













Welcome, introductions, and objectives of today's session



Review of the global supply chain impact of COVID-19



Function and highlights of the Emergency Supply Chain Playbook with COVID-19 country updates and a deeper dive into components of emergency supply chain response



Questions and discussion around emergency supply chain response



Your presenters today

Presenters:

Netsy Woldesemait, GHSC-PSM Burundi Manager and PSM ESC Playbook Coordinator

Matt Craven, MD – Partner & Infectious Diseases Lead, McKinsey & Company

Voice from the field – Parfait Edah, GHSC-PSM Burkina Faso Country Director

USAID GLOBAL HEALTH SUPPLY CHAIN PROGRAM
Procurement and Supply Management

Global supply chain impact of COVID-19







Global Pharmaceutical Supply Chain Impacts of COVID-19

Supply

Reduced manufacturing output

Hoarding of key starting materials and finished pharmaceutical products

Quality testing backlogs

Transportation

Increasing competition between health supply chains and commercial demands for transport

Reduction in airline operations

Congestion and delays at ocean ports

Resulting Impact

If COVID-19
continues to spread,
delays and shortages of
pharmaceuticals are
likely, given lean supply
chains globally and
minimal storage of key
inputs in factories

The U.S. FDA has announced the first drug shortage due to COVID-19

GHSC-PSM Supply Chains

In-country stock levels remain secure for all GHSC-PSM commodities.

Headquarters and country offices are working to shift delivery methods and/or arrival dates.

Manufacturing & supply chain

Critical medical supplies manufacturers face challenges scaling up production to match demand





There is a major supply shortfall in affected areas, where healthcare needs are compounded by general public ordering surgical masks, seeking to maximize preventive measures

- 100x
- Higher demand for PPE
- Frontline response requires 7% to 10% of total market capacity to protect China's healthcare workers
- Stockpiles of advanced medical masks (N95 masks) are depleted; there is a 4- to 6-month backlog as global stocks are insufficient to meet the needs of frontline healthcare workers
- City of Xiaogan the second-worst hit city in Hubei faces a shortfall of 24,000 protective gear, 60,000 masks, as well as 15,000 goggles and face shields



Typical supply is from China and Taiwan, but many factories in affected areas have not yet reopened due to restrictions

- Governments have restricted exports of masks, instructing companies to prioritize domestic need
- Prestige Ameritech, a Texas company, received orders from governments of Hong Kong, Singapore, and Taiwan
- Chinese and Taiwanese manufacturers typically source parts for masks and respirators from variety of countries so limitations on transport in and around China will prevent quick turnaround
- Some companies have taken the decision to only supply masks to medical professionals, given limited stock of PPE and high demand among non-medical staff

20x

Increase in price



Alternative supply is from Western companies in USA and Europe, but are facing challenges to ramp up their production

- Small players are ramping up production and using automation (e.g., Pardam, Czech company sold out of entire stock of 2000 masks in 1 week)
- Case study: Kolmi Hopen, a manufacturer in France, makes about 170 million masks a year, but received orders for a half a billion in first week of February

4-6 mths

Backlog for advanced medical masks

Source: Press research

A strong supply chain is a prepared supply chain while COVID-19 presents unique challenges

Major areas of ESC preparedness and response. Under these areas are key elements involved in building in-country emergency supply chain preparedness capability. The journey of implementing this capability will involve doing work across each of these elements.

People and processes

Clear structures of governance, accountability, and processes that enable the esc to function







Governance and organi-	Triggers:	Financing:
zational	Clear protocols	Pressure test
structure:	to provide guidance	scenarios to define
Need for cross border	needed	resources needed in this
collabora-tion	Workers instructions on how to protect themselves	situation, inc. potential budget items to deprioritize

Commodity planning

Pre-defined commodities that the esc will be responsible for and plans for how to get them



Commodity



Procurement

shutdowns



Stockpiling:

forecasting:	and sourcing:	
		Risk of panic
New	Potential	behavior
commodity list	global stock-	depleting
required	outs due to	initial
	higher demand	stockpiles
Case		
forecasting	Supply chain	
difficult rapid	disruption	
evolution of	from China	
spread	factories	

Logistics and transport

Systems for how to store, move, and track commodities to get them where they need to go



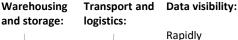




changing

epidemic

nature of the





Logistical challenges may occur due to the increasing number of travel restrictions. increasing costs, labor shortage (e.g. staff not presenting because of fear of contagion), etc.

