

SAPICS SPRING SUMMIT

29 AUGUST
2024

Focus Rooms, Modderfontein, Johannesburg

12:00 – 19:00

Revolutionising Healthcare Access in Lesotho

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think

supply chain

think SAPICS

Sponsored by:



Who we are & What we do



- **Innovative** South African Healthcare tech Start-up (Est. 2016)
- Focussed on innovating, customising and pioneering systems and solution in the field of **last mile medicine dispensing, distribution and collection**
- Specialising in developing people and **customer centric** solutions

✓ **1** Collect&Go smart lockers ✓ **2** Central Dispensing Software ✓ **3** Logistic & collection Mobile App ✓ **4** Tele-care and Call Centre ✓ **5** Automated Medicine Packer ✓ **6** Pharmacy Management software ✓ **7** Pharmacy Robotic Automation ✓ **8** ATM Pharmacy (Pharmacy Dispensing Unit)



Challenges - Lesotho

Public Health



Overburdened Facilities



Shortage of Pharmaceutical Services



Manual Patient & Stock Records



Pandemic Readiness

Patient Healthcare



Access and availability



Negative Economic Impact



Patient Experience



Negative Impact on Adherence

Healthcare Supply Chain



Traceability



Fragmented Supply chain



Geographical Access



High Migration

Situation – Lesotho

COVID



Background

- Lesotho Government **COVID Emergency Response**, Q3 2021
- Right ePharmacy innovations and readiness identified as the appropriate solution
 - Based on tried and tested Pilot Project in Zambia (2018)
 - Ensure Drug Access and Distribution in the Covid Pandemic
 - Target: Chronic Stable patients to access medication
 - To avoid queues and risk of co-infections of patients

FAST TRACK – 60 days Set Up 30days installation & Training (Border crossing)

- Implementing partners:
USAID, Lesotho Ministry of Health, Right ePharmacy, Riders for Health
- Naming of BonoloMeds™ Program & Activation of Lesotho required products:



A Localised Solution - Lesotho

Central Dispensing Unit - CDU



Strategy

- **Responsive and adaptable** to the Ministry of Health needs
- Development and market of a **localised solution** (brand, software etc.)
- Site implementation, Training, Pick-up Point activations and **skills transfer**

Hospital & Clinic Patient Enrolment

Scripting and scanning to Central Dispensing Unit



Cloud & Server



Central Dispensing Unit

Responsible for off-site medicine dispensing, labelling and logistics

Sending Parcels to

Sending Parcels to

Collect&Go™ Smart Locker Collection Points



Reverse Logistics



Pick-up Points Pharmacies & Clinics (PPP) & Mobile Logistics App supported



Successes - Lesotho

Patient Centered Outcomes



- Improved access & availability of medicine (positive impact on adherence)
- Reduced waiting times for patients
- Reduced costs
- Pandemic patient management (co-infections)
- Destigmatised solution
- Overall increased patient experience & healthcare outcomes



Successes - Lesotho

Program Outcomes



1



Skills transfer & change management (Localisation)

2



Further expansion of network and facilities (Scalability)

3



Digitization of patient records and stock

4



Introduction of new conditions to the program

5



Funder & community satisfaction

6



Renewal of funding due to program success (2021 – 2027)

