MONITORING & OVERSIGHT WORKSTREAM

Information Session: Supply Chain and Health Services Spot Checks

23 September 2021

This session is being recorded and will be shared on a public link for colleagues that cannot attend.
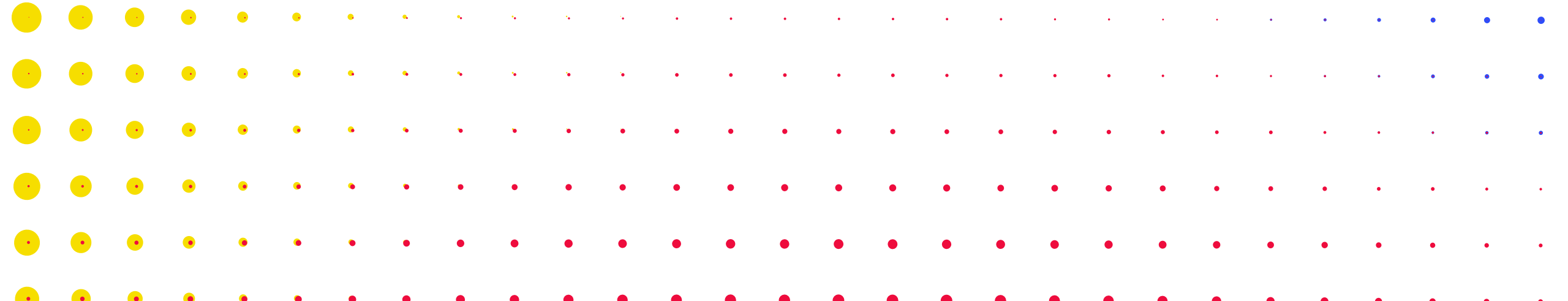
Content

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1 Objectives and Expected Outcomes

Key Messages

Operational oversight is being strengthened, with a view to improve performance and results for the people we serve.

- Complementary initiatives are being rolled out to strengthen results and performance of HIV, TB and malaria grants, as well as C19RM.

- More frequent and better-quality data enables implementing countries and partners to anticipate issues, unblock bottlenecks and course-correct to support problem solving.

- The new tools put greater emphasis on the importance of data and data quality, increased responsibility for data ownership and accountability.

Strengthening data collection methods to improve return on investments and value for money.

Lessons learnt from previous Spot Checks have informed the new Spot Checks tool:

1 Critical to understand to what extent **C19RM investments** (~US$ 4 billion) are **reaching the frontlines and are improving services for the people we serve**. In addition, there's an **expectation from donors** that this data collected is accurate and can show results on investments.

2 Supply Chain and Health Services Spot Checks rounds will benefit from using the **best aspects of previous approaches**: integrated methods, large number of countries, data collection through in-person visits, and representative sampling.

3 Increase **value for money** by going to market with a request for proposal (RFP) that opened-up the supplier base and helped drive down unit costs.

> **The Supply Chain and Health Services Spot Checks aim to provide visibility on the availability of:**
> 1. HIV, TB, malaria and COVID-19 commodities, and
> 2. Services and readiness at healthcare facilities and communities.

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What does success look like?

1 Integrated management of in-country supply chain performance, with MoH and Principal Recipients where applicable, through increased visibility on supply chain performance.

2 Strengthened visibility of health service availability, related COVID-19 driven disruptions and impact on routine HIV, TB and malaria services, through increased frequency of data collection.

3 Strengthened use of data to facilitate identification of implementation challenges and be able to work together with countries to course correct, within the framework of operational monitoring and oversight.

4 Data driven investments in future funding cycles and a prioritization of activities leveraging performance data. For example, identify key gaps in service delivery, including supply chain performance based on verified data to inform decision making.

