

FIP engagement with our membership in 2021 at a glance

Capturing the voice of FIP members globally, to advance pharmacy worldwide

2022



Colophon

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Disclaimer: FIP confirms that the snapshots in different sections were added with the consent and permission of member organisations, observer organisations, academic institutional members, FIP regional pharmaceutical forums and FIP's internal constituencies. Where members have expressed or shared perspectives on country or regional priorities in pharmacy, FIP recognises that these priorities are member-specific priorities and perspectives on country priorities, rather than a country in its entirety, as one member may not always represent the whole country or country priorities.

Drivers and purpose

The International Pharmaceutical Federation (FIP), with 146 national organisations (both pharmacy and pharmaceutical sciences), 180 academic institutions (pharmaceutical education) and 4,000 individual pharmacists and pharmaceutical scientists, represents over four million pharmacists and pharmaceutical scientists globally. Through extensive pharmacy and pharmaceutical sciences networks, building on strategic partnerships and purposeful collaborations, FIP works to support the development of the pharmacy profession around the world. This is strategically approached through practice and emerging scientific innovations, and developing the pharmacy workforce through education, training and policy development to meet the world's health care needs and expectations.

FIP's mission to support global health by enabling the advancement of pharmaceutical practice, sciences and education is articulated to members and key stakeholders through the [FIP Strategic Plan](#). Through a set of strategies to consult, engage and involve its members and other key stakeholders, FIP forges different relationships with its members to focus on the differing needs of regions and nations. As such, we ensure the advancement of health care in all parts of the world, together.

Investing in member engagement continues to be a top strategic priority for FIP, particularly because, with the ongoing COVID-19 pandemic, little face-to-face contact has been possible. Across all our organisations the onset of the pandemic highlighted the need to connect and maintain rapport with members, and to engage purposefully.

As FIP moved into a second year (2021) with no face-to-face meetings or gatherings due to travel bans and social restrictions, the need to be nimble, adaptable, and flexible in the approach to engage with members was heightened. Therefore in 2021, FIP approached member engagement with the aim to identify member needs, priorities, and preferences, both as an imperative for the longevity of FIP's strategies and mission and for the profession at large.

Questions arose: What are FIP members' pressing and ongoing needs and priorities? What effective methods or strategies need to be experimented with to better understand members' needs and wants? Which of these methods provide member benefits and which do not?

The 2021 FIP regional engagement: Summary and key findings

In 2021 FIP set out a virtual regional and national engagement strategy. This provided opportunities not only to engage with members but also to identify their needs using a variety of approaches.

Member engagement focused on identifying members' needs and priorities and supporting them to advance pharmacy in their local, national, and regional contexts. With members at the heart of all initiatives and activities, FIP sought to understand aspirations, priorities, preferences and needs to enable FIP to focus support where needed and promote examples of good practice where appropriate.

A prominent feature of the FIP engagement approach was to capture the voice of FIP members, to provide an authentic report of challenges and priorities as seen by them. We did this by ensuring all activities were interactive, purposeful and targeted. The voice of the members is a vital tool in customising and tailoring support for members' needs and priorities. It allows FIP to identify how members can support each other and share lessons learnt. This is shared further in the complete report.

In addition, FIP used the opportunity to ask two questions: What member needs do we meet? And what benefits do we provide?

FIP decided to involve members actively through digital events and regional meetings; they are asked questions, listened to, and followed up. Then needs and areas of excellence are prioritised, aligned and, where appropriate, delivered through FIP programmes. This approach was also adopted when conducting high-level meetings with leaders and engaging across regions to better connect with members. As we explored members' national profiles and priorities, comparable needs and priorities emerged, which FIP has been able to identify, highlight and interconnect across nations, regions and the FIP Development Goals (DGs) for the decade ahead. (**Appendix 1**)

This report summarises the needs and priorities identified in 2021, which inform engagement activities in 2022 and beyond. It provides an overview of how FIP is aligned with the needs and priorities of members and presents ways forward for the future.

The full version of the report covers three primary areas that are interdependent, as shown in **Figure 1**. First, it highlights some of the ways FIP has engaged with members and captured their needs in 2021. Next, it features the voices of member organisations, observer organisations, academic institutional members, regional pharmaceutical forums, and FIP's internal constituencies to explore their engagement needs, priorities, and perceptions. It then explains how all this information feeds into FIP's future engagement strategies, building on members' needs and requests as a guiding principle for future planning, and using all engagement activities to generate collaboration and impact.

