



**Standard Operating Procedure for HIV Commodity  
Management within the Hub and Spoke Structure**

**National AIDS & STIs Control Programme**

**Federal Ministry of Health Nigeria**

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## Contents

Acronyms.....	2
<b>Introduction.....</b>	<b>4</b>
<b>Objectives.....</b>	<b>4</b>
<b>Scope of Operation.....</b>	<b>4</b>
<b>The Commodity Hub and Spoke Structure.....</b>	<b>5</b>
<b>What is a Hub-Spoke facility .....</b>	<b>5</b>
<b>How to Activate a Hub and Spoke Structure .....</b>	<b>5</b>
<b>Supplying HIV Commodities to Newly Activated Spokes.....</b>	<b>5</b>
<b>Supplying HIV commodities from hub to existing spokes .....</b>	<b>6</b>
<b>Requirement for Bimonthly Reporting and Stock Replenishment .....</b>	<b>6</b>
<b>Roles and Responsibility of Hub &amp; Spoke Point of Contacts.....</b>	<b>7</b>
<b>Other guidance and best practice to manage the Hub &amp; Spoke Structure .....</b>	<b>7</b>

## Acronyms

AIDS	AIDS: Acquired Immune Deficiency Syndrome
ART	Antiretroviral therapy
CRRF	Combine Report and Requisition Form
DSD	Differentiated Service Delivery
HIV	Human Immunodeficiency Virus
ICC	Inventory Control Cards
LMHC	Logistics Management of Health Commodity
LMCU	Logistics Management Coordination Unit
LMIS	Logistics Management Information System
NHLMIS	Nigeria Health Logistics Management
HIV	Human Immunodeficiency Virus
ICC	Inventory Control Cards
PLHIV	People Living with HIV
POCs	Points of Contacts
PPR	Patient per Regimen
PSM	Procurement and Supply Chain Management
QTO	Quantity to Order
R&T	Return and Transfer
SDPs	Service Delivery Points
SOP	Standard Operating Procedure
TWG	Technical Working Group

## List of Contributors

<b>Name</b>	<b>Organization</b>
Atu Uzoma	National AIDS & STIs Control Programme, FMOH
Ibrahim Kuku	Centre for Integrated Health Programme
Bola Obembe	Institute of Human Virology Nigeria
Margaret Dakwat	Family Health International 360
Idoga Joy Abel	Meblink Pharmacy
Adebanjo Olowo	JHPIEGO
Tindak Sani	Chemonics SHARP T03
Aboje Peter	Catholic Caritas Foundation of Nigeria
Mark Akhigbe	Heartland Alliance
Ablaku Anthony Ato	Dalhatu Araf Specialist Hospital
Okorie Chidiebere	National AIDS & STIs Control Programme, FMOH
Maidawa Ezekiel Rigima	Nasarawa State Ministry of Health
Livinus A Akwashiki	National Agency for the Control of AIDS
Ologun Taiye Joseph	National AIDS & STIs Control Programme, FMOH
Ofaka Cordelia	National AIDS & STIs Control Programme, FMOH
Onwukwe kenechi	National Product Supply Chain Management Programme
Williams Eigege	Clinton Health Access Initiative
Ozioma Onokola	AIDS Healthcare Foundation
Ekpen Amadasu	APIN Public Health Initiative
Cynthia Chukwuji	Global Health Supply Chain – PSM
Zachariah Bako	Sharp Task Order 1
Turaki Abdul	National AIDS & STIs Control Programme, FMOH
Morenikeji Tayo	Global Health Supply Chain – PSM
Chinedu Obi	Global Health Supply Chain – PSM

## STANDARD OPERATING PROCEDURE FOR HIV COMMODITY MANAGEMENT WITHIN THE HUB & SPOKE STRUCTURE

### Introduction

The Federal Ministry of Health (FMOH) in collaboration with partners is deploying strategies to scale up Differentiated Services Delivery (DSD) to facilitate the achievement of the 95-95-95 UNAIDS targets and achieve epidemic control in Nigeria. This is premised on the UNAIDS five funding principles of sustainability, partnership, quality, efficiency, and human right. A major component of the DSD system is Procurement and Supply Management of HIV commodities.

