



cStock: Using data visibility to improve community supply chain performance in Malawi

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SC4CCM Project Goal: Improve Availability of Health Products at the Community Level

In Malawi, the supply chain is driven by community health workers (called HSAs) and their resupply points (health centers or HCs). Supply chain performance will be enhanced through:

- More timely reporting of logistics data from HSAs to HCs
- Automated reminders that help keep data flowing through the system
- Recognition by HSAs that their data helps improve the resupply process, encouraging compliance with reporting standards

In 3 districts 'Enhanced Management' adds:

- Team problem solving (between HSAs-HC-District), using actual stock data
- Recognition of SC performance improvements against team-defined indicators of success
- Visibility of team performance at all levels, including central level



cStock improves data visibility and supply chain performance

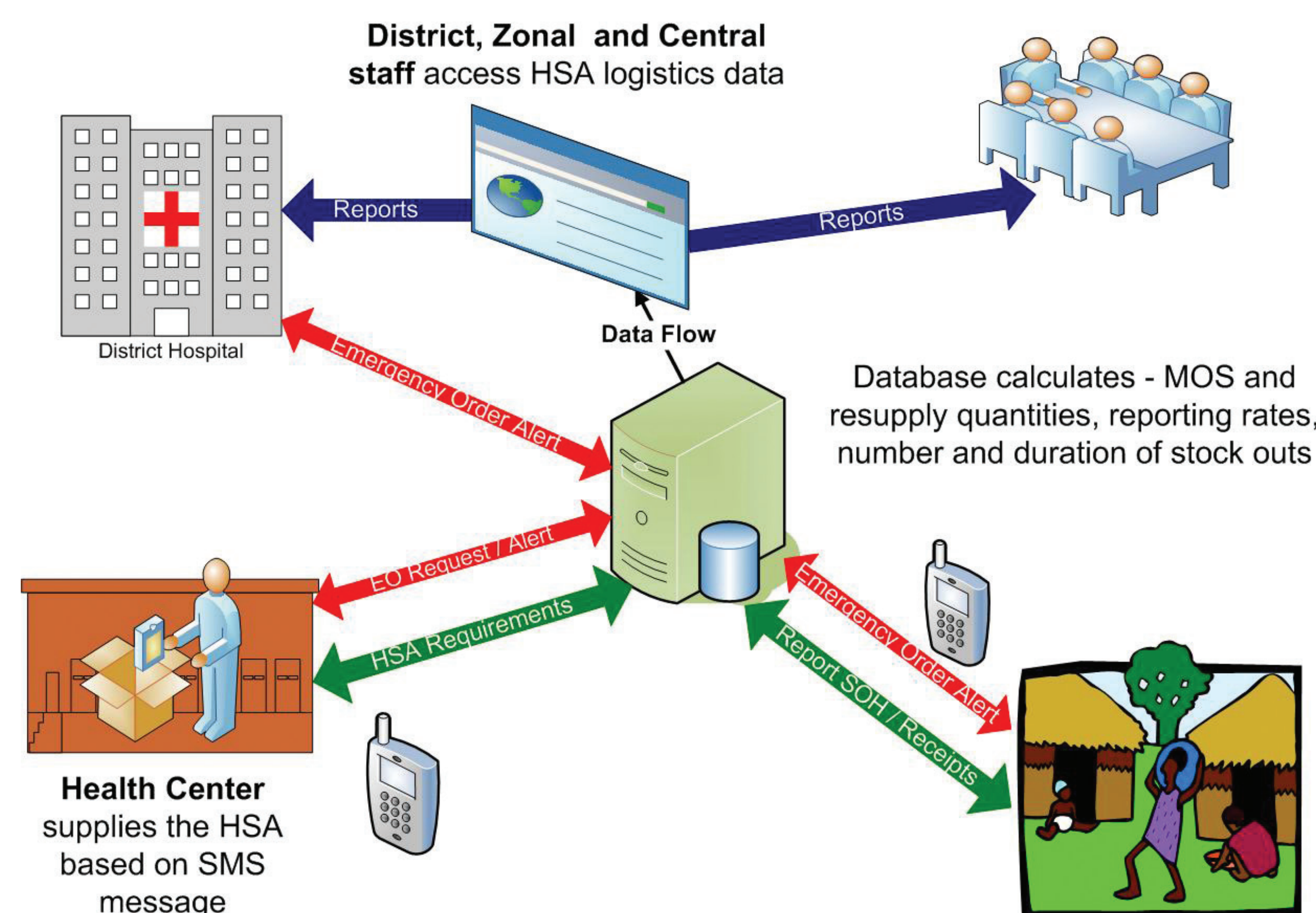
What is cStock?

- cStock is an SMS reporting and resupply system designed to make community level logistics data visible through a web interface for problem-solving and decision-making
- cStock gathers data from HSAs, calculates resupply quantities and sends SMS messages to HCs to facilitate rapid and accurate resupply
- cStock was launched in Malawi in June 2011 and will cover 6 districts by December 2011

cStock Inputs

- HSA sends SMS with product stock levels
- HC staff sends 'order ready' message when order is packed for the HSA
- In the near future, program partners working in Community Case Management (eg. Save the Children, PSI, etc.) will be able to send data on health products supplied by their organizations

Information Flow through cStock



MOS = months of stock.

