



Republic of Zambia  
Ministry of Health

# The Health Logistics Press

A Ministry of Health Quarterly Publication

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## Health Logistics in Zambia: WHO IS MAKING IT WORK?

The Ministry of Health (MOH) is charged with oversight over the health of all Zambians. The Ministry's mandate therefore goes beyond facility based care and involves a primary health care strategy that is critical if the health of Zambians is to be realised.

The Ministry has a workforce of 26,523 individuals (against a required 51,414 staff) – comprised of various cadres that include laboratory technicians, pharmacists, nurses, midwives, biomedical scientists, and doctors – all working diligently to fulfill the Ministry's vision of providing equity of access to cost-effective, affordable, and quality health services that are as close to the family as possible. To achieve this vision, the Ministry has partnered with many stakeholders using various interventions aimed at improving overall health service delivery.

Recognising that there can be no program with no product, the Ministry is focusing on strengthening supply chain systems for health commodities in all its facilities. In line with this focus, the Ministry, in partnership with the USAID | DELIVER PROJECT and the Supply Chain Management System Project (SCMS), has over the past 19 months, trained over 1300 health personnel to manage and implement the ARV Drug, HIV Test, and Lab Commodities (Pre-Pilot) logistics systems nationwide.

It is the Ministry's hope that every member of the health care community will appreciate that they play a vital and noble role, helping to ensure the overall realisation of a healthy and prosperous Zambia!

Dr. Canisius Banda  
MOH Spokesperson



Don't Get Relegated,  
Get Promoted!



### NEW HIV TEST LOGISTICS SYSTEM: 775 STAFF TRAINED FROM 408 SITES

#### Premier League Districts - % of facilities reporting:

1. Mpongwe (Copperbelt Province)
2. Mambwe (Eastern Province)
3. Petauke (Eastern Province)
4. Chadiza (Eastern Province)
5. Katete (Eastern Province)
6. Chililabombwe (Copperbelt Province)
7. Mufulira (Copperbelt Province)
8. Chingola (Copperbelt Province)

#### Division One Districts - % of facilities reporting:

1. Luanshya (Copperbelt Province)
2. Ndola (Copperbelt Province)
3. Lufwanyama (Copperbelt Province)
4. Kitwe (Copperbelt Province)
5. Chipata (Eastern Province)
6. Lundazi (Eastern Province)
7. Nyimba (Eastern Province)
8. Chama (Eastern Province)

### NEW ARV DRUGS LOGISTICS SYSTEM: 488 STAFF TRAINED FROM 170 SITES

#### Premier League Facilities - 100% reporting and stocking according to plan of key ARVs in Quarter 1, 2008:

##### Tied for #1 (100% Stocking 3/3 months):

- ✓ Nyimba District Hospital (Nyimba District, Eastern Province)
- ✓ Nangoma Mission Hospital (Mumbwa District, Central Province)
- ✓ Mosi-oa-Tunya Health Center (Livingstone District, Southern Province)
- ✓ Kabwe Mine Hospital (Kabwe District, Central Province)
- ✓ Circle of Hope (Lusaka District, Lusaka Province)
- ✓ Maacha Mission Hospital (Choma District, Southern Province)

##### Tied for #2 (100% Stocking 2/3 months):

- ✓ Chipata General Hospital (Chipata District, Eastern Province)
- ✓ Pollen Health Center (Kabwe District, Central Province)

#### Division One Facilities - 100% reporting and ranking by % stocking according to plan of key ARVs in Quarter 1, 2008:

##### Tied for #1:

- ✓ Chongwe Health Center (Chongwe District, Lusaka Province)
- ✓ Liteta District Hospital (Chibombo District, Central Province)
- ✓ St. Paul's Rural Health Center (Kapiri Mposhi District, Central Province)

##### Tied for #2:

- ✓ Kalomo District Hospital (Kalomo District, Southern Province)
- ✓ Mwandi Mission Hospital (Sesheke District, Western Province)
- ✓ Waya Rural Health Centre (Kapiri Mposhi District, Central Province)

##### Tied for #3:

- ✓ Chikuni Mission Hospital (Monze District, Southern Province)
- ✓ Kamoto Mission Hospital (Mambwe District, Eastern Province)
- ✓ Mtendere Mission Hospital (Siavonga District, Southern Province)
- ✓ Ronald Ross General Hospital (Mufulira District, Copperbelt Province)

### The Six 'Rights' of Logistics

- The Right Goods
- In the Right Quantities
- In the Right Condition
- Delivered to the Right Place
- At the Right Time
- For the Right Cost



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## FACT: DEPO PROVERA IS SAFE!

