

12-13 OCTOBER 2022

PtD GLOBAL INDABA

Achieving Results Through Simple Motivation Strategies

Expanding Family Planning Commodity Access Points and Tracking Stock Inventory Levels in South Sudan

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October 12, 2022



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FROM THE AMERICAN PEOPLE

Presented by the **USAID Global Health Supply Chain Program-Procurement and Supply Management (GHSC-PSM) project** in South Sudan

The Global Health Supply Chain – Procurement and Supply Management (GHSC-PSM) Project



Ensures uninterrupted supplies of health commodities in support of U.S. government-funded public health initiatives around the world. At the country level, GHSC-PSM supports country strategies and priorities that fall under the following three project objectives:



- Global commodity procurement and logistics
- Systems strengthening technical assistance
- Global collaboration to improve the long-term availability of health commodities



In South Sudan, GHSC-PSM provides technical assistance to the existing health supply chain with a focus on access to family planning commodities.

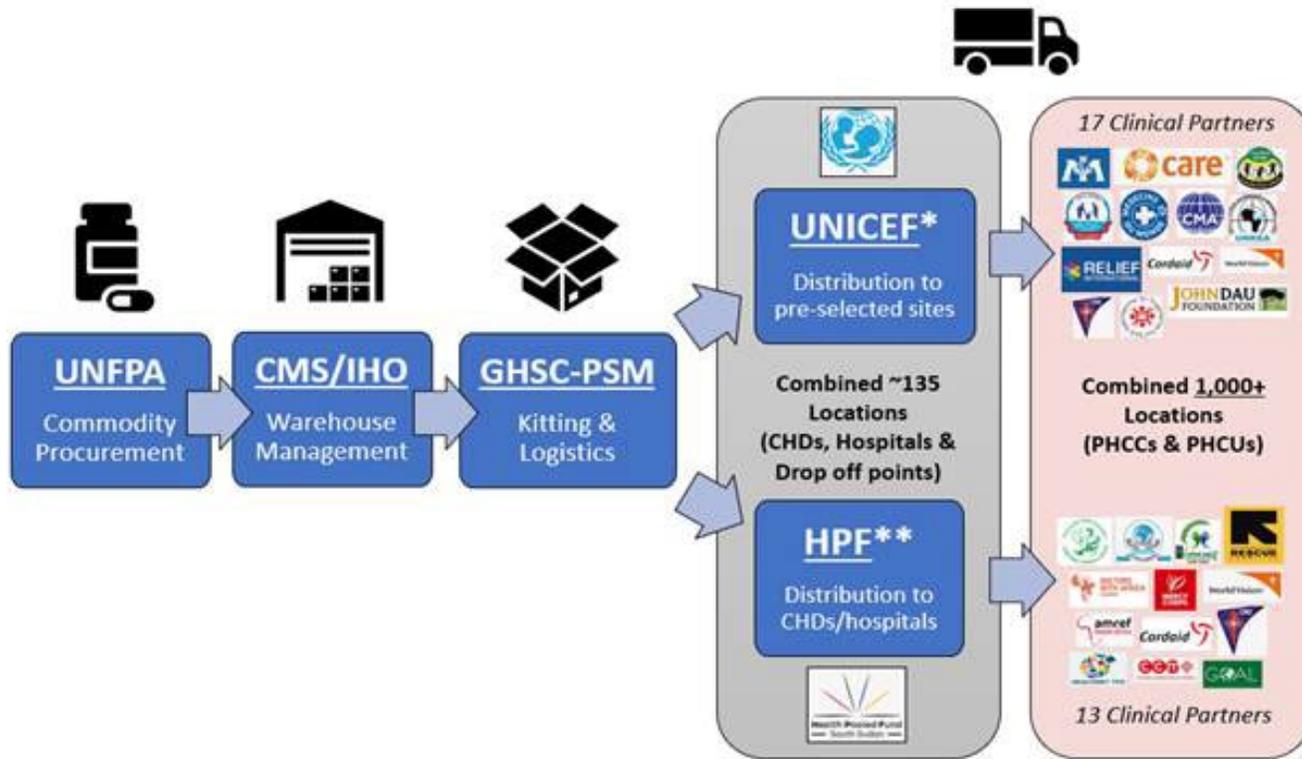


Operating Environment

- Conflict & Insecurity
- Poor Road Conditions
- Severe Weather
- Restrictive Movement
- Infrastructure Gaps
- Capacity Challenges
- Internally Displaced Populations
- Cultural Sensitivities Surrounding Family Planning

