



STOP

STOCKOUTS

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

STOP
STOCKOUTS



Rural Health
Advocacy Project

+ SECTION27
catalysts for social justice

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:

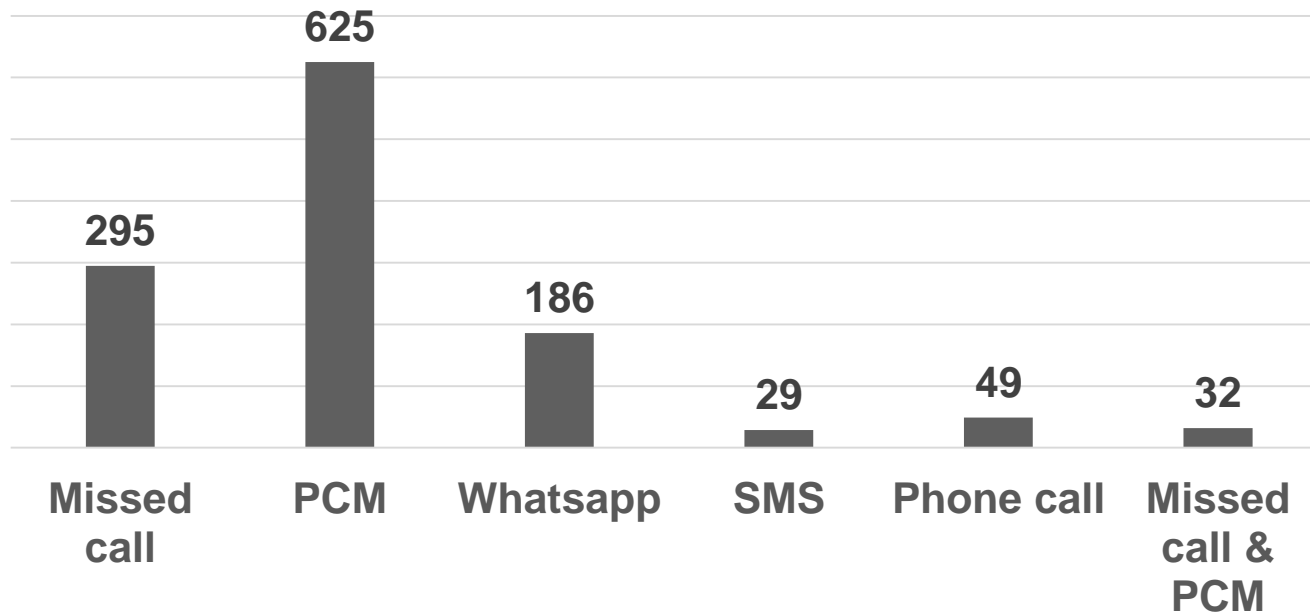
- Name of facility
- Name of medicine out of stock



