

## **LMS/Haiti: Program Year 4, Quarter 3 Progress Report April 1– June 30, 2013**

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November 4, 2013

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## Leadership, Management and Sustainability Program, Haiti

Program Year 4, Quarter III Progress Report  
April 1 – June 30, 2013



Report submitted to USAID/Haiti on July 15, 2013

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## PROJECT ACTIVITY SUMMARY FORM

<b>Project Name:</b> Leadership, Management and Sustainability Program in Haiti (LMS/Haiti)
<b>Project Objectives:</b> LMS/Haiti supports two objectives for this project: (1) Strengthen local capacity to manage the supply chain of USAID-donated condoms and family planning commodities; and (2) Strengthen the capacity of the Ministry of Public Health and Population's DPM/MT and DFS Directorates to manage commodity logistics in order to facilitate the delivery of quality family planning and other health services at the major public sector hospitals.
<b>Implementing Partner(s):</b> Management Sciences for Health
<b>Agreement/Contract No:</b> 521-A-00-10-00002-00
<b>Life of Project (start and end dates):</b> March 15, 2010 – March 14, 2015
<b>Reporting Period (start and end dates):</b> April 1, 2013 – June 30, 2013
<b>Total Estimated Contract/Agreement Amount:</b> US \$11,976,023.00
<b>Obligations to Date:</b> \$11,976,093.00
<b>Project Expenditures through March 31, 2013 (SF425):</b> \$9,935,623.00
<b>April 2013 Expenses:</b> \$139,113.00
<b>May 2013 Expenses:</b> \$193,720.00
<b>Accrued Expenditures for June 2013:</b> \$221,700.00
<b>Total Project Expenditures To Date:</b> \$10,490,116.00
<b>Obligated Funds Remaining:</b> \$1,485,957.00
<b>Estimated Expenditures for Next Reporting Period:</b> \$650,000.00
<b>Report Submitted by:</b> Sandra B. Guerrier, Project Director
<b>Report Submission Date:</b> July 15, 2013

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**Cover photo: Stock managers from the Artibonite department are trained on how to correctly fill out FP registers during a GLI workshop hosted by the LMS/Haiti (June 2013).**

## ACRONYMS

AIDS	Acquired Immune Deficiency Syndrome
BCS	Bureau Communal Sanitaire
CADME	Comité d'Appui au Développement de Matériels Educatifs
CDAI	Centre Départemental d'Approvisionnement en Intrants
CDS	Centre pour le Développement et la Santé
DD	Direction Départemental
DPM/MT	Direction de la Pharmacie, du Médicament et de la Médecine Traditionnelle
DS	Direction Sanitaire
DSA	Direction Sanitaire de l'Artibonite
DSC	Direction Sanitaire du Centre
DSF	Direction de la Santé de la Famille
DSNI	Direction Sanitaire des Nippes
DSO	Direction Sanitaire de l'Ouest
FP	Family planning
HIV	Human Immunodeficiency Virus
HSS	Health Systems Strengthening
LMS	Leadership, Management and Sustainability
MSP	Ministère de la Santé Publique et de la Population
NGO	Non-Governmental Organization
OFM	Office of Financial Management
PAHO	Pan American Health Organization
PMP	Performance Monitoring Plan
PPS	Point de Prestation de Services
PROMESS	Programme des Médicaments Essentiels
PSM	Procurement and Supply Management
RH	Reproductive Health
RHCS	Reproductive Health Commodity Security
SCMS	Supply Chain Management System
SDSH	Santé pour le Développement et la Stabilité d'Haïti
SNADI	Système National Approvisionnement et de Distribution des Intrants
SIS	Système d'Information Sanitaire
UNFPA	United Nations Population Fund
USAID	United States Agency for International Development
USG	United States Government
WHO	World Health Organization

## EXECUTIVE SUMMARY

The five-year Leadership, Management and Sustainability Program in Haiti (LMS/Haiti) Associate Award is working to strengthen the leadership and management skills of Haiti's Ministry of Public Health and Population (MSPP) and other selected public and private sector partners, as well as to respond to challenges related to HIV and AIDS, reproductive health, commodity security, and family planning. The project's two objectives are:

- Strengthen local capacity to manage the supply chain of USAID-donated condoms and family planning commodities.
- Strengthen the capacity of the Ministry of Public Health and Population's Direction de la Pharmacie, du Médicament et de la Médecine Traditionnelle (DPM/MT) and Direction de la Santé de la Famille (DSF) to manage commodity logistics in order to facilitate the delivery of quality family planning and other health services at the major public sector hospitals.

This report presents the achievements of LMS/Haiti between April 1 and June 30, 2013, which covers the third quarter of the fourth program year. During this reporting period, LMS/Haiti continued planned support to the MSPP. Through both the expertise and experience of its project staff in various areas and staff participation in the DPM/MT and DSF technical working group, LMS/Haiti has provided technical inputs to the following priority initiatives of the MSPP:

- Logistic and financial support to the Direction Sanitaire du Centre (DSC) for a health information systems training workshop for reproductive health
- Supportive supervision visits on commodity management at 10 United States Government (USG) sites
- Integrated supportive supervision visits with the Direction Sanitaire de l'Ouest (DSO) to collect information on reproductive health commodity management at the community health offices in the Ouest Department

Selected accomplishments during the reporting period include the following:

- 197 USG sites fully supplied with condoms and contraceptives: LMS/Haiti continued uninterrupted, active distribution of family planning commodities and condoms
- 5,928,000 condoms; 178,450 vials of Depo-Provera; 92,700 cycles of Microgynon; 19,880 cycles of Microlut; and 2,100 Jadelle units distributed to USG sites
- 878,400 condoms; 57,800 vials of Depo-Provera; 280 Jadelle units; 3,270 cycles of Microlut; and 21,540 cycles of Microgynon distributed to eight Centres Départementaux d'Approvisionnement en Intrants (CDAIs) and one Bureau Communal Sanitaire (BCS)/community health office of the MSPP
- 48 providers (34 female, 14 male) from the MSPP family planning unit trained on logistics using the national curriculum validated by the MSPP
- 21 providers (3 men and 18 women) from 14 health facilities (7 USG-supported facilities) obtained their certification on the U.S. Tiahr Regulations.
- 7 joint supportive supervision visits conducted at the department level for MSPP staff in family planning services