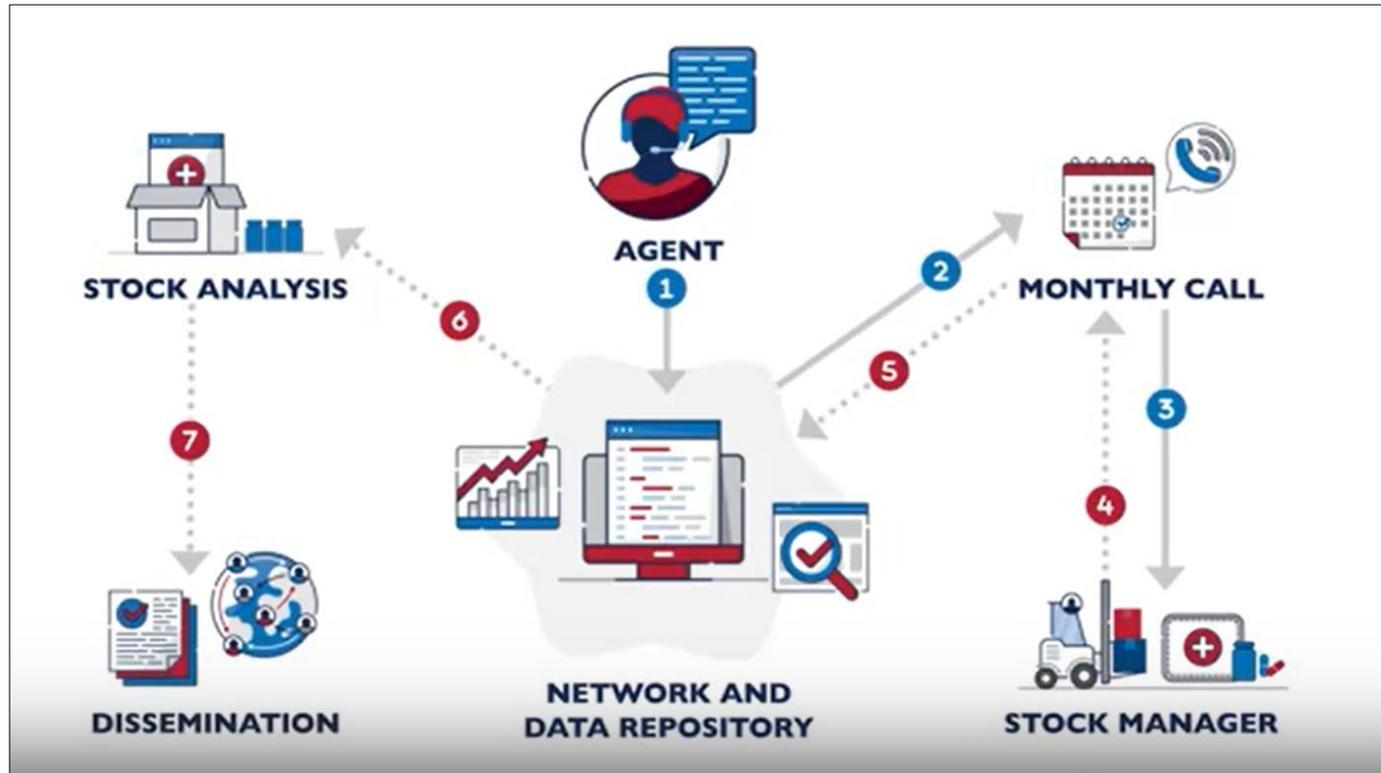


A Look Into South Sudan's Supply Chain



The Tool

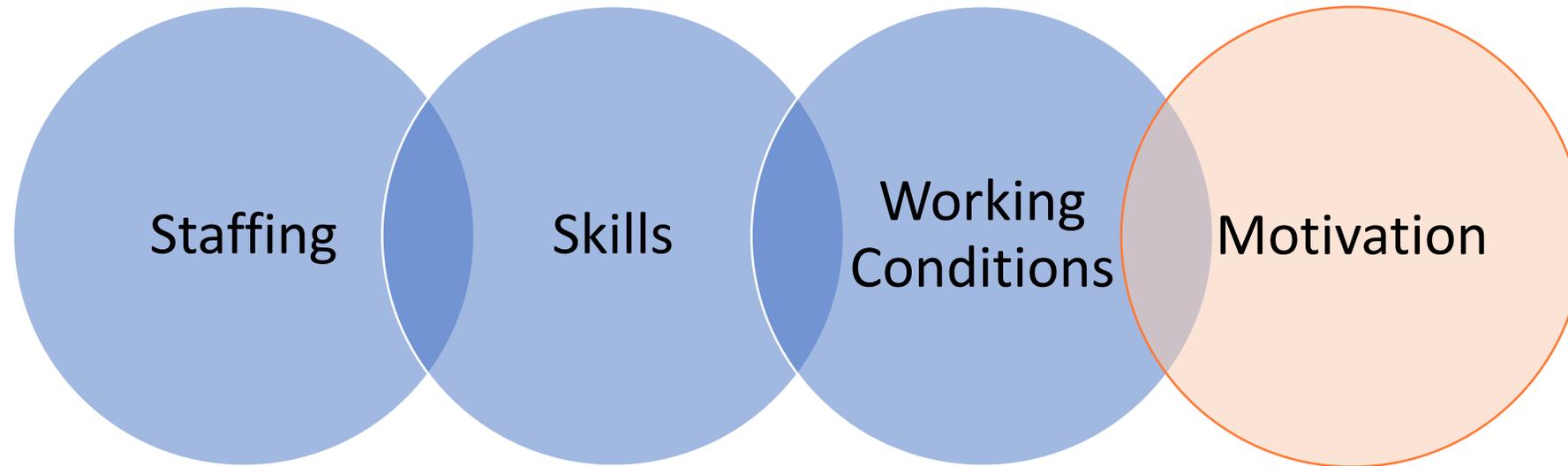
Integrated Call Center (ICC)



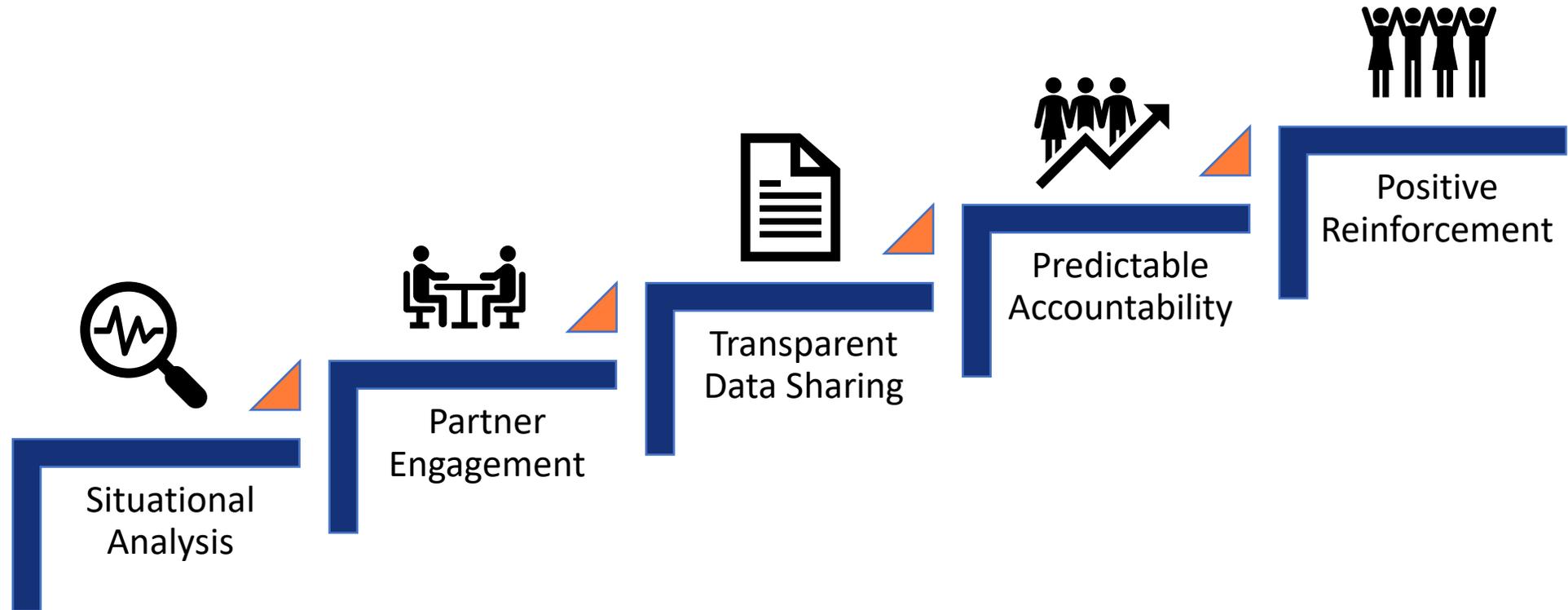
- Design an approach around the only reliable form of communication
- Target the snapshot: Looking at stock levels, **not** consumption
- Simple approach; no training/site visits required
- Built in quality assurance through call recordings
- Has outgoing and incoming call capabilities
- Low cost; can be operated from anywhere

