

TANZANIA MEDICAL DEPARTMENT STRIVES TO IMPROVE PUBLIC SERVICE DELIVERY

With access to essential medicines being one of the building blocks of healthcare systems. TMD mission is to make available at all times medicines, medical supplies and Laboratory reagents of acceptable quality at affordable price to all Tanzanians. TMD has served the nation for more than 20 years and continue to innovate by sharing ideas with all our stakeholders to ensure that their concerns are consistently understood and addressed with the objective of making our mission tangible, visible and felt among the Tanzanians who access our services

As from 2017, TMD started procuring its medicines and medical supplies direct from manufactures instead of suppliers to ensure improved medicines availability, the move that has lowered the medicine prices by half and quarter to some medicines of which most prices were before. With the objective of bringing services closer to Tanzanians;

TMD Delivers medicines, medical supplies and Laboratory reagents direct to 5,640 hospitals, Health centers and dispensaries across the country. The system of Direct Delivery has registered tremendous improvements in terms of timely service delivery, order fill rate, quality and accurate documentation, which have in turn led to increased customer satisfaction

In term of quality, TMD procures Medicines and medical supplies that have been approved or fully registered with Tanzania Food and Drug Authority (TFDA). Registration process involves evaluation of products for quality, safety and effectiveness. Each new product from the Manufacturer or supplier has to be approved and registered by the TFDA. Products evaluation looks into all parameters necessary to ensure product's quality, safety, efficacy and stability to ascertain prescribed shelf life. Packaging and labelling is another area that is critically evaluated

TMD Stores Medicines, Medical Supplies and Laboratory Reagents in its warehouses located strategically in different regions across the country. In the past five years, TMD expanded its storage services to modern, computerized and technological warehouses. Recently TMD has 53,126 square meters located in 10 warehouses across the country in Dar es Salaam, Mwanza, Iringa, Moshi, Mbeya, Tabora, Dodoma, Mtwara, Tanga and Muleba. The Expansion of cold chain facilities to a total of 1000 cubic meters storage space has enabled TMD to store a huge number of cold chain items

To address the storage challenges in picking, receiving and dispatching items, TMD has adopted Barcode system. The initiative has allowed the capturing of items information through scanning and/or entering data via device keyboard. The Implementation of warehousing activities by using Barcode system has reduced tremendous workload to the warehouse staff by having multiple options of transacting items within and out the warehouse to customers while maintaining data accuracy and speed.

Fundamental to our core business TMD delivers essential medicines, medical supplies and Laboratory reagents direct to more than 5,600 Health facilities (hospitals, Health centers and dispensaries) across the country. The system of Direct Delivery has registered tremendous improvements in terms of timely service delivery, order fill rate, quality and accurate documentation, which have in turn led to increased customer satisfaction. The distribution chain starts from TMD Headquarters Central Warehouse located in Dar-es-salaam and is accomplished to last miles (individual health facilities) thorough TMD zonal stores located strategically in Dar es salaam, Mtwara, Mbeya, Iringa, Dodoma, Tabora, Mwanza, Moshi as well as Tanga and Muleba Sales Points.

TMD also distributes program commodities whose delivery system is integrated with essential items with the support of electronic logistics management system (ELMIS. This includes National Aids Control Program (NACP), National Malaria Control Program (NMCP), Immunization and Vaccines Development (IVD), National TB / Leprosy Program (NTLP), Neglected Tropical Diseases (NTD), Reproductive and Child Health Services (RCHS) and Tanzania Food and Nutritional Centre (TFNC). This is aimed at reducing distribution costs and managing medical commodities within one supply chain resulting in greater reach and efficiencies.

We are Specialty cold chain logistics service providers. It's not just the services we offer that make us unique, but also our disciplined processes, high quality standards of distribution practices and commitment to zero defects; meaning that you will get reliable and consistent service. These repeatable processes comply with International Good Distribution Practices set by World Health Organization (WHO) and Government of Tanzania Authorities, Tanzania Food and Drug Authority (TFDA) and Tanzania Bureau of Standard (TBS).

TMD provides dedicated cold chain deliveries of vaccines and other related cold chain products to over 5,600 health facilities across the country. Operations are undertaken as per guiding SOPs for stock receipts, storage, packing, transportation and delivery to our customers. All our staff receives comprehensive training which is refreshed annually or as when changes occur.

In due course of implementing Direct Delivery strategy TMD has experienced the infrastructural challenges especially during the rainy season as most of the dispensaries and health centers are located in remote areas.

It has been noted that the new strategy of buying directly from manufactures has increased lead time and pipeline inventories as majority of manufactures are located in Asia and European market with few domestic pharmaceutical producers. The medical legal framework also requires all medical supplies to be registered by TFDA

The new strategy has also noted distribution challenges because it needs large fleet of vehicles to reach all over the country taking into consideration nature of the product distributed which needs specialty and greater need for quality control during transportation and other products requiring cold chain deliveries.

It has been noted that the new integrated system requires internet connection and availability of power which is still a challenge as statistics shows only few rural areas has access to internet connection and electricity.