Enhancing Supply Chain Management for Community Health Programs in Malawi

October 2013

Enhanced Management (EM) Approach

The Enhanced Management (EM) Approach aims to promote superior team performance practices and the use of data to inform decisions and improve supply chain performance to improve availability of medicines for community health programs. There are two components of EM:

cStock – is an SMS-based reporting and resupply system that improves communication between the HSAs and their resupply points. cStock also provides visibility of real time HSA logistics data at district and central level of MOH, such as alerts, stock out rates and current stock status, enabling SC managers to respond immediately to issues.

DPAT – District Product Availability Teams are teams comprised of district management, health facility staff, and HSAs who are responsible for ensuring that community health products are available at all times for HSAs to provide services to clients. DPATS promote a collective commitment, shared goals, superior team performance and continuous improvement.

The combination of real-time data available through cStock, and teams that use this data to monitor and strengthen the supply chain, has proven effective in improving overall supply chain performance and strengthening oversight.

Data Visibility + **Team Work** = **Enhanced Management**



HSA sends SMS with SOH each month
Health Center supplies the HSA based on SMS message



High performing HSAs and HCs are recognized





DPATs use cStock reports to monitor their performance plan



DPATs meet regularly to review performance and solve problems

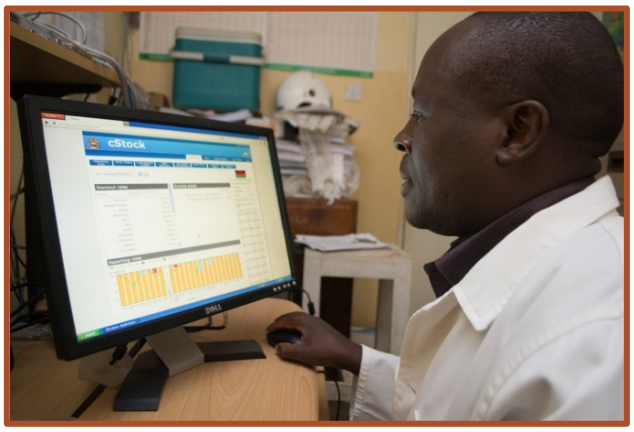
Enhancing Supply Chain Management for Community Health Programs in Malawi

October 2013

Evidence from Midline Evaluation Results

Enhanced Management districts performed better than other districts (with only cStock) in key SC performance indicators:

- Reporting rates on average are **86%** in EM districts compared to 73% in other districts
- Average lead time (from order to HF response) was **7.6 days** compared to 13.5 days in other districts



DPAT meetings were well-implemented and facilitated teamwork, improved performance monitoring, problem solving, action planning, and decision making (among others):

- More than **70%** of respondents said health facility DPAT (HPAT) meetings occur; they also noted that DPAT meetings were successfully implemented when they were combined with other review meetings at district.
- **100%** District and HSA supervisors found DPATs useful
- **Benefits identified** - reduces tension; promotes trust and coordination between team members; encourages problem solving, sharing experiences, improves performance.

> *"We take cStock as a messenger, messenger between HSA and the health center it helps us to reduce mortality rate of under-five."* (HSA, Nkhatabay)

> *"These meetings have enhanced our relationship with the in-charge, initially we could go HF and return to village clinics without drugs and sometimes they would ignore us and continue with their patients, however, now, they acknowledge our presence and refer us to the supervisor to get our products…"* (HSA, Kasungu District)



For more information on how your organization can support this program please contact:

Albert Khuwi, Deputy Director of HTSS, Ministry of Health at albertkhuwi@yahoo.co.za

or Amos Misomali, Resident Advisor of SC4CCM, JSI at amisomali@jsimw.com