Recognition and Capacity Building

In 2023, inSupply Health and JSI conducted a joint landscaping assessment to identify opportunities for strengthening data use culture and processes within the public sector supply chain. The assessment used a mixed-method approach, collecting both quantitative and qualitative data, with stock status measured by physical inventory checks. Key findings highlighted the Ministry of Health's efforts to promote data use through a national training manual, HMIS systems, 177 key performance indicators (KPIs), and Performance Monitoring Teams (PMTs) across all levels. PMTs at the woreda and health facility levels were the most functional, though engagement from pharmacy departments remained limited.

The assessment revealed that inventory accuracy for eight Reproductive, Maternal, Newborn, and Child Health (RMNCH) products was 100% across the facilities visited, with overall availability at 78%. Stockouts were infrequent and mainly caused by supply shipment delays, particularly for certain vaccines. The report recommends revitalizing PMT governance, enhancing data analysis skills among members, and establishing robust monitoring and evaluation systems to improve decision-making and supply chain performance.

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*Themes: 1. Forecasting and Quantification 2. Inventory Control Procedures 3.Transport & Distribution 4. Logistics Management Information Systems 5. Data Demand and Use 6. Performance Monitoring Teams 7. **Recognition and Capacity Building***

The recognition and capacity building program is hindered by less emphasis of supply chain KPIs within data use capacity building curriculums and inconsistent recognition practices.

Trainings is provided focusing on effective data capturing using HMIS guideline.

"They provide capacity building to facilities on a continuous basis to equip facilities on data capturing.This is done using the HMIS guideline/manual." Respondent, Ethiopia

High-performing health facilities are recognized and certified, creating a culture of excellence within the health system.

"They mostly use recognition, and they recognize zonal staff as well as health facility staff. They mainly provide certificates.", Key informant

- Supply chain data management is weakly addressed in the capacity building package
  - Limited data use trainings given for supply chain team
  - No on-job-trainings provided on SC data analysis and use
- Absence of explicit Rewards and Recognition (R&R) mechanism
- Limited resources for recognition

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Recommendations

- Introduce low cost reward and recognition mechanisms to encourage team work and improved productivity.
- Leverage use of learning packages to build capacity of health care workers on basic supply chain skills.
- Design and provide capacity building trainings that fills attitude and skill gaps of supply chain data analysis and use
- Strengthen experience sharing platforms such as review meetings, success story dissemination, site visits