The need to improve on the current delivery system for commodities by addressing efficiency and cost has been identified. Thus, the need for identification and implementation of optimal systems and frameworks. One of such frameworks that offer a great opportunity for serving patients efficiently and effectively, reduce cost, improve access to care and optimize program performance is the hub-and-spoke structure. This involves identifying and linking the various programme hubs to spokes, streamlining commodity pipeline management processes, putting in place effective monitoring and quality Logistics Management Information Systems (LMIS) to support the planned scale up of DSD.

This Standard Operating Procedure (SOP) outlines the guidelines for operationalization of the hub and spoke structure. It specifically provides clarity on commodity distribution, storage, documentation, and requirements for bimonthly reporting and stock replenishment within the structure.

### Goal

The goal of the commodity hub-spoke structure is to establish a distribution mechanism that makes products available to different Service Delivery Points (SDPs), ensures an un-interrupted supply of commodities, a more efficient logistics system and improved program outcomes.

### Objectives

The specific objectives:

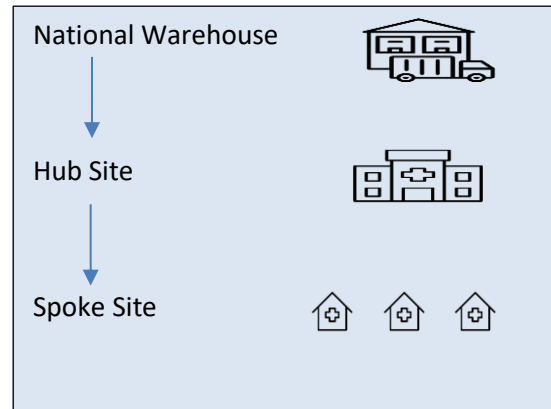
1. Establish sustainable commodity distribution network within the hub and spoke structure
2. Streamline standards and processes for quality LMIS
3. Improve pipeline commodity management and promote accountability
4. Reduce operational costs
5. Improve commodity security at SDPs
6. Achieve better overall retention outcomes and patient's satisfaction

### Scope of Operation

The scope of the Hub and Spoke structure covers all sites providing HIV services where applicable.

## The Commodity Hub and Spoke Structure

The Hub & Spoke structure is a method of distributing HIV commodities from the national warehouse through the Hub facility to the Spoke facility based on proximity, historical consumption, and projected program demands. The Spoke facilities provide programmatic services across Service Delivery Points (SDPs), dispense available commodities, and report appropriately to the Hub facility bimonthly using the national Combined Report and Requisition Form (CRRF) and Patient per Regimen (PPR). They operate a pull system through the hubs based on the forced pulled Min-Max inventory control system.



At the state level, Logistics Management Coordination Unit (LMCUs) and implementing partners (IPs) will provide technical support on generating quality LMIS, review and validate bimonthly CRRF to ensure all spokes commodity needs are captured, and ensure timely upload of LMIS report and PPR on Nigeria Health Logistics Management Information System (NHLMIS) platform. At the national level, the PSM/TWG will provide the needed coordination role.

## What is a Hub-Spoke facility

**Hub:** Facilities issuing HIV commodities routinely to lower-level facilities for the purpose of HIV services.

**Spoke:** Facilities receiving HIV commodities routinely from higher-level facilities (other than the central distributor) for the purpose of HIV services.

## How to Activate a Hub and Spoke Structure

1. Identify and map all Hub and Spoke facilities based on selected criteria (see National HIV Treatment Guideline for criteria).
2. Link spokes to hubs based on proximity
3. Share Hub and Spoke contact detail and linkage log
4. Deploy Protocols, SOPs, documentation and LMIS tool
5. Train personnel's on Logistic Management of Health Commodities and other Logistic Key Performance Indicators (KPIs)

## Supplying HIV Commodities to Newly Activated Spokes

**Action owner:** *Hub pharmacy focal person & Supporting LMCU/IP*

1. Supply HIV commodity seed stock from the hub to the spoke based on the estimated number of eligible patients.
2. The seed stock should be adequate to serve up to 50%-75% of the projected eligible patients.
3. Deploy Standard commodity management tools to the spokes facilities (Return & Transfer Form, daily worksheets, CRRF and PPR).
4. Provide hands-on mentoring to spokes' logistics POCs for efficient commodity logistics management.

- Observe standard logistics protocols through proper use of national documentation tools during the issue and receipt of commodities.

