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Review Article

National Primary Care Pharmacist Job Satisfaction System at MOH in Saudi Arabia

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Abstract:

The National Primary Care Pharmacist Job Satisfaction at Ministry of Health founded in Saudi Arabia. It is a part of the pharmaceutical care strategic plan of General Administration of Pharmaceutical Care. There is no literature existed about primary care pharmacist job satisfaction and job satisfaction in the specialized clinical pharmacy at primary care centers. The survey consisted of ten elements of job satisfaction factors, and the primary care pharmacist should fill it annually. The system assesses the implementation of pharmacy strategic plan, improve primary care pharmaceutical care, and stop turnover rate quitting of primary care pharmacist jobs.

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In Saudi Arabia, the Ministry of Health responsible for distributing healthcare services through hospitals. In addition to specialized medical centers, medical cities, and primary care health care centers. The MOH released strategic plan for all Health care system including primary health care centers [1]. The MOH has more 2150 primary care centers distributed over all twenty geographic regions in Saudi Arabia [2]. The primary health care centers categorized into several type base on the health care derives provides to the population and including some population as showed in Table 1 [1]. The primary health care centers have new regulations of pharmacist manpower to meet the increment number of community and different type medical services [3]. In the same way, general administration of pharmaceutical care found the updated pharmacy strategic plan for primary care centers and started new pharmacy practice and clinical pharmacy programs [4-5]. The strategic contained several measurement tools to follow up the implementation of the plan and the improvement of pharmaceutical care services. The tools including the national survey of pharmacy practice in primary health care centers, the national patient satisfaction of pharmaceutical care at primary care centers, and primary care pharmacist job satisfaction system.

Primary Care Pharmacist Job Satisfaction

The most of the literature investigated pharmacist job satisfaction at community pharmacy setting. Several studies conducted in USA, India, Middle East, about of community pharmacist job satisfaction, the authors found considerable range 11-97% among pharmacist job satisfaction of domain elements [6-9]. In Saudi Arabia, two studies of community pharmacist job satisfaction, the authors found 48-83% of

pharmacists satisfied community pharmacist satisfied with their job [10-11]. While in the primary care centers setting, only one a large study conducted in the UK with 21,889 pharmacists. Of that 6.6 % worked at primary care centers sectors; they got 4.43-5.61 scores range out of seven of factors satisfaction elements, it is better than hospital pharmacist job satisfaction in the same study [12]. There is Saudi study conducted at National Guard Primary Health Center about pharmacist opinion of pharmaceutical care, and the authors found 88.8% of respondents agreed with the statement "PC helps to raise the level of job satisfaction for pharmacists." [13]. The author is not familiar with international or the Middle East, or Gulf countries and Saudi Arabia. It had to find studies examined the general primary care pharmacist job satisfaction and specialized clinical primary care pharmacist job satisfaction.

Primary Care Pharmacist Job Satisfaction System in Saudi Arabia

The National Primary Care Pharmacist job satisfaction is first established in Saudi Arabia, Gulf countries and maybe overall the entire world. It based self-survey. The survey derived from international literature and pharmacy institutions [14-27]. It consisted of ten domains including but not limited to the following pharmacist demographic and work-related profile domain, general career identity domain, supervisor domain, personal issues (Intrinsic Factors and Extrinsic Factors) domain. The education and training domain, store related issues domain, administrative, maintenance, and information technology domain, legend clinical pharmacy activities domain, methods for motivating pharmacy practitioners domain, and general comments domain. It Likert scale system 1-5 scale, with the high score of five. This survey started with excel sheet then switched as monkey survey based. GAPC analyze the results according

to pharmacy practice or clinical pharmacy program and specialties at primary care health care centers as explored in Table 2 [28]. The goal of the system to meet the need and demand of pharmacy human resources at primary health care centers prevents high primary care pharmacist turnover rate and prevents quitting job.

Conclusion

National Primary Care Pharmacist Job Satisfaction System is the first system found in Arabia Saudi, Gulf and Middle East countries, and all over the entire world. The system is the essential tool to follow pharmaceutical care strategic plan. The system consisted of ten domains; including pharmacist demographic and work-related profile domain, the education and training domain, store related issues domain, administrative, maintenance, and information technology domain, clinical pharmacy activities domain, and methods of motivating pharmacy practitioners. The primary care pharmacist should fill the monkey based yearly. The system explained the need for primary care pharmacists, improves primary care pharmacist administration skills, decrease pharmacist turnover rate, and retains primary care pharmacist on primary care job.

