

**Access to Essential Medicines:
Cambodia Survey Data, 2001**

Strategies for Enhancing Access to Medicines

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About SEAM

The Strategies for Enhancing Access to Medicines (SEAM) Program, funded by the Bill & Melinda Gates Foundation, works to improve access to essential medicines and vaccines in the developing world by fostering partnerships between the public and private sectors.

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Contents

Acronyms and Abbreviations	v
About SEAM Country Assessments	vii
Survey Data from Public Health Centers	1
General Information	1
Drug Selection	9
Procurement Information	11
Placing Orders from the Medical Stores	14
Placing Orders from the Mission Medical Stores	18
Placing Orders from the Private Sector (Local Shopping)	19
Infrastructure and Equipment	26
Dispensing	29
Cost Recovery	30
Survey Data from Private Pharmacies	37
General Information	37
Scheduling and Other Services	62
Observations	63
Survey Data from Private Clinics and Hospitals	65
General Information	65
Drug Selection	74
Procurement Information	78
Placing Orders from the Medical Stores	83
Receiving Orders	84
Infrastructure and Equipment	86
Dispensing	88
Fee Schedule	89
Community Organizations	92
Placing Orders from the Private Sector (Local Shopping)	95
Infrastructure and Equipment	101
Survey Data from Operational District Medical Stores	103
General Information	103
Transportation	110
Communications	111
Procurement from Medical Stores	112
Procurement–Direct Tenders	112
Procurement–Local Shopping	112
Sales	113
Quality Assurance	113

Survey Data from Drug Depots	117
General Information.....	117
Scheduling, Infrastructure, and Equipment	126
Observations	127
Survey Data from NGO and Mission Clinics and Hospitals	129
General Information.....	129
Drug Selection	137
Procurement Information.....	139
Placing Orders from the Medical Stores.....	141
Placing Orders from the Mission Medical Stores.....	143
Placing Orders from the Private Sector (Local Shopping)	145
Infrastructure and Equipment	154
Dispensing.....	156
Cost Recovery.....	157

Acronyms and Abbreviations

ARI	acute respiratory infection
CMS	central medical stores
DMO	district medical officer
DMS	district medical stores
DTC	drug and therapeutics committee
EDL	essential drugs list
FEFO	first to expire, first out
FIFO	first in, first out
HC	health center
HIV/AIDS	human immunodeficiency virus/acquired immunodeficiency syndrome
IV	intravenous
MSD	medical stores department
MOH	Ministry of Health
NGO	nongovernmental organization
OD or ODMS	operational district medical store
RMS	regional medical store
SEAM	Strategies for Enhancing Access to Medicines Program
STI	sexually transmitted infection
STD	sexually transmitted disease
STGs	standard treatment guidelines
TB	tuberculosis

About SEAM Country Assessments

In 2000, Management Sciences for Health (MSH) received a grant from the Bill & Melinda Gates Foundation to identify and test innovative approaches to address and ameliorate the lack of access to essential medicines in developing countries by increasing the participation of the private sector. Brazil (State of Minas Gerais), Cambodia, El Salvador, Ghana, India (State of Rajasthan), and Tanzania were identified as countries where SEAM would assess the feasibility of improving access as per the mandate of the Gates Foundation grant. These assessments were carried out between February and May 2001. As an integral part of the initiative, SEAM sought out local, private not-for-profit, academic, and other research organizations with expertise in health-services research to collaborate in the assessments, contributing to the adaptation of data collection instruments, sample selection, data collection, and analysis.

The assessments included facility-based survey questionnaires, simulated client visits, and patient exit interviews. The present files include the data specifically from the following surveys and interviews.

1. *Health facility survey.* This includes information on operations and supplier performance, prices paid and charged, and prescription and dispensing, as well as an inventory review of tracer items and collection of samples for product quality testing. Types of facilities to be include—
 - Medical stores/depots (central, regional, district)
 - Public health facilities (clinics and hospital outpatient departments)
 - Private not-for-profit clinics and hospitals (NGOs, church/mission, other)
 - Private for-profit facilities (hospitals and clinics)
2. *Retail drug outlet survey.* This includes information on operations and supplier performance, an inventory review of tracer items and prices, and samples for product quality testing.
3. *Sample of items for quality testing.* Ten tablets of six to eight items were collected or purchased from each facility visited.
4. *Exit interviews.* Where relevant (i.e., in the outpatient department), exit interviews conducted with patients receiving a prescription.
5. *Simulated client.* Data collectors posing as clients or patients presented symptoms to dispensers in retail outlets to document prescribing/dispensing behavior.

Tracer Conditions and Items

Measures of access reflect access to essential health commodities required for the treatment or prevention of key public health problems of a particular population. This requires the identification of “tracer” conditions and “tracer” items. Suggested tracer conditions are pneumonia for children under five years and adults, malaria, tuberculosis, HIV/AIDS, sexually transmitted infections, diabetes, hypertension, and measles. Items (e.g., chloroquine, mefloquine) should reflect not only local standard treatments but also internationally recognized treatments. Both conditions and items were identified jointly by the SEAM research team and local collaborators. Typically, tracer items are listed on a National Drug Formulary or Essential Drug List.

Sampling

Sampling issues for surveys were addressed and resolved in collaboration with local counterparts. Key issues considered included the existing information about the distribution of facilities and population, in particular the level of detail of this information. Methods for capturing populations in extremely remote areas were considered. The following sampling methods were used.

- Central medical stores/depots: Samples were drawn as appropriate to the context. It may be one central medical store/depot, or various regional and district depots.
- Facility surveys: A random sample of at least 20 public-sector facilities (including hospital outpatient departments) was drawn from an existing list of all facilities, taking into account geographic distribution and population served.
- Private sector facilities: A minimum sample of 20 private for profit and 20 not-for-profit facilities (clinics and hospital outpatient departments) were drawn from an existing list of all facilities, taking into consideration geographic distribution and population served.
- Retail outlets: A minimum sample of 20 retail outlets was based on the availability of accurate and reliable data on the location of outlets (such as registration records). A random sample may be drawn from such a register, taking into consideration geographic distribution and population served. In the absence of such records, a sample may be drawn based on the location of a nearby public health facility.

SURVEY DATA FROM PUBLIC HEALTH CENTERS

Note: The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

General Information

Table A. Location of Surveyed Public Health Center, by Province

Region	Total	Percentage
Battambang	3	11.11
Kandal	3	11.11
Kompong Cham	2	7.41
Kompong Som	4	14.81
Kompong Thom	3	11.11
Phnom Penh	6	22.22
Siem Reap	3	11.11
Svay Rieng	3	11.11
Grand total	27	100.00

Table B. Location of Surveyed Public Health Center, by District

District	Total	Percentage
7 Makara	1	3.70
Baray	1	3.70
Battambang	1	3.70
Chamcar Morn	1	3.70
Chamkarmorn	1	3.70
Dang Kor	1	3.70
Khsach Kandal	1	3.70
Koh Roka	1	3.70
Kompong Seam	1	3.70
Kompong Svay	1	3.70
Kra Lang	1	3.70
Monng Russey	1	3.70
Mukh Kampoul	1	3.70
OD West	1	3.70
Prey Chhor	1	3.70
Prey Nop	2	7.41
Romeas Hek	2	7.41
Russey Keo	1	3.70
Siem Reap	1	3.70
Sot Nikom	1	3.70
Stoung	1	3.70
Stung Hao	1	3.70
Svay Rieng	1	3.70
Takmao	1	3.70
Thmor Kol	1	3.70
Grand total	27	100.00

Table C. Location of Surveyed Public Health Center, by Town/Village

Town/Village	Total	Percentage
Bansay Treng	1	3.70
Baray	1	3.70
Dam Dek	1	3.70
H.center Chantrei	1	3.70
H.center Romeas Hek	1	3.70
HC Am Pil	1	3.70
HC Chhrey Vean	1	3.70
HC Koh Roka	1	3.70
HC Krong Phreah Sihanouk	1	3.70
HC Svayralom	1	3.70
Health center 7 Makara	1	3.70
Health Center Pong Tuk	1	3.70
Kam Ponghthor	1	3.70
Mon Dal I	1	3.70
Monng	1	3.70
PHC	1	3.70
PHC Samdach Ov	1	3.70
Pochentong	1	3.70
Prek Anhchanh	1	3.70
Prek Tamek	1	3.70
Prey Pros	1	3.70
Psar Doem Thkav	1	3.70
Red Cross	1	3.70
Stoung	1	3.70
Svay Pheu	1	3.70
Veal Riengh	1	3.70
No answer	1	3.70
Grand total	27	100.00

Table I. Personnel Employed at Facility by Profession and Number

Answer	Employed	Casual Workers	Total
Doctors	29	0	29
Nurse/midwives	261	2	263
Medical assistants	61	0	61
Pharmacists	2	0	2
Pharmacist assistants	4	0	4
Drug dispenser	14	0	14
Dispensing technicians	10	0	10
Lab technicians	10	0	10
X-ray technicians	0	0	0
Administrators	11	1	12
Drivers	2	0	2
Orderlies	3	0	3
Other	12	2	14
Average	32.23	0.38	32.62

Table 2. Facility Maintains a Record of Clients Seen

Answer	Total	Percentage
Yes	27	100.00
No	0	0.00
Grand total	27	100.00

Table 2b. Average Total Consultations Last Year

Answer	Total	Percentage
2,571	1	3.70
3,488	1	3.70
3,986	1	3.70
4,427	1	3.70
4,500	1	3.70
4,910	1	3.70
5,099	1	3.70
5,249	1	3.70
5,330	1	3.70
5,400	1	3.70
5,840	1	3.70
5,997	1	3.70
6,776	1	3.70
7,607	1	3.70
7,800	1	3.70
7,912	1	3.70
8,170	1	3.70
8,993	1	3.70
9,047	1	3.70
9,972	1	3.70
11,640	1	3.70
12,029	1	3.70
12,988	1	3.70
13,481	1	3.70
13,484	1	3.70
17,677	1	3.70
38,679	1	3.70
Grand total	27	100.00
Average	9001.93	

Table 2c. Number of New Patients Last Year

Answer	Total	Percentage
2,210	1	3.70
2,259	1	3.70
2,635	1	3.70
3,011	1	3.70
3,150	1	3.70
3,894	1	3.70
4,026	1	3.70
4,200	1	3.70
4,253	1	3.70
4,655	1	3.70
4,661	1	3.70
4,963	1	3.70
5,131	1	3.70
5,444	1	3.70
6,255	1	3.70
6,720	1	3.70
7,082	1	3.70
7,148	1	3.70
7,206	1	3.70
8,340	1	3.70
9,559	1	3.70
11,721	1	3.70
11,815	1	3.70
35,633	1	3.70
244,446	1	3.70
No answer	2	7.41
Grand total	27	100.00
Average	3,830.38	

Table 2d. Number of Follow-up Patients Last Year

Answer	Total	Percentage
174	1	3.70
249	1	3.70
308	1	3.70
312	1	3.70
477	1	3.70
525	1	3.70
920	1	3.70
1,192	1	3.70
1,342	1	3.70
1,350	1	3.70
1,355	1	3.70
1,756	1	3.70
2,584	1	3.70
2,750	1	3.70
3,046	1	3.70
3,916	1	3.70
4,030	1	3.70
4,492	1	3.70
4,648	1	3.70
8,118	1	3.70
No answer	7	25.93
Grand total	27	100.00
Average	2177.20	

Table 2e. Percentage of Consultations for Children Last Year

Answer	Total	Percentage
0	2	7.41
1	1	3.70
2	1	3.70
20	1	3.70
30	1	3.70
36	1	3.70
50	1	3.70
100	1	3.70
No answer	11	40.74
Grand total	20	74.07
Average	27	

Table 2f. Facility Refers Patients to Other Facilities

Answer	Total	Percentage
Yes	22	81.48
No	2	7.41
No answer	3	11.11
Grand total	27	100.00

Table 3a. Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
ARI	11	40.74
ARI Lower	1	3.70
Bronchitis	3	11.11
Cough	1	3.70
Diarrhea	1	3.70
Fever and cold	1	3.70
Fever	1	3.70
Gynecological infections	1	3.70
Upper respiratory tract infection	2	7.41
ARI	2	100.00
ARI upper and lower	1	3.70
Pharyngite aigue	1	3.70
No answer	1	3.70
Grand total	27	100.00

Table 3b. Second-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
ARI	2	7.41
ARI upper	1	3.70
Asthma	1	3.70
Diarrhea	12	44.44
Fever	1	3.70
Gastritis	2	7.41
Gryppe	1	3.70
Lower Respiratory Infection	1	3.70
Urinary tract infection	1	3.70
Parasitis	1	3.70
Respiratory tract RAA	1	3.70
No answer	3	11.11
Grand total	27	100.00

Table 3c. Third-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
ARI	1	3.70
Beri beri	1	3.70
Bronchitis	1	3.70
Cutanes	1	3.70
Dermatosis	1	3.70
Diarrhee	1	3.70
Amoebic dysentery	1	3.70
Dysentery	4	14.81
Amoebic dysentery	1	3.70
Typhoid Fever	1	3.70
Gastrite	1	3.70
Hypertension	1	3.70
Infection centaree	1	3.70
ARI	1	3.70
Laryngitis	1	3.70
Maladie des voies digestives	2	7.41
Malaria	1	3.70
Paludisme	1	3.70
Parasite	1	3.70
Parasitose	1	3.70
Typhoid fever	1	3.70
No answer	2	7.41
Grand total	27	100.00

Table 3d. Fourth-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Accidences circulatoires	1	3.70
Anemia	1	3.70
Bronchitis	1	3.70
Diarrhea	3	11.11
Fever	1	3.70
Gastrite	3	11.11
Grippe	1	3.70
Gynecological infection	1	3.70
Hypertension	2	7.41
Urinary tract infection	1	3.70
Injury	1	3.70
Malaria	1	3.70
Parasite	1	3.70
Skin infection	1	3.70
Dysentery	1	3.70
Trauma	1	3.70
Tuberculosis	1	3.70
Gastric ulcer	1	3.70
No answer	4	14.81
Grand total	27	100.00

Table 3e. Fifth-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Asthma	1	3.70
Cardiopathie	1	3.70
Conjunctivitis	1	3.70
Dermatose	1	3.70
Dysentery	2	7.41
Fever	1	3.70
Typhoid fever	1	3.70
Gastrite	3	11.11
Grippe	1	3.70
Grippe (rhum)	1	3.70
HTA	1	3.70
Hypertension (high blood pressure)	2	7.41
Leucorrhée	1	3.70
Malaria	1	3.70
Parasitaire	2	7.41
Skin infection	2	7.41
Gastic ulcer	1	3.70
Vaginal HTA	1	3.70
Vaginitis	1	3.70
No answer	2	7.41
Grand total	27	100.00

Table 4. Facility Uses the Following Means of Communication

Answer	Total	Percentage
Telephone	6	22.22
Telefax	0	0.00
Radio	11	40.74
Internet	0	0.00
Cell phone	2	7.41
Other	2	7.41

Table 5. Limitations Facility Faces with Communication

Answer	Total	Percentage
Lack of access to telephone	10	37.04
Need for authorization to use telephone	2	7.41
Lack of telephone service because of no payment	9	0.00
Disruption in telephone lines	3	11.11
Internet access is too expensive	2	7.41
Communication by radio only (ICOM) allows only short-range communication	6	22.22
Problems with equipment (lack of batteries)	2	7.41
Lack of fax machine	5	18.52
Lack of supplies for fax machine	6	22.22
Other	0	0.00

Drug Selection

Table 6. Facility Has a Copy of National Essential Drugs List

Answer	Total	Percentage
Yes	27	100.00
No	0	0.00
No answer	0	0.00
Grand total	27	100.00

Table 7. Facility Relies on National EDL or Has Its Own Limited List of Medicines That It Uses to Guide Prescribing

Answer	Total	Percentage
Uses Essential Drugs List	24	88.89
Has own limited list, based on Essential Drug List but includes other drugs	7	25.93
Has own limited list, <u>not</u> based on Essential Drug List	0	0.00
Has no such list at all	0	0.00

Table 8. Number of Drugs on Facility's List

Answer	Total	Percentage
0	1	3.70
2	1	3.70
3	1	3.70
5	1	3.70
10	1	3.70
35	2	7.41
40	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 9. Facility Stocks Medicines Not Included in the National EDL

Answer	Total	Percentage
Yes	7	25.93
No	19	70.37
No answer	1	3.70
Grand total	27	100.00

Table 10. Decision Maker about Adding/Eliminating Items from Facility List

Answer	Total	Percentage
An individual	0	0.00
By professional committee (e.g., drug and therapeutics committee)	7	25.93
By committee with community representatives	1	3.70
Ministry of Health	0	0.00
Other	0	0.00

Table 11. How Often the Facility List Is Modified (Own List)

Answer	Total	Percentage
Once a year	1	3.70
Twice a year	0	0.00
Every month	8	29.63
Other	0	0.00
No answer	18	66.67
Grand total	27	100.00

Table 12. Information Required to Request That a New Item Be Included on the Facility List

Answer	Total	Percentage
Drug consumption	7	25.93
Prescription data	5	18.52
Medical scientific literature	2	7.41
Manufacturer product information	1	3.70
Price	0	0.00
None	0	0.00
Other	0	0.00
Facility has no list	1	3.70

Table 13. Facility Has Treatment Guidelines/Protocols for Prescribing

Answer	Total	Percentage
Yes	24	88.89
No	3	11.11
Grand total	27	100.00

Table 14. Guidelines Developed by the Ministry of Health or Some Other Organization

Answer	Total	Percentage
Ministry of Health	24	88.89
Other	0	0.00
No answer	3	11.11
Grand total	27	100.00

Table 15. Other Sources of Information about Medicines Used in Facility-1

Answer	Total	Percentage
Dictionary Vidal	1	3.70
Guideline for Health center 1997	1	3.70
Essential drug	2	7.41
From OD Pochen Tong	1	3.70
Guide book MPA	1	3.70
Guide clinic and therapeutic 1994	1	3.70
Guide clinic and therapeutic 1995	1	3.70
Guide for practice of medicine 1991	1	3.70
Guideline 1991	1	3.70
Guideline 1997	1	3.70
Guideline 1997 Treatment H.C	1	3.70
Imported Drugs companies	1	3.70
Treatment H.C	1	3.70
Medicament essentiel (drug formulary)	1	3.70
Medicaments essentials (practical use guide)	1	3.70
Medicaments essentials	1	3.70
A meeting held by the hospital committee	1	3.70
MPA	2	7.41
National essential drugs list	1	3.70

Table 15. Other Sources of Information about Medicines Used in Facility-2

Answer	Total	Percentage
Clinic and therapeutic guideline referral hospitals 1999	1	3.70
Dictionary Vidal	1	3.70
Dictionary Vidal	1	3.70
Manual for health center 1997	1	3.70
Manual for health center 1998	1	3.70
Poster	2	7.41

Table 15. Other Sources of Information about Medicines Used in Facility-3

Answer	Total	Percentage
Leaflet	1	3.70

Procurement Information

Table 16. Procurement Decision Maker for Facility

Answer	Total	Percentage
An individual	2	7.41
A committee of health professionals	16	59.26
A committee that includes community representatives	1	3.70
Other	1	3.70
No answer	7	25.93
Grand total	27	100.00

Table 17. Facility Uses the Essential Drugs List or Local Formulary to Guide Procurement Decisions about Which Medicines to Purchase

Answer	Total	Percentage
Essential drugs list	19	70.37
Local formulary	3	11.11
Both	0	0.00
None	0	0.00
No answer	5	18.52
Grand total	27	100.00

Table 18. Types of Suppliers Facility Uses for Procuring Medicines and Medical Supplies

Answer	Total	Percentage
Private retail outlet	12	44.44
Wholesale distributor	0	0.00
Donations	2	7.41
Central medical store	1	3.70
Operational district medical store	11	40.74
Other	0	0.00

Table 19. Procurement Decision-Making Process

Answer	Total	Percentage
Regular scheduled purchases	9	33.33
Based on minimum or other predetermined stock levels	0	0.00
Budget constraints	0	0.00
Other	0	0.00

Table 20. Decision-Making Process about Quantities of Each Item to Order

Answer	Total	Percentage
Review of past consumption	18	66.67
Review of morbidity data	12	44.44
Comparison of consumption data and morbidity data	10	37.04
General experience	5	18.52
Programmed	0	0.00
A standard formula is used	7	25.93
Other	1	3.70

Table 21. Registers or Reports Used to Make the Decision about How Much to Procure

Answer	Total	Percentage
Stock card	21	77.78
Bank balance	2	7.41
Other	2	7.41

Table 22. How Often Purchases Are Made

Answer	Total	Percentage
Every week	0	0.00
Twice a month	0	0.00
Once a month	16	59.26
When needed	9	33.33
Other	4	14.81

Table 23. Total Cost Value of Purchases for Medicines for the Last Year (2000)

Answer	Total
50,000	
360,000	
2,400,000	
3,458,457	
10,318,832	
10,500,000	
10,964,920	
11,298,124	
11,466,341	
18,284,452	
20,500,000	
21,000,000	
25,000,000	
134,880.334 Riels	
15 Million Riels	
3 Million Riels	
600,000 Riels	
Average	

Table 23a. Total Cost Value of Purchases for Medical Supplies for the Last Year (2000)

Answer	Total
60,000	
223,055	
500,000	
1,200,000	
1,216,976	
1,520,712	
2,753,145	
5,200,000	
8,500,000	
10,787,196	
92,000,000	
2,000,000 Riels	
3,000,000 Riels	
Average	

Table 24. Total Cost Value of Donated Drugs for the Last Year (2000)

Answer	Total
(2000)	1
10,000\$	1
500\$	1
Average	

Table 24a. Total Cost Value of Donated Medicines for the Last Year (2000)

Answer	Total
No answer	27
Average	

Table 24a. Total Cost Value of Donated Medical Supplies for the Last Year (2000)

Answer	Total
No answer	27
Average	

Table 25. Separate Record Book Is Used for Tracking Orders That Have Been Placed

Answer	Total	Percentage
Yes	19	70.37
No	3	11.11
No answer	5	18.52
Grand total	27	100.00

Placing Orders from the Medical Stores

The following are based on purchases made from CMS and DMS

Table 26. Number of Times Orders Were Placed with the Medical Store Last Year

Answer	Total	Percentage
4	13	48.15
9	1	3.70
12	13	48.15
No answer	5	18.52
Grand total	27	100.00

Table 26a. Number of Items Requested on Each Order

Answer	Total	Percentage
19	1	3.70
20	2	7.41
25	2	7.41
27	1	3.70
28	1	3.70
30	6	22.22
31	1	3.70
32	2	7.41
34	1	3.70
35	2	7.41
36	1	3.70
40	1	3.70
45	1	3.70
47	1	3.70
49	1	3.70
52	1	3.70
65	1	3.70
No answer	1	3.70
Grand total	27	100.00

Table 27. Average Time Between Sending an Order/Request and Receiving the Supplies from the Medical Store

Answer	Total	Percentage
Less than 1 week	16	59.26
Between 1 week and 15 days	7	25.93
Between 15 days and 30 days	4	14.81
Other	2	7.41

Table 28. Facility Receives Updates on Stock Availability at the Medical Store

Answer	Total	Percentage
Yes	12	44.44
No	15	55.56
Grand total	27	100.00

Table 29. Method Orders Are Usually Placed

Answer	Total	Percentage
In person	27	100.00
Fax	0	0.00
Telephone	1	3.70
Mail	0	0.00
Other	0	0.00

Table 30. Reasons for Returning Supplies within the Past Year

Answer	Total	Percentage
Item not ordered	21	175.00
Incorrect quantity	8	66.67
Poor-quality product	5	41.67
Expired or near-expired product	16	133.33
Price change	4	33.33
Damaged item	3	25.00
Wrong specification	0	0.00
Other	0	0.00
None	5	41.67

