Monitoring availability of essential medicines
What is a stock out?

...there is physically no stock available at the facility where it is needed and patients leave without treatment in hand.
Why are stock outs a problem?

- Impacts continuity of care and adherence
- Increases patient out-of-pocket spending
- Long term effect on morbidity and mortality
- Patients lose faith in the system, negatively impacting health seeking behaviour

- Additional unnecessary stressor for HCWs
- Negatively impacts quality of care provided
- Planning and ordering at facilities impacted
- Unreliable usage indicators impacts forecasting
What is civil society doing about it?

Southern African HIV Clinicians Society
Rural Health Advocacy Project
Rural Doctors Association of South Africa
Treatment Action Campaign
Medecins Sans Frontieres
SECTION27
How are stock outs reported?

Contact the Stop Stock Outs Project:

- Hotline number
- Email report@stockouts.co.za
- Submit a report online www.stockouts.org

Provide as much information as possible:

- Name of facility
- Name of medicine out of stock
Hotline number: 084 855 7867

- Easy for patients to contact:
  - SMS / WhatsApp
  - Please Call Me
  - Missed Call
Why do people contact us?

- Report stock out: 127
- Counselling: 36
- Complaints: 62
- Enquiry about SSP: 91
- Response to SSP: 3
- Other: 37
- Wrong number: 479
- Unable to make contact: 349
Who is reporting stock outs?

Number of items report

- Family member: 2
- NGO: 3
- CHW: 4
- Nurse: 22
- Pharmacy worker: 27
- TAC member: 50
- Anonymous: 57
- Patient: 78
- Doctor: 99
What medication is reported?

- HIV: 107
- TB: 18
- Antibiotics: 44
- Epilepsy: 3
- Diabetes: 9
- Hypertension: 26
- Psychiatric: 6
- Asthma / COPD: 11
- Vaccines: 17
- Surgicals / Test Kits: 20
- Other: 81
ARVs reported (by API)
Which provinces are reporting?

- EC: 108
- FS: 31
- GP: 84
- KZN: 4
- LIM: 51
- MPU: 34
- NC: 0
- NW: 26
- WC: 4
What is causing the stock outs?

- Staff unsure: 11
- Order not submitted: 2
- Did not receive quantity ordered: 17
- Did not receive any of the ordered medication: 118
- Supply problems at supplying institution: 29
- Manufacturer out of stock: 2
- Other: 143
What is being done at facility level?

- None: 6
- Emergency order: 48
- Borrowed Rx: 24
- Reported problem: 125
Who is getting the information?

- Manager/supervisor: 114
- Supplying institution: 16
- Depot: 34
- District pharmacist: 7
- District manager: 2
- Other provincial DoH staff: 1
What does the SSP do with this info?

- Facility contacted for verification & report is logged
- All reports are escalated
- Only vital items are case managed
- Standard case management protocol followed
- Constant feedback where possible
Summary of case management:

- Number of unique facilities reporting stock outs: 136
- Total number of items reported out of stock: 459
Case management over time:

- Sep-13: 8
- Oct-13: 8
- Nov-13: 8
- Dec-13: 2
- Jan-14: 17
- Feb-14: 11
- Mar-14: 28
- Apr-14: 46
- May-14: 41
- Jun-14: 43
- Jul-14: 94
- Aug-14: 49
Some key challenges:

- Quality of information received from reporting individuals
- Unable to reach facilities for verification of reports
- Lack of feedback once reports are escalated
- Negative impact on relationships with management if HCW is identified as having reported stock outs
The single biggest problem in communication is the illusion that it has taken place

- George Bernard Shaw