### Supplying HIV commodities from hub to existing spokes

**Action owner:** *Hub pharmacy focal person & Supporting LMCU/IP*

- Leverage on sites` existing logistics data (LMIS/CRRF) to supply commodity needs from the hubs to the spokes.
- Strengthen the partnership between IPs, State and Local government LMCUs and facility POCs.
- Provide technical support to logistics POCs to facilitate efficient flow and transfer of HIV commodities between hubs and spokes.
- Establish delivery schedules for transfer of commodities from the hub site to the spoke; either hub deliver, or the spokes pick up from the hub.
- Capture data using the electronic and/or paper-based logistics LMIS tools (CRRF, Bin card, R&T forms, etc) at the end of the reporting period.
- Collate spokes` data and aggregate into the hub`s CRRF for upload on the NHLMIS platform.

### Requirement for Bimonthly Reporting and Stock Replenishment

HUB	SPOKE
<b>Action owner:</b> <i>Hub pharmacy focal person</i>	<b>Action owner:</b> <i>Spoke pharmacy focal person</i>
Track and document all drug delivery transactions, consumptions, and update stock cards.	Track and document all drug delivery transactions, consumptions, and update stock cards.
Conduct physical stock count exercises bimonthly before reporting.	Conduct physical stock count exercises bimonthly before reporting.
Determine the total quantity supplied at the end of the reporting period	Determine the total quantity received at the end of the reporting period
Determine total quantity consumed at the end of the reporting period ( <i>this should include consumption from all the spokes</i> )	Determine the total quantity consumed at the end of the reporting period
Determine losses and adjustment ( <i>this should include losses and adjustment from all the spokes</i> )	Determine losses and adjustment
Conduct Physical Count at the end of the reporting cycle. <i>Add the stock on hand from all the spokes to determine the total Stock on Hand.</i>	Conduct Physical Count at the end of the reporting cycle.
Determine the Quantity to Order (QTO)	Determine the Quantity to Order (QTO)
Complete and upload the bimonthly CRRFs report on NHLMIS platform	Complete the bimonthly CRRFs and submit to the Hub facility.
Complete and upload the bimonthly PPR on NHLMIS platform*. <i>Include the PPR reports of spoke facilities that independently maintain their patient medical records.</i>	Complete the bimonthly PPR and submit to the Hub facility ( <i>only for facilities that independently maintain their patient medical records</i> ).

\*Note: Hub sites should not add PPR from the spoke sites if the patients in the spoke were devolved from the hub site; this is to avoid double-counting

## Roles and Responsibility of Hub & Spoke Point of Contacts

Hub POC	Spoke POC
<b>Issue:</b> HIV commodities to the spoke site based on requisition.	<b>Receipt:</b> Review and validate the quantity, expiry date of commodities received at the Spoke sites.
<b>Document:</b> and complete the R & T form for HIV commodities issued to the Spoke site and document in the appropriate documentation tools.	<b>Document:</b> all commodity received in the appropriate documentation tools such as Stock Cards and keep the R and T forms.
<b>Store:</b> all commodities received in line with the required storage condition.	<b>Store:</b> all commodities received in line with the required storage condition.
<b>Report:</b> Collect and collate all LMIS data (consumption, stock balance and losses and adjustment) from the spoke site bimonthly; input into the Hub Bimonthly CRRF report and submit through the Nigerian Health Logistics Management Information System (NHLMIS) before the 7 <sup>th</sup> of the reporting month	<b>Dispense:</b> ARVs in line with the ART National guidelines
	<b>Report:</b> and Complete the Bimonthly report to the Hub on or before the second working day of the reporting month.

## Other guidance and best practice to manage the Hub & Spoke Structure

### **Personnel (Manpower) Requirement**

Only personnel whose capacity have been built on basic logistics management should operate the hub and spoke structure. These include Pharmacists, Doctors, Nurses, CHEW, Lab Technician, Lab Scientist, Pharmacy Technician