You can order it for your facilities from Medical Stores Limited



# Updates. Updates. Updates...

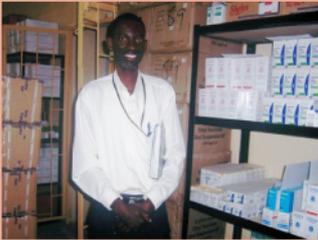
## The PMTCT Drug Logistics System

### Background

In March 2007, the Ministry of Health (MOH), in partnership with the USAID | DELIVER PROJECT, conducted a national assessment of the PMTCT Drug Distribution System as part of its efforts to enhance the various supply chains associated with Zambia's new national health logistics systems.

Key stakeholders and MOH structures at all levels were consulted during the assessment as well as at the ART Public Private Partnership Meeting held in April 2007 by the MOH that discussed private health institutions' involvement in the National ART Program. Although the initial assessment did not provide a comprehensive representation of the whole country, enough of a picture emerged to show where gaps in the existing PMTCT logistics system were located.

As a result of the assessment, the *PMTCT Standard Operating Procedures Manual for the Management of the PMTCT Drug Logistics System*, the *Supervisor's Guide*, and the *Facility Logistics Guide* were developed by the MOH with support from the USAID | DELIVER PROJECT as a subsystem of the National ARV Drug Logistics System. The newly designed PMTCT Drug Logistics System was then approved by the Ministry of Health. Sixty-seven districts had representatives trained in August and September 2007.



Mr. Alfred Sichali, District Pharmacist  
Mazabuka PMTCT District Pharmacy



**The new PMTCT Drug Logistics System is intended to provide a standardised flow of PMTCT drugs to PMTCT-only facilities and logistics information from these facilities to the MOH's central level.**



### Current Status

The new PMTCT Drug Logistics System is intended to provide a standardized flow of PMTCT drugs and logistics information from PMTCT-only facilities up to the MOH's central level. The system is currently being rolled out to PMTCT-only facilities through on-the-job training (OJT) being conducted by district pharmacy in-charges and district PMTCT coordinators. It is expected that this training will be an effective means of initiating the system at the facility level as well as improving the performance of facility staff to implement the new system.

By following the procedures in the SOP manual and *Facility Logistics Guide*, districts and PMTCT-only facilities can ensure that quality drugs for PMTCT are available at all times to people who need them.

The role of the district health offices in the PMTCT Drug Logistics System is to:

- Conduct OJT at PMTCT-only facilities
- Track new PMTCT-only facilities being accredited by the MOH
- Coordinate with key partners on the implementation of the new PMTCT Drug Logistics System
- Order PMTCT drugs from MSL on a monthly basis

### Focusing on the Future

Looking to the future, it is anticipated that:

- The MOH, with support from the USAID | DELIVER PROJECT, will conduct a national system evaluation
- Beginning in 2009, district health management offices should incorporate training into their action plans on the management of PMTCT drugs and logistics information from PMTCT-only facilities up to the MOH's central level.

## Family Planning and Contraceptive Commodities – An Update

The Ministry of Health is committed to ensuring that contraceptive commodities are available both at the central and service delivery levels. Similarly, the MOH recognizes that there are many challenges currently being faced in ensuring that this goal is met.



**The MOH is committed to ensuring that contraceptive commodities are available at both the central and service delivery levels.**

As a result, the Ministry of Health and its cooperating partners have taken up the challenge and are working towards strengthening the logistics system for contraceptive commodities. As a first step to this mammoth task, a Contraceptive Commodity Forecast and Supply Planning Workshop was conducted in November 2007. The objective was to identify funding gaps and mobilize resources to meet these gaps.

Between February and March 2008, the MOH and its cooperating partners conducted a baseline assessment for the Contraceptive Commodities Logistics System with a view to determine areas that might need strengthening. Results of the assessment indicated that the logistics system is weak in its collection of

essential logistics data (e.g. consumption, stock on hand, and losses/adjustments) and stockouts for most contraceptives are widespread at both the district and service delivery levels. Inadequate storage space and distribution problems from the districts to the health centers were also observed.

In the coming months, a system design and standard operating procedures will be developed and integrated with the planned essential drug logistics system pilots. Following the completion of pilots, a revised system will be implemented nationwide through training and supportive supervision.

