Global Health
Supply Chain Summit

Track #5.1

Sara Haider

November 18, 2020

Global Health
Supply Chain Summit

Thanks to our generous sponsors

The Integrated Call Center

Sara Haider
Global Health Supply Chain Program – Procurement and Supply Management (GHSC-PSM)

Adaptation of a Private-Sector Model in South Sudan: The Integrated Call Center

Global Health
Supply Chain Summit

Outline

- Background and Context
- Challenge
- Intervention: The Integrated Call Center
- System Design and Information Flow
- Call Center Platform Demonstration
- Benefits and Obstacles
- Moving Forward
- Questions

Country Background

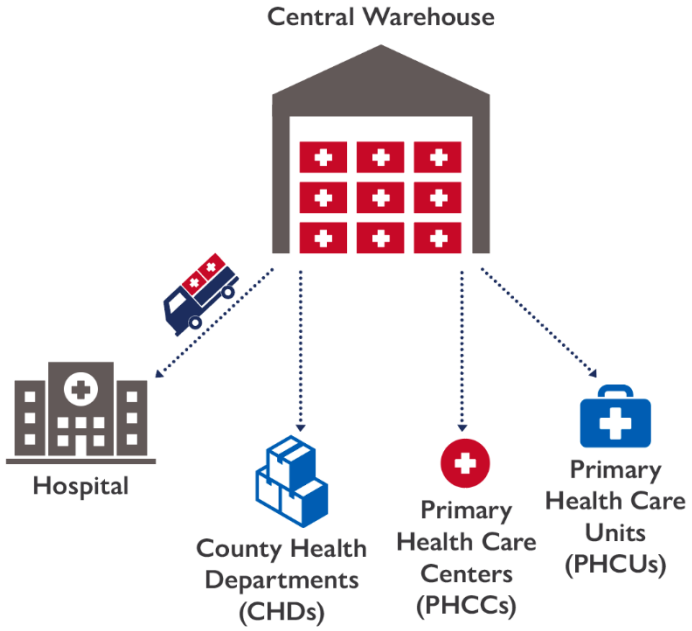
- Population: 10.98 Million (2018)
- Approximately 28.2% of the population had access to electricity in 2018

Characterized by:

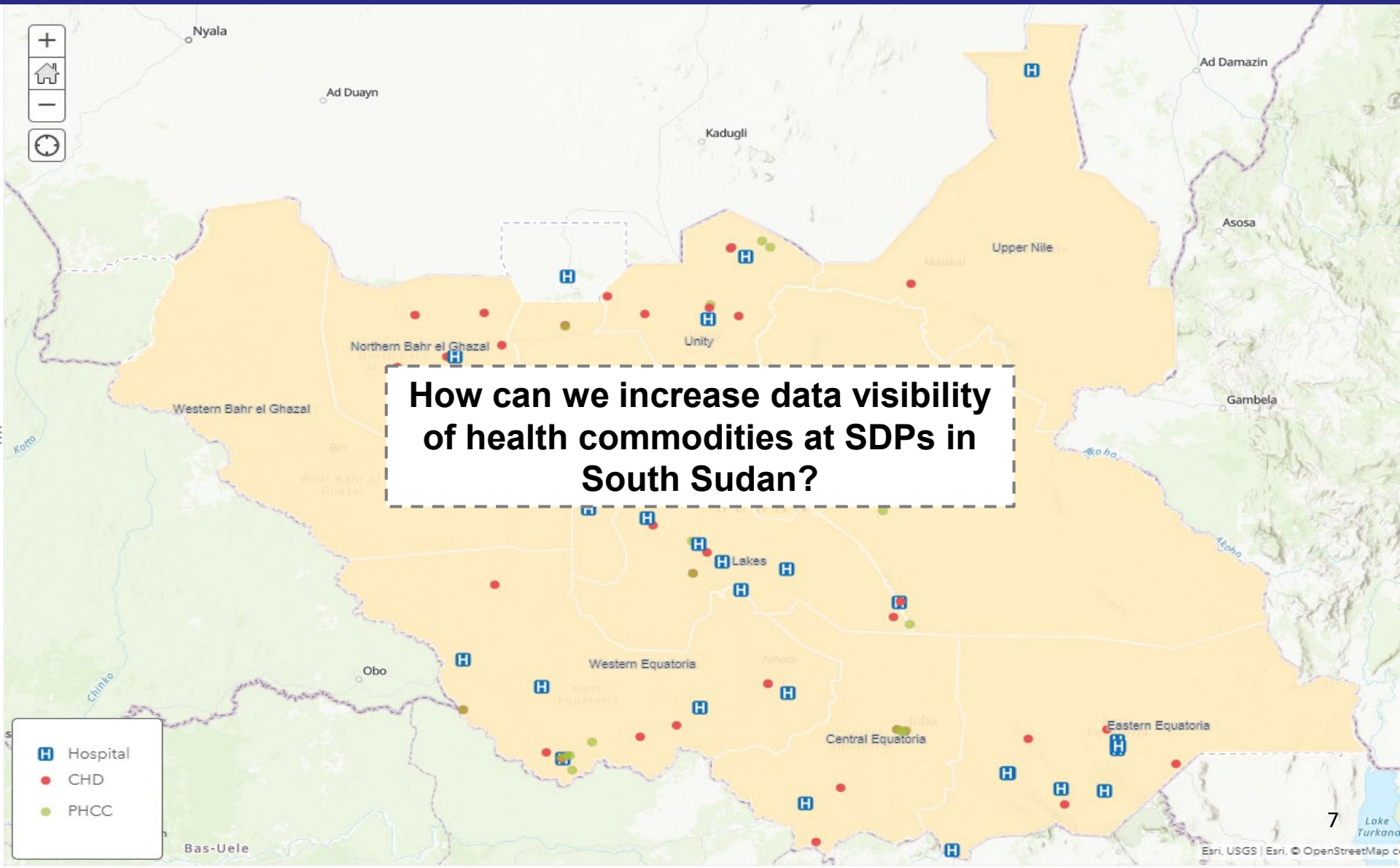
- Poor Infrastructure
- Inadequate Human Resource Capacity
- Safety & Security Challenges
- Regional Travel Limitations
- Erratic & Unpredictable Population Movement

