

Medical Store Management



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Store keeping , Stock control and Store Management.

1.Store keeping

– The term “store keeping” covers the actual handling of the items or materials

(a)-received into

(b)- held in

(c)- issued from the store.

(a) **receiving** items and materials, including Inspection of them.

- When you **receive** health commodities—
 - ❶ Ensure there is sufficient storage space.
 - ❷ Prepare and clean the areas used for receiving and storing the products.
 - ❸ Inspect packages for damaged or expired products.

- If Products are damaged or expired .

Then

- 1. Separate the damaged or expired stock from the usable stock.
- 2. If damage or expiry is discovered while the delivery truck is still at your site, refuse to accept the products and note the problem(s) on the delivery note.
- 3. If damage or expiry is discovered after the delivery truck has departed, follow your facility's procedures for handling damaged or expired stock.

- If Products are not damaged or expired .

Then

- 1. Count the number of units for each product received and compare to issue voucher.
- 2. Record the date and quantity received on stock card and bin card (if applicable).
- 3. Ensure the expiry date is visibly marked on every package or unit.
- 4. Arrange products in the storage area to facilitate the first-to-expire, first-out (FEFO) procedure. (See section on stock rotation.)

(b) Held in/Storing

the various stock items

- in the most appropriate fashion ,
 - binning and /or racking them by the best methods,
 - placing them in such way that any item or material in the store can be located quickly and easily when it is required.
- * ensuring the safety of all items and materials whilst in the store.

(c) *Issue* from store

- Ensuring when necessary ,that items issued from the store are packed that they will
- not be damaged
- or caused to deteriorate
- whilst in transit to their destination.