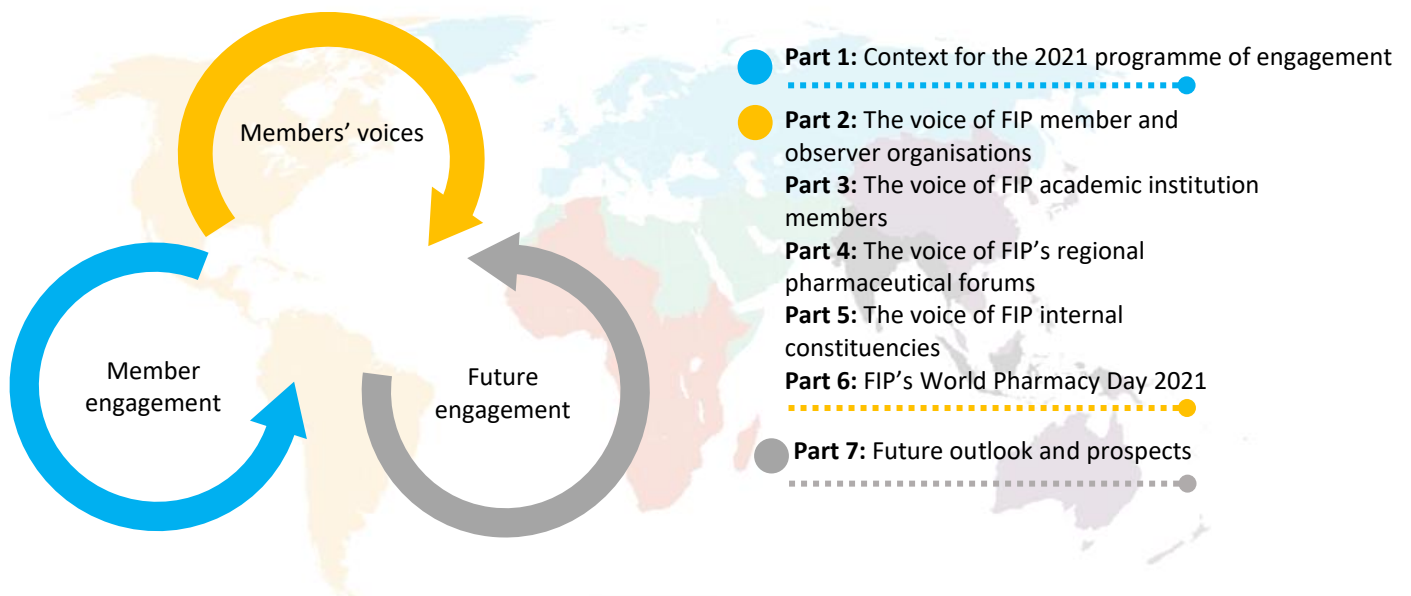


Figure 1: Three key components of the report.

Key engagement in 2021

- FIP delivered a series of online regional meetings each calendar quarter in 2021. To engage our members specifically, we asked all members what their needs were and what benefits we offer them.
- FIP conducted high-level meetings to discuss specific issues and challenges raised by our member organisations.
- Across 2021 and 2022, FIP completed surveys across the federation to identify further details on members' needs. For example, one such survey* was disseminated to identify priorities for continuing professional development to support the pharmaceutical workforce across different nations and regions.
- FIP conducted multiple interviews with representatives of member and observer organisations with different but focused objectives and aims.
- The [FIP Development Goals Report 2021 "Setting goals for the decade ahead"](#) provides an update on the state of the goals one year after they were launched and serves as a starting point for developing the next decade's roadmap aligned with UN Agenda 2030.
- FIP sought perspectives and insights from member organisations, observer organisations, academic institutional members, FIP regional pharmaceutical forums and FIP's internal constituencies to further understand how engagement efforts support achieving goals and objectives. *

*More information and detailed results are detailed in the complete FIP engagement with our membership 2021 report which is a member-only publication.

If you are a member at FIP, we invite you to watch the recorded **launch of the report on our member-only [webpage](#)**, which hosts the [report](#) and recordings that present the voices of our members, representatives from the forums, and FIP's internal constituencies.

For a summary of the participation of member and observer organisations in 2021 engagement activities, please contact FIP and we will make sure to send you a copy.

Global overview of FIP members

FIP organisational members include member organisations and observer organisations.

Member organisations have many different categories of members, locations (WHO regions), income levels, levels of development (in terms of pharmacy practice, science, or workforce), priorities and interests, and areas of pharmacy needs addressed.

Figure 2 shows FIP coverage of member and observer organisations across the globe. As of December 2021, FIP had 146 members organisations and 22 observer organisations.

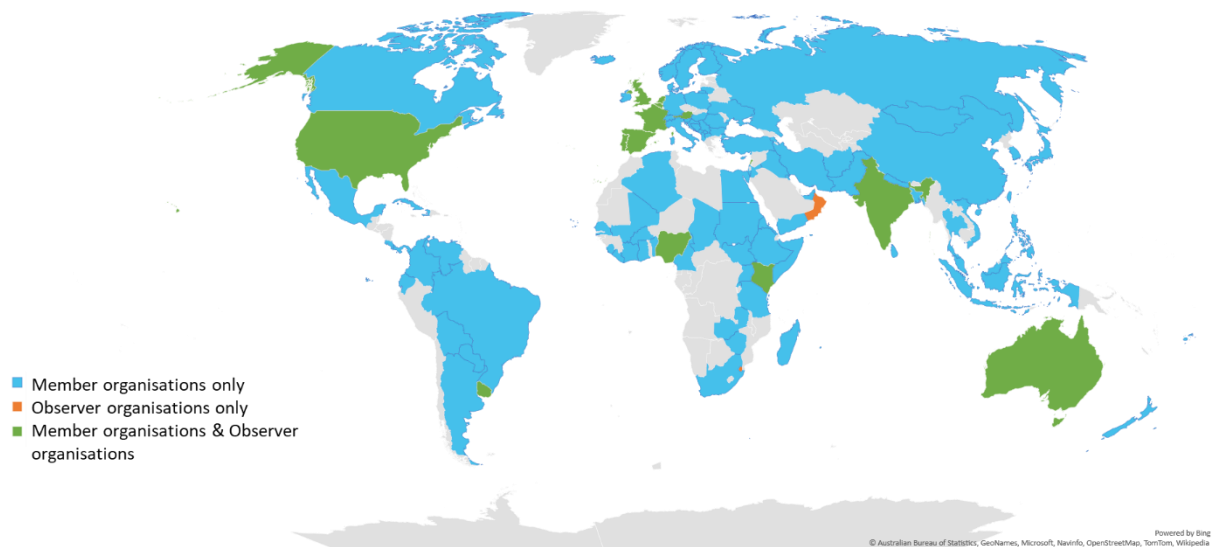


Figure 2: FIP coverage of member and observer organisations across the globe.

As a part of our plan to dive deeply into organisations’ needs and requirements and to pinpoint which themes and values we should emphasise in the next steps, we conducted a sample of tailored interviews with member and observer organisations from each of the six WHO regions (Figure 3).

Several members explained how our engagement activities reinforce and facilitate their principles and values while meeting their needs. It was noted that most pharmaceutical bodies across all countries emphasised collaboration as a key-value to enhance pharmacy, and our plan is to collaborate with members and facilitate multinational collaboration.

This section summarises inputs and reflections received as well as members’ hopes for engagement strategy and how they can collaborate more effectively. These responses have been grouped into themes and linked to the global principles and values that members shared during the regional engagement meetings. This further highlights the importance of engagement and networking among member organisations around the world.

