Health Systems Transformation Platform

Competency Based Training Manual for In-Service Pharmacists in Primary Health Care Setting

A Participant Guide







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Background

Aligning competencies to deliver comprehensive primary care services at primary health care facilities is paramount. Competencies must be built during the preservice education of the healthcare workforce. Human Resources of institutions producing human resources for health must be aware of changing health needs. These institutions must maneuver health professional education to develop relevant competencies. Evidence suggests that preservice education alone is inadequate to develop the required competencies during preservice education. Therefore, health systems must make significant investments to build the competencies of Primary health workers during service. However, interventions to improve the competencies of health workers have not been developed to improve health services, especially in primary healthcare settings.

Consistent with other studies, Odisha Health System Strengthening diagnostic report, 2021 reports a significant competency gap among Primary health care providers, including Pharmacists.

Globally, including in Low- and middle-income countries (LMICs), the role of Pharmacists in Primary Care is becoming vital because they support Primary Health Care to meet the elevated burden of Chronic Care. Enhancing their Competency is essential for drug dispensing, timely and appropriate indenting, forecasting, storing, distribution, and managing drugs and consumables.

Health Systems Transformation Platform collaborated with the Government of Odisha, Community Pharmacy Division-Indian Pharmaceutical Association, and Pharmacy Wing-SCB Medical College and Hospital, Cuttack, to define, assess, and build the Pharmacist's Competencies in Primary Health Care Setting. For this, HSTP and its collaborative partners developed the Competency assessment framework and assessed the In-service pharmacist's competencies in sample districts. Based on the assessment findings, the HSTP-led collaborative partners developed this "Competency-Based Training Manual for trainers."

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Introduction

The strengthening of Primary Health Care is accepted as the foundation for achieving Universal Health Coverage. Health Care professionals working in the primary care providing facilities should have adequate competencies to serve the common man. Evidence suggests that pre service education alone is inadequate to develop the required competencies. Therefore, health systems are advocated to make significant investments to build the competencies of Primary health workers during service.

Odisha Health System Strengthening diagnostic report, 2021 reports a significant competency gap among Primary health care providers, including Pharmacists. Attempt is made to provide training of in-service pharmacists to improve their competencies on drug dispensing, timely and appropriate indenting, forecasting, storing, distribution, and managing drugs.

This Training of Trainers (ToT) manual helps to guide the trainers / facilitators to train the primary care providing pharmacists to enhance their performance.

The training of trainers consists of class room teaching including activity, discussion and sharing experience.

Training Program a	it a Glance		
Duration	5 Days		
Participants	Pharmacy teachers / Senior		
·	Pharmacists who are		
	identified for training of		
	pharmacists		
Batch Size	About 30		
Trainers	Identified based on the		
	expertise and experience		
Trainers per	Trainers identified based on		
batch	their expertise and experience		

Programme Schedule and Methodology for Training of Trainers for Pharmacists Venue: National Academy of Broadcasting and Multimedia (NABM), Bhubaneswar. Day 1 (18. 1. 2025)

Time	Session	Presentation / Worksop / Activity / Discussion	
9:30 AM - 10:00 AM	Registration		
10:00 AM - 10:15 AM	Welcome Adress and Introduction of Participants and Trainers		
10:15 AM - 11:15 AM	Setting the scene and Introduction to Manual	Presentation	
11:15 AM-11:30 AM	Tea Break		
11:30 AM – 1:00 PM	Managing Pharmacy Storage (Verification, Layout, Labelling)	Presentation and Discussion	
1:00 PM - 2:00 PM	Lunch		
2.00 PM – 3.30 PM	Fever, Diarrhoea, Malaria	Presentation and Discussion	
3:30 PM - 3: 45 PM	Tea Break		
3: 45 PM – 5.00 PM	Ringworm, Helminthiasis, Scabies	Presentation and Discussion	

Day 2 (19. 1. 2025)

