

A SATISFACTION SURVEY ON THE REGIONAL DRUG PROCUREMENT IN ILE-DE-FRANCE (RESAH-IDF)

M. Hornecker¹, F. Plassart^{1,2}, JL. Pons^{1,2}, M. Dufresne³, D. Legouge⁴, JM. Descoutures⁵

¹ Department of Pharmacy ; ² Member of RESAH-IDF ; ³ Executive assistant of RESAH-IDF ;

⁴ Director of RESAH-IDF ; ⁵ Drug procurement coordinator of RESAH-IDF

^{1,2,5} CH Victor Dupouy, 69 rue du du Lieutenant-colonel Prud'hon 95107 ARGENTEUIL Cedex ; ^{3,4} RESAH-IDF, 13 rue Moreau 75012 PARIS

INTRODUCTION AND OBJECTIVE

The RESAH-IDF organization coordinates 52 hospitals for drug procurement. Since 2007, the aims of this purchasing body are to coordinate and optimize the drug procurement process, develop quality management and harmonize professional practices. In order to improve this organization, a satisfaction survey was elaborated and sent in February-March 2010 to all the members.

MATERIAL AND METHODS

A satisfaction questionnaire on the organization of purchasing procedures [call for tender (CT) used to purchase non exclusive drugs and negotiated procedures (NP) for exclusive drugs] was established with 5 possibilities of answers going from not satisfied at all to very satisfied including « don't know » too. Comments and improvement propositions were appreciated.

RESULTS AND DISCUSSION

45 answers out of the 52 questionnaires were received. 87% of the hospital pharmacists answered to the survey.

