QUALITY IMPROVEMENT FOR STOCK RECORDING OF
PHARMACEUTICAL AND MEDICAL SUPPLIES
AT SOMDEJPRASUNGKARAJ HOSPITAL

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This project aimed to improve the inaccuracy of stock record (stock cards and computerized system) in Somdejprasungkaraj hospital, which is a community hospital with 60-bed capacity located in Nakornluang, Ayutthaya province. Continuous Quality Improvement (CQI) technique was introduced and applied to solve the inaccuracy problem. Total stock count carried out two months after implementation aimed to check the immediate result of the implementation. Continuous stock count carried out later for ten months long (for 20 times) aimed to check the maintenance result.

Clear steps of CQI helped the pharmacy team, consisting of 2 pharmacists 3 pharmacist's assistants and 3 emlpoyees, found out root causes of the problem that led to suitable solutions. After implementing the solutions, total stock count conducted in October 2001 showed a big drop of inaccurate records from 14.8% to 0% and continuous stock counts from November to September showed 0% error.

Accurate stock data were used to measure inventory management performance such as
- Loss due to damage and theft
- Stock turnover rate
- Loss due to expired items in stock
- Service level

This study clearly shows that CQI process can be used to improve an inaccuracy of stock records. It improves work system and increase staff satisfaction. However the success of the project does not imply that the inventory management is effective. It only means that the foundation for the effective inventory management is in place. That is the records are accurate. In fact, the indicators suggest that the inventory management is still ineffective in many aspects, and they should be further explored.

Field of study <u>Health Systems Development</u> Student's signature

Academic year <u>2006</u> Advisor's signature

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