clinical operation, and therapeutics; (ix) operational support and logistics for quarantine and isolation, including supply chain management; and (x) maintaining essential health services and systems.

EQUATORIAL GUINEA

- Supported the Ministry of Health and Social Welfare in developing and implementing its COVID-19 Strategic Preparedness and Response Plan and a COVID-19 Vaccine Deployment Plan.
- Helped develop WHO-certified COVID-19 testing capacity at the National Reference Laboratory where 77,314 PCR tests were performed.
- With support of MCDPH, deployed telehealth and e-learning to support the COVID-19 response.
- Developed new District Health Information Software 2 (DHIS2) module for contact tracing.
- Provided pre-deployment screening, in-country testing, quarantining, isolation, and

medical services to ensure a safe work environment for Noble Energy EG Ltd. (a Chevron Company) staff: 1,555 people received in quarantine, 97% successful releases to work after quarantine, 99% successful releases to work after isolation, one successful medical evacuation, and zero fatalities.



BIMEP lab technician performing molecular COVID-19 diagnostic at Baney Lab, Equatorial Guinea.

Pandemic Preparedness and Response

MADAGASCAR AND BENIN

- Supported the development of country plans and strategies to fight COVID-19 and assisted in implementing those activities.
- Trained over 20,000 CHWs, 180 NGO staff, 66 health care facilities staff, and over 13,000 students in 105 schools on hand-washing, social distancing, and wearing masks to interrupt the spread of COVID-19.
- Reached over 1.3 million people with messaging on COVID-19, social distancing, hand-washing, and use of personal protective equipment (PPE).
- Produced and distributed over 19,000 posters and 28,000 flyers, posted 35 messages on social media, and aired 29 television spots and 4,350 radio spots with a variety of messages on preventing the spread of the virus.
- Donated hand-washing stations as well as masks, manual spray pumps, disinfectants, chlorine, and liquid soap to 340 health facilities and the University of Antananarivo.



Hand-washing triggering session during COVID-19 in Madagascar (MCDI FAA program).



Hand-washing demonstration in Benin (MCDI PAPHyR Program).



When hand-washing becomes a routine practice (MCDI PAPHyR Program - Benin).

Pandemic Preparedness and Response

PMI/USAID IMPACT MALARIA GLOBAL PROJECT: BENIN, CAMEROON, DRC, GABON, GHANA, GUINEA, KENYA, MADAGASCAR, MALI, NIGER, SIERRA LEONE, AND ZAMBIA

- MCDI field staff supported country coordination and planning for COVID-19 in 16 countries through continuous participation in meetings of National COVID-19 Committees.
- Helped secure an additional \$600,000 from PMI/USAID through the PMI/Impact Malaria Funding Mechanism to support the COVID-19 responses in DRC.
- Produced training materials on the management and shipment of infectious substances and biosafety for clinical and laboratory staff.
- Produced laboratory and clinical guidelines on malaria during COVID-19.
- Developed an integrated COVID-19 and malaria outreach training and supportive supervision (OTSS+) checklist.
- Developed guidelines for project field offices for teleworking and returning to the office, including guidance for social distancing and PPE use as per CDC guidelines.



Microscopists in a health facility in Zambia conduct malaria microscopic examination during an OTSS visit in Zambia (MCDI PMI/Impact Malaria Program).

Pandemic Preparedness and Response

MCD's domestic program division (MCDPH) has more than 50 years of experience planning, implementing, and evaluating programs to improve the health and well-being of communities and individuals at the national, regional, state, and local levels. Throughout the COVID-19 pandemic, MCDPH has leveraged its experience and partnerships with the public and private sectors to forge effective pandemic preparedness and response strategies against COVID-19 at the state and local levels in Maine, and at the New England-regional level in Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont as well as New Jersey and New York.

