John Snow, Inc. (JSI), based in Boston, USA, is a public health company dedicated to improving the health of individuals and communities throughout the world. Since the late 1980s, JSI has provided extensive consultation to national and state public health initiatives in India. With support from USAID and other donors, JSI has implemented a wide range of public health programs, including Resources for Child Health (REACH), IMMUNIZATION Basics, MCHIP, and AIDSTAR-One. JSI’s comprehensive approach to health systems design and management has improved the quality and efficiency of care in India in the fields of women’s and children’s health, routine immunization, contraceptive security, HIV, sanitation and access to clean water, outbreak preparedness, and nutrition, at both the national and state levels.

In 2013 JSI deepened its commitment to India by forming John Snow India Private Limited, a subsidiary of JSI with formal registration in India, and in 2014, incorporated JSI R&T India Foundation. The direct relationship between JSI, John Snow India Private Limited, and the Foundation allows the Indian programs to benefit from JSI’s global and technical experience, wealth of resources, and administrative and financial support. Building on JSI’s logistics expertise, John Snow India Private Limited was invited by USAID to implement the USAID | DELIVER PROJECT.

USAID | DELIVER PROJECT

Client(s): Funded by USAID supported by PEPFAR
Services: Technical Assistance (Task Order Public Health)
Technical Expertise: Supply Chain Management (SCM) of Reproductive, Maternal, Newborn, Child, and Adolescent Health (RMNCH+A) and HIV commodities

Time Frame: 2013-2015
The Ministry of Health and Family Welfare (MOHFW) of the Government of India has requested USAID to provide technical assistance in SCM of RMNCH+A and HIV commodities, as part of the ongoing support to the implementation of the RMNCH+A strategy. USAID is engaging the globally-funded USAID | DELIVER PROJECT to provide technical support to strengthen the supply chain management systems of RMNCH+A and priority HIV and AIDS prevention and treatment commodities.

Goals and Objectives
USAID’s goal is to support the Indian government in its efforts to end preventable maternal and child deaths, by strengthening the existing supply chain systems for better availability and accessibility of RMNCH+A and HIV commodities. The main objective of the USAID | DELIVER PROJECT in India is to bolster state-level supply chain performance to ensure improved health commodity availability by:
• Strengthening management systems
• Improving personnel technical and management skills
• Creating supportive environments for commodity security

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Key Activities
The USAID | DELIVER PROJECT (subsequently referred to as “the project”) provides technical assistance in supply chain management at the national level and in Uttarakhand, Jharkhand, Himachal Pradesh, Haryana, Punjab, and Delhi. USAID is the lead development partner.
in these six states under the Call to Action for Child Survival and Development. The project provides technical assistance to help strengthen the performance of state RMNCH+A and HIV supply chains in the following ways:

- Review, update, and roll-out standard operating procedures for warehousing, inventory management, and the logistics management information system
- Build local capacity through supply chain training
- Develop key performance indicators
- Facilitate state-to-state cross-learning to leverage best practices
- Create forecasting methodology and tools for medium- to long-range procurement planning

In addition, the project supports the National AIDS Control Organization (NACO) in strengthening human resources capacity, particularly with the national roll-out of an electronic inventory management system for centrally procured HIV-related commodities within the National AIDS Control Program IV (NACP IV).

**Strategic Approaches**

**Building partnerships/stakeholder engagement:** The project fosters a collaborative environment by actively working with lead development partners and USAID implementers that provide support to the national RMNCH+A strategy. The project helps mobilize resources through coordination at the state and national levels by supporting State Health Missions (SHMs) and other partners to incorporate supply chain improvement interventions into annual project implementation plans.

**Building on existing systems:** The project works to improve and build on existing systems and infrastructure to support the rapid scale-up of MOHFW interventions rather than attempting to create new systems.

**Strengthening institutional capacity:** State-level project staff work with the SHMs, Department of Health and Family Welfare, and State AIDS Control Societies to identify bottlenecks and prioritize training and technical assistance interventions tailored to state-level supply chain needs.

**Improving use of data for decisionmaking:** The project improves management processes and decisionmaking through timely and effective analysis of logistics data and strengthens the ability of program managers to manage and interpret program data.

**Strengthening human resources:** The project conducts trainings, workshops, and training of trainers to strengthen the performance of supply chain managers and health facility staff responsible for commodity management. By building a cadre of supply chain champions, the project facilitates organizational changes for improved performance. To date the project has also engaged with NACO to identify key supply chain human resource requirements for the implementation of the NACP IV.

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