## I. PROJECT PERFORMANCE

The following are select results on project performance indicators during this reporting period:

- For the third quarter in a row, LMS/Haiti has exceeded its Performance Monitoring Plan (PMP) target for the percentage of facilities that maintain acceptable storage conditions, with a 95% success rate, compared to the PMP target of 90%.
- The percentage of products in stock at the central warehouse for which the LMS/Haiti project is responsible decreased to 86% this quarter from 100% last quarter.
- LMS/Haiti supplied family planning products to 197 sites and worked to improve management systems through monitoring and supervision visits.
- LMS/Haiti documented that the capacity of site stock managers to manage their stock has increased to 62% this quarter from 53% last quarter.
- The percentage of USG sites that did not experience a stock out increased slightly this quarter, to 95% compared to 94% for the last quarter, and 82% of these sites had stock levels above 1.5 months on the day of the visit. The mean duration of stock out in these sites, at around 0.4 day, continues to exceed the project target, indicating rapid response time to stock outs.
- The percentage of discrepancies between stock record balance (bin card) compared to physical inventory by product was improved at 0.3% this quarter compared to 8% last quarter in USG sites; the PMP target is 7%.
- The percentage of sites that submitted a complete, accurate and timely report increased to 51% this quarter from 41% last quarter.

## II. PROJECT MANAGEMENT

**Table 1: Management Priorities Addressed during this Reporting Period**

Management priorities from previous reporting period	Status of accomplishment in the reporting period	Comments
Complete all required reports, including the Quarterly Accruals Report and Quarterly Report	Completed	Quarterly accruals report submitted to USAID on time.
Review of internal controls and financial accountability of the LMS/Haiti project	In progress	The Office of Financial Management (OFM) requested a review of the internal controls and financial accountability of the LMS/Haiti project. Phase 1 of the review was conducted on May 23, 2013, at the LMS/Haiti office, where the following documents were provided to the OFM: <ul style="list-style-type: none"> <li>• LMS/Haiti Associate Award documentation</li> <li>• LMS/Haiti updated program description</li> </ul>

		<ul style="list-style-type: none"> <li>• LMS/Haiti organizational chart</li> <li>• LMS/Haiti biodata forms for key personnel</li> <li>• Position description: Project Director</li> <li>• MSH Worldwide Annual Report, 2011</li> <li>• MSH Country Operations Management Unit organizational chart</li> <li>• MSH Haiti personnel, administrative, compensation and travel policy manuals</li> <li>• MSH Haiti accounting, financial management and internal control manuals</li> <li>• MSH Haiti internal audit report, August 2011</li> <li>• MSH audited financial statements for the last three years (2010-2011-2012)</li> <li>• LMS/Haiti equipment inventory as of April 2013</li> </ul> <p>Phase 2 of this financial review will be conducted by a local firm during the next two months; exact dates have not yet been provided.</p>
Finalize transfer of family planning commodities to USAID-identified warehouse and terminate rental contract with current warehouse owner	In progress	Per e-mailed instructions sent by USAID on June 27, LMS/Haiti notified the owner of the Musseau Warehouse that the project will end its lease by July 31, 2013, and all LMS-related supplies/equipment will be removed from that site by that date. LMS/Haiti is awaiting an official modification and directives for this transfer. Unofficially, PROMESS, the Essential Drugs project of PAHO/WHO, has been identified as the future warehouse. To comply with USAID's request that all USG distribution operations be located at the same place, Commodity Security Unit staff and 2 trucks will be located at the SCMS warehouse. Letters to terminate operational services related to the warehouse (including internet, waste management, A/C maintenance, security guards) will be sent to providers as indicated in each contract.
Communication consultancy for LMS/Haiti project	In progress	A communication consultant will arrive in Haiti on July 7, 2013, to work with the LMS/Haiti Communication Officer and Training Advisor to: prepare a project communication plan, activity brief, fact sheet and other LMS/Haiti communication materials according to identified project activity needs. The consultant will also support project staff in preparing communication documents for use during close-out.

Final draft of Family Planning Compliance Plan and training tools to be submitted to USAID	Completed	In response to comments and feedback during a meeting with USAID on February 20, 2013, LMS/Haiti revised the Family Planning Compliance Plan. The revised plan was re-submitted and was approved on June 10, 2013. USAID has yet to provide approval of the training tools submitted on April 23, 2013.
Recruitment of an M&E consultant for the DPM/MT	In progress	In March 2012, the DPM/MT provided approval to proceed with the advertising and recruitment process for an M&E consultant. LMS/Haiti proposed a candidate in May 2012, and continues to follow up in regular meetings with the DPM/MT regarding their approval for the final recruitment.
RIG programmatic audit of LMS/Haiti	In progress	The Office of the Inspector General Team submitted a draft report to the Haiti Health Office in early June 2013. USAID/Haiti is currently reviewing the document and LMS/Haiti will be notified once the report is finalized.
Recruitment of Deputy Director	On hold	LMS/Haiti has suspended this recruitment as the current funding per the approved PY4 workplan will allow activities to continue only through October 2013. Should additional funds become available to extend the project, recruitment will resume.

**Table 2: Management Priorities for Next Reporting Period**

<b>Management priorities for next reporting period</b>	<b>Resources Needed</b> <i>(financial, human, supplies)</i>	<b>Comments</b>
Complete all required reports, including the Quarterly Accruals Report, Semi-annual PEPFAR report and Quarterly Report	Staff time	This is an ongoing requirement.
Complete the recruitment of the M&E consultant for the DPM/MT	Staff time	The candidate selection table and CVs were sent to DPM/MT in May 2012 to start recruitment procedures. We are awaiting feedback on submitted documents and approval from the DPM/MT.

