

World Health Organization

Regional Office for Europe

**Review of the Supplies Management System for the
Tuzla, Zenica, Sarajevo and Mostar Areas**

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MISSION REPORT

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Executive Summary and Key Recommendations

The WHO Regional Office for Europe is currently supporting, among other projects, the establishment of the supplies management systems at the local level in the areas of Mostar, Sarajevo, Tuzla and Zenica, aiming on the needs of the Health Sector. For this reason, the Regional Office requested WHO Regional Office for America to name two consultants in Supply Management, with the following terms of reference:

- 1-) To evaluate the System of Supplies Management currently running in the field under the coordination of WHO Bosnia and Hercegovina Office, WHO Field Offices and local health authorities in Sarajevo, Tuzla, Zenica and Mostar.
- 2-) Propose some recommendations to improve the systems in the field level in order to consider them as an informational system for WHO, the donors and the Local Health Authority in every area.
- 3-) To explore the possible advantage in the short-term of the use of others methodologies by improving the quality of the information about the supplies at a local level.

SUMA BACKGROUND:

SUMA methodology has been developed, since 1991, by the WHO Regional Office of the Americas with the objective to compile information on supplies received after a disaster by national authorities. It includes: trained personnel, forms, stickers, self-content kits, and software. SUMA has been tested in various disasters in the Region, such as Nicaragua Tsunami (1992), Paute landslide in Ecuador (1993), Paez earthquake in Colombia (1994), among others. This methodology was designed with two components: CENTRAL (where the emergency is being administered and controlled) and TERMINAL (to work at the point where supplies arrive).

The key recommendations are summarized as follows:

GENERAL RECOMMENDATIONS:

- A-) WHO should take the international leadership of information on supplies in order to implement a Management Program in case of disasters. This service must be available to all sectors and agencies as a basic and key tool for coordinating the humanitarian assistance.
- B-) The Program should take into consideration the needs of information from other UN Agencies, NGO's, donors, governments and mass media.
- C-) WHO should keep the leadership in the field by distributing this methodology among the organizations involved. It is essential to take this action before or early at the beginning of any event in order to avoid the development of many distinct systems that are unable to share data.

SPECIFIC RECOMMENDATIONS:

Short-term:

It should be considered:

- D-) The use of the supply management system currently running in the Logistic Distribution Center in Tuzla as a model for Zenica. It is important to point out, however, that this system can be used only for the supplies processed through this Center, which make it difficult for this Center to get the information about the items delivered directly by NGO's and donors in all areas.
- E-) To install SUMA methodology in the Logistic Distribution Center of Tuzla, Zenica and Mostar in order to compile the information of NGO's and donors delivering supplies directly to "final consumers" (see diagram 1), and to train the local government, NGO's and donors personnel.
- F-) To establish a mechanism of coordination between the Computer Center of the Pension and Insurance Fund and the City Secretariat of Health, in Sarajevo, for an interchange of database and technical support.
- G-) To define a common "basic list" of drugs among PSF, Local Health Authority and WHO Field Office in Mostar. This list of drugs is distinct from the kits content, more adapted to the early phase of the disaster.

- H-) To locate more available area for the warehouse of the Logistic Distribution Center in Tuzla.
- I-) To organize and/or to reinforce the relationship among the NGO's and donors and the Distribution Logistic Center of each area.

Long-term:

- J-) To establish a program in order to begin the process of standardization of the informational systems of the different WHO Field Offices.
- K-) To define the terms of references for the establishment of an information system interconnected in all areas for supply management.
- L-) To keep the interchange of information with the Regional Office for the Americas in order to support the follow-up of the recommendations.

GENERAL OVERVIEW:

There are many institutions (UN Agencies, NGO's, donors) involved in the mobilization, transportation, storage and distribution of health supplies to the community and health system in the areas, causing over-provision in some cases and lack of supplies in others. Therefore, there is an urgent need of having the data of the items delivered by each institution. For these organizations, the availability of reliable information defines, most of the time, their possibility to keep their support.

