

**Access to Essential Medicines:  
Tanzania Survey Data, 2001**

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**Strategies for Enhancing Access to Medicines**

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## **About SEAM**

The Strategies for Enhancing Access to Medicines (SEAM) Program, funded by the Bill & Melinda Gates Foundation, works to improve access to essential medicines and vaccines in the developing world by fostering partnerships between the public and private sectors.

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## Acronyms, Abbreviations, and Terms

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AMO	assistant medical officer
BP	blood pressure
DHMT	district health management team
DMO	district medical officer
DMS	district medical stores
duka la dawa baridi	private drug shops
ED	essential drugs
EDL	essential drugs list
MCH	maternal and child health
MO	medical officer
MSD	Medical Stores Department
NA	not available
NGO	nongovernmental organization
RMO	regional medical officer
SEAM	Strategies for Enhancing Access to Medicines [Program]
STGs	standard treatment guidelines
TB	tuberculosis



## About SEAM Country Assessments

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In 2000, Management Sciences for Health (MSH) received a grant from the Bill & Melinda Gates Foundation to identify and test innovative approaches to address and ameliorate the lack of access to essential medicines in developing countries by increasing the participation of the private sector. Brazil (State of Minas Gerais), Cambodia, El Salvador, Ghana, India (State of Rajasthan), and Tanzania were identified as countries where SEAM would assess the feasibility of improving access as per the mandate of the Gates Foundation grant. These assessments were carried out between February and May 2001. As an integral part of the initiative, SEAM sought out local, private not-for-profit, academic, and other research organizations with expertise in health services research to collaborate in the assessments, contributing to the adaptation of data collection instruments, sample selection, data collection, and analysis.

The assessments included facility-based survey questionnaires, simulated client visits, and patient exit interviews. The present tables include the data specifically from the following surveys and interviews.

1. *Health facility survey.* This includes information on operations and supplier performance, prices paid and charged, and prescription and dispensing, as well as an inventory review of tracer items and collection of samples for product quality testing. Types of facilities surveyed include—
  - Medical stores/depots (central, regional, district)
  - Public health facilities (clinics and hospital outpatient departments)
  - Private not-for-profit clinics and hospitals (NGOs, church/mission, other)
  - Private for-profit facilities (hospitals and clinics)
2. *Retail drug outlet survey.* This includes information on operations and supplier performance, an inventory review of tracer items and prices, and samples for product quality testing.
3. *Sample of items for quality testing.* Ten tablets of six to eight items were collected or purchased from each facility visited.
4. *Exit interviews.* Where relevant (i.e., in the outpatient department), exit interviews conducted with patients receiving a prescription.
5. *Simulated client.* Data collectors posing as clients or patients presented symptoms to dispensers in retail outlets to document prescribing/dispensing behavior.

## Tracer Conditions and Items

Measures of access reflect access to essential health commodities required for the treatment or prevention of key public health problems of a particular population. This requires the identification of “tracer” conditions and “tracer” items. Suggested tracer conditions are pneumonia for children under five years and adults, malaria, tuberculosis, HIV/AIDS, sexually transmitted infections, diabetes, hypertension, and measles. Items (e.g., chloroquine, mefloquine) should reflect not only local standard treatments but also internationally recognized treatments. Both conditions and items were identified jointly by the SEAM research team and local collaborators. Typically, tracer items are listed on a national drug formulary or essential drugs list.

## Sampling

Sampling issues for surveys were addressed and resolved in collaboration with local counterparts. Key issues considered included the existing information about the distribution of facilities and population, in particular the level of detail of this information. Methods for capturing populations in extremely remote areas were considered. The following sampling methods were used.

- Central medical stores/depots: Samples were drawn as appropriate to the context. It may be one central medical store/depot, or various regional and district depots.
- Facility surveys: A random sample of at least 20 public sector facilities (including hospital outpatient departments) was drawn from an existing list of all facilities, taking into account geographic distribution and population served.
- Private sector facilities: A minimum sample of 20 private for profit and 20 not-for-profit facilities (clinics and hospital outpatient departments) was drawn from an existing list of all facilities, taking into consideration geographic distribution and population served.
- Retail outlets: A minimum sample of 20 retail outlets was based on the availability of accurate and reliable data on the location of outlets (such as registration records). A random sample may be drawn from such a register, taking into consideration geographic distribution and population served. In the absence of such records, a sample may be drawn based on the location of a nearby public health facility.

## SURVEY DATA FROM DISTRICT AND REGIONAL HOSPITALS (PUBLIC HEALTH FACILITIES)

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed District and Regional Hospitals, by Region**

Region	Total	Percentage
Dodoma	1	25
Iringa	1	25
Mtwara	1	25
Tanga	1	25
<b>Grand Total</b>	<b>4</b>	<b>100</b>

**Table B. Location of Surveyed District and Regional Hospitals, by District**

District	Total	Percentage
Dodoma Municipality	1	25
Masasi	1	25
Njombe	1	25
Tanga Urban	1	25
<b>Grand Total</b>	<b>4</b>	<b>100</b>

**Table C. Location of Surveyed District and Regional Hospitals, by Village**

Village/Town	Total	Percentage
Bombo Area	1	25
Dodoma	1	25
Masasi	1	25
Njombe	1	25
<b>Grand Total</b>	<b>4</b>	<b>100</b>

**Table D. Number and Types of Facilities Surveyed**

Type of Health Facility	Total	Percentage
District hospital	1	25
Public district hospital	1	25
Regional hospital	2	50
<b>Grand Total</b>	<b>4</b>	<b>100</b>

**Table E. Staff Surveyed**

Facility Name	Total
Dr. Mwengele	1
Mr. Silas	1
Nassor Mussa	1
Swedi Abadallah	1
<b>Grand Total</b>	<b>4</b>

**Table F. Position of Person Interviewed**

Position of Contact Person	Total
District nursing officer	1
Nurse officer	1
Pharmacist in charge	1
Regional medical officer	1
<b>Grand Total</b>	<b>4</b>

**Table 2. Dispensary/Health Center Maintains a Record of Clients Seen**

Answer	Total
Yes	4
<b>Grand Total</b>	<b>4</b>

**Table 3. Dispensary/Health Center Refers Patients to Another Facility**

Answer	Total
Yes	4
<b>Grand Total</b>	<b>4</b>

**Table 5b. Five Most Common Health Problems Seen in Facility, in Decreasing Order**

Condition/Problem	Number of Times Mentioned
Acute respiratory infection	2
Bronchitis	1
Burns and open wounds	1
Diarrhea	3
Eye infection/diseases	1
Malaria	4
Oral disease	1
Pelvic inflammatory disease	1
Persistent fever	1
Pneumonia	3
Upper respiratory tract infection	1
Urinary tract infection	1
<b>Grand Total</b>	<b>20</b>

**Table 6. Means of Communication Used by Facility**

Answer	Total
Telephone	4
Telefax	4
Internet	2
Radio	2
Other	1

**Table 7. Limitations Facility Faces with Communication**

Answer	Total
High bills—failure to pay	1
No vehicle for the hospital	1
Out of function equipment	1
Unreliable phone lines	1
<b>Grand Total</b>	<b>4</b>

## Drug Selection

**Table 8. Facility Has a Copy of the Essential Drugs List (EDL)**

Answer	Total
Yes	4
<b>Grand Total</b>	<b>4</b>

**Table 9. Facility Relies on National EDL or Has Its Own Limited List of Medicines**

Answer	Total
Uses EDL only	2
Has own limited list, based on EDL, but includes other drugs	1
Has own limited list, not based on EDL	0

**Table 11. Facility Stocks Medicines Not Included on the EDL**

Answer	Total
Yes	2
No	2
<b>Grand Total</b>	<b>4</b>

**Table 12. Decision Makers about Adding/Eliminating Items from Facility Drug List**

Answer	Total
An individual	0
Professional committee	0
Community representatives	0
District health management team (DHMT)	0
Ministry of Health, central	0
Ministry of Health, regional	0
Other	0

**Table 14. Information Required to Request That New Items Be Included on the List**

Answer	Total
No	1
Yes	3
<b>Grand Total</b>	<b>4</b>

**Table 15. STGs/Protocols Are Used for Prescribing**

Answer	Total
No	
Yes	

## Procurement Information

**Table 18. Person Who Makes Procurement Decisions for the Hospital**

Answer	Total
An individual	2
A committee of health professionals	2
A committee that includes community representatives	0
Other	1

**Table 19. Facility Uses EDL or National Drug Formulary to Guide Procurement Decisions**

Answer	Total
No	2
Yes	2

**Table 20. Types of Suppliers the Hospital Uses to Procure Medicines and Medical Supplies**

Answer	Total
Private retail outlet	1
Wholesale or distributor	3
Manufacturers	0
Donations	2
Medical Stores Department (MSD)—Dar es Salaam	2
Zonal medical stores	3
District medical store	1
Other	0

**Table 21. Procurement Location of Items Not on the EDL**

Answer	Total
Private pharmacy	1
Duka la dawa baridi	0
MSD	1
Other	0
Manufacturer	0

**Table 22. Methods Used to Determine the Quantity of Medicines to Procure**

<b>Answer</b>	<b>Total</b>
Past consumption	3
Morbidity data	2
Comparison of consumption data and morbidity data	2
General experience	3
Programmed or routine	1
Standard formula	0
Other	0

**Table 24. How Often Purchases Are Made**

<b>Answer</b>	<b>Total</b>
Every week	0
Twice a month	0
Once a month	2
When needed	2
Other	0

### **Purchasing from the Medical Stores Department**

**Table 32. Average Time between Placing an Order/Request and Receiving the Supplies from MSD**

<b>Answer</b>	<b>Total</b>
Less than 30 days	2
Between 30 and 60 days	1
More than 60 days	0
Collected in person on the same day	2

**Table 33. Facility Receives Stock Availability Updates from MSD**

<b>Answer</b>	<b>Total</b>
Yes	3
No	1

**Table 34. Method Orders Are Usually Placed**

<b>Answer</b>	<b>Total</b>
In person	4
Fax	0
Telephone	1
Mail	0
Other	0

**Table 36. Problems Associated with Supplies Received from MSD within the Past Year**

Answer	Total
Items not ordered	1
Incorrect quantity	2
Poor quality product	2
Expired or near-expired product	3
Price change	2
Damaged item	1
Wrong specification	1
Other	0
None	0

**Table 37. Problems Associated with Products Supplied by MSD**

Product	Problem	Source
Amoxicillin syrup	Sedimentation	Zonal office, Tanga
Catheter	Stuck	Zonal office
Ferrous sulfate	Coating	Central office
Acetylcyclic acid	Clogging	Zonal office, Tanga
Blood pressure machine	Out of function	Zonal office
Intravenous infusion	Fungus growth	Zonal office, Tanga
Blood bag	Fungus growth	Zonal office

**Table 39. Action Taken to Address Quality Problems**

Answer	Total
Written complaint made to MSD headquarters in Dar es Salaam	1
Returned the blood pressure machine and blood bags	1
Advised MSD to change the catheters	1