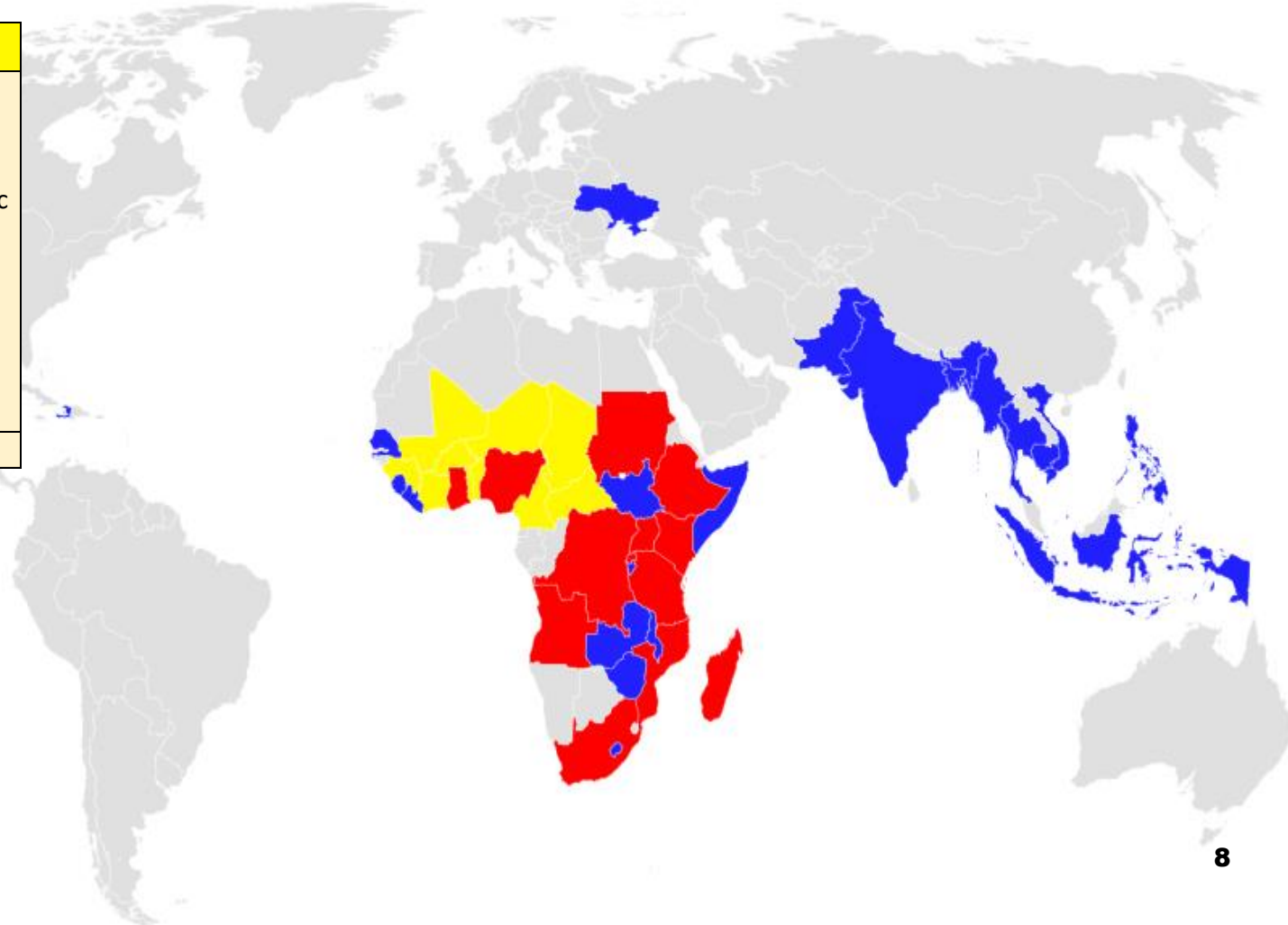**5** A consistent data culture in-country and at the Global Fund.

2 Three Service Providers to Support our Approach

45 countries in scope for this effort

Rationale for selection: Countries with (1) Highest burden and levels of investment for HIV, TB and malaria. (2) C19RM allocation of >US$ 20 million, = 90% of the C19RM investment envelope.

Palladium International LLC	IQVIA Solutions (Pty) LTD	KPMG Cote d'Ivoire
Bangladesh	Angola	Benin
Burundi	Ethiopia	Burkina Faso
Cambodia	Kenya	Cameroon
Haiti	Madagascar	Central African Republic
India	Mozambique	Chad
Indonesia	Rwanda	Côte d'Ivoire
Lesotho	South Africa	Guinea
Liberia	Sudan	Mali
Malawi	Tanzania	Niger
Myanmar	Uganda	Togo
Pakistan	Congo (Democratic Republic)	**10 countries**
Papua Guinea	Ghana	
Philippines	Nigeria	
Senegal	**13 countries**	
Sierra Leone		
Somalia		
South Sudan		
Thailand		
Ukraine		
Vietnam		
Zambia		
Zimbabwe		
22 countries		

■ IQVIA Solution (Pty) LTD   ■ Palladium International LLC   ■ KPMG Cote d'Ivoire

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Service Providers

The **Supply Chain and Health Services Spot Checks** will be supported by service providers selected through a competitive process.

IQVIA

has presence across North, South, East and West Africa with extensive experience conducting supply chain and health facility assessments for the Global Fund and other partners.

KPMG Côte d'Ivoire

provides various professional services including data collection and audit services, throughout Francophone Sub-Saharan Africa (FSA).
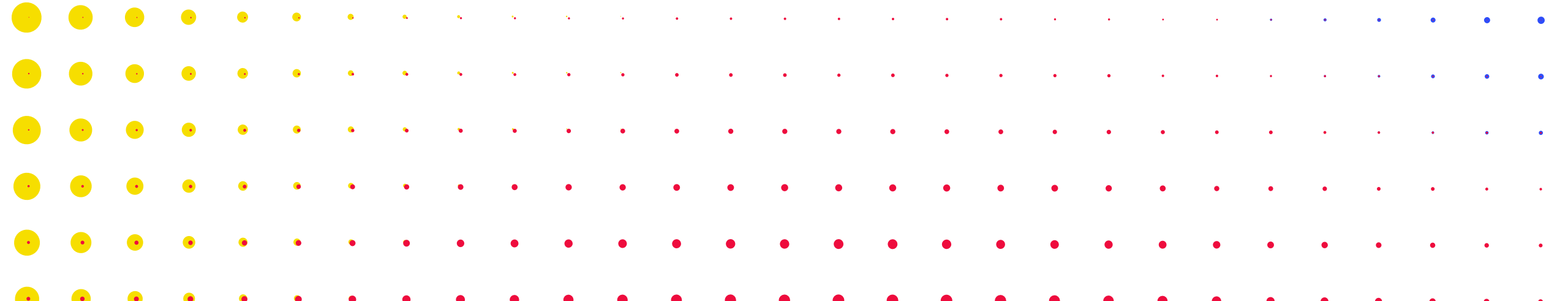
Palladium

has global presence and extensive experience providing supply chain services to government, non-profit, and private sector customers and focuses on monitoring and evaluations, health, supply chain, and data analytics.

