

## Enhancing knowledge and skills of central medical store staff in warehousing and distribution procedures

The Central Medical Store (CMS) in Windhoek, continues to experience an expansion in the volume and size of orders from public health facilities as the Government of Namibia expands coverage of health services including anti-retroviral treatment for people living with HIV/AIDS.

This, coupled with the attrition of experienced staff and the resultant staff shortage, has hampered effective service delivery. Newly hired and inexperienced staffs have been slow in processing orders and prone to order-picking errors resulting in 1-3 week delays by CMS in delivering orders to health facilities and numerous delivery discrepancies.

To address the skills gap, the USAID-funded Supply Chain Management System (SCMS) project conducted a three-day workshop at Furstenhof Hotel in Windhoek from the 22<sup>nd</sup>-29<sup>th</sup> of May 2013 for 46 (85 percent) CMS staff on standard operating procedures (SOPs) on warehousing and distribution of pharmaceutical related supplies.

A one-day team building session was done on the 30<sup>th</sup> of May 2013 to promote flexibility, communication and co-operation among the team members. All staff, including workhands, were introduced to basic principles of warehouse operations management to build a sense of shared responsibility. Twenty-one middle-level supervisory staff covered an extra day of training on inventory management and performance monitoring and developed action plans. The participation of a warehouse manager for Oshakati Multi-Regional Medical Depot, a major customer of CMS, introduced a customer's perspective into the discussions and enhanced shared learning. Thirteen (62 percent) supervisory staff scored 67 percent or higher in post-training competency assessment. The Deputy Director of the Division: Pharmaceutical Services, Mr. Lazarus Indongo appreciated the support received from US government through



SCMS Namibia technical staff (standing) emphasize to CMS staff the importance of good storage practices during a three-day training workshop on SOPs. Picture by MSH/SCMS Namibia staff.

SCMS and urged CMS staff to put into practice the knowledge and skills gained to improve service delivery. Participants greatly appreciated the training.

More than 90 percent of lower cadre staff had never undergone any basic training in warehousing and distribution and said: *"This needs to be organized twice a year so that everybody can understand their duties"* said a Workhand at CMS. SCMS will continue to work collaboratively with the CMS management to support the training participants to implement the actions plans developed at the training.

**"The training was very useful, it has refreshed me and has triggered my involvement and level of accountability towards the institution" said a Chief Clerk at CMS.**



Contributed by Benjamin Onger  
(Senior Technical Advisor: SCMS)

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### UPCOMING EVENTS (JULY - AUGUST 2013)

- Training on the expanded MoHSS indicator-based Pharmaceutical Management Information System
- Training of coaches and service element leads for Katutura and Windhoek Central Hospitals
- Supporting Katutura and Windhoek Central Hospitals to conduct the 2nd self-assessments on health service delivery



# More Pharmacy Assistants Graduate from Namibia's National Health Training Center (NHTC)

Twenty-eight pharmacy assistants (PAs) graduated from the Ministry of Health and Social Services (MoHSS) NHTC on the 16<sup>th</sup> of May 2013 in a colorful ceremony that was presided over by the Honorable Minister of Health and Social Services, Dr. Richard Kamwi at Safari Court hotel in Windhoek, Namibia.

In 2012/2013, the USAID-funded Systems for Improved Access to Pharmaceuticals and Services (SIAPS) program supported the training of PAs at NHTC based on the improved curriculum that was developed by Strengthening Pharmaceutical Systems (SPS) program in 2009 and implemented in 2010. SIAPS assistance included:

- Staff support, development of teaching materials and technical assistance to improve class room learning
- Laboratory practical sessions and skills simulations
- Basic pharmacy practice research, e.g. collecting and analyzing rational use of medicine indicators



Newly graduated PAs pose for a group photo with the Hon. Minister of Health and Social Services, Dr. Richard Kamwi (seated fourth from left) and the NHTC tutors (Photo: courtesy of iMedia)

- Experiential learning through rotations in a community pharmacy, hospital pharmacy, pharmaceutical quality control laboratory, private sector pharmaceutical distributors and the public sector central medical store.

