



Republic of Zambia  
Ministry of Health

# The Health Logistics Press

A Ministry of Health Quarterly Publication

Issue # 1 January - March 2008

## Welcome!

Dear Readers,

Welcome to the first issue of *The Health Logistics Press*, a Ministry of Health (MOH) quarterly publication!

The goal of this newsletter is to highlight the MOH's efforts in enhancing HIV/AIDS and other commodity logistics systems for the country. It is our hope that this newsletter will bring to light the processes and interventions being introduced; and especially, to highlight the personnel who are working diligently to ensure that each and every Zambian who requires ARVs and other related medication is able to access the services and receive the medications they require every time they visit an MOH health facility.

Over the coming months, we anticipate many improvements in the MOH's supply chain systems for health commodities as a result of the new national logistics systems. MOH trusts this newsletter will showcase these successes by highlighting district and individual efforts towards implementing the new systems, and by providing information on new drugs that the MOH has available. For those actually using the logistics systems, make sure you look out for tips and hints on how to utilize the systems even more effectively!

The MOH has collaborated in this endeavour with many stakeholders and partners, and it is our hope that this newsletter will raise awareness as to the collective efforts that have gone into these interventions. We encourage every person or entity involved in managing or implementing the various, newly-introduced logistics systems to view this publication as an all-encompassing, one-stop point for what is going on in the world of logistics for HIV/AIDS and other commodities in Zambia.

This publication is in line with two key health priorities contained in the Fifth National Development Plan(FNDP) on essential drugs, medical supplies, infrastructure, and equipment, which are:

- To ensure availability of adequate, quality, efficacious, safe and affordable essential drugs and medical supplies at all levels, through effective procurement management and cooperation with pharmaceutical companies and,
- To significantly improve on the availability, distribution and condition of essential infrastructure and equipment so as to improve equity of access to essential health services.

Ultimately, this publication should significantly contribute to the realisation of the vision of the MOH, which is to ensure that there is equity of access to affordable, cost effective and quality health services as close to the people as possible.

We trust you shall enjoy reading this and all the subsequent issues to come!

Thank you.

Dr Simon Miti  
PERMANENT SECRETARY  
MINISTRY OF HEALTH

ARVs  
HIV Tests  
Lab Commodities  
Essential Drugs  
PMTCT  
Family Planning  
Malaria



**Logistics in Action: Health workers loading health commodities for distribution**

### THE NATIONAL ARV LOGISTICS SYSTEM

#### Background

Prior to March 2006, the HIV/AIDS drug requisition system in Zambia had no fixed ordering schedule for Anti-Retrovirals (ARVs). DHMTs, as well as hospital personnel, would travel to Lusaka on an ad hoc basis to receive replenishments of ARV drugs. In addition, reporting forms used by districts and hospitals were not standardized, resulting in vital information not captured and reported to the MOH centrally.

As the MOH of Zambia, which is a principle recipient of the Global Fund, was preparing to address these issues, the Global Fund queried the lack of a Logistics Management Information System (LMIS) that could collect actual consumption data for drugs and medical supplies such as ART, Malaria, and TB drugs.

Following this query, the MOH, with support from DELIVER, assured the Global Fund that Zambia would have systems in place to collect ART consumption data from the service delivery points by December 2006. To achieve this, the MOH embarked on a process to design a new logistics system for ARVs, using information derived from the DELIVER Rapid Assessment conducted in July 2005. This assessment revealed that there was a high level of commitment on the part of all MOH personnel to improve the system. However, the following challenges were identified:

- The peripheral levels had no mechanism for capturing consumption data to facilitate accurate forecasting at a central level.
- There were inadequate quantities of ARVs, and high incidences of expired drugs at central and peripheral levels.
- Logistics and supervisory staff at all levels were inadequately trained.

*Continued on page 2...Finding solutions*



### 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

### Contents

- Page 1: **Welcome Remarks Logistics in Action**
- **The National ARV Logistics System**
- Page 2: **Where Are We Going?**
- **National HIV Test Logistics System**
  - **National Laboratory Logistics System**
- Page 3: **Spotlights**
- **Kamoto Mission Hospital**
  - **Jane Kabalu Phiri - Pharmacy Dispenser**
- Page 4
- **HACS Update**
  - **Crossword Puzzle**
  - **Contact Information**

# WHERE ARE WE GOING?

## Enhancing HIV/AIDS Commodities Logistics Systems in Zambia

- June 2006: The National HIV Test Logistics System was designed
- October 2007: A draft National Laboratory Logistics System was designed

### THE NATIONAL HIV TEST LOGISTICS SYSTEM

The HIV Test Logistics System design team consisted of representatives from every level in the MOH system and its numerous cooperating partners.

