

# SIAPS BANGLADESH

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## ASSET MANAGEMENT SYSTEM PILOTED SUCCESSFULLY

The SIAPS Program completed the pilot implementation of the Asset Management System (AMS) at the 250-bed Moulavibazar District Hospital in November 2016. The successful completion of this pilot enabled the Government of Bangladesh (GoB) to achieve one of the disbursement-linked indicators set by the donors. AMS refers to a module within the Ministry of Health and Family Welfare's (MOHFW) Supply Chain Management Portal (SCMP; <https://scmpbd.org/ams/>) that manages assets in different health facilities, from the registering stage to decommissioning. The system also analyzes asset-related data and generates an interactive dashboard that decision makers can use to bring more transparency and economy to the overall management of assets under MOHFW. The SIAPS Program is funded by the United States Agency for International Development (USAID) and implemented by Management Sciences for Health.



Members of the donor delegation team during a verification visit at Moulvibazar District Hospital

At the request of the World Bank (WB), MOHFW engaged SIAPS to develop, test, and implement an AMS in November 2014. After conducting a system study to assess the current asset management practices, SIAPS developed a concept paper with the inputs of MOHFW's Financial Management and Audit Unit, USAID, and WB, and presented the alpha version of the system to the donors' consortium for more inputs. In September 2016, the final version of the AMS was developed, addressing key stakeholders' feedback.



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To provide operational guidance for smooth pilot implementation, MOHFW formed a Technical Working Committee (TWC), headed by Mr. Biman Kumar Saha, ndc, Additional Secretary, MOHFW. An AMS team was also formed, comprised of the hospital's statistical officer, store keeper, computer operator, and resident medical officer (designated as the asset manager for the pilot implementation). Together with SIAPS, this team made a list of the assets in the piloting hospital, verified them, and cross-checked through direct on-site observation. SIAPS facilitated an intensive hands-on training for 12 users from 3 entities involved with the AMS: the Central Medical Stores Depot (CMSD), Moulvibazar District Hospital, and the National Electro-Medical Equipment Maintenance Workshop (NEMEMW) on September 25-26, 2016. A user guide on the AMS was also developed and given to the training participants.

During the pilot implementation, TWC members visited the hospital to review the implementation status and recommended that MOHFW consider scaling up the AMS in other health facilities. A delegation of donors including WB, United Nations Children's Fund, Department for International Development, Canadian International Development Agency, Swedish International Development Cooperation Agency, and USAID also made a verification visit to the pilot implementation site on November 15, 2016. They expressed their satisfaction with the robust and user friendly design of the system and acknowledged the pilot completion. Going forward, SIAPS shared the implementation findings with key stakeholders and stressed TWC's and other relevant MOHFW officials' continued attention to ensure the use of the AMS for improved and cost-effective management of assets.

## BANGLADESH HEALTH AND FAMILY WELFARE MINISTER OFFICIALLY LAUNCHES SDP DASHBOARD MODULE

The Service Delivery Point (SDP) Dashboard Module of the Directorate General of Family Planning's (DGFP) electronic Logistics Management Information System (eLMIS; <https://scompbd.org/index.php/lmis-dashboard>) was formally launched on November 30, 2016, at the Hotel Pan Pacific Sonargaon, Dhaka (the system was rolled out and has been used since June 2015). The Honorable Minister Mohammad Nasim, Member of Parliament, MOHFW, digitally inaugurated the module in front of 200 participants, including senior officials from the MOHFW, DGFP, Directorate General of Health Services (DGHS), USAID, other international and national organizations, and media representatives. The event was organized by DGFP and facilitated by SIAPS.

A technical presentation and a live demonstration of the system were made by DGFP deputy directors to show how the dashboard module works, which reports and data are available, and what decisions could be made using the data. Two DGFP field officials shared their experiences with the audience, focusing on how the



The Honorable Minister Mohammad Nasim (middle of the table), MOHFW, presents an award to the Deputy Director of Family Planning, Mohammad Saiful Islam, for avoiding SDP-level stock-outs of all contraceptive methods from April to October 2016.

system has reduced their workload, enhanced efficiency, and helped ensure product availability. A video on the frontline users of the SDP dashboard, made by SIAPS, was also shown during the event. SIAPS hosted a display booth that served as an avenue for informing participants about the work SIAPS Bangladesh does.