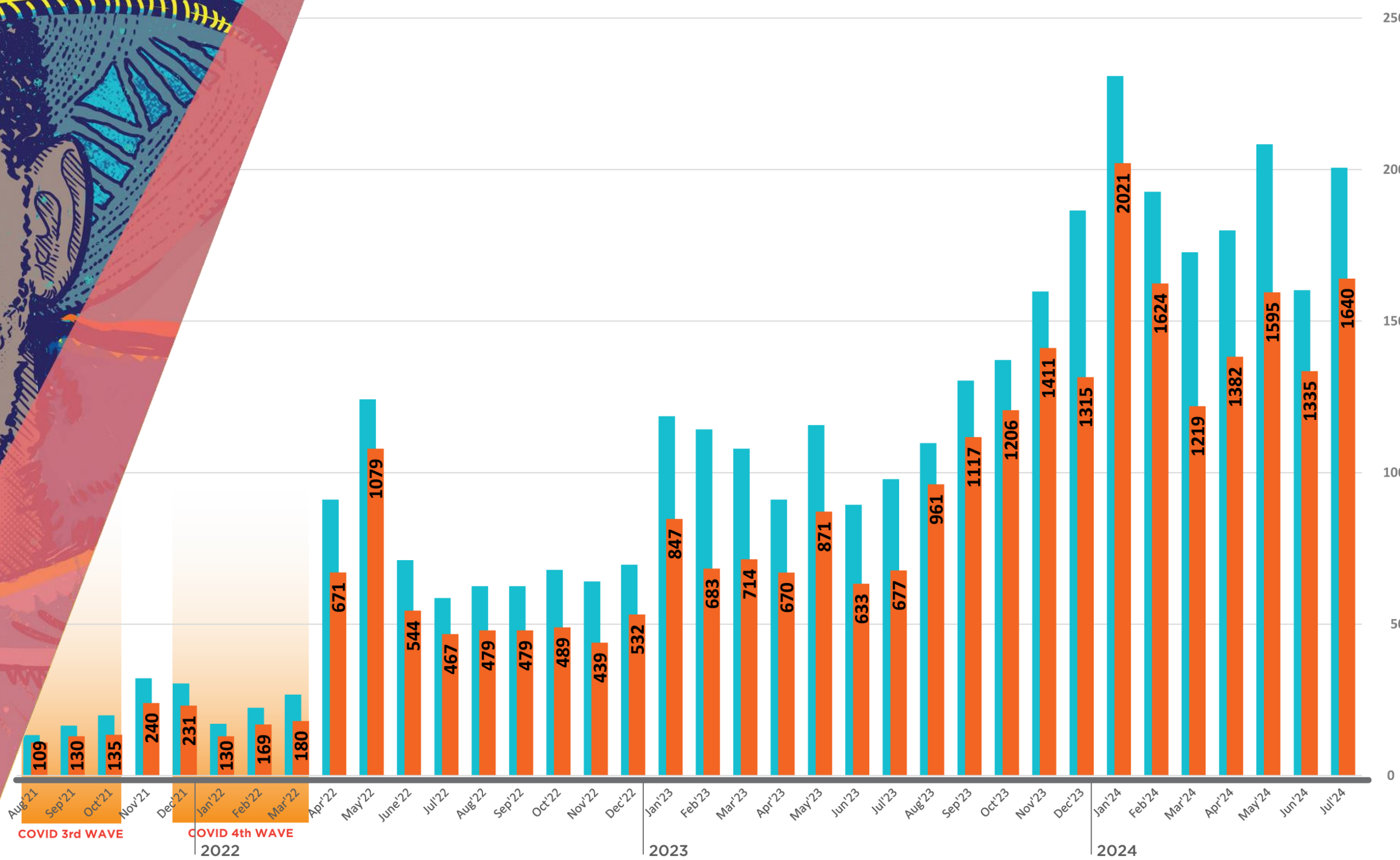
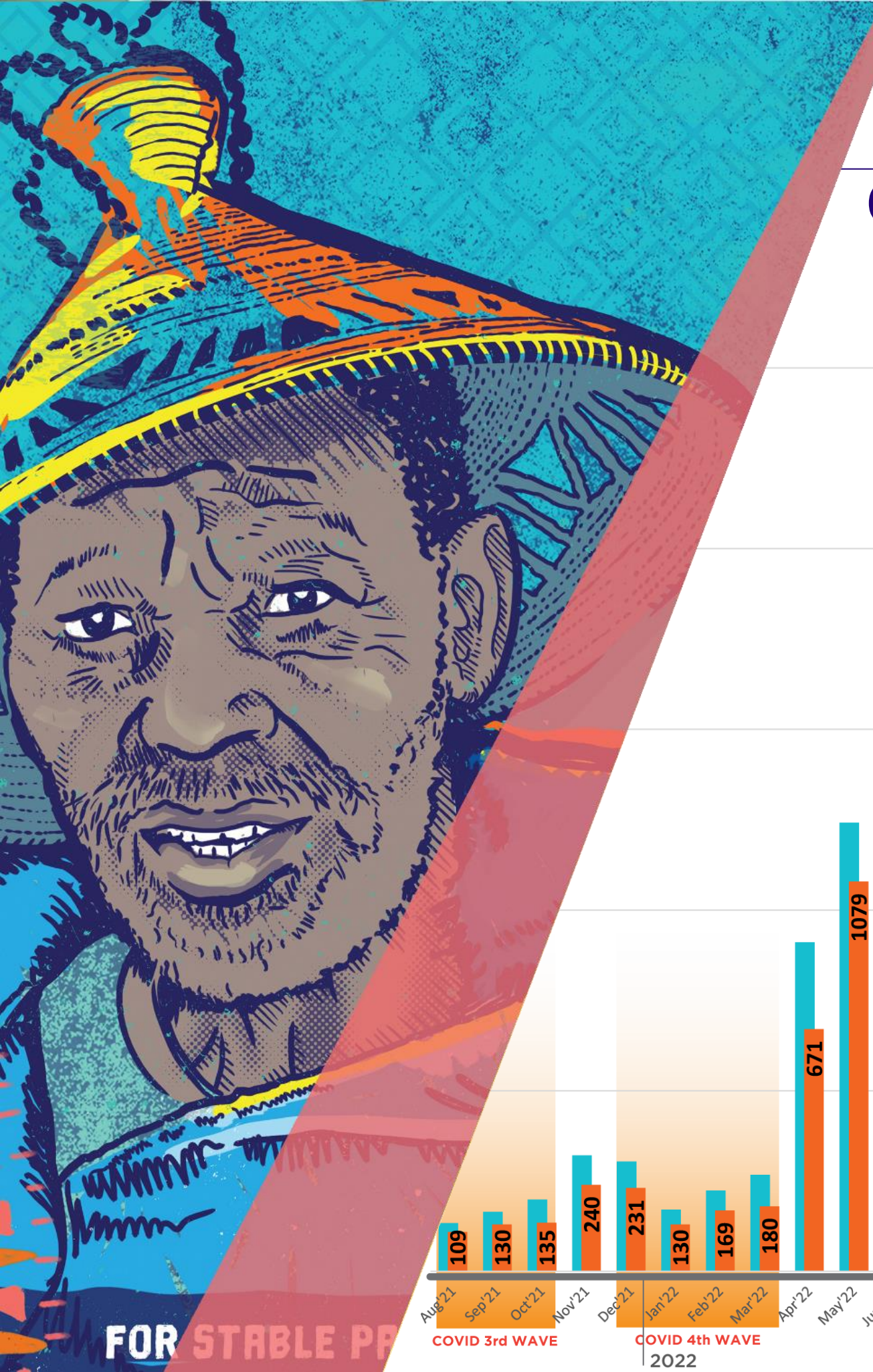
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Optimized Cost Efficiency

