

LOGISTICS SYSTEM DESIGN WORKSHOP
IN TURKEY

Trip Report

Ankara, Turkey

July 30 - 31, 1992

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I. EXECUTIVE SUMMARY

This consultation focused on the provision of technical assistance to SSK and SEATS in conducting a Logistics System Design Workshop. The consultants were also asked to demonstrate a computer software package for the management of the commodity supply pipeline to the SSK Data Processing office and SEATS staff. Both of these activities were achieved.

In summary, the workshop participants drew several conclusions concerning the physical distribution system and the LMIS. The broad outline of these conclusions is that the commodity distribution will be integrated into the current SSK system. Goods will flow in bulk from Istanbul to the hospital pharmacies and then to the clinics. The reporting system will be put on a quarterly basis and the report forms will be modified to explicitly record losses. A Family Planning manager will be appointed at each hospital to coordinate the program and be responsible for logistics and reporting functions.

A workplan was developed for the implementation of these conclusions. The schedule is quick. The pharmacists will be authorized to distribute product by August 15. Modified forms will go out by the end of the month of August. And coordination with the Ministry of Health will take place during the last two quarters of 1992.

The conclusion on the software package was that the SSK may have something similar already, and in any event the LMIS wouldn't be computerized before June 1993. It may be possible then to review the existing software program developed by the consultants.

It is recommended that the workplan developed by the participants at this workshop be followed by the responsible parties. We continue to recommend: 1) that a follow-up evaluation of the logistics system by FPLM take place in 6 to 8 months; 2) that Technical Assistance from FPLM in procurement take place in early 1993; and 3) that FPLM training for pharmacists in quality assurance and storage of contraceptive products take place at their next annual meeting.

II. ACKNOWLEDGEMENTS

Many people contributed to the planning, organizing, and completion of the workshop. We wish to thank in particular:

Dr. Cahit Aral, Director, SSK Dept. of Health
Dr. Mualla Yildiran, Chief Physician, Etlik Maternity Hospital
Ecz. Samime Suyabakan, Chief Pharmacist, SSK Dept. of Health
Mr. Kemal Ozer, Director of Procurement, SSK Istanbul Directorate
Dr. Pinar Senlet, USAID Representative, US Embassy, Turkey
Dr. Ali Tekin Celebioglu, Director, SEATS Project, Turkey

for their efforts in organizing the workshop, and the representatives from the Ministry of Health (MOH), MCH/FP, whose participation was informative and helpful. We also thank all of the participants from the SSK, whose contributions resulted in the design of a distribution system and an initial LMIS for the family planning project. All the participants' names are included in Appendix 1.

III. BACKGROUND

Under the Family Planning International Assistance (FPIA)/Turk-Is project that operated in 35 Sosyal Sigortalar Kurumu (SSK) hospitals from 1981 to 1990, Turk-Is handled all logistics functions. SSK was not involved at the central level. Turk-Is delivered product directly to family planning clinics at the 35 hospitals, and the clinics reported usage rates on a monthly basis to Turk-Is via the MOH. Supply and logistics information systems were not integrated into the regular SSK system. The FPIA/Turk-Is program ended in 1989, and contraceptives have been available to the sites only on a sporadic basis, in some cases provided by the MOH directly to hospitals.

In 1992, the SEATS Project, a USAID funded project managed by John Snow, Inc. (JSI), formed an agreement with the SSK to re-establish the 35 clinics as family planning delivery sites, to provide assistance to the SSK in management of a family planning program, and to provide contraceptives to the program. The Family Planning Logistics Management (FPLM) Project, also a JSI USAID funded project, was requested to provide technical assistance in the management of contraceptive supply and the establishment of logistics systems. The FPLM Project provides information systems and training of personnel. FPLM resources are available for assistance to the SSK in the establishment and strengthening of its family planning program.

