

Improving Quality Pharmaceutical Care through Effective Supply Chain Management

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Outline

- Introduction
- Quality Pharmaceutical care (PC)
- Supply Chain Management (SCM)
- PC and SCM as opportunities for Pharmacists.

Pharmaceutical Care (PC)

- **Pharmaceutical care** is the responsible provision of drug therapy for the purpose of achieving definite therapeutic outcomes that improve a patient's quality of life.
- These outcomes are; (1) curing a disease, (2) elimination or reduction of a patients' symptomatology, (3) arresting or slowing down a disease process, or (4) preventing a disease or symptomatology.
- From the definition we can identify;
 - a. Provision of drugs
 - b. Of good quality so that they can be effective.
 - c. They are used rationally thereby avoiding harm.
- Therefore the core issue is the utilization of drugs by Pharmacists to achieve therapeutic outcome.
- But before we can utilize these drugs we have to make them available and accessible.

What is Supply Chain Management (SCM)

- SCM encompasses the planning and management of all activities involved in sourcing and procurement, conversion and all Logistics activities. Importantly, it also includes coordination and collaboration with channel partners which may be suppliers, distributors, service providers and customers.

Supply Chain Management or Logistics Management

- Logistics is part of the supply chain process that plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customer's requirements.”
- Logistics management can be viewed as a unit of SCM or synonymous.

Aim of a Logistics system

- The aim of any logistics system is to ensure 6 'rights' referred as the 6 rights of logistics system. They are; Right **product**, Right **Quantity**, Right **quality**, at the Right **place**, at the Right **time** and Right **cost**.
- You will agree with me that we can not achieve **quality Pharmaceutical Care** without any one of the 6 'Rights'.

Aim of SCM cont...

- **Right products** must be provided to achieve any Pharmaceutical care. The products are decided by the type of intervention or the outcomes we are trying to achieve.
- **Right Quality** of the product must be provided to achieve the desired outcome. So if after all the counseling the product in the facility is of poor quality all the work done will be zero.
- **Right Quantity** must be provided to ensure complete course, enough dosage or availability for all target population.

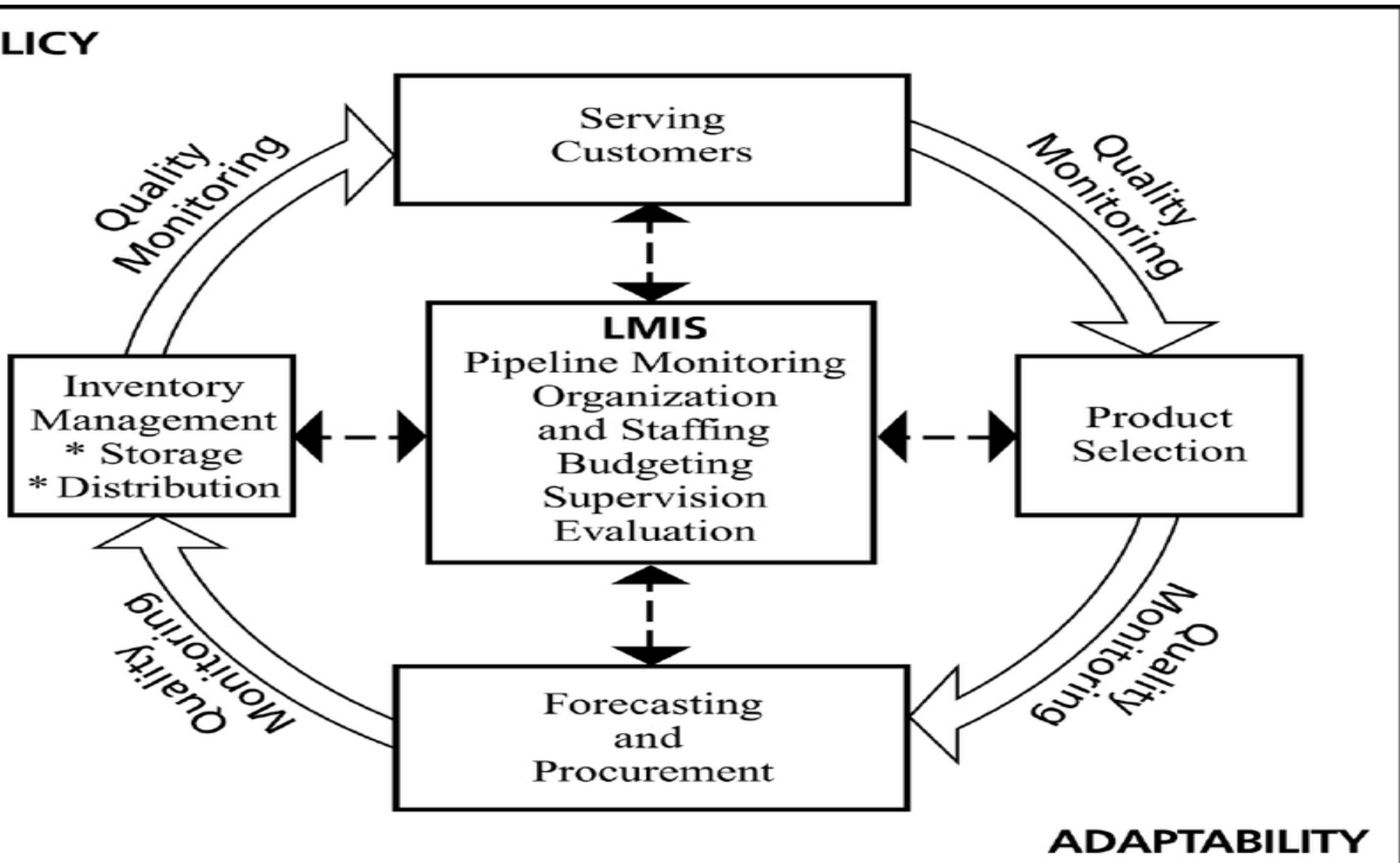
Aim of SCM cont...

