

Mass Gathering (Hajj) Pharmacy Indicators: New Initiative in Saudi Arabia

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ABSTRACT

Objective: To demonstrate the mass gathering hajj pharmacy indicators as new initiatives in the Kingdom of Saudi Arabia. **Methods:** It is a new initiative project drove by national mass gathering pharmaceutical programs. The projects drove the mass gathering medicine guidelines and the international business model, pharmacy project guidelines project management institution guidelines of a new project. The initiative project is inscribed through project management professionals and contained several parts, including the initial phase, the planning phase, the execution phase and the monitoring and controlling phase. **Results:** The pharmacy indicators during the mass gathering with a defined vision, mission and goals. The services had several benefits with monitoring the clinical and economic of mass gathering pharmaceutical care, as demonstrated in the review. The continuation of the project guaranteed by the risk management model description. Furthermore, the monitoring and controlling of the services as demonstrated. The transition to operation project, though closing project stage declared in the analysis. **Conclusion:** The mass gathering pharmacy indicators is new initiative project is part of the mass gathering medicine. There are several sections of pharmacy indicators can be initiated during mass gathering; it is highly suggested in Saudi Arabia.

Keywords: Mass gathering, Hajj, Pharmacy, Indicators, Services, Initiative, Saudi Arabia.

INTRODUCTION

The pharmacy strategic planning founded during 2012-2022 and updated plan based on the new Saudi vision in 2016 had established several tools to follow up on the successful strategic plan.^[1,2] Those tools measure the key performance indicators during regular days. There were several pharmacy practice programs with their indicators.^[3-5] Those indicators were maybe applicable to implement pharmaceutical care services during regular and mass gathering hajj period. Also, the pharmacy indicators divided into two types, the general pharmacy indicators during mass gathering hajj and individual indicators for each pharmacy practice program. The indicators can be used as clinical or economic outcomes measurements of the project.^[6,7] Pharmacy indicators are recommended annually for all healthcare amenities with an emphasis on pharmacy services at all governmental and private hospitals and primary healthcare centers. The surveys about pharmacy indicators are seldom findings locally and Gulf or Middle East countries based best of an author's knowledge.^[8-12] The aim of this is to explore the review project of pharmacy indicators during mass gathering hajj in the kingdom of Saudi Arabia.

Method of the Project

It is a new initiative project drove by national mass gathering pharmaceutical programs. The task force team of mass gathering hajj pharmacy projects formulated and consisted of from an

author's expert in the mass gathering hajj. The committee unitized and drove the mass gathering medicine guidelines and from the textbook and international literature about mass gathering pharmacy indicators written by utilizing the international business model, pharmacy project guidelines project management institution guidelines of a new project.^[13-16] The mass gathering pharmacy indicators project written through project management professionals and consisted of several parts, including the initial phase, the planning phase, the execution phase and the monitoring and controlling phase.

Initiative Phase Assessment Needs

The pharmacy indicators now are required for healthcare services involved in pharmaceutical care services. The indicators are tools to measure the pharmacy's strategic success or implementation. The indicators reflect pharmacy goals and objectives. With new Saudi vision 2030, all governmental sectors had indicators and involvement in healthcare services. The healthcare system set up indicators by the Ministry of health and other governmental and private organizations. The pharmacy services at all healthcare institutions should adjust general and special indicators based on healthcare services indicators.

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Market Analysis

The pharmacy indicators at the general administration of pharmaceutical care started in early 2015 and continue with a new pharmacy strategic plan. It is hard to find publications about pharmacy indicators for non-MOH governmental organizations or the private sector. Most of the market maybe have it, but not published. The pharmacy indicators during mass gathering hajj period or any mass gathering are not found in the over world and maybe this is the first implementation in the Kingdom of Saudi Arabia.

SWOT Analysis

One of the well-known methods of analysis of the new project was SWOT. That is the original first letter (S) strength points of the project like a tool of success full rate and method follow up the pharmacy strategic plan. The weak points of the project were inaccurate information and calculations. The opportunity points were the pharmacy indicators as part of the quality management tool and new Saudi vision 2030. The thread points of the project were variations of the administration planner of the healthcare system and changes in the plan.

Planning Phase

Scope of the Project

The pharmacy indicators during mass gathering hajj time that's including all pharmacy services provided to pilgrims with monitoring parameters for monitoring the successful rare and risk factors at fixed and temporary hospitals and primary healthcare centers at holy cities and places.

Vision, Mission and Goals

The vision of the project is to reach the best and high quality and friendly used pharmacy indicators during mass gathering hajj in the kingdom of Saudi Arabia. The mission of the project to provide pharmacy indicators for services offered to the pilgrims at the hospital and primary healthcare centers during the mass gathering hajj time. The objective of the project to set up pharmacy indicators for hospitals during the mass gathering hajj period to establish the pharmacy indicators for primary healthcare centers during the mass gathering hajj time to release clinical pharmacy service indicators during the mass gathering hajj period.