Since there are over 800 HIV testing sites in Zambia, and due to anticipated challenges in the immediate practical implementation of the system in all sites, the team recommended that the logistics system be piloted in two provinces before nation-wide implementation. This was completed between February and April 2007 in the Copperbelt and Eastern provinces, involving a total of 285 sites operating in all districts in both provinces.

After a five month pilot, MOH and its partners conducted an evaluation of the system in September 2007, determining its effectiveness and identifying areas that required modification or re-design. The results of that evaluation were shared and discussed with stakeholders in October.

Recommendations were then implemented throughout the pilot sites addressing weaknesses identified during the evaluation. The MOH is currently rolling out the new HIV Test Logistics System nationally and will train more than 1500 personnel from over 650 service sites in the coming six months.

It is anticipated that by the end of 2008, the HIV Test Logistics System will be implemented in all of Zambia's nine provinces.

### THE NATIONAL ARV LOGISTICS SYSTEM (from Page 1)

#### Finding Solutions

In April 2006, a central level meeting was called by the MOH with support from DELIVER, to discuss and brainstorm the enhancement of the health commodity supply chain at a national level. Recommendations were made for policy and systems change. A design workshop was then held, comprised of representatives from all levels of MOH and cooperating partners, to develop new logistics guidelines for an ARV Logistics System. Results were presented to the MOH Permanent Secretary for review and approval. Personnel from the MOH and cooperating partners across Zambia were trained as trainers in May 2006; and in October, a country-wide training of health facility personnel in the new national ARV logistics system was initiated.

To date, 413 staff members from a total of 230 facilities have been successfully trained. Furthermore, the MOH with its cooperating partners, achieved the goal of collecting much needed consumption data and implementing a new nation-wide ARV logistics system by December 2006.

#### Highlights of the National ARV Logistics System

- Consumption data is now collected from every service site
- Distribution of ARVs is now fully integrated into MSL's distribution system
- The newly formed MOH Logistics Management Unit (LMU) based at MSL inputs all data and approves all orders

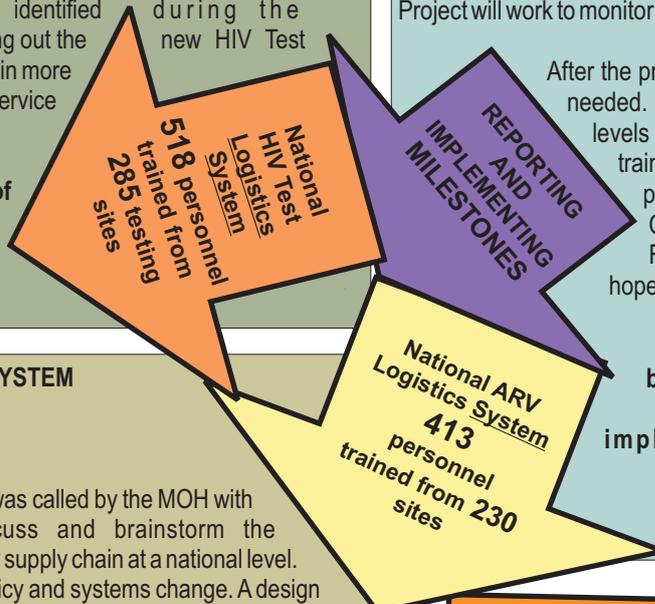
### THE NATIONAL LABORATORY LOGISTICS SYSTEM

Learning from the models established to design the ARV and HIV Test Logistics Systems, the MOH with support from the US government-funded Supply Chain Management Systems Project (SCMS), successfully conducted a laboratory logistics system design workshop. A critical decision derived from this workshop was the selection of 185 key laboratory commodities that should be ordered on a regular basis.

To fully implement the new laboratory commodities logistics system, a two-month pre-pilot exercise using five facilities began in February. Participating facilities are University Teaching Hospital (UTH) in Lusaka Province, Lubutu Urban Clinic in Copperbelt Province, Mkushi District Hospital in Central Province, Lundazi District Hospital in Eastern Province, and Mansa General Hospital in Luapula Province. Laboratory service personnel in these facilities will work to test the new design (e.g. correctly complete the logistics forms, and order reagents). The MOH and the SCMS Project will work to monitor the system closely.

After the pre-pilot exercise, the system will be adjusted as needed. Next, logistics procedures will be outlined for all levels of laboratory care, followed by a training of trainers' workshop (TOT). The system will then be piloted for an additional three months in Eastern, Copperbelt, and North Western provinces. Following a successful evaluation, it will hopefully be rolled out on a nation-wide scale.

The Ministry of Health is confident that by early 2009, a national logistics system for laboratory commodities will be implemented in all accredited facilities.