STATE AND LOCAL RESPONSE IN MAINE

- MCDPH provided the following staffing services to support the Maine Center for Disease Control and Prevention (Maine CDC) in its comprehensive COVID-19 response efforts:

Epidemiologic Surveillance	FTEs
Surveillance Epidemiologist	4

Informatics	FTEs
Informatics Epidemiologist	2
Research and Data Analyst	2
Informatics Electronic Case Report Coordinator	1
Informatics Project Coordinator	3

Case Investigation	FTEs
Senior Case Investigation Manager	1
Regional Case Investigation Coordinators	8
Case Investigators	25
Outbreak Investigators	5

Contact Tracing	FTEs
Senior Contact Tracing Manager	1
Contact Tracing Logistics Coordinator	1
Contact Tracing Shift Supervisor	2

Grants	FTEs
Grants Manager	1
Logistic Grants Manager	1

Finance	FTEs
Financial Manager	1

- MCDPH's other embedded staff within the Maine CDC provided additional COVID-19 response services by
 - Staffing the state COVID hotline.
 - Serving as case investigators.
 - Working the Maine Immunization Program's Community Vaccination Line.
- MCDPH's School Oral Health Program staff partnered with the Maine CDC and local dental offices to provide oral health screenings and sealants for children who could not receive them in school due to COVID-19 restrictions.
- MCDPH's Health Lincoln County program quickly pivoted to respond to a significant need for expansion in food security work, leading to funding and new models of service in the community. Along with local partners, including the Lincoln County Food Initiative, they served over 110,000 meals to children, families, and those isolated due to COVID-19.

Pandemic Preparedness and Response

REGIONAL RESPONSE IN NEW ENGLAND, NEW JERSEY, AND NEW YORK

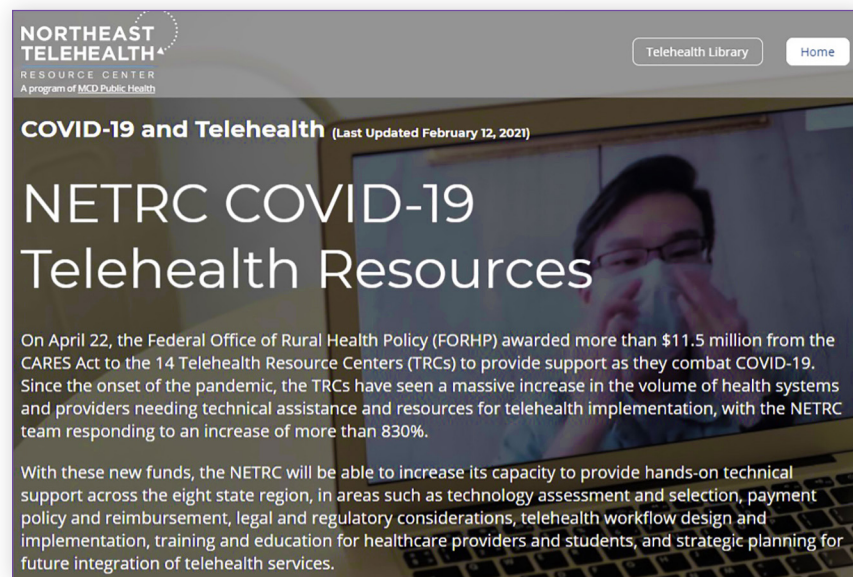
With the advent of the COVID-19 pandemic, telehealth quickly became a vital 'tool in the toolbox' for ensuring safe, continuous access to care and enabling emergency response throughout the pandemic. With thousands of regional stakeholders reaching out for technical assistance and training for rapid telehealth implementation, the Northeast Telehealth Resource Center (NETRC) team, led by MCDPH, quickly became the 'go-to' resource for the explosion of telehealth-related needs across the region.

In April 2020, MCDPH and the NETRC were awarded additional Coronavirus Telehealth Resource Center grant funding from the Federal Office of Rural Health Policy under the CARES Act in response to the COVID-19 pandemic. This funding helped meet the massive increase in volume of day-to-day requests for assistance and serve the needs for increased in-depth technical assistance (TA) from regional stakeholders serving rural and underserved populations. The NETRC experienced a 920% increase in TA requests during the early months of the pandemic and sustained significantly higher TA numbers throughout 2020 as compared to previous years.

SPECIFIC COVID-19-RELATED ACCOMPLISHMENTS BY MCDPH AND THE NETRC IN 2020 INCLUDED:

- Developed a COVID-19 Telehealth Resources website.
- Produced a Roadmap and Toolkit for Implementing Primary Care and Behavioral Telehealth Services during the COVID-19 Pandemic.
- Produced a Telehealth Resource Webliography for the COVID-19 Pandemic.