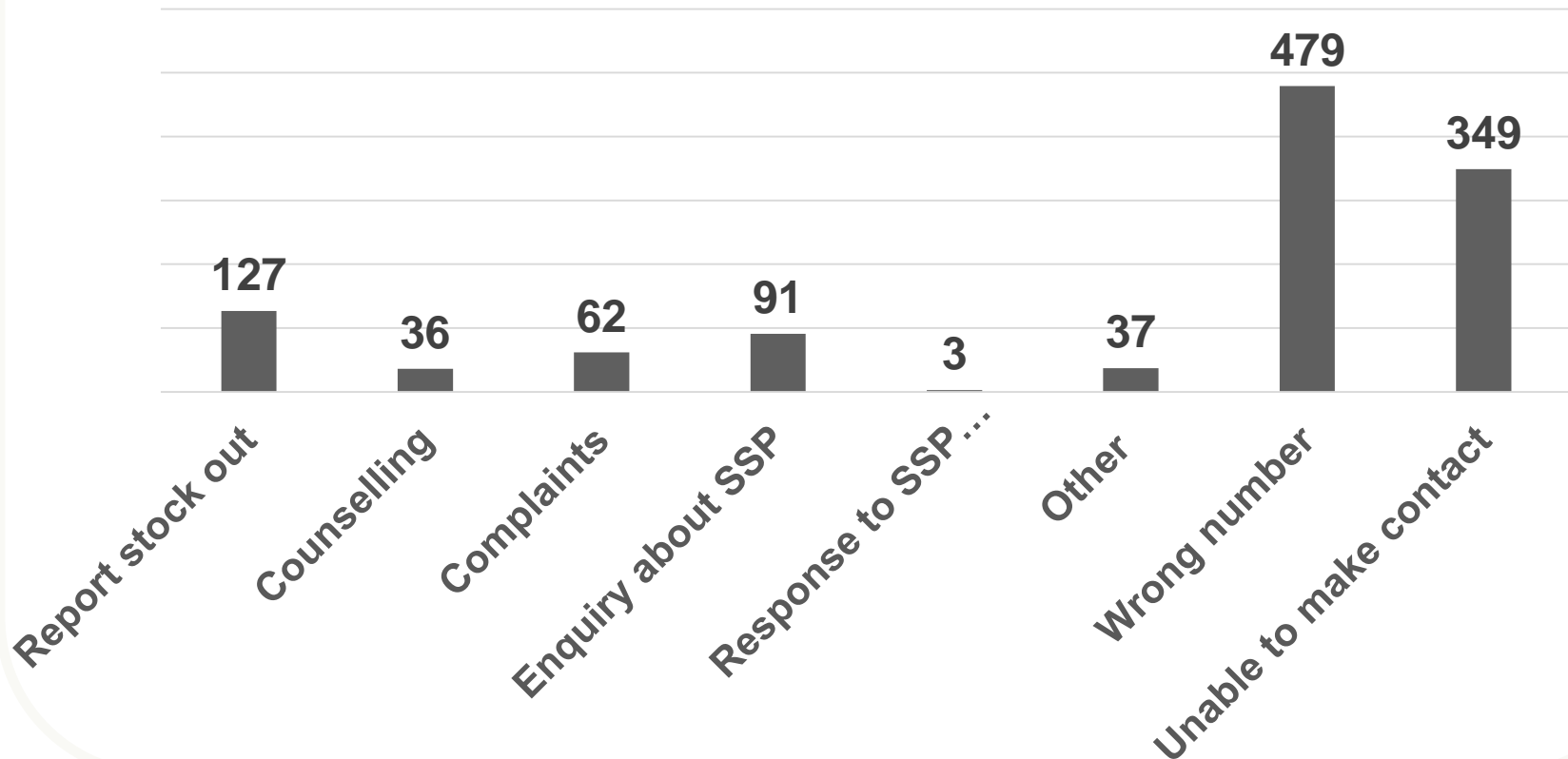
Hotline number: 084 855 7867

- Easy for patients to contact:

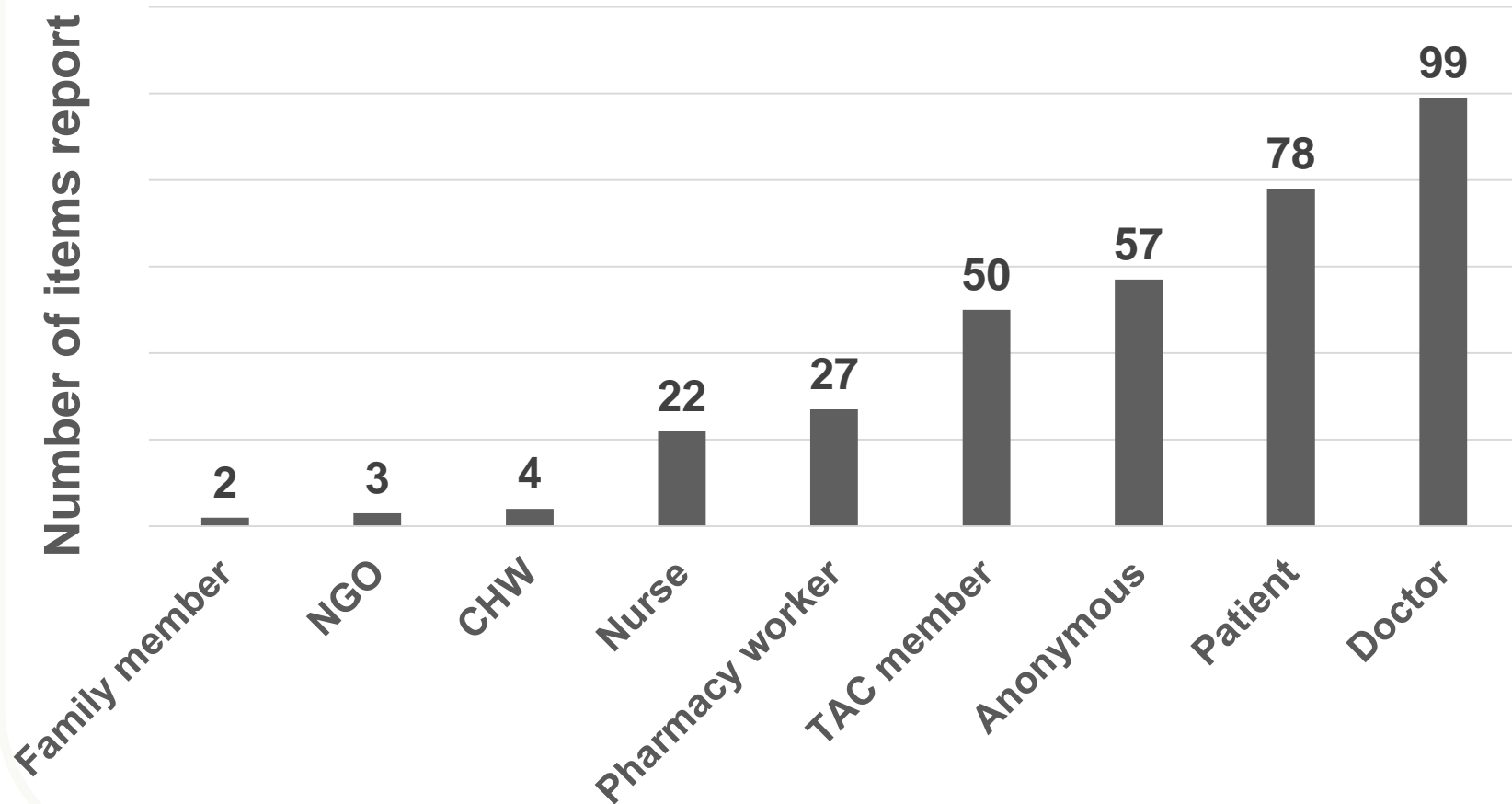
- SMS / WhatsApp
- Please Call Me
- Missed Call