In February 1992, the FPLM project conducted an assessment of the SSK Health department's logistics systems, both for general pharmaceutical products and for the family planning program. Discussions were held with staff at the SSK General Directorate and the Department of Health in Ankara. One result of the assessment was a recommendation for a logistics system design workshop, which would build on existing systems to establish distribution and reporting systems for the new project. The proposed objectives for the workshop included the design of the distribution system, the LMIS system for the new project, and the development of an implementation plan for these systems. FPLM also submitted a suggested list of participants to the SSK. (For additional information about the logistics system assessment, a trip report may be requested from the FPLM Project in Arlington, VA, USA.)

During the assessment, FPLM also discussed computer software for the management of the commodity supply pipeline with the SSK Director of Data Processing, and offered a demonstration of a package developed by the Center for Disease Control (CDC) and John Snow, Inc. (JSI).

IV. FINDINGS

A. Scope of Work

This trip was FPLM's third technical assistance trip to Turkey for the SSK/SEATS family planning project. The Scope of Work for the trip was:

1. To provide technical assistance for the SSK and SEATS in conducting a Logistics System Design Workshop for the new family planning project, and
2. To demonstrate to the SSK and SEATS staff the Contraceptive commodity Management Information System (CCMIS) computer software for the management of the commodity supply pipeline.

This activity was requested by the SSK/SEATS project and approved by USAID. The SSK Department of Health selected the dates for the workshop, finalized the list of participants, and arranged for a meeting site. SEATS/Turkey coordinated preparations with the SSK and the FPLM Project. The workshop took place during two days and was attended by 20 participants from the SSK, the MOH, SEATS, other cooperating agencies, and USAID. (The workshop plan is in Appendix 2.)

B. Workshop Results

Distribution System. The workshop participants arrived at the following conclusions concerning the commodity distribution system for the new family planning project.

1. The Central Warehouse will be the SSK Purchasing Directorate warehouse in Istanbul.
2. The commodity flow will be from the Istanbul warehouse to the hospital and dispensary pharmacies at the second level. The third level will include the hospital Family Planning (FP) clinics and possible factory distribution sites as well as the dispensary FP clinics. (See flow chart in Appendix 3.)
3. In the beginning the project will service the 35 hospitals that worked with the Turk-Is project. The project plans to expand to 55 hospitals and major dispensaries within twelve months.
4. A FP manager (in Turkish, the term is "responsible person") will be appointed at each hospital and dispensary. This person will be responsible

for all family planning activities including all logistics and reporting tasks. (A copy of the SSK letter to the 35 hospitals requesting the appointment of the FP manager is in Appendix 4.)

5. The minimum quantity for distribution to the pharmacies and clinics will be the inner boxes - condoms @ 100 pieces, orals @ 100 cycles, and IUD's @ 50 pieces. Distribution will be in bulk, there will be no partial distribution.
6. The current order system will not change. They use a variable interval, variable quantity pull system, ordering up to their maximum stock levels.
7. The Min/Max system for the FP commodities will be 3 months Minimum (3 = 2 mo. safety + 1 mo. lead) and 6 months Maximum. (Some of the participants spoke in terms of 2 months min plus 1 month delivery. But as this yields the same 3 months there was no conflict.)
8. The Istanbul warehouse is authorized to distribute commodities without additional central or regional authorization.

Logistics Management Information System. The workshop participants arrived at the following conclusions concerning the LMIS for the new family planning project.

1. The current FP register used in the clinics and approved by the Ministry of Health (MOH) will be used in the short term. In the long term the SSK/SEATS project will seek to improve the form so logistics information is more easily obtained.
2. The FP report form used in the clinics has been modified by the MOH. These modifications were accepted and additionally a row was added to record losses explicitly. Also a clarification was made to the recording of service data so that service visits would be counted and not clinic users. This was to allow for more than one visit during a reporting period by a clinic user. Previously all visits by one user were counted as 1. Now if a user makes two visits it would be counted as 2. The participants decided that this would provide a better picture of service delivery workload at a clinic. (A modified form appears in Appendix 5.)
3. The pharmacy report was changed to show losses explicitly. (A modified form appears in Appendix 6.)
4. The changes to the FP clinic register and clinic report (1 & 2 above) will be coordinated with the MOH. The MOH is currently studying these forms under another project and expects to modify them. The SSK/SEATS project hopes to have the opportunity to present their modifications from

this workshop to the MOH at a future meeting.

