



**GLOBAL
HEALTH**
SUPPLY CHAIN SUMMIT



Open Source

logistimo()

Improving last-mile stock manager
experiences and engagement in Zambia

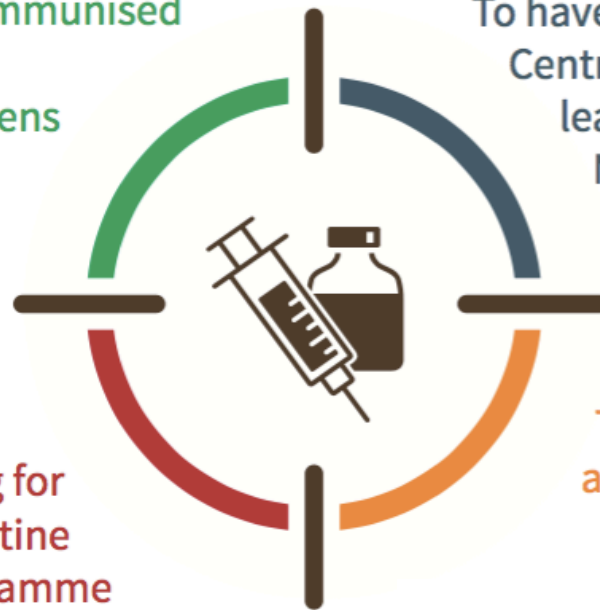
November 2017

[Logistimo demo video](#)

Zambia's EPI program

To reach **90%** fully immunised coverage and **80%** coverage of all antigens in all districts by 2021

To have **80%** of the Primary Health Centres (PHC) meet at least **80%** in at least **6 out of the 8** Effective Vaccine Management Assessment (EVMA) criteria by 2021



To achieve **100%** government funding for vaccines used in routine immunisation programme by 2021

To improve data quality and utilization

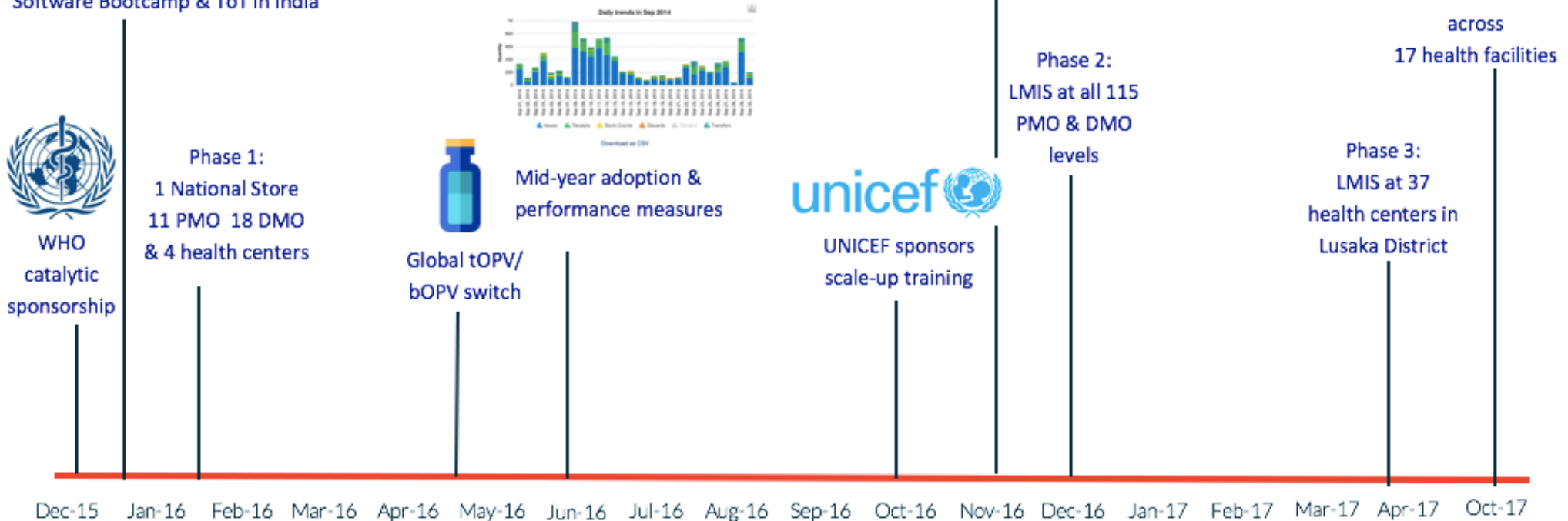
.... & Logistimo's engagement began in Dec 2015