**Table 40. Most Important Problems when Purchasing Orders from MSD**

Answer
Nonavailability of essential drugs
Insufficient quantity of essential drugs
Facility staff must go pick up items
There's a long chain before getting service
Unreliable services
Overinvoicing
Delays due to unnecessarily long procedure
High price compared to other sources of supplies
Demanded stock not available
Delays in delivery
Inactive products

**Table 41. Three Most Important Advantages When Purchasing Orders from MSD**

Answer	Total
Price	1
Reasonable price	1
No real advantage	1

## Purchasing from the Private Sector (Local Shopping)

**Table 42. Person Who Approves Purchases from the Private Sector Is Same Person Who Approves Other Purchases**

Answer	Total
Yes	3
No	1

**Table 43. Approval Procedure**

Answer
Tender of 3 months' duration
Therapeutic and cost-sharing committee have to give go-ahead
Purchasing through quotations and local purchasing order payment on check
Person in charge report to Medical Officer/District Medical Officer (DMO)
DMO calls for health professionals to verify stock list and point out the in-charge for purchasing
The committee approve the purchasing
In-charge person prepares for distribution of drugs to doctors

**Table 44. Method by Which Requests Are Usually Made**

Answer	Total
In person	0
Fax	0
Telephone	0
Mail	0
Other	0

**Table 45. Particular Medicines That the Facility Purchases from the Private Sector?**

Answer	Total
Yes	2
No	2

**Table 46. Do You Receive Updates on Stock Availability?**

Answer	Total
No	4
Yes	0

**Table 48. Method Purchase Orders Are Usually Placed to Suppliers**

Answer	Total
In person	4
Fax	0
Telephone	0
Mail	0
Contact with salesperson	1
Other	0

**Table 50. Purchases/Orders Increasing, Decreasing, or Remaining the Same**

Answer	Total
Increasing	2
Decreasing	2
About the same	0

**Table 51. Five Most Important/Frequently Used Private Sector Suppliers**

Answer	Total
Mwafrica Pharmacy	1
Ndanda Hospital	1
International Pharmacy	1
Bridget Dispensary	1
MD Pharmacy	1
Great Ruaha Pharmacy	1
Bugene Pharmacy	1
Central Tanganyika Chemist (Mackey House Pharmacy)	1
Bhojan Chemists (Dar es Salaam)	1

**Table 52. Method Supplies Reach Hospital from Private Suppliers**

Answer	Total
Suppliers usually deliver to hospital	0
Hospital makes arrangements to have supplies picked up with own vehicles	4
Other	0

**Table 53. Three Most Important Problems when Purchasing from Private Suppliers**

Answer	Total
Higher price than MSD	1
You can't buy in bulk as you want	1
Expensive compared to MSD	1
Late products	1
Low quantity; we want large amount	1
Lack of funds	1
Lack of cash	1
Fragmented deliveries	1
High prices	1

**Table 54. Three Most Important Advantages when Purchasing from Private Suppliers**

Answer	Total
Definite supply of items	1
Cash and carry	1
Good services	1
Indefinite quantity of items	1
Fast services	1
Safe delivery because of close proximity	1
Sufficient details of drugs	1
Low procurement cost	1
Low transport charges	1
Availability is guaranteed	1

**Table 55. Proportion of Deliveries to Hospital That Are Incomplete**

Answer	Total
None, deliveries are usually complete orders	1
1 in 5 deliveries are short	0
2 in 5 deliveries are short	0
3 in 5 deliveries are short	0
4 in 5 deliveries are short	0
All deliveries are short	0

**Table 56. Methods of Payment to Suppliers**

Answer	Total
Cash	3
Bank check/transfer	2
Credit	0
Other	0

**Table 57. Problems Experienced with Orders from Private Suppliers Within the Past Year**

Answer	Total
Items not ordered	0
Incorrect quantity	1
Poor-quality product	0
Expired or near-expired product	0
Price change	1
Damaged item	0
Wrong specification	1
Other	0
None	3

**Table 59. Action Taken to Follow Up on Quality Problems**

Answer	Total
Yes	0
No	4

## Infrastructure and Equipment

**Table 62. Storage Area Is Sufficient for Quantities of Stock Required**

Answer	Total
No	3
Yes	1
<b>Grand Total</b>	<b>4</b>

**Table 63. Storage Area Has Sufficient Ventilation**

Answer	Total
No	4
Yes	0

**Table 64. Method of Temperature Control**

Answer	Total
Air-conditioning	0
Fan	0
Other	0
None	3

**Table 65. Facility Has Cold Storage Area for Vaccines**

Answer	Total
Yes	4
No	0

**Table 66. Temperature Is Monitored in Cold Storage Area**

Answer	Total
Yes	3
No	1

**Table 67. Records Are Kept of the Temperature**

Answer	Total
Yes	2
No	2

**Table 67a. Records Are Up-to-Date**

Answer	Total
Yes	2
No	2

**Table 69. Sources of Electrical Energy for Dispensary/Hospital**

Answer	Total
National system	4
Local generator	4
Solar	0
Other	0
None	0

**Table 70. Facility Has Own Vehicle for Transport of Medicines**

Answer	Total
Yes	3
No answer	0

**Table 72. Main Problems with Transportation of Medicines**

Answer	Total
Unreliable transport	2
Products come late	1
No vehicle for transport of medicines	1

## Dispensing

**Table 73. Facility Prepackages Medicines**

Answer	Total
Yes	3
No answer	0

**Table 74. Position of Person Who Dispenses Medications to Patients**

Answer	Total
Pharmacist	1
Pharmacy technician	2
Nurse	4
Other	3

**Table 75. Records Are Maintained for Prescriptions Written and Dispensed**

Answer	Total
Prescriptions only	1
Dispensing only	2
Both	1
Neither	0

## Cost Recovery

**Table 78. Certain Patient Groups Are Formally Exempt from Paying Fees**

Answer	Total
Yes	3
No answer	0

**Table 79. Patient Groups Formally Exempt from Paying Fees**

Answer	Total
Poor	2
Children	4
Elderly	0
Others (e.g., pregnant or delivering mothers; cancer patients, TB patients; patients with DM, HTN, or measles; prisoners; and those with chronic diseases such as diabetes.)	0

**Table 80. Patient Groups Informally Exempt from Paying Fee**

Answer	Total
Poor	1
Children	0
Elderly	0
Others	0

**Table 82. Percentage of Funds Retained by Facility**

Answer	Total
100	4
50	0
0	0
Other	0

**Table 84. Funds Have Been Used to Procure Medicines**

Answer	Total
Yes	3
No	1

**Table 85. Funds Are Used to Procure Other Items**

Answer	Total
Yes	3
No	1

## Community Organizations

**Table 92. Community-Based Organizations Active in the Area Served by the Facility**

Answer	Total
Parents' association	1
Agricultural cooperatives	1
Women's groups	2
Church or faith-based groups	2
Health financing	0
Microfinance groups	2
Other	0

**Table 99. Organizations Provide Input or Oversight to the Facility**

Answer	Total
Yes	1
No	0

## SURVEY DATA FROM PRIVATE PHARMACIES

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed Pharmacies, by Region**

Region	Total	Percentage
Dar es Salaam	8	62
Dodoma	2	15
Kagera	1	8
Tanga	2	15
<b>Grand Total</b>	<b>13</b>	<b>100</b>

**Table B. Location of Surveyed Pharmacies, by District**

District	Total	Percentage
Dodoma Municipality	2	15
Kagera	1	8
Tanga Urban	2	15
Temeke	8	62
<b>Grand Total</b>	<b>13</b>	<b>100</b>

**Table C. Location of Surveyed Pharmacies, by Village**

Village/Town	Total
Dodoma	2
Kurasini Myinjani	1
Kyrasini Shimola Udongo	1
Mton Kwa Aziz	1
Mtoni	1
Ngamiani	1
Nyakahanga	1
Sandake Street	1
Sandawe Street	1
Tandinka	1
Tanga Municipality	1
Temeke Mwisho	1
<b>Grand Total</b>	<b>13</b>

**Table D. Number and Types of Facilities Surveyed**

Answer	Total	Percentage
No answer	1	8
Main Street	9	69
Ngamian Kati	1	8
Other	2	15
<b>Grand Total</b>	<b>13</b>	<b>100</b>

**Table E. Pharmacist Present**

<b>Answer</b>	<b>Total</b>
True	10
False	3
<b>Grand Total</b>	<b>13</b>

**Table F. Position of Person Interviewed**

<b>Position of Contact Person</b>	<b>Total</b>
Assistant pharmacist/doctor	1
Clinical officer	1
Dispenser assistant	1
Dispenser (clinical officer)	1
Trained nurse	1
Nurse-midwife	1
Owner	2
Pharmacist	2
Pharmacist in charge	1
Pharmacy technician	2
<b>Grand Total</b>	<b>13</b>

**Table 8. Pharmacy Owned or Rented**

<b>Answer</b>	<b>Total</b>
Owned	4
Rented	9
<b>Grand Total</b>	<b>13</b>

**Table 9. Number of Employees**

<b>Answer</b>	<b>Total</b>
0	1
2	2
3	4
4	3
5	2
7	1
<b>Grand Total</b>	<b>13</b>

**Table 10. Personnel by Position and Highest Educational Qualification/Degree Obtained**

Pharmacy degree	Dispensing assistant			
Pharmacist	Storekeeper	Guard	Accountant	Counter Assistants (3)
Pharmacist	Assistant Pharmacist	Counter Assistant	Counter Assistant	
Mbalamwezi, R., Bachelor of Pharmacy	Semakafu, F.— Nurse/midwife	Mohamed, Z.— Nurse/midwife		
C.Masika, Diploma in Pharmacy	Tefurukwa, A.— Nursing Officer	Kayona, A.— Accountant	Jumanne, D.— Attendant	
Pharmacist, Bachelor of pharmacy	Clinical dispenser	Nurse—salesperson		
Pharmacist in charge	Clinical officers	Clinical Officer— Dispenser	Nurse—assistant- dispenser	
Assistant Pharmacist	Doctor	Assistant Nurse		
Oliver Mchelema, Clinical Officer	Mwanja, Massawe— Nurse	Massawe, Olive — Doctor		
Pharmacist	Nurse Midwife			
Pharmacist, Degreed	Trained Nurse— Certificate	Nurse Assistant— Certificate		
Pharmacist	Nurse			
Pharmacist, Degreed	Pharmaceutical Technician—Diploma	Nurse Assistant— Certificate	Attendants	

**Table 11. Year Pharmacy Was First Registered by the Registrar of Companies**

Answer	Total
1990	1
1992	1
1995	1
1997	1
1998	5
1999	2
2000	1
2001	1
<b>Grand Total</b>	<b>13</b>

**Table 12. Business Registration Document Was Reviewed**

Answer	Total
Yes	13
No	0
<b>Grand Total</b>	<b>13</b>

**Table 13. Year Pharmacist Was Registered by Pharmacy Board**

<b>Answer</b>	<b>Total</b>
No answer	1
1982	1
1984	1
1986	1
1988	1
1994	1
1998	2
1999	1
2000	2
2001	2
<b>Grand Total</b>	<b>13</b>