Time	Session	Presentation / Worksop / Activity / Discussion
10:00 AM - 11:15 AM	Profession and Ethics	Presentation and Discussion
11.15 AM – 11.30 AM	Tea Break	
11:30 AM – 1.00 PM	Ethical Guidelines for	Presentation and Discussion
	Practicing Pharmacists	
1:00 PM - 2:00 PM	Lunch	
2:00 PM - 3:30 PM	URT Infection, Acid Peptic	Presentation and Discussion
	Ulcer	
3.30 PM – 3. 45 PM	Tea Break	
3.45 PM – 5.00 PM	Identifying ADRs and Reporting	Presentation and Activity

Day 3 (20. 1. 2025)

Time	Session	Presentation / Worksop / Activity / Discussion
10:00 AM - 10.45 AM	Patient Counselling &	Presentation and Discussion
	Medication Adherence	
10.45 AM - 11.00 AM	Tea Break	
11.00 AM - 11.30 AM	Inauguration	
11.30 AM - 12.00 Noon	Findings on Assessment Study Report	Presentation
12.00 PM- 12.30 PM	Release of Pharmacist Manuals	
12.30 PM - 01.30 PM	Lunch	
01.30 PM - 02.30 PM	Managing Slow-Moving Products	Presentation and Discussion
2.30 PM – 3.30 PM	Managing Habit-Forming Drugs & Vaccine Distribution	Presentation and Discussion
3.30 PM – 3.45 PM	Tea Break	
3.45 PM – 5.00 PM	Communication in Patient Counselling	Presentation, Role Play and Discussion

Day 4 (21. 1. 2025)

Time	Session	Presentation / Worksop / Activity / Discussion
10.00 AM - 11.00 AM	ABC, VEN Analysis,	Presentation, Activity cum
	Inventory Management	Discussion
11.00 AM -11.15 AM	Tea Break	
11.15 AM – 12 Noon	Procurement & Distribution	Presentation and Discussion
12 Noon – 1.00 PM	Storage & Recognizing Poor	
	Quality Medicines	
1:00 PM - 2:00 PM	Lunch	
2:00 PM - 3:00 PM	Organizing Outreach Camps	Presentation and Discussion
	& Biomedical Waste	
	Management	
3.00 PM - 5.00 PM	Drugs & Cosmetics Act,	Presentation and Discussion
	NDPS Act, State Drug	
	Management Policy	

Day 5 (22. 1. 2025)

Time	Session	Presentation / Worksop / Activity / Discussion	
10:00 AM – 11.00 AM	Disaster Management - Medicine Management	Presentation and Discussion	
11.00 AM – 11.15 AM	Tea Break		
11.15 AM - 12.00 Noon	AMR & New Advancements	Presentation and Discussion	
12.00 Noon – 1.00 PM	Good Dispensing Practice	Presentation and Discussion	
1:00 PM - 2:00 PM	Lunch		
2:00 PM - 3:00 PM	Participants' Experience		
3.00 PM	Closing Remarks and Vote of Thanks		

Preparatory Phase

- **Be familiar** with participant manual and if change is suggested, this should be done in both the manuals: participant as well ToT.
- Selecting Training Venue:
 - Preparing the class room: Check that the classroom is prepared. Arrange the seating so participants can see and communicate easily with each other and with trainers.
 - Set up desks or tables in a U-shaped arrangement.
 - Make arrangements to keep the room tidy.
 - Test that mike, LCD/OHP, and power back up are in good working condition.
 - Putting up the training banner in the classroom
- Assigning the topics to the trainers: The topics to be covered by the individual trainer is to be informed in advance. The power points developed for the training is also to be shared.
- **Scheduling the training / Finalising training agenda:** A time table for the training is to be prepared. This would help to organize the programme in scheduled manner.
- Ensuring the availability of training materials:
 - Microphone
 - LCD projector
 - Laser pen
 - Training Course Banner
- **Identifying other staff:** Identify staff that will assist in the training particularly for tasks such as handling the microphone speaker, for photocopying and arranging the furniture.
- Arranging for Photography: Group photograph is necessary for memory and record.
- Arranging for providing certificates to participants and trainers: The certificates are to be printed for participants and trainers.