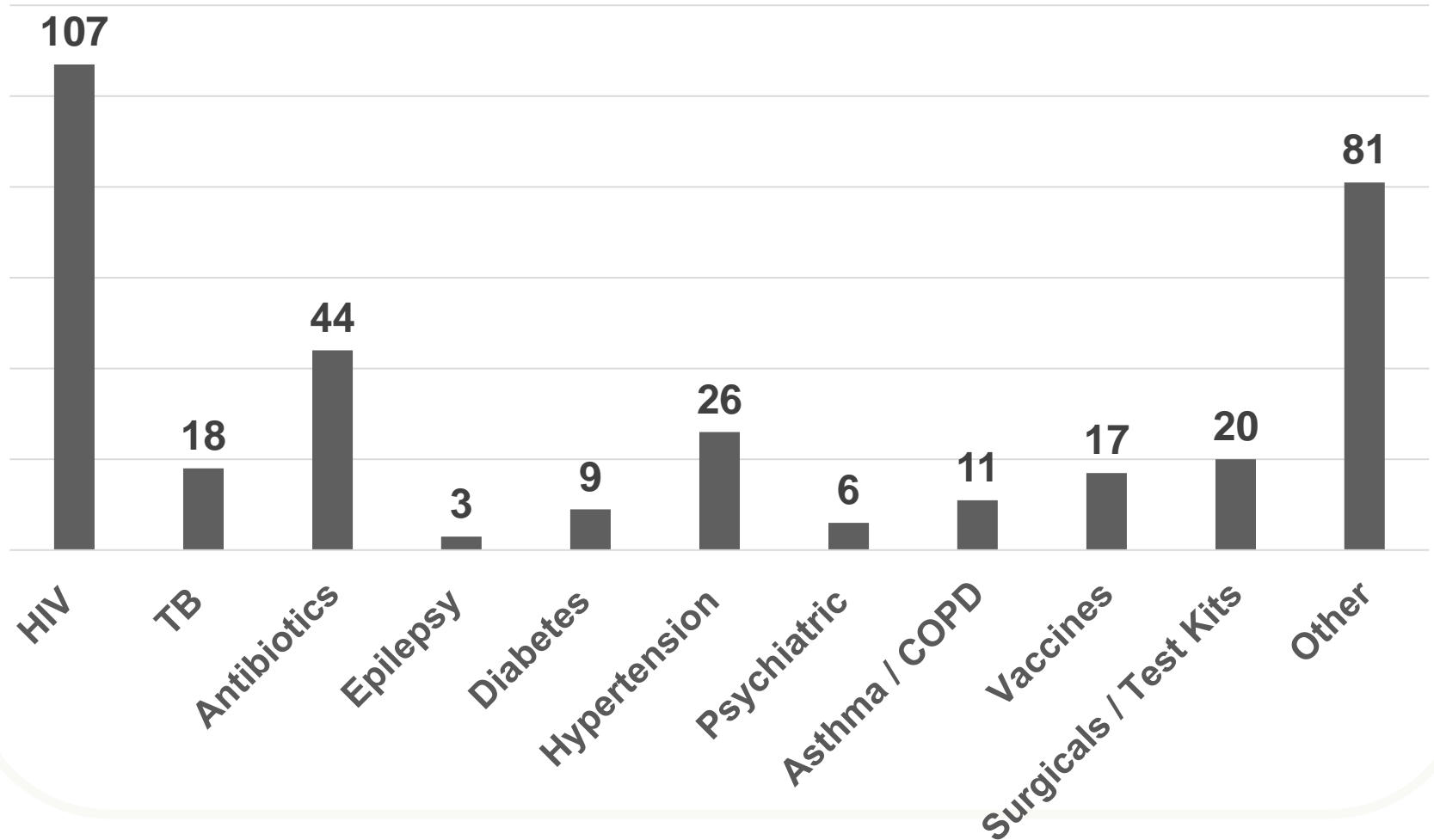
Why do people contact us?



