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.
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.
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.
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.
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.
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.
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

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.
5 Implementation Plan
Project Status Update
Overall progress and key timelines

- Business case approved by Global Fund (Investment Committee)
- 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
- 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)

Key:
- Fully covered by the GF
- PR participates
- PR provides inputs
- PR informed
- Recurring activities
## How the Global Fund will engage with Principal Recipients

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

<table>
<thead>
<tr>
<th>The Global Fund</th>
<th>Service Provider</th>
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<tbody>
<tr>
<td>• Prepares materials and runs information sessions.</td>
<td>• Collects data per plan in selected facilities.</td>
</tr>
<tr>
<td>• Prepares communications materials.</td>
<td>• Conducts independent reassessment in 10% of sites.</td>
</tr>
<tr>
<td>• Prepares materials and runs trainings of service providers.</td>
<td>• Prepares survey data sets for analysis.</td>
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<tr>
<td>• Develops the analytical and reporting plans.</td>
<td>• Conducts data analyses per approved plan.</td>
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<tr>
<td>• Provides guidance and oversees development of country implementation plans by service providers.</td>
<td>• Conducts comparative analysis of the independent reassessment data and survey team data for agreement.</td>
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<td>• Analyzes desk reviews and shares outputs and key findings with CCMs and PRs.</td>
<td>• Where variances are 10% or higher, service provider returns to the specific sites and recollect data.</td>
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<td>• Coordinates with service providers to prepare for MoH out-brief meeting.</td>
<td>• Submits raw data.</td>
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<td>• Conducts supplier performance review on a quarterly basis.</td>
<td>• Submits summary reports.</td>
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<td></td>
<td>• Develops presentation for dissemination.</td>
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## Focal Points

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

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

1 Week

PLANNING
Kick off meeting
Determine and agree on Scope of work, list of tracer products and sampling

1 Week

PREPARATION
1st progress update
Prepare project schedule per country and data collection
Access and logistics

2.5 Week

DATA COLLECTION
Supervision of data collection and site visits

1 Week

VERIFICATION
2nd progress update
Data cleaning and analysis.
Debrief with MOH, CCM and PRs
Draft report to the Global Fund Country Teams

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

1- 4 weeks
6 Key Timelines and Actions
## Timeline for key next steps

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<thead>
<tr>
<th>Action</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>The Global Fund conducts information session for PRs in English</td>
<td>23 September</td>
</tr>
<tr>
<td>Country Teams to introduce service providers to PRs (and CCMs?)</td>
<td>23/24 September</td>
</tr>
<tr>
<td>The Global Fund conducts information session for PRs in French</td>
<td>28 September</td>
</tr>
<tr>
<td>Service Providers begin desk review, data collection and analysis</td>
<td>1 October</td>
</tr>
<tr>
<td>Service Providers submit report and datasets to the Global Fund</td>
<td>31 October</td>
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</tbody>
</table>
Questions?
Thank you for your participation