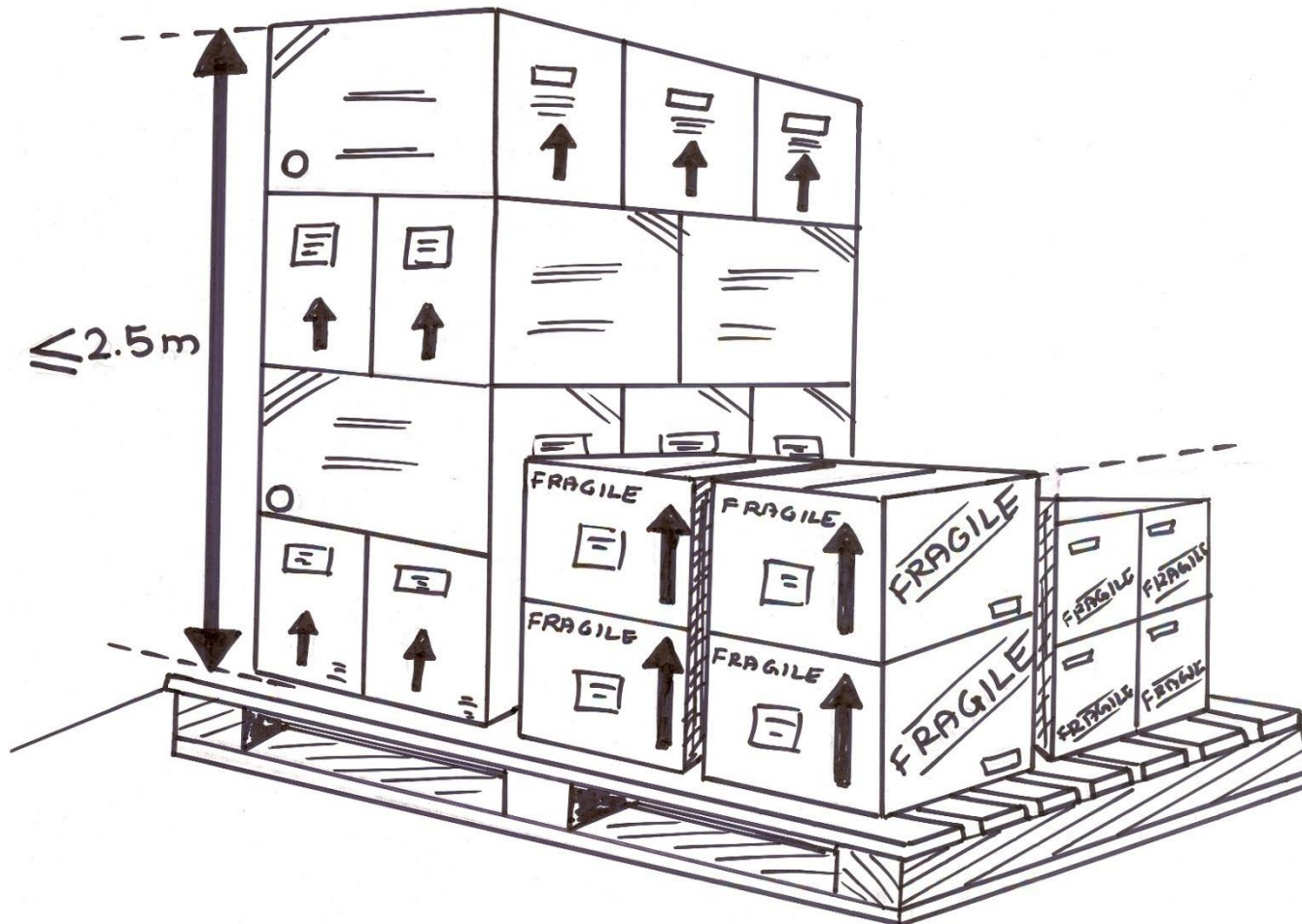
Arranging commodities

Arrange the store room and shelves as following:

If use pallets , stack cartons on pallets-

- At least 10cm (4 inches) off the floor.
- At least 30 cm (1 foot) away from the wall.
- No more than 2.5 meter (8 feet)high (general rule).

No more than 2.5 meter (8 feet) high



For all storages:

- (1) follow the manufacturer and shipper's direction when stacking, and follow labels for the storage condition.
- (2) Always store all commodities in a manner that facilitates FEFO policy for stock management.
(alphabetical, FIFO ,therapeutic classes, dosage form etc.)
- (3) Arrange carton so arrow point up and identification labels, expiry dates, manufacturing dates are visible.

(4) Place liquid products in lower shelves or on the bottom of stack.

(5) Store products that required cold storage in appropriate temperature controlled zone.

(e.g sera and vaccines)

(6) Store high security/high valued products in appropriate security zone.

(Narcotics, other opioids and strong analgesics & Psychotropic drugs and other drugs s/a anti-retroviral drugs.)

(7) Separate

damaged or expired products from the usable stock without delay , and dispose of using established disposable procedures.

II. Stock Control

Stock control comprises mainly

1. clerical and
2. administrative functions of store works.

Ensuring :

- the right types and qualities of items.
- that stock is issued in correct sequences, that is “ FIFO “ so that “older” stock is not allowed to deteriorate by being keep too long.

- Maintaining records showing the “movement” of items into and out of the store.
- Controlling and monitoring those movements
- and maintaining full records of items in the store.

- That correct “stock level” of the various items are set and are maintained ,
 - that orders and reorders are made.
 - checking, counting or otherwise measuring stock to ensure that records are accurate and
 - that no losses are occurring due to pilfering, theft, damage or poor storage;
 - pricing and valuing the items in the store.

- The minimal information that should be collected on stock records for medicines and other health products include;
 - product name /descriptions
(including forms e.g. capsule, tablets, liquid suspension, etc;)
 - stock of hand / beginning stock balance
 - receipts
 - issues

- - loses /adjustment
- closing/ending balance
- transaction references (e.g. issued voucher number, name of supplier or recipient).

Up to date records and reports forms

1. Stock keeping records and reports

- Indent files
- Requisition issuing vouchers(RIV) and
- IV forms
- Certified received vouchers (CRV) ,
- stock cards, bin cards,
- inventory cards, stock books and
- daily registers
- ***up date lists of drugs **within 12 months*****.

2. Transactional records & reports

- packing slips,
- receiving reports,
- commodity returns,
- urgent requests/ requisitions,

III. Store Management

Store Management

-is concerned with ensuring that all the activities involved in

-store keeping &

-stock control

are carried out efficiently and economically by those employed in the store.

The works of manager comprises two different aspects

1. Technical

-the work to be performed in the section , department or enterprise concerned.

(Different) according to work situations.

2. Human

-concerned directly with the people who are employed to perform that works.

(Similar) because it involves ***managing the activities of other people****.

Routine Warehouse or storeroom management tasks

Daily/weekly

- Monitor storage conditions
- Clean receiving , storage, packing, and shipping areas.
- sweeping and scrub floor
- remove garbage
- clean bins, shelves , and cupboards ,as needed.
- ensure aisles are clear.
- ensure adequate ventilation and cooling.

- ensure that products are protected from direct sunlight.
- monitor store security and safety.
- check the store roof for leaks, especially during the raining season and during and after a storm.
- monitor product quality.
- ensure that products are stacked correctly.

Routine Warehouse or storeroom management tasks

- **Daily/ weekly**

- Update stock records and maintain files.
- monitor stock levels, stock quantities, and safety stocks.
- Submit emergency order (as needed)
- update back up file for computerized inventory controlled records.
- update bin cards
- separate expired stocks and move to ensured area.

