



# Importance of supply chain monitoring and supervision at DHMT and SDP levels

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MINISTRY *of* HEALTH  
REPUBLIC OF BOTSWANA

# Introduction

Monitoring and supervision is critical to informing continuous improvements within the health commodity logistics system by assessing progress towards commodity security

Decentralization of health services requires that **we empower District Health Management Teams (DHMT) and Service Delivery Points (SDP) staff** with the technical support, tools, modules, and the supply chain framework they need to actively strengthen the health supply chain

# MOH, with TA from SCMS, performed monitoring and supervision at all levels of the supply chain to:

- **Evaluate** the logistics system's ability to ensure continuous supply of quality commodities based on core indicators:
  - Stock status
  - Stockout rates
  - Expiry
  - Timely/complete data recording/reporting
  - Functionality of the logistics system as defined in the logistics cycle
- **Indicate** areas in need of redesign or improvement
- **Inform** work planning and resource allocation
- **Address** knowledge and skills gaps identified in the performance of logistics activities

# Monitoring and supervision gaps found at all levels of the supply chain

- **Different monitoring and supervision activities** implemented by departments/programs
- **No formal mentoring program** in place apart from some care and treatment partners who took the initiative to provide mentoring to SDPs offering ART
- **No clear supervision guidelines** on:
  - Frequency of monitoring and supervision
  - Tasks to be accomplished
  - Mechanism for follow up on recommendations
- **Different tools and documents used** in monitoring and supervision at all levels (no standardized approach)

# Monitoring and supervision gaps, cont.

- **Inadequate supervisor capacity**
- **Financial and human resources not aligned** with monitoring and supervision needs
- **Lack of technical skills** and work overload among health workers

# Strategies to address the gaps

SCMS provided technical assistance to the Ministry of Health to:

- **Develop a national manual and tools** on comprehensive monitoring and supervision including a standardized training package that guided implementation
- **Develop a monitoring and supervision plan for DHMTs and SDPs** to ensure the proper execution of logistics activities, thus strengthening the supply chain and creating greater access to treatment

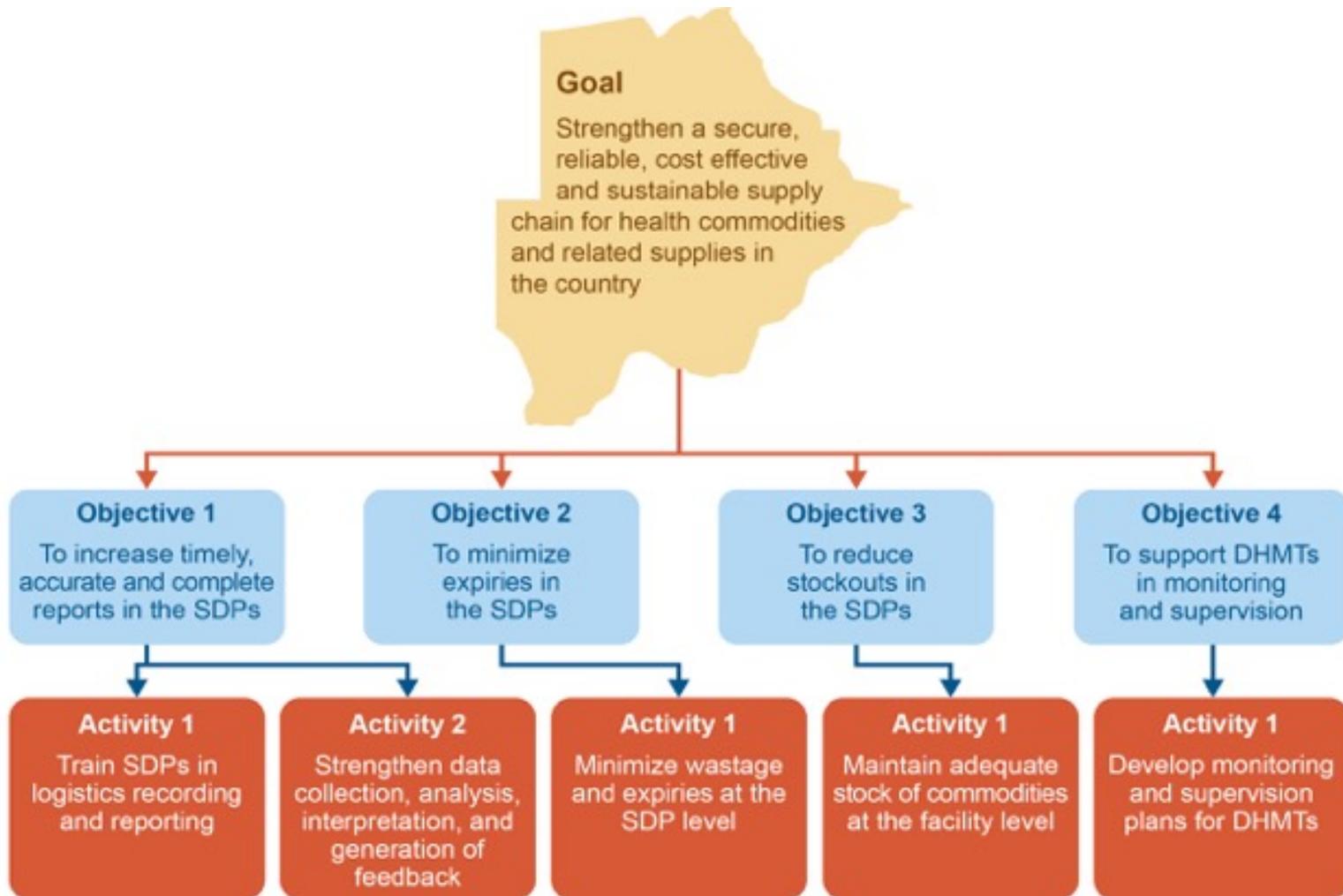
# Monitoring and supervision plan: Purpose

