

IMPROVING THE AVAILABILITY OF HEALTH COMMODITIES THROUGH SUPPORTIVE SUPERVISION: A CASE STUDY FROM VIHIGA COUNTY, KENYA



ABSTRACT No.77

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INTRODUCTION

Access to essential health commodities in low- and middle-income countries is mainly affected by poor supply chain management practices, which limits the quality of healthcare delivery.

Lack of adequate supportive supervision and mentorship contributes to suboptimal performance of the supply chain system.

METHODOLOGY

The Health Products and Technologies Unit of the Department of Health, Vihiga County, Kenya with support from USAID Global Health Supply Chain Program-Procurement and Supply Management (GHSC-PSM) project — embarked on an initiative to strengthen supportive supervision as part of the county's overall goal of improving access to health products and technologies.

A scored checklist that consists of eight key areas namely resolution of previous action points, storage of health commodities, inventory management, availability and use of data MIS tools, availability of job aids and guidelines, accountability for health commodities was used to conduct field visits to offer mentorship and on-the-job training to the supervisors and the health workers at the facilities. Findings were discussed with individual facilities on a case-by-case basis and smart action points developed together with health workers based on the gaps identified.

PERFORMANCE SUMMARY: EBUKANGA DISPENSARY

| Area Assessed | Max Score | Commodity Management | | | Performance Category |
|---|------------|----------------------|-------------|------------|----------------------|
| | | Numerator | Denominator | % Score | |
| 1 Resolution of Previous Action Points | 10 | 6.7 | 10 | 67% | Good |
| 2 Storage of Health Products | 20 | 17.3 | 20 | 87% | Excellent |
| 3 Inventory Management | 30 | 18.1 | 30 | 60% | Average |
| 4 Availability and Use of Commodity MIS Tools | 10 | 9.4 | 10 | 94% | Excellent |
| 5 Verification of Commodity Data | 10 | 8.8 | 10 | 88% | Excellent |
| 6 Guidelines and Job Aids | 5 | 3.8 | 5 | 76% | Good |
| 7 Accountability for Commodities | 15 | 11.3 | 15 | 75% | Good |
| Total Score | 100 | 75.3 | 100 | 75% | Good |

KEY

| | |
|--|--|
| Excellent 80% to 100% | Average 50% to <65% |
| Good 65% to <80% | Poor <50% |

Table 1: Integrated Supportive Supervision and Supply Chain Audit Tool

RESULTS

Result 1

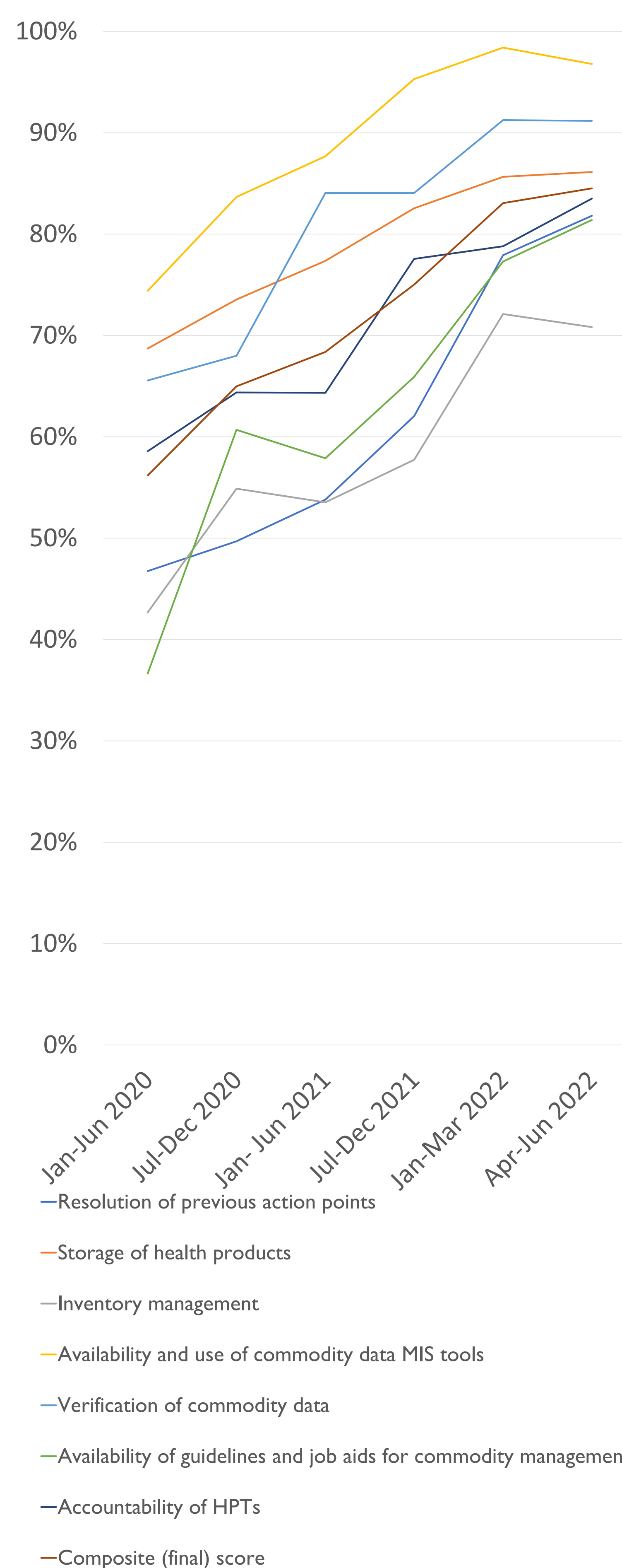


Diagram 1: Performance on key indicators of health products and technologies over time (January 2020-June 2022)