- Served as expert faculty for three regional Project ECHOs focused on Rapid Telehealth Implementation during COVID-19 and co-facilitated a National Telemedicine HACK series hosted by the U.S. Department of Health and Human Services and the assistant secretary for Preparedness Response.



Screenshot of the NETRC COVID-19 and Telehealth Resources website, co-developed by NETRC and MCD's IT team.

Program Highlights and Results

MALARIA PROGRAMS

Bioko Island Malaria Elimination Project (BIMEP): MCDI continued to be the prime contractor for this award-winning, public-private partnership launched in 2004. Recent analyses have revealed major challenges of the existing program namely malaria importation from mainland Equatorial Guinea and land-use changes that alter local mosquito ecology and negatively impact malaria transmission. Core strategies include vector control, malaria case management, diagnostics, malaria in pregnancy, behavior change communications (BCC), malaria surveillance, and health system strengthening supports across all government health facilities on Bioko Island. Efforts of the BIMEP are focused on integrating multiple malaria control interventions within an adaptive management framework that allows adopting different strategies according to constantly changing circumstances. BIMEP continues to excel in providing the malaria control and scientific community with cutting-edge tools, data, and analyses that are regularly published in high impact, peer-reviewed journals. One of the uniqueness of the BIMEP is the development of a new malaria vaccine (PfSZP vaccine), which is at its phase 3 trial.

Results:

- 75.7% of households benefited from indoor residual spraying; 96.1% of households received at least one long-lasting insecticidal nets; and 62% decrease on malaria prevalence (from 40% in 2004 to 18.2% in 2020).
- Consolidation of a comprehensive and highly sophisticated spatial decision support system that is actively used to guide and optimize interventions.



BIMEP Communication Agent Francisco Ekang visiting households during the response to a malaria outbreak in Batoicopo, Equatorial Guinea (MCDI BIMEP).

Program Highlights and Results

IMAL: Despite the ongoing COVID-19 pandemic, MCDI through PMI Impact Malaria (IM) continued supporting the implementation of quality assurance systems for malaria microscopy, mRDTs, and the diagnosis of complicated and severe malaria in 14 countries. IM continuously provided technical support – both in-person and virtually – to improve malaria diagnosis at different levels of the health system, with variations in prioritization of activities (i.e., referral hospitals versus peripheral health facilities). The focus of activities also varied among countries.

Results: Hundreds of microscopists from 10 countries in Africa were trained in malaria diagnostic refresher trainings (MDRT) and OTSS+ visits. Trainees achieved a score of at least 80% in parasite detection, meeting the minimum standard competency score recommended by the WHO for malaria microscopy. MCDI provided management and technical leadership for the implementation of the innovative group based Ante Natal Care approach study in Benin.

Guinea Stop Palu Plus: PMI/Stop Palu Plus aims to assist the Government of Guinea to reduce malaria morbidity and mortality by 75%. This will be achieved through support health service delivery, behavior change communication, capacity building and supervision, malaria surveillance, and monitoring and evaluation. Subbing with RTI, MCDI supports the Government of Guinea to increase prompt care-seeking and treatment through the strengthening of malaria diagnostics for case management.

Results: Maintained the skill level of an elite cadre of Guinean lab technicians whose scores reached the WHO Level 1 expert level in microscopic diagnosis of malaria during advanced training. The project supervised more than 40 labs each quarter, trained 511 community health workers on malaria diagnosis, and helped administer seasonal malaria chemoprevention in remote areas.



A data collector from the PMI Impact Malaria project conducts a baseline household survey on malaria in Atlantique department, Benin.

