

# Quality of Healthcare Services in Pharmacies of Pokhara Metropolitan City

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## Background

The delivery of healthcare services by the private sector is an integral part of the health system. It fills a critical gap in service delivery in low and middle-income countries, including Nepal. Over the past few decades, Nepal has experienced a rising trend in NCDs, which have become a primary cause of two-thirds (66%) of deaths attributed to unhealthy lifestyles, inactivity and unplanned urbanization. Pharmacies are a crucial first contact point for people, offering medicine dispensing and checkups. In this case, expanding the services through the pharmacies is one of the opportunities in health care services for both the institution and the nation. Ensuring quality services is a challenge that needs to be addressed.

## Objective

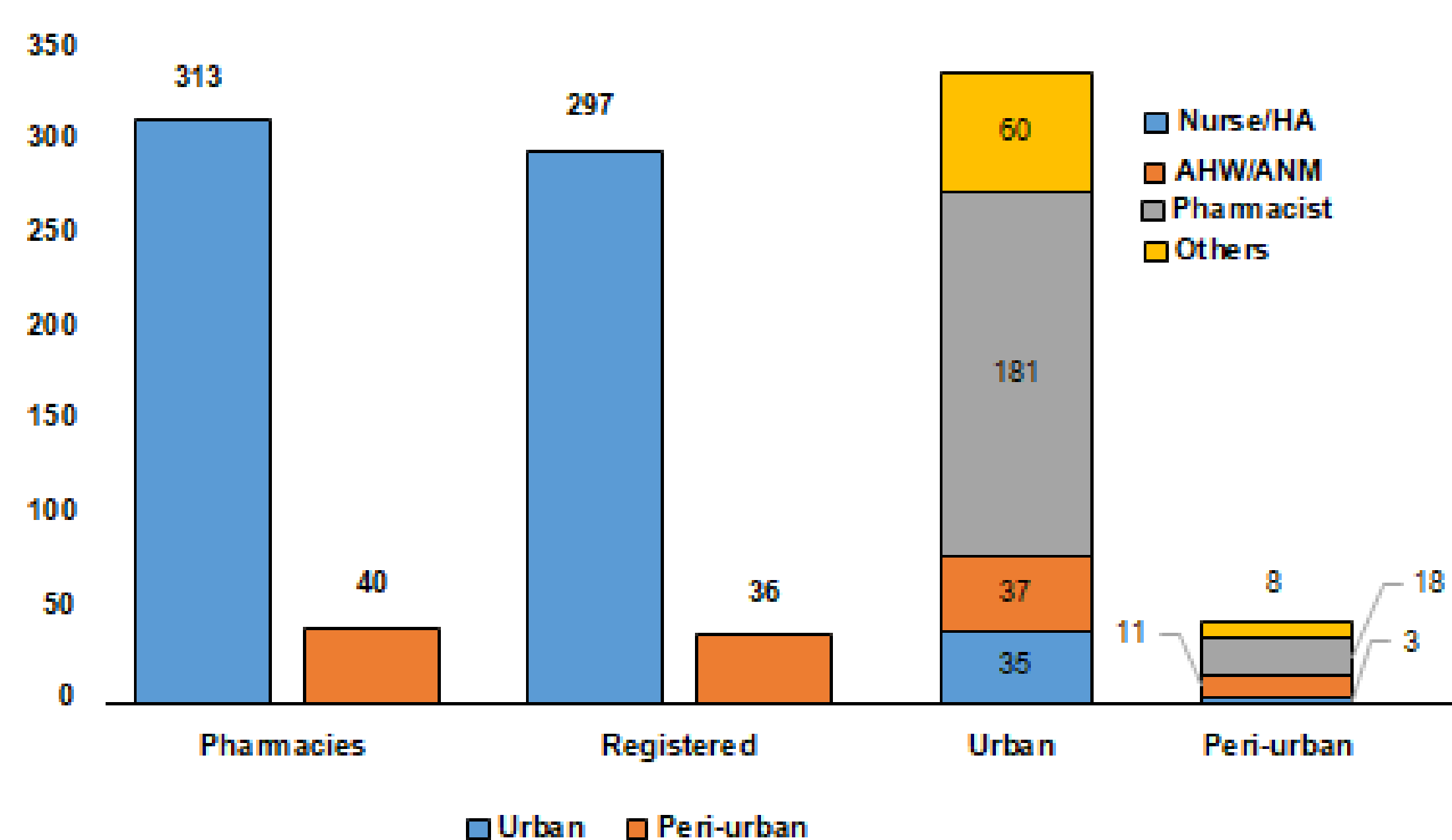
“This study aims to assess the quality of healthcare services delivered by the pharmacy for Non-Communicable Diseases (NCDs) care in Pokhara Metropolitan City.”

