Making Products Available in the Community: A Workshop to Introduce a Manager's Tool to Improving Community Health Supply Chains
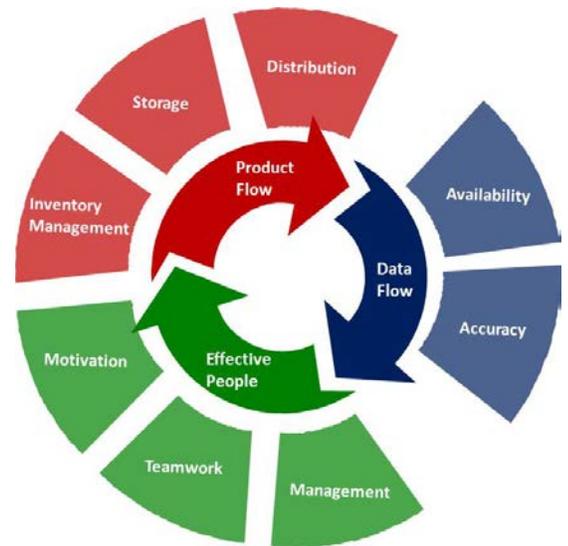
Participant Workbook

November 2013

A. What Supply Chain Problems Are You Facing?

Instructions:
In your small group, discuss the following questions. Make note of any particular challenges that you experience with your community health supply chain.
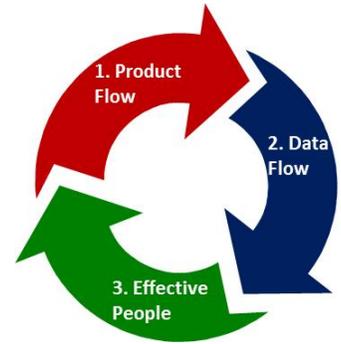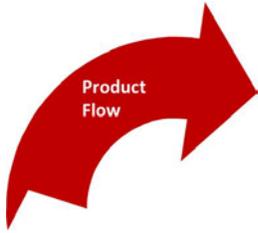
1. What challenges does your community health supply chain have with product flow?

2. What challenges does your community heath supply chain have with data flow?

3. How effective is your staff in managing the community supply chain? What hinders or supports them in their supply chain tasks?

4. How effective is the quantification and coordination of products coming into the program?

5. What organisation is responsible for managing and improving your community health supply chain? How effective is that organisation? Are roles and responsibilities clear? Procedures documented and followed? Lines of communication clear? Mechanisms of coordination known and used? Process for supply chain performance evaluation and improvement routinely implemented?

B. How can your community health supply chain benefit from the experience of Malawi, Rwanda and Ethiopia in designing, testing and implementing solutions to their supply chain challenges?

Instructions:
List ideas from these country examples that you can try with your community health supply chain. Think about the following question: Why would you consider some of the interventions, but not others?

C. How do you currently resupply your CHWs?

Instructions:
Consider the following questions, and note your answers in this workbook.

1. How are CHWs in your program resupplied? (Check all that apply)
    - ☐ Based on previous consumption for each product
    - ☐ Based on a fixed standard quantity
    - ☐ By no particular process or rules
    - ☐ Other (please explain)
    - ☐ ??? Not sure

2. Is the process for resupply the same for all CHWs and all products?
    - ☐ Yes for all CHWs
    - ☐ No different for some CHWs. Please explain:_____
    - ☐ Yes for all products
    - ☐ No different for some products. Please explain:_____
    - ☐ ??? Not sure

D. What does your supply chain have in place to support a demand based resupply system? If you have a demand based system, what support needs to be improved?

Instructions: Complete the following checklist for your community health supply chain.
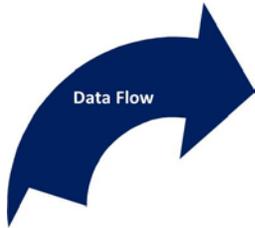
	Yes	Yes, but needs improvement	No
1. Does your community supply chain have a reliable product replenishment system at higher levels in the supply chain?			
2. Do quantification activities occur routinely and take into consideration the needs of the community health supply chain?			
3. Are resources for community health products coordinated and adequately mobilised?			
4. Is data reliably available for resupply decisions?			
5. Does your community supply chain have reasonable transportation between the health center, or other CHW resupply point, and the CHW location?			
6. Does your community supply chain have a workforce skilled in fundamental supply chain practices?			

E. Is a demand based resupply system appropriate for your community health supply chain?

Instructions: Discuss the following questions with the large group.

1. What benefits does a demand based resupply system offer to your program?

2. What challenges do you see with a demand based system?

3. Based on the questions found in the checklist, what would you need to put in place or improve to effectively use a demand based resupply system?

4. What changes would need to be made to your community health supply chain to institute a demand based resupply system?

F. Do you need to implement or improve a data reporting system for the community health supply chain?

Instructions: Complete the following checklist for your community health supply chain.

	Yes	Yes, but needs improvement	No
1. Does your community health supply chain have clear and aligned procedures for reporting and resupply?			
2. Are the procedures standardized for all CHWs and all community health products?			
3. Are consumption (calculated or actual) and stock on hand data consistently recorded and reported?			
4. Do CHWs have a designated facility for resupply? Do they know which facility they should go to for resupply?			
5. Does the designated resupply facility have consumption (calculated or actual) and stock on hand data available for making resupply decisions?			
6. Do managers at districts and central level have stock data to monitor the performance of the community health supply chain?			
7. Are consumption and stock on hand data available and used for quantification?			