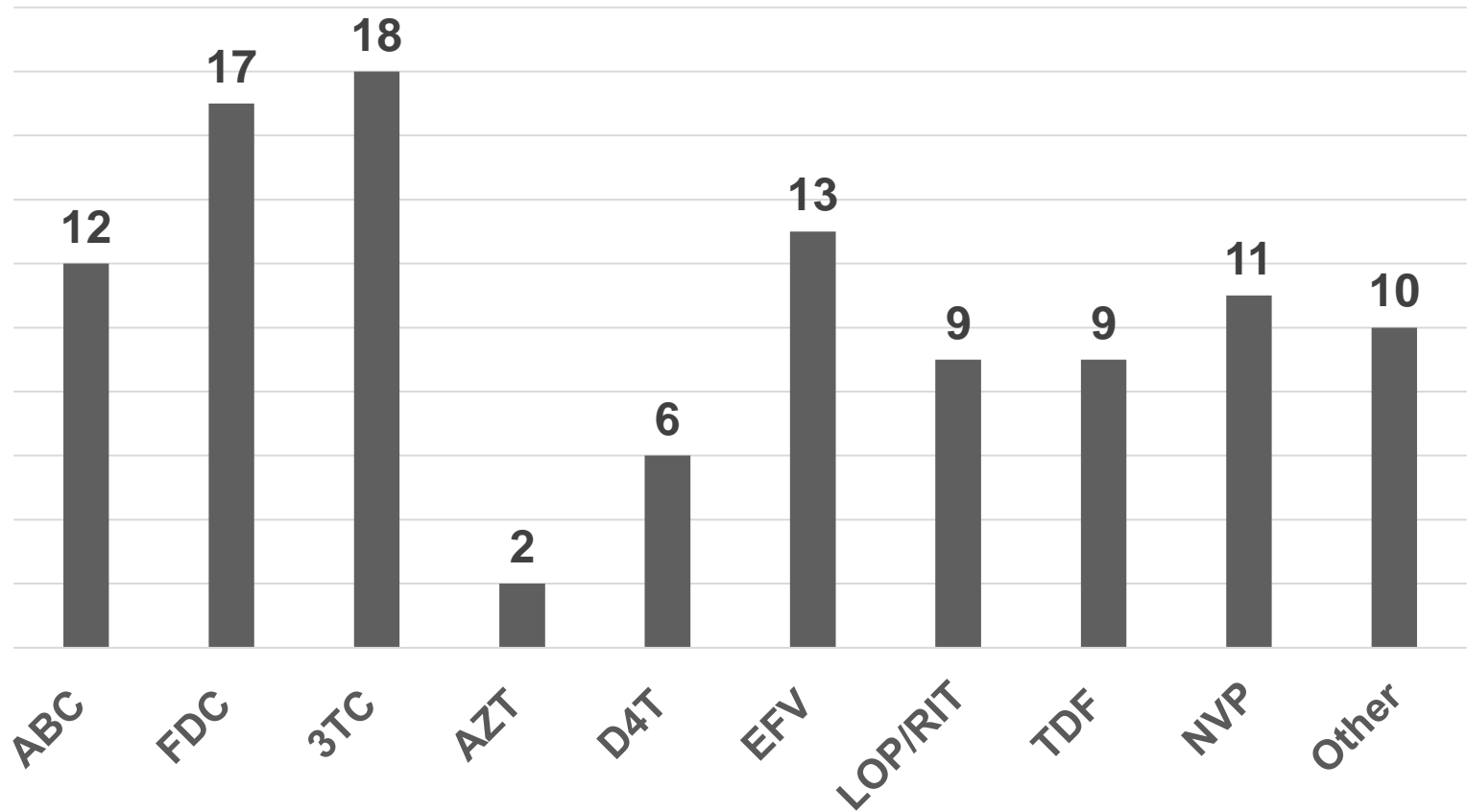
Who is reporting stock outs?



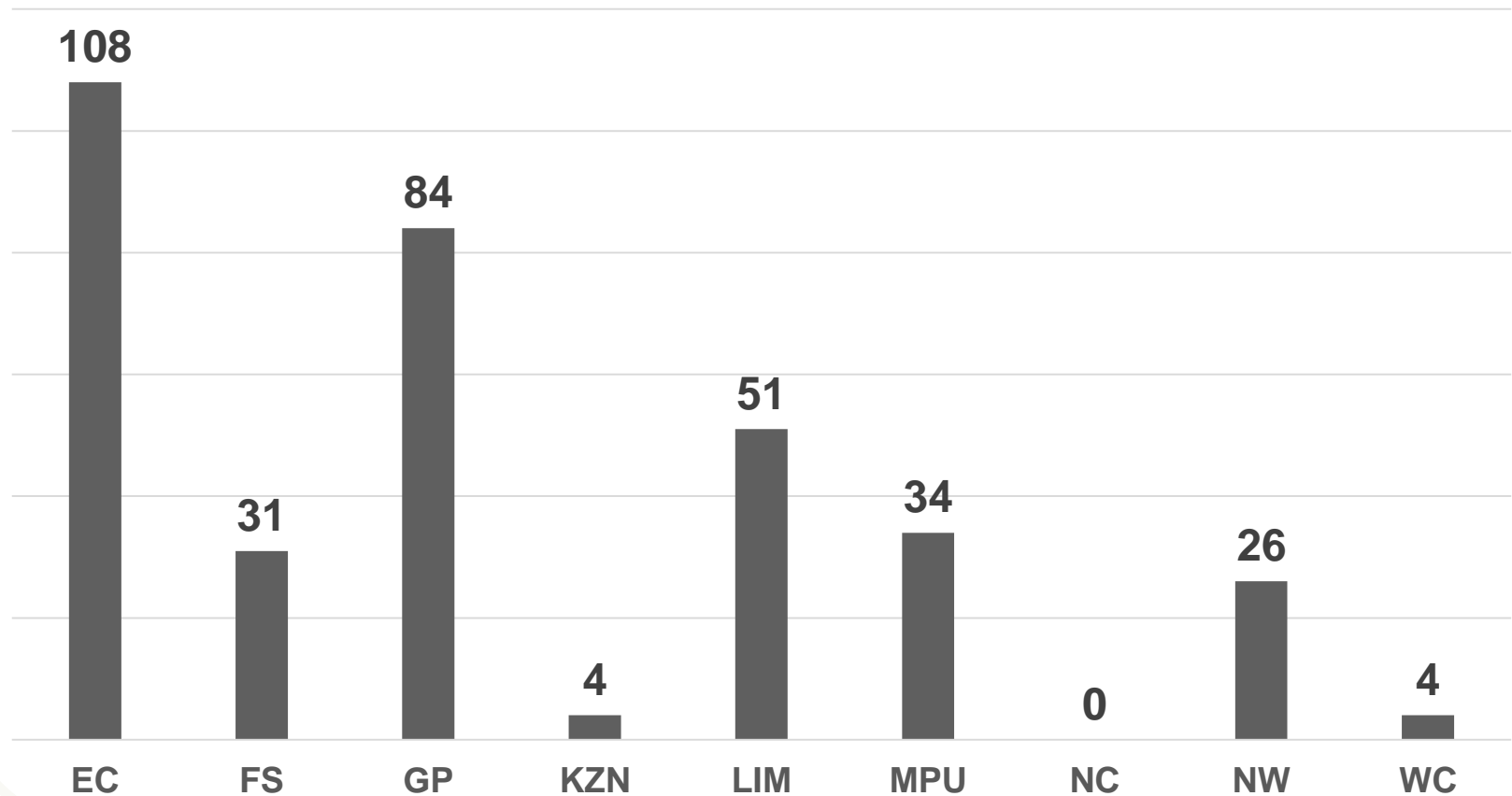
What medication is reported?



