

KWETU STORES OPERATIONS

In recent years statistics show that there is a problem with the availability of essential medicines and medical supplies in most public health facilities in MWEMBEYANGA. The recent review of the National Medicine Supply Chain Council shows that key essential medicines are often out of stock. After a performance of audit different organizations, the audit report on Kwetu Stores and the Ministry of XYZ in BOYOYO revealed significant challenges in the availability of essential medicines and medical supplies in public health facilities. The audit covered a period of three financial years from 2018/19 up to 2020/21, and the main audited entities were Kwetu Stores and the Ministry of XYZ. The report showed that key essential medicines were often out of stock, and the median availability of selected generic medicines in public outlets was only 23.8%, while the percentage was double in private outlets at 47.9%.

The audit identified several main findings. Firstly, unreliable demand estimates for health facilities were a significant issue, as entities do not effectively conduct need assessments to come up with the demand for essential medicines and medical supplies for their health facilities. Additionally, the quality assurance of demand forecasts by Kwetu Stores to verify the adequacy of the demand estimates made by entities has not been sufficiently carried-out since it is only being done at one stage (the last stage) before submitting them for procurement plans.

Furthermore, the data for demand forecast by Kwetu Stores considered only one out of the four major factors for carrying out demand forecasts, which resulted in inaccuracies of forecasts to bring in over-forecasts by 70% and under-forecasts by 30% out of the 84 cases studied considering procurement and sales cases made.

The audit also found longer lead times for the supply of medicines to Zones and Health Facilities, with longer processing and delivery times of orders from Kwetu Stores Central Warehouse to Zones and from Zonal Warehouses to Health Facilities. On average, 54% of the orders received at Kwetu Stores Central Warehouse from Zonal Warehouses were delivered for more than the prescribed standard time of 14 days, with 20% of the orders taking between 15 and 21 days, and 34% of the orders taking more than 21 days to be delivered.

In addition, 76% of the orders received from the Health Facilities at Zonal Warehouses were not delivered on time, and high levels of stock out for some of the medicines at the Central Warehouse and the Zonal Warehouse indicated by different levels of stock out at the Health Facilities and Hospitals. The audit also revealed weak management of orders received at both levels; at the Central warehouse from Zones and Zones from Health Facilities. The report recommends implementing effective need assessments to come up with the demand for essential medicines and medical supplies for health facilities in entities. It also recommends improving the quality assurance of demand forecasts by Kwetu Stores to ensure adequate demand estimates made by entities are verified at multiple stages before submitting them for procurement plans.

Additionally, Kwetu Stores should consider all four major factors for carrying out demand forecasts to avoid inaccuracies and over or under-forecasts, which can result in stock-outs or excess stock. Finally, Kwetu Stores should improve their management of orders received at both levels and reduce the processing and delivery times of orders to ensure essential medicines and medical supplies are delivered on time to health facilities.