

The hierarchical arrangement of lines of authority, communications, rights and duties of pharmacy are clearly illustrated. A clear organization structure defines how pharmacy activities such as task allocation, coordination and supervision are directed towards the achievement of pharmaceutical care. The structure shall determine the mode in which the pharmacy operates and perform. Effective leadership is essential for the department to be able to operate efficiently and to fulfill its mission. The head of pharmaceutical care is certified, trained, licensed pharmacist who has valid registration with the Saudi Commission of Health Specialties. The essential functions, duties and responsibilities and accountabilities of the head of pharmaceutical care is clearly written in a job description that must be updated every three years.

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**MM.3 The pharmaceutical care department has adequate number of qualified staff.**

- MM.3.1 The pharmaceutical care department has adequate number of staff qualified by education, training, and experience.
  - MM.3.2 There is a current staffing plan based on work load statistics that ensures availability of sufficient staff resources to deliver the service.
  - MM.3.3 The staff responsible for intravenous admixtures, parenteral nutrition, chemotherapy, and drug information services have appropriate training and competency assessment.
  - MM.3.4 The quality coordinator has appropriate certification/training.
  - MM.3.5 There is a structured orientation program where new staff are briefed on pharmaceutical care and relevant aspects of the facility to prepare them for their roles and responsibilities.
  - MM.3.6 There is a process to ensure that the new employee's competency is evaluated before allowed to work independently.
  - MM.3.7 There are continuing professional development activities for all pharmaceutical care staff.
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**Standard Intent:**

Appropriate and adequate staffing is critical to patient care. Staffing plan is a systematic process to ensure that the pharmaceutical care department has the right number of staff with the right qualifications to fulfill service needs. Staffing plan depends on the department mission, functions and services provided. Staffing plan should take in consideration, the job description, job requirements such as skills, knowledge, and qualifications needed for the job. Gathering statistics of productivity of your current workforce help determines how much the average person can do in each working hour. Such statistics should be examined to evaluate the staffing needs during the busiest periods. Due to the critical nature of the service, special training and