- 5. Reports will be sent quarterly from the clinics and pharmacies to the new FP unit in the SSK Dept. of Health.**
- 6. Copies of these reports will be given by the SSK to the MOH and SEATS.**
- 7. The FP manager at each site will coordinate and supervise the preparation and transmission of the quarterly reports.**

WORKPLAN. The workshop participants developed the following workplan for implementing the decisions taken during the workshop.

Activity	Responsible Parties	Due Date
<u>Forms:</u>		
Modify pharmacy report form to include losses and distribute to 35 hospitals.	Dilek/SSK Tamer/SEATS	August 31, 1992
Revise clinic report form per the MOH, and to show losses. Distribute to 35 hospitals.	--"--	August 31, 1992
Coordinate with the MOH to finalize the clinic report and register forms.	Cahit/SSK Ali Tekin/SEATS MOH	December 31, 1992
The first reporting period will be Sep 1 - Dec 31.	Pharmacists/FP Manager _____/SSK Tamer/SEATS	January 15, 1993
Further reports every 3 months.	--"--	April, July, October, January
<u>FP Coordinator:</u>		
Nominate candidates.	35 Hospital Directors Dilek/SSK	August 31, 1992
<u>LMIS:</u>		
First reporting period. Collect, process, report, and analysis.	_____/SSK Tamer/SEATS	January 31, 1993
Further reports every 3 months.	--"--	April, July, October, January
Computerize LMIS.	--"--	June 30, 1993
<u>Workshop report:</u>		
Describe distribution & LMIS systems, and new	_____/SSK Tamer/SEATS	August 15, 1992

forms. Establish
workplan. Distribute.

Logistics Manual:

Produce and distribute.

Tamer/SEATS

October 15, 1992

Contraceptive

Distribution:

Send letter to 35 hospital
pharmacists authorizing
them to distribute FP
commodities in bulk to
FP clinics as per this
workshop

Samime/SSK
Tamer/SEATS

August 15, 1992

C. Computer Software Demonstration

A meeting was scheduled to demonstrate to the SSK and SEATS staff the Contraceptive Commodity Management Information System (CCMIS) computer software for the management of the commodity supply pipeline. The SSK Director of Data Processing was unavailable due to his busy calendar. The demonstration was given to his Deputy and SEATS staff. A review was made of the database structure, input method, and report outputs. The SSK Deputy expressed interest in the package but indicated that the SSK Data Processing department had already developed similar programs for their logistics management.

In any case, it was generally agreed that the proposed manual information system must be successfully implemented before proceeding with any automation.

V. RECOMMENDATIONS AND CONCLUSIONS

Our only new recommendation as a result of this workshop is that the SSK/SEATS project follow the conclusions and workplan developed during this workshop.

During the workshop the participants decided to computerize the SSK/SEATS data collection once the manual system is operational and all forms have been finalized with the MOH. It may be appropriate to review the applicability of the CCMIS at that time.

Previous FPLM recommendations for SSK/SEATS are:

1. Follow-up evaluation of the logistics system by FPLM in 6 to 8 months.
2. Technical Assistance from FPLM in procurement in early 1993. This should be coordinated with the creation of a SSK budget line for contraceptive procurement, and a long-term contraceptive forecast.
3. FPLM training for pharmacists in quality assurance and storage of contraceptive products. This could be scheduled during their Pharmacist's Conference.

MIS/LOGISTIC WORKSHOP

30.31/07/1992

PARTICIPANTS

DR. CAHIT ARAL	CHIEF OF HEALTH DEPARTMENT
DR. DILEK SERT	DEPARTMENT OPERATER OF HEALTH DEPARTMENT
MS SAMIME SUYABAKAN	MANAGER OF PHARMACY DEPARTMENT
MR. ERDOGAN KOCDAR	DEPARTMENT MANAGER OF PURCHASING DEPARTMENT
MR. TURAN BILGIC	DEPARTMENT MANAGER OF DATA PROCESSING
MS SUZAN BOZBAY	HEAD OF PHARMACY IN GOZTEPE SSK HOSPITAL
MR. NUSRET GUNEL	DEPUTY MANAGER FOR ISTANBUL PURCHASING OFFICE
MR. KEMAL OZER	MANAGER FOR ISTANBUL PURCHASING OFFICE
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MR. JOHN PILE	AVSC COUNTRY ADVISOR
DR. PINAR SENLET	AID POPULATION ADVISOR

