

Report

State Consultation: Odisha

Customizing Pharmacists' Competency Assessment Tool for Primary Healthcare Settings

Bhubaneswar, Odisha

14 November, 2022



Contact

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This report has been developed by Health Systems Transformation Platform (HSTP) to share the summary of proceedings of State consultation in Odisha for customizing competency assessment tool for pharmacists in primary healthcare settings held in Bhubaneswar, Odisha on 14 November 2022.

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Prof Maharaj Kishan Bhan, HSTP's pillar of strength, continues to inspire our work. We are grateful to the HSTP Board for their support & Dr. Guru Prasad Mohanta, Mrs. Manjiri Gharat, Dr. Saroj Choudhury, and Dr. Sruti Ranjan Mishra for their contribution. We also thank the HSTP team, especially Rajeev Sadanandan, Chief Executive Officer, Peter Parekattil, and Aaliyah Khan.

Objective

In 2019, under Odisha Health Systems Strengthening Program, a four-year collaborative effort by the Health System Transformation Platform (HSTP) was initiated with the Government of Odisha, Tata Trusts, Harvard T.H. Chan School of Public Health. The collaborative effort intended to improve Odisha Health Systems to provide affordable and equitable access to quality care for its population while avoiding significant financial risks and improving citizen satisfaction. The collaborative health systems diagnostic study identified Primary Health Care Provider's competence as an area that is to be improved.

The pharmacist is one of the essential members of the primary healthcare team. Hence, strengthening this cadre competency would play a significant role in improving primary healthcare performance. HSTP collaborated with the Community Pharmacy Division, Indian Pharmaceutical Association, Mumbai, to support the Pharmacists competency development initiative with their professional expertise. HSTP has collaborated with KIIT School of Public Health, Bhubaneswar, to conduct a Pharmacists' Competency Assessment in Odisha as a state partner.

Competency assessment is the first step for its development in any cadre of the health workforce, which require a competency assessment tool. HSTP reviewed the literature, developed a list of Pharmacists' competencies, and finalized the list of competencies through an expert consultation held on 10 March 2022. Refer to the [report here](#). Subsequently, HSTP developed the Competency Assessment Tool (CAT) and validated its content through seasoned experts.

HSTP and collaborators felt the need to organize a state consultation to factor in the Odisha context into the pharmacists' competencies list and Competency Assessment Tool and customize the Pharmacist's Competencies and Competency Assessment Tool for pharmacists at Primary Health Care setting in Odisha.

This consultation was held on 14 November 2022 from 10:00 AM to 4:00 PM at Conference Hall 1, Campus 6, KIIT Deemed to be University, Bhubaneswar. Sudhir Kumar Satpathy, Guru Prasad Mohanta, Manjiri Gharat, Paresh Chandra Mishra, Subhranshu Pradhan, Saroj Kumar Choudhury, Sruti Ranjan Mishra, Nilakantha Bhoi, Mihir Kumar Kar, Himanshu Sekhar Pradhan, Purnima Bhoi participated in this consultation along with Sanjeev Kumar from HSTP. The detailed list of experts is given in Annex 2.

Dr. Sudhir Kumar Satpathy chaired the consultation.

Summary

Experts discussed the list of primary healthcare pharmacist competencies needed to perform their role as a Pharmacy Manager, assisting the medical officer in the preparation and implementation of different projects and programs, dispensing medical products, outreach to the community, ensuring compliance with regulations on drugs, professional practice, ethical practice, communication, workplace management, emergency role/ clinical role in the absence of Medical Officer or other staff and continuing professional development. Experts also discussed the Competency Assessment Tools' (CAT) design and instruments. These instruments were to assess Knowledge, Attitude, and Skills (observational checklist, mini clinical for specific conditions and simulation exercises) for the listed competencies. The summary of the discussion is given below

Pharmacy Manager: One of the competencies required for pharmacists in primary health care settings is to be knowledgeable about the procedure for all types of planning and procurement, including local purchasing for drugs. Experts shared that local purchasing in Odisha is minimally required at the primary health centres. However, most experts were in consensus to keep the behavior as "Ensuring compliance to local purchasing rules and adequate documentation" and "Ensuring there is no conflict of Interest". As a pharmacy manager, one of the other competencies is managing drugs and vaccine distribution systems (DVDMS) and other IT Systems for pharmacies. Experts shared that the Government of Odisha is implementing e Niramaya software to maintain the supply chain for medical products. Under the domain of Pharmacy manager, fifty-six competencies have been listed. The experts unanimously shown consensus on all the competencies and the instruments as questionnaire, observational checklist, mini clinical for specific conditions and simulation exercises.

Dispensing Medical Products: One of the critical competencies of primary health care pharmacists is to be knowledgeable about drug details for dispensing, including generic/brand names, usage (indication), dosage (quantity and frequency), route of administration, how to use and drug interaction/compatibility. Experts shared that repacking medical products is not practiced in the public health system hence this competency should be skipped. However, the competency for adequate ancillary labelling (patient name dosage, shake well before use, for external use) should be essentially required for the Pharmacists. There are eight competencies has been listed under this domain, which were accepted by the experts. They also accepted the Instruments to assess these competencies.

