Using Mobile Phones to Improve Supply Chain Management of Public Health Commodities

Problem

Data visibility is essential to well-functioning public health supply chains. Paper-based management information systems that provide information on stock availability at low-level health facilities to central level decision makers tend to be slow and cumbersome – information often arrives too late to be useful.
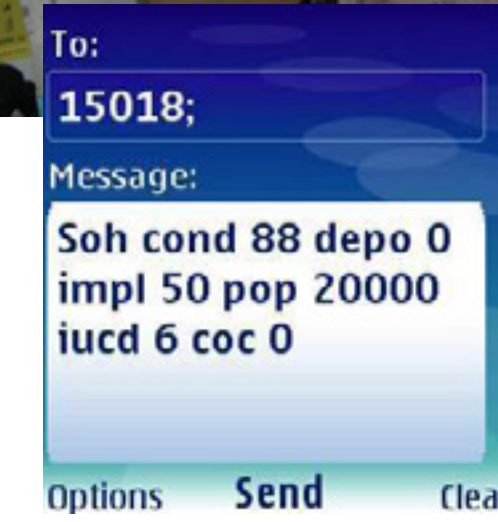
Intervention

In several countries, use of mobile phones is improving supply chain data visibility. Key data are sent via SMS and available in near real-time to decision-makers.

How does it work?