Program Highlights and Results

WATER AND SANITATION (WASH)

Madagascar Fonds d'Appui pour l'Assainissement (FAA) and Benin Program for Improving Access to Sanitation and Hygienic Practices in Rural Areas (PAPHyR):

Funded by the Global Sanitation Fund/WSSCC, MCDI continued implementing sanitation and hygiene programs in Benin and Madagascar in 2020. In addition to its successful rural sanitation program, this included large-scale market based and safely managed sanitation, urban sanitation, and menstrual hygiene management. Through its work in Madagascar and Benin, MCDI has revolutionized the Community-Led Total Sanitation (CLTS) approach and developed new tools and methods. MCDI has ensured the sustainability of sanitation and hygiene improvements by building the capacity of local NGOs to create a community-based CLTS movement and helping to reform public sector WASH policies and supportive institutions. The Global Sanitation Fund/WSSCC terminated its global programming at the end of 2020 and is transitioning to a new Sanitation and Hygiene Fund global financing mechanisms within the United Nations Office for Project Services (UNOPS) to bring sanitation and hygiene to all.



Hand-washing triggering in Benin facilitated by the Hygiene and Sanitation Association (APHA). The local authority shows how to properly wash hands (MCDI/PAPHyR program).

Results: From 2010 through 2020, the FAA project in Madagascar succeeded in eliminating open defecation in 23,947 villages declared open defecation free (ODF) benefiting approximately 2.8 million inhabitants. In addition, as a result of the FAA, over 4.5 million people gained access to, and were using, improved sanitation facilities with hand-washing stations. During 2020, the FAA was selected as a 'Front Runner' program to pilot interventions under the future Sanitation and Hygiene Fund, expanding program activities into urban areas with the objective of establishing the first ODF Region in the country.

From 2015 through 2020 the PAPHyR project in Benin succeeded in eliminating open defecation in 5,547 communities declared open defecation free (ODF), benefiting approximately 1.1 million inhabitants, 970,000 of whom gained access to improved sanitation and hygiene facilities.



Women natural leaders in Madagascar committed in order to support the community to sustain their access to hygiene and sanitation while fighting against COVID-19 (MCDI/FAA program).

Program Highlights and Results

HEALTH SYSTEMS STRENGTHENING AND OTHER COMMUNICABLE DISEASE PROGRAMS

USG/DHAPP Gabon: Funded by the U.S. Department of Defense, MCDI assisted the Gabonese military to achieve the UNAIDS 90-90-90 goals for HIV. Strategies include prevention and testing services (index case testing, military peer outreach in HIV 'hot spots,' and HIV testing in TB services); care and treatment (same-day ART registration of HIV+ patients, monitoring viral loads, and enhanced adherence to ART); training and supportive supervision of military health workers; and health system strengthening.

Results: Trained 100 master trainers and front line staff on HIV prevention, voluntary counseling, and testing, care, and treatment, and strategic information. Supplied São Tomé and Príncipe with rapid tests for sexually transmitted infections and COVID-19 personal protective equipment.

Benin Private Sector Health Partnership Activity (PSHPA): Funded by USAID, MCDI supported the Government of Benin to strengthen private sector capacity to effectively manage the provision of reproductive, maternal, newborn, and child health services and increase their use.

Results: Registered 37 private hospitals and clinics, trained 149 providers on life-saving MCH, and began accreditation of 46 private health facilities.

Cervical Cancer Screening and Treatment (CCST) Project: Funded by the Noble Energy EG Ltd. (a Chevron Company), supported the Government of Equatorial Guinea to expand cervical cancer screening, treatment, and counseling.

Results: 1,196 women tested, of whom 33 had suspicious precancerous or cancerous lesions; eight providers trained on enhanced detection using Lugol solution.



Accreditation supervision visit in a private health center in Benin (MCDI/PSHPA program).

Success Story

MALARIA OUTBREAK CONTROL DURING COVID-19

In May 2020, in the midst of the COVID-19 pandemic, individual case data reported from the Equatorial Guinea Ministry of Health and Social Welfare's DHIS2-based health information system developed by MCDI detected an outbreak of malaria in Batiocopo District where the number of confirmed cases had more than doubled since April.

The National Malaria Control Program (NMCP), with the support of the Bioko Island Malaria Elimination Project (BIMEP), rapidly mobilized its existing malaria case investigation and vector control response teams, employing an investigation and response plan and protocols recently adapted for COVID-19 with technical assistance from MCDI.

