

FREE STATE PROVINCE



DEPARTMENT OF HEALTH: PHARMACEUTICAL SERVICES

SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

VISION: Self and Reliant Free State Community

- MISION:**
1. Provide a quality comprehensive health care service to the FS community.
 2. Optimally utilizes health care resources to provide a caring and compassionate service.
 3. Endeavors to empower and develop all personnel to the best of their potential.

*E.G.
All prescriptions
filled within
60 mins*

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:		Quantity:	
<p>Reduce the long queues at National Hospital Pharmaceutical services by improving the referral system at National Hospital.</p> <p><i>OBJECTIVE</i></p> <p><i>SERVICE: ISSUE OR FAC PRESCRIPTIONS</i></p> <p><i>R</i></p>	Free State community	Quantity:	Between 1 – 2 hours	Quantity:	<p>Not waiting for more than 60 minutes to get repeated prescriptions.</p> <p>Pharmacy will continue to put measures in place to improve on patient waiting period.</p> <p>The reduction of the patient waiting period at the pharmacy is a multifaceted challenge and therefore a comprehensive approach will be required to circumvent it. A thorough research in terms of reaching a more practical estimate on a figure that will represent a waiting</p>

R

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
					time will therefore become very essential. It should be noted that any figure that will be produced will be regarded as part of service standards and therefore it will be required to be more practical as it will raise unnecessary expectations from the patients.
		Quality:	-	Quality:	All patients be down referred to the nearest clinics
		• Consultation	-	• Consultation	Inform clinic personnel that patients who should receive repeated prescriptions should receive it at their local clinics.
		• Access	Repeated prescriptions only at pharmacy of National Hospital	• Access	Patients should receive repeated prescriptions at their nearest clinic.
		• Courtesy	Patients treated with respect. Pharmacy won't end business for the day unless all patients are served.	• Courtesy	Patients treated with respect and friendliness by clinic personnel. Pts must be informed of the correct queue to the pharmacy. Follow-up with pts in queue to

CONSULT WITH PHARMACIES & PATIENTS

(R)

(R) ARE THEY NECESSARY?

(G)

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
					determine who has not received attention. Pts to be made aware of situations that contribute to the long waiting periods.
		<ul style="list-style-type: none"> Open & Trans 	-	<ul style="list-style-type: none"> Open & Trans 	Reasons for down referral to be made clear to clinic personnel. Benefits and chain of down referral to be made clear to the patients.
		<ul style="list-style-type: none"> Information 	-	<ul style="list-style-type: none"> Information 	Person referring pt for follow-up treatment must explain to the pt the benefits of referral to his nearest clinic. Patients should be informed where their nearest clinic is where they will be able to receive their repeated prescriptions.
		<ul style="list-style-type: none"> Redress 	-	<ul style="list-style-type: none"> Redress 	Complaints about long queues should be handled at the relevant level of authority e.g. Forums where all stakeholders are represented. Recommendations to be implemented by all stakeholders involved.

WHAT ABOUT PATIENTS?
(R)

(R)

SMART.
(R)

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		<ul style="list-style-type: none"> Value for Money 	-	<ul style="list-style-type: none"> Value for Money 	Regular stocktaking to ensure that medication is always sufficient and thus contributing to the improvement of waiting times.
		Time:	-	Time:	Down referral system is already in place but need to be comprehensive and reinforced by March 2008
		Cost:	Within hospital budget	Cost:	Within hospital budget
		HR:	1 pharmacist 5 pharmacy assistants 3 community service pharmacists	HR:	Enough pharmacy personnel to serve the patients at both the clinic and hospital in terms of dispensing the repeat prescriptions.

G

G

R

R

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Make public aware of the effective usage of the Emergency Medical Services	Free State community	Quantity:	No previous awareness campaign	Quantity:	All Free State Citizens as well as those visiting or passing through the Province.
		Quality:	-	Quality:	Citizens using EMS when necessary
		<ul style="list-style-type: none"> • Consultation 	-	<ul style="list-style-type: none"> • Consultation 	Citizens should be informed about the EMS and the impact that abuse of the service has on service delivery e.g. fake calls, false alerts etc. Community Forums should be used to determine other needs of the community regarding the delivery of services to their respective areas. Department of Education will be tasked to request scholars not to abuse EMS as they especially do so during school holidays.
		<ul style="list-style-type: none"> • Access 	-	<ul style="list-style-type: none"> • Access 	Toll Free N; free use of 112 for users of cell phones.

TASK or PROJECT

SERVICE EMS

Number of Media releases or Media contacts

Cannot not start until there is a proper service

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		<ul style="list-style-type: none"> Courtesy 	-	<ul style="list-style-type: none"> Courtesy 	Citizens treated with respect when calling EMS. Phone calls to be dealt with speedily.
		<ul style="list-style-type: none"> Open & Trans 	-	<ul style="list-style-type: none"> Open & Trans 	Communicate the usage of EMS through media, adverts, billboards, radio, health talks in patient transport vehicles
		<ul style="list-style-type: none"> Information 	-	<ul style="list-style-type: none"> Information 	Communities provided with information about what the EMS should be used for.
		<ul style="list-style-type: none"> Redress 	-	<ul style="list-style-type: none"> Redress 	Complaints should be handled speedily. Feedback should be given to complainants regarding the outcome of their complaint and measures that are put in place to prevent re-occurrence of the complaint.
		<ul style="list-style-type: none"> Value for Money 	-	<ul style="list-style-type: none"> Value for Money 	Communities should be informed what it cost to keep the EMS in operation.
		Time:	-	Time:	March 2008

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Cost:	-	Cost:	R260 000 from the Health Promotions Sub Directorate budget.
		HR:	-	HR:	The awareness campaign will be conducted by the Sub Directorate Health Promotion who has 16 filled posts and is headed by a Deputy Manager.

I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER _____
(Pharmaceutical Services):

DEPARTMENT: _____

DATE: _____

I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER _____
(Emergency Medical Services):

DEPARTMENT: _____

DATE: _____

**I APPROVE THE SERVICE DELIVERY IMPROVEMENT PLAN AND CONCOMMITANT FINANCIAL IMPLICATIONS, WHERE APPLICABLE,
FOR THE DEPARTMENT OF**

_____ **FOR THE 2007/2008 FINANCIAL YEAR**

HEAD OF DEPARTMENT: _____

DATE: _____

**I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF _____ FOR THE
2007/2008 FINANCIAL YEAR**

MEMBER OF THE EXECUTIVE COUNCIL: DEPARTMENT OF _____

DATE: _____