



## QUALITY OF PROCESS IN THE MEDICAL STORE IN A MULTISPECIALTY TEACHING HOSPITAL.

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### ABSTRACT

Quality of health care is the right of every patient and the responsibility of all staff within the health care delivery system. As the demand for quality services in hospitals is increasing it is essential to measure the health care quality in order to improve the services. Study was conducted to assess the quality of process in the medical stores of a selected hospital. Quality of process in medical store was assessed by a check list. Observation and informal interview were the methods used to fill the checklist. Data was presented in tables consisting Yes/No rating and percentage scores were calculated.

**Keywords:** Quality of process, Quality of care, Medical store.

### INTRODUCTION

Medical store is an essential department in a health care organization which meets the requirement of all the clinical departments. This has to be designed to meet the needs of all patients. Various processes in the medical store include appropriate inventory control, drug monitoring, appropriate record keeping, Drug Information System and consumer education services. Quality of process in medical store will lead to efficient delivery of medications to the patients.

Consumers understand quality based on how the provider meets their expectations. (Francic DM, et al., 2008) Patients perceive that providing patient-centered care is an indicator of the quality of a hospital. (Epstein RM, Street JR, 2011) When a patient navigates the healthcare system, their perception of quality is dependent on whether the care provided is effective on both a clinical and interpersonal level. (Campbell SM, Roland MO, Buetow SA., 2000)

Quality is doing the right thing right the first time and doing it better the next, and that quality is simply the process of incremental improvements. Quality in health care should also be client focused and should emphasize meeting the client's needs and expectation in the most effective and efficient manner. It should also be the responsibility of everyone involved. Efforts must be made by everybody and every level and at various phases of healthcare delivery system. (S. L Goel, R. Kumar, 2002) Quality is the adherence to standards and criteria that are based on correct knowledge and secured experience. Quality is achievable through ongoing evaluation of patient care which would assure the hospital that all was done to justify the diagnosis, treatment and outcome and to pinpoint inadequate in medical care for rectification for the future causes. Quality of care treatment generally involves of basic concepts of general care, relating to care services, incorporating organizational and the men, materials, money, machines inputs and the other relating to cure services or the quality of the art of care. (Sakharkar BM, 1998) Quality consists of parameters those meet customers satisfaction when he or she uses the product or service. Quality is the important survival criteria in competitive situation. Thus cooperate

leaders consider quality of products and services they deal with as very important and vital for survival and growth of their business. (Sarangi, SK, 2005)

Quality of process of pharmacy services is the most important aspect. It should be in such a way as to ensure that there should be clearly laid down stocking policy for various items, depending on the lead time, the vital nature, the unit cost, the consumption level as well as the efficiency of purchase department. A hospital formulary has to be updated every three to six months by due deliberations of the pharmacy and therapeutics committee. A procedure for receiving, inspecting, taking on charge, storage, retrieval, issue (first in first out) and accounting of stores, must be well known to all the staff. There has to be a procedure for checking the quality of drugs procured through prudent selection of vendors, proper inspection of the stores received by senior pharmacists and periodic testing of the random samples at referral chemical laboratories. There should be a scientific system of inventory management with periodic analysis (ABC, VED, HML, etc.) of inventory for efficient management of services and a clearly laid down schedule of issue of stocks to the departments along with the system of distribution. (Joshi SK, 2009)

Quality is most significant in a patient's overall assessment of healthcare and 'process' aspects are explained most of the variance in the overall evaluation of quality. (Rademakers J et al. 2011) In describing pharmacy quality, older adults mostly refer to the 'process' aspects of quality. Older adults perceive a quality pharmacy as one where the pharmacist provides patient-centered care, i.e., has an interpersonal relationship with them, responds to their medication information needs, and ensures that their medications are managed safely and appropriately. Besides other clinical quality measures, pharmacy reporting systems should include information on a pharmacy's 'process' features. (Olayinka O et al, 2015)

### OBJECTIVE

To assess the quality of process in the medical store of a selected hospital.

## MATERIALS AND METHODS

The research design adopted in the study was descriptive research Design. Quality of process in medical store was assessed by a check list. Check list was filled through observation of the process and informal interview with the incharge in the medical store of the selected hospital. Data was analyzed by percentage scores.

## RESULTS

Results are shown below in the form of table.

**TABLE 1: QUALITY OF PROCESS IN MEDICAL STORE**

SL NO	QUALITY OF PROCESS	YES	NO
1	Medical store has a clearly laid down inventory management policy for various medications.	√	
2	The drugs are dispensed to the patient in a timely manner.	√	
3	The staff know the procedure of receiving, inspecting, storage and retrieval of drugs.	√	
4	There is a systematic procedure for checking the quality of drugs by senior pharmacist.		√
5	Random periodic testing of the samples at referral chemical laboratories is done.		√
6	The medical store has the list of medications approved by the physicians of the hospital.	√	
7	There is a proper schedule for issue of drugs to the departments.	√	
8	There is a strict procedure for handling narcotic drugs.	√	
9	There is a procedure for checking date expiry of medications.	√	
10	Drugs are stocked based on hospital formulary.	√	
11	Therapeutics Committee meetings are regularly conducted.	√	
12	The staff take responsibility of accurately feeding the rates of various medications into the computer system.	√	
13	Medical store has a protocol for education of patients/their family members about safe medication and drug interactions.		√
14	Fire safety measures are taken to prevent and control any fire in the medical store.	√	
15	The drugs nearing expiry are replaced before the expiry date.	√	

Table I shows that majority (80%) of quality of process measures are followed and 20% are not followed in the medical store. The quality measures that are not followed include, random periodic testing of the samples at referral chemical laboratories, systematic procedure for checking the quality of drugs by senior pharmacist and having a protocol for educating patients/their family members about safe medication and

food/drug interactions.

## DISCUSSION AND CONCLUSION

The study showed that majority of the quality of process measures are followed in the medical stores. Random periodic testing was not done for drug samples by sending them to outside laboratories. Patient education regarding safe medication and drug interactions were not followed. There has to be a procedure for checking the quality of drugs procured through prudent selection of vendors, proper inspection of the stores received by senior pharmacists, periodic testing of the random samples at referral chemical laboratories and also a protocol for education of patients/their family members about safe medication and food/drug interactions. (Joshi SK, 2009). The study concludes that majority of quality of process indicators are followed and attention is needs to be focused on a very few quality measures.

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