Transition & other special considerations

Plan for end of the response and additional considerations





Displaced

Transition:

Long term consequences of COVID-19 unknown -

Tracking of routine services disruption needed

populations: Risk of

discriminatory behaviors

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Highlights of the emergency supply chain materials







Emergency Supply Chain (ESC) materials

- 1. Best Practices Report
- 2. ESC Playbook
- 3. Simulation Exercise

Best practices in supply chain preparedness for public health emergencies

- A review of best practices in preparedness from historical health events, based on case studies, literature, and interviews from technical experts
- Topics include:
 - One health human, animal, environmental considerations
 - Country-centric approaches
 - Landscape assessments
 - Governance, financing, and personnel
 - Emergency protocols
 - Emergency procurement and supply chain
 - Pitfalls to avoid
 - References to resources





aged personnel training to improve supply chain preparedness for influenza epidemic. After a small avian flu outbreak in 2007, the Nigerian government began testing its pandemic response plans in simulations on a semiannual basis. These simulations were conducted in 2007, 2009, and 2011; the latter exercise was the largest government exercise in the nation's history. These training exercises, carried out jointly with the US Department of Defense, help educate healthcare professionals and ready staff in the case of an eventual outbreak Observers say that the simulations effectively transmitted important information to healthcare professionals, key stakeholders, and the public, while allowing the government to proactively invest in improving logistical planning to ensure adequate emergency preparedness. Nigeria has kept the damage from influenza outbreaks low over the last decade, suggesting that the MoH's simulations and training programs are working to improve ESC readiness.32



One size does not fit all: The playbook was designed for customization

Variations of the Playbook:

- General Playbook: A baseline set of materials to cover essential competencies in emergency supply chain management.
- Customized Country Playbook: 16 countries have customized the baseline materials for their supply chain and public health contexts to facilitate implementation and eventual country ownership and adoption.



Management Checklist for ESC lead, summarizing key outputs from each part of the emergency supply chain to track completion and to maintain preparedness





ESC Preparedness Overview for senior leaders, providing introduction to emergency supply chain concepts and what the work of preparing emergency supply chains entails

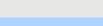




A

Response Job Aids for any actors involved in a response, providing a "crash course" on disease overview, supply chain considerations, and response protocol for priority diseases





Response Quick Guide for all ESC core team members, summarizing response protocols under each supply chain function to put in action when an outbreak





Technical User Guide providing detailed technical instructions and templates to assist the ESC core team members, summarizing all the content necessary to strengthen the emergency supply chain over ~4-6 months. The manual provides step-by-step implementation guides and tools to support capabilitybuilding across each of the emergency supply chain functions. Tools are in Excel on Memory Key.



Response components

Disease Job Aids: Disease-specific cards to help ESC staff prepare supply chains at the outset of a disease outbreak. Includes checklist of commodities for each disease, ESC protocols, and contact information. To be used by all levels of ESC staff during an emergency response effort. *Example below.*

