



# UGANDA

## Enhancing Supply Chain Management of Antiretroviral Drugs in a Resource-limited Setting through Web-based Ordering System to Increase their Availability A Case of East Central Uganda

### 01 PROBLEM



**Difficulty getting the right medicines to the right people at the right time.**

When essential medications are out-of-stock—especially in hard-to-reach areas where there is no alternative solution—patients blame health workers who have no control over the medicine supply chain.

The Uganda National Minimum Health Care Package (UNMHCP) requires the government to make essential drugs available to the population including antiretroviral drugs (ARVs), drugs for HIV/AIDS, TB, malaria, and other infectious diseases.

Dorothy Namuganga<sup>1,2</sup>, Francis Herbert Kazibwe<sup>2</sup>, Alex Mugume<sup>1</sup>  
IJSI Research & Training Institute, Inc. (IJSI)/Strengthening TB and HIV/AIDS Responses in East Central Uganda (STAR-EC), Jinja, Uganda,<sup>2</sup>

### 02 SOLUTION

The MoH replaced hard copy reports and orders with a web-based ordering system—an easy and quick way to place drug orders from the lowest level of care in the most remote and hard-to-reach areas to the national warehouse so as to enhance the supply chain management of ARVs.



### 03 PROCESS

STAR-EC initially trained in-charges and stores personnel in **33 FACILITIES** offering ART in proper quantification and ordering of ARVs. Health workers from hard-to-reach areas were oriented in use of computers for logistics management and drug ordering.

With the help of health management information system personnel, health facilities submit drug orders through an electronic system—known as Web-based Ordering System—where they are directly submitted to the national warehouse which in turn determines the needed quantities per facility and drugs are supplied on a bimonthly basis.

### 04 RESULTS

Improved efficiency in disseminating information from one place to another as well as reducing on-time spent especially from facilities found in hard-to-reach areas



**33** health facilities initially trained in use of web-based ordering system



Reporting rate improved from **60%** to **80%**



**Stockouts decreased**, with a below 5% incidence of stockouts in health facilities



**88** health facilities using the new system, with 3 people trained per facility

### CONCLUSION

By moving from a paper ordering system to the web-based ordering system for ARV orders, even hard-to-reach areas, can have an improved supply chain management system of ARVs.

For further information, please contact: Alex Mugume, Chief Of Party, STAR-EC P.O Box 829 Jinja, Uganda. e-mail: [info@starecuganda.org](mailto:info@starecuganda.org)

#### Health workers during mentorship for drug ordering



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