In a speech, special guest Prof. Abul Kalam Azad, Director General, DGHS, acknowledged SIAPS as one of the trusted partners in Bangladesh. He thanked SIAPS for replicating and rolling out a similar system in DGHS to reduce stock-outs of 25 essential commodities for maternal, newborn, and child health, up to the community clinic level.

MOHFW Secretary Md. Sirazul Islam appreciated the eLMIS as an important tool, and USAID Bangladesh representative Brenda Doe stressed the sustainability of such a system that helps bring about better health outcomes.

As the chief guest, Minister Mohammad Nasim gave an award to the Meherpur District for remaining “free from stock-out” of any contraceptive items at all levels of service delivery for the six months between April and October 2016. He hoped that DGFP will effectively use the system to keep stock always available.

SIAPS Bangladesh Country Project Director Zahedul Islam congratulated DGFP for their effective leadership in using the eLMIS to keep the stock-out rate of family planning commodities below 2% (<https://scmpbd.org/index.php/sdp-report/stock-out-of-any-method>) and mentioned that SIAPS is now in the process of transitioning the system over to DGFP.

During the event, Director General of DGFP Mohammad Wahid Hossain thanked SIAPS and USAID for their technical assistance toward system strengthening and capacity building of DGFP. With the SDP dashboard module, the DGFP is tracking the stock situation for contraceptives and other

essential family planning commodities, from the national warehouse level to over 29,000 SDPs.

As SIAPS will be phasing out soon in Bangladesh, this event provided a great opportunity to motivate DGFP and MOHFW to continue using the systems effectively and making data-driven decisions to save the lives of women and children.

### CMSD'S WAREHOUSE OPERATIONS MANAGEMENT CAPACITY STRENGTHENED

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To ensure efficient warehouse operations management, SIAPS recently provided technical assistance to develop a warehouse operating procedures (WOP) manual for CMSD, the main procurement and distribution unit of the DGHS. Because there was no manual prior to this, improper logistics practices caused non-adherence to proper operating procedures, which, in turn, yielded higher operating costs, degradation of stored products, and dissatisfaction among staff and suppliers. A technical working group led by CMSD Director Brigadier General Md. Parvez Kabir oversaw the development of the manual, which documents existing warehousing practices of CMSD and job descriptions of staff engaged in logistics activities. With SIAPS' facilitation, CMSD organized a series of consultative workshops before finalizing 16 standard operating procedures, 23 job descriptions, and a checklist that were included in the manual. On December 19, 2016, SIAPS facilitated an orientation workshop to familiarize the CMSD staff with the WOP manual. At the orientation event, the CMSD director highlighted the importance of this reference book in increasing CMSD staff's operational efficiency. He also urged the participants to use this manual for their daily logistics operations. The manual, approved by the director general of DGHS, was distributed among CMSD staff and will help them achieve consistent performance.

### STANDARDIZATION OF MEDICAL EQUIPMENT ENSURES BETTER PUBLIC HEALTH SERVICES

Availability of essential and well-functioning medical equipment in each health care facility is vital to ensure quality health services to the public. At the request of MOHFW, SIAPS recently developed a table of equipment (ToE) that lists standard equipment for 10-, 20-, and 50-bed health facilities at the primary level; 250-bed health facilities at the secondary level; and 500-bed health facilities at the tertiary level. To develop the ToE, SIAPS organized a series of technical consultations with clinicians, public health managers, hospital managers, equipment users, and biomedical engineers from NEMEMW. SIAPS also visited different levels of hospitals to assess the status of equipment at different health facilities. The ToE, approved by the Government in September 2016, is intended to be used by the health care system as a national guideline for procurement planning and standardization of medical equipment at various health-facility levels. As a next step, SIAPS will orient health managers, clinicians, procuring entities, and concerned line directors on how to use the ToE to ensure optimal use of medical equipment.

### DGDA EXTENDS PHARMACOVIGILANCE PROGRAM

With SIAPS technical assistance, the Directorate General of Drug Administration (DGDA) recently invited health care providers from district hospitals and pharmaceutical companies to take part in the national pharmacovigilance (PV) program. SIAPS then facilitated two separate awareness-building workshops to orient the new invitees to the PV program. The first workshop was held on December 7, 2016. Managing directors and PV focal points from 15 newly invited companies, in addition to those from the existing 30 companies where the PV program is already being implemented, attended the event. During the workshop, the director general

of DGDA emphasized the establishment of PV cells at the newly invited pharmaceutical companies. Similarly, another workshop was held on December 14, 2016, where representatives from 15 newly invited district hospitals participated along with those from 30 PV program-implementing hospitals. Participants included the directors of all these hospitals and PV focal persons. To further increase public awareness on medicine safety, DGDA, with SIAPS' support, published their first ever PV newsletter in September 2016. As part of regular PV activities, DGDA's Adverse Drug Reaction Advisory Committee evaluated 173 adverse drug event reports in November 2016, which are being uploaded to VigiFlow. DGDA will follow up with all selected hospitals and pharmaceutical companies, and continue publishing the PV newsletter regularly.