Software Bootcamp & ToT in India

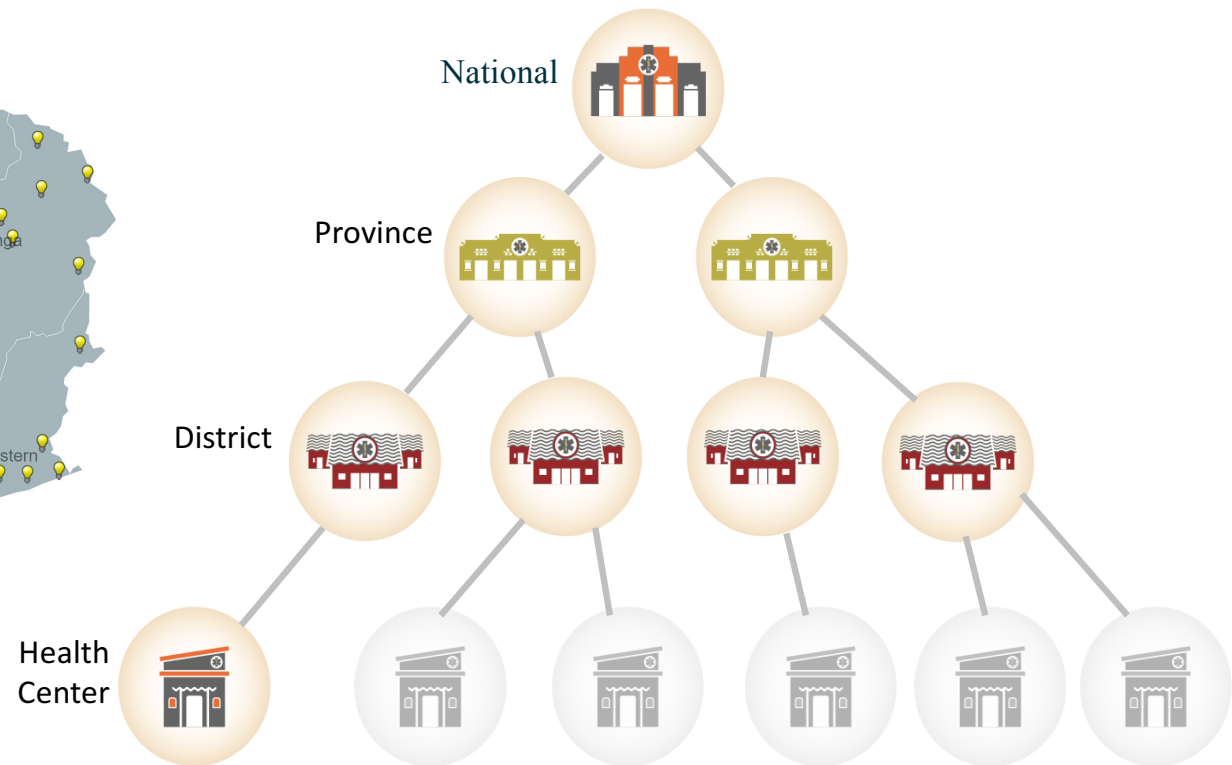
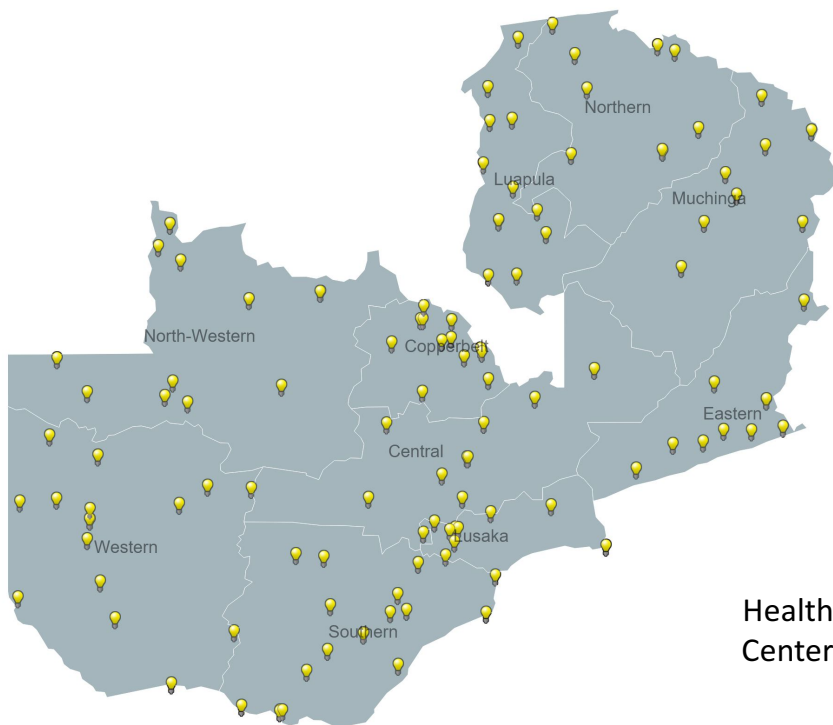
MOH & UNICEF conducted training for 85 DMOs