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Table 1: Type and definition of MOH primary care centers

Definitions	M1: Referral PCC for post graduated studies services up to 32,000 of population M2: Referral internal sector PCC services up to 32,000 of population M3: Referral PCC services internal cities up to 44,000 of population M4: Referral PCC services internal cities with housing up to 32,000 of population M5: Referral external sector PCC services up to 16,000 of population M6: Referral external sector with housing PCC services up to 16,000 of population M7: Referral small PCC services up to 32,000 of population
Referral Primary care centers	
A0	Primary care centers located at more than 35 km distance, and services 2,000-9,000 of population
B	Big Primary care centers located at outside cities, and within 35 km distance from referral PCC B1 : PCC services 15,000-25,000 of population B2 : PCC services 12,000-15,000 of population B3 : PCC services 3,000-12,000 of population
C0	Big Primary care centers located at inside cities services up to 32,000 of population

Table 2: Job Satisfaction of National pharmacy practice and clinical pharmacy programs for adults and pediatrics at Primary Care Centers

Program	Job Satisfaction of Pharmacy Practice	Job Satisfaction of Clinical Pharmacy
Adults	Adults MTM Ambulatory Care Job Satisfaction Adults Pharmacy Informatics Job Satisfaction Adults Pharmacy Human Resources Job Satisfaction Adults Medical and Pharmacy Education Job Satisfaction Adults Pharmacy Public Health Job Satisfaction	Adult General Medicine Adult Internal Medicine Job Satisfaction Adults Cardiology Job Satisfaction Adults Nephrology Job Satisfaction Adults Infectious Diseases Job Satisfaction Adults Pharmacy Infection Control Job Satisfaction Adults Endocrinology & Metabolism Job Satisfaction Adult Pulmonary Diseases Job Satisfaction Adult Hematology and Anticoagulation Job Satisfaction Adult Drug Utilization Evaluation Job Satisfaction Adult Drug Information Job Satisfaction Adult Medication Safety Job Satisfaction Adults Pharmacoeconomics Job Satisfaction Adults Pharmacogenomics Job Satisfaction Adults Pain Management Job Satisfaction General Psychiatry Addiction Medicine Job Satisfaction Child / Adolescent Psychiatry Job Satisfaction Addiction Medicine Job Satisfaction Geriatric Psychiatry Job Satisfaction Adults Psychiatry Job Satisfaction General Family Medicine

		<p>Managed Care Pharmacy Job Satisfaction Pharmacy Public Health Job Satisfaction Geriatric Medicine Job Satisfaction Adults Ambulatory Care and Primary Care Job Satisfaction Pediatrics Ambulatory Care and Primary Care Job Satisfaction Pharmacy Home Health Care Job Satisfaction Mass Gathering Pharmaceutical Care Job Satisfaction Ramadan Pharmaceutical Care Job Satisfaction</p>
Pediatrics	<p>Pediatrics MTM Ambulatory Care Pharmacy Job Satisfaction Pediatrics Pharmacy Informatics Job Satisfaction Pediatrics Pharmacy Human Resources Job Satisfaction Pediatrics Medical and Pharmacy Education Job Satisfaction Pediatrics Pharmacy Public Health Job Satisfaction</p>	<p>General Pediatrics Pediatrics Endocrinology Job Satisfaction Pediatrics Nephrology Job Satisfaction Pediatrics Hematology and Anticoagulation Job Satisfaction Pediatrics Infectious Diseases Job Satisfaction Pediatrics Pharmacy Infection Control Job Satisfaction Pediatrics Pulmonary Diseases Job Satisfaction Pediatrics Cardiology Job Satisfaction Pediatrics Drug Utilization Evaluation Job Satisfaction Pediatrics Drug Information Job Satisfaction Pediatrics Medication Safety Job Satisfaction Pediatrics Pharmacoeconomics Job Satisfaction Pediatric Pain Management Job Satisfaction Pediatrics Pharmacogenomics Job Satisfaction</p>

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