Table 3 I a. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Aminophylline ammonia, smell, CMS	1	3.70
Chloramine, quality, OD	1	3.70
Cotrimoxazole 120mg, near-expired product, CMS	1	3.70
Depo-Provera 150mg, no quality, District operationnel	1	3.70
Depo-Provera, quality, OD	1	3.70
Dextran 70%	3	11.11
Doxycycline, near expiry date, CMS	1	3.70
Hydrochlorothiazide, near expired	1	3.70
Paracetamol 500mg, damaged item, CMS	1	3.70
Spectinomycin, near expiry date, CMS	1	3.70
Tetracycline 1% ophthanic, overstock, OD OD stor	1	3.70
Tetracycline 1% opth, near expired, OD	1	3.70
Tetracycline pomade 1%, up date, CMS	1	3.70
Tetracycline, near expired, OD	1	3.70
No answer	11	40.74
Grand total	27	100.00

Table 3 I c. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Condom, smell, CMS	1	3.70
Expired & near expired	1	3.70
Isotonic sodium chloride, label is not fixed, A.N.B Thailand	1	3.70
No answer	17	62.96
Grand total	20	74.07

Table 31b. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Chloramine, poor quality	1	3.70
Choramine 500mg	1	3.70
Choramine-T 500	1	3.70
Depo-Provera, not completely dissolved, CMS	1	3.70
Depo-Provera Colovetim, OD	1	3.70
No patient	1	3.70
No use	1	3.70
PNC, update, CMS	1	3.70
Glucose serum 5%, damaged item, CMS	1	3.70
SRO, near expired, OD	1	3.70
Tetracycline, near expiry date, CMS	1	3.70
No answer	16	59.26
Grand total	27	100.00

Table 31c. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Cefixime, near expiration date, CMS	1	3.70
Depo-Provera, damaged item, CMS	1	3.70
OD	1	3.70
OD store	2	7.41
No answer	22	81.48
Grand total	27	100.00

Table 32. Action Taken Against the Problems

Answer	Total	Percentage
Yes	7	25.93
No	6	22.22
No answer	7	25.93
Grand total	20	74.07

Table 32a. Action Taken Against the Problems, Specify

Answer	Total	Percentage
Give information to CMS	1	3.70
Report to OD chief	1	3.70
Returned all drugs to supplies	1	0.00
Stock to use	1	3.70
No answer	17	62.96
Grand total	20	74.07

Placing Orders from the Mission Medical Stores

Table 33. Number of Orders Placed with the Medical Store Last Year

Answer	Total	Percentage
4	1	3.70
No answer	26	96.30
Grand total	27	100.00

Table 33a. Number of Items Requested Together

Answer	Total	Percentage
40	1	3.70
No answer	26	96.30
Grand total	27	100.00

Table 34. Method Orders Are Usually Placed

Answer	Total	Percentage
In person	1	3.70
Fax	0	0.00
Telephone	0	0.00
Mail	0	0.00
Other	0	0.00
No answer	26	96.30
Grand total	27	100.00

Table 35. Average Time Between Sending an Order/Request and Receiving the Supplies from the Medical Store

Answer	Total	Percentage
Less than 1 week	0	0.00
Between 1 week and 15 days	1	3.70
Between 2 weeks and 30 days	0	0.00
More than 30 days	0	0.00
Other	0	0.00
No answer	26	96.30
Grand total	27	100.00

Table 36. Facility Receives Updates on Stock Availability at the Medical Store

Answer	Total	Percentage
Yes	0	0.00
No	0	0.00
No answer	27	100.00
Grand total	27	158.82

Table 37. Facility Received Any Orders with the Following Problems in the Last Year

Answer	Total	Percentage
Item not ordered	0	0.00
Incorrect quantity	0	0.00
Poor-quality product	0	0.00
Expired or near-expired product	0	0.00
Price change	0	0.00
Damaged item	0	0.00
Wrong specification	0	0.00
Other	0	0.00
None	0	0.00

Table 38. Problems Experienced with Poor-Quality Medicines Purchased from Stores

Answer	Total	Percentage
No answer	27	100.00

Table 39. Action Taken to Address the Problem

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 39a. Action Taken to Address the Problem, Specify

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Placing Orders from the Private Sector (Local Shopping)

Table 40. The Person Who Approves Purchases from the Private Sector Is the Same as the Person Who Approves Other Purchases

Answer	Total	Percentage
Yes	7	25.93
No	6	22.22
No answer	14	51.85
Grand total	27	100.00

Table 41a. Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Ampicillin 250mg tab	1	3.70
Vitamin B Complex inj	1	3.70
Buscopan inj	1	3.70
Chlorphenamine tab 4mg	1	3.70
Paracetamol 100mg	1	3.70
Paracetamol 500mg	1	3.70
Promethazine syrup	1	3.70
Vitamin C 500mg	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 41b. Second Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
B12 1000 g inj	1	3.70
Dexamethasone	1	3.70
Eucalptine syrup	1	3.70
Furosemide tab 5mg	1	3.70
Heptaminol inj	1	3.70
Multivitamin	1	3.70
Paracetamol 500mg	1	3.70
Vitamin B Complex cp	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 41c. Third Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Becozym inj	1	3.70
Bromhexine 8mg tab	1	3.70
Bromhexine	1	3.70
Bromhexine 4mg	1	3.70
Bromhexine 8mg cp	1	3.70
Glove stentle	1	3.70
Paracetamol tab 500mg	1	3.70
Vitamin B1 10mg	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 41d. Fourth Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Adrenoxil 1,5mg /3,6 ml inj	1	3.70
Chlorphenamine 4mg	1	3.70
Multivitamin tab	1	3.70
Needle, disposable	1	3.70
Oxytocin inj	1	3.70
Vitamin B1	1	3.70
Vitamin C 500mg inj	1	3.70
No answer	20	74.07
Grand Total	27	100.00

Table 41e. Fifth Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Vitamin B Complex tablet	1	3.70
Cotton	1	3.70
Furosemide 40mg	1	3.70
Ganidan tab 500mg	1	3.70
Multivitamin	1	3.70
Tenormine 100mg	1	3.70
Vitamin C 500mg tab	1	3.70
No answer	20	74.07
Grand total	27	100.00

Table 42. Number of Purchases Made from the Private Sector Last Year (2000)

Answer	Total	Percentage
2	1	3.70
5	1	3.70
10	1	3.70
12	4	14.81
30	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 43. Method Orders Are Usually Placed to Suppliers

Answer	Total	Percentage
In person	7	25.93
Fax	0	0.00
Telephone	0	0.00
Mail	0	0.00
Contact with salesperson	2	7.41
Other	0	0.00

Table 44a. Total Value of Purchases from the Private Sector (2000)

Answer	Total	Percentage
50,000	2	7.41
360,000	1	3.70
520,000	1	3.70
600,000	1	3.70
800,000	1	3.70
1.5M Riels	1	3.70
600\$	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 44b. Total Value of Purchases from the Private Sector (1999)

Answer	Total	Percentage
36,000	1	3.70
55,000	1	3.70
65,000	1	3.70
200,000	1	3.70
600,000	1	3.70
600\$	1	3.70
No answer	21	77.78
Grand total	27	100.00

Table 44c. Total Value of Purchases from the Private Sector (1998)

Answer	Total	Percentage
60,000	1	3.70
70,000	1	3.70
200,000	1	3.70
500\$	1	3.70
No answer	23	85.19
Grand total	27	100.00

Table 45. Number of Purchases Have Been Increasing, Decreasing, or Remained the Same Over the Past Three Years

Answer	Total	Percentage
Increasing	0	0.00
Decreasing	2	7.41
Remained the same	1	3.70
No answer	24	88.89
Grand total	27	100.00

Table 45a. Reasons for Increasing Purchases

Answer	Total	Percentage
According to consumption	1	3.70
Consumption data and morbidity data increase	1	3.70
No answer	25	92.59
Grand total	27	100.00

Table 45b. Reasons for Decreasing Purchases

Answer	Total	Percentage
According to consumption	1	3.70
More supplied from Central Medical Store	1	3.70
No answer	25	92.59
Grand total	27	100.00

Table 46a. Most Important Private-Sector Supplier

Answer	Total	Percentage
All pharmacies provincial	1	3.70
Da Serey Suoar Sdey	1	3.70
Drug store Chen Da	1	3.70
Pachapor	1	3.70
Pharmacy Olympic Market	1	3.70
Pharmacy depot Satya	1	3.70
Serey Sour Sday Pochen Tong	1	3.70
No answer	20	74.07
Grand Total	27	100.00

Table 46b. Second-Most Important Private Sector Supplier

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 46c. Third-Most Important Private Sector Supplier

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 46d. Fourth-Most Important Private Sector Supplier

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 46e. Fifth-Most Important Private Sector Supplier

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 47. Method Supplies Reach the Facility

Answer	Total	Percentage
Suppliers usually deliver to the facility	0	0.00
The facility must make arrangements to have supplies picked-up	7	25.93
No answer	20	74.07
Grand total	7	25.93

Table 48a. Most Important Problem when Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Changed price	2	7.41
Charged price	1	3.70
Price	1	3.70
Price change	1	3.70
No answer	22	81.48
Grand total	27	100.00

Table 48b. Second-Most Important Problem when Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Credit	1	3.70
Pay by cash directly	1	3.70
No answer	25	92.59
Grand total	27	100.00

Table 48c. Third-Most Important Problem when Purchasing Orders from Private Suppliers

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 49. Proportion of Deliveries That Are Incomplete (Approximation)

Answer	Total	Percentage
None, all deliveries are usually completed orders	3	11.11
1 in 5 deliveries are incomplete	0	0.00
2 in 5 deliveries are incomplete	0	0.00
3 in 5 deliveries are incomplete	0	0.00
All deliveries are incomplete	0	0.00
No answer	24	88.89
Grand total	27	100.00

Table 50. Usual Payment Methods to Suppliers

Answer	Total	Percentage
Cash	7	25.93
Bank check/transfer	0	0.00
Credit	1	3.70
Other	0	0.00

Table 51. Reasons for Returning Supplies to a Supplier in the Past Year

Answer	Total	Percentage
Item not ordered	0	0.00
Incorrect quantity	0	0.00
Poor-quality product	1	0.00
Expired or near-expired product	0	0.00
Price change	1	3.70
Damaged item	0	0.00
Wrong specification	0	0.00
Other	0	0.00
None	5	18.52

Table 52a. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
No answer	27	100.00

Table 52b. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
No answer	27	100.00

Table 52c. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
No answer	27	100.00

Table 53. Facility Took Action to Follow up on Quality Problems

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Infrastructure and Equipment

Table 54. Number of Discrete Items Usually Kept in Inventory

Answer	Total	Percentage
25	2	7.41
26	1	3.70
33	1	3.70
34	1	3.70
35	2	7.41
36	1	3.70
40	1	3.70
41	1	3.70
42	1	3.70
45	1	3.70
46	1	3.70
47	2	7.41
49	1	3.70
52	1	3.70
55	1	3.70
56	1	3.70
58	1	3.70
59	1	3.70
60	1	3.70
62	1	3.70
64	1	3.70
72	1	3.70
76	1	3.70
95	1	3.70
Grand total	27	100.00

Table 55. Storage Area Is Sufficient for the Quantities of Inventory Required

Answer	Total	Percentage
Yes	22	81.48
No	4	14.81
No answer	1	3.70
Grand total	27	100.00

Table 56. Storage Area Has Sufficient Ventilation

Answer	Total	Percentage
Yes	25	92.59
No	2	7.41
Grand total	27	100.00

Table 57. Method of Temperature Control

Answer	Total	Percentage
Air-conditioning	0	0.00
Refrigeration for selected items	5	18.52
Fan	6	22.22
None	16	59.26
Other	1	3.70

Table 58. Cold Storage Area Is Available for Vaccines

Answer	Total	Percentage
Yes	16	59.26
No	11	40.74
Grand total	27	100.00

Table 59. Temperature for Cold Storage Area Is Monitored

Answer	Total	Percentage
Yes	11	40.74
No	14	51.85
No answer	2	7.41
Grand total	27	100.00

Table 60. Records Are Kept of Temperature in Cold Storage Area

Answer	Total	Percentage
Yes	8	29.63
No	17	62.96
No answer	2	7.41
Grand total	27	100.00

Table 61. Inventory (Drugs, Medical Supplies, Reagents, Vaccines) Lost in 2000

Answer	Yes	Percentage
Expiry	8	29.63
Damage/spoilage	2	7.41
Theft	2	7.41
No answer	15	55.56
Grand total	27	100.00

Table 62. Source of Electrical Energy for the Facility

Answer	Total	Percentage
National system	10	37.04
Local generator	14	3.70
Other	2	7.41

Table 63. Alternative Source of Energy for the Refrigerator

Answer	Total	Percentage
Electric	3	11.11
Kerosene	6	22.22
Natural gas	1	3.70
Other	0	0.00
No answer	17	62.96
Grand total	27	100.00

Table 64. Facility Owns a Vehicle for Transportation of Medicines

Answer	Total	Percentage
Yes	5	18.52
No	22	81.48
Grand total	27	100.00

Table 65. Amount Facility Spent on Transportation (Including Gasoline, Car Hire, Per Diem, etc.) for Medicines Last Year

Answer	Total	Percentage
10,000	1	3.70
20,000	1	3.70
30,000	1	3.70
40,000	1	3.70
45,000	1	3.70
68,000	1	3.70
80,000	1	3.70
100,000	2	7.41
160,000	1	3.70
200,000	1	3.70
300,000	1	3.70
720,000	1	3.70
80\$	1	3.70
No answer	13	48.15
Grand total	27	100.00

Table 65a. Average Fee Schedule, per Delivery

Answer	Total	Percentage
0	1	3.70
14	1	3.70
1,500	1	3.70
8,000	1	3.70
10,000	2	7.41
17,000	1	3.70
18,000	1	3.70
40,000	1	3.70
60,000	1	3.70
120,000	1	3.70
10.000 Riels	1	3.70
20\$	1	3.70
No answer	14	51.85
Grand total	27	100.00

Table 65b. Average Fee Schedule, Percentage of Value of Delivery

Answer	Total	Percentage
0	2	7.41
4	1	3.70
5	2	7.41
10	1	3.70
0,06	1	3.70
0,50	1	3.70
0,70	1	3.70
2,5	1	3.70
3,6	1	3.70
No answer	14	51.85
Grand total	25	92.59

Table 66. Main Problem with Transportation of Medicines

Answer	Total	Percentage
Insufficient budget for transportation	15	55.56
Unavailability of vehicle (poor maintenance)	6	22.22
Poor road condition	5	18.52
Other	1	3.70

Dispensing

Table 67. Facility Prepackages Medicines

Answer	Total	Percentage
Yes	1	3.70
No	25	92.59
No answer	1	3.70
Grand total	27	100.00

Table 68. Person Who Dispenses the Medications to the Patients

Answer	Total	Percentage
Pharmacists	0	0.00
Dispensing technician	0	0.00
Dispensing assistant	17	62.96
Nurse	15	55.56
Other	0	0.00

Table 69. Facility Maintains a Record of All Prescriptions Written and Dispensed

Answer	Total	Percentage
Prescription	14	51.85
Dispensing	12	44.44
Both	18	66.67
Neither	0	0.00

Cost Recovery

Table 71. To What Extent Does the Level of Income Generated Through Cost Recovery Meet the Needs of the Facility

Answer	Total	Percentage
100% of the needs of the facility	1	3.70
Other		
5%	2	7.41
10%	2	7.41
15%	1	3.70
20%	2	7.41
25%	1	3.70
40%	1	3.70
45%	1	3.70
49%	1	3.70
50%	7	25.93
60%	1	3.70
99%	3	11.11
No answer	4	14.81
Grand total	27	100.00

Table 72. Fees Charged by the Facility for Services

Answer	Total	Percentage
Per consultation (drugs included)	21	77.78
Per consultation (drugs not included)	3	11.11
For medicines (separately)	0	0.00
Other	0	0.00
No answer	3	11.11
Grand total	27	100.00

Table 73. Patient Groups Are Formally Exempt from Paying Fees

Answer	Total	Percentage
Yes	21	77.78
No	0	0.00
No answer	7	25.93
Grand total	28	103.70

Table 73a. Patient Groups Formally Exempt from Paying Fees

Answer	Total	Percentage
The poor	25	92.59
Children	5	18.52
Elderly	14	51.85
Veterans	13	48.15
Others	1	3.70

Table 74. Patient Groups Are Informally Exempt from Paying Fees

Answer	Total	Percentage
Yes	15	55.56
No	4	14.81
No answer	8	29.63
Grand total	27	100.00

Table 74a. Patient Groups Informally Exempt from Paying Fees

Answer	Total	Percentage
The poor	18	66.67
Children	2	7.41
Elderly	9	33.33
Veterans	7	25.93
Others	1	3.70

Table 75. Percentage of All Patients That Are Exempt

Answer	Total	Percentage
0	1	3.70
3%	1	3.70
6%	1	3.70
10%	1	3.70
15%	2	7.41
16%	1	3.70
20%	6	22.22
25%	1	3.70
30%	5	18.52
35%	1	3.70
43%	1	3.70
50%	2	7.41
100%	2	7.41
No answer	2	7.41
Grand total	27	100.00

Table 76. Percentage of Funds Retained by the Facility

Answer	Total	Percentage
100%	3	11.11
50%	17	62.96
None (0%)	0	0.00
Other	1	3.70
No answer	6	22.22
Grand total	27	100.00

Table 77. Person with Authority to Use Funds Generated by the Cost Recovery Scheme

Answer	Total	Percentage
Health facility chief	6	22.22
Co-management committee (including the chief, community participation, and others)	16	59.26
Other	2	7.41
No answer	3	11.11
Grand total	27	100.00

Table 78. Funds Are Ever Used to Procure Medicines

Answer	Total	Percentage
Yes	15	55.56
No	10	37.04
No answer	2	7.41
Grand total	27	100.00

Table 78a. Total Income Collected (2000), Total Used to Purchase Drugs and Medical Supplies (2000)

Total Income Collected	Total Used to Purchase Drugs and Medical Supplies	Percentage
1,000,000	800,000	80
360,000		0
18,000,000	3,600,000	20
150,000		0
	520,000	
2,600,000		
16,620,000	520,000	3
11,225,000		
800,000	50,000	6
300,000		
120,000	50,000	42
7,920,000	1,188,000	15

Table 79. Funds Are Used to Procure Other Items

Answer	Total	Percentage
Yes	18	66.67
No	3	11.11
No answer	6	22.22
Grand total	27	100.00

Table 80. Number of Patients Who Paid a Fee Directly Out-of-Pocket to Obtain Services in the Year 2000

Answer	Total	Percentage
32%	1	3.70
54%	1	3.70
70%	2	7.41
80%	2	7.41
1,600	1	3.70
2,250	1	3.70
2,520	1	3.70
2,768	1	3.70
4,000	1	3.70
4,689	1	3.70
4,909	1	3.70
5,098	1	3.70
5,400	1	3.70
6,300	1	3.70
8,421	1	3.70
8,544	1	3.70
8,838	1	3.70
13,481	1	3.70
No answer	7	25.93
Grand total	27	100.00

Table 81. Number of Patients Who Received Care That Was Paid for by a Private Employer in the Year 2000

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 82. Number of Patients Who Received Care That Was Paid for by Private Health Insurance in the Year 2000

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 83. Number of Patients Who Received Care That Was Paid for by Social Health Insurance (e.g., Social Security) in the Year 2000

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 84. There Are Other Major Payers for Care for Patients in the Community

Answer	Total	Percentage
No answer	27	100.00
Grand total	27	100.00

Table 85. The Following Types of Community-Based Organizations Are Active in the Area That This Facility Serves

Answer	Total	Percentage
Parents' associations to provide oversight in education of children	5	18.52
Agricultural cooperatives	2	7.41
Women's groups	8	29.63
Church/faith-based groups	4	14.81
Microfinance groups	2	7.41
Other	1	3.70
No answer	5	18.52
Grand total	27	100.00

Table 86. Community-Based Organizations Regularly Discuss the Health Care Needs of Their Members or the Community or Help Set Priorities with the Facility

Answer	Total	Percentage
Yes	2	7.41
No	12	44.44
No answer	13	48.15
Grand total	27	100.00

Table 86a. Assistance Provided by Community-Based Organizations

Answer	Total	Percentage
Committee of feedback information	1	
KRDA	1	
No answer	25	92.59
Grand total	27	100.00

Table 86a. If No, To Whom They Provide Input

Answer	Total	Percentage
Help himself	1	
Himself	1	
Mental health clinic pholippine	1	
No answer	14	51.85
Grand total	17	62.96

SURVEY DATA FROM PRIVATE PHARMACIES

Note: The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

General Information

Table A. Location of Surveyed Private Pharmacies, by Province

Region	Total	Percentage
Battambang	3	11.11
Kandal	3	11.11
Kompong Cham	3	11.11
Kompong Som	3	11.11
Kompong Thom	3	11.11
Phnom Penh	6	22.22
Siem Reap	3	11.11
Svay Rieng	3	11.11
Grand total	27	100.00

Table B. Location of Surveyed Private Pharmacies, by District

District	Total	Percentage
Baray	1	3.70
Batheay	1	3.70
Battambang	3	11.11
Daun Penh	4	14.81
Kiensvay	1	3.70
Kompong Cham	2	7.41
Mean Chey	1	3.70
Meatapheap	2	7.41
Pourk	1	3.70
Ressey Keo	1	3.70
Romeashek	1	3.70
Siem Reap	1	3.70
Sothnikum	1	3.70
Stung Hav	1	3.70
Stung Sen	2	7.41
Svay Rieng	2	7.41
Takhmao	2	7.41
Grand total	27	100.00

Table C. Location of Surveyed Private Pharmacies, by Town/Village

Town	Total	Percentage
4 quartier	1	3.70
Baray	1	3.70
Battambang	3	11.11
Chamrak He	1	3.70
Dam Dek	1	3.70
Kbal Chron	1	3.70
Km6	1	3.70
Kompong Thom	1	3.70
Mondol I	1	3.70
Phaav	1	3.70
Slar Kram	1	3.70
Svay Rieng Market	1	3.70
Takhmao	2	7.41
Tomnop Roloak	1	3.70
Town	10	37.04
Grand Total	27	100.00

Table D. Location of Shop

Answer	Total	Percentage
High street (visible area)/main street	9	33.33
Back street/side street	10	37.04
Outskirts	4	14.81
No answer	4	14.81
Grand total	27	100.00

Table E. Pharmacist Is Present

Answer	Total	Percentage
No	7	25.93
Yes	17	62.96
No answer	3	11.11
Grand total	24	88.89

Table F. Position of Person Interviewed

Answer	Total	Percentage
Seller	4	14.81
Midwife	2	7.41
Owner	3	11.11
Owner and seller	1	3.70
No answer	23	85.19
Grand total	27	100.00

Table I. Shop Space Is Owned or Rented

Answer	Total	Percentage
Owned	21	77.78
Rented	6	22.22
Grand total	27	100.00

Table 2. Number of People Working for the Shop

Answer	Total	Percentage
1	10	37.04
2	13	48.15
3	3	11.11
4	1	3.70
Grand total	27	100.00

Table 3a. Personnel by Position and Highest Educational Qualification/Degree Obtained-1

Answer	Total	Percentage
Class 10	1	3.70
Class 6	1	3.70
Class 8	1	3.70
Drug seller	4	14.81
Gnuon Sileang (midwife)	1	3.70
Kung chentha seller	1	3.70
Medical assistant (MA)	4	14.81
Midwife	1	3.70
Owner	2	7.41
Owner (midwife)	1	3.70
Pharmacist	3	11.11
Secondary school	1	3.70
Sok Piseth	1	3.70
Student of science health	1	3.70
Teacher	1	3.70
Vender	1	3.70
No answer	2	7.41
Grand total	27	100.00

Table 3b. Personnel by Position and Highest Educational Qualification/Degree Obtained-2

Answer	Total	Percentage
Class 10 high school	1	3.70
Ek san (Bac II)	1	3.70
High school graduate	1	3.70
High school graduate	1	3.70
Kung Phay seller	1	3.70
Owner	2	7.41
Pharmacist	1	3.70
Seller	1	3.70
Soeuth Sophorn	1	3.70
No answer	17	62.96
Grand total	27	100.00