Enabled CCE RTM across 17 health facilities

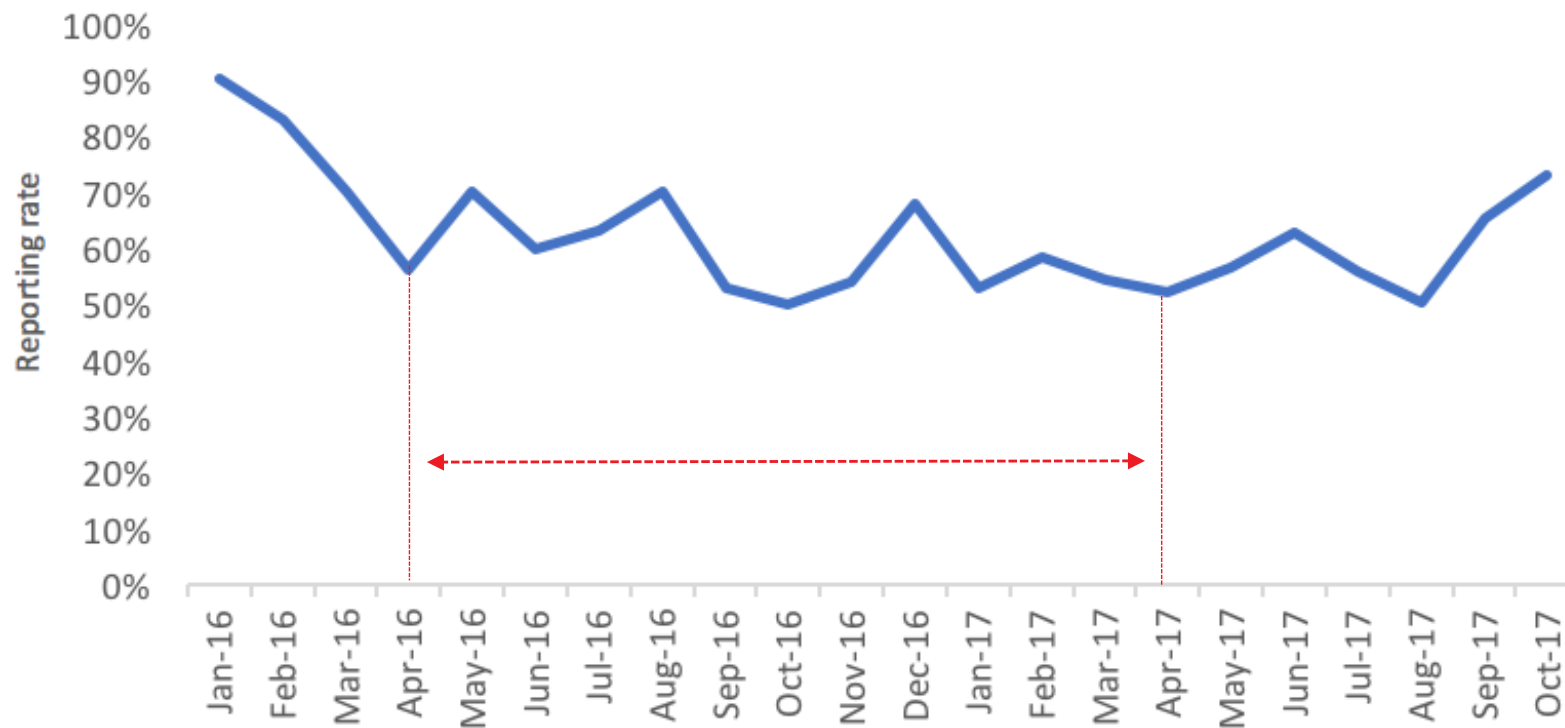


At the end of the training ...

- Implemented Logistimo across all National, Province and District health facilities (116 facilities)
- Implemented Logistimo across 37 health center facilities in Lusaka district



... there were variations in reporting rate.

