

SCMS

IN BRIEF



In Vietnam

AN INNOVATIVE TRAINING PROGRAM SUPPORTS SUSTAINABILITY AND REDUCES COST

Dispensers play an important role in HIV/AIDS treatment programs because they dispense medicines to patients and provide counseling on drug adherence and information about potential side effects and adverse drug reaction (ADR). Dispensers are also responsible for storing medicines at the dispensary following Good Pharmacy Practice (GPP).

SCMS has been conducting two workshops per year to train new antiretroviral (ARV) dispensers in Vietnam (50–70 new dispensers attend per year). This training prepares new dispensers to perform tasks associated with dispensing ARV. However, because of the high turnover rate of dispensers (15–20 percent per year), it is not always possible for new dispensers to attend a workshop in a timely manner.

Innovative program saves time and money

To provide “just-in-time” training to new dispensers unable to attend the workshop, SCMS in Vietnam created a paper-based self-instructional training manual to teach the same skill-based topics taught in the workshops. Training manuals are promptly provided to newly hired dispensers, and a meeting is held to answer questions during a supervisory visit.

SCMS created the modules over the course of a year at a cost of about \$17,000 for a training that can be distributed to an infinite number of dispensers. This is less than half the cost of conducting a year of workshops to train a limited number of dispensers.



Guiding new dispensers to participate in the self-study program.

The self-instructional training manual is based on programmed learning, which intersperses content with questions and answers. The manual is maintained in electronic format. Copies are printed only as needed, allowing them to be updated to reflect recent changes in procedures.

Proof of effectiveness

A survey-based evaluation compared the training manual with the workshop. In March 2009, one group of new dispensers attended a live workshop. Another group was given the self-instructional training manual and a month to work through the content, followed by a meeting to answer questions during a supervisory visit.

Both groups were then asked to fill out the same survey to assess their level of understanding of concepts and level

of confidence about performing the tasks they had been taught. Survey participants identified the source of their training (workshop or manual) to subdivide the results by source of training.

Participants in the self-study program reported the same level of understanding of concepts as those who participated in classroom training.

Survey results showed that participants who attended the workshops were only slightly more confident (weighted average scores 79 vs. 73) about their ability to perform tasks they learned at the workshop than those who learned the material by using the self-paced training manuals.

Self-instructional training can provide a cost-effective method of delivering just-in-time training in regions where prompt live training is not available. This approach can also be used for hard to reach areas. These materials can be paper-based or upgraded to online learning where Internet access is available.

CONTACT

Dao Nguyen

Pharmacist Program Associate

SCMS

25 Bui Thi Xuan

Hanoi, Vietnam

T. 84.43.945.4561

Email: dnguyen@vn.pfscm.org

ABOUT SCMS

The Supply Chain Management System (SCMS) was established to collaborate within country and global partners to ensure a reliable, cost-effective and secure supply of high quality medicines and health products for HIV/AIDS prevention, care and treatment. SCMS is funded as part of the President's Emergency Plan for AIDS Relief. Visit us at www.scms.pfscm.org.

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