Responses are divided by region. These are, however, only examples from some member and observer organisations and are not representative of all.

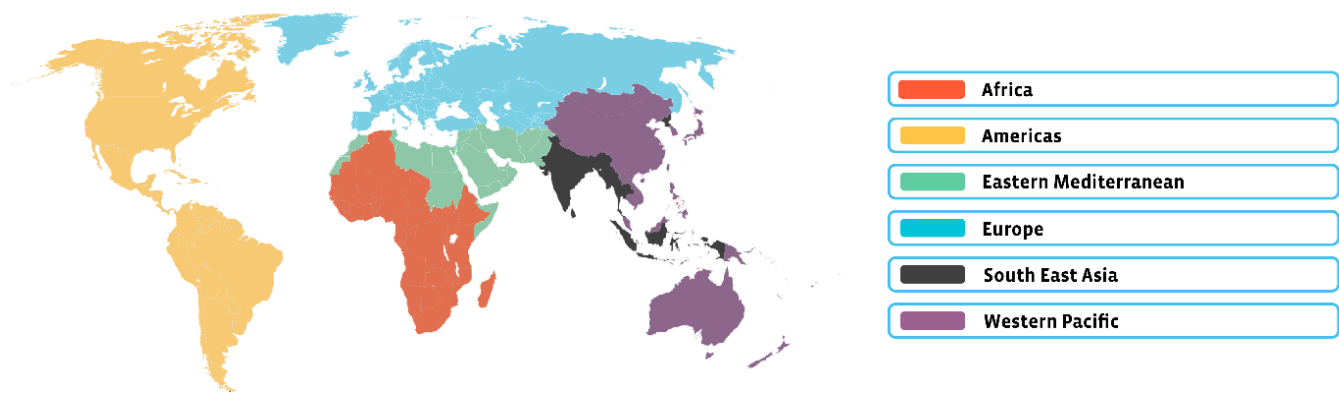


Figure 3: Map of the six WHO regions.

Voices of FIP member organisations in the African region

This section provides an overview of the voices of some member organisations in the African region (Figure 4) along with their engagement needs. Common themes among participants include engagement, specific discussions, collaboration and knowledge sharing.



Figure 4: Map of the African region.

Algerian Pharmaceutical Federation

“As a member organisation of FIP, we appreciate the kind of specific and focused meetings especially for one of the most important topics, the FIP Development Goals” explained Redouane Soualmi, chair of external relations. He continued: “I think it is a great opportunity to have specific discussions related to the different regions as there are different needs from one region to another. So having these regional discussions and specific topics, it is really important for us to learn from countries where we have similar issues and challenges in terms of development goals”.

Highlighted priorities and themes:

- Engagement
- Specific discussions
- Knowledge sharing

Pharmaceutical Society of South Africa

The Pharmaceutical Society of South Africa (PSSA) believes that the regional meetings are necessary to be a part of. Moreover, it explained that its role in this will become clearer over time, and that as initiatives emerge from these meetings, the PSSA will benefit.

Mariet Eksteen, professional development and support, clarified that the PSSA will benefit from learning from other countries or collaborating on certain initiatives or projects to improve health care in a region or in Southern Africa. She emphasised that, in order to discuss issues affecting the region, the PSSA believes the African region is too large to accommodate regional needs. On the disease profile, Southern Africa has different needs than Western Africa, and the countries are different. Furthermore, they believe that with such a large region, it is nearly impossible to accommodate discussion or work that will support and assist all of these countries in a single forum.

Highlighted priorities and themes:

- Engagement
- Collaboration
- Learning from others
- Specific discussions
- Local projects

Dr Eksteen emphasised the importance of localised projects, whether it is professional development or developing the workplace or workforce in a country, in addition to identifying opportunities, threats and gaps.

Pharmaceutical Society of Nigeria

Samuel Ohuavubywa, Pharmaceutical Society of Nigeria president, explained that the PSN found the 2021 regional meetings to be beneficial, as it felt they gave it a sense of belonging and ownership with neighbouring countries, as well as the ability to identify commonalities of issues within the region. Mr Ohuabunwa also mentioned that these frequent meetings provided the PSN with more opportunities to interact, as opposed to previous meetings, such as the FIP’s global congress, which occurs only once a year.

Mr Ohuabunwa shared that FIP should continue to provide continuous opportunities for experience sharing on specific subjects because this allows organisations to adapt successful measures to deal with specific problems.

In its future engagements with FIP and other members, the PSN would like to see more experience-sharing, problem-solving, and the possibility of leveraging from each other to bring certain programmes or projects to successful completion.

Highlighted priorities and themes:

- Belonging and ownership
- Engagement
- Knowledge sharing
- Specific discussions
- Expertise
- Collaboration

Voices of FIP member organisations in the Americas region

This section provides an overview of the voices of some member organisations in the Americas region (Figure 5) along with their engagement needs. Common themes among participants include knowledge sharing, collaboration, specific discussions, expertise and training.



Figure 5: Map of the Americas region.

American Pharmacists Association

“FIP is doing a great job of letting us know about all the activities that are taking place, and those are wonderful, but we would like to see as much time devoted to conversations and questions as to information dissemination,” explained Daniel Zlott, senior vice president, education and business development, American Pharmacists Association (APHA).

Moreover, engaging with others would enable the APhA to seek out opportunities to partner and collaborate, which, in the future, would be beneficial. Dr Zlott continued: “The partnership programme is very useful, particularly in terms of sharing experience on training pharmacists in immunisation, which they can offer help for others to adopt and adapt based on their own preferences, as well as overcoming policy challenges and many other topics. Some of the partnerships we have established, such as with the Pharmaceutical Forum of the Americas, have been very helpful.”

Highlighted priorities and themes:

- Discussion
- Engagement
- Partnership
- Collaboration
- Knowledge sharing
- Specific discussions
- Trainings

American Society of Health-System Pharmacists

In his remarks, Douglas Scheckelhoff, senior vice president and international affairs, American Society of Health System Pharmacists (ASHP) explained that it perceives the regional engagement meetings as an important way to foster collaboration between FIP and member organisations.