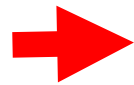


We needed real world strategies to address the decline in reporting rate

Multiple channel engagements

Multiple prompts

Multiple channels were used to reach out to users across Zambia



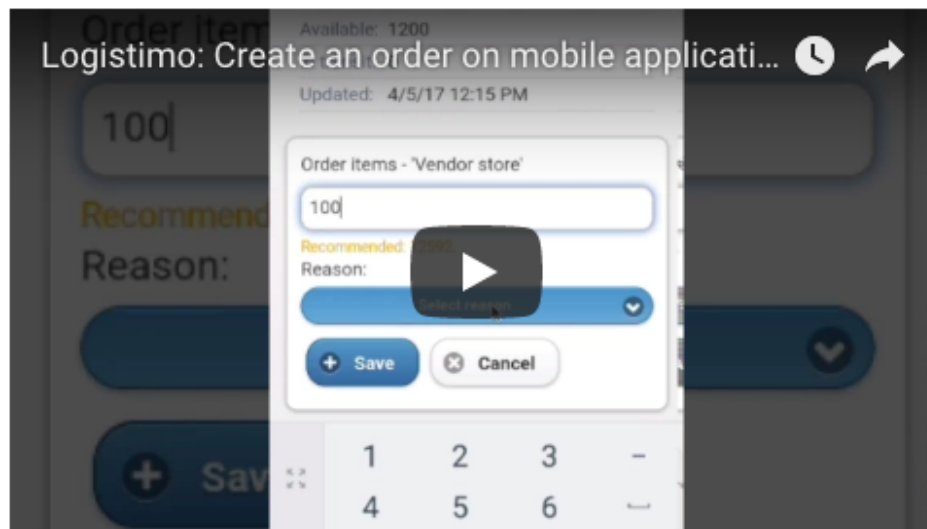
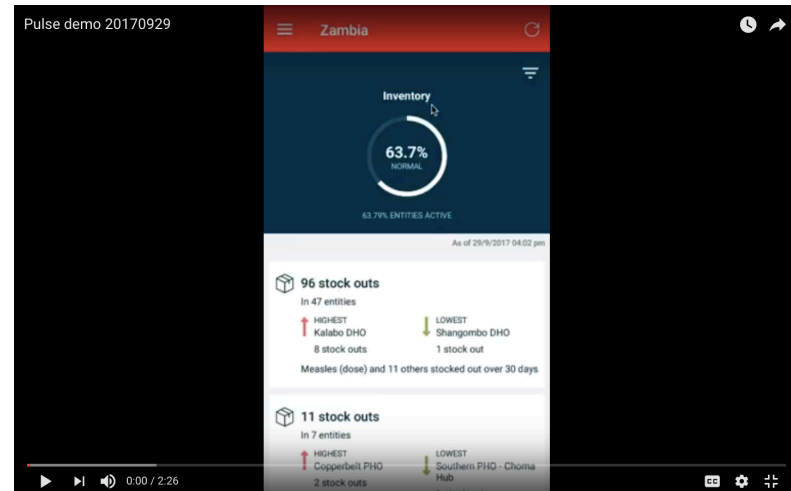
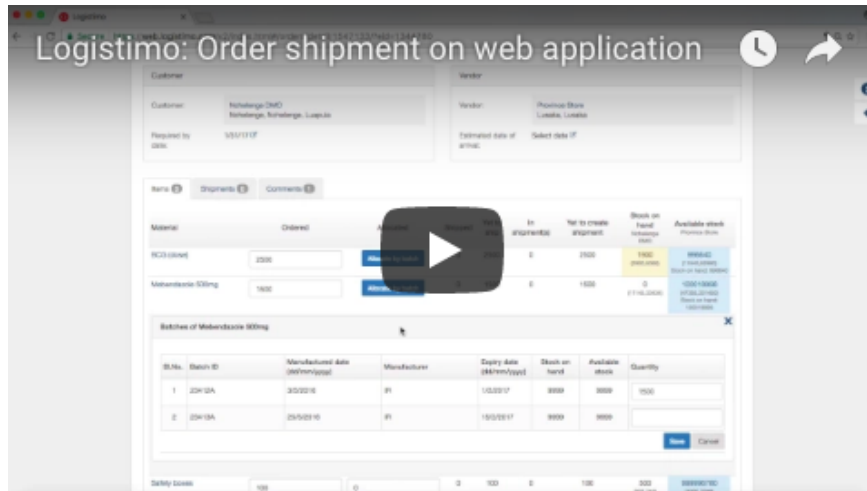
Multiple channel engagements

Multiple prompts

YouTube



1. Youtube training videos



2. Detailed user manuals

A purchase order is created when a facility wants to purchase items from a vendor. The following document explains the process of creating an order in the Logistimo application.

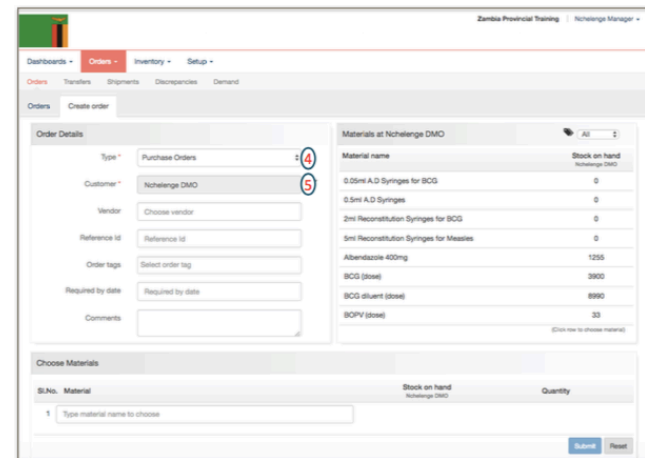
1. Log into Logistimo

1. Using a web browser, go to <http://web.logistimo.com>
2. Enter the username and password
3. Click on 'Login' button



4. Ensure 'Type' is set to Purchase Orders (This will be pre-populated)

5. Ensure 'Customer' field contains the facility name (This will be pre-populated)



3. Knowledge Base



Knowledge base

How-to guide for Logistimo web v2.3.3 and Logistimo mobile v1.6.4

[Solution home](#) / [Managing Inventory: Web](#) / [View Inventory](#)

How to view stock of entities?



Modified on: Sat, 13 May, 2017 at 12:18 AM

IN THIS ARTICLE

- [Stock Views: Overview](#)
- [Text Guide:](#)
 - [Navigate to **Stock Views** page](#)
 - [View stock details](#)
 - [Stock View filters](#)

Stock Views: Overview

The **Stock Views** page provides a tabular view of stock. You can filter the data based on entity, material or expiry date and view and export consolidated or filtered reports of inventory holding.



NOTE: Transactions must be updated to ensure that the stock quantities are up-to-date.