Day Before the Training

- Ensuring the availability of adequate number of Training Kit: Folder / Bag containing copy of manual, writing pad, pencil, pen and eraser.
- Meeting of the Trainers:
 - Reviewing the schedule of first day,
 - Confirming the preparation of all trainers.
 - o Reviewing the session plan if it is shared by more than one trainer responsibility of each one.
- Arranging the classroom:
 - Checking to ensure that the classroom is prepared.
 - Arranging the seating arrangement to enable participants to communicate easily with each other and with trainers - Setting up of U-shaped arrangement is preferable.
 - Making arrangements to keep the room tidy
 - o Testing of functioning of mike and LCD to ensure their functioning.
 - o Putting up the training banner in the classroom.
- Meeting with venue staff:
 - o Ensuring arrangement for tea / coffee and lunch on time.
- Arranging for group photograph:
 - Venue and Time to be announced.

During Training:

- Ensuring the trainers adhere to the guideline in the manual.
- Ensuring the trainers adhere to time allotted to the session.
- Encouraging the trainers to adhere timeline.

Day 1

- Helping the participants to register.
- Conducting the Pre-Training Test.
- Conducting the Training Programme.
- Trainers Meeting:
 - o To discuss about the day's programme and providing feedback as necessary.
 - o To review and prepare for Day 2 programme ensuring the availability of tools as required by the trainers.

Day 2

- Distributing the list of trainers and participants to everyone attending the training.
- Conducting the training programme.
- Conducting the trainers' meeting:
 - o To discuss about the day's programme and providing feedback as necessary.
 - To review and prepare for Day 3 programme ensuring the availability of tools as required by the trainers.
- Preparing the certificates for the participants and trainers.

Day 3

- Checking the certificates for ensuring correctness of name and organization.
- Conducting the training programme.
- Conducting the trainers' meeting:
 - o To discuss about the day's programme and providing feedback as necessary.
 - To review and prepare for Day 4 programme ensuring the availability of tools as required by the trainers.

Day 4

- Conducting the training programme.
- Conducting the trainers' meeting:
 - o To discuss about the day's programme and providing feedback as necessary.
 - To review and prepare for Day 4 programme ensuring the availability of tools as required by the trainers.
 - To ensure arrangement for closing ceremony.

Day 5

- Conducting the training programme.
- Conducting the trainers' meeting:
 - o To discuss about the day's programme and providing feedback as necessary.
 - To review and carry forward.

Day 1 18.1.2025

Registration

Session Objectives:

- To prepare the list of participants with contact details.
- Distributing Training kits to the participants.

Time

30 minutes

Session Overview

Registration

Materials Required

- Participants' Registration Form.
- Participants' Training Kit:
 - o Participants' Manual.
 - o Notepad.
 - o Pencil, Eraser and pen.
 - Name tag.
 - o TA/DA form.

Registration (30 minutes)

- 1. Asking the participants to fill in the Participants' Registration Form
- 2. Distributing the training kit containing the manual and other materials to the participants
- 3. Distributing the list of participants to everyone in the training course.

Seating Arrangement:

- Based on the facility, the participants are advised to seat so as to easy for them to look at the display of projector.
- Easy to communicate with fellow participants and trainers.
- Easy for group activity whenever planned.

Pre-Training Test

Session Objectives

- To understand the base line knowledge of Participants.
- To identify the areas which are to be given special emphasis.

Time: 20 Minutes

Materials:

Pre-Training Test Questionnaire

Process:

Asking participants to answer the questionnaire without any help.

- Evaluating Answer Sheets.
- Identifying the areas which require special emphasis.

Introduction of Participants Session Objectives:

- To know each other: Participants and Trainers.
- To develop a comfortable and friendly atmosphere in the classroom.

Time

20 Minutes

Methodology (Rules for the participants): This should be informed.

- As far as possible not to disturb the trainer during his / her presentation.
- They can note down their concerns / doubts / any other matter and ask at the end. Each trainer will have Q & A Session at the end.

Session: Setting the scene and Introduction to Manual.