Table 3c. Personnel by Position and Highest Educational Qualification/Degree Obtained–3

Answer	Total	Percentage
Seller	1	3.70
Vong Doung seller	1	3.70
No answer	25	92.59
Grand total	27	100.00

Table 3d. Personnel by Position and Highest Educational Qualification/Degree Obtained–4

Answer	Total	Percentage
Owner	1	3.70
No answer	26	96.30
Grand total	27	100.00

Table 4. Year Pharmacy Was Licensed

Answer	Total	Percentage
1988	1	3.70
1993	1	3.70
1994	1	3.70
1999	2	7.41
2/13/1994	2	7.41
6/9/1999	1	3.70
6/24/1999	1	3.70
5/19/2000	1	3.70
No answer	17	62.96
Grand total	27	100.00

Table 5. Year Pharmacy Opened

Answer	Total	Percentage
1985	1	3.70
1986	1	3.70
1988	3	11.11
1990	2	7.41
1991	2	7.41
1992	1	3.70
1995	3	11.11
1996	3	11.11
1998	2	7.41
1999	2	7.41
2000	1	3.70
6/24/1999	1	3.70
1/2/2000	1	3.70
5/19/2000	1	3.70
7/1/2000	1	3.70
12/1/2000	1	3.70
No answer	1	3.70
Grand total	27	100.00

Table 6. Year Pharmacy Opened

Answer	Total	Percentage
Independent pharmacy (owned by a private individual)	27	100.00
Owned by a corporation (chain pharmacy)	1	3.70
Franchise (independently owned, but standard product line from franchiser)	1	3.70

Table 7. Decision Maker about Which Medicines Will Be Sold in the Pharmacy

Answer	Total	Percentage
Owner	22	81.48
Superintendent pharmacist	1	3.70
Salesperson	14	51.85
Other	0	0.00

Table 8. Pharmacy Sells the Following Products

Answer	Total	Percentage
Medical supplies (e.g., syringes, bed nets, gauzes)	22	81.48
Vaccines (specify)	6	22.22
Diagnostic kits or strips (specify)	13	48.15
Dental products	7	25.93
Products for treating eye problems	19	70.37
Condoms	25	92.59
Other items (e.g., perfumes, soaps, cosmetics, gifts)	4	14.81

Table 9. Number of Different Drugs Pharmacy Stocks

Answer	Total	Percentage
60	1	3.70
65	1	3.70
80	1	3.70
90	1	3.70
120	3	11.11
150	3	11.11
200	3	11.11
230	1	3.70
235	1	3.70
250	2	7.41
340	1	3.70
400	1	3.70
600	1	3.70
650	1	3.70
700	2	7.41
800	1	3.70
900	1	3.70
1,000	1	3.70
No answer	1	3.70
Grand total	27	100.00

Table 9a. Number of Different Drugs Pharmacy Stocks That Are Brand Name Drugs

Answer	Total	Percentage
25.00%	1	3.70
40.00%	2	7.41
66.67%	2	7.41
70.00%	3	11.11
71.43%	1	3.70
75.00%	2	7.41
78.00%	1	3.70
78.57%	1	3.70
80.00%	3	11.11
81.25%	2	7.41
86.67%	1	3.70
88.89%	1	3.70
89.36%	1	3.70
89.41%	1	3.70
No answer	5	18.52
Grand total	27	100.00

Table 9b. Number of Different Drugs Pharmacy Stocks That Are Generic Drugs

Answer	Total	Percentage
10.59%	1	3.70
10.64%	1	3.70
13.33%	1	3.70
18.75%	2	7.41
20.00%	2	7.41
21.43%	1	3.70
22.00%	1	3.70
22.22%	1	3.70
25.00%	1	3.70
28.57%	1	3.70
30.00%	3	11.11
33.33%	2	7.41
35.00%	1	3.70
40.00%	1	3.70
60.00%	2	7.41
75.00%	1	3.70
No answer	7	25.93
Grand total	27	100.00

Table 10. Pharmacy Prepackages Medicines

Answer	Total
True	1
False	26
Grand total	27

Table 11. Pharmacy Keeps Records of the Drugs That Are Sold

Answer	Total	Percentage
Book of sales	2	7.41
Book of prescriptions	1	3.70
Book of prescriptions (for psychotropic drugs)	0	0.00
Computerized registry	1	3.70
List of total daily sales (itemized list)	0	0.00
List of total daily sales (monetary value)	6	22.22
Other	0	0.00
None	18	66.67

Table 12. Records Are Maintained for Prescriptions Written and Dispensed

Answer	Total	Percentage
Prescription only	1	3.70
Dispensing only	0	0.00
Both	3	11.11
Neither	22	81.48
Only prescriptions for certain drugs	2	7.41

Table 13. Number of Customers Who Come in Each Day to Buy Drugs, Approximation

Answer	Total	Percentage
10	2	7.41
11	1	3.70
15	1	3.70
20	4	14.81
25	1	3.70
30	6	22.22
35	1	3.70
40	4	14.81
45	1	3.70
46	1	3.70
50	3	11.11
70	1	3.70
90	1	3.70
Grand total	27	100.00

Table 14. Number of Items the Store Dispenses Daily, Approximation

Answer	Total	Percentage
7	1	3.70
10	3	11.11
15	2	7.41
20	5	18.52
25	1	3.70
27	1	3.70
30	1	3.70
40	1	3.70
50	4	14.81
60	2	7.41
70	2	7.41
90	2	7.41
120	1	3.70
250	1	3.70
Grand total	27	100.00

Table 15. Proportion of Dispensed Drugs Sold on Prescription

Answer	Total	Percentage
0	6	22.22
25%	12	44.44
50%	1	3.70
75%	0	0.00
100%	0	0.00
Other	3	11.11
No answer	5	18.52
Grand total	27	100.00

Table 16. Sources of Information Used by the Drug Seller or Pharmacist about Drugs Sold by the Pharmacy

Answer	Total	Percentage
Guide pratique des médicaments 1992,Vidal 1997	1	3.70
Guide pratique d'ulitisation (guide blanc)=Make f = 1985	1	3.70
Information of company	1	3.70
Medico	1	3.70
Medico,Khunnaco,Medical supply,Heap Seng	1	3.70
Vidal 1985	1	3.70
Vidal 1995	1	3.70
Vidal 1995 guide herapeutique 1998	1	3.70
Vidal 1998+2000	1	3.70
None	2	7.41

Table 17. Pharmacy Has the Following Information Sources

Answer	Total	Percentage
National Essential Drug List	0	0.00
National drug formulary	0	0.00
Treatment guidelines	10	37.04
Pharmacopoeias	3	11.11
Scientific leaflet or newsletter	3	11.11
Manufacturer drug information	13	48.15
Other drug information sources	6	22.22

Table 18. Pharmacy Has Contracts with Private Hospitals, Clinics, Insurance Companies, or Other Institutions to Provide Drugs or Medical Supplies to Patients

Answer	Total	Percentage
False	2	7.41
True	25	92.59
Grand total	27	100.00

Table 19. Pharmacy Sells Drugs or Medical Supplies to Public-Sector Institutions, Such as District Hospitals, Health Centers, Dispensaries, or Military

Answer	Total	Percentage
False	4	14.81
True	22	81.48
Grand total	26	96.30

Table 20. Average Number of Days until Payment Is Received for Dispensing a Prescription for Private Institutions

Answer	Total	Percentage
0	3	11.11
1	1	3.70
1 month	1	3.70
Next buy, pay for last buy	1	3.70
One a month	1	3.70
1 week	1	3.70
No answer	19	70.37
Grand total	27	100.00

Table 21. Facility Sells Directly to Public-Sector Patients

Answer	Total	Percentage
False	21	77.78
True	6	22.22
Grand total	27	100.00

Table 21b. Special Pricing Policy Exists for Selling Directly to Public-Sector Patients

Answer	Total	Percentage
False	3	11.11
True	14	51.85
No answer	10	37.04
Grand total	27	100.00

Table 22. Percentage of Pharmacy Customers Who Are Patients Bringing Prescriptions from a Public-Sector Health Facility

Answer	Total	Percentage
None	9	33.33
25%	13	48.15
50%	0	0.00
75%	0	0.00
100%	0	0.00
Other	5	18.52
Grand total	27	100.00

Table 23. Facility Sells Medicines at a Discount to Any Patients

Answer	Total	Percentage
False	9	33.33
True	16	59.26
No answer	2	7.41
Grand total	25	92.59

Table 24. Types of Patients and Amount of Discount Offered

Answer	Total	Percentage
Indigent	12	44.44
Elderly	6	22.22
Children	5	18.52
Veterans	6	22.22
Other	3	11.11

Table 24a. Types of Patients—Amount of Discount Offered, Poor

Answer	Total	Percentage
0%	1	3.70
1%	1	3.70
2%	2	7.41
3%	1	3.70
5%	3	11.11
10%	2	7.41
100%	2	7.41
No answer	15	55.56
Grand total	27	100.00

Table 24b. Types of Patients—Amount of Discount Offered, Elderly

Answer	Total	Percentage
0%	2	7.41
2%	2	7.41
5%	2	7.41
No answer	21	77.78
Grand total	27	100.00

Table 24c. Types of Patients—Amount of Discount Offered, Children

Answer	Total	Percentage
0%	2	7.41
3%	1	3.70
5%	2	7.41
No answer	21	77.78
Grand total	26	96.30

Table 24d. Types of Patients—Amount of Discount Offered, Veterans

Answer	Total	Percentage
0	2	7.41
1%	1	3.70
2%	1	3.70
5%	2	7.41
No answer	21	77.78
Grand total	27	100.00

Table 25. How Sales Price Is Determined

Answer	Total	Percentage
Use the price suggested by the supplier	1	3.70
Add a percentage to the price paid to the supplier for all products	21	77.78
Add a variable percentage to the price paid to the supplier, depending on the product	8	29.63
The price is fixed by the government	0	0.00
Other	0	0.00

Table 25. How Sales Price Is Determined: Add a Percentage to the Price Paid to the Supplier for All Products

Answer	Total	Percentage
1%	3	11.11
2%	1	3.70
3%	1	3.70
4%	1	3.70
5%	5	18.52
7%	1	3.70
10%	6	22.22
15%	1	3.70
100%	2	7.41
2,05%	1	3.70
2,5%	1	3.70
3,5%	1	3.70

Table 26. Markup on the Price Paid to Supplier

Answer	Total	Percentage
Medicines Requiring a Medical Prescription (Including Controlled Substances)	13	48.15
0%	5	18.52
1%	1	3.70
2%	1	3.70
3%	4	14.81
5%	1	3.70
10%	1	3.70
2,1%	1	3.70
2,5%	1	3.70
3,5%	1	3.70
Medicines Not Requiring a Medical Prescription (Over-the-counter)	10	37.04
0%	3	11.11
1%	2	7.41
2%	1	3.70
3%	1	3.70
5%	3	11.11
2,5%	1	3.70
3,5%	1	3.70
Condoms	10	37.04
0%	6	22.22
1%	1	3.70
2%	2	7.41
5%	1	3.70
0,5%	3	11.11
2,5%	1	3.70
Supplier sales liter product 20%	1	3.70
Other Items	7	25.93
0%	4	14.81
1%	1	3.70
3%	1	3.70
7%	1	3.70
2,5%	1	3.70
3,5%	1	3.70
High-Volume Sold Products	9	33.33
0%	4	14.81
1%	1	3.70
4%	1	3.70
5%	2	7.41
10%	1	3.70
0,5%	2	7.41
1,8%	1	3.70
2,5%	1	3.70
3,5%	1	3.70

Survey Data from Private Pharmacies

Low-Volume Sold Products	14	51.85
0%	6	22.22
1%	3	11.11
2%	3	11.11
7%	2	7.41
2,5%	1	3.70
3,5%	1	3.70

Table 27. Effects of Changes in Suppliers' Prices

Answer	Total	Percentage
The old stock is sold with a new price, based on the latest shipment	16	59.26
The old stock is sold at the original price and the new stock is sold at the new price	7	25.93
An average price is calculated and applied	5	18.52
Other	3	11.11

Table 28. Most Popular Drugs (High-Volume/Fast-Moving Items)

Answer	Total	Percentage
First		
Amoxilline 250mg or 50 mg cap	1	3.70
Amoxicilline 500mg	6	22.22
Ampicillin 500mg	1	3.70
Analgesic	1	3.70
Mutivitamin	1	3.70
Paracetamol 500mg	16	59.26
Paracetamol 500mg, 250mg	1	3.70
Second-Most Popular Drugs		
Amoxicilline	1	3.70
Amoxicilline 250mg	2	7.41
Amoxicilline 500mg	6	22.22
Ampicillin 500mg	2	7.41
Ampicillin cap	1	3.70
Ampicillin 500mg	6	22.22
Ampicillin 50mg	1	3.70
Antibiotic	1	3.70
Paracetamol 500mg	3	11.11
Vitamin C 500mg	4	14.81

Third-Most Popular Drugs

Amoxicilline	2	7.41
Amoxicilline 500mg	2	7.41
Amoxicilline 500mg, 250mg	1	3.70
Ampicillin	1	3.70
Ampicillin 500mg	7	25.93
Anti-inflammatory	1	3.70
Bactrim 480mg	1	3.70
Bactrim 48mg	1	3.70
Cefalexin 500mg	1	3.70
Cejeorofloxacin 500mg	1	3.70
Cimetidine tab 200mg	1	3.70
Cloramphenicol 250mg	1	3.70
Paracetamol 500mg	3	11.11
Paracetamol tab 500mg	1	3.70
Promethazine tab	1	3.70
Tetracycline 250mg	2	7.41

Fourth-Most Popular Drugs

Attapulgate	1	3.70
Amoicilline 500mg	3	11.11
Ampicillin 500mg	1	3.70
Aspirin Ph 8 drage	1	3.70
Bactrim 480mg	1	3.70
Cefalexin cap 500mg	1	3.70
Ciprofloxacin	1	3.70
Chlorphenamine tab	1	3.70
Dexamethasone 4mg	1	3.70
Dexamethasone 5mg	1	3.70
Efferragam 250mg	1	3.70
Erythromycin 250mg	1	3.70
Laroscobine inj 1g	1	3.70
Multivitamin	2	7.41
Neocodion tab 25mg	1	3.70
Paracetamol	1	3.70
Penicillin V 250mg	1	3.70
Vitamin C 500mg Multivitamin	1	3.70
Vitamin	1	3.70
Vitamin 500mg	1	3.70
Vitamin C 500mg	4	14.81

Fifth-Most Popular Drugs

Alphachymotrypsin inj	1	3.70
Antidiarsheique	1	3.70
Aspirin (pH 8) 500mg	2	7.41
Aspirin (pH 8) 500mg	1	3.70
Aspirin (UPSA) 500mg	1	3.70
Aspirin (USPA) 300mg	1	3.70
Ciprofloxacin 500mg	2	7.41
Cotrimoxazole 480mg	2	7.41
Multivitamin	1	3.70
Nautamine 90mg	1	3.70
Paracetamol 500mg	1	3.70
Penicillin tab 500,000 umits	1	3.70
Phospalugel	2	7.41
Tetracycline 250mg	2	7.41
Tetracycline 500mg	1	3.70
Vitamin C 500mg	2	7.41
Vitamin C 500mg	5	18.52

Table 29. Drugs with the Greatest Monetary Value (in Terms of Volume and Price) for the Pharmacy

Answer	Total	Percentage
Greatest Value		
Amoxicilline	1	3.70
Amoxycilline 500mg	5	18.52
Ampicillin 500mg	7	25.93
Ampicillin inj 1G	1	3.70
Analgerie	1	3.70
Analgesic	1	3.70
Bactrim 480mg	1	3.70
Cefalexin 500mg	1	3.70
Ceftriaxone 1g	1	3.70
Ciproflos 500mg	1	3.70
Laroscobine (Amp 1g)	1	3.70
Microflox 500mg tab	1	3.70
Paracetamol 500mg	3	11.11
Therneurine H.5000	1	3.70
Tmox 250mg	1	3.70

Second-Greatest Value

Amoxicilline 500mg	8	29.63
Ampicillin cap 500mg	2	7.41
Antibiotic	2	7.41
Bactrim 480mg	1	3.70
Ceftrixone 1g	1	3.70
Ciprofloxacin 500mg	1	3.70
Imox 500mg	1	3.70
Laroscobine 1G Ampule	1	3.70
Medi Modium 2mg	1	3.70
Medi-Ofloxacin	1	3.70
Ofloxacin 200mg	1	3.70
Paracetamol 500mg	3	11.11
PH 8 500mg	1	3.70
Therneurin H5000	1	3.70
Vitamin C 1G	1	3.70
Vitamin C tab 500mg	1	3.70

Third-Greatest Value

Amoxicilline 500mg	1	3.70
Ampicillin	1	3.70
Ampicillin 500mg	1	3.70
Ampicillin injectable (1g)	1	3.70
Anti-inflammatory	1	3.70
Aspirin Ph8 500mg	2	7.41
Cefalexin	1	3.70
Cefalexin cap 500mg	1	3.70
Ceftriaxone 1G flacon	1	3.70
Clamoxyl 500mg	1	3.70
Doxycap capsule 100mg	1	3.70
Microflox 500mg	1	3.70
Oflocet 200mg	1	3.70
Ofloxacin 500mg	1	3.70
Pan Amin	1	3.70
Paracetamol 500mg	7	25.93
Tetracycline 250mg	1	3.70
Tetracycline cap 250mg	1	3.70
Vitamin C 500mg	1	3.70

Survey Data from Private Pharmacies

Fourth-Greatest Value

Allergine 500mg	1	3.70
Alvital tab	1	3.70
Amoxicilline 500mg	3	11.11
Ampicillin 500mg	1	3.70
Antidiarsheique	1	3.70
Bactrim 48mg	1	3.70
Cefalexin 500mg	1	3.70
Ceftriaxone vial (1g)	1	3.70
Ciprofloxacin 500mg	1	3.70
Clamoxyl 500mg	2	7.41
Imox 500mg	1	3.70
Laroscobine 1g	1	3.70
Metrogy 500mg	1	3.70
Neocodion tab 25mg	1	3.70
Oflocet 500mg	1	3.70
Pan-Amin	1	3.70
Paracetamol 500mg	1	3.70
Parazine 500mg	1	3.70
Vitamin C 500mg	4	14.81

Fifth-Greatest Value

Alphamedico	1	3.70
Amoxicilline 500mg	1	3.70
Ampicillin 500mg	2	7.41
Bactrim 480mg	1	3.70
Becozym	1	3.70
Cimetidine 400mg	1	3.70
Ciprofloxacin 500mg	2	7.41
Cotrimoxazole 400mg tab	1	3.70
Decogol tab	1	3.70
Dexamethasone 4mg	1	3.70
Laoscobine 1g	1	3.70
Lincomycin 500mg	2	7.41
Multivitamin	1	3.70
Multivitamin (Alvital)	1	3.70
Oflocet tab 250mg	1	3.70
Paracetamol 500mg	1	3.70
Vitamin C 500mg	1	3.70
Vitamin	1	3.70
Vitamin 500mg (USA)	1	3.70
Vitamin C 500mg	2	7.41

Table 30. Number of Suppliers from Which Pharmacy Buys Drugs

Answer	Total	Percentage
2	2	7.41
3	5	18.52
4	2	7.41
5	2	7.41
6	2	7.41
7	2	7.41
10	6	22.22
11	1	3.70
15	2	7.41
No answer	3	11.11
Grand total	27	100.00

Table 31. Top Five Suppliers (Those That Supply the Largest Quantities) and Normal Terms for Paying Them (Upon Delivery, in One Week, in Two Weeks, or Other)

Answer	Total	Percentage
First		
Depo pharm, 1 week	3	11.11
Depopharm, 20 days	1	3.70
Flamingo, cash	1	3.70
Heap Seng, 1 day	1	3.70
Medica Supply, 10 days	1	3.70
Medical Supply	1	3.70
Medico, 10days	1	3.70
Medico, 2-3 days	1	3.70
Medico, 7days	1	3.70
Medico, cash	1	3.70
Medico, on time	1	3.70
Medico, upon delivery	4	14.81
Medico, 10-15 days	1	3.70
Medico supply, 1 day to 15 days	1	3.70
Olympic	1	3.70
Pharmamed, upon delivery	2	7.41
PPM	1	3.70
PPM, 7days	1	3.70
Roussel Cambodge, 1 week	2	7.41

Survey Data from Private Pharmacies

Second

Cadila, cash	1	3.70
Cyspharma, upon delivery	2	7.41
Depopharm, on time	1	3.70
Depopharm, 7days	1	3.70
Depot pharm, 3-4 days	1	3.70
Dethem, upon delivery	1	3.70
Heap Seng Indochina, 2-3 days	1	3.70
Heap Seng Indochina, 3-5 days	1	3.70
Heap Seng, upon delivery	1	3.70
Iman-pharma, 3-5 days	1	3.70
Indochina (Heap seng), 1 day to 15 days	1	3.70
Medical supply, 10 days	1	3.70
Medical supply, upon delivery	1	3.70
Medico, 7days	1	3.70
Medico, 1 month	1	3.70
Medico, 1 week	1	3.70
Medico, cash	1	3.70
Medico, 30 days	1	3.70
Medico trading, upon delivery	1	3.70
Medico trading, 1 day	1	3.70
Morhor Sot	1	3.70
MS	1	3.70
PPM, 1 week	1	3.70
Serei Pheap Phar, 2 times per month	1	3.70

Third

Aroun Soursday, on time	1	3.70
Arun Soursday, upon delivery	1	3.70
Chea Chamnane, upon delivery	1	3.70
Depot Pharm, upon delivery	1	3.70
Heap Seng Indochine, 5-10 days	1	3.70
Hiep Seng, 2 days	1	3.70
Khunaco, upon delivery	1	3.70
Mata, 2 weeks	1	3.70
Medical supply, 1 month	1	3.70
Medical supply, 3-4 days	1	3.70
Medical supply, 7 days	1	3.70
Medical supply, cash	1	3.70
Medical supply, upon delivery	1	3.70
Medico, upon delivery	2	7.41
Medico, cash	1	3.70
Mega product, 10 days	1	3.70
Mega product, 15 days	1	3.70
Mega product, 1 day-15 days	1	3.70
Pharmacy Olympic	1	3.70
PPM, 1 day	1	3.70
Samnang Pharma	1	3.70
Zenaust, 1 week	1	3.70
Zenaust, 1 month	1	3.70

Fourth

Acian PP, 14 days	1	3.70
Aron Soursdey, 2 days	1	3.70
Arun Soursday, 2 week	1	3.70
Cipla, 30 days	1	3.70
CPE	2	7.41
Diethelm Pharma, upon delivery	2	7.41
Heap Seng, 1 month	1	3.70
Heap Seng, upon delivery	2	7.41
IPCA, cash	1	3.70
Khunnaco, 2 days	1	3.70
Mata, upon delivery	1	3.70
Medical, cash	1	3.70
Mega product, 5-6 days	1	3.70
Samnang pharm, upon delivery	1	3.70
Ung Li, 1 week	1	3.70
Veng hour, upon delivery	1	3.70
Zenaust, 15-30 days	1	3.70

Fifth

PPM, upon delivery	1	3.70
Arounsoursday, 1 day	1	3.70
Asian, 1 month	1	3.70
Chea Chamnan, 2 weeks	1	3.70
Healol, 1 month	1	3.70
Heap Seng, cash	1	3.70
Ly Ka, upon delivery	1	3.70
Medical supply, 1 week	2	7.41
Medical supply, upon delivery	1	3.70
Medico	1	3.70
Mega product, under 3 months	1	3.70
Pharmamett, 5 days	1	3.70
PPM	1	3.70
Servier, 3 days	1	3.70
Thai Nakorn Patana, cash	1	3.70
TPH, 1 month	1	3.70
Treara pharm, 2-3 days	1	3.70

