


	<b>Title: Guideline for conducting Operational Research</b>	
<b>Rev No: 02</b>	<b>Doc No: PBSL/GL/009</b>	Version no. 03
<b>Issue date: 15 May 2024</b>	<b>Effective date: 17 May 2024</b>	Approved by: Registrar



<b>Adopted By PBSL</b>	
<b>Start of public Consultation</b>	
<b>End of public Consultation</b>	
<b>Agreed by QMS committee</b>	
<b>Approved by Board</b>	

**Pharmacy Board of Sierra Leone**  
**PMB 322**  
**Central Medical Stores Compound**  
**New England Ville**  
**Freetown**

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## 1.0 INTRODUCTION



A research initiative or program can be routinely assessed in relation to its annual work-plan and whether proposed outputs, in terms of studies initiated, studies completed, papers written, published and disseminated, have been met. This requires an ability to move fast with analysis and write-ups of manuscripts. Ultimately research must be of benefit to the Board. The ultimate proof of judging the effectiveness of operational research is whether it helped to improve program performance or influenced policy change. Influencing policy is a "process" in which publication (or putting evidence in the public domain) might just be the beginning, which often needs to be followed by a coherent dissemination and advocacy strategy.

## 2.0 OBJECTIVE

- Provides decision-makers with information to enable them to improve the performance of their programs.
- Provides solutions to identify problems that limit program quality, efficiency and effectiveness, or to determine which alternative service delivery strategy would yield the best outcomes.
- Seeks to improve the number and quality of services and program outputs and outcomes by optimizing program inputs (e.g., personnel, supplies) and processes (e.g., training, supervision, and promotion of services).

## 3.0 SCOPE

This guideline covers all operational research undertaken at the pharmacy Board. Customer satisfaction survey should be done every three year.

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#### 4.0 SPECIFIC REQUIREMENT.

- **Identification of the problem**

Identifying the problem is the most critical step in the operational research process. Unless a problem is clearly defined it is impossible to develop good solutions. Develop proposal clearly stating the problem statement, objectives, justification and methods to be used during the research

- **Identification of possible reasons and solutions and the testing of potential solutions**

Research is required when either the reason for the problem or the solution to the problem is not self-evident. Once the problem has been identified, it is the job of the program implementer and researcher to determine the reasons for the problem and to generate possible solutions. Sources for thinking of possible reasons and solutions include program staff and clients, community members and literature on the topic. Good solutions must be measurable, easy to implement and sustainable.



In some cases, operational research is used to determine the effectiveness of a proposed solution through comparison methods in an intervention study.

- **Designs used for the research**

Quasi-experimental design: one where the situation is analysed before and after introducing the possible solution to the service delivery unit, or between service delivery units with and without the proposed solution; and True experiment: one where service delivery, or health outcomes, are compared between randomly assigned “experimental” and “control” groups.

- **Results utilization**

Prior to beginning the study, it is necessary to decide how its results are meant to be used. This determines, to some extent, the information that will be collected. For instance, a study might find

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that one way of delivering insecticide treated bed nets is superior to another way in getting households to buy and use the nets, but the decision-maker will (and should) want to know, for example, if the new strategy is more expensive; if information about cost was not collected, a good decision cannot be made.

- **Results dissemination**

Early in the operational research process, a strategy must be developed for disseminating results to stakeholders. This dissemination could take the form of a seminar if there are multiple decision-makers or stakeholders or in a meeting in the decision-maker's office. Researchers should also assist the decision-makers and stakeholders in devising ways to widely implement the decisions made.

## **5.0 ABBREVIATION**



**NONE**

## **6.0 REFERENCE AND INFORMATION SOURCES**

**NONE**

## **7.0 ANNEXES**

**NONE**

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