

# cStock Kenya: Making lifesaving health commodities available at community level using DHIS2

## Supply Chains for CHWs



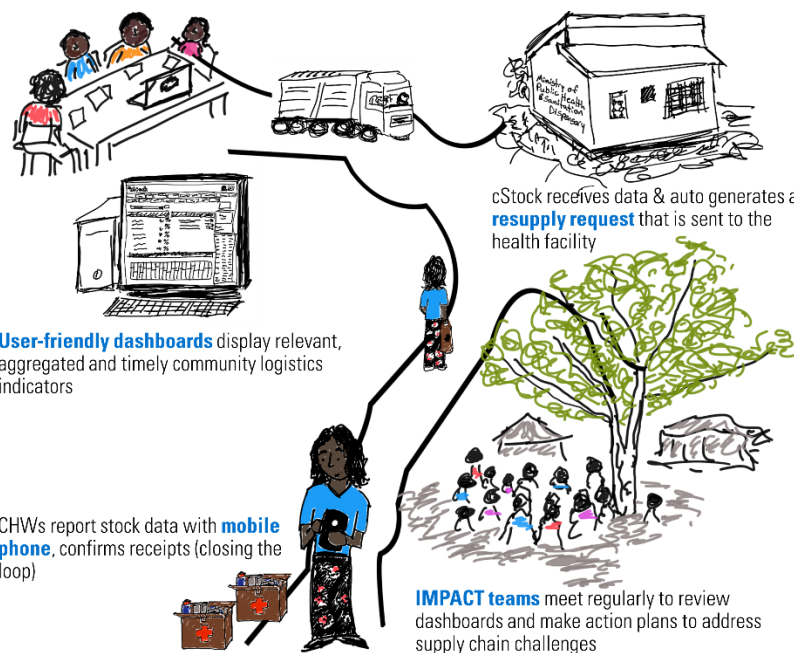
Community-based health workers are critical to achieving universal health coverage, playing a critical role in reaching underserved communities with preventive, promotive and curative services related to reproductive, maternal, newborn and child health, infectious diseases, and non-communicable diseases. Visible, responsive and effective supply chains that ensure critical health products reach community health workers will be essential to the success of community based health programs.

The Supply Chains for Community Case Management Project (2009 to 2014), implemented by JSI Research & Training Institute, Inc. spent five years developing supply chain best practices for community based health programs in three countries. The cStock approach implemented in Malawi proved to be a best practice from this project. In Malawi this system was scaled nationally and continues to be an integral component of the community health program.

## What is the cStock Approach?

The cStock approach is not just about technology; it is a supply chain strengthening approach for community health programs. This approach uses a combination of

- **Mobile technology** that support demand-based resupply procedures and connect CHWs to their resupply facility
- **User-friendly dashboards** to allow better visibility, accountability and transparency
- **IMPACT teams** to strengthen data use and local problem solving to supply chain challenges (figure 1).



The cStock approach has a number of key principles that make it effective. It is a flexible solution where users can interact with the system using whatever technology is available to them - feature or smart phone, computers, tablets. cStock links stock reporting to resupply. With cStock, stock data reported by CHVs triggers messages to their supervisors to ask them to take actions to resupply or address emergency orders. IMPACT Teams create a culture of data use, problem solving, and action planning. For a mHealth tool to make an impact, staff must use and value data, and take appropriate actions. IMPACT Teams provide a structured approach for using data and create a culture of joint problem solving with CHVs.

## cStock using DHIS2

JSI is currently partnering with the University of Oslo to integrate cStock workflows within DHIS2. Our vision is that this solution will provide countries with an affordable and scalable supply chain management tool and model that can be adapted for their community health programs. DHIS2 was selected as the right solution as it is open source, used in over 60 countries and many community health programs are opting to use DHIS2 for collecting other community health data.

## cStock in Kenya

cStock using DHIS2 is being piloted in Kenya. Kenya was selected as the government has committed to expanding its community health program to reach underserved communities. Kenya also has a vibrant technology community and DHIS2 is at national scale.



At the onset of the pilot a baseline assessment was conducted. It found:

- Only **65% of CHVs had three critical child health products** on the survey day with 13% having all four antimalarial presentations.
- **82% of the CHVs** had experienced a stock out in the last 30 days
- Poor data availability with consumption data only available for **52% of CHVs**.
- **No standard tools and methods** used for requesting and calculating resupply across the county.

The project undertook a comprehensive process to design the supply chain. This process informed the workflows for routine reporting and resupply and emergency reporting in DHIS2. In addition, the design included redesigning paper based recording forms, collection and resupply processes, defining roles and responsibilities and IMPACT teams. The result is a comprehensive package of standard supply chain procedures for CHVs.

Since April 2018 more than 580 CHVs and 25 Community Health Assistants in Siaya county have been trained and are using cStock (DHIS2) for tracking, reporting and resupplying critical health products monthly, recording logistics data on stock cards and routinely meeting as an IMPACT team to review data and find solutions. User-friendly actionable dashboards display key supply chain performance indicators that the IMPACT teams monitor on monthly basis for continuous performance improvement. cStock has been well accepted by the users as demonstrated by quotes below; however, over the course of development the project has identified a number of changes to the system that could benefit Kenya and the broader community.

The project continues to support and monitor the use of the tool and the progress of implementation. The monitoring will be used to refine tools. A final endline evaluation will be conducted in October 2018.

*“cStock could not have come at any other time better than now, with the challenges that had crippled the system where commodities tracking and documentation seemed to be the challenge” CHA, Kenya*

*“The App is easy to use and it will help me account for the commodities I have been issued with” CHV, Kenya*

*“IMPACT Teams have brought cohesion and trust between the CHVs, CHAs and facility in charges” Sub County Pharmacist, Kenya*