**Table 14. Professional Registration Document Was Reviewed**

<b>Answer</b>	<b>Total</b>
True	11
False	2
<b>Grand Total</b>	<b>13</b>

**Table 15. Business License for 2001 from Local Government**

<b>Answer</b>	<b>Total</b>
True	11
False	2
<b>Grand Total</b>	<b>13</b>

**Table 16. Business License Was Reviewed**

<b>Answer</b>	<b>Total</b>
Yes	11
No	2
<b>Grand Total</b>	<b>13</b>

**Table 17. Year Pharmacy Opened**

<b>Answer</b>	<b>Total</b>
November 2000	1
1992	1
1995	1
1997	1
1998	3
1999	2
2000	3
2001	1
<b>Grand Total</b>	<b>13</b>

**Table 18. Type of Pharmacy**

<b>Answer</b>	<b>Total</b>
Independent	11
Owned	2
Franchise	1

**Table 19. Profession of Independent Pharmacy Owner**

<b>Answer</b>	<b>Total</b>
Medical doctor	2
Pharmacist	6
Pharmacy technician	0
Nurse/midwife	0
Clinical officers	0
Other medical	2
Other nonmedical	3

**Table 20. Person Who Decides which Medicines Will Be Sold**

<b>Answer</b>	<b>Total</b>
Owner	3
Pharmacist in charge	9
Salesperson	2
Other	1

**Table 21. Facility Has a Copy of Most Recent National EDL and/or National Formulary**

<b>Answer</b>	<b>Total</b>
True	4
False	9
<b>Grand Total</b>	<b>13</b>

**Table 23. Facility Sells the Following Products**

<b>Answer</b>	<b>Total</b>
Medical supplies	11
Vaccines	0
Diagnostics	0
Dental product	0
Products for the eyes	0
Condoms	8
Other contraceptives	5

**Table 24. Pharmacy Prepackages Medicines**

<b>Answer</b>	<b>Total</b>
True	10
False	3
<b>Grand Total</b>	<b>13</b>

**Table 25. Pharmacy Keeps Records of Drugs Sold**

Answer	Total
True	0
False	13
<b>Grand Total</b>	<b>13</b>

**Table 26. Records Maintained for Prescriptions Written and Dispensed**

Answer	Total
Prescription only	8
Dispensing only	4
Both	2
Neither	1

**Table 29. Proportion of Dispensed Drugs Sold on Prescription**

Answer	Total
None	0
1 in 4	3
2 in 4	3
3 in 4	6
All	1

**Table 31. Pharmacy Has the Following Information Sources**

Answer	Total
National EDL	6
National Formulary	4
Treatment guidelines	6
Pharmacopeias	5
Other drug information sources	0

**Table 32. Pharmacy Has Contracts with Private Hospitals, Clinics, Insurance Companies, or Other Institutions to Provide Drugs**

Answer	Total
True	2
False	11
<b>Grand Total</b>	<b>13</b>

**Table 34. Pharmacy Sells Drugs or Medical Supplies to Public Sector Institutions (e.g., District Hospitals, Health Centers, Dispensaries, Military)**

Answer	Total
True	1
False	12
<b>Grand Total</b>	<b>13</b>

**Table 38. Pharmacy Sells Directly to Public Sector Patients**

Answer	Total
True	10
False	3
<b>Grand Total</b>	<b>13</b>

**Table 40. Proportion of Customers Filling Prescriptions from a Public Sector Health Facility**

<b>Answer</b>	<b>Total</b>
None	0
1 in 4	5
2 in 4	2
3 in 4	4
All	1

**Table 41. Pharmacy Sells Medicines at a Discount to Certain Patients**

<b>Answer</b>	<b>Total</b>
True	7
False	6
<b>Grand Total</b>	<b>13</b>

**Table 42. Types of Patients Offered Discount**

<b>Answer</b>	<b>Total</b>
Poor	0
Elderly	0
Children	0
Disabled	0
Other	0

**Table 43. How Decision on Sales Price Is Made**

Answer	Total
Use the price suggested by supplier	2
Add a percentage to price paid to the supplier	10
Other	0
No answer	1
Percentage markup	
10	1
22	1
25	3
25–50	2
30	2
30	2
50	1
<b>Grand Total</b>	<b>13</b>

**Table 44 . Markup on the Price Paid to Supplier**

Answer	Total
Medicines requiring a medical prescription (including controlled substances)	50
Medicines that do not require medical prescription (over the counter)	50
Condoms	50
Other items	50
<b>Grand Total</b>	

**Table 45. Effects of Changes in Suppliers' Prices**

Answer	Total
The old stock is sold with a new price, based on the latest shipment	3
The old stock is sold at its original price and the new stock is sold at the new price	8
An average price is calculated and applied	2
Other	0

**Table 52. Usual Time Period for Paying Suppliers**

Answer	Total
Cash and carry	9
7 days	1
14 days	3
30 days	6
Other	0

**Table 53. Pharmacy Receives a Discount for Paying Supplier on Time**

Answer	Total
True	2
False	11
<b>Grand Total</b>	<b>13</b>

**Table 55. Method Orders Are Placed to Suppliers**

<b>Answer</b>	<b>Total</b>
In person	11
Fax	5
Telephone	10
Mail	1
Contact salesperson	6
E-mails	2
Other	0
Don't know	0

**Table 56. Frequency of Orders to a Supplier**

<b>Answer</b>	<b>Total</b>
Daily	3
Weekly	2
Once a month	1
Twice a month	3
Every 2 months	0
When needed	7
Other	0
Don't know	1

**Table 57. Number of Days between Placing an Order and Receiving Supplies**

<b>Answer</b>	<b>Total</b>
1 day	5
Up to 7 days	4
Between 7 and 15 days	1
Up to 30 days	1
More than 30 days	0
Order and collect	6
Don't know	0

**Table 58. Pharmacy Has a System to Record Purchase Orders**

<b>Answer</b>	<b>Total</b>
True	10
False	3
<b>Grand Total</b>	<b>13</b>

**Table 59. Information Contained in Purchase Order System**

<b>Answer</b>	<b>Total</b>
Date of issue of the order	8
Date of receipt of the order	9
Amount required	10
Amount received	10
Estimated cost	8

**Table 60. Method Pharmacy Receives Supplies**

Answer	Total
Mail/post	1
Supplier transport	5
Commercial transport	6
Pharmacy picks up	6
Other	0

**Table 61. Pharmacy Usually Receives Complete Order from Supplier**

Answer	Total
True	8
False	5
<b>Grand Total</b>	<b>13</b>

**Table 62. Reports Received from Supplier**

Answer	Total
Order status	7
Purchases	5
Payment status	7
Other	1
None	1

**Table 63. Problems within the Last Year from a Supplier**

Answer	Total
Item not requested	5
Damaged products	7
Price change	7
Expired/close to expiration	9
Wrong drug	4
Quality	0
Other	1

**Table 68. Pharmacy Advertises Products and Services**

Answer	Total
Less than week	1
Between 2 to 4 weeks	0
More than 4 weeks	0
Same day	7
Other	0
<b>Grand Total</b>	<b>8</b>

**Table 69a. Pharmacy Has a Refrigerator to Store Vaccines**

Answer	Total
True	3
False	10
<b>Grand Total</b>	<b>13</b>

**Table 69b. Refrigerator Appears to Be Functioning**

<b>Answer</b>	<b>Total</b>
True	3
False	10
<b>Grand Total</b>	<b>13</b>

## Scheduling and Other Services

**Table 71. Pharmacy Offers Services to Clients**

<b>Answer</b>	<b>Total</b>
Provide drug information	13
Suggest/recommend remedies	12
Research drug use problems	2
Maintain patient specific profiles/information	3
Give injections	0
Other	0

**Table 72. Last Time Pharmacy Was Inspected by Pharmacy Board**

<b>Answer</b>	<b>Total</b>
Within the last year	8
Within the last two years	1
Never	2
Don't know	1

**Table 73. Pharmacy Used any Computerized System for Business Purposes in the Past Year**

<b>Answer</b>	<b>Total</b>
True	1
False	12
<b>Grand Total</b>	<b>13</b>

**Table 74. Types of Computerized Systems**

<b>Answer</b>	<b>Total</b>
Inventory	0
Accounts payable	0
Accounts receivable	0
Correspondence	0
Others	0

**Table 75. Other Products Sold in Pharmacy (Observed)**

<b>Answer</b>	<b>Total</b>
Medical supplies	9
Natural foods	0
Packaged foods	1
Unpackaged foods	0
Paper goods	0
Clothing	0
Sundries	3
Electronic goods	0
Others	0

## SURVEY DATA FROM PRIVATE DISPENSARIES AND HEALTH CENTERS

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed Dispensaries, by Region**

Region	Total	Percentage
Dodoma	3	18
Iringa	4	24
Kagera	3	18
Kilimanjaro	3	18
Mtwara	3	18
Tanga	1	6
<b>Grand Total</b>	<b>17</b>	<b>100</b>

**Table B. Location of Surveyed Dispensaries, by District**

District	Total	Percentage
Bisu	1	6
Dodoma Municipality	1	6
Dodoma Urban	2	12
Karagwe	2	12
Masasi	3	18
Moshi Rural	3	18
Njombe	4	24
Tanga Urban	1	6
<b>Grand Total</b>	<b>17</b>	<b>100</b>

**Table C. Location of Surveyed Dispensaries, by Village**

Village/Town	Total	Percentage
Businde	1	6
Dodoma	2	12
Dodoma Town	1	6
Iwa	1	6
Kamuli	1	6
Kileuo	1	6
Kimanganuni	1	6
Makambako	1	6
Masasi	1	6
Masasi Twon (Mkuti Area)	1	6
Masasi Town—Jida	1	6
Ngamiani Kaskazini	1	6
Njombe	2	12
Omurushaka	1	6
Uwemba	1	6
<b>Grand Total</b>	<b>17</b>	<b>100</b>

**Table E. Position of Person Interviewed**

Answer	Total
Assistant in charge of health center	1
Assistant medical officer in charge	1
Clinical officer	2
Clinical officer I/C/midwife I/C	1
Clinical officer in charge	2
Director	1
Doctor in charge / owner	1
Doctor in charge	2
In-charge of the dispensary	1
Manager of the center	1
Medical officer	2
Nurse-midwife in charge	1
Owner (AMO)	1
<b>Grand Total</b>	<b>17</b>

**Table F. Number and Types of Facilities Surveyed**

Type of Health Facility	Total	Percentage
Dispensary	14	82
Health center	2	12
Hospital	1	6
<b>Grand Total</b>	<b>17</b>	<b>100</b>

**Table H. Facility Is Part of a Network**

Answer	Total
True	5
False	12
<b>Grand Total</b>	<b>17</b>

**Table I. Name of Network**

Answer	Total
No answer	12
Dar es Salaam, Moro, Iringa, Mbeya, and Mwanza	1
Marie Stopes International	1
Milo Hospital (Ludewa District)	1
Missionary Benedictine Sisters	1
Yam Dispensary	1
<b>Grand Total</b>	<b>17</b>

**Table 2. Facility Maintains Records of Clients Seen**

Answer	Total
True	17
False	0
<b>Grand Total</b>	<b>17</b>

**Table 3. Dispensary/Health Center Refers Patients to Another Facility**

Answer	Total
True	17
False	0
<b>Grand Total</b>	<b>17</b>

**Table 6. Facility Makes Use of Following Means of Communication**

Answer	Total
Telephone	11
Telefax	0
Radio	0
E-mail	0
Internet	0
Courier	0
Other	6