Learning Objectives:

- Need for Inservice Training of Primary Care Pharmacists.
- What are the areas identified for the training?
- How the manuals can be used?

Time:

60 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

Session: Managing Pharmacy Storage (Verification, Layout, Labelling)

Learning Objectives:

- To know the Good Pharmacy Management Components.
- To know How to conduct Stock Verification.
- To know the different storage condition requirements.

Time:

60 minutes

Methodology:

The trainer can give a presentation and shall initiate activities.

- Activities:
 - Identifying the various place for keeping products like keeping expired medicines.
 - Preparing check list for Stock Verification: Quantities, condition, if not matching between physical count and stock register.
 - Preparing list of drugs for keeping in refrigerator: Vaccines (Toxoid), Insulin.
 - Managing Refrigerator: Frequency of defrosting and cleaning, frequency of checking temperature.
 - Best Use of Pharmacy Infra: Keeping the place neat and tidy; not overstocking at dispensing point, organizing furniture.

Session: Fever, Diarrhea, Malaria

Learning Objectives:

- To know these conditions: fever, diarrhea, malaria.
- To know the standard management of these conditions.
- To know the appropriate medicines essential for these conditions.

Time:

90 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - o If fever does not get reduced with paracetamol?
 - o If diarrhea persists, it may lead to dehydration. What are symptoms of dehydration and actions to be taken.
 - o If ORS is not available?
 - o If patient is not taking / vomiting after medications what can be done?

Session: Ringworm, Helminthiasis, Scabies

Learning Objectives:

- To know these conditions: ringworm, helminthiasis, scabies.
- To know the standard management of these conditions.
- To know the appropriate medicines essential for these conditions.

Time:

75 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - o Ring worm: What hygienic conditions patient needs to maintain?
 - Helminthiasis: All family members need to be treated simultaneously?
 - Scabies: Application of lotions or other remedies? When to apply, precautions to be taken.

Day 2 19.1.2025

Session: Profession and Ethics

Learning Objectives:

- To know the meaning of ethics.
- To know the appropriate behavior while dealing with dealing with prescription and drugs.
- To know the pharmacy practice regulations with relevant to professional ethics.

Time:

75 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - O Pharmacy Practice Regulation How relevant?
 - o If a patient asks about your health facility doctors / medicines?

Session: Ethical Guidelines for Practicing Pharmacists

Learning Objectives:

- To know the meaning of pharmacy practitioners.
- To know the ethical concerns while handling prescriptions and medicines.
- To know the conflict of Interest.

Time:

90 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - Conflict of interest.
 - Sharing experience.

Session: URT Infection, Acid Peptic Ulcer

Learning Objectives:

- To know these conditions: Upper Respiratory Tract Infection, Acid Peptic Ulcer.
- To know the standard management of these conditions.
- To know the appropriate medicines essential for these conditions.

Time:

90 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - O URT Infection: Why full course of treatment is necessary?
 - o Acid Peptic Ulcer: How useful antibiotics are in this condition?

Session: Identifying ADRs and Reporting

Learning Objectives:

- To know these terminologies: Side Effects, Adverse Drug Reactions, Adverse Drug Events.
- To know reporting: How to and where to.
- To know the filling up of a reporting form.

Time:

90 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - o How useful is reporting when the event has already occurred?
 - O Where is the nearest Centre for reporting?

Day 3 20.1.2025

Session: Patient Counselling and Medication Adherence

Learning Objectives:

- To train the participants on how to provide patient counselling.
- To train the participants: how to measure adherence and how to improve.

Time:

45 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion with a role play.

Discussion:

- Role play: Using Eye Drop washing hands, number of drop, when to use more than one drop.
- Measuring adherence: Counting left over medicines in previously used strips.

Session: Inauguration

Time

30 minutes

Session: Findings on Assessment Study Report

Learning Objectives:

To make the participants on background study on which basis this in-service training is organized.

Time:

30 minutes

Methodology:

The trainer can give a presentation.