3 Methodology

Methodology

1. Desk Review

- **Review** documents.
- Potential **Key Informants Interviews.**

2. Sampling and questionnaire

- **Standard questionnaire,** adaptations if needed (i.e. tracer products).
- **Standard sampling** following the approach below:
  - Define geographic domains based on country population size.
  - Apply representative random sampling per domain and quarter.
  - Facility sampling yield a precision (95% confidence interval) of +/- 7% points per year.
  - Quality assurance/re assessment approach.

3. Data collection

- **Logistics Management Information Systems (LMIS) reviews** for tracer health products.
- **Spot checks/On site verifications** of supply chain, service disruptions and systems resilience indicators, using a digital platform.

4. Analysis and reports

- Data cleansing by vendors and submission to the Global Fund. *Service providers*
- KPI analysis and standard reports *The Global Fund team*
- Aggregated analysis of all countries and customized reports.

5. Dissemination

- Presentation and discussion of key findings internally.
- Presentation and discussion with country stakeholders (PRs, MoH, CCMs).
- Final report including mitigation plan and actions.

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The Spot Checks provide visibility of in-country supply chain performance and service availability and disruption.

Supply Chain

Key performance indicators:

1) **On-shelf availability of tracer commodities for HIV, TB and malaria (WHO Pillar 9) and COVID-19 (WHO Pillar 5,6,7)**

2) **On-Time-In Full (OTIF)**

3) **Stocked According To Plan (SATP)**

4) **Timeliness of Facility Reporting to Logistics Management Information Systems (LMIS)**

Tracer products List
➢ **HIV, TB and malaria**
  - HIV 1st line drugs, diagnostics
  - Malaria 1st line drugs, diagnostics
  - TB 1st line drugs, diagnostics
➢ **COVID-19 commodities**
  - Core PPE: Masks, respirators, surgical gloves, apron, face shield
  - Diagnostics: Automated PCR tests, Ag RDTs
  - Therapeutics: Dexamethasone

Service disruption

Monitoring of service disruption in health facilities and community sites*
Specific service records to collect (from 2019 to 2021)

- Outpatient department visits (OPD)
- Antenatal care 1st visits (ANC 1)
- Sick Child Services
- HIV services (ART, Tst, Prev, VL, PMTCT, KP)
- TB services (TPT, Dx, treatment, MDR, contact inv)
- Malaria services (LLIN, Dx, treatment)
- Community outreach or home-visit services
- COVID-19 services

*Respond to output indicator 14 COVID-19 M&E framework

Systems resilience

Service Providers
- Availability, COVID-19 vaccination status, COVID-19 cases among facility workers, absenteeism, facility management, correct use of PPE.

COVID-19 vaccine readiness
- Cold chain equipment available and functional, vaccination availability, Health Care Workers being prioritized.

Ways of maintaining health services and counter measures
- Changes in delivery strategies for non-COVID-19, essential health services.

Infection Prevention and Control
- Type of training received in infection prevention and controls.

Waste management
- Training, dispose of PPE, medical, laboratory and sharps waste safely.

Facility financing
- Operating budget, bank account availability.

Reporting and supervision
- Completeness and timeliness of reports, comms available, supervision, use of Logistics Management Information Systems (LIMS), COVID-19 surveillance.
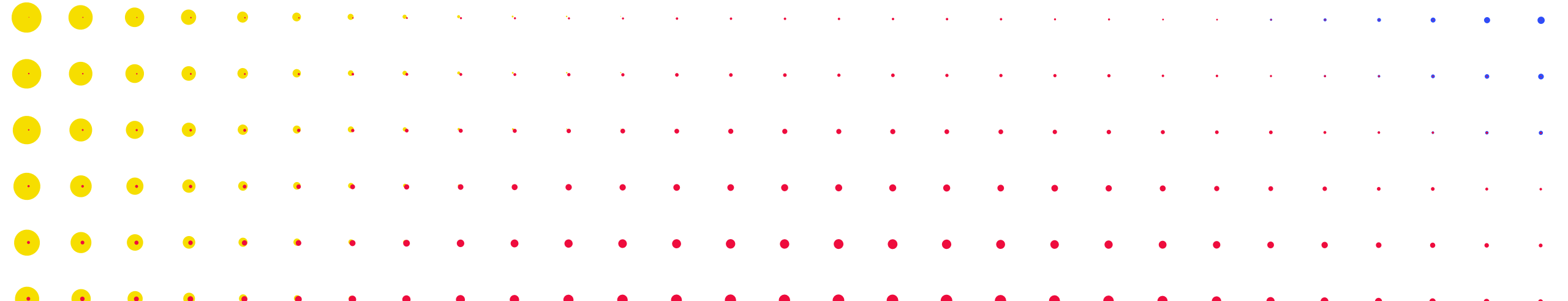
Community engagement
- Community representation and participation at facility.