## Methodology

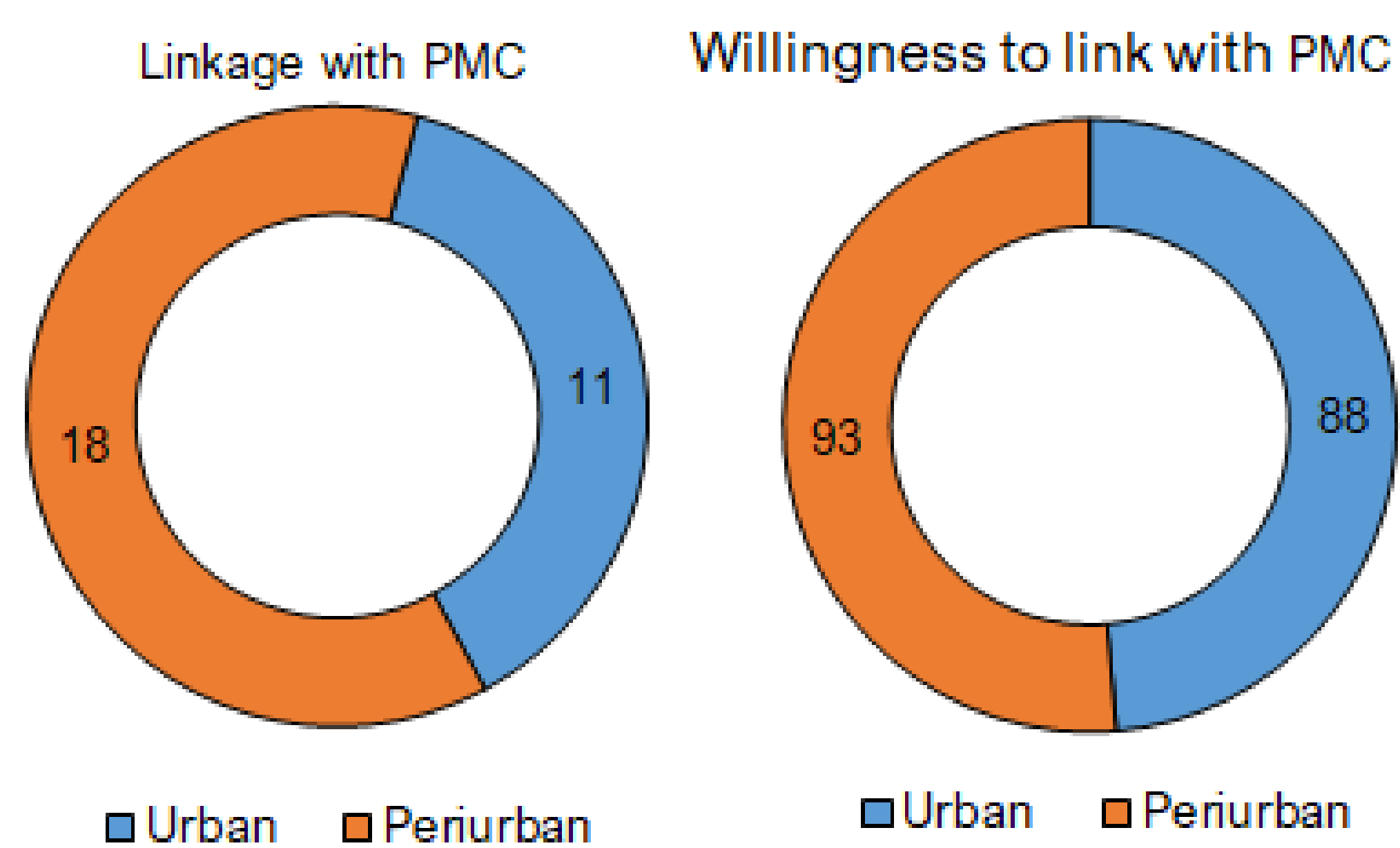
**Study design:** Cross-sectional study  
**Study site:** All Pharmacies of Pokhara Metropolitan City  
**Data collection:** Census method  
**Data collection Tools:** Health Facility questionnaire was used.  
**Data management & analysis:** ODK was used for data collection and analyzed through SPSS.