Session: Releasing of Pharmacist Manuals

Time:

30 minutes

Session: Managing Slow-Moving Products

Learning Objectives:

- To train the participants on identifying slow moving products.
- To learn the management of slow-moving products.

Time:

60 minutes

Methodology:

The trainer can give a presentation, initiate discussion encouraging to share their experience.

• Discussion: Sharing experience – How they have identified and what action taken?

Session: Managing Habit-Forming Drugs & Vaccine Distribution

Learning Objectives:

- To train the participants on identifying and managing habit forming drugs.
- To learn the vaccine distribution system.

Time:

60 minutes

Methodology:

The trainer can give a presentation and shall initiate discussion.

- Discussion:
 - o Habit Forming Drugs: If your close friend / colleague requests for few tablets?
 - o Vaccine distribution: when power supply is disturbed such as on natural disaster?

Session: Communication in Patient Counselling

Learning Objectives:

To train the participants become effective communicator in patient counselling.

Time:

75 minutes

Methodology:

The trainer can give a presentation and conduct role play.

 Role Play: Preparation of ORS solutions: Quantity of water, Not making concentrated solutions, How long to use. ORS will not reduce diarrhea but prevent dehydration.

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Day 4 21.1.2025

Session: ABC, VEN Analysis, Inventory Management

Learning Objectives:

- To train the participants to do ABC and VEN Analysis.
- To train them utilizing these analyses in drug management.

Time:

60 minutes

Methodology:

The trainer can give a presentation and initiate activity cum discussion.

- Activity:
 - o ABC Analysis: Rearranging the items in order of the consumption value –

Medicine	Form	Unit Cost in	Total Number of	Value in	Percentage of the total
		₹	Units	₹	value
Lithium carbonate 300 mg	Tablet	0.84	900000	756000	11.19
Trigluoperazine 5 mg	Tablet	0.19	700000	133000	1.97
Chlorpromazine 100 mg	Tablet	0.36	500000	180000	2.67
Trihexyphenydil 2 mg	Tablet	0.18	2000000	360000	5.33
Fluoxetine 20 mg	Capsule	0.23	1000000	230000	3.41
Risperidone 2 mg	Tablet	0.78	300000	234000	3.47
Buprenorphin 0.2 mg	Tablet	2.04	170000	346800	5.14
Phenytoin Na 100 mg	Tablet	0.14	600000	84000	1.24
Carbazepine CR 200mg	Tablet	1.19	1600000	1904000	28.19
Sodium valproate SR 500 mg	Tablet	3.48	300000	1044000	15.46
Sodium valproate SR 200 mg	Tablet	1.39	700000	973000	14.41
Haloperidol 5 mg	Tablet	0.119	800000	95200	1.41
Haloperidol	Injection	93.26	1800	167868	2.49
Fluphenazine 5 mg	Injection	10.4	11000	114400	1.69
Imipramine 25 mg	Tablet	0.26	500000	130000	1.93
Total				6752268	

0

Medicine	% of total	Cumulative %	A/B/0	
Carbazepine CR 200mg	28.19	28.19	28.19 A	
Sodium valproate SR 500 mg	15.46	43.65		
Sodium valproate SR 200 mg	14.41	58.06		
ithium carbonate 300 mg	11.19	69.25		
Trihexyphenydil 2 mg	5.33	74.58		
Buprenorphin 0.2 mg	5.14	79.72		
Risperidone 2 mg	3.47	83.19	В	
Fluoxetine 20 mg	3.41	86.6		
Chlorpromazine 100 mg	2.67	89.27		
Haloperidol	2.49	91.76	С	
Trigluoperazine 5 mg	1.97	93.73		
mipramine 25 mg	1.93	95.66		
Fluphenazine 5 mg	1.69	97.35		
Haloperidol 5 mg	1.41	98.76		
Phenytoin Na 100 mg	1.24	100		

