"A STUDY OF FACTORS THAT INFLUENCE THE PHARMACY VALUE ADDED SERVICES (PVAS) ADOPTION IN PHARMACY DEPARTMENT OF HOSPITAL SULTAN ISMAIL (HSI), JOHOR BAHRU"

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DECLARATION

We declare that our research is original and not bound to any copyright issues.

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ABSTRACT

Background: Pharmacy Value Added Services (PVAS) are an innovative dispensing system created to provide an alternative means of collecting partial drug supply to improve the delivery of pharmaceutical care to patients. This includes, Pharmacy Drive Through, Postal Medicine, Integrated Drug Dispensing System and SMS and Collect. However, despite the convenience and advantages of PVAS, patients' adoption rate is still low. **Objectives:** To explore patients' understanding, beliefs and expectations towards PVAS in Malaysia as well as determining the factors that facilitates and impedes PVAS adoption. Furthermore, the study also aims to assess patients' knowledge and awareness regarding PVAS. **Methods:** A descriptive and regression survey was conducted from November 2017 till December 2017 at the Ambulatory Pharmacy. The cross-sectional, questionnaire-based study was administered to a total of 100 patients with their consent inclusive only to patients not registered to PVAS. The mean score analysis was used to determine the main factor that impedes PVAS adoption. **Results:** The main factor with the highest mean score (4.8) is information about PVAS not widespread among public people. **Conclusion:** The lack of awareness towards PVAS impedes adoption by patients. Hence, to increase PVAS adoption among Malaysians, it is strongly suggested to make PVAS well-known to the patients who are collecting repetitive supply from government pharmacies.

CHAPTER 1

INTRODUCTION

Being responsible for the patient's medication, ensuring that patients take their right medicine at the right time is the main role of a pharmacist. Since 2013, the number of pharmacists working in the public sector was only just over 6,600 and they have to manage over 40 million prescriptions every year based on national statistics. However, pharmacists are not confine to just dispensing role. Along with the changing roles and responsibilities of the profession, a necessary way is needed to extend pharmacy services. Plus, these extensions of pharmacy services are deemed significant for better patient care. A local survey was conducted, showing that over 17 million Malaysians suffer from chronic disease [(1)], and a significant portion of them require long-term medication. Based on the National Survey on the Use of Medicines (NSUM) 2012 reported that 40% of Malaysian consumers were found to be using some form of pharmaceuticals, traditional health compounds and beauty products in daily life to manage their health and general well-being. Of these, 28.4% consumers suffered chronic diseases that require long term medication. It was also found that the majority of Malaysian consumers obtained their medicines from clinics (85.9%), hospital (75.0%) and community pharmacies (72.2%). [(2)] To maintain their quality of life and reduce healthcare cost, medication accessibility and continuous supply of medicine are essential especially for patient with chronic diseases. From 2011, a policy has been implemented by the Ministry of Health (MOH) in Malaysia in