Building Resilient Health Supply Chains to Achieve SDGs: 2020 and Beyond

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inSupply Health Limited is a health advisory firm in East Africa, affiliated with JSI Research & Training Institute, Inc.

Our mission is to transform lives by co-creating innovative and sustainable solutions for healthy communities
Ensuring healthy lives and promoting well-being at all ages requires supply chains that reach clients with the products they want and need.

Reduced inequality is ensuring that these supply chains provide access for all clients, not just those that are easy to reach.

Reaching those that are marginalized by health systems requires radically different approaches.
What has COVID shown us?

- Resilience is vital
- Inequities in access are magnified
- Responsiveness is heavily dependent on data, yet national information systems are fragile
- Client-centered approaches are key for ensuring service/supply continuity
- Remote and virtual approaches are feasible and enhance self-sufficiency
Supply chains must be resilient, responsive and equitable

Co-creating solutions with clients ensures their voices are part of design, implementation and adaptation, and they feel ownership of solutions and outcomes.

Enhancing data visibility, accelerating information flows, and fostering data use are needed to effectively respond to communities needs.
Building data driven, client-centered supply chains

Human Centered Design
A methodology that puts the creation of solutions for user challenges back in the user’s hands

cStock
A mobile reporting, resupply tool for community health volunteers

IMPACT Teams
Multidisciplinary quality improvement teams that meet routinely, review data, problem solve and take action

Virtual Learning
e-learning modules customized to IMPACT team members to build competency
Building data driven, client-centered supply chains

**HCD** is how we incorporate client needs, and design with and for clients

**cStock**: ensures that community health volunteers stay connected to, and are resupplied by the health system
Building data driven, client-centered supply chains

**IMPACT Teams:** build a culture of data use and enable local problem solving

**Virtual learning packages:** foster self sufficiency and effectiveness for data use
Looking Ahead to SDGs

Opportunity to

▪ Tap into the transformative power of digital, adapting innovations for context and clients

▪ Build client centric supply chains
  ○ Self care, client agency for health
  ○ Consider client needs for new product introductions (e.g. COVID self-test, Vx)

▪ Develop new metrics for supply chains

▪ Solutions that help supply chains withstand shocks
inSupply Health regularly publishes and disseminates findings. Email info@insupplyhealth.com if you would like to receive updates.