In terms of areas of focus it would like FIP to address, Paul Bush, vice president of global resource development and consulting, stated: “We suggest building a meeting agenda that can become standardised over time.” In addition, Mr Bush explained that ASHP is interested in coordinated discussions on particular topics related to the DGs, inviting member organisations to make brief presentations and participate in focused discussions that align with the FIP DGs.

Highlighted priorities and themes:

- Collaboration
- Engagement
- Knowledge sharing
- Specific discussions
- Active involvement

Argentine Pharmaceutical Confederation

“The meetings as well as the documents and statements of the Community Pharmacy Section and FIP have been very useful for our organisation,” explained Isabel Reinoso, president of the Argentine Pharmaceutical Confederation (COFA). In her remarks, she mentioned that the main benefit of the 2021 regional engagement meetings were: collaboration, leadership, education, objectives, better results, and communication.

COFA is interested in learning more about the implementation of specific pharmaceutical services, the development of quality standards and protocols of care, and remuneration of pharmaceutical services.

Highlighted priorities and themes:

- Collaboration
- Leadership
- Education and training
- Results
- Communication
- Knowledge sharing

Canadian Pharmacists Association

Glen Doucet, CEO, Canadian Pharmacists Association (CPhA), mentioned that the regional engagement meetings were generally useful in getting a better sense of what FIP is working on. However, the CPhA would like to see more briefings on the results of relevant research conducted by FIP for its members in future activities and would appreciate providing questions and data in advance.

Furthermore, he highlighted the importance of members prioritising specific goals. FIP can then help in those specific areas using a tailored approach (e.g., disseminating required articles and sharing experiences of other countries regarding related areas of

Highlighted priorities and themes:

- Knowledge sharing
- Research
- Priorities-focused
- Specific discussions
- Tailored approach

interest). “In Canada, we have public health goals and public health indicators, and we try to prioritise them because it’s difficult to do everything,” Mr Doucet explained.

College of Pharmacists of Costa Rica

In her remarks, Lidiette Fonseca González, vice-president of the board of directors of the College of Pharmacists of Costa Rica (COLFAR), summarised the main findings of the 2021 regional engagement meetings in three words: collaboration, action, and education.

She pointed out that COLFAR upholds the principles outlined by FIP’s president, Dominique Jordan, to engage and work together with members to turn the vision of One FIP into reality. She further explained that FIP has demonstrated a commitment to engaging with different regions, countries and members through the new engagement strategy, such as specific meetings with members in the region and the facilitation of discussions in Spanish, and this, for COLFAR, demonstrates the value of being a member organisation.

Aside from this, she stressed some areas COLFAR found most valuable, such as sharing experiences from member organisations, establishing collaboration agreements to develop joint programmes, projects and research, receiving expert advice and consultation from FIP and other member organisations, and focusing on topics of importance to each nation and region (e.g., political leadership development, impact indicators for the management of pharmaceutical services, sustainability of pharmacy and digital health). COLFAR is interested in educational and training opportunities to help develop its national priorities.

COLFAR is also interested in learning about FIP’s Global Pharmaceutical Observatory and how to establish national pharmaceutical observatories.

Highlighted priorities and themes:

- Collaboration
- Action
- Education and training
- Engagement
- Specific discussions
- Knowledge sharing
- Expertise
- Evidence and impact

Uruguayan Association of Chemistry and Pharmacy

Mariela Méndez, president, Uruguayan Association of Chemistry and Pharmacy (AQFU), emphasised that trust, solidarity and action will guide the future growth of each organisation. Moreover, she explained that FIP’s regional engagement meetings facilitate fluid communication among member organisations, as well as providing information regarding projects and activities.

Ms Méndez explained that the AQFU would like to see the focus on developing pharmaceutical policies, continuous professional development, and working together to learn from national experiences. It also wishes to explore how it can measure its outcomes and progress.

According to Ms Méndez, highlighting strengths and weaknesses of identified members priorities can create opportunities for other members to work together and build synergies. She provided an example, which is the training in immunisation services of the AQFU provided by the American Pharmacists Association. Additionally, it is interested in learning about training plans that support curriculum development.

Highlighted priorities and themes:

- Trust
- Solidarity
- Action
- Communication
- Knowledge sharing
- Collaboration
- Measuring outcomes
- Expertise
- Education and training

Voices of FIP member organisations in the Eastern Mediterranean region

This section provides an overview of the voices of some member organisations in the Eastern Mediterranean region (Figure 6) along with their engagement needs. Common themes among participants include collaboration, specific discussions and expertise.