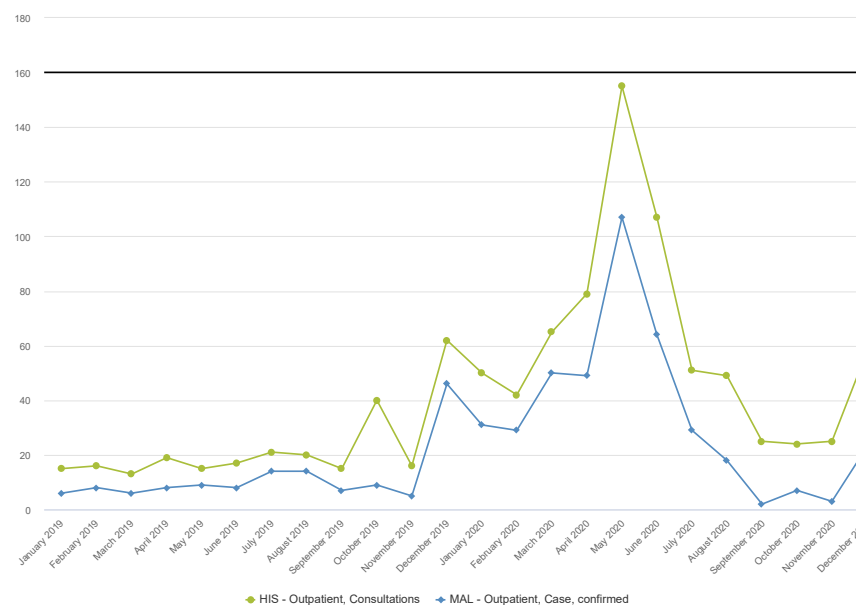
The NMCP-BIMEP outbreak response included case detection by rapid malaria diagnostic test around all DHIS-2 reported index cases and treatment for all positive cases. Ultimately, 72% of Batiocopo's residents were tested and revealed that nearly 45% of these tested positive, indicating how quickly the infection had propagated in the community.

"I was proud that the team was able to contain the outbreak within two weeks," said Wonder Phiri, BIMEP director. "With 84% of the district's population benefiting from additional health education while receiving additional long-lasting insecticidal nets, and 76% having the inner walls of their houses resprayed with a long-acting insecticide."

Dr. Salomon Nguema Owono, minister of Health and Social Welfare, acknowledged this achievement and said, "It was a relief to see how efficient the NMCP-BIMEP team was in dealing with a malaria outbreak in Batiocopo during the COVID-19 pandemic."

MCDI's support for the successful control of this malaria outbreak during the COVID-19 pandemic further demonstrates the benefits of having rapid case detection and response capabilities predicated on individual electronic case data built into ongoing malaria control programs¹.

Outpatient, Consultations, Case, confirmed, by month
Distrito Urbano Batiocopo



Real-time individual malaria case data obtained from government health facilities through the DHIS2-based health information system alerted the NMCP to a malaria outbreak and enabled a rapid targeted response.

¹For a detailed description of a similar outbreak response see Guerra et al. "Malaria outbreak in Riaba district, Bioko Island: lessons learned." *Malar J* (2020) 19:277. <https://doi.org/10.1186/s12936-020-03347-w>

Program Highlights and Results

WORKFORCE DEVELOPMENT AND QUALITY IMPROVEMENT

MCD's domestic program division (MCDPH) develops and conducts evidence-based in-person and online trainings to strengthen the health workforce, including early care and education providers, community health workers, health care providers, public health professionals, and others. Currently, MCD Public Health's e-learning programs include the following 24/7 on-demand trainings, with those in bold having been newly developed in 2020:

- Community Health Workers Online Training Program
- Detection and Management of High Blood Pressure Training Program
- Cholesterol Training Program
- Massachusetts Paul Coverdell Stroke Training Program
- **WinterKids** Training Program (see page 15)
- **New York Department of Health** Chronic Disease Prevention Online Training Portal (see page 15)
- Telehealth Coordinator Training
- **COVID-19 CHW** Training (see Success Story on page 18)
- **COVID-19 Vaccine** course for CHWs (see Success Story on page 18)



MCDPH's full range of e-learning courses and skilled staff ready to develop any online curriculum requests.