## Drug Selection

**Table 8. Facility Has a Copy of National EDL**

Answer	Total
True	7
False	10
<b>Grand Total</b>	<b>17</b>

**Table 9. Facility Relies on the National EDL or Has Its Own Limited List of Medicines That It Uses to Guide Prescribing**

Answer	Total
True	7
False	10
<b>Grand Total</b>	<b>17</b>

**Table 10. How Often Facility List Is Modified**

Answer	Total
No answer	11
Every month	1
Other	4
Twice a year	1
<b>Grand Total</b>	<b>17</b>

**Table 11. Person or Organization That Develops Guidelines**

Answer	Total
Ministry of Health	6
Other	2
No answer	9
<b>Grand Total</b>	<b>17</b>

**Table 13. Dispensary/Health Center Does or Does Not Use Only Drugs and Supplies Contained in the MSD ED Kit**

<b>Answer</b>	<b>Total</b>
Only uses drugs in kit	5
Buys or receives drugs in addition to kit, but only on additional quantities of kit drugs	5
Buys or receives drugs that are different from those in the kit	4

**Table 15. Facility Stocks Drugs Not in the Kit**

<b>Answer</b>	<b>Total</b>
True	11
False	6
<b>Grand Total</b>	<b>17</b>

**Table 17. Decision Maker about Adding/Eliminating Items (If Facility Has Its Own List)**

<b>Answer</b>	<b>Total</b>
Individual	4
Professional committee	0
Community representatives	0
Management committee	1
Ministry of Health central	0
Ministry of Health regional	0
Other	0
Facility has no list	7

**Table 18. Information Required to Request a New Item**

<b>Answer</b>	<b>Total</b>
Drug consumption	8
Prescription data	4
Medical literature	4
Price	3
None	3
Available budget	5
Local disease pattern	9
Available credit	1
Other	0

## Procurement Information

**Table 19. The Center/Dispensary Purchases/Receives Any Drugs in Addition to Those Received in the Kit for MSD**

<b>Answer</b>	<b>Total</b>
False	17
<b>Grand Total</b>	<b>17</b>

**Table 20. Person Who Makes Procurement Decisions**

Answer	Yes
Various staff	9
Health professionals	5
Community representatives	2
Other	0

**Table 21. The Facility Uses the EDL or National Formulary to Guide Procurement Decisions**

Answer	Total
True	5
False	12
<b>Grand Total</b>	<b>17</b>

**Table 22. Type of Supplier Used to Procure Medicines and Supplies**

Answer	Total
Private retail outlet	11
Wholesaler distributor	12
Donations	0
MSD	2
MSD zonal	0
Mission hospital	0
Regional medical stores/district medical stores	0
Other	0

**Table 23. How Decision Is Made about When to Order**

Answer	Total
Based on minimum	13
Budget constraints	1
Other	1
Regular scheduled	2
<b>Grand Total</b>	<b>17</b>

**Table 23. Procurement Location of Items That Are Not on the EDL**

Answer	Total
a) Private retail outlet	0
b) Wholesaler or distributor	1
c) Donations	2
d) Other	
e) Not applicable	0

**Table 24. Methods Used to Determine the Quantity of Medicines to Procure**

Answer	Total
Both historical data and morbidity projections	5
Budget constraints	5
Estimations	5
Preprogrammed	2
<b>Grand Total</b>	<b>17</b>

**Table 25. Frequently Used Suppliers**

<b>Answer</b>	<b>Total</b>
NA	1
Agakhan	1
Kayonza Pharmacy	1
Kayonza Pharmacy Mwanza	1
MSD	2
Private pharmacy	1
Private pharmacy/DUA	1
Private retail outlet—private pharmacy	1
Private retailer	1
Seven in One Pharmacy—Arusha	1
Wholesaler	4
Wholesaler—Salama Pharmaceuticals, Dar es Salaam	2
<b>Grand Total</b>	<b>17</b>

**Table 26. Book Used for Tracking Orders**

<b>Answer</b>	<b>Total</b>
True	5
False	12
<b>Grand Total</b>	<b>17</b>

**Table 31. Proportion of Supply Deliveries That Were Incomplete in the Past Year**

<b>Answer</b>	<b>Total</b>
1 in 5 are short	2
2 in 5 are short	0
3 in 5 are short	0
4 in 5 are short	0
None	15
<b>Grand Total</b>	<b>17</b>

## Stocks from the MSD

**Table 32. MSD ED Kits Are the Only Source of Drugs and Supplies**

<b>Answer</b>	<b>Total</b>
True	0
False	17
<b>Grand Total</b>	<b>17</b>

**Table 34. Number of Times Drugs Were Purchased from MSD Last Year**

<b>Answer</b>	<b>Total</b>
0	3
10	2
12	4
18	1
2	1
23	1
24	1
3	1
35	1
4	1
6	1
<b>Grand Total</b>	<b>17</b>

**Table 37. Dispensary/Health Center Receives Stock Availability Updates from MSD**

<b>Answer</b>	<b>Total</b>
True	5
False	12
<b>Grand Total</b>	<b>17</b>

**Table 38. Method Orders Are Usually Placed**

<b>Answer</b>	<b>Total</b>
In person	1
Fax	0
Telephone	0
Mail	0
Other	0

**Table 39. Problems Associated with Supplies Received from MSD in the Past Year**

<b>Answer</b>	<b>Total</b>
Items not ordered	5
Incorrect quantity	5
Poor quality product	4
Expired or near expired product	4
Price change	6
Damaged item	3
Wrong specification	3
Other	0
None	9

**Table 40. Problems Associated with Products Supplied by MSD**

Product	Problem	Source
Amoxicilline	Missing	NA
Aspirin	Incorrect quantity	NA
Ciprofloxacin	Physical appearance/color change	MSD – Manufacturer: India
Co-trimoxazole syrup	Color change	NA
Seprtrin syrup	Color change	NA
Fansidar	Not efficacious for malaria	Kampala Pharmaceuticals Ltd
Whitfield ointment	Segregation	NA
Widal's Reagent	With particles	J.D. Pharmacy

**Table 41. Quality Problems Addressed**

Answer	Total
True	2
False	15
<b>Grand Total</b>	<b>17</b>

**Table 46. Average Time Sending/Receiving**

Answer	Total
No answer	6
Between 2 and 4 weeks	1
Less than a week	2
Ordered and collected on the same day	8
<b>Grand Total</b>	<b>17</b>

## Placing Orders from the Private Sector (Local Shopping)

**Table 61. Method Supplies Reach the Facility from Private Suppliers**

Answer	Total
Suppliers usually deliver to facility	1
Facility must make arrangements to have supplies picked up with own vehicle	10
Other	6

**Table 62. Most Important Purchasing Problems**

Answer	Total
Change in prices (high prices)	1
Changes in prices	1
Communication barrier between our suppliers and us	1
Have a tendency of hiking prices	1
High price	2
If they have money, they are very helpful	1
Overtaxation (tariff system) for products bought	1
Price variations—they become higher	1
Price changes	1
Very expensive	1
<b>Grand Total</b>	<b>17</b>

**Table 63. Other Purchasing Problems**

Answer	Total
No answer	11
Have problem selecting products	1
No reliable credit for purchased goods	1
Unreliable quality of drugs/products	1
Payment terms are cash and carry, no check	1
Reluctant to provide price list	1
Transportation	1
<b>Grand Total</b>	<b>17</b>

**Table 64. Methods of Payment to Suppliers**

Answer	Total
Cash	13
Bank check/transfer	7
Credit	3
Other	0

## Infrastructure and Equipment

**Table 70. Storage Area Is Sufficient for Quantities of Stock Required**

Answer	Total
True	13
False	4
<b>Grand Total</b>	<b>17</b>

**Table 71. Storage Area Has Sufficient Ventilation**

Answer	Total
True	13
False	4
<b>Grand Total</b>	<b>17</b>

**Table 72. Method of Temperature Control**

Answer	Total
No answer	1
Fan	2
None	14
<b>Grand Total</b>	<b>17</b>

**Table 73. Facility Has Cold Storage Area for Vaccines**

Answer	Total
True	6
False	11
<b>Grand Total</b>	<b>17</b>

**Table 74. Temperature Is Monitored in Cold Storage Area**

Answer	Total
True	6
False	11
<b>Grand Total</b>	<b>17</b>

**Table 75. Records Are Kept of the Temperature**

Answer	Total
True	6
False	11
<b>Grand Total</b>	<b>17</b>

**Table 75a. Records Are Up-to-Date**

Answer	Total
False	17
<b>Grand Total</b>	<b>17</b>

**Table 77. Source of Electrical Energy for Dispensary/Health Center**

Answer	Total
National system	13
Local generator	3
Solar	0
Other	0
None	1

**Table 78. Facility Has Own Vehicle for Transport of Medicines**

Answer	Total
Yes	2
No answer	17

**Table 80a. Most Important Medicine Transportation Issues**

Answer	Total
No answer	7
Bad roads	1
Damage of the packaging	1
During rainy seasons roads are impassable	1
Lack of transportation means	1
No problem because only small amounts are purchased	1
None	2
Poor handling public transports	1
Poor road infrastructure	1
The dispensary doesn't have its own car	1
<b>Grand Total</b>	<b>17</b>

**Table 80b. Other Medicine Transportation Issues**

Answer	Total
No answer	14
High cost in transporting medicine	1
Leakage of drug containers	1
The facility does not have its own vehicle	1
<b>Grand Total</b>	<b>17</b>

## Dispensing

**Table 81. Dispensary/Health Center Prepackages Medicines**

Answer	Total
True	6
False	11
<b>Grand Total</b>	<b>17</b>

**Table 82. Persons Who Dispense Medications to Patients**

Answer	Total
No answer	1
Nurse auxiliary	6
Nurse or midwife	6
Other	3
Pharmacist	1
<b>Grand Total</b>	<b>17</b>

**Table 83. Records Maintained for Prescriptions Written and Dispensed**

Answer	Total
No answer	1
Both	5
Dispensing only	4
Neither	5
Prescriptions only	2
<b>Grand Total</b>	<b>17</b>

**Table 87. Patient Groups Formally Exempt from Paying Fees**

Answer	Total
No answer	14
Children	1
None	1
Other	1
<b>Grand Total</b>	<b>17</b>

**Table 88. Patient Groups Informally Exempt from Paying Fees**

<b>Answer</b>	<b>Total</b>
No answer	14
Children	1
None	1
Other	1
<b>Grand Total</b>	<b>17</b>

**Table 91. Persons with the Authority to Use Funds Generated**

<b>Answer</b>	<b>Total</b>
No answer	3
All individuals	1
Board members	1
Clinical officer in charge	1
Director	1
Management	1
Manager	1
Missionary Benedictine Sisters	1
Not applicable	2
No Cost Recovery Scheme	1
Nurse in charge	1
Owner	2
Priest	1
<b>Grand Total</b>	<b>17</b>

## Community Organizations

**Table 98. Community-Based Organizations Active in the Area That Dispensary/Health Center Serves**

<b>Answer</b>	<b>Total</b>
Parents' association	3
Agricultural cooperatives	6
Women's groups	11
Church or faith-based groups	9
Health financing	0
Micro-finance groups	2
Other	3