Ebola Supply Chain Job Aid ion: Ebola is a severe form of hemorrhagic fever. Outbreaks have originated in rural areas but can spread to urban centers. Se stential treatments for Ebola have been tested and supportive care with fluid replacement can be effective, especially if initiated earl. Nev PPE needs will be high because Ebola is highly transmissible through physical contact Supply chain personnel should follow FPE protocols if entering treatment redizones or in contact with SUGGESTED COMMODITY LIST LABORATORY TEST EQUIPMENT AND REAGENTS Incinerators for contaminated waste ☐ EUSA and RT PCR Laboratory equipment and reagents infrared thermometr NaDCC tablets PERSONAL PROTECTIVE EQUIPMENT (PPE) Packaging transport substance, class 6.2 Aprons, disposable Rapid diagnostic testing kit for malaria (useful also to rule out malaria in other outbreaks) Aprons, heavy-duty, reusable Safety box/sharps container (must be labelled "Biohazard" Boots rubber Set: hand rel and soap for tarreted population - hemorrhanic feve Sample collection tabes Dumination gloves DRUGS AND MEDICAL CONSUMABLES Essential drugs and consumables to support general health facilities HEALTH FACILITIES INFRASTRUCTURE AND EQUIPMENT Ambubance with air isolation system for transport of contagious patients Infusion giving set Gows fluid-resistant disposable with elastic wrists Essential hospital and medical equipment to support health facilities: adjustable hospital beds, examination table, foldable stretcher; pulse oximeter, portable, isometer, stethoscope, sphygmorranometer Syringes: 0.5 ml autodestruct (AD) and 5 ml reuse prevention (RUP) ☐ Medical triage/breatment/isolation facilities Mask, surgical, flat rectangular with folds Oral Rehydration Salts (ORS) Surgical N95 respirator **BIOHAZARDOUS WASTE MANAGEMENT** Markers Sprayer, backpack Bag, disposable for biohazardous waste PPE and clinical waste Water tank truck and/or water trailer for potable water Body bugs (suitable for burial or cremation)

Response Quick Guide: Reference for ESC staff protocols to respond during an outbreak and/or emergency. Includes the action and checkbox, person responsible, and timeframe. To be used by all levels of ESC staff during an emergency response effort. *Example below*.



SOURCE: Ebola National Taildoron in Liberia (November 2017), Expert Interviews; Centers for Disease Control and Prevention, Former Epidemic Intelligence Service Officer (November 2017), Expert Interviews; World Health Organization, Emergencies Program Logistics Expert (November 2017), Expert Interviews; World Health Organization, Emergencies Program Logistics Expert (November 2017), Expert

Supply chain protocols and contacts

Essential ESC Protocols



In-country ESC contacts

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Response Quick Guide – Examples of developed protocols

	ACTION	RESPONSIBLE	TIME FRAME
	Identify necessary commodities based on disease specifications and commodities database, confirming with experts, and determine "indicator" commodities	EOC Operations Section	Day 1
COMMODITY FORECASTING	Use the 'Response Scenario' tracker to forecast initial quantities required depending on the type of outbreak (disease, number of projected cases)	EOC Operations Section	Day 1
	Convene the EOC Operations Section to validate the forecasted quantities and make any adjustment, if necessary	EOC Operations Section	Day 2, Ongoing
PROCUREMENT AND SOURCING	Get input from the EOC Planification section regarding the list of commodities required and their quantities	Procurement Lead	Day 1
	Reach out to the Stockpiling team to know which quantities of which commodities they can supply	Procurement Lead	Day 1
	Increase limits of approval and authorization and checks signatory limits for purchases	Procurement Lead	Week 1, Ongoing
WAREHOUSING AND STORAGE	Identify the relevant permanent and temporary storage and warehouses to use, depending on their geographical location, their capacity characteristics (e.g. cold chain)	Logistics & Transport team	Day 1, Ongoing
	Call identified permanent & temporary warehousing and storage contacts to share emergency response plan and ensure they are properly preparing capacity (e.g., clearing waste and designating emergency storage space) and get their available capacity	Logistics & Transport team	Day 1, Ongoing
TRANSPORT AND WASTE MANAGEMENT	Prepare the distribution plan based on the needs expressed by the planning section and procurement leads	Logistics & Transport team	Day I, Ongoing
	Contact Customs office to activate agreements for expedited goods	Logistics & Transport team	Day I
	Activate coordination mechanisms with other relevant sectors (e.g. Ministry of Transport, Ministry of Defense, etc) to help unload cargo at airport/seaports	Logistics & Transport team	Day 1

COVID-19 Supply Chain Job Aid



COVID-19

Description: Clinical presentation among reported cases of COVID-19 varies in severity from asymptomatic infection or mild illness to severe or fatal illness. Some reports suggest the potential for clinical deterioration during the second week of illness. Acute respiratory distress syndrome (ARDS) developed in 17–29% of hospitalized patients, and secondary infection developed in 10%. Among hospitalized patients with pneumonia, the case fatality proportion has been reported as 4–15%. No specific treatment for COVID-19 is currently available. COVID-19 is caused by infection with SARS-CoV-2 virus, which is a beta-coronavirus, like MERS-CoV and SARS-CoV. Frequently reported signs and symptoms include fever, cough, myalgia or fatigue, and shortness of breath at illness onset. Data from human infection with other coronaviruses (e.g. MERS-CoV, SARS-CoV) suggest that the incubation period may range from 2-14 days.