Routine Warehouse or storeroom management tasks

Monthly

- conduct physical inventory or cycle count (Ground balance),
- update stock keeping records.
- check generators is working well, check fuel level.
- Check for signs of rodents, insects, or roof leaks.
- Inspect the storage structure for damage.

Routine Warehouse or storeroom management tasks

Every 3 months (quarterly)

- Conduct physical inventory or cycle count, and
- update stock keeping records.
- Use established **procedure** to dispose of **expired** or damaged products.
- Visually **inspect** fire extinguishers – **pressure**, ready for use.

Routine Warehouse or storeroom management tasks

Tasks according to reorder interval and reporting schedules (monthly/quarterly/bi-annually)

- Assess stock situation
- Complete and submit requisition form (indent or Pull systems).
- Determine issue quantity and issue products (push Systems).
- Received products
- Stored products using correct procedures; FEFO policy
- Complete required reporting and documentations.

Routine Warehouse or storeroom management tasks

6 monthly

- Conduct fire drills and
- review fire safety procedures.
- Inspect trees near the medical store and cut down or trim any trees with weak branches.

Routine Warehouse or storeroom management tasks

- **Every 12 monthly**
 - Service fire extinguishers and smoke detectors.
 - Conduct complete physical inventory
 - update stock keeping records.
 - Reassess
 - maximum/minimum stock level
 - and adjustment if needed.

Store

The SERVICE provided by the store department is ESSENTIAL to all other parts of enterprise, because it is basically intended:

- to ensure that all other sections or departments of the enterprise are furnished, when required, with correct items, in the correct quantities and of the correct qualities.

Warehouse conditions

- 1. Proper storage of essential medicines
- 2. Protecting damaging and contamination
- 3. Protection of Fire
- 4. Protecting against Pests
- 5. Controlling Temperature
- 6. Protecting against Thefts

1. Proper storage of medicines

For all storages:

(1) follow the manufacturer and shipper's direction when stacking, and follow labels for the storage condition.

(2) Always store all commodities in a manner that facilitates FEFO policy for stock management. (alphabetical, FIFO ,dosage form etc.)

(3) Arrange carton so arrow point up and identification labels, expiry dates, manufacturing dates are visible.

1. Proper storage of medicines

(4) Place liquid products in lower shelves or on the bottom of stack.

(5) Store products that required cold storage in appropriate temperature controlled zone.
(e.g. sera and vaccines)

(6) Store high security/high valued products in appropriate security zone.

Narcotics, Other opioids and strong analgesics & Psychotropic drugs and other drugs s/a anti-retroviral drugs.)



Secure storage for controlled drugs



2. Protecting damaging and contamination

- (a). Physical damage
 - Avoid crushing product stored in bulk.(stacked no more than 8 feet)
 - Heavier and fragile items- small stack
 - Not injure staffs
- (b) Infra-structure
 - Water supply for cleaning
- (c) Cleaning materials
 - Chlorine bleach regularly(once/month)



3. Protection of Fire

1. make standard extinguishers available in every storage facility according to national regulation.
2. Visually inspect fire extinguishers every 2-3 months
3. Service fire extinguishers at least 12 months.
4. Place smoke detectors
5. Strictly prohibit smoking in the store
6. Conduct fire drills for personnel every 6 months.
7. Clearly mark emergency exit.
8. Display fire precaution signs in appropriate places.
9. Use sand to extinguish fires where there are no fire extinguishers. Place bucket of sand near door.



4. Protecting against Pests

- (1) Preventing in the storage facility
 - (a) Design or modify the store room to facilitate cleaning and prevent moisture.
 - (b) Maintain clean environment.
 - (c) Do not store or leave food in the store.
 - (d) Keep dry as much as possible.
 - (e) Paint or polished wood , as needed.
 - (f) Use pallets and shelving.
 - (g) Prevent pest from entering facility.
 - (h) Use Non-toxic desiccating agents.

4. Protecting against Pests

2. Prevention outside

- (a) Regularly inspect & clean the outside
- (b) Check for still or stagnant pool of water
- (c) treat wood frame water sealant, as needed
- (d) Use mercury vapor lighting

Pests



5. Controlling Temperature

- 1. Humidity
 - Protect from moisture
- 2. Ventilation
 - Open the window or air vents of store;
- 3. Packaging
 - never open a new container unless necessary.
- 4. Circulation
 - use a fan ; small store -stand fans
 - in Bigger store -ceiling fan but require electricity.

Controlling Temperature

5. Air conditioners

- If possible use air –con;

6. Sun light

- protect photosensitive product (e.g. multiple vitamins, B-ton, latex products & X-ray film etc;).

7. Heat

- if you feel hot, your products are probably hot too.



