

**Thesis Title**            Workload Measurement in Hospital  
                         Pharmacy: Case Study in Srisaket  
                         General Hospital

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#### ABSTRACT

The workload measurement of hospital pharmacy : case study in Srisaket general hospital (401-bed) was studied. Its objectives were to determine the workload of pharmacists and pharmacy assistants and to determine the manpower requirement in this pharmacy department. Pharmacists' and pharmacy assistants' activities were grouped into 4 major tasks : patient care service; manufacturing & quality control; pharmacy education; and purchasing & inventory control. Each task was divided to the smallest job called elements which were either performed by pharmacists or pharmacy assistants.

Stopwatch time study and expert opinion standard technique were used to measure the standard time which was the time required to perform each defined element of hos-

pital pharmacy work. Total pharmacists' workload and pharmacy assistants' workload were calculated by multiplying the standard time with the number of work unit of elements performed each year (1993). The average daily workload (man-hour) of pharmacists and pharmacy assistants were 75.08 man-hour and 106.64 man-hour, respectively. So, the full-time pharmacist required was 11 persons and pharmacy assistants were 16 persons. But total hospital pharmacist needed were 12 persons as one extra head of pharmacy department was added to be responsible for pharmacy administrative work.

The greatest percentage of pharmacists' workload was 59.70% in patient care service. The pharmacists' workload was spent on pharmacy education 24.23%, manufacturing & quality control 8.11% , and purchasing & inventory control 7.96%. The pharmacy assistants spent most of their time, 65.68%, on patient care service and shared 25.32% on manufacturing & quality control, 8.50% on purchasing & inventory control and 0.50% on pharmacy education.