Mode of transmission: Based on current information it is assumed that COVID-19 is transmitted through respiratory droplets. Airborne and fecal-oral transmission are likely but the clinical significance in the context of an outbreak is unknown.

SUPPLY CHAIN CONSIDERATIONS

- Supply chain personnel should follow PPE protocols if they are entering treatment red zones or coming into contact with suspected cases
- Respiratory support is recommended for patients with severe respiratory distress

SUGGESTED COMMODITY LIST

DIAGNOSTICS	Oxygen concentrator	DISINFECTION CONSUMABLES/BIOHAZARDOUS WASTE MANAGEMENT			
ELISA and RT PCR Laboratory equipment and reagents	Oxygen face mask with reservoir bag, disposable	☐ Alcohol based hand-rub			
HEALTH FACILITIES INFRASTRUCTURE AND EQUIPMENT	Pulse oximeter, portable	 Bag, disposable for biohazardous waste PPE and clinical waste without sharps 			
Ambulance with air isolation system for transport of	☐ Sample collection tubes	☐ Body bags (suitable for burial or cremation)			
contagious patients	☐ Swabs for buccal sample collection	☐ Disinfectant			
☐ Mobile, basic diagnostic X-ray system	Swabs for nasal sample collection	☐ Soap, surgical			
Portable ultrasound	Syringes: 0.5 ml autodestruct (AD) and 5 ml reuse prevention (RUP)	Set: mask, gel and soap for targeted population			
Resuscitator		Chlorine			
Medical triage/treatment/isolation facilities	☐ Infusion setup including pump	DRUGS AND MEDICAL CONSUMABLES			
Packaging transport substance for viral sample transport	PERSONAL PROTECTIVE EQUIPMENT	Paracetamol			
N95 respirators	Gloves	Oxygen			
Surgical masks	Goggles	☐ Infusion compound (Ringer's lactate)			
		☐ Antibiotics (for secondary infections)			
Ventilators with portable and back-up power supply	Gown, disposable, with elastic wrists	ADVANCED			
MEDICAL EQUIPMENT	☐ Medical mask	☐ Home Care Kits for home isolation of asymptomatic cases or			
☐ Infrared thermometer	☐ Eye/face shield	mildly symptomatic			
Laryngoscope, adult, child set	☐ Safety box/sharps container (must be labelled "Biohazard")	☐ Antivirals/vaccines (under review/in development)			
☐ Endotracheal tubes	Scrubs				

SOURCE: Adapted from job aid for Respiratory/ Droplet-borne disease, supplemented with information from WHO Disease Commodity Package (Feb 7 2020), CDC Coronavirus (Feb 27, 2020) and McKinsey supply chain and infectious disease expert interviews



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Voices from the field Latin America and Caribbean Region Burkina Faso







LAC Region – Impact during COVID-19

Select country examples

Honduras



Paraguay



Guatemala



Dominican Republic

Stakeholders

Honduras' Ministry of Health (SESAL); Honduran Social Security Institute (IHSS); Permanent Contingency Commission (COPECO); and Armed Forces (FFAA) Paraguay's Ministry of Health (MSyBS); Instituto público de salud; Secretariat Nacional de Emergencia (SEN); SENEPA Guatemala's Ministry of Health (MSPAS) and the Guatemalan Social Security Institute (IGSS) The Dominican
Republic's Ministry of
Health (MSP); Servicio
Nacional de Salud (SNS);
Programa de
Medicamentos
Esenciales/Central de
Apoyo Logístico
(PROMESE/CAL)

Examples of perceived impact

"Being exposed to uncommon scenarios in the simulation, like Ebola, allowed us to problem solve different alternative approaches, outside the scope of our immediate roles and responsibilities"