Program Highlights and Results

WORKFORCE DEVELOPMENT

WinterKids Training Program: Through the Healthy Kids Healthy Future Technical Assistance Program, MCD Public Health developed online self-paced training for WinterKids that awards Early Care and Education providers one contact hour upon completion. The training accompanies WinterKids' Preschool Guide to Outdoor Active Learning (GOAL) binder, which contains eight weeks of indoor and outdoor activities and resources aligning with Maine's Early Learning and Development Standards. The training's content was designed by and for early childhood educators to get preschool-age children across Maine and New Hampshire moving and learning.

New York Department of Health Chronic Disease Prevention Online Training Portal: Developed and launched by MCDPH, this new resource is a gateway to online training programs offered to health care systems in New York state. Users have access to The Detection and Management of High Blood Pressure Online Training Program, Community Health Workers Online Training Program, and Cholesterol Online Training Program.



The Chronic Disease Prevention Online Training Portal serves health care, public health, and community health workers across New York state.



MCD Public Health and WinterKids launched the newly developed interactive online training portal.

Program Highlights and Results

TELEHEALTH

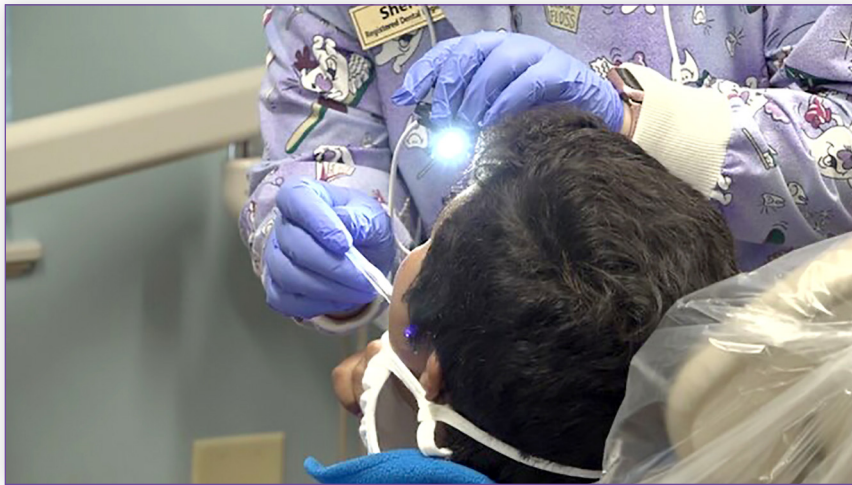
MCD Public Health (MCDPH) has been an expert and leader in the deployment of telehealth and information technology for more than 40 years as a means of cost-effectively improving the health and well-being of rural and underserved populations. For the last decade, MCDPH has been the home of the Northeast Telehealth Resources Center (NETRC), one of 14 telehealth resource centers funded through the U.S. Health Resources and Services Administration within the Federal Office of Rural Health Policy (FORHP).

In 2020, the NETRC saw a 920% increase in demand for technical assistance during the early months of the COVID-19 pandemic, which led to additional funding from the FORHP (see more on page 8). In addition to the ramped-up COVID-19 response, the NETRC also had other accomplishments in 2020, including:

- **Provided technical assistance to more than 1,800 clients** to support telehealth program development and optimization.
- **Provided more than 250 training and educational opportunities for more than 19,000 participants**, including key topics, such as "[Leveraging Telehealth to Address Social Determinants of Health](#)", which was the National TRC webinar for November 2020.
- Co-hosted a **four-day Virtual Conference Series** ("Launching into Telehealth") with more than 1,000 registrants, in collaboration with MATRC. As part of the event, MCDPH also collaborated with TTAC and gpTRAC to create [Perspectives from Industry Partners](#), which included 16 interviews.
- Hosted weekly, state-specific telehealth office hours and monthly telehealth leadership forums, including a regional Primary Care Association collaboration.

