



**GLOBAL
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SUPPLY CHAIN SUMMIT



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~~eLMIS/OpenLMIS in Zambia~~ **Lessons on How to Scale-up Digital Information Systems in Low Resource Settings**

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ACKNOWLEDGEMENTS

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- The OpenLMIS Community
- Co-authors: Wendy Nicodemus, Jeremy Sikazwe



USAID
FROM THE AMERICAN PEOPLE



PEPFAR
U.S. President's Emergency Plan for AIDS Relief

AIDSFree
Strengthening High Impact Interventions
for an AIDS-free Generation



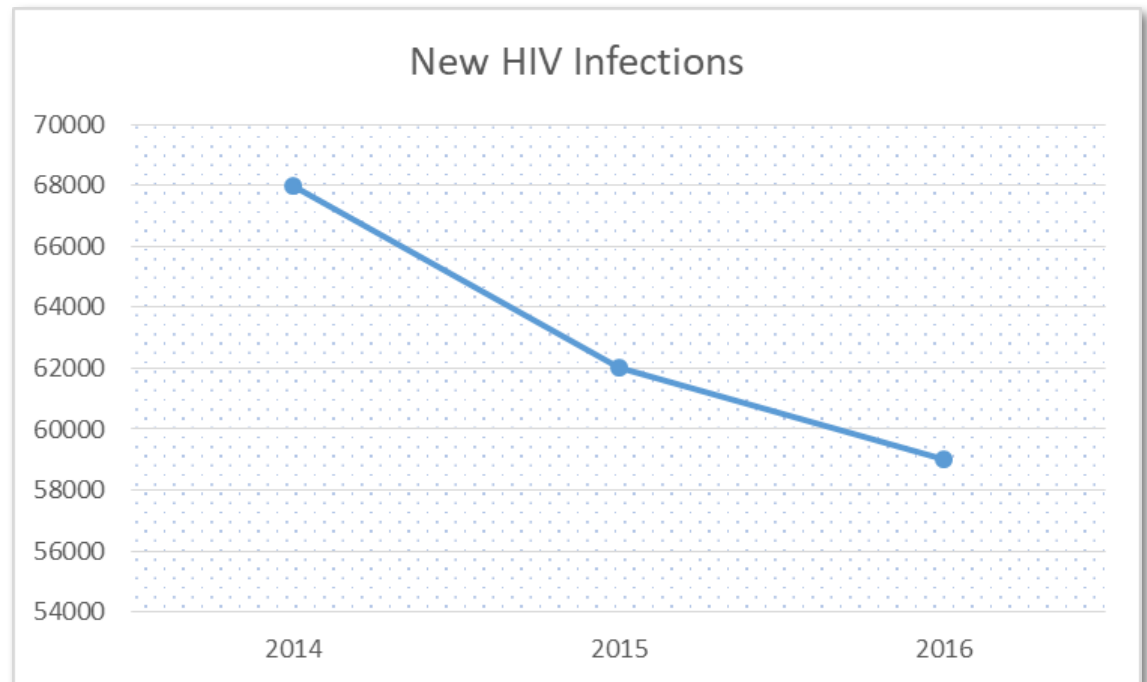
OVERVIEW ZAMBIA (HIV/AIDS)

Economy World Bank

- ❑ Population 16.59 Million
- ❑ GDP: \$19.55 Billion

HIV/AIDS 2016

- ❑ Living with HIV: 1,200,000
- ❑ AIDS Orphans: 450,000
- ❑ AIDS related deaths: 21,000
- ❑ Deaths averted due to ART: 92,000
- ❑ Pregnant HIV+ women on PMTCT: 83%
- ❑ Infections Averted by PMTCT: 31,000