SIAPS supports NHTC to address Namibia's shortage of pharmaceutical personnel, which has been exacerbated by the high HIV/AIDS burden. PAs' training increases work force size (numbers) to manage pharmaceutical services and

provide high quality pharmaceutical patient care. Availability of competent PAs is critical in expanding access to quality pharmaceutical services in Namibia, particularly in the rural and remote areas. NHTC enrolled 34 students for the 2013/2014 PA course intake. SIAPS will continue supporting NHTC to strengthen the output and quality of PA training in the country to increase competent workforce size sustainably.

Contributed by Evans Sagwa  
Acting Country Project Director: SIAPS/SCMS Namibia

## Katutura and Windhoek Central Hospitals track quality improvement in health services

The Building Local Capacity Project (BLC) collaborated with the Quality Assurance (QA) Unit of the Ministry of Health and Social Services (MoHSS) and the Council for Health Services Accreditation for Southern Africa (COHSASA) to support Katutura and Windhoek Central Hospitals through a two and a half days training on the COHSASA Quality Improvement System (COQIS).

This follows a baseline assessment for quality of services done in March 2013, which is a result of the MoHSS request for USAID support to improve health service delivery. COQIS is a web-based system used to track quality improvement for health service delivery.

The training took place at the Polytechnic of Namibia from the 5<sup>th</sup> -7<sup>th</sup> of June 2013. The training benefitted six data entry clerks and 16 middle managers from both hospitals representing;

- Clinical areas
- Clinical support services
- Housekeeping
- Management
- Allied services
- Technology

Participants were enlightened with a deeper understanding on data capturing, interpretation to inform decision making for planning. This is one of the interventions supporting the two hospitals to improve quality of services and receive international accreditation.

*"The system will enable us to track progress being made in improving the quality of services we deliver to our clients, learn which areas we need to improve and strengthen synergies between the hospitals and departments" said Dr. Gaudencia Florence Dausas from Katutura hospital.*

BLC is a USAID-funded project working with MoHSS to support the improvement of quality of service delivery.



Dr. Gaudencia Florence Dausas (R) explaining the CoQIS system to her colleagues

Contributed by Rachel Basirika (Technical Capacity Building Advisor) and Cherizaan Willemsse (Program Associate) BLC

## On-the-job training, mentoring, and support supervision enhance inventory control and storage management practices at 17-targeted PHC facilities in Namibia

Supply Chain Management System (SCMS), in collaboration with the Chief Pharmacist of Kavango Region and representative of Oshakati Multi Regional Medical Depot (MRMD), conducted a mentoring and on-the-job training (OJT) support visit in May and June 2013.

Seventeen primary health care (PHC) facilities served by Oshakati and Rundu MRMD benefitted. The two MRMDs under Ministry of Health and Social Services (MoHSS) provide warehousing and distribution services to 7 (20%) of all hospitals and 83 (27.6 %) of PHC facilities in Namibia.

The supportive visit was part of the intervention using Monitoring, Training and Planning (MTP) approach that SCMS, in collaboration with MoHSS, started in August 2012 to improve inventory control and

storage management practices at the PHC facilities. The intervention was intended to solve the problem of interim (emergency) and incorrect ordering by the PHC facilities, which hampers the effectiveness and efficiency of the MRMDs.

During the visits, SCMS provided job aids on pharmaceutical management at health facilities and checked on the improvement process following staff training done in August 2012.

Item description	Baseline	Mid-term
1. Stock card usage	67%	100%
2. Accuracy of stock records	27%	62%
3. Regular stock-taking before ordering	7%	74%
4. PHC facilities setting max-min stock control parameters	0%	37%
5. Emergency orders	21 orders per quarter	7 orders per quarter

Contributed by Alemayehu Lemma Wolde (Senior Technical Advisor/SCMS)

Improvements in some health facilities are affected by a lack of responsible staff for stock control activity. An evaluation of the one-year long intervention is planned for September 2013 to guide scale-up to improve inventory control and storage practices as Namibia decentralizes ART services.

Ongoing analysis of performance for Oshakati MRMD- served health facilities showed significant improvements:

## SIAPS /Namibia Participates in HIVDR EWI Data Dissemination Workshop

The Systems for Improved Access to Pharmaceuticals and Services (SIAPS) staff participated in a one-day HIV Drug Resistance (DR) data dissemination workshop coordinated by the Ministry of Health and Social Services (MoHSS) Directorate of Special Programmes.