G. What types of reporting system can you consider for your community health supply chain?

Instructions: Complete all three checklists.

a) Is your community supply chain ready for a mHealth system for data reporting?

	Yes	No	Don't Know (Note how you might find out?)
1. Does your country have reliable mobile coverage throughout?			
2. Can resources be secured for the upfront investment in technology and training?			

3. Is internet available at least at central level?

4. Is there an organisational unit able to manage the administration and management of the technical aspects of an mHealth system?

b) Can you set up a simple and affordable manual system? Or can you make an existing one work better?

	Yes	Yes, but needs improvement	No
1. Do you have the resources to ensure that the recording and reporting tools are reliably available and distributed to all levels in the system?			
2. Are roles and responsibilities clear for data collection and aggregation?			
3. Are data managers available or can they be employed for data processing and dissemination?			

c) Implementing any kind of reporting system requires the following, do you have these or can you mobilize the resources?

	Yes	Yes, but needs improvement	No
1. Do managers have the skills to use data and reports to make resupply decisions and monitor supply chain performance?			
2. Are there resources for initial and ongoing refresher training?			

H. What data reporting system is right for your community health supply chain?

Instructions: Discuss the following questions with your small group considering the responses to the previous checklists. Be prepared to share your discussion with the larger group.

1. Is it feasible to have a mHealth system?

2. Based on the questions found in the checklist G. a) on mHealth, what would we need to put in place to implement a mHealth System? Do we know if we can address these? If we don't know who should we contact?

3. If yes, what can we do? Is there any experience with mHealth systems already within MOH that we can learn from?

4. If no, should we adopt or improve our manual data flow, or wait and pursue a mobile based system when the conditions are right?

5. How would a manual system work in our country? What challenges does a manual system pose?

6. Is this a feasible short term solution on our path to a mHealth system?

7. A demand based resupply system requires reliable availability of data. If choosing a demand based resupply system, how could you ensure the availability of data?

Product & Data Flow - Action Reflection

Based on the discussion about demand based resupply systems, and mHealth and manual data reporting systems, please note below what actions you could take to change to or strengthen the resupply and data reporting systems for your community health supply chain. For the actions, note how you will undertake the actions, how you will make these changes.

I. How effective are the people working in your community health supply chain and the organisation which supports them?

Instructions: Rate the ability of organisation and people who manage and operate your community health supply chain on a scale of 1 to 5. Circle the rating you think best reflects the situation and write notes on why you selected that rating.

Management

1. Do CHWs and HC staff have standardized supply chain procedures and tools for their jobs?

1	2	3	4	5
No standard procedures or tools		Some procedures and tools exist; used inconsistently		Procedures and tools exist and are used

2. Do CHWs and HC staff receive supply chain training, and refresher training as needed?

1	2	3	4	5
No SC training provided		SC training is provided irregularly		SC training is provided as needed

3. Do CHWs receive supervision to support them in supply chain tasks?

1	2	3	4	5
No SC supervision provided		SC supervision is provided irregularly		SC supervision is provided as needed

Notes:_____
_____
_____
_____

Team Work

4. Do staff from different levels meet routinely to discuss supply chain performance?

1	2	3	4	5
CHWs & supervisors do not meet to improve SC performance		CHWs & supervisors meet infrequently		CHWs & supervisors meet routinely on schedule

5. Do staff from different levels (CHWs, supervisors, storekeepers etc.) meet regularly and take action to solve problems related to the supply chain?

1	2	3	4	5
Do not meet/act on SC issues		Meet/act irregularly on SC issues		Meet/act regularly on SC issues

6. Are actions plans to address supply chain issues documented and monitored to measure improvements?

1	2	3	4	5
Do not document action plan on SC issues		Sometimes document action plan on SC issues		Always document action plan on SC issues

Notes:_____
_____
_____
_____

Motivation

7. Are there the mechanisms in place to motivate and appreciate CHWs and HC staff for their supply chain work?

1	2	3	4	5
No mechanisms to motivate and appreciate CHWs and HC staff		CHWs and HC staff inconsistently motivated and appreciated		CHWs and HC staff motivated and appreciated when appropriate

Notes:_____
_____
_____
_____

Effective People - Action Reflection

Based on the discussion about effective people, please note below what actions you could take to make the people working in your community health supply chain more effective in ensuring product availability.

J. Country Specific Action Plan

1. What is the supply chain challenge you are addressing?

2. What intervention/s will you implement to address this challenge (look back over your action reflections)?

3. What are you trying to achieve by implementing this intervention?

4. What actions need to be taken to implement this intervention? (Complete the matrix below to help in planning for this implementation.)

	Action	What Additional Information Do We Need for This Action/Who Should We Contact for Information	Who Needs to Be Involved	When Should We Take This Action	What Resources Will We Need
1					
2					
3					
4					

	Action	What Additional Information Do We Need for This Action/Who Should We Contact for Information	Who Needs to Be Involved	When Should We Take This Action	What Resources Will We Need
5					
6					
7					
8					
9					
10					