One of the refresher training participants shares PV activities at his facility

### **NTP OFFICIALS' WAREHOUSE INVENTORY MANAGEMENT CAPACITY ENHANCED THROUGH TRAINING**

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A two-day, hands-on training on the Tuberculosis Warehouse Inventory Management System (TB-WIMS) was organized by the National Tuberculosis Control Program (NTP) of Bangladesh on December 21-22, 2016, with technical assistance from SIAPS; 18 participants, including key NTP and Global Fund officials engaged in procurement and supply management-related activities, attended the training. The goal of the event was to introduce and demonstrate the TB-WIMS to participants. TB-WIMS is an electronic tool to assist NTP in managing the flow of TB medicines and lab supplies into, through, and out of storage facilities by processing the transactions associated with each movement. SIAPS conducted a user acceptability test (UAT) of this tool with NTP central warehouse staff in July 2016, followed by a one-day orientation workshop in October 2016 to get further inputs from NTP. Recommendations gathered from the UAT and the orientation event were incorporated to finalize the tool, and an action plan with timeline and activities were developed to properly implement this system in NTP's central warehouse. During the hands-on training, participants learned how to use TB-WIMS through a PowerPoint presentation, lecture, interactive discussion, and live demonstration; participants practiced data input and analysis using real data. A user guide on how to operate TB-WIMS was also distributed to the training participants.

### **EXPANSION OF DGHS eLMIS TO IMPROVE AVAILABILITY OF MNCH MEDICINES**

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To ensure uninterrupted availability of priority maternal, new born and child health (MNCH) medicines, the DGHS has been utilizing an eLMIS in health facilities in five districts since September

2015 with technical assistance from SIAPS. Prior to this, there was no standard LMIS to track the availability of priority MNCH commodities. Recently, DGHS decided to roll-out the eLMIS, incorporated in the DHIS2 platform, to six more districts (Jamalpur, Lalmonirhat, Natore, Cox's Bazar, Moulvibazar, and Kushtia). SIAPS facilitated a series of training events during November and December 2016 for 1,413 participants from different community clinics, union sub-centers, upazila health complexes, district reserve stores, and district hospitals under DGHS. At the training events, participants learned how to use the reporting feature of the eLMIS through lectures, presentations, a live demonstration of the system, and a hands-on practice session. Each participant received a training manual, presentation hand-outs, and a reporting protocol to start entering logistics data once they return to their offices after training. As of December 2016, 2,406 health facilities in 11 districts under DGHS are registered in the eLMIS, and of these, 1,945 facilities (81.1%) submitted their logistics reports through eLMIS.

### **SIAPS DEVELOPS MANUALS TO STREAMLINE SUBNATIONAL PROCUREMENT PROCESSES**

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Every year, the offices of civil surgeons and upazila health and family planning officers and different level hospitals, under DGHS and DGFP, procure different necessary items using the public fund. However, until 2016, the procurement of goods, especially dietary items, at the subnational level was done using bidding documents that were not compliant with the relevant rules and acts of the GOB. To address this challenge, SIAPS worked with the MOHFW to streamline the subnational procurement processes with Public Procurement Rules 2008 and developed two procurement manuals (one for procurement managers and the other for procurement desk officers) and customized tender

documents for dietary items. To orient procurement officials at the subnational level with these manuals, SIAPS facilitated seven orientation workshops from November to December 2016 in the Dhaka, Faridpur, and Dinajpur regions of Bangladesh. These orientation events equipped 167 participants with the necessary skills to use

these manuals for efficient procurement planning, tender document preparation, and tender evaluation according to GOB guidelines. Participants also received copies of the manuals and the bidding document. SIAPS will facilitate orientation workshops for procurement officials in five more regions by March 2017.



Participants in group discussion during training on subnational procurement manual at Dinajpur

## WE WOULD BE HAPPY TO HEAR FROM YOU

Please send comments to Liza Talukder at [ltalukder@msh.org](mailto:ltalukder@msh.org).

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