Supply Chain Context

- Supply chains are multiple donor-funded and run in parallel
- Weak coordination and limited governance
- No functioning Logistics Management Information System (LMIS)
- Commodity data visibility is minimal at service delivery points (SDPs), making it challenging to develop accurate distribution plans



Challenge


Nyala
Ad Duayn
Kadugli
Ad Damazin
Asosa
Upper Nile
Unity
Northern Bahr el Ghazal
Western Bahr el Ghazal
Gambela
Lakes
Western Equatoria
Obo
Central Equatoria
Eastern Equatoria
Bas-Uele
Hospital
CHD
PHCC
How can we increase data visibility of health commodities at SDPs in South Sudan?

Intervention: Integrated Call Center

Introduced in 2018, the GHSC-PSM Integrated Call Center:

Utilizes telephones coupled with an online platform for data collection

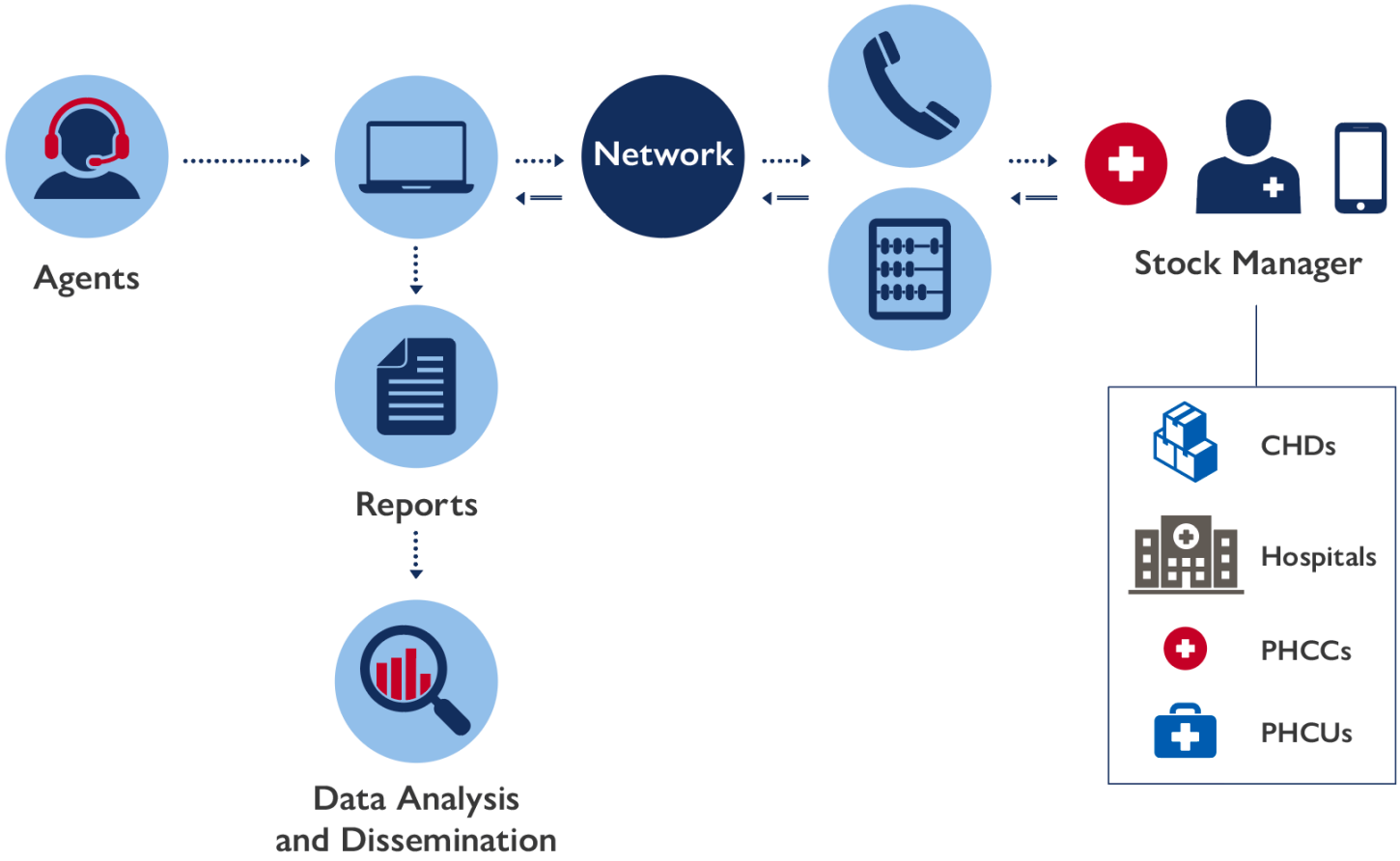
Has outgoing and incoming call capabilities

