

# A Hotline to Improve the Availability, Quality, and Use of Family Planning Logistics Data for Product Safety at the Last Mile in Niger

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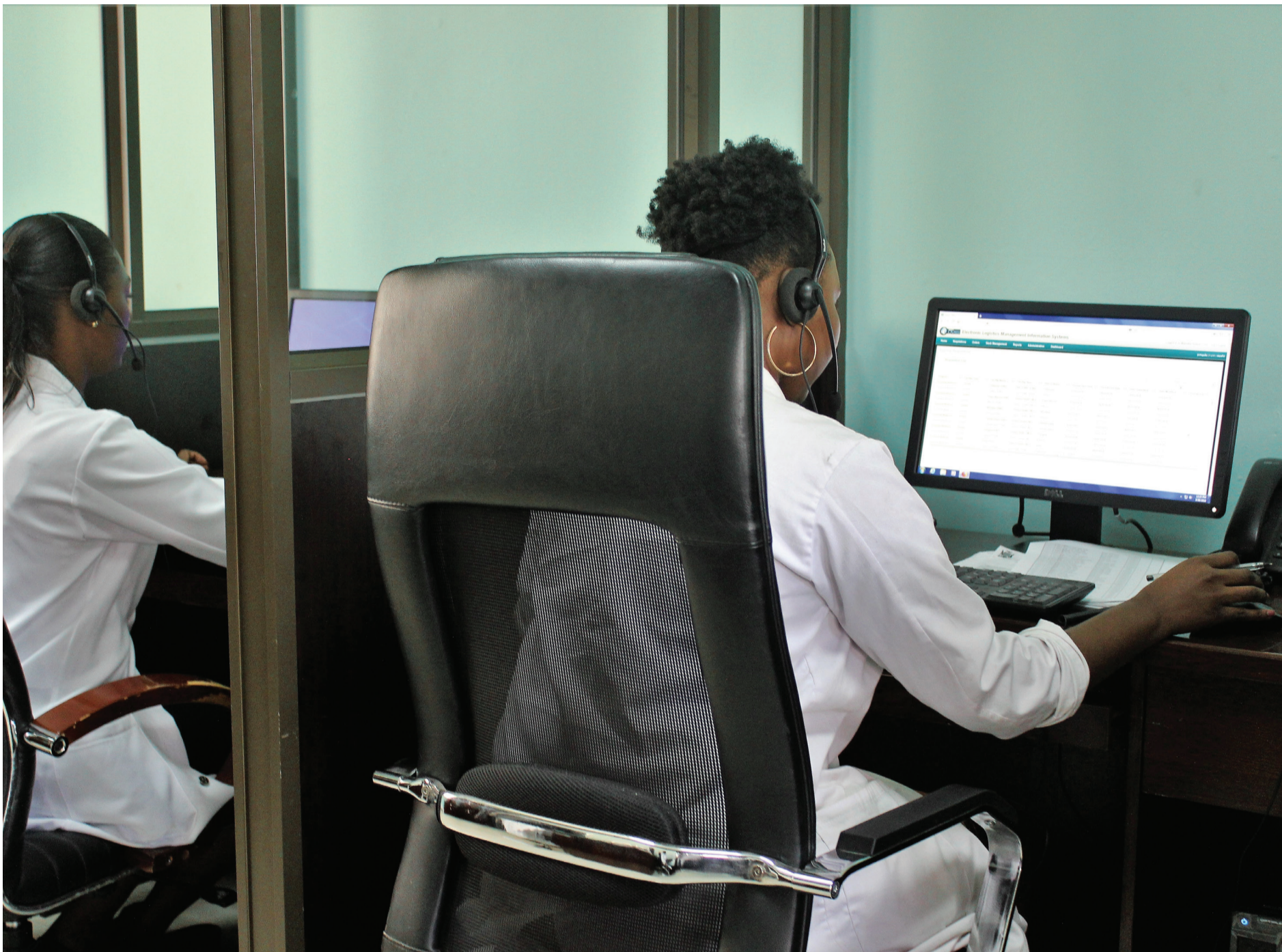


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## FRAGILE LAST-MILE SAFETY FOR CONTRACEPTIVE PRODUCTS

Shortcomings in the quantification and management of contraceptive products at the health districts and facility level of the two project-supported regions in Niger led to frequent contraceptive stockouts threatening access to contraceptive access for all.