4. Remote training



5. Trainer training kit

- **Training deck**
- **Standard Operating Procedures (SOPs)**
- **Training instructions**
- **Training account credentials**
- **Live account credentials**
- **Test exercises**

HC: Standard operating procedures (Inventory Management)

Transactions		
Stock count		✓
Issue		✓
Receipt		✓**
Discard		✓
Transaction history		✓
Export inventory		✓

** Use receipts only when DMO is not processing an order

Additionally, various prompts were made to nudge the users

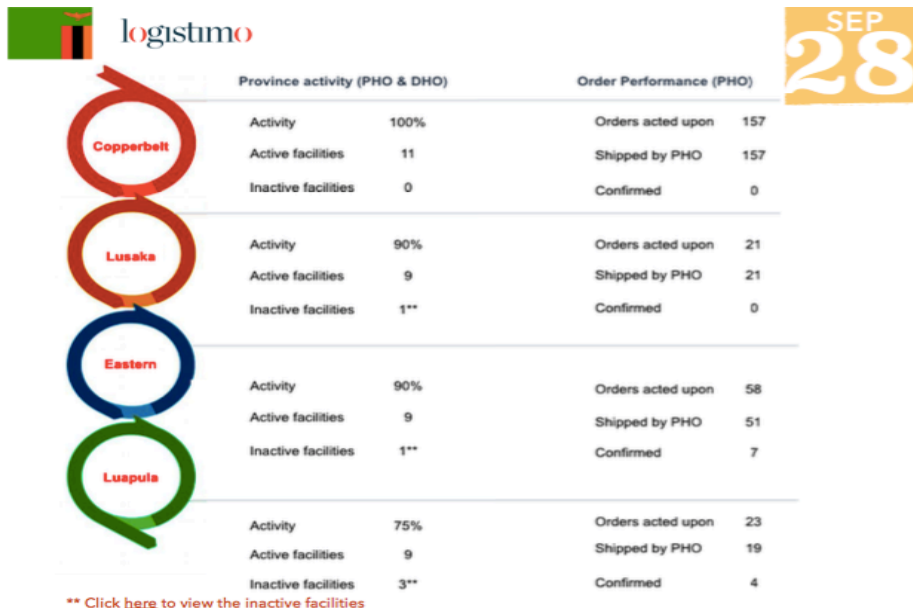
Multiple channel engagements



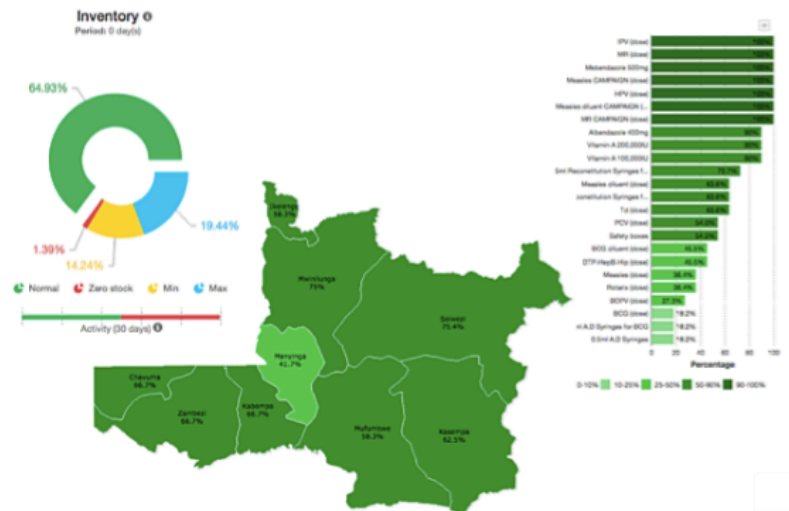
Multiple prompts



1. Fortnightly newsletter



Hello from Logistimo!
Today let us learn how to read Dashboard



BEST PERFORMING PROVINCES IN LAST 30 DAYS

Dear Provincial Vaccine Logistician,

Today, we would like to use this edition of our fortnightly newsletter, to simply applaud the performance of top 4 provinces of Zambia.

The performance was gauged using the following 2 criteria:

- No. of active facilities in a province:** Facilities (PHO & DHOs) which have passed at least one transaction in the last 30 days
- No. of orders acted upon:** Inbound orders created by DHOs, which have been acted upon by PHOs in the last 30 days

If you also wish to track the activity performance of your province, you could do so through the dashboard overview > activity bar. Click [here](#) to learn more. The orders and their associated statuses can be viewed on the Orders listing page. Click [here](#) to learn more.