- **Assist** the DHMTs and MOH personnel in their monitoring and supervision roles
  - As defined in the health commodities and related supplies logistics monitoring and supervision guide
- **Harmonize and standardize** monitoring and supervision requirements for measuring the effectiveness of logistics activities at all levels of the supply chain

# Monitoring and supervision plan: Objectives

- **Support and build capacity** of the DHMTs in monitoring and supervision of SDPs
- **Regularly collect** data on key logistics activities for decision making at all levels of the supply chain
- **Support and coordinate** national level monitoring and supervision activities
- **Develop and maintain** a system to give feedback to SDPs and DHMTs
- **Disseminate** key logistics findings from monitoring and supervisory visits to key health stakeholders

# Botswana monitoring and evaluation framework for SDPs



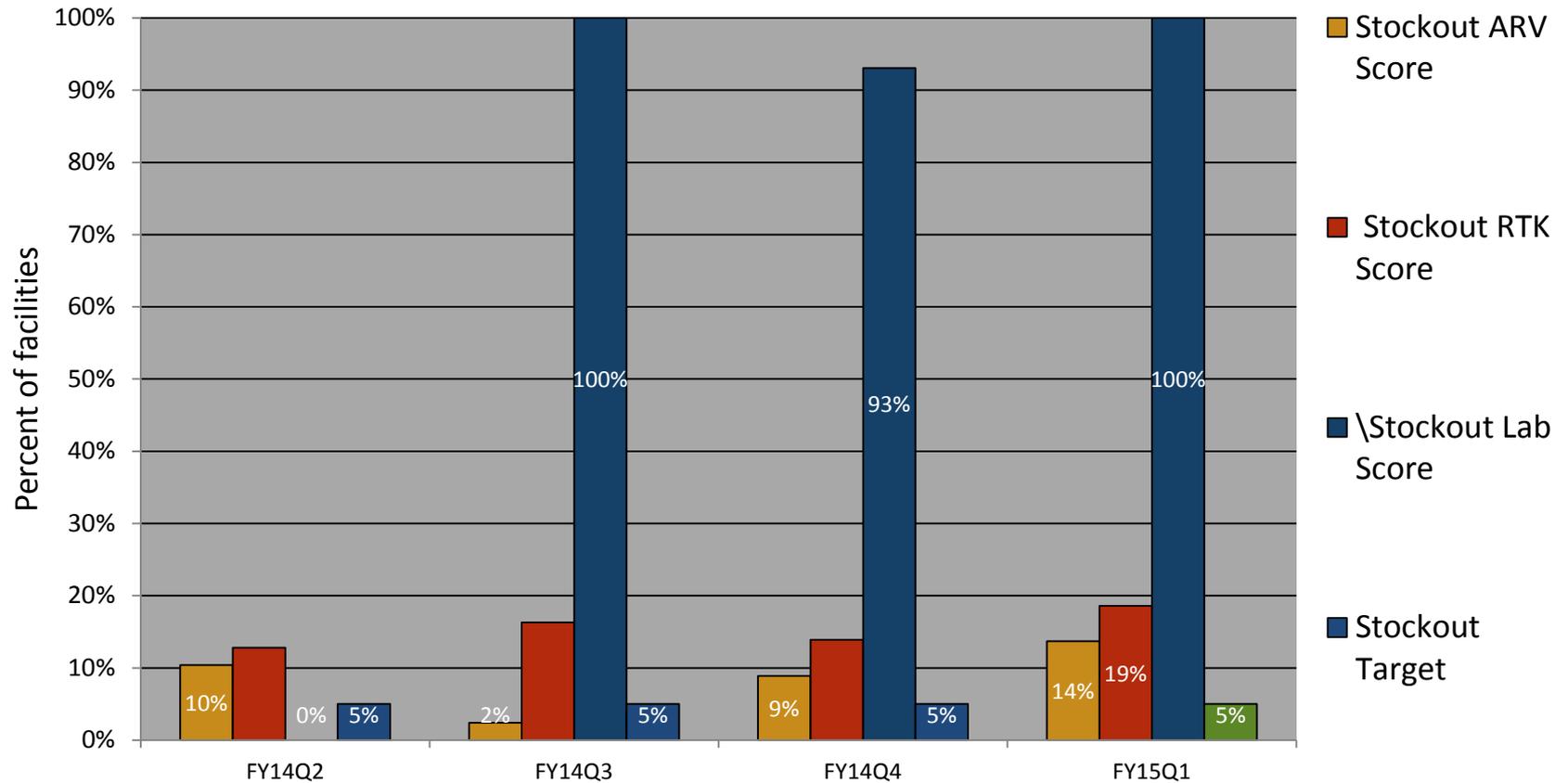
# 2013-2014 performance outputs

- 16 DHMTs received supervision
- 70 personnel received logistics training from their own DHMTs
- All DHMTs received monitoring and supervision logistics training and developed an implementation plan