<b>Management priorities for next reporting period</b>	<b>Resources Needed</b> <i>(financial, human, supplies)</i>	<b>Comments</b>
Finalize transfer of family planning commodities to the Supply Chain Management System (SCMS) warehouse	Staff time	As outlined in Table 1, this activity will be completed by July 31, 2013.

### III. PROJECT ACTIVITIES

**Table 3: Key Project Activities**

<b>Key project activities planned from previous reporting period</b>	<b>Status of Accomplishments in the Reporting Period</b>	<b>Comments</b>
<b><i>Objective 1: Strengthen local capacity to manage the supply chain of USAID-donated condoms and family planning commodities</i></b>		
Family planning supply to 287 active USG sites: Provide USG sites in the greater Nord and Sud departments with family planning commodities	Ongoing	LMS/Haiti supplied 197 USG sites with family planning commodities.
Management tools supply to non-USG/MSPP and USG sites: Provide MSPP sites and USG sites with management tools upon participating in trainings (stock cards, order forms, etc.)	Ongoing	LMS/Haiti distributed monthly reports, stock cards, family planning consultation forms and registers, and pregnancy health record forms during deliveries.
Reproductive health commodity supply to non-USG/MSPP sites: Provide MSPP sites with maternal health supplies in the greater Nord and Sud departments	Ongoing	LMS/Haiti delivered maternal health supplies including antibiotics, magnesium sulfate, and oxytocin to departmental hospitals.
Health Systems Strengthening Framework, LMS/Haiti and SCMS	On hold	This activity is currently on hold pending clarification from USAID on the revision of the project mandate.
LMS/Haiti Family Planning Compliance Plan	Ongoing	The Family Planning Compliance Plan was approved on June 10, 2013. Approval for the training tools is still pending. LMS/Haiti has begun the U.S. family planning regulations workshops, using the updated materials.

Conduct site visits to all 10 departments' facilities to validate commodity distribution data and project results	In progress	LMS/Haiti has conducted 10 site visits in the Ouest and Nippes departments to validate data.
Conduct integrated supportive supervision visits with DSF and the Directions Sanitaires (DS) of two departments (Ouest and Nippes) to follow up on family planning legislative and policy requirements compliance at 7 USG and non-USG sites	Ongoing	LMS/Haiti visited 7 sites to check the accuracy of logistical data and verify that the FP legislative and policy requirements compliance plans and certificates are visibly posted.
<b><i>Objective 2: Strengthen the capacity of the Ministry of Public Health and Population's Family Planning Program to manage commodity logistics and provide quality family planning services at the major public health sector hospitals</i></b>		
Support DPM/MT to put in place a unique distribution system	In progress	LMS/Haiti continues to provide technical input to the DPM/MT upon request. This strategic support includes meeting with partners on the Système National Approvisionnement et de Distribution des Intrants (SNADI) and the revision or production of national documents such as terms of reference for the SNADI technical and steering committees.
Conduct workshops/refresher courses on regulations pertaining to voluntary and informed choice of family planning for providers alongside dissemination of MSPP family planning norms in Artibonite, Ouest, and Centre Departments	In progress	A total of 49 participants (34 female, 15 male) attended from 37 sites (12 USG, 25 MSPP), and LMS/Haiti distributed 48 certificates during a series of workshops in these departments. Three U.S. family planning regulation sessions were conducted, and participants who were previously certified in "FP Legislative & Policy requirements" completed the workshop as a refresher in the Ouest and Artibonite departments. In conjunction with the Commodity Management & Logistic workshop, two U.S. FP regulation sessions were conducted and 28 participants (16 females, 12 males) obtained their certificate of completion for "FP Legislative & Policy Requirements."

<p>Conduct two commodity management and logistics training workshops for MOH and USG sites in Ouest and Artibonite Departments</p>	<p>Completed</p>	<p>In the Ouest, 24 participants (15 female, 9 male) attended the two logistics and commodity workshops from 17 facilities (4 USG, 13 MSPP). In Artibonite, 24 participants (19 female, 5 male) attended the two logistics and commodity workshops from 23 facilities (8 USG, 15 MSPP).</p>
<p>Support DSF/DSC to reinforce the information systems to capture reproductive health information and monitor Reproductive Health (RH) commodities</p>	<p>Completed</p>	<p>LMS/Haiti supported the DSC in conducting a health information systems training workshop for reproductive health. A total of 38 participants (5 men and 33 women) from 29 facilities were trained in RH information systems. After the workshop, they received management tools and FP posters from the MSPP.</p>
<p>Support the DPM/MT and DSF/DD (Direction Départemental) in seven joint integrated supervision visits to review the commodity management practices in all health services in two departments</p>	<p>Completed</p>	<p>During the joint supervisory visits with the MSPP, LMS/Haiti is responsible for reviewing aspects of performance related to commodity management, data quality control and FP regulations, while the MSPP supervises the family planning services. In all of the institutions that were visited, information, education, communication (IEC) materials were lacking and FP norms were not available (with the exception of the Changieux clinic, where standards were available and used). Management tools (stock cards, inventory reports, FP consultation forms, FP registers) were not correctly completed. Additionally, the Patients' Rights poster, which was to have been produced by the USG, was not available at some institutions. At USAID's request, LMS/Haiti will now produce these posters and is securing quotes for the production. LMS/Haiti will distribute these posters during upcoming supply visits to ensure their availability.</p>