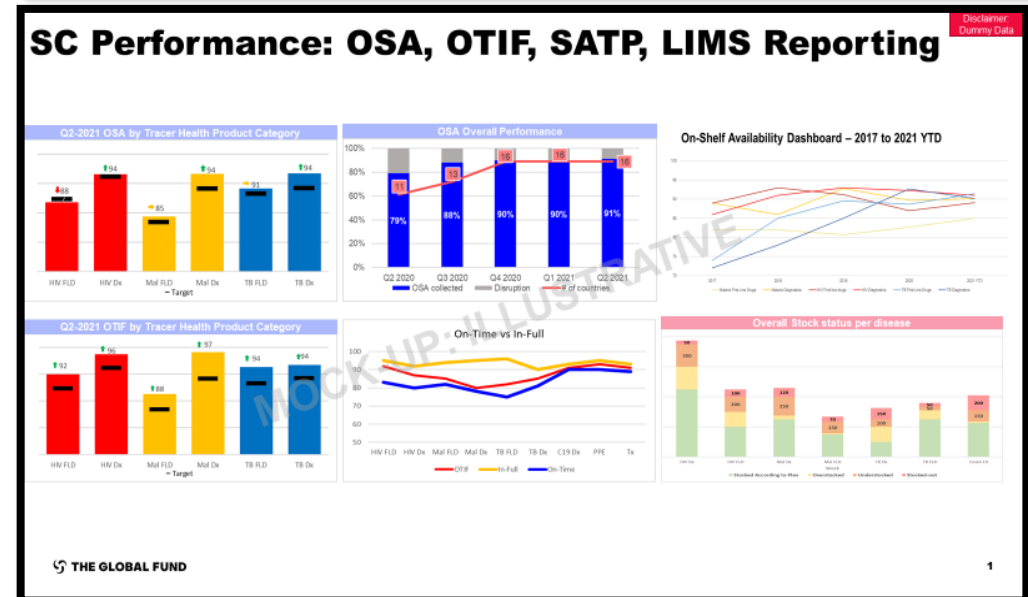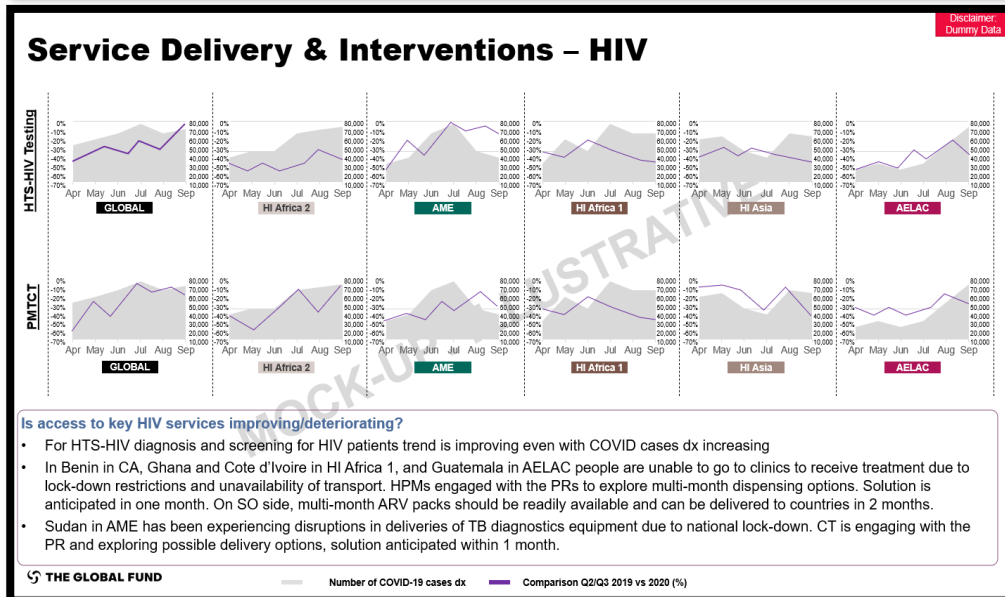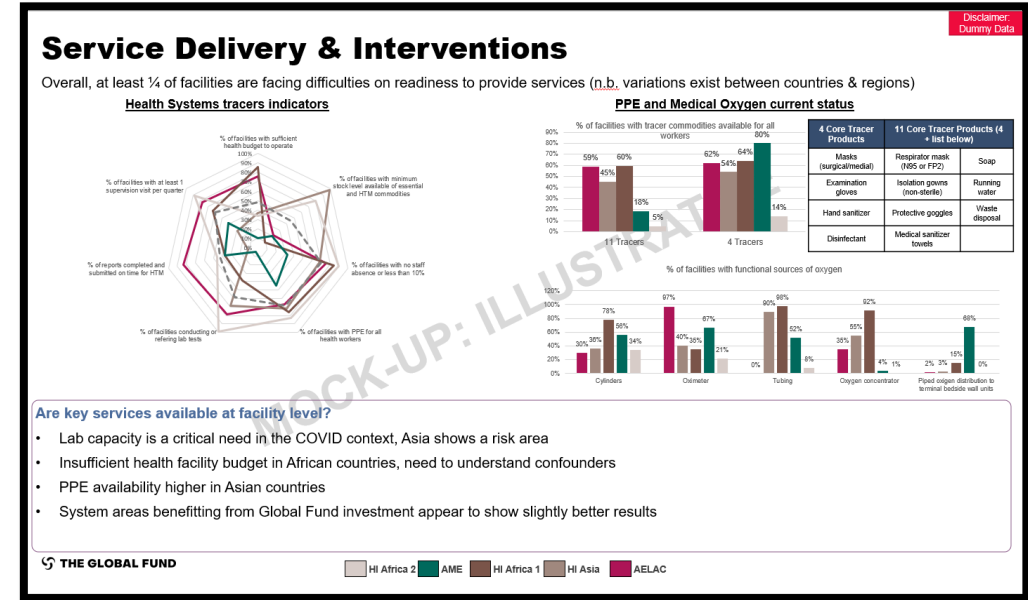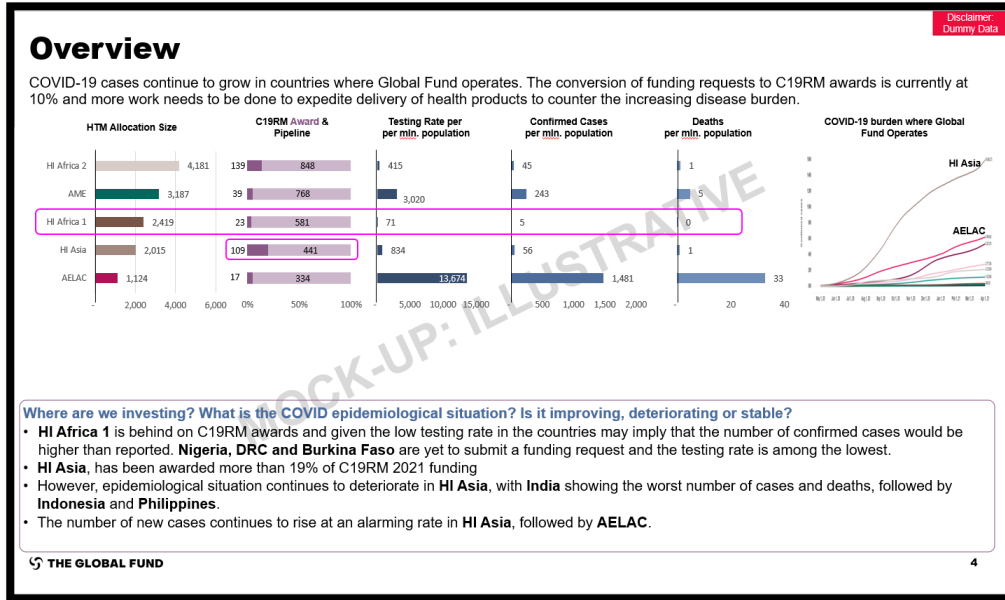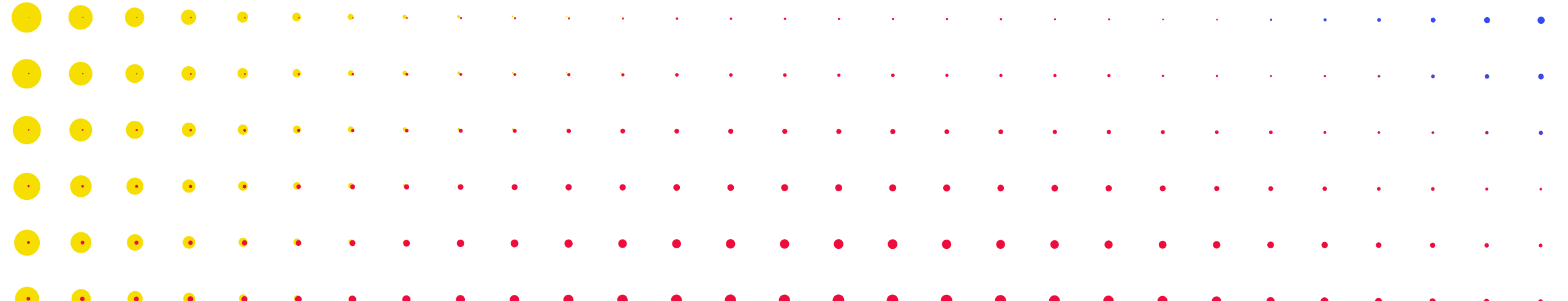**Critical complementary information on service delivery*