Includes audio recordings of all calls

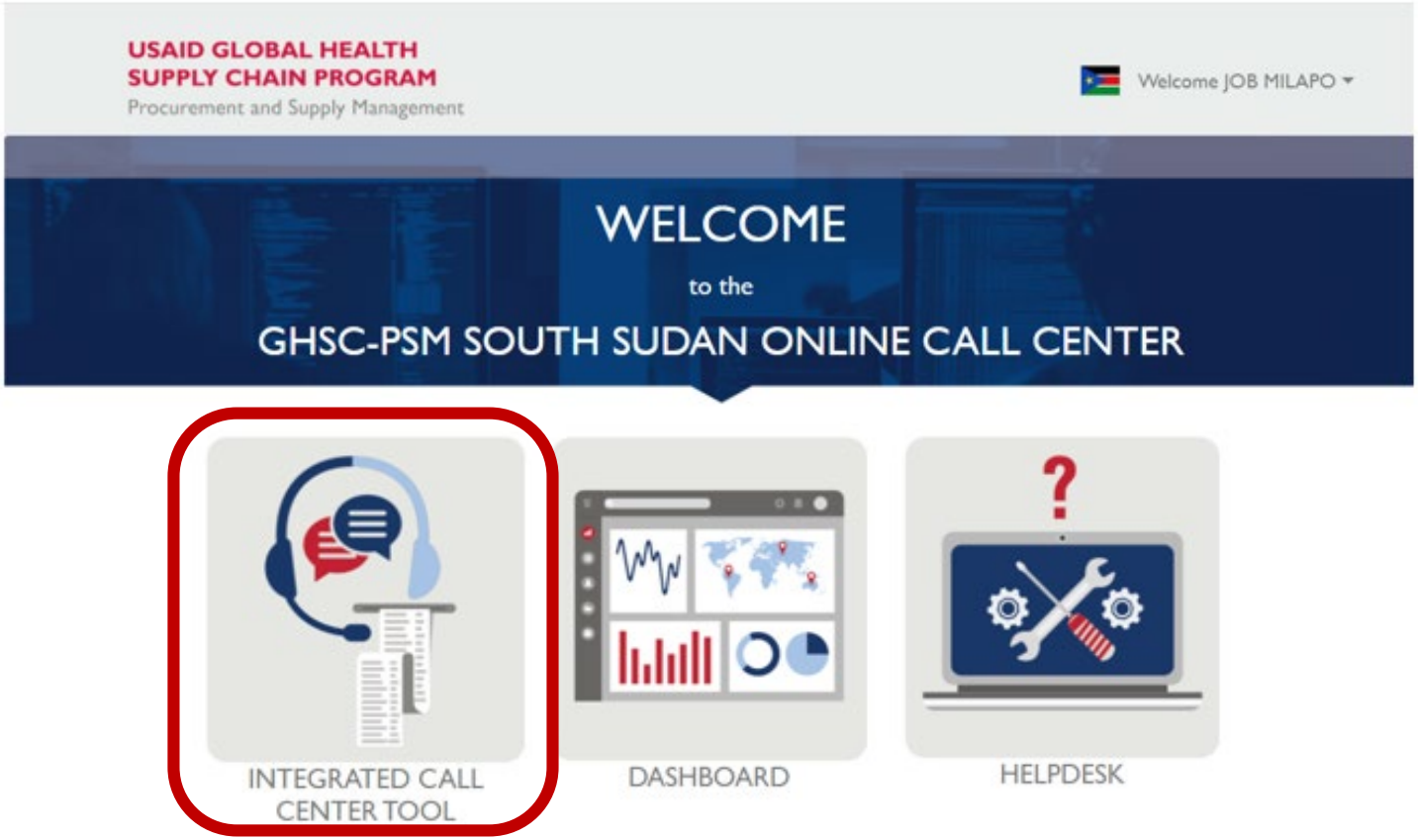
Generates shareable reports

Global Health
Supply Chain Summit

System Design and Information Flow

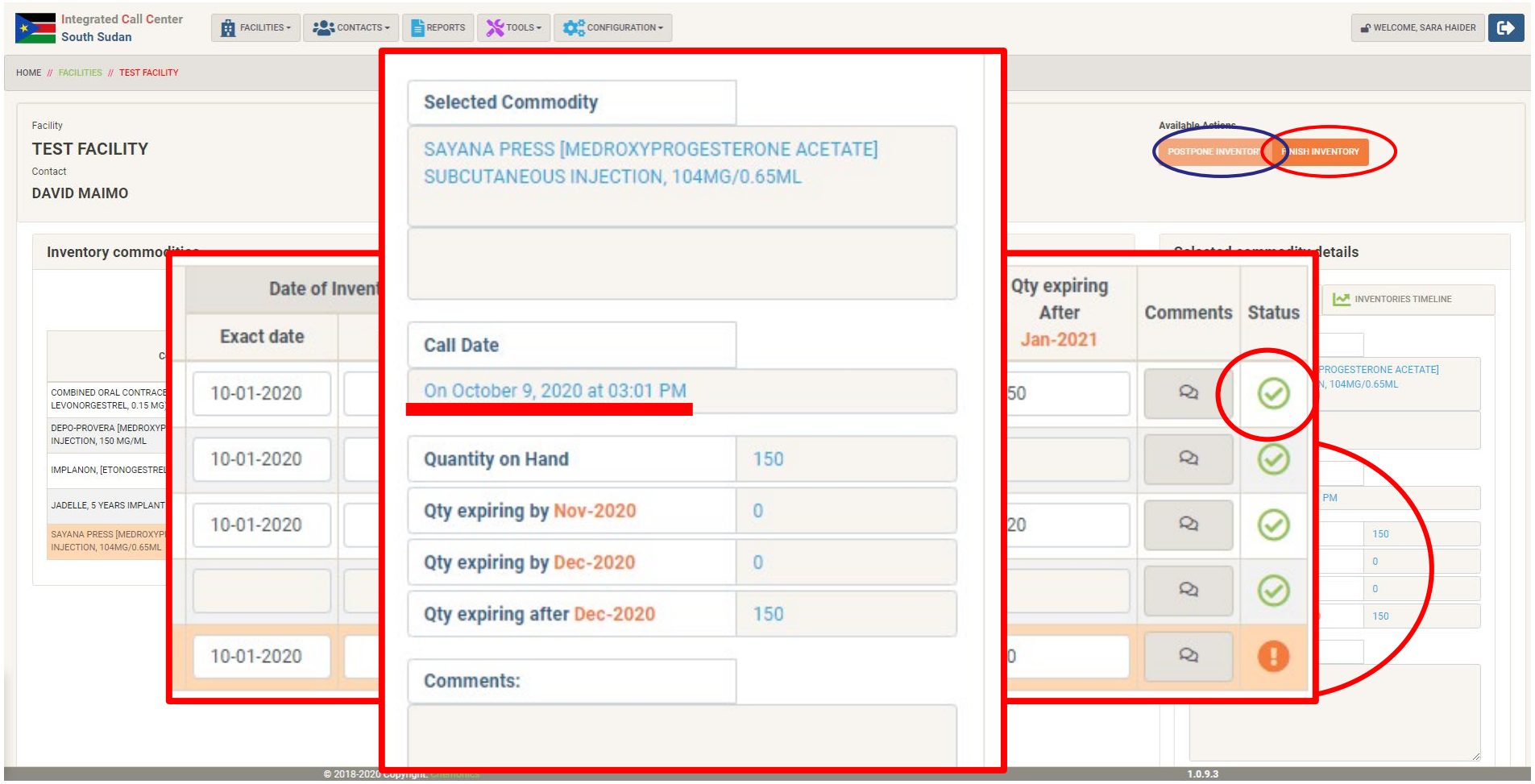