*If you feel hot, your products are
probably hot too.*



Air-conditioners



6. Protecting against Thefts

1. During transport

- Verify document
- Ensure packing seals are used.
- Use strong boxes and containers
- Provide reliable/well-maintained vehicles
- Ensure drivers are reliable
- ensure rapid clearance at air and sea ports and through on – land border.

- 2. At stores

- Limit access to only designated staff
- Limit the number of keys made for the Stores;
Keep a lists of people who have keys
- Secure all locks and doors
- Make unannounced checked
- Provide independent stock count/inventory control.

3. In health centers

- lock the store room/cupboards
- Have inventory control cards for each product
- set maximum dispensing quantities
- Have dispensers record
- limit dispensing to authorized person only.

Double lock with seal



*****Receiving Supplies*****

- If shortage or damage is found, record it and inform in accordance with the following (12) points within 7 days. Copies need to be sent state/division Health Director & project concerned.

At the report, the following points have to mention completely

- 1.Indent No
- 2.Issued voucher No
- 3.Letter No. and date informed by sending department

4. Receipt of dispatch by boat/train/car (if send by mention mode)
5. Quantity of distributed cartons
6. Name of sender or designation
7. Date of receipt of supplies and name/designation of receiver
8. Received quantity of cartons and weight of each carton
9. Packing condition
 - condition of carton's wall are good or not
 - Carton are damaged or not
 - Nails /clips of the cartons are good or not

10.Date of inspection

11.Name/designation/Signature and seal of the each and everyone of the inspector team members

12.The content name and quantity of supplies for each carton

- Name and quantity of received supplies which are shortage or damage
- Required to keep the carton cover and accessories if the received supplies are shortage / excess/different
- Need to sign at IV and return at to CMSD within one day if the supplies were received completely

The 11 Golden rules for Warehouse management

- 1. FIFO/FEFO
- 2. Stack your commodities in a secure way
- 3. Arrange stack in a way that commodities are easily retrieved
- 4. Record ALL movements
- 5. Do not wait to fill forms
- 6. Plan; what will be needed tomorrow / next week / next month, in terms of commodities , staff, transport
- **Record everything**

The 11 Golden rules for Warehouse management

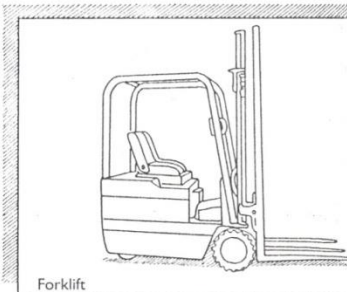
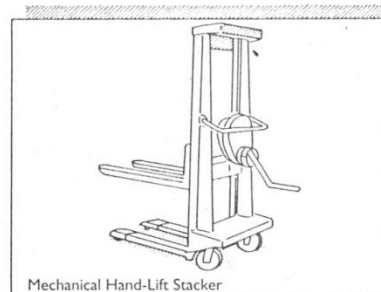
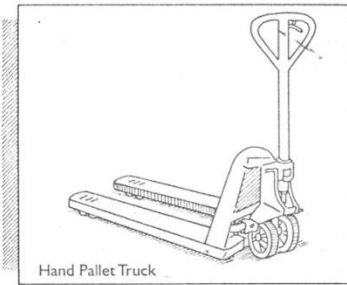
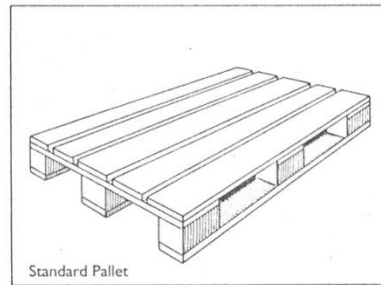
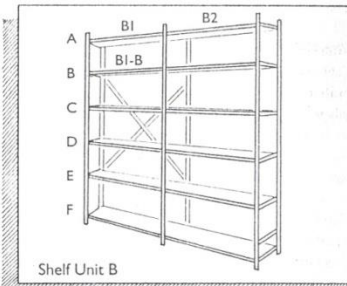
- 7. Make sure commodities are safely stored
- 8. Keep the warehouse clean and organize cleaning schedule.
- 9. Dispose quickly and properly of improper commodities.
- 10. Communicate efficiently.
- 11. Regular inventory.
- Record everything

Materials handling equipments

- 1. Shelves and cupboards
- 2. Tables in the packing area
- 3. Pallets
- 4. Forklift and pallets lifter

Materials handling equipments

Figure 23.5 Storage and Load-Handling Equipment





Security



Pallets











- References;

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3. Quick reference guide on Medical Supply Management (2008).
4. CMSD power point presentation by Dr. U Myo Win.

Thank You

For Your Attention.