<p>Finalize document on the national availability of family planning services</p>	<p>Completed</p>	<p>During the monitoring and evaluation workshop in June 2013, the DSF presented and distributed a document on the national availability of family planning services to departmental representatives and those involved in FP commodities security. The document is yet to be officially approved by the Director General.</p>
<p>Support the DPM/MT to organize meetings with the logistics cluster of the MSPP (DSF, DPM/MT) and partners involved in commodity management and logistics</p>	<p>In progress</p>	<p>LMS/Haiti provided technical and financial support to organize this monthly coordination meeting. The project's M&amp;E team provided an evaluation tool for use during the meetings, and the Commodity Security Unit led the subcommittee on DSF commodity logistics. LMS/Haiti supported the DSO by collecting commodity management and logistics information from the community health offices in the Ouest department.</p>
<p>Regularly distribute commodities from the United Nations Population Fund or other potential sources upon request from the DPM/MT, DSF or USAID</p>	<p>Ongoing</p>	<p>LMS/Haiti completed commodity distribution to 8 departmental warehouses and 1 health office in seven departments, and distributed maternal health commodities to 18 non-USG sites of the MSPP in the Ouest, Nord, Nord-Est and Sud-Est departments.</p>
<p>Support the DPM/MT to organize the design for the Système National d'Approvisionnement en Intrants (SNADI)</p>	<p>In progress</p>	<p>LMS/Haiti participated in meetings with the DPM/MT and partners and on May 14, and the technical committee of the SNADI was launched. LMS/Haiti is part of this technical committee which supports the SNADI pilot committee in managing the process of establishing the SNADI.</p>

<p>Update Procurement and Supply Management (PSM) curriculum and conduct a five-day training of trainers on PSM for DPM/MT at the central level and senior pharmacists in the 10 departments</p>	<p>In progress</p>	<p>LMS/Haiti drafted the scope of work for two international consultants and the recruitment process is pending approval from the DPM/MT. LMS/Haiti is coordinating with the SCMS project for the trainings, pending approval from the DPM/MT to move forward with this activity. A Health Systems Strengthening (HSS) framework between SCMS and LMS was created to address these issues but this activity is currently on hold pending clarification from USAID on the revision of the project mandate.</p>
<p>Support the DPM/MT to create an information systems plan and to harmonize data collection tools, capture reproductive health information, and monitor program implementation</p>	<p>In progress</p>	<p>LMS/Haiti supported the monthly meetings of the subcommittee for Reproductive Health Commodity Security (RHCS) working group, which is developing a monitoring and evaluation (M&amp;E) tool which the MSPP will validate internally.</p>
<p>Provide technical and management support to MSPP/DPM/MT to develop and update national policies and standard tools</p>	<p>Ongoing</p>	<p>The project routinely participates in the DPMT/MT's technical working group. This quarter, LMS/Haiti provided financial support for the Centre department's Information System (IS) workshop on the usage of management tools.</p>

***Objective 1: Strengthen local capacity to manage the supply chain of USAID-donated condoms and family planning commodities***

**Management and supply of commodities to USG sites**

**USG sites supplied with reproductive health commodities:** LMS/Haiti continued routine distribution activities as part of the commodity supply to USG-supported sites. During this reporting period, LMS/Haiti provided condoms and family planning commodities to 197 USG sites in 10 departments. The products and quantities are presented in Table 4.

**Table 4: Condoms and family planning health commodities supplied to USG sites, April-June 2013**

<b>Reproductive health commodities supplied to USG sites April – June 2013</b>	
<b>PRODUCTS</b>	<b>QUANTITY</b>
Condoms (units)	5,928,000
Depo-Provera (vials)	178,450
Microlut (packs)	19,880
Jadelle (implants)	2,100
Microgynon (units)	92,700
Copper T (units)	54
Cycle beads (units)	55

**LMS/Haiti has received the following orders:** The following orders were received during this reporting period:

**Table 5: Received orders**

<b>Depo-Provera (vial + 1 ml syringe)</b>	<b>Jadelle (Implant)</b>	<b>Condom (Item)</b>	<b>Mycrogynon</b>	<b>Date of reception at LMS/Haiti warehouse</b>
320,000	5,500		280,800	May 2, 2013
		7,314,000		May 17, 2013

### **U.S. Family Planning Regulations**

In response to USAID’s family planning directives and the modification of the Global Health Learning website, the LMS/Haiti technical staff revised the tools and materials to be used in U.S. FP regulation workshops. These revised tools and materials respect the USAID FP regulations and are available for workshops within 10 departments. The project held information sessions and workshops on commodity logistics management and health information systems within three departments (Ouest, Centre, and Artibonite). Twenty-one people (3 men and 18 women) from 14 health facilities (7 USG-supported facilities) participated and were certified on the revised USAID FP directives, including the DSC’s RH program manager.

### **Challenges Encountered Under Objective 1**

Discussions regarding the transition of warehousing and distribution activities to SCMS have been ongoing. Clear directives are needed from USAID on where the commodities should be moved since SCMS is not identified as the central warehouse. LMS/Haiti currently has a stock of approximately 14 million condoms stored in the project’s warehouse.

Per USAID directives, the project’s warehouse staff will be moving to wherever the FP commodities will be housed in order to continue proper management of the commodities. The warehouse staff

includes 4 distribution agents, 2 supply managers, 1 administrative assistant, and 6 supply clerks. Despite the move, distribution activities will continue as usual, including customs clearance completed by a third-party broker.

The DPM/MT has not yet shared with donors and partners an approved activity plan for the upcoming fiscal year; however, the DPM/MT shared a draft plan with LMS/Haiti that identifies key activities for potential support to the MSPP DPM/MT and DSF, including a pilot project in two divisions: the unified departmental distribution network of health products and supplies (*réseau unifié de distribution départemental des intrants de santé*) and the SNADI. The DPM/MT is determining whether or not this pilot project is still a priority for the upcoming year.

