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IMPROVING THE MANAGEMENT OF NAMED-PHYSICIAN-NAMED-PATIENT (NPNP) DRUG REQUESTS IN SKH

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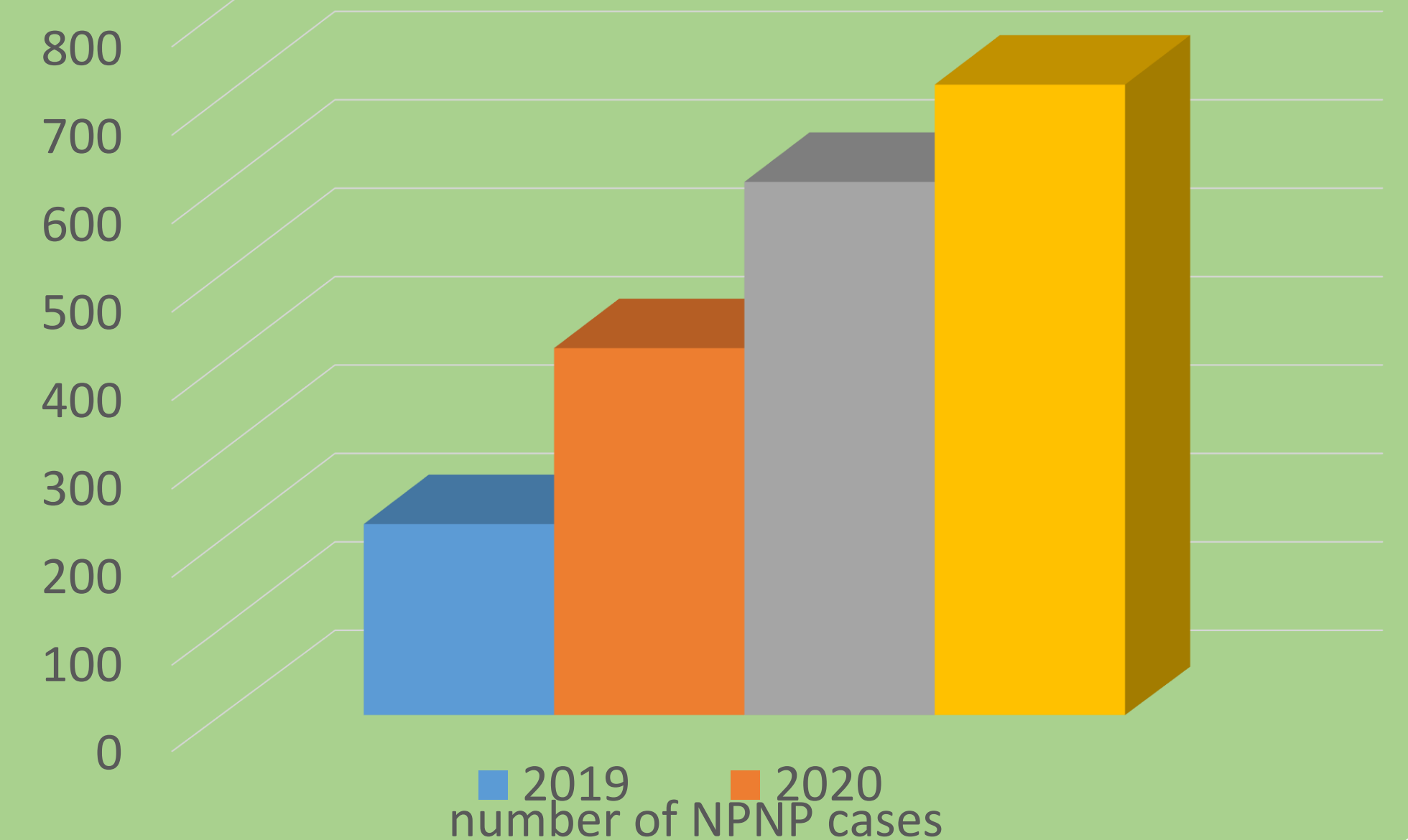
INTRODUCTION

The pharmacy procurement team manages the sourcing and procurement of non-formulary drug on NPNP basis. A significant increase in NPNP orders between 2019-2022 has been observed due to the ramping up of SKH operations.

