**Concept Brief: OpenLMIS for Private Health Customers**

OpenLMIS Sustainability – September 2019

***Product Customer:*** Private sector clinic, hospital, and/or pharma retail network in low resource settings whose limited supply chain efficiency and visibility are negatively affecting core business, and who may be a good fit for a version of OpenLMIS that targets the private health sector. For ease of reference, these potential customers are referred to in this document simply as “customers.”

***Product Objective:*** Increase supply chain visibility to enable better business performance and growth.

***Key Product Characteristics:***

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| **Characteristics & Customer Descriptions** | **Interviews in which customers listed this as a top priority** |
| **Value for money*** Appropriate and affordable for target customers
* Demonstrably reduces costs and/or improves performance
 | 5 |
| **Usability/ User-friendly** * Easy to set up and maintain (does not require too much support or training)
* Not too many bells and whistles: clear and efficient processes for all users
 | 3 |
| **Interoperability/ Integration** * Allows for end-to-end visibility from central procurement to patient
 | 2 |
| **Durability*** Can grow/change with customer (customization/add-on options)
* Will not break/fail with regular use (i.e. can withstand multiple and/or simultaneous users, has limited bugs, responds well despite limited electricity/internet)
 | 3 |
| **Support and training*** Offers quick and reliable support as part of a product package
* Offers some training opportunities, but does not require much user training to get started on system
 | 2 |
| **Suitable for low-resource settings, including:*** Electricity outages
* Limited connectivity
 | 5 |
| **Data protection options to address data sensitivity issues ​** | 0, but input from stakeholder calls suggests this will be a major issue  |

***Performance Specifications:***

Key Insights

* Major pain points include requisitions (5/5 customers), inventory/ stock management (5/5 customers) and reporting/ analytics (4/5 customers)
* Customers identified key OLMIS functions as priorities:
	+ Digital requisitions system (3/5 customers)
	+ Inventory management of drugs and other products (3/5 customers)
	+ Reporting/ analytics (2/5 customers)
* Some customers prioritize additions/ upgrades not currently included in OLMIS:
	+ Real-time (or close) inventory tracking (4/5 customers)
	+ Sales/ Transactions System (2/5 customers)
	+ Stock level/ expiry/ consumption alerts (1/5)
* Most customers are seeking end-to-end visibility on their supply chain as well as information on the relationship between supply chain management and finances, patient care, and other aspects of the business. Currently, customers’ partial/combined solutions make it challenging or impossible to get these insights.
* Offering interoperability/ integration with some of their existing systems, particularly clinic/ hospital management systems with inventory management features and/or financial/ accounting systems, will help OLMIS become more appealing to customers. Most would consider replacing one or more of their current systems if they could, but they also want a product that could complement their current systems if possible.