### **Documentation Tools Required**

1. Daily Worksheet
2. Bin Card
3. ICC
4. R & T
5. Laboratory order forms

*Note: Documentation can be done using either the paper or electronic tool*

### **Procedure for HIV Commodity Storage**

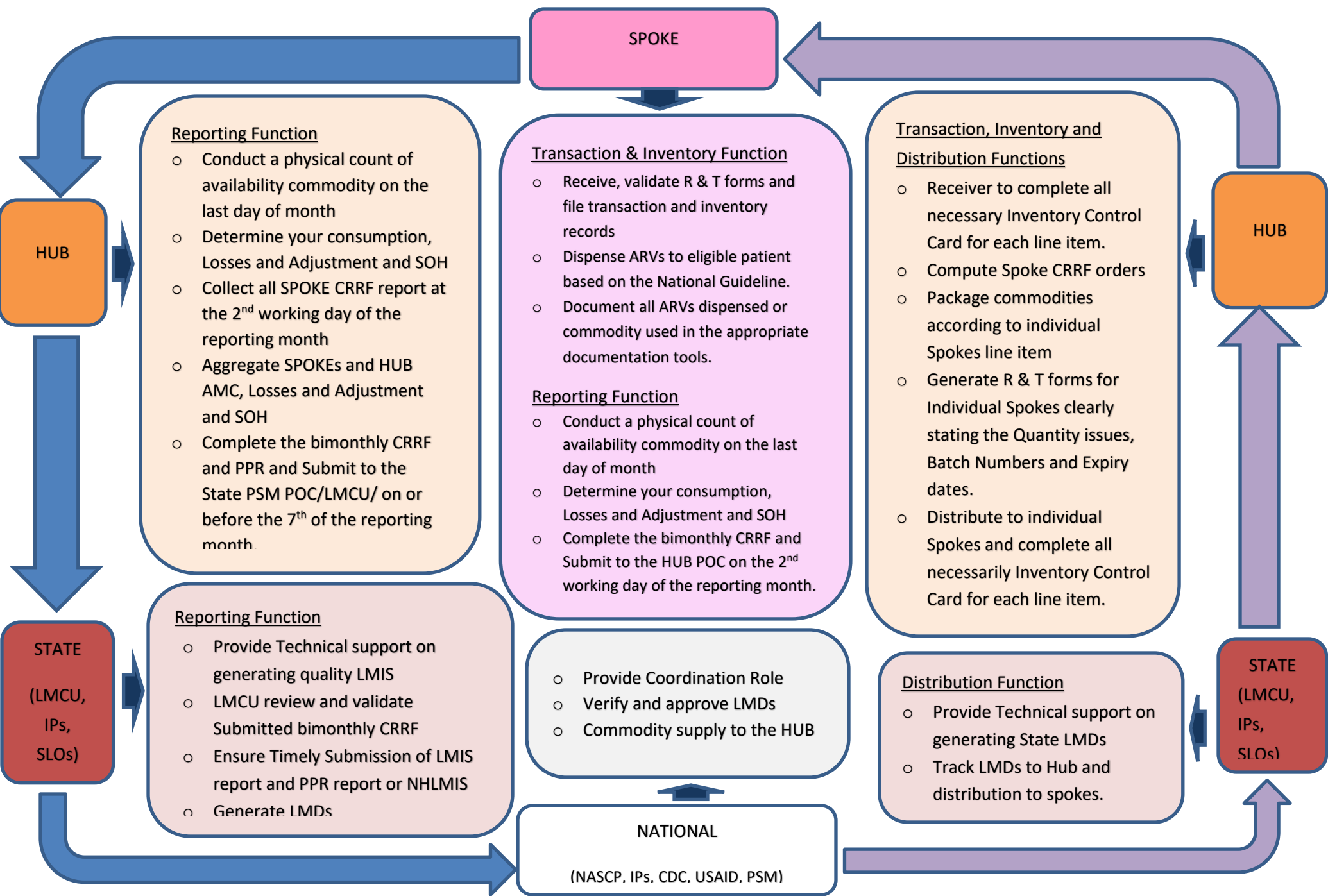
1. Ensure access to HIV Commodity by authorized personnel only.
2. Ensure the location is dry, well-lit, well ventilated, clean, and free of vermin, insects, and other pests.
3. Prevent sun rays from entering or reaching the commodities.
4. Ensure that ambient temperature is maintained in the location.

### **Basic Principles of Effective Reporting**

1. Timeliness of reporting
2. Integrity/reliability
3. Completeness/eligibility of report
4. Quality/ minimal standards of adequacy of information



Annex 1: Job Aid for the Management of HIV Commodities within the Hub & Spoke Structure



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