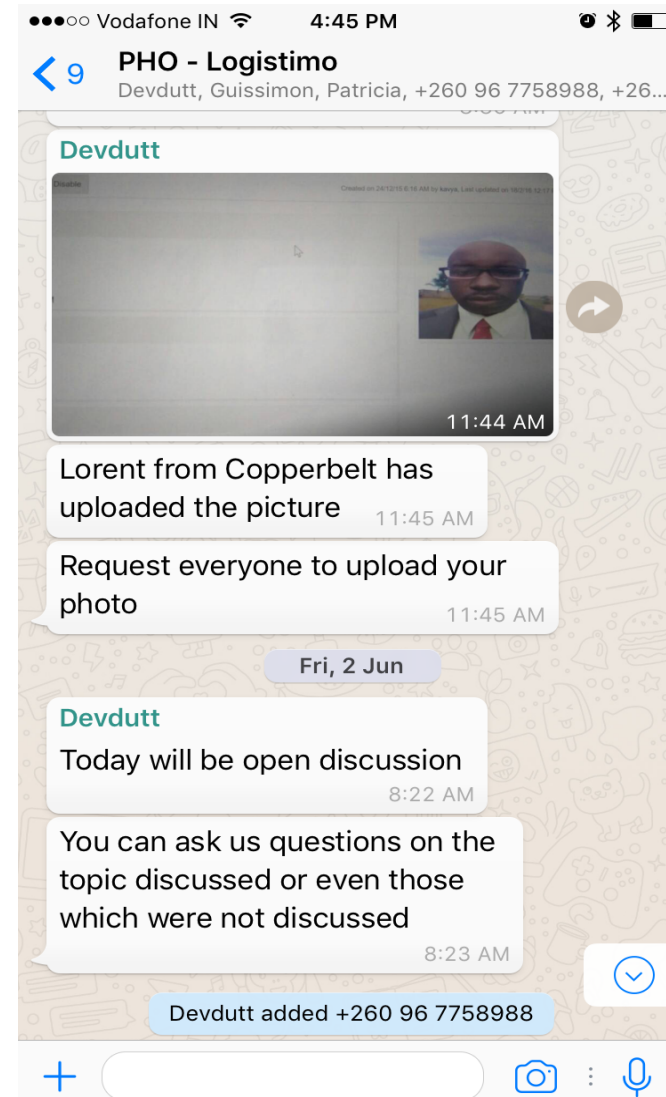
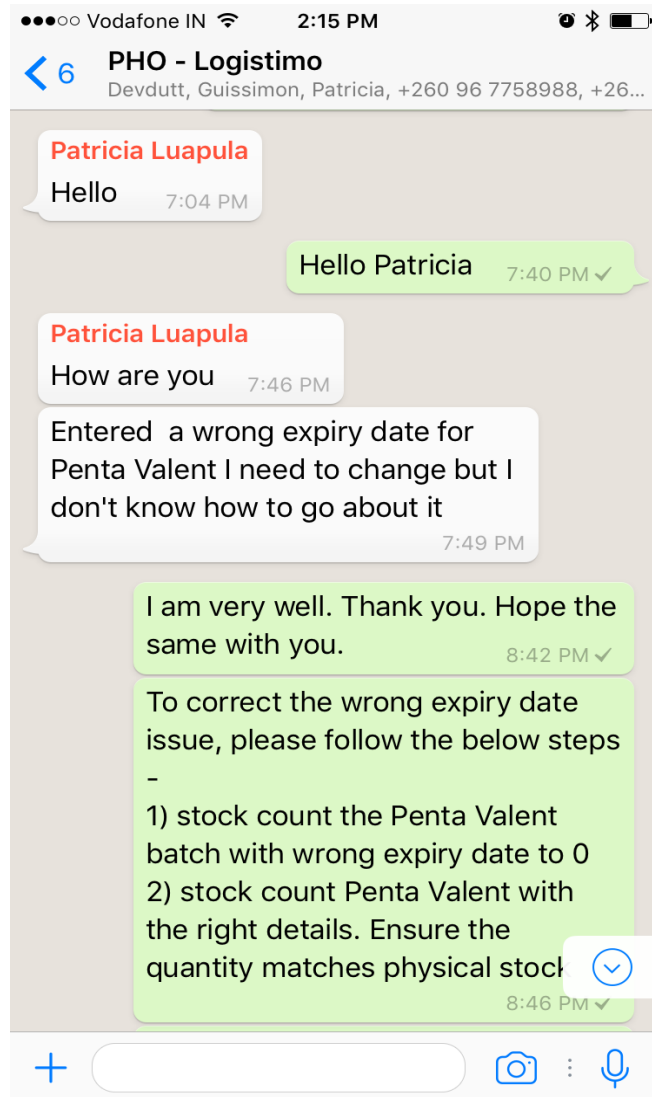
Feel free to write to us at support@logistimo.com

Hello Reader,

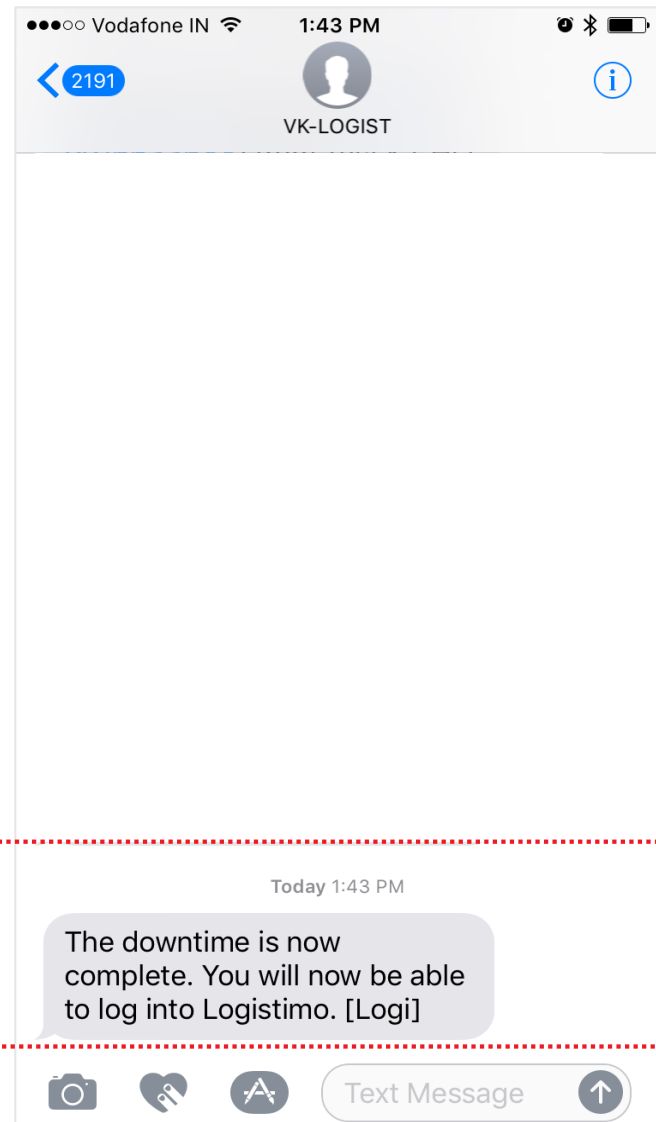
Hope you are doing very well.

