The USAID Global Health Supply Chain Program (GHSC-PSM) project conducted a baseline assessment with supply chain managers at the same workplace and level who would identify common supply chain management (SCM) challenges. The project then conducted a change and leadership training and developed a work plan with clear targets to resolve the identified challenges. After acquiring knowledge and information in a training session for one week, staff needed hands-on engagement on identified workplace challenges to develop further skills gained to resolve them. Mentors and coaches guided staff out of their comfort zones to stimulate resilience and focus on solving a problem after setting a goal.

RESULTS FROM KENYA

In Kenya, after five months, budgetary commitment for health commodities increased from 25% to 80% in Samburu County; the proportion of facilities stocked according to plan increased from 19% to 22% in the Bungoma sub-county, and reporting rates of essential tracer medicines increased from 78% to 88% in Siaya County.

RESULTS FROM RWANDA

In Rwanda, after three months, the order fulfillment rate for the Bureau des Formations Médicales Agrées du Rwanda (BUFMAR) warehouse increased from 40% to 55%, and the accuracy of reported consumption data for decision-making increased from 19% to 34% among health facilities supported by the BUFMAR warehouse.

The leadership experience increased participants’ understanding of what they can do and influence to increase resilience and productivity in SCM workplaces.

STAFF DEMONSTRATE STANDOUT LEADERSHIP QUALITIES

- Trained staff have demonstrated improved communication skills — using positive language, receiving feedback from clients and other staff, and relating with other stakeholders.
- Pursuit of customer satisfaction and client collaboration.
- Effective and routine reporting to evaluate performance and to monitor stock out and products at risk.
- Active follow-up of the management aided faster decision-making.
- Improvement in planning - attending to identified needs and pursuing success.
- Relying on team members and ability to resolve and manage conflict.