- VEN Analysis: Each group may be given 5 6 medicines to categorize -
- I. Phenobarbitone 30 mg, Phenoxy methyl penicillin tab 250 mg, Pyrimethamine + Sulphadioxine (25 mg + 500mg), Ferrous sulphate + Folic acid (200 mg + 0.5 mg), Adrenaline 1 ml injection, ORS
- II. Cotrimoxazole tablet, Gentamycin inj, Salbutamol 4 mg, Vitamin A capsule, Lignocaine 25 ml injection, Praziquantel 600 mg
- III. Gentian violet paint 500 ml (0.5%), Benzyl benzoate application, Magnesium trisilicate tab, Chlorpromazine tab, Vitamin B Complex, Mebendazole tablet
- IV. Lignocaine + adrenaline injection, Aspirin tab, Ferrous sulphate tab, Propranolol HCL Tab

Session: Procurement & Distribution

Learning Objectives:

- To learn the procurement procedure followed by Odisha State Medical Corporation (OSMC).
- To learn distribution practices as followed by OSMC.

Time:

60 minutes

Methodology:

The trainer can give a presentation and initiate discussion.

- Discussion:
 - Sharing of experience: How do they look at the centralized procurement and distribution practice of Odisha?

Session: Storage & Recognizing Poor Quality Medicines

Learning Objectives:

- To know the storage practices that can be adopted: for easy location, for retaining potency; minimize wastage.
- To know the indicators of poor-quality products to refrain them entering to health system.

Time:

60 minutes

Methodology:

The trainer can give a presentation and initiate discussion.

Discussion:

- Sharing experience Not able to locate the medicines in store room but stock shows the availability – may be joined after long leave, newly joined to the health facility.
- o Sharing experience Poor quality of medicines (label damaged) received from the warehouse.

Session: Organizing Outreach Camps & Biomedical Waste Management

Learning Objectives:

- To know how to organize and materials required for Outreach camps.
- To learn biomedical waste management practices.

Time:

60 minutes

Methodology:

The trainer can give a presentation and initiate discussion.

- Discussion:
 - Sharing Experience: How do they dispose of pharmaceutical wastes in their facility?
 - Prepare a list of medicines required for health camp focusing on Blood pressure screening.

Session: Drugs & Cosmetics Act, NDPS Act, State Drug Management Policy

Learning Objectives:

- To know Drugs and Cosmetics act; Drug Rules as applicable to Government Hospital.
- To know Narcotic Drugs and Psychotropic Substances Act as applicable to Government Hospital.
- To know about Odisha's Drug Management Policy.

Time:

120 minutes

Methodology:

The trainer can give a presentation and initiate discussion.

- Discussion:
 - Sharing experience: Any issue they faced and how they have settled?
 - List out products they handle under NDPS.
 - Drug Management Policy: Using Generic Name, Availability of and Distribution- Sharing Experience.

Day 5 22.1.2025

Session: Medicine Management during Disaster

Learning Objectives:

- To sensitize the participants on the need to prepare List of Essential Medicines for disaster relief.
- To prepare a List of Essential Medicines for disaster relief.

Time:

60 minutes

Methodology:

The trainer can give a presentation and initiate discussion.

- Discussion:
 - o Activity: Develop a list of high priority medicines for a natural disaster like outbreak of flood.

Session: AMR & New Advancements

Learning Objectives:

- To sensitize the participants on the impact of AMR.
- To learn about Infection Control practices.

Time:

60 minutes

Methodology:

The trainer can give a presentation and initiate discussion.

- Discussion:
 - O What could be the contributions of practicing pharmacists on combating AMR?
 - What could be the contributions of practicing pharmacists on preventing infections in health facilities?

Session: Good Dispensing Practice

Learning Objectives:

To familiarize yourself with the steps involved in Good Dispensing Practices.

Time:

60 minutes

Methodology:

The trainer can give a presentation, activity and initiate discussion.

- Discussion:
 - Activities: List out the barriers, noises and distractions in your practice area that disturb dispensing.
 - O What are the solutions?

Session: Post – Training Test

• Give the same question paper used for Pre-Training Test.

Time

20 minutes

Session: Participants sharing their experience.

Time:

60 minutes

Session: Closing Ceremony

• Certificate Distribution.

• Vote of Thanks.

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