SSK LOGISTICS SYSTEM DESIGN WORKSHOP
JULY 30 - 31, 1992

<u>TIME</u>	<u>SESSION</u>	<u>ACTIVITIES</u>	<u>MATERIALS</u>	<u>EQUIPMENT</u>	<u>FACILITATORS</u>
THURSDAY, JULY 30, 1992					
8:30 - 10:00	INTRODUCTION	Ice Breaker and Participant Introductions. Introduction to SSK family planning effort. Introduction to the SEATS Project. Introduction to FPLM.	SEATS and FPLM brochures; SEATS Turkey project summary; FPLM SSK logistics workplan; map of SSK sites	Flip Chart	Dr. Aral, Ali Teken, Rich Owens, participants
10:00 - 10:30	COURSE OBJECTIVES AND SCHEDULE	Review of Workshop objectives and agenda.	Workshop Objectives; Schedule	Flip chart	Elise Levin, Rich Owens
10:30 - 10:45	BREAK				
10:45 - 11:30	THE CURRENT SSK CENTRAL DISTRIBUTION: System Structure	Presentation/discussion of current pharmaceutical system for centrally-supplied products: <ul style="list-style-type: none"> * Physical Structure (facilities and transportation links, lead times) * Management Structure (ordering procedures, receiving procedures) Discussion of any problems with current system. Discussion of present ad hoc processes for family planning commodities.	FPLM system description and flow diagram	Overhead projector; flip chart	Elise Levin, participants

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APPENDIX: 2

TIME	SESSION	ACTIVITIES	MATERIALS	EQUIPMENT	FACILITATORS
11:30 - 12:30	THE CURRENT SSK CENTRAL DISTRIBUTION SYSTEM: Logistics Management Information System	Presentation/discussion of current logistics MIS for centrally-supplied products: <ul style="list-style-type: none"> * Recording forms * Reporting forms * Report flow 	Current SSK LMIS forms	Overhead projector; flip chart	Elise Levin, Rich Owens, participants
12:30 - 1:30	LUNCH				
1:30 - 3:00	THE PROPOSED CENTRAL CONTRACEPTIVE DISTRIBUTION SYSTEM: System Structure	Presentation/discussion of proposed physical and management structure of contraceptive supply system: <ul style="list-style-type: none"> * Central storage facility * Commodity flow * Relationship of clinics/dispensaries to pharmacies * Variable order interval pull system * Maximum and minimum stock levels * Ordering procedures Revision as necessary based on participants' comments.	FPLM system description and flow diagram	Overhead projector; flip chart	Tamer Kutluay, Elise Levin, David Holmes, participants
3:00 - 3:15	BREAK				
3:15 - 5:30	THE PROPOSED CENTRAL CONTRACEPTIVE DISTRIBUTION SYSTEM: Logistics MIS	Presentation/discussion of proposed Logistics MIS changes for contraceptive supply system: <ul style="list-style-type: none"> * Pharmacy-level reporting forms * Clinic/dispensary-level recording and reporting forms * Report flow and timing Revision as necessary based on participants' comments.	Current SSK LMIS forms, old Turk-IS forms; proposed LMIS forms	Overhead projector; flip chart	Rich Owens, David Holmes, Tamer Kutluay, participants

