

# Personas

These personas are meant to provide a common language when discussing individuals who work in or support supply chain activities. They have been categorized by personas that have responsibilities in both the health and supply chain domains as well as supply chain specific. These personas may or may not be technical actors who have a role in technical OHIE workflows and transactions. For more detailed supply chain personas, see the [OpenLMIS Personas](#)).

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## Cross-domain Personas

### Healthcare Provider

Other names: Nurse, Clinician, Health Worker Technician

Level: Service Delivery Point

Roles:

- Provide direct health care to patients (such as conducting immunisation 'shots in the arm' for newborn babies)
- Consume medicines/vaccines/supplies while administering to patients
- Update patient health records and supply chain records (e.g., immunisation registry, tally sheets, and supply chain monthly order/requisition forms)
- Receive deliveries of medicines/vaccines and monitor stock levels in their storage/cold chain equipment (and recording deliveries, stock movements, wastage, adjustments)

### Community Health Worker

Other names: Health Surveillance Assistant (HSA)

Level: Community level (may report to a facility)

Roles:

- Conduct outreach in communities to provide direct health care to patients
- Consume rapid test kits and some medicines/vaccines while administering to patients
- Update patient health records and supply chain records
- Manage their own stock levels of test kits, supplies, medicines

### Facility Storeroom Clerk/Manager

Other names: Store Incharge

Level: Service Delivery Point

Roles:

- Manage storeroom stock levels
- Fill orders from health professionals
- Update health and supply chain records (e.g., register of what was dispensed to which patients; supply chain monthly order/requisition forms)

### Facility Supervisor

Other names: Health Facility Incharge/manager

Level: Service Delivery Point

Role:

- Responsible for all health workers at the facility (including the immunisation nurse and the storeroom clerk)
- Oversee data and reports (eg, monthly physical stock count, tally sheets)
- Review, authorize and submit reports and orders/requisitions

## Program Supervisor

Other names:

Level: District, Multiple Geographic Levels, Central/National

Roles:

- Review reports and KPIs for facilities within their geographic level (district, intermediate geographic levels, or central/national)
- Review both health data and supply chain data
- Review budgets

## System Administrator

Other names:

Level: Usually Central/National (depending on level of the IT system implementation)

Roles:

- Set up software or technology to meet the country's specifications
- Technical support and operations of systems including integrations and interoperability
- Manages changes in master data over time (such as master facility list, master product list, and user accounts)

## Data Manager

Other names:

Level: District/Intermediate

Roles:

- Receives reports from facilities
- Conduct data entry from paper into online systems
- Aggregates data, cleans data, and submits it to higher geographic levels

## Supply Chain Personas

### Supply Chain Planning and Procurement Officer

Other names: Program Manager, Central Logistics Team,

Level: Central/National, intermediate (regional, provincial, zonal),

Roles:

- Create national level monthly / quarterly reports
- Create national level financial reports and forecasts/quantification
- Long term supply and program planning based on stock and requisitions data
- Responsible for Distribution Requirements Planning (DRP) at national or intermediate levels

### Cold Chain Technician

Other names:

Level: District/Intermediate

Roles:

- Travel to facilities or warehouses to conduct preventative maintenance and repairs on cold chain equipment (e.g., fridges to store vaccines)
- Keep records of cold chain functionality and repairs

### Warehouse Manager

Other names:

Level: Central/National, intermediate (regional, provincial, zonal), and districts

Roles:

- Conduct or oversee warehouse operations (receiving, shelving, preparing orders, pick-and-pack, shipping, coordinating trucks/drivers)
- Maintain chain of custody and appropriate environmental conditions for stock and inventory
- Responsible for a lot of record-keeping including in ERPs, WMSs (Warehouse Management Systems), order systems (LMISs), and more

## Logistician

Other names: Distributor, Field Coordinator

Level: All

Roles:

- Travel to a set of facilities to provide deliveries of medicines/commodities
- Gather paper or digital records while at facilities in order to bring information up-stream

## Delivery Driver

Other names: Truck driver, 3PL (Third Party Logistics provider)

Level: All

Roles:

- Travel to a set of facilities to provide deliveries of medicines/commodities
- Gather "proof of delivery" documentation that medicines were received
- Operate and/or maintain vehicle/vehicles/fleet