4 How will data look like?

Expected reports will support improved data visualization and allow for better interpretation and triangulation of data.

Overview

COVID-19 cases continue to grow in countries where Global Fund operates. The conversion of funding requests to C19RM awards is currently at 10% and more work needs to be done to expedite delivery of health products to counter the increasing disease burden.

Where are we investing? What is the COVID epidemiological situation? Is it improving, deteriorating or stable?
- **HI Africa 1** is behind on C19RM awards and given the low testing rate in the countries may imply that the number of confirmed cases would be higher than reported. **Nigeria, DRC and Burkina Faso** are yet to submit a funding request and the testing rate is among the lowest.
- **HI Asia**, has been awarded more than 19% of C19RM 2021 funding
- However, epidemiological situation continues to deteriorate in **HI Asia**, with **India** showing the worst number of cases and deaths, followed by **Indonesia** and **Philippines**.
- The number of new cases continues to rise at an alarming rate in **HI Asia**, followed by **AELAC**.

Service Delivery & Interventions

Overall, at least ¼ of facilities are facing difficulties on readiness to provide services (n.b. variations exist between countries & regions)

Are key services available at facility level?
- Lab capacity is a critical need in the COVID context, Asia shows a risk area
- Insufficient health facility budget in African countries, need to understand confounders
- PPE availability higher in Asian countries
- System areas benefitting from Global Fund investment appear to show slightly better results

Service Delivery & Interventions – HIV

Is access to key HIV services improving/deteriorating?
- For HTS-HIV diagnosis and screening for HIV patients trend is improving even with COVID cases dx increasing
- In Benin in CA, Ghana and Cote d'Ivoire in HI Africa 1, and Guatemala in AELAC people are unable to go to clinics to receive treatment due to lock-down restrictions and unavailability of transport. HPMs engaged with the PRs to explore multi-month dispensing solutions. Solution is anticipated in one month. On SO side, multi-month ARV packs should be readily available and can be delivered to countries in 2 months.
- Sudan in AME has been experiencing disruptions in deliveries of TB diagnostics equipment due to national lock-down. CT is engaging with the PR and exploring possible delivery options, solution anticipated within 1 month.