***Objective 2: Strengthen the capacity of the Ministry of Public Health and Population's Family Planning Program to manage commodity logistics and provide quality family planning services at the major public health sector hospitals***

**Management and Family Planning Commodity Security for the Ministry of Public Health and Population/Directorate of Family Health (April – June 2013)**

LMS/Haiti is building the capacity of the MSPP at the central and departmental directorate levels in the area of commodity security. As part of this mandate, the project provides support to the SNADI, including condoms and other family planning products. These commodities are financed by UNFPA and stored at the central Programme des Médicaments Essentiels (PROMESS) warehouse. Activities under this objective contribute to improving the management of commodities in the 10 departments to achieve a regular supply of family planning products according to the standards of the CDAI and PROMESS.

**MSPP commodities distributed:** LMS/Haiti continued distribution to the MSPP/public sites, including six CDAIs and one health offices across the country. Table 6 shows the total distribution of condoms and family planning commodities for the past quarter in five departments.

**Table 6: Condom and family planning commodity distribution to MSPP sites, April-June 2013**

Department	Depo-Provera (vial + 1 ml syringe)	Jadelle	Condom (unit)	Microlut oral contraceptive	Microgynon
Artibonite	14,100	200	316,800	3,270	7,140
Centre	4,000		144,000		
Nippes	8,000				6,000
Nord	6,000				2,400
Nord-Ouest	18,500		144,000		4,200
Ouest			144,000		
Sud	7,200	80	129,600		1,800
<b>Total distribution</b>	<b>57,800</b>	<b>280</b>	<b>878,400</b>	<b>3,270</b>	<b>21,540</b>

## Capacity building of MSPP

### **Participation in two meetings of the RH sub-committee on commodities security:**

LMS/Haiti staff attended several meetings of this sub-committee. The objective of these meetings was to coordinate a capacity building workshop on the monitoring and evaluation of family planning commodities for medical professionals within the 10 departments as a follow-on to the national workshop on FP commodities security which was conducted in November 2012. The committee developed a schedule of activities and defined the distinct roles of the three key partners (LMS/Haiti, UNFPA, and PAHO/WHO):

- LMS/Haiti: Financing of travel expenses for MSPP staff
- UNFPA: Funding of international FP professionals
- PAHO/WHO: Financing of workshop site, accommodations for participants and facilitators
- MSPP (DSF & DPM): Supply of teaching materials.

**Participation in launch of the SNADI technical committee:** LMS/Haiti attended the initial meeting of the SNADI technical committee, which is supporting the pilot committee overseeing SNADI implementation. The committee has an initial duration period of two years and is composed of MSPP technical representatives, bi- and multilateral technical and financial partners, and selected local NGOs. This committee offers technical support and guidance and is responsible for contributing to documents provided by the pilot committee during the preparatory and launch phases of SNADI implementation.

**Participation in site visits in the Ouest Department to collect RH information (organized by the DSO on April 19, 2013):** The principal findings of the site visits were as follows:

- Nine of the thirteen warehouses did not fill out inventory lists (BCS Port-au-Prince, BCS Delmas, BCS Pétion-Ville, BCS Carrefour, BCS Cabaret, BCS Arcahaïe, BCS Croix des Bouquets, BCS Thomazeau, BCS Cornillon)
- Seven of thirteen managers were not trained in commodity logistics management (BCS Pétion-Ville, BCS Kenscoff, BCS Ganthier, UCS Gressier/Léogâne, UCS Goâvienne, BCS Thomazeau, BCS Cornillon)
- Frequent stock-outs occurred at 8 facilities (BCS Port-au-Prince, BCS Delmas, BCS Pétion-Ville, BCS Croix des Bouquets, BCS Ganthier, UCS Gressier/Léogâne, UCS Goâvienne, BCS Cornillon)
- At all facilities, collection and inventory management tools are not used in their entirety, including irregular reporting at the DSF and DSO.

**Recommendations and action plan:** LMS/Haiti will continue to host sessions to train site staff on how to correctly fill out inventory lists, assess physical inventory, and organize commodity storage space to ensure proper storage conditions.

**Commitment of partners:** LMS/Haiti will continue to work with partners to support the DSF/DSO by providing office materials, FP commodities (purchased by UNFPA and LMS/Haiti via USAID), management tools (provided jointly by PAHO/WHO, UNFPA and LMS/Haiti) and capacity building for warehouse managers through commodity logistics management training and supervisory visits by LMS/Haiti staff. Storage space is being provided by PAHO/WHO.

**Support the DSO/DSNI/DSF in seven supervisory visits:** In the Ouest department, four supervisory visits were carried out at the following sites: AME/SADA (African Methodist Episcopal Church Service and Development Agency) Belanger, Clinique St Paul (Montrouis), Hôpital Communauté Haitienne (HCH) route de Frères and OBCG (Carrefour). Among the findings were the following:

- **Observed strengths:** The four sites have well-structured family planning services. The staff was trained on the USAID directives regarding family planning. At HCH and SADA Belanger, the FP regulations compliance plan is available and displayed. The posters of FP methods and Patients' Rights (in Creole) were displayed at HCH, Clinique St Paul, and OBCG. The Patients' Rights poster in Creole was not displayed at the SADA Belanger site. However, during site visits the LMS/Haiti team found that the service providers trained in commodity logistics management and family planning were not always working in these services at the site level. For example, LMS/Haiti trained providers from SADA and HCH, but during visits, those that were trained were not working directly with the family planning unit or stock management team. Two facilities reported an average of 86% availability of commodities.
- **Identified areas for improvement:** Inventory lists are not always filled out correctly. The stock manager at OBCG needs to be trained in commodity logistics management. Information, Education, and Communication (IEC) materials need to be requisitioned by the four sites. The SADA facility should locate and display the Patients' Rights poster (in Creole).
- **Action plan:** The LMS/Haiti project provided the HCH and SADA Belanger facilities with PAHO/WHO questionnaires regarding eligibility criteria for FP commodities. The DSO manager, in response to an identified need in the department, conducted a short training session for all FP service providers on the procedures to follow if a patient experiences unusual bleeding while using a FP method. She also trained them on the correct guidelines for filling out the register.