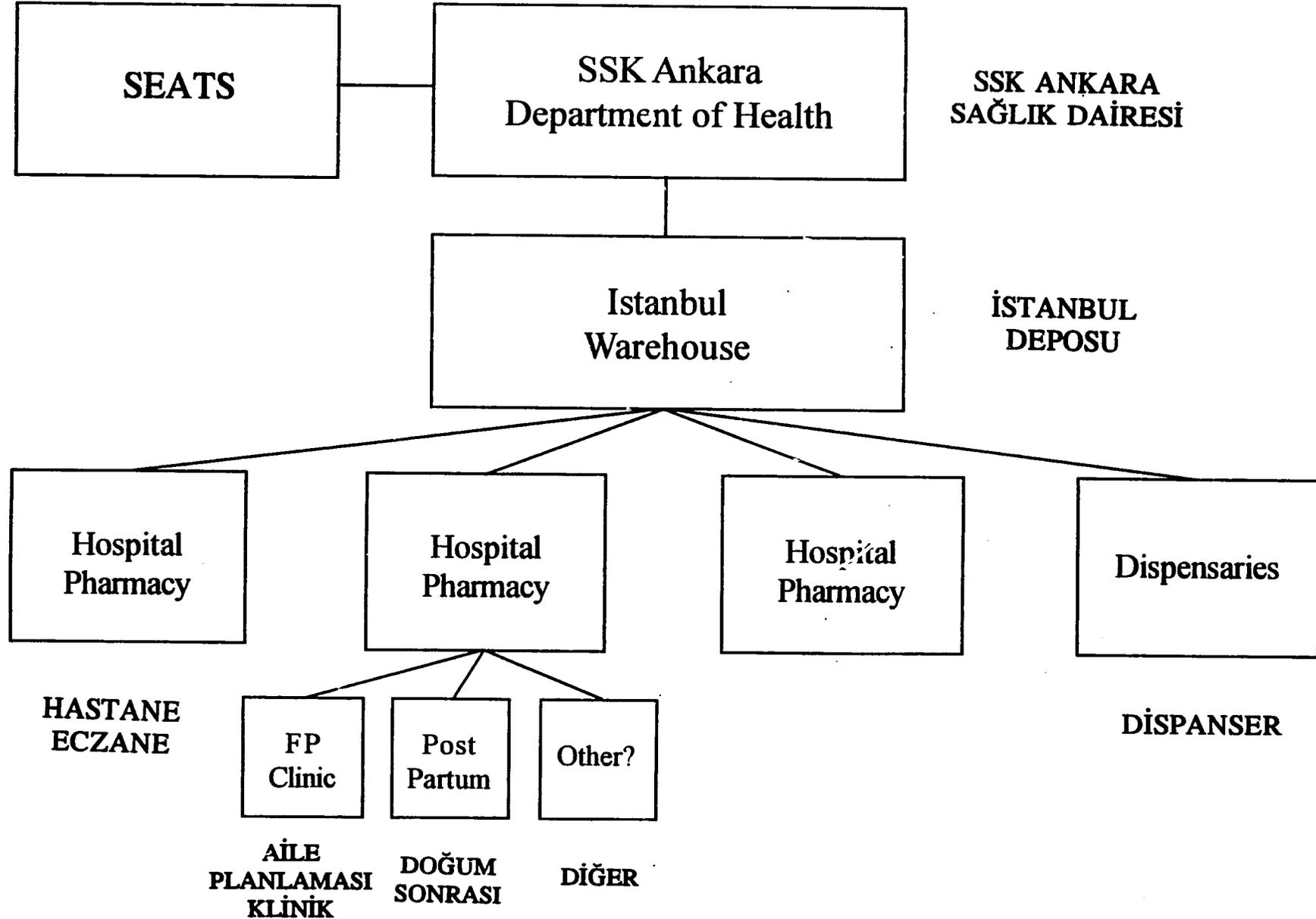
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<u>TIME</u>	<u>SESSION</u>	<u>ACTIVITIES</u>	<u>MATERIALS</u>	<u>EQUIPMENT</u>	<u>FACILITATORS</u>
FRIDAY, JULY 31, 1992					
9:00 - 10:30	REVIEW OF PROPOSED CENTRAL CONTRACEPTIVE DISTRIBUTION SYSTEM	Completion/review of previous day's decisions. Walk-through: Max-min calculations, ordering procedures, receiving procedures.	Max-min example exercise	Overhead projector; flip chart	Elise Levin, David Holmes, Rich Owens
10:30 - 10:45	BREAK				
10:45 - 12:00	CONTRACEPTIVE PRODUCT INFORMATION AND STORAGE CONSIDERATIONS	Presentation of contraceptive product information (shelf life, storage guidelines, FEFO storage procedures).	CPT product annex; storage guidelines	Overhead projector	David Holmes, Elise Levin, Rich Owens
12:00 - 1:00	LUNCH				
1:00 - 5:00 (including break)	IMPLEMENTATION PLANNING	Development and documentation of implementation and training plan: * Tasks to be accomplished * Staffing assignments/requirements * Timetable for implementation * Procedures manual development.	Kenya User's Manual (background)	Flip chart	Participants, Dr. Aral, Ali Teken, Tamer Kutluay