Know Status: 66%
On ART: >95%
Achieve VL Suppression: 89%



CONTEXT AND MOTIVATION

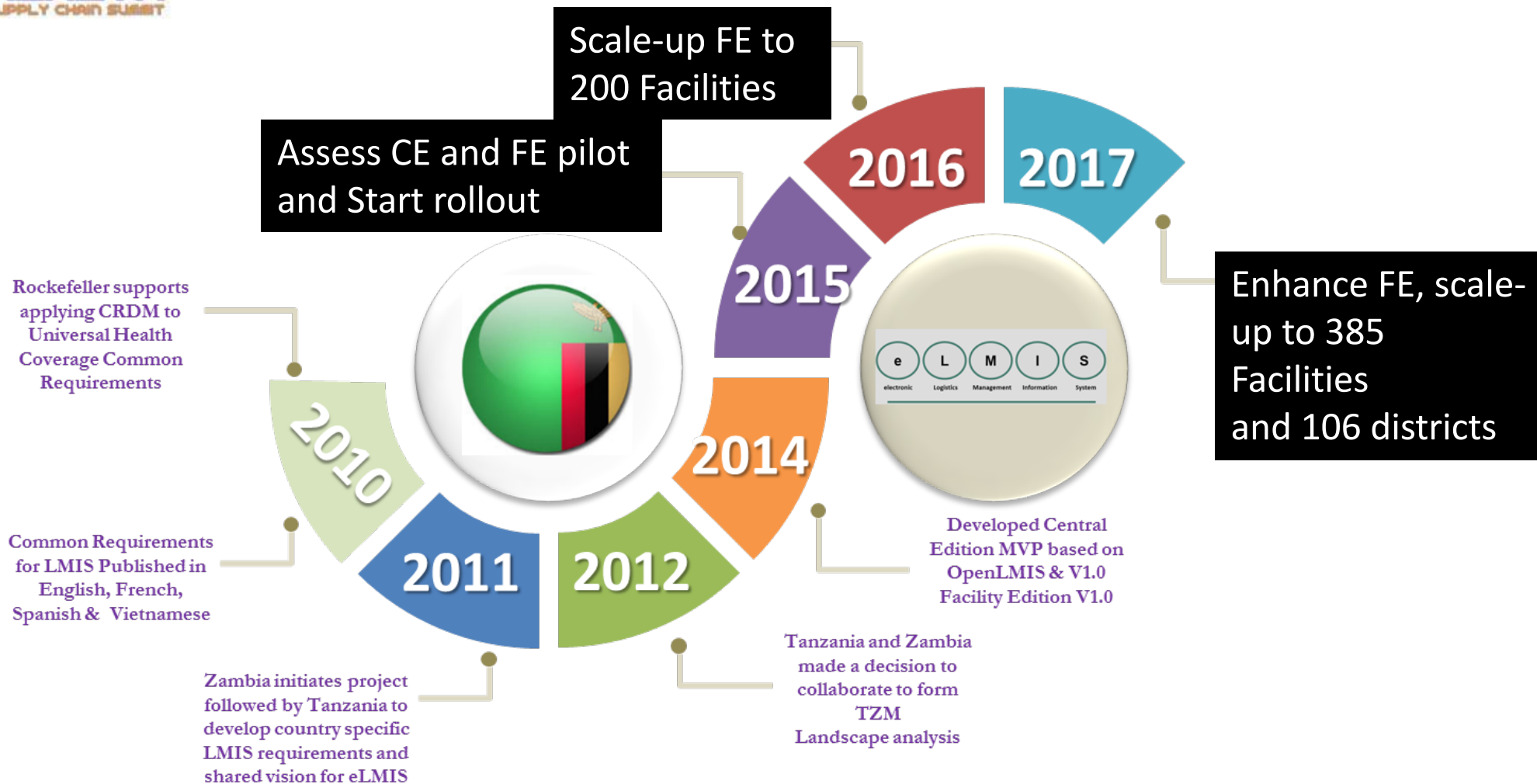
- Zambia like other low and middle-income countries (LMICs) has limited resources, with a high disease burden
- Need for improved efficiency and accountability in the public health supply chain
- Zambian Ministry of Health (MOH) and Medical Stores Limited challenges:
 - Managing procurement and distribution of medical products and supplies
 - Long lead times, stock-outs, and lack of supply chain efficiency
 - Need for automation of the supply chain and improve data visibility
- A high demand for automation – eHealth strategy
- A high demand for strategic and operational decision support information



TIMELINE

- In 2013, the MOH with support from USAID/PEPFAR (DELIVER and SCMS Projects)
 - Developed, piloted, and rolled-out the eLMIS/OpenLMIS
 - All health facilities started to use Central Edition
 - Facility Edition deployed in 200 high volume sites
- In 2016, USAID/PEPFAR (AIDSFree Project) begun supporting scale up, and maintenance of eLMIS
- The OpenLMIS initiative supported by USAID, Bill and Melinda Gates Foundation, Rockefeller Foundation continues to assist countries in adopting electronic LMIS

