



Եվրոպայում անվտանգության և
համագործակցության կազմակերպություն
Երևանյան գրասենյակ



«Ժողովրդավարություն և
ԸՆՏՐԱԿԱՆ ԳՈՐԾԸՆԹԱՑՆԵՐ»
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funded by the
European Union

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Implementer:
Armenian Lawyers
Association

Partner:
Freedom of Information
Center of Armenia

Implementer:
“Democracy and Electoral
Processes” International Center
Non-Governmental
Organization

“DEMOCRACY AND ELECTORAL PROCESSES” INTERNATIONAL CENTER NON-GOVERNMENTAL ORGANIZATION

“IMPLEMENTATION OF MONITORING OF DISTRIBUTION OF FREE MEDICINE, MEDICAL ACCESSORIES AND DEVICES RECEIVED THROUGH HUMANITARIAN AID FROM THE STATE, AND ACQUISITION OF THE MEDICINE PURCHASED BY FUNDS PROVIDED BY THE STATE AND DISTRIBUTION AMONG THE PATIENTS IN 2 POLYCLINICS OF YEREVAN CITY”

PROJECT REPORT

“Democracy and Electoral Processes” International Center Non-Governmental Organization implemented “Implementation of Monitoring of distribution of Free Medicine, Medical Accessories and Devices received through Humanitarian Aid from the State, and acquisition of the Medicine purchased by Funds provided by the State and distribution among the patients in 2 Polyclinics of Yerevan City” project with funds of small sub-grants provided in the framework of “Multi-Faceted Anti-Corruption Promotion” project implemented by the “Armenian Lawyers’ Association” NGO and the partner “Freedom of Information Center” NGO. Project budget is 1,135,000 AMD, of which 985,000 AMD was provided by the “Armenian Lawyers’ Association” Non Governmental Organization. Project duration: April 1 – May 31, 2016.

“Multi-Faceted Anti-Corruption Promotion” project is funded by the European Union and co-funded OSCE Yerevan Office.

YEREVAN

2016

Project Objectives

Implementation of “Monitoring of distribution of Free Medicine, Medical Accessories and Devices received through Humanitarian Aid from the State, and acquisition of the Medicine purchased by Funds provided by the State and distribution among the patients in 2 Polyclinics of Yerevan City” Project (hereinafter, the Project) is aimed to study through monitoring diabetes patients registered in clinics and to the flow medication allocated to these patients, and which would result in exposing the existence of corruption risks in the distribution process of medication. During the study of monitoring results comparisons should have been conducted referring the actual registered patients and their compliance with the illness mentioned in the registration cards, medication received by patients / pills of different types of insulin and / or distribution of the legitimacy of their compliance with registration cards in the names and quantities of drugs and prescription written off. During the study, a focus group has been selected from beneficiary patients with diabetes, to carry out the survey, compliance of the medicine names and their quantity signed and received by them between the actual quantity of medication names and their compliance with these cards and prescription drug names and their corresponding registration number Diseases. During these surveys discrepancies have not been recorded in the names and quantities of medication. Selective residual medicines were also studied in terms of usability, all of which were suitable for further use.

The report on the results of monitoring and diabetes medicines in No. 1 and No. 16 clinics of Yerevan city in 2014-2015 conducted in the scope of the project is available in Appendix 1 attached to this Report.

Project description

On April 1, 2016, "Democracy and Electoral Processes," International Center NGO / hereinafter the NGO / applied to Yerevan Municipality, with request to authorize to conduct a two months study on the acquisition of medicine received by the state through humanitarian aid and the free drug, as well as the amount of money allocated by the state medicines and distributions to the patients in two clinics under the Municipality

After receiving the authorization of Yerevan Municipality, the studies were conducted in No. 1 and 16 polyclinics of Yerevan. The duration of the study was two months.

The movement of the diabetes patients registered in 2014-2015 in Number 16 clinics and medication allocated to them during that period was studied. Medical cards of diabetes patients in 2014 and 2015, patient, their monthly movements were studied, medicine remains necessary for the treatment of diabetes at the beginning of 2014 and 2015, monthly admission, monthly movements, monthly remains of medicine received by the Ministry of Health (MoH) State Health Agency (SHA) and through humanitarian assistance during the same period were studied. The same studies were carried out in Polyclinic No. 1 were conducted for the period of 2015, as the information was very extensive and time set for the studies did not allow to do more.