## Results: Existing Status of Private Pharmacies

### Status of Pharmacies, Registration & HR

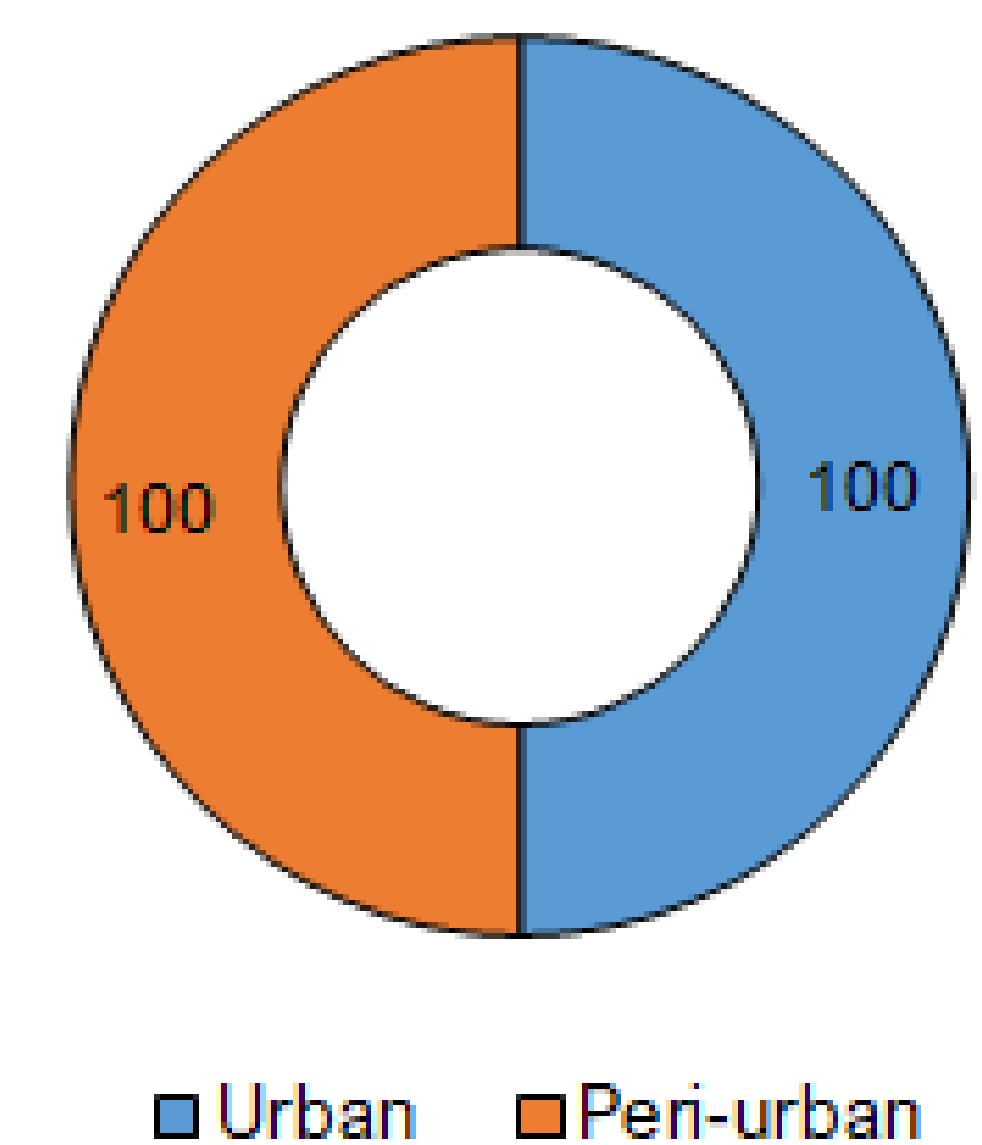


### Co-ordination with PMC



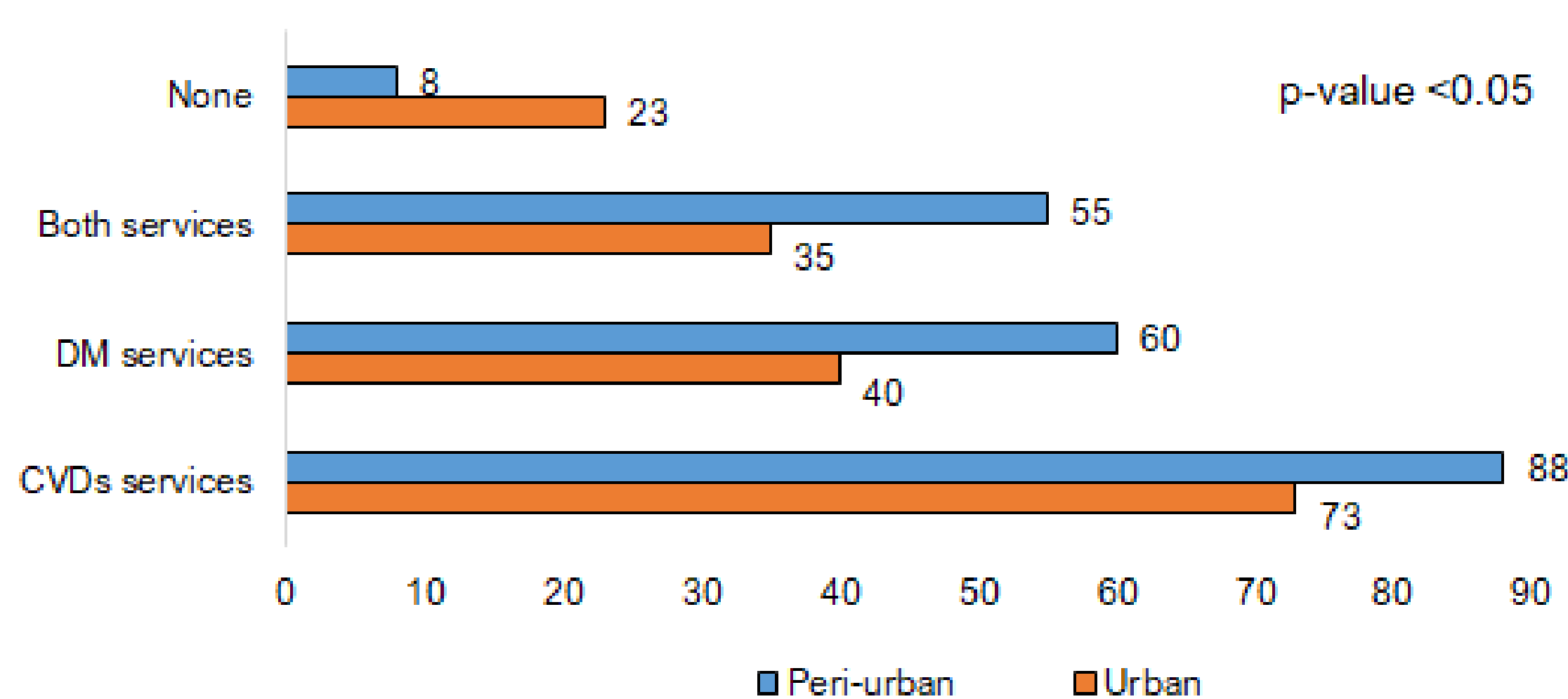
### Recording & Reporting

No any recording & reporting of health data



