

Humanitarian Logistics Conference 2018

**Effective Field-Level Support to Improve
Supply Chain Implementation and Reporting
Rates: The Case of Health Facilities in
Ethiopia**

Presentation Outline

- Background
- Context and motivation
- Methodology
- Results
- Way forward
- Conclusion /interpretation

Background

- The public health supply chain in Ethiopia has suffered from **weak systems** with **limited data visibility**
 - ✓ Result: Waste, stock outs, and poor health outcomes as result of poor quantification
- Lack of trained community health worker and poor record keeping and reporting are among major process level factors contributing to the poor performance of the system.
- The Ethiopian government in collaboration with the United States Agency for International Development (USAID), designed the Integrated Pharmaceutical Logistics System (IPLS).

Background

- IPLS, one integrated report and distribution system for public health facilities.
- IPLS brought significant improvement to the performance of the public health supply chain system,
 - ✓ Availability of essential program medicines was consistently above 90% for the last
- The system still have multiple challenges largely pertaining to the efficiency of the current system, the level of data quality and use, and the availability of adequate numbers of skilled health care workers (HCWs).

Background

- The implementation and management of IPLS is being supported by AIDSFree, a USAID funded project, implemented by John Snow, Inc. (JSI) working to improve healthcare outcomes through efficient supply chain.
- PFSA in collaboration with JSI AIDSFree project are working hard to improve health care outcomes in Ethiopia by **ensuring efficient supply** chain systems,
 - ✓ Measured by increased availability and reduced wastage

Context and Motivation

- As part of the capacity building efforts, a three-day roll out training was provided to the health facility pharmacy staff on the new system.
- The major objectives of the training were:
 - ✓ To ensure the implementation of the SOP at the health facility level
 - ✓ To improve their inventory recording system (LMIS) and reporting system to generate logistics data which could be used for decision making.
 - ✓ The facilities were tasked with submitting a bimonthly Report and Request Form (RRF) to PFSA so that they are resupplied with the necessary commodities and supplies.

Methodology

Implementation Approach at SDPS

- SOPs, curriculums, and LMIS formats to train facility level staffs on IPLS
- Implementation support teams trained and established to support the system implementation in decentralized manner (training, Supportive Supervision,...)
- Intensive field level support through supportive supervision, mentoring, and On Job Training by making use of standard tools (checklist and support guide)
- Use of field level data to focus and prioritize intervention
- Graduation out of the intensive field level support

Methodology

Supportive Supervision

- Coupling training with planned supportive supervision to have better impact.
- Every month the project was able to cover over 400 facilities which comes out to 1200 every quarter including up to 100 health posts.
- Technical support was provided to help facilities start implementing the SOP, strengthen internal recording and reporting as well as beginning storage practice.
- During every visit, assessment of the IPLS implementation status was conducted and an improvement action plan was agreed upon.

Methodology

Supportive Supervision

- Standard checklists were used by experienced advisors to ensure the record keeping, inventory management and storage conditions were in accordance with the SOP
- Data obtained from these visits is being analyzed and used in monitor the supply chain performance, prioritizing and refocusing interventions.
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Result

- Over all recordkeeping and reporting has shown significant improvement,
 - ✓ 99% of sites visited in bigger regions (91% if emerging) have completed and submitted the standard RRF to PFSA which was 85 % .
 - ✓ Quality of the RRF data RRF improved form 46% to 79 % showing more work is needed.
 - ✓ Major program commodities availability increased from 90% to above 95%.
 - ✓ 63% of health posts use Health Post Monthly Report and Resupply (HPMRR) to report their demand

Result

- Higher level management has also recognized these results and has planned monitoring and evaluation activities.
- Total of 1270 were able to obtain intensive field level support
- Data obtained from these visits is being used to monitor the supply chain performance and prioritize interventions
- Total of // facilities are graduated out of the project support, and the same number was added to the support..

Way forward

- Ensuring **sustainability** of the results
- Ensuring data quality and data use cultures
- Design and implement Data IMPACT Teams to create a culture of data use:

Way forwards

- Implementing and institutionalizing automated RRF data reporting, quality, and use system through dashboards
- Continue supportive supervision to health facilities to monitor IPLS implementation at all levels, ensure data quality and use for decision making.

Way forwards

The IMPACT Team Network is a people-centered, data-driven approach to improving the performance of the supply chain by focusing on data quality and use , efficiency and customer services.

IMPACT stands for:

- **I**nformation
- **M**obilized for
- **P**erformance
- **A**nalysis and
- **C**ontinuous
- **T**ransformation

.....towards supply chain excellence

Way forwards

Tackling Challenges through local capacity

- Institutional capacity building (SS skills and procedures)
- :Implement Skill transfer schemes
- Align with Information transformation is an agenda now .
 - Incorporating basic IPLS indicators in Ministry's ISS tool
 - Empowering and assisting Woreda and zonal officials for take over the SS support responsibility : **Graduation**
 - Enforce and follow the completion of quality bi monthly Report and Requisition

Conclusion

- Use of SOP, standard curriculum and SS tools has helped to standardize and streamline the technical support provided
- Hub based implementation support teams to empower local officials tackle challenges using local capacity (localized interventions)
- Focused Supportive Supervision support with completed feed back loop helped in improving the supply chain system performance
- Both the facilities and stakeholders are satisfied and are able to work together on issues regarding the reporting, data quality and data use
- Graduation to enforce ownership and maintain sustainability

Conclusion

- Since data is now available, the project is working to sustain this result and ensure data quality through innovative solutions.