Free medication established by law is provided to the patients' groups and according disease types in two polyclinics mentioned above. As of 31.12.2015, Polyclinic No. 1 provided services to 15.653 patients. As of 01.01.2014 Polyclinic No. 16 provided services to 14,575 individuals over the age of 18 and 16.721 juveniles under the age of 18 years, a total number of 31.296 individuals. As of 01.01.2015, services were provided to 13.628 individuals over 18 years, and 16.242 juveniles under the age of 18 years: in total 29.870 individuals. The range of medicines provided by polyclinics is quite extensive, so a decision was made to conduct studies on diabetes patients and medication provided to them, since patients with such a diagnosis are the most vulnerable and the largest in number and their treatment by the state is carried out under daily scrutiny because of the feature of this disease. Diabetes is a disease during the treatment of which there are no standards for prescribing medications. In other words, medicine prescription for any patient of the same patient group implies a number of different medications with different doses. Depending on the effect of medication, different doses can be prescribed for the same patient at different time. In the case of this illness, the process of medication suggests changeable prescription of medication from the aspect of both the type of medication and its dosage. Thus, having the list of patients with diabetes according to the groups, it is impossible to predict in advance the precise range and required quantities of medicines for the treatment. All this is determined by a certain approximation, implementing constant adjustments during treatment. During the study the names and the quantities of drugs received by clinics, registration cards of the patients, submitted receipts and names of medicine and quantities allocated on monthly basis, as well as their correspondence to the names and quantities mentioned in registration cards and medication prescriptions signed by patients were examined. The study did not identify corruption risks associated with the distribution of medication, and there was no dissatisfaction about the quality of service during the inquiry of focus groups.

Methodology

Different methodological tools were applied during the project implementation and conducting the studies. These enabled to carry out a comprehensive assessment of the situation with based on the information collected with these tools.

Document analysis

During the project implementation and in the process of conducting the research, all the documents in which information on diabetes patients and medications provided to them were studied. Documents defining criteria for the distribution of the medicines were studied as well.

Documents studied

1. Decision N 1717-N of the Government of the Republic of Armenia of 23 November, 2006, "On the approval of the list of diseases and social groups entitled to purchasing drugs free of charge or on preferential terms".
2. Order N 74-N of the Minister of Health of the Republic of Armenia of 27 January, 2005 "On the approval of establishing procedures for the allocation of free or discounted medicines."
3. Order N 17-N of the Republic of Armenia of 9 September, 2010 of the Minister of Health "On the procedure for the transportation, storage and preservation of drugs."

Queries

As focus groups, /30 patients from each clinics/ were randomly chosen in the framework of diabetes patients registered in No. 1 and 16 clinics and queries were carried out about medicine names and quantities mentioned in registration cards and medicine prescriptions and the names and quantities signed by them, also connected with the quality of their services.

Summary of the Results

In compliance with the In the framework of according to “Implementation of Monitoring of distribution of Free Medicine, Medical Accessories and Devices received through Humanitarian Aid from the State, and acquisition of the Medicine purchased by Funds provided by the State and distribution among the patients in 2 Polyclinics of Yerevan City” Project implemented with funds of small sub-grants provided in the scope of "Multi-Faceted Anti-Corruption Promotion” project, the "Democracy and Electoral Processes" International Center NGO conducted research and monitoring of the movement, and legality of medication provided to the patients with diabetes during 2014 – 2015 in Yerevan Clinics No. 1 and No. 16, as well as the existing corruption risks. The project was implemented in the period of April-May 2016.

The research covered the year 2015 in polyclinic N 1, and the period of 2014-2015 in Polyclinic N 16. The organization studied the documents on medicine deposited and dispensed, disease cards, medicine prescriptions, and remains in 2014, 2015 and at the beginning of 2016, and relevant analyzes comparisons on them, it was found out that the distributed medication with names and quantities correspond to the amount of medicine remnants, plus input, minus the last remains during that period.

In other words, no discrepancies were found in the circulation of medicine, which indicates the absence of corruption in the process, which is a quite encouraging fact. In addition, queries were implemented with the selected sample of stakeholders, patients with focus groups, 30 in each clinic patient, about the names, quantities of medications mentioned in the documents signed by them, as well as about the correspondence of the actual medication names and quantities, during which it became clear from the responses of patients that there were no nominal and quantitative discrepancies. Surveys about the quality of services provided by the medical staff were conducted the patients of focus groups and it was revealed that the services were rendered properly. There have been some complaints by beneficiaries, related to queues and quality of medicines. They said that they were aware about the existence of more high-quality insulin with higher effect and added that the list of medication provided to them should be changed; as a result they would receive more modern insulin, which will ensure a more effective course of treatment.

Suggestions

As a result of monitoring, the project team can provide the following by realistic suggestions:

1. During the studies there were queues in both polyclinics and this was in case where the nervous conditions are absolutely contraindicated for patients with diabetes. It is necessary to pre-schedule an appointment on telephone and schedule visits to polyclinics to avoid queues. The polyclinics should ensure this.
2. As a result of interviews with patients and professionals it was revealed the provided insulin is of a rather low quality and the government should do everything to provide the clinics with high quality insulin.
3. Procurement processes of medicine organized by clinics should be examined.
4. Patients with diabetes should be definitely provided with a measuring device so that they can keep the amount of sugar in the blood under control by measuring at home.

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