Project Description

Each year the mass gathering hajj committee should declare about pharmacy indicators specialties demand during mass gathering hajj period.

- ✓ The announcement arrangement with the

pharmacy workforce in Makah and Almadina regions.

- ✓ The mass gathering committee should allocate pharmacy indicators supervisor in Makkah and Almadina regions.
- ✓ The pharmacy indicators supervisor should distribute each pharmacy indicators specialist for each hospital or primary healthcare centers.
- ✓ The pharmacy director of each hospital should receive the pharmacist indicators and make orientation for him and participation with his pharmacy and medical team.
- ✓ The pharmacy and medical team members should give the new pharmacist indicators location about their system during a mass gathering hajj period.
- ✓ The pharmacist indicators should vary according to their specialties with the best pharmaceutical care benefactors.
- ✓ The pharmacy indicators person should document the pharmacy indicators of clinical and pharmacy practice programs for instant pharmacist intervention, medication errors per patient or bed or per prescriptions, drug information inquiries related indicators and patient's analysis related indicators with the clinical and economic influence electronically.
- ✓ The final report should to the pharmacy indicators supervisor by the end of the hajj period.
- ✓ The pharmacy indicators supervisor should send the final all reports of pharmacists' indicators during mass gathering hajj period to the higher committee of mass gathering hajj committee and discussed their endorsements for next year.
- ✓ Plan agenda management.

Planning Cost Management

There is a strict budget for this project. The budget consisted of the material needed for preparation and distribution medications, the salary and attends the meeting of the committee with the involvement of emergency pharmacy staff, including a clinical pharmacist and emergency pharmacist and pharmacy technician. Also, the cost of education and training for healthcare providers. All costs of the items, including should manage scooting to the time until the end of the project.

Executing Phase Management Team

The pharmacy indicators of the mass gathering hajj period should implement and organize by the administration team. The team consisted of pharmacy quality management from each region or sector. The team chooses the

appropriate pharmacy indicators of the mass gathering hajj period. The indicators should be chosen based on healthcare, pharmacy strategic plans and make computerized through the dashboard system.

Education and Training

The mass gathering pharmacy indicators, education courses should conduct annually. The courses delivered for all pharmacy staff with emphasis on pharmacy quality management, medications, safety pharmacists and all pharmacy leaders in the mass gathering hajj. Besides, the education session for project management team quality managed healthcare providers is essential. Long training for pharmacy indicators during mass gathering hajj period is optional now within the new Saudi vision 2030.

Monitoring and Controlling Phase Project Total Quality Management

Several types of quality management indicators include a new method called balance scored cards. The BSC system contained four types that have included customer, finance, internal process, education and innovation. The pharmacy indicators connected to the internal process properly used were the assessment of pharmaceutical care services? While the indicators of education and competency types were the measures of clinical outcomes of pharmacy staff in practice. Another type of BSC is the financial type, for prompt us the dimension of cost avoidance of pharmacy services in the governmental and private sectors, while the customer types might measure the patients or pharmacy staff or healthcare providers satisfaction of pharmaceutical care services or pharmacy staff and healthcare providers in the kingdom of Saudi Arabia.

Risk Management

There are six angles of risks in the specific project that's including the budget risks, scope risks, personal risks, schedule risk, technical risks and quality risks. The project may be uncovered to risks such as quality, personal and technical, schedule risks. The project might have quality risk because of not written very well indicators and non-available education and training for pharmacists. Another risk might the project exposed to a person due shortage of pharmacists to collect the data. The schedule risk may be exposed to it during collecting the data not fit with the appropriate time. The project might experience technical risks such as non-availability on the electronic resources as computerized indicators and not friendly use in the pharmacy practice during the mass gathering hajj period.

Closing of the Project

The mass gathering pharmacy indicators at all healthcare hospitals and primary healthcare centers are recommended to provide the best pharmaceutical care to all pilgrims in the Kingdom of Saudi Arabia. The pharmacy indicators should continue with the involvement of the mass gathering pharmacy committee and related committees. The mass gathering pharmacy indicators and related Education and training should be conducted regularly. Updating of pharmacy indicators and expanding in the future is required. The Annual celebration of pharmacy indicators, staff during mass gathering hajj period of the project is highly recommended in the kingdom of Saudi Arabia.

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CONFLICT OF INTEREST

The authors declare no conflict of interest.

ABBREVIATIONS

MOH: Ministry of Health; **KSA:** Kingdom of Saudi Arabia; **SWOT:** Strengths, Weaknesses,

Opportunities and Threats; **BSC:** Balance Score Cards.

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