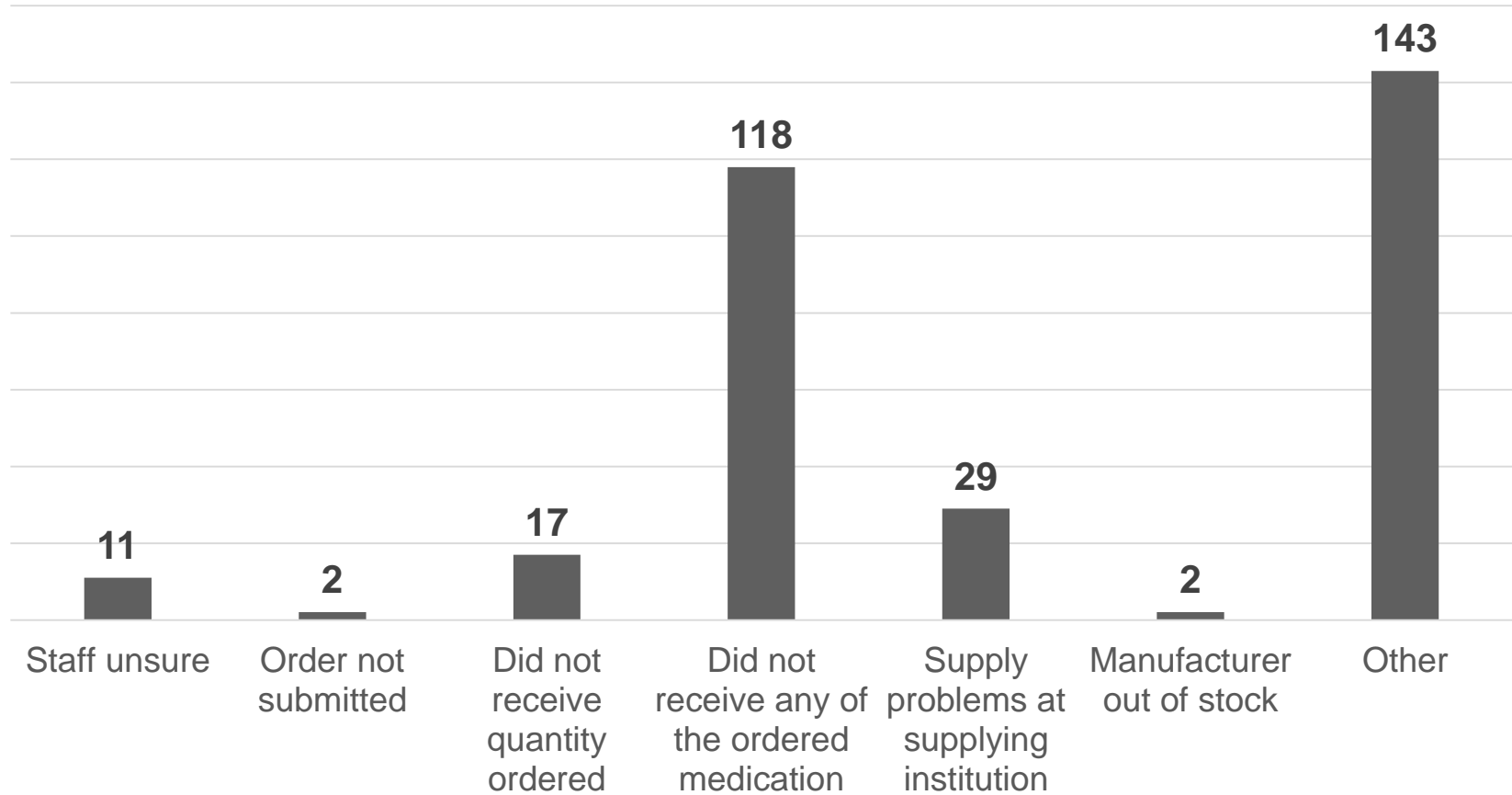
ARVs reported (by API)



