Accredited drug sellers training in Kibale district

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MSH has helped strengthen public and private health programs in more than 100 countries by providing technical assistance, conducting training, carrying out research, and developing systems for improving program management. MSH's staff of more than 1,000 work in its Cambridge, Massachusetts, headquarters; offices in the Washington, DC, area; and field offices throughout the world.

We provide long- and short-term technical assistance through four technical centers: Country Programs, Health Outcomes, Leadership and Management, and Pharmaceutical Management. Areas of assistance include maternal and child health, HIV/AIDS, tuberculosis, malaria, community-based services, supply chain management, and health reform and financing. Our publications and electronic products augment our assistance in these areas.

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ACRONYMS

ADDO Accredited Drug Dispensing Outlets

ADS Accredited Drug shop

DADI District Assistant Drug Inspector
EADSI East African Drug Sellers Initiative

MoH Ministry Of Health
NDA National Drug Authority
PHC primary health care

SEAM Strategies for Enhancing Access to Medicines

WHO World Health Organization

BACKGROUND

The Pharmaceutical Society of Uganda (PSU) in collaboration with Management Sciences for Health (MSH) have developed a comprehensive training program of drug sellers of ADS shops to be piloted in Kibale district. The ADDO program will endeavor to establish Accredited Drugshops in the test period (2009-2010) in Kibale district.

The idea of establishing ADS builds on MSH's Strategies for Enhancing Access to Medicines (SEAM) Program, which, in collaboration with the government of Tanzania, launched the country's successful accredited drug dispensing outlet (ADDO) program. Similar to the situation in Tanzania, drug sellers in Uganda's Class C drug shops lack adequate dispensing skills and have limited knowledge in managing common illnesses in the community. Although the Class C shops operate in an unregulated fashion, they are a necessary service to the majority of the population in the rural areas where there are no pharmacies.

The Uganda ADDO program intends to upgrade these shops through an accreditation process of both the premises and the owners and service providers. This will allow them to legally stock and sell a limited number of essential prescription medicines to serve the population. The accreditation process will entail a comprehensive training for all owners, in-charge staff, and drug sellers so that they can be able to run a profitable business and handle prescription medicines on the ADS medicines list and be able to make sound judgments on when to offer first aid treatment and refer patients.

It is emphasized in the standards for personnel operating the ADS that every drug seller would be required to success fully complete an ADS seller training course approved by PSU .The standards for personnel further clarify that every ADS owner should ensure that there is a trained accredited drug seller in the ADS at all times when the shop is open.

ACTIVITIES

Curriculum and training materials development

Mr. Paul Kutyabami, a member of the education committee of the Pharmaceutical Society of Uganda was contracted to develop the curriculum and training materials. The development of the curriculum and training material was based on the proposals made during the February 2009 stakeholders meeting that developed the ADS standards.

It involved collection and review of existing training materials for pharmacists, pharmacy technicians, pharmacist auxiliary staff, and drug sellers (e.g., PSU courses, drug sellers' curricula from Tanzania ADDO program and Ghana). The developed materials were reviewed and approved by the Pharmaceutical society of Uganda, and MSH provided technical assistance.

Materials that were developed included;

- a) Drug sellers' training manual to be used as part of the course and to be retained by successful students as a reference to be used in their ADS drug seller work. The manual contains information such as legal and regulatory requirements, drug quality, ethics, dispensing techniques, effective communication skills, common diseases; symptoms and treatment, basic pharmacology targeted to the ADS-list of drugs, common drug reactions/side effects, basic drug management (record keeping), basics of rational drug use etc.
- b) Course teaching manual, including guidance, for the trainers.
- c) Written and practical examinations to evaluate competency of trained drug sellers. The results of the final examination formed the basis by which the PSU would decide to award an ADS drug seller
- d) Course evaluation materials to help gauge effectiveness of the training during and after the training.

Training of Trainers (ToT) training

The trainers from PSU underwent a 4 days' Training of trainers' course, from 22^{nd} - 25^{th} June 2009, facilitated by MSH training consultant, Ms.Tina Brock. The training was aimed at introducing different training techniques as well as development of training slides to be used during the training. A total of twenty five (25) Pharmacists from PSU were trained as ToTs and awarded certificates. Trainers who trained the nursing assistants attended another TOT in basic business skills conducted by CKM consultants from 27^{th} - 29^{th} July 2009.

