

Bureau of Humanitarian Assistance

Gaming Report

March - December 2021



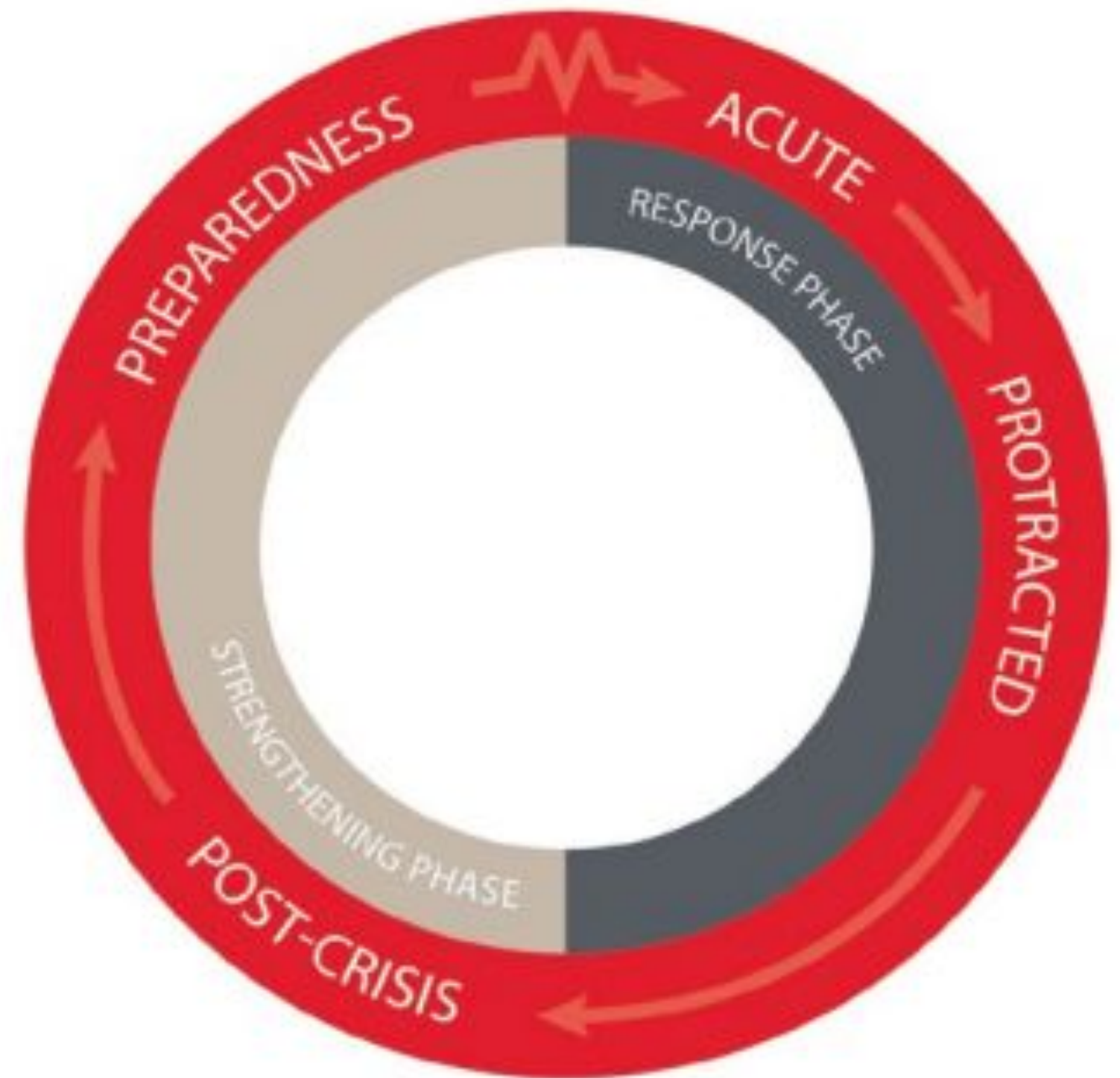
inSupplyHealth
CO-CREATING INNOVATIONS FOR HEALTH

Introduction

Building Capacity to Improve Pharmaceutical and Medical Commodity Management in Humanitarian and Disaster Settings is a capacity building program funded by USAID's Bureau for Humanitarian Assistance (BHA). This program supports BHA implementing partners and those organizations striving to improve supply chain practices in their humanitarian crisis response efforts.

JSI Research & Training Institute, Inc. (JSI) has been facilitating webinar series to build the capacity of organizations working in Humanitarian and Disaster Settings.

PHASES OF HUMANITARIAN RESPONSE



Use case

In appreciating gaming as a fun way of building capacity, JSI opted to blend the webinar series with exciting, prolific games to keep participants engaged and provide alternative fun-filled way of continuously refreshing the course content.

The games corresponded with the sessions, and the questions mirrored topics to ensure the course content achieves the set objectives.

The webinar series that began in March 2021 and were organized in groups. There were 5 groups.



Objectives

1. Demonstrate basic background knowledge in supply chain principles, the logic cycle, logistic components and the supply processes thereof.
2. Identify and describe practices, innovations, tools, and coordination mechanisms that can be employed to manage supplies effectively in humanitarian settings.
3. Contribute to the development of a community of practice to support each other in their supply chain management work and identify resources to continue their supply chain management learning.
4. Promoting supply chain management improvement interventions.



Technical content

- **Supply chain 101**
- **Humanitarian response**
- **Logistic Management Information System and performance**

- **Product selection and quantification**
- **Procurement**
- **Inventory Strategy**

- **Warehousing and distribution**
- **Risk management**
- **Supply Chain Coordination**

Game design

yeepa®

The games aimed to refresh learners on supply chain knowledge and skills while building their capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions would be added every two weeks to mirror the webinar sessions facilitated by the JSI team!