**Table 99. Organizations Provide Input or Oversight to Dispensary/Health Center**

<b>Answer</b>	<b>Total</b>
Yes	5
No	0

## SURVEY DATA FROM PUBLIC HEALTH DISPENSARIES AND HEALTH CENTERS

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed Facilities, by Region**

Region	Total	Percentage
Dodoma	4	22
Iringa	3	17
Kagera	3	17
Kilimanjaro	3	17
Mtwara	3	17
Tanga	2	11
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table B. Location of Surveyed Facilities, by District**

District	Total	Percentage
Dodoma Municipality	2	11
Dodoma Urban	2	11
Karagwe	3	17
Masasi	3	17
Moshi Rural	3	17
Njombe	3	17
Tanga Municipality	1	6
Tanga Urban	1	6
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table C. Location of Surveyed Facilities, by Village**

Village/Town	Total
Chiungutwa	1
Dodoma	1
Dodoma Municipality	1
Hombolo Bwawani	1
Igima	1
Kahe West	1
Kayanga	1
Kikuyu South	1
Lole	1
Lusisi	1
Mabokweni	1
Msae	1
Nagaga	1
Nangomba	1
Njombe	1
Nkwenda	1
Runyaga	1
Tanga Municipality	1
<b>Grand Total</b>	<b>18</b>

**Table D. Number and Types of Facilities Surveyed**

Type of Health Facility	Total	Percentage
Dispensary	8	44
Health center	4	22
Public dispensary	1	6
Public health center	3	17
Public health dispensary	2	11
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table E. Facilities Surveyed, by Name**

Facility Name	Total
No answer	1
Chiungutwa	1
Igima Dispensary	1
Kahe Dispensary	1
Kakiro Dispensary	1
Kayanga Dispensary	1
Kikuyu Dispensary	1
Lole	1
Mabokweni Dispensary	1
Makole Dispensary	2
Mwika Health Centre	1
Nagaga	1
Nangomba Dispensary	1
Ngamiani	1
Njombe Urban Centre	1
Nkwenda Health Centre	1
Swedy Msuya	1
<b>Grand Total</b>	<b>18</b>

**Table F. Position of Person Interviewed**

Position of Contact Person	Total	Percentage
Assistant medical officer	1	6
Assistant clinical officer	1	6
Clinical assistant	1	6
Clinical in charge	1	6
Clinical officer	8	44
Clinical officer in charge	3	17
In charge	1	6
Medical assistant	1	6
Nurse midwife	1	6
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table 6. Position of Person Interviewed**

a) AMO	Total
0	0
1	2
<b>Grand Total</b>	<b>2</b>

**Table 1. Number of Full- and Part-Time Employees**

<b>Employed</b>
AMO
Nurses/midwives
Clinical Officers
Nurse Auxillary
MCH Aides
Pharmacy Assistant
Pharmacy technicians
Lab technicians
Lab Assistant
Radiographer
Drivers
Other

**Table 2a. Dispensary/Health Center Maintains a Record of Clients Seen**

<b>Answer</b>	<b>Total</b>
True	18
<b>Grand Total</b>	<b>18</b>

**Table 2b. Facility Maintains a Record of Clients Seen**

<b>Details</b>	<b>Average</b>
If yes, what was the total number of consultations last year (2000)?	27,298
How many were new patients?	9,247
How many were follow-up patients?	6,750
What percentage of the consultations were for children (under	30

**Table 3. Dispensary/Health Center Refers Patients to Another Facility**

<b>Answer</b>	<b>Total</b>
Yes	18
<b>Grand Total</b>	<b>18</b>

**Table 5a. Five Most Common Health Problems Seen in Clinic, in Decreasing Order**

<b>First</b>	
<b>Answer</b>	<b>Total</b>
ARI (Acute respiratory tract infection)	1
Malaria	17
<b>Grand Total</b>	<b>18</b>

<b>Second</b>	
<b>Answer</b>	<b>Total</b>
Acute respiratory infection	4
Diarrhea	1
Eye diseases	1
Pneumonia	6
Upper respiratory tract infection	6
<b>Grand Total</b>	<b>18</b>

<b>Third</b>	
<b>Answer</b>	<b>Total</b>
Diarrhea	8
Eye infection	2
Intestinal worms	1
Malaria	1
Minor surgery	1
Pneumonia	3
Pneumonia (in children)	1
Upper respiratory	1
<b>Grand Total</b>	<b>18</b>

<b>Fourth</b>	
<b>Answer</b>	<b>Total</b>
Anemia	2
Diarrhea	4
Eye infection	2
Ill-defined symptoms	1
Intestinal worms	6
Pneumonia	2
Upper respiratory tract infection	1
<b>Grand Total</b>	<b>18</b>

<b>Fifth</b>	
<b>Answer</b>	<b>Total</b>
Acute respiratory infection	1
Anemia	3
Diarrhea	3
Intestinal worms	2
Pneumonia	2
Sexually transmitted diseases	2
Skin infection	4
Upper respiratory tract infection	1
<b>Grand Total</b>	<b>18</b>

**Table 6. Means of Communications Used by Facility**

<b>Answer</b>	<b>Total</b>	<b>Percentage</b>
No answer	16	89
Telephone	2	11
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table 6b. Other Means of Communication**

<b>Answer</b>	<b>Total</b>	<b>Percentage</b>
No answer	11	61
In person	1	6
Mail	2	11
Post office	1	6
Public transport	1	6
Public transport, hiring cars	1	6
Walking on foot to DMO in person	1	6
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table 7. Limitations with Communications Faced by Facility**

<b>Answer</b>	<b>Total</b>
No answer	10
Health center doesn't own any car	1
It's far from DMO's office	1
In emergency, in charge nurse has to leave dispensary with no services	1
Late information	1
Mailing system is not efficient	1
Telephone cut-off due to unpaid bills	1
The dispensary has no car for transport	1
Unreliable transport	2
<b>Grand Total</b>	<b>18</b>

## Drug Selection

**Table 8. Facility Has a Copy of EDL**

<b>Answer</b>	<b>Total</b>
No	8
Yes	10
<b>Grand Total</b>	<b>18</b>

**Table 9. Facility Has a Copy of STGs**

<b>Answer</b>	<b>Total</b>
Yes	10
No	8
<b>Grand Total</b>	<b>18</b>

**Table 11. Copy of STG**

<b>Answer</b>	<b>Total</b>
Yes	6
No	12
<b>Grand Total</b>	<b>18</b>

**Table 11. Persons or Organization That Developed Guidelines**

<b>Answer</b>	<b>Total</b>
Ministry of Health	6
Other	12
<b>Grand Total</b>	<b>18</b>

**Table 13. Dispensary/Health Center Only Uses Drugs and Supplies Contained in MSD ED Kit or Also Buys or Receives Other Medicines**

<b>Answer</b>	<b>Total</b>
Only uses drugs in kit	12
Buys or receives drugs in addition to kit, but only on additional quantities of kit drugs	0
Buys or receives drugs that are different from those in the kit	1

**Table 14. How Many Non-Kit Drugs Are Used?**

Answer	Total
0	15
7	1
18	1
48	1
<b>Grand Total</b>	<b>18</b>

**Table 15. Facility Stocks Drugs Not in the Kit**

Answer	Total
Yes	3
No	15
<b>Grand Total</b>	<b>18</b>

**Table 16. Number of Drugs Not in the Kit That Facility Stocks**

Answer	Total
0	15
2	1
17	1
18	1
<b>Grand Total</b>	<b>18</b>

**Table 17. Decision Maker about Selecting/Using Non-Kit Drugs**

Answer	Total
Person in charge	2
Professional committee	2
Community representatives	0
DHMT	1
DMO	0
Other	0
We do not use non-kit drugs	0

**Table 18. Information Required to Request a New Item**

Answer	Total
Drug consumption data	3
Prescription data	3
Medical literature	3
Price	1
None	1

## Procurement Information

**Table 19. Center/Dispensary Purchases or Receives Any Drugs in Addition to Those Received in the Kit for MSD?**

Answer	Total
True	4

**Table 20. Person Who Makes Procurement Decisions**

Answer	Total	Percentage
Various staff	0	0
Health professionals	1	6
Community representatives	1	6
Other	1	6

**Table 21. Facility Uses EDL or National Formulary to Guide Drug Procurement Decisions**

Answer	Total	Percentage
True	2	11
False	16	89
<b>Grand Total</b>	<b>18</b>	<b>100</b>

**Table 22. Types of Suppliers Used to Procure Medicines and Supplies**

Answer	Total	Percentage
Private retail outlet	1	6
Wholesaler/distributor	1	6
Donation	3	17
MSD	1	6
MSD zonal store	1	6
Mission hospital	0	0
District medical store	3	17
Other	8	44

**Table 23. Procurement Location of Items Not on the EDL**

Answer	Total
Private retail outlet	0
Wholesaler or distributor	1
Donations	2
Other	0
Not applicable	0

**Table 24. Methods Used to Determine Quantity of Drugs to Procure**

Answer	Total
Past consumption	2
Morbidity data	2
Comparison consumption morbidity	2
General experience	1
Programmed or routine	1
Standard formula	1
Other	1

**Table 25. Registers or Reports Are Used to Make Decisions about How Much to Procure**

Answer	Total
Inventory Kardex or stock card	1
Bin card	0
Bank balance/money available	1
Other	1

**Table 26. How Often Purchases Are Made**

Answer	Total
Daily	0
Every week	0
Twice a month	0
Once a month	2
When needed	2
Other	1

### Stocks from the MSD

**Table 31. Number of Kits Received Last Year**

Answer	Total
0	8
2	1
11	3
12	5
15	1
<b>Grand Total</b>	<b>18</b>

**Table 32. MSD ED Kits Are the Only Source of Drugs and Supplies**

Answer	Total
Yes	4
No	14

**Table 34. Average Time Between Ordering and Receiving Supplies from MSD**

Answer	Total
Less than 30 days	1
Between 30 and 60 days	0
More than 60 days	0
Collected in person on the same day	0
Other	0

**Table 37. Dispensary/Health Center Receives Stock Availability Updates at MSD**

Answer	Total
True	17
False	1
<b>Grand Total</b>	<b>18</b>

**Table 38. Method Orders Are Usually Placed**

Answer	Total
In person	1
Fax	0
Telephone	0
Mail	0
Other	0

**Table 39. Problems with Supplies Received from MSD within the Past Year**

Answer	Total
Items not ordered	2
Incorrect quantity	9
Poor quality product	1
Expired or near expired product	1
Price change	0
Damaged item	9
Wrong specification	0
Other	0
None	3

**Table 40. Problems with Specific Products Supplied by MSD Store**

Product	Problem	Source
Septrin syrup	Color change	MSD
Aspirin	Incorrect quantity	District medical store
Co-trimoxazole syrup	Color change	MSD
Amoxicillin	Missing	Unknown
Whitfield ointment	Segregation	MSD

