Needs Assessment

[Institutional Affiliation(s)]

[Include any grant/funding information and a complete correspondence address.]

# Pharmacist Needs Assessment Matrix

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| --- | --- | --- | --- | --- |
| **Department** | **Required Functions** | **Department or Employee Needs** | **Jobs or Tasks** | **Current Training** |
| Dispensary | Understand prescriptions.  Prescribing alternative medicines. | Providing customer care to build trust.  To assist customers by providing valuable and authentic advice. | Will understand prescriptions and help salesman.  Will guide customers and suggest alternatives. | Knowledge of the latest research in medicine.  “Counter assistance medicine course(Ranelli & Biss, 2000)”. |
| Information Technology | The use of the IT portal to manage stocks.  Managing the database of products. | Maintaining records using Information  Technology to manage records easily. | To manage and maintain IT service and portal management. | Dispensary stock management course  Database-handling and management course. |
| Sales | Provide detailed information about product requirements. | To make sure communication between the cashier/sales dept. to work efficiently | Remain updated about records of sales and purchase and issue orders accordingly. | One week training on sales promotions |
| Administration | Dealing with insurance companies and other departments | Customer service | Informing customers about monitory policies.  To guide eligible patients about allowances and refunds. | Meetings with administration and providing manuals about CVS pharmacy’s policies about the matter. |

# Cashier Needs Assessment Matrix

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| --- | --- | --- | --- | --- |
| **Department** | **Required Functions** | **Department or Employee Needs** | **Jobs or Tasks** | **Current Training** |
| Sales | Maintaining records of cash and submitting cash to the bank. | Record maintenance of all the dues and receivables and report finance management to ensure reliability and accuracy. | Generating reports about sales.  “Cash register balancing(Mendoza, Santos, Balbuena, Cabral, & Agustin, 2019)”  Will process exchanges and refunds | Cash flow management training.  Sales promotion training. |
| Information Technology | The use of IT portal to manage stocks.  Managing the database of products. | Maintaining records using Information Technology to manage records easily. | To manage and maintain IT services and portal management. | Dispensary stock management course  Database-handling and management course. |
| Receivables/payables | Maintaining receivable/payable ledgers.  Ensuring timely receipts/payments. | Identify any reasons for late receipts/payments | Generating weekly receivable/payable reports | Training to increase efficiency in receivable/payable management |

**References**

Mendoza, A. R., Santos, T. M., Balbuena, A. R., Cabral, B., & Agustin, L. F. (2019). POINT OF SALE SYSTEM WITH INVENTORY FOR ARM’S FOOD AND DELICACIES. *International Journal of Advanced Research in Computer Science*, *10*(2).

Ranelli, P. L., & Biss, J. (2000). Physicians’ perceptions of communication with and responsibilities of pharmacists. *Journal of the American Pharmaceutical Association (1996)*, *40*(5), 625–630.

Needs Assessment