## Central Level Contraceptive Stock Status

### Available at MSL (July – September 08)

1. Male Condoms
2. Female Condoms
3. IUDs
4. Jadelle
5. Depo-Provera
6. Postinor 2

Stocked out Product	Date expected In stock
Oralcon F	July 2008
Microlut	August 2008
Noristerat	August 2008

## HIV Test Logistics System

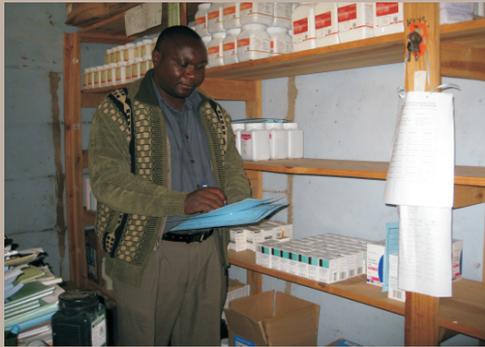
The MOH is currently rolling out the HIV Test Logistics System nationally. In order to fully implement the new system, a second training of trainers' workshop (TOT) was conducted by the MOH in March 2008. A total of 18 participants drawn from the various levels of the MOH and cooperating partners across Zambia were trained, bringing the total number of trainers in the HIV Test Logistics System to 39.

System implementation is now being conducted province by province. It began with the Central and Lusaka Provinces at the beginning of this year. It is expected that the system will be fully implemented in Central Province before the end of June.

Since the start of the program implementation, 317 participants from various health facilities have been successfully trained – bringing the total number of staff trained to 775 from facilities in the Copperbelt, Central, Eastern, and Lusaka Provinces!

**The total number of national trainers for the HIV Test Logistics System is now 39!**

# SPOTLIGHTS



**Blackston Khauso**  
Monze District Pharmacy Technologist

In Monze district, PMTCT drugs are stored at the district pharmacy store (pictured right). Mr. Blackstone Khauso (pictured left), District Pharmacy Technologist, manages PMTCT drugs and logistics information for the 16 PMTCT-only facilities in the district. Mr. Khauso was trained as a PMTCT central level trainer in September 2007, and has since conducted on-the-job training for health workers based at Luyaba, Katomba, Chisekesi, Keemba, Bweengwa and Nampeyo Health Centers.



**Monze District Pharmacy**



Monze has managed to reduce the frequency of PMTCT drug stockouts at PMTCT-only facilities, and Mr. Khauso attributes this success to the training he received and passed on to fellow health workers in Monze.

## Want to get promoted? Hints and Tips from the LMU...

The MOH Logistics Management Unit (LMU) based at Medical Stores Limited (MSL) has been processing your ARV and HIV Test orders since December 2006. From this time working with all of you, the LMU has developed some tips that will help the logistics systems run more smoothly and avoid stock imbalances at your facilities.

1. When sending your Report and Requisition forms for ARVs and HIV Tests, you must **ALWAYS REPORT FOR EVERY PRODUCT**. If you do not report on a product for one month but report the following month, your logistics data will be skewed and you may not receive the total amount you require.
2. Remember to use the REMARKS section on the Report and Requisition for ARVs and HIV Tests to report anything unusual or for additional requests. Also use this section to request additional forms or reports needed.



## Coming Soon... R & R Courier Service

The MOH LMU will be instituting a new courier service to pick all Report and Requisition forms from each district, as well as essential drug orders for MSL. The courier service should enhance the LMU service delivery and improve the quality of the reports received at the LMU. This service will be initiated in the coming months and more information will be provided soon.

## UPCOMING EVENTS

DATE	ACTIVITY	LOCATION
28 July - 1 August 08	HIV Tests Roll-out Training	Southern Province
4 - 8 August 08	ARV Logistics System Training	To be advised
11 - 15 August 08	HIV Tests Roll-out Training	Southern Province
11 - 22 August 08	Labs Training of Trainers	To be advised
25 - 29 August 08	HIV Tests Roll-out Training	Southern Province
8 - 12 September 08	ARV Logistics System Training	To be advised
8 - 12 September 08	HIV Tests Roll-out Training	To be advised
22 - 26 September 08	HIV Tests Roll-out Training	To be advised

## Logistics System Reporting Rates

**ARVs: 97.0%**

**HIV Tests: 89.5%**

**PMTCT DHMOs: 25.4%**

### Reminder:

All 67 districts with PMTCT-only sites are expected to order their PMTCT ARVs on a monthly basis in order to supply their PMTCT-only sites.

**Working towards providing quality health services to each and every Zambian...**

### Correction

In the last issue of *The Health Logistics Press*, the dosages provided for the single tablet formulations of paediatric ARVs were listed incorrectly. The correct dosages are:

- Triomune Baby: Stavudine/Lamivudine/Nevirapine 6/30/50mg tablets; Bottle of 60 tablets.
- Triomune Junior: Stavudine/Lamivudine/Nevirapine 12/60/100mg tablets; Bottle of 60 tablets.