ACKNOWLEDGEMENTS

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Result 2

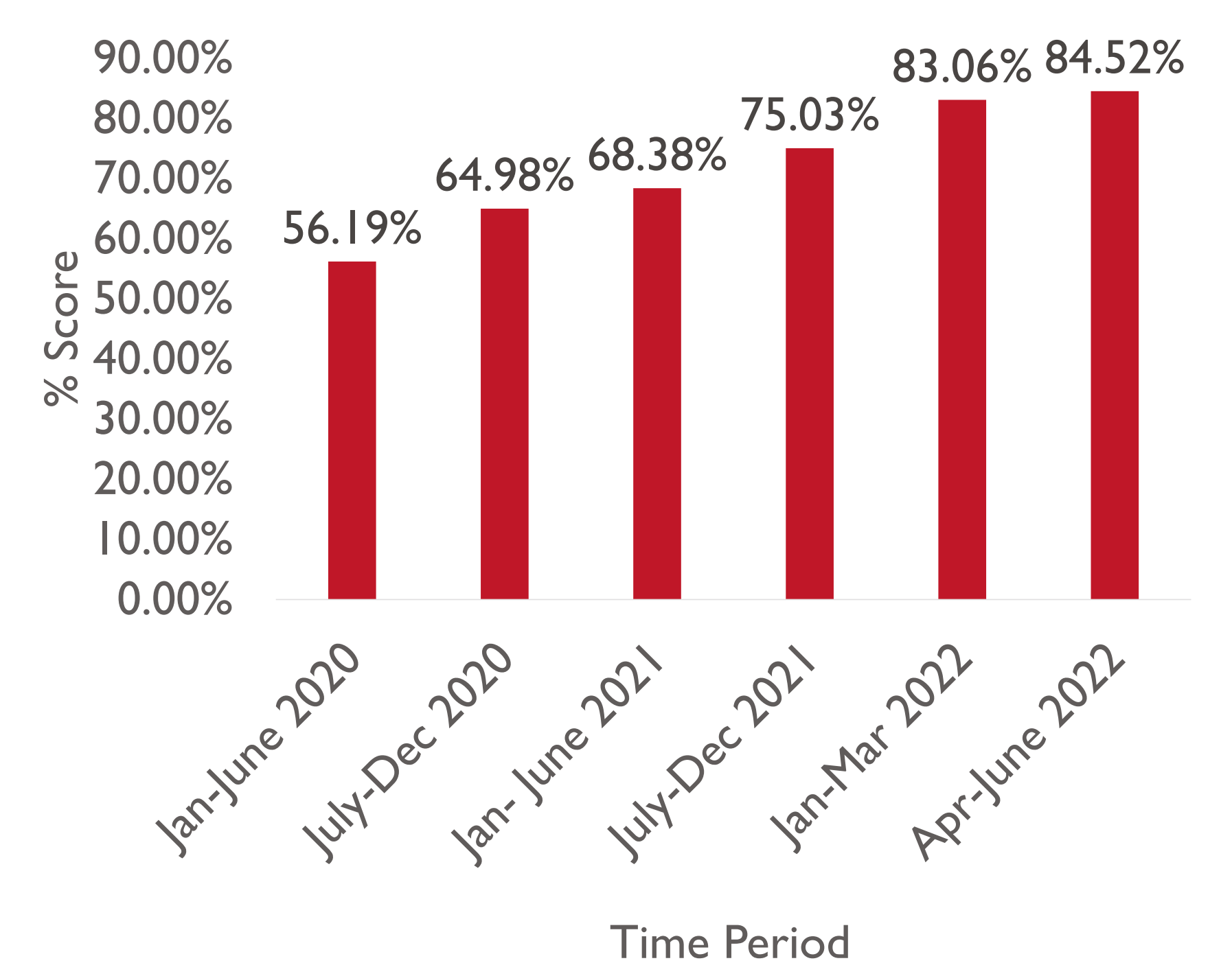


Diagram 2: Composite score in HPTs management

Result 3

Client- and service providers' interviews revealed that the availability of health commodities influenced their rating of the quality of health services received

“Good because of availability of commodities for the services provided.”

CONCLUSIONS

Supportive supervision ultimately improves healthcare workers' performance, quality of service delivery and facilitates uninterrupted access to medicines and other health technologies, thereby improving population health.

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