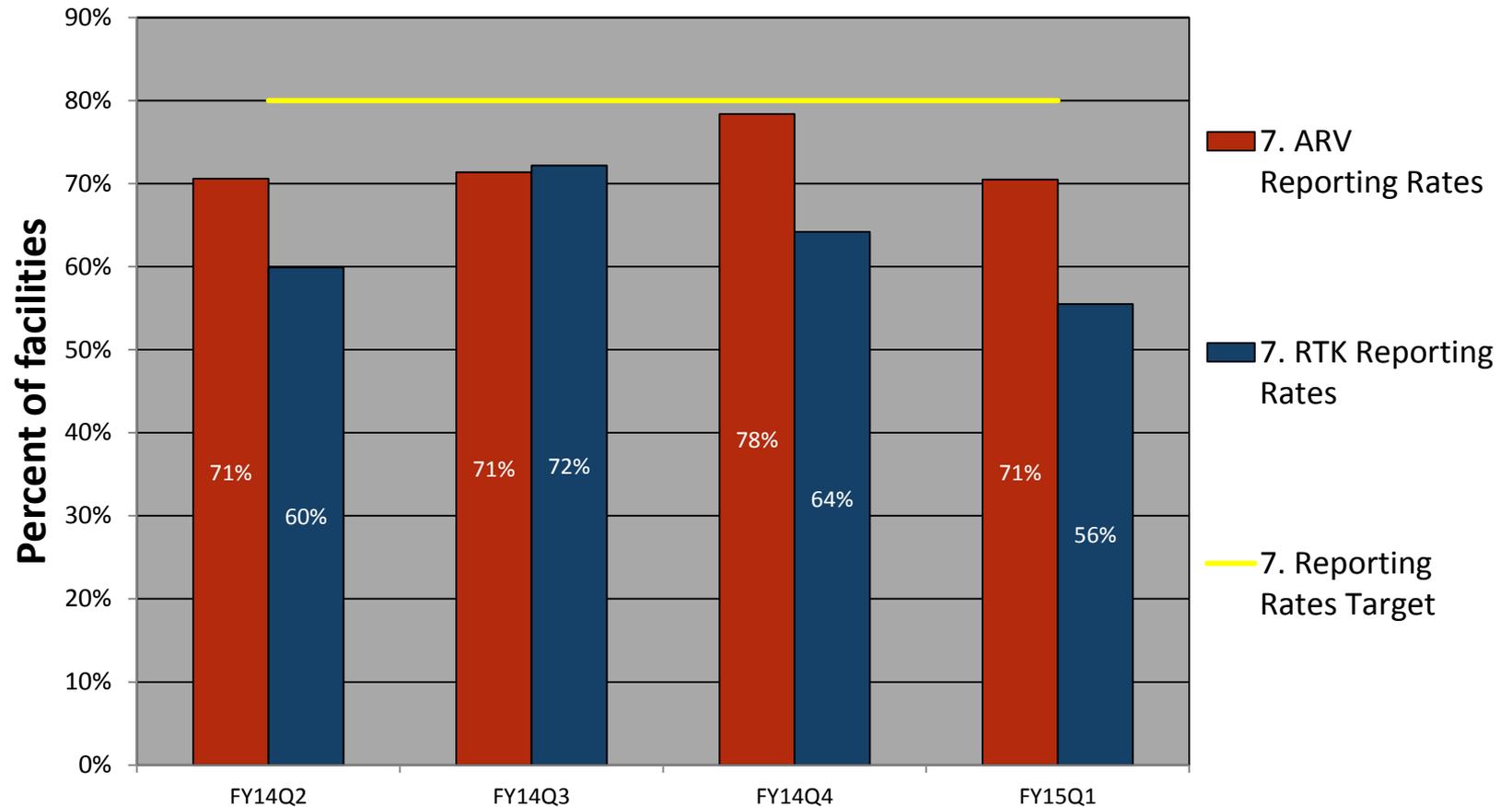


- 184 personnel trained on the medicine and ARV logistics system
- 53 personnel trained on lab commodities logistics system
- 905 health facility personnel have received OJT

# Performance outcomes: Stockouts



# Performance outcomes: Reporting rates



# Conclusions regarding monitoring and supervision

- Requires allocation of adequate resources
- Complements routine in-service training activities
- Only complete and worth it if feedback is provided and results are applied
  - Feedback demonstrates the value and importance of the reports thus improving the quality of health services

Any questions?

Thank you