Staff at low-level health facilities routinely send a formatted SMS to a toll-free short code with key data points e.g. stock on hand
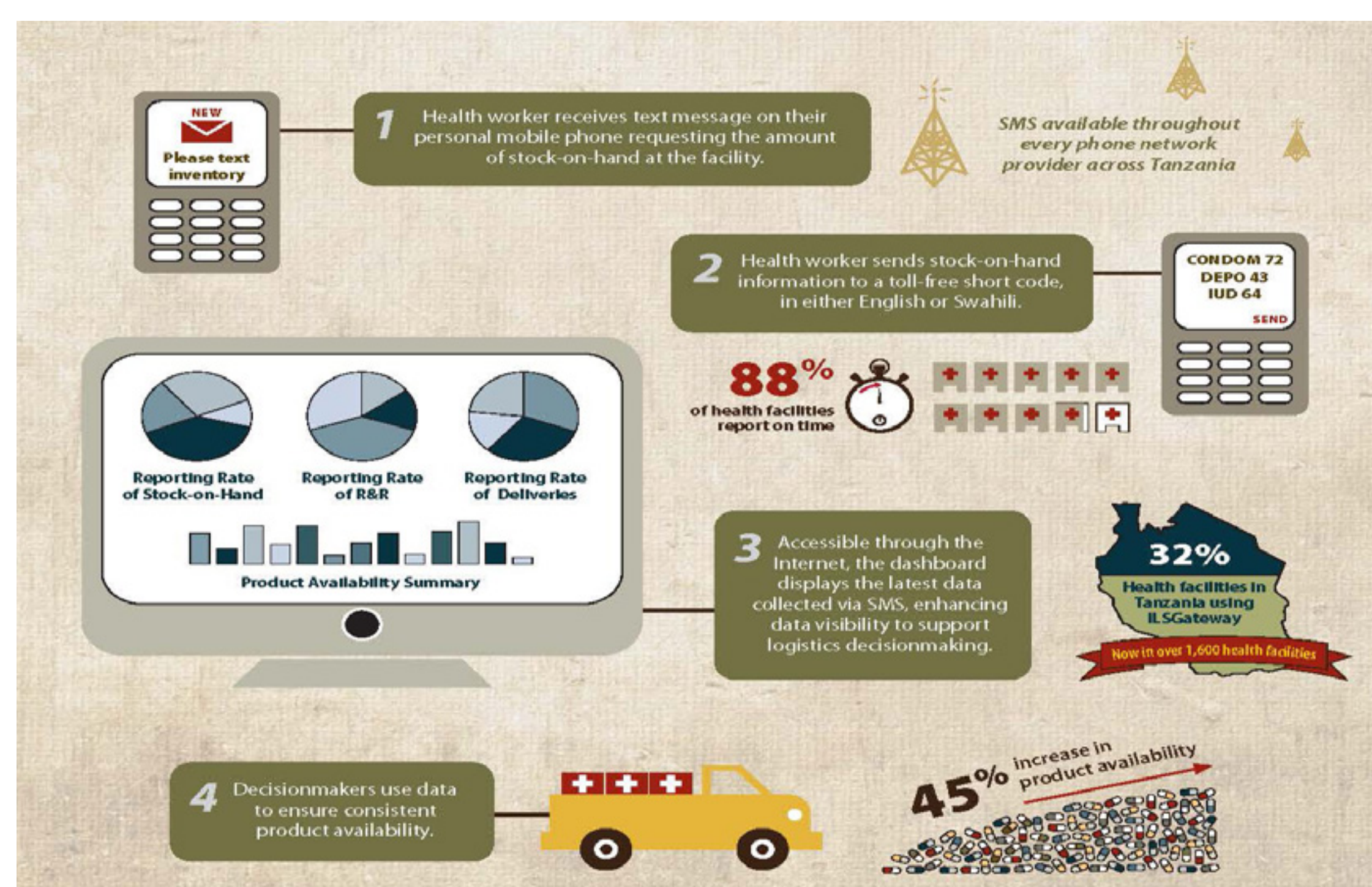
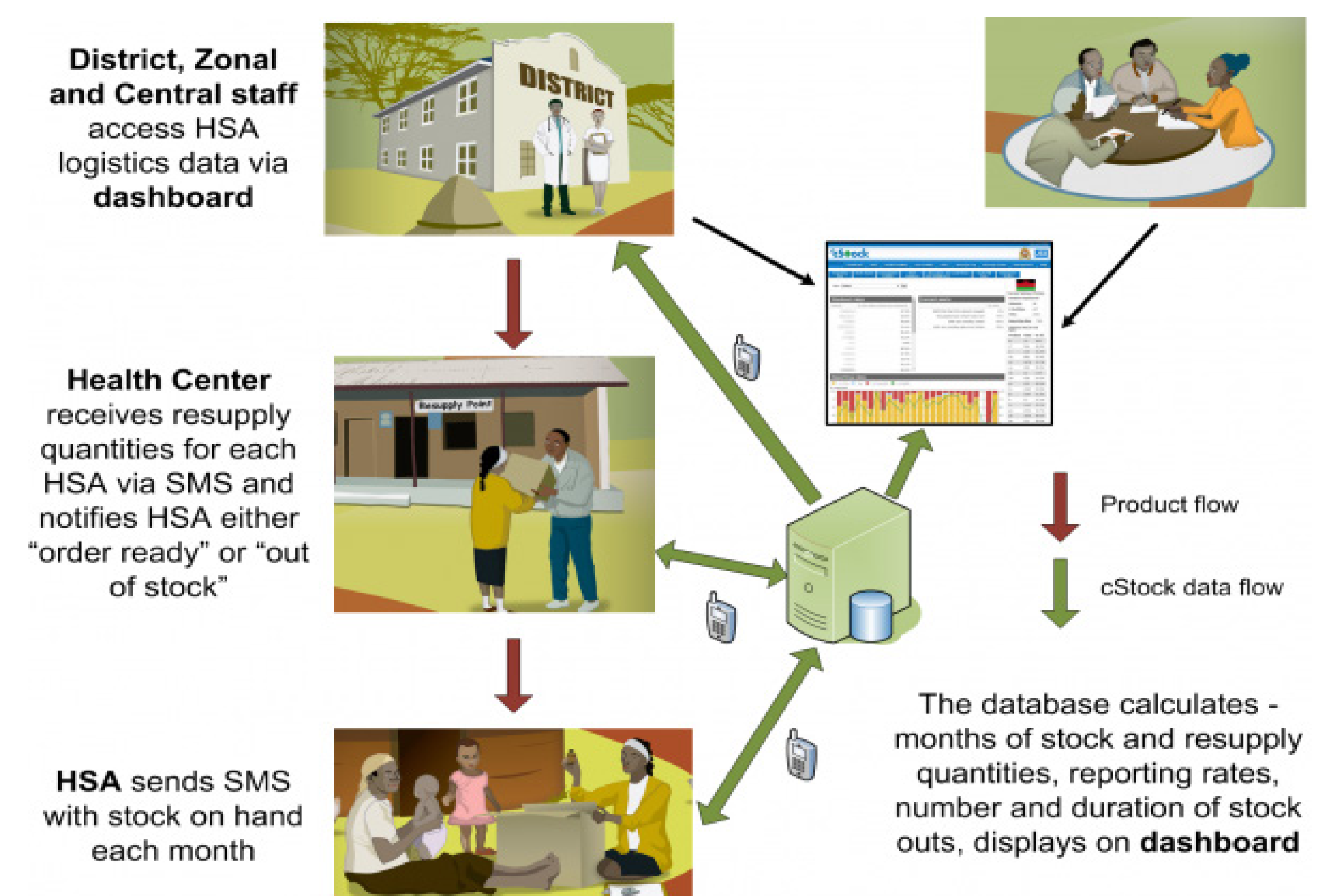Reported data is aggregated and displayed on a web-based dashboard.

