

# Building Resilient Health Supply Chains to Achieve SDGs:

2020 and Beyond

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**inSupply**Health



# inSupply Health Limited



inSupply Health Limited is a health advisory firm in East Africa, affiliated with JSI Research & Training Institute, Inc.

**Our mission is to transform lives by co-creating innovative and sustainable solutions for healthy communities**



# SDGs: Supply Chains & Innovation



Ensuring healthy lives and promoting well being at all ages requires **supply chains that reach clients with the products they want and need**



Reduced inequality is ensuring that these supply chains **provide access for all clients**, not just those that are easy to reach

Reaching those that are marginalized by health systems requires **radically different approaches**

# What has COVID shown us?

- Resilience is vital
- Inequities in access are magnified
- Responsiveness is heavily dependent on data, yet national information systems are fragile
- Client-centered approaches are key for ensuring service/supply continuity
- Remote and virtual approaches are feasible and enhance self-sufficiency



# Supply chains must be resilient, responsive and equitable

Co-creating solutions with **clients** ensures their voices are part of design, implementation and adaptation, and they feel ownership of solutions and outcomes

Enhancing **data** visibility, accelerating information flows, and fostering **data** use are needed to effectively respond to communities needs



# Building data driven, client-centered supply chains



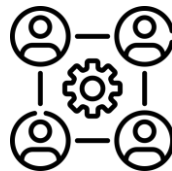
## Human Centered Design

A methodology that puts the creation of solutions for user challenges back in the user's hands



## cStock

A mobile reporting, resupply tool for community health volunteers



## IMPACT Teams

Multidisciplinary quality improvement teams that meet routinely, review data, problem solve and take action



## Virtual Learning

e-learning modules customized to IMPACT team members to build competency



# Building data driven, client-centered supply chains



**Lolopul**  
Female CHV,  
Samburu County

Each Persona has the following sections:

- About Me
- My motivation
- My challenges
- My thoughts on FP
- My thoughts on health
- When designing for me remember that

*"Balancing between my personal work and CHV work is not easy. We were promised a monthly stipend but we have never received it. This is demoralising."*

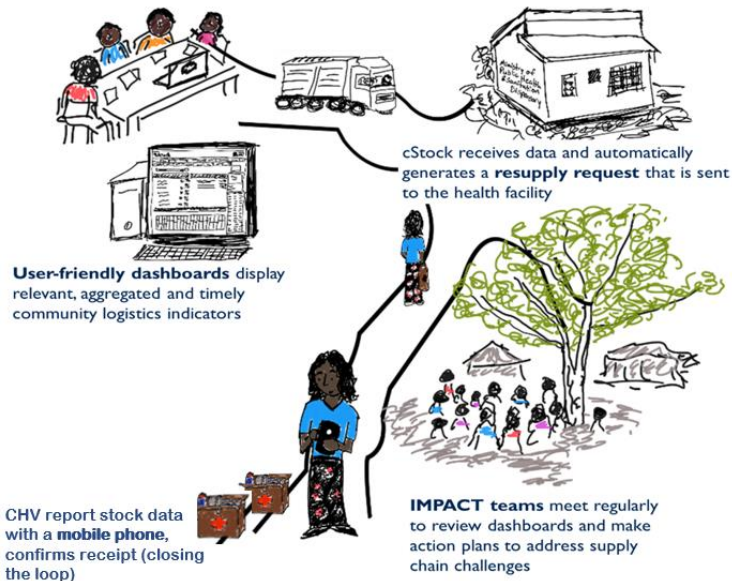
#### About me

I have been a CHV for several years now. I am married with 6 kids. I feel good when the community seek advice from me. I visit households to educate them on handwashing, nutrition and family planning. I also mobilize the community during outreaches. Sometimes my personal and family activities are affected by community work. I don't get paid and therefore I am unable to take care of my family the way I would want. I sometimes help the CHA when he is busy by collecting reports from the other CHVs. I love my job because it increases my status in the society, people listen to me.

When designing for me, remember that:

- |   |  |  |
|---|--|--|
| <b>1</b> I feel demotivated since the promised stipend has never come. I worry about how I am to take care of my family | <b>2</b> I feel good when the community seeks health services from me, I only handle condoms | <b>3</b> I don't recommend women get FP without a husband's consent and I help husbands to draft consent notes for their wives to get FP at the facility |
|---|--|--|

**HCD** is how we incorporate client needs, and design with and for clients

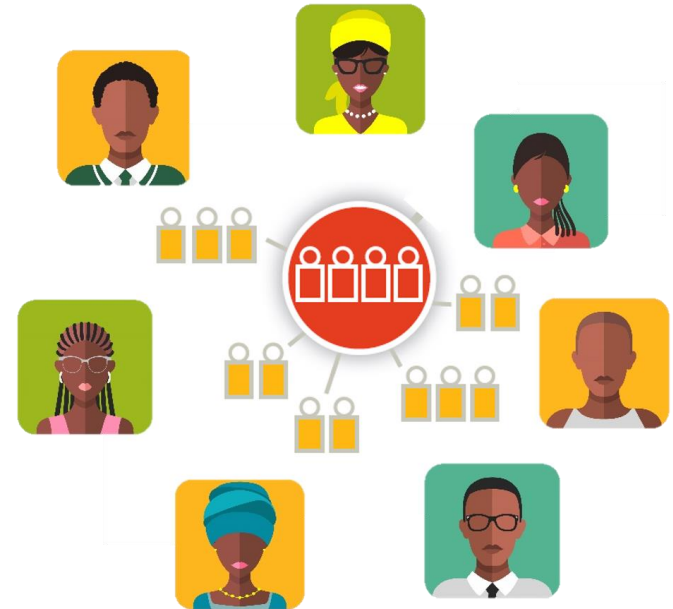


**cStock:** ensures that community health volunteers stay connected to, and are resupplied by the health system

# Building data driven, client-centered supply chains



**IMPACT Teams:** build a culture of data use and enable local problem solving



**Virtual learning packages:** foster self sufficiency and effectiveness for data use



# Looking Ahead to SDGs

## Opportunity to

- Tap into the transformative power of digital, adapting innovations for context and clients
- Build client centric supply chains
  - Self care, client agency for health
  - Consider client needs for new product introductions (e.g. COVID self-test, Vx)
- Develop new metrics for supply chains
- Solutions that help supply chains withstand shocks



Co-creating Innovation  
for Health



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