



Global Health

Supply Chain Summit

Track #5.1

Sara Haider

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The Integrated Call Center

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

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

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

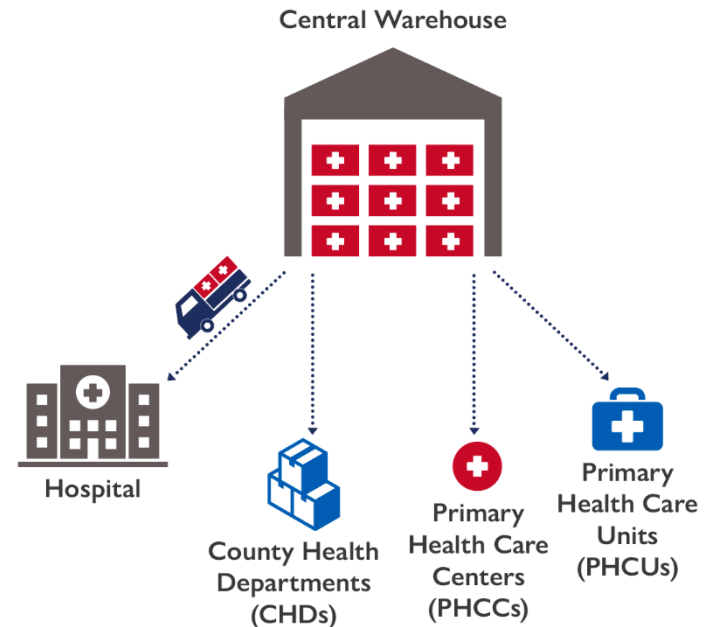
Characterized by:

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

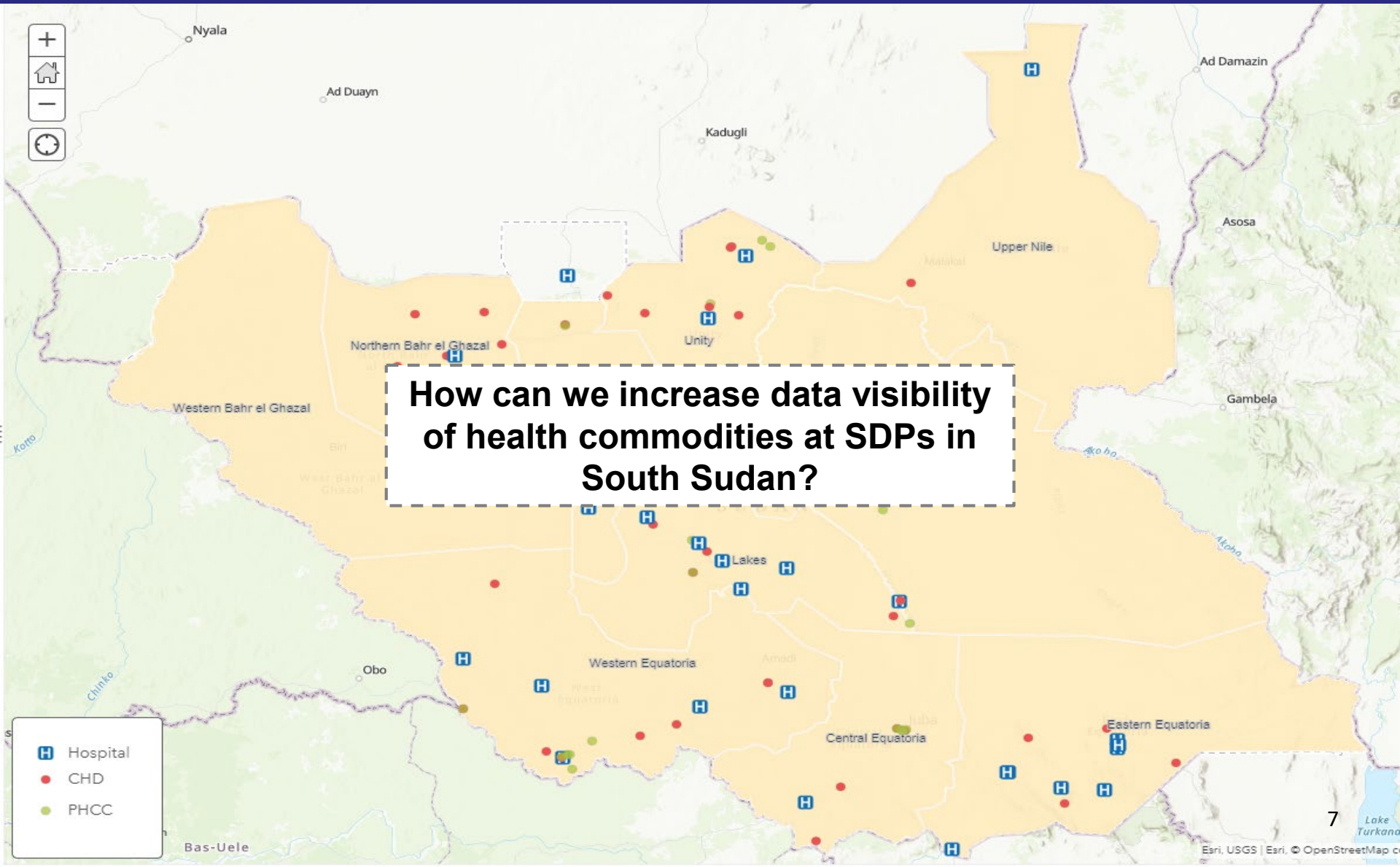


Supply Chain Context

- 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



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

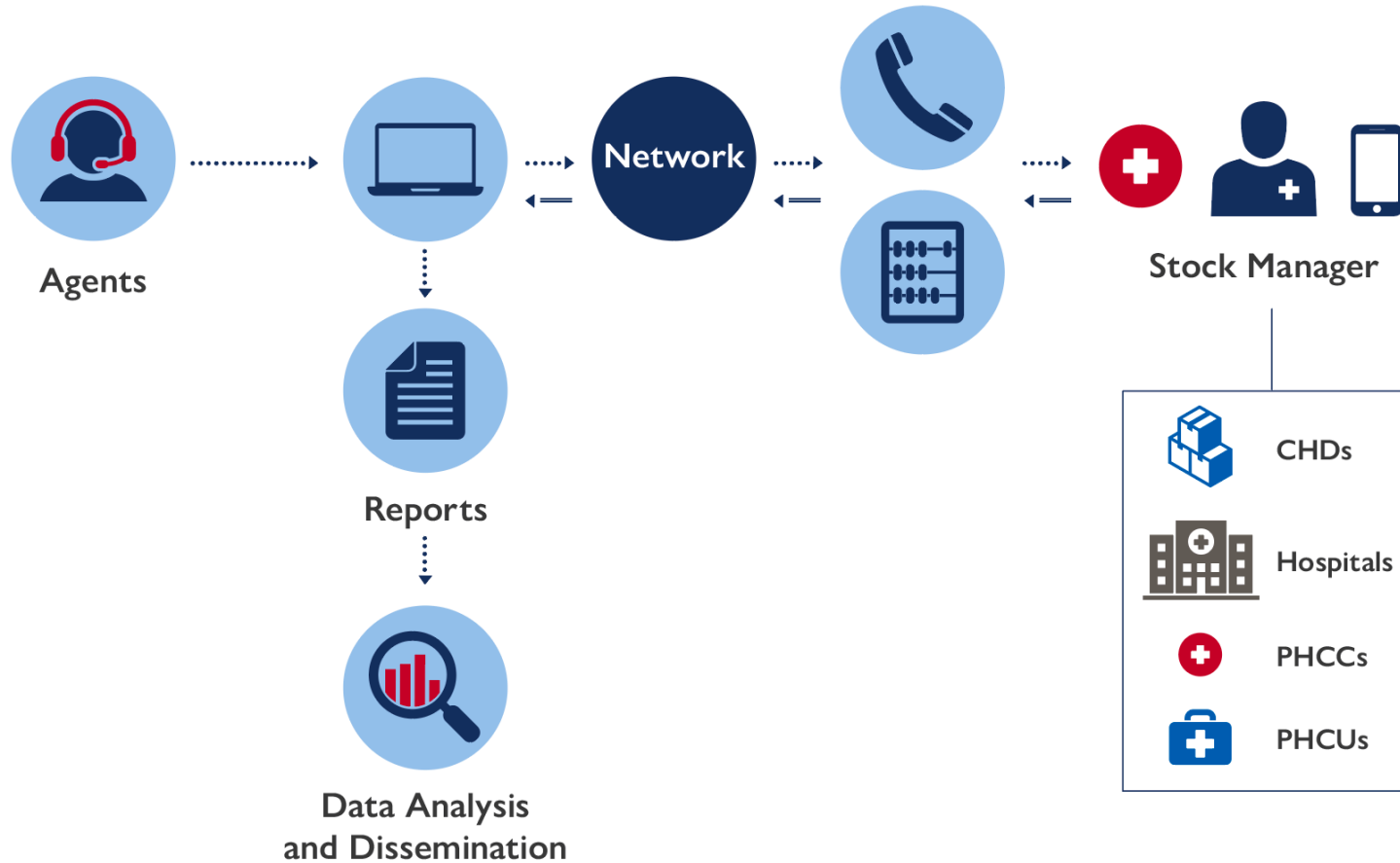


Includes audio recordings of all calls

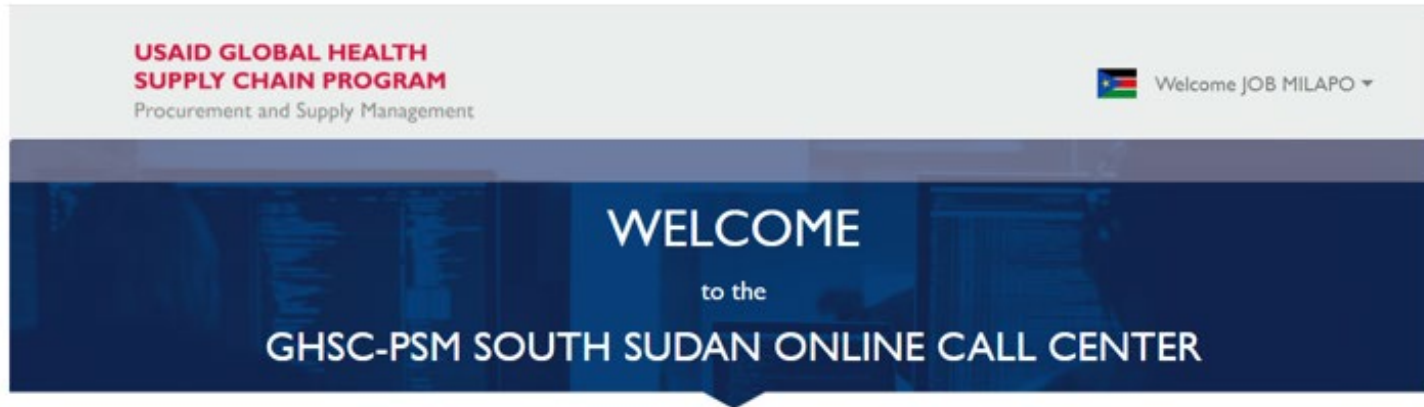


Generates shareable reports

System Design and Information Flow



Call Center Platform Demonstration



Call Center Platform: Data Collection

Integrated Call Center South Sudan

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Facility
TEST FACILITY
Contact
DAVID MAIMO

Inventory commodities

	Date of Inventory	
	Exact date	
COMBINED ORAL CONTRACEPTIVE (LEVONORGESTREL, 0.15 MG/ETHINYLDIACETATE, 0.02 MG/ML)	10-01-2020	
DEPO-PROVERA (MEDROXYPROGESTERONE ACETATE, 150 MG/ML)	10-01-2020	
IMPLANON, (ETONORGESTREL, 0.02 MG/ML)	10-01-2020	
JADELLE, 5 YEARS IMPLANT (MEDROXYPROGESTERONE ACETATE, 0.02 MG/ML)	10-01-2020	
SAYANA PRESS (MEDROXYPROGESTERONE ACETATE, 104MG/0.65ML)	10-01-2020	

Selected Commodity

SAYANA PRESS [MEDROXYPROGESTERONE ACETATE] SUBCUTANEOUS INJECTION, 104MG/0.65ML

Call Date

On October 9, 2020 at 03:01 PM

Quantity on Hand 150

Qty expiring by Nov-2020 0

Qty expiring by Dec-2020 0

Qty expiring after Dec-2020 150

Comments:

Available Actions

POSTPONE INVENTORY FINISH INVENTORY

Selected commodity details

Qty expiring After	Comments	Status
Jan-2021		✓
50		✓
		✓
20		✓
		✓
0		!