- Products should be provided at the **right place**. Right place for storage, right place for dispensing or at the right place they are required for usage.
- At the **right time** that is the time it is required for usage, for distribution or for disposal. If products are not provided at the right time the consequences can be fatal.
- Finally, supply chain manager must ensure that products come at the **right cost**. Resources are scarce with unending needs. Good supply chain manager must do all the magic to get commodities at the the right cost for sustainability and to achieve the desired coverage with the limited resources.

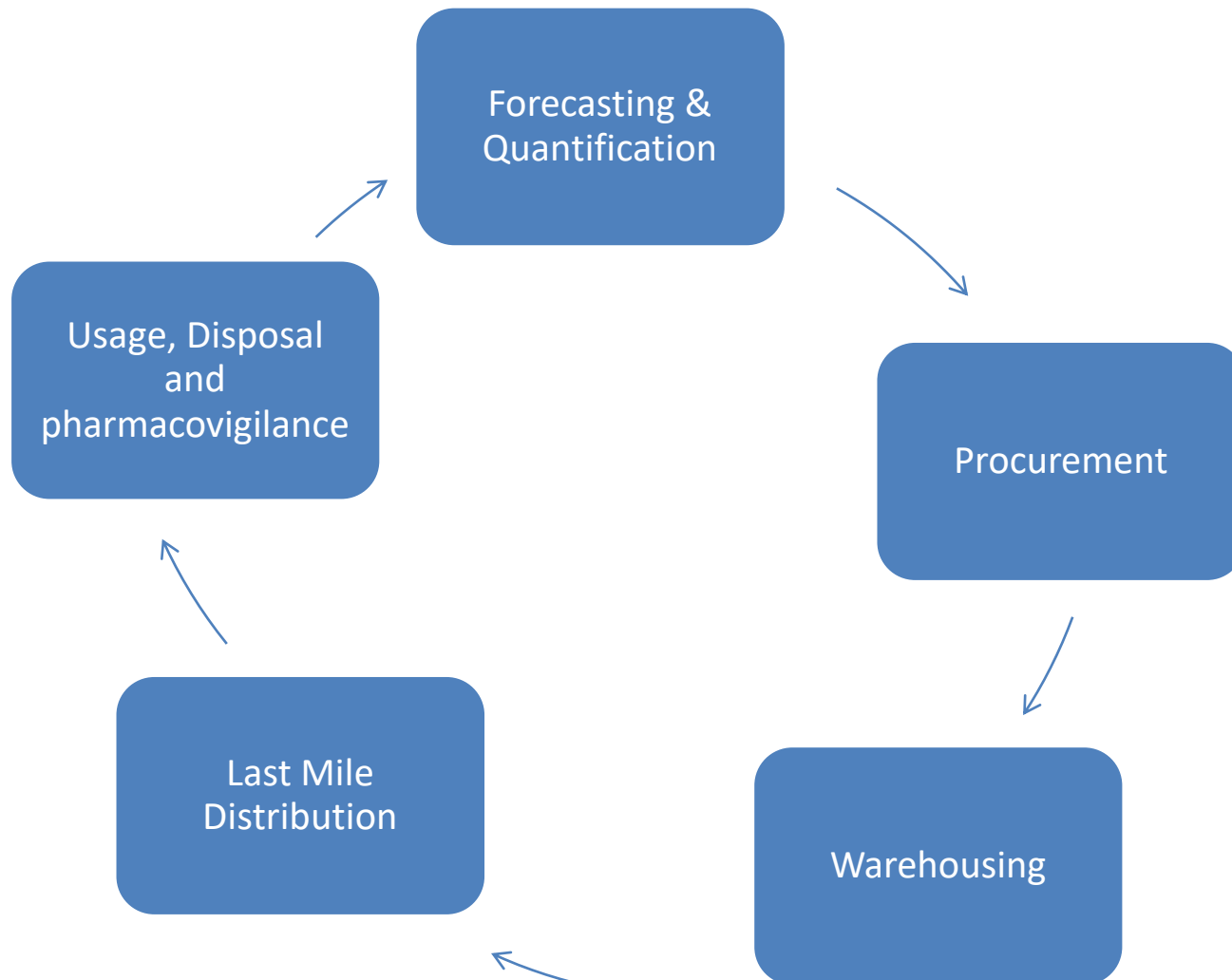
Supply Chain Management Components

- The components follows the logistics cycle beginning from the **Serving customer to product selection, quantification and procurement** then **inventory management** (which includes storage and distribution) and then back to the serving customer again.
- The cycle has information management system and other cross-cutting activities like monitoring, evaluation, supervision and staffing at the center.

Logistics cycle



Logistics management process



Strategy to ensure effective SCM

- Understand the dynamics of our SCM System.
- Develop policies to guide the system.
- Establish appropriate human and financial resources to manage the system.
- Proper documentation and data management.
- Employ the available technologies to support the system.
- Continue to research for the best system.

*SCM is effective if there is **access to quality commodities that are available at all time in a sustainable manner***

SCM as a golden opportunity to Pharmacists

- There is no Pharmaceutical care, and, by extension healthcare, without an effective SCM.
- Pharmacists are the undisputed providers of PC.
- Currently the health sector is looking towards the Pharmacists for the management of the SCM system.
- Pharmacists must take up this opportunity and deliver it properly.
- All stakeholders (FMOH, PCN, PSN, SMOHs, DMAs and Pharmacists) must rally round to succeed in this.

Thank you