ELMIS TIMELINE



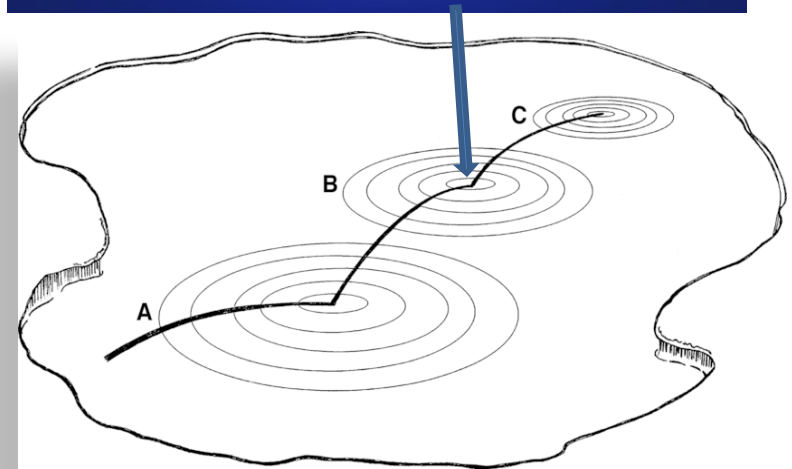


APPROACH

- Change management strategy – develop loyal users
- Implementation strategy – Pareto's 80/20 rule
- Collective impact approach – GRZ/MOH with core sponsor/project act as backbone to the initiative
 - (<http://www.collaborationforimpact.com/collective-impact/>, John Kania & Mark Kramer)
- Monitoring and scaling best practices through peer influence
- A shift to collective gain as opposed to unsustainable self promotion – celebrating performers

The Ripple Effect

ONE SMALL CHANGE
CAN HAVE AN ENORMOUS IMPACT



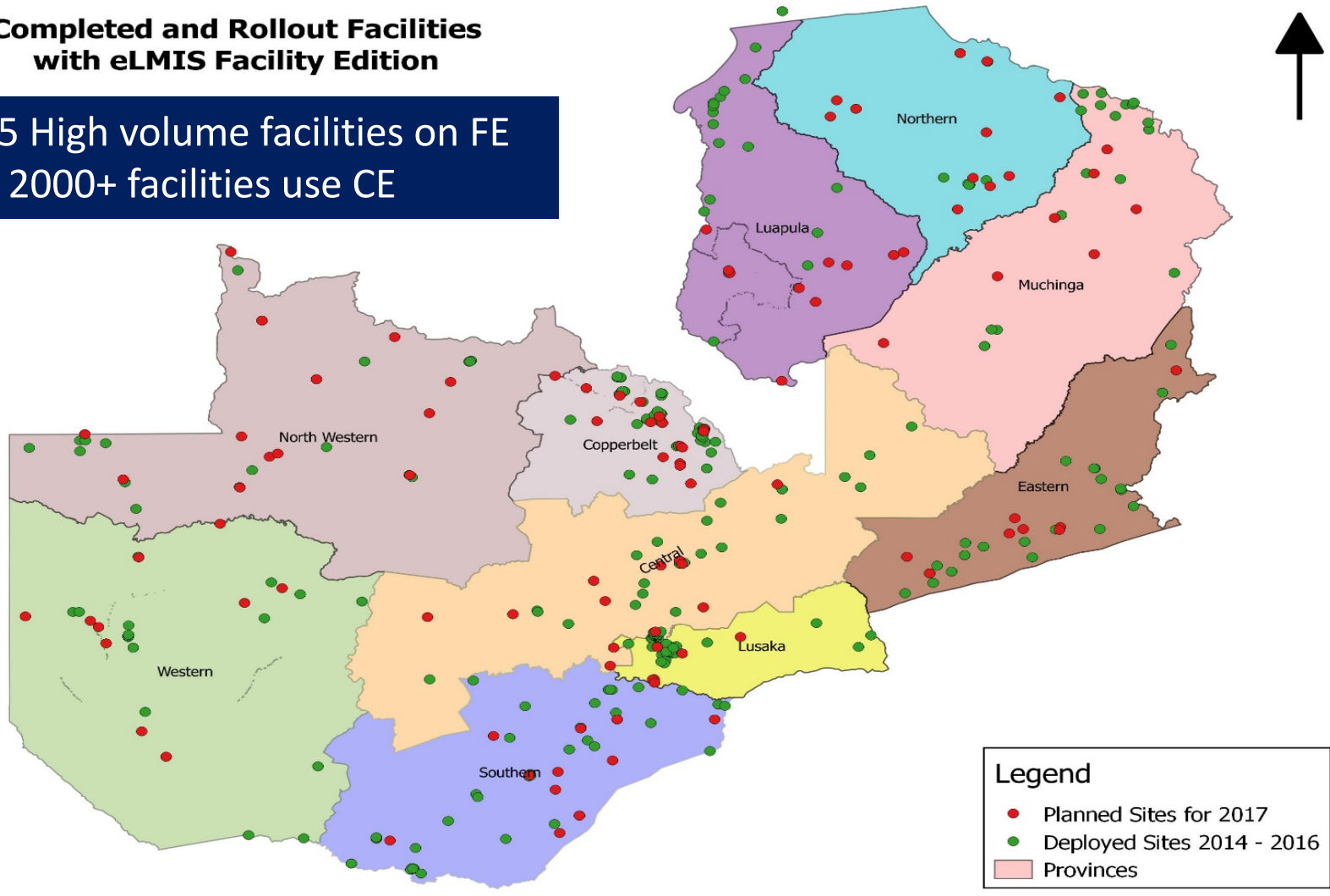
Target the most affected first, empower stakeholders and invest strategically