Table 32. Most Reliable Suppliers

Answer	Total	Percentage
First		
All the same	1	3.70
Cyspharma	2	7.41
Depot pharm	1	3.70
Drug shop olympic	1	3.70
Flamingo	1	3.70
Healol	1	3.70
Medical Supply	3	11.11
Medico	12	44.44
MS	1	3.70
Phamamed	2	7.41
PPM	1	3.70
Second		
Arunsousday	1	3.70
Cadila	1	3.70
Depopharm	1	3.70
Dethem	1	3.70
Indochina (Heap seng)	1	3.70
Medical	2	7.41
Medico	3	11.11
Mega product	3	11.11
PPM	2	7.41
Roussed Cambodge	2	7.41
Serei Pheap Pharmacy	1	3.70
Thera pharm	1	3.70
Zenaaaust	1	3.70
Third		
Aroun Soursday	1	3.70
Diethelm Pharma	2	7.41
Heap seng	2	7.41
Heap Seng Indochina	2	7.41
Mata	1	3.70
Medical supply	3	11.11
Medico	2	7.41
Mega product	1	3.70
Pharmacy Olimpik	1	3.70
PPM	1	3.70
Samnang Pharma	1	3.70
T-man pharma	1	3.70

Table 33. Least-Reliable Suppliers

Answer	Total	Percentage
First		
All the same	1	3.70
Hiep Seng	2	7.41
I.I group	1	3.70
Medical supply	2	7.41
Medico	1	3.70
Second		
Asian	1	3.70
Khunnaco	1	3.70
Mohasot	1	3.70
PPM	1	3.70
Third		
CPE	1	3.70

Table 34. Discount Is Available for Paying Supplier on Time

Answer	Total	Percentage
Yes	8	29.63
No	19	70.37
Grand total	27	100.00

Table 34a. Discount Amount for Paying Supplier on Time

Answer	Total	Percentage
1%	1	3.70
2%	3	11.11
10%	1	3.70
1.5%	1	3.70
2.5%	1	3.70
No answer	20	74.07
Grand total	27	100.00

Table 35. Penalties Are Assessed for Delayed Payment

Answer	Total	Percentage
Yes	0	0.00
No	23	85.19
No answer	4	14.81
Grand total	27	100.00

Table 36. Method Orders Are Placed to Suppliers

Answer	Total	Percentage
By fax	11	40.74
By telephone	5	18.52
By mail	10	37.04
Contact with salesperson	1	3.70
Modem or email	6	22.22
Other	2	7.41

Table 37. Frequency of Orders to a Supplier

Answer	Total	Percentage
Daily	10	37.04
Weekly	10	37.04
Once a month	3	11.11
Twice a month	1	3.70
Every 2 months	0	0.00
When needed	15	55.56
Other	0	0.00
Don't know	0	0.00

Table 38. Number of Days to Receive Supplies Once Order Is Placed

Answer	Total	Percentage
1 day	22	81.48
Up to 7 days	8	29.63
Between 7 and 15 days	0	0.00
Up to 30 days	0	0.00
More than 30 days	0	0.00
Don't know	0	0.00

Table 39. Facility Has a System to Record Purchase Orders

Answer	Total	Percentage
True	16	59.26
False	7	25.93
No answer	4	14.81
Grand total	27	100.00

Table 59. Information Contained in Purchase Order System

Answer	Total	Percentage
Date of issue of the order	5	18.52
Date of receipt of the order	6	22.22
Amount required	5	18.52
Amount received	9	33.33
Supplier provided invoice	10	37.04
No record exists	14	51.85
Other	1	3.70

Table 40. Method Pharmacy Receives Supplies

Answer	Total	Percentage
Mail/post	0	0.00
Supplier transport	22	81.48
Commercial transport	5	18.52
Pharmacy picks up	9	33.33
Other	0	0.00

Table 41. How Often the Pharmacy Receives a Complete Order

Answer	Total	Percentage
100% of the time	19	70.37
75 to 100%	6	22.22
50 to 75%	1	3.70
25 to 50%	0	0.00
0 to 25%	2	7.41
Never	1	3.70

Table 42. Reports Received from Supplier

Answer	Total	Percentage
Order status	4	14.81
Purchases	5	18.52
Payment status	23	85.19
Other	0	0.00
None	0	0.00

Table 43. Problems within the Last Year from a Supplier

Answer	Total	Percentage
Item not requested	2	7.41
Damaged products	2	7.41
Unexpected price change	6	22.22
Expired/close to expiring	4	14.81
Wrong drug	4	14.81
Quality concerns	0	0.00
Other	0	0.00

Table 44. Main Problems the Pharmacy Has in Obtaining Lowest Prices (or Best Terms) from Suppliers

Answer	Total	Percentage
Insufficient quantities for price discount or free goods	19	70.37
Budget constraints	9	33.33
Exclusivity of supplier in the region	3	11.11
Use of intermediary supplier (because original supplier doesn't work with retail distribution) increases cost	8	29.63
Exclusive product	7	25.93
Lack of information about quantity of product purchases	4	14.81
Lack of personal connections with supplier	5	18.52
No tradition of collaboration on group purchases among pharmacies	11	40.74
Distance from supplier increases cost	10	37.04
Other	0	0.00

Table 45. Main Problems the Pharmacy Has in Selecting Reliable Suppliers

Answer	Total	Percentage
Supplier may have exclusive access to particular products	16	59.26
Limited number of suppliers with a full assortment of products	10	37.04
No significant difference among suppliers in type of service, terms of payment	13	48.15
Pharmacy volume is too low to interest the most reliable suppliers	6	22.22
Other	0	0.00

Table 46. Main Problems in the Quality of Service of the Supplier (e.g., Availability, Quantity, Quality of Products)

Answer	Total	Percentage
Delays in delivery	10	37.04
Lack of response to orders	2	7.41
Lack of distribution route from supplier to pharmacy	2	7.41
Lower volume results in lack of responsiveness from supplier	6	22.22
Difficult communications	5	18.52
Frequent incomplete orders	1	3.70
Poor quality of products	1	3.70
Bundling of inappropriate or unnecessary products	4	14.81
Other	0	0.00

Table 47. Main Problems with Payments to Suppliers

Answer	Total	Percentage
Cash payment upon delivery	12	44.44
Supplier takes only dollars, not riel	15	55.56
Terms for credit are too short	13	48.15
Delays in payment from customers cause cash shortage	8	29.63
Other	0	0.00

Table 48. Pharmacy Advertises Services (Hours, Information Services, Quality and Safety of Products, Good Services)

Answer	Total	Percentage
Yes	18	66.67
No	6	22.22
No answer	3	11.11
Grand total	27	100.00

Table 48a. Method Pharmacy Advertises Services

Answer	Total	Percentage
Signs and posters	20	74.07
Newspaper advertisements	0	0.00
Radio announcements	0	0.00
Television announcements	0	0.00
Other	0	0.00
None	5	18.52

Table 49. Vaccines Are Sold

Answer	Total	Percentage
True	7	25.93
False	18	66.67
No answer	2	7.41
Grand total	27	100.00

Table 49a. Facility Has a Refrigerator to Store Vaccines

Answer	Total	Percentage
True	7	25.93
False	2	7.41
No answer	18	66.67
Grand total	27	100.00

Table 49b. Refrigerator Appears to Be Functioning

Answer	Total	Percentage
True	4	14.81
False	2	7.41
No answer	21	77.78
Grand total	27	100.00

Scheduling and Other Services

Table 51. Pharmacy Offers the Following Services to Clients

Answer	Total	Percentage
Provide drug information	9	33.33
Suggest/recommend remedies	4	14.81
Research drug use problems	6	22.22
Maintain patient-specific profiles/information	12	44.44
Give injections	4	14.81
Other	1	3.70

Table 52. Last Time the Pharmacy Was Inspected by the Pharmacy Inspector

Answer	Total	Percentage
3/1/2000	1	3.70
10/1/2000	1	3.70
11/1/2000	2	7.41
2/1/2001	2	7.41
No answer	21	77.78
Grand total	27	100.00

Table 53. Pharmacy Uses Any Computerized System for Business Purposes

Answer	Total	Percentage
False	1	3.70
True	24	88.89
No answer	2	7.41
Grand total	27	100.00

Table 53a. Types of Computerized Systems Used

Answer	Total	Percentage
Inventory	1	3.70
Accounts payable	1	3.70
Accounts receivable	1	3.70
Correspondence	0	0.00
Others	0	0.00

Table 54. Means of Communication Used

Answer	Total	Percentage
Telephone	14	51.85
Telefax	0	0.00
Radio	0	0.00
Internet	0	0.00
Cell phone	3	11.11
Other	2	7.41

Table 55. Problems the Facility Has with Communications

Answer	Total	Percentage
Lack of access to telephone	1	3.70
Need for authorization to use telephone	0	0.00
Lack of telephone service because of no payment	3	11.11
Disruption in telephone lines	1	3.70
Internet access is too expensive	0	0.00
Communication by radio only (ICOM) allows only short-range communication	3	11.11
Problems with equipment (lack of batteries)	0	0.00
Lack of fax machine	1	3.70
Lack of supplies for fax machine	0	0.00
Other	1	3.70

Observations

Table 56. Other Products Sold in Pharmacy (from Observation)

Answer	Total	Percentage
Drawing blood and performing laboratory tests	3	11.11
Provide injections or IV fluids directly to patients	2	7.41
Natural foods (dried herbs, teas)	0	0.00
Packaged foods (commercially available packaging, bottled or canned beverages, bottled water, etc.)	0	0.00
Stationery and supplies	0	0.00
Clothing	0	0.00
Electronic goods/appliances	0	0.00
Other	6	22.22

SURVEY DATA FROM PRIVATE CLINICS AND HOSPITALS

Note: The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

General Information

Table A. Location of Surveyed Private Clinic/Private Hospital Outpatient Department, by Province

Region	Total	Percentage
Battambang	6	19.35
Kandal	3	9.68
Kompong Cham	4	12.90
Kompong Som	2	6.45
Kompong Thom	3	9.68
Phnom Penh	6	19.35
Siem Reap	4	12.90
Svay Rieng	3	9.68
Grand total	31	100.00

Table B. Location of Surveyed Private Clinic/Private Hospital Outpatient Department, by District

District	Total	Percentage
7 Makara	2	6.45
Baray	1	3.23
Batheay	1	3.23
Battambang	5	16.13
Chamkar Morn	2	6.45
Daun Penh	1	3.23
Kiensvay	1	3.23
Kompong Cham	2	6.45
Mean Chay	1	3.23
Meatapheap	1	3.23
Prey Nop	1	3.23
Saang	1	3.23
San Tok	1	3.23
Siem Reap	3	9.68
Sot Nikum	1	3.23
Staung	1	3.23
Svay Rieng	3	9.68
Takmhao	1	3.23
Thboung Khmom	1	3.23
Veal Riengh	1	3.23
Grand total	31	100.00

Table C. Location of Surveyed Private Clinic/Private Hospital Outpatient Department, by Village

Village	Total	Percentage
Balin	1	4
Battambang	5	19
Beng Pang	1	4
Dam Dek	1	4
Kompong Thor	1	4
Prek Run	1	4
Quartier 4	1	4
Slar Kram	1	4
Soung	1	4
Staung	1	4
Svay Rieng	1	4
Takmhao	1	4
Thmor Kol	1	4
Town	7	26
Tuol Tnot	1	4
Veai Rinh	1	4
Veal Vong	1	4
No answer	4	15
Grand total	31	100.00

Table I. Personnel Employed at Facility by Profession and Number

Answer	Employed	Casual Workers	Total
Doctors	61	37	98
Nurse/midwives	79	12	91
Medical assistants	10	3	13
Pharmacists	11	1	12
Pharmacist assistants	1	0	1
Drug dispenser	15	0	15
Dispensing technicians	3	0	3
Lab technicians	23	3	26
X-ray technicians	10	2	12
Administrators	7	1	8
Drivers	2	0	2
Orderlies	19	0	19
Other	11	0	11
Average	19.38	4.54	23.92

Table 2. Facility Maintains a Record of Clients Seen

Answer	Total	Percentage
Yes	21	67.74
No	10	32.26
Grand total	31	100.00

Table 2b. Average Total Consultations Last Year

Answer	Total	Percentage
240	1	3.23
380	1	3.23
540	1	3.23
600	1	3.23
700	1	3.23
840	1	3.23
1,000	2	6.45
1,200	1	3.23
2,555	2	6.45
2,800	1	3.23
2,880	1	3.23
3,400	1	3.23
3,600	2	6.45
3,650	1	3.23
3,800	1	3.23
4,320	1	3.23
7,200	1	3.23
7,300	1	3.23
8,000	1	3.23
9,000	2	6.45
No answer	7	22.58
Grand total	31	100.00
Average	3260.83	

Table 2c. Number of New Patients Last Year

Answer	Total	Percentage
50	1	3.23
240	1	3.23
300	1	3.23
400	1	3.23
420	1	3.23
630	1	3.23
766	1	3.23
1,080	1	3.23
1,500	1	3.23
2,160	1	3.23
2,304	1	3.23
2,405	1	3.23
2,500	1	3.23
2,660	1	3.23
2,737.5	1	3.23
3,000	1	3.23
3,500	1	3.23
3,888	1	3.23
4,850	1	3.23
7,200	1	3.23
No answer	11	35.48
Grand total	31	100.00
Average	2238.97	7222.50

Table 2d. Number of Follow-up Patients Last Year

Answer	Total	Percentage
50	1	3.23
70	1	3.23
80	1	3.23
120	1	3.23
150	1	3.23
180	1	3.23
420	1	3.23
432	1	3.23
547	1	3.23
576	1	3.23
600	1	3.23
1,140	2	6.45
1,788	1	3.23
1,800	1	3.23
2,100	1	3.23
2,400	1	3.23
4,500	1	3.23
No answer	13	41.94
Grand total	31	100.00
Average	1061.35	

Table 2e. Percentage of Consultations That Were for Children Last Year

Answer	Total	Percentage
1%	1	3.23
15%	3	9.68
17%	1	3.23
20%	1	3.23
25%	1	3.23
40%	2	6.45
50%	2	6.45
60%	2	6.45
70%	2	6.45
73%	1	3.23
77%	1	3.23
No answer	14	45.16
Grand total	31	100.00
Average	41%	

Table 2f. Facility Refers Patients to Other Facilities

Answer	Total	Percentage
Yes	23	74.19
No	4	12.90
No answer	1	3.23
Grand total	28	90.32

Table 3a. Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Bronchite	3	9.68
Bronchites chroniques	1	3.23
Diarrhea	5	16.13
Diarrhee aigue	1	3.23
Fieve typhoide	2	6.45
Gastrites enteric purblence	1	3.23
Gastro enterology	1	3.23
Grippe + Surinfection	1	3.23
HTA	1	3.23
Infection	1	3.23
Infection voie respiration supperieur	1	3.23
ARI	2	6.45
Malaria	3	9.68
Paludisme	2	6.45
Respiratory disease	2	6.45
Respiratory infection	2	6.45
Ulcere gastro duodual geolite	1	3.23
No answer	1	3.23
Grand total	31	100.00

Table 3b. Second-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Accident	1	3.23
Bronchiolite	1	3.23
Bronchite	1	3.23
Dengue	1	3.23
Diarrhea	8	25.81
Fever	1	3.23
Typhoid Fever	3	9.68
Gastrite	2	6.45
Hepatitis	1	3.23
Hepatitis viral, alcoolique	1	3.23
Hepatitis	1	3.23
Hypertension arterielle	1	3.23
Respiratory infection	1	3.23
Intoxication alimentaires medicamenteuses	1	3.23
Kidney blooder	1	3.23
Pneumonia	1	3.23
Respiratoire	1	3.23
Respiratory infection	1	3.23
Typhoid fever	1	3.23
Tuberculosis	1	3.23
No answer	1	3.23
Grand total	31	100.00

Table 3c. Third-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Accident circulation	2	6.45
Bronchitis	1	3.23
Chronic bronchitis	1	3.23
Dengue	2	6.45
Diabetes	1	3.23
Diarrhea	1	3.23
Typhoid fever	1	3.23
Gastritis	1	3.23
Grippe	1	3.23
Gyneco metrorragie	1	3.23
Hypertenseur arteriels essentiel	1	3.23
Hypertension	2	6.45
Hypertension arterielle	1	3.23
Urinary tract infection	1	3.23
ARI	2	6.45
Malaria	3	9.68
ORL	1	3.23
Osthme	1	3.23
Parasite	1	3.23
Pneumonia	1	3.23
Pneumopathie	1	3.23
Rhinopharyngite	1	3.23
Typhoid	1	3.23
Gastric ulcer	1	3.23
No answer	1	3.23
Grand total	31	100.00

Table 3d. Fourth-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Affection des voies urinaire	1	3.23
AT cardiacpartic	1	3.23
Bronchite	1	3.23
Bronchite chronique	1	3.23
Cardiopathie conggenotal	1	3.23
Cold	1	3.23
Diabetes	1	3.23
Diarrhea	1	3.23
Enterocolite	1	3.23
Typhoid fever	3	9.68
Fever	1	3.23
Fievre sans signe clinique	1	3.23
Gastritis	3	9.68
Grippe	2	6.45
HTA	2	6.45
Hypertension	1	3.23
Urinary tract infection	1	3.23
Maladie des vois digestives	1	3.23
Malaria	1	3.23
Paludisme	1	3.23
Typhoid fever	1	3.23
Gastric ulcer	1	3.23
Virus epatits	1	3.23
No answer	2	6.45
Grand total	31	100.00

Table 3e. Fifth-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Accident vasculaire cerebral (AVC)	1	3.23
Asthma	1	3.23
B.K goiter	1	3.23
Bronchiolite	1	3.23
Cancer	1	3.23
Diarrhea	1	3.23
E	1	3.23
Gastrite	2	6.45
Grippe	1	3.23
Hepatitis	1	3.23
HIV/AIDS	2	6.45
Hypertention arterielle	1	3.23
Hypoglycemia	1	3.23
Urinary tract infection	2	6.45
Maladie endocrine et arteriologie	1	3.23
Malaria	1	3.23
Metadie mantar	1	3.23
Parasite	1	3.23
Psychiatry	1	3.23
Tired	1	3.23
Traumatisme par accident	1	3.23
Tuberculose	1	3.23
Typhoid fever	1	3.23
Ulceveux	1	3.23
Urinaire	1	3.23
No answer	3	9.68
Grand total	31	100.00

Table 4. Facility Uses the Following Means of Communication

Answer	Total	Percentage
Telephone	22	70.97
Telefax	0	0.00
Radio	8	25.81
Internet	1	0.00
Cell phone	9	29.03
Other	3	9.68

Table 5. Limitations Facility Faces with Communication

Answer	Total	Percentage
Lack of access to telephone	3	9.68
Need for authorization to use telephone	1	3.23
Lack of telephone service because of no payment	3	6.45
Disruption in telephone lines	3	9.68
Internet access is too expensive	1	3.23
Communication by radio only (ICOM) allows only short-range communication	3	9.68
Problems with equipment (lack of batteries)	0	0.00
Lack of fax machine	5	16.13
Lack of supplies for fax machine	3	9.68
Other	2	6.45

Drug Selection

Table 6. Facility Has a Copy of National EDL

Answer	Total	Percentage
Yes	5	16.13
No	25	80.65
No answer	1	3.23
Grand total	31	100.00

Table 7. Facility Relies on National EDL or Has Its Own Limited List of Medicines That It Uses to Guide Prescribing

Answer	Total	Percentage
Uses Essential Drugs List	1	3.23
Has own limited list, based on Essential Drug List but includes other drugs	14	45.16
Has own limited list, <u>not</u> based on Essential Drug List	6	19.35
Has no such list at all	8	25.81

Table 8. Number of Drugs on Facility's List

Answer	Total	Percentage
15	1	3.23
30	1	3.23
40	1	3.23
45	2	6.45
50	1	3.23
60	1	3.23
70	1	3.23
75	1	3.23
80	1	3.23
98	1	3.23
230	1	3.23
300	1	3.23
350	2	6.45
400	1	3.23
600	1	3.23
716	1	3.23
No answer	13	41.94
Grand total	31	100.00

Table 9. Number of Drugs Regularly Used

Answer	Total	Percentage
5	3	9.68
10	1	3.23
15	2	6.45
20	2	6.45
25	1	3.23
30	3	9.68
40	1	3.23
50	3	9.68
60	1	3.23
70	2	6.45
120	2	6.45
200	4	12.90
230	1	3.23
250	1	3.23
No answer	4	12.90
Grand total	31	100.00

Table 10. Facility Stocks Medicines Not Included in the National EDL

Answer	Total	Percentage
Yes	29	93.55
No	2	6.45
Grand total	31	100.00

Table 11. Decision Maker about Adding/Eliminating Items from Facility List

Answer	Total	Percentage
An individual	20	64.52
By professional committee (e.g., drug and therapeutics committee)	5	16.13
By committee with community representatives	0	0.00
Ministry of Health	0	0.00
Other	5	16.13

Table 12. How Often the Facility List Is Modified (Own List)

Answer	Total	Percentage
Once a year	5	16.13
Twice a year	0	0.00
Every month	13	41.94
Other	2	6.45
Facility has no list	4	12.90
No answer	7	22.58
Grand total	31	100.00

Table 13. Information Required to Request That a New Item Be Included on the Facility List

Answer	Total	Percentage
Drug consumption	21	67.74
Prescription data	19	61.29
Medical scientific literature	2	6.45
Manufacturer product information	4	12.90
Price	9	29.03
None	3	9.68
Other	0	0.00
Facility has no list	3	9.68

Table 14. Facility Has Treatment Guidelines/Protocols for Prescribing

Answer	Total	Percentage
Yes	25	80.65
No	6	19.35
Grand total	31	100.00

Table 15. Guidelines Developed by the Ministry of Health or Some Other Organization

Answer	Total	Percentage
Ministry of Health	20	64.52
Other	8	25.81
Does not apply	2	6.45
No answer	1	3.23
Grand total	31	100.00

Table 16a. Other Sources of Information about Medicines Used in Facility-1

Answer	Total	Percentage
Dictionnaire therapeutique	1	3
Dorosz 1999	1	3
Essential drug 1997	1	3
From imported drug companies	2	6
Guide rapide de la consultation 1995	1	3
Imported drug companies	1	3
Ministry of Health and other countries information	1	3
National essential drug list	1	3
Standard treatment guideline for referral hospital 2000	1	3
Vidal	1	3
Vidal 1990	1	3
Vidal 1991	1	3
Vidal 1996	2	6
Vidal 1997	3	10
Vidal 1998	1	3
Vidal 1999	1	3
Vidal 2000	4	13
Vidal 2000 and 1997	1	3
Vidal 2001	1	3

Table 16b. Other Sources of Information about Medicines Used in Facility-2

Answer	Total	Percentage
Dictionnaire pratique therapeutique medical 5 edition	1	3
Guide pratique 1988	1	3
Guide rapide de la consultation 1995	1	3
Guide Therapeutique	1	3
Laboratories	1	3
L'essentiel medical de poche Francois Aubert et Phillipine Guittard 1990	1	3
Mediterranee d' ado..... Reamination 1998	1	3
Pharmacopee V/N 1999	1	3
Publication	1	3
Vadicunn	1	3
Vial 1999	1	3
Vidal 2000	2	6

Table 16c. Other Sources of Information about Medicines Used in Facility-3

Answer	Total	Percentage
Leaflet	1	3.23

Procurement Information

Table 17. Procurement Decision Maker for Facility

Answer	Total	Percentage
An individual	21	67.74
A committee of health professionals	7	22.58
A committee that includes community representatives	0	0.00
Other	2	6.45
No answer	1	3.23
Grand total	31	100.00

Table 18. Facility Uses the Essential Drugs List or Local Formulary to Guide Procurement Decisions about Which Medicines to Purchase

Answer	Total	Percentage
Yes	8	25.81
No	22	70.97
No answer	1	3.23
Grand total	31	100.00

Table 19. Types of Suppliers Facility Uses for Procuring Medicines and Medical Supplies

Answer	Total	Percentage
Private retail outlet	20	64.52
Wholesale distributor	23	74.19
Drug manufacturer	1	3.23
Donations	0	0.00
Central Medical Store	0	0.00
Operational District Medical Store	0	0.00
Other	4	12.90