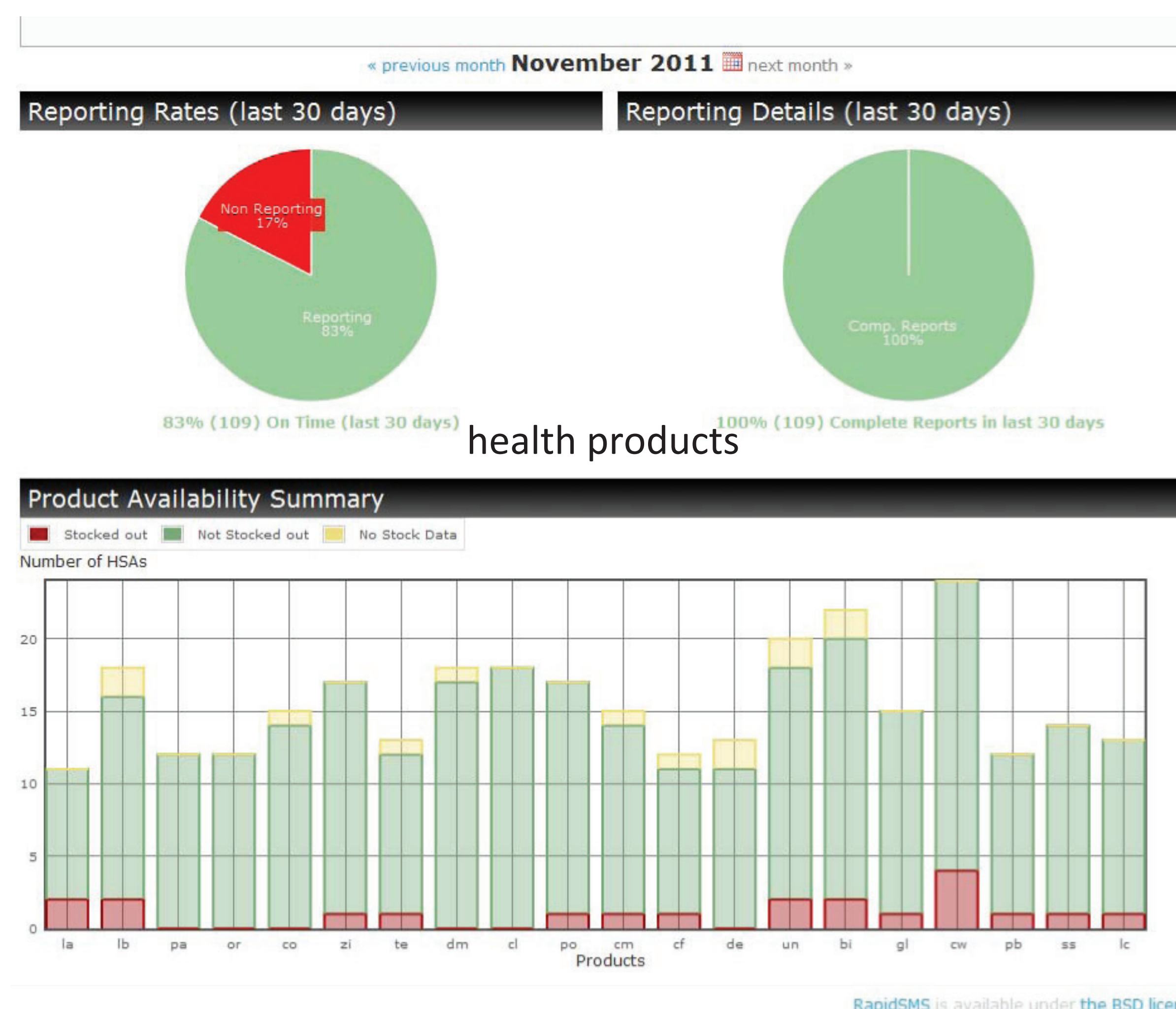
Impact and feedback from field users of cStock:

Interviews with HSAs, supervisors and IMCI Coordinators

- After only a few months, most have already embraced cStock as their reporting and resupply tool
- cStock has improved reporting, product resupply, and relations with HSA's In-Charges and supervisors
- cStock has enhanced communication and minimized wasteful travel to facilities
- cStock provides quick feedback and zero cost submission of reports
- HSAs receive increased product quantities from HCs as a result of independent quantity resupply calculations by cStock
- Respondents are still working to master sending data in accordance with SOPs

* First quarter monitoring results (expected January 2012) will reveal Enhanced Management teams' progress in optimizing use of data made visible through cStock

cStock Dashboard



cStock Outputs & Results

Output

cStock sends SMS to HC with order quantities for each HSA

Dashboard shows districts and soon, partners real time stock levels, reporting rates, and alerts for 20 different products managed by HSAs

'Enhanced Management' gives Districts, HCs and HSAs methods for problem-solving as a team using data

Results

Simplifies packing orders in advance of HSAs arrival, reduces calculation errors, reduces burden on HC staff

Helps track usage, address and avoid community stock outs, improve monitoring, and enable recognition of good performance

Ensures adequate resupply from HC to HSA, to alert District of impending stockouts, to recognize and reward improved performance. Team + data = enhanced management

Integration: Looking Forward

- A framework for integrating cStock and the national level Supply Chain Manager database is complete
- Integration will enable similar system enhancements and visibility up and down the entire national supply chain, including the community level
- Current status of integration depends on ability to align reporting periods to sync cStock and Supply Chain Manager