IMPLEMENTATION: FE COVERAGE

Completed and Rollout Facilities with eLMIS Facility Edition

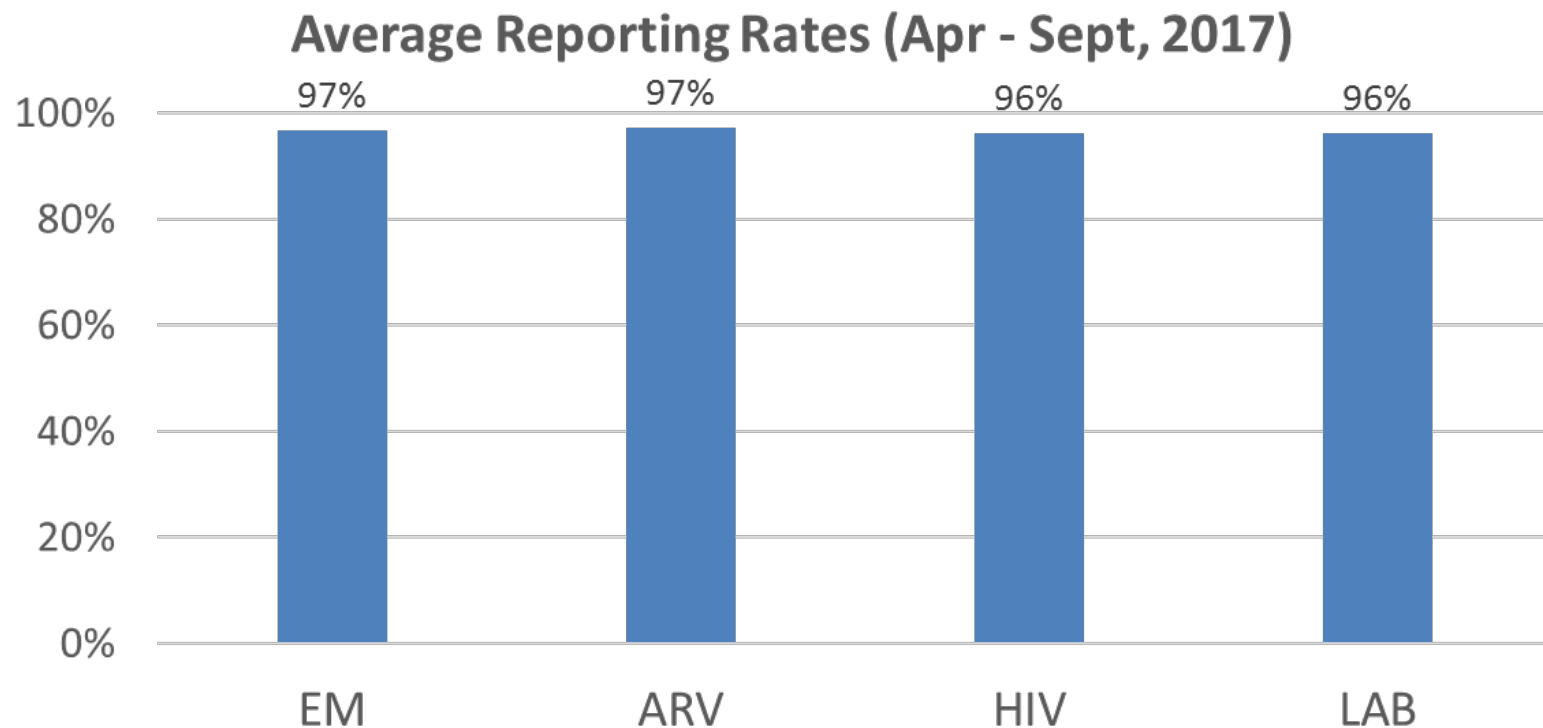
- 385 High volume facilities on FE
- All 2000+ facilities use CE