Due to the wartime circumstances, the need of information and the impossibility of having a fluent communication among the different places, had the effect that every WHO Field Office, NGO's and donors developed their own tools. In this action, they had an excellent manpower at the local level. In this way, the experiences in Tuzla, Sarajevo and Mostar should be integrated through an inter-institutional mechanism in order to take advantage of the potentialities of each area and begin the process of standardization for all areas.

Otherwise, there is also an outstanding effort of WHO, Local Health Authority and NGO's to solve this situation by implementing these Logistic Distribution Center in the areas. This Center will be in charge of the management of supplies in a located area, improving coordination among institutions and also collecting information of the delivered items. But, at the present time, the Local Health Authority in each area lack the mechanism to compile information about the supplies delivered directly by the NGO's and donors to the "final

consumers" (Local Hospitals, Health Centers, Ambulancias, etc.).

As a support to that initiative the consultants recommend that SUMA CENTRAL be installed in the Logistic Distribution Center in each area, and SUMA TERMINAL in the institutions who are distributing goods and recording the issues (NGO's, donors) in that area, that will allow the Local Health Authority to have reports by places of destination, date of dispatch, therapeutic category, etc.

VISITED PLACES:

In accordance with the request of the WHO Special Representative for Bosnia and Hercegovina, the WHO Field Offices of Sarajevo, Tuzla, Zenica and Mostar were visited to analyze the developed initiatives on supply management. Also, the health authorities in charge of the humanitarian aid were contacted.

SARAJEVO:

In this city, the consultants had the opportunity to get to know the system that is being used by the authorities in charge of the Central Pharmacy of the Ministry of Health. This version was developed two years ago and in a short term there will be another enhanced version of the system to be used permanently. Both programs have been developed by the Computer Center of the Health and Pension Insurance Fund (public sector) in this city. This Center works with both, excellent human resource and materials, as it could be seen during the visit to this institution. During the meeting with the official in charge of the City Secretariat of Health, the objectives of the mission were explained. The priority of this Office is the reorganization of the health system of the area. There was an interchange of ideas about the need of a supply informational system and the access to a complete and reliable data base for the different programs such as epidemiology. It is the opinion of the consultants that it would be very useful to have an initiative that improves the coordination between this Computer Center (because of its powerful operational structure) and the Health System in Sarajevo.

TUZLA:

In this area the WHO Field Office has a supply management system. For some time, the Logistic Distribution Center has been developing its operations from a warehouse with a complete system (different from the one at the WHO Field Office) that includes hardware, software, forms, manual control, cross-control, proceeds and very good skills in reception, stocking, distribution and transportation of the supplies. At this moment, the main problem the Center is facing is the lack of space to store the materials they use.

The system developed in Tuzla can be used as a model or guide of the warehouse management to be implemented in other areas.

ZENICA:

In this area, the WHO Zenica Field Office is developing the "Project Regional Drug Warehouse for Zenica Dobož Canton" to settle a Logistic Distribution Center similar to the ones in other areas. The scopes of the project, which is well planned, were discussed. The future warehouse was visited. It fulfills the characteristics for the operation of the Logistic Distribution Center. In order to present SUMA methodology, a meeting with the person (a pharmacist) who will be in charge of the warehouse was held. She considers very useful to compile the information of the supplies developed directly by the NGO's and donors. In this Project the whole system developed in Tuzla could be useful.

MOSTAR:

There is a Project defined and set out by WHO and Pharmaciens Sans Frontieres is assisting in its implementation. The Project aims to set up an efficient drug supply system in the area, considering a city now divided into two ethnic and political entities. The consultants held a meeting with the person in charge of the Project. In this opportunity, the details of the Project were analyzed, the lists of requests were reviewed and the methodology to compile information of the NGO's and donors that deliver supplies was presented again. Everything was considered very useful. As a result, the consultants recommended the use of a "basic list" of medicines. This list would not be so complex as a Basic Table of Medicines (which requires a whole process such as an epidemiologic analysis) but a list establishing a range in the types of medicines requested and delivered, taking into account each therapeutic category of the professional criteria of PSF and the Local Health Authority. The management and distribution system in Mostar has been studied at other times by other consultants.

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DIAGRAM 1

