

Mass Gathering (Hajj) Community Pharmacies Services: New Initiative in Saudi Arabia

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ABSTRACT

Objective: To illustrate the pharmacy indicators during the mass gathering hajj as a new initiative 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 community pharmacy services with a defined vision, mission and goals. The services had various advantages, including clinical and economic on patients and healthcare services as demonstrated in the review. The continuation of the project assured by risk management elements description. Furthermore, the monitoring and controlling of the services as illustrated. The transition to operation project, though closing project stage declared in the analysis. **Conclusion:** The mass gathering medication safety is a new initiative project is part of the mass gathering medicine. There are various part of medication safety services can be started during mass gathering; it is highly recommended in Saudi Arabia.

Keywords: Mass gathering, Hajj, Community pharmacy, Initiative, Saudi Arabia.

INTRODUCTION

During the mass gathering hajj period, the number of pilgrims increased annually over more than two to millions, located in a limited location with a short time.^[1] They need a high number of healthcare providers. Although more than 40,000 people were serving the pilgrims still the demand with an emphasis on pharmacists and clinical pharmacists.^[2-4] The involvement of community pharmacy will increase the number of pharmacists dispense the medications and help the pharmacist in hospitals and primary healthcare centers. There is a new system started called Saudi managed care pharmacy services that are can community pharmacy distribution the medications on behalf of any healthcare organization.^[5] The contribution of community pharmacy within mass gathering hajj activity is a new initiative locally and Gulf and Middle East countries. The aim of this project is to declare the community pharmacies during mass gathering hajj period in the Kingdom of Saudi Arabia.

METHOD OF DEVELOPMENT 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 combined and drove the mass gathering medicine guidelines, from the textbook and international literature about mass gathering pharmacy community written by utilizing the

international business model, pharmacy project guidelines project management institution guidelines of a new project.^[6-9] The mass gathering community 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.

Initial Phase

Assessment of Needs

During the mass gathering hajj activities, there is a very high workload on the healthcare system. Despite thousands of several healthcare providers, including a physician, pharmacists and nurses offer healthcare to the pilgrims; still, the demand for clinical pharmacists or pharmacists and pharmacy technicians very high. There are more than 20,000 pharmacists working in community pharmacies who can provide pharmaceutical care to the pilgrims during mass gathering hajj period.^[10] Besides, the pharmacist can provide several activities to the patients for patient counseling, ambulatory care dispensing medications and emergency pharmacy-related activities. The new system of Saudi managed care pharmacy can be implemented in the mass gathering hajj period within located hospitals and primary healthcare centers. The new system may help the government organization pharmacist and increase the number of the job at community pharmacies either full or part time jobs.

Market Analysis

Recently the community pharmacies started to dispense the medications to the patients on behalf of the Ministry of Health in the Kingdom of Saudi Arabia through the new Saudi Managed Care System through the initiative (Wasfati). They started with primary healthcare centers and will expand to hospitals in the nearest future. However, the community not started during mass gathering hajj period yet. The community pharmacies will provide other ambulatory care services, including vaccinations and measuring blood pressure or glucose level in diabetic patients. Those services can also be provided during mass gathering hajj period in the near future.

SWOT Analysis

There are several methods to revalue the new program. The SWOT analysis that's discussed several points, that's including the strength, weakness, opportunity and threads points. The strength points of the project facilitated the drug distribution system during mass gathering hajj period, decrease pharmacy workforce and workload, the pharmacist had time to advice the patients for their medication and provide other clinical activities. The weak points of the project huge serving pilgrims during mass gathering hajj essential a fully computerized electronic prescription, while opportunity points the implementation of international accreditation organization's standards, implementation of the new pharmacy strategic plan with new vision 2030.^[11] The threads point related absences of planner with the new vision of pharmacy services and community pharmacies related problems during the mass gathering hajj period.

Planning Cost Management

The project is covering community pharmacy that provides services to pilgrims that is included dispensing of prescriptions on behalf of government organizations, checking for DM and hypertension and related counseling, vaccinations related issues and pharmacy services during mass gathering hajj period in the Kingdom of Saudi Arabia.