Outreach to the Community: To educate the public on disease prevention and health promotion is one of the pharmacists' competencies. Participants shared that in Odisha, there is a dedicated human resource - Public Health Education officer at the block level to educate the public on disease prevention and health promotion. However, most of the experts shared that this competency is equally important for Pharmacists, as he/ she is in better place to share disease prevention and health promotion during drug dispensing even during community outreach activities. Under this domain, there are ten competencies and its instrument for assessment, on which the experts have shown consensus

Similarly, during this state consultation, all the rest of competencies and its assessment instruments for all the domains were discussed and consensus was arrived.

Next Steps

Strong skills in program management, monitoring, and evidence-based policymaking are fundamental to ensuring successful programs with good outcomes. At the core of this are the practitioners – policymakers, managers, and other medical and non-medical personnel associated with these programs at the national, state, and district levels. We value their contribution to the current understanding of the Indian health systems. To enable transformation and lead the system toward universal health coverage, India needs enhanced capacities, especially in using evidence generated from the program and systemic analysis effects that lead to better health systems diagnostics, design, policy, and strategy.

The assessment phase of competency development of pharmacists in the primary health care setting in the Odisha project is being implemented in collaboration with KIIT School of Public Health Bhubaneswar and the Government of Odisha. As immediate steps, HSTP will customize the pharmacists' competency assessment tool based on consultation inputs, that will be further refined after pre-testing in primary health care facilities in Khurda District, Odisha.

HSTP and KIIT School of Public Health Bhubaneswar will assess the in-service pharmacist's competencies in Community Health Centres and Primary Health Centres in four sample districts in Odisha.

We intend to scale this program across the state and in states with similar contexts from the experience and learnings in the coming year.

Agenda

14 November 2022

Conference Hall -1, KIIT University, Bhubaneswar

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10:00 – 10:05 AM	Lightning the lamp
10:05 – 10:15 AM	Welcome Note & Opening Remarks- Dr Sudhir Kumar Satpathy, Director, KIIT SPH
10:15 -10:30 AM	Felicitation to the guests
10:30 AM- 10:50 AM	Pharmacist Competency Development Project- Overview Sanjeev Kumar, Research Specialist, HSTP
	Pharmacist Competency Assessment Study- Overview Purnima Bhoi, Assistant Professor, KIIT SPH
	Competency Assessment Tool-Overview- Sanjeev Kumar, Research Specialist, HSTP
10:50 -11:00AM	Tea Break
11:00 AM – 1:00 PM	Domain wise discussion: <ol style="list-style-type: none">1. <i>Pharmacy/ Store Manager</i>2. <i>Assistance to Medical Officers in the Preparation and Implementation of different Projects and Programs</i>3. <i>Dispensing Medical Products</i>4. <i>Outreach to the community</i>5. <i>Ensure compliance to regulations on drugs</i>6. <i>Professional Practice</i> Discussion Facilitator: Dr. Guru Prasad Mohanta, Expert Consultant-HSTP, Mrs. Manjiri Gharat, Chairman CPD-IPA, and Sanjeev Kumar, Research Specialist HSTP
1:00 PM - 2:00 PM	Lunch
2:00 PM - 03:55 PM	<i>Domain Wise discussion</i> <ol style="list-style-type: none">7. <i>Ethical practice</i>8. <i>Communication Skill</i>9. <i>Workplace Management</i>10. <i>Emergency Role /Clinical Role in the absence of Medical Officer and Staff Nurse</i>11. <i>Continuing Professional Development</i> Discussion Facilitator: Dr. Guru Prasad Mohanta, Expert Consultant-HSTP, Mrs. Manjiri Gharat, Chairman CPD-IPA, and Sanjeev Kumar, Research Specialist HSTP, Purnima Bhoi, Assistant Professor, KIIT SPH
03:55 – 4:00 PM	Conclusion and next Step - Dr. Sudhir Kumar Satpathy, Director, KIIT SPH
	Vote of Thanks Ms. Purnima Bhoi, Assistant Professor, KIIT SPH

Sr. No.	Name	Designation & Organization
1	Dr. Guru Prasad Mohanta	Expert Consultant- Pharmacist Competency, HSTP & Retd. Head of the Department (Pharmacy), Annamalai University, Tamil Nadu
2	Mrs. Manjiri Gharat	Chairman, Community Pharmacy Division, The Indian Pharmaceutical Association, Mumbai & Vice President, International Pharmaceutical Federation (FIP)
3	Dr. Paresh Chandra Mishra	Additional Director, HRH & R(O), Directorate of Health Services, Department of Health and Family Welfare, Government of Odisha
4	Dr. Sudhir Kumar Satpathy	Director, KIIT School of Public Health, Bhubaneswar
5	Dr. Subhranshu Pradhan	Joint Director, HRH & R, Directorate of Health Services, Department of Health and Family Welfare, Government of Odisha
6	Dr. Sruti Ranjan Mishra	Chairman, Odisha Pharmacy Intellectual Forum, Rasulgarh, Khurda, Odisha
7	Dr. Saroj Kumar Choudhury	Assistant Professor (Pharmacy Wing), SCB Medical College, Cuttack
8	Mr. Nilakantha Bhoi	Senior Officer- Procurement, UNOPS
9	Dr. Mihir Kumar Kar	Assistant Professor, Sri Jayadev College of Pharmaceutical, Sciences, Bhubaneswar
10	Mr. Sanjeev Kumar	Specialist-Research, HSTP
11	Mr. Himanshu Sekhar Pradhan	Associate Professor, KIIT School of Public Health,
12	Mrs. Purnima Bhoi	Assistant Professor, KIIT School of Public Health



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