### LATEST UPDATE ON PAEDIATRIC ARVs!

Did you know that Medical Stores Limited now stocks a single tablet formulation that contains 3 drugs for administration to children?

These are:

- Stavudine/Lamivudine/Nevirapine 12/30/100mg Tablets; Bottle of 60 tablets
- Stavudine/Lamivudine/Nevirapine 6/30/50mg Tablets; Bottle of 60 tablets

If your facility has children eligible to receive these formulations, please note that you can order these drug items using the National ARV Logistics System.

These items are now listed in the Daily Activity Registers and the Report and Requisition forms. If you are using the earlier versions of these forms, simply include the new item being requested in the extra blank rows provided.

# SPOTLIGHTS



**Kamoto Mission Hospital**



**Jane Kabalu Phiri, Kamoto Mission Hospital**

Since 1962, Kamoto Mission Hospital in Mambwe District, Eastern Province, has overcome many challenges to grow to its present size. Managed by the Reformed Church of Zambia, Kamoto boasts approximately 62 beds and attends to about 30 people per day, catering to a district-wide population of almost 62,000 residents, spread out over a radius of 60 kilometers.

Emelia Tembo, hospital administrator since 2002, has been instrumental in running the institution and ensuring that there are adequate stocks of supplies at all times. Some of her major accomplishments (achieved with assistance from the MOH, the Netherlands (Dutch), the Zambia National AIDS Network (ZNAV), the Churches Health Association of Zambia (CHAZ), Catholic Relief Services, and the Beit Trust), have included the hiring of trained medical staff; oversight of the rehabilitation and extension of the operating theatre; acquisition of vital laboratory, surgical, administrative and vehicular equipment; opening of satellite outreach sites in Kakumbi-Mfuwe and Asumba (as well as a third opening soon in Mpomwa); and scaling up ART services by utilizing the National ARV Drug Logistics System.

A spot check of the hospital's pharmacy store room revealed an exemplary model of a rural based pharmacy meeting all the requirements of the logistics system and utilizing the defined Stock Control Cards (e.g., each card correctly placed on the shelf containing the drugs listed on the card.) The Daily Activity Register (DAR) is kept up-to-date, right up to the last patient attended to that day.

The store room also meets most of the standards required by the Ministry of Health and features the following:

- a) Drugs arranged by FEFO (First to Expire – First Out)
- b) Drugs categorized into two sections; tablets and syrups
- c) Drugs arranged alphabetically within the two sections in (b) above.

All these standards ensure that a person working in the pharmacy for the first time will be able to record, dispense and stock supplies with relative ease.

Aside from its many accomplishments, Kamoto Hospital shows without a doubt that the ARV Drug Logistics System, when utilized according to its detailed SOP manual, helps keep stocks and records up-to-date and more importantly, makes the work of any pharmacy staff much easier!

**DON'T GET RELEGATED, GET PROMOTED!**

*Find out how in the next issue...*

## Who Is Making It Work?

Mrs. Jane Kabalu Phiri (pictured above), joined Kamoto Mission Hospital as a pharmacy dispenser in 2004.

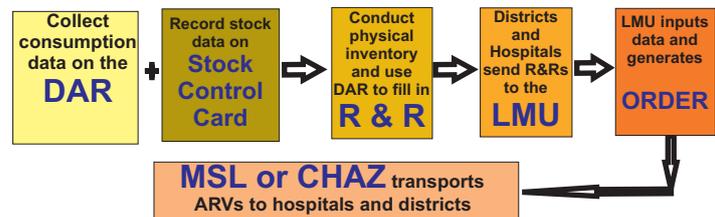
She is currently working as head of the pharmacy department and has two assistants who support her in completing the daily, as well as monthly tasks that must be finished in a timely manner.

Mrs. Phiri was trained in managing the National ARV Drug Logistics system by the MOH in October 2006. She obtained her certificate with a pass rate of 96%!

Since then, she says that she has achieved a lot by being committed to her work and by consistently using the Standard Operating Procedure (SOP) manuals.

Mrs. Phiri did her dispensing course-work at the Evelyn Hone College.

