

Supply Chain Champions

We at Empower are proud to share with you the personal and professional journeys of some of our top graduates.

FLORENCE DUPERVAL-GUILLAUME

Public Health Practitioner and Pediatric Physician

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Dr Florence Duperval Guillaume graduated in May 2020 with **Distinction** in the Post Graduate Diploma in Global Health Procurement and Supply Chain, and continues to work with Empower as a Country Director.

As the former Minister of Health of Haiti (2011 - 2016), Florence Duperval-Guillaume has witnessed the many successes and failures of both public and global health throughout her career. Her involvement in and management of a variety of public health programs and projects brought to her attention how critical the pharmaceutical supply chain is in impacting their success. This motivated her to further her knowledge of public health supply chain management. *"I wanted to better understand the issues and why it is so difficult to have Supply Chain to act promptly,"* she says.

She cites being Minister of Health in the aftermath of the devastating earthquake in Haiti as the most challenging moment in her career, saying *"It constantly played in my mind that people's survival depended on my actions"*. In response, she held individual meetings with all Health Directorates and visited every public health facility with one objective: to remotivate health care providers. *"I built the trust that I am still one of them, that I will never be Minister without working with them. Seeing me out in the field with them was a great boost."*

Later, during her tenure as Global Health Supply Chain Program – Procurement and Supply Management Country (GHSC-PSM) Director, she realized:



"Health care providers do not perceive Supply Chain Managers as part of the comprehensive health system and vice versa - Supply Chain Managers are not always focused on patients and therefore, you are at risk of not having timely or enough quantities to meet patient needs".

She believes that her background as a doctor has afforded her invaluable experience, and thus strengthened her ability to generate improvements as a Supply Chain Manager. Florence emphasises that Health goes beyond direct clinical care. She advises: *"As a healthcare professional, know that you are only one piece among many. No piece should be left behind. That is the key to success."*

Another important attribute, in Florence's experience, is to be a good listener and suspend judgement. Competencies are landmarks to better conceive, adapt, and tailor what one wishes to accomplish. *"Focus and learn from others to adjust your knowledge, better respond to your clients or patients and really make that positive difference."*

Florence says she found all the modules in the Empower PGDM course very useful, helping her to better organize her previous knowledge in SCM. *"They confirmed my thinking that one size doesn't fit all, at least in building a health system. It really is a chain, where an error in one stitch can have a negative impact, putting at risk people lives,"* she points out. Florence adds that she learned the most from Inventory, Leadership and Pharmacovigilance.

What would you say is the most important quality/qualities one must possess to be successful in the field of health?

The key to success for a health care practitioner is to never stop learning – so you can keep performing well and be a reliable source of advice for your peers.

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