Sustainable Drug Seller Initiatives Partners
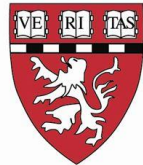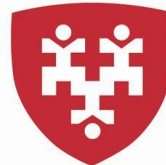
Development and Use of Database and Mobile Technology to Improve Pharmacy Council Operations

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SDSI Dissemination Meeting

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Objectives

- Explore feasibility and test utility of mobile technology in strengthening ADDO and pharmacy services:
  - Facilitate communication with Pharmacy Council
  - Facilitate reporting of services provided to PC
  - Facilitate payment of fees by to PC through mobile platform
  - Improve premises inspection and monitoring
- Develop and implement use of database and mobile phone platform to manage personnel and premises and strengthen communication with PC

Challenges/Rationale

- Large number of personnel and premises for PC to oversee

- PC does not have adequate infrastructure to register and maintain records of premises and personnel

- Many of the premises, particularly ADDOs, are located in rural areas posing communication and oversight challenges

- Inefficient mechanisms to collect fees from drug outlet

Process (1)

Process (1): Needs Assessment & Strategy

Conduct situation analysis/needs assessment

Prepare option strategy

Process (2):Prioritization & Development

Prioritization of mobile package for ADDO and pharmacy to strengthen regulatory activities

mobile Package and Database Development
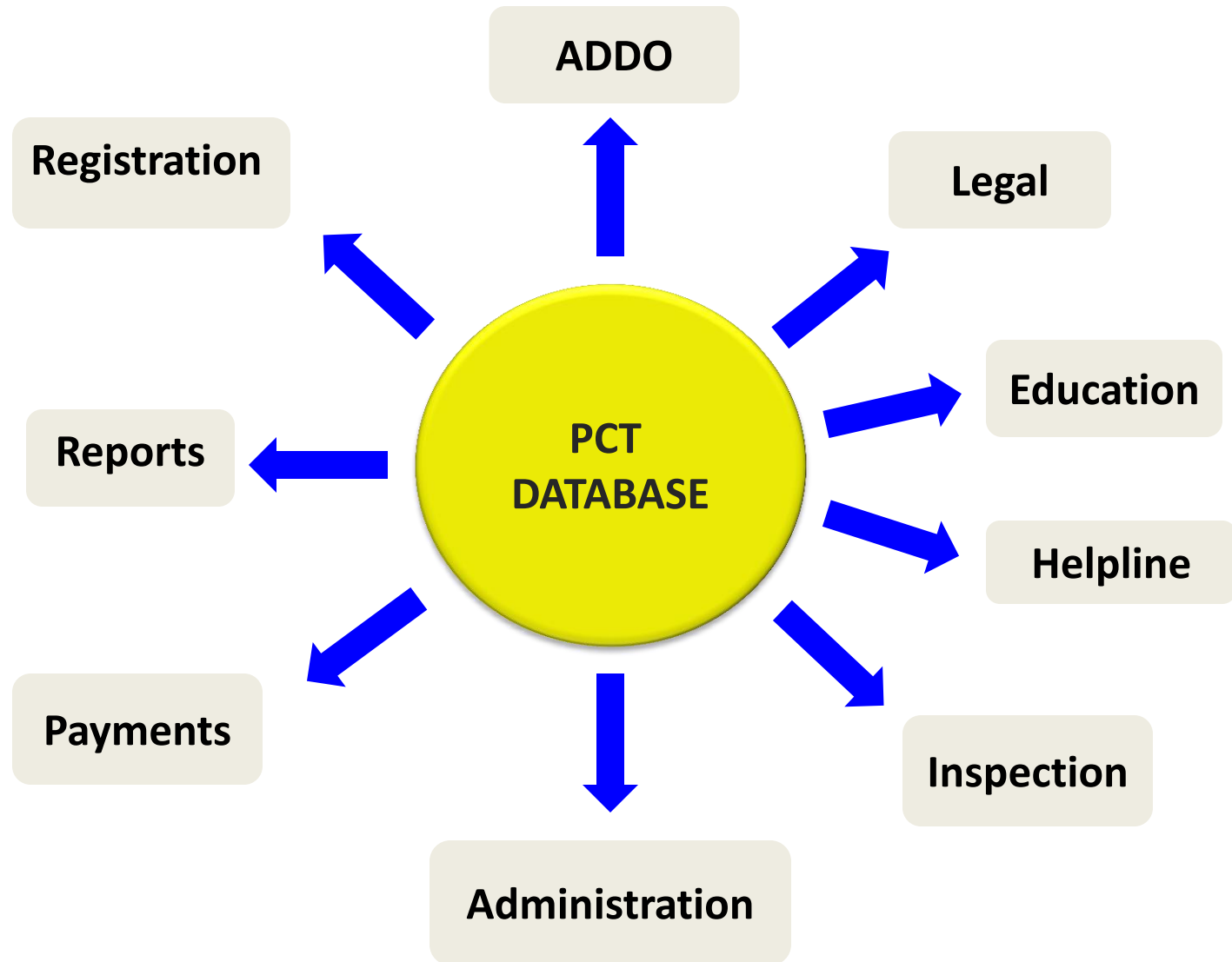
Process (3): Implementation & Evaluation