Drugs in call for tender

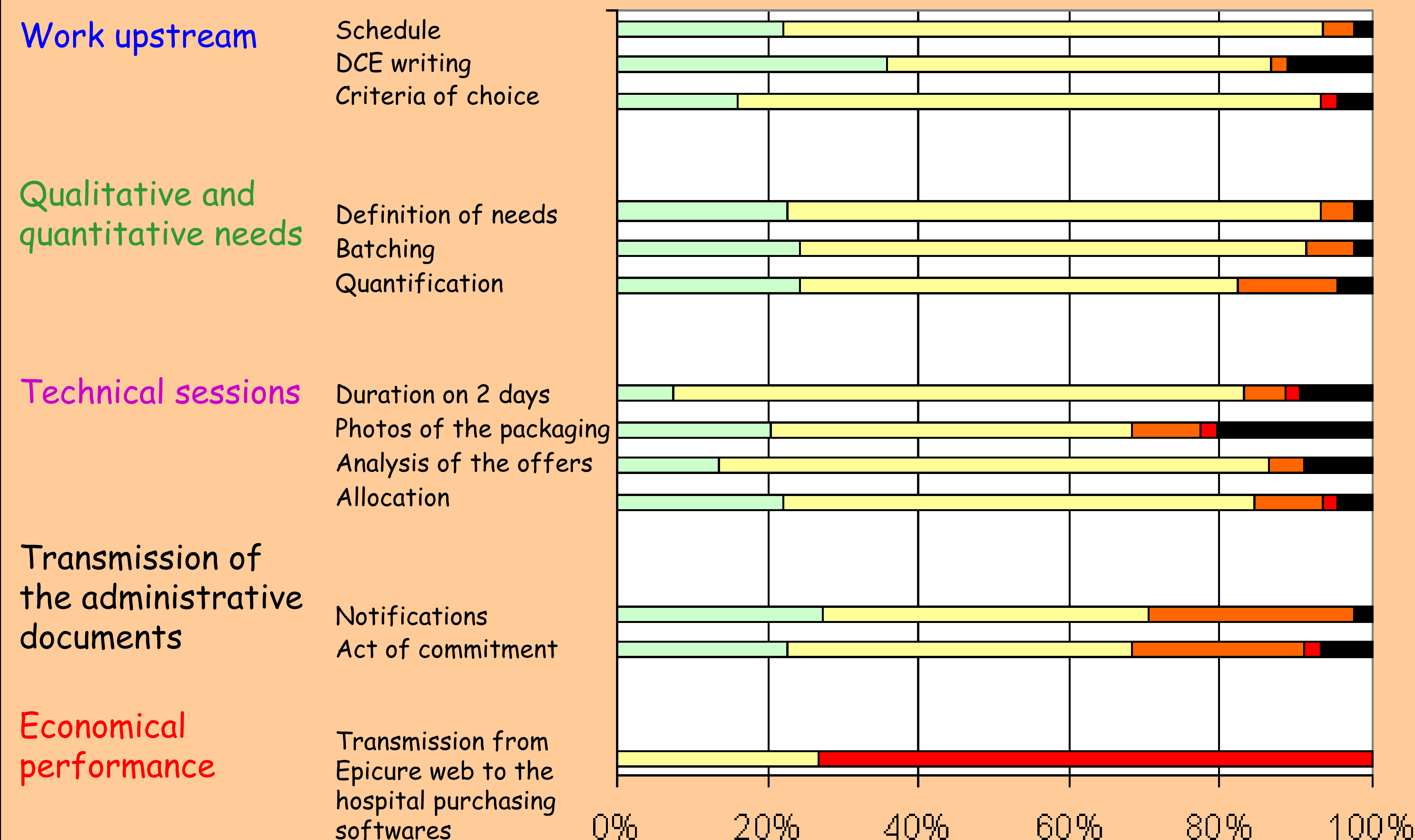
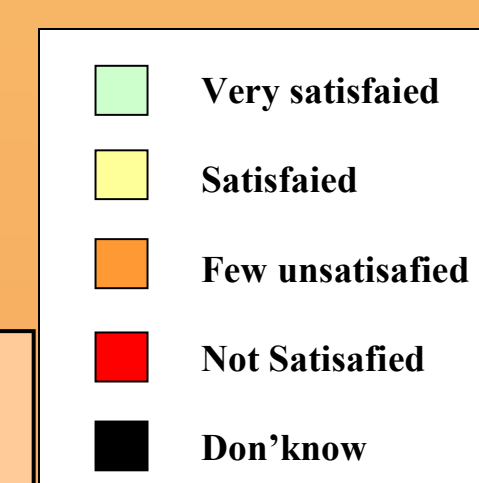


Figure 1 : Satisfaction of the RESAH-IDF members concerning the call for tender



Improvements to come

- Fixed in advance and maintained calendar
- Implication in the writing of the DCE
- Definition of needs by the ATC classification (9 % of the members)
- More time for the quantification of needs
- Reduced time between the quantification and the beginning of the purchasing campaign
- Meetings centralized in Paris
- Preparation of the samples to facilitate the choice, specific working groups (psychiatry, oncology ...)
- A quick transmission of the notification to the members
- Transmission to the various hospital economical softwares

Drugs in negotiated procedures (NP)

All the pharmacists of the network can negotiate the prices with the firms marketing the exclusive drugs. This procedure is established on the basis of a voluntary service. 73 % are satisfied with this procedure, 18 % do not negotiate and 9 % are less satisfied wishing a negotiation written procedure. For 73% of the members the management of the amendments to the contracts are satisfactory but the delay remains too long.

Training

Professional training meetings are organized by the RESAH-IDF twice a year. The satisfaction is very high since 96% of the members wish more training meetings.