Table 20a. Most Important Supplier

Answer	Total	Percentage
Angkor pharmacy	3	9.68
Buy only one Pharmacie Hemalay	1	3.23
Chea Chamnan	1	3.23
CPE	2	6.45
Dynamic pharma	1	3.23
Medical	1	3.23
Medical Supply	2	6.45
Medico	10	32.26
Mega product	2	6.45
Megaprodak	1	3.23
Pharmacy Peng Vong	1	3.23
Pharmamed	1	3.23
PPm	1	3.23
Seng Huot pharmacy	1	3.23
Zenaust	2	6.45
No answer	1	3.23
Grand total	31	100.00

Table 20b. Second-Most Important Supplier

Answer	Total	Percentage
Banteay srey pharmacy	1	3.23
Cambodia pharmaceutical Enterprise	1	3.23
Cipla	1	3.23
Cyplar	1	3.23
Cyspharma	1	3.23
Depopharm	2	6.45
Dethem	1	3.23
Dynamic pharma	1	3.23
Healol	1	3.23
Khunaco	3	9.68
Mata	1	3.23
Medical Supply	5	16.13
Medico trading	2	6.45
Mega	1	3.23
Mega Product	1	3.23
Mohosoth	1	3.23
Pharmacy Hhiev Pao	1	3.23
Preah Vihear Pharmacy	1	3.23
Roche	1	3.23
T.Man Pharma	1	3.23
No answer	3	9.68
Grand total	31	100.00

Table 20c. Third-Most Important Supplier

Answer	Total	Percentage
CPE	1	3.23
CPM	1	3.23
DepoPharm	2	6.45
Gelol	1	3.23
Khun Naco	1	3.23
Khunaco	2	6.45
Mata	1	3.23
Medical supply	6	19.35
Medico	3	9.68
MEGA	1	3.23
Mega Product	1	3.23
Meta medical	1	3.23
Pharmacy de lagare	1	3.23
Roussel	1	3.23
Seng Hout pharmacie	1	3.23
Zenaust	3	9.68
No answer	4	12.90
Grand total	31	100.00

Table 20d. Fourth-Most Important Supplier

Answer	Total	Percentage
Aroun Soursdey	1	3.23
Chea Chamvan	1	3.23
Cipla	2	6.45
Cis pharme	1	3.23
CPE	1	3.23
Khunaco	2	6.45
Mata	1	3.23
Medical supply	2	6.45
Medico	2	6.45
Mohatep pharmacie	1	3.23
Ponlea Rasmey	1	3.23
PPM	2	6.45
Rabaxy (India)	1	3.23
Roche	1	3.23
Rose	1	3.23
Roussel cambodge	1	3.23
Royal pharmacy	1	3.23
Sam Nang Pharma	1	3.23
Seng Hout pharmacy	1	3.23
Tbong Pech pharmacy	1	3.23
No answer	6	19.35
Grand total	31	100.00

Table 20e. Fifth-Most Important Supplier

Answer	Total	Percentage
Cipla	1	3.23
Depoot pharm	1	3.23
Heap Seng	2	6.45
Helol	1	3.23
Hiep Seng	1	3.23
Mata	1	3.23
Medical	2	6.45
Medico	2	6.45
Mega	1	3.23
Mega Product	3	9.68
Mohatep pharmacy	1	3.23
Mony Raksmeay pharmacy	1	3.23
Pharmacy	1	3.23
Renbaxis	1	3.23
Roussel	1	3.23
Royal Pharmacy	1	3.23
Zenaust	1	3.23
No answer	9	29.03
Grand total	31	100.00

Table 21. Decision-Making Process for Procurement of Medicines and Medical Supplies

Answer	Total	Percentage
Regular scheduled purchases	3	9.68
Based on minimum or other predetermined stock levels	17	54.84
Budget constraints	4	12.90
Other	10	32.26

Table 22. Decision-Making Process about Quantities of Each Item to Order

Answer	Total	Percentage
Preprogrammed quantities based on consumption data	6	19.35
Estimations based on morbidity data/projections	6	19.35
Both consumption data and morbidity projections	26	83.87
Budget constraints	3	9.68
Other	0	0.00

Table 23. Total Cost Value of Purchases for Medicines for the Last Year (2000)

Answer	Total
10,000,000	
20,000,000	
27,375,000	
28,800,000	
93,600,000	
1,000\$	
10,000\$	2
1,450\$	
18,000\$	
180,000\$	
24,000\$	
30,000\$	
4,000\$	
50,700,000 Riels	
6,000\$	
6,240\$	
7,00\$	
7,000\$	
7,200\$	
7,440\$	
Average	

Table 24. Total Cost Value of Purchases for Medical Supplies for the Last Year (2000)

Answer	Total
3,200,000	1
5,000,000	1
5,475,000	1
10,140,000 Riels	1
1000\$	2
120\$	1
1400R	1
200\$	2
2,000\$	1
300\$	1
500\$	2
6,000\$	1
960\$	1
Average	

Table 25. Total Cost Value of Donated Drugs for the Last Year (2000)

Answer	Total
No answer	31
Average	

Table 26. Total Cost Value of Donated Medical Supplies for the Last Year (2000)

Answer	Total
No answer	31
Average	

Table 27. Separate Record Book Is Used for Tracking Orders That Have Been Placed

Answer	Total	Percentage
Yes	13	41.94
No	14	45.16
No answer	4	12.90
Grand total	31	100.00

Placing Orders from the Medical Stores

The following are based on purchases made from CMS and DMS.

Table 28. Number of Times Orders Were Placed with the Medical Store Last Year

Answer	Total	Percentage
12	2	6.45
15	1	3.23
28	1	3.23
30	1	3.23
40	1	3.23
48	1	3.23
50	1	3.23
100	1	3.23
360	1	3.23
No answer	21	67.74
Grand total	31	100.00

Table 28a. Number of Items Requested on Each Order

Answer	Total	Percentage
0	1	3.23
3	1	3.23
5	1	3.23
10	1	3.23
12	1	3.23
14	1	3.23
20	3	9.68
No answer	22	70.97
Grand total	31	100.00

Table 29. Average Time Between Sending an Order/Request and Receiving the Supplies from the Medical Store

Answer	Total	Percentage
Less than 1 week	24	77.42
Between 1 week and 15 days	9	29.03
Between 15 days and 30 days	0	0.00
Other	0	0.00

Table 30. Facility Receives Updates on Stock Availability at the Medical Store

Answer	Total	Percentage
Yes	3	9.68
No	25	80.65
No answer	3	9.68
Grand total	31	100.00

Receiving Orders

Table 31. Proportion of Deliveries That Are Incomplete

Answer	Total	Percentage
0	20	64.52
25%	3	9.68
50%	0	0.00
75%	1	3.23
100%	0	0.00

Table 32. Reasons for Returning Supplies within the Past Year

Answer	Total	Percentage
Item not ordered	2	16.67
Incorrect quantity	1	8.33
Poor-quality product	1	8.33
Expired or near-expired product	3	25.00
Price change	11	91.67
Damaged item	0	0.00
Wrong specification	1	8.33
Other	0	0.00
None	14	116.67

Table 33a. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Amoxicilline, quality, Medical supply	1	3.23
B Chabre tab, alteratim color, Pharmacy private	1	3.23
Ringer's lactated inj, precipitation, Mega product	1	3.23
Product near expired	1	3.23
No answer	27	87.10
Grand total	31	100.00

Table 33b. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Amoxicap, quality, Heap Seang	1	3.23
Bupivacajne, not effective, produced in Korea	1	3.23
Lucidrip, poor quality, pharmacy private	1	3.23
No answer	28	90.32
Grand total	31	100.00

Table 33c. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Epecarine, not effective, produced in Korea	1	3.23
Spirip, quality, Ponlea Rasmey	1	3.23
No answer	29	93.55
Grand total	31	100.00

Table 33d. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Cefixime, expiration date, CMS	1	3.23
Depo-Provera, damaged item, CMS	1	3.23
OD	1	3.23
OD store	2	6.45
No answer	22	70.97
Grand total	27	87.10

Table 34. Action Taken Against the Problems

Answer	Total	Percentage
Yes	1	3.23
No	19	61.29
No answer	11	35.48
Grand total	31	100.00

Table 34a. Action Taken Against the Problems, Specify

Answer	Total	Percentage
Near-expired product sent back to supplier	1	3.23
Returned all to supplier	1	3.23
No answer	29	93.55
Grand total	31	100.00

Table 35. Method Supplies Reach Facility from Private Suppliers

Answer	Total	Percentage
Suppliers usually deliver to the facility	23	74.19
The facility must make arrangements to have supplies picked up with own vehicle	9	29.03
Other	3	9.68

Table 36. Three Most Important Problems When Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Suppliers usually deliver to the facility	23	74.19
The facility must make arrangements to have supplies picked up with own vehicle	9	29.03
Other	3	9.68

Table 37. Method Payments Are Usually Made to Suppliers

Answer	Total	Percentage
Cash	21	67.74
Bank check/transfer	1	3.23
Credit	11	35.48
Other	0	0.00

Infrastructure and Equipment

Table 38. Number of Items Usually Kept in Inventory

Answer	Total	Percentage
15	1	3.23
25	1	3.23
35	1	3.23
40	2	6.45
45	1	3.23
50	3	9.68
60	2	6.45
75	1	3.23
110	1	3.23
120	1	3.23
123	1	3.23
130	1	3.23
150	1	3.23
200	2	6.45
230	3	9.68
300	1	3.23
350	2	6.45
400	1	3.23
No answer	5	16.13
Grand total	31	100.00
Average	141.08	

Table 39. Storage Area Is Sufficient for the Quantities of Inventory Required

Answer	Total	Percentage
Yes	26	83.87
No	4	12.90
No answer	1	3.23
Grand total	31	100.00

Table 40. Storage Area Has Sufficient Ventilation

Answer	Total	Percentage
Yes	29	93.55
No	1	3.23
No answer	1	3.23
Grand total	31	100.00

Table 41. Method of Temperature Control

Answer	Total	Percentage
Air-conditioning	3	9.68
Refrigeration for selected items	7	22.58
Fan	23	74.19
None	4	12.90

Table 42. Cold Storage Area Is Available for Vaccines

Answer	Total	Percentage
Yes	16	51.61
No	12	38.71
No answer	3	9.68
Grand total	31	100.00

Table 43. Temperature for Cold Storage Area Is Monitored

Answer	Total	Percentage
Yes	11	35.48
No	16	51.61
No answer	4	12.90
Grand total	31	100.00

Table 44. Records Are Kept of Temperature in Cold Storage Area

Answer	Total	Percentage
Yes	4	12.90
No	21	67.74
No answer	6	19.35
Grand total	31	100.00

Table 45. Alternative Source of Energy for the Refrigerator

Answer	Total	Percentage
Electric	15	48.39
Kerosene	5	16.13
Gas	21	0.00
Other	0	0.00

Table 46. Source of Electrical Energy for the Facility

Answer	Total	Percentage
National system	17	54.84
Local generator	12	0.00
Other	2	6.45

Table 47. Facility Owns a Vehicle for Transportation of Medicines

Answer	Total	Percentage
Yes	14	45.16
No	13	41.94
No answer	4	12.90
Grand total	31	100.00

Table 48. Amount Facility Spent on Transportation (Including Gasoline, Car Hire, Per Diem, etc.) for Medicines Last Year

Answer	Total	Percentage
32,000	1	3.23
100,000	1	3.23
200,000	1	3.23
360,000	1	3.23
692,000	2	6.45
520\$	1	3.23
No answer	24	77.42
Grand total	31	100.00
Average	276800.00	

Table 49. Main Problem with Transportation of Medicines

Answer	Total	Percentage
Insufficient budget for transportation	1	3.23
Unavailability of vehicle (poor maintenance)	4	12.90
Poor road condition	8	25.81
Other	1	3.23

Dispensing

Table 50. Facility Prepackages Medicines

Answer	Total	Percentage
Yes	2	6.45
No	27	87.10
No answer	2	6.45
Grand total	31	100.00

Table 51. Person Who Dispenses the Medications to the Patients

Answer	Total	Percentage
Pharmacists	1	3.23
Pharmacists assistant	0	0.00
Drug dispenser	15	48.39
Nurse	6	19.35
Other	5	16.13

Table 52. Facility Maintains a Record of All Prescriptions Written and Dispensed

Answer	Total	Percentage
Prescription	9	29.03
Dispensing	10	32.26
Both	7	22.58
Neither	11	35.48

Fee Schedule

Table 54. Fees Charged by the Facility for Services

Answer	Total	Percentage
Per consultation (drugs included)	14	45.16
Per consultation (drugs not included)	18	58.06
For medicines (separately)	12	38.71
Other	0	0.00

Table 55. Patient Groups Are Formally Exempt from Paying Fees

Answer	Total	Percentage
Yes	4	12.90
No	19	61.29
No answer	8	25.81
Grand total	31	100.00

Table 55a. Patient Groups Formally Exempt from Paying Fees

Answer	Total	Percentage
The indigent	8	25.81
Children	1	3.23
Elderly	4	12.90
Veterans	1	3.23
Others	0	0.00

Table 56. Patient Groups Are Informally Exempt from Paying Fees

Answer	Total	Percentage
Yes	7	22.58
No	14	45.16
No answer	10	32.26
Grand total	31	100.00

Table 56a. Patient Groups Informally Exempt from Paying Fees

Answer	Total	Percentage
The poor	11	35.48
Children	2	6.45
Residents of other areas	2	6.45
Elderly	3	9.68
Veterans	2	6.45
Others	2	6.45

Table 57. Percentage of All Patients That Are Exempt

Answer	Total	Percentage
0	7	22.58
1%	1	3.23
2%	2	6.45
4%	1	3.23
5%	3	9.68
7%	1	3.23
10%	1	3.23
15%	2	6.45
71%	1	3.23
71%	1	3.23
0,01%	1	3.23
0,5%	2	6.45
0,6%	1	3.23
No answer	7	22.58
Grand total	31	100.00

Table 58. Percentage of Funds Retained by the Facility

Answer	Total	Percentage
100%	16	51.61
50%	1	3.23
None (0%)	2	6.45
Other	1	3.23
No answer	11	35.48
Grand total	31	100.00

Table 59. Person with Authority to Use Funds Generated by the Cost Recovery Scheme

Answer	Total	Percentage
Clinic chief	3	9.68
Committee clinic	1	3.23
Director	3	9.68
Doctor	2	6.45
Dr. Yoth Chhann	1	3.23
Dr. Bun Hieng	1	3.23
Hospital chief	1	3.23
Owner	14	45.16
The boss	1	3.23
No answer	4	12.90
Grand total	31	87.10

Table 60. Funds Are Ever Used to Procure Medicines

Answer	Total	Percentage
Yes	27	87.10
No	2	6.45
No answer	2	6.45
Grand total	31	100.00

Table 61. Funds Are Used to Procure Other Items

Answer	Total	Percentage
Yes	27	87.10
No	2	6.45
No answer	2	6.45
Grand Total	31	100.00

Table 62. Number of Patients Who Paid a Fee Directly Out-of-pocket to Obtain Services in the Year 2000

Answer	Total	Percentage
90	2	6.45
97	1	3.23
98	1	3.23
100	6	19.35
200	1	3.23
380	1	3.23
800	1	3.23
810	1	3.23
1,192	1	3.23
2,540	1	3.23
3,500	1	3.23
4,310	1	3.23
4,500	1	3.23
7,200	1	3.23
7,250	1	3.23
8,000	1	3.23
40,689.75	1	3.23
40,689.75	1	3.23
No answer	7	22.58
Grand total	31	61.29

Table 63. Number of Patients Who Received Care That Was Paid for by a Private Employer in the Year 2000

Answer	Total	Percentage
1%	2	6.45
2%	2	6.45
10%	2	6.45
8	1	3.23
10	1	3.23
100	1	3.23
118.26	2	6.45
0,1%	1	3.23
No answer	19	61.29
Grand total	31	100.00

Table 64. Number of Patients Who Received Care That Was Paid for by Private Health Insurance in the Year 2000

Answer	Total	Percentage
1%	1	3.23
2%	1	3.23
40	1	3.23
100	1	3.23
140.03	2	6.45
1 (ever)	1	3.23
No answer	24	77.42
Grand total	31	100.00

Table 65. Number of Patients Who Received Care That Was Paid for by Social Health Insurance (e.g., Social Security) in the Year 2000

Answer	Total	Percentage
1%	3	9.68
No answer	28	90.32
Grand total	31	100.00

Table 66. Other Major Payers for Care for Patients in the Community

Answer	Total	Percentage
0	2	6.45
Chief of facility	1	3.23
Relation	1	3.23
SCH organization paid 5%	1	3.23
No answer	26	83.87
Grand total	31	100.00

Community Organizations

Table 67. The Following Types of Community-Based Organizations Are Active in the Area Served by the Facility

Answer	Total	Percentage
Parents' associations to provide oversight in education of children	4	12.90
Agricultural cooperatives	1	3.23
Women's groups	3	9.68
Church/faith-based groups	6	19.35
Microfinance groups	1	3.23
Other	6	19.35
No answer	10	32.26
Grand total	31	100.00

Table 68. Community-Based Organizations Regularly Discuss the Health Care Needs of their Members or the Community or Help Set Priorities with the Facility

Answer	Total	Percentage
Yes	0	0.00
No	20	64.52
No answer	11	35.48
Grand total	31	100.00

Table 68a. Assistance Provided by Community-Based Organizations

Answer	Total	Percentage
Committee of feedback information	0	
KRDA	1	
No answer	30	96.77
Grand total	31	100.00

Table 86a. If No, to Whom They Provide Input

Answer	Total	Percentage
Help himself	1	
Himself	1	
Mental health clinic philippine	1	
No answer	14	45.16
Grand total	17	54.84

Table 33a. Number of Items Requested Together

Answer	Total	Percentage
40	1	3.23
No answer	26	#VALUE!
Grand total	27	87.10

Table 34. Method Orders Are Usually Placed

Answer	Total	Percentage
In person	1	3.23
Fax	0	0.00
Telephone	0	0.00
Mail	0	0.00
Other	0	0.00
No answer	26	83.87
Grand total	27	87.10

Table 35. Average Time Between Sending an Order/Request and Receiving the Supplies from the Medical Store

Answer	Total	Percentage
Less than 1 week	0	0.00
Between 1 week and 15 days	1	3.23
Between 2 weeks and 30 days	0	0.00
More than 30 days	0	0.00
Other		0.00
No answer	26	83.87
Grand total	27	87.10

Table 36. Facility Receives Updates on Stock Availability at the Medical Store

Answer	Total	Percentage
Yes	0	0.00
No	0	0.00
No answer	27	87.10
Grand total	27	158.82

Table 37. Facility Received Any Orders with the Following Problems in the Last Year

Answer	Total	Percentage
Item not ordered	0	0.00
Incorrect quantity	0	0.00
Poor-quality product	0	0.00
Expired or near-expired product	0	0.00
Price change	0	0.00
Damaged item	0	0.00
Wrong specification	0	0.00
Other	0	0.00
None	0	0.00

Table 38. Problems Experienced with Poor-Quality Medicines Purchased from Stores

Answer	Total	Percentage
No answer	27	87.10

Table 39. Action Taken to Address the Problem

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Table 39a. Action Taken to Address the Problem, Specify

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Placing Orders from the Private Sector (Local Shopping)

Table 40. The Person Who Approves Purchases from the Private Sector Is the Same as the Person Who Approves Other Purchases

Answer	Total	Percentage
Yes	7	22.58
No	6	19.35
No answer	14	45.16
Grand total	27	87.10

Table 41a. Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Ampicillin 250 mg tab	1	3.23
Buscopan inj	1	3.23
Chlorphenamine tab 4mg	1	3.23
Paracetamol 100mg	1	3.23
Paracetamol 500mg	1	3.23
Promethazine syrup	1	3.23
Vitamin B Complex inj	1	3.23
Vitamin C 500mg	1	3.23
No answer	19	61.29
Grand total	27	87.10

Table 41b. Second Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
B12 1000 g inj	1	3.23
Dexamethasone	1	3.23
Eucaleptine syrup	1	3.23
Furosemide tab 5mg	1	3.23
Heptaminol inj	1	3.23
Multivitamin	1	3.23
Paracetamol 500mg	1	3.23
Vitamin B Complex cp	1	3.23
No answer	19	61.29
Grand total	27	87.10

Table 41c. Third Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Becozym inj	1	3.23
Bromhexine 8mg tab	1	3.23
Bromhexine	1	3.23
Bromhexine 4mg	1	3.23
Bromhexine 8mg cp	1	3.23
Glove stentle	1	3.23
Paracetamol tab 500mg	1	0.00
Vitamin B1 10mg	1	3.23
No answer	19	61.29
Grand total	27	87.10

Table 41d. Fourth Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Adrenoxil 1,5mg /3,6 ml inj	1	3.23
Chlorphenamine 4mg	1	3.23
Multivitamin tab	1	3.23
Needle, disposable	1	3.23
Oxytocin inj	1	3.23
Vitamin B1	1	3.23
Vitamin C 500mg inj	1	3.23
No answer	20	64.52
Grand total	27	87.10

Table 41e. Fifth Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Cotton	1	3.23
Furosemide 40mg	1	3.23
Ganidan tab 500mg	1	3.23
Multivitamin	1	3.23
Tenormine 100mg	1	3.23
Vitamin B Complex tablet	1	3.23
Vitamin C 500mg tab	1	3.23
No answer	20	64.52
Grand total	27	87.10

Table 42. Number of Purchases Made from the Private Sector in the Last Year (2000)

Answer	Total	Percentage
2	1	3.23
5	1	3.23
10	1	3.23
12	4	12.90
30	1	3.23
No answer	19	61.29
Grand total	27	87.10

Table 43. Method Orders Are Usually Placed to Suppliers

Answer	Total	Percentage
In person	7	22.58
Fax	0	0.00
Telephone	0	0.00
Mail	0	0.00
Contact with salesperson	2	6.45
Other	0	0.00

Table 44a. Total Value of Purchases from the Private Sector (2000)

Answer	Total	Percentage
50,000	2	6.45
360,000	1	3.23
520,000	1	3.23
600,000	1	3.23
800,000	1	3.23
1.5M Riels	1	3.23
600\$	1	3.23
No answer	19	61.29
Grand total	27	87.10

Table 44b. Total Value of Purchases from the Private Sector (1999)

Answer	Total	Percentage
36000	1	3.23
55000	1	3.23
65000	1	3.23
200000	1	3.23
600000	1	3.23
600\$	1	3.23
No answer	21	67.74
Grand total	27	87.10

Table 44c. Total Value of Purchases from the Private Sector (1998)

Answer	Total	Percentage
60000	1	3.23
70000	1	3.23
200000	1	3.23
500\$	1	3.23
No answer	23	74.19
Grand total	27	87.10

Table 45. Number of Purchases Have Been Increasing, Decreasing, or Remained the Same Over the Past Three Years

Answer	Total	Percentage
Increasing	0	0.00
Decreasing	2	6.45
Remained the same	1	3.23
No answer	24	77.42
Grand total	27	87.10

Table 45a. Reasons for Increasing Purchases

Answer	Total	Percentage
According to consumption	1	3.23
Consumption data and morbidity data increase	1	3.23
No answer	25	80.65
Grand total	27	87.10

Table 45b. Reasons for Decreasing Purchases

Answer	Total	Percentage
According to consumption	1	3.23
More supplied from Central Medical Store	1	0.00
No answer	25	80.65
Grand total	27	87.10

Table 46a. Top Most Important Private-Sector Supplier

Answer	Total	Percentage
All pharmacies provincial	1	3.23
Da Serey Suoar Sdey	1	3.23
Drug store Chen Da	1	3.23
Pachapor	1	3.23
Parmacy Olympic Market	1	3.23
Pharmacy depot Satya	1	3.23
Serey Sour Sday Pochen Tong	1	3.23
No answer	20	64.52
Grand total	27	87.10

Table 46b. Second-Most Important Private-Sector Supplier

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Table 46c. Third-Most Important Private-Sector Supplier

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Table 46d. Fourth-Most Important Private-Sector Supplier

