

# SUSTAINABLE DRUG SELLERS INITIATIVE (SDSI)

## Liberia Monitoring & Evaluation Framework

**Objective:** Access to medicines and pharmaceutical services improved in Montserrado County

**Evaluation questions:**

- (1) Does accreditation of medicine stores increase availability of quality pharmaceutical products?
- (2) Does accreditation improve the quality of dispensing services?
- (3) Does accreditation improve quality of pharmaceutical products?
- (4) Is there an associated price change for pharmaceutical products following accreditation?
- (5) Are consumers satisfied with the products and services provided by accredited medicine stores?

DIMENSION	VARIABLES	INDICATORS	METHODOLOGY
<b>ACCESSIBILITY:</b> Extent that intervention improves access to quality medicines and pharmaceutical services	Quality of pharmaceutical products	% of trace items sampled that fail quality testing	Samples will undergo tests of the labeled strength. The product identity, test analysis will be performed to evaluate whether the amount of active ingredients corresponds to the product label, and dissolving and disintegration tests. At least 10 drugs* will sampled [total number of samples to be tested will be 110 randomly sampled from 45-60 outlets sampled for price and availability survey plus all sample bought during mystery case survey.
	Product affordability	Average % difference in median price to patients between Accredited Medicine Stores/Medicines Stores and international reference prices for a set of tracer items (prescription and nonprescription medicines)	Medicine Stores data collection in 45-60 outlets randomly selected in Montserrado County. Product affordability and product availability collected on 30 tracer drugs using availability and price data collection tool based on SEAM and HAI methodologies.
	Product availability	% of a set of tracer items in stock % of selected items in the tracer list that show decreased availability-[all injectable, antimalarial such CQ, SP, Artesunate monotherapy]	

\* Medicines to be tested will include: amoxicillin, co-trimoxazole, doxycycline, metronidazole, erythromycin, paracetamol, mebendazole/albendazole, folic acid, tetracycline and acetylsalicylic acid

DIMENSION	VARIABLES	INDICATORS	METHODOLOGY
	Quality of pharmaceutical services—malaria	<p>% of encounters in which appropriate first-line antimalarial medicine was dispensed consistently with standard treatment guidelines (STGs) for malaria treatment</p> <p>% of encounters in which attendant provided instructions on how to take the medication</p> <p>% of encounters in which attendant asked about the symptoms of the child</p> <p>% of encounters in which attendant asked about any medications the child may have taken</p> <p>% of encounters in which the attendant asked about general danger signs in children under 5<sup>†</sup></p>	<p>Mystery shopper visits to select Medicine Stores in Montserrat County to determine quality of pharmaceutical services for malaria and Acute respiratory infection (ARI) for simulated clients</p> <p>80-100 randomly selected shops for each disease scenario before and after (200 shops per county total)</p>
	Quality of pharmaceutical services—Acute respiratory infection (ARI) <sup>‡</sup>	<p>% of encounters in which medicine was dispensed according to STG for ARI/pneumonia treatment in children under 5 years</p> <p>% of encounters in which attendant provided instructions on how to take the medication</p> <p>% of encounters in which attendant asked about the symptoms of the child</p> <p>% of encounters in which attendant asked about any medications the child may have taken</p> <p>% of encounters in which the attendant asked about general danger signs in children under 5</p>	

<sup>†</sup> Danger signs are refusal/inability to drink or breastfeed, vomiting, lethargy, convulsions, unconsciousness

<sup>‡</sup> UNICEF/WHO Child Survival Survey -based Indicators TWG (June 2004), recommended that ARI be described as “presumed pneumonia” to better reflect the probable cause and the recommended interventions. The definition of ARI used in the Multiple Indicator Cluster Surveys (MICS) was chosen by the group and is *based on mothers’ perceptions of a child who has a cough, is breathing faster than usual with short, quick breaths or is having difficulty breathing, excluding children that had only a blocked nose*. [<http://www.who.int/whosis/whostat2006Under5WithARI.pdf>] Since 2004 all DHS in 28 countries have used this ARI definition for pneumonia during HH survey.

DIMENSION	VARIABLES	INDICATORS	METHODOLOGY
	Consumer satisfaction	<p>% of consumers whose perception is that Medicine Stores dispensers are knowledgeable about medicines</p> <p>% of consumers whose perception is that medicines from Medicines Stores are affordable</p> <p>% of consumers that choose Medicines Stores as first choice facility to obtain medicines</p> <p>% of households that report they can buy medicines on credit from the Medicine Stores</p>	Exit interview with consumer attending the Medicine Stores on the day of the survey. About 500-600 consumers from 100 Medicines Stores randomly selected to participate in the mystery shopper scenarios, so an average of 5 customer per medicines Store