

College of Micronesia-FSM
Course Outline

Course Title: Dispensary Management

Department No: CHS 244a

Course Description:

It has been said that disorganization is the primary cause of death in Micronesia. This module will develop knowledge and skills related to management in primary health care, with particular emphases on dispensary management for decentralized health care. Students will learn how to support the clinical and health promotion work of the peripheral dispensary by keeping all needed support systems running well. This course is designed for health assistants (HAs) who are based in dispensaries in areas where there is no doctor, and for the health system staff who support them.

Course Prepared By: Dr Mark Durand

Campus: Yap

Hours Per Week	No. of Week	Total Hours	Semester Credits
Lecture <u> 5 </u>	x <u> 16 </u>	= <u> 80 </u>	= <u> 5 </u>
Laboratory _____	x _____	= _____	= _____
Workshop _____	x _____	= _____	= _____
Total Semester Credits			= <u> 5 </u>

Purpose of Course: Degree Requirement _____
 Degree Elective _____
 Certificate _____ X _____
 Other (workshop) _____

Prerequisite: CHS 220a

Signature Chairperson, Curriculum Committee

Date

Signature, President, COM-FSM

Date

General Course Objectives: Students will demonstrate basic knowledge and skills of primary health care organization. Students will learn how to examine a health care program and how to plan and implement changes and maintain a dispensary to better serve the community.

Specific Learning Objectives:

- Know the 10 principles for health workers in the Code of Conduct of the International Red Cross (see Community Health. Wood, CH. AMREF, 2nd ed. Nairobi Kenya, 1997.)
- Discuss the concepts, elements and activities of Primary Health Care (PHC) and its role in the reorganization of health services.
- Define, discuss, and illustrate the concept of decentralization with reference to health care service and cite the advantages and disadvantages of decentralization.
- Describe FSM national health status according to the 2005 FSM Health Sector Strategic Development Plan indicators or most current indicators.
- Describe FSM national and state health curative and public health programs.
- Define management.
- Recognize how a satisfactory dispensary outcome is dependent upon the management of the dispensary.
- Recognize poor management of health care systems and understand the principles of change in health care service management.
- Name 3 broad functions of management and show how they relate to one another.
- Explain the reasons health organizations are particularly resistant to change.
- Define community participation and identify steps to bring about increased community involvement.
- Identify the cultural and educational obstacles to community participation and identify various modes of community participation.
- Decide which management styles are appropriate to a variety of situations.
- Define “health team”.
- Create a work team, using principles of interpersonal relations.
- Know how to assure that dispensary/health center objectives are agreed upon by as many of the people concerned as possible.

- Understand and apply factors that motivate people to work.
- Decide when, how and to whom to delegate authority and responsibility.
- Choose a style of supervision that suits the health team and the circumstances in which it works.
- Know how to coordinate the activities of a health team.
- Know techniques for communicating effectively with the team and community.
- Describe how to prepare for and conduct successful meetings.
- Know how to help resolve disputes among team members.
- Identify common causes of work deficiencies.
- Complete a performance assessment of another team member.
- Complete a self assessment of job performance.
- Explain the difference between expendable and non-expendable equipment.
- Name the four main procedures in the management of equipment.
- Explain how to care for a solar charged battery to make it last a long time.
- Explain how to obtain water suitable for use in a battery when no distilled water is available.
- Demonstrate how to clean and maintain the following: solar panels and batteries, microscope, hemoglobin meter, blood glucose meter, SSB radio, dispensary latrine, dispensary building.
- Take an inventory of medicines, supplies and equipment in a dispensary.
- Create an equipment inspection and maintenance checklist and schedule for the dispensary that the student is assigned to.
- Explain the value and uses of accurate equipment records.
- Describe techniques for preventing wastage of drugs.
- Estimate the quantities of drugs needed based on current drug use.
- Order and stock drugs correctly, using the “split shelf” system.
- Discover and investigate discrepancies in drug usage.
- Perform an assessment of student’s own and team members’ time.

- Plan the use of time according to the work to be carried out (i.e. arrange time tables and schedules, arrange duty rosters, arrange long-term programs, make notes on a yearly calendar).
- Rearrange a dispensary so that work flows smoothly and for the convenience of the patients who use it.
- Make a sketch map of the catchment area of a dispensary.
- Describe the target population of a dispensary including:
 - number in total population,
 - preschool age population,
 - population of reproductive age women,
 - number residing in each village,
 - major causes of death and major preventable illnesses.
- Construct case registers for the following target sub-populations for a dispensary:
 - children 1-5 years old for fluoride varnish application,
 - patients with diabetes, hypertension or heart disease,
 - children with special health care needs,
 - patients with TB or Hansen's Disease.
- Explain the reasons for a good filing system and confidentiality of patient records.
- Write a SOAP note for a patient encounter.
- Establish a patient chart filing system at a dispensary. Demonstrate proper use of this filing system.
- Describe and demonstrate the procedure for referring a patient to the central hospital and ensuring continuity of care when he or she returns.
- Send and receive E-Mail (using Wavemail system in outer islands) to the State hospital, to the field supervisor, and to another outer island dispensary.
- Send a mental health assessment of a chronically mentally ill patient to the state Substance Abuse and Mental Health program manager using Wavemail E-Mail.
- Send all of the information needed for a birth certificate and a death certificate to the state vital statistics technician using Wavemail E-Mail.
- Define performance indicators and use raw data to calculate common indicators for a dispensary including:
 - % complete immunization coverage of 2 year olds in a dispensary's target population,
 - % 6-12 year olds in dispensary's target population with dental sealants,
 - % of essential medicines in stock,

% of stock medicines within expiration date,
of patient encounters per provider per week,
average # prescriptions written per encounter.

- Describe sources and types of information that can be gathered from the community for a health assessment.
- Describe the uses of a community health assessment for primary care programs.
- Describe how to select important problems from a list of community problems according to criteria.
- Set objectives for an important community health problem that are relevant, feasible, measurable and observable.
- Specify measurable targets.
- Recognize obstacles to the achievement of targets.
- Analyze ways of overcoming obstacles.
- Recognize limitations that cannot be removed.
- Select a strategy based on obstacles and resources.
- Describe how to mobilize community resources.
- Write a simple plan for a health intervention.
- List the functions of management dealing with the coordination of activities, and the use of direction and supervision.
- Name specific aspects of implementation that call for organization, direction and supervision.
- Describe the importance of conducting an evaluation of a planned community health intervention.
- Describe ways to evaluate the progress of a health team's work.
- Complete an employee performance assessment.
- Perform a management assessment of a dispensary.
- Assist community members in performing a dispensary satisfaction assessment.

Course Contents:

- Concepts, definitions and principles of management in primary care.

- The health team and its work in the community.
- Leading the health team.
- Organizing health team activities.
- Controlling and assessing the work.
- Managing equipment.
- Managing drugs.
- Managing time.
- Managing space.
- Managing paperwork and distant communications.
- Planning, implementing and evaluating health activities.

Textbooks:

On Being in Charge (A Guide for Middle-Level Management in Primary Health Care)
McMahon, R., Barton, E., Piot, M.

Publisher: World Health Organization [ISBN: 92 4 154426 0] Price: \$35.82

Reference Materials:

2005 FSM Health Sector Strategic Development Plan

Methods of Instruction: Lecture, class assignments, personal projects

Evaluation:

Examinations and graded demonstrations of skills by students.

Attendance Policy: Standard COM-FSM Attendance Policy as stated in the current catalog will be shared with students on the first day of class.

Academic Honesty Policy: Per standard COM-FSM Policy as stated in the current catalog.