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*Building Local Capacity
(BLC)*



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Making a Difference: CAFO Staff Better Able to Support OVC Interventions in Namibia



Ms. Macci Boois (standing) CAFO Regional Coordinator facilitates a SBCC session on September 2, 2014 Photo credit: CAFO



Ms. Macci Boois
CAFO Regional Coordinator

UPCOMING ACTIVITIES (NOVEMBER - DECEMBER 2014)

- Implementing the Supply Chain Performance Improvement Program at Central Medical Store
- Collaborating with the Global Fund to improve pharmaceutical inventory management at health facility level
- Determining staffing requirements and skills mix for Central and Regional Medical Stores
- Enhancing capacity of NMRC to routinely monitor quality of ARVs and other medicines used in Namibia
- Developing a manual for structured support supervisory visits for monitoring implementation of HIV/AIDS pharmaceutical services
- Supporting therapeutics committees to conduct medicine use evaluations
- Implementing Social and Behavior Change Communication activities for the youth
- Supporting NANASO to effectively implement and manage the Global Fund Grant
- Early childhood development support activities for children 1-9 years

HIV/AIDS is a critical public health issue in Namibia, and the country's HIV prevalence is among the highest in the world. It has been the leading cause of death since 1996, and close to 17% of children under the age of 18 have lost at least one parent. Orphans and vulnerable children (OVC) face many socioeconomic problems, including high dropout rates from school.

For a 26-year-old Macci Boois, Project Coordinator at the Church Alliance for Orphans (CAFO), these challenges inspire her to wake up every morning and work to make a difference in the lives of vulnerable Namibian children. Boois, one of the two Project Coordinators at CAFO's national office, supervises and trains Social Behavior Communication for Change (SBCC) volunteers in all 11 of CAFO's regions of operation. She participated in CAFO's organizational capacity assessment facilitated by the USAID-funded Building Local Capacity (BLC) project, which helped her to understand areas to strengthen the leadership, management, and governance capacity for the delivery of improved and sustainable OVC services among regional support staff through:

- Understanding monitoring and evaluation approaches, namely, effective data collection, verification and record keeping.

- Delivering high-quality services
- Communicating through documentation, dissemination, and reporting
- Avoiding duplication of services
- Involving the community to provide services to the target population (OVC and caregivers/parents)

Boois considers her past experiences to be opportunities rather than challenges, and believes these opportunities are the key to her success. She hopes that within 2-5 years, with CAFO closely collaborating with the Namibian government and other civil society organizations (CSOs) achievements will contribute to the Vision 2030 objective of “all children have the opportunity to benefit from the government education, health and poverty reduction programs.”

It is her hope that CAFO expands its ECD and SBCC programming to all regions countrywide. She says the work that lies ahead is clear: CAFO must continue to support ECD centres, build the capacity of more OVC caregivers, and increasingly involve the community in the children's education.

She emphasizes “*One is not able to change the whole world at once, but every little change makes a difference*”.

Contributed by:

Rachel Susan Basirika (BLC Namibia Country Lead), Alex Sikume (Capacity Building Advisor) and Cherizaan Willemsse (BLC Namibia Project Associate)

A delegation of pharmaceutical supply management officials and technical advisors from Namibia participated in the 2nd People that Deliver Initiative (PtD) global conference on “Human Resources in Supply Chain Management”, held at the U.N. City in Copenhagen, Denmark from October 27 - 31, 2014.

During the conference, the Ministry of Health and Social Services (MoHSS), in collaboration with USAID-funded Supply Chain Management System (SCMS) and CapacityPlus projects, made an oral presentation titled “Improving Access to Health Commodities by Strengthening the Supply Chain Management Workforce: The Case of Namibia”.

The presentation featured a series of ongoing interventions addressing health supply chain workforce planning, deployment, training and retention.