**Table 41. Quality Problems, Actions Taken**

Answer	Total
Reported to DMO	3
None	1
Informed the MSD	2

## Receiving Drug Supplies from Mission/Faith/NGO Health Facilities

**Table 44. Method by Which Requests Are Usually Made**

Answer	Total
In person	0
Fax	0
Telephone	0
Mail	0
Other	0

**Table 46. Facility Receives Updates on Stock Availability**

Answer	Total
Yes	0
No	18

### Placing Orders from the Private Sector (Local Shopping)

**Table 51. Person Approving Purchases from Private Sector Is Same Person Approving Other Purchases**

Answer	Total
Yes	2
No	16

**Table 54. Particular Medicines That the Dispensary/Health Center Purchases from the Private Sector**

Answer	Total
Yes	0
No	18

**Table 57. Method Purchase Orders Are Usually Placed**

Answer	Total
In person	3
Fax	0
Telephone	0
Mail	0
Contact with salesperson	3
Other	0

**Table 59. Purchases/Orders Are Increasing, Decreasing, or Remaining the Same**

Answer	Total
Increasing	0
Decreasing	3
About the same	0

**Table 64. Methods of Payment to Suppliers**

Answer	Total
Cash	1
Bank check/transfer	3
Credit	0
Other	0

**Table 65. Problems with Orders from Private Suppliers, in the Past Year**

Answer	Total
Items not ordered	0
Incorrect quantity	0
Poor quality product	0
Expired or near expired	0
Price change	0
Damaged item	0
Wrong specification	0
Other	0
None	2

**Table 67. Action Taken to Follow up on Quality Problems**

Answer	Total
Yes	4
No	14

## Infrastructure and Equipment

**Table 70. Storage Area Is Sufficient for Quantities of Stock Required**

Answer	Total
Yes	9
No	9

**Table 71. Storage Area Has Sufficient Ventilation**

Answer	Total
Yes	10
No	8

**Table 72. Method of Temperature Control**

Answer	Total
Air conditioning	0
Fan	1
Other	0
None	16

**Table 73. Facility Has Cold Storage Area for Vaccines**

Answer	Total
Yes	14
No	4

**Table 74. Temperature Is Monitored in Cold Storage Area**

Answer	Total
Yes	14
No	4

**Table 75. Records Are Kept of the Temperature**

<b>Answer</b>	<b>Total</b>
Yes	14
No	4

**Table 75a. Records Are Up-to-date**

<b>Answer</b>	<b>Total</b>
Yes	14
No	4

**Table 77. Source of Electrical Energy for Dispensary/Health Center**

<b>Answer</b>	<b>Total</b>
National system	7
Local generator	0
Solar	1
Other	0
None	1

**Table 78. Facility Has Own Vehicle for Transport of Medicines**

<b>Answer</b>	<b>Total</b>
Yes	1
No	17

## Dispensing

**Table 81. Dispensary/Health Center Prepackages Medicines**

<b>Answer</b>	<b>Total</b>
Yes	1
No	17

**Table 82. Persons Who Dispense Medications to Patients**

<b>Answer</b>	<b>Total</b>
Pharmacist	0
Pharmacist technician	0
Pharmacist assistant	2
Clinical officer	3
Nurse midwife	10
Nurse auxiliary	11
MCH aide	3
Other	0

**Table 83. Records Maintained for Prescriptions Written and Dispensed**

<b>Answer</b>	<b>Total</b>
Prescriptions only	7
Dispensing only	1
Both	8
Neither	1

## Cost Recovery

**Table 87. Patient Groups Exempt from Paying Fee**

<b>Answer</b>	<b>Total</b>
The indigent	1
Children	1
Elderly	0
Others	0

**Table 90. Percentage of Funds Retained by Dispensary/Health Center**

<b>Answer</b>	<b>Total</b>
100	0
50	0
None	0
Other	0

**Table 92. Funds Are Ever Used to Procure Medicines**

<b>Answer</b>	<b>Total</b>
Yes	2
No	16

**Table 93. Funds Are Used to Procure Other Items**

<b>Answer</b>	<b>Total</b>
Yes	2
No	16

## Community Organizations

**Table 98. Community-Based Organizations Active in the Area That Dispensary/Health Center Serves**

<b>Answer</b>	<b>Total</b>
Parents' association	3
Agricultural cooperatives	7
Women's groups	7
Church or faith-based groups	9
Health financing	0
Micro-finance groups	3
Other	1

**Table 99. Organizations Provide Input or Oversight to Facility**

<b>Answer</b>	<b>Total</b>
Yes	4
No	14



## SURVEY DATA FROM MISSION/FAITH/NGO HOSPITALS AND CLINICS

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed Dispensaries, by Region**

Region	Total	Percentage
Iringa	1	13
Kagera	2	25
Kilimanjaro	3	38
Mtwara	1	13
Tanga	1	13
<b>Grand Total</b>	<b>8</b>	<b>100</b>

**Table B. Location of Surveyed Dispensaries, by District**

District	Total	Percentage
Karagwe	2	25
Masasi	1	13
Moshi—Rural	3	38
Njombe	1	13
Tanga—Urban	1	13
<b>Grand Total</b>	<b>8</b>	<b>100</b>

**Table C. Location of Surveyed Dispensaries, by Village**

Village/Town	Total
Arisi	1
Chumabgeni	1
Ilembula	1
Mkyashi	1
Ndanda	1
Nyakhanga	1
Nyakaiga	1
Slinga	1
<b>Grand Total</b>	<b>8</b>

**Table D. Number and Types of Facilities Surveyed**

Type of Health Facility	Total	Percentage
Mission/faith clinic	1	13
Mission/faith hospital	7	87
<b>Grand Total</b>	<b>8</b>	<b>100</b>

**Table E. Facilities Surveyed, by Name**

Facility Name	Total
Benedict's Hospital – Ndanda	1
Ilebula Lutheran Hospital	1
Kibosho District-Designated Hospital	1
Kilema Hospital	1
Marangu Lutheran Diocese	1
Nyakahanga Hospital	1
Nyakaiga	1
Tumaini Dispensary	1
<b>Grand Total</b>	<b>8</b>

**Table F. Position of Person Interviewed**

Position of Contact Person	Total
Board member	1
Deputy M.O. in charge	1
Doctor in charge	2
Doctor in charge of hospital	1
Nursing officer in charge	1
Senior assistant medical officer	2
<b>Grand Total</b>	<b>8</b>

**Table G. Facility Is a District-Designated Hospital**

Answer	Total
No	5
Yes	3
<b>Grand Total</b>	<b>8</b>

**Table H. Facility Is Part of a Network**

Answer	Total
True	5
False	3
<b>Grand Total</b>	<b>8</b>

**Table I. Name of Network**

Answer	Total
CSSC	5
<b>Grand Total</b>	<b>5</b>

**Table 2. Dispensary Maintains a Record of Clients Seen**

Answer	Total
True	8
<b>Grand Total</b>	<b>8</b>

**Table 3. Dispensary Refers Patients to Another Facility**

Answer	Total
True	8
<b>Grand Total</b>	<b>8</b>

**Table 5b. Most Common Health Problems Seen in Clinic**

Condition/Problem	Number of Times Mentioned
Acute respiratory infections	3
AIDS	1
Anemia	1
Dental/oral disorders	1
Diarrhea	5
Gastrointestinal diseases	2
Intestinal worms	3
Malaria	8
Minor surgeries	2
Pneumonia	4
Pregnancy complication	1
Respiratory diseases	1
Respiratory tract infection	3
Urinary tract infection	5
<b>Grand Total</b>	<b>40</b>

**Table 6. Means of Communications Used by Facility**

Answer	Total
Telephone	5
Telefax	1
Radio	5
E-mail	2
Internet	0
Courier	1
Other	0

**Table 7. Limitations Facility Faces with Communication**

Answer	Total
Communication is not fast, especially without telephone/telefax	1
Currently there is no problem at all	1
Fail to have direct telephone so they overbill the hospital	1
None	2
None apart from the normal breakdown	1
Not much, unless radio is out of order	1
Telephone is not very reliable—sometimes it is interrupted	1
<b>Grand Total</b>	<b>8</b>

## Drug Selection

**Table 8. Facility Has a Copy of the EDL**

Answer	Total
No	0
Yes	8
<b>Grand Total</b>	<b>8</b>

**Table 8b. Year EDL Was Published**

Answer	Total
1997	5
September 1997	1
April 1997	1
April 1997 and February 2001	1
<b>Grand Total</b>	<b>8</b>

**Table 9. Facility Relies on National Essential Drugs List or Has Its Own Limited Lists of Medicines**

Answer	Total
Uses Essential Drugs List only	6
Has own limited list, based on Essential Drugs List but includes other drugs	2
Has own limited list, not based on Essential Drugs List	0
<b>Grand Total</b>	<b>8</b>

**Table 11. Stock Medicines Not Included in the National EDL**

Answer	Total
Yes	6
No	2
<b>Grand Total</b>	<b>8</b>

**Table 12. Decision Makers about Adding/Eliminating Items from Facility List**

Answer	Total
Various staff	0
Management committee	2
Professional committee	3
Community representatives	0
DHMT	0
Ministry of Health central	0
Ministry of Health regional	0
Other	0

**Table 13. How Often the List Is Modified**

Answer	Total
Once a year	2
Twice a year	0
Every month	0
Other	3
<b>Grand Total</b>	<b>5</b>

**Table 14. Information Required to Request a New Item**

<b>Answer</b>	<b>Total</b>
Drug consumption	3
Local disease pattern	3
Prescription data	2
Medical literature	2
Hospital budget	1
Price	2
Cost sharing	1
Donations	2
None	0
Other	0

**Table 15. Facility Has Treatment Guidelines/Protocols for Prescribing**

<b>Answer</b>	<b>Total</b>
True	8
False	0

**Table 16. Guidelines Developed by Ministry of Health or Some Other Organization**

<b>Answer</b>	<b>Total</b>
Ministry of Health	8
Parent organization	1
Other, specify	0

## Procurement Information

**Table 18. Person Who Makes Procurement Decisions**

<b>Answer</b>	<b>Total</b>
Various staff	2
Health professionals	5
Community representatives	0
Parent organization	1
Other	0

**Table 19. Facility Uses EDL or National Formulary to Guide Procurement Decisions**

<b>Answer</b>	<b>Total</b>
True	1
False	7
<b>Grand Total</b>	<b>8</b>

**Table 20. Types of Suppliers Used to Procure Medicines and Supplies**

Answer	Total
Private retail outlet	3
Wholesaler/distributor	3
Donation	0
MSD	6
MSD zonal store	0
Mission hospital	8
District Medical Store	0
Other	0

**Table 21. Procurement Location of Items Not on the EDL**

Answer	Total
Private pharmacy	1
Duka la dawa	0
MSD	4
Wholesale	3
Manufacturer	0
Zonal medical store	3
Other	0

**Table 22. Method Decisions Are Made about When to Order**

Answer	Total
Regular scheduled purchases	2
Based on minimum or other predetermined stock levels	5
Budget constraints	1
Other	0

**Table 23. Methods Used to Determine Quantity of Medicines to Order**

Answer	Total
Preprogrammed/scheduled quantities based on history	0
Estimations based on morbidity data projections	2
Both historical data and morbidity projections	3
Budget constraints	3
Other	0

