Using mHealth Technologies to Improve Family Planning Commodity Availability

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What is Knowledge Management?

“Promoting best practices and lessons learned, enriching collaborative partnerships and, assisting decision making through research and information sharing.” - USAID
What is the Integrated Logistics System (ILS)?

• The Integrated Logistics System is a system for managing various categories of products (which was previously managed vertically), using **a single set of procedures**.

• The ILS is an *indent system* where dispensaries, health centers, and hospitals order quantities of each product according to their needs and within their budget.

• The ILS **captures the best elements of previously vertical systems**, most notably the indent and contraceptive systems used for ordering drugs.
Movement of Supplies and Information in the ILS

Role

**MOH Central:**
- Forecast needs
- Allocate central funds
- Supervise

**MSD Central/Zonal:**
- Procure
- Store
- Distribute

**Hospitals:**
- Serve clients
- Prepare hospital orders and funding

**Districts:**
- Review & approve dispensary and health center orders
- Allocate local funds
- Deliver to facilities
- Store supplies in transit

**Dispensaries & Health Centers:**
- Serve clients
- Prepare orders
- Collect local funds

Flow of supplies

Flow of orders

**MOH Programme Managers**

**MSD Central and Zonal Stores**
- via MSD or hospital vehicle
- via MSD vehicle

**Hospitals (Government/FBO/NGO)**
- via district vehicle

**District**
- via district vehicle
- via district or NGO vehicle

**Government Dispensaries and Health Centers**
- NGO Dispensaries and Health Centers

**CLIENTS**
Our mHealth Approach: “The Big 5”

1. Define the problem
2. Engage the ecosystem of stakeholders
3. Design to scale
4. Focus on the end user
5. Incorporate routine M&E
ILS: Supply Chain Challenges

- Stock outs of FP commodities
- Infrequent adherence to reporting groups
- Difficulties with ordering and reporting
- Absence of facility level data for decision-makers
- CHMT required logistics supervision support
- Need to empower new and untrained staff
ILSGateway: The Solution

- The ILSGateway is a mobile health alert and reporting system designed to support and strengthen the ILS by:
  - Expanding the accessibility to and visibility of logistics data
  - Improving the use of logistics data for supply chain decision making
Commodities Initially* Managed in the ILSGateway

- Combined oral contraceptives – Microgynon (COC)
- Progestogen only contraceptives – Microval (POP)
- Copper T IUD (IUCD)
- Implants (IMPL)
- Male condoms (COND)
- Injectables – Depo-Provera (DEPO)

* Success of project expanded commodity list to 20 tracer products
ILSGateway: The Technology

- ILSGateway is built on top of the RapidSMS – an open source platform
- Facility use personal cell phones
- Send data as SMS to a toll-free short code (“15018”)
- SMS aggregator receives data which is analyzed by web database and then displayed on: www.ilsgateway.com
**Key SMS Interactions & Data Points**

**SOH L&A**
- Facility conducts a stock count, completes R&R, sends to the District

**R&R**
- District reviews & approves order, sends to MSD, uses ILGS Gateway website for supervision

**Order**
- MSD Zonal Store packs goods using order. SMS alert sent to facility when order is shipped to facility

**SMS Reports**
- Supervision

**Shipments**
- Deliveries
- Facilities confirm received stock via SMS

**Legend**
- Data
- Supervision
- Commodities
- SMS
ILSGateway Dashboard

- Provides comprehensive overview of:
  - R&R submission
  - Stock on hand submission
  - Delivery summary
  - Product availability
  - Stock outs
  - Lead time
GIS Reports Enable Stock Redistribution
Impact of mHealth on Family Planning

- Expanded accessibility and visibility of logistics data
- Increased reporting rates and adherence to reporting groups
- Improved timeliness of ordering and stock management
- Growing use of data for supply chain management
- Increased accountability, transparency and responsibility

Increased product availability
Next Steps for the ILSGateway

• **Move to scale** by implementing the system nationally and integrating it with ongoing system strengthening efforts

• **Instill a data culture** that will empower central, regional and district level stakeholders in improved FP commodity supply chain decision making and supervision

• **Continue to address the challenge of the unmet need** by using the increased access and visibility of logistics data
Thank You

For ILSGateway questions, please contact:

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