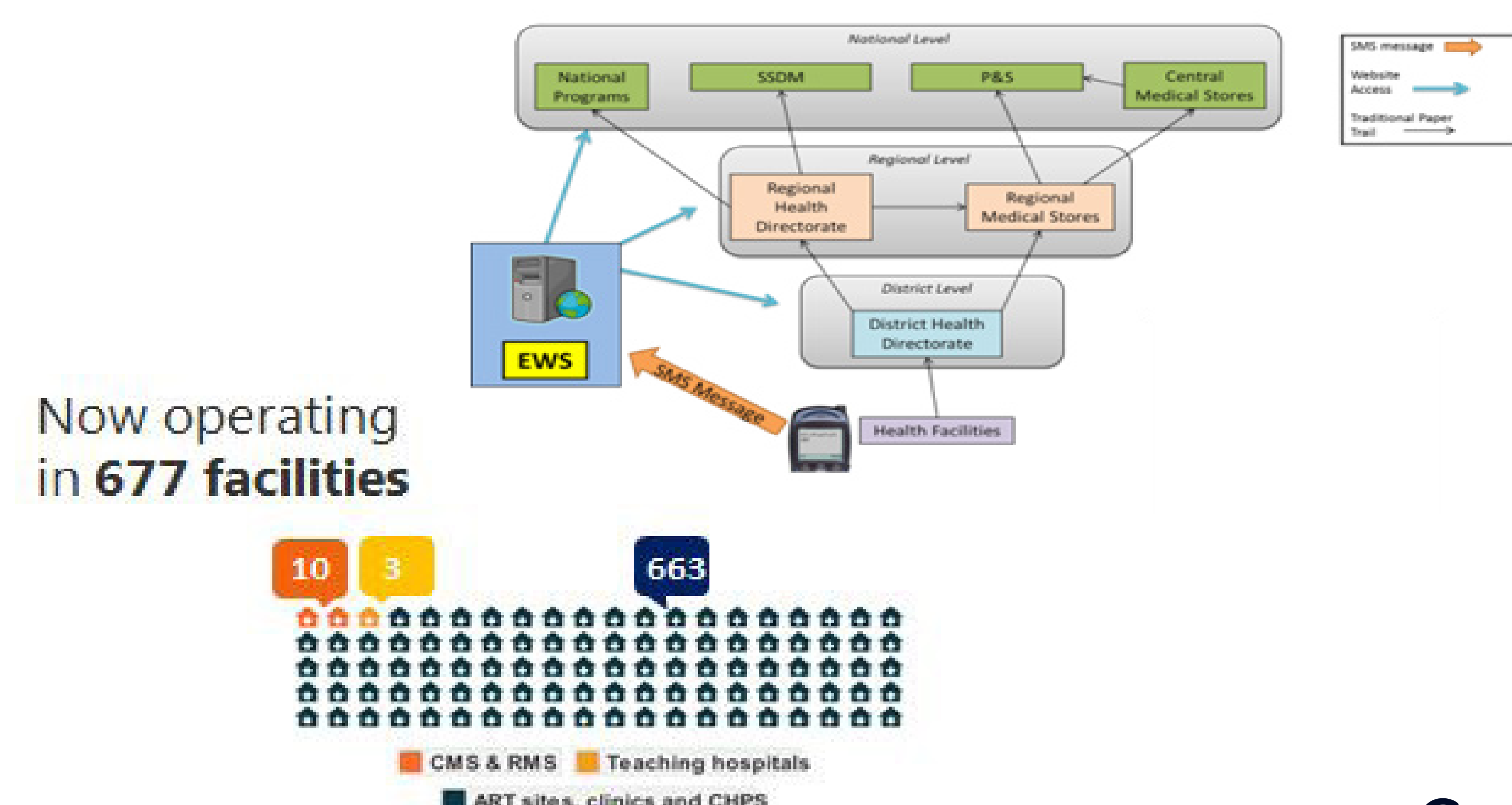## Three Examples of SMS-Based Logistics Reporting Systems

ILSGateway in Tanzania: Supply Chain Performance Monitoring

Early Warning System in Ghana: Stock Availability Visibility

Now operating in **677 facilities**

| 10 | 3 | 663 |

CMS & RMS   Teaching hospitals
ART sites, clinics and CHPS

cStock in Malawi: Resupply for CHWs

✓ More than 80% of health surveillance assistants (HSAs) report logistics data to cStock every month

✓ 91% of Drug Store in Charges use cStock to inform resupply quantities

✓ 56% of HSA supervisors use cStock data for performance monitoring

✓ 100% of HSAs offering CCM have been trained to use cStock

Conclusion

Simple, SMS-based stock reporting systems can greatly improve data visibility in the public health supply chain, providing decision makers with real-time information they can use to improve supply chain performance and availability of health commodities.