

South Africa: Essential Medicines Monitoring Consortium

**STOP**  
STOCKOUTS



084 855 7867 (STOP)

[report@stockouts.co.za](mailto:report@stockouts.co.za)

SMS, WhatsApp, Pls Call Me, Phone

Anonymous



HEALTH SERVICES  
Advocacy Project

+SECTION27  
advocates for social justice

## Introduction and Rationale

- Persistent stock-outs across provinces over many years
- Patient health outcomes and health care worker morale
- Un-coordinated and ad-hoc initiatives by several organisations
- Lack of early warning signal



## SSP: Joint Civil Society Initiative

### Project objectives:

1. Monitor and report on drug stock outs across the country
2. Follow up on selected stock outs to ensure that they are resolved
3. Create “intelligence”: navigating the drug supply chain
4. Analyse collated data to assist policy makers in understanding the root causes of stock outs within the public health system.

## 3 Part System

1. Stock out Report
2. Stock out Verification
3. Stock out Resolution



# Part I: Report

- Incoming Patient Report – Stock out and Shortages
    - SMS, Please Call Me, Web and Mobi survey  
084 855 7867 (STOP)
- [www.stockouts.co.za](http://www.stockouts.co.za)      report@stockouts.co.za

- Public Reports

www.crowdmap.com



## www.stockouts.co.za - Latest Reports

South Africa: Monitoring Essential Medicines Consortium

REPORT STOCK OUTS IN SOUTH AFRICA  
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16/11/7 Reports

	<b>Dco</b> Verified: Coovera clinic is experiencing a shortage of ZTC tablets and currently giving their estimated 2000 HIV patients a 2 week supply.	11/26/2013
	<b>DTC, TDF, antihypertensives and antiepileptic treatment</b> Report received from a patient accessing the clinic. Not getting full months supply of ARVs. Also issues with antihypertensives and antiepileptic...	11/26/2013
	<b>All medication</b> Last order delivered 7 weeks ago (in Aug). Neighbouring clinics also affected. Rationing patients to provide pharmaceuticals. Clinics were looting...	11/26/2013
	<b>DTC syrup</b> The clinic received 20 bottles of DTC syrup today. Case closed.	11/26/2013
	<b>All ARVs especially DTC, TDF and EFV</b> Verified stockout. Has been stocking for about 3 months now, not getting supplies ordered from the depot, borrowing from neighbouring clinics...	11/26/2013

16/11/7 Reports

# Sentinel Surveyor - crowdsourcer



<http://stockouts.co.za/surveyor>

- Email (smartphone or web) OR
- SMS sentinel to 084 855 7867 (STOP)

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### Part 2: Verification

- Call clinic
- Case Manager triggers a response – clinic manager, depot, pharmacist, provincial national



### Part 3: Resolution

- Call clinic to check on stock out or shortage resolution depending on VEN criteria
- If unresolved – escalated
- If resolved – SMS original reporter (patient) and map as resolved

## Phased Implementation

- 2 focus pilot districts
- Scale up to 6 districts in 2014
- Accepting stock out and shortage reports nationally throughout phases
- Baseline survey

## 'Watchdog' Monitoring Model

- Assessing
- Tracking
- Reporting and Transparency (Open Data)

Resources: Case Manager, Website, Reporting channels (phone line), Crowd