

## **CHAPTER V CONCLUSION**

The objective of this study were to compare the actual and the expected roles of hospital pharmacy supportive personnel from the perspective of hospital pharmacists and to study the current manpower situation of the hospital pharmacy supportive personnel in the pharmacy department of hospitals under supported by the Provincial Hospital Division, Ministry of Public Health. The study was conducted using questionnaire survey method. While all 755 pharmacists, including heads of the pharmacy department and pharmacists, working in hospitals under the Provincial Hospital Division, Ministry of Public Health were major studied subjects, only 97 pharmacy technicians were selected by clustered random sampling techniques. The final response rates were 69.57% for heads of the pharmacy department, 51.28% for pharmacists, and 64.95% for pharmacy technicians.

The attitude of hospital pharmacists working in hospitals under the Provincial Hospital Division, Office of the Permanent Secretary, Ministry of Public Health were as the following:

1. From the perspective of the pharmacists, technical tasks should be delegated to trained pharmacy supportive personnel, pharmacy technicians, for every working unit.
2. From the perspective of the pharmacists, pharmacists preferred to delegate the expected technical tasks to trained pharmacy supportive personnel, pharmacy technicians, more than untrained pharmacy supportive personnel, pharmacy employees.
3. In general, hospital pharmacy employees were doing more than they were expected, while pharmacy technicians were doing less than they were able to do. The results confined the issue of pharmacy technician shortage in hospital pharmacy departments. Also, it could imply the quality of the job instruction training process. While pharmacy technicians had the formal training program, pharmacy employees depended on job instruction or on-the-job training. On the average two-third of pharmacy employees had more experienced working in the hospital pharmacy than all of pharmacy technicians. If the job instruction training process produced a well-trained personnel, the personnel shortage problem could be alleviated.
4. The current manpower situation of the hospital pharmacy supportive personnel (January 1996) faced the serious problem of lacking trained pharmacy supportive personnel, pharmacy technicians. Most of the pharmacy supportive personnel currently working in the pharmacy department were untrained pharmacy employees, so pharmacists have to spend time for on-the-job training.

The Ministry of Public Health should have the development and management plans to increase the number of the trained pharmacy technicians for every pharmacy department of the hospitals under the Provincial Hospital Division, Office of the Permanent Secretary. When there are enough trained pharmacy technicians, they can

help pharmacists more in the technical tasks and pharmacists will have more time for the new roles of patient care following the pharmaceutical care concepts.

**Policy Recommendations:**

Under the current shortage situation, the Ministry of Public Health can implement some strategies so that the number of pharmacy technicians will be increased to meet the present demand.

1. On-the-job training curriculum should be developed for hospital pharmacists to use for training their own supportive personnel. Since the findings implied low quality of current job instruction training.
2. The Ministry of Public Health should motivate the large hospitals or other related organizations to develop their own pharmacy supportive personnel training program. Also the Ministry of Public Health develops the accreditation program to accredit them. With the help from the Ministry of Public Health, the job instruction training program should be improved and produce higher quality personnel.

The limitations of this study were the job list was not detailed enough to give a good classification of the professional and technical tasks. To trade off for the national sample, the detailed job list was compromised with the survey method. The study developed 20 pages questionnaire. The detailed job list would used a longer one and affected the response rate.

The suggestion for future studies were as following:

1. to solve the limitations of this study, the components of each activity should be clarified and the work-sampling studies should be developed to determine the aspects of each task: planning, supervising, or working aspect, that were technical or professional tasks and to measure the actual time that pharmacists and pharmacy technicians spent for each technical or professional task.
2. the job satisfaction studies should be developed to establish the satisfaction of pharmacists and pharmacy technicians when the technical tasks could be delegated to pharmacy technicians and pharmacists could have more time for patient care.
3. the cost-effective studies should be conducted to identify the cost of pharmacy technicians' training and utilizing and to compare with the effectiveness of pharmacy technicians performing distributive technical roles and pharmacists performing professional roles especially for patient care.