## Results: NCDs Services

### Services Offered

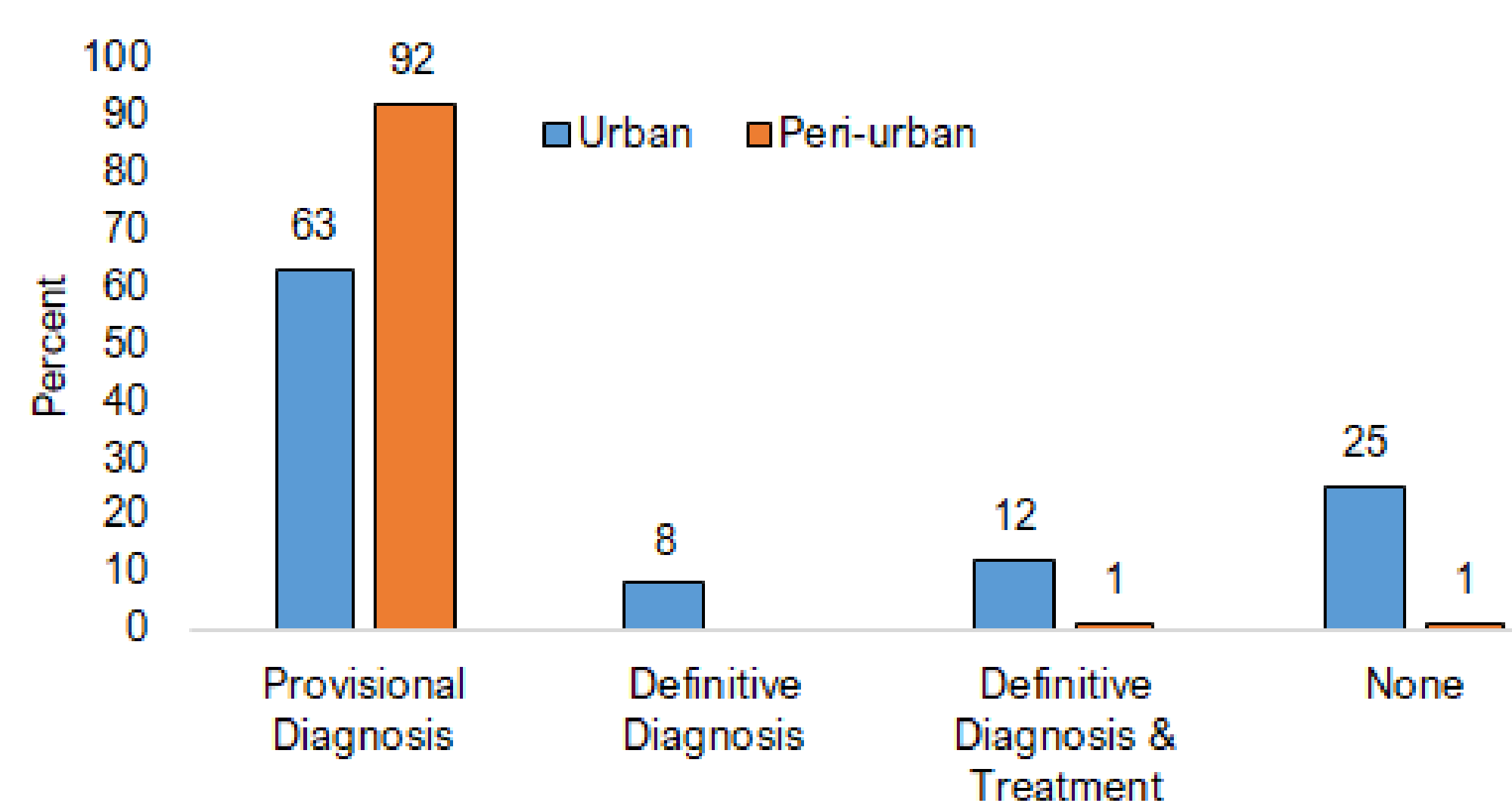


## Conclusion

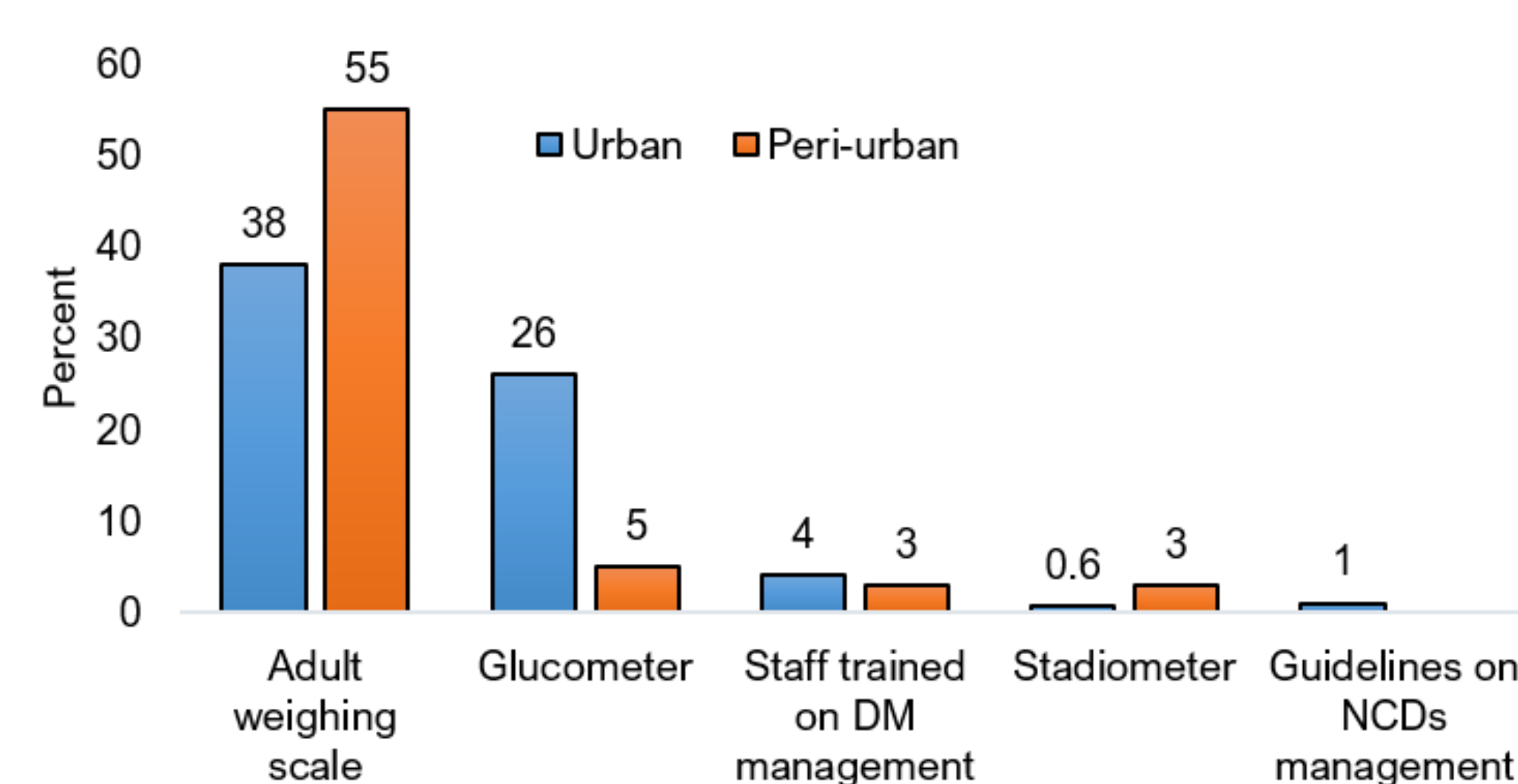
Private pharmacies are dominantly prevailed across urban areas and delivering health care services beyond only dispensing. Particularly the NCD care services like diabetes and hypertension are mainly provided care services. However, the quality of the services that is being delivered for the NCD care services is poor due to the unavailability of trained health care provider, guidelines and logistics. Despite policies highlighting on the need for public-private partnerships; there is minimal engagement at the ground level. The role of local government whose one of exclusive function is to engage with pharmacies and to ensure their quality services.