In this edition we will discuss features which will enable you to monitor the state of your province with respect to inventory (material at a facility) and facility reporting. More

2. WhatsApp Support




3. SMS broadcast



4. Bulletin board

Friday, 10 November 13:49



Zambia

<p>11/8/17 5:18 PM</p> <p>PCV (dose) has been stock counted to 886 in Sinda DHO, Sinda</p> <p>97</p>	<p>11/8/17 5:18 PM</p> <p>BCG (dose) has been stock counted to 3900 in Sinda DHO, Sinda</p> <p>98</p>	<p>11/8/17 5:18 PM</p> <p>Rotarix (dose) has been stock counted to 0 in Sinda DHO, Sinda</p> <p>99</p>	<p>DTF bee</p>
--	---	--	--------------------

100 Items

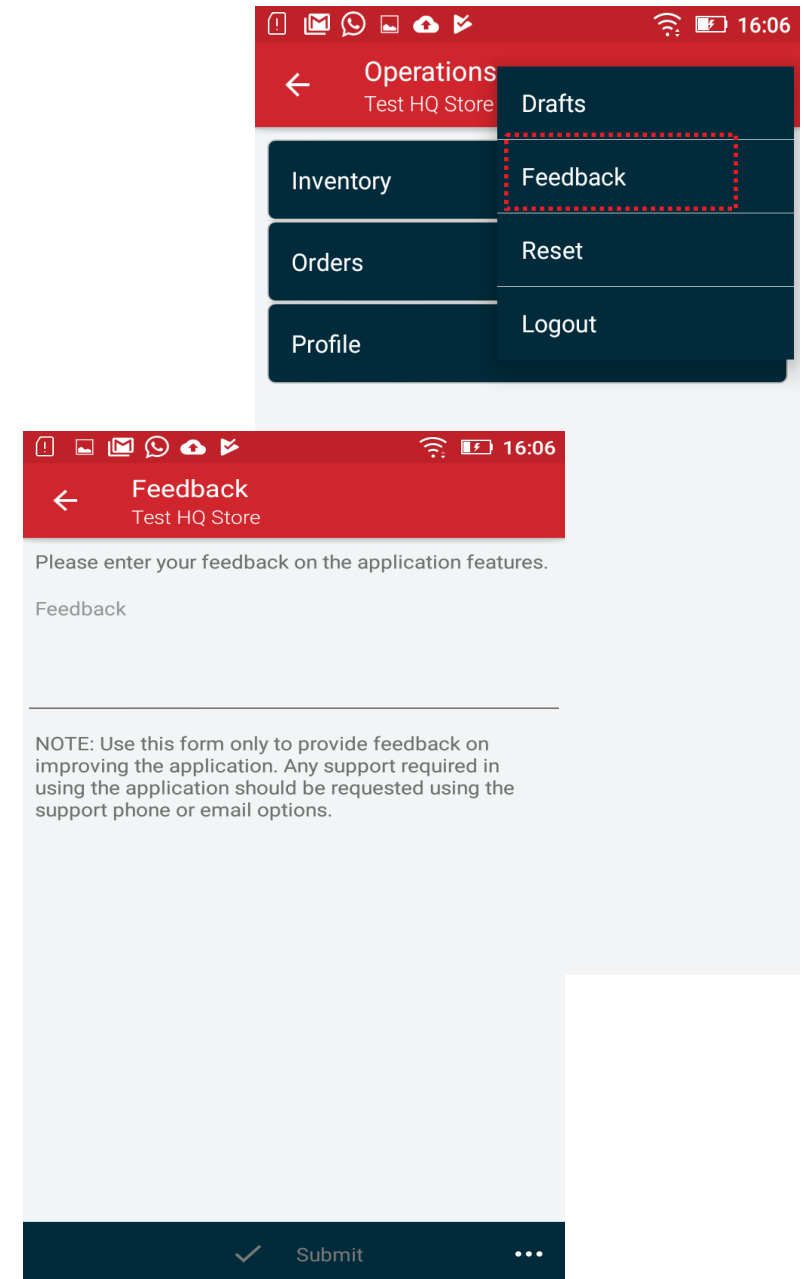
5. User feedback

“It is a bit tricky to account for excess vaccines that are retrieved from over stocked facilities and enter them in Logistimo, the only way is to do a stock count in order to add them to stock in Logistimo of which the system pocks as a discrepancy.

I feel it is important for Logistimo to have returns feature transaction so that all returned vaccines are entered under this transaction.

Will appreciate if this is considered”

- Copperbelt PHO



The top screenshot shows the 'Operations' menu for 'Test HQ Store'. The menu items are: Inventory, Orders, Profile, Drafts, Feedback, Reset, and Logout. The 'Feedback' option is highlighted with a red dashed box.

