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The Nigeria NTP

Presents

The LMIS Implementation TOOL

‘PICKnPACK’

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What is PICKnPACK?

An LMIS tool that combines—

• Traditional LMIS functions (e.g., reporting and ordering)
• With *indicators* to measure the performance of every segment of the supply system at all levels

Originally deployed in the NTP to—

• Make facilities and personnel individually accountable
• Persuasively *influence* the largely resistant state NTP managers and implementers to deliver optimal PSM services
• The name “PICKnPACK” reflects the magic of the tool’s distribution wizard
Objective of the Presentation

To describe the operational process of the PickNPack Tool to improve accountability and decision making

Quote of the day

“The will to implement the health system makes the difference between achieving so much with very little and achieving very little with so much.”

Author of the PICKnPACK
Challenges Before Mid-2010

• The central level (NTP) had no administrative control over other levels
• Overwhelming personnel problems
• Widespread stock outs averaged 4 months per year
• Lack of accountability
• Leakage of TB medicines to the open market
• Facility reports were generally incorrect
Intervention Strategies

• Re-design LMIS to accommodate strong elements of pipeline visibility, accountability, transparency, M&E, performance appraisal, and feedback mechanism

• Training
  – Refresher TOT for all LGA (district) supervisors on basic LMIS
  – Train staff at the state level

• Support NTP to adopt individual facility (SDP) reporting (against the prevailing LGA summary reporting)

• Ensure that states complete their PICKnPACK copies in time and share with all relevant stakeholder regularly
Implementation Steps

1. Data collection
2. SDPs send quarterly report to states
3. Data is entered into the PICKnPACK at state level
4. State gives feedback to SDPs via LGA supervisors
5. State produces distribution plan
6. State reviews SPA report generated by PICKnPACK
7. State shares completed PICKnPACK with peers and stakeholders
8. Zonal officers give feedback to states
9. Central officers give feedback to zonal officers
Outcomes (Programmatic)

- Widespread stock outs **ceased** for main anti-TB drugs (from Jan 2011)
- NTP supply system manifested signs of stability by Jan 2011
  - Forecasts of MOS started to match reality
  - TB drugs disappeared from open markets
- Improved drug utilisation profile: i.e., the average number of patient kits used to treat every 10 patients, aka, 10-Patients Index: **NTP achieved the value 12.2 at end of March 2011** *(down from 18.1 in June 2010)*
  - NTP is tentatively working with the range 9-11
- Rational distribution improved
  - SDPs and storage points received drugs in proportion to case handling
Outcomes (Institutional)

• **“Issue visibility”:** PICKnPACK made it very easy to start seeing where issues arose within the supply system
  
  – Thus, ending the era of “the blame-game”

• **Improved record keeping:** Records of facility and personnel details, service data, and analyses of at least 97.3% of the DOTS sites in Nigeria available since October 2010 (*accessible in PICKnPACK Excel formats*)

• **Ownership and drive:** Increased self-drive to strengthen and own system
  
  – More states requested for TA to improve PICKnPACK rating of performance profile as against the high rate of resistance before 2010

• **LMIS for performance improvement**
  
  – A system of issue-tracking and support for intervention articulated in the SOP on the use of the PICKnPACK.
New Challenges

• Need for mentoring, monitoring, and supportive supervision outweighs resources to fill them
• Customized tracking (like PICKnPACK) for MDR-TB logistics

Way forward

• NTP is raising capacity of state and zonal logistics teams to support the SDP level
• NTP is reforming training activities, monitoring, and supportive supervision to enhance efficacy
• NTP develops customized PSM tracking tool for MDR-TB; the system will rely on e-TB Manager for real time data feeds
How PICKnPACK Motivates People

• The will to implement health systems is largely governed by motivation
• The issue is often overbearing at SDP levels (where actual programme implementation takes place)
• Perfect system designs and high skill acquisitions are still subject to motivation
• Where motivation levels cannot be changed now, consider the PICKnPACK style of logistics M&E
• When putting them on the spot, do not forget to provide support needed to go through difficult tasks