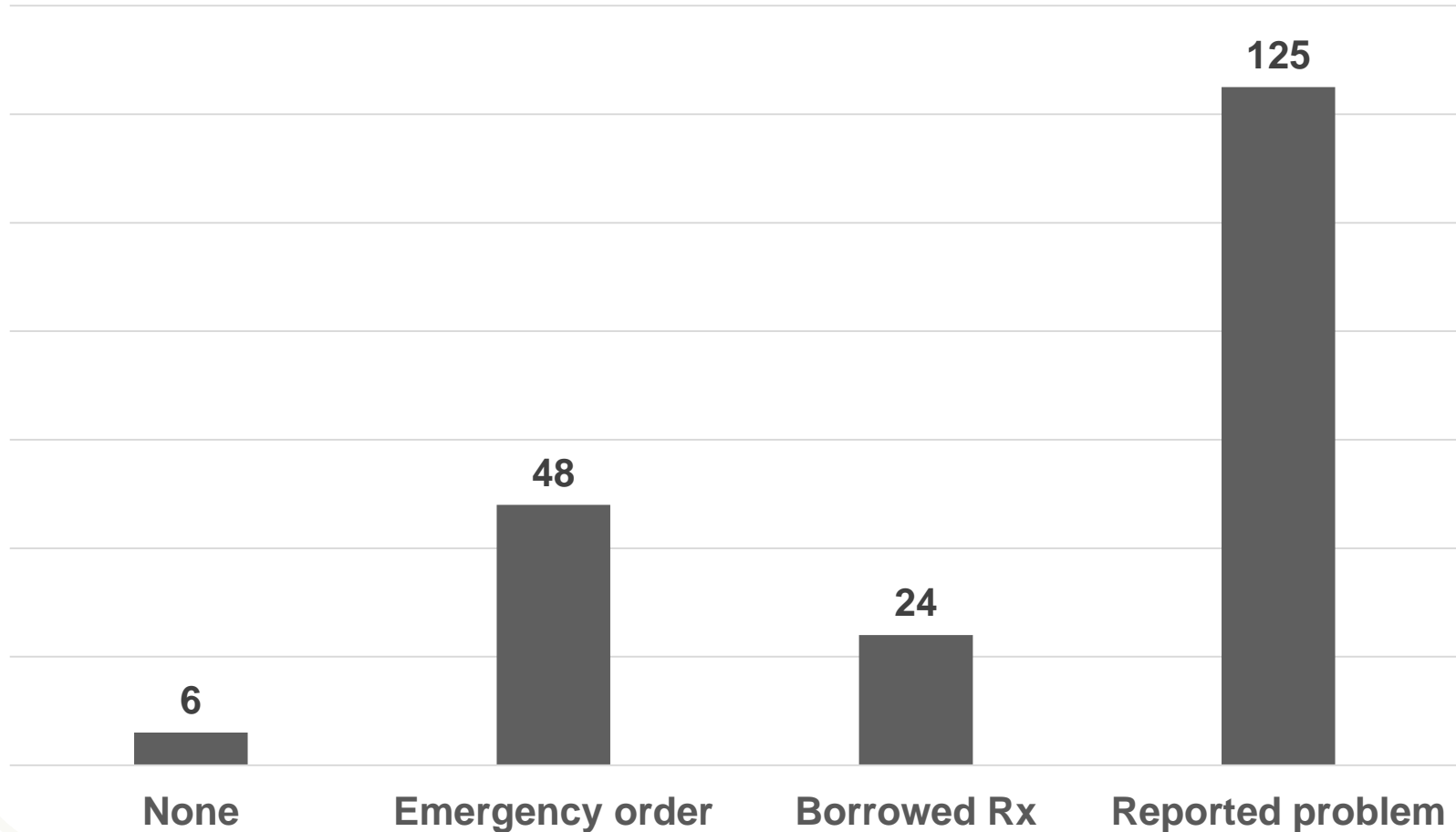
Which provinces are reporting?



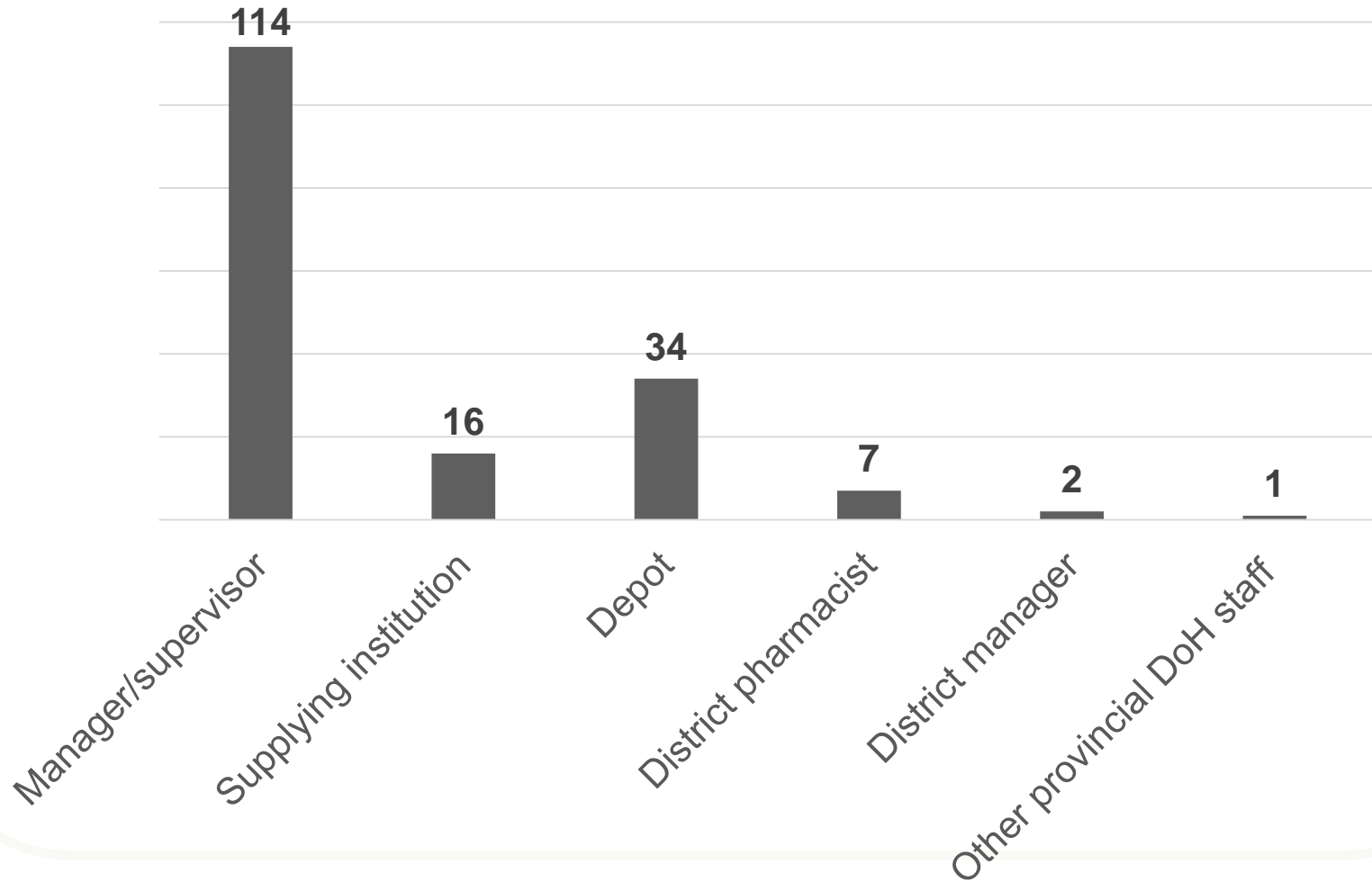
What is causing the stock outs?



