

Role of Hospital Pharmacy Service in Healthcare

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Introduction

Hospital pharmacy is the health care service, which comprises the art, practice and profession of procuring, storing, maintaining and dispensing medicines and medical devices, advising patients, doctors, nurses and other healthcare professionals on their safe, effective and efficient use. It is a specialized field of pharmacy which forms an integrated part of patient health care in a health facility. It is the profession that strives to continuously maintain and improve the medication management and pharmaceutical care of patients to the highest standards in a hospital setting. The pharmacist is the custodian of medicines and pharmaceutical products throughout the hospital. Procurement and distribution play a critical role in the provision of cost-effective quality pharmaceutical care.

The missions of the hospital pharmacists:

- To be part of the medication management in hospitals, which encompasses the entire way in which medicines are selected, procured, delivered, prescribed, administered and reviewed to optimize the contribution that medicines make for producing informed and desired outcomes;
- To enhance the safety and quality of all medicine related processes affecting patients of the hospital to ensure the 7 “rights” are respected: right patient, right dose, right route, right time, right drug with the right information and right documentation.

Pharmacy Department of the Gujarat Cancer & Research Institute was established initially with few Anticancer Drugs and some general medicines with only three dispensing windows on ground floor. Medicines were dispensed maintaining manual registers for each drug with each and every patient register numbers. Currently, we have an enriched Drug Formulary of 534 Drugs & Medicines, Surgical Dressing Materials, Disposable items and Surgical Items. Pharmacy Department is working in 5 wings and three satellite Pharmacy at Bhavnagar, Rajkot and Siddhpur to distribute these drugs using digital platform.

Purchase of Medicines

A list of medications appropriate for the patients and as per the scope of the organization’s clinical services is developed collaboratively by the multi-disciplinary committee. As per the formulary, medicines and surgical items are purchased from n’procure portal taking care of quality, assuring required documents. Even from GEM Portal/GMSCL basis/ Government or Semi Government institutional basis many items can be procured.

The Pharmacy Department of the Gujarat Cancer & Research Institute is functioning in five sections. (i) Main Pharmacy, (ii) Indoor Ward Pharmacy, (iii) Indoor Patient Pharmacy, (iv) Outdoor Patient Pharmacy and (v) Chemotherapy Pharmacy.

I. Main Pharmacy: It purchases Drugs and Medicines through e-tender for patients of Gujarat Cancer and Research Institute, using the e-tendering platform of (n) Code Solutions in accordance with Tender committee. It follows well defined procedure of acquisition of medications. The process included various issues of vendor evaluation, indenting process, generation of purchase orders and receipt of goods. Goods received are supplied to the sub pharmacies as per their requirement. About 534 medicines are dispensed from this department.

II. Indoor Ward Pharmacy: It follows the drug distribution system of Floor Stock System in which General/Common Drugs/Surgical Disposable items are supplied to wards using the digital platform of Ward Management System. Requisition in form of authorized indents from various departments and wards are supplied from Indoor Ward Pharmacy.

III. Indoor Patient Pharmacy: Patients admitted at GCRI wards are dispensed their medication requirement from this pharmacy. Average 650 patients are supplied medicines daily.

IV. Outdoor Patient Pharmacy: Pharmacy services are arranged in such a way that the outdoor patients and discharged patients can collect their medicines

(tablets/capsules) from ground floor Room No. 25, which is just near to cash collection counter. Average 650 patients are supplied medicines daily.

V. Chemotherapy Pharmacy: Patients receiving day care chemotherapy are supplied their medicines from this location.

Pharmacy Department follows the HIMS, i.e. Hospital Information Management System of organization for purchase and distribution of medications. In addition to all these, distribution of all items are also arranged to dispense at our allied Cancer Care Centers of our Siddhpur, Rajkot and Bhavnagar branches too.

Narcotics & Psychotropic Substances

A substance used for the pain management of patients with moderate to severe pain. Following Narcotic and Psychotropic Substances Act 1985 (NDPS Act), Narcotics are purchased and stored in double-locked cupboards and keys are managed by two different designated persons. Documented procedures guide the use of narcotic drugs and psychotropic substances which are in consonance with local and national regulations.

Activities

The pharmacy computers are linked with all bill collection counters for paid patients. With the provision of silent billing system, Pharmacy Department provides medicines, costly drugs, chemotherapy medicines, as well as surgical items, ortho surgical items free of cost to various categorized patients like PMJAY (including MA-YOJANA), SC, ST, etc. Patients under GCS's Poor Patient Fund are provided free pharmacy services as per rules of the institute. Number of patients under School Health Programme is markedly increased and all medicines are purchased and supplied to them also for free of cost. Distinguished services are provided to special room patients, patients taking treatment under BMT and Government employees.

Stock Maintenance

Through Pharmacy Management System, the pharmacy department supports the distribution and management of drugs, medical device inventory, and maintains stock management in precise and accurate manner.

Responsibility

Medication safety management and the evaluation of a patient's medication-related needs by determining the indication, safety and effectiveness of therapy as part of the dispensing process is a key responsibility. Furnishing of information and advice to both patients and other healthcare professionals also form part of our role.

During COVID times, all our pharmacy staff members showcased supererogation by ensuring all indoor and outdoor ward patients have access to stock of formulary and non-formulary medication and surgical disposable items and used digital technology like WhatsApp platform to handle prescription to prevent spread of Covid infection among healthcare staff.

Training Programmes

Internal training programmes are held in yearly frequency in alignment with required skills and updates of knowledge, ethical practice and improving medication management.

Rational Use of Antimicrobial

In an era of a concerning increase in antimicrobial resistance, infections are becoming harder to treat. We, Pharmacists play a critical role in ensuring that antimicrobials such as antibiotics are being used responsibly in our hospitals and only when necessary. We ensure that the combination and duration of antimicrobial therapy is appropriate for each individual patient to optimise therapy, and that it is discontinued when it is no longer needed in order to prevent a further increase in antimicrobial resistance.

Future Planning

The ultimate goal for the pharmacy department is to reduce the patient's trouble of loaded information from various sources and absence of streamlined process which makes the patient's health care management difficult. Our ultimate goal is to serve the patient with full stock of medication supplies and ensure delivery of exceptional quality of pharmaceutical care. This goal can be achieved through various initiatives starting with dispensing of medications in central distribution system from where patients and care takers have access to all the requirements without going to various windows for different needs.