These include:

- 1 The development of a competency framework for the public health supply chain workforce
- 2 A staffing needs assessment using the World Health Organization (WHO) Workload Indicators of Staffing Needs (WISN) methodology
- 3 A rapid human resources retention study
- 4 Supply chain performance improvement program.

The Namibia team also presented a poster on the collaboration between the USAID-funded Systems for Improved Access to Pharmaceuticals and Services (SIAPS) and the University of Namibia (UNAM) School of Pharmacy, in developing a standardized pharmaceuticals supply chain course content based on the principles and concepts of Management Sciences for Health's *Managing Drug Supply* manual.

The 2nd PtD Global Conference was attended by 160 participants from 20 countries representing country governments, international agencies, academic institutions, implementing partners, non-governmental organizations and private companies. At the end of the conference, the participants endorsed a Conference Statement and Call for Action which can be found at the following link:

<http://www.peopletthatdeliver.org/sites/peopletthatdeliver.org/files/2nd%20PtD%20Global%20Conference%20Statement%20of%20Commitment%20to%20Action.pdf>



Brian Serumaga (standing), one of the facilitators at the pre-conference supply chain leadership workshop with the Namibia delegation at the 2nd People that Deliver Conference. Seated to the right of Serumaga (clockwise) are Lazarus Indongo, the Deputy Director at the Division Pharmaceutical Services, Tonata Ngulu, Acting Chief Pharmacist at the Central Medical Store, Greatjoy Mazibuko, SLAPS Senior Technical Advisor and Benjamin Onger, SCMS Senior Technical Manager. October 2014. Photo credit: PtD

Contributed by
Benjamin Onger, SCMS Senior Technical Manager

BLC Enables CAFO to Reach More Than 6,000 Children in 137 Early Childhood Development (ECD) Centers in Namibia

In March 2014, the USAID funded Building Local Capacity (BLC) project began a partnership with the Church Alliance for Orphans (CAFO), a Namibian faith-based organisation founded in 2003 to respond to the needs of orphans and vulnerable children (OVC) in the country.

According to a 2009 survey, 28% of all children in Namibia were either orphaned or vulnerable because of HIV / AIDS.

This high burden of needy children prompted CAFO to partner with local communities to:

- Support programs for OVC at early childhood development (ECD) centers
- Provide social behavior change communication (SBCC) interventions to youth
- Run soup kitchens to provide nutritional support to OVC

Through their activities at ECD centers, CAFO promotes community buy-in and involvement, contributing to greater

sustainability of the interventions. BLC is providing CAFO with a grant and is supporting CAFO to strengthen the delivery of OVC and community-based HIV and AIDS care services, and providing technical assistance to the organization for mobilizing resources to further increase its coverage and reach.

With BLC's technical assistance, the CAFO staffs have acquired leadership and management skills in developing and implementing plans to expand CAFO's services and pursue greater viability as an organization.

The staff are applying these new skills in documenting lessons learned and identifying best practices, to improve their interventions.

In April 2014, BLC assisted CAFO so that it may support 137 centers² serving a total of 6,018 children under 14 years old. CAFO signed agreements with the selected centers and began providing training in hygiene and basic health and psychosocial support (PSS) to ECD caregivers, who in turn, will train other caregivers and parents.

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Equipping Therapeutics Committees for Improved Pharmaceutical Accountability, Rational Use of ARVs and Other Essential Medicines in Namibia

The Systems for Improved Access to Pharmaceutical and Services (SIAPS) provided technical assistance (TA) to Namibia's Division of Pharmaceutical Services (Div: PhSs) to train three Therapeutics Committees (TCs) on their functions including promoting rational use of medicines (RUM).

RUM is necessary to ensure appropriate therapy and to prevent antimicrobial resistance (AMR), particularly HIV drug resistance (HIV-DR). The training-delivered through lectures, discussions and role plays - took place in Kunene region in September 16 – 18, 2014.