Training of drug sellers in Kibale district

Prior to the training, mobilizations for the training were conducted by members of the private drug association and DADI. Training was conducted at three training centers in each of the three counties in Kibale district and coordinated by the NDA EADSI coordinator and MSH staff. The training was supervised by officials from NDA, MSH, PSU and the DHO

County	Training centre
Bugangaizi	Hotel classic and Eden Hotel, both in Kakumiro town
Buyanja	Kibale and Star light Hotel, both in Kibale town
Buyaga	URDT in Kagadi town

Different methods of training that were used included lectures, demonstrations and group work discussions. Trainees also had control tests at the end of each module to assess their understanding of the concepts taught and facilitate adjustments in the training techniques. At the end of the training all trainees did a post test and two examination papers.

GENERAL TIME TABLE FOR THE TRAINING

ACTIVITY	SCHEDULES
Training of nursing assistants-first phase	6 th -19 th July 2009
Training of the 1 st group of in charges-first phase	20 th -26 th July 2009
Training break	27 th -2 nd August 2009
Training of nursing assistants-second phase	3rd -9 th August 2009
Training of the 2 nd group of in-charges	10 th - 19 th August 2009
Training of the 1 st group of in charges second phase	20 th -23 rd August 2009
Business Training of the 1 st group of in charges	24 th -25 th August2009
Business Training of the 2 nd group of in charges	26 th -27 th August 2009

Evaluation results of trainees

From a total of 227 trainees, 209 completed the training with a pass rate of 204 trainees (97.6 %). Below is a summary of the training results. The four drug sellers who failed the exam will be allowed to re-sit in the second week of October.

TRAINING CENTRE	BUGANGAIZI		BUYANJA		BUYAGA		TOTAL	
	Nursing assistants	In-charges						
ADMISSIONS	38	39	35	31	38	46	111	116
ABSCONDED	00	07	02	01	04	04	06	12
COMPLETED	38	32	33	30	34	42	105	104
PASSED	38	32	33	29	31	42	102	103
FAILED	00	00	00	01	03	00	03	01

Evaluation of the training by the trainees

Challenges and lesson learnt faced during the training

Majority of the drugshop in-charges are government employees and as such they had to attend to the district work first. As a result, the training of drugshop in-charges was delayed by one week during the district mass immunization campaign undertaken in the week of 27th July to 2nd August 2009.

It was impossible to train all the drugshop in-charges at ago since this meant closing all the government facilities. As such they were divided into two groups to ensure that at least one of the in-charges remains on duty during the training.

There is a large knowledge gap between nursing assistants and the drug shop in-charges. It is recommended that the two groups should always be taught separately.

Training of nursing assistants is more intensive compared to the drug shop in-charges. More demonstrations, role plays, repetitions and time are required when conducting training for nursing assistants compared to the drugshop in-charges.

Majority of the nursing assistants had never attended any formal training and this was their first time.

Though the training manual was adequate for the nursing assistants and the nature of services expected in an ADS, majority of the drugshop in-charges felt that the materials were a little weak for their level. However, as revealed during the baseline survey conducted in 2008 and in the pre-inspection report, majority of the drugshops are operated by nursing assistants

For both groups of trainees, a lot of emphasis is required on the module on regulation, laws and ethics. Majority of the trainees including the in-charges had little knowledge of the laws governing sale of medicines.

Support supervision and continuous education are important in improving the knowledge of the drug sellers especially the nursing assistants. Through out the entire training period, the nursing assistants had a lot of enthusiasm for the training and were a very active group.