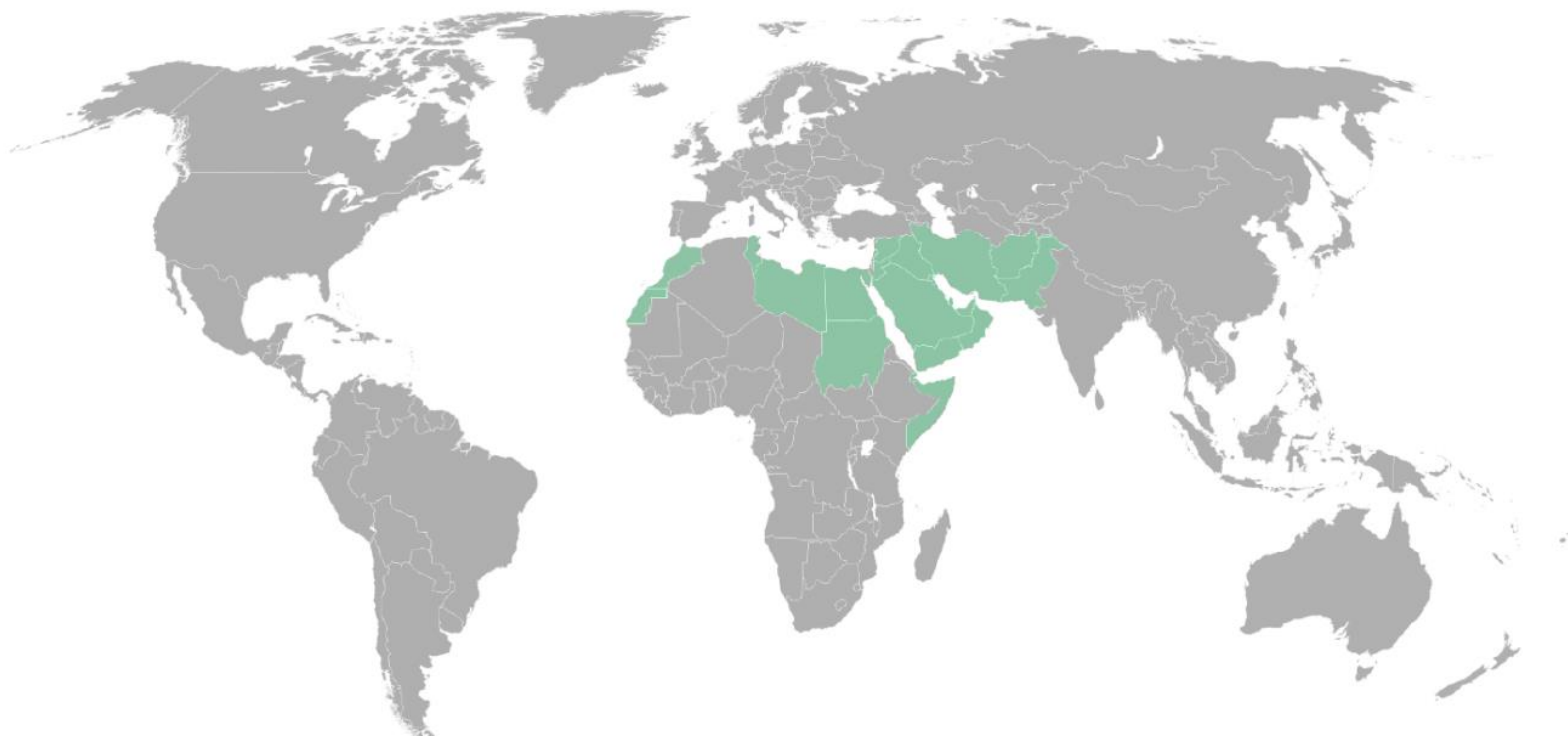


Figure 6: Map of the Eastern Mediterranean region.

Community Pharmacy Owner Syndicate

Mohammed Al-Nuzili, president of the Community Pharmacy Owner Syndicate (CPOS), Yemen, explained that organisations have DG targets, and in order to achieve these, FIP must segment its meetings by region, taking into account similar socioeconomic factors and cultures. Furthermore, he explained that such meetings can be used to develop policies pertaining to accreditation for pharmacists and development of competency for licences at a regional level, similar to the Physicians Arabian board. Furthermore, the CPOS believes that these meetings will have an impact on regional practices.

Dr Al-Nuzili highlighted the importance of regional meetings in identifying areas of common interest and in fostering collaboration to enhance and sustain the pharmacy profession. Among the things they would like to see more support for resources management, training, and academic and expertise development.

Highlighted priorities and themes:

- Segmentation
 - Engagement
 - Specific discussions
 - Impact
 - Collaboration
 - Accreditation
 - Training
 - Expertise
-

Egyptian Foundation of Clinical Pharmacy

Egyptian Foundation of Clinical Pharmacy (EFCP) president Mahmoud Abderlahman mentioned that FIP is making great efforts to support the global agenda and to demonstrate the transformative efforts of FIP member organisations around the world. He explained that, by participating in the regional meetings and connecting member organisations to the regional forums, members can gain alignment and collaboration with other countries around the world.

He further explained how regional meetings provide opportunities for knowledge exchange and expertise sharing on matters of mutual interest and partnership on mutually aligned goals to create a positive impact that will ultimately lead to achieving the FIP Development Goals.

Highlighted priorities and themes:

- Alignment
 - Collaboration
 - Specific discussions
 - Knowledge sharing
 - Expertise
-

Voices of FIP member organisations in the European region

This section provides an overview of the voices of some member organisations in the European region (Figure 7) along with their engagement needs. Common themes among participants include knowledge sharing, specific discussions, communication and active involvement.