This training was necessitated after observing the declining performance of the TCs as reported by Pharmacy Management Information Systems (PMIS) and from the Support Supervisory Visit (SSVs) feedback reports. These reports revealed that not much had been done by TCs in evaluating medicine use, implementing and documenting interventions to improve medicine use and optimizing treatment outcomes at facility level.

Furthermore, there was a need to create awareness about the emerging threat of HIV-DR and to build the capacity of TCs in locally analyzing Early Warning Indicators (EWIs) for HIV-DR.

A recent evaluation of clinician's compliance with Namibia's comprehensive Standard Treatment Guidelines (STGs) also revealed low compliance to the STGs in the management of major disease



Participants of the Kunene Regional TC training present a group work activity during one of the sessions. September 2014. Photo by SIAPS/Namibia Staff.

conditions including HIV/AIDS. TCs are an important structure for leading AMR/RUM activities at health facilities, promoting RUM, providing oversight and promoting accountability in the pharmaceutical sector.

Thus, SIAPS supported Div:PhSs in developing materials and training of 11 representatives from three district TCs on their role in RUM and combating AMR especially HIV-DR as Namibia has over 116,841 patients on ART as of June 2014.

At the end of the workshop the participants developed action plans to enhance functionality of their TCs to increase accountability for pharmaceutical

services, to conduct medicine use assessments, and to contribute to the fight against the development of AMR and HIV-DR. In their plans the district teams included the regular conduct of medicine use evaluations in order to improve the use of antiretroviral (ARVs) and other essential medicines.

SIAPS will continue providing TA in supporting the TCs to implement their action plans in combating AMR and HIV-DR.

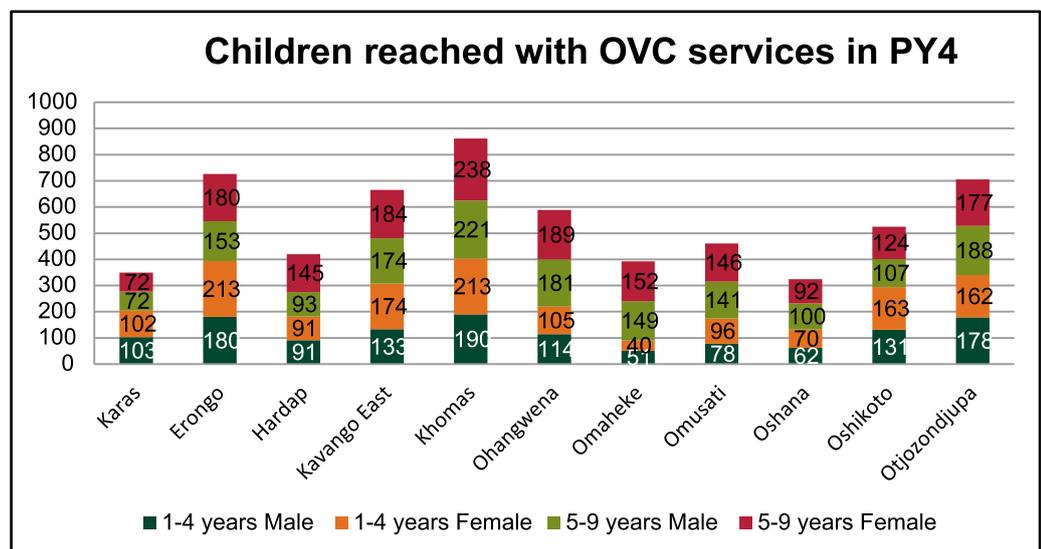
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BLC Enables CAFO to Reach More than 6,000 Children in 137 Early Childhood Development (ECD) Centers in Namibia

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¹Boston University Center for Global Health and Development in collaboration with PharmAccess Foundation, Namibia, Namibia Research Situation Analysis on Orphans and Other Vulnerable Children, 200, <http://www.bu.edu/cghd/files/2009/12/Namibia-Research-Situation-Analysis-Country-Brief.pdf>.