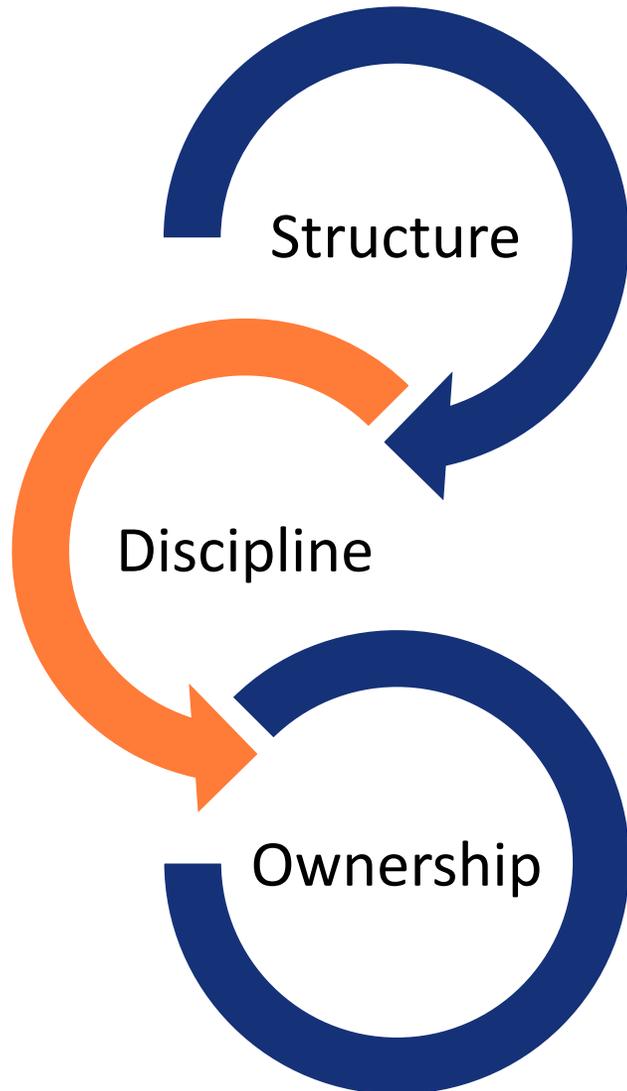
Tool success relies on the engagement of all stakeholders at every level of the supply chain

Human Resources for Supply Chain Management



How do you intrinsically motivate stakeholders and reinforce a shared supply chain vision?



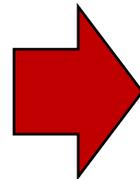
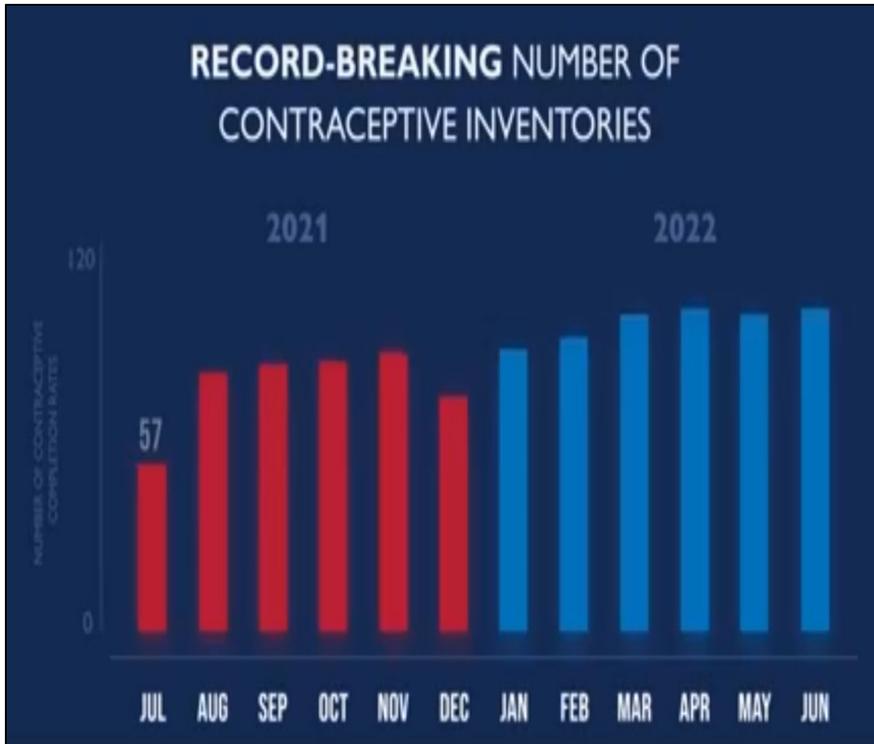


