Improve Tracking and Communication of Stock Issues within Pharmacy Store and End Users

Singapore Healthcare Management 2022

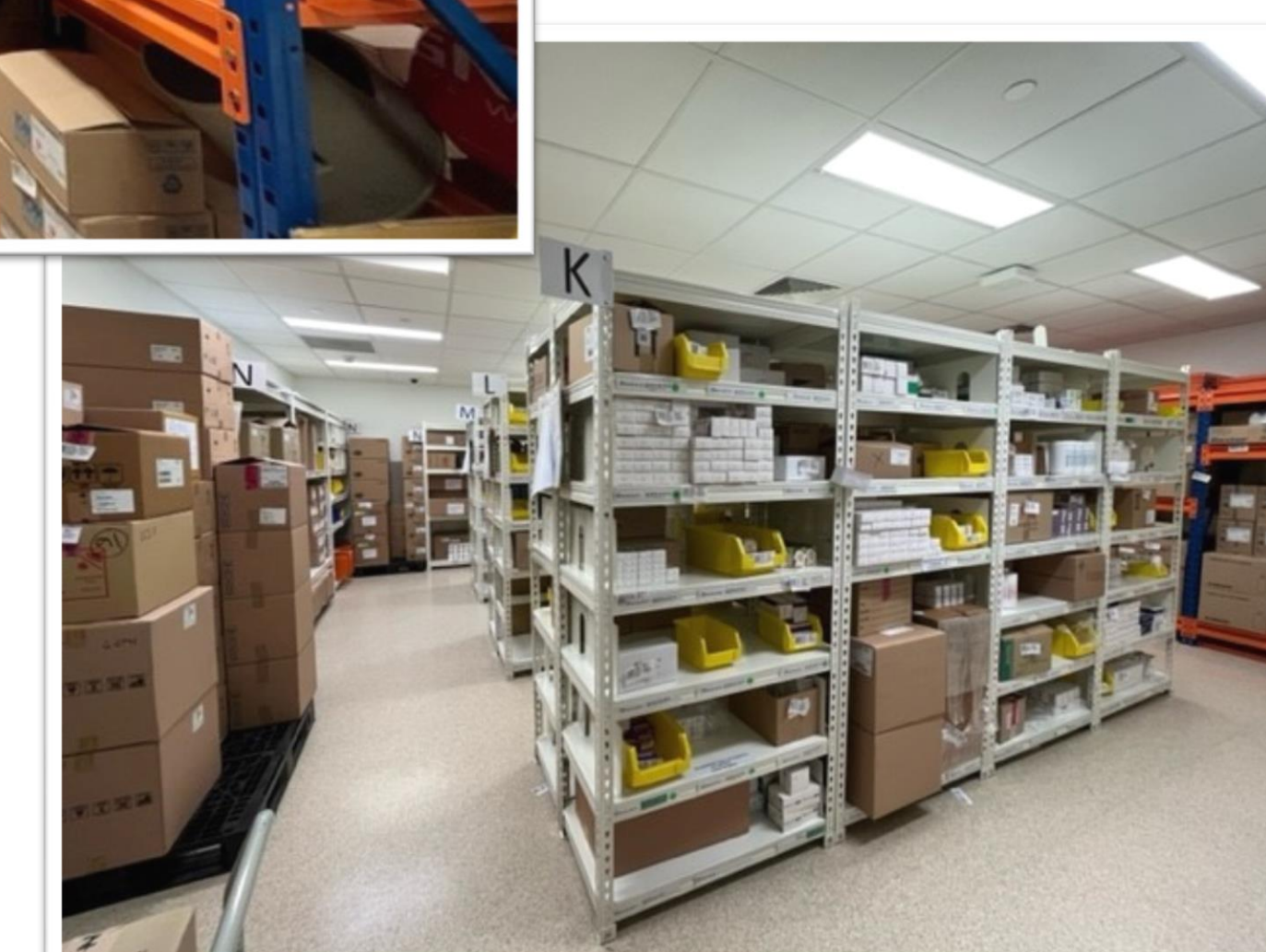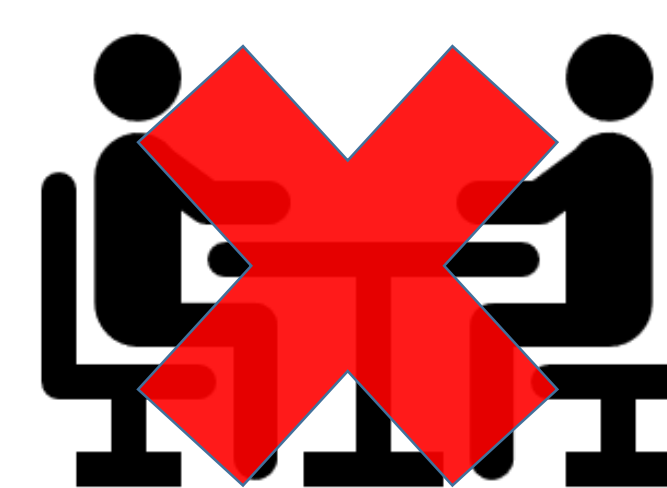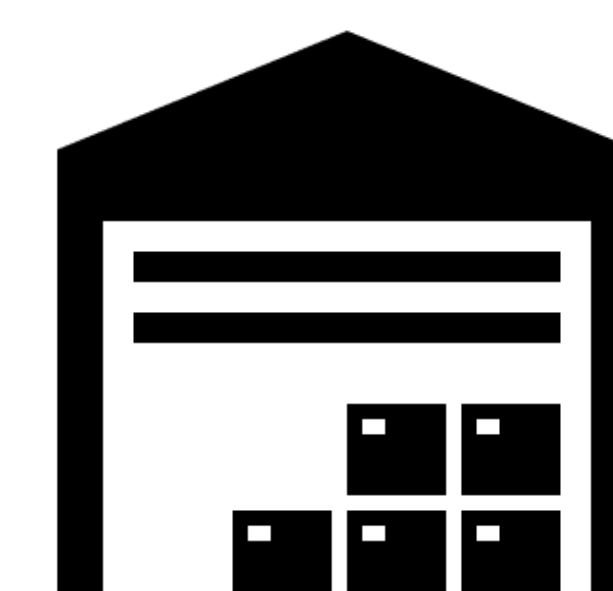- Ng Hui Ting, Pharmacist
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SKH – ALPS Pharma

