

# Mass Gathering Hajj Emergency Pharmacy: New Initiative Project in Saudi Arabia

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## ABSTRACT

**Objectives:** To explore the mass gathering hajj emergency pharmacy 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 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. **Results:** The mass gathering emergency pharmacy services with a defined vision, mission and goals. The services had various benefits, including clinical and economical on pilgrims, as described in the review. The continuity of the project assured by the risk management model description. Moreover, the monitoring and controlling of the services as demonstrated. The transition to operation project though closing project stage exemplified in the analysis. **Conclusion:** The mass gathering emergency pharmacy is a new initiative project in the mass gathering medicine. There are various emergency pharmacy services can be started during the mass gathering with clinical emergency pharmacy; it is highly suggested in Saudi Arabia.

**Keywords:** Mass gathering, Hajj, Emergency pharmacy, Services, Initiative, Saudi Arabia.

## INTRODUCTION

The emergency department still the first unit at hospital visited by patients.<sup>[1]</sup> The emergency department provides all necessary action the patients stabilize the condition. The pharmacist might play a significant role in emergency services.<sup>[2]</sup> The pharmacist responsible medications from different angles. He brings, prepares, dispenses and monitors the medications in a very competent manner. Besides, the pharmaceutical concept can be implemented for all patients based on international emergency pharmacy services. Several kinds of literature demonstrated the clinical and economic impact of a pharmacist at the emergency sections.<sup>[2,3]</sup> However, very few investigations available locally or in the Middle East. The emergency services were part of primary care provides to all pilgrims during the mass gathering hajj period in the kingdom of Saudi Arabia.<sup>[1]</sup> The emergency pharmacy services were part of the healthcare system during the mass gathering hajj activities to bring medications inappropriate way and provides very effective drug therapy and prevent drug-related morbidity and mortality.<sup>[4]</sup> The emergency clinical pharmacy is another of the services needed to provide during the mass gathering period based on the litterateur recommendations.<sup>[4,5]</sup> However, the project review about the emergency pharmacy during the mass gathering hajj period not explored before. The aim of this review is to explore the implementation of the mass gathering hajj

emergency pharmacy services 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 emergency pharmacy written by utilizing the international business model, pharmacy project guidelines project management institution guidelines of a new project.<sup>[6-9]</sup> The mass gathering emergency pharmacy 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 emergency department is the first section that can meet the patients and provide medical care for them, including pilgrims. The pharmacist works in emergency section through pharmacy located at the emergency unit are widely distributed at hospitals. While the number of emergency clinical pharmacists was not adequate to cover all hospital emergency sections, including during the mass gathering hajj period. The demand for pharmacists is potentially to provide emergency

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pharmacy services to the pilgrims based on the American Society Health system pharmacist society standers.

## Market Analysis

The mass gathering emergency pharmacy is a common outcome for all hospitals or primary healthcare centers working during the hajj period. The findings pharmacist dispenses medications to all patients or pilgrims to visit the emergency department. Besides, most healthcare services had almost the same system, either governmental or private institutions. However, the ideal system of emergency pharmacy with clinical pharmacy services based on the international pharmacy association is seldom found in the Kingdom of Saudi Arabia. There are some governmental organizations had emergency clinical pharmacists that cover the adult's emergency unit. However, still, the demand is very high overall healthcare services.

## SWOT Analysis

One of the newest project analyses is the SWOT method included strength, weakness, opportunity and threads. The most strength points of this project are to prevent drug-related problems at emergency services, avoidance of unnecessary economic burden on healthcare services and meet the extensive work with mass gathering hajj pilgrims. The weak points were the shortage of clinical pharmacists specialized in the emergency services; the pharmacist needs education and training about emergency care during the mass gathering hajj period. While opportunity points were the high demand for emergency pharmacists, high demand of healthcare providers of emergency services to cover the mass gathering hajj activities, the thread points were absent of expert pharmacists provides emergency care, absent the expert leaders in the mass gathering medical and pharmaceutical care.

## Planning Phase

### Scope of the Project

The project covers the emergency pharmacy services of clinical pharmacists, regular pharmacists and pharmacy technicians during the mass gathering hajj activities in the Kingdom of Saudi Arabia.

### Vision, Mission, Goals

The vision of the program to reach the best emergency pharmacy services during the mass gathering hajj activities in the kingdom of Saudi Arabia. The message of the project to provide a very cost-effective emergency pharmacy to all pilgrims during the mass gathering hajj period. The objectives of the project are to

provide clinical emergency pharmacy to all healthcare organizations during the mass gathering hajj period, to prevent medication errors in emergency services, to set up indicators of emergency pharmacy during the mass gathering hajj period, to measure cost avoidance of emergency pharmacy services during the mass gathering hajj activities.