## A HOTLINE SERVICE TO IMPROVE FAMILY PLANNING LOGISTICS DATA

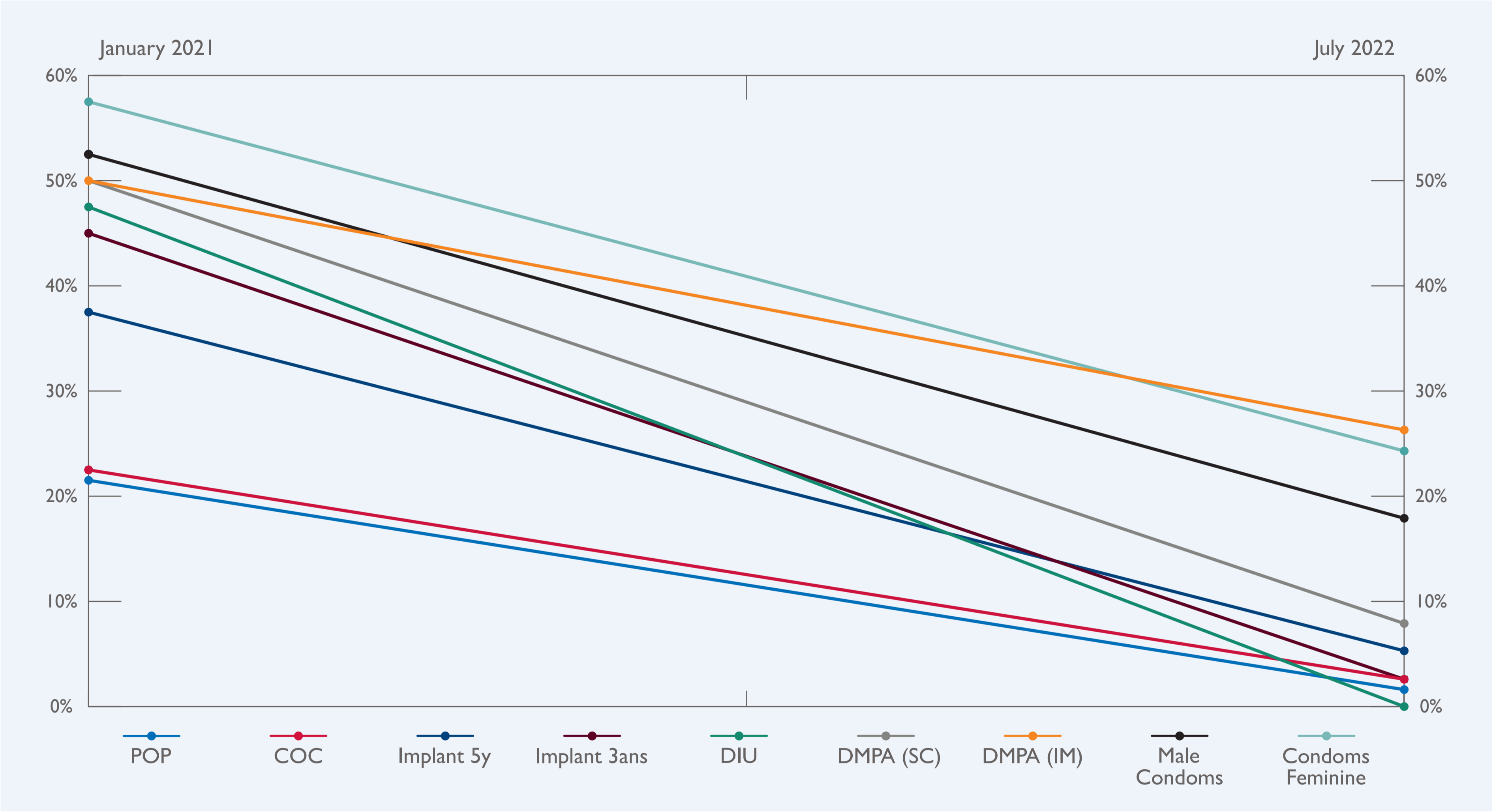
Partnering with the Ministry of Health’s Directorate of Pharmacy and Traditional Medicine (DPH/MT) and Directorate of Family Planning (DPF), the project identified an innovative solution: a two-way hotline service to improve the availability, quality, and use of logistics data at the regional, district, and health center levels in the USAID-focus regions of Maradi and Zinder. In this system, teleoperators monitor site-level inventory status through the hotline, closely track stock transfers or return requests, and transmit emergency orders to district and regional warehouses, providing much-needed data for decision-makers. Likewise, health centers can call the hotline, free of charge, to submit stock requests.

## THE HOTLINE HELPS REDUCE STOCKOUTS

In a joint effort, the GHSC-TA Francophone TO and the Ministry of Health rolled out the Hotline in July 2021 and saw immediate results. Previously, stockout levels varied between 25% and 75%,

depending on the product and the reference period. Since the Hotline, the variation has dropped between 0% to 45%, depending on the product at the service delivery points.

FIGURE 1: STOCKOUTS DECREASED SINCE THE IMPLEMENTATION OF THE HOTLINE



## METHODOLOGY

During the pilot phase, nine districts in the regions of Maradi and Zinder were randomly selected to test the concept. Teleoperators called service delivery points monthly to check stock levels and report them to GHSC-TA Francophone TO and the Ministry of Health. At the same time, the Hotline teleoperators would be available for health workers at any level of the supply chain to report a stockout. In May 2022, the project partnered with USAID-Kulawa, a project working on expanding service delivery in remote areas of Maradi and Zinder. With this partnership in place, once a stock issue is identified via the Hotline, the GHSC-TA

Francophone TO coordinates with the Ministry of Health and USAID-Kulawa to resupply the stock as soon as possible.

## EXPANDING THE MODEL

Since implementing the Hotline, family planning stock-outs have decreased, improving access to family planning commodities in remote areas. Given the success, the Hotline will be sustained and scaled up over time in line with national efforts to improve and strengthen the supply chain. The project plans to expand the hotline to the USAID-supported regions of Dosso and Tahaou in fiscal year 2023.