



5404 Wisconsin Avenue, Suite 800

Chevy Chase, MD 20815 USA

(301) 654-8338

www.urc-chs.com



CORPORATE **OVERVIEW** 2023





LETTER FROM THE PRESIDENT

EARL W. GAST

URC's story began in 1965 with a group of university professors and social activists who believed a better world was possible. We have since combined the idealism of that era with the pragmatism necessary to improve the quality of life and well-being of people around the world, including in conflict-based settings and fragile states. URC now has 1,000 employees worldwide and has implemented projects in 93 countries.

URC is a mission-driven global leader recognized for innovative work in health care quality improvement. Our mission is to help countries build and sustain resilient health systems by supporting local partners implement science-driven scalable solutions. We seek to transform lives using innovative, data-driven, and localized health solutions.

Our values are reflected in the way we work within our organization, with our partners, and with the beneficiaries we serve.

We believe that results are more sustainable and effective when local partners, governments, communities, and the private sector work collaboratively. Together, we improve the quality, equity, and resilience of health systems to respond to community needs and emerging threats by turning evidence into practice.

URC's approach to development prioritizes inclusive local leadership, ownership of evidence-based solutions, and sustainable change.

URC has earned a reputation for technical excellence and innovation through collaborative work with national governments, communities, the private sector, and major bilateral and multilateral donors – partners including USAID, the U.S. Centers for Disease Control and Prevention, the U.S. Department of Defense, the Global Fund to Fight AIDS, Tuberculosis and Malaria, and others.

Working with global partners to impact sustainable improvements in health, we are committed to facing the challenges of the future to continue to advance quality health care for all.

our vision

Equitable and resilient health systems that respond to people's needs and emerging threats

OUR VALUES

CREATIVITY AND INNOVATION We approach complex problems with innovative solutions and encourage outside-the-box thinking.

COLLABORATION We work with a unified purpose toward a shared vision and mission by complementing each other's skills and allocating work to maximize everyone's strengths.

DIVERSITY, EQUITY, AND INCLUSION (DEI) We are committed to creating a diverse, equitable, and inclusive environment. We model and uphold behaviors that enrich our organization by respecting and celebrating our differences, and we support each other to develop and grow professionally.

ACCOUNTABILITY We hold ourselves and each other accountable for accomplishing goals, completing assignments, making decisions, and living our values.

TRANSPARENCY We foster an environment where colleagues deeply trust one another and their leaders. Through a transparent organization and a common purpose, we facilitate teamwork where open and honest sharing of ideas is celebrated.

Help countries build and sustain resilient health systems by supporting local partners in implementing science-driven, scalable solutions

OUR MISSION

COMPANY PROFILE

expertise

- Adolescent Health
- Community Health
- COVID-19
- Digital Health
- Global Health Security
- Health Service Delivery
- Health Workforce
- HIV/AIDS
- Implementation Science
- Infectious Diseases
- Malaria
- Maternal, Newborn, and Child Health
- Mental Health



- Quality Health Systems
- Reproductive Health and Family Planning
- Supply Chain Management
- Tuberculosis



1000
EMPLOYEES
WORLDWIDE

CONTACT
info@urc-chs.com
www.urc-chs.com



EXPERIENCE IN 93 COUNTRIES



Strengthening Health Service Delivery, Health Workforce, and Quality Health Systems

URC is a recognized global leader in quality improvement in health care with more than 30 years of experience supporting countries to strengthen delivery of quality health services. Under the USAID Applying Science to Strengthen and Improve Systems (ASSIST) Project and its predecessors, the USAID Health Care Improvement Project and Quality Assurance Project, URC led USAID’s global programs to develop quality health systems in more than 30 countries.

Poor quality care is a system-wide problem that must be addressed through a comprehensive whole-system approach to ensure effective, integrated, and efficient delivery of quality health services. These approaches need to be further targeted when addressing the needs of marginalized populations, including those of people with disabilities.