"Responding now to the COVID-19 epidemic, we are thinking about the 10 levers constantly — it feels like this work was meant to prepare us for this"

"We have identified open contract databases as a unique way to virtually stockpile the supplies we need going forward"

66

"This is the first time all of our organizations collaborate together — just understanding each others' roles is key here"

Additional supply chain considerations



5 key additional considerations

Themes

Governance and organizational structure



Refugee/IDP emergencies may be more politically charged than natural disasters or other types of epidemics

Triggers



There is higher likelihood risk of infectious diseases spreading between displaced and national populations due to immunity differences (i.e., different endemic diseases, variation in vaccination rates, etc.)

Commodity forecasting



Significant forecasting difficulty given two layers of uncertainty: type of epidemic and number affected across both host and displaced population

Data visibility



Difficulty tracking supply and demand due to rapid changes (e.g., locations in need, number of stakeholders involved); displaced population's distrust of authority may further limit visibility

Transition



There is no initial "status quo" for displaced populations in the host country, leading to long-term planning needs (e.g., integration, settlements, etc.) with potential transition points identified for displaced population to be served by routine supply chain

Expert input

It is important to consider the role of the MoH in coordinating various stakeholders. At times, multiple bodies are tapping into the same supply chain but coordinating independently."

- Humanitarian Supply Chain Expert

One incident in Guinea can lead to 20,000 deaths in Sierra Leone and Liberia in our new globalized world [...] Each nation has different immunity patterns so spread can occur."

- Emergency Supply Chain Consultant, Academic Think Tank

Budgeting experts often allow for surge capacity of 10 to 15% but more robust methods may include tracking vaccination rates, water sanitation, etc. to understand which outbreaks are likely."

- Emergency Response Expert, Professor

It's hard to know what the situation might be. There are instances where the displaced are integrated and don't want to be identified, don't want to be known for disease."

- Regional Logistics Coordinator, Non-Profit

The transition happens when the burden of disease in the displaced population matches the one of the host population. Then, you need to move from an emergency supply chain to strengthening the routine supply chain.

- Emergency Response Expert, Professor

Key lessons to date

Scope and value



Lesson 1

ESC capability building has significant benefit



Lesson 2

ESC preparedness can reveal routine supply chain inefficiencies



Lesson 3

Preparedness is a state to maintain rather than a one-time activity to complete

Stakeholder engagement



Lesson 4

Partner organizations will remain critical in supporting ESC response over the medium-term



Lesson 5

Countries value peer learning and support from colleagues in other countries



Lesson 6

ESC preparedness typically requires participation across entities and can serve as chance to build or strengthen interdepartmental cooperation

This COVID-19 outbreak is a unique time to assess the preparedness of countries and value of this training

ESC playbook implementation



Lesson 7

Preparedness activities may fall outside the core job responsibilities of relevant government personnel



Lesson 8

Preparedness training is highly technical and can seem dry for adult learners



Lesson 9

Diagnosing challenges with the ESC requires the triangulation of information from multiple sources



Lesson 10

An effective national preparedness plan should combine external best practices with existing protocols and structures



Lesson 11

The transition from emergency to routine supply chains is an especially important area of focus

Burkina Faso – In the context of COVID-19

<u>Key Stakeholders:</u> USAID; National Emergency Supply Chain team - ESC-NT (Includes representatives of Ministries of Health, Animal Resources, Environment and Agriculture, National Defense, Finance & Economy, and National Solidarity); CAMEG (central medical store)

ESC Playbook modules and activities in response to COVID-19

People and Processes

- ✓ **Governance -** The Health Emergency Response Operations Centre (CORUS) has set up an Incident Management System (IMS) for COVID-19. GHSC-PSM is represented in the Incident Management Team and assisted in developing two documents:
 - The Preparedness and Response Plan to the COVID-19 outbreak
 - National guidelines for COVID-19 medical treatment.
- ✓ Triggers The ESC-NT decided to immediately take COVID-19 into account in the list of priority diseases treated under the emergency Supply Chain.
- Financing GHSC-PSM Burkina Faso has Global Health Security Agenda (GHSA) funding which is being used to provide technical support to COVID-19 activities with prior USAID approval.