IMPROVED AND SUSTAINED REPORTING RATES – FE SITES

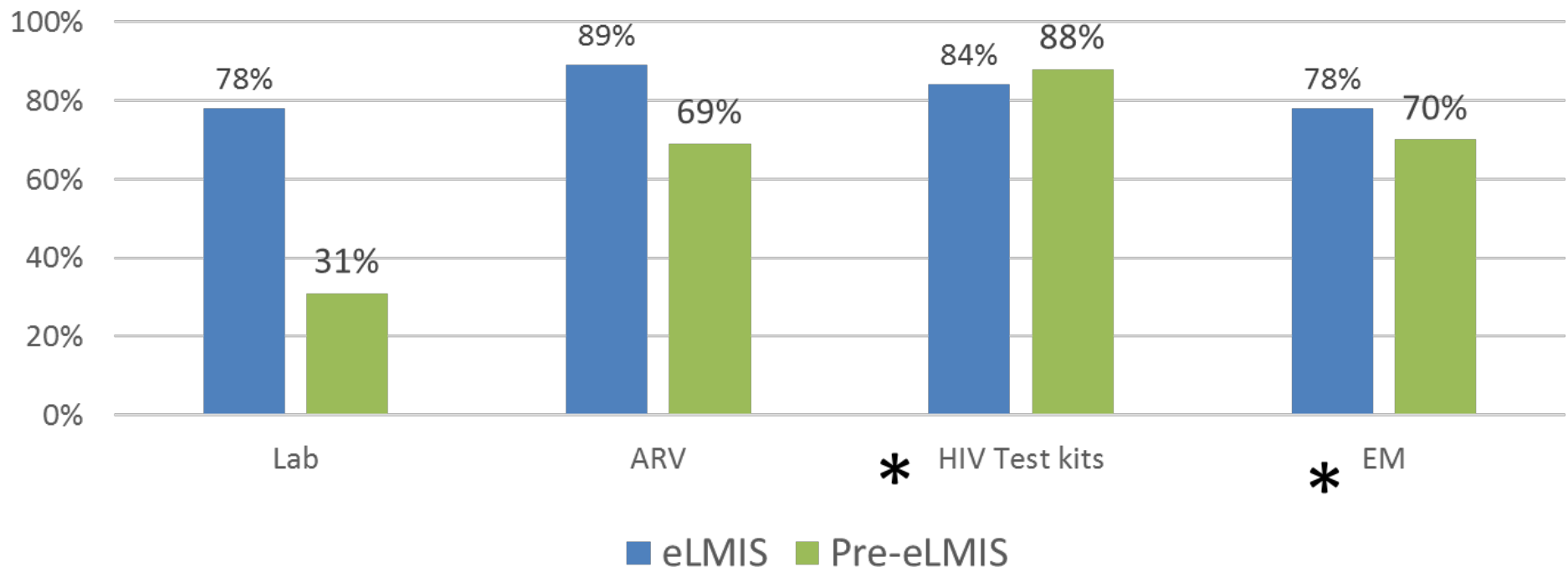
Reporting across all four program areas remains above 90% even with newly implemented facilities as at September 30th 2017





