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Applies To: All Staff		Index No: SOS-005-Pharmacy
Issue date: January 05 , 2025	Effective date: February 17 , 2025	Review date: February 17, 2028

1. Scope Of Service:

1.1 Description of Department:

The Pharmaceutical care department provides the highest standard services to various customers, including in-patients, emergency and outpatient pharmacies. Responsible of the provision of drug therapy and other medication/health related services.

1.1.1 Mission:

1.1.1.1 The mission of the Pharmacy Department is to guide the safe and appropriate use of medications to provide optimal pharmaceutical care to all patients around the kingdom, utilizing the human and financial capital to optimize patient outcomes, satisfaction, and safety in the most attractive environment possible.

1.1.2 Goals:

- 1.1.2.1 The goal of pharmaceutical care is to optimize the patient's health-related quality of life, and achieve positive clinical outcomes.
- 1.1.2.2 To engage in collaborative and inter-disciplinary practice with other healthcare practitioners for the purpose of improving care and conserving resources.
- 1.1.2.3 To add value to individual patient care through assuring safe, accurate, rational and cost-effective use of drugs.
- 1.1.2.4 To optimize the use of human resources through expanded roles of pharmacy technicians increased utilization of automation and technology. and the development of the professional role of the pharmacist and pharmacy intern.
- 1.1.2.5 To make patient-focused transitions into and out of acute care practice settings, ambulatory care or alternative site settings with the patient's bet interest in mind.
- 1.1.2.6 To optimize the impact of pharmacy student and resident training through development of an educational practice model which results in attainment of department, hospital and professional goals.

1.2 The Range of Services Offered By The Department:

- 1.2.1 The Pharmaceutical care department provides services to various customers, including in-patients, emergency and outpatient pharmacies under the age group of neonates, infants, children and adult females mainly with obstetrics and gynecologic problems.

1.3 Targeted Age Groups:



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- 1.3.1 Neonates.
- 1.3.2 Infants and children.
- 1.3.3 Adult women with obstetrics and gynecologic issues.

1.4 The Number of Medication Orders or Prescriptions Dispensed for 2024:

- 1.4.1 Out-patient Prescription = 389,612
- 1.4.2 Out-patient Prescription = 74,244
- 1.4.3 In-patient Narcotic Prescription = 7,230
- 1.4.4 Out-patient Controlled Prescription = 190
- 1.4.5 In-patient Controlled Prescription – 2,970

1.5 Pharmacy care can be categorized in to four intersecting categories based on roles and responsibilities:

- 1.5.1 **Administrative roles:** The director of pharmacy and the leading staff, such as supervisors of units and heads of sections, as per scope and responsibilities, carry out this function.
 - 1.5.1.1 Staff selection, training, evaluation, competency assessment, and assignment Scheduling.
 - 1.5.1.2 Formulary management occur in collaboration with other members of the health care team involved in the Pharmacy and Therapeutic Committee.
 - 1.5.1.3 Establishing medication management practice policies and procedures to guide the medication management process.
 - 1.5.1.4 Control of pharmaceutical outflows by maximizing use, reducing waste, and over utilizing financial and human resources.
 - 1.5.1.5 Management of pharmaceutical outflows by utilization, dispensing, storage, and monitoring of medications.
 - 1.5.1.6 Quality control and management of developing guidelines, monitoring, and staff competence and adherence to practice policies and procedures.
 - 1.5.1.7 Pharmacy information systems, whether manual or electronic systems which must work in a way to standardize practice, minimize errors, and increase safety and quality.
 - 1.5.1.8 Hospital-wide committees' participation, such as infection control, quality, medical records, and other hospital committees as per scope and function, whether permanent or administrative, includes hospital committees such as case mortality and morbidity committees and P&T committees.
- 1.5.2 **Operational roles:** Can be summarized in the medication storage, distribution, dispensing, and monitoring processes through the following systems:
 - 1.5.2.1 Regulation of medications in the pharmacy units and pharmacy locations, or Patient care areas.



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- 1.5.2.2 Compounding of sterile products of all forms, total parenteral nutrition (TPN), chemotherapy, and intravenous admixtures.
- 1.5.2.3 Investigational medications are a shared function of different pharmacy units such as inpatient, outpatient, and clinical pharmacy care, if available.

1.5.3 Clinical roles:

- 1.5.3.1 Clinical pharmacist teams' participation as part of patient care teams.
- 1.5.3.2 Drug information center.
- 1.5.3.3 Research programs participation with other disciplines and initiation as per Pharmacy needs and scope.
- 1.5.3.4 Antimicrobial Stewardship program development, implementation, and Monitoring.
- 1.5.3.5 Clinical decision systems and committees.

1.5.4 Educational roles:

- 1.5.4.1 Pharmacy staff education upon hiring.
- 1.5.4.2 Hospital wide educational programs and trainings.
- 1.5.4.3 Pharmacy students training program.
- 1.5.4.4 Pharmacy continuous education programs, whether internal or externally focused, address staff training needs, such as sterile admixture training and certification.
- 1.5.4.5 Community engagement includes educational and awareness programs such as breast cancer awareness programs, diabetes training, and others as per community needs.
- 1.5.4.6 Drug information and medication awareness for staff and patients.
- 1.5.4.7 In addition to the hospital orientation, all pharmacy staff must receive extensive training within the different units and departments before assuming their responsibilities.
- 1.5.4.8 New staff must be signed off in each area before being allowed to practice.
- 1.5.4.9 Periodic in-care educational programs are conducted, and when feasible, staff is encouraged to attend lectures and teaching rounds conducted in hospitals and related disciplines in the area or region whenever feasible, whether physically attending or taking online classes.

2. Key Performance Indicators(KPIs) Developed And Monitored By The Department:

- 2.1 Medication errors
- 2.2 Patient counselling



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3. Construct a Communication Chart (Identify Internal, External Customer)

3.1 Internal Customers:

3.1.1 Patients and Visitors

3.2 External Customers:

3.2.1 Primary Health Care centers included in the geographical distribution set

4. Working Days And Working Hours:

4.1 Inpatient and emergency pharmacies: Daily 24 Hours

4.2 Outpatient: From Sunday to Thursday 7.30 Am - 15.30 Pm

5. Departmental Committees and Meetings:

5.1 Intradepartmental Meetings every 1-2 months

5.2 Conduct minimum 4 Pharmacy & Therapeutic committee annually

5.3 Conduct minimum 2 Antimicrobial Stewardship committee annually

5.4 Conduct minimum 2 Medication Safety committee annually

5.5 Participate in Hospital Committees

6. Support Service:

6.1 The pharmaceutical care department works collaboratively with all relevant departments under guidance of medical and administrative higher authority of MCH, Hafar Al Batin.

7. Regulatory Agencies:

7.1 Ministry of Health (MOH) In Saudi Arabia

7.2 Saudi Council for Health Specialties.

7.3 Saudi Neonatology Society.

8. Departmental Challenges and Improvement Initiatives:

8.1 Delay in obtaining non-formulary medication

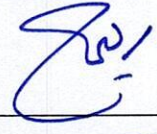
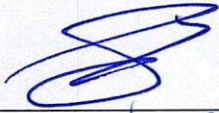
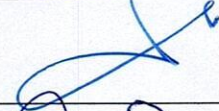
8.2 Lack of medical devices needed for extemporaneous preparations

8.3 Shortage of some important medications



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