NEXT STEPS

Follow up activities

- Award of training certificates to successfully trained drug sellers.
- Conduct of exams for the drug sellers who failed
- Develop a support supervision and continuous professional development program for drug sellers

ANNEX 1: List of trainers

CLASS O F TRAINEES	TRAINING CENTRE	NAME OF PSU TRAINERS
Nursing assistants	Hotel classic	Mr. Mwesigwa John Morris
		Mr. Agara Mark
		Mr. Lubega Muhamad
	Kibale hotel	Mr. Kigangali Eric
		Mr. Makumbi Tom
		Mr. Tumusiimire Jonans
	URDT	Mr. Obicho John
		Mr. Mulwanya Collins
		Mr. Etyang Paul
In charges	Hotel classic/Eden hotel	Mr. Kutyabami Paul
		Mr. Osinde Godfrey
		Ms. Abigaba Margret
	Kibale hotel	Kitutu Fred
		Kiguba Ronald
		Lwembawo Jjumba
	URDT	Mwigo John
		Khalid Rajab
		Ms. Kitimbo Brenda

ANNEX 2: List of trained drug sellers and Examination results

				1
	GROUP 1			
NO.	TRAINEE	DRUG SHOP	PAPER 1	PAPER2
1	ATEGEKA JACKLINE	AHUMUZA	92	91
2	BWABALE MOSES	ST PETERS	86	85
3	JOYCE B NYANDERA	NATAMBA	90	85
4	KAAHWA LUCY BREENDA	JESUS IS ENOUGH	70	70
5	KYAKUWA CATHERINE	ST JUDE	70	60
6	MALIBA B CHARLES	INNOCENCE	82	82
7	MUHEREZA TOPHAS	ST JUDE KYENZIGE	86	89
8	MUKIRANE JOHNSON	MABAALE	88	83
9	MUSASA HARRISON	THE ARIC	90	89
10	NASSIMBWA MARY	ST MARYS	92	80
11	NYAKAHARA ANGELLA	AKWEHAIRE	46	61
12	SUNDAY EVASTA	ALL SAINTS	90	93
13	WANYAMA JOHN	MUGARAMA	90	88
	GROUP 2			
1	ABITEGEKA STEPHEN	ST CATHERINE	84	94
2	ASAABA PROSSY	GOD CARES	96	97
3	ASIIMWE IMMACULATE	ST MARYS	92	97
4	BIIRA IMELDA	PRECIOUS	88	96
5	BIRUNGI ESTHER	JEBAT GOD CARES	96	94
6	KAAHWA ANDREW	LORD IS GREAT	92	92
7	KYEREREZI COLLINS	ST MICHEAL	86	99
8	MBABAZI LYDIA	GODS GRACE	90	89
9	MUGISHA ARSEN	KITUTU	88	86
10	NABAKOOZA FLORENCE	MUKAMA MURUNGI	78	85
11	NALUYIMA TEDDY	GOOD HOPE	90	96
12	NAMUKISA CISSY	ST JUDE	92	97
13	NAZZIWA MARY GRACE	ST THERESA	90	90
14	NDYAMUBA RICHARD	LIFE CARE	82	73
15	RUTEGANYA GEORGE	OWOMUGISA	92	97
16	UWAMWEZI JOYCE	KABIMBIRI	86	84

NO.	TRAINEE	DRUG SHOP	PAPER 1	PAPER2
1	AGUMA MOSES	ST JUDE	78	83
2	AIKIRIZA ALIGIZA	MUGARAMA	78	57
3	ALIGANYIRA NOELINE	ST CATHY	98	84
4	ATUHURA SCOVIA	CARE	80	63
5	BALUKU RICHARD	TUMA	90	85
6	BASEMERA SCOVIA	STJUDE	72	55
7	BITEKEREZO TEDDY	THE ARK	72	55
8	BUSINGE ALLEN	BURONZI	54	50
9	BWAMBALE IVAN	TUMA	94	82
10	BWAMBALE SIMON	ST PETERS	74	75
11	ITUNGU JEATRICE	MIREMBE	86	77
12	KABAJUNGU MIRIMA	MURUNGI	96	89
13	KABUGHO EVE	INNOCENCE	92	77
14	KANSIIME JULIET	MPORAMPORA	96	93
15	KATUSABE ANNET	ST JUDE	90	82
16	KICONCO GLORIA	KABIMBIRI	90	80
17	KIIZA MARGARET	FRIENDS	88	65
18	KISEMBO MARY GORRET	ST MARYS	92	66
19	KUSEMERERWA RUTH	ALL SAINTS	62	65
20	MBABAZI GLADYS	GOD CARES	76	80
21	MWEBAZA GLADYS	ST FLORENCE	76	70
22	NAKALEMBE ESERI	BETHEL	72	56
23	NAKANWAGI PROSCOVIA	HP MORDERN	70	59
24	NIGHT TEDDY	MIREMBE	82	82
25	NYAMAHUNGE SCOVIA	AHUMUZA	80	70
26	PAMPARA JOSCINTA	ST PETERS	74	77
27	SANYU JOLLY	KYENZIGE	80	78
28	SEBUGWAWO REGINA	SILIVA	64	57
29	TEBULIGGWA VIVIENNE	GODS WILL	82	78
30	TIBASUURWA BERNA	ST BERNA	82	69
31	TUMUSIIME GRACE	OWOMUGISA	88	83
32	TUSIIME MARGARET	GOD CARES	90	62
33	TUSINGWIRE JOY	JEBAT	94	86

