

STRENGTHENING THE FAMILY PLANNING SUPPLY CHAIN IN INDONESIA

BACKGROUND

Indonesia's National Population and Family Planning Board (BKKBN) in partnership with the "My Choice" Program is strengthening the supply chain for family planning (FP) to improve consistent access to a choice of contraceptives at health facilities across four provinces in Indonesia. Over the past decade, Indonesia's contraceptive prevalence rate has remained stagnant in part due to inconsistent access to contraceptives at service delivery points (SDPs). My Choice, funded by the Bill & Melinda Gates Foundation, is led by the Johns Hopkins Center for Communication Programs (CCP) in coordination with consortium partners, Jhpiego and JSI Research & Training Institute, Inc. who is addressing the supply chain component of the project.

SUPPLY CHAIN IMPROVEMENT PROCESS



My Choice has introduced a systems approach with an aim to strengthen the supply chain workforce at each level, empowering them with new tools, skills and information that will enable holistic and continuous supply chain improvement. The My Choice team collaborated with stakeholders to design a comprehensive package of data centric supply chain interventions that address critical gaps in the system. Four project interventions described below are guided by three core themes – strengthening organizational capacity, fostering collaboration and accountability, and inculcating a culture of data use for continuous supply chain improvement.



Inventory Management

Bottleneck: The use of service targets to make resupply decisions and lack of an appropriate inventory control system caused unequal distribution of contraceptives across resupply and service delivery points resulting in significant number of stock imbalances and stock outs.

Solution: The project designed and implemented a dynamic consumption-based inventory control system using fixed distribution schedules and standardized trigger points that facilitate emergency supplies or reallocations making the system more adaptable to changes in demand.



Logistics Recording and Reporting

Bottleneck: A strong supply chain system requires timely and good quality logistics data. BKKBN has a robust LMIS but poor record management at SDPs has compromised the quality of reports resulting in limited use of the data.

Solution: The project has built capacity of warehouse and SDP staff by equipping them with job aids and video tutorials with an aim to improve accuracy of records and reports.



Quality Improvement Teams

Bottleneck: Supply chain functions cut across multiple divisions and levels that operate in silos. Minimal communication and coordination across these divisions has resulted in inefficiencies within the supply chain system.

Solution: The Quality Improvement Team (QIT) model is a mechanism that fosters multi-division/level collaboration and inculcates a culture of data use for supply chain performance monitoring and improvement.



Mentorship and On-the-Job Training

Bottleneck: The FP program lacks a mechanism for routine monitoring and supervision. Additionally, high staff turnover makes capacity building challenging.

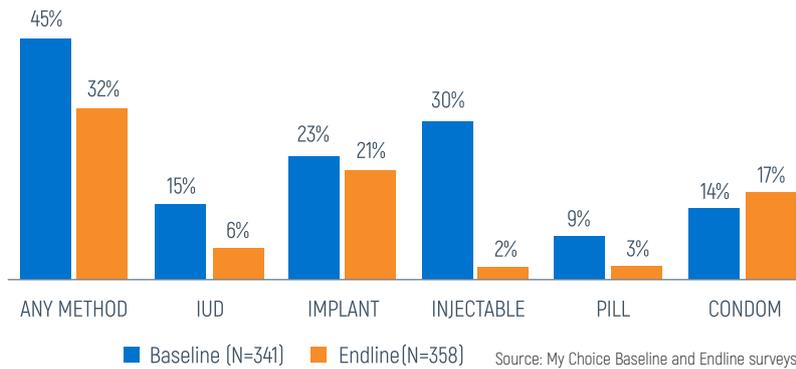
Solution: A mentorship and on the job training program has been introduced to build capacity of SDPs through coaching and feedback. Mentors also use a monitoring checklist that provides an additional dimension of data that can be used for decision making.

47%

reduction in number of SDPs stocked out.*

*Average – All Methods

PERCENTAGE OF SDPS STOCKED OUT ON THE DAY OF THE ASSESSMENT



“We are now looking at all of the data! Especially consumption data, it shows the real need. Inventory Management & Monitoring Tool (MIM Tool) helps us to make easy and fast analysis and calculate correct resupply quantities.”

