Supervision visits and other assessments such as data quality audits (DQA) and end use verification (EUV) identified challenges, including:

- No clear documentation on the tasks expected to be performed by pharmacy attendants at the time of recruitment.
- Noncompliance with good storage guidelines at the health-facility level.
- No or poor filling of stock management tools such as registers and stock cards.
- Poor logistics data quality reported to the system (mismatch between reported data and source documents).
- Poor quality control of data reported to the system.

With funding from the U.S. President’s Malaria Initiative (PMI), GHSC-PSM trained at least one person from the 700+ health facilities in the North and Far North regions. Under the leadership of the regional delegation of public health, the project:

- Developed training material covering the fundamentals of reception receipt, storage, inventory management, dispensing, and reporting of health commodities.
- Organized several two-day training sessions, with presentations, role plays, exercises, and plenary discussions.
- Used the local language, Fulfulde to explain difficult concepts.

Lessons learned:

- Given the importance of pharmacy attendants in the health system, the candidate profile and tasks must be communicated to dialogue structures that conduct recruitment.
- Language barriers must be taken into consideration when training supply chain workers. Participants were able to engage and answer questions in the Fulfulde language satisfactorily.
- Pharmacy attendants are often on the lookout for better opportunities. To reduce high turnover, develop a legal framework for the position of pharmacy attendant and harmonize pay structures.