Within the Direction Sanitaire de Nippes (DSNI), three supervisory visits were carried out at the following clinics: Changieux, Arnaud, and St. Yves. The findings included the following:

- **Observed strengths:** Family planning services were available at all three facilities; all of the stock managers were trained in commodity logistics management and USAID directives regarding family planning; the FP regulations compliance plan was displayed; and no stock-outs were recorded during this year. The Patients' Rights and FP methods posters were available and displayed at the Changieux facility; however, at the St. Yves facility only the FP methods poster was displayed; at Changieux and Arnaud there was a space available for private counseling and FP norms were available and used at the Changieux facility.
- **Areas for improvement:** The stock managers at Changieux and St. Yves were not trained in GLI; those trained in GLI at Arnaud were not present at the facility during the supervisory visit; there were no calendars for the provision of IEC materials or FP trainings at any of the institutions; the FP consultation sheet was not used at the Arnaud facility; the storage conditions were not satisfactory at the various facilities (insufficient space); and the family planning compliance plan was not displayed at any of the facilities.

- **Action plan:** At the Changieux facility, the LMS/Haiti team assessed the FP inventory, demonstrated to the stock managers how to correctly fill out inventory logs and explained the criteria for good stock management as well as the PAHO/WHO poster indicating the health eligibility criteria for a woman to receive family planning methods. At St. Yves, 50 inventory logs, 1 Patients' Rights poster, and the PAHO/WHO criteria for reception were distributed. The LMS/Haiti staff also trained the stock managers on management tools and how to correctly fill out inventory logs. At the Arnaud facility, 140 inventory logs, 100 FP consultation sheets, 1 Patients' Rights poster, 1 FP methods poster and PAHO/WHO criteria for reception were distributed.

**Support provided to the DSC for a SIS training workshop on the RH program:** LMS/Haiti provided financial and logistical support to the DSC for a training/refresher workshop on the health information system (Système d'Information Sanitaire--SIS) within the reproductive health program for 38 participants (5 men, 33 women) representing 29 different health facilities within the DSC. (Twenty of the 29 facilities were USG sites). The goal of the workshop, which took place May 27-30, 2013, was to empower participants to better use collection and management tools to prepare monthly family planning reports, provide better service to the public, and improve the quality of data sent to the DSC. This goal directly contributes to Objective 1 of the LMS/Haiti project to "strengthen local capacity to manage the supply chain of USAID-donated condoms and family planning commodities."

**Support provided to the DSF for a monitoring and evaluation workshop and needs assessment for each department:** In order to obtain active participation in the national quantification of RH services at the departmental level, the LMS/Haiti project provided financial, technical and logistical support for a monitoring and evaluation workshop which included training on departmental needs assessments. The workshop was organized by the DSF with the support of key partners in RH commodity security. Nine of ten departments were represented by their departmental pharmacist and CDAI and six of ten departments were represented by their chief RH nurse. The workshop began with participant orientation on logistical monitoring and evaluation and needs assessments for commodities security. The availability of FP services within each of the 10 departments was presented and recommendations were made by participants regarding the supervisory monitoring and evaluation tools which are used on a quarterly basis by the DSF. The workshop participants developed a draft needs assessment of RH commodities within the departments which will be finalized by a focal point in each department and then sent to MSPP UNFPA-funded consultants for a final review.

**Support provided to the MSPP/DSF for training on logistics and management:** LMS/Haiti conducted two training/refresher workshops on commodity logistics and management for family planning service providers from the Ouest and Artibonite departments in May and June 2013. In the Ouest Department workshop held May 20-23, 2013, participants included 23 stock managers from 17 institutions (4 USG), 9 staff from the CDAIs, the service delivery point warehouses, and 1 representative from the DSO. In Artibonite, a workshop was held June 17-20, 2013, for 24 stock managers from 23 institutions (8 USG) were represented. Between these two workshops, three Tiahrt sessions were conducted, and 49 participants (34 females, 15 males) were certified on Tiahrt compliance from 37 facilities (12 USG, 25 MSPP).

Most of the participants from the Direction Sanitaire de l'Artibonite (DSA) had never attended a health training workshop or learned about family planning/MSPP norms since these norms are not available at the PPS level. Most of the MSPP sites reported frequent stock-outs because the stock managers were not trained on the DSA supply chain.

### **Challenges Encountered Under Objective 2**

- Due to delays in the approval of the LMS/Haiti workplan, some scheduled departmental activities were cancelled as they had already been completed by other partners.
- The Ouest Department requested at least two commodity logistics management workshops to satisfy training needs. Due to budgetary and resource constraints, the LMS/Haiti project was unable to sufficiently respond to this request.

### ***Planned Activities for the Next Quarter***

The following activities are scheduled to take place:

#### **Objective 1:**

- **Commodity management and logistics trainings:**
  - Hold training and refresher workshops on commodity management and logistics for USG and non-USG sites in two departments Southeast and Northeast
- **Family planning supply to USG sites:** Provide USG sites with family planning commodities through September 2013, as outlined in the new supply chain strategy.
- **Family planning compliance:** Revise FP Compliance training materials according to USAID feedback.
- **Family planning supply to non-USG/MSPP sites:** Provide MSPP sites with maternal health supplies including antibiotics, magnesium sulfate, and oxytocin, as well as UNFPA-funded family planning commodities, until September 30, 2013.
- **Management tools supply to non-USG/MSPP and USG sites:** Provide MSPP sites and USG sites with management tools (stock cards, order forms, etc.) and family planning posters upon completion of training through September 2013.
- **Transportation of cholera commodities:** Upon request from the DPM/MT, transport cholera commodities to the different departments through September 2013.
- **Transfer of family planning commodities:** Transfer all family planning commodities to the USG identified warehouse and position staff and trucks at the SCMS warehouse in accordance with USAID new directives.

