

# Acceptability of A Complementing Medical Stores Department in Tanzania with A Prime Vendor - An Assessment of Perceptions Regarding Jazia PVS

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**Background:** Many countries suffer from poorly performing health supply chains limiting access to health commodities at health facilities. After a successful pilot intervention of Jazia Prime Vendor System in three regions, the Jazia Prime Vendor system (Jazia PVS) was rolled out nationally by the Tanzanian government to complement health supply by Medical Stores Department in public facilities. This study analyses factors that contributed to the acceptability of stakeholders of Jazia PVS.

**Methodology:** We used qualitative analytical methods to study the experiences of Jazia PVS implementers in four districts in 2018. The study analyzed seven acceptability dimensions as defined in the acceptability framework by Sekhon et al. 2017. Data were drawn from focus group discussions, group discussions, and in-depth interviews with a range of involved actors. Framework analysis summarized the results using a deductive and an inductive approach.

**Results:** Participants' acceptability of Jazia PVS was influenced by the increased availability of essential medicines at facilities, higher-order fulfillment rates, and timely delivery of the consignment. Furthermore, acceptability was influenced by the good reputation of the prime vendor, close collaboration with district managers, and participants' understanding that the prime vendor was meant to complement the existing supply chain. Intervention coherence, experienced opportunity cost, intervention burden, affective attitude, and self-efficacy were also crucial in explaining the acceptability of the Jazia PVS.

**Conclusion:** The most critical factor contributing to the acceptability of the Jazia PVS, was the perceived effectiveness of the system in achieving its intended purpose. Districts purchase from the prime vendor benefits from a transparent pathway based on a regionally anchored policy to complement supply from MSD to increase medicines' availability. However, it is crucial to select a reputable and competent vendor and abide by contractual agreements.

**Keywords:** Acceptability, Health supply Chain, Prime Vendor, Tanzania