²These are part of the 184 ECD centres assessed by CAFO in PY4. They are run by 55 community volunteers and 395 caregivers.



Contributed by:
Rachel Susan Basirika, BLC Namibia Country Lead

The USAID-funded Systems for Improved Access to Pharmaceuticals and Services (SIAPS) Program supported the Ministry of Health and Social Services (MoHSS) to strengthen the efficiency and integration of the handheld mobile Electronic Dispensing Tool (EDT) device at the primary health care facilities (PHC) with the desk-top EDT on computers at the main antiretroviral therapy (ART) sites, to ensure data completeness, accuracy and reliability.

In September and October 2014, SIAPS supported the MoHSS to update the software of the handheld EDT mobile devices for the PHC facilities in the Kavango East and Zambezi regions, and also trained health workers to use the mobile devices to ensure optimal collection of data on ARV dispensing. Twenty one (21) health workers from 13 Health facilities in Zambezi region and in Rundu district were trained on dispensing of antiretroviral medicines (ARVs) using the EDT mobile device. These PHC health workers will be crucial in capturing correct data on the patients served and medicines dispensed at decentralized ART sites, enabling the ART program to obtain reliable data at all times for analysis and decision making. Rundu district and Zambezi regions, respectively, have 7,184 and 8,040 active patients on ART (September 2014).



Health workers at Sangwali Health Centre (Kavango Region) being trained on use of Mobile EDT Devices by Mr. Sam Mwinga-STA/SLAPS (extreme left), October 2014. Photo by SLAPS/ Namibia Staff.

SIAPS supports and promotes the use of EDT data by regional pharmacists for programmatic management at the regional and health facility levels. The effective implementation and use of EDT enables access by regional pharmacists to region-specific profiles on the existing national EDT database to facilitate their participation in the monitoring of ART data quality and ART-related services in their regions and in the local use of their

The effective use of handheld mobile EDT devices will contribute towards better availability and usage of strategic information on pharmaceutical systems for decision making by the ART program. This support will be expanded in other regions to ensure reliable data and quality of ART in the country.

Compiled by:
Nasser Mbaziira and Samson Mwinga, SIAPS

Enhancing Capacity of NMRC to Monitor Quality of ARVs and Other Medicines used in Namibia

The quality of medicine used in antiretroviral therapy (ART) and other related public health programs is critical for the success of the treatment programs.

At the Namibia Medicines Regulatory Council (NMRC), technical experts work to assure quality and safety of medicines used in the country. The USAID-funded SIAPS project provided technical support to NMRC to strengthen and improve efficiency of the pharmaceutical regulatory system in Namibia. With SIAPS' support, medicine quality monitoring (MQM) guidelines were developed and adopted by NMRC. In May 2014, SIAPS trained three NMRC staffs from the Quality Surveillance Laboratory (QSL) on the principles of medicine quality testing in a GMP compliant laboratory, and were expected to apply their enhanced skills in testing medicine samples. Through ongoing technical assistance from SIAPS, the NMRC operationalized the MQM

Number of samples of ARVs, Anti-TB and other medicines collected from each region

Region	# of Health facilities	Number of medicines samples collected				Total	
		ARVs		Anti-TB	Antibacterial		Others
		Paed.	Adult				
Ohangwena	2	4	5	2	13	4	28
Oshikoto	3	1	5	2	11	4	23
Oshana	4	3	7	3	24	3	40
Otjozondjupa	3	4	4	3	9	2	22
Total	12	12	21	10	57	13	113

guidelines, developed and implemented a protocol for medicine quality surveillance in 12 public health facilities located in Ohangwena, Oshana, Oshikoto and Otjozondjupa regions of Namibia. A total of 113 samples were collected and submitted to QSL for testing and results are awaited. The samples picked included ARVs. The post-market surveillance of the quality of medicines provides information and guides decisions to improve the quality of medicines throughout the supply chain. Good quality medicines contribute to better

treatment outcomes. The decisions may include product recalls, withdrawal and suspension of poor quality medicines on the market, and also penalizing the concerned parties as stipulated in the Medicines and related substances Control Act, 2003. NMRC will continue the MQM to ensure that only safe, efficacious and quality medicines are available for use in Namibia.

