

# EFFECTIVE MANAGEMENT OF HEALTH COMMODITIES AT HEALTH FACILITIES

Effectively managing health commodities helps ensure the integrity of the medicines that your patients receive.

## INVENTORY MANAGEMENT

### PROVIDE TIMELY AND ACCURATE REPORTING TO ENSURE ENOUGH STOCK IS AVAILABLE.

- Follow consumption trends to identify supply risks and request replenishment.
- Prepare and send by deadline all reports for stock replenishment to allow a desirable overlap of expected stock with current stock.
- Train relevant staff in reporting skills to ensure adequate coverage.

### STORE PRODUCTS ACCORDING TO THE FEFO SYSTEM – FIRST-TO-EXPIRE, FIRST-OUT.

- Clearly enter expiration dates on boxes and stock cards and make sure they are visible.
- Place products that expire first in front or on top of products that expire later.
- Always dispatch/dispense following the FEFO system.
- To avoid the expiry of slow-moving commodities, arrange them in a way that allows staff to access all shelves while paying attention to close-to expiry products.
- Arrange products in alphabetical order, therapeutic form or pharmaceutical form. Avoid the use of two or more methods to avoid confusion.

### STORE PRODUCTS WITH VISIBLE IDENTIFICATION LABELS.

- Keep visible identification tags and expiration dates.
- If space is restricted, stack boxes or place products according to their expiration dates.

### CONDUCT REVERSE LOGISTICS FOR EXPIRED AND DAMAGED MEDICINES TO MAINTAIN ADEQUATE STORAGE SPACE.

- Create and maintain a routine schedule for returning expired medicines to the appropriate medical store for destruction according to national policy guidelines.
- Keep copies of the necessary documentation.
- Separate pharmaceutical waste from other health facility waste and follow the appropriate standard operating procedures for all types.

### CONDUCT A SCHEDULED PHYSICAL COUNT TO UPDATE RECORDS PER THE REPORTING TIMELINE.

- Ensure records are up to date for all products. To ensure adequate quantities in requisition orders, keep in mind the “closing balance” is not always equal to the ‘physical count,’ especially for fast-moving products.

## COMMUNICATION AND RELATIONSHIP BUILDING

### MAINTAIN A LAMINATED SHIPPING CALENDAR IN THE FRONT OF THE STORE THAT SHOWS ALL ACTIVITIES PER MONTH AND PROVIDES OTHER DEPARTMENTS VISIBILITY INTO STORE ACTIVITIES.

- Include key information, such as staff duty roster; anticipated deliveries, reports to be collected and emergency telephone numbers.

### SHARE STOCK INFORMATION WITH THE CLINICAL TEAM.

- Discuss expiry dates of generic or substitute medicines to prevent treatment interruption.

### INCLUDE STORAGE MANAGEMENT ISSUES IN THE HEALTH FACILITY MEETING AGENDA.

- Provide reminders about good storage conditions for medicines, reasons for shortages of some products and availability of alternatives.

### BUILD A POSITIVE INTERPERSONAL RELATIONSHIP AMONG THE TEAM.

- Celebrate all achievements and appreciate the staff.
- Set up criteria for nominating the “Best staff of the month” and recognize staff accordingly.

## STORAGE MANAGEMENT

### KEEP STORAGE AREAS DRY, WELL-LIT AND WELL-VENTILATED.

- Keep sealed products in their original boxes or containers.
- Use curtains or blinds or protect windows from direct sunlight.
- Use extractors, fans, or air conditioners according to the product’s environmental and storage conditions.

### KEEP FIRE EQUIPMENT AVAILABLE, EASILY ACCESSIBLE AND OPERATIONAL.

- Perform periodic checkups, maintenance or replacement of fire equipment.
- Train staff periodically in the use of fire equipment.
- Strictly prohibit smoking or the use of open flames inside the storage facility.

### MAINTAIN TEMPERATURE-CONTROLLED STORAGE AND COLD CHAIN.

- Move cold chain products to refrigeration as soon as possible.
- Monitor and record temperatures per the agreed schedule.
- Monitor cooling equipment; document and report any malfunctions.
- Do not store food or other products other than those that are authorized.

### USE GOOD PRACTICES FOR BOX PLACEMENT.

- Do not place boxes directly on the floor or touching the walls. Space boxes at least 10 cm from walls.
- Stack boxes according to the specifics indicated by the manufacturer or at a maximum height of 2.5m.

### KEEP HEALTH PRODUCTS AWAY FROM OTHER SUPPLIES.

- Keep health products away from insecticides, chemicals, cleaning materials, office supplies, food and other non-medical products.

### CLEAN AND DISINFECT STORAGE AREAS FREQUENTLY.

- Prohibit consumption and storage of food and beverages in storage areas.
- Follow health and hygiene standards and pest control.
- Provide waste bins and empty them daily.
- Follow established cleaning procedures.

### PROTECT STORAGE AREAS FROM WATER LEAKS.

- Keep ceilings and windows free of leaks.
- Have doors and windows that provide security and shelter to storage areas.
- Set a schedule and periodic maintenance record of facilities.

### STORE PRODUCTS ACCORDING TO RECOMMENDED CONDITIONS.

- Store products according to the manufacturer’s instructions.
- Keep products – especially latex products – in their original boxes or packaging and away from heat sources, fluorescent light and direct sunlight.
- Use equipment for temperature and humidity monitoring and recording.

### LIMIT ACCESS TO STORAGE AREAS TO AUTHORIZED PERSONNEL.

- Keep track of unauthorized personnel access.
- Keep controlled products under lock and key and limit access to keys.
- Keep inventory cards up-to-date and in a safe place.