## ORDERING PROCESS IN THE NATIONAL ARV DRUG LOGISTICS SYSTEM



**Drugs being packed at MSL enroute to Kamoto Hospital**

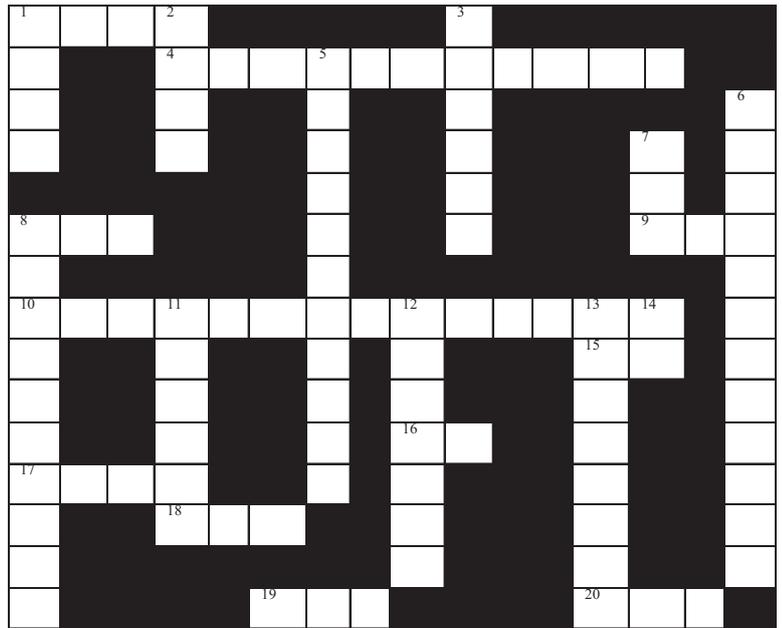
## HIV/AIDS COMMODITY SECURITY UPDATE

The MOH, through the Drug Supply Budget Line (with support from SCMS) and Directorate of Clinical Care and Diagnostic Services, is leading the development process of a national HIV/AIDS Commodity Security (HACS) Strategic Plan to achieve the broader objectives set out in the second HIV/AIDS National Strategic Framework. This plan aims to create a supportive environment for a reliable supply of HIV/AIDS commodities and to ensure that the policies, systems, and personnel are in place to achieve security for HIV/AIDS products – a situation created when patients and service providers can obtain and use commodities whenever and wherever they need them.

In October 2007, a HACS Coordinating Committee, comprised of government representatives, technical agencies, NGOs, donors, and organisations responsible for prevention, treatment and care issues, was established to develop and facilitate the implementation of the HACS Strategic Plan.

A technical working group within the HACS Coordinating Committee is currently reviewing the draft strategic plan to provide any necessary further input. This process will continue over several months in order to ensure a comprehensive plan. The strategic plan will then be launched nationally towards the end of 2008 to garner political and financial support for its implementation and to ensure that resources are in place for routine monitoring and evaluation.

## CROSSWORD PUZZLE, ISSUE 1



### Across

1. Type of logistics system [4]
4. Not stocked according to plan [4,7]
8. Average Monthly Consumption (abbr) [3]
9. Logistics system reference manual [3]
10. Describes activities of logistics system [9,5]
15. Emergency order [2]
16. One of LMIS forms [2]
17. One of the Six Rights considered in logistics [4]
18. Data essential for decision making [3]
19. Used to capture Dispensed to User data [3]
20. Triggers 14 Down [3]

### Down

1. Type of logistics system [4]
2. Negative adjustment [4]
3. Influences the logistics system [6]
5. As in 1 Across [11]
6. As in 3 Down [12]
7. Divide stock on hand/AMC [3]
8. As in 1 Down [10]
11. Recorded on SCC [6]
12. Affects drug quality [7]
13. Considered when ordering [4,4]
14. Placed when stock is at 0.5 months [2]

Answers below

## 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 Mwango at the MOH, 0211 253179.

## For More Information

### Republic of Zambia

#### Ministry of Health

Dr Canisius Banda

Ndeke House

P.O. Box 30205

Lusaka

Zambia

Tel. 211 253040 - 5

Fax. 211 253344

### USAID | DELIVER

#### PROJECT

6 Mwatusanga Road

Woodlands

P.O. Box 320087

Lusaka

Zambia

Tel. 01 261481

Fax. 01 266700

[www.deliver.jsi.com](http://www.deliver.jsi.com)

Answers to crossword puzzle  
 Across: 1. Pull, 4. Overstocked, 8. AMC, 9. SOP, 10. Logistics Cycle, 15. EQ, 16. RR, 17. Time, 18. SOH, 19. DAR, 20. EOP  
 Down: 1. Push, 2. Loss, 3. Policy, 5. Requisition, 6. Adaptability, 7. MOS, 8. Allocation, 11. Issues, 12. Storage, 13. Lead Time, 14. EQ



**USAID | DELIVER PROJECT**  
 FROM THE AMERICAN PEOPLE

Produced and printed with support from the USAID | DELIVER PROJECT

The USAID | DELIVER PROJECT, Task Order 1 is implemented by John Snow, Inc.(JSI), and funded by the U.S. Agency for International Development. HIV-related activities of the initiative are supported by the President's Emergency Plan for AIDS Relief (PEPFAR).

