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CASE STUDY

ILSGateway

A project in partnership with the Ministry of Health and Social Welfare and USAID | DELIVER Project.

THE PROJECT

As part of a larger effort to integrate and streamline logistics management in Tanzania, the USAID | DELIVER PROJECT and the Ministry of Health and Social Welfare (MOHSW) established the ILSGateway in 2008 in order to expand accessibility and visibility of logistics data to inform supply chain decision making through mobile technology.

Highlights

In Tanzania, system usage resulted in improved logistics practice in a variety of ways.

93% of facilities are reportedly counting stock and managing bin cards more regularly and **97%** of facilities are submitting requisition reports more regularly.

82% of districts reported improved visibility into tracer commodities.

TANZANIA

THE TECHNOLOGY

ILSGateway is an open source platform, built on RapidSMS, which allows health facility personnel to use personal mobile phones to send SMS to a toll-free short code ("15018") reporting data on stock levels of tracer commodities.

ILSGateway does not replace the paper reporting and requisition process to Zonal Medical Stores, but instead provides visibility into monthly stock levels for a small set of tracer commodities.

In addition to tracking and reporting on end of month stock on hand of these tracer commodities, ILSGateway was also designed to reinforce and monitor the Integrated Logistics System (ILS) which is used to order and distribute the majority of medicines and supplies for health facilities in Tanzania.

Health facility staff members using ILSGateway receive reminders to submit their quarterly Report and Requisition (R&R) forms on time, report when shipments of medicines are received, report on losses and adjustments that happened to tracer commodities, and report when supervision visits happen allowing district, regional, and national stakeholders to track performance of the ILS. An SMS aggregator directs the messages to a web database, which analyzes the findings and makes them available to users through a web portal at www.ilsgateway.com.

It was initially created to enhance supply chain decision making for family planning commodities, after which it was further expanded to cover anti-malarial and other essential medicines.

The ILS Gateway is a mobile health alert and reporting system designed to increase the visibility of supply chain logistics data, improve product availability, and inform decision-making. The objectives of the ILS gateway are to provide real-time stock status information on selected (tracer) health commodities; improve the timeliness and accuracy of paper-based ordering and reporting from the Service Delivery Points (SDPs); strengthen the accuracy and timeliness of deliveries to SDPs by confirming delivery arrival in real-time and facilitate the ability of decision-makers at all levels to monitor the regularity and spread of facility-level supervision.

ACHIEVEMENTS

A pilot program of the ILSGateway was initiated in November 2010 in Mtwara, Tanzania. The pilot began with an initial commodity list of six reproductive health commodities products, and based on its success, has since been expanded to 22 tracer commodities, identified as high priority by the MOHSW, across a number of different health programs (malaria, essential medicines, and family planning).

Pilot evaluation results showed the ILSGateway has increased the number of health facilities submitting their quarterly reports and orders on-time, and has also increased the attention paid to supply chain reporting by both health facility staff and district staff.

The ILSGateway is currently being expanded nationally, and is already in use in more than 4,500 facilities across the country.