

UNIVERSITI TEKNOLOGI MARA

**NATIONAL UTILISATION TREND
OF PHARMACY DISPENSING
VALUE-ADDED SERVICE (PDVAS)
AND FACTOR DETERMINATION IN
OCCURRENCE OF SERVICE
DEFAULTERS**

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ABSTRACT

Malaysia government has set up a policy where all medication is supplied on one-month duration basis as to maintain the medication availability for all patient. Patient with long duration supply are required to return to a healthcare facility to refill their medication repeatedly. The main impact of this policy is increasing the traffic in most of healthcare facilities. As to overcome the issue, Ministry of Health has introduced Pharmacy Dispensing Value-Added Service (PDVAS) specifically target this group of patient. Various services of PDVAS have been implemented to meet the patient needs, however, increasing number of defaulters may affect the successfulness of this service. Thus, this study aims to evaluate the trending of PDVAS usage and to determine the influence factors in the occurrence of the PDVAS defaulters. In PDVAS utilisation analysis, the data of PDVAS from all public healthcare facilities in Malaysia were extracted for three consecutive years (2013-2015). The analysis was done in three aspects of trending which are the number of enrolment, adherence and defaulter rate. Later, in the factor determination study, a dichotomous questionnaire consists of various of predictors was constructed with agreement of $k=0.932$, $p<0.0001$. A telephone called survey was done in three states namely Negeri Sembilan, Johor and Perak with a total of 303 responsive respondents. A contingency table analysis were performed in order to determine the association between predictors and three respective profile namely patient, accessibility and provider. The trending of PDVAS over the year show an increment in term of patient enrolment. However, the adherence rate of patient towards the service shows a decreasing pattern. As vice versa, the defaulters' rate is increasing. Subsequent to that, limited parking space available ($\phi = 1.000$), need a companion to attend to the pharmacy ($\phi = 0.481$) and unaware of various services of PDVAS are the among factors with high association strength that lead to occurrence PDVAS defaulters. From the underlying factors highlighted, it is suggested to embark beneficial strategy especially by strengthen the PDVAS policy, enhance the facilities requirement and more PDVAS promotional is needed as to optimise the successful of PDVAS implementation.

Keywords: PDVAS, Medication, Pharmacy, Dispensing, Trend, Influence Factors

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