



**HEALTH
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Empowerment, ownership and role clarification improves Central Chronic Medicine Dispensing and Distribution uptake in OR Tambo district

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Background

- ❑ Patients wait in long queues
- ❑ Central Chronic Medicine Dispensing and Distribution (CCMDD) introduced by NDOH in 2014
- ❑ However, the uptake of the program was very poor in OR Tambo district.
- ❑ According to the 2014/15 NDoH CCMDD annual report, < 30% uptake recorded
- ❑ Turn around strategy earmarked to address gap was developed

Objective

- ❑ To increase uptake of CCMDD

Methodology

- ❑ Conducted program review 35 CCMDD active facilities
- ❑ Bottleneck analysis used to identify challenges

Bottle Neck Analysis

Poor uptake of CCMDD program in the district



Why?

Poor implementation of CCMDD program



Why?

Facilities lacked ownership of the program



Why?

Roles of various stakeholders not clarified



Why?

Leadership not empowered

Methodology continued

- ❑ Establishment of CCMDD technical team to strengthen leadership at district level

- ❑ Establishment of technical support teams at sub district level to facilitate mentoring and coaching of facility staff

- ❑ District workshop to:
 - clarify roles and responsibilities of various CCMDD stakeholders
 - disseminate and distribute CCMDD information and policy guide and standard operating procedures (SOP) targeting district, sub district technical teams, PHC facility operational managers, community based organisations (CBOs) and service providers

Methodology continued

- ❑ Conducted consultative and orientation meetings for sub district management teams on CCMDD implementation process and secured commitment and ownership of the program
- ❑ Facility based in-service training, coaching and mentoring on implementation of CCMDD process
- ❑ Weekly and monthly monitoring of progress through district and sub district facility performance review meetings
- ❑ Implemented CCMDD Chart Group to provide support and coaching and monitoring

Methodology continued



Pharmacy Direct site agents were trained on:

- CCMDD patient registration process
- Uploading of patients prescription on the electronic system
- Roles of various partners

Methodology continued



Laser PUDO assistants with district and sub district technical team visiting a community based CCMD Pick Up Point during training session.

Methodology continued



- ❑ Pharmacy assistants contracted by department of health to;
 - Support registration of patients on CCMDD program
 - Perform quality assurance of prescriptions prior loading on the data based system of the service provider
 - Manage facility based Pick Up points and issuing of medicine parcels to patients
 - Maintain data base of Patients registered on CCMDD program at facility level

Methodology continued

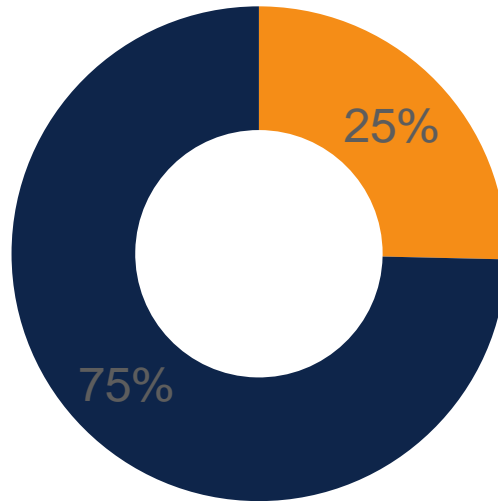


- Doctors and Pharmacists at St Barnabas district hospital discussing;
 - CCMDD implementation process
 - Roles and responsibilities of Clinicians
 - Selection criteria of CCMDD patients
 - Medicine list for CCMDD program

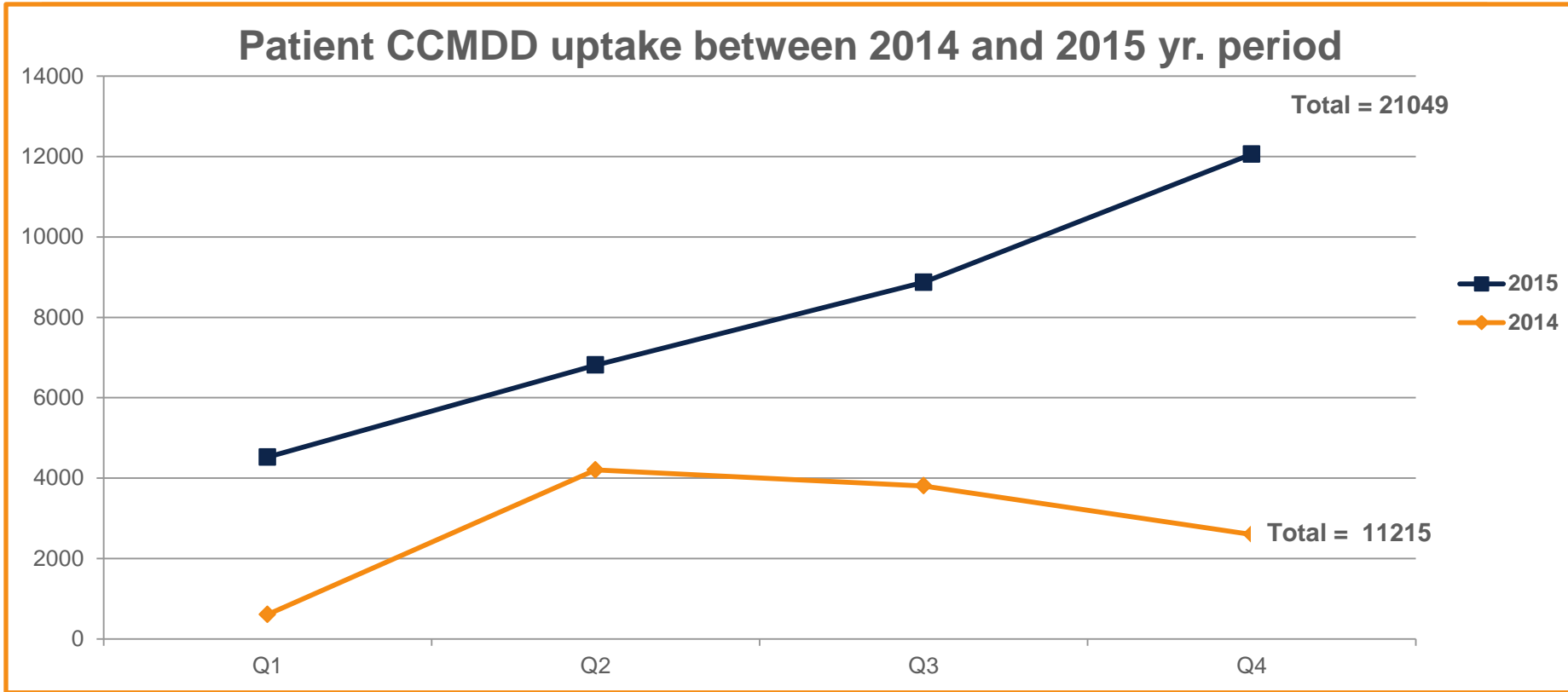
Results

% of CCMDD facility coverage between 2014 and 2015 yr. period

■ 2014 ■ 2015



Improved CCMDD uptake



CONCLUSION

- ❑ Consistent with other studies, CCMDD project ownership through establishment of technical teams and health systems strengthening
- ❑ Use of QI approaches demonstrated effective leadership and management of the CCMDDP in OR Tambo district.
- ❑ This also resulted to expanding the project implementation as well as increased uptake of service.
- ❑ Therefore, ensuring ownership in rolling out a project would strengthen implementation and increase coverage and uptake.

Acknowledgement

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Thank you.

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