INVENTORIES TIMELINE

PROGESTERONE ACETATE] INJECTION, 104MG/0.65ML

150

0

0

150

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Call Center Platform: Completed Inventory

Integrated Call Center South Sudan

FACILITIES CONTACTS REPORTS TOOLS CONFIGURATION

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Inventory

Facility Name: AWEIL CIVIL HOSPITAL

Facility type: Hospital

Program: Family Planning (S)

Inv.ID: 8308

Inventory Date: 2020-08-17 12:06:59

Last Shipment Date: 06/01/2020

Date Precision: EXACT

Weeks: 0

Call Details

Call ID: 1597654785.354

Agent: CHUBANG AUGUSTINE SATURLINO KHAMSA

Dest.Number: 231718578804

Contact: Lual Deng Lual

Duration: 06m35s

0:00 / 0:00

Details

SHOW 25 ROWS

Search:

Commodity/Medicine	Last Inv.Date	Weeks	Date precision	Qty. on hand	Qty. Exp. in 30 days	Qty. Exp. in 60 days	Qty. Exp. in 90 days	Comments	Stockout
Combined Oral Contraceptive (Ethinylestradiol 0.03 Mg + Levonorgestrel, 0.15 Mg), Pill [Microgynon]	06/01/2020	0	EXACT	15	0	15	NO		NO
Depo-Provera [Medroxyprogesterone Acetate] Depot Injection, 150 Mg/MI	06/01/2020	0	EXACT	0	0	0	YES		YES
Implanon, [Etonogestrel 68mg], 3 Years Implant	06/01/2020	0	EXACT	57	0	57	NO		NO
Jadelle, 5 Years Implant + Trocar	06/01/2020	0	EXACT	25	0	25	NO		NO
Sayana Press [Medroxyprogesterone Acetate] Subcutaneous Injection, 104mg/0.65ml	06/01/2020	0	EXACT	68	0	68	NO		NO

Showing 1 to 5 of 5 entries

PREVIOUS 1 NEXT

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

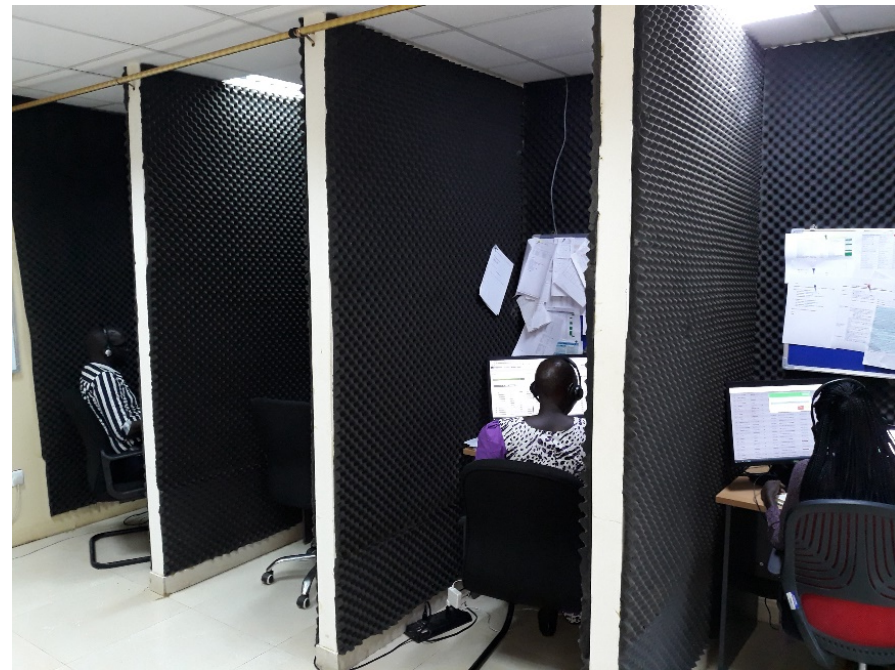
- Staff had issues reaching SDP staff, who are typically overworked and understaffed

Lack of Transparency

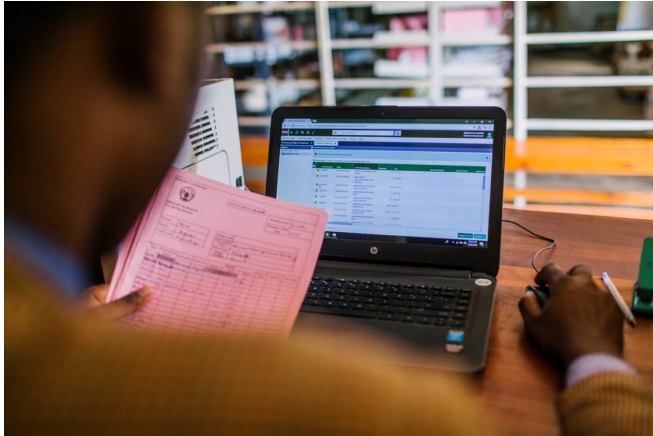
- Data gaps meant it was difficult to find the responsible supply chain actors for certain tasks

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

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