Activities supported:

Technical support to the logistics committee of the COVID-19 management commission set up by CORUS under Prime Minister Leadership for the development of:

- Supply management plan for certain commodities (plan is updated daily)
- SOPs for COVID-19 supply management (under development/ongoing)
- Google drive database to facilitate online collaboration for the logistics committee

Burkina Faso – In the context of COVID-19

Commodity Planning

- ✓ Commodity Forecasting The ESC-NT held several meetings to identify health commodities for COVID-19 management. The list of commodities was cross-referenced with the WHO and national guidelines for a consolidated list of health commodities for COVID-19 management.
- ✓ **COVID-19 Disease Job Aid :** GHSC-PSM and the ESC-NT worked closely with the CORUS and other key stakeholders on the job aid; completed on March 19th .

✓ Next steps:

- Integration of the developed commodities list into the Playbook templates (to be ongoing)
- Quantification of the required commodities

Successes

- One health coordination and collaboration (human, animal, environment) has been achieved amongst the Burkinabe stakeholders which enables joint preparedness efforts to tackle all forms of disease outbreaks (human and zoonotic)
- The setup of the IMS with the logistics committee of the emergency supply chain national team which
 enables designated staff to utilize equipment and communications to effectively respond to the disease
 outbreak

Challenges

- Initial challenges with obtaining collective buy-in from the pertinent ministries
- Current lack of interface amongst the stakeholders due to current isolation measures to prevent spread;
 stakeholders are working remotely

Burkina Faso – In the context of COVID-19

Quotes from Burkinabe stakeholders

Governance

"It is good to see that the system in place is adaptable. After the identification of commodities for the 10 priority diseases, we decided to extend the list to 5 other diseases. To rapidly respond to the COVID-19 outbreak, the ESC-NT quickly took the lead in integrating this new disease in the Playbook." ~ Dr. Pascaline Sanou, ESC-NT lead

Logistics

"GHSC-PSM helped us to set up a supply management plan for COVID-19 commodities. This tool is crucial because it helps to determine a weekly average consumption to guide the resupply of COVID-19 treatment sites." It also helps us to better control the commodities stocks, to follow up on commodities acquisition and to identify the gap for each commodity on daily basis. ~Dr. Robert Sawadogo, COVID-19 Logistics Committee

Simulation Exercises

*These exercises allowed us to move away from theory to practical way of handling diseases outbreaksToday, with the playbook, we are prepared to react to an emergency." ~Dr. Haoua Ouedraogo, from CAMEG, Head of Logistics Section, ESC-NT



Simulation exercise opening session in the presence of the USAID Health Office Director (Photo credit: GHSC-PSM)



COVID-19 Logistics Committee working session at CORUS office (Photo credit: GHSC-PSM)

GHSC Program countries – In the context of COVID-19

Project	Playbook Module: People and Processes			Playbook Module: Commodity Planning			Playbook Module: Logistics and Transport		Other/ Simulation	
	Governance	Financing	Triggers	Data visibility	Commodity forecasting	Stockpiling	Procurement & sourcing	Warehousing & storage	Transport & waste Mgmt	/Training/ STTAs
GHSC-TA FRANCOPHONE TO CAMEROON (Activity Ended)	~				. √					
PSM TASK ORDER 4 LATIN AMERICA & CARIBBEAN (Active)	✓	√	√	√	√	✓	✓	✓	√	√
PSM ETHIOPIA (Active)	~	~			√	✓	✓	~	<	✓
PSM BURKINA FASO (Active)	✓	✓	√		✓					√
PSM SIERRA LEONE (Active)	✓		√							√
PROJECT LAST MILE (PLM) LIBERIA (Activity Ended)	✓		√							

Additional available tools that can be implemented now

- 1. Actions to Take Now to Ensure Routine Supplies Are Available
- 2. Questions to Consider to Maintain Routine Supply of Health Commodities during COVID-19
- 3. Keeping Supply Chain Workers Safe During a Pandemic
- 4. Use of Containers for Temporary Emergency Storage: Tips to Mitigate Temperature Management
- 5. Tips to Optimize Storage During Emergencies

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Questions and Discussion





