

Title: Use of a Supply Chain Management Portal to Ensure an Uninterrupted supply of Contraceptives in Bangladesh.

Presenter:

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Background

Despite improvements made in supply chain management for reproductive health (RH) commodities in Bangladesh over the past few decades, ensuring a continuous supply of contraceptives remained a challenge until recently. Delays in procurement of contraceptives contributed to their chronic stock-outs at service delivery points. Amongst the factors contributing to these delays include inadequate tracking systems for procurements. Procurement managers did not also have access to the list of in-country registered drugs leading them often to the procurement of wrong products and ultimately stock outs of the required products

The USAID Strengthening Pharmaceutical Systems (SPS) program and its follow-on, the USAID Systems for Improved Access to Pharmaceuticals and Services (SIAPS) program worked in collaboration with the Ministry of Health and Family Welfare (MoHFW) in Bangladesh to improve procurement tools and processes as well as family planning commodities supply chain information system critical to the adequate planning for product availability.

Methodology

A rapid assessment was conducted to map the entire procurement system for family planning commodities. The assessment identified key stakeholders as well as the key constraints in the procurement system. Subsequently, an options analysis was conducted in collaboration with the MoHFW, public and private technical partners to identify feasible solutions for improving the procurement process. As a result, the development and implementation of an e-Tool for tracking family planning procurements and pipelines was identified as the key priority. The selection of the e- tool was based on the selection of an adequate technology that will simplify and improve the monitoring, transparency and efficiency of the family planning commodity tracking system.

Results and Interpretation

The above process resulted in the creation of the MOHFW Supply Chain Management Portal- <https://www.scmpbd.org/>. This web based portal is continuously updated with family planning commodity information at the district level using data collected from community and facility levels. The portal serves as an e-dashboard and a vehicle for communicating real-time information about the procurement system. In addition, it is intended to improve accountability and overall management of procurement processes.

As a result of its implementation since 2010, the Supply Chain Management Portal has led to the following results:

- Improved monitoring of procurement packages through an interactive management dashboard.
- Establishment of system automated trigger alerts, through emails and strategic monitoring systems, to alert the responsible procurement desk officer for appropriate action.

- Increased access to information on procurement delays and bottlenecks thus facilitating management and decision making
- Timely completion of procurement processes as per procurement plan.
- Expedited tracking and management of procurement for more than 90 percent of goods and services including RH commodities, medicine, lab supplies, and equipment.
- Enhanced transparency and accountability of procurement process which led to the World Bank's approval of the MoHFW's procurement plan amounting to USD 63 million within the stipulated timeframe in 2012.
- Reduced procurement lead-time by an average of 32.8 weeks for any package procured by the Directorate General of Family Planning (DGFP)¹. This translates into an overall reduction of 57 percentage points in procured lead time for the DGFP compared to recorded planned figures (i.e. 58 weeks)¹. The Directorate General of Health Services also reduced its average lead time by 6.8 weeks, which represents a 12 percentage point reduction compared to planned figures (i.e. 58 weeks), using this portal¹.

Conclusion

Collecting real-time data on procurement using e-tools such as the portal described above has contributed to improving the quality and quantity of information available to support decision making. Such information is critical to streamlining the procurement process and in addition, makes it more efficient, effective and transparent hence reducing procurement lead times and improved product availability at all levels.

References

1. [*A case study of DGFP \(Directorate General of Family Planning\) and Directorate General of Health Services \(DGHS\)/CMSD procurement under FY 2012-2013, MOHFW, Bangladesh*](#)

Mode of presentation

Power point presentation with detailed information on background, methodology, tools descriptions, data analysis and results, in addition, brief trend analyses, flowcharts etc.

This presentation fits well into the conference agenda because it address the response of the country program to policy changes and problems in supply chain by using innovative approaches and tools, and through information systems manages to coordinate the implementation and health outcomes.