### DM Service



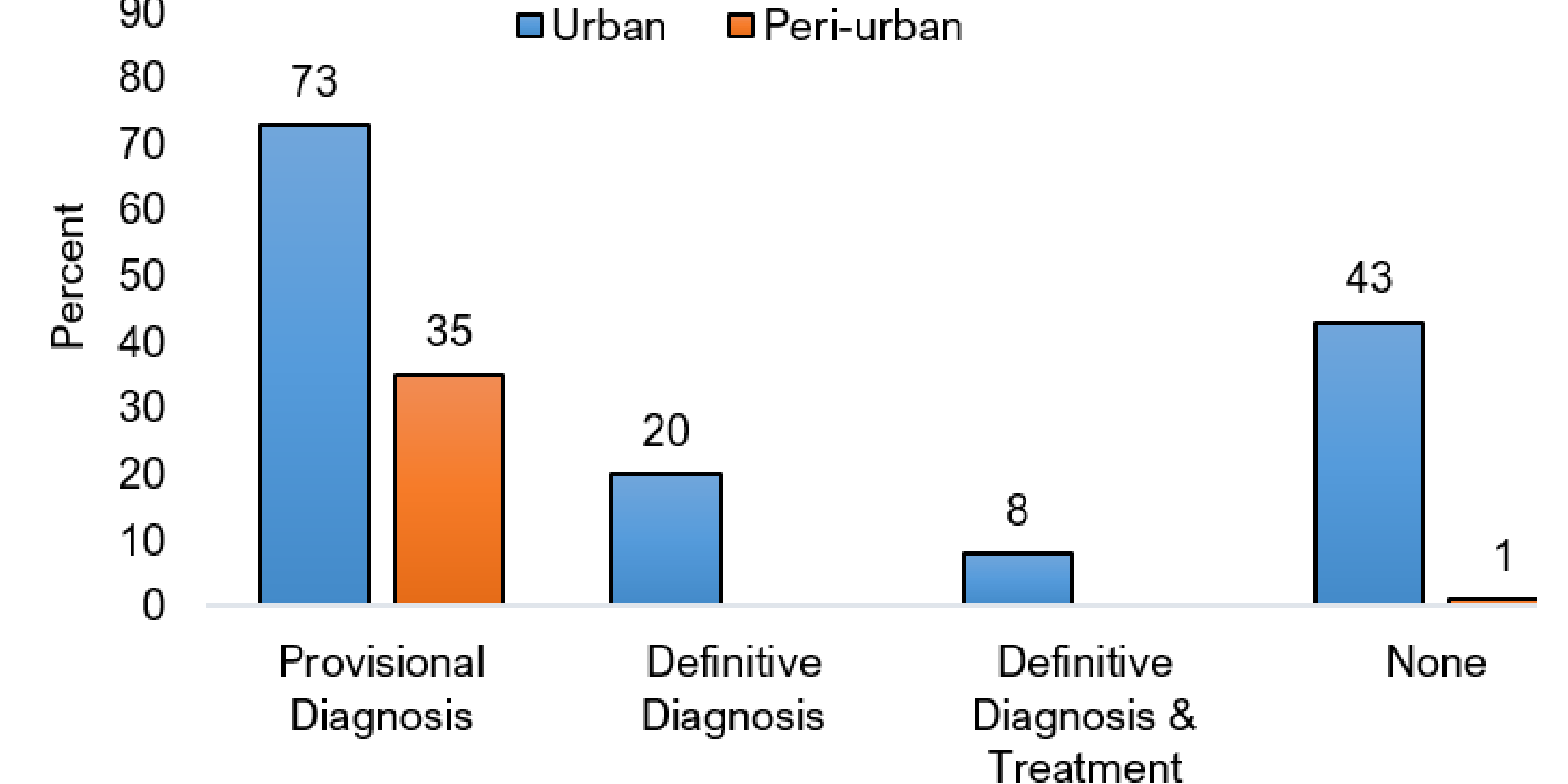
### HR & Logistics for DM Service



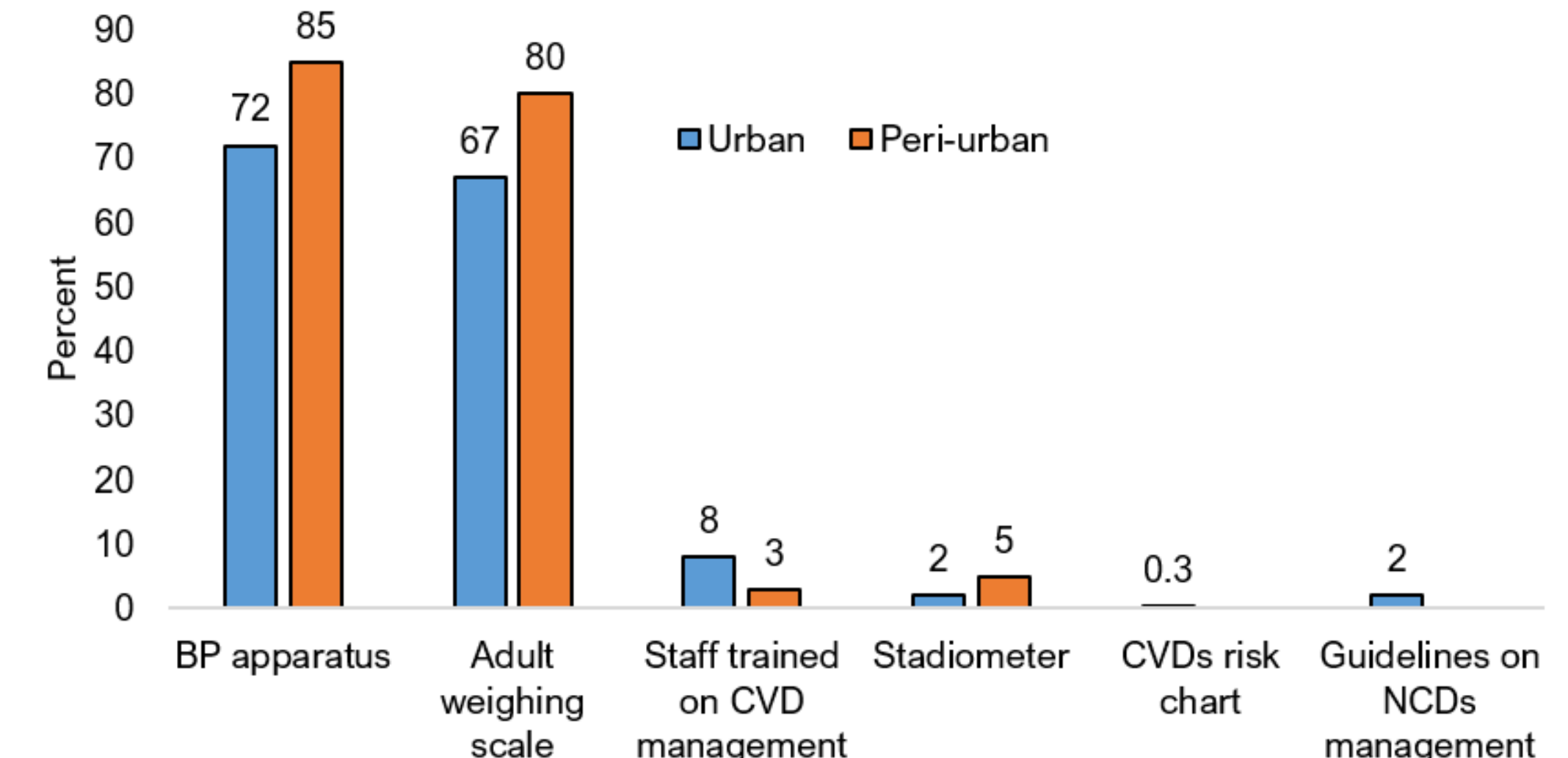
### Infection Prevention practice for DM service

Infection Prevention	Urban	Peri-urban
Colour Coded Dustbin	2%	0
Sharp Coded Dustbin	32%	50%
Sanitize Stethoscope	38%	58%
Hand Sanitizing	22%	40%

### CVDs Service



### HR & Logistics for CVD Service



### Infection Prevention practice for CVDs service

Infection Prevention	Urban	Peri-urban
Colour Coded Dustbin	2%	3%
Sanitize Stethoscope	43%	67%
Hand Sanitizing	68%	73%