URC supports governments’ ability to lead and manage their health system and resources – including skilled, adequately supported, satisfied, and equitably distributed health care workers – to deliver quality health services. Key to our approach is advancing leadership, governance, and management capacity, which also contributes to improved compliance with donor requirements.

We develop, use, transfer, and scale up the use of tools to manage health workforces strengthening processes globally, and we transfer skills to use these tools to generate evidence of what works. We seek to enable delivery of high-quality services and create systems to support provision of these services with the use of strategic information for the planning, evaluation, and continuous improvement of services. We engage and empower people, families, and communities to make full use of quality health services and advocate for quality care.

“ URC in Uganda is like an innovations lab using quality improvement as part of its health systems strengthening approach to increase health service delivery to communities across Uganda.

The successes – and there have been many – that have resulted from our work, have been systematically escalated and included in national health strategies!”

Dr. Abel Nkolo
CHIEF OF PARTY, USAID RHITES-N, ACHOLI



Nurse Rose Mugerwa, supported by the USAID Defeat TB Activity in Uganda, trains health care workers on TB care.



URC has supported more than **5,000** facility- and community-based teams to improve services for HIV, maternal, newborn, and child health, malaria, and tuberculosis in **17** African countries leading to better health outcomes for women, children, and marginalized populations.

A health worker in the Philippines attends a training on screening substance abuse users provided by the USAID RenewHealth Project.



GLOBAL HEALTH SECURITY AND PANDEMIC RESPONSE

As a global leader in infectious disease response, URC works to advance the Global Health Security Agenda to accelerate progress toward a world safe and secure from infectious disease threats. Prevention, surveillance, and mitigation efforts are all crucial to our work with national governments and other stakeholders.

URC has been on the front lines of outbreak response efforts to emerging and existing threats, including Zika, Ebola, drug-resistant TB and malaria, and COVID-19. Our programs – and staff – adapt and adjust priorities in the face of emerging threats. URC has supported ministries of health globally to develop and implement response strategies to COVID-19 while maintaining essential health services.

COMMUNITY HEALTH

We engage local partners – including government, private sector, non-profit, and communities – from the beginning of projects to ensure local leadership of locally identified solutions. Our work is guided by the needs and desires of communities regarding their health and well-being. We support sustained improvements in health driven by health workers, community leaders, and community members.

To achieve sustainable change and ensure reach of interventions, we tailor social and behavior change interventions efforts to specific populations.



In the Philippines, USAID RenewHealth has trained more than **1,700** service providers in community-based drug rehabilitation treatment. As a result, more than **41,500** clients are enrolled in community treatment interventions with **17,750** clients completing their treatment.



URC led the charge to strengthen the national Zika response in 13 countries in Latin America and the Caribbean. Our work increased the percentage of newborns screened for microcephaly from Zika from **10%** to more than **80%** in less than two years.

HIV/AIDS

URC uses evidence-based approaches in health system strengthening, quality improvement, social and behavior change, and research and evaluation to identify and address gaps in HIV prevention and care services. We work to improve HIV prevention, testing and treatment, reduce social stigma, and extend the reach and uptake of quality services to marginalized and key populations living with, or at risk of acquiring HIV. Our HIV projects focus on local capacity building, leading to local ownership and the successful transition of activities to national governments and partners.



Under the DoD Uganda URC Project, Dr. Mary Kiyuba, Program Officer at Directorate of HIV/AIDS, explains clinical TB diagnosis to military hospital clinicians.

MALARIA

We strengthen malaria diagnostics, prevention, and care services, as well as surveillance systems. We target drug-resistant malaria and enhance malaria commodity procurement and logistics. Our malaria projects ensure extended reach of malaria services to marginalized populations as countries transition to elimination. URC's malaria projects in Cambodia and Myanmar make a lasting impact on the global fight against malaria. Comprehensive malaria services are integrated into URC's programs with broader scopes as related to maternal, neonatal, and child health, family health, and overall health care.

TUBERCULOSIS

URC combats TB through global, regional, and country-level programs with comprehensive efforts that include strengthening case detection, testing, and tracking, treatment success, and community engagement at the local, regional, and national levels. URC has collaborated with national TB programs for more than 30 years to accelerate progress in TB prevention and care, working to limit and prevent TB in 21 of the 30 high-burden TB countries.