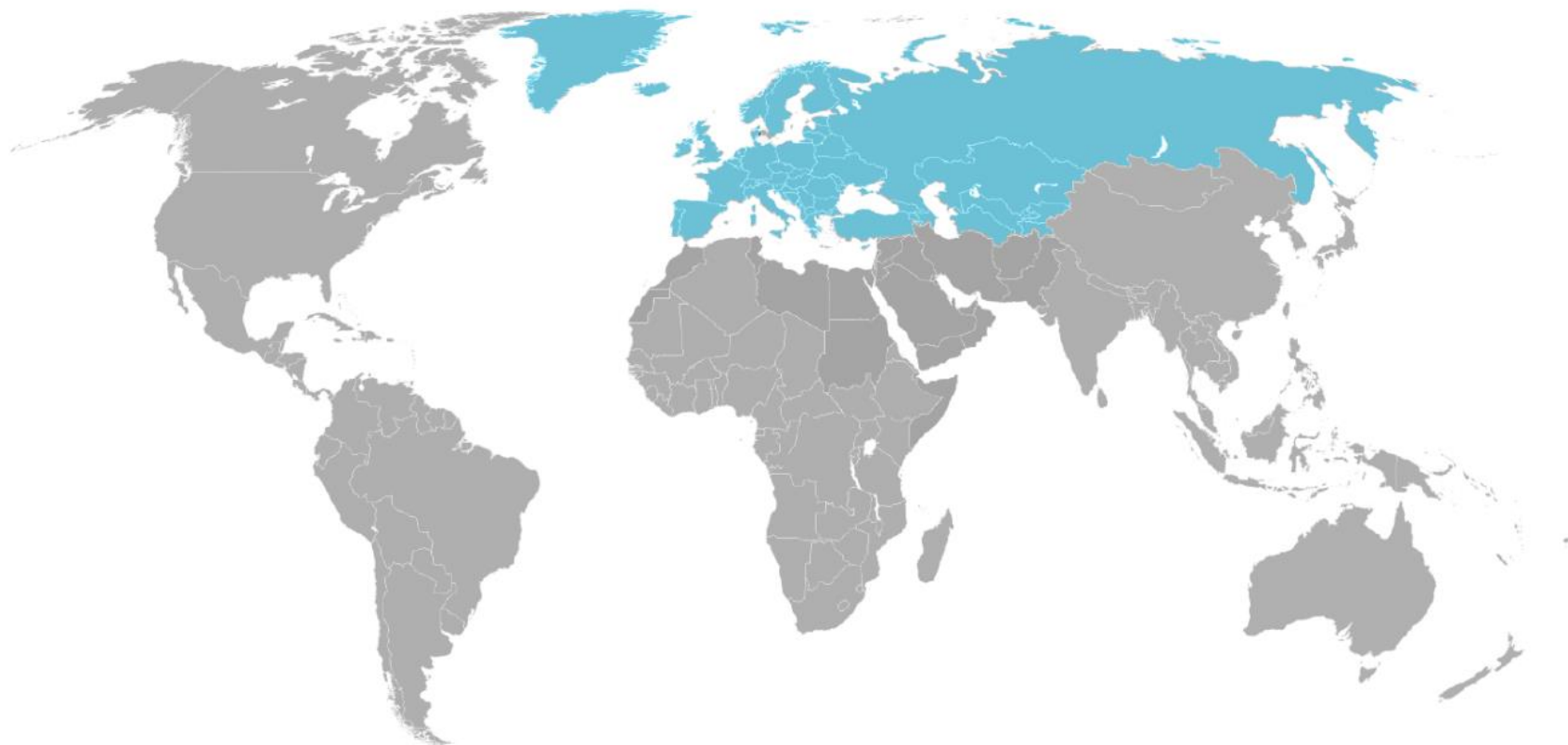


Figure 7: Map of the European region.

Cyprus Turkish Pharmacist Association

Safiye Çağansel, treasurer, Cyprus Turkish Pharmacist Association (KTEB), shared that the regional meetings are highly beneficial in allowing participants to see closely where pharmacy and pharmaceutical sciences stand in each country. “Creation and development of these regional engagement meetings and activities when a concrete need in the region is identified was inevitable.” Ms Çağansel explained.

She added that although every region has different needs, opportunities and specificities, most organisations residing within the same region have many in common, so by creating these engagement options of regional meetings and activities, FIP’s targeted promotion, accompaniment and translation will be able to reach all members, thus making communication and knowledge sharing easier and more effective across all regions.

As well as learning from other nations, the KTEB would like to see active interaction and information exchange, where each participating member can share their highlights and expertise, so that other members of the region can develop or enhance already existing programmes or services delivered at a local level to benefit people and communities. To ensure that countries share progress, she suggested implementing a system of monthly or bimonthly progress reporting.

Additionally, the KTEB suggests that guidelines be developed to make sure all countries and member organisations understand each goal so they can implement it effectively. Furthermore, the KTEB recommends some meetings become inter-regional, empowering some organisations to lead presentations or workshops that encourage and guide the implementation of the DGs with FIP’s help and facilitation.

Highlighted priorities and themes:

- Engagement
- Communication
- Knowledge sharing
- Active interaction
- Expertise
- Specific discussions
- Progress
- Guidelines
- Active involvement

Ethica Independent Pharmacies Association

Cristina Pavel, president, Ethica Independent Pharmacists Association (AFIE), Romania, said that meetings and activities were more than useful as they inspired the AFIE’s strategy and steps for introducing pharmaceutical services to Romania. After each meeting and after every activity announced, it prepares a short report or a brief presentation so that it can build and extract national strategies based on regional and multinational trends shared by members.

Ms Pavel added that one of the most important aspects of regional engagement is the opportunity to learn from other pharmacists and organisations from other countries about topics which reflect multinational challenges. She suggested implementing this through info-reports, documents shared between member countries, facilitating communication or round-table discussions between two or more countries on specific topics of interest, providing updates on progress and finding solutions for common problems.

Since Romania is at the beginning of implementing pharmaceutical services, Ms Pavel said that the AFIE would appreciate a focus on arguments in the meetings. Further, in Romania, the expansion of pharmaceutical chains puts pressure on independent pharmacies, and other countries’ experiences in dealing with similar situations would be highly appreciated. She mentioned that to convince the authorities that pharmaceutical services should be funded, ways should be found to measure the effects of these services on patients and the budget. It would also be helpful to understand how pharmaceutical service costs are established. One other issue that is extremely important for the AFIE is medicine shortages.

Highlighted priorities and themes:

- Engagement
- Strategies
- Specific discussions
- Knowledge sharing
- Communication
- Solving challenges
- Progress

Finnish Pharmacists Association

Antti Kataja, president, Finnish Pharmacists Association (FPA), said the regional meetings have been informative and the FPA is getting an overview of what is happening in each country, but it also needs to have a discussion, and it would be very helpful if meetings could focus more on topics that relate to Europe, since there are challenges that are common in Europe, such as electronic product information, vaccine production, and vaccine intellectual property. Additionally, the FPA would like to see more sharing of experiences, best practices and cost-effectiveness data from member organisations at future meetings.

Highlighted priorities and themes:

- Specific discussions
- Solving challenges
- Knowledge sharing
- Best practices
- Outcome improvement

Malta Chamber of Pharmacists

Mary Ann Sant Fournier, president, Malta Chamber of Pharmacists, said: “The FIP regional engagement meetings are inspirational to the Malta Chamber in its work. Discussions and exchanges between member organisations and experts provide valuable insights into addressing issues at the national level within regional contexts. In addition to adapting the tools provided by FIP to achieve identified goals, pharmacists will evolve their roles within selected areas of practice.”