—FINANCE AND ASSET MANAGEMENT DIVISION, BKKBN PROVINCE, CENTRAL JAVA

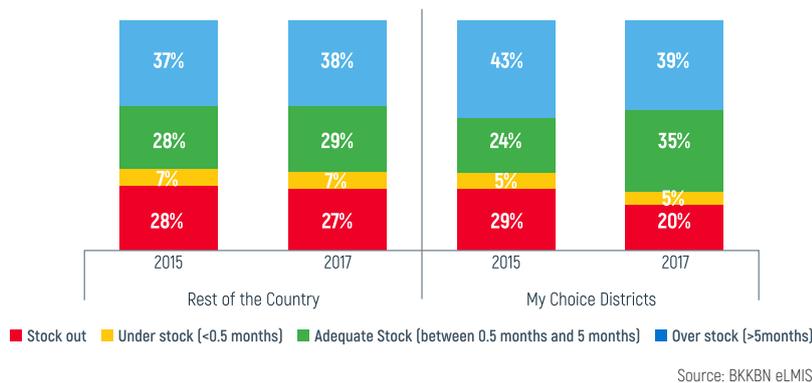
15%

fewer SDPs stocked out

21%

greater SDPs with adequate stock

MY CHOICE DISTRICTS VS. REST OF THE COUNTRY



“Inventory Management and Monitoring Tool (MIM Tool) allows me to control my stock as well as stock at the health facility. The Emergency order point and Reallocation point mechanism helps us to maintain adequate stock at the health facility.”

—WAREHOUSE STAFF, CILACAP DISTRICT, CENTRAL JAVA

235%

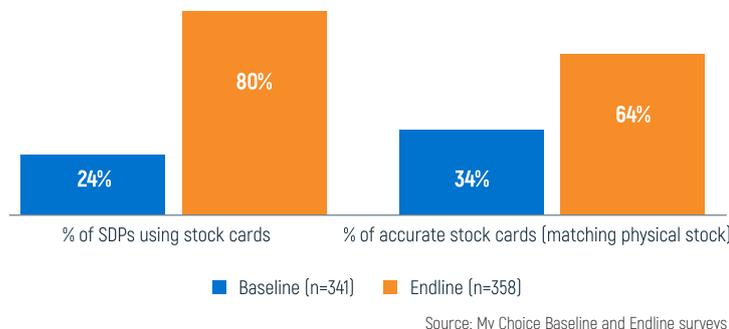
increase in number of SDPs using stock cards

89%

increase in number of accurate stock cards*

*matching physical stock

STOCK CARD USAGE AND ACCURACY AT SDPS



“Health facilities historically did not really care about accurate records. The mentorship and OJT program has provided mechanism for us to inform facilities about the importance of maintaining accurate records. Now health facilities are consistently conducting physical stock count at the end of each month.”

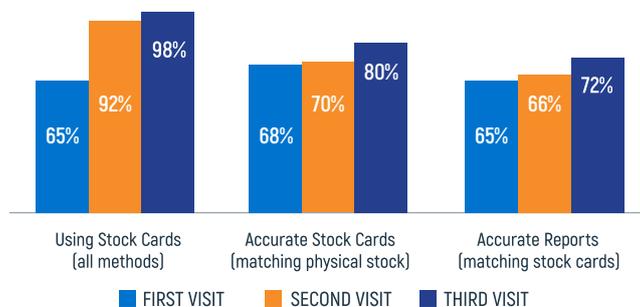
—HEAD OF FP PROGRAM & FINANCE DIVISION BREBES DISTRICT, CENTRAL JAVA

40 MENTORS

provided routine coaching and feedback to

541 SDPs

IMPACT OF ROUTINE MENTOR VISITS ON SDP LOGISTIC RECORDS AND REPORTS



“Health facilities follow up the recommendation that the mentor writes in the feedback form. Mentorship and On-the-job training program improves the collaboration and communication between mentors and midwives”

—MENTOR, GOWA DISTRICT, SOUTH SULAWESI

15 QUALITY IMPROVEMENT TEAMS

institutionalized

“The QIT forum has facilitated good communication and coordination among team members, not just internally but also between the District Family Planning Office and the District Health Office.”

—QUALITY IMPROVEMENT TEAM MEMBERS, GOWA AND BULUKUMBA DISTRICTS, SOUTH SULAWESI

CONTACT INFORMATION

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