- Contributed to multiple peer-review articles and other publications, including contributions to O'Hara V. et al. [The pediatric weight management office visit via telemedicine: Pre- to post-COVID-19 pandemic](#) and a chapter on Technology and Older Adults for the [Handbook of Rural Aging](#), published in March 2021.
- Contributed to the National Telehealth Technology Assessment Center's [2020 Video Series: Tech Talk with the TRCs](#) (see #6 which highlights the use of telehealth in public health).
- **Developed new resources** including:
 - [New York State Telehealth Training Portal](#)
 - [Bi-State Telehealth Roadmap to Reimbursement Toolkit](#)
 - [Rhode Island Telehealth Toolkit for Primary Care](#)
 - [Maine Telehealth Implementation Toolkit](#)
 - [University of New England Telehealth Implementation Guide](#)
 - [Simmons University Telehealth Implementation Toolkit](#)
 - [Telehealth Perspectives Awareness Video](#)
 - [8 Tips for a Successful Telehealth Session](#)
 - [Key Considerations: Telehealth Readiness](#)
- **Developed curriculum resources for telehealth training including:**
 - Telehealth intensive program with University of Massachusetts Boston's Family Nurse Practitioner program, culminating in a certificate offered by the school to participating students.
 - Interdisciplinary training program for the University of Maine School of Social Work, School of Nursing, and School of Agriculture.

Program Highlights and Results



MCD's Sherry Laliberte, BSDH, RDH, IPDH, project coordinator for the Maine CDC School Oral Health Program, performs an oral screening on a child during a community event in October 2020.

Developed curriculum resources for telehealth training continued...

- Trainings and toolkits for [Simmons University](#) and the [University of New England](#).
- Launched Telehealth Classroom (www.TelehealthClassroom.org) to serve as a regional telehealth e-learning portal.
- Established the New York State Telehealth Training Portal in collaboration with the New York State Department of Health, Stony Brook Medicine, and a statewide Advisory Group ([as highlighted by mHealth Intelligence](#)).

TESTIMONIALS FROM CLIENTS SERVED BY MCDPH/NETRC:

"The Northeast Telehealth Resource Center has been a 'go-to' source for expertise in the expansion of virtual care across our network of FQHCs here in Connecticut."

–Richard Albrecht, Director, Telehealth Network
Community Health Centers of Connecticut

"The NETRC helped us pull together a quality, comprehensive, interdisciplinary training [for COVID-19] in a short amount of time."

–Leah A. Maxwell, LCSW, Field Director,
University of Maine School of Social Work

"The collaboration with NETRC has been instrumental in supporting the success of our TeleBehavioral Counseling Program."

–Maureen Donovan, Program Manager TeleBehavioral Counseling Program,
Heywood Health Care

"I, personally, want to thank you and everyone who made the computers and cameras possible. These new tools truly made a difference in how I was able to do my job this year. More importantly, it gave the nudge that Maine's children needed to get their dental needs met."

–Laura Jowdry-Berthiaume, RDH, IPDH
School Oral Health Program Field Hygienist

Success Story

TRAINING THOUSANDS OF ESSENTIAL COMMUNITY HEALTH WORKERS ON COVID-19

In the spring of 2020, MCD Public Health launched the first-ever COVID-19 online course for community health workers (CHWs) to educate CHWs who needed trustworthy and culturally appropriate COVID-19 information and tools. CHWs are essential public health professionals who are poised to help carry out public health messaging and services. They often come from some of the hardest-hit communities and have deep cultural connections where they work. MCDPH wants to ensure all communities across the U.S., including those facing significant health inequities, have the resources to protect themselves and stop the spread and devastating impact of COVID-19.

To develop the online CHW COVID-19 training module, MCDPH gathered input from more than 250 CHWs across the U.S. on crucial topics, needs, and appropriate delivery methods during the COVID-19 pandemic. With the support of this module, which is available in four languages (English, Spanish, French, and Arabic), the nation's CHW workforce played a significant role in helping to stop the spread and impact of COVID-19 through culturally appropriate prevention, contact tracing, compassionate support to clients and families in quarantine, and understanding the mental health and anxieties in our communities.

As of the time of this writing, MCDPH's online CHW COVID-19 training module had more than 3,900 users in 49 states and 33 countries. The module was updated throughout the year as the pandemic evolved and recommendations changed.

As the COVID-19 vaccines became available in late 2020, MCDPH developed a related online COVID-19 Vaccine course for CHWs. This course includes what CHWs need to know about the new vaccines, including the myths and misinformation circulating communities, talking points to help discuss with clients, when and how to register for a vaccination appointment, and more.