In addition, Ms Sant Fournier pointed out that the Chamber would like to see more information sharing, in-depth discussion, and data on sustainability of pharmacy and digitalisation in the service of pharmacy and health. She recommended that “buddy schemes” or shadowing, training of trainers and mentoring be considered.

She said: “In my opinion, since different regions and different countries have varied approaches based on tradition, culture, legislation and standards of practice, human resource and socioeconomic realities, all strive to reach excellence in their own ways. The DGs are a very good beacon to adapt to individual needs, at their own pace, but with a clear objective to reach a high, unifying standard of practice and diversity in role evolution. The regional platforms are a very good forum for discussion of this and gauging the level at which the DGs could in fact be attained, how and when and to what extent. They should offer the opportunity, as indeed they do, to identify the challenges and opportunities and identify the uniqueness of each region, country, to provide the shove to attain their objectives.”

Highlighted priorities and themes:

- Guidance and tools
- Knowledge sharing
- Specific discussions
- Training and mentoring
- Professionalism
- Standardisation

Pharmaceutical Society of Iceland

“Face-to-face meetings would be more valuable, but might not be convenient due to the current situation,” said Inga Lilý Gunnarsdóttir, president, Pharmaceutical Society of Iceland (LFI). However, the LFI found the educational webinars on a variety of subjects to be very helpful to it and its members. These and similar activities where members can get actively involved are what it would like to see more of.

Highlighted priorities and themes:

- Specific discussions
- Active involvement
- Education

Portuguese Pharmaceutical Society

Jorge Batista, international affairs, Portuguese Pharmaceutical Society, explained that the society would want FIP to work with well-established pre-existing structures in Europe. Dr Batista noted that regional engagement meetings are useful for learning about the implementation of national and relevant projects and initiatives, as well as sharing best practices with other regions.

Specifically, Dr Batista said that the society would like to see more about how other countries approach new frameworks that will lead to improvements. Further, he explained that because the European region's legal and cultural infrastructure is usually quite similar, focused discussions are helpful for sharing these types of experiences.

"Sharing report translations is also a positive aspect of the network provided by FIP," said Dr Batista. As an example, he noted that the Portuguese Pharmaceutical Society shares information and experience with Portuguese-speaking countries in Africa.

"DGs should also be linked to metrics in the Global Pharmacy Observatory. We think it will be easier to grasp progress once periodic reports (every two to three years) are circulated detailing changes in certain DG areas," he added.

Highlighted priorities and themes:

- Collaboration
- Best practices
- Knowledge sharing
- Specific discussions
- Expertise
- Translation
- Outcome improvement

Royal Dutch Pharmacists Association

Ka Chun Cheung, manager of the Royal Dutch Pharmacists Association medicine information centre, said: "The FIP regional engagement meetings provided a pleasant way to engage with member organisations during a period when we couldn't meet face to face. Through the meeting, member organisations get updates about FIP's activities."

Highlighted priorities and themes:

- Engagement
- Communication
- Knowledge sharing

Academy of Pharmaceutical Sciences

Jo Craig, chair, Academy of Pharmaceutical Sciences (APS), UK, said that the regional engagement meetings provided insight into the various activities and projects that the organisation works on. Nevertheless, as the APS is a PSMO, the content of the meetings does not have much direct relevance to it, since many of the activities revolve around pharmacy practice rather than pharmaceutical science.

There was a suggestion that breakout sessions or other mechanisms that would provide dialogue and input would be much more effective and engaging. Additionally, Linda Hakes, independent consultant, noted that some key information can be sent to participants in advance of the meetings so that the presentation slides can be downsized.

The APS would like to see more science integration into future FIP meetings and to see greater recognition of the fact that many scientists are not pharmacists but actively contribute to new medicines and methods of diagnosing and treating diseases.

Highlighted priorities and themes:

- Pharmaceutical science
- Specific discussions
- Knowledge sharing
- Collaboration
- Communication

Ms Craig and Dr Hakes noted that the FIP could enable PSMOs to connect with others that are undertaking similar projects; promote the notion that science underpins practice and practice informs science and share scientific studies.

Voices of FIP member organisations in the South East Asian region

This section provides an overview of the voice of one member organisation in the South East Asian region (Figure 8) along with their engagement needs.



Figure 8: Map of the South East Asian region.

Indian Association of Colleges of Pharmacy

Bhojraj Suresh, president, Indian Association of Colleges of Pharmacy, explained that the FIP regional engagement meetings were particularly valuable because they facilitate members' understanding of how FIP engages with members across the globe and help them implement best practices. Meetings enable member organisations to communicate specific needs and support needed, as well as building engagement among the organisations and helping to coordinate regional discussions. Prof Bhojraj explained that the meeting frequency enables them to discuss issues, challenges and support needs as soon as they arise.

For future meetings, Prof Bhojraj suggested explaining why each project or issue needs to be completed or addressed. "Member organisations will be able to see the big picture before making any further decisions, understand why they are discussing this, and why it is important," he said. He added that countries would also benefit from FIP as a platform for exchanging specific data and creating mentoring networks.

Prof Bhojraj proposed disseminating information about the regional platform to educational institutions and pharmacy students. Doing so would aid the regional platform in producing great data, he said.

Highlighted priorities and themes:

- Best practices
 - Needs and support
 - Engagement
 - Specific discussions
 - Knowledge sharing
 - Solving challenges
 - Collaboration
 - Mentorship
 - Outcome improvement
-

Voices of FIP member organisations in the Western Pacific region

This section provides an overview of the voice of some member organisations in the Western Pacific region (Figure 9) along with their engagement needs. Common themes among participants include: specific discussions, knowledge sharing, collaboration, expertise and outcomes improvement.