#### **Objective 2:**

- **Joint supervision visits:** Conduct joint integrated supervision visits with the DSF to review commodity management, PMP data in all health services in three departments (Grand'Anse, Centre and Nord-Ouest)
- **Family planning regulations and FP norms:** Conduct workshops/refresher courses on regulations pertaining to voluntary and informed choice of family planning for providers alongside family planning norms dissemination of the MSPP in two departments (Ouest and Nord-Est).

- **Family planning regulations:** Conduct workshops courses on regulations pertaining to voluntary and informed choice of FP in two departments (Nord and Grand'Anse).

**Project Management:**

- **Project close-out planning:** LMS/Haiti is currently fully obligated. The project is regularly monitoring the project budget and will begin close-out preparation in September 2013 if it does not receive any additional funding.

## ANNEX I: PERFORMANCE MONITORING PLAN

*This PMP was approved by USAID on March 20, 2013, for the project year October 2012-September 2013.*

Performance Indicators	PY4 Targets	Result QI	Result Q II	Result Q III	Result Q IV	Total PY4	Method of Collection	Explanation if year target not reached
<p><b>Intermediate Result 1:</b> Increased availability of essential health medicines and products at service delivery points  <b>Sub IR1:</b> Local capacity to manage the supply chain of USAID-donated condoms and family planning commodities is strengthened</p>								
<p><b>1.A</b>                      Percentage of facilities that maintain acceptable storage conditions</p>	90%	95.6%	94%	95%			Project staff  LIAT/LSAT facility survey	
<p><b>1.B</b>                      Percentage of sites that have no stock outs</p>	100%	96.3%	94%	95%			Project staff  IMAT/ LIAT/LSAT Facility survey	Staff turnover has recently increased at the site level, which has slightly weakened site capacity as new staff require additional training on stock management. The DSF is aware of these challenges, and LMS/Haiti is supporting the sub-committee for commodities security to develop a strategy to address these issues.
<p><b>1.C</b>                      Percentage of discrepancy between stock record balance (bin card) compared to physical inventory by product</p>	7%	2%	8%	0.3%			Project staff  IMAT/ LIAT/LSAT Facility survey	See above

<b>Performance Indicators</b>	<b>PY4 Targets</b>	<b>Result QI</b>	<b>Result Q II</b>	<b>Result Q III</b>	<b>Result Q IV</b>	<b>Total PY4</b>	<b>Method of Collection</b>	<b>Explanation if year target not reached</b>
<b>1.D</b> Percentage of USG sites with between 1.5 month (minimal stock) and 4.5 months (fully stocked) on all products	100%	88%	83%	82%			Project staff  IMAT/ LIAT/LSAT Facility survey	See above
<b>1.E</b> Percentage of products in stock between 4 months (minimal stock) and 12 months (fully stocked) on all products at the central warehouse	100%	100%	100%	86%			Project staff  LIAT/LSAT Facility survey	
<b>1.F</b> Percentage of accuracy between forecasts for the past six months and actual products and consumption data for the same six-month period	85%	NA <sup>1</sup>	NA	NA			Project staff and sub-contractors	Workplan was approved on March 20, 2013, and LMS/Haiti staff is now implementing the activities impacting this indicator.
<b>1.G</b> Percentage of USG sites that keep accurate logistics data for inventory management with a percentage of error of 10% or less	100%	61%	61%	62%			Project staff  IMAT/ LIAT/LSAT Facility survey Site's monthly consump- tion report	See comment at 1.B

<sup>1</sup> NA results correspond to activities that were on hold in the first quarter pending PY4 workplan approval. In the second quarter, activity implementation was launched following workplan approval on March 24 and results will be available in the next reporting period.

<b>Performance Indicators</b>	<b>PY4 Targets</b>	<b>Result QI</b>	<b>Result Q II</b>	<b>Result Q III</b>	<b>Result Q IV</b>	<b>Total PY4</b>	<b>Method of Collection</b>	<b>Explanation if year target not reached</b>
<b>1.H</b> Percentage of USG sites that complete and submit accurate and timely LMIS reports for the most recent reporting period	40% <sup>2</sup>	11%	41%	51%			Project staff and sub-contractors  IMAT/ LIAT/LSAT facility survey	
<b>1.I</b> Percentage of USG sites with staff that have obtained a family planning legislative and policy requirements course certificate	100%	NA	NA	99%			Project staff	
<b>1.J</b> Percentage of USG sites with a written family planning legislative and policy requirements compliance plan (joint workplan-SDSH-LMS)	100%	NA	NA	99%			Project staff	
<b>1.K</b> Mean duration of stock out by commodity	6 days	0.16 day	0.42 day	0.4 day			Project staff  IMAT/ LIAT/LSAT facility survey	

<sup>2</sup> This result is measured based on submission of three accurate and timely LMIS reports during the reporting period.

<b>Performance Indicators</b>	<b>PY4 Targets</b>	<b>Result QI</b>	<b>Result Q II</b>	<b>Result Q III</b>	<b>Result Q IV</b>	<b>Total PY4</b>	<b>Method of Collection</b>	<b>Explanation if year target not reached</b>
<b>1.L</b> Percentage of health facilities that received their order(s) in full and on time in the previous 12 months	85%	94%	94%	95%			Project staff	
<b>1.M</b> Percentage of quantities of each product lost per total quantities procured for use in the previous 12 months at the central warehouse	3%	0%	0%	0.0%			Project staff	
<b>1.N</b> Percentage of non-USG public sector sites with a written family planning legislative and policy requirements compliance plan	100%	NA	NA	87%			Project staff	
<b>1.O</b> Percentage of non-USG public sector sites with staff that have obtained a family planning legislative and policy requirements certificate	100%	NA	NA	87%			Project staff	

