

**SKILLS FRAMEWORK FOR HEALTHCARE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Drug Compounding and Management					
<b>TSC</b>	Drug Distribution and Inventory Management					
<b>TSC Description</b>	Manage the inventory and the distribution of pharmaceutical products to ensure the quality and integrity of product supply					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>HCE-DRM-1003-1.1</b>	<b>HCE-DRM-2003-1.1</b>	<b>HCE-DRM-3003-1.1</b>	<b>HCE-DRM-4003-1.1</b>		
	Assist with the distribution of drugs by maintaining a healthy stock level of pharmaceutical products	Manage drug distribution processes to ensure that sufficient stocks are available for distribution	Manage exemption and sample drugs as well as drug recall processes associated with drug distribution	Review drug distribution systems		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Legal requirements and organisational guidelines in relation to drug distribution</li> <li>Drug handling processes and transportation</li> <li>Events or situations that may lead to medication errors and product deterioration</li> <li>Different levels of product recall</li> <li>Organisational procedures for handling product recalls</li> </ul>	<ul style="list-style-type: none"> <li>Organisational procedures for drug inventory management systems</li> <li>Organisational stock control procedures</li> <li>Organisations' past usage patterns</li> <li>Methods to forecast stocks needed</li> <li>Unusual patterns of drug distribution</li> </ul>	<ul style="list-style-type: none"> <li>Organisational drug recall workflows</li> <li>Medical records that are critical to reference for drug recall purposes</li> <li>Regulatory requirements and guidelines for product recalls</li> <li>Organisational product distribution data procedures</li> <li>Communication scripts to patients or healthcare professionals for drug recalls</li> <li>Definitions of exemption drugs</li> <li>Organisational procedures relating to supply of sample drugs</li> <li>Resources to access approved forms</li> <li>Workflows for handling of exemptions and sample drugs</li> <li>Implications of product recalls</li> </ul>	<ul style="list-style-type: none"> <li>Reports on departments' or organisation's' history of drug sales and usage</li> <li>Store or warehouse Key Performance Indicators (KPIs)</li> <li>Inventory management processes</li> </ul>		
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Perform distribution of ward stock</li> <li>Process drug orders in accordance with organisational procedures</li> <li>Identify appropriate drug handling processes and transportation that may lead to medication errors and product deterioration</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with procurement teams</li> <li>Procure drugs from alternate sources during out-of-stock situations</li> <li>Liaise with outpatient clinics and other relevant stakeholders to maintain drug supply</li> <li>Perform stock top-ups adequately to meet minimum quantity levels</li> </ul>	<ul style="list-style-type: none"> <li>Extract dispensing transaction histories, contact patients and collect recalled drugs if required</li> <li>Label recalled drugs and quarantine properly in accordance with organisational standards and guidelines to prevent misuse of recalled drugs</li> </ul>	<ul style="list-style-type: none"> <li>Monitor product changes</li> <li>Set minimum quantity levels for new drugs and products</li> <li>Conduct periodical audit checks on drug distribution</li> <li>Review current inventory workflows</li> <li>Suggest improvements to inventory management</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Perform rotation of stocks and/or products according to usage</li> <li>• Report low or excessive stock levels to supervisors</li> <li>• Check expiry dates and conditions of products at regular intervals</li> <li>• Perform cycle counts and stock-takes</li> <li>• Assist in handling product recalls by retrieving product distribution data in accordance to organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Assist in reviews of par levels</li> <li>• Assist in investigations to explain variance in stock</li> <li>• Conduct final confirmation of stock discrepancies</li> <li>• Submit reports for stock adjustment with accompanying reasons for discrepancy</li> <li>• Maintain adequate supply of drug inventory by monitoring stock movement</li> <li>• Identify and report unusual patterns of drug distribution and utilisation to supervisors</li> </ul>	<p>during storage in pharmaceutical stores</p> <ul style="list-style-type: none"> <li>• Verify batch numbers and expiry dates of recalled drugs</li> <li>• Assist in management of defective drugs</li> <li>• Liaise with procurement teams for replacements of recalled drugs</li> <li>• Refer to pharmacists when dealing with possible situations relating to drug replacements</li> <li>• Assist in reporting the product recall details to regulators or organisation management when necessary</li> <li>• Liaise with prescribers on documentation required for exemption drugs</li> <li>• Supply sample drugs in compliance with prescriptions and drug requisition vouchers</li> <li>• Assist in maintaining sample drug inventories</li> </ul>			
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