

Knowledge Sharing Session

Strengthening Malawi's Health Supply Chain: Applying the Maturity Model Approach

30 September 2021



Panelists

- Ardiana Buzoku, Deputy Representative Operations UNICEF Malawi
- Godfrey Kadewere, Director, Health Technical Support Services, Ministry of Health, Government of Malawi
- Phyllis Ocran, Supply Chain Strengthening Specialist, UNICEF Malawi
- Albert Nettey, Supply Chain Specialist, UNICEF ESARO

Key Respondents

- Denver Raisi, Senior Pharmaceutical Supply Chain Advisor, Ministry of Health, Government of Malawi
- Tedla Damte, Deputy Representative Programmes, a.i UNICEF Malawi
- Fredrick Sheshe, Supply & Procurement Manager, Operations Section, UNICEF Malawi
- Steve Okokwu, Chief Health Programme Section, a.i UNICEF Malawi
- Manuel Lavayen, Supply Chain Manager, Supply Chain Strengthening Centre, UNICEF Copenhagen
- Innocent Dube, Monitoring Specialist, Supply Chain Strengthening Centre, UNICEF Copenhagen

Moderators

- Andrea Papan, VPPN, Community of Practice Manager, UNICEF
- Loïc Sanchez, Supply Officer (Immunization), Supply Division, UNICEF

Key Learning Objectives:

The aim of this knowledge sharing session is:

- To provide insights on Malawi's experience of strengthening its parallel health supply chain, and the dynamics of creating alignment
- To share learnings from applying the Maturity Model, i.e., gaps, recommendations and identifying country progress

Agenda

TIME	AGENDA POINTS	RESPONSIBLE
9.30-9.35	Agenda and Introduction of Presenters	Andrea
9.35-9.40	Welcome	Ardiana
9.40-9.45	Opening Remarks	Mr Kadewere
9.45 - 9.55	Strengthening Malawi's Health Supply Chain: Applying the Maturity Model Approach	Phyllis, Albert
9.55 -10.02	Key Respondents	Respondents
10.02-10.22	Q&A from the group	ALL
10.22-10.28	Summary and Key Reflections	Loïc
10.28-10.30	Closing & Thanks	Loïc

Using Zoom functions during the meeting:

Chat

- Use the CHAT feature to introduce yourself (i.e., name, organisation and country).
- For questions relating to **IT troubleshooting**.

Questions & Answers

- Use the Q&A feature for questions or feedback on the **presentation**.
- Please UPVOTE for questions you would like to see prioritised.
- During the Q&A you can raise your hand if you would like to speak. I will call on you, and Loïc will unmute you.

Recordings and Knowledge Sharing on the VPPN:

Recording

- **This session is being recorded** and your attendance is consent to be recorded.

Knowledge Sharing

- The presentation, resources and video will be shared on the [Vaccine Procurement Practitioners Network \(VPPN\)](#).
- An evaluation form will come up at the end of this event.

Welcome

Ardiana Buzoku, Deputy Representative Operations

UNICEF Malawi

Opening Remarks

Godfrey Kadewere, Director, Health Technical Support Services,
Ministry of Health, Government of Malawi

Strengthening Malawi's Health Supply Chain: Applying the Maturity Model Approach

Phyllis Ocran Mattila, Supply Chain Strengthening Specialist, UNICEF Malawi
Albert Nettey, Supply Chain Specialist, UNICEF ESARO

Context

As part of the strengthening together strategy, UNICEF aims to support the Govt. of Malawi to strengthen and optimize national government supply chains to reduce costs, stock-outs and/or wastage.

The supply chain maturity assessment is one of the key actions undertaken by UNICEF as part of our CPD and in the collaborative 2020 annual plan for MoH and partners in the area of health system strengthening. So that all children will have equitable and timely access to health, nutrition, water, education, and sanitation and hygiene supplies, including in emergency situations when their needs are at the highest.

In February 2020, the MOH officially requested UNICEF to support them technically and financially to conduct this maturity model assessment which was done through a workshop in Blantyre. This was chaired by the Director, HTSS/MoH.

With funding and technical support from UNICEF, the multi stakeholder workshop was successfully conducted and hosted by the MOH with participation from Donors, INGO, MOH, CHAM, CMST and UNICEF.

The maturity scorecard is a measurement tool that gives a snapshot of a country's progress in its development journey across defined supply chain functions and enablers. Malawi developed a 2017 maturity scorecard which was referenced during the assessment to produce an updated 2020 maturity scorecard for Malawi.

MOH Invitation – signed by Secretary of Health & UNICEF sharing MM Report

The ministry of health through the HTSS-Pharmaceutical unit will be holding a maturity assessment workshop on the health supply chain in Malawi. This assessment will cover all components of the supply chain.

The purpose of the workshop is to provide a platform for a wide range of stakeholders to determine the current capabilities of the supply chain, with as much evidence as possible. The assessment will look at the maturity of each of the crucial processes involved in the management of health commodities at all levels, by different stakeholders, in order to improve performance and ensure availability, quality, efficacy and safety of medicines and health supplies.

 | for every child

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Our Ref: REP/M/1.6-11/11/2020-1

12 November 2020

Hon. Khumbize Kandodo Chiponda
Minister for Health

Dear Honourable Minister

RE: Submission of health supply chain maturity assessment report for Malawi

Warm greetings from UNICEF Malawi.