Above: CHW COVID-19 Vaccine Training; Left: Sana Osman, community health worker with Maine Access Immigrant Network, recording the COVID-19 CHW Training in Arabic.

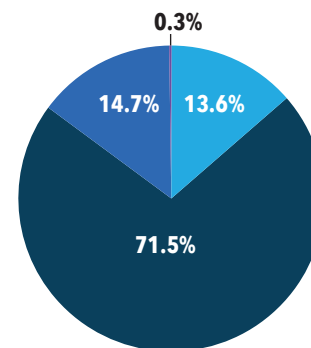
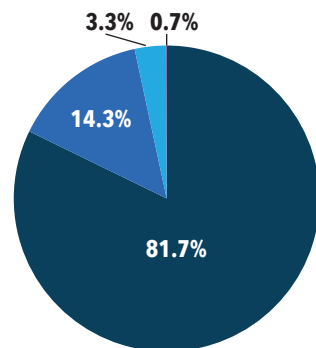
MCD Financial Highlights FY 2020

A NOTE FROM THE DIRECTOR OF FINANCE

MCD Inc. finished 2020 with an operating gain for \$893,000 and net assets of \$7.2 million. MCD Inc.'s net assets increased by \$1.2 million relative to the end of 2019.

MCD has no long-term debt, a zero balance on its line of credit, and a current ratio of 2.16.

Heather M. Metten
Director of Finance



STATEMENT OF ACTIVITY

Public Support and Other Revenue*

International Programs (MCDI)	\$30,095	81.7%
U.S. Programs (MCDPH)	\$5,274	14.3%
Other Revenues	\$1,201	3.3%
Investment Income	\$31	0.1%
Contributions	\$232	0.6%
TOTAL	\$36,833	100%

Expenses*

International Programs (MCDI)	\$25,703	71.5%
U.S. Programs (MCDPH)	\$5,266	14.7%
General & Administrative	\$4,876	13.6%
Other Expenses	\$95	0.3%
TOTAL	\$35,940	100%
Operating Gain	\$893	

Expenses taken from statement of functional expenses.

A complete copy of financial statements audited by BerryDunn, LLC is available upon request from:

*Medical Care Development Inc.,
11 Parkwood Dr.
Augusta, ME 04330*

CONSOLIDATED BALANCE SHEET

Assets*

Grants Receivable	\$8,729
Cash	\$1,878
Investments	\$1,074
Other	\$394
Property & Equipment, net	\$371
Accounts Receivable	\$28
TOTAL ASSETS	\$12,474

Liabilities*

Accounts Payable & Accrued Expenses	\$1,918
Deferred Grant Revenue	\$1,245
Debt	-
Other Liabilities	\$2,035
TOTAL LIABILITIES	\$5,199

Net Assets*

Without Donor Restrictions	\$6,948
With Donor Restrictions	\$327
TOTAL NET ASSETS	\$7,275
TOTAL LIABILITIES & NET ASSETS	\$12,474

*in thousands

MEDICAL CARE DEVELOPMENT, INC. (MCD)

Improving the health and wellbeing of people



IDENTITY

MCD is a global public health organization recognized in the U.S. and internationally as a leader, innovator, and trusted partner in the design, implementation, and assessment of high-quality, enduring programs in public health.

VISION

MCD envisions a world in which all people have access to high-quality and enduring solutions to improve and maintain their health and well-being. MCD aspires to be a premier partner of choice and an internationally recognized leader, innovator, and trusted partner in applied, cross-national public health solutions.

MISSION

MCD's mission is to improve the health and well-being of people worldwide through enduring, high quality, cost-effective, and universally accessible solutions.

Learn more at mcd.org

MCD Inc.'s Corporate and MCDPH Offices

11 Parkwood Drive, Augusta, ME 04330

Tel: (207) 622-7566 Fax: (207)-622-3616

MCDI Office

8403 Colesville Road, Suite 320, Silver Spring, MD 20910

Tel: (301) 562-1920 Fax: (301) 562-1921

Questions? Email communications@mcd.org

MCD Inc. is a 501c3 not-for-profit, non-governmental organization and an equal opportunity employer.