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PROPOSED SSK FAMILY PLANNING PROGRAM DISTRIBUTION SYSTEM FOR CONTRACEPTIVES

DÜŞÜNÜLEN SSK AİLE PLANLAMASI PROGRAMI KONTRASEPTİF DAĞITIM SİSTEMİ



**SOCIAL SECURITY ASSOCIATION
GENERAL DIRECTORATE
CHAIRMANSHIP OF HEALTH DEPARTMENT**

**No : B.13.1.SSK.06.00.00/IV*045
Subject : Family Planning Study**

SOCIAL SECURITY ASSOCIATION

As known, between the years 1982-1989 with the contribution of Türk-ijf carrying out the Workers Health in our 35 health establishments, family planning clinics have opened and are giving services. At first, to meet the necessity of the present family planning clinics and in the course of time the aim to open new family planning clinics ; a "Family Planning Developing Service and Technical Support Project - SEATS Project" was formed with the financing done by the US Agency For International Development (US AID).

The project includes, medical equipment, materials and contraceptives (oral, IUD and condom) for family planning in our hospitals.

In the frame of the project ; Ministry of Health, Türk-ijf and other public organizations will collaborate with unofficial and volunteer organizations which do activity in the family planning area.

Our General Directorate will arrange a 2 day seminar near the end of September in Ankara, determining the goal of the present family planning services applied in our hospitals.

To carry out the project in the desired way :

- 1) Through the Medical Director, a Family Planning coordinator will be appointed (preferably a gynecologist) and the name will be notified to the Directorate of the Health Department.
- 2) In the first phase, a determined amount of birth control pills (Lo-Femenal), IUD (CuT300A) and condoms will be sent to the hospitals. These will be delivered and taken under registration by the hospital pharmacy and will be given out in bulk to units concerned with family planning.
- 3) At the end of July 1992 in Ankara, a "Logistics Systems Design" seminar will be arranged. The seminar which will take two days will consist of ; the distribution program for contraceptives, register and information forms and report forms.

Until you receive instructions from the Health Department Directorate :

- a) The "Stock Card" sent enclosed will be held by pharmacies and family planning units will determine the persons in charge of this subject.
- b) Your additional requests of contraceptives (oral, IUD, and condoms) should be sent to the Health Department Directorate with the other enclosed "Contraceptive Information and Request Form".

For your information and requirements.

S.S.K.
General Directorate
Health Department

..... HOSPITAL/DISPENSARY
FAMILY PLANNING ACTIVITY FORM

Year :
Months :

I - #OF PERSONS FAMILY PLANNING APPLIED

APPLIED METHODS						UTERUS EMPTYING		TOTAL NUMBER OF PERSONS SERVICED
IUD	PILL	CONDOM	TUBAL LIGATION	VASECTOMY	T.E.L. *	MR	OTHER	
1	2	3	4	5	6	7	8	9

* T.E.L. : Tubal Ligation due to medical indications.

M.D. Responsible for FP :

D.:

Signature

Approval :

Head Doctor :

(Signature/Dat./Seal)

II - CONTRACEPTIVE COMMODITIES INVENTORY

	IUD	PILL	CONDOM
	1	2	3
BEGINNING BALANCE			
QUANTITY RECEIVED			
QUANTITY ISSUED			
ADJUSTMENT QUANTITY			
ENDING BALANCE			

