Introduction

Evaluating the standards of hospital pharmacies in therapeutic centers affiliated with Kermanshah University of Medical Sciences, Iran

Background

Nearly all pharmaceutical care departments located in hospitals are among the important pillars of the healthcare system. Proper evaluation of the quality of hospital pharmacy services afforded by these academic centers is of great importance for the evaluation of the efficiency and quality of pharmaceutical services and drug administration to inpatients. These standards and services should be implemented in all hospitals in the near future to ensure a proper level of drug utilization and to improve patient safety. The aim of this study was to evaluate the compliance of hospital pharmacies in teaching hospitals affiliated with Kermanshah University of Medical Sciences (KUMS) with the national standards.

Methods

This study was done on 17 teaching and non-teaching hospitals affiliated with KUMS in 2010-2011. The full names of hospitals are not mentioned here for the sake of privacy that some were university teaching hospitals (UTH), a general hospital teaching hospital (RWH), a cardiology specialized teaching hospital (CHF), a brain and trauma specialized teaching hospital (IBT), a pediatric teaching hospital (PENT), two general teaching medical centers (GAMC and GMFCM) and finally ten other general hospitals (GHN1, GHN2, GHN3, GHN4, GHN5, GHN6). The design of the study was cross-sectional and descriptive data was collected using a questionnaire validated by the School of Pharmacy, Kermanshah University of Medical Sciences (KUMS) and the national standards. A non-probability convenience sampling method was used to select the hospitals and pharmacies. The questionnaire was distributed to the pharmacists, and all the important questions of the study were answered by them. Results

The results showed that the hospitals observed, 24% of pharmacy costs, 25% of pharmacy store and storage conditions, 40% of pharmacy price, 50% of pharmacy service, and 26% of pharmacy training and educationally followed by pharmacies. The questionnaire showed that these standards are not implemented in all hospitals.

Discussion

Hospital pharmacy (pharmaceutical care department) is defined as a dynamic and scientific unit which provides, reserves, compounding, packs and dispenses drugs for both in-patients and out-patients in a hospital [10]. Furthermore, drug control and information services are offered there. The hospital drugstore unit must be easy to access for the department it offers services. The best place for this unit is the first floor of the hospital building or the pharmacy department of the hospital.

Conclusion

This study draws on the importance of deficiencies and inadequacies in hospital pharmacy services. The study showed that the quality of hospital pharmacy services is still below expected standards. This is due to the lack of proper standards and the insufficient knowledge on standard forms, signing forms before leaving the facility or warehouse by delivery person, matching items listed on the goods receipt and drug store by delivery person, and the mismanagement of administration of the drug store unit. The weaknesses of the present study include the exclusion of the rural hospitals and private hospitals from the research.

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