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Table 46e. Fifth-Most Important Private-Sector Supplier

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Table 47. Method Supplies Reach the Facility

Answer	Total	Percentage
Suppliers usually deliver to the facility	0	0.00
The facility must make arrangements to have supplies picked up	7	22.58
No answer	20	64.52
Grand total	7	22.58

Table 48a. Most Important Problem When Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Changed price	2	6.45
Charged price	1	3.23
Price	1	3.23
Price change	1	3.23
No answer	22	70.97
Grand total	27	87.10

Table 48b. Second-Most Important Problem When Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Credit	1	3.23
Pay by cash directly	1	3.23
No answer	25	80.65
Grand total	27	87.10

Table 48c. Third-Most Important Problem When Purchasing Orders from Private Suppliers

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Table 49. Proportion of Deliveries That Are Incomplete (Approximation)

Answer	Total	Percentage
None, all deliveries are usually completed orders	3	9.68
1 in 5 deliveries are incomplete	0	0.00
2 in 5 deliveries are incomplete	0	0.00
3 in 5 deliveries are incomplete	0	0.00
All deliveries are incomplete	0	0.00
No answer	24	77.42
Grand total	27	87.10

Table 50. Usual Payment Methods to Suppliers

Answer	Total	Percentage
Cash	7	22.58
Bank check/transfer	0	0.00
Credit	1	3.23
Other	0	0.00

Table 51. Reasons for Returning Supplies to a Supplier in the Past Year

Answer	Total	Percentage
Item not ordered	0	0.00
Incorrect quantity	0	0.00
Poor-quality product	1	0.00
Expired or near-expired product	0	0.00
Price change	1	3.23
Damaged item	0	0.00
Wrong specification	0	0.00
Other	0	0.00
None	5	16.13

Table 52a. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
No answer	27	87.10

Table 52b. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
No answer	27	87.10

Table 52c. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
No answer	27	87.10

Table 53. Facility Took Action to Follow up on Quality Problems

Answer	Total	Percentage
No answer	27	87.10
Grand total	27	87.10

Infrastructure and Equipment

Table 54. Number of Discrete Items Usually Kept in Inventory

Answer	Total	Percentage
25	2	6.45
26	1	3.23
33	1	3.23
34	1	3.23
35	2	6.45
36	1	3.23
40	1	3.23
41	1	3.23
42	1	3.23
45	1	3.23
46	1	3.23
47	2	6.45
49	1	3.23
52	1	3.23
55	1	3.23
56	1	3.23
58	1	3.23
59	1	3.23
60	1	3.23
62	1	3.23
64	1	3.23
72	1	3.23
76	1	3.23
95	1	3.23
Grand total	27	87.10

SURVEY DATA FROM OPERATIONAL DISTRICT MEDICAL STORES

Note: The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

General Information

Table A. Location of Surveyed Operational District Medical Stores, by Province

Region	Total	Percentage
Phnom Penh	1	4.76
Battambang	3	14.29
Kandal	3	14.29
Kompong Cham	3	14.29
Kompong Som	1	4.76
Kompong Thom	3	14.29
Phnom Penh	2	9.52
Seam Reap	3	14.29
Svay Rieng	2	9.52
Grand total	21	100.00

Table B. Location of Surveyed Operational District Medical Stores, by District

District	Total	Percentage
Baray Santouk	1	4.76
Battambang	2	9.52
Choeung Prey Batheay	1	4.76
Khssach Kandal	1	4.76
Kompong Seam	1	4.76
Kompong Thom	1	4.76
Kra Lanh	1	4.76
Maung Russey	1	4.76
Mouk Kampoul	1	4.76
Prey Chhor	1	4.76
Ressey Kao	1	4.76
Romeashek	1	4.76
Seam Reap	1	4.76
Sihanouk	1	4.76
Sonikum	1	4.76
Staung	1	4.76
Svay Rieng	1	4.76
Takmao	1	4.76
No answer	2	9.52
Grand total	21	100.00

Table C. Location of Surveyed Operational District Medical Stores, by Village/Town

Town	Total	Percentage
4 quartier	1	4.76
Battambang	1	4.76
Dam Dek	1	4.76
Kampong Thkov	1	4.76
Km 6	1	4.76
Kompong Cham	1	4.76
Maung Russey	1	4.76
Mondul I	1	4.76
Prek Anhchanh	1	4.76
Prek Tamak	1	4.76
Prey Toteang	1	4.76
Romeashek	1	4.76
Skun	1	4.76
Takmao	1	4.76
Thmor Kol	1	4.76
Trapang Svay	1	4.76
No answer	2	9.52
Grand total	18	85.71

Table I. Number of Public Health Facilities (Including Hospitals) the Medical Store Supplies

Public Health Centers	Total	Percentage
3	2	9.52
4	1	4.76
5	1	4.76
7	2	9.52
9	2	9.52
10	2	9.52
12	2	9.52
13	1	4.76
15	1	4.76
17	2	9.52
18	1	4.76
20	1	4.76
21	1	4.76
25	1	4.76
28	1	4.76
Hospitals	Total	Percentage
1	16	76.19
2	1	4.76
No answer	4	19.05

Survey Data from Operational District Medical Stores

Other	Total	Percentage
0	2	9.52
1	6	28.57
3	1	4.76
4	3	14.29
6	1	4.76
9	1	4.76
No answer	7	33.33

Table 3. Store Sells to Private-Sector Clients (Including Mission and Other NGOs)

Answer	Total	Percentage
Yes	0	0.00
No	12	57.14
No answer	9	42.86
Grand total	21	100.00

Table 4. Number of Employed Full-Time Staff at the Store

Answer	Total	Percentage
1	6	28.57
2	10	47.62
3	3	14.29
6	1	4.76
35	1	4.76
Grand total	21	100.00

Table 5. Cost Value of Inventory at the Beginning of Year 2000

Answer	Total	Percentage
3,043,284	1	4.76
9,000,000	1	4.76
24,000,000	1	4.76
34,562,340	1	4.76
40,633,025	1	4.76
61,238,896	1	4.76
123,244,175	1	4.76
144,272,499	1	4.76
210,235,065	1	4.76
485,171,000	1	4.76
549,759,294	1	4.76
2,604,072,246	1	4.76
31,816,585 Riels	1	4.76
No answer	8	38.10
Grand total	21	100.00

Table 6. Cost Value of Inventory at the End of Year 2000

Answer	Total	Percentage
11,000,000	1	4.76
31,469,123	1	4.76
54,980,769	1	4.76
83,000,000	1	4.76
83,970,298	1	4.76
108,361,640	1	4.76
178,094,054	1	4.76
183,243,141	1	4.76
225,950,143	1	4.76
233,534,566	1	4.76
260,018,393	1	4.76
334,312,263	1	4.76
509,199,435	1	4.76
539,689,096	1	4.76
1,253,837,669	1	4.76
48,038,097 Riels	1	4.76
No answer	5	23.81
Grand total	21	100.00

Tables 7–9. Number of Different Products, Drugs, Medical Supplies, and Vaccines Currently in Inventory

Answer	Number That Are Drugs	Percentage That Are Drugs	Number Not on EDL
55	35	63.64	
81	64	79.01	
89	70	78.65	
94	71	75.53	0
119	77	64.71	
125	78	62.40	
136	96	70.59	
141	85	60.28	
160	120	75.00	
174	108	62.07	0
185	99	53.51	
191	126	65.97	1
196	89	45.41	
200	129	64.50	10
205	100	48.78	0
218	153	70.18	0
255	149	58.43	0
260	134	51.54	0
270	150	55.56	0
279	140	50.18	0
315	139	44.13	3

Table 10. Decision-Making Process about What Items Should Be Held in Stock

Answer	Total	Percentage
Only those items on the Essential Drug List are held in stock	17	80.95
Only those items ordered by public health centers should be held in stock	3	14.29
If an item is special ordered, it should always be held in stock thereafter	0	0.00
If an official regulation specifies that a drug should be held in stock	2	9.52
Other	0	0.00

Table 11. Loss of Pharmaceuticals and Other Supplies Due to Theft Is a Problem

Answer	Total	Percentage
Yes, it is common	0	0.00
Only occasionally	1	4.76
No, it rarely if ever happens	11	52.38
No answer	9	42.86
Grand total	21	100.00

Table 12. Type of Storage System Used

Answer	Total	Percentage
Shelves	21	100.00
Cabinets	8	38.10
Pallets	15	71.43
Refrigerator	5	23.81
Other	0	0.00

Table 13. Type of Inventory Control Used

Answer	Total	Percentage
FIFO (First In, First Out)	16	76.19
FEFO (First to Expire, First Out)	21	100.00
None	0	0.00
Other	0	0.00

Table 14. Medical Store Tracks Information on the Following

Answer	Total	Percentage
Recording orders		
Manual	16	76.19
Computerized	6	28.57
None	0	0.00
Recording deliveries		
Manual	19	90.48
Computerized	3	14.29
None	0	0.00
Accounting		
Manual	16	76.19
Computerized	1	4.76
None	0	0.00

Inventory Control

Manual	20	95.24
Computerized	2	9.52
None	0	0.00

Table 15. Method Store Uses to Determine Order Quantities

Answer	Total	Percentage
Preprogrammed/scheduled quantities based on consumption history	5	23.81
Estimations based on morbidity data/projections	1	4.76
Both consumption and morbidity data	18	85.71
Budget constraints	0	0.00
Other	1	4.76

Table 16. Transfers Are Made between the OD Stores

Answer	Total	Percentage
Yes, it is common practice	2	9.52
Occasionally this happens	14	66.67
This never happens	7	33.33

Table 16a. Person With Authority to Transfer Stock between OD Stores

Answer	Total	Percentage
OD pharmacist	9	42.86
OD director	12	57.14
Provincial supervisor	12	57.14
Other	4	19.05

Table 17. Transfers Are Made between the OD Stores

Answer	Total	Percentage
Yes, it is common practice	3	14.29
Occasionally this happens	8	38.10
This never happens	7	33.33

Table 17a. Person with Authority to Transfer Stock Between OD Stores

Answer	Total	Percentage
OD pharmacist	8	38.10
OD director	9	42.86
Provincial supervisor	1	4.76
Other	4	19.05

Table 18. Store Tracks Batch/Lot Numbers of Products That Are Received from Other Stores and Facilities

Answer	Total	Percentage
True	1	4.76
False	19	90.48
No answer	1	4.76
Grand total	21	100.00

Table 19. Store Tracks Batch/Lot Numbers of Products Distributed to Other Stores and Facilities

Answer	Total	Percentage
True	1	4.76
false	19	90.48
No answer	1	4.76
Grand total	21	100.00

Table 20. Store Has Copy of Latest EDL

Answer	Total	Percentage
False	13	61.90
True	7	33.33
No answer	1	4.76
Grand total	20	100.00

Table 21. Names of Drug Information Reference Books or Sources of Information Most Commonly Used at the Medical Store

Answer	Total	Percentage
First		
Dictionnaire Vidal	1	4.76
Dictionnaire Vidal	1	4.76
Drug Management Guideline	1	4.76
Drug Management Guideline 1999	1	4.76
Guideline on logistics Mgt OD pharmacist 2001	1	4.76
Logistic management manual for pharmacist	1	4.76
Logistic Mgt Manual for district operational	1	4.76
Logistic Mgt Manual for district operational	2	9.52
Logistics Mgt ...	1	4.76
Medicament essentiel	1	4.76
OD Drug supply management Book	1	4.76
Vidal 1991	2	9.52
Second		
Green Book 1999	1	4.76
Guideline essential drug	1	4.76
Guideline for drug dispensing patient education and drug management	1	4.76
Guideline on Drug dispensing patient education and drug Mgt	2	9.52
Logistic Mgt Manual for health center	2	9.52
Logistic Mgt Manual for referral hospital	1	4.76
Vidal	1	4.76
Third		
Drug Supply document	1	4.76
Logistic Mgt Manual for Health center	1	4.76
Logistic Mgt Manual for referral hospital	2	9.52

Transportation

Table 22. Store Has Its Own Transportation to Get Supplies

Answer	Total	Percentage
False	8	38.10
True	13	61.90
Grand total	21	100.00

Table 23. Store Ever Uses Its Own Transportation to Make Deliveries to Health Facilities

Answer	Total	Percentage
True	4	19.05
False	16	76.19
No answer	1	4.76
Grand total	20	95.24

Table 24. Delivery Is Free of Charge if Done by DMO

Answer	Total	Percentage
False	1	4.76
True	15	71.43
No answer	5	23.81
Grand total	21	100.00

Table 25. DMO Ever Contract for Transportation Services for Picking Up Supplies or for Making Deliveries

Answer	Total	Percentage
False	1	4.76
True	19	90.48
No answer	1	4.76
Grand total	21	100.00

Table 26. Problems with Transportation

Answer	Total	Percentage
Insufficient budget for transportation	10	47.62
Unavailability of vehicle (poor maintenance)	11	52.38
Poor road condition	9	42.86
Other	2	9.52
No problems	6	28.57

Communications

Table 27. Communication Methods Used Between Medical Store and MSD

Answer	Total	Percentage
Telephone	4	19.05
Telefax	0	0.00
Radio	13	61.90
Computer	0	0.00
Cell phone	2	9.52
Other	7	33.33

Table 28. Communication Methods Used Between Medical Store and Health Facilities

Answer	Total	Percentage
Telephone	2	9.52
Telefax	0	0.00
Radio	12	57.14
Computer	0	0.00
Cell phone	2	9.52
Other	8	38.10

Table 29. Store Is Regularly Informed about Available Stock

Answer	Total	Percentage
Health facilities/hospital	15	71.43
Regional/district medical store	4	19.05
Central medical store	14	66.67
Other	1	4.76

Table 30. Major Quality Problems the Store Has in Communicating with Other Stores and Facilities

Answer	Total	Percentage
Lack of access to telephone	13	61.90
Need for authorization to use telephone	4	19.05
Lack of telephone service because of no payment	7	33.33
Disruption in telephone lines	4	19.05
Internet access is too expensive	2	9.52
Communication by radio only (ICOM) allows only short-range communication	11	52.38
Problems with equipment (lack of batteries)	5	23.81
Lack of fax machine	4	19.05
Lack of supplies for fax machine	5	23.81
Other	2	9.52

Procurement from Medical Stores

Table 31. District Medical Store Procured Drugs from the Central Medical Store in the Year 2000

Answer	Total	Percentage
Yes	20	95.24
No	1	4.76
Grand total	21	100.00

Table 31a. Drug Procurement in the Year 2000

Number of Times Store Procured Drugs from CMS	Number of Items Requested	Number Actually Procured	Total Value of Procurements
5	7	79,447,563	251,432,022
4	55	55	80,000,000
4	71	71	20,000,000
4	87	107,582,560	430,330,242
4	88	52,719,641	-
4	120	-	-
4	126	126	240,000,000
4	129	94	572,565,910
11	130	-	-
4	140	-	-
4	140	-	-
4	164	-	-
4	177	152	1,574,311,025
4	180	45,000,000	155,000,000
4	183	-	-
7	200	252,476,186	112,988,745
4	215	122,286,493	-
4	230	780,000,000	-
4	249	117	450,325,068
6	-	-	-
4	-	11,000,000	1,000,000,000

Procurement--Direct Tenders

Note: only 1 facility

Procurement--Local Shopping

Note: only 1 facility

Sales

Table 61. Method Store Receives Payment for Orders from Public Facilities

Answer	Total	Percentage
Check	0	0.00
Cash	0	0.00
Bank transfer	0	0.00
Other	4	19.05
Does not apply	1	4.76
No answer	16	76.19
Grand total	21	100.00

Table 62. Average Time Between Sending the Order and Receiving Payment from Public Facilities

Answer	Total	Percentage
Less than a week	0	0.00
One week	0	0.00
One month	2	9.52
More than one month	1	4.76
Does not apply	1	4.76
No answer	17	80.95
Grand total	21	100.00

Quality Assurance

Table 67. Reasons for Returning Supplies to Suppliers with the Past Year

Answer	Total	Percentage
Item not ordered	4	19.05
Incorrect quantity	3	14.29
Poor-quality product	3	14.29
Expired or near-expired product	3	14.29
Price change	1	4.76
Damaged item	0	0.00
Wrong specification	0	0.00
Official recall (official regulation to withdraw a product from sales because it may be harmful to patients)	0	0.00
Other	2	9.52
None	8	38.10

Table 69. Three Main Quality Problems or Concerns

Answer	Total	Percentage
First		
Color changed	1	4.76
Damaged item	1	4.76
Near expiry of drugs	3	14.29
No air-conditioning	1	4.76
Not completely dissolved	1	4.76
Paracetamol 500mg CSE expires	1	4.76
Poor-quality product before expired	1	4.76
Quality	1	4.76
Second		
Chloramine 500mg expires	1	4.76
Expired or near-expired product	2	9.52
Humidity	1	4.76
Poor quality	2	9.52
Precipitation	1	4.76
Presentation	1	4.76
Refrigeration product	1	4.76
Third		
Changed color	1	4.76
Conservation	1	4.76
Damaged item	1	4.76
Near expired	1	4.76
Poor-quality product	1	4.76
Precipitation	1	4.76
Small store room	1	4.76
Smelling	1	4.76

Table 70. Size of Storage Area, in Square Meters

Answer	Total	Percentage
100m2	2	9.52
108m2	1	4.76
10mX14m	1	4.76
120m2	1	4.76
12mX25m	1	4.76
189m2	1	4.76
198m2	1	4.76
200m2	1	4.76
250m2	1	4.76
270m2	1	4.76
32m2	1	4.76
38m2	1	4.76
56,40m2	1	4.76
5mX10m	1	4.76
64m2	1	4.76
81m2	2	9.52
8mX16m	1	4.76
No answer	2	9.52
Grand total	21	100.00

Table 71. Storage Area Is Sufficient for Quantities of Stock Required

Answer	Total	Percentage
Sufficient	16	76.19
Overcrowded/too little space	5	23.81
Underutilized space	0	0.00
Grand total	21	100.00

Table 72. Storage Area Has Sufficient Ventilation

Answer	Total	Percentage
True	17	80.95
False	4	19.05
Grand total	21	100.00

Table 73. Method Temperature is Controlled

Answer	Total	Percentage
Air-conditioning	2	9.52
Fan	3	14.29
Other	5	23.81
None	11	52.38

Table 74. Store Has Cold Storage Area for Vaccines

Answer	Total	Percentage
True	8	38.10
False	14	66.67

Table 75. Temperature Is Monitored in Cold Storage Area for Vaccines

Answer	Total	Percentage
True	7	33.33
False	13	61.90
No answer	1	4.76
Grand total	21	100.00

Table 76. Record Is Kept of Temperature

Answer	Total	Percentage
True	6	28.57
False	14	66.67
No answer	1	4.76
Grand total	21	100.00

Table 77. Store Has Alternate Source of Energy for Refrigeration

Answer	Total	Percentage
Yes	8	38.10
No	9	42.86
No answer	4	19.05
Grand total	21	100.00

Table 77. Source of Electrical Energy for the Facility

Answer	Total	Percentage
Electric	8	38.10
Kerosene	7	33.33
Gas	1	4.76
Other	0	0.00

Table 78. Source of Electrical Energy for the Facility

Answer	Total	Percentage
National system	9	42.86
Local generator	7	33.33
Other	2	9.52
No answer	3	14.29
Grand total	21	100.00

SURVEY DATA FROM DRUG DEPOTS

Note: The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

General Information

Table A. Location of Surveyed Drug Depots, by Region

Region	Total	Percentage
Battambang	1	11.11
Kampong Cham	1	11.11
Kandal	1	11.11
Kompomg Som	1	11.11
Kompong Thom	1	11.11
Phnom Penh	2	22.22
Siem Reap	1	11.11
Svay Rieng	1	11.11
Grand total	9	100.00

Table B. Location of Surveyed Drug Depots, by District

Region	Total	Percentage
Battambang	1	11.11
Chrey Vean	1	11.11
Dang Kor	1	11.11
Mean Chay	1	11.11
Meatapheap	1	11.11
Pourk	1	11.11
Saang	1	11.11
Staung	1	11.11
Svay Rieng	1	11.11
Grand total	9	100.00

Table C. Location of Surveyed Drug Depots, by Town/Village

Region	Total	Percentage
4 quartier	1	11.11
Battambang	1	11.11
Chambak He	1	11.11
Kakab	1	11.11
Kompong Chin Tbaung	1	11.11
Prek Run	1	11.11
Svay Rieng	1	11.11
No answer	2	22.22
Grand total	9	100.00

Table D. Location of Shop

Region	Total	Percentage
High street/main street	6	66.67
Back street/side street	2	22.22
Outskirts of town or village	3	33.33

Table E. Position of Person Interviewed

Region	Total	Percentage
Drug shop owner	1	11.11
Khek Sandy	1	11.11
Mer Pook (O Char)	1	11.11
Owner	2	22.22
Ratana	1	11.11
Seller	2	22.22
No answer	1	11.11
Grand total	9	100.00

Table I. Shop Space Owned or Rented

Answer	Total	Percentage
Owned	6	66.67
Rented	2	22.22
No answer	1	11.11
Grand total	9	100.00

Table 2. Number of People Who Work in the Shop

Answer	Total	Percentage
1	3	33.33
2	5	55.56
4	1	11.11
Grand total	9	100.00

Table 3. Number of Products Normally Kept in Shop

Answer	Total	Percentage
70	1	11.11
100	1	11.11
110	1	11.11
130	1	11.11
250	1	11.11
300	1	11.11
350	1	11.11
420	1	11.11
No answer	1	11.11
Grand total	9	100.00

Table 4. Shop Carries More Generic or Brand Name Drugs

Answer	Total	Percentage
Generic	3	33.33
Brand name	5	55.56
No answer	1	11.11
Grand total	21	233.33

Table 5. Shop Sells the Following

Answer	Total	Percentage
Medical supplies (including impregnated mosquito bed nets, syringes, gauze)	8	88.89
Vaccines	0	0.00
Dental products	2	22.22
Products for treating eye problems	7	77.78
Diagnostics	2	22.22
Condoms	8	88.89
Other items (cosmetics, perfumes, soaps, gifts, etc.)	1	11.11
Other	0	0.00

Table 6. Shop Is Part of a Chain

Answer	Total	Percentage
Yes	4	44.44
No	5	55.56
Grand total	9	100.00

Table 7. Date Shop Was Opened

Answer	Total	Percentage
1982	1	11.11
1985	1	11.11
1992	2	22.22
1994	2	22.22
1996	2	22.22
No answer	1	11.11
Grand total	9	100.00

Table 8. Number of Different Drug Products the Depot Keeps in Stock

Answer	Total	Percentage
70	1	11.11
100	1	11.11
110	1	11.11
250	1	11.11
300	1	11.11
426	1	11.11
No answer	3	33.33
Grand total	9	100.00

Table 8a. Number of Drug Products in Depot That Are Brand Name Drugs

Answer	Total	Percentage
70%	1	11.11
60	1	11.11
100	1	11.11
120	1	11.11
150	1	11.11
350	1	11.11
No answer	3	33.33
Grand total	9	100.00

Table 8b. Number of Drug Products in Depot That Are Generic Drugs

Answer	Total	Percentage
30%	1	11.11
10	2	22.22
76	1	11.11
100	1	11.11
180	1	11.11
No answer	3	33.33
Grand total	9	100.00

Table 9. Employee in the Store Who Knows the Most about the Pharmaceuticals Sold

Answer	Total	Percentage
Assistant pharmacist	1	11.11
Owner	4	44.44
Pharmacist (owner)	1	11.11
Seller	3	33.33
Grand total	9	100.00

Table 10. Records Are Kept of the Drugs That Are Sold

Answer	Total	Percentage
Book of sales	0	0.00
Book of prescriptions (for psychotropic drugs)	0	0.00
Computerized registry	0	0.00
List of total daily sales (itemized list)	0	0.00
List of total daily sales (monetary value)	0	0.00
None	9	100.00
Other	0	0.00
Grand total	9	100.00

Table 11. Number of Customers Who Come in Each Day to Buy Pharmaceuticals

Answer	Total	Percentage
20	3	33.33
25	1	11.11
35	1	11.11
40	2	22.22
70	1	11.11
80	1	11.11
Grand total	9	100.00

