



PharmAssist

معلومات و تحفظ ذمہ داری کے ساتھ



A CRS Initiative by:

Pharmvo®

Our dream, a healthier society

PATIENT FIRST

Care Beyond Prescription

With the passage of time, health care delivery system has gone beyond patient expectations. For any institution, patient experience has become a strategic priority that ensures consistent patient-focused care through interdepartmental collaboration in order to exceed patients and families' expectations. Pharmacy related services remain the mainstay in establishing, executing, maintaining and monitoring this strategic priority.

This workshop intends to impress on participants the need to practice a patient - focused caregiver approach to improve efficiency and effectiveness, drive the value equation & maximize patient satisfaction.

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have a potential to turn a life around"

OBJECTIVES

- Introduction to Patient Care Services
- Understanding the Need for Change
- Understanding & evoking empathy
- Modes of communication and their impact on patients and their families
- Complaint handling skills and objective outcomes

AUDIENCE

- Doctors
- Pharmacists
- Registered Nurse
- Pharmacy Technicians
- Front Desk Staff

DURATION
3 HOURS

LEARN TO LEAD

Act Like an Owner

Employee satisfaction and motivation relate directly to the pride and ownership of an individual that he or she takes in his or her organization. But there is no quick fix or miracle formula to jump start morale or work attitude.

Act like an owner workshop focuses on teaching simple tools of Communication, Empowerment, Recognition and Team Work to build loyalty within the organization and increases productivity of the staff. Our objective is to unleash the employee's potential that enables him to excel as an individual as well as an employee.

Denis Waitley; an author, a motivational Speaker, founder of the National Council for Self Esteem & Coach said:

"You are responsible for your life, and your ultimate success depends on the choices you make."

OBJECTIVES

- Creating a positive and contributing mindset
- Adapting zero blame attitude
- Communicating for excellence
- Addressing Conflict and its resolution
- Understanding Power of a Team

AUDIENCE

- Health Care Providers
- Caregivers in Hospitals

DURATION
3 HOURS

RE-INVENT INVENTORY

Efficient Inventory, Impressive ROI

According to analysis, the top three revenue generating units in a Hospital are Surgical Services, Pharmacy Services & Diagnostics. All these major functions are inventory dependent that include, inventory of tools, equipment and surgical items, diagnostic chemicals, kits, films for imaging & Pharmaceuticals.

INVENTORY MEANS INVESTMENT

Successful inventory management implies creating a purchasing plan that will ensure optimal inventory levels of items. Investment in inventory should neither be excessive nor inadequate. Excessive investment results in high cost of tied-up funds, reduction in profitability, misuse, loss, damage & large space consumption. Inadequate inventory creates stock outs and interruptions in selling activities and disruption in services.

This workshop utilizes the principles of Supply Chain Management to facilitate participants in understanding the need for proper inventory management, foster their knowledge and skills to learn ways to optimize inventory, establish controls and maximize profit for their institute.

'If you are constantly fire-fighting, you have the impression that you are surrounded by many, many problems.' 'However, careful analysis will point to a few core problems that will solve all the fires.'

OBJECTIVES

- To provide the knowledge on inventory management
- Learn when and how to make inventory decisions
- Identifying factors affecting inventory
- Learning cost and functions of inventory
- Exploring different methods for inventory classification and management
- How to determine when to place orders
- Generating control Within



AUDIENCE

- Pharmacists
- People involved in the Purchases/ supply chain management

**DURATION
3 HOURS**

SMART FORMULARY

A Backbone of Patient Safety

WHAT "FORMULARY" MEANS?

If you're a pharmacist, do you think of the formulary as a continually changing list of preferred drug products? Or is it merely an administrative device for identifying drugs that can be ordered through a group-purchasing agreement? Or is it just a subset of the real formulary when you consider the frequency with which physicians prescribe "non-formulary" drugs?

If you're a physician, do you consider a hospital formulary to be a tacit representation of the full universe of pharmaceuticals in the marketplace, even if it excludes some of the medications you prescribe on paper? Or do you view the formulary as a way for hospital administrators, pharmacists, and P&T committees to dictate your practice and control your choice of medications? Do you think that a formulary is merely a hospital's way of cutting costs?