You can order these drug items from Medical Stores Limited using the National ARV Logistics System.

We apologise for the error.

## Laboratory Logistics System: Pre-Pilot Update

The MOH, with support from the Supply Chain Management System Project (SCMS), is currently carrying out a pre-pilot exercise to assess if the designed logistics forms are effective in the management of laboratory commodities. The exercise will also determine whether the system can be piloted in selected provinces before being rolled out nationally. The various facilities involved in the pre-pilot include University Teaching Hospital (a Level III hospital), Mansa General and Solwezi General Hospitals (Level II hospitals), and Lundazi District Hospital (a Level I hospital). Lubuto and Solwezi Urban Health Centers are representing health center-level facilities.

Initially, the pre-pilot was designed to run for two months, but was extended by another month to allow for more data collection. At the end of each month (March, April and May), the Lab Team visited facilities to collect consumption and stock status data on laboratory commodities. This data was used to produce computer-generated Report and Requisition (R&R) forms and an MOH Issue Voucher (PH81N) that accompanies issued products to facilities. The designed forms have worked well so far, as facilities have been able to easily complete them and collect actual usage data. Challenges faced have included stockouts on some of the 185 lab commodities that are supposed to be available at all times as a result of long procurement procedures and delayed shipments. Facilities should note that most of the reagents are currently available at MSL and orders should be placed on time and followed up.

Following the pre-pilot, the system will be piloted on a larger scale in three provinces (Copperbelt, Eastern and North-western) and if successful will then be rolled out throughout Zambia.

**The pre-pilot exercise is meant to assess if the designed lab logistics forms are effective in the management of lab commodities...**

## Monitoring and Evaluation

Quality monitoring is an integral part of any health logistics system as it assists in scrutinizing the performance of the system and clarifies the areas that may need improvement.

Monitoring and Evaluation (M&E) can be used for two main purposes; first, to regularly check and evaluate the logistics systems; and second, to determine whether progress is being made towards meeting the system's objectives.

When M&E detects that the performance of any logistics system's components are below expectations, actions to prevent and/or to correct the problems are taken. Used in this way, M&E is a tool for continuously improving a system's performance, while at the same time facilitating reporting, accountability, and transparency.

Since August 2007, the Ministry of Health, with support from the USAID | DELIVER PROJECT, has conducted M&E visits to 49 health facilities comprised of ART and HIV testing sites, and PMTCT DHMTs throughout Zambia. Since that time, notable improvements in the performance of the visited sites have been observed. It is expected that Monitoring and Evaluation shall remain an ongoing activity to ensure that quality services are always provided.

## Test your logistics knowledge...

1. The purpose of assessing stock status is: .....
2. AMC stands for: .....
3. What are the three essential data items:  
(i) ..... (ii) ..... (iii) .....
4. In the ARV or HIV Test Logistics System an expiry is recorded as a ..... in the R&R.
5. Both ARV and HIV Test Logistics Systems are ..... ordering systems.
6. What is the unit of issue for an HIV Test? .....
7. Orders placed at or below 0.5 months in the HIV Test Logistics System are: .....
8. Three types of maximum/minimum ordering systems:  
(I) ..... (ii) ..... (iii) .....
9. SOH divided by AMC equals: .....
10. Example of a stock keeping record: .....

**Look out for the answers in the next issue!**

## USEFUL CONTACTS

Did you know that?

- The MOH contacts for Lab and HIV Test matters are Fales Mwamba (Lab Specialist) or Clement Phiri (Biomedical Scientist) at [medlab@zamnet.zm](mailto:medlab@zamnet.zm) or at 0211 254528.
- Lab Order queries should be addressed to: Mathew Fwambo at [mathew.fwambo@medstore.co.zm](mailto:mathew.fwambo@medstore.co.zm) or at 0211 241193 at Medical Stores Limited (MSL).
- The Provincial Representative for HACS matters is Dr. Lutangu Alisheke, the Provincial Health Director of Southern Province based at the Provincial Health Office in Livingstone at [lalisheke@yahoo.co.uk](mailto:lalisheke@yahoo.co.uk) or at 03 324435.
- The MOH contact for ARVs is the Acting Pharmacy Specialist: Chikuta Mbewe at [chikutalm@yahoo.com](mailto:chikutalm@yahoo.com) or at 0977 561377 or 0211 253040.
- The Logistics Management Unit (LMU) contact numbers are: 0966 397578 and 0955 806799, or 0211 244105.
- The National ARV Coordinator is Dr. Albert Mwangi at the MOH at 0211 253179.

### For More Information

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