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# Improved LMIS Performance by Migrating from Supply Chain Manager to OpenLMIS

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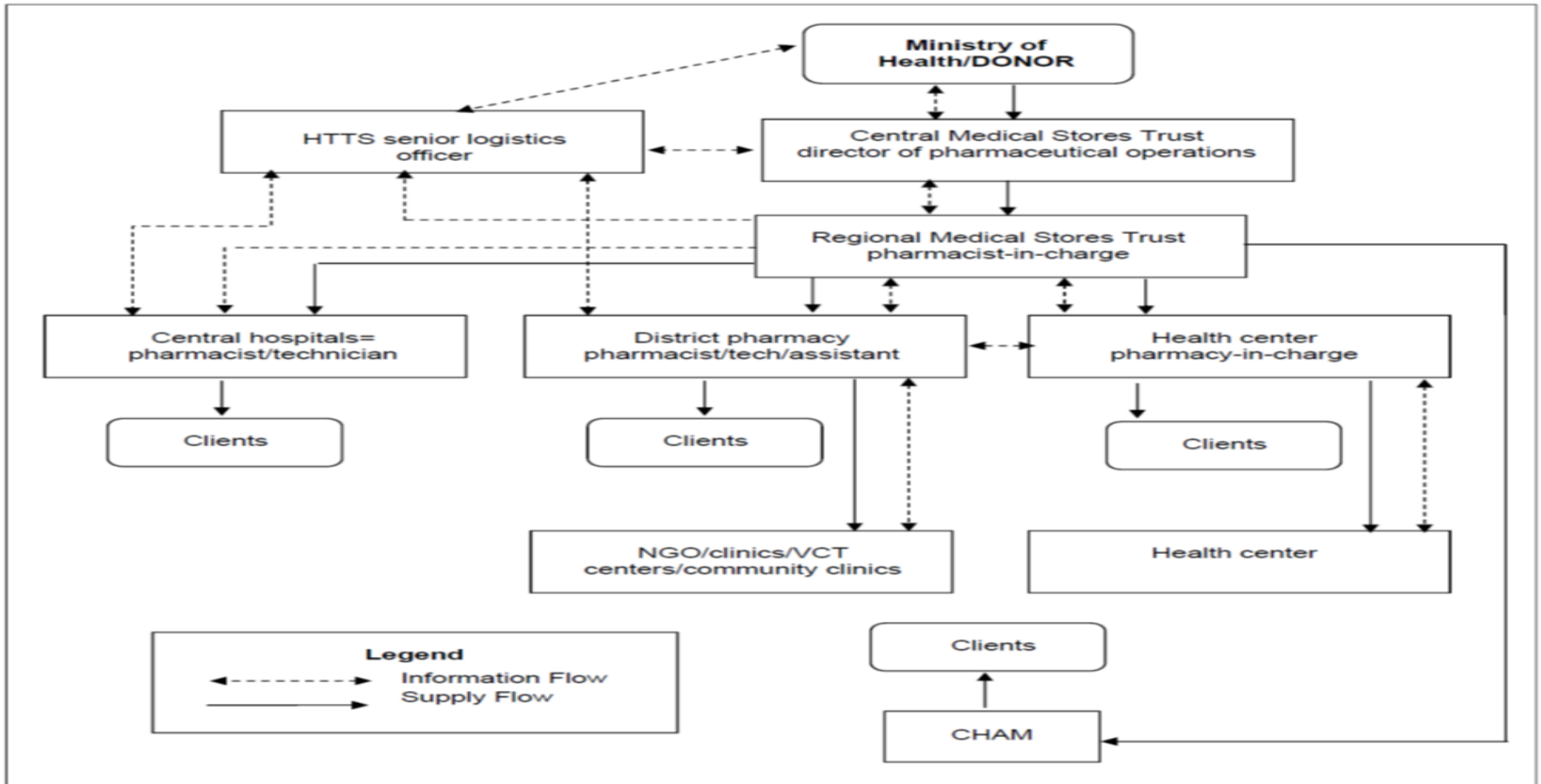
# Country Background

- 28 districts
- 5 central hospitals
- 678 public health facilities
- Central Medical Stores Trust: procures, stores & distributes health commodities in the country, through three branches (South, Central, North)
- Facilities report on a monthly basis for more than 200 health products which include essential, family planning, malaria, HIV and TB medicines



