Drone Delivery Health (DDH) is a new pilot project to minimize stockouts of key malaria testing and treatment supplies across rural health clinics in Tanzania.

The project leverages drone technology to transport supplies from a central warehouse in the region to rural clinics, and to move supplies between rural clinics when one location is overstocked and another is out of stock of a given commodity. Commodities are managed through a barcode-based scanning system to ensure accurate tracking of their location.

The implementing organization has received $2 million in funding for a two year pilot that will service clinics across one region in Tanzania. In the pilot period, the project is accountable for demonstrating how the technology reduces stockouts and overstocks and improves speed to delivery for commodity distribution.

In order to effectively estimate program effectiveness and monitor key program indicators, DDH is investing significantly in monitoring and evaluation. The project will be setting up multiple dashboards to allow their key stakeholders to have immediate access to information.

Your task: Plan for development of a dashboard for one or more three key stakeholder groups by crafting user stories and prioritizing stories for dashboard development.

For available DATA, see reverse
DATA

Sample data that could be used by stakeholders includes, but is not limited to:

- Number of operational drones
- Number of completed resupply flights (from central to clinic and clinic-to-clinic)
- Percent of planned / attempted resupply flights that succeed
- Stock levels of various commodities through the electronic Logistics Management Information System (LMIS) at the clinic and district levels within the region
- Number of anticipated stockouts averted
- Incidence of malaria by district and region
- Percent of pregnant women who receive intermittent preventive treatment for malaria
STAKEHOLDERS

Donor
DDH’s funder is keen to quickly see impact among the pilot clinics, and understand what underpins project success so they can replicate in new regions or countries. They’ve worked with the project M&E team to define a set of key performance indicators and benchmarks, and are looking for monthly updates on the number of deliveries from project inception onwards to ensure the pilot is meeting its goals.

One of the biggest pain points for the donor is the lag between their investment and seeing health impact from the program. Having ways to quantify impact quickly is a big priority, since demonstrated impact on one pilot can spark investment in another. They also know they’ll need to seek additional funding sources if the program is going to scale beyond the original pilot region, and need to start building relationships with potential funding partners early on.

HQ M&E Advisor
DDH is managed from the implementing organization’s headquarters. The M&E advisor is responsible for ensuring field-based program managers have the resources and tools they need to manage the project in-country as well as providing progress reports to the donors.

The M&E advisor is a stickler for data quality and accurately presenting information - s/he doesn’t want to start up a dashboard that misleads the donor and overstates impact early on (as much as the donor is pushing for early impact stories) and wants to consider all of the other contextual factors that may be implementing program success, whether in a positive or negative way. For her/him the dashboard needs to display the range of key performance indicators, and give the team the ability to identify program performance issues (e.g. where the project is at risk of fall short of goals) and intervene. The HQ M&E Advisor is also interested in seeing metrics that show impact across the different supply-chain projects implemented in Tanzania and similar projects across different countries.

Field-Based Program Manager
The project employs a team of field-based program managers based out of the central regional warehouse. The team is responsible for drone management and maintenance, identifying clinics with low stock and overstocks, and deploying drones for commodity pick up and drop off. The local team needs daily data to create drone flight plans for the week, identify drone performance issues for servicing, and monitor local progress.

The program manager has experience working on other tech pilots, and has found dashboards frustrating in the past - they usually lack the detailed, real time information s/he needs on the ground to make any meaningful decisions, and are only updated monthly (or less frequently). For this pilot to be successful, having access to stock information from clinics is going to be essential to developing flight plans and effectively moving commodities from place to place. Without that information for local planning purposes, the project is likely to fail. In addition, the field-based program manager wants to know how her/his decisions about drone flights and deployments are impacting project goals.