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RIIVACIA	TRAINING	CHINTRE	N.CHARGES

	GROUP 1			
NO.	TRAINEE	DRUG SHOP	PAPER 1	PAPER2
1	ABIGABA BEATRICE	MUKAMA	92%	70%
2	ABIGABA MARY	AYEBARE	96%	89%
3	BAKULU JACKSON	ASINGYA	98%	86%
4	BASAGURA MARY	ABESIGA MUKAMA	94%	80%
5	BUSINGE DINAH	BURONZI	90%	75%
6	BUSINGE GRACE	MIREMBE	94%	86%
7	ELLAH GRACE	PEOPLES	94%	85%
8	EMYEDY OJASI	BYOMULEMBE	96%	87%
9	KEFA MADIRA	GOD IS GOOD	92%	80%
10	KUGONZA JANE	BAMWONGERE	94%	78%
11	KYOHEIRWE PATRICIA	KASOGA	86%	72%
12	MUBI ELIZABETH	SA&EM	96%	77%
13	NAKIGUDDE WINFRED	MUGABI	98%	94%
14	NAKITTO FRANCE	KOBUMU	80%	73%
15	NAKYANZI JACCY	CHARITY	88%	79%
16	NAZZIWA BEATRICE	HATI MUHUMULE	100%	76%
17	NDABIRAWO STELLA	NDABIRAWO	96%	71%
18	SABITI OLIVER	MURUNGI	88%	73%
19	TURYAHABWE JOHN	KYATEREKERA	92%	77%
20	TUSIIME PELUSI	FAITH	74%	75%
21	YUSUF NKARWEMERA	TUHAISE MUKAMA	92%	80%
	GROUP 2			
1	BAHATI AMON	MEDICARE	94%	86%
2	BWAMBALE SELEVERIOUS	BWAMBALE	78%	73%
3	BYEKWASO ANNET	ST MARTIN	82%	77%
4	KABABITO MARY	EQUATOR	66%	60%
5	KATEMBE ELIJAH	PARADISE	76%	69%
6	KATUSABE JANE	GODS MERCY	82%	71%
7	KATUSIIME WINNIE	ST JUDE	88%	77%
8	KUSEMERERWA TEDDY	TUMUKUGIZE	96%	76%
9	KYAGONDEZZE TEDDY	NYANSEKE RURAL	94%	68%
10	MBABAZI LUCY	NATAMBA	76%	77%
11	NAJJEMBA ANNET GEMMAH		68%	68%
12	NAKIYINGI TEOPISTA	MBABAZIZE	90%	68%
13	NYANGOMA FAUSTINE	TUKUNDANE	90%	72%
14	RUTAKOBA JOAB	PEOPLES CARE	90%	78%
15	TALEMWA AUSI	THE LORD IS MY SHEPERD	92%	86%
16	THEMBO JOPHES	GOD CARES	94%	73%