IMPROVED PRODUCT AVAILABILITY

Percent of Product Availability at SDP

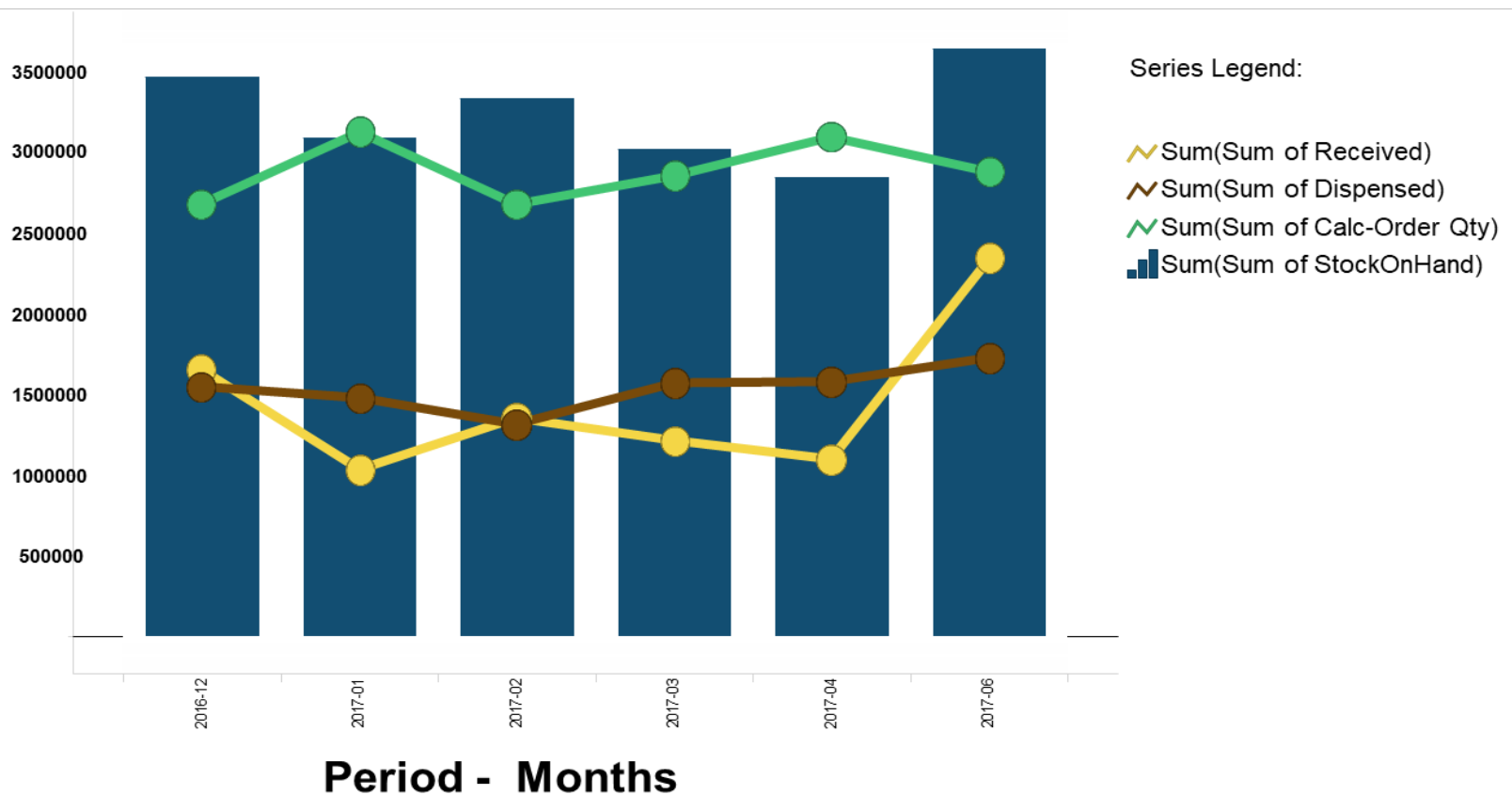


* HIV: Test Kits: National stock-out of HIV test kits and product transition
EM: Rapid scale-up of EM program from 2015 to 2016



IMPROVED SUPPLY CHAIN RESILIENCE – LOW ORDER FILL RATES BUT SUSTAINED SERVICE DELIVERY

Total Quantity of products Requested, Dispensed and



Data visibility – an aid to resistance and recovery from supply chain challenges

LESSONS

User centered design



Phased approach



Transparency and
inclusiveness



Challenge based
software design



Open source system



Practical concepts and
principles

LESSONS CONT'D

Ample time for
change management



Collaboration



Consistent funding
and commitment



Address bottlenecks



Learn from each activity
and improve





CONCLUSION

- Understand the problems to be solved
- Agree on the scope with sponsor and stakeholders – any change in scope should be shared timely
- Look beyond the immediate future
- eHealth Strategy, National health strategic plan
- Map resources to scope and seek collaboration - share the burden
- Identify and use the most feasible strategies

Target the most affected first, empower stakeholders and invest strategically

QUESTIONS?





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