What is being done at facility level?

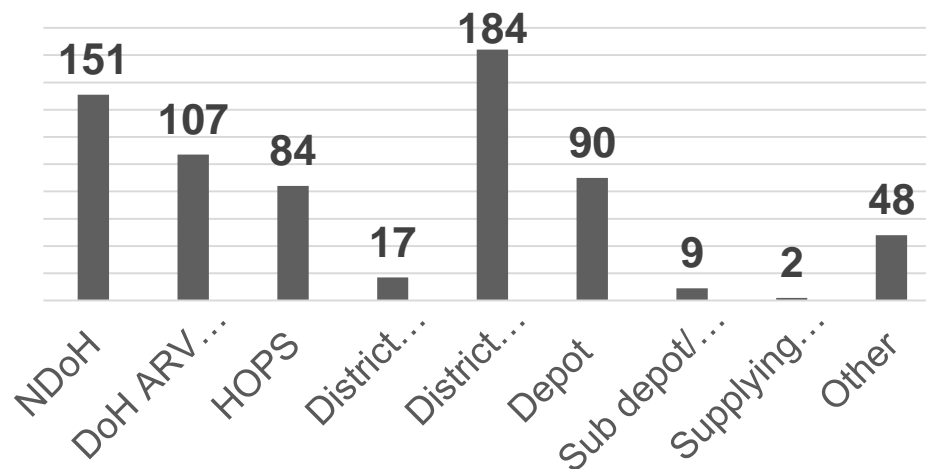


Who is getting the information?