**Table 28. Separate Record Book Is Used for Tracking Placed Orders**

Answer	Total
Yes	7
No	1

## Purchasing from the MSD

**Table 31. Average Time between Making an Order/Request and Receiving the Supplies from MSD**

Answer	Total
Less than a week	1
Between 2 and 4 weeks	0
More than 4 weeks	0
Collected in person on same day	7
Other	0
<b>Grand Total</b>	<b>8</b>

**Table 32. Facility Receives Updates on Stock Availability at MSD**

Answer	Total
Yes	4
No	4

**Table 33. Method Orders Are Usually Placed**

Answer	Total
In person	7
Fax	1
Telephone	3
E-mail	1
Mail	0
Other	0

**Table 35. Problems Associated with Supplies Received from MSD within the Past Year**

Answer	Total
Items not ordered	1
Incorrect quantity	1
Poor quality product	4
Expired or near expired product	3
Price change	3
Damaged item	3
Wrong specification	1
Other	0
None	3

**Table 36. Problems Associated with Products Supplied by MSD Store**

Product	Problem	Source
Pregnancy test	Not functioning	MSD Zonal-Tanga
Amoxicillin	Poor quality	MSD Zonal-Mwanza
Quinine tabs	Change of color	MSD-Mtwara Zone
Phenergan injection	Poor active ingredient	MSD-Mwanza
Glucosticks	Not functioning	MSD Zonal-Tanga
Blood bags	Poor quality	MSD Zonal-Mwanza
Promethazine injection	Not sterile	MSD-Mtwara Zone
Benzathine penicillin	Hardened powder (undissolved powder)	MSD-Mwanza

**Table 37. Action Taken Against Quality Problems**

Answer	Total
True	4
False	4
<b>Grand Total</b>	<b>8</b>

**Table 38. Action Taken Against Problems, Specify**

Answer	Total
None	4
They wrote to MSD but no reply; they sent back the products and received new ones	1
Informed MSD Zonal (Mwanza)	1
The facility complains to the MSD Zonal office	1
MSD Zonal office was informed and the drugs were collected immediately for further investigation	1
<b>Grand Total</b>	<b>8</b>

**Table 39. Most Important Problems When Purchasing Orders from MSD**

Answer
Availability of required medicine and medical supplies
Drugs out of stock
Poor service
Drugs not available most of the time
Payment terms made by cash but no check is accepted
Price variation
Price changes
They don't accept checks so it is a risk to carry
Sometimes the medicines you require are out of stock
Frequently out of stock
Missing items from orders

**Table 40. Most Important Advantages When Purchasing Orders from MSD**

Answer
Prices
Cheaper price-wise in drugs
Can order in shorter time as compared to Europe
Cheap prices
Selection
Availability
The services with Iringa Medical Store
You get the drugs you require
Drug quality is good
Reasonable price
Payment prepaid
Freedom of selection
Have good quality drugs
Have client-oriented services
Prices are cheap

## Placing Orders from the Mission/Faith/NGO Supply Channels

**Table 43. Method by Which Orders Are Usually Made**

Answer	Total
In person	2
Fax	1
Telephone	2
E-mail	1
Internet	0
Mail	1
Courier	1
Other	0

**Table 44. Average Time between Sending an Order/Request and Receiving the Supplies**

Answer	Total
Less than 30 days	1
Between 30 and 60 days	0
More than 60 days	0
Other	0

**Table 45. Facility Receives Updates on Stock Availability from Sources**

Answer	Total
True	2
False	6
<b>Grand Total</b>	<b>8</b>

**Table 46a. Problems Experienced with Orders from Sources within the Past Year**

Answer	Total
Items not ordered	0
Incorrect quantity	1
Poor quality product	0
Expired or near expired	1
Price change	0
Damaged item	2
Wrong specification	0
Other	0
None	2

**Table 46b. Advantages of Ordering from Sources**

Answer	Total
Supplier accepts credit bills	1
Good quality	1
Cheap	1
Prices are cheaper	1
Have quality products	1

## Purchasing from the Private Sector (Local Shopping)

**Table 52. Person Who Approves Purchases from the Private Sector is the Same Person Who Approves Other Purchases**

Answer	Total
True	3
False	5
<b>Grand Total</b>	<b>8</b>

**Table 55. Particular Medicines the Facility Regularly Purchased from the Private Sector**

Answer	Total
True	2
False	6
<b>Grand Total</b>	<b>8</b>

**Table 58. Method Orders Are Placed to Suppliers**

Answer	Total
In person	3
Fax	1
Telephone	1
E-mail	0
Internet	0
Mail	0
Contact with salesperson	0
Other	0

**Table 60. Purchases/Orders Are Increasing, Decreasing, or Remaining the Same**

Answer	Total
Increasing	2
Decreasing	2
About the same	0

**Table 63. Most Important Problems When Purchasing Orders from Mission/Faith/NGO Supply Channels**

Answer	Total
Prices	1
Transportation	1
Prices are higher	1
Sometimes they may give you nearly expired stock	1
Prices are relatively higher compared to MSD	1
Quality of drugs is doubtful	1

**Table 64. Most Important Advantages When Purchasing Orders from Private Suppliers**

Answer	Total
It saves time in comparison to MSD	1
Availability	1
Time saving because delivery arrives in time	1
Interval between date of placing order and receiving supplies	1

**Table 65. Proportion of Deliveries That Are Incomplete**

Answer	Total
None	4
1 in 5	0
2 in 5	0
3 in 5	0
4 in 5	0
All deliveries are short	0

**Table 66. Methods of Payment to Suppliers**

Answer	Total
Cash	3
Bank check/transfer	2
Credit	1
Other	0

**Table 67. Problems with Medicines and Medical Supplies from Private Suppliers**

Answer	Total
Items not ordered	0
Incorrect quantity	1
Poor quality product	1
Expired or near expired	2
Price change	2
Damaged item	1
Wrong specification	0
Other	0
None	2

## Infrastructure and Equipment

**Table 72. Storage Area Is Sufficient for Quantities of Stock Required**

Answer	Total
True	6
False	2
<b>Grand Total</b>	<b>8</b>

**Table 73. Storage Area Has Sufficient Ventilation**

Answer	Total
True	4
False	4
<b>Grand Total</b>	<b>8</b>

**Table 74. Method of Temperature Control**

Answer	Total
Air-conditioning	0
Fan	1
None	5

**Table 75. Facility Has Cold Storage Area for Vaccines**

Answer	Total
True	7
False	1
<b>Grand Total</b>	<b>8</b>

**Table 76. Temperature Is Monitored in Cold Storage Area**

Answer	Total
True	6
False	2
<b>Grand Total</b>	<b>8</b>

**Table 77. Records Are Kept of the Temperature**

Answer	Total
True	3
False	5
<b>Grand Total</b>	<b>8</b>

**Table 77a. Records Are Up-to-date**

Answer	Total
True	0
False	8
<b>Grand Total</b>	<b>8</b>

**Table 78. Source of Electrical Energy for Dispensary/Health Center**

Answer	Total
National system	6
Local generator	5
Solar	2
Other	0

**Table 80. Facility Has Own Vehicle for Transport of Medicines**

Answer	Total
True	8
False	0
<b>Grand Total</b>	<b>8</b>

**Table 82. Main Problems with the Transportation of Medicines**

Answer	Total
Wasted time, particularly for collecting	1
Unreliability of means of transport	1
None	4
Broken tablets	1
Broken ampules	1
Bad roads, especially during rainy season	1
Damages of product due to poor care in transportation	1
Fluctuation of prices in transportation	1

## Dispensing

**Table 83. Dispensary/Health Center Prepackages Medicines**

Answer	Total
True	4
False	4
<b>Grand Total</b>	<b>8</b>

**Table 84. Persons Who Dispense Medications to Patients**

Answer	Total
Pharmacist	1
Pharmacist technician	1
Nurse	6
Other	0

**Table 85. Records Maintained for Prescriptions Written and Dispensed**

Answer	Total
Prescriptions only	2
Dispensing only	1
Both	4
Neither	1

## Cost Recovery

**Table 89. Patient Groups Formally Exempt from Paying Fee**

Answer	Total
The indigent	3
Children	3
Elderly	0
Others	0

**Table 90. Patient Groups Informally Exempt from Paying Fee**

Answer	Total
The indigent	4
Children	2
Elderly	0
Others	0

**Table 92. Percentage of Funds Retained by Dispensary**

Answer	Total
100	7
50	0
None	0
Other	0

**Table 94. Funds Are Ever Used to Procure Medicines**

Answer	Total
True	7
False	1

**Table 95. Funds Are Used to Procure Other Items**

Answer	Total
True	8
False	0

## Community Organizations

**Table 101. Community-Based Organizations Active in the Area Served by the Facility**

<b>Answer</b>	<b>Total</b>
Parents' association	2
Agricultural cooperatives	2
Women's groups	4
Church or faith-based groups	5
Health financing groups	0
Microfinance groups	1
Other	0

**Table 102. Organizations Provide Input or Oversight**

<b>Answer</b>	<b>Total</b>
True	4
False	4



## SURVEY DATA FROM DUKA LA DAWA BARIDI

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed Shops, by Region**

Region	Total	Percentage
Dar es Salaam	24	62
Dodoma	2	5
Iringa	3	8
Kagera	2	5
Kilimanjaro	4	10
Mtwara	3	8
Tanga	1	3
<b>Grand Total</b>	<b>39</b>	<b>100</b>

**Table B. Location of Surveyed Shops, by District**

District	Total	Percentage
Dodoma Municipality	2	5
Karagwe	2	5
Masasi	3	8
Moshi Rural	4	10
Njombe	3	8
Tanga Urban	1	3
Temeke	24	62
<b>Grand Total</b>	<b>39</b>	<b>100</b>

**Table C. Location of Surveyed Shops, by Village**

Village/Town	Total	Percentage
Chingutwa	1	3
Chumbageni	1	3
Dodoma	2	5
Emeke	1	3
Himo	1	3
Kayanga	2	5
Keko	1	3
Keko Machungwa	2	5
Keko Sadani	1	3
Kurasini-Keko Machungwa	1	3
Mabogini	1	3
Masasi	2	5
Mtoni	2	5
Mtoni Madafu	1	3
Mtoni Mtongani	3	8
Njombe	3	8
Rau	1	3
Tandika	6	15
Temeke	3	8
Temeke Chang'mbe	2	6
Uchira	1	3
Wailes	1	3
<b>Grand Total</b>	<b>39</b>	<b>100</b>

**Table D. Number and Types of Facilities Surveyed**

Type of Health Facility (Location)	Total	Percentage
Town	34	87
Village center	1	3
Peri-urban	4	10
<b>Grand Total</b>	<b>39</b>	<b>100</b>

**Table E. Number and Types of Facilities Surveyed (if City/Town/Village)**

Type of Health Facility (Location)	Total	Percentage
No answer	4	10
Main street	19	49
Market	10	26
Other	6	15
<b>Grand Total</b>	<b>39</b>	<b>100</b>

**Table F. Position of Person Interviewed**

<b>Position of Contact Person</b>	<b>Total</b>
No answer	2
Clinical officer	2
Person in charge and owner of shop	1
Manager	3
Nurse	1
Assistant nurse	11
Auxiliary nurse	4
Owner	5
Sales nurse	1
Salesperson	5
Shopkeeper	4
<b>Grand Total</b>	<b>39</b>

