Harnessing technology to strengthen reproductive health commodity (RH) management in Kenya: a case study of 'Qualicare'

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Our goal is to attain universal access to sexual and reproductive health and rights for all by achieving three transformative results

Ending unmet need for family planning

Ending maternal death

Ending violence and harmful practices against women and girls

UNFPA

Background

- RH commodities distribution and capacity strengthening are key investment areas to avert and reduce stock outs
- Supply Chain Management (SCM) bottlenecks identified in 2016 and 2017
  - stock-outs
  - weak forecasting and quantification
  - poor data reporting
  - leakage of FP products
  - non-uniform FP ordering and delivery process,
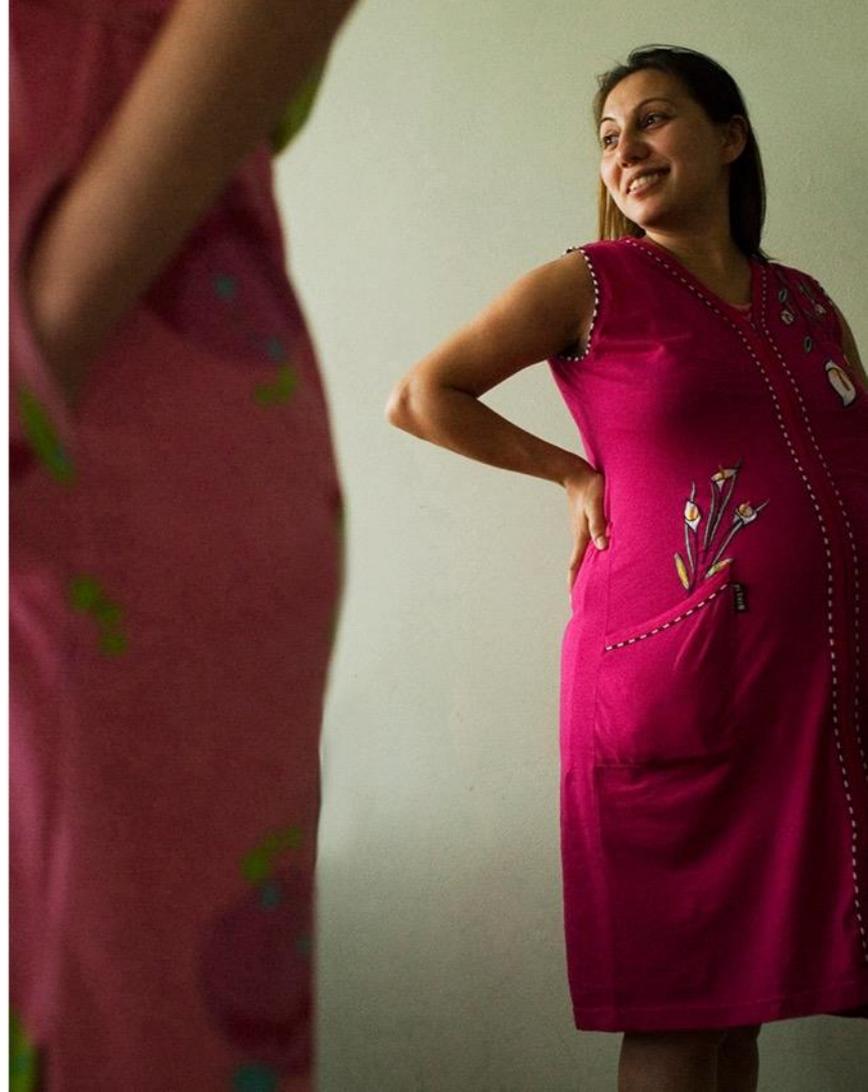 - inefficient distribution and transportation

Addressing SCM Bottlenecks

- Health Strat engaged to provide capacity strengthening in SCM and reporting to reduce stock-outs
- Support supervision by CHMTs identified as a key tool to address this
- Interventions:
  - standardization of the support supervision tool
  - digitize the tool on Qualicare
  - training of commodity managers (County and Sub-County Pharmacists)
  - oversight of the supervision exercise

Methodology

- County Pharmacists from 6 Counties, UNFPA and HS jointly standardized SCM support supervision tool
- Tool digitized onto HS's Qualicare:
  - Housed on Commcare (open source mobile data collection platform)
  - Has range checks, skip logic, questions that must be answered and consistency checks
  - Inbuilt GPS tracker and time stamp identifying where and when supervision takes place
  - Works on both online and offline mode
  - Allows real time data transmission to a secure server
  - Data transmitted to the server is encrypted for security

Methodology cont..

- Commodity managers from 6 counties and 47 sub counties oriented on the tool
- Supportive supervision undertaken
    - HCWs interviews
    - Observations on storage of FP commodities
    - Stock counts
    - Review of records
- Based on findings, scores awarded for each data element: desirable answers scored a "1" while undesirable scored of "0"
- This was scored on Qualicare and uploaded to a central server
- Data decrypted and exported to a spreadsheet for verification and analysis

Results

- 787 facilities visited in the 6 counties
- The inbuilt data quality checks resulted in collection of complete and accurate (clean) supervision data
- Standardization provided uniformity of supervision and data collection across all facilities
- CHMT members reported it was easy use of the support supervision tool

Results Cont...

- Some of the findings from the analysis included:
  - Tools availability (commodity form and service data registers) in 94% of the facilities visited.
  - 90% accuracy and completeness of reporting (DAR) accurately on a daily basis
  - 63% of facilities had sufficient storage facilities of RH commodities
- Able to compare the different counties having used the "same marking scheme": ease of developing a dashboard for sub-analysis (e.g. comparing sub-counties or by level of hospitals) that allows for targeted technical assistance

"The digitized version of the tool was easy to use after two hours of training. The process was guided as the user was prompted on which questions to ask at each point in time" – County Pharmacist

Knowledge Contribution

- Standardization of support supervision ensures that all areas of SCM are assessed providing a platform comparison and targeted support
- Scoring enables quantification and tracking of performance to track improvements
- Real time data analysis using the Qualicare 360 helped in ensuring good quality data that speeds up decision-making
- It was also established that drug storage space in the 6 Counties is the biggest challenge