- Bonolomeds delivered 7x more prescriptions at 25% of the cost
- 0% Shrinkage of Commodities
- Additional cost savings: Shorten supply chain, optimised space and storage conditions

Successes - Lesotho

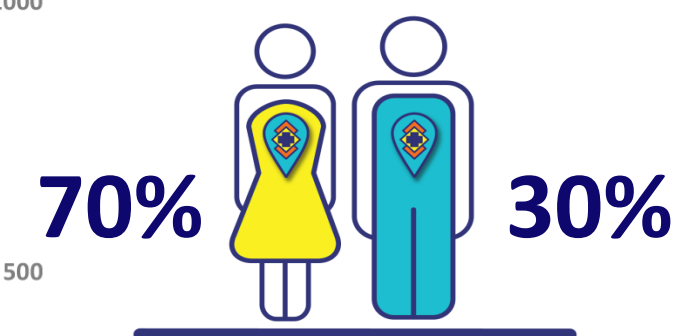
Central Dispensing Unit – Distribution points



Total Prescriptions Loaded
219 228

Total Prescriptions Collected
170 544

Successful Collections
90%



Gender Distribution
Unique Patients
21 224

FOR STABLE PP



Innovation & Program Challenges: Public Health



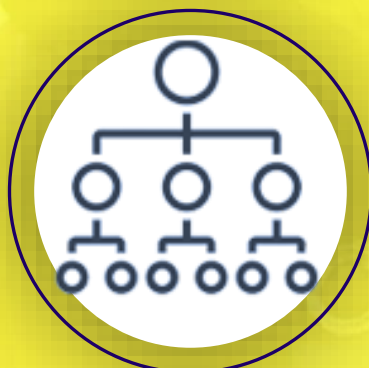
**Duration/
Project time**



**Innovation
Readiness**



**Regulated
Environment**



Bureaucracy



Costs/Funding



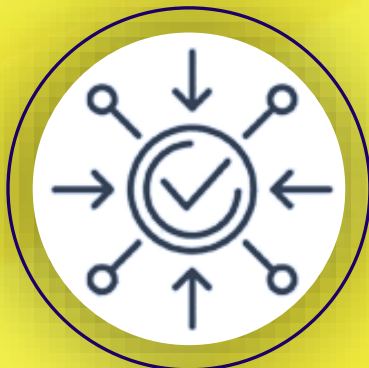
**Innovation=Opportunity
(Not a threat)**



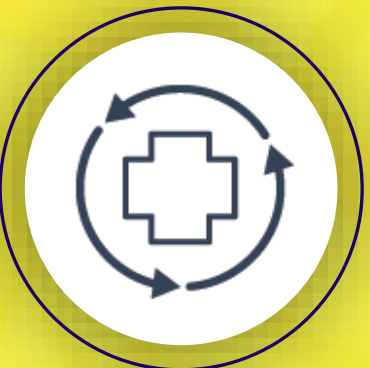
**Change
Management**



Skills Transfer



Integration



Sustainability



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Right ePharmacy's Impact on Sub-Saharan Africa



In-pharmacy Automation

R 1,914,532,000
Estimated Rand Value
\$ 106,362,888

Number of items
50 149 640

Scripts dispensed
7 658 128

Unique patients
774 224

6 386 240 parcels loaded
100% 6 386 240 parcels collected



R 50,159,308
Estimated Rand Value
\$ 2,786,628

Number of items
697 842

Scripts dispensed
275 746

Unique patients
41 873

111 096 parcels loaded
84% 93 557 parcels collected



R 133,575,001
Estimated Rand Value
\$ 7,420,833

Number of items
3 016 481

Scripts dispensed
1 837 340

Unique patients
201 456

794 858 parcels loaded
92% 731 332 parcels collected



R 83,587,250
Estimated Rand Value
\$ 4,643,736

Number of items
1 371 810

Scripts dispensed
334 349

Unique patients
111 539

265 964 parcels loaded
100% 265 964 parcels collected

TOTAL

Number of items
55 062 377

Scripts dispensed
10 083 710

Unique patients
1 129 092

7 558 158 parcels loaded
99% 7 477 093 parcels collected

Combined Summary Sub-Saharan Africa

R 2,181,853,559
Estimated Total Monetary Value of Commodities Managed
\$ 121,214,086

Thank You

Key Partner Collaborations & Integrations



GEORGETOWN UNIVERSITY
Center for Global Health Practice and Impact



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