Compiled by:
Nasser Mbaziira, STA- SIAPS

Disseminating Information for Action to Improve Pharmaceutical service Delivery in Namibia

The USAID-funded SIAPS and Supply Chain Management System (SCMS) projects provided technical assistance to the Division of Pharmaceutical services of the Ministry of Health and Social Services (MoHSS), in disseminating key information at the annual National Pharmacists' forum from September 29 to October 3, 2014 in Otjiwarongo, Namibia.

Twenty-eight (28) pharmacists from 13 of the 14 regions in Namibia attended the forum. Other guests were senior MoHSS officials including the Deputy Minister, Honourable Petrina Haingura, Deputy Director of Division Pharmaceutical Services (Div:PhSs) Mr. Lazarus Indongo, and the President of the Pharmaceutical Society of Namibia (PSN) Mr. Benjamin Khumalo.

In her key note address, Honourable Haingura reiterated the importance of the forum as one that affords stakeholders a platform to share ideas and address challenges. She emphasized team work as key to unified action for enhancing service delivery. Additionally, Mr. Indongo stressed that *"the forum helps pharmacists to share lessons across the country and deliberate on interventions to improve service delivery"*.

The annual forum brings together pharmacists from public sector institutions from all 14 regions of Namibia to discuss issues affecting pharmaceutical service delivery. It thus provides a platform for the wide dissemination of pharmaceutical service information and generates buy-in for action. SIAPS Namibia has supported the MoHSS to implement various tools to capture data on antiretroviral therapy (ART) patient and ARV stock management.

SIAPS also supported the roll out of the pharmaceutical management information system (PMIS) to primary healthcare (PHC) facilities and the assessment of compliance with Namibia's standard treatment guidelines (STGs).

SCMS supported MoHSS to assess the pharmaceutical supply chain capacity and inventory management intervention implemented in selected PHC facilities. Both SIAPS and SCMS supported Div:PhSS to conduct pharmaceutical support supervision visits (SSVs). Feedback reports from these activities needed to be shared with health managers so that the information is used for decision making.



Mr Daniel Mavu a senior pharmacist and lecturer at the MoHSS National Health Training Center (NHTC) presents on NHTC activities at the National Pharmacist Forum 2014. Photo by SIAPS/Namibia Staff

The forum was instrumental in disseminating feedback from PMIS results, SSVs, national supply chain assessment, PHC inventory management and STG post-assessment results.

The forum was instrumental in disseminating feedback from PMIS results, SSVs, national supply chain assessment, PHC inventory management and STG post-assessment results.

The pharmacists discussed interventions to improve pharmaceutical service delivery in the public sector. Key actions included strengthening regional pharmacists' role in providing technical assistance and oversight for improving inventory management at all levels of health facilities in their respective regions, strengthening Therapeutics Committees (TCs) to enhance their functionality in providing oversight and accountability for pharmaceutical services, promoting rational medicines use (RMU) and enforcing compliance to STGs to enhance patient safety.

SIAPS will support Div:PhSs to follow up on implementation of agreed upon activities for improved health service delivery and health outcomes for Namibia which still faces a dual burden of HIV/AIDS and other preventable diseases.

ABOUT THE NEWSLETTER

The SIAPS/SCMS/BLC Namibia e-Newsletter is a bi-monthly newsletter that keeps you abreast of activities funded by the USAID and implemented by MSH Namibia.

Key focus areas are HIV/AIDS Management:

- Strengthening Health Systems
- Capacity Building
- Human Resource Development

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Your contribution to this valuable communication medium would be highly appreciated and can be e-mailed to esagwa@msb.org

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