





JSI RESEARCH & TRAINING INSTITUTE, INC.

## STRENGTHENING THE FAMILY PLANNING SUPPLY CHAIN IN INDONESIA



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JUNE 9, 2017

## FAMILY PLANNING IN INDONESIA

Indonesia, the fourth-largest nation in term of population size, had one of the strongest and most successful national family planning initiatives.

#### GOLDEN ERA (early 1970–early 2000)

- Fertility rate decline: 5,6 to 2,6
- mCPR doubled to nearly 60%
- Massive campaign on national scale



#### **STAGNATION** (from early 2000)

- Fertility rate: 2,6
- mCPR risen a meager 0.5%
- Fewer campaigns and promotions
- Authority shifting from national to district level.

#### REVITALIZATION

- Commitment to FP2020 goals
- Investment to enhance family planning education, awareness and services
- Village Family Planning Project.
- Strengthening the inclusion of FP in the Universal Health Coverage (UHC) program
- Encouraging the use of LARC and reducing discontinuation rates.

### **CONTRACEPTIVE MANAGEMENT**

- Procurement of contraceptives is **centralized**.
- Products from Central BKKBN are distributed to 34 provinces.





## **CONTRACEPTIVE AVAILABILITY**



#### Contraceptive Method Mix

#### Contraceptive Stockout Rate 2016

Less than 15% = 15% to 30% = Greater than 30%





## **SUPPLY CHAIN IMPROVEMENT PROCESS**



## **CORE THEMES OF OUR SYSTEM**

#### ORGANIZATION



 Identify champions. Build a pool of mentors for knowledge transfer

## FROM THEORY TO PRACTICE



## **ORGANIZATION EQUIPPING STAKEHOLDERS**

#### SOPS FOR INVENTORY MANAGEMENT

 Dynamic: Consumption based resupply
Preventive: Emergency order and reallocation points

• Efficient: Staggered distribution

schedules

#### **USER FRIENDLY TOOLS AND JOB AIDS**

• *Simplified:* Excel-based Inventory Management and Monitoring tool

- •Accessible: Video-based tutorials
- Low Cost: Mobile-based monitoring tool





#### **ORGANIZATION DEFINING ROLES AND RESPONSIBILITIES**



#### **COLLABORATION QUALITY IMPROVEMENT TEAMS**

*Multi division:* Cross functional partnership for problem solving & implementation of SCM system strengthening interventions

*Multi level:* Setting expectations across levels of the chain; knowledge sharing

**Performance:** Enhance effective team performance; establish process for continuous supply chain improvement

*Multi sectoral:* Strengthening coordination and cooperation





#### **COLLABORATION SUPPORTIVE SUPERVISION and ON-THE-JOB TRAINING (OJT)**

*Knowledge transfer:* Complement classroom trainings with routine mentorship and OJT

Compliance: Quality assurance & accountability

*Feedback:* Recommendations and recognition, increasing motivation and performance

*Team work:* Encourages participatory decision making

Data for Monitoring: Visibility into non-LMIS data

**Communication:** WhatsApp groups used for reminders, requests and knowledge sharing





#### **INFORMATION INFORMATION FLOW: UPSTREAM**

# **Data visibility:** User friendly tools for interpretation of eLMIS data and supportive supervision data



## **INFORMATION INFORMATION FLOW: UPSTREAM**

## **Performance:** KPIs with annual targets that enable cross functional teams to work collectively towards a common goal.

	Target achieved				Target not achieved			
	1			Month				
Category	Indicator	Source	Product	Target	Jan-17	Feb-17	Mar-17	Apr-17
Product Availability	% of SDPs stocked out, by method	BKKBN e-LMIS	IUD	15%	6%	7%	9%	6%
			Condom	5%	6%	9%	6%	0%
			Pill	20%	10%	4%	4%	0%
			Injectable	20%	2%	4%	2%	0%
			Implant	40%	12%	6%	11%	9%
	% of SDPS stocked out of any method	BKKBN e-LMIS		15%	35%	19%	26%	15%
	"% of SDPs with adequate levels of stock (> 0.5 and < 5 months of stock)	ВККВN e-LMIS	IUD	50%	44%	28%	43%	50%
			Condom	100%	59%	47%	47%	70%
			Pill	30%	57%	70%	60%	60%
			Injectable	60%	67%	85%	77%	79%
			Implant	70%	64%	59%	59%	54%
Supportive Supervision	% of SDPs that received supportive supervision and on-the-job training	Magpi		100%		100%	100%	9%
Distribution	% of SDPs that received products on time	Delivery note		100%	100%	100%	100%	100%
Storage	% of SDPs that are storing products within the appropriate temperature (<=25 C)	Magpi		10%		12%	0%	0%
Logistics Management Information Systems (LMIS)	% of SDPs that are using stock cards for all offered methods	Magpi				88%	86%	100%
	% of SDPs that have stock card balances matching physical stock for all offered methods	Magpi		50%		93%	67%	100%
	% of SDPs that have stock card balances matching report for all offered methods	Magpi BKKBN e-LMIS		20%		73%	58%	100%
	% of SDPs that have submitted monthly reports on time (before the 15th of the following month)			90%	93%	100%	100%	100%
	% of SDPs with accurate reports (beginning balance of the current month matching ending balance of the previous month)	BKKBN e-LMIS		20%	59%	69%	87%	91%

### **INFORMATION INFORMATION FLOW: UPSTREAM**

*Data quality:* Building capacity of logistics recording & reporting through classroom trainings, video based job aids & reinforced with OJT.