- Call scripts for agents
- Monthly call structure

- Data Release through Bulletin (7th)
- Intentional calling (target quality over quantity)

- Highlight successes (no matter how small)
- Approach challenges as group responsibility

Results



Bulletin No. 15: August 7, 2022

USAID FROM THE AMERICAN PEOPLE

USAID GLOBAL HEALTH SUPPLY CHAIN PROGRAM Procurement and Supply Management

Family Planning Stock BULLETIN

ENSURING ACCESS TO CONTRACEPTIVES BY LINKING SITE-LEVEL COMMODITY INVENTORY TO INFORM LAST-MILE DISTRIBUTION EFFORTS

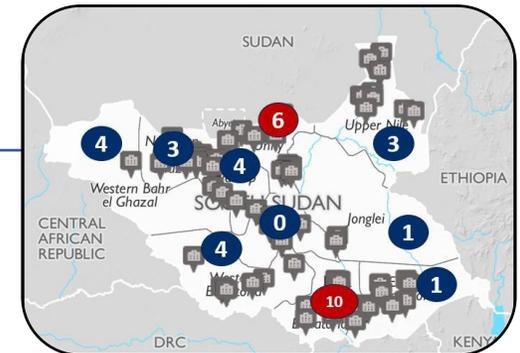
The Integrated Call Center (ICC) collects monthly stock inventory of basic & supplementary kits at CHDs and individual family planning commodities at hospitals, POC/IDP Camps, PHCCs, PHCUs, and now youth centers, communities, and private clinics. For the month of July, the ICC has increased its focus to **123 active sites**, which consisted of 41 CHDs, 21 Hospitals, 3 POC/IDP camps, 1 Youth Center, 2 Community Outreach Sites, 33 PHCCs, 12 PHCUs, and 10 Juba-based Private Clinics. This monthly bulletin summarizes the data collected from July 1-31, 2022.

Monthly Bulletin



Gold Winners

- Nzara Youth Center (WCHO), Veronica Levi
- Mambura Hospital (World Vision), Amani Faustino
- Mundri West CHD (CUAMM), Martin & Ezbon
- Mundri East CHD (CUAMM), Sisto Lomitu
- Wunamum PHCU (World Vision), Samuel Khor
- Pariak PHCU (World Vision), Zaccaria Ring
- Kumbek Center CHD (CUAMM), Abraham Gol Ater
- Kumbek East CHD (CUAMM), James Makuei
- Aweil East CHD (IRC), James Garang
- Avolo CHD (CUAMM), Muahir Ali
- Kaja CHD (HN TPO), Mr. Alek
- Frol Hospital (CUAMM), Lazarus Akec
- Sandor PHCU (UNIDOR), Gabriel Gattour
- Frol West CHD (CUAMM), Allaa
- Kajo-Keji CHD (SSUHA), Eguma Mikaya
- Meruwa PHCC (IMA), Pita Peace
- Terekeka CHD (HN TPO), Ms. Pitia
- Yei CHD (SSUHA), Malish Gordon
- Kapoeta Hospital (CMD), Chol Ariik Chol
- Lopa/Lafon CHD (HealthLink), Ella
- Obbo PHCC (IMA), Jokudu Irene
- Nimule Hospital (IMA), Mr. Baraka
- Magwi CHD (IMA), Lokang Peter Dario
- Torif CHD (CORDAID), Mike Oromo David
- Cueibet CHD (CUAMM), Riak Maker
- Wulu CHD (CUAMM), Paul Banyl
- Wau CHD (IMA), Mr. Moses
- Jur River CHD (CORDAID), Moses Majak



Lessons Learned



Next Steps

- Stay grounded: We're not going to fix the supply chain
- Continue pushing the qualitative advancements
- We want our data to have quantitative value, but the country isn't there yet
- Reinforce the intentional simplicity of the digital tool
- Continue using our snapshots to inform and guide our community of stakeholders
- Ensure the outcomes continue to align the level of investment



Thank you! Questions?



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