## Project Description

- ✓ Each year the mass gathering hajj committee should proclaim about emergency pharmacy specialties demand during the mass gathering hajj period.
- ✓ The announcement arrangement with the pharmacy workforce in Makkah and Almadina regions.
- ✓ The mass gathering committee should allocate an emergency pharmacist supervisor in Makkah and Almadina regions.
- ✓ The emergency pharmacy supervisor should allocate each emergency pharmacy specialist for each hospital or primary healthcare centers.
- ✓ The pharmacy director of each hospital should receive the emergency clinical pharmacist and distribution pharmacist and pharmacy technician and make orientation for him and participation with his medical team.
- ✓ The medical team member should give the new emergency pharmacy staff orientation about their system during the mass gathering hajj period.
- ✓ The emergency pharmacist should work rendering to their subjects with the best pharmaceutical care providers.
- ✓ The emergency pharmacist should document the workload prescriptions, pharmacist intervention, medication errors, drug information inquiries and patient's analysis with the clinical and economic influence electronically.
- ✓ The final report should to the clinical pharmacy supervisor by the end of the hajj period.
- ✓ The emergency pharmacy supervisor should send the final all reports of clinical pharmacists during the mass gathering hajj period to the higher committee of mass gathering hajj committee and discussed their recommendation for next year's plan schedule management.

## Planning Cost Management

The budget of the project needs to be determined. The budget for education and training course, the cost material was used in the emergency pharmacy, the salary or emergency clinical pharmacist and the cost of the management team of the project. The

budget should be monitored by the team overall during the period of implementation.

## Executing Phase Management Team

The leading administrative team should organize the project consisted of expert emergency distributive pharmacists and emergency clinical pharmacists from each region, respective from the mass gathering medical and emergency physician and pharmacy management. The team set up a plan with goals and objectives, implement and follow-up and monitory the program during the mass gathering hajj period.

## Education and Training

The project required education and training about emergency pharmacy services during the mass gathering hajj period for distributive pharmacists and clinical pharmacists.

Necessary life support and advanced life support for adults, pediatrics and neonates, are essential in practice for all healthcare providers, including all types of a pharmacist. Medication safety during the mass gathering hajj activities is another course required for all healthcare providers, including the physician, nurses and pharmacists.

## Monitoring and Controlling Phase Project Total Quality Management

There are many total quality tools used by the current project to monitor the implementation process. One of the new tools, called balance, scored cards. The BSC system consisted of four elements that have included customer, finance, internal process, education and innovation. An example of the internal process might be used for an instant the emergency pharmacy assessment at healthcare services. The example of education and innovation types was the measures of clinical outcome of emergency pharmacy during the mass gathering hajj; it can reflect the education and competency of emergency pharmacists and pharmacy technicians. The third types of BSC are the financial type, for instant us the measurement of the cost efficiency of emergency pharmacy. The customer, types might measure the patient's satisfaction with emergency pharmacy and emergency pharmacy service satisfaction by patients or pharmacy staff and healthcare providers during the mass gathering hajj activities in the kingdom of Saudi Arabia.

## Risk Management

There are six types of risks in the current project: budget risks, scope risks, schedule risks, personal risks, technical risks and quality risks. The project might expose to risks such

as personnel, budget, technical and quality risks. The project might expose to the budget of not available or not enough for education and training of healthcare providers and pharmacy informatics equipment at healthcare organizations. There is another personal risk that may be uncovered to it with a shortage of pharmacists to follow up on all medication safety-related issues during the mass gathering hajj period. The technical risks another type may be the project exposed to it, the electronic recourses of the friendly user computer system in pharmacy practice with an emphasis on during the mass gathering hajj period. The project might be exposed to quality risk due to no training, healthcare providers, or implemented medication safety standers during the mass gathering hajj period.

### Closing of the Project

The mass gathering hajj period emergency pharmacy services at all healthcare institutions to prevent drug-related emergency busts and hospital admission, to avoid the unnecessary economic burden and enlarge the number of patients during the mass gathering hajj period in the Kingdom of Saudi Arabia. The emergency pharmacy services should endure through national mass gathering medicine and

related committees. The emergency pharmacy Education and training short and long residency during the mass gathering hajj period required to establish and conduct annually. The mass gathering emergency pharmacy service is demand in the future. The emergency pharmacy staff with the clinical or distributive pharmacists and pharmacy technicians should celebrate annually during the mass gathering hajj period in Saudi Arabia.

### ACKNOWLEDGEMENT

None.

### 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 Scored Cards.

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