17	TIBIHIKIRA PETER	ST PETER	86%	83%
18	TUMUSIIME HARRIET	GOD CARES	90%	75%
19	TUMWEBAZE JUSTINE	TUMA	90%	80%
20	TUMWESIGE EMMANUEL	ASHERMANS	94%	82%
		THE LORD IS MY		
21	TUSUBIRA JOSE	SHEPERD	90%	80%

	BUYAGA TRAINING CENTRE: NURSI	NG ASSISTANTS		
NO.	TRAINEE	DRUG SHOP	PAPER 1	PAPER2
1	ALIGUMA JANE	SA & EM	88%	79%
2	ASABA MACLINE	BYAVA	80%	78%
		THE LORD IS MY		
3	ASIIMWE KARAALI	SHEPERD	90%	77%
4	ATUGONZA MBABAZI	HATI MUHUMULE	80%	65%
5	BAHEMUKA KARIM	KABANZA	74%	70%
6	BANYOMIRE FAITH	ST JUDE	72%	70%
		LORD IS MY		
7	BASEMERA GRACE	SHEPERD	82%	73%
8	BIIKARA TEOPISTA	TUHAISE MUKAMA	76%	71%
9	BIRUNGI BEATRICE	AYEBARE	82%	70%
10	BIRUNGI JANE	PEOPLES CARE	66%	38%
11	BIRUNGI TEDDY	PEOPLES	78%	73%
12	KABUGHO ANNET	GOD HEALS	80%	55%
13	KABUGHO SCOVIA	FAITH	80%	77%
14	KABUGO JANET	MUGABI	68%	46%
15	KAIZIRE ADERA	ST MARTIN	90%	64%
16	KATUSABE ROSEMARY	ASHERMANS	58%	51%
17	KUSIIMA ANNET	PEOPLES	74%	70%
18	KYOMUHANGI JUDITH	GODS MERCY	74%	68%
19	KYOMUHENDO NAIMA	TUKUNDANE	76%	79%
20	MBABAZI ALICE	ST LUKE	80%	73%
21	MBABAZI FLORENCE	KOBUMU	90%	85%
22	MUBATSI MICHEAL	KASOJO	86%	66%
23	MUCUNGUZI WILLY	MUMYS	82%	68%
24	NASSANGA ANNET	MURUNGI	76%	61%
25	NATURINDA CONTRIDA	TUHABWE	72%	69%
26	NYAKAISIKI ANNET	ABESIGA MUKAMA	82%	76%
27	NYAKATO ANNET	M.M	64%	58%
28	NYAMAHUNGE EULORIA	BATA	82%	75%
29	NYAMAHUNGE GRACE	MURUNGI	46%	44%
30	TEREKA HELLEN	NDABIRAWO	96%	69%
31	TINDIWEGI YUDITA	KYATEREKERA	86%	82%
32	TUMUSIIME JOSEPHINE	RUTEETE	88%	62%
33	TURIHOHARWE JENIVA	TUHABWE	80%	79%
34	TUSIIME TEDDY	BYOMULEMBE	72%	67%