Contributions of RESAH-IDF

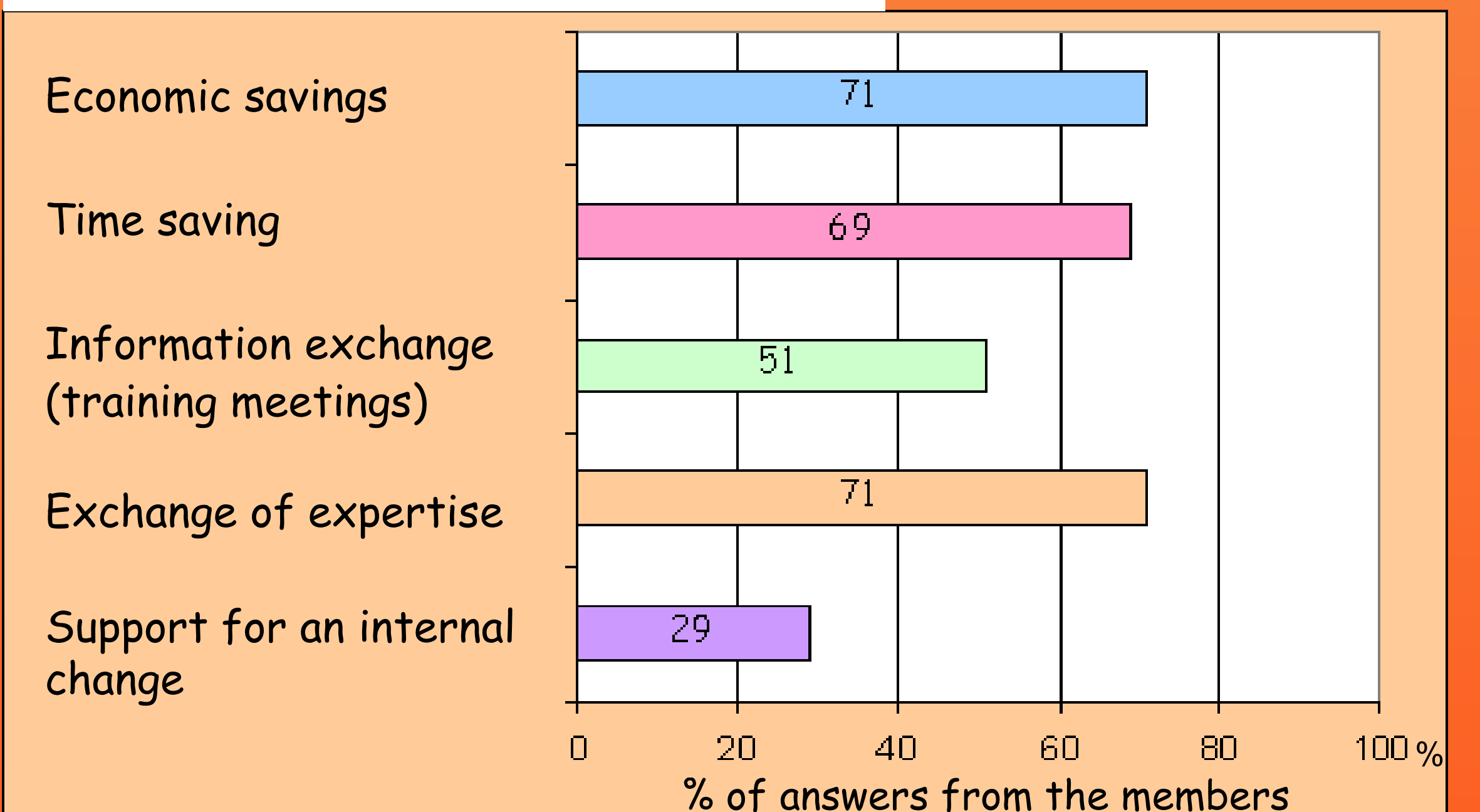


Figure 2 : Contribution of RESAH-IDF to the different members

CONCLUSION AND PROSPECTS

Finally, the enrolment in the RESAH-IDF brings an economic gain for 71% of the members, a saving of time for 69% and exchange of expertise for 71% of them. The ways of improvement concern:

- the administrative staff (a quicker transmission of documents) and
- the data processing (improve the link between Epicure Web® and the different management hospital softwares, as well as implementing a network platform allowing the storage of photos of samples).

This global satisfaction is essentially due to the active participation of the pharmacists subscribing to the RESAH-IDF.