



Kenya Pharmaceutical Association  
*Pharmaceutical Excellence*



# A SAFER PHARMACIES CHARTER

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2022

# THE KENYA PHARMACEUTICAL ASSOCIATION

## A SAFER PHARMACIES CHARTER.

*Protecting Patients, Protecting Pharmacy Professionals.*

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The National Executive Council of KPA, the committee members on Safe Pharmacies Charter, have been very committed to the development of this document, researching far and wide on patient-centric standards.

### List of Contributors

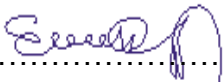
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Hon. Eric Sedah, President.

Kenya Pharmaceutical Association.

Signed by:  on this Date: .....25.11.2022....

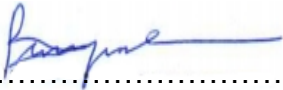
Hon. Eric Gichane, Secretary General.

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### In the presence of;

Hon. Benjamin Mbugua, Board of Trustees Chair.

Kenya Pharmaceutical Association

Signed:  on this Date: .....25.11.2022....

# THE KENYA PHARMACEUTICAL ASSOCIATION

## A SAFER PHARMACIES CHARTER.

### *Protecting Patients, Protecting Pharmacy Professionals.*

#### **PURPOSE:**

The purpose of this charter is to outline the basic standards to be maintained in order to ensure safer practice wherever pharmaceutical technologists work. To ensure safety for both the patients and the pharmaceutical technologist, provision of safe working conditions is imperative. These commitments should constitute the standard of practice where pharmaceutical technologists work.

#### **OBJECTIVES**

To enhance safe and efficient delivery of quality pharmaceutical services through better working conditions where pharmaceutical technologists work.

#### **COMMITMENTS.**

##### **1. ACCURACY CHECK**

The delivery of high quality, safe and efficacious medications to patients requires a high level of accuracy on the part of the pharmaceutical technologist. An independent second check by a suitably qualified staff member is recommended as an approach to prevent compounding and dispensing errors.

##### **2. COMMUNICATION AND FEEDBACK**

The work environment should provide a facilitative environment for staff to raise concerns without fear of reprisal. A robust culture of gap identification, clear communication channels (upstream and downstream) and problem-solving attitude should be enhanced. Work concerns and disputes that impact on the safety of patients should be given high priority and proposed resolutions implemented without delays. A closed loop communication model will be adopted to ensure that errors due to the lack of information or miscommunication are eliminated.

##### **3. ERGONOMICS**

Understanding the 'fit' of the equipment, tasks, work environment and information is critical in enhancing the work efficiency of the pharmaceutical technologist. Assessment of risks and deploying preventive measures is key in ensuring patients and the pharmaceutical technologist are both safe and feel safe.

##### **4. ADEQUATE REST.**

Pharmaceutical technologists should work as per the recommended number of hours by the current labor laws. To enhance patient safety, pharmaceutical technologists need to be alert at work and as such should not be made to forfeit their statutory and contractual breaks and rest periods.

**5. ADEQUATE STAFFING LEVELS.**

The staffing levels should strive to meet the recommendation as per the organization's workload. All pharmaceutical technologists employed should have been competently trained and duly licensed by the Pharmacy and Poisons Board.

**6. SEXUAL AND GENDER BASED VIOLENCE/HARASSMENT.**

A zero-tolerance policy to workplace sexual and gender-based violence/harassment on pharmaceutical technologists will be adopted. The principles of fairness, justice and equity will be employed on promotions and disciplinary cases involving pharmaceutical technologists.

**7. RESPECT FOR PROFESSIONAL JUDGEMENT.**

Patient safety and professional standards will be placed above commercial and other operational considerations. The professional decision making of the pharmaceutical technologist at the workplace will be encouraged and exercised.

**8. PHYSICAL SAFETY.**

A pharmaceutical technologist, where need be, should not work alone and will have access to the necessary support at all times to perform their roles without risking their own lives. Risks will be assessed and preventive measures put in place to mitigate them so that both the staff and patient are all safe. A zero tolerance approach will be taken to violence or abuse of pharmaceutical technologist or any other pharmacy staff. Pharmacies need to be a safe place for pharmacy staff and patients

To compliment this professional guideline on the safety of the pharmaceutical technologists and their work places, the rights of patient is paramount and shall be observed throughout our professional dispensation.

Every client, patient has;

**1. RIGHT TO CHOOSE HIS/HER HEALTHCARE PROVIDER**

A patient's right to access a healthcare provider of his choice shall not be unduly restricted by a third party as long as the provider of choice is qualified, enrolled, retained and in current good standing with the regulatory authority to provide such health care services.

**2. RIGHT TO HIGHEST ATTAINABLE QUALITY OF PHARMACEUTICAL / HEALTH CARE PRODUCTS AND SERVICES.**

**3. RIGHT TO REFUSE TREATMENT.**

Any patient, client may refuse, withdraw, or withhold treatment and such refusal should be documented in writing by the service provider and in the presence of an independent witness, provided that such refusal, withdrawal or withholding does not create an immediate danger to the patient or the service provider.

4. RIGHT TO CONFIDENTIALITY.

This shall be held unless where consent has been expressly given or disclosure is allowed by law or in the public interest. Confidentiality shall be maintained even after patient's death.

5. RIGHT TO INFORMED CONSENT TO TREATMENT.

To be given full and accurate information in a language one understands about the nature of one's illness, diagnostic procedures proposed treatment, alternative treatment and the cost involved for one to make a decision except in emergency cases. The decision shall be made willingly and free from duress.

6. RIGHT TO INFORMATION.

Every patient is entitled to receiving full and accurate information concerning their health and health care. In addition, every patient is entitled to access and to obtain information about their health

7. RIGHT TO BE TREATED WITH RESPECT AND DIGNITY.

8. RIGHT TO A SECOND MEDICAL OPINION.

Every patient has a right to second medical opinion if so desired, regarding diagnosis, procedures, treatment and or medication from any other qualified health professional of one's choice.

9. RIGHT TO LAUNCH COMPLAINTS.

Every patient has a right to complain about pharmaceutical/health services to the relevant authorities, such complaint should be investigated and receive a response from the authority within a reasonable time that does not exceed twelve months. Where there is a delay, the relevant authority shall provide reasons.





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