



MINISTRY OF HEALTH



NATIONAL DRUG AUTHORITY



Pharmaceutical  
Society of Uganda



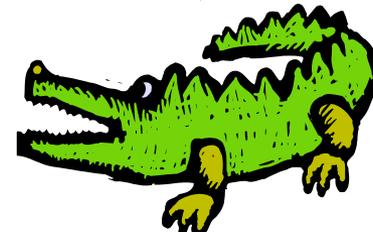
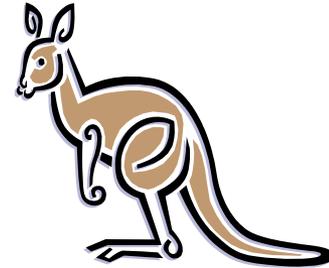
# Accredited Drug Shops Training *Uganda*

## Introduction for Drug Sellers

# Why don't *individuals* manage medicines optimally?



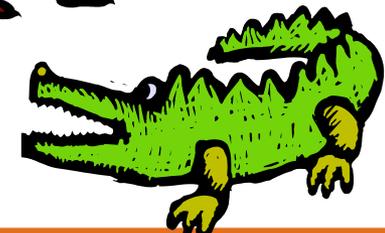
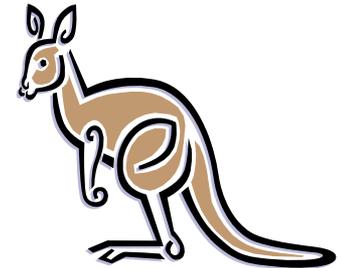
- Don't have **access** to health providers
- Don't have **access** to medicines
- Medicines **accessible** are not of good quality
- Can't **afford** to pay for medicines
- Don't **know** how to take medicines properly
- Too **cumbersome** to take medicines properly
- Medicines **cause** troublesome side-effects
- Don't **believe** medicines will work
- **Competing** interests... just forget!
- Many, many more reasons...



# Why don't *governments* manage medicines optimally?



- Not enough **access** to providers to prescribe/dispense
- Products are not **available**, or are not of good quality or are not appropriate for health needs
- Can't **afford** to procure medicines
- Don't **know** how medicines should be used
- Don't **know** how to implement medicines management systems
- Don't **believe** that systems can improve
- **Competing** interests... food, water, safety!
- Many, many more reasons...



# How does this relate to drug sellers?



- More than 60% of the Ugandan population seeks medicines from the private sector
- In rural settings, Class C drug shops are often the only accessible source of medicines, but...
- Previous surveys and inspections have shown that:
  - Many drug shops do not meet minimum requirements for sanitary and appropriate drug storage
  - Many drug sellers have not had adequate training in safe medicines handling, dispensing and use
  - By necessity, drug shops frequently stock/dispense items beyond their current legal scope
  - Registration, supervision and regulation of drug sellers has been inadequate

# What can be done about this?



- The National Drug Authority (NDA) of Uganda in partnership with the Pharmaceutical Society of Uganda (PSU) and Management Sciences for Health (MSH) have developed a **training and certification program** to help drug sellers learn more about how to better store, dispense and advise patients on medicines.
- Class C Drug Shops in the Kibale region that meet specific criteria will be eligible to be accredited to dispense an enhanced list of medicines approved by NDA.
  - Achieving physical standards (passing inspection)
  - Completing the training component (passing the examination), and
  - Adopting the approved code of ethics
  - Once accredited, the Class C Shops will be called Accredited Drug Shops (ADS) which will be promoted to the public

# What can be done about this? (2)



- To qualify, Class C Drug Shops will have to—
  - Achieve physical standards (passing inspection)
  - Complete the training component (and pass the examination)
  - Adopt the approved code of ethics
- Once accredited, the Class C Shops will be called Accredited Drug Shops (ADS) which will be promoted to the public.

# Is this program only for Kibale?



- The ADS concept is being piloted first in the Kibale region.
- After a reasonable period of implementation, the outcomes in the Kibale region will be compared to those of the Mpigi region (where drug sellers will not undergo training).
- If the results of this pilot are favorable:
  - Access to medicines improves
  - Storage of medicines improves
  - Dispensing of medicines improves
  - Use of medicines improves
  - Corruption decreases
- If successful, the government may decide to expand the project to other regions.

# Why do we think the program will work?



- The Ugandan ADS concept was adapted from the Accredited Drug Distribution Outlet (ADDO) program that has been very successful in Tanzania.
- We have learned from the Tanzanian experience but have created a model that is specific for the needs and situation in Uganda.
- Drug sellers are very important people in their communities and we think that they want to do an even better job in taking care of people.
- Many stakeholders (e.g., the NDA, the PSU, NGOs like MSH, training institutions and drug sellers) have been consulted regarding the need for this program and to advise in the development of the training.

# What will the training entail?



- The ADS training will occur over several weeks during the period of July 6th – August 29th.
  - Both drug sellers and owners will be trained on an alternating basis to allow the drug shops to remain open during the training period.
  - General topics will include:
    - Module 1: Laws, Regulations and Ethics
    - Module 2: Medicines Management
    - Module 3: Patient Management
    - Module 4: Case Management
    - Module 5: Business Management and Financing (owners only)

# Training Goals



- The training is designed to enhance the capacity of drug sellers to appropriately organize and operate a pharmaceutical services delivery point.
- This includes competency in:
  - Evaluating, managing and referring patients
  - Reading, interpreting, and labeling prescriptions
  - Dispensing medicines
  - Communicating with patients and counseling them on optimal medicines use
  - Providing first aid
  - Complying with regulations and keeping required legal records
  - Managing medicines inventory
  - Storing medicines
  - Demonstrating professional conduct and health-related ethics

# Training Resources



- ADS Manual
- ADS handouts
- ADS references
  - Uganda Clinical Guidelines
  - Malaria Guidelines
  - Job aids
  - Other