SC Performance: OSA, OTIF, SATP, LIMS Reporting
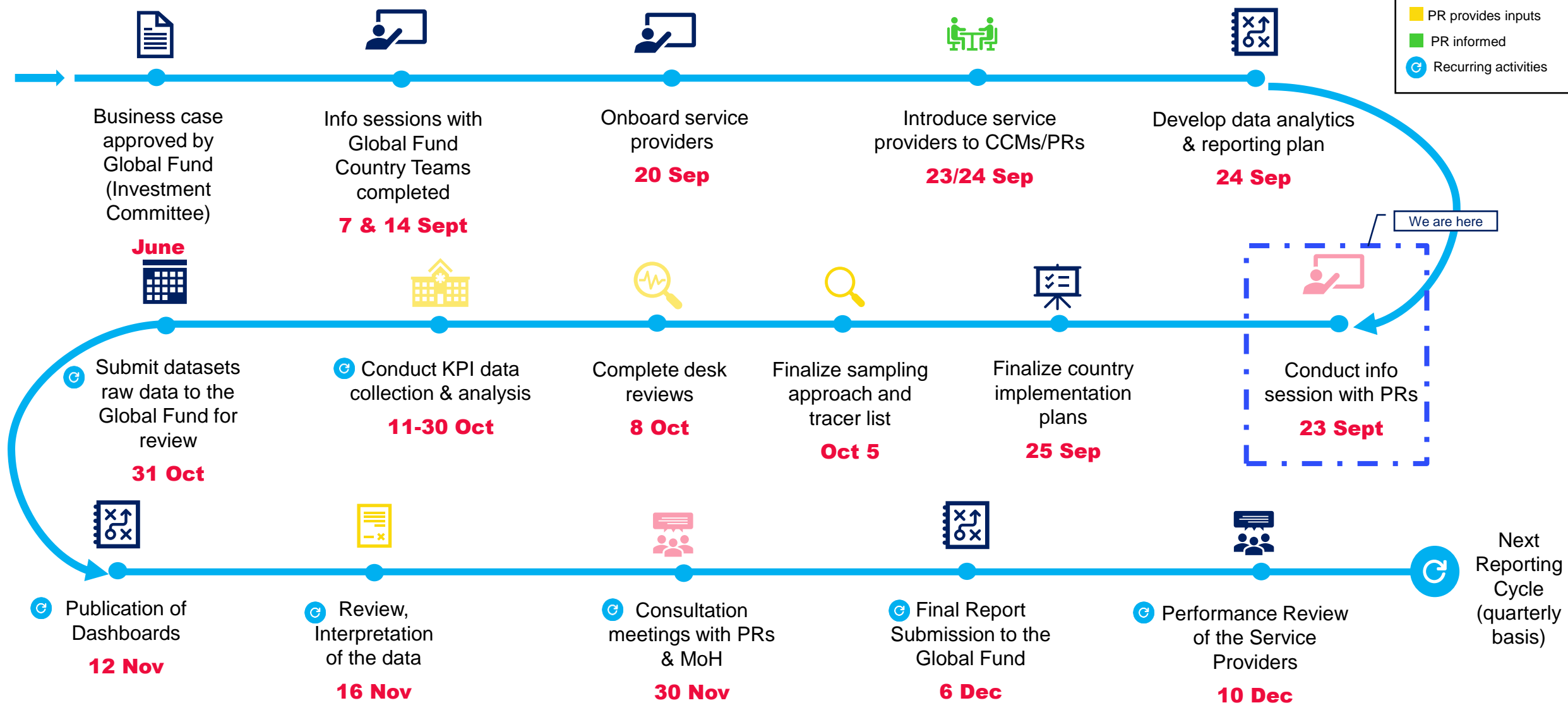
5 **Implementation Plan**

Project Status Update
Overall progress and key timelines

KEY
- ■ Fully covered by the GF
- ■ PR participates
- ■ PR provides inputs
- ■ PR informed
- ↻ Recurring activities

Business case approved by Global Fund (Investment Committee)
June

Info sessions with Global Fund Country Teams completed
7 & 14 Sept

Onboard service providers
20 Sep

Introduce service providers to CCMs/PRs
23/24 Sep

Develop data analytics & reporting plan
24 Sep

Submit datasets raw data to the Global Fund for review
31 Oct

Conduct KPI data collection & analysis
11-30 Oct

Complete desk reviews
8 Oct

Finalize sampling approach and tracer list
Oct 5

Finalize country implementation plans
25 Sep

Conduct info session with PRs
23 Sept

We are here

Publication of Dashboards
12 Nov

Review, Interpretation of the data
16 Nov

Consultation meetings with PRs & MoH
30 Nov

Final Report Submission to the Global Fund
6 Dec

Performance Review of the Service Providers
10 Dec

Next Reporting Cycle (quarterly basis)