**Table 8. Shop Owned or Rented**

<b>Answer</b>	<b>Total</b>
Owned	9
Rented	30
<b>Grand Total</b>	<b>39</b>

**Table 9. Number of Employees**

<b>Answer</b>	<b>Total</b>
1	9
2	27
3	3
<b>Grand Total</b>	<b>39</b>

**Table 10. Facility Carries More Generics Than Brand Name Drugs**

<b>Answer</b>	<b>Total</b>
True	31
False	8
<b>Grand Total</b>	<b>39</b>

**Table 11. Facility Sells the Following**

<b>Answer</b>	<b>Total</b>
Medical supplies	1
Dental products	1
Products for eyes	1
Diagnostics	1
Condoms	5

**Table 12. Shop Is Part of a Chain**

<b>Answer</b>	<b>Total</b>
True	8
False	31
<b>Grand Total</b>	<b>39</b>

**Table 14. Year Shop Opened**

Answer	Total
No answer	5
1989	1
1990	1
1991	1
1993	1
1994	2
1995	2
1996	3
1997	1
1998	2
1999	7
2000	7
2001	4
Don't know	2
<b>Grand Total</b>	<b>39</b>

**Table 16. Someone (Employee) Knows the Most about Pharmaceuticals Sold in the Store**

Answer	Total
True	34
False	5
<b>Grand Total</b>	<b>39</b>

**Table 18. Records Are Kept of Drugs Sold**

Answer	Total
Books of sales	26
Books of prescription	2
Computerized registry	0
None	11
Other	0

**Table 19. Number of Customers Who Come Each Day to Buy Drugs, Average**

Answer
28.7

**Table 20. Facility Dispenses Drugs Against Prescriptions**

Answer	Total
True	27
False	12
<b>Grand Total</b>	<b>39</b>

**Table 21. Average Number of Prescriptions Dispensed per Day**

<b>Answer</b>
12

**Table 22. Average Number of Drugs on Each Prescription**

<b>Answer</b>
2.4

**Table 27. Decision Maker about Which Drugs Will Be Sold**

<b>Answer</b>	<b>Total</b>
Owner	23
Manager	2
Salesperson	19
Other	0

**Table 28. Method of Placing Orders to Suppliers**

<b>Answer</b>	<b>Total</b>
In person	34
By fax	0
By telephone	7
By e-mail	3
Contact with salesperson	5
Other	1

**Table 29. Frequency of Ordering**

<b>Answer</b>	<b>Total</b>
Daily	4
Weekly	6
Monthly	2
When needed	12
Other	2

**Table 30. Number of Days between Placing Order and Receiving Supplies**

<b>Answer</b>	<b>Total</b>
1 day	14
Up to 7 days	2
Between 7 and 15 days	0
Up to 30 days	0
More than 30 days	0
Pick up supplies on a cash and carry basis	22
Don't know	0

**Table 31. Method of Receiving Supplies**

Answer	Total
Mail/post	0
Supplier transport	0
Commercial transport	11
Duka la Dawa picks up	26
Other	1

**Table 32. Method of Advertising for Products and Services**

Answer	Total
Signs and posters	34
Newspaper adverts	0
Radio announcements	0
Television announcements	0
Other	4
None	2

**Table 33a. Facility Has a Refrigerator to Store Vaccines**

Answer	Total
True	0
False	39
<b>Grand Total</b>	<b>39</b>

**Table 33b. Refrigerator Appears to Be Functioning**

Answer	Total
True	0
False	39
<b>Grand Total</b>	<b>39</b>

**Table 33c. Refrigerator Temperature Is Regularly Recorded**

Answer	Total
True	0
False	39
<b>Grand Total</b>	<b>39</b>

## Scheduling, Infrastructure, and Equipment

**Table 35. Facility Has a Functioning Telephone**

Answer	Total
True	9
False	30
<b>Grand Total</b>	<b>39</b>

**Table 36. Computerized System Is Set for Business Purposes**

<b>Answer</b>	<b>Total</b>
True	0
False	39
<b>Grand Total</b>	<b>39</b>

**Table 38. Facility Has 2001 Business License from Local Government**

<b>Answer</b>	<b>Total</b>
True	28
False	11
<b>Grand Total</b>	<b>39</b>

**Table 39. Business License Was Seen**

<b>Answer</b>	<b>Total</b>
True	31
False	8
<b>Grand Total</b>	<b>39</b>

**Table 40. Duka Is Independently Owned**

<b>Answer</b>	<b>Total</b>
True	38
False	1
<b>Grand Total</b>	<b>39</b>

**Table 41. Profession of Owner (If Independently Owned)**

<b>Answer</b>	<b>Total</b>
No answer	1
Clinical officers	10
Medical doctor	6
Nurse or midwives	10
Other nonmedical	7
Pharmacist	4
Pharmacy technician	1
<b>Grand Total</b>	<b>39</b>

**Table 42. Last Time Duka Was Inspected**

<b>Answer</b>	<b>Total</b>
No answer	4
Don't know	5
Never	2
This year	1
Within the last year	27
<b>Grand Total</b>	<b>39</b>

**Table 44. Inspection Certificate Was Seen**

<b>Answer</b>	<b>Total</b>
True	8
False	31
<b>Grand Total</b>	<b>39</b>

**Table 45. Products Sold in Duka la Dawa (Observed)**

<b>Answer</b>	<b>Total</b>
Medical supplies	38
Packaged food	5
Unpackaged foods	0
Natural foods	0
Clothing	0
Electronic goods	0
Other	10

## SURVEY DATA FROM DISTRICT MEDICAL STORES

**Note:** The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

### General Information

**Table A. Location of Surveyed Dispensaries, by Region**

Region	Total	Percentage
Dodoma	1	20
Iringa	1	20
Kagera	1	20
Kilimanjaro	1	20
Tanga	1	20
<b>Grand Total</b>	<b>5</b>	<b>100</b>

**Table B. Location of Surveyed Dispensaries, by District**

District	Total	Percentage
Dodoma Urban	1	20
Karagwe	1	20
Moshi Rural	1	20
Njombe	1	20
Tanga Urban	1	20
<b>Grand Total</b>	<b>5</b>	<b>100</b>

**Table C. Location of Nearest Town**

Village/Town	Total	Percentage
Chumbageni	1	20
Dodoma Municipality	1	20
Moshi	1	20
Njombe	1	20
Nyakahanga	1	20
<b>Grand Total</b>	<b>5</b>	<b>100</b>

**Table D. Position of Person Interviewed**

Answer	Total	Percentage
Assistant storekeeper	1	20
District pharmacist	1	20
Other	1	20
Pharmaceutical assistant	1	20
Pharmacist auxiliary	1	20
<b>Grand Total</b>	<b>5</b>	<b>100</b>

**Table 10. Authority Who Decides Which Items Will Be Held in Stock**

Answer	Total
An individual	0
A committee of health workers/professionals	0
A committee that includes community representatives	0
DMO	1
DHMT	3
Other	0

**Table 11. Loss of Pharmaceuticals and Other Supplies Due to Theft**

Answer	Total
It is common	0
Only occasionally	0
Happens rarely, if ever	4

**Table 12. Type of Storage System Used**

Answer	Total
Shelves	4
Cabinets	3
Pallets	2
Other	0

**Table 13. Type of Inventory Control Used**

Answer	Total
FIFO (first in, first out)	4
FEFO (first expired, first out)	2
None	0
Other	0

**Table 14. Medical Store Tracks Information on the Following**

Answer	Total
<b>Orders</b>	
Manual	3
Computerized	0
None	0
<b>Deliveries</b>	
Manual	4
Computerized	0
None	0
<b>Accounting</b>	
Manual	1
Computerized	0
None	1
<b>Inventory control</b>	
Manual	4
Computerized	0
None	0

**Table 15. Transfers between the Stores or between Health Facilities**

Answer	Total
Yes, it is common practice	1
Occasionally this happens	0
This never happens	4

**Table 17. Medical Store Tracks Batch/Lot Numbers of Products Received from MSD or Other Stores and Facilities**

Answer	Total
True	2
False	3
<b>Grand Total</b>	<b>5</b>

**Table 18. Store Tracks Batch/Lot Numbers of Products Distributed to Other Stores and Facilities**

Answer	Total
True	1
False	4
<b>Grand Total</b>	<b>5</b>

**Table 20. Store Has Copy of Latest EDL**

Answer	Total
True	1
False	4
<b>Grand Total</b>	<b>5</b>

## Transportation

**Table 21. Store Owns Its Own Transportation to Get Supplies**

Answer	Total
True	2
False	3
<b>Grand Total</b>	<b>5</b>

**Table 22. District Medical Office Uses Its Own Transportation to Make Deliveries to Health Facilities**

Answer	Total
True	5
False	0
<b>Grand Total</b>	<b>5</b>

**Table 23. Delivery Is Free of Charge if Done by DMO**

Answer	Total
True	1
False	4
<b>Grand Total</b>	<b>5</b>

**Table 25. DMO Contracts for Transportation Services for Picking up Supplies or Making Deliveries**

Answer	Total
True	2
False	3
<b>Grand Total</b>	<b>5</b>

**Table 27. Store Has No Problems with Transportation**

Answer	Total
True	2
False	3
<b>Grand Total</b>	<b>5</b>

## Communications

**Table 28. Communication Methods between Medical Store and MSD**

Answer	Total
Telephone	3
Telefax	0
Radio	0
Computer	0
Cell phone	0
In person	3
Other	1

**Table 29. Communication Methods between Medical Store and Health Facilities**

Answer	Total
Telephone	0
Telefax	0
Radio	0
Computer	0
Cell phone	0
In person	5
Other	0

**Table 30. Store Is Regularly Informed about Available Stock**

Answer	Total
Health facilities/hospital	3
MSD	3
Other	0

## Quality Assurance

**Table 32. Quality Problems with Supplies Received from MSD within Past Year**

Answer	Total
Items not ordered	1
Incorrect quantity	1
Poor quality product	0
Expired or near expired product	1
Price change	0
Damaged item	2
Wrong specification	0
Official recall	0
Other	1
None	2

**Table 36. Storage Area Is Sufficient for Quantities of Stock Required**

Answer	Total
Sufficient	1
Overcrowded/too little space	4
Underutilized space	0

**Table 37. Storage Area Has Sufficient Ventilation**

Answer	Total
True	1
False	4
<b>Grand Total</b>	<b>5</b>

**Table 38. Method Temperature Is Controlled**

Answer	Total
Air conditioning	0
Fan	1
Other	0
None	4

**Table 39. Facility Has a Cold Storage Area for Vaccines**

Answer	Total
True	3
False	2
<b>Grand Total</b>	<b>5</b>

**Table 40. Temperature Is Monitored in Cold Storage Area for Vaccines**

<b>Answer</b>	<b>Total</b>
True	3
False	2
<b>Grand Total</b>	<b>5</b>

**Table 41. Records Are Kept of Temperature**

<b>Answer</b>	<b>Total</b>
True	3
False	2
<b>Grand Total</b>	<b>5</b>

**Table 42. Source of Electrical Energy for the Facility**

<b>Answer</b>	<b>Total</b>
National system	4
Local generator	2
Solar	0
Other	2