Centralised Chronic Medicines Dispensing and Distribution (CCMDD) Implementation Made Easy: A case study on use of facility manuals in rolling out CCMDD in Umzinyathi District KZN

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BACKGROUND

- The Centralised Chronic Medicines Dispensing and Distribution (CCMDD) Programme has been rolled out in the NHI Districts since February 2014.
- Umzinyathi District started the programme in 20 of its 55 public health facilities as a pilot.
- However, as a new programme, with evolving Standard Operating Procedures (SOPs) and report templates, it was difficult to maintain communication with the facilities and ensure implementation of the most current procedures and templates.

- As a result, with support from HST, the district embarked on an exercise to address the gap.
OBJECTIVE

- To promote communication of latest National CCMDD implementation guidelines and Standard Operating Procedures
IDENTIFYING THE GAP

- **HST Audit Tool** – Used by all Policy specialists supporting CCMDDD for assessing facility compliance to the programme.

- **Questions To Be Determined Relate To:**
  - Patient enrollment
  - The Medicine Parcels
  - The Handover of the parcels
  - Pick Up Points
  - Reporting by the facility
  - Anomalies
  - Uncollected parcels
  - Defaulter tracing
OBSERVATIONS DURING AN AUDIT

Observation 1
• No SOPs available for referencing at the facilities.

Observation 2
• Stationery templates were out-dated.
• Stationery templates being completed incorrectly.

Observation 3
• Procedures were incorrect and CCMDD knowledge was poor.
EVOLUTION OF THE MANUAL

The Facility Manual was born during a District CCMDD Task Team Meeting in June 2015.

During compilation of information it became evident that it needed to be a living document as the CCMDD evolved.

Table of Contents was developed and submitted for comments by the District Team.

CCMDD Service Provider in KZN sponsored the color printing, file separators and the files itself.

Compilation of information and samples, development of additional tools was completed in September 2015.

The manual was officially distributed to all facilities in hard copy on the 22 - 23 September 2015.
WHAT IS THE CCMDD FACILITY MANUAL?

- Implementation Tool
- A Living Document
- Contains most current information and must be updated when necessary
- A Reference Guide
- Standardised Training Guide
- Stores Minutes and Correspondence from the District
- Contains SOPs, Stationery Templates, Samples and Pick Up Point Information
WHAT IS IN THE MANUAL?

1. CCMDD Facility Manual Information to be completed by the facility
2. CCMDD Process flow diagram
3. Roles and Responsibilities of Stakeholders
4. National Department of Health SOPs
5. Medilogistics – SOP for the NDoH PUP Network
6. CFF – Collect from Facility
7. Templates for Stationery
8. Script Verification Checklist – to be used by the person verifying scripts in the facility
9. Pick Up Point information
10. CCMDD Service Provider (Medipost) Samples
11. Facility Audit Tools
12. CCMDD Clinic Committees – Terms of Reference
13. CCMDD Quarterly Sub-District Meetings – insert notes here
14. CCMDD District Meetings – Insert Minutes here
DISSEMINATION AND TRAINING

- Dissemination of the manual was conducted by the KZN Service Provider and their site agents.
- Thereafter Stakeholders and the District Team follow up during Facility Audits.
- The Users of the Manual were trained on what information was contained in the manual, how to find information in a certain category, as well as how to keep the manual updated.
- Current method of disseminating updated information is through collective Operations Meetings with Facility Operational Managers.
- The Manual training is also repeated at all Sub District Quarterly Meetings with representatives from every facility.
- The Manual is currently in its second version.
RESULTS
COMPARING NOTES

BEFORE CCMDD FACILITY MANUAL 2014

- No SOPs
- Out-dated Stationery
- Incorrect Procedures. Poor Knowledge

AFTER THE CCMDD FACILITY MANUAL 2015

- SOPs available and in use!
- Current stationery templates - completion has improved!
- Procedures have greatly improved! Enhanced knowledge!
CCMDD FACILITY COMMITTEES

- **CCMDD Facility Manual** = Vital Operational Information + Secondary Information that will allow the facility to progress and sustain CCMDD.

- Secondary information: TERMS OF REFERENCE for a CCMDD Facility Committee was developed.

- Umzinyathi District has rolled out Facility CCMDD Committees in **22/55** facilities to date.

- **22/55** facilities are now maintaining their own data.

- Facility CCMDD Committees meet monthly. Service Provider roving site agent is invited to attend the meetings to provide feedback on queries.
### PURPOSE OF THE COMMITTEE

| Ensure monitoring and evaluation of the CCMDD Programme within the facility by maintaining proper patient records. |
| Promote the CCMDD Programme amongst facility staff as well as patients |
| Ensure steady patient uptake into the programme |
| Confirm that prescriptions are being verified and randomly audited |
| Monitor defaulting patients and track defaulters using Ward Based Outreach Teams |
| Discuss monthly CCMDD statistics in that facility |
| Provide a platform for discussion around CCMDD challenges |
| Discuss parcel delivery anomalies such as wrong deliveries, late deliveries or non-deliveries |
| Discuss patient medicine related anomalies such as incorrect medicine issues and out of stock medicines |
| Engage with Service Provider Site Agents and the District Office to resolve queries |
| Provide input on the establishment of new Pick-Up-Points |
CCMDD FACILITY MANUAL SUCCESS STORIES

- Effective tool for rollout of CCMDD in a facility
  - **Standardised Procedure**
- Effective reference guide for in-service of new staff by trained staff within the facility
  - **Sustainability**
- CCMDD Manual gave rise to functioning CCMDD Facility Committees
  - **Collaboration and Sustainability**
- Data collection by the 22/55 facilities for the first time
  - **Ownership**
- Facility Manual was shared with Amajuba, Umgungundlovu as well as Ethekwini
  - **Shared information**
CONCLUSION

KNOWLEDGE IS POWER

CCMDD Rollout in Pomeroy CHC using the Facility Manual
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