Table 12. Number of Prescriptions Dispensed Each Day

Answer	Total	Percentage
1	1	11.11
2	2	22.22
3	1	11.11
4	1	11.11
5	3	33.33
15	1	11.11
Grand total	9	100.00

Table 13. Number of Drugs on Each Prescription

Answer	Total	Percentage
3	3	33.33
4	1	11.11
5	4	44.44
6	1	11.11
Grand total	9	100.00

Table 14. Source of Information About Drugs from Sale in the Drug Depot

Answer	Total	Percentage
By the drug dispenser/by poster	1	11.11
Medical Dictionary	1	11.11
Guide pratique des médicaments 1991,Vidal 1995	1	11.11
Some of drug information	1	11.11
Vidal 1985	1	11.11
No answer	4	44.44
Grand total	9	100.00

Table 15a. Most Popular Pharmaceutical Products (High-volume Sales Items)-I

Answer	Total	Percentage
Ampicillin 500mg	1	11.11
Analgegique	1	11.11
Nautamine	1	11.11
Paracetamol 500mg	6	66.67
Grand total	9	100.00

Table 15b. Most Popular Pharmaceutical Products (High-volume Sales Items)–2

Answer	Total	Percentage
Amoxicilline 250mg	3	33.33
Ampicillin 500mg	3	33.33
Antibiotic	1	11.11
Aspirin Ph8	1	11.11
Paracetamol 500mg	1	11.11
Grand total	9	100.00

Table 15c. Most Popular Pharmaceutical Products (High-volume Sales Items)–3

Answer	Total	Percentage
Aluminium hydroxide 500mg	1	11.11
Amoxicilline 500mg	2	22.22
Ampicillin 500mg	1	11.11
Anti-inflammatory	1	11.11
Clamoxyl 500mg	1	11.11
Multivitamin	1	11.11
Paracetamol 500mg	1	11.11
Vitamin C 500mg	1	11.11
Grand total	9	100.00

Table 15d. Most Popular Pharmaceutical Products (High-volume Sales Items)–4

Answer	Total	Percentage
Amoxicilline 500mg	2	22.22
Amtacil 500mg	1	11.11
Cimetidine 400mg	1	11.11
Ery 250mg (sache)	1	11.11
Multivitamin	1	11.11
Phosphalugel	1	11.11
Vitamin C 500mg	2	22.22
Grand total	9	100.00

Table 15e. Most Popular Pharmaceutical Products (High-volume Sales Items)–5

Answer	Total	Percentage
Amoxicilline 500mg	1	11.11
Ampicillin 500mg	1	11.11
Bactrim 480mg	1	11.11
Cimetidine 400mg	1	11.11
Penicillin G 50.000UI	1	11.11
Paracetamol syrup 25mg/5ml	1	11.11
Vitamin C 500mg	1	11.11
Winagin 1000mg	1	11.11
No answer	1	11.11
Grand total	9	100.00

Table 16. Number of Suppliers

Answer	Total	Percentage
3	2	22.22
4	2	22.22
5	2	22.22
7	1	11.11
10	1	11.11
No answer	1	11.11
Grand total	9	100.00

Table 16a. Most Important Suppliers (Including Pharmacies and Wholesalers)–1

Answer	Total	Percentage
Cyspharma	1	11.11
Depopharm	1	11.11
Medico	4	44.44
Medico supply	1	11.11
Medico trading	1	11.11
PPM	1	11.11
Grand total	9	100.00

Table 16b. Most Important Suppliers (Including Pharmacies and Wholesalers)–2

Answer	Total	Percentage
Aroun Sousday	1	11.11
CPE	1	11.11
Depot pharm	1	11.11
Mata	1	11.11
Medica supply	1	11.11
Medical supply	2	22.22
Therapharm	1	11.11
Zenoss	1	11.11
Grand total	9	100.00

Table 16c. Most Important Suppliers (Including Pharmacies and Wholesalers)–3

Answer	Total	Percentage
Heap Seng	3	33.33
Khunna Co	1	11.11
Medico supply	1	11.11
Pharmacy kучea	1	11.11
Ponlea Reak smey	1	11.11
PPM	1	11.11
PPS International	1	11.11
Grand total	9	100.00

Table 16d. Most Important Suppliers (Including Pharmacies and Wholesalers)–4

Answer	Total	Percentage
Bangkok Pharmacy	1	11.11
CPE	1	11.11
Indochina Heap Seng	1	11.11
Khun Naco	1	11.11
Khunnako	1	11.11
PPM	1	11.11
PPU	1	11.11
No answer	2	22.22
Grand total	9	100.00

Table 16e. Most Important Suppliers (Including Pharmacies and Wholesalers)–5

Answer	Total	Percentage
Arun Soursday	1	11.11
Chea chamnan pharma	1	11.11
Heap Seang	1	11.11
Khunaco	1	11.11
Pharmacy khmer	1	11.11
No answer	4	44.44
Grand total	9	100.00

Table 17. Decision Maker Regarding which Drugs Will Be Sold in the Store

Answer	Total	Percentage
Owner	9	100.00
Manager	0	0.00
Salesperson	4	44.44

Table 18. Method Orders Are Placed to Suppliers

Answer	Total	Percentage
In person	4	44.44
By fax	0	0.00
By telephone	3	33.33
By mail	1	11.11
Contact with salesperson	7	77.78
Modem or email	0	0.00
Other	1	11.11

Table 19. Frequency Orders Are Placed with a Supplier

Answer	Total	Percentage
Daily	4	44.44
Once a week	3	33.33
Once a month	0	0.00
Every two months	0	0.00
When needed	4	44.44
Other	1	11.11

Table 20. Number of Days Before the Depot Receives Items Once an Order Is Placed with a Supplier

Answer	Total	Percentage
1 day	8	88.89
Up to 7 days	0	0.00
Between 7 and 15 days	0	0.00
Up to 30 days	0	0.00
More than 30 days	0	0.00
Pick up supplies on a cash-and-carry basis	1	11.11
Other	1	11.11

Table 21. Method Supplies Reach Depot

Answer	Total	Percentage
Mail/post	0	0.00
Supplier transportation	8	88.89
Commercial transportation	0	0.00
Shop picks up supplies	4	44.44
Other	0	0.00

Table 22. Pharmacy Advertises Services (Hours, Information Services, Quality and Safety of Products, Good Services)

Answer	Total	Percentage
Yes	2	22.22
No	1	11.11
No answer	6	66.67
Grand total	9	100.00

Table 22a. Advertising Methods

Answer	Total	Percentage
Signs and posters	6	66.67
Newspaper advertisements	0	0.00
Radio announcements	0	0.00
Television announcements	0	0.00
Other	0	0.00
None	2	22.22

Table 23. Vaccines Are Sold in Drug Depot

Answer	Total	Percentage
Yes	0	0.00
No	9	100.00
Grand total	9	100.00

Table 23a. Depot Has Refrigerator to Store Vaccines

Answer	Total	Percentage
Yes	0	0.00
No	1	11.11
No answer	8	88.89
Grand total	9	100.00

Table 23b. Refrigerator Appears to Be Functioning

Answer	Total	Percentage
Yes	0	0.00
No	1	11.11
No answer	8	88.89
Grand total	9	100.00

Table 23c. Temperature Is Recorded Regularly

Answer	Total	Percentage
Yes	0	0.00
No	0	0.00
No answer	9	100.00
Grand total	9	100.00

Scheduling, Infrastructure, and Equipment

Table 25. Store Has a Telephone

Answer	Total	Percentage
Yes	4	44.44
No	5	55.56
Grand total	9	100.00

Table 26. Store Uses Any Computerized System for Business Purposes

Answer	Total	Percentage
Yes	0	0.00
No	9	100.00
Grand total	9	100.00

Table 27. Year the Drug Depot Was Licensed

Answer	Total	Percentage
1992	1	11.11
1994	2	22.22
1996	4	44.44
1999	1	11.11
2000	1	11.11
Grand total	9	100.00

Table 27a. Shop Displays a License from the Ministry of Health

Answer	Total	Percentage
Yes	9	100.00
No	0	0.00
Grand total	9	100.00

Table 28. Last Time the Shop Was Inspected by the Pharmacy Inspector

Answer	Total	Percentage
11/1/1999	1	11.11
3/1/2000	1	11.11
10/1/2000	1	11.11
2/1/2001	1	11.11
4/1/2001	1	11.11
No answer	4	44.44
Grand total	9	100.00

Table 29. Problems Facility Has with Communications

Answer	Total	Percentage
Lack of access to telephone	1	11.11
Need for authorization to use telephone	0	0.00
Lack of telephone service because of no payment	1	11.11
Disruption in telephone lines	0	0.00
Internet access is too expensive	1	11.11
Communication by radio only (ICOM) allows only short-range communication	2	22.22
Problems with equipment (lack of batteries)	0	0.00
Lack of fax machine	2	22.22
Lack of supplies for fax machine	2	22.22
Other	0	0.00

Observations

Table 30. Most Recent Time the Shop Was Inspected by the Pharmacy Inspector

Answer	Total	Percentage
Drawing blood and performing laboratory tests	0	0.00
Provide injections or IV fluids directly to patients	1	11.11
Natural foods (dried herbs, teas)	0	0.00
Packaged foods (commercially available packaging, bottled or canned beverages, bottled water, etc.)	1	11.11
Stationery and supplies	0	0.00
Clothing	0	0.00
Electronic goods/appliances	0	0.00
Other	1	11.11

SURVEY DATA FROM NGO AND MISSION CLINICS AND HOSPITALS

Note: The tables presented in this document reflect raw survey data, which are at times incomplete or unclear.

General Information

Table A. Location of Surveyed NGO/Mission Clinics and Hospitals, by Province

Region	Total	Percentage
Kandal	3	15.00
Kompong Cham	2	10.00
Kompong Som	1	5.00
Kompong Thom	3	15.00
Phnom Penh	6	30.00
Siem Reap	2	10.00
Svay Rieng	3	15.00
Grand total	20	100.00

Table B. Location of Surveyed NGO/Mission Clinics and Hospitals, by District

District	Total	Percentage
7 Makara	2	10.00
Chamkarmorn	1	5.00
Dang Kor	1	5.00
Daun Penh	2	10.00
Meatapheap	1	5.00
Memot	1	5.00
Saang	1	5.00
Siem Reap	2	10.00
Stung Sen	3	15.00
Svay Rieng	3	15.00
Takhmao	2	10.00
Tbaung Khmum	1	5.00
Grand total	20	100.00

Table C. Location of Surveyed NGO/Mission Clinics and Hospitals, by Village/Town

Town/Village	Total	Percentage
Chom Chao	1	5.00
Khanong Prek	1	5.00
Kompong Thom	1	5.00
Memot	1	5.00
Phnom Penh	1	5.00
Sangkat 4 Mondol3	1	5.00
Soung	1	5.00
Sras Chak	1	5.00
Takhmao	2	10.00
Town	6	30.00
Village	1	5.00
No answer	3	15.00
Grand total	17	85.00

Table D. Facility Type

Answer	Total	Percentage
Clinic	13	65.00
Hospital	6	30.00
No answer	1	5.00
Grand total	20	100.00

Table E. Facility Is Part of a Network

Answer	Total	Percentage
Yes	0	0.00
No	0	0.00
No answer	20	100.00
Grand total	20	100.00

Table F. Name of Facility

Answer	Total	Percentage
Angkor Hospital for Children	1	5.00
Beng Kak Health Room	1	5.00
Cambodian Women	1	5.00
Chhea Sophan	1	5.00
Dispensary sisters	1	5.00
Mines Advisory Group MAG	1	5.00
Moagn Sokha	1	5.00
NGO Clinic CMAC	1	5.00
NGO Hospital	1	5.00
No.19 205 & 105	1	5.00
OD Kompong Thom	1	5.00
Reproductive Health Association of Cambodia	1	5.00
RHAC Reproductive Health Association of Cambodia	1	5.00
Rose center	1	5.00
Sihanouk Hoapital	1	5.00
So Boran	1	5.00
Sophea	1	5.00
Tonle Basak Health Room	1	5.00
No answer	2	10.00
Grand total	20	100.00

Table 1. Personnel Employed at Facility by Profession and Number

Answer	Employed	Casual Workers	Total
Doctors	16	6	22
Nurse/midwives	13	3	16
Medical assistants	9	2	11
Pharmacists	3	2	5
Pharmacist assistants	3	2	5
Drug dispenser	6	2	8
Dispensing technicians	3	2	5
Lab technicians	9	2	11
X-ray technicians	5	2	7
Administrators	7	3	10
Drivers	8	2	10
Orderlies	5	2	7
Other	4	2	6
Average	7	2.4615	9.5

Table 2. Facility Maintains a Record of Clients Seen

Answer	Total	Percentage
Yes	15	75.00
No	5	25.00
Grand total	20	100.00

Table 2b. Average Total Consultations Last Year

Answer	Total	Percentage
200	1	5.00
300	1	5.00
800	1	5.00
840	1	5.00
1,260	1	5.00
1,500	1	5.00
1,800	2	10.00
3,500	1	5.00
5,000	1	5.00
7,038	1	5.00
9,404	1	5.00
10,304	1	5.00
12,782	1	5.00
17,726	1	5.00
23,470	1	5.00
32,905	1	5.00
70,000	1	5.00
No answer	2	10.00
Grand total	20	100.00
Average	11146.06	

Table 2c. Number of New Patients Last Year

Answer	Total	Percentage
378	1	5.00
588	1	5.00
700	1	5.00
720	1	5.00
1200	1	5.00
1440	1	5.00
2800	1	5.00
2826	1	5.00
3125	1	5.00
4672	1	5.00
7000	1	5.00
10108	1	5.00
14238	1	5.00
No answer	7	35.00
Grand total	20	100.00
Average	3830.38	

Table 2d. Number of Follow-up Patients Last Year

Answer	Total	Percentage
100	1	5.00
252	1	5.00
300	1	5.00
360	1	5.00
700	1	5.00
882	1	5.00
1080	1	5.00
7478	1	5.00
8110	1	5.00
8421	1	5.00
14601	1	5.00
22797	1	5.00
63000	1	5.00
No answer	7	35.00
Grand total	20	100.00
Average	9852.38	

Table 2e. Percentage of Consultations That Were for Children Last Year

Answer	Total	Percentage
0%	2	10.00
1%	1	5.00
2%	1	5.00
20%	1	5.00
30%	1	5.00
36%	1	5.00
50%	1	5.00
100%	1	5.00
No answer	11	55.00
Grand total	20	100.00
Average	27%	

Table 2f. Facility Refers Patients to Other Facilities

Answer	Total	Percentage
Yes	17	85.00
No	2	10.00
No answer	1	5.00
Grand total	20	100.00

Table 3a. Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Birth spacing	1	5.00
Bronchite	1	5.00
Catch cold	1	5.00
Cervicitis	2	10.00
Diabetes	1	5.00
Gastrite	2	10.00
Hypoglycemie/calciemie	1	5.00
Malaria 40	1	5.00
Malnutrition	1	5.00
ORL	1	5.00
Placenta previa	1	5.00
Respiratoire	1	5.00
Respiratory Infection	1	5.00
STD	1	5.00
Typhoid fever	2	10.00
No answer	2	10.00
Grand Total	20	100.00

Table 3b. Second-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Diarrhee	2	10.00
Dysentery	1	5.00
Ente postnatal care	1	5.00
Fievre	1	5.00
Gastric problem	1	5.00
Genitall	1	5.00
Gonorrhoe	1	5.00
Grossess + TB	1	5.00
IUD ANC	1	5.00
Laryngyte	1	5.00
Malaria	2	10.00
Malaria 17	1	5.00
Typhoid	2	10.00
Ulcere gastro duodenal	1	5.00
No answer	3	15.00
Grand total	20	100.00

Table 3c. Third-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Cardiac	1	5.00
Chirurgical infection	1	5.00
Crete de cog	1	5.00
Dengue	1	5.00
Diarrhee	2	10.00
Eclampsie	1	5.00
Infection respiratoire	1	5.00
Infection urinaire	1	5.00
Paludisme	1	5.00
Pharyngite	1	5.00
Respiratory	1	5.00
Skin Diseases	1	5.00
STD	1	5.00
Syphilles	1	5.00
Typhoid fever	1	5.00
No answer	4	20.00
Grand total	20	100.00

Table 3d. Fourth-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Allergies	1	5.00
Gastroenterite	1	5.00
Diarrhee	1	5.00
Gastrite	1	5.00
Grippe	1	5.00
Gyneco obstetrique	1	5.00
Headache (fever)	1	5.00
Herpes	1	5.00
HIV concelling	1	5.00
Hypertention	1	5.00
Hypoglycemie	1	5.00
Malaria	1	5.00
Typhoide	1	5.00
Ulcer gastrique	1	5.00
No answer	6	30.00
Grand total	20	100.00

Table 3e. Fifth-Most Common Health Problem Seen in the Clinic

Answer	Total	Percentage
Appendicite	1	5.00
B.K	1	5.00
Bronchite	1	5.00
Calculé renal, abces du fois	1	5.00
Diarrhea	1	5.00
Fever	1	5.00
Gastrite	1	5.00
Gastro enteritis	1	5.00
HIV	1	5.00
ARI	1	5.00
ARI/Diarrhea	1	5.00
ORL	1	5.00
Parasitose	1	5.00
Reproductive and sexual health	1	5.00
Skin disease	1	5.00
(blank)	7	35.00
Grand total	20	100.00

Table 4. Facility Uses the Following Means of Communication

Answer	Total	Percentage
Telephone	14	70.00
Telefax	3	15.00
Radio	6	
Internet	5	25.00
Cell phone	4	
Other	2	10.00

Table 5. Limitations Facility Faces with Communication

Answer	Total	Percentage
Lack of access to telephone	1	5.00
Need for authorization to use telephone	0	0.00
Lack of telephone service because of no payment	2	10.00
Disruption in telephone lines	3	15.00
Internet access is too expensive	1	5.00
Communication by radio only (ICOM) allows only short-range communication	3	15.00
Problems with equipment (lack of batteries)	1	5.00
Lack of fax machine	2	10.00
Lack of supplies for fax machine	1	5.00
Other	0	0.00

Drug Selection

Table 6. Facility Has a Copy of the National Essential Drugs List

Answer	Total	Percentage
Yes	8	40.00
No	9	45.00
No answer	3	15.00
Grand total	20	100.00

Table 7. Facility Relies on National EDL or Has Its Own Limited List of Medicines That It Uses to Guide Prescribing

Answer	Total	Percentage
Uses Essential Drugs List	3	15.00
Has own limited list, based on Essential Drug List but includes other drugs	5	25.00
Has own limited list, <u>not</u> based on Essential Drug List	4	20.00
Has no such list at all	4	20.00
No answer	4	20.00
Grand total	20	100.00

Table 8. Number of Drugs on Facility's List

Answer	Total	Percentage
10	1	5.00
25	1	5.00
27	1	5.00
30	1	5.00
49	1	5.00
165	1	5.00
298	1	5.00
350	1	5.00
600	1	5.00
1000	1	5.00
No answer	10	50.00
Grand total	20	100.00

Table 9. Facility Stocks Medicines Not Included in the National EDL

Answer	Total	Percentage
Yes	11	55.00
No	5	25.00
No answer	4	20.00
Grand total	20	100.00

Table 10. Decision Maker about Adding/Eliminating Items from Facility List

Answer	Total	Percentage
An individual	3	15.00
By professional committee (e.g., drug and therapeutics committee)	4	20.00
By committee with community representatives	0	0.00
Ministry of Health	2	10.00
Other	6	30.00
Facility has no list		0.00

Table 11. How Often the Facility List Is Modified (Own List)

Answer	Total	Percentage
Once a year	2	10.00
Twice a year	0	0.00
Every month	5	25.00
Other	1	5.00
Facility has no list	6	30.00

Table 12. Information Required to Request That a New Item Be Included on the Facility List

Answer	Total	Percentage
Drug consumption	7	35.00
Prescription data	9	45.00
Medical scientific literature	2	10.00
Manufacturer product information	1	5.00
Price	3	15.00
None	3	15.00
Other	0	0.00
Facility has no list	4	20.00

Table 13. Facility Has Treatment Guidelines/Protocols for Prescribing

Answer	Total	Percentage
Yes	15	75.00
No	3	15.00
No answer	2	10.00
Grand total	20	100.00

Table 14. Guidelines Developed by the Ministry of Health or Some Other Organization

Answer	Total	Percentage
Ministry of Health	11	55.00
Other	7	35.00
No answer	2	10.00
Grand total	20	100.00

Table 15. Other Sources of Information about Medicines Used in Facility-1

Answer	Total	Percentage
Clinic guide and therapeutic 1994	1	5.00
contraceptive	1	5.00
Therapeutic dictionary	1	5.00
Essential drugs practical guideline 1993	1	5.00
From private companies	1	5.00
Managing Drug supply by MSH 1997	1	5.00
Medicment essential	1	5.00
Merck monnol 1982	1	5.00
National Essential drug 1987	1	5.00
NO enregister	1	5.00
Treatment guidelines 1999	1	5.00
Vidal	2	10.00
Vidal 1991	1	5.00
Vidal 1996	1	5.00

Table 15a. Other Sources of Information about Medicines Used in Facility-2

Answer	Total	Percentage
Medication guide	1	5.00
Practical guide (therapeutic guide)	1	5.00
Guideline for health centre 1997	1	5.00
Pharmacopeia	1	5.00
Vidal	1	5.00
Vidal 1999	1	5.00

Table 15b. Other Sources of Information about Medicines Used in Facility-3

Answer	Total	Percentage
Physicians Desk Reference 1997	1	5.00
Vidal 1990	1	5.00

Procurement Information

Table 16. Procurement Decision Maker for Facility

Answer	Total	Percentage
An individual	12	60.00
A committee of health professionals	6	30.00
A committee that includes community representatives	0	0.00
Other	1	5.00
No answer	1	5.00
Grand total	20	100.00

Table 17. Facility Uses the Essential Drugs List or Local Formulary to Guide Procurement Decisions about Which Medicines to Purchase

Answer	Total	Percentage
Yes	8	40.00
No	7	35.00
No answer	5	25.00
Grand total	20	100.00

Table 18. Types of Suppliers Facility Uses for Procuring Medicines and Medical Supplies

Answer	Total	Percentage
Private retail outlet	11	55.00
Wholesale distributor	9	45.00
Donations	3	15.00
Central Medical Store	0	0.00
Operational District Medical Store	3	15.00
Other	1	5.00

Table 19. Procurement Decision-making Process

Answer	Total	Percentage
Regular scheduled purchases	8	40.00
Based on minimum or other predetermined stock levels	9	45.00
Budget constraints	2	10.00
Other	0	0.00

Table 20. Decision-making Process about Quantities of Each Item to Order

Answer	Total	Percentage
Preprogrammed/scheduled quantities based on consumption history	4	20.00
Estimations based on morbidity data/projections	7	35.00
Both historical consumption data and morbidity projections	11	55.00
Budget constraints	2	10.00
Other	0	0.00

Table 20. Total Cost Value of Purchases for Medicines for the Last Year (2000)

Answer	Total
22,300,000	1
23,640,000	1
100\$	1
12,000\$	1
1,500\$	1
21,280,000 Riels	1
22,991,000 Riels	1
22,326.3\$	1
300\$	2
3,000\$	1
30,000\$	1
4,000\$	1
Average	

Table 21. Total Cost Value of Purchases for Medical Supplies for the Last Year (2000)

Answer	Total
2,000,000	
3,076,402	
10,000\$	
1,000\$	2
300\$	
6,000\$	
800\$	
900\$	
Average	

Table 22. Total Cost Value of Donated Drugs for the Last Year (2000)

Answer	Total
(2000)	
10,000\$	
500\$	
Average	

Table 22. Total Cost Value of Donated Medical Supplies for the Last Year (2000)

Answer	Total
300\$	
Average	

Table 23. Separate Record Book Used for Tracking Orders That Have Been Placed

Answer	Total	Percentage
Yes	7	35.00
No	9	45.00
No answer	4	20.00
Grand total	20	100.00

Placing Orders from the Medical Stores

The following are based on purchases made from CMS and ODMS.