Vision, Missions and Goals

The vision of the project to reach the best, quickest and safest dispensing medications to the pilgrims during mass gathering hajj period in Saudi Arabia. The message of the project to distribute the medications safely to all patients or pilgrims from all healthcare organizations during mass gathering hajj period in Saudi Arabia. The aim of this project is to keep the medications available all the time to all healthcare institutions during a

mass gathering time, to dispense medications with international ambulatory care standers, the implement patients outpacing and related issues to pilgrims from all types of healthcare services within mass gathering hajj period, to decrease the pharmacy workload from all healthcare institutions during the mass gathering hajj period.

Project Description

- ✓ Each year the mass gathering hajj committee should announce community pharmacy specialties demand during mass gathering hajj period.
- ✓ The announcement arrangement with the pharmacy workforce in Makkah and Almadina regions.
- ✓ The mass gathering committee should assign community pharmacist supervisor in Makkah and Almadina regions.
- ✓ The ambulatory care pharmacy supervisor should distribute each community pharmacy specialist for each hospital or primary healthcare centers as dispense on behalf of them.
- ✓ The pharmacy director of each hospital should receive the community pharmacist and distribution pharmacist and pharmacy technician and make orientation for him and involvement with his medical team.
- ✓ The medical team member should give the new community pharmacy staff orientation about their system during mass gathering hajj period.
- ✓ The community pharmacist should work according to their specialties with the best pharmaceutical care providers.
- ✓ The community pharmacist should document the workload prescriptions, pharmacist intervention, medications errors, drug information inquiries and patients counseling with the clinical and economic impact electronically.
- ✓ The final report should to the clinical pharmacy supervisor by the end of the hajj period.
- ✓ The ambulatory care pharmacy supervisor should send the final all reports of clinical pharmacists during mass gathering hajj period to the higher committee of mass gathering hajj committee and discussed their recommendations for next year.

Plan Resources Management

Plan Cost Management

There will define a budget for the project and would include the cost of several things. The cost of the management team, education and training cost and patient therapy material will be provided to the patients during dispensing

medications. The budget should be balanced, the overall period of the project.

Executing Phase

Management Team

The current project should take care of the higher administration team. The team consisted of representing pharmacists from each community pharmacy chain and pharmacist from the different hospitals and primary healthcare centers in the region. Besides, pharmacy informatics personal. The team should advance the program implementation during mass gathering hajj period. They should set up long-term and short-term goals and objective, set up successful performance indicators and resolve any problems facing the program.

Education and Training

The new project of mass gatherings hajj community pharmacies required the education and training for pharmacists work at community pharmacies, clinical pharmacists and pharmacy supervisors, and pharmacy technicians for Saudi managed care pharmacy and related services. Besides, the education and training demand for healthcare professionals about the mass gatherings community pharmacies and policy and procedures, and how to prescribe medications through community pharmacies for pilgrims. The team management member should have an orientation about the new initiative's project, and any new healthcare providers join the institutions. Besides, the management team needs education and training for key success indicators and how to switch the new initiatives from the new project to operations daily work.

Monitoring and Controlling Phase

Project Total Quality Management

There are several types of quality management essentials used within the project for the quality implementation process. One of the new tools, called balance, scored cards. The BSC system consisted of four types that have included customer, finance, internal process, education and innovation. The example of an internal process properly used for an instant valuation of community pharmacies. The example of education and capability types was the measures of clinical outcomes of Saudi managed care pharmacy during mass gathering hajj. The third type BSC is the financial type, for instant us the measurement of cost avoidance of pharmacist intervention at community pharmacies. The customer, types might measure the patient's satisfaction with Saudi managed care pharmacy or pharmacy staff and healthcare provider's satisfaction of community pharmacy services during 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 be uncovered 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 may be exposed to it with a shortage of pharmacists to follow up all medication's safety-related issues during 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 mass gathering hajj period. The project might be exposed to quality risk due to no training, healthcare providers or implemented of medication safety standers during the mass gathering hajj period.

Closing of the Project

The community pharmacies during mass gathering hajj period services at all healthcare hospitals and primary healthcare centers are required services to expand the ambulatory care services and offer to all pilgrims and provide the best pharmaceutical care in the

Kingdom of Saudi Arabia. The community pharmacy services should continue through mass gathering, pharmacy committees and related committees. The mass gathering hajj community pharmacies and Education and training short and long residency should be implemented annually. Furthermore expanded, community pharmacies, with different specialties are highly recommended in the future. The annual celebration of community pharmacies during mass gathering hajj period of the project is suggested in the Kingdom of Saudi Arabia.

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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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