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	BUGANGAIZI TRAINING CENTRE: IN-CHARGES GROUP 1					
NO.	TRAINEE	DRUG SHOP	PAPER 1	PAPER2		
1	ADONG KENA JANET	NALWEYO JOINT	90%	90%		
2	AYIKORU VIVIAN	KAYI	92%	79%		
3	BYARUHANGA PETER	ST CLAIRE	90%	87%		
4	BYOMUGABI FESTUS	MWESIGWA	96%	93%		
5	ISINGOMA PETER	KINUNDA	96%	90%		
6	KIBINGO MARY	NGUSE	94%	94%		
7	KITONE ROSEMARY	AKWAATA EMPOLA	90%	93%		
8	MUBEHWEREZE AULERIA	BIREMBO	96%	97%		
9	MUBIWABO JAMPADE	JAMPARDE	78%	77%		
10	MUGAGADEUS	KAKUMIRO	90%	94%		
11	NAMPEWO DOROTHY	TWESIGYE	94%	97%		
12	NANYONJO TEDDY	MUSIIMENTA	88%	94%		
13	NAWEGULO GRACE	GOD IS ABLE	98%	93%		
14	NGASIWAKI TEDDY	KESAGAMA	82%	77%		
15	SEKATE JULIUS	ST FRANCIS	100%	99%		
16	TUMARWE IMMACULATE	IMMYS	88%	86%		
	GROUP 2 IN-CHARGES					
1	BAWUBYA MILLY	KATONOKO	94%	92		
2	HOPE MARY	KIBIITO	96%	93		
3	KAAHWA MOSES	ST MARTHA	94%	97		
4	KATAIKE MARY SUSAN	ST CLAIRE	86%	96		
5	KUGONZA GRACE	KAGAME	96%	96		
6	KYEGIMBO ISRAEL	MPASANA	100%	96		
7	MUSAAZI MOSES	MAMO	86%	96		
8	NAKANDI AGATHA MITI	BMA	94%	82		
9	NAKATO ROSE	GOD CARES	94%	92		
10	NALUMU VERONICA		88%	87		
11	NANSUBUGA DINAH	ALPHA	86%	93		
12	NASSANGA GRACE	KAWONGERA	86%	94		
13	NYAKATO EVELYN	ST CHARLES	84%	84		
14	SANYU A ENOCK	IGAYAZA	98%	94		
15	SENTEZA ROBERT AUGUSTINE	MULTICARE	96%	90		
16	TWINOMUGISHA PAMELA	KISIITA UNIVERSAL	94%	94		

NO.	BUGANGAIZI TRAINING CENTRE: TRAINEE	DRUG SHOP	PAPER 1	PAPER2
1	AHEEBWA LILIAN	ST MARTHA	86%	90%
2	ASAABA HARRIET	GOD IS ABLE	86%	94%
3	ASABA COSTAVIA	NGUSE	84%	66%
4	ASIIMWE SAMUEL	CHEMO	88%	87%
5	BALYA ROBINAH	MWESIGWA	78%	73%
6	BIIRAH MARY	ST JULIET	64%	64%
7	BIRUNGI GETRUDE	GREEN VALLEY	96%	84%
8	BUSINGE JOYCE TUMWESIGYE	SANYU	96%	79%
9	BUSINGE MONICA	BETHESAIDA	82%	86%
10	HARRIET BATEGEKA	TALEMWA	96%	80%
11	ITHUNGU LEVENIAH	BAKURUNGU	72%	61%
12	KABWONGERA LUTIGARD	KINUNDA	94%	93%
13	KASEMIIRE JACQUELINE	MOSKA	82%	69%
14	KIIZA AMINAH	GOOD HOPE	96%	91%
15	KIIZA EVAS	SANYU	96%	93%
16	KIMULI MARY	KATONOKO	90%	83%
17	KIZZA PERUTH	ST FRANCIS	80%	69%
18	KUGONZA DOROTHY	KAKUMIRO	84%	86%
19	KULE SELEVERIO	CARE	98%	90%
20	KUSIIMA JOSELYNE	KIBIITO	84%	70%
21	KYAKUHA EVELYN	ST CHARLES	92%	79%
22	MBABAZI GRACE	GOD IS ABLE	72%	53%
23	MBAMBU GLADYS	B M A	94%	87%
24	MBAMBU JENEVA	KAYI	84%	86%
25	MUKANWERI JANE ROSE	SAZIKE	88%	90%
26	MUSOKI JESCA	AKWATA EMPOLA	94%	91%
27	NABIRYE HADIJAH	TWESIGYE	94%	74%
28	NABISUBI HARRIET	MOSKA	80%	67%
29	NABITOSI SHARON	MULTICARE	90%	71%
30	NAKATO JANE	UNIVERSAL	100%	86%
31	NAMARA SHALLON	PATIENCE	86%	89%
32	NAMBUUSI JOSEPHINE	ALPHA	90%	83%
33	NANKABIRWA GORRETI	EQUATOR	92%	90%
34	NARUGO EDITH	KAGAME	58%	69%
35	NAZZIWA SYLIVIA	MUSIMENTA	84%	94%
36	NYAGOMA CAROLINE	EMMYS	84%	83%
37	NYAKAISIKI GORRET	GOD CARES	88%	83%
38	NYANJURA KUSERANTA	FAITH	86%	73%