UNICEF aims to support countries to strengthen and optimize national government supply chains to reduce costs, stock-outs and/or wastage to improve health supply chain performance and help achieve impactful results for children. To determine country status and to inform national supply chain strategies, UNICEF has developed supply chain maturity models that serve as monitoring frameworks and self-assessment tools for national governments. The maturity scorecard is a measurement tool that gives a snapshot of a country's progress in its development journey across defined supply chain functions and enablers.

The supply chain maturity assessment is one of the key actions in the collaborative 2020 annual plan for MoH and partners in the area of health system strengthening. In February 2020, the MOH officially requested UNICEF to support them technically and financially to conduct this maturity model assessment which was done through a workshop in Blantyre. With funding and technical support from UNICEF, the multi stakeholder workshop was successfully conducted and hosted by the MOH with participation from MOH, Donors, INGO, CHAM, CMST and UNICEF.

The final report of this assessment has highlighted the key actions that Malawi can undertake to better strengthen the health supply chain. In addition, 8 resolutions were made during the workshop, demonstrating the commitment by government and partners in improving the integrated health supply chain in Malawi.

Kindly find attached the final report on the Malawi Health Supply Chain Maturity Assessment for your perusal and onward sharing with the MOH. UNICEF is standing ready to provide technical support to MoH and partners in the implementation of the maturity assessment action plan.

Yours sincerely,



Rudolf Schwenk
Country Representative – Malawi

CC:

- Secretary of Health
- Director of Health Technical Support Services (HTSS)

Actions (1): Main findings of the Assessment & Gaps

The Maturity Scorecard tool enabled an evaluation of the overall performance and capability of the health supply chain in Malawi using a maturity scale with a range of 5 levels, where Level 1 reflects basic development and performance and Level 5 reflects fully developed, integrated, and excellent performance.

Overall, the Maturity Scorecard assessment placed the Malawi national essential medicines supply chain at **Level 1** – a score which indicates that the fundamentals for the supply chain have been established or are being established in some sectors.

Level 1 refers to a supply chain that is broadly effective but with lots of room for improvement – one generally operating in reactive mode, and thus prone to several specific challenges, which may include frequent stock-outs, insufficient planning, inadequate resources, or limitations in terms of the necessary human resource capacity to manage a supply chain on this scale.

Actions (2): Key outcome of the assessment & Recommendations

The assessment also brought to light major progresses made in recent years, including on vaccine procurement and financing practices, and on the integration of nutrition supplies into the national health supply chain which led to improved product visibility, increased storage and distribution capacity as well as immediate and long-term cost-savings.

The assessment highlighted the key actions that Malawi can undertake to better strengthen the health supply chain. In addition, 8 resolutions were made during the workshop, demonstrating the commitment by government and partners in improving the integrated health supply chain in Malawi.

A key result from the maturity model assessment was the subsequent formulation of a long-term and evidence-driven government-led supply chain strengthening plan that will contribute to better health outcomes.

The outcome has helped to determine Malawi's readiness level and management capacity for the deployment of the health commodities, COVID-19 tests, treatments and vaccines.

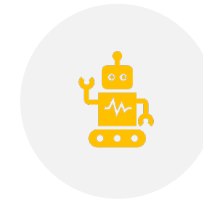
Progress to date



The MOH and Partners have produced the government led evidence driven National Supply Chain Transformational Masterplan 2021-2026 to contribute to better health outcomes.



UNICEF has procured boats for the lake areas which are in accessible by road to strengthen transportation of health commodities.



UNICEF currently has invested in system strengthening via drones to deliver lifesaving commodities, and a drone's academy to provide HR in drones.



UNICEF procures critical supplies through PS on behalf of MOH.



UNICEF is building the capacity of Districts and Sub districts in Forecasting and quantification and Supply Chain Monitoring to improve product availability.



Health and nutrition supply chain integration ongoing, including scaling up end user monitoring of health and nutrition supplies.

Critical Success Factors

Operations (supply) is linked to Health and Nutrition in Pillar 1.

Great collaboration of Supply and Program in MCO-Supply liaised with Health Program for funding and participation in the workshop.

RO provided TA as part of the approved 2020 Compact and SD provided content for the Workshop.

Great commitment of MOH and key partners was a sign of the great collaboration with UNICEF – the government invited ALL key stakeholders to the workshop

The multi stakeholder workshop was successfully conducted and hosted by the MOH with participation from Donors, INGO, MOH, CHAM, CMST and UNICEF.

UNICEFs key engagement with all key stakeholders such as USAID including having some joint work plans, fosters togetherness to deliver results.

THANK YOU- ZIKOMO



NATIONAL SUPPLY CHAIN MATURITY MODEL WORKSHOP & TRAINING

Venue: Crossroad Hotel-Blantyre

Date: 4-6th March 2020

Key Respondents

QUESTIONS and ANSWERS



Using your Q&A function please:

- Type in your question – please identify which speaker you are addressing
- Upvote for other questions you would like to see prioritized
- Write in supplementary answers to questions with your own knowledge and expertise
- Or raise your hand if you would like to speak

Summary and Closing

Loïc Sanchez, Supply Officer (Immunization) Supply Division, UNICEF

Thank You



Vaccine Procurement
Practitioners Network