How the Global Fund will engage with Principal Recipients

Activities	Role of PRs with estimate level of effort (LOE)	LOE	Freq.	How the Global Fund Country Teams will support PRs
Conduct info sessions with PRs	PRs to participate info sessions	1 hour	One-off	CTs will participate in this session
Secure country approval for service provider's access to Health Facilities and data	PRs to facilitate the approval process	1 day	One-off	CTs will advise PRs when approval is required
Access the Master Facility List (MFL) from MoH	PRs to facilitate this process	2 – 4 hours	One-off	CTs will advise PR when MFL is required
Align on tracer product list for data collection	PRs to review and provide inputs	1 hour	One-off	CTs will share the validated tracer product list with PRs
Identification and validation of data sources	PRs to review and validate	2-4 hours	One-off	CTs will inform PRs on targeted data sources
Determine sample of health facilities	PRs to be consulted on accessibility constraints (security or seasonal) to Health Facilities sampled	2-4 hours	Quarterly	CTs will inform PRs on sample of health facilities
Present preliminary KPI measures & analysis outputs to MoH	PRs to take part of this session	1-3 hours	Quarterly	CTs will validate the results.
Review/validate corrective actions and implementation timelines	PRs to take part of this session	1 hour	Quarterly	CTs will sign off the action plan and track progress against targets/timelines
Dissemination of final reports	PRs to take part of this session	1 hour	Quarterly	CTs will disseminate the final reports

Additional roles and responsibilities for the Global Fund and the service providers.

The Global Fund

- Prepares materials and runs information sessions.
- Prepares communications materials.
- Prepares materials and runs trainings of service providers.
- Develops the analytical and reporting plans.
- Provides guidance and oversees development of country implementation plans by service providers.
- Analyzes desk reviews and shares outputs and key findings with CCMs and PRs.
- Coordinates with service providers to prepare for MoH out-brief meeting.
- Conducts supplier performance review on a quarterly basis.
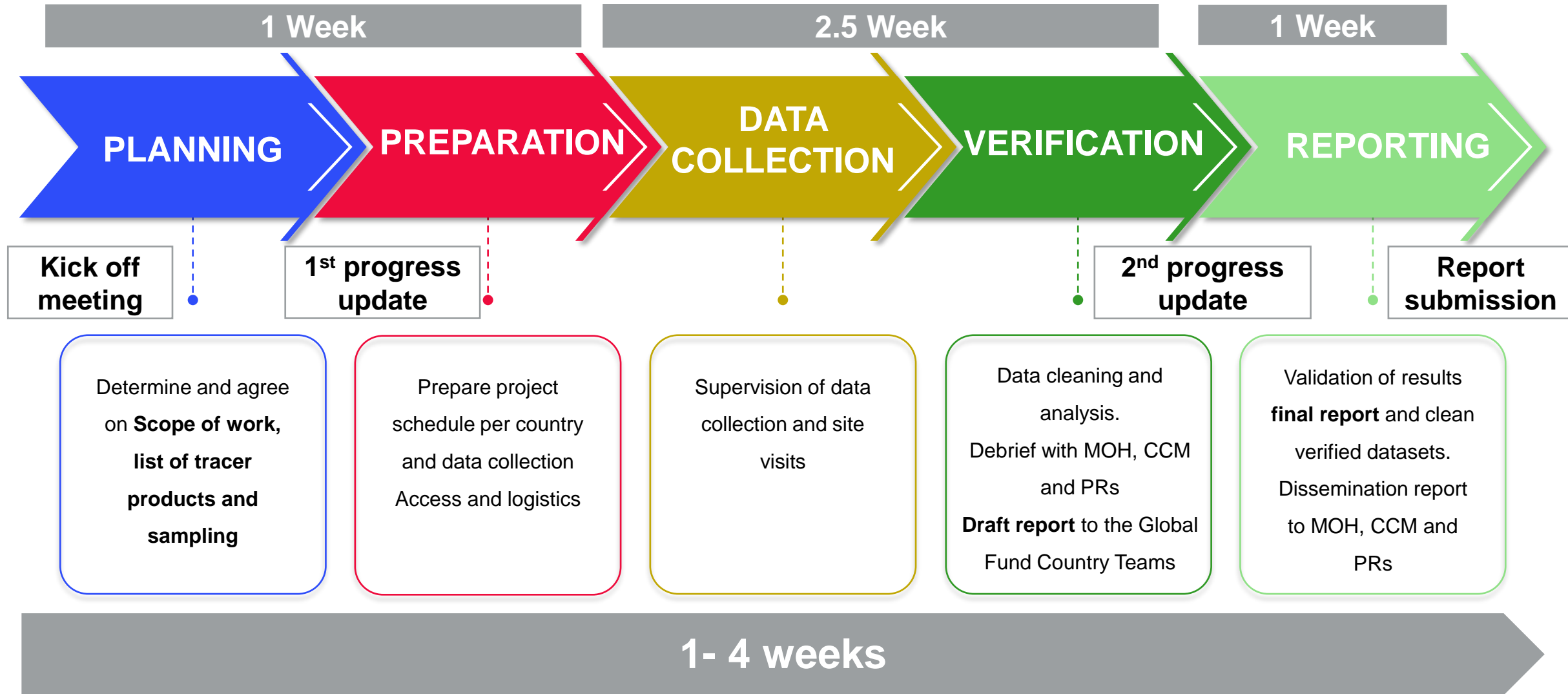
Service Provider

- Collects data per plan in selected facilities.
- Conducts independent reassessment in 10% of sites.
- Prepares survey data sets for analysis.
- Conducts data analyses per approved plan.
- Conducts comparative analysis of the independent reassessment data and survey team data for agreement.
- Where variances are 10% or higher, service provider returns to the specific sites and recollect data.
- Submits raw data.
- Submits summary reports.
- Develops presentation for dissemination.