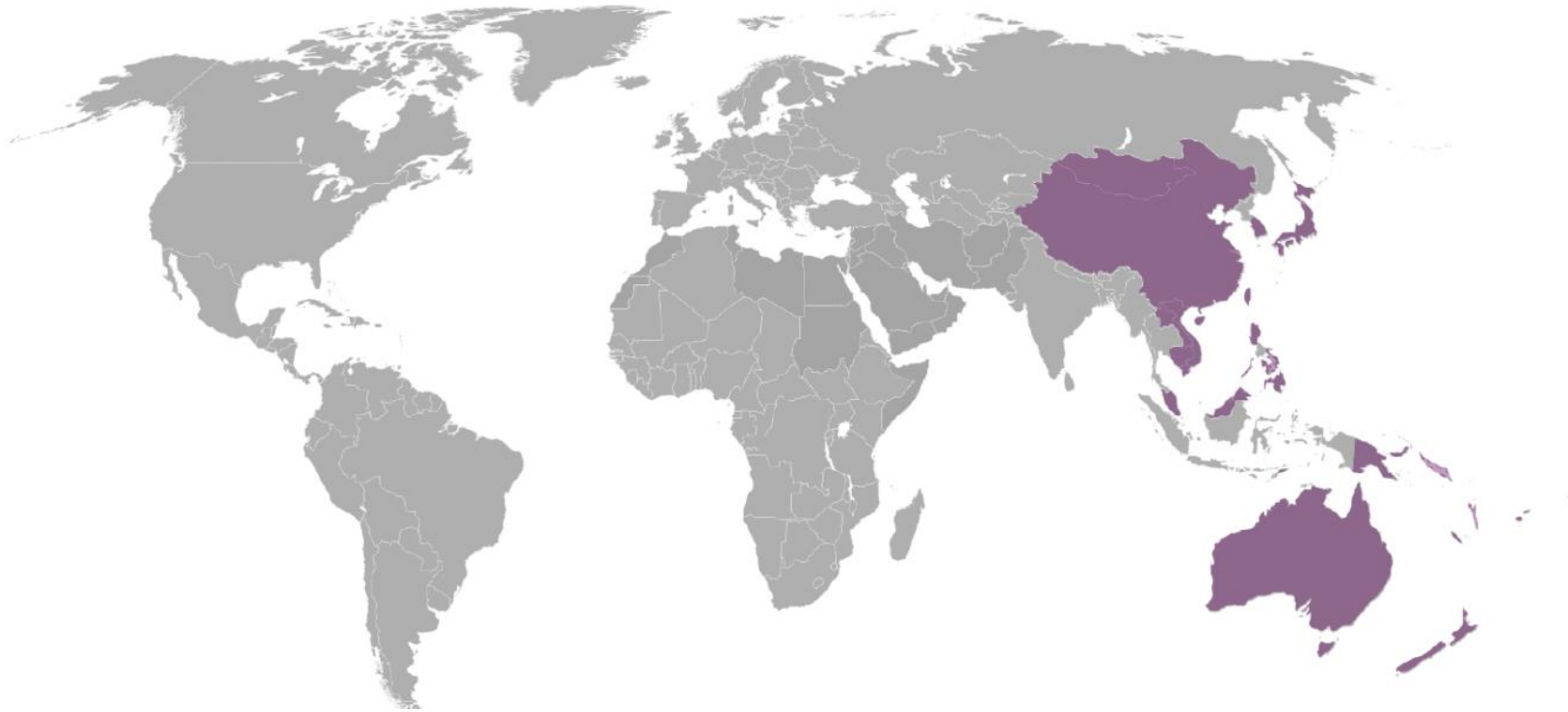


Figure 9: Map of the Western Pacific region

Australasian Pharmaceutical Science Association

Joseph Nicolazzo, president, Australasian Pharmaceutical Sciences Association (APSA), highlighted four themes: connection, collaboration, regional health issues, and awareness.

In terms of connection and collaboration, Mr Nicolazzo explained that regional meetings provide the APSA with an opportunity to identify key contacts for pharmacy and pharmaceutical sciences in the region and facilitate collaboration with neighbouring countries, taking into consideration potentially joint events and strategies at a regional level.

The presence of regional health issues is also very important; the APSA focuses mainly on pharmaceutical science within their own countries, but when it knows about the health concerns of its immediate neighbours, it is better able to focus the research on ways that can benefit it and its neighbours. Moreover, the association is interested in learning about what health issues other associations and countries are facing so that it can build a system to address those challenges together, through engagement and research.

Highlighted priorities and themes:

- Connection
 - Collaboration
 - Awareness
 - Regional health issues
 - Specific discussions
 - Partnership
 - Research
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Korean Pharmaceutical Association

Prof. Sang Hoon Joo, vice chair of international affairs, Korean Pharmaceutical Association, pointed out that the virtual regional meetings allowed members to stay in touch, which they found valuable. On the other hand, it was suggested that regional meetings be held less frequently. As well, he suggested that FIP organise discussion-based meetings ahead of time so that members could prepare in advance and share their best experiences to learn from each other.

Highlighted priorities and themes:

- Specific discussion
 - Active involvement
 - Sharing knowledge
 - Best practices
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Malaysian Pharmaceutical Society

According to Jack Shen Lim, treasurer, Malaysian Pharmaceutical Society (MPS), the regional engagement meetings have provided the society with insight into what is happening in other countries and what it can learn from these. "These meetings are useful for planning for our decision-making bodies," Mr Lim added.

The MPS would appreciate connecting with other countries and regions with similar priorities. As an example, Mr Lim suggested sharing practical experience from other countries such as Jordan's expansion of pharmacist roles, and particularly those with similar healthcare systems to Malaysia. The MPS would also appreciate suggestions and materials that can be used to adjust its systems. Mr Lim provided an example of COVID guidelines and how pharmacists were the first to publish their document in Malaysia, using a document from the Federation of Asian Pharmaceutical Federation and FIP's documents that they localised and developed on their own.

Highlighted priorities and themes:

- Knowledge sharing
 - Expertise
 - Needs and support
 - Guidelines
 - Specific discussions
-

Depending on the needs of the region, Mr Lim suggested aligning focused discussions to specific goals in the region.

Pharmaceutical Society of Australia

Chris Freeman, national president, Pharmaceutical Society of Australia (PSA