Table 24. Number of Times Orders Were Placed with the Medical Store Last Year

Answer	Total	Percentage
4	4	20.00
12	3	15.00
No answer	13	65.00
Grand total	20	100.00

Table 23. Average Time Between Sending an Order/Request and Receiving the Supplies from the Medical Store

Answer	Total	Percentage
Less than 1 week	4	20.00
Between 1 week and 15 days	1	5.00
Between 15 days and 30 days	2	10.00
More than 30 days	3	15.00
Other	0	0.00
No answer	10	50.00
Grand total	20	100.00

Table 26. Facility Receives Updates on Stock Availability at the Medical Store

Answer	Total	Percentage
Yes	1	5.00
No	10	50.00
No answer	9	45.00
Grand total	20	100.00

Table 27. Method Orders Are Usually Placed

Answer	Total	Percentage
In person	11	55.00
Fax	2	10.00
Telephone	2	10.00
Mail	2	10.00
Other	0	0.00
No answer	3	15.00
Grand total	20	100.00

Table 28. Reasons for Returning Supplies within the Past Year

Answer	Total	Percentage
Item not ordered	0	0.00
Incorrect quantity	3	25.00
Poor-quality product	1	8.33
Expired or near-expired product	2	16.67
Price change	2	16.67
Damaged item	2	16.67
Wrong specification	1	8.33
Other	0	0.00
None	10	83.33

Table 29a. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Cloxacillin, not completely dissolved, Lyka	1	5.00
Depo-Provera, damaged item, CMS	1	5.00
Depo-Provera, quality, OD	1	5.00
SRO	1	5.00
STD (PNG IM), expiration date, organization	1	5.00
No answer	15	75.00
Grand total	20	100.00

Table 29b. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
Condom, smell, CMS	1	5.00
Expired & near expired	1	5.00
Isotonic sodium chloride, label is not fixed, A.N.B Thailand	1	5.00
No answer	17	85.00
Grand total	20	100.00

Table 29c. Reasons for Returning Supplies within the Past Year, Product, Problem, Supplier

Answer	Total	Percentage
CMS	1	5.00
Mefloquine, fake drug, Gatways	1	5.00
Pill, wrong form, CMS	1	5.00
No answer	17	85.00
Grand total	20	100.00

Table 30. Action Taken against the Problems

Answer	Total	Percentage
Yes	7	35.00
No	6	30.00
No answer	7	35.00
Grand total	20	100.00

Table 30a. Action Taken against the Problems, Specify

Answer	Total	Percentage
Give information to CMS	1	5.00
Report to OD chief	1	5.00
Returned all drugs to supplies	1	5.00
Stock to use	1	5.00
No answer	17	85.00
Grand total	20	100.00

Placing Orders from the Mission Medical Stores

Table 31. Number of Orders Placed with the Medical Store Last Year

Answer	Total	Percentage
1	2	10.00
2	1	5.00
4	1	5.00
5	1	5.00
No answer	15	75.00
Grand total	20	100.00

Table 31a. Number of Items Requested Together

Answer	Total	Percentage
5	1	5.00
25	1	5.00
27	1	5.00
31	1	5.00
No answer	16	80.00
Grand total	20	100.00

Table 32. Method Orders Are Usually Placed

Answer	Total	Percentage
In person	3	15.00
Fax	1	5.00
Telephone	1	5.00
Mail	4	20.00
Other	1	5.00
No answer	10	50.00
Grand total	20	100.00

Table 33. Average Time Between Sending an Order/Request and Receiving the Supplies from the Medical Store

Answer	Total	Percentage
Less than 1 week	2	10.00
Between 1 week and 15 days	0	0.00
Between 2 weeks and 30 days	1	5.00
More than 30 days	2	10.00
Other	1	5.00
No answer	14	70.00
Grand total	20	100.00

Table 35. Facility Received Any Orders with the Following Problems in the Last Year

Answer	Total	Percentage
Item not ordered	2	10.00
Incorrect quantity	2	10.00
Poor-quality product	0	0.00
Expired or near-expired product	3	15.00
Price change	0	0.00
Damaged item	0	0.00
Wrong specification	1	5.00
Other	0	0.00
None	1	5.00

Table 36. Problems Experienced with Poor-Quality Medicines Purchased from Stores

Answer	Total	Percentage
Metronidazole 250mg, Wrong form dosage, EV	1	5.00
Erythromycin, Wrong dosage, EV	1	5.00

Table 33. Action Taken to Address the Problem

Answer	Total	Percentage
Yes	1	5.00
No	5	25.00
No answer	14	70.00
Grand total	20	100.00

Table 33. Action Taken to Address the Problem, Specify

Answer	Total	Percentage
Give information to EV	1	5.00
No answer	19	95.00
Grand total	20	100.00

Placing Orders from the Private Sector (Local Shopping)

Table 38. The Person Who Approves Purchases from the Private Sector Is the Same Person Who Approves Other Purchases

Answer	Total	Percentage
Yes	13	65.00
No	1	5.00
No answer	6	30.00
Grand total	20	100.00

Table 38a. Other Person Who Is Responsible for Approving Purchases Made from the Private Sector

Answer	Total	Percentage
Brand NGO Rach, Report to Rach Rach	1	5.00
Company, Olympic pharmacy	1	5.00
Discussion	1	5.00
Doctor is purchaser when medical supply is stock out	1	5.00
Estimation of quantities order and check by national advisory management to approval	1	5.00
Minimum level stock, select which manufactory to be purchased	1	5.00
Owner	1	5.00
Technical committee discuss about purchase	1	5.00
No answer	12	60.00
Grand total	20	100.00

Table 39. The Facility Regularly Purchases Particular Medicines from the Private Sector

Answer	Total	Percentage
Yes	18	90.00
No	1	5.00
No answer	1	5.00
Grand total	20	100.00

Table 39a. Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Amoxicilline	1	5.00
Amoxicilline 250,500mg	1	5.00
Amoxicilline 250mg	1	5.00
Amoxicilline 500mg	2	10.00
Ampicillin 500mg tab	1	5.00
Doxycycline 100mg	1	5.00
Oroken 200mg tab	1	5.00
Paracetamol 500mg	5	25.00
Quinolone tab	1	5.00
Xylocaine 1%	1	5.00
No answer	5	25.00
Grand total	20	100.00

Table 39b. Second Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Amoxicilline	2	10.00
Ampicillin	1	5.00
Ampicillin 500mg	1	5.00
Ampicillin cap 500mg	1	5.00
Anti H2	1	5.00
Aspirin 500mg	1	5.00
Chlorhexidine	1	5.00
Cloxacillin 250mg	1	5.00
Cotrimoxazole 480mg tab	1	5.00
Doxycycline 100mg tab	1	5.00
Etaphylline 250mg	1	5.00
Ferrous sulfata 200mg	1	5.00
Paracetamol 500mg	2	10.00
No answer	4	20.00
Grand total	19	95.00

Table 39c. Third Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Amoxicilline 500mg tab	2	10.00
Ampi	1	5.00
Betadine	1	5.00
Bisolvon 8mg	1	5.00
Ciprofloxacin	1	5.00
Cotrimoxazole 480mg	2	10.00
Erythromycin 500mg tab	1	5.00
Gastropine	1	5.00
Metronidazole 500mg (vaginal)	1	5.00
Motilium	1	5.00
Paracetamol 100,500mg	1	5.00
Ringer's lactated inj	1	5.00
Vitamin C 500mg	1	5.00
No answer	5	25.00
Grand total	20	100.00

Table 39d. Fourth Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Alcohol	1	5.00
Antimalarial	1	5.00
Betadine	1	5.00
Cefalexin	1	5.00
Clamoxyl 500mg	1	5.00
Cotrimoxazole 480mg	1	5.00
Gentamicin inj 80mg	1	5.00
Ibuprofen 200,400mg	1	5.00
Multivitamin	3	15.00
Nystatin cream 1000004I	1	5.00
Paracetamol 500mg tab	2	10.00
Vitamin C	1	5.00
No answer	5	25.00
Grand total	20	100.00

Table 39e. Fifth Top Drug Regularly Purchased from the Private Sector

Answer	Total	Percentage
Analgesic	1	5.00
Carbonesie tab	1	5.00
Co-trimoxazole	1	5.00
Cyprobroxacin 500mg tab	1	5.00
Gentamicin 80mg/vial	1	5.00
Hydrocortisone inj	1	5.00
Immolium	1	5.00
Multivitamin	1	5.00
Neocordion syrup	1	5.00
Nystatin vaginal 10000041	1	5.00
Omeprazole	1	5.00
Paracetamol 510mg	1	5.00
PNCV 250mg	1	5.00
Smecta	1	5.00
Spasfon	1	5.00
No answer	5	25.00
Grand total	20	100.00

Table 40. Number of Purchases Made from the Private Sector Last Year (2000)

Answer	Total	Percentage
1	1	5.00
2	1	5.00
4	2	10.00
12	3	15.00
48	1	5.00
120	1	5.00
200	1	5.00
No answer	10	50.00
Grand total	20	100.00

Table 41. Method Orders Are Usually Placed to Suppliers

Answer	Total	Percentage
In person	10	50.00
Fax	3	15.00
Telephone	6	30.00
Mail	1	5.00
Contact with salesperson	10	50.00
Other	0	0.00
No answer	10	50.00

Table 42a. Total Value of Purchases from Private Sector (2000)

Answer	Total	Percentage
800	1	5.00
26,000,000	1	5.00
10,100\$	1	5.00
12,000\$	1	5.00
1,500\$	1	5.00
22,326,3\$	1	5.00
30,000\$	1	5.00
4,000\$	1	5.00
No answer	12	60.00
Grand total	20	100.00

Table 42b. Total Value of Purchases from Private Sector (1999)

Answer	Total	Percentage
34,000,000	1	5.00
1,500\$	1	5.00
3,100\$	1	5.00
7,500\$	1	5.00
No answer	16	80.00
Grand total	20	100.00

Table 42c. Total Value of Purchases from Private Sector (1998)

Answer	Total	Percentage
36,000,000	1	5.00
1,000\$	1	5.00
10,000\$	1	5.00
2,600\$	1	5.00
7,000\$	1	5.00
No answer	15	75.00
Grand total	20	100.00

Table 43. Number of Purchases Have Been Increasing, Decreasing, or Remained the Same over the Past Three Years

Answer	Total	Percentage
Increasing	10	50.00
Decreasing	3	15.00
Remained the same	0	0.00
No answer	7	35.00
Grand total	20	100.00

Table 43a. Reasons for Increasing Purchases

Answer	Total	Percentage
Consumption increase	2	10.00
Number of patients is increasing	7	35.00
Patient know	1	5.00
No answer	10	50.00
Grand total	20	100.00

Table 43b. Reasons for Decreasing Purchases

Answer	Total	Percentage
Because not sale drug now in facility	1	5.00
Decreasing staff	1	5.00
No answer	18	90.00
Grand total	20	100.00

Table 44a. Top Most Important Private Sector Supplier

Answer	Total	Percentage
CMC	1	5.00
Dr. Ping Chutemay	1	5.00
Europe continent	2	10.00
Khun Nako	1	5.00
Khunaco	2	10.00
Medico	2	10.00
Medico trading	2	10.00
Mega product	1	5.00
Only pharmacy Ponleuthmey	1	5.00
Pharmacy Sok Pheap	1	5.00
No answer	6	30.00
Grand total	20	100.00

Table 44b. Second-Most Important Private Sector Supplier

Answer	Total	Percentage
Heap Seng	3	15.00
Hellol	1	5.00
Medical supply	1	5.00
Mega product	4	20.00
Pharmacie Olympic	1	5.00
Sok Neang	1	5.00
Zenaust	1	5.00
No answer	8	40.00
Grand total	20	100.00

Table 44c. Third-Most Important Private Sector Supplier

Answer	Total	Percentage
Diethelm	1	5.00
Heap Seng	1	5.00
Heap Seng Indochina	1	5.00
Heap Seng PPM	1	5.00
Khunaco	1	5.00
Medical Supply	2	10.00
Mega product	1	5.00
Mohasoth	1	5.00
Pharmacy in Olympic area	1	5.00
No answer	10	50.00
Grand total	20	100.00

Table 44d. Fourth-Most Important Private Sector Supplier

Answer	Total	Percentage
Diethelm	1	5.00
Medical supply	2	10.00
Medico	1	5.00
Medico trading	1	5.00
Pharmamed	1	5.00
PPM depo pharm	1	5.00
Preah Viheak Pharmacy	1	5.00
No answer	12	60.00
Grand total	20	100.00

Table 44e. Fifth Most Important Private-Sector Supplier

Answer	Total	Percentage
Arun Soursdey	1	5.00
Medica supply	1	5.00
Medico Trading	1	5.00
Rousse camboge	1	5.00
Tcc	1	5.00
No answer	15	75.00
Grand total	20	100.00

Table 45. Method Supplies Reach the Facility

Answer	Total	Percentage
Suppliers usually deliver to the facility	11	55.00
The facility must make arrangements to have supplies picked up	4	20.00
No answer	5	25.00
Grand total	15	75.00

Table 46a. Most Important Problem when Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Long time for items are not in the stock	1	5.00
Not completed item from order	1	5.00
Pay by cash	1	5.00
Price	1	5.00
Service	3	15.00
Sometimes too late	1	5.00
No answer	12	60.00
Grand total	20	100.00

Table 46b. Second-Most Important Problem when Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Good price	1	5.00
Prices	1	5.00
Prices changed	1	5.00
Selection	2	10.00
Small quantity (item needed was not in the company's list)	1	5.00
No answer	14	70.00
Grand total	20	100.00

Table 46c. Third-Most Important Problem when Purchasing Orders from Private Suppliers

Answer	Total	Percentage
Difficult to select items for each supplier	1	5.00
Price	1	5.00
Selection	1	5.00
Service	1	5.00
No answer	16	80.00
Grand total	20	100.00

Table 47. Proportion of Deliveries That Are Incomplete (Approximation)

Answer	Total	Percentage
None, all deliveries are usually completed orders	10	50.00
1 in 5 deliveries are incomplete	2	10.00
2 in 5 deliveries are incomplete	1	5.00
3 in 5 deliveries are incomplete	1	5.00
All deliveries are incomplete	0	0.00
No answer	6	30.00
Grand total	20	100.00

Table 48. Usual Payment Methods to Suppliers

Answer	Total	Percentage
Cash	12	60.00
Bank check/transfer	0	0.00
Credit	3	15.00
Other	0	0.00

Table 49. Reasons for Returning Supplies to a Supplier in the Past Year

Answer	Total	Percentage
Item not ordered	0	0.00
Incorrect quantity	1	5.00
Poor-quality product	0	0.00
Expired or near-expired product	0	0.00
Price change	2	10.00
Damaged item	0	0.00
Wrong specification	0	0.00
Other	0	0.00
None	11	55.00

Table 50a. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
Adrenaline 1ml, not sure about quality, private pharmacy	1	5.00
Depo-Provera, quality, OD	1	5.00
Vitamin C injectable, color jaune, Medico	1	5.00

Table 50b. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
Atropine 1 ml, not sure about quality, private pharmacy	1	5.00
B Chabre, color black, pharmamed	1	5.00

Table 50c. Problems with Poor-Quality Medicines Last Year

Answer	Total	Percentage
Normogastryl, poor quality (mauvais conserver)	1	5.00
Ringer's lactated inj, not sure about quality, private pharmacy	1	5.00

Table 51. Facility Took Action to Follow up on Quality Problems

Answer	Total	Percentage
Yes	5	25.00
No	7	35.00
No answer	8	40.00
Grand total	20	100.00

Infrastructure and Equipment

Table 52. Number of Items Usually Kept in Inventory

Answer	Total	Percentage
10	1	5.00
20	1	5.00
28	1	5.00
30	2	10.00
32	1	5.00
33	1	5.00
49	1	5.00
50	1	5.00
78	1	5.00
100	1	5.00
128	1	5.00
165	1	5.00
298	1	5.00
300	1	5.00
350	1	5.00
600	1	5.00
No answer	3	15.00
Grand total	20	100.00

Table 53. Storage Area Is Sufficient for the Quantities of Inventory Required

Answer	Total	Percentage
Yes	10	50.00
No	8	40.00
No answer	2	10.00
Grand total	20	100.00

Table 54. Storage Area Has Sufficient Ventilation

Answer	Total	Percentage
Yes	14	70.00
No	3	15.00
No answer	3	15.00
Grand total	20	100.00

Table 55. Method of Temperature Control

Answer	Total	Percentage
Air-conditioning	6	30.00
Refrigeration for selected items	8	40.00
Fan	13	65.00
None	3	15.00
Other	0	0.00

Table 56. Cold Storage Area Is Available for Vaccines

Answer	Total	Percentage
Yes	11	55.00
No	8	40.00
No answer	1	5.00
Grand total	20	100.00

Table 57. Temperature for Cold Storage Area Is Monitored

Answer	Total	Percentage
Yes	5	25.00
No	13	65.00
No answer	2	10.00
Grand total	20	100.00

Table 58. Records Are Kept of Temperature in Cold Storage Area

Answer	Total	Percentage
Yes	2	10.00
No	16	80.00
No answer	2	10.00
Grand total	20	100.00

Table 59. Source of Electrical Energy for the Facility

Answer	Total	Percentage
National system	12	60.00
Local generator	6	30.00
Other	2	10.00

Table 60. Alternative Source of Energy for the Refrigerator

Answer	Total	Percentage
Electric	9	45.00
Kerosene	0	0.00
Natural gas	0	0.00
Other	2	10.00
No answer	9	45.00
Grand total	20	100.00

Table 61. Cost Value of Inventory (Drugs, Medical Supplies, Reagents, and Vaccines)

Expiry	Damage/ Spoilage	Theft
100\$	50\$	
100,000	200,000	
20\$		

Table 62. Facility Owns a Vehicle for Transportation of Medicines

Answer	Total	Percentage
Yes	12	60.00
No	7	35.00
No answer	1	5.00
Grand total	20	100.00

Table 63. Amount Facility Spent on Transportation (Including Gasoline, Car Hire, Per Diem, etc.) for Medicines Last Year

Answer	Total	Percentage
60,000	1	5.00
(2,000)	1	5.00
40,000 Riels	1	5.00
50\$	1	5.00
960\$	1	5.00
Suppliers usually deliver to the facility	1	5.00
No answer	14	70.00
Grand total	20	100.00

Table 64. Main Problem with Transportation of Medicines

Answer	Total	Percentage
Insufficient budget for transportation	1	5.00
Unavailability of vehicle (poor maintenance)	2	10.00
Poor road condition	4	20.00
Other	1	5.00
No answer	12	60.00
Grand total	20	100.00

Dispensing

Table 65. Facility Prepackages Medicines

Answer	Total	Percentage
Yes	2	10.00
No	16	80.00
No answer	2	10.00
Grand total	20	100.00

Table 66. Person Who Dispenses Medications to Patients

Answer	Total	Percentage
Pharmacists	1	5.00
Dispensing technician	2	10.00
Dispensing assistant	5	25.00
Nurse	5	25.00
Other	5	25.00

Table 67. Facility Maintains a Record of All Prescriptions Written and Dispensed

Answer	Total	Percentage
Prescription	7	35.00
Dispensing	7	35.00
Both	8	40.00
Neither	7	35.00

Cost Recovery

Table 69. To What Extent Does the Level of Income Generated Through Cost Recovery Meet the Needs of the Facility

Answer	Total	Percentage
100% of the needs of the facility	5	25.00
Other		0.00
0%	1	5.00
20%	1	5.00
65%	1	5.00
70%	1	5.00
80%	1	5.00
No answer	10	50.00
Grand total	20	100.00

Table 70. Fees Charged by the Facility for Services

Answer	Total	Percentage
Per consultation (drugs included)	9	45.00
Per consultation (drugs not included)	6	30.00
For medicines (separately)	1	5.00
Other	2	10.00
No answer	2	10.00
Grand total	20	100.00

Table 71. Patient Groups Are Formally Exempt from Paying Fees

Answer	Total	Percentage
Yes	7	35.00
No	7	35.00
No answer	6	30.00
Grand total	20	100.00

Table 71a. Patient Groups Formally Exempt from Paying Fees

Answer	Total	Percentage
The poor	9	45.00
Children	2	10.00
Elderly	4	20.00
Veterans	2	10.00
Others	1	5.00

Table 72. Patient Groups Are Informally Exempt from Paying Fees

Answer	Total	Percentage
Yes	10	50.00
No	3	15.00
No answer	7	35.00
Grand total	20	100.00

Table 72a. Patient Groups Informally Exempt from Paying Fees

Answer	Total	Percentage
The poor	11	55.00
Children	2	10.00
Elderly	2	10.00
Residents of other areas	1	5.00
Veterans	1	5.00
Others	1	5.00

Table 73. Percentage of All Patients Who Are Exempt

Answer	Total	Percentage
1%	1	5.00
2%	1	5.00
3%	1	5.00
5%	1	5.00
15%	1	5.00
28%	1	5.00
19.60%	1	5.00
5.55%	1	5.00
50-100%	1	5.00
100	3	15.00
No answer	8	40.00
Grand total	20	100.00

Table 74. Percentage of Funds Retained by the Facility

Answer	Total	Percentage
100%	5	25.00
50%	0	0.00
None (0%)	5	25.00
Other	1	5.00
No answer	9	45.00
Grand total	20	100.00

Table 75. Person with Authority to Use Funds Generated by the Cost Recovery Scheme

Answer	Total	Percentage
Health facility chief	5	25.00
Co-management committee (including the chief, community participation, and others)	1	5.00
Other	2	10.00
No answer	12	60.00
Grand total	20	100.00

Table 76. Funds Are Ever Used to Procure Medicines

Answer	Total	Percentage
Yes	7	35.00
No	7	35.00
No answer	6	30.00
Grand total	20	100.00

Table 77. Funds Are Used to Procure Other Items

Answer	Total	Percentage
Yes	8	40.00
No	6	30.00
No answer	6	30.00
Grand total	20	100.00

Table 78. Number of Patients Who Paid a Fee Directly Out-of-pocket to Obtain Services in the Year 2000

Answer	Total	Percentage
72%	1	
75%	1	
80%	1	
98%	1	
100%	2	
300	1	
1790	1	
1800	1	
7670	1	
32500	1	
No answer	9	45.00
Grand total	20	100.00

Table 79. Number of Patients Who Received Care That Was Paid for by a Private Employer in the Year 2000

Answer	Total	Percentage
3	1	5.00
10	2	10.00
405	1	5.00
No answer	16	80.00
Grand total	20	100.00

Table 80. Number of Patients Who Received Care That Was Paid for by Private Health Insurance in the Year 2000

Answer	Total	Percentage
No answer	20	100.00
Grand total	20	100.00

Table 81. Number of Patients Who Received Care That Was Paid for by Social Health Insurance (e.g., Social Security) in the Year 2000

Answer	Total	Percentage
No answer	20	100.00
Grand total	20	100.00

Table 82. There Are Other Major Payers for Care for Patients in the Community

Answer	Total	Percentage
No answer	20	100.00
Grand total	20	100.00

Table 83. The Following Types of Community-based Organizations Active in the Area That This Facility Serves

Answer	Total	Percentage
Parents' associations to provide oversight in education of children	2	10.00
Groups to help poor members of the community	2	10.00
Agricultural cooperatives	1	5.00
Women's groups	4	20.00
Church/faith-based groups	3	15.00
Microfinance groups	1	5.00
Other	3	15.00
No answer	4	20.00
Grand total	20	100.00

Table 84. Community-based Organizations Regularly Discuss the Health Care Needs of Their Members or the Community or Help Set Priorities with the Facility

Answer	Total	Percentage
Yes	3	15.00
No	12	60.00
No answer	5	25.00
Grand total	20	100.00

Table 84a. Assistance Provided by Community-based Organizations

Answer	Total	Percentage
1st battalion 1st special force group (airborne)	1	
Technical working group bill network	1	
No answer	18	90.00
Grand total	20	100.00