ALPS
Synergies in Healthcare Supply Chain

Introduction

The procurement and logistics team in pharmacy store play an important role in ensuring undisrupted drug supply chain within the hospital. We work closely with vendors to ensure that pharmaceuticals are brought in timely. However, we may face stock issues related to vendor, shipment, short expiry etc. due to unforeseen circumstances occasionally. Previously, the stock issues are taken note manually by the store. It will then be shared with the sub-store inventory team every 2 weeks via a physical meeting. However, it was difficult to organise regular meeting due to implementation of workplace safe management measures for COVID-19.

Objectives

✓ To develop a system to ensure timely follow-up and handling of stock issues so that it will not affect the drug supply chain within the hospital.
✓ To ensure timely and effective communication on stock issues to end users due to safe management measures at workplace.

Methodology

a. **Microsoft excel "Stock Issues"**
   ❖ Summary of the stock issue from vendor updates
   ❖ Usage information
   ❖ Possible solutions
b. **Shared folder**
   ❖ Engage IT to create the network drive for other end users to have access to the folder
c. **Whatsapp communication**
   ❖ Provide screenshot of the updates to inform end users whenever required.

Vendor Stock out Situation or Potential Supplier deliveries delays (Ongoing)

Date reported	Item Code	Description	Remarks	Status update
10/02/2022	0004-04-035-L	FEXOFENADINE ,PSEUDOEPH TAB (TELFAST-D)	Temporary out of stocks. Next shipment ETA to be confirm.	Current SKH stock balance: 6000 Current MSTR stock balance: 3020 Usage: 2900/mth Please ration the stock & do not issue to external Rx.
01/06/2022	0004-24-379-F	ROSUVASTATIN 10MG TAB	OOS, next shipment ETA Mid July.	Current SKH stock balance: 12000 Current MSTR stock balance: 3800 Usage: 11500 /mth Please ration the stock & do not issue to external Rx.

Results

✓ Accessible and regular updates to all involved teams.
✓ Achieve saving on man-hours for physical meeting (Approximately 2 hours).
✓ Easy to keep track and follow up closely with vendors using a single excel summary.

Conclusion

✓ Time saving and efficient
✓ Improved work productivity
✓ More accessible updates allows better operational planning.