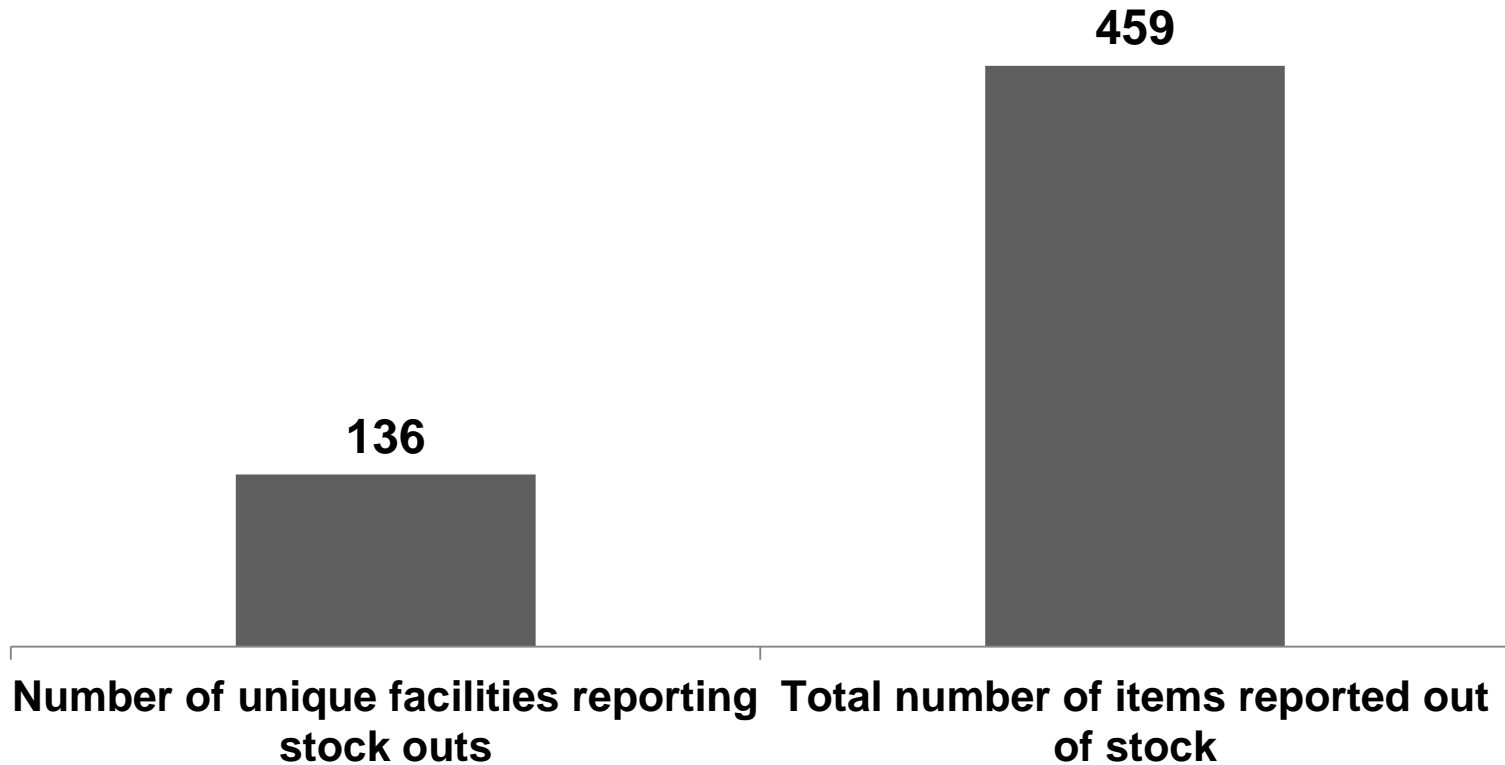


What does the SSP do with this info?

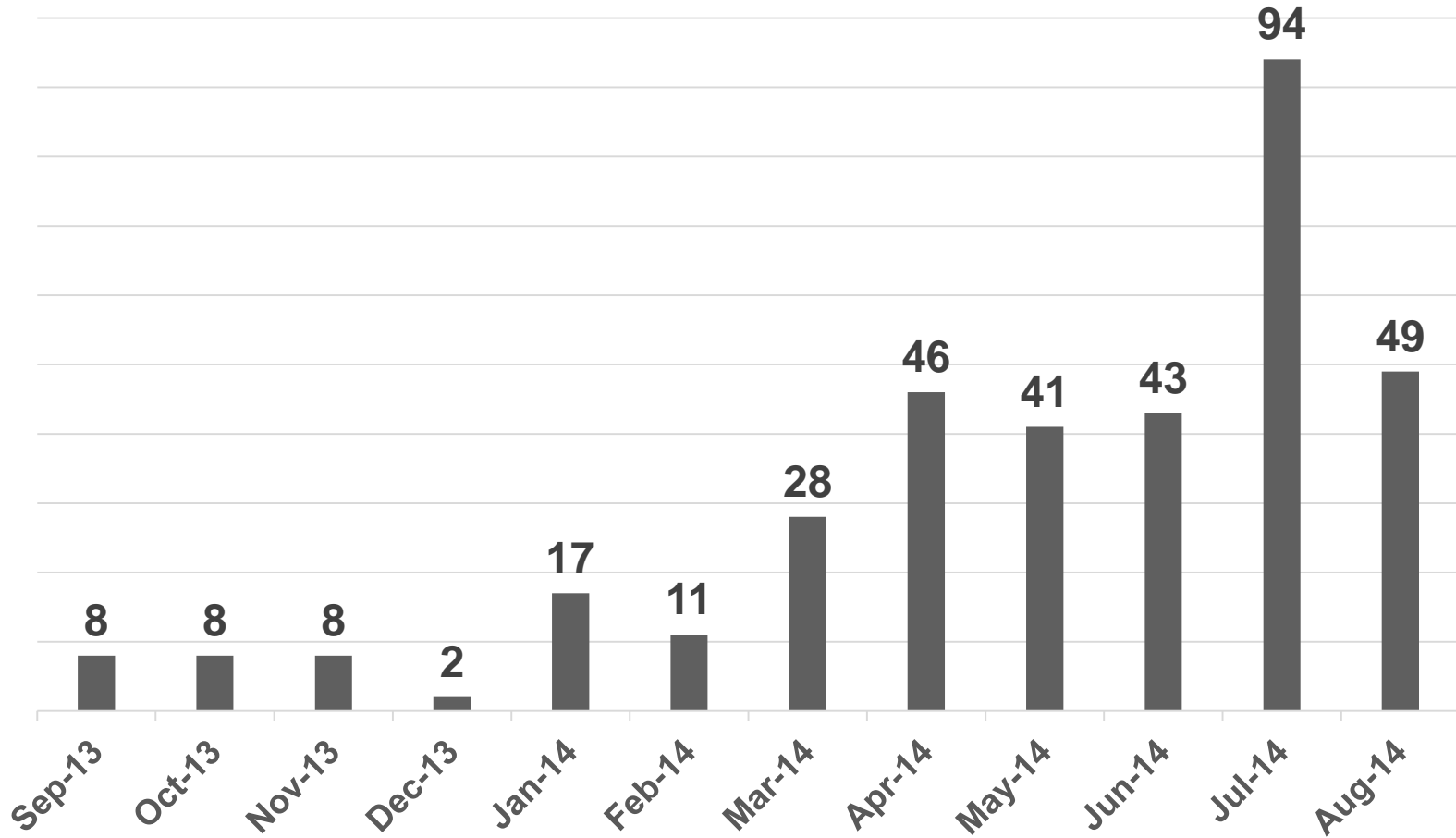
- Facility contacted for verification & report is logged
- All reports are escalated
- Only vital items are case managed
- Standard case management protocol followed
- Constant feedback where possible



Summary of case management:



Case management over time:



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

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