The workshop was used to disseminate and discuss results of HIVDR Early Warning Indicator (EWI) data analysis, Namibia HIVDR cross sectional and prospective surveys all conducted between 2010 and 2012, with a call to programmatic action to improve results. EWIs are a key component of World Health Organization public health strategy to minimise and assess HIVDR in countries scaling up antiretroviral therapy (ART). More information on the WHO HIVDR Strategy can be found at [http://www.who.int/hiv/topics/drugresistance/general\\_info/en/index.html](http://www.who.int/hiv/topics/drugresistance/general_info/en/index.html)

Thirty-one health care workers including doctors, nurses and a pharmacist from 20 facilities in nine of the 13 regions in Namibia attended the workshop at Safari Court Hotel in Windhoek on the 24<sup>th</sup> of June 2013. From the prospective survey done at three referral hospitals:

- 21% patients had possible HIVDR (viral load >1000 c/ml but no DR mutations detected) and 4% had HIVDR (viral load >1,000 c/ml and DR mutations detected).

Contributed by Victor Sumbi (Senior Technical Advisor/SIAPS)

From the EWI Data Abstraction and Analysis conducted in 2010/11

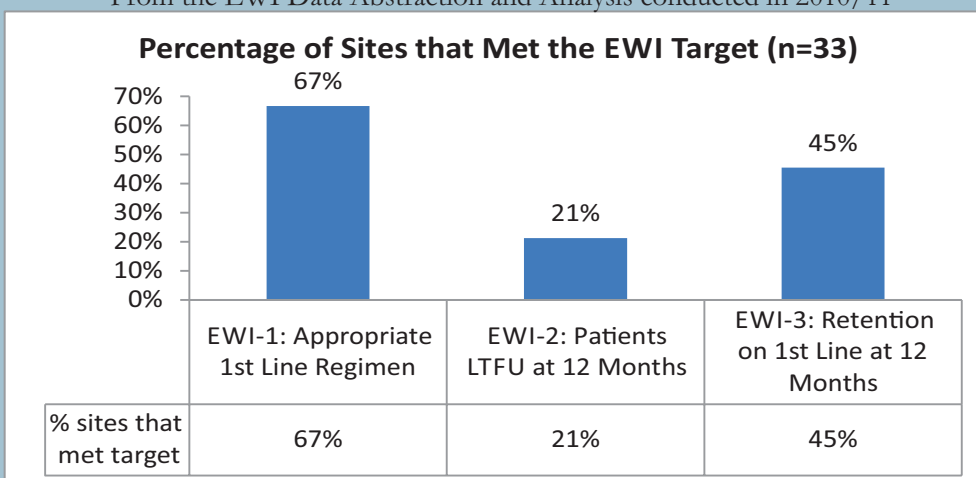


Figure: Summary HIVDR EWI Results for Namibia 2011

- Factors found to be associated with virological failure at 12 months were: baseline NNRTI drug resistance; Medicine Possession Ratio <95%; On time pill pick up; ≥20% of late pickups/total and 6 month VL>1000 c/ml.

The dissemination workshop was one of the steps taken by the Namibia ART program, with support from partners, to sensitise health workers on the global and Namibia HIVDR monitoring and prevention strategy, to enhance ART data analysis and use at facility level. Enhanced analysis and use of data from HIVDR activities will lead to prevention of HIVDR, improved patient outcomes and improved retention on treatment.

### ABOUT THE NEWSLETTER

The SIAPS/SCMS/BLC Namibia e-Newsletter is a bi-monthly newsletter that keeps you abreast of activities funded by the USAID and implemented by MSH Namibia.

Key focus areas are:

- Strengthening Health Systems
- Capacity Building
- Human Resource Development

Editorial Team:

- Mr. Lazarus Indongo (MoHSS)
- Mr. Evans Sagwa (MSH)
- Mr. Victor Sumbi (MSH)
- Ms. Harriet Rachel Kagoya (MSH)

Your contribution to this valuable communication medium would be highly appreciated and can be e-mailed to [esagwa@msh.org](mailto:esagwa@msh.org)