



Jordan Takes Control of Its Logistics System

In May 2000, we reported that John Snow, Inc.'s Family Planning Logistics Management project (FPLM), the predecessor to JSI/DELIVER, assisted Jordan's Ministry of Health (MOH) in implementing a new logistics system. Used as a key tool for managing contraceptive distribution to government supported health facilities, the new logistics system was expanded when the Ministry also assumed responsibility in December 1999 for managing contraceptive distribution to the Royal Medical Services, the Jordan Association for Family Planning and Protection, and nongovernmental organizations. In this update, we provide a progress report on some of the activities and objectives presented in the original text.

In 1996, the Jordan MOH and USAID asked FPLM to assess Jordan's logistics system. Fearing that recent disruptions in its contraceptive supply would undermine the progress that the country had already made in the promotion of family planning, the MOH placed a high priority on logistics system improvements.

Assessing and Improving Systems

Following the assessment, the FPLM Resident Advisor and the newly appointed senior logistics officer visited all the district store-rooms and more than 27 percent of the MOH health centers to conduct a situational analysis. The results showed a wide disparity between the amount of contraceptives on hand in the different clinics. One clinic had more than a year's supply of a particular product, but a nearby facility had stocked out. Women who visited the health centers could not depend on getting their choice of contraceptives.

Since that time, considerable progress has been made: more accurate reporting,

improved storage conditions, and virtually no shortages of contraceptives in any facility. As a result of the work of the MOH and other organizations in the system, contraceptive use has risen and losses from expiration or damage have almost disappeared.

Update: A review of the data from Jordan's centralized information system in August 2002 showed that stockout rates for all contraceptive products in the country were below 3 percent.



Senior logistics officer Abeer Mowaswas (right) checking data with a midwife in a family planning clinic.

Building a Winning Team

Jordan's logistics success story is due in part to the hiring of a logistics champion, a competent and determined pharmacist who serves as senior logistics officer in the MOH. From the beginning, she actively participated in the entire logistics improvement process. Her commitment to implementing a sustainable management system led to the development of a comprehensive computerized information system at the central level. She also took responsibility for the daily management of the system.

Update: The addition of an assistant senior logistics officer, who is a trained pharmacist



A meeting of directorate midwives

like the senior logistics officer, has brought the MOH's logistics team to a total of three people. The Jordan central logistics system now also supplies clinics that are part of the United Nations Relief and Works Agency network in Jordan.

The long-term value of the system, however, depended on the accuracy and timeliness of reports from the districts and service delivery sites. To reach those goals, the MOH implemented an extensive training program that incorporated more than 550 personnel. Over 99 percent of the trainees passed the final competency-based exams, demonstrating their understanding of the new logistics system. Coupled with the checks and balances built into the system, the training helped health personnel see logistics as an important part of their work, which led to improved customer service. In November 1999, an article in *The Jordan Times* praised Jordan's contraceptive logistics improvements.

Update: *Jordan continues to emphasize the importance of training, which is provided to all new hires involved in logistics at facilities supplied by the Jordan central supply system. A primary benefit of well trained personnel has been an enviable rate of 100 percent participation in regularly scheduled reporting of key logistics data from health facilities to the MOH.*

Moving Forward

Critical to ensuring a sustainable system, the MOH recently incorporated the senior logistics officer position into its Maternal Child Health Directorate, thereby ensuring

that a skilled professional would oversee contraceptive logistics management full-time in the MOH. An assistant logistics officer responsible for data entry has also now been in place for over four years.

Sound governmental commitment, solid customer service, and excellent worker training have transformed Jordan's logistics system into a model for other countries.

Update: *Confronting a worldwide trend in decreasing donor support for contraceptives, Jordan's Ministry of Health, in collaboration with USAID's JSI/DELIVER and POLICY projects, held a symposium in October 2002 to discuss long-term strategies for achieving "contraceptive security"—the guarantee that all people have continuous access to the quality products they need for family planning and prevention of sexually transmitted diseases. It was decided that key parts of this effort will be mobilizing sufficient financing for the country to purchase contraceptive commodities without donor assistance, and ensuring that the capabilities needed for contraceptive procurement are met in the Ministry.*



Want more information?

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