Pilot implementation. Supportive supervision

Security evaluation. Pilot evaluation

Post pilot planning

Process (2):Conceptualizing PCT Database

Process (3): Conceptualizing PCT Database & Mobile Tech. Package

Mobile Money and Disbursement	Data Collection and Reporting	Push and Pull (VAS)	Helpline Support	PCT Database
Fees Payments (Fees structure, Amount, frequency) and Priority	Premise Reporting(Report Category, data set to be collected, frequency)	Category , details and Format of information Premise would like to PUSH	helpline support does PC envisage to the Premise and others	Process and Workflow
Payments Reports	PC Reporting(Report Category, data set to be collected, frequency)	Category , details and Format of information PC would like to PULL	How the support is to be done	FIN and PIN
		Category , details and Format of information Premise and Other would like to PULL	Helpline Support Priorities	Basic GIS, Phase II: Advance GIS,
				Captured and Stored Data Categories and Details
				Basic Reports (Report Formats, Export Formats, Data exchange Protocol)

Process (4) Database Development

Database

Process (5): Mobile Platform Development

Inspection & Reporting

Inspection using electronic tools on tablets & smart phones

SMS reporting tool from ADDO

SMS Communication

- Helpline

- VAS=Information Request

- Reminders & Notification

Process (6): Engaging PC on Development and Testing

Engaging PC staff

Engaging PC Council

Process (7): Engaging Premises Owners, Dispensers, and Pharmacy Professionals

ADDO Owners and Dispensers in 7 districts of Pwani Region

Supervision & Monitoring in ADDOs

Provide numbers of trained ADDO owners & dispensers, pharmacy owners and professionals

Indicate number of follow up visits conducted and number of shops visited

Training and Orientation:

Reporting on services, premises renewal fees payment, and personnel renewal fees payment

Results (1):Mobile Communication Results

Total Number of SMS sent out as reminders, responses to enquiries and notifications to ADDOs, pharmacy owners, and pharmacy professionals	**13,082**
SMS sent out to owners, dispensers, and professionals during training	1,167
SMS received as testing during training	114
SMS enquiries received at PC via help line to enquire on different issues (availability of dispenser training, allowed medicines in ADDO, renewal fees, how to make payments etc.)	223

Number of personnel stored in the database: - 2,645
Number of premises stored in the database: - 716

Results (2): SMS Reporting on services by ADDOs to PC (May – August 2014)

Reported indicators since May 2014

# clients attended	
# U5 attended =	
# U5 with Malaria	
# U5 with Pneumonia	
# U5 with diarrhoea	
# U referred	
# Clients received FP pills	

Reporting status on a 2-week reporting interval

# sms reports for period one	126
# sms reports for period two	118
# sms reports for period three	121
# sms reports for period four	110
# sms reports for period five	107
# sms reports for period six	