PROBLEMS

Due to the increased inventory load and new drug requests, the team has identified challenges in the following areas:

- 1) Monitoring of delivery status due to backorders, supply issues or delivery discrepancies
- 2) Placement and inventory of NPNP items vs formulary items
- 3) Collection process for NPNP item
- 4) Charging process and schedule



OBJECTIVES

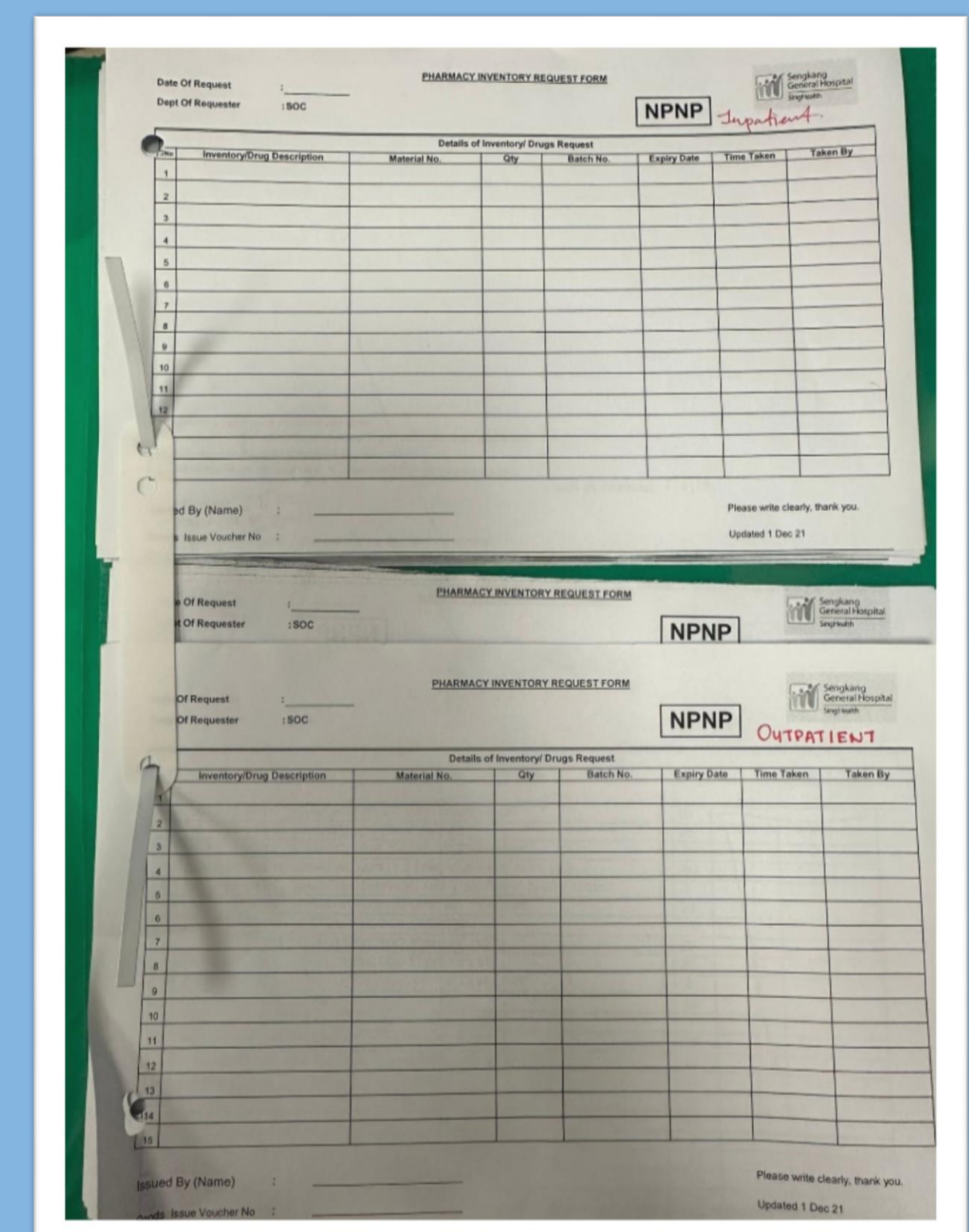
- ✓ To improve tracking of order requests.
- ✓ To reduce the risk of misplacing NPNP drugs.
- ✓ To ensure accurate and timely charging of NPNP drugs to the sub stores.

METHODOLOGY

1) Allocate a location in procurement office and cold room for storage of NPNP item.

2) Collection of NPNP items will only be done upon receiving notification from procurement team.

3) Implement NPNP ad-hoc charging file for item collection record and charging done twice weekly of NPNP drugs to sub stores.



RESULTS

- ✓ Reduce the incidence of misplacing NPNP drugs at the wrong location in pharmacy store.
- ✓ Reduce the time required to search for the stock in pharmacy store or cold room.
- ✓ Better tracking on order fulfilments and timely charging to the sub stores.

CONCLUSION

Overall, the solutions have shown improvements in the management of NPNP requests in SKH.

- ✓ Process is more systematic and organised.
- ✓ The team can better facilitate communication and inventory management between pharmacy store and our end users.