Call Center Platform Demonstration

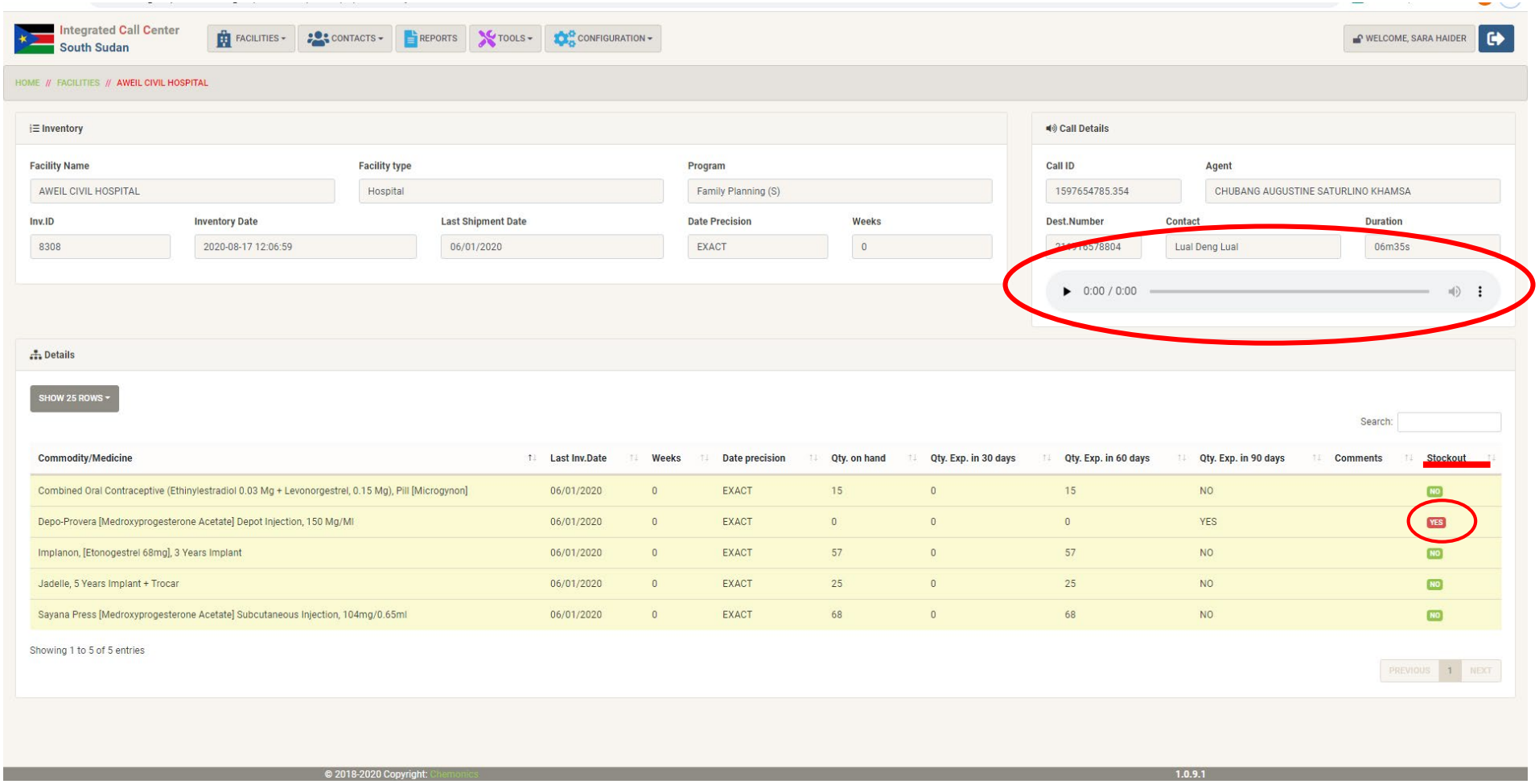


Global Health Supply Chain Summit

Call Center Platform: Data Collection



Call Center Platform: Completed Inventory



Global Health Supply Chain Summit

Benefits

Early Stockout & Expiry Detection

- Immediate stock alerts are sent to relevant authorities and stakeholders

Verify Distributions

- Verify project-supported distributions of product, increasing data on commodity availability