Report Format	Only 9 ADDOs did not report for all reporting periods

Results (3): Use of Electronic Inspection Tools Using Tablets

Inspection Forms Developed

- ADDO preliminary/final inspection

- ADDO routine inspection

- Pharmacy routine inspection

- Pharmacy preliminary inspection

- Preliminary/ final inspection carried out in new ADDO premises in 7 districts of Pwani Region
- Routine Inspection carried out in ADDO premises in 7 districts of Pwani region
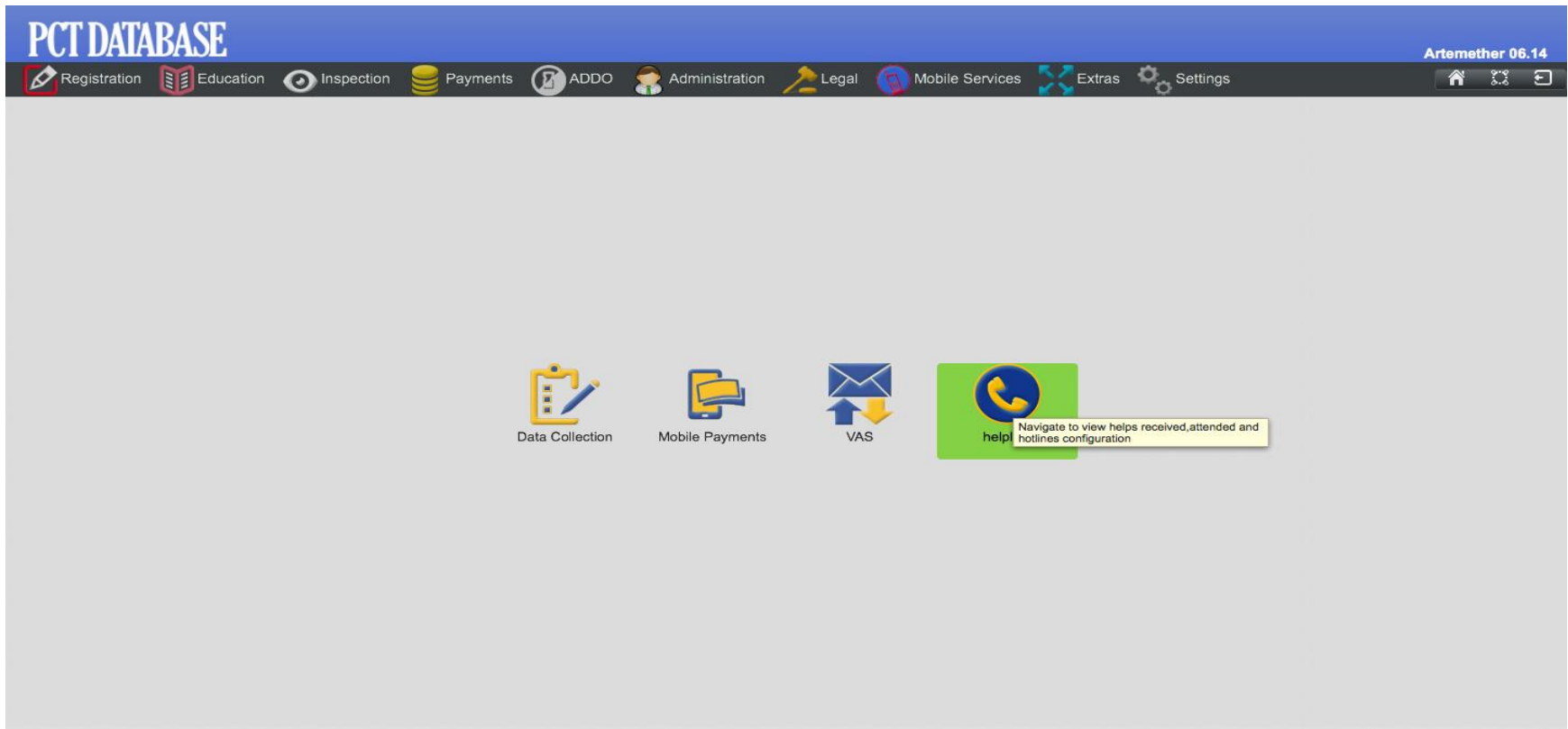
Results (4): Mobile Payment
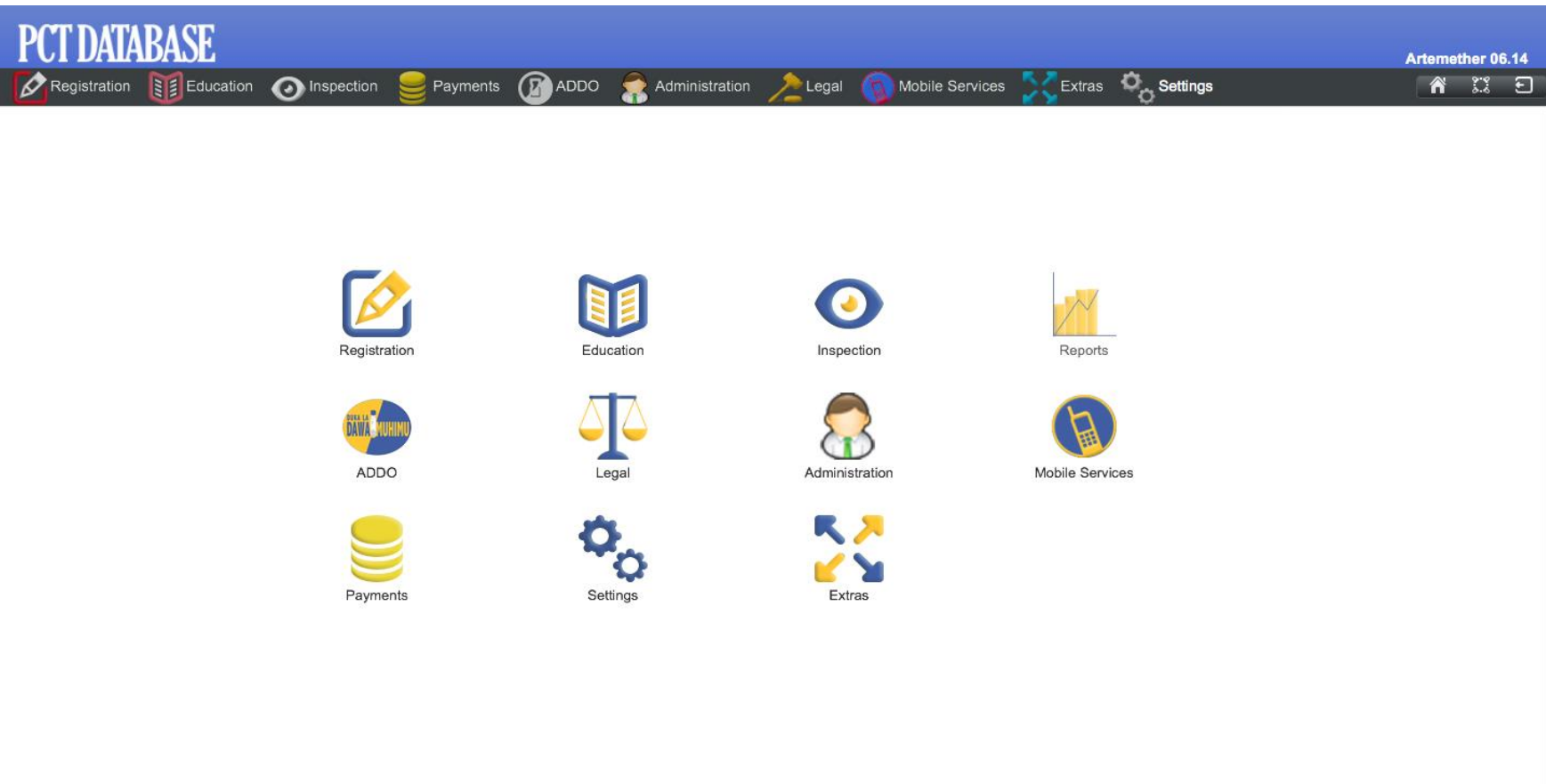
What does SDSI leaves behind? (1)

Mobile Service to facilitate communication between ADDO, pharmacy and Pharmacy Council

- Helpline
- Reporting
- Mobile based inspection (Tablet)
- Mobile payment platform

What does SDSI leaves behind? (2)

Database registry to manage personnel and premises

What does SDSI leaves behind? (3)

ICT infrastructure (servers, UPS, Internet, SMS connection with Push Mobile)

What gaps/challenges still remain?

- Development of ICT management environment at PC
  - ICT policy
  - User access level policy
  - ICT personnel
- MNO integration Process
- Soliciting resources to support for national scale-up
- Defining modality for linkage with partners to share the M&E indicators collected
- Linkage/integration with all mobile operators for mobile payment

Lesson learned from implementation

- Improve performance and regulatory activities
- Improved communication between premises, personnel, and Pharmacy Council

Conclusion/take home messages

- Mobile technology is a powerful tool to strengthen regulatory activities and extend service delivery