INFECTIOUS DISEASES

A USAID Cambodia Malaria Elimination Project 2 (CMEP 2) team tests a migrant worker for malaria.



URC is a recognized leader in the global fight against infectious diseases. We support ministries of health, private health providers, local and international organizations and communities to strengthen responses to existing and emerging infectious disease threats. Together, we target community level prevention and screening efforts, sub-national level efforts with district leaders and providers to strengthen quality service delivery, and national-level efforts to strengthen coordinated responses. We partner with local and community-based organizations to ensure services reach marginalized populations.

URC's ongoing work and 20-year legacy working with Cambodia's National Center for Parasitology, Entomology, and Malaria Control has contributed to Cambodia being on track to eliminate all species of malaria by 2025.



MATERNAL, NEWBORN, AND CHILD HEALTH

URC works to achieve global goals for safe maternal and newborn health where both mother and child receive quality, respectful care from skilled health care workers and well-equipped health centers. URC emphasizes evidence-based solutions to improve health outcomes for women and children, and work with relevant stakeholders, including governments, to adapt international guidelines to their context. URC builds institutional, community, and individual capacity to develop and implement evidence-based interventions to improve access to and quality of reproductive health services, antenatal care, childbirth, postpartum care, and nutrition services.

URC applies a life cycle approach to increase demand, access, and quality of care for clients through integration of family planning information, counseling, and health services that include antenatal, postpartum and well-child visits as well as immunizations, nutrition, and HIV/AIDS services at facilities and in communities.

A newborn in Jordan receives routine vaccinations from an Amman health care center nurse supported by the USAID Health Services Quality Accelerator Activity.



The institutional maternal mortality ratio rate for the East Central region in Uganda has improved from 368/100,000 at baseline to **84.3/100,000** by September 2021, while the proportion of maternal deaths reviewed has improved from 13.2% at baseline in October 2016 to **98.2%** by September 2021.




REPRODUCTIVE HEALTH AND FAMILY PLANNING

Our approach to reproductive health and family planning is people-centered, focusing on quality service provision that respects patient safety, privacy, informed choice, and dignity. URC works to ensure equity by including – and prioritizing – disadvantaged, underserved, and marginalized groups. We engage men to change gender norms and work to increase demand for reproductive health services through social and behavior change communication. URC integrates sexual and gender-based violence prevention and screening in reproductive health services.



A health worker supported by the USAID RHITES-EC Activity provides family planning counseling to a woman at the Mpumudde Health Center III in Uganda.

IMPLEMENTATION SCIENCE



URC staff in South Africa support health workers to use information system data to improve health activities.

Our decades of implementation science and research on global health priorities helped to launch the global movement for respectful maternal care where every woman and baby are protected from harm.

URC has more than 30 years of experience as an implementation science thought leader. We have implemented numerous global research and evaluation projects with a commitment to making evidence actionable. Our decades of implementation science and research on global health priorities helped to launch the global movement for respectful maternal care where every woman and baby are protected from harm.

We aim to make existing data and evidence more available and useful to decision-makers. By fostering multi-stakeholder partnerships, inclusive of implementers, policymakers, advocates, researchers, and others, we are better able to identify and fill the most relevant and important evidence gaps. This involves strategically aligning priorities among evidence producers and evidence users. We prioritize strategic communications, knowledge management, and dissemination strategies that connect and inform stakeholders to collectively translate evidence into action.

URC is committed to improving health outcomes of people worldwide. We support countries to identify the root causes of their greatest health challenges and create integrated, cost-effective, evidence-informed solutions that improve quality of services and health outcomes.

We believe a country's journey to impact at scale is not anchored in a "one-size-fits-all" approach because the route is often uncharted. URC helps countries anticipate the need for correction and adaptation through continuous and robust monitoring and learning.

Through local leadership – and locally developed, innovative solutions – we ensure sustainable change to address health challenges worldwide.