Focal Points
A joint team will be available to respond to PR questions on spot checks

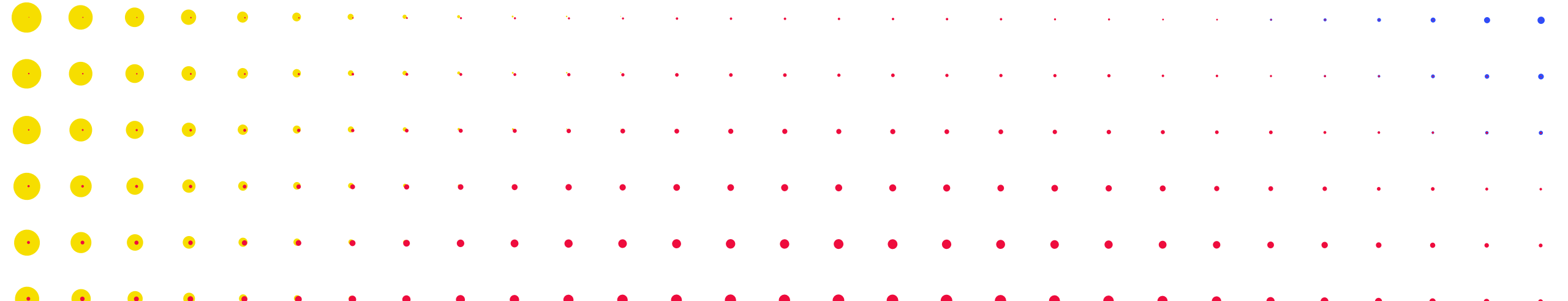| Role	Function	Point of Contact (PoC)
Project Manager	Responsible for planning, organizing, and directing the completion of project management activities while ensuring the project is on time, on budget, and within scope.	Moses Muputisi Moses.Muputisi@theglobalfund.org
Technical Supply Chain Lead	Responsible for performance management of data quality, analysis, reports and information timeliness of supply chain data elements	Mouna Jarmouni Mouna.Jarmouni@theglobalfund.org
Supply Chain team		Claude Bahati Claude.Bahati@theglobalfund.org Samira Hadana Samira.Hadana@theglobalfund.org
Technical Health System Lead	Responsible for performance management of data quality, analysis, reports and information timeliness of health systems data elements	Maria Petro Brunal Maria.PetroBrunal@theglobalfund.org
Health System team		Shivam Gupta Shivam.Gupta@theglobalfund.org
Sourcing team	Responsible for administrative arrangements, payments and expenditure tracking	Manon Van Rijswijk Manon.VanRijswijk@theglobalfund.org
Country Teams	Responsible for introducing service providers to Principal Recipients and Country Coordinating Mechanism, providing key contacts and reviewing findings and reports	

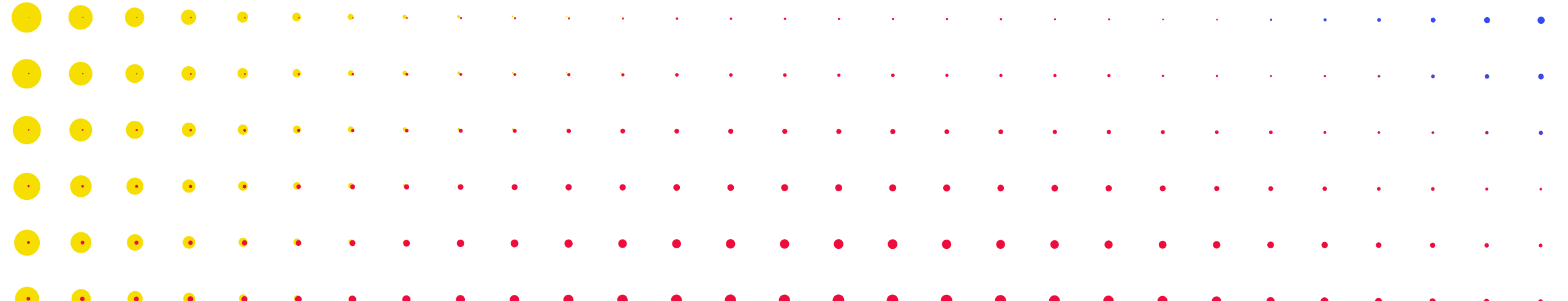# Routine data collection and reporting timeliness

1 Week		2.5 Week		1 Week
PLANNING	**PREPARATION**	**DATA COLLECTION**	**VERIFICATION**	**REPORTING**

Kick off meeting → **1st progress update** → → **2nd progress update** → **Report submission**

Determine and agree on **Scope of work, list of tracer products and sampling**

Prepare project schedule per country and data collection Access and logistics

Supervision of data collection and site visits

Data cleaning and analysis. Debrief with MOH, CCM and PRs **Draft report** to the Global Fund Country Teams

Validation of results **final report** and clean verified datasets. Dissemination report to MOH, CCM and PRs

1- 4 weeks

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6 Key Timelines and Actions

Timeline for key next steps

Action	Date
The Global Fund conducts information session for PRs in English	23 September
Country Teams to introduce service providers to PRs (and CCMs?)	23/24 September
The Global Fund conducts information session for PRs in French	28 September
Service Providers begin desk review, data collection and analysis	1 October
Service Providers submit report and datasets to the Global Fund	31 October

7 **Questions?**

Thank you for your participation