Achieving Results Through Simple Motivation Strategies

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

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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

- Staffing
- Skills
- Working Conditions
- Motivation
How do you intrinsically motivate stakeholders and reinforce a shared supply chain vision?
Method

Structure
- Call scripts for agents
- Monthly call structure

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

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

The Integrated Call Center (ICC) collects monthly stock inventory of basic & supplementary kits at HDs and individual family planning commodities at hospitals, POC/IDP Camps, PHCCs, PHCCUs, 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 PHCCUs, and 10 Juba-based Private Clinics. This monthly bulletin summarizes the data collected from July 1-31, 2022.
Lessons Learned

- Create a Community of Stakeholders
- Find Any Opportunity to Celebrate Successes
- Link Action to Results
- Reinforce Channels of Communication
- Congratulate Individuals (use names!)
- Highlight Partner Collaborations
- Strengthen Platform of Trust
- Apply a Solutions-Oriented Mindset
- Reinforce Channels of Communication
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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