



Overview

The USAID | DELIVER PROJECT, in partnership with ministries of health and other organizations, improves health outcomes in developing countries by increasing the availability of health supplies. For more than 30 years, USAID has been a world leader in providing contraceptives and condoms to field programs—a critical component of a health program's success. The project's technical support strengthens all aspects of in-country supply chains: forecasting, procurement, distribution, management information systems, quality assurance, storage and infrastructure, and medical waste disposal. Our motto—No Product, No Program!—is a reminder that health programs cannot operate successfully without a full, reliable supply of essential drugs, supplies, and other commodities. The project works in a wide range of health areas, including—

- strengthening national and regional supply chains
- facilitating more supportive national and local legal, regulatory, and policy environments
- increasing coordination and commitment for commodity financing, procurement, and delivery
- enhancing the availability and use of information for supply chain planning and monitoring.

The project encourages policymakers and donors to support supply chain functions as a critical factor in the overall success of their healthcare programs and mandates.

In India, John Snow India Private Limited (JSIPL) uses a two-pronged approach to implementing the project, providing technical assistance and support to the Government of India, Ministry of Health and Family Welfare (MOHFW):

1. *Ongoing support for implementing the reproductive, maternal, newborn, and child and adolescent health (RMNCH+A) strategy:* The project, working closely with the National Health Mission and States Health Missions (SHMs), implements innovative approaches for strengthening the supply chains. Supporting approximately 40–50 essential medicines, as outlined in the 5×5 Matrix for High Impact RMNCH+A interventions, these include essential medicines, condoms and other family planning supplies, maternal health products, and drugs to treat sexually transmitted infections and opportunistic infections.
2. *Cooperation with the National AIDS Control Organisation (NACO), World Bank, and the Clinton Health Access Initiative:* The project facilitated improvements in data visibility and utilization through the national rollout of an information management system (IMS) for centrally procured HIV and AIDS-related commodities, within the National AIDS Control Program IV (NACP IV).

The project is providing technical assistance in supply chain management at the national level and in six states—Delhi, Haryana, Himachal Pradesh, Jharkhand, Punjab, and Uttarakhand—where USAID is the lead development partner under the Call to Action for Child Survival and Development. The project's priority is to strengthen the central- and state-level RMNCH+A (e.g., essential medicines and family planning) and HIV and AIDS supply chain management systems.

In January 2014, the project established its main office in New Delhi and has staff presence at the state level as part of the existing state RMNCH+A Unit in Haryana, Jharkhand, Himachal Pradesh, and Uttarakhand.

The project developed a workplan with specific state- and national-level interventions to overcome the supply chain-specific barriers to improving the availability of centrally managed HIV and AIDS and family planning commodities. The focus is on strengthening the supply chain integration of RMNCH+A essential treatment and prevention commodities, which are managed at the state level.

Key Project Activities in India, As of June 2015

Landscape reviews and quantitative data analysis

- Using 42 tracer commodities, the project conducted baseline qualitative assessments in Haryana and Jharkhand to document challenges related to commodity availability and management at various levels within the four supply chains that impact the HIV and AIDS and RMNCH+A commodity availability.
- Applying innovative technologies and tools, including the Supply Chain Compass tool (<https://scc.deliver.jsi.com>), the project facilitated state-level qualitative diagnoses of family planning and essential medicines–related supply chains in Himachal Pradesh, Punjab, and Uttarakhand.

Supply chain systems strengthening

- Reviewed, tested, and deployed integrated district-level standard operating procedures (SOPs) for inventory control and store management of selected RMNCH+A and HIV and AIDS commodities—in eight model districts in four states.
- Worked closely with state-level counterparts in Haryana and Jharkhand to improve the quantification and procurement processes for RMNCH+A 5×5 essential commodities by supporting district- and state-level quantification and supply planning exercises.
- Facilitated the development of a set of supply chain monitoring and performance improvement indicators that could be used at the national- and state-levels to track the progress of state supply chain improvements.

Capacity building and supply chain champions

- Trained 125 health managers and supply chain professionals from SHMs in Haryana, Himachal Pradesh, Jharkhand, and Uttarakhand concepts to increase their awareness of supply chain functions.
- To rapidly institutionalize the newly developed SOPs, using a series of trainings and workshops, the project trained 25 state instructors to support the rollout of the approved SOPs.
- To roll out the SOPs, the project trained more than 375 pharmacists, medical officers, nurses, and auxiliary nurse-midwives from more than 20 hospitals, 50 community health centers, and 160 primary healthcare centers; located in eight model districts in four states.
- With UNICEF and WHO, the project identified approximately 35 leaders, from six states, to participate in an experiential leadership series focused on engaging with SHM executives to address their toughest supply chain challenges. Following their participation, these leaders will continue to advocate for supply chain improvements in their states.
- Supported NACO to roll out the IMS software at the antiretroviral therapy centers through trainings in USAID-priority states and in HIV and AIDS high-burden southern states.

Commodity security, coordination, and partnership

- Assisted SHMs and state RMNCH+A units to identify and include key supply chain actions in the annual Project Implementation Plans: e.g., SOP rollout; quantification and procurement funding gap analysis; additional human resources; and capacity building in supply chain, infrastructure, and training.
- Advised the MOHFW and its information technology-affiliated stakeholders on using the district SOPs to tailor an India-based electronic logistics management information system to state-specific supply chain specifications.
- Assisted NACO in hiring five procurement and logistics coordinators at the national, regional, and state level, who were contracted through a World Bank loan, to support the NACP IV.

The authors' views expressed in this publication do not necessarily reflect the views of the U.S. Agency for International Development or the United States Government.

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