The bottom screenshot shows the 'Feedback' form for 'Test HQ Store'. The form contains the following text:

Please enter your feedback on the application features.

Feedback

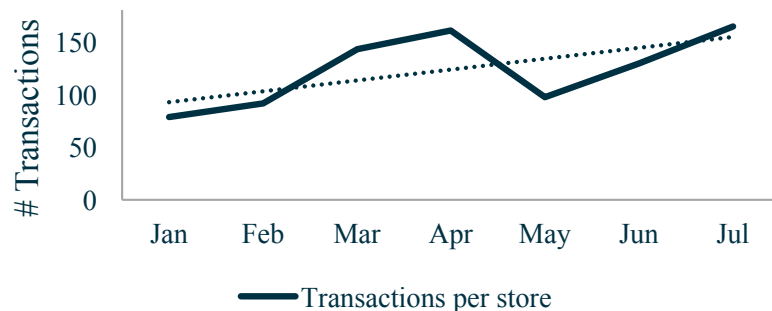
NOTE: Use this form only to provide feedback on improving the application. Any support required in using the application should be requested using the support phone or email options.

At the bottom of the form is a 'Submit' button with a checkmark icon and a three-dot menu icon.

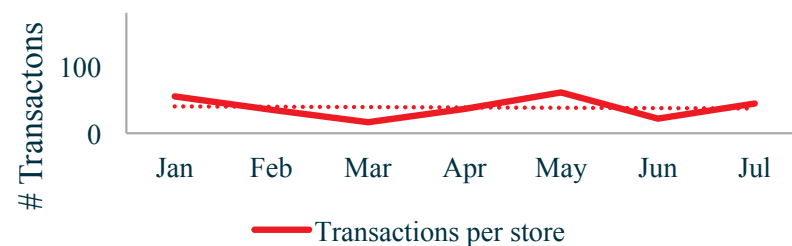
We also achieved other milestones and identified areas of improvement

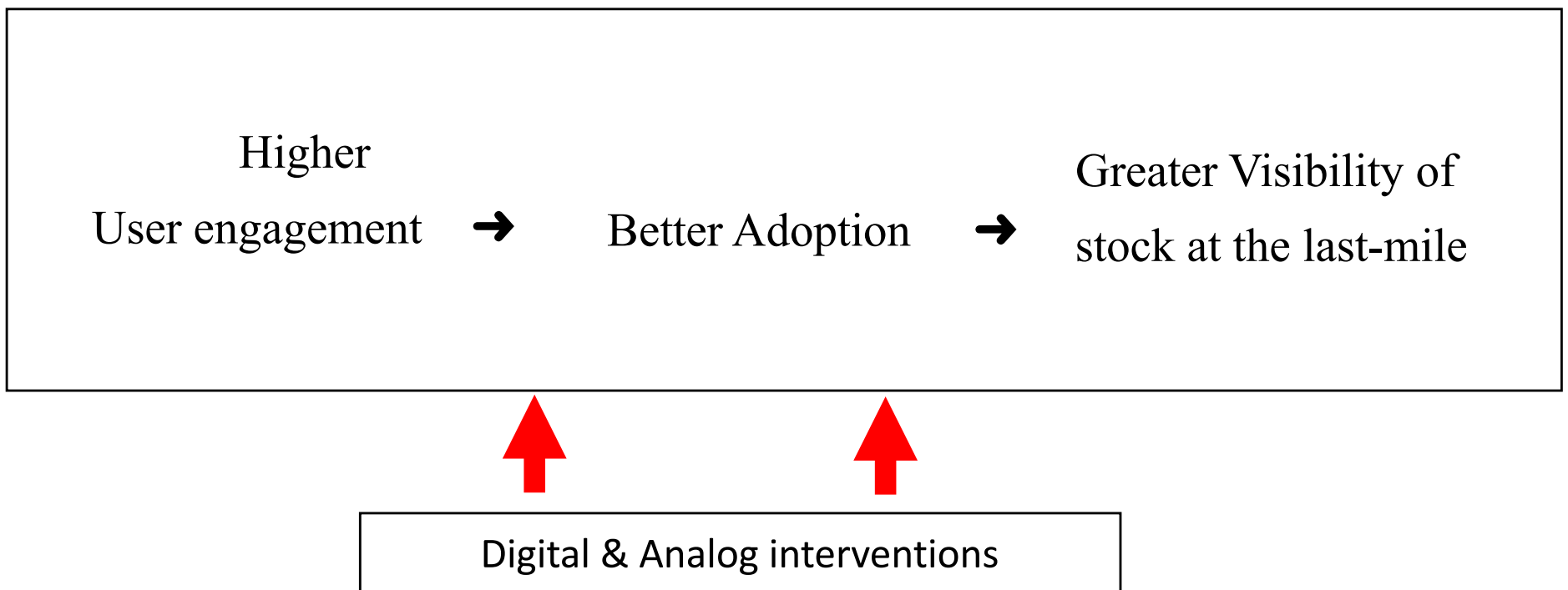
- Improved availability and responsiveness
 - > 92% vaccine availability at implemented facilities
 - 87% reduction in replenishment time
- Improved user receptiveness
- 2 types of users in Zambia, the power users and resistant users

Type A: Trend of transactions in Province A



Type B: Trend of transactions in Province B







Thanks to our generous sponsors