Identifying Stock Trends at SDPs

- Present data trends triangulated against other data collection methods to inform data-driven decisions

Obstacles

Communication Gaps

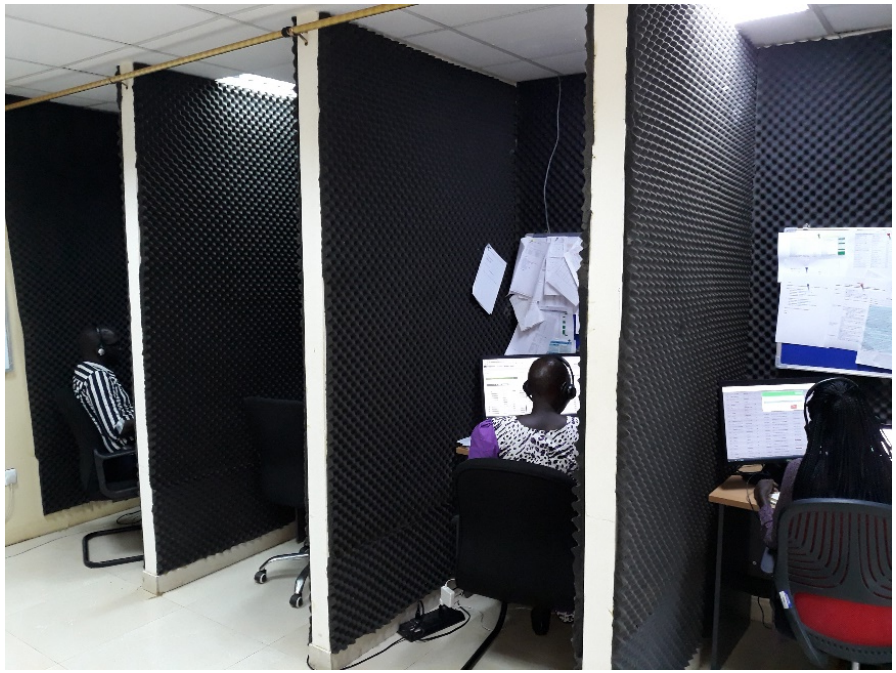
- Staff had issues reaching SDP staff, who are typically overworked and understaffed

Lack of Transparency

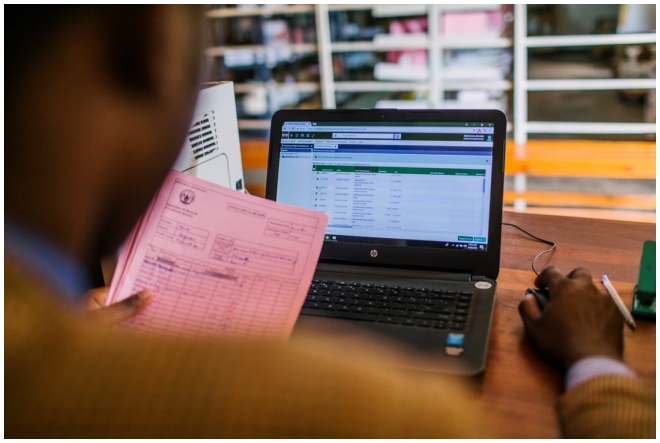
- Data gaps meant it was difficult to find the responsible supply chain actors for certain tasks

High Turnover

- High staff turnover meant the points of contact were always changing, making consistency difficult



Moving Forward



Long Term Sustainability

- Transfer of the application to the Ministry of Health would be challenging due to need for ongoing financial support
- The project would likely hand over the application to future implementers
- Project seeks opportunities to incorporate key stakeholders and Ministry of Health counterparts to ensure buy-in and future sustainability

Moving Forward Cont'd

Mozambique

Haiti

Niger

South Sudan

Global Health
Supply Chain Summit

Thanks to our generous sponsors