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| **Function** | **Customer Needs** | **Priority Level** | **Current OLMIS** |
| **Requisitions:** requesting of new stock (based on consumption or estimated need) and approvals to generate an order for fulfillment  | Request and view order | High  | Users can manually report on the past periods' stock levels or leverage the electronic stock cards from Stock Management to inform the requisition process. When a requisition is approved, it is converted to an order (i.e. a purchase order). |
| Amend order |
| Approve order |
| Create and view purchase order |
| View past/ pending orders |
| Incorporate information to/from existing software (e.g. clinic management, accounting system) |
| **Fulfillment (Dispatch & Receive):** Process of creating, viewing, and receiving an order via the proof of delivery  | Create and view purchase order | High  | V3 provides basic support for integrating with an external warehouse /ERP system as well as internal management of simple fulfillment workflows (useful for smaller fulfillments and for items that need special handling (e.g. vaccines). |
| Create and view proof of delivery |
| Incorporate information to/ from existing software (e.g. clinic management system, accounting system) |
| **Inventory/ Stock Management:** Ongoing accounting of stock on hand, including medical commodities and inventory-able items.  | Real-time (or close) traceability  | High | Users can record transactions like issues (debit), receipts (credit), stock counts (+/-), and a variety of adjustments (+/-).No offline support (yet)Does not get down to the patient or CHW level (mobile or tablet would be needed) |
| Incorporate information to/ from existing software (e.g. clinic management system, accounting system) |
| **Reporting & Analytics:** Routine reporting and ad-hoc analysis.  | Create and share regular and ad hoc reports on stock levels, consumption, orders placed and received, etc. | High | Great visuals with easy to create routine & custom reports |
| Create reports analyzing trends/ patterns by time period (e.g. annual, seasonal), facility, facility type, supplier, etc. |
| Incorporate information to/ from existing software (e.g. clinic management system, accounting system) for better end-to-end visibility |
| **Cold Chain:** Needed for resupply workflows around vaccines | Not specified, but all customers deal with vaccines | Not specified | Integration with Nexleaf. Comes preloaded with the WHO PQS list, can track what equipment is installed at which location, and is able to integrate with remote temp monitoring devices to inform functionality Relevant CCE information is displayed when creating or view requisitions. Cold chain information is not tied into fulfillment (ie, to avoid facilities with faulty equipment) |
| **Pricing:** Viewing/ changing product prices | Set product prices (may be different in different facilities) | High | The person ordering and approving orders can see individual product prices for the proposed order quantity. A total order price is shown at the bottom of the screen before order is approved. This is something that clients can opt to turn on or off in the requisition process. |
| Change product prices |
| View product prices |
| Include multiple currencies and/or fluctuating exchange rates |
| **Alerts** | Low/ high stock alerts | High | Currently unavailable |
| Product expiry alerts |
| Consumption alerts |
| **Equipment Management:** De-centralized inventory management for lab equipment, separated out from Cold Chain Equipment | Manage/ track non-consumable items such as lab equipment | Medium | Does not do full asset management: warranties, manuals, install dates, issue tracking, etc.  Not suitable for cold chain equipment |
| **Mobile/tablet capabilities:** Ability to function as/with mobile platforms | Not specified, but some work with mobile payment and data collection systems that could potentially require interoperability | Not specified | In general, OpenLMIS provides mobile capabilities via integrations with other mobile systems (OpenSRP and, potentially, SIGLUS).  |

***Specific Interoperability/Integration Requirements***

Key Insights

* None of the customers interviewed use the same systems or systems that are currently interoperable with OpenLMIS. Examples of customer systems include Bengel, EasyClinic, Xero, MPesa, Sage, and Omnisol. A detailed breakdown of what these systems are and which customers use them can be found below.
* Although customers are open to replacing some of their current software (possibly with OLMIS), many of them want to keep their clinic/ hospital management system (or parts of it) in place, both because it offers non-supply chain features (e.g. patient record management) and because they have already heavily invested in that system. Interoperability and/or integration with these systems is therefore seen as a key decision factor for selecting a supply chain new/ improved management solution.

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| **Name** | **System type** | **Target Customer Use** | **OLMIS Interoperable** | **Priority** |
| **Rabito Clinics/ Africa Health Holdings** |
| [Bengel](http://www.bengelwiki.org/index.php?title=Main_Page) | Clinic management | Patient records, patient transactions, some inventory management  | no | High |
| **Penda Health** |
| [EasyClinic](http://www.easyclinic.in/) | Clinic management | Patient records, some inventory tracking  | no | High  |
| [Xero](https://www.xero.com/) | Financial Management | Accounting  | no | Medium |
| MPesa  | Mobile Payments | Patient payments | no | Not specified |
| **Rapha Health Systems** |
| [Omnisol](https://www.omnisol.co.zw/product_info.php) | Clinic management | Patient records, some basic inventory management  | no | High (integration would be better) |
| **Nyaho Medical Centre** |
| Unknown name | Hospital Information System (HIS)  | Patient records, patient transactions, inventory management  | no | Medium – may be replacing |
| Sage | Accounting | Accounting | no | Not specified |
| **Anonymous Customer** |
| Unknown Name | EMR | Patient records  | no | High  |