

Central Triage Pharmacy

Project debrief by Better Days



PROGRAMMATIC OVERVIEW

The first delivery to the CTP was on Wednesday May 6th and 40 deliveries later, the last delivery took place on Friday September 4th, 2020. A few days later, Moria camp was destroyed by the huge fire of September 9th, 2020. The initial needs list contained 99 items. With very little notice and a lot of hard work, BD funded the procurement of over 75+ items requested by the Central Triage Clinic actors within the first month. During the following months; 40 different supplementary products have been added to the monthly needs list, the majority of which were procured and funded by Better Days & Help Refugees.

BD experience in Emergency Response Logistics & Procurement strengthened our determination to respond to this critical gap, especially following the outbreak of Covid19 in Greece. The existing expertise enabled us to act with efficiency and agility. All products underwent procurement which required RFQs (Request for Quotation) from multiple local suppliers and a Competitive Bid Analysis (CBA). Orders were placed mid-month to ensure that products were readily available at the start of every new operational month. Hence consumptions and supply was calculated on a monthly basis. Systematic communication with the pharmacists and direct contact proven to be very effective on Lesvos to clarify product and delivery specifications. Over the last 4 months, BD supported 11 different local businesses with an average of 4-5 suppliers per month. A total of 95,000EUR were spent for the CTP and procurement of critical PPE between May-September 2020.



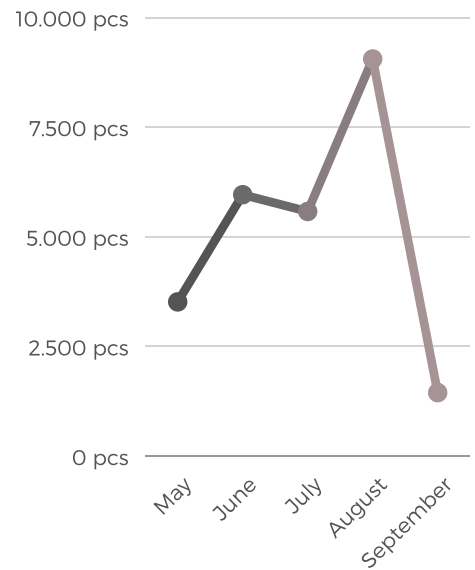
PROJECT HIGHLIGHTS

In May 6th, BD, as a non-medical actor, was able to assist in the launch of the Central Triage Clinic by taking on the procurement and management of the Central Triage Pharmacy. This included ordering and delivering over 75+ drugs and medical supplies on the clinic's opening day with 48hr notice.

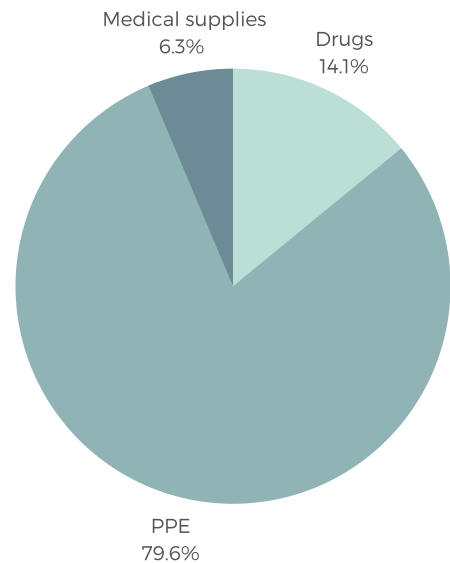
In June, after having analysed consumption trends between on-site demand (CTP Moria) and BD's storage-site supply (Mytilene), we were able to computerizing inventory consumption on both locations which gave us clarity for weekly projections regarding procurement and logistics and made weekly stock count and delivery much more effective.

In July, primary care moved out of Moria camp and into the CTC, which caused an increase in consumption of medication as well as PPE usage. BD was able to fully cover all additional needs successfully.

August: Following a team debrief, following 4 months continuous operational monitoring and project development, we felt pleased to have built a robust CTP procedure which included an efficient procurement mechanism, precise inventory keeping and prompt deliveries to the CTC. The protocols and strategies that were put in place worked well and enabled transparency and accountability from our part to all other stakeholders, including to the Ministry of Health and EODY Representative on Lesbos.



Items donated to CTC



Purchased by / Donated to BD

MOST POPULAR ITEMS

DRUGS

- 2730 boxes Paracetamol
- 1308 boxes with vitamins
- 500 boxes Omeprazole
- 375 bottles cough syrup
- 297 boxes Ibuprofen 400 mg.

PPE

- 5180 surgical masks
- 1000 reusable masks
- 430 KN95 masks
- 300 visitor suits
- 69 litres of disinfection

CTP DEBRIEF

Successes

- + Clear communication and division of responsibilities between the coordinator of CTC, and CTP intern with BD's procurement and logistics officers.
- + In due time, other actors were able to understand BD's role and contributions to the clinic because of the clear delineation of responsibilities within the area of the CTP.
- + BD's monthly reporting to all actors enabled further visibility and transparency.
- + Better Days developed a donation procedure for the CTP, which included an online warehouse inventory, donation form, offline on-site inventory, weekly delivery, and stock-count.
- + As outlined by EODY, BD ordered mainly generic Greek products in lieu of European brands which not only supported local business but also often proved to be the cheaper option.
- + Once a relationship with the suppliers is established, it is easier to communicate and procure everything properly.
- + BD's decision to reserve funding for stocking PPE and procuring COVID rapid tests in preparation for a possible outbreak.
- + Great communication between accounts and procurement departments. Successful budget management allowed us to fulfil additional and urgent requests from the CTC without affecting our standard monthly deliverables.
- + Excellent collaboration with Attika Human Support who contributed with inkind donations of medical equipment, PPE and so forth.

Challenges

- EODY's request to BD to provide official delivery invoices three months post-launching. This caused unexpected and additional workload to the CTP team who nevertheless reported to EODY promptly following the request.
- Occasional delays in the arrival of procured items caused delays in deliveries to the CTP
- Sudden outbreak (gastrointestinal sickness, scabies, summer allergies etc.) caused variations in consumption of specific products which, in turn, caused shortages of specific products periodically.
- Due to the Covid19 pandemic, the price and availability of PPE was constantly fluctuating and BD had to continually assess trends in the market to ensure cost efficiency and timely deliveries to manage stock availability.
- In weekly CTP meetings there were ongoing discussions about extended evening shifts to include wound care services or emergency care. Poor decision making did not allow any of these to take place. Contingencies built within our budgets and logistical mechanism to accommodate for this needs were not put in effect.
- Procurement of non-medical items and stationary was not covered by other actors causing confusion.
- An official MoU between EODY, EODY support and Better Days was drafted but never signed by the relevant parties allowing for liability and unnecessary risk for BD concerning the delivery of critical aid for the CTC.

THANK YOU

We would like to salute the hard work and efforts of EODY, MSF, Kitrinos, MVI, BRF, HB, IRC, UNHCR, HPF, Watershed, EODY Support and everyone else who contributed to the design, set-up and operations of the Central Triage Clinic. We were honoured to have assisted the work of the medical actors in Moria camp, at such volatile difficult and historic times following the outbreak of Covid19 globally.

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