<b>Performance Indicators</b>	<b>PY4 Targets</b>	<b>Result QI</b>	<b>Result Q II</b>	<b>Result Q III</b>	<b>Result Q IV</b>	<b>Total PY4</b>	<b>Method of Collection</b>	<b>Explanation if year target not reached</b>
<b>1.P</b> (PEPFAR indicator H2.3.D) Number of health care workers who successfully completed an in-service training program	310	NA	NA	86			Project staff	
<b>Intermediate Result 2: Strengthened MOH governance in pharmaceutical management and supply chain system</b>  Sub IR2: Capacity of the MSPP's DPM and DSF Directorates to manage commodity logistics in order to facilitate the delivery of quality family planning and other health services at the major public sector hospitals is strengthened								
<b>2.A</b> Number of operational units (MSPP) receiving institutional capacity building support	2	2	2	2			Project staff	
<b>2.B</b> (PEPFAR indicator P8.4.D) Number of targeted condom service outlets	313	296	296	273			Project staff	
<b>2.C</b> Number of departmental supply warehouses ("dépôts périphériques") that have a functioning commodity logistics system	10	10	10	10			Project staff	

Performance Indicators	PY4 Targets	Result QI	Result Q II	Result Q III	Result Q IV	Total PY4	Method of Collection	Explanation if year target not reached
<b>2.D</b> Percentage of health facilities with tracer medicines and commodities <sup>3</sup> in stock on day of visit and in last three months in non-USG-supported sites	100% <sup>4</sup>						Project staff  LIAT/LSAT facility survey	
<b>2.E</b> Percentage of health facilities that submitted stock management reports on time for the previous 12 months	20%						Project staff	
<b>2.F</b> Percentage of facilities that had a stock out of a particular product during a defined period	0%						Project staff IMAT/ LIAT/LSAT facility survey	
<b>2.G</b> Ratio of the quantities of contraceptives procured in the previous 12 months to the distribution in the same period <sup>5</sup>	0.9						Project staff	

<sup>3</sup> The final list of tracer medicines and health commodities to be distributed and reported on by LMS will be discussed and decided upon by the MSPP.

<sup>4</sup> The result for indicators 2.D, E, F, and G will be available under the unique distribution system.

<sup>5</sup> This is an MSPP indicator; LMS is not responsible for procurement.

<b>Performance Indicators</b>	<b>PY4 Targets</b>	<b>Result QI</b>	<b>Result Q II</b>	<b>Result Q III</b>	<b>Result Q IV</b>	<b>Total PY4</b>	<b>Method of Collection</b>	<b>Explanation if year target not reached</b>
<b>2.H</b> Number of monitoring visits conducted in the departments by the MSPP with support from LMS	20 <sup>6</sup>	NA	NA	7		NA	Project staff	

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<sup>6</sup> This number refers to the number of the facilities visited

## ANNEX II: SEMI-ANNUAL TRAVEL PLAN

Traveler(s)	Itinerary	Dates	Purpose
Aboubakar Mama Sambo	Boston/Port-au-Prince/ Boston	TBD: 14 days in September	Financial management technical assistance and support for PY5 workplanning and budgeting process
Emmanuel Le Perru	Port-au-Prince/ Boston/Port-au-Prince	TBD: 14 days in September	Support for PY5 workplanning and budgeting process
Dana Weckesser (Communication Consultant)	Baltimore/Port-au- Prince /Baltimore	July 7-August 1	Provide communications support to the LMS/Haiti team <i>*partially funded by LMS/Haiti</i>
Dana Weckesser (Communication Consultant)	Baltimore/Port-au- Prince /Baltimore	TBD: 3-4 weeks in September	Follow-up on capacity building exercises for the projects' communication officers <i>*partially funded by LMS/Haiti</i>
Dr. Remy Beaulieu (M&E Consultant)	Ottawa/Port-au-Prince / Ottawa	TBD: 20 days in September	Assist LMS/Haiti staff in analyzing and reviewing M&E data for use in reporting and close-out documentation
TBD Project Management Staff	Boston/Port-au-Prince/ Boston	TBD: September	Assist with eventual close-out process of LMS/Haiti project



## SUCCESS STORY

### Improving Family Planning Services in the Bel Air Zone, Haiti

***“The LMS/Haiti project enables us to ensure adequate supply of commodities while the supervisory visits allow us to identify areas for improvement and then refine our approach in order to better serve the entire population.”***

- Miss Yvette Jambon César



Photo: Management Sciences for Health

*Miss Yvette Jambon César tracks family planning stock at the Aurore health center in Bel Air*

In the Bel Air zone of northern Port-au-Prince, pregnancy at a young age and poorly spaced pregnancies are common among women of childbearing age. Taboos about contraception and a lack of knowledge of family planning methods are two factors contributing to this issue; poor commodity availability has been another. The USAID-funded Leadership, Management and Sustainability Project in Haiti (LMS/Haiti) is supporting the Haitian Ministry of Public Health and Population to ensure the regular availability of contraceptives and train family planning commodity managers and service providers nationwide.

One such service provider is 60-year old Yvette Jambon César, who has worked at the Aurore center in Bel Air for the past 14 years. Before the LMS/Haiti intervention, the health center was unable to meet the needs of the community, but “with USAID and LMS/Haiti support, through the regular supply of commodities, staff training in contraceptive methods and supply management and regular supervision visits, we understood the need to reorganize our family planning services,” Miss César explained. “Now, our stock cards are filled out correctly, our monthly reports are complete, and we have a registry which allows us to better track stock so that we can provide all family planning methods to our patients.”

Between 2010 and 2012, the average number of patients who visited the Aurore center increased by more than 74% from 131 to 228. From October 2012 to March 2013, the average number of patients who visited the Aurore center increased by 25% from 228 to 285. Youth in this area have also adopted more responsible reproductive health behaviors.

The supervisory visits carried out by LMS/Haiti staff have helped staff at the Aurore center offer better quality services. Thanks to the continued training provided by USAID and LMS/Haiti, Miss César states that service providers at the Aurore health facility are now empowered to help patients make clearer choices regarding their preferred method of family planning.