If you're a nurse, do you view the formulary as simply a list of all drug inventory available in the pharmacy?

If you're the Chief Medical Officer or the Chief Executive Officer, does the formulary primarily represent a way to restrain drug costs and utilization to achieve economic goals?

This workshop is designed to establish the role and importance of Hospital Formulary and highlight the essentials on which Health care professionals and the industry should focus on: listing the drugs of choice, as determined by their clinical efficacy and relative safety, including adverse drug reactions, side effects, interactions, the potential for errors, risk of patient harm and cost effective therapy. Most people, when they hear the word formulary, are not necessarily alluding to a drug's efficacy and are not referring to the goal of drug safety.

OBJECTIVES

- Understand Formulary and its importance
- Learn about factors that help in establishing Hospital Formulary
- Learn about the standards of developing & maintaining Formulary
- Expediting ways to enhance revenue generation for the Hospital

AUDIENCE

- Physicians
- Pharmacists
- Nurses

**DURATION
3 HOURS**



GOOD PHARMA- COVIGILANCE PRACTICE

A Need of Patient Safety

Safety does not come with luck, it has to be created

Pharmacovigilance – Also known as, drug safety monitoring - is a broad term that describes the collection, analysis, monitoring and prevention of adverse effects in drugs and therapies. Pharmacovigilance continues to play a crucial role in meeting the challenges posed by the diversified and advancement of medicines being authorized to be marketed. Pharmacovigilance monitors and Drug ensures that a patient's safety and wellbeing is safeguarded throughout the entire drug development lifecycle, even after the drug is being readily used for the approved indications.

This workshop is focused on increasing the understanding and awareness of Pharmacovigilance practices among health care providers – focusing on principles and implementation of good pharmacovigilance practices according to national and international authorities. Importance and approach to Adverse Drug Events reporting to maximize patient safety.

OBJECTIVES

- Understand the concept of Pharmacovigilance
- Understand the importance of Pharmacovigilance
- Introduction to Good Pharmacovigilance Practice and its principles
- Introduction to Adverse events, it types and reporting
- Introduction to Risk Assessment and Management
- Introduction to Quality systems in Pharmacovigilance
- Partnerships in Pharmacovigilance Practices



AUDIENCE

- Physicians
- Pharmacists in Hospitals
- Pharmacists in Community Pharmacy
- Clinical Quality & patient safety department
- Nurses
- Pharmacy Technicians
- Professionals involved in patient care

**DURATION
3 HOURS**

RESTORE YOUR STORAGE FACILITY

Warehouse Management

'Designing and implementing Lean warehouse operations can have a great impact on the total supply chain output.'

Maintaining proper storage conditions for health commodities is vital to ensuring their quality. Product expiration dates are based on ideal storage conditions and protecting product quality until their expiration date is important for serving customers and conserving resources.

Good warehouse organization is not only about putting everything in its place, it's about maximizing productivity while saving time and money to increase inventory accuracy.

In the long run, however, a safe warehouse environment delivers important cost savings through: higher employee satisfaction and increased productivity, fewer workplace disruptions and reduced absenteeism and equipment downtime.

This workshop offers directions and clear illustrations on receiving and arranging supplies; special storage conditions; tracking supplies; maintaining the quality of the products; constructing and designing a medical store; waste management; and resources. It provides a practical guide for those managing or involved in setting up a storeroom or warehouse for medicinal products.

The guidelines & information it contains apply to any storage facility, of any size, in any type of environment.

OBJECTIVES

- Receiving and Arranging Supplies
- Keeping Track of Products in Your Storeroom
- Maintaining the Quality of Your Products
- Setting Up Your Medical Store
- Waste Management



AUDIENCE

- Pharmacists
- Pharmacy Technicians
- Warehouse staff
- People involved in the Purchase / supply chain management

**DURATION
3 HOURS**

A STEP TOWARDS
BETTER HEALTHCARE

DRUG & POISON INFORMATION CENTER AND PHARMACOVIGILANCE



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DRUG INFORMATION



MEDICATION USAGE



PATIENT COUNSELING



SIDE EFFECTS



POISON INFORMATION

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