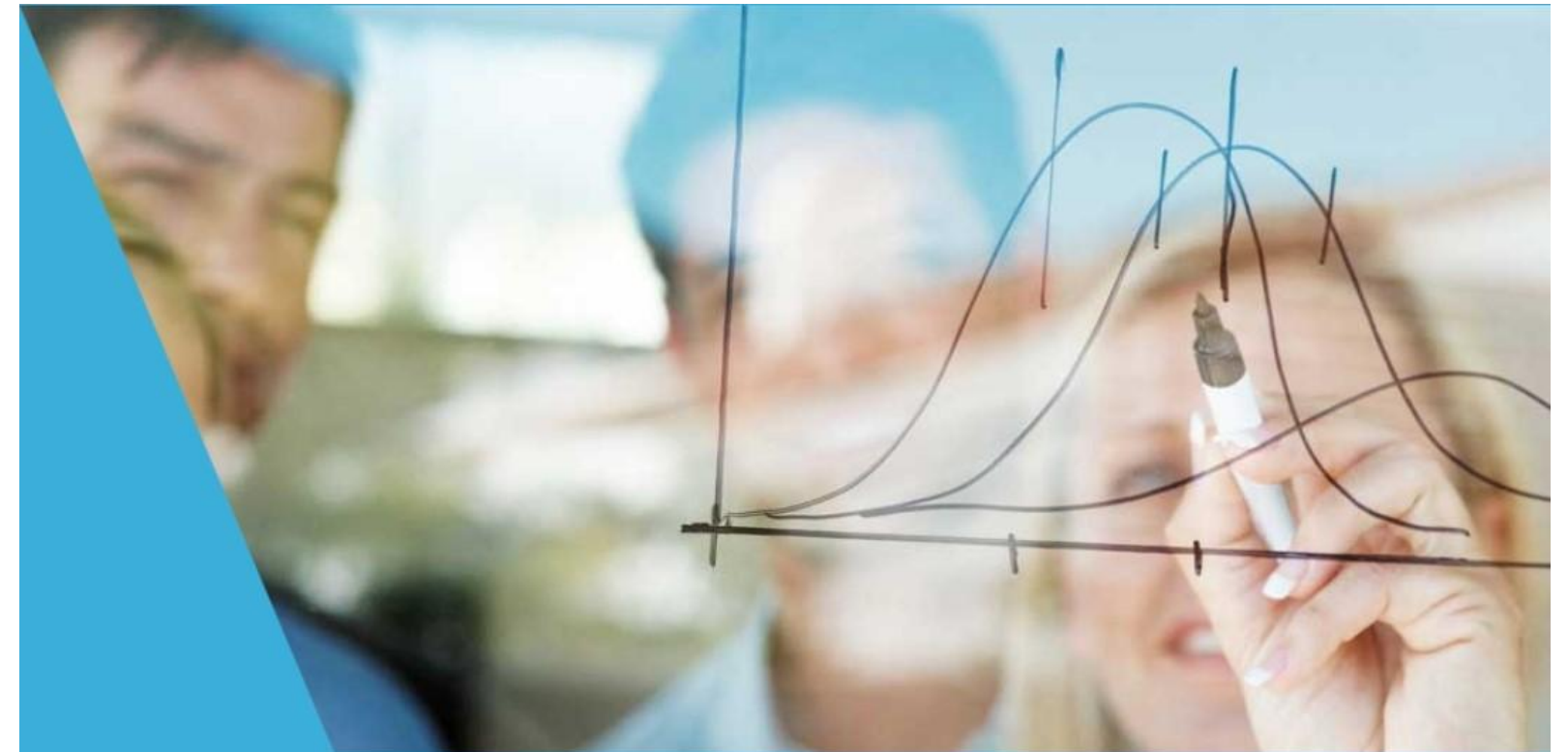
Individuals would answer multiple choice questions on a webinar topic. Each question has to be answered in approximately 30 to 40 seconds depending on the difficulty of the question.

The game also functions as a platform for survey questions to training participants which would further inform and improve the training.

Play

Measure

Learn



Measure Knowledge

Comparing performances of groups with individual knowledge developments illustrated through the yeepa knowledge Index

Cohorts

Launch	Name	Group	Registration code	No. of players
March 2021	Managing PMC in Humanitarian and Disaster Settings	BHA Learning Group 1	7030	13
April 2021	G2 - Managing PMC in Humanitarian and Disaster Settings	BHA Learning Group 2	5077	9
May 2021	G3 - Managing PMC in Humanitarian and Disaster Settings	BHA Learning Group 3	2055	9
June 2021	G4 - Managing PMC in Humanitarian and Disaster Settings	BHA Learning Group 4	3393	11
September 2021	G5 - Managing PMC in Humanitarian and Disaster Settings	BHA Learning Group 5	1505	6
August 2021	Managing PMC in Humanitarian and Disaster Settings - Post Course	All (Post webinar series)		4

The Games

○ G2 - Managing PMC in Humanitarian and Disaster Settings

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions will be added every two weeks!



○ G3 - Managing PMC in Humanitarian and Disaster Settings

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions will be added every two weeks!



○ G4 - Managing PMC in Humanitarian and Disaster Settings

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions will be added every two weeks!



○ G5 - Managing PMC in Humanitarian and Disaster Settings

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions will be added every two weeks!



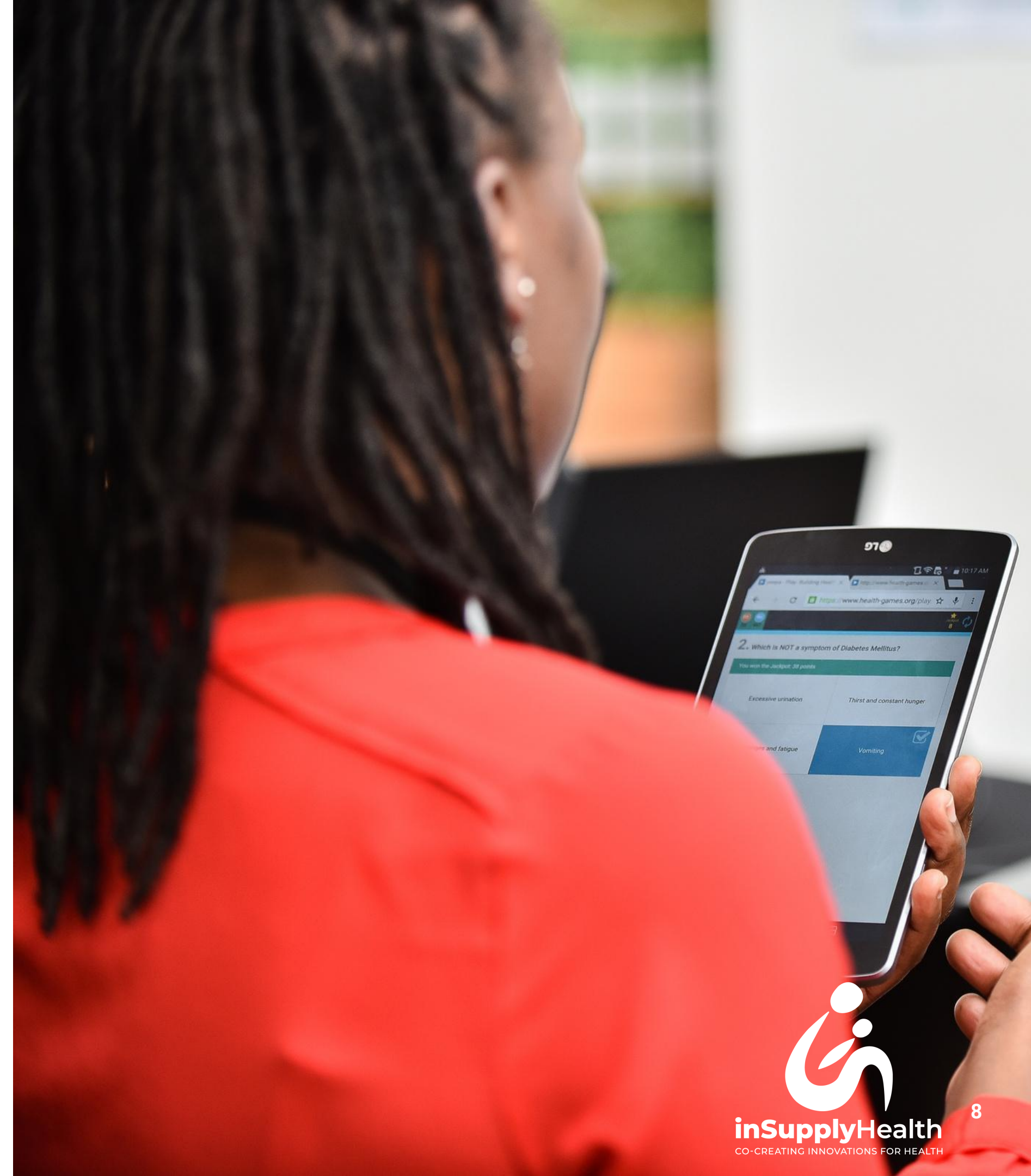
○ Managing PMC in Humanitarian and Disaster Settings

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions will be added every two weeks!



○ Managing PMC in Humanitarian and Disaster Settings - Post Course

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings.



The Games

As part of instructions, players are advised to be fast in submitting their answers because the remaining seconds are converted to points and added to the players' scores. The faster they answer the more seconds will be remaining and higher their scores would be.

While playing with teammates, the fastest player gets double points. All points lost in the game are collected in the jackpot. If a player clicks on the jackpot, then the bet is all of the accumulated points against the jackpot. Only the first player to click the jackpot and to respond correctly, gets the points.

Managing PMC in Humanitarian and Disaster Settings

Play this game to refresh your supply chain knowledge and skills while building your capacity to manage pharmaceuticals and medical commodities (PMC) in humanitarian and disaster relief settings. New questions will be added every two weeks!

Play along

Organize group game

Train alone

Edit Game

Play along with fellow players that are already playing or hand-pick the other players *organizing a group game*. Alternatively, use the *question coach* to *play alone* without scoring any points.

Rules of the game

You and your teammates will answer multiple choice questions. Each question has a time setting according to its difficulty. Hurry up when you submit your answer, because you will receive the remaining seconds as points. If you have teammates, then the fastest player will get double points. All points that are lost in the game are collected in the jackpot. If you click on the jackpot, then you bet all your accumulated points against the jackpot. Hurry up again, because only the first player to click the jackpot and to respond correctly, will get those points.

Analytics

If you can't measure it, you can not improve it - Lord Kelvin



Play, Measure and Learn

The uniqueness of yeepa platform is

- Providing alternative ways of acquiring credible content
- Optimization of learning through the social process
- Application of analytics to help highlight the area of focus, topics of interest
- Motivating learners to further explore related learning content as learners interact with question hints (also available on the dashboard)

Group 1 performance and total scores

▼ Managing PMC in Huma... ▼ BHA Learning Group 1 ▼ Filter: All Questions

HIGH SCORE / USER PERFORMANCE					
Rank	ID	Nick	Total Score	% Correct	yeepa Index
1	114141	ayuba (AN)	9806	75%	0.0
2	114146	ash88 ()	7993	74%	0.0
3	114183	hadol (H)	1935	71%	0.0
4	114135	Bluebird (BL)	1681	95%	0.0
5	114193	Pharm Tee (PT)	1083	62%	0.0
6	114171	Enas Radman (ER)	481	83%	0.0
7	114177	Sushmita Kristy81 ()	374	79%	0.0
8	114139	Lina :) (L)	278	100%	0.0
9	113833	Ehab Al-Ashqar (EH)	233	43%	
10	114164	BSaad12 (BS)	158	100%	0.0
11	113554	Bella (BL)	157	100%	
12	114398	AnaB (AS)	114	100%	0.0
13	114170	Pharm.bd ()	45	24%	0.0

The beauty of the game is that the highest scorer does not necessarily have to answer all the questions correct. The player could be faster or able to use additional features like the jackpot scoring more. This is demonstrated by the scoreboard that shows that the 10th, 11th and 12th players got all the attempted questions correct.

ID	Score	Diff.	Dur.
3686	0.0%		24.1s
Which of the following are true of inventory policies (IP)? (choose all that apply)			
3709	100.0%		23.5s
What is the correct order of the steps in the supply chain risk management process? (choose all that apply)			
3713	60.0%		21.8s
Which of the following activities take place at the incident handling step of the supply chain risk management process? (choose all that apply)			
3710	33.3%		21.4s
Which of the following activities take place at the risk assessment step of the supply chain risk management process? (choose all that apply)			
3684	75.0%		20.4s

One important feature for the trainer is identifying questions that took the participants long time to answer and the questions that most participants answered wrong (percentage of correct answers). The participants took the longest time to answer question ID 3686 on inventory policies and none of the participants answered it correctly.

Group 2 performance and total scores

▼ G2 - Managing PMC in H... ▼ BHA Learning Group 2 ▼ Filter: All Questions					
HIGH SCORE / USER PERFORMANCE					
Rank	ID	Nick	Total Score	% Correct	yeepa Index
1	114255	Oula (OK)	5907	85%	0.0
2	114258	Tamara (TQ)	2441	82%	0.0
3	114248	EK (EK)	1240	73%	0.0
4	114254	MSK (MK)	1185	82%	0.0
5	113554	Bella (BL)	450	94%	
6	114247	Ayu (AG)	393	80%	0.0
7	114251	Mahjour ()	118	61%	0.0
8	6679	Daniel inSupply (D)	106	71%	
9	114249	Mukama (EM)	78	40%	0.0

The Group 2 scoreboard also demonstrates that the highest scorer does not necessarily answers all the questions correct.
The 5th player had higher percentage of correct answers but still ranked lower.

ID	Score	Diff.	Dur.
🔍 3684	0.0%		30.8s
Which of the following are characteristics of an inventory control system? (choose all the apply)			
🔍 3655	100.0%		26.7s
True or false? The procurement unit is a completely independent unit; it relies on its own best judgment and need not consult others during the procurement process.			
🔍 3734	100.0%		19.0s
Does your organization or program participate in any in-country or global coordinating bodies other than a visibility and analytics network?			
🔍 3724	0.0%		18.8s
Which one of the following supply chain actors is primarily concerned with answering the question "Which orders do I send first, and where?"			
🔍 3689	100.0%		17.5s

The participants took the longest time to answer question ID 3684 on inventory control system and none of the participants answered it correctly.

Group 3 performance and total scores

▼ G3 - Managing PMC in H... ▼ BHA Learning Group 3 ▼ Filter: All Questions

HIGH SCORE / USER PERFORMANCE					
Rank	ID	Nick	Total Score	% Correct	yeepa Index
1	114283	Aliabdia ()	10405	72%	0.0
2	114285	LIN LIN YU ()	1367	43%	0.0
3	114281	Burkinj ()	1103	83%	0.0
4	114280	Alpha (KY)	650	63%	0.0
5	114278	Zamary ()	619	42%	0.0
6	114276	Bash (BY)	474	80%	0.0
7	114416	Mascherano (D)	237	52%	0.0
8	114277	Harerimana (H)	107	50%	0.0
9	113554	Bella (BL)	25	100%	

The more participants play the game, the higher their total score and this explains the huge difference between the highest scorer and the runners up

ID	Score	Diff.	Dur.
3701	100.0%		25.9s
Which of the following are important to understand in the context of supply chain risk management? (choose all that apply)			
3723	0.0%		25.4s
Which one of the following supply chain actors is primarily concerned with answering the question "How many units should I buy, and for whom?"			
3667	100.0%		24.5s
Which of the following should be included as part of a contract monitoring system? (choose all that apply)			
3735	50.0%		22.5s
Which of the following activities might benefit stakeholder processes and activities in improving the performance of a single organization or a supply network across multiple organizations (choose all that apply).			
3659	75.0%		22.3s

The participants took long time to answer question ID 3723 on supply chain actors and inventory decision and none of them answered it correctly. While the participants took the longest time to answer question ID 3701, almost all of them answered it correctly.

Group 4 performance and total scores

▼ G4 - Managing PMC in H... ▼ BHA Learning Group 4 ▼ Filter: All Questions

HIGH SCORE / USER PERFORMANCE					
Rank	ID	Nick	Total Score	% Correct	yeepa Index
1	114395	justice chambers (CY)	3966	80%	0.0
2	114400	EuniceOk (EO)	3634	82%	0.0
3	114397	Happyboy (KM)	3219	65%	0.0
4	114402	Hasan ()	1415	65%	0.0
5	114396	didierbbj (B)	1092	52%	0.0
6	114401	Berkhodan (B)	864	57%	0.0
7	114394	shariful (S)	598	93%	0.0
8	113554	Bella (BL)	313	93%	
9	6679	Daniel inSupply (D)	90	50%	
10	114406	Nada90 (N)	89	28%	0.0
11	114407	superboy1 ()	75	30%	0.0

ID	Score	Diff.	Dur.
3691	50.0%		31.3s
Which of the following are more appropriate for larger warehouse facilities only? (choose all that apply)			
3701	0.0%		30.3s
Which of the following are important to understand in the context of supply chain risk management? (choose all that apply)			
3686	0.0%		30.2s
Which of the following are true of inventory policies (IP)? (choose all that apply)			
3675	33.3%		27.7s
Which of the following are elements of the network structure? (choose all that apply)			
3654	50.0%		22.8s






The participants took long time to answer questions ID 3691 and ID 3701 on warehouse facilities and supply chain actors and inventory decision. The participants not only took long time answer question ID 3701, they didn't answer it correctly.

Group 5 performance and total scores

▼ G5 - Managing PMC in H... ▼ BHA Learning Group 5 ▼ Filter: All Questions

HIGH SCORE / USER PERFORMANCE

Rank	ID	Nick	Total Score	% Correct	yeepa Index
1	114464	Thomsy (T)	1171	70%	0.0
2	114461	Dragon (JR)	702	64%	0.0
3	114462	Libyan Pharmacist (aa)	642	67%	0.0
4	114466	Ret (RG)	103	83%	0.0
5	114460	Fuad (F)	37	33%	0.0
6	114525	Mohammed Abu Alola (MA)	28	17%	0.0

ID	Score	Diff.	Dur.
 3534	50.0%		31.1s
Data from an LMIS can support decisions in which of the following areas? (Choose all that apply.)			
 3527	66.7%		21.2s
Which of the following are examples of consumption records?			
 3535	100.0%		20.8s
Which of these indicators can be used to measure supply chain performance in procurement? (Choose all that apply.)			
 3686	100.0%		20.5s
Which of the following are true of inventory policies (IP)? (choose all that apply)			
 3681	100.0%		19.8s

The participants took long time to answer questions ID 3534 and 3527. All the questions were on logistic management information system and decision support.

Post course performance and total scores

▼ Managing PMC in Huma... ▼ Filter: All Groups ▼ Filter: All Questions

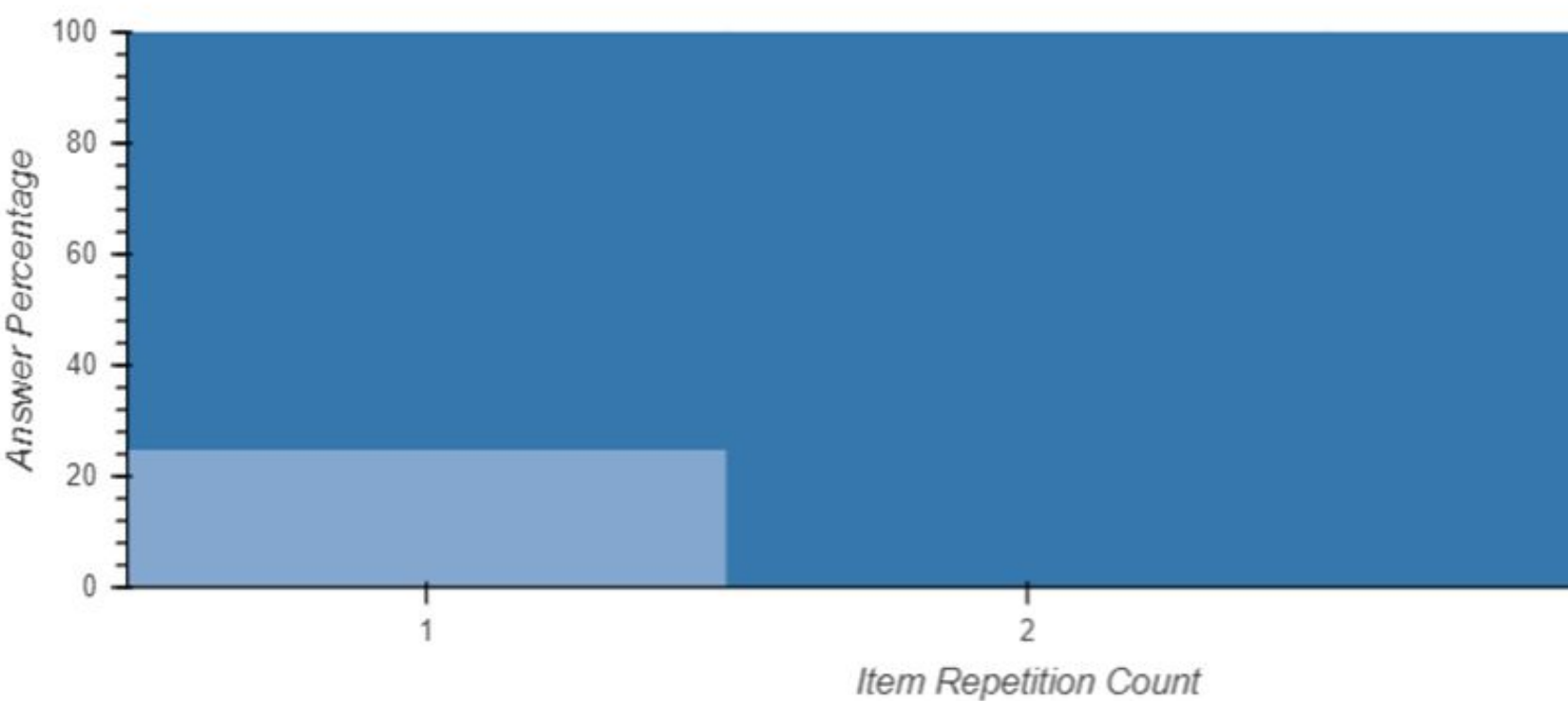
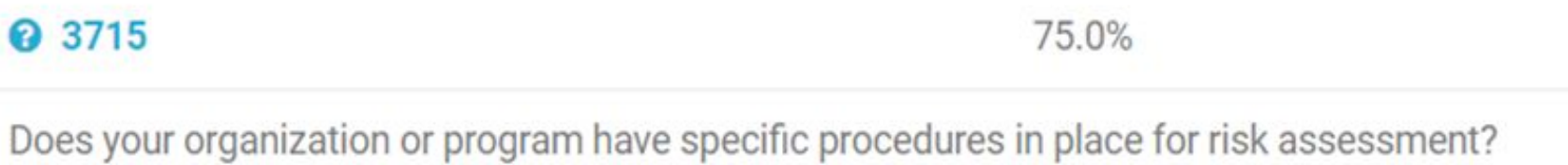
HIGH SCORE / USER PERFORMANCE				
Rank	ID	Nick	Total Score	% Correct
1	114401	Berkhodan (B)	2933	70%
2	114283	Aliabdia ()	1187	62%
3	114277	Harerimana (H)	164	53%
4	114394	shariful (S)	22	17%

In Group 4, the highest ranked participant was also the one with the most correct answers.

ID	Score	Diff.	Dur.
3713	0.0%		29.4s
Which of the following activities take place at the incident handling step of the supply chain risk management process? (choose all that apply)			
3699	50.0%		26.6s
Which of the following are warehousing key performance indicators (KPIs)? (choose all that apply)			
3436	0.0%		26.0s
Which of the following is NOT an activity of include when calculating an in-country lead time?			
3444	66.7%		25.2s
In which of the following supply chain areas might we find differences when comparing humanitarian and stable settings? (Check all that apply.)			
3602	50.0%		24.4s

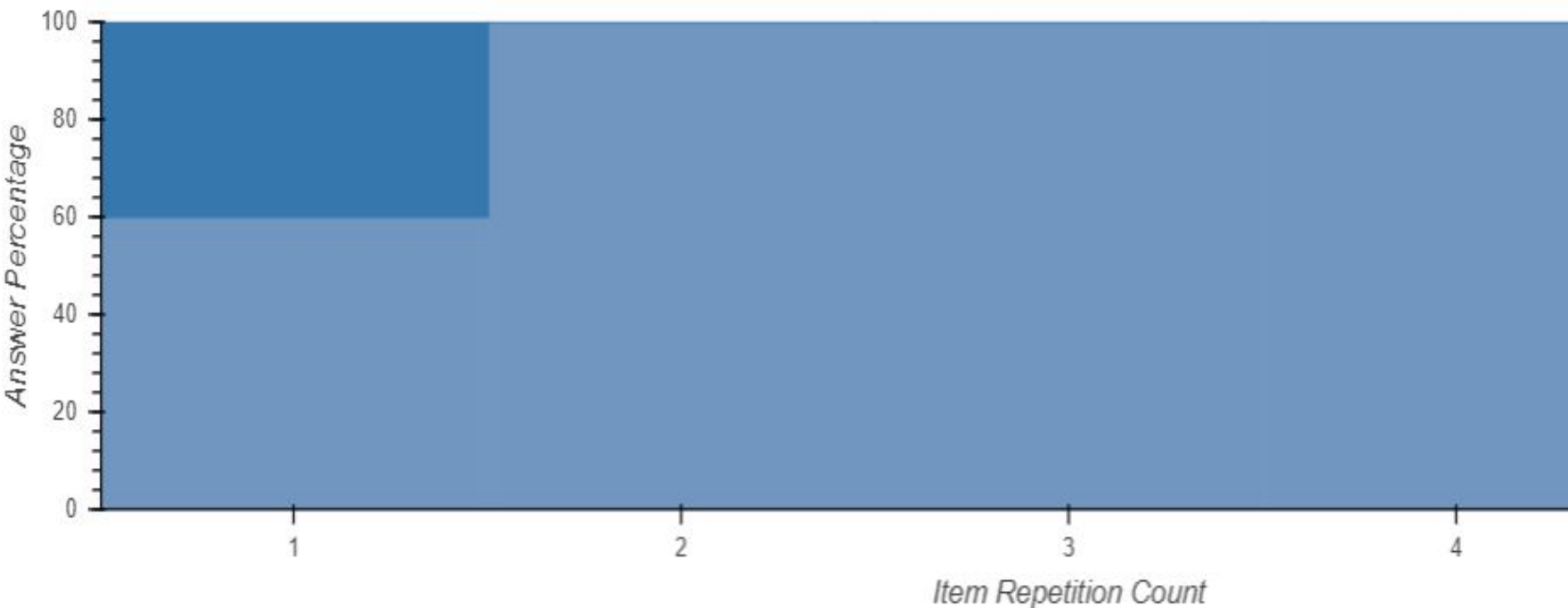
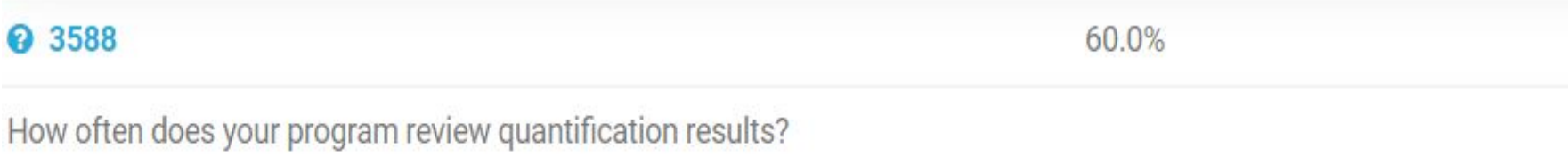
The participants took long time to answer questions ID 3713 on supply chain risk management process and ID 3436 on calculating in country lead time and these questions had the lowest percentage of correct answers. Another question that needs attention is question ID 3699 on warehousing key performance indicator.

Sample survey questions for critical insights



Overall result	%	Count	Given Answer
<div></div>	75.0%	3	Yes
<div></div>	25.0%	1	No

The facilitator sought to understand if the participants had a practical example of risk assessment procedure and the majority (75%) confirmed to have the procedures in their organization.

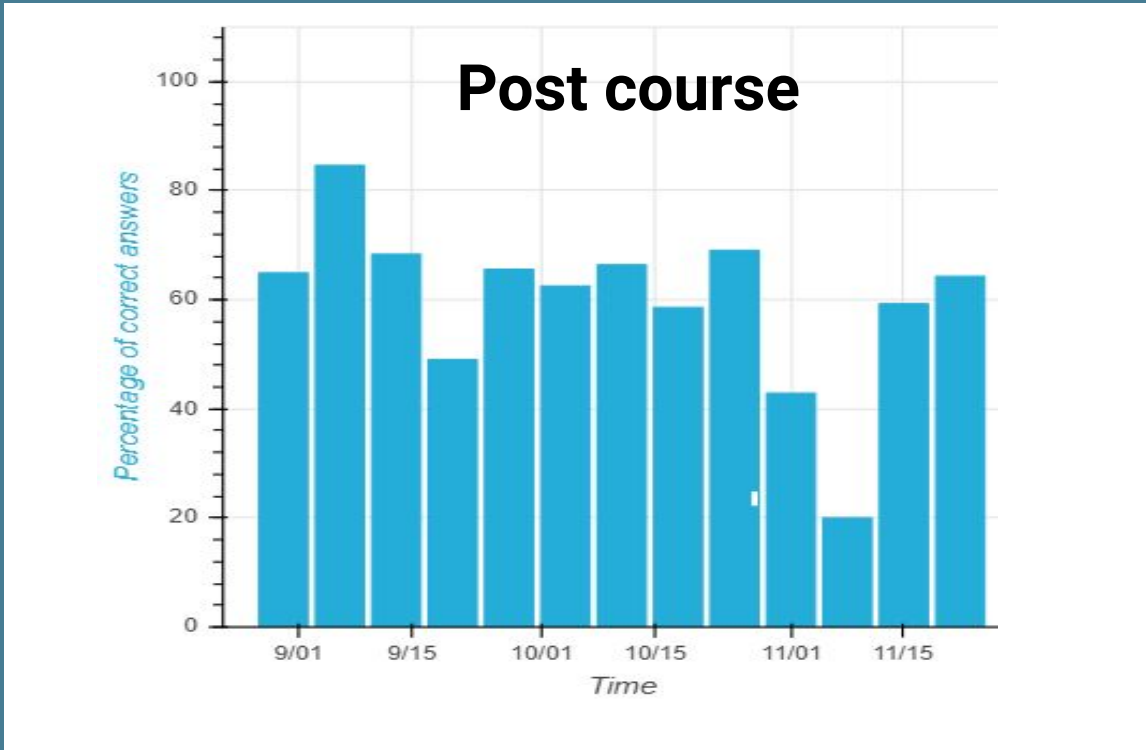
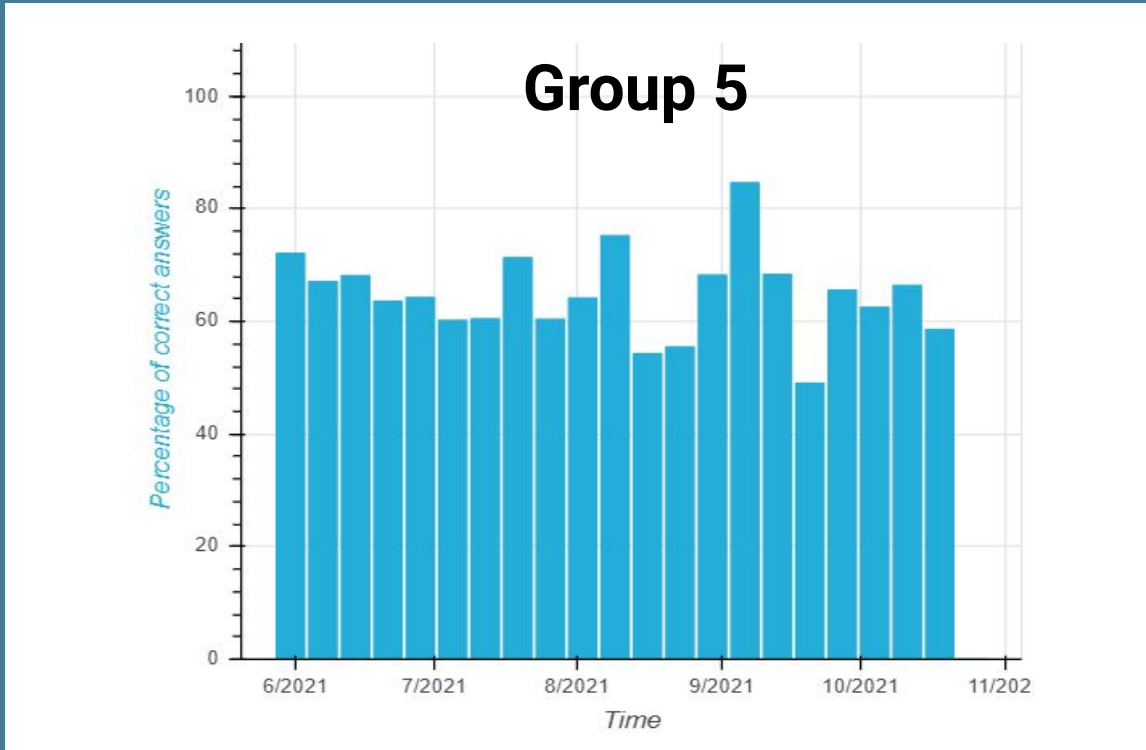
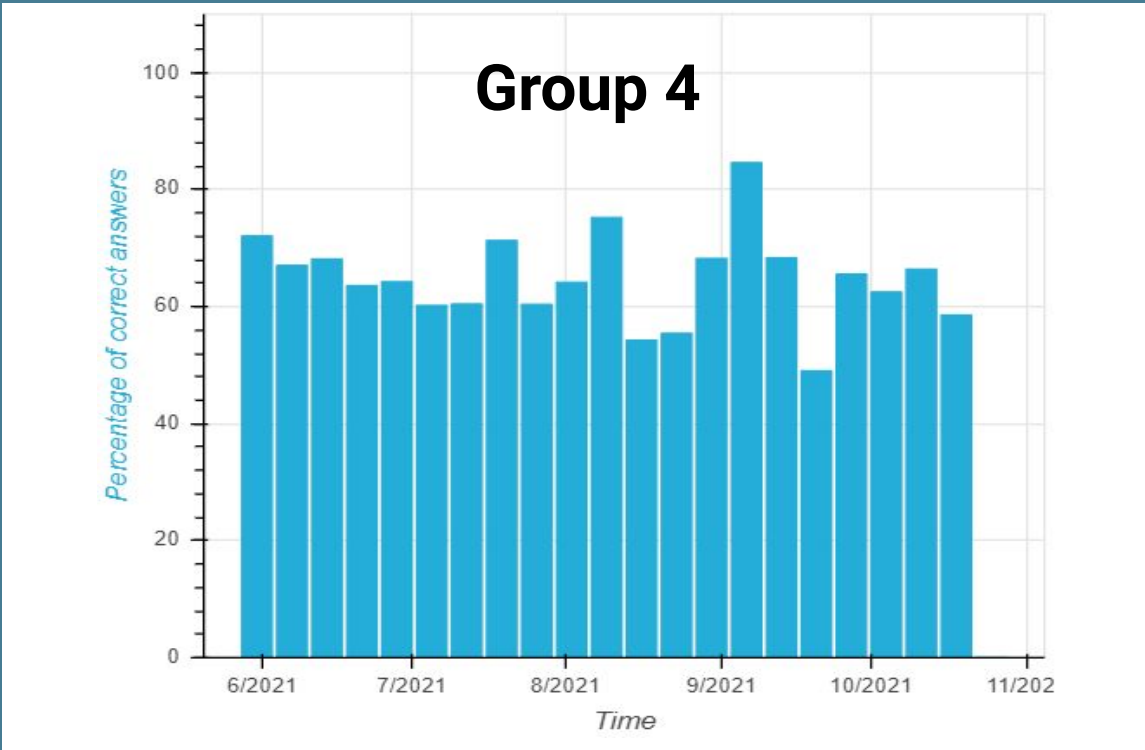
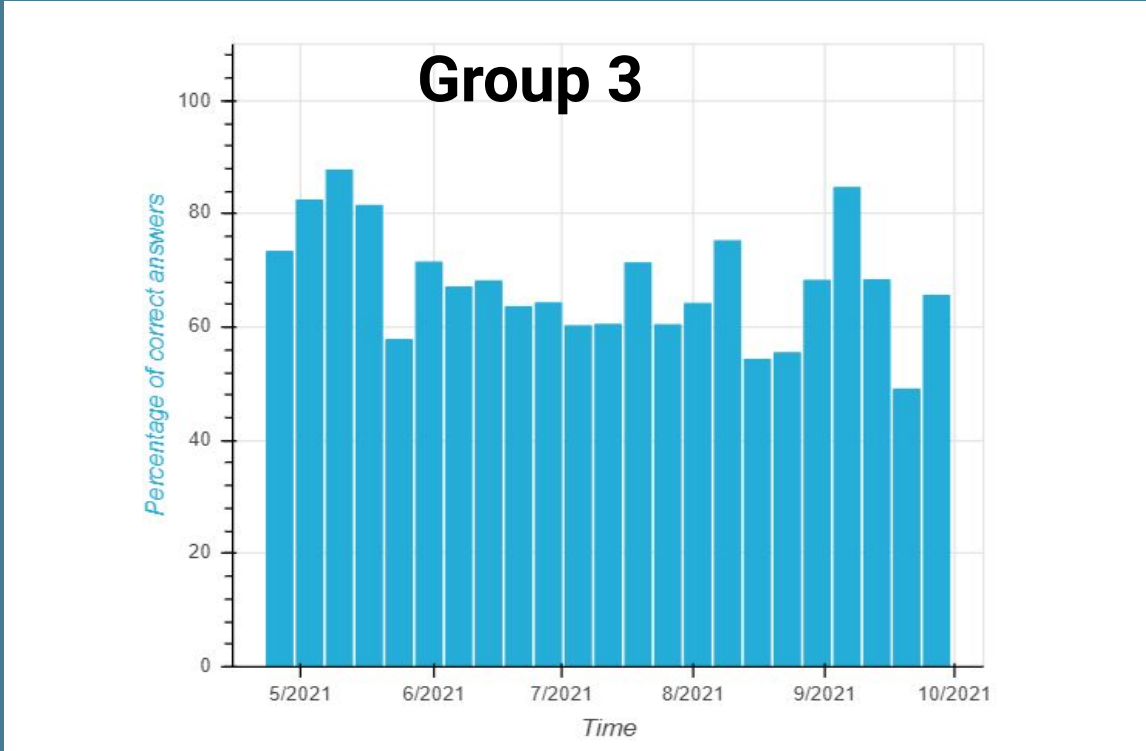
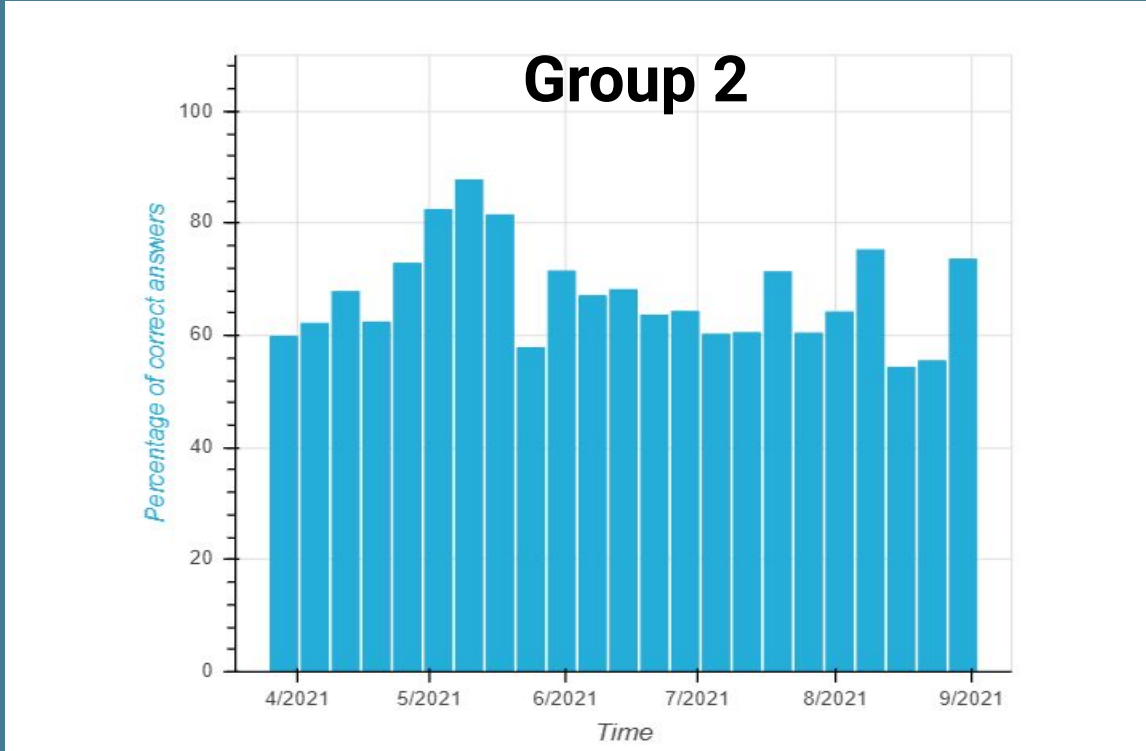
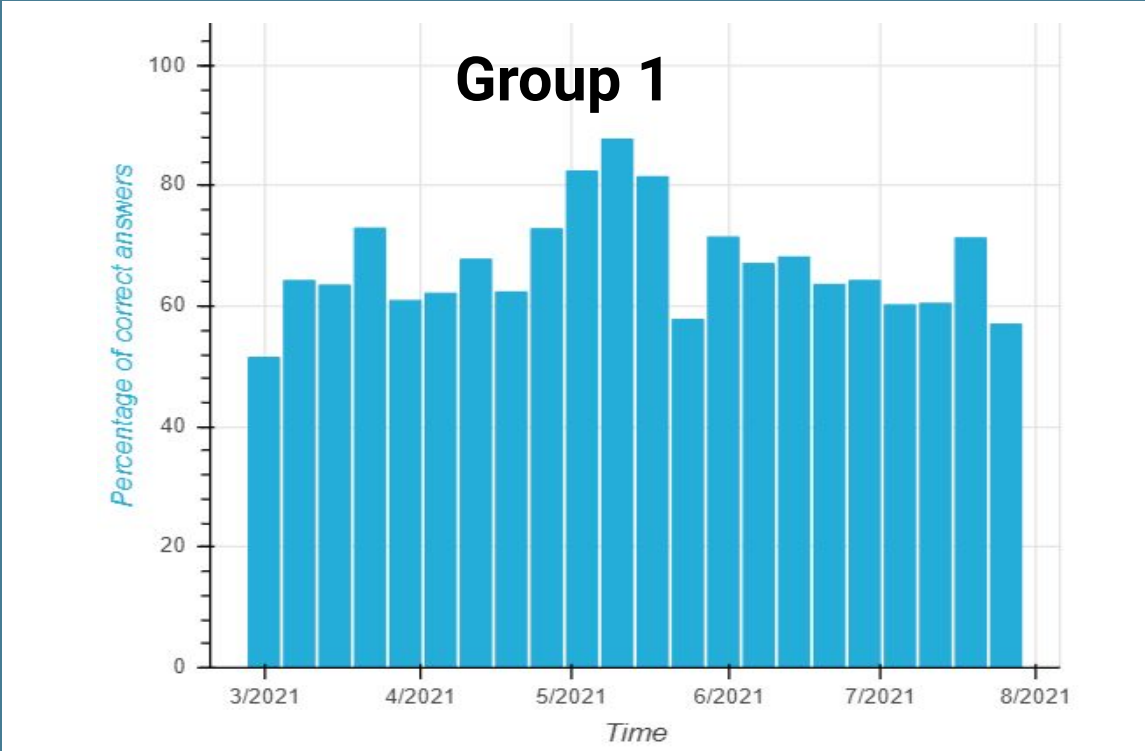


Overall result	%	Count	Given Answer
<div></div>	40.0%	2	Every 3 months
<div></div>	60.0%	3	Every 6 months
	0.0%	0	Every 12 months

Most participants indicated that their program reviews the quantification results every 6 months.

Learning curve over time

There was consistency in learning based on the percentage of correct answers across the different groups over the learning session. However Post course session had the lowest percentage in November.



Why gaming?

- Gaming is a great approach to learning, supporting and complementing learning techniques
- It creates a learning hub where content is made available
- It is interactive as the leaderboard promotes a healthy competition among the learners
- It promotes further interaction with additional resources through the question hints provided
- As a tool, it directs learning as the facilitators use the analytics and the survey results to adapt and adopt guides to the learning curve and learners' needs
- Measurement is key in development and gaming has helped achieved this through individual and group metrics powered by Yeepa analytics



THANK YOU!



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