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# Malawi Public Sector Health Supply Chain





# The Past: Supply Chain Manager

- Access based application
- Installed in 33 data entry sites including 28 districts and 5 central hospitals
- Required huge amount of resources to scale
- Software not compatible with newer versions of Windows
- No arithmetic validations for incorrect values
- Required effort to aggregate the stand-alone reports into information that would inform key supply chain decisions

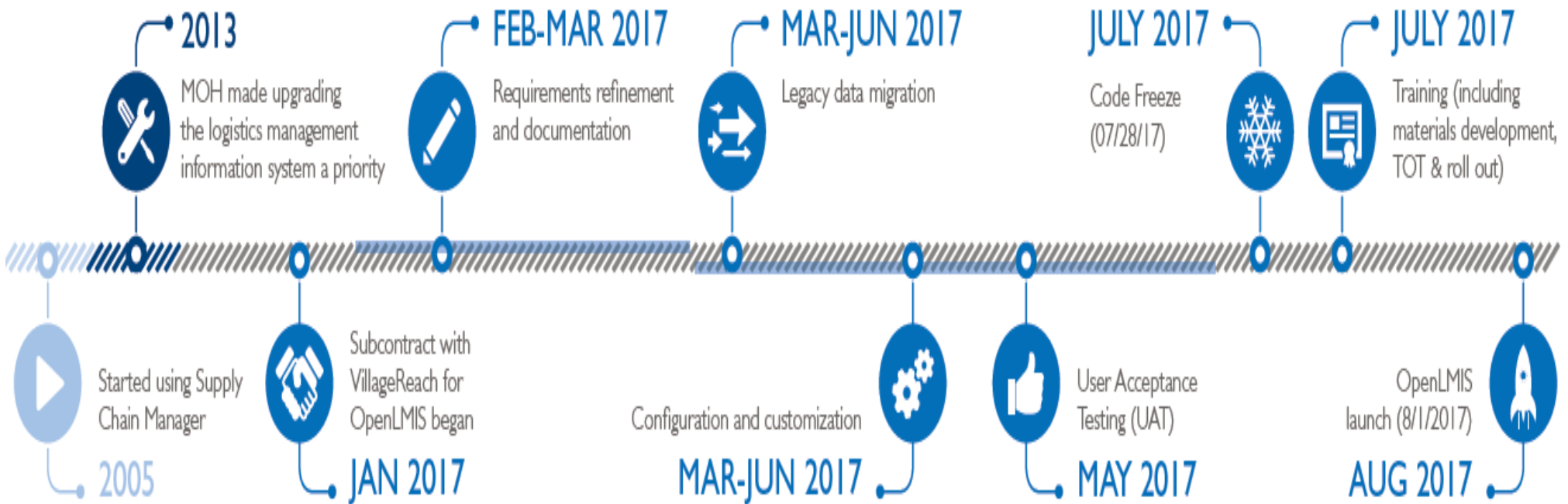


# The Solution: OpenLMIS

- Web-based application
- Secured by username and password
- Provides a single location for data storage
- Has offline functionality to address fluctuating internet connectivity
- Introduced functionality of e-approvals, thus eliminating physical transfer time
- Simple user interface, thus requiring basic computer skills to operate
- In addition to the 33 sites, 6 data entry hubs have been added with more in the pipeline



# Timeline







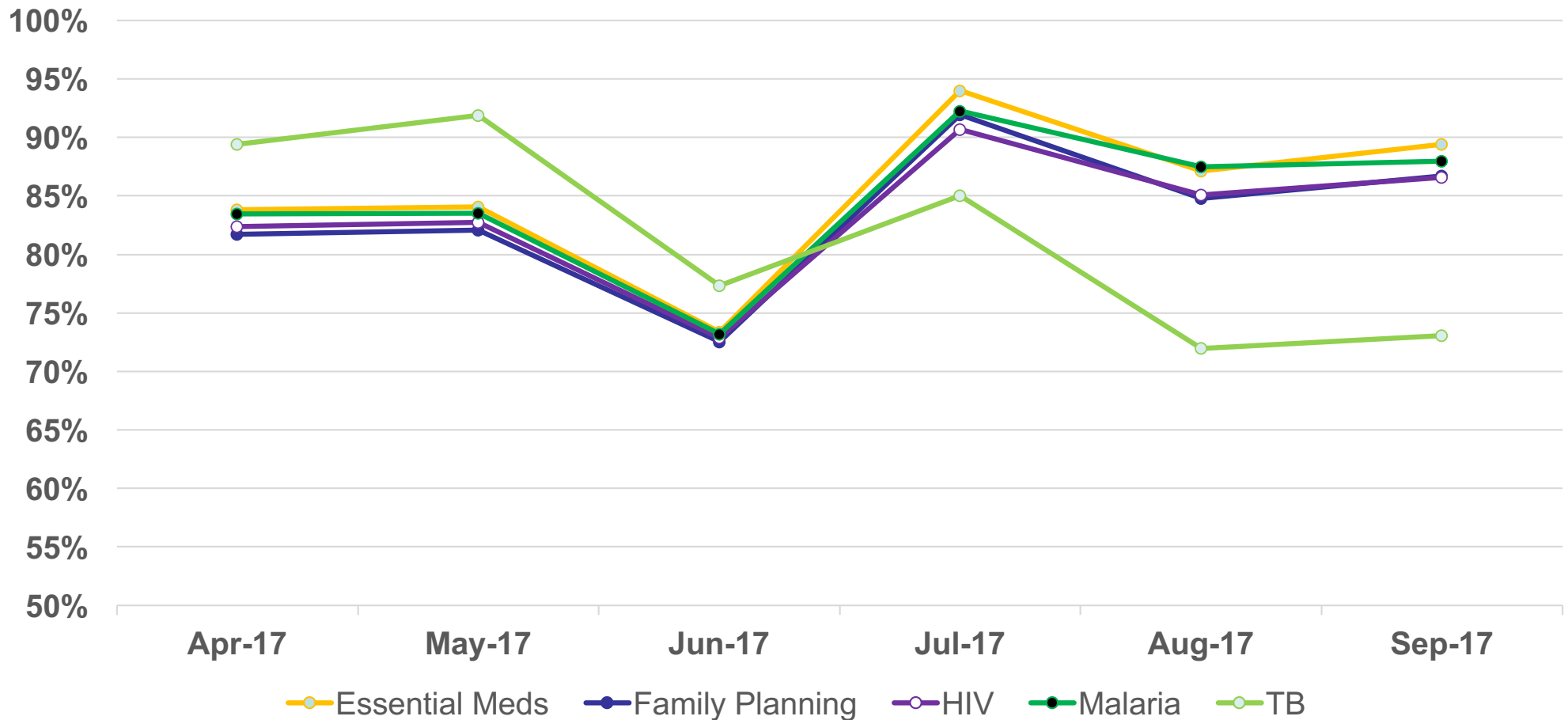
# Key Success Factors

- ✓ Requirements gathering and verification
- ✓ User Acceptance Testing workshop by the actual system users to ensure functionality meets business need
- ✓ Training of trainers workshop to build ownership
- ✓ Roll out trainings to more than 150 users
- ✓ 5 years of LMIS data migrated from the legacy system to enable historical trend analyses



# Successes

Reporting trends were already good in Malawi, above 70%, OpenLMIS has maintained trends and added quality





## Successes – Other Added Benefits of Introducing OpenLMIS

- ✓ Instant access to LMIS report as the data is being captured by the users
- ✓ Visualizing errors on a paper LMIS form submitted by health facilities has been simplified, OpenLMIS alerts the user when numbers are arithmetically invalid
- ✓ OpenLMIS provides instant estimate on quantities to order, based on historical trends
- ✓ OpenLMIS provides a platform for ordering and reporting both in one system & creates an audit trail
- ✓ Role-based access to the system guarantees actions are conducted only by appropriate personnel



# Challenges

- Internet connectivity at districts impeding timely reporting
- Challenges with change management since the legacy system was used for more than 13 years
- Late or no reporting from the health facilities, affecting reporting trends



## Conclusions

- Buy-in and support from the government is critical in ensuring successful implementations of information systems
- Existence of strong base of functioning logistics processes is a critical foundation for successful automation initiatives
- Keep the end-user in mind: simple solutions are best when training at the grassroots level, as many may not be tech-savvy
- Phased implementation of features is critical for the success of the system. OpenLMIS had multiple features: Malawi chose functions that were critical for them to replace Supply Chain Manager



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