#### **QUALITY LOGISTICS RECORDS**



#### **QUALITY SERVICE**

### INFORMATION INFORMATION FLOW: DOWNSTREAM

# *Knowledge transfer:* Complement classroom style trainings and SOPs/Job aids with routine mentorship and OJT

# *Feedback:* Recommendations and recognition, increasing motivation and performance

			Lembaran asli untuk fasyankes				
	Formulir Tindak Lanjut			Ca	ontraceptive Management Scorecard - KKB WANAREJA I		
Dirich		Bimbingan Teknis Pengelolaan Alokon		Dependent			
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mentor, dan lainnya sebagai d	duplikat untuk fasilitas yang dikunjungi sebagai tindak lanjut	dari kunjungan bimtek.	ini. Formun ini kulun dan daa rangkap, saka sebagai dokumenkasi antuk	75%			
Nama fasilitas:	Nama mento	c 🗌	Staff yang menerima On The Job Training (OJT) mengenai pengelalaan alakan pada saat kunjungan bintek:	Rank	12.0 Contraceptive Avail	lability Januari 0.0 0.2 0.3 Februari 2.0 3.0 1.6	0.1 0.2 2.4 0.8
Kode:	No. Telp./HP/Ema	i:	Nama Posisi/Jabatan No. Telp/Hp / Email	3 of 46	10.0	Maret 3.0 1.5 5.0 April 2.0 4.0 4.0	6.0 3.0 5.0 2.0
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Frovinsi - Kab/Kota.	Posisi / Jabata	n:		51% 19	60 40	Agustus 15 30 20 Sentember 20 20 50	5.0 5.0 4.0 4.0
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			Tengat	Juni	List Ting Time	Logistics Management Information Systems	Starage
	Rekomendasi tindakan	untuk mengatasi permasalahan	waktu Oleh :	Score Rank 60% 9	inventory management	Logistics Management information systems	Storage
1.				iui	Indicator Dec-16 Feb-17	Indicator Dec-16 Feb-17	Indicator Dec-16 Feb-17
2.				Score Rank 60% 12	Methods stocked out in last 3 0 0	Using stock card Yes Yes	Overall Storage 71% 86%
3.				Agustus Grave Dank	Physical inventory monthly Yes Yes	Stock card accuracy - matching physical stock	Clean and dry Yes Yes
Rencana tindakan diatas tela	ah didiskusikan dengan staf di fasilitas ini. Diperlukan tindal	ran srategis untuk mengatasi permasalahan yang ada		50% 25	Damaged or expired in stock No No	Stock card accuracy - matching F/ll report	Away from hazardous Yes Yes materials
Komentar lain:				September Score Rank	System to dispose Yes No damaged/expired	Physical inventory recorded on stock card	Away from direct Yes Yes sunlight
				55% 18		Expired products recorded seprately	Has AC, Fan or Yes Yes ventilation
				Oktober Score Rank		Report beginning matching ending balance previous month	Appropriate No Yes
Tanggal kuniungan				65% 8		Report on time in the online system	Stored according to FEFO Yes Yes
berikutnya:				Nopember Score Rank			Expired/damaged No No products stored
				60% 10			
				Desember Score Rank			
Tanda tangan mentor	Tanda tangan yang di	kunjungi		75% 9			
/////	///////////////////////////////////////				+++++++++++++++++++++++++++++++++++++++	<u> </u>	

## **ARE WE MAKING AN IMPACT?**

## **IMPACT PRODUCT AVAILABILITY HAS IMPROVED**



Source: BKKBN eLMIS data

#### **IMPACT INCREASE IN APPROPRIATE USE OF LOGISTICS RECORDS**



#### % of SDPs using stock cards



Source: Baseline assessment and Supportive Supervision data



#### **Mentor Visits**



### **IMPACT QUICK ADOPTION**

- Using a combination of routine data and supportive supervision monitoring data the QIT team discovered that several SDP's had stock of expired products and were including it in their reports. Corrective action was initiated by the mentors to encourage SDP's to make adjustments on their stock records and initiate disposal procedures.
- SDP's with over stock (above the reallocation point) identified and the district has been facilitating redistribution procedures.
- Stakeholders have increased their capacity to analyze and interpret data using the inventory management tools.
- Province's have increased their budget for SCM related activities.
- Divisions that traditionally did not show much interest in SCM have shown increased levels of participation in QITs.

#### **CHALLENGES**

Procurement delays at central level Low priority for FP at local government level Lack of adequate storage infrastructure at district and SDP level

High staff turnover



**Familiar platforms:** user friendly - Excel based tools



**Motivation**: performance based financial and non financial incentives



Free user friendly mobile tools: leveraging high smartphone penetration



**Governance:** clearly defined roles and responsibilities



Cost effective:

interventions can be embedded within existing budget line items e.g. supportive supervision along with distribution



Joint ownership: multi level collaboration towards a common goal

