

Effective Service Level Agreement Management to Reduce Test Error Rates & Improve Shelf-Life Allocation and Delivery Timelines of Viral Load and Early Infant Diagnostics in Uganda

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Background

Viral Load and Early Infant Diagnosis (V/EID) testing is crucial to the UNAIDS 95-95-95 strategy's success. To support VL/EID testing in supported countries, USAID GHSC-PSM established Service Level Agreements (SLAs) with three key manufacturers—Roche, Abbott, and Hologic.

However, prior to 2021, countries such as Uganda continued to face challenges in effective SLA, including:

- **Late submission of SLA KPI reports**, affecting program oversight
- **Non-adherence to equipment maintenance schedules**, leading to frequent breakdowns
- **Lengthy equipment downtime**, causing reduced testing capacity
- **High error rates**, causing reagent waste and low program accuracy
- **Allocation of commodities with low shelf-life**, leading to expiry

Methods

In 2021, USAID contracted Medical Access to manage the SLA portfolio in Uganda. To enhance program management, Medical Access implemented several strategic initiatives including:

- **Regular communication with manufacturers** to align on program needs
- **Quarterly performance reviews** with the Ministry of Health (MOH), the Central Public Health Laboratory (CPHL) and the GHSC-PSM local team to ensure manufacturer accountability
- **Collaboration with suppliers to optimize shelf-life allocation** for commodities
- **Monthly meetings with MOH and CPHL** to address challenges affecting the VL/EID program
- **Leading volume commitment discussions** to secure sufficient product quantities

Results

Test error rates decreased from 13.4% to 3.8%



Enhanced the accuracy of test results and reduced reagent wastage, keeping well below the 5% target.

95% of VL/EID commodities met the minimum shelf-life requirement of >75%



The risk of stock expiry has been minimized, contributing to commodity security.

100% of commodities delivered according to planned timelines



Timely delivery enabled uninterrupted testing and timely provision of testing services.

Equipment up-time has been maintained above 85%



Improved up-time improved testing capacity, TAT of results & confidence in CPHL.

Manufacturers provide same-day responses and regular updates



Rapid trouble-shooting and technical support enabled faster resolution of issues.

Impact

By collaborating with manufacturers for enhanced performance and actively monitoring results, the program has ensured a reliable supply chain and improved overall performance of Uganda's national VL/EID testing program.

Faster turnaround times, improved data quality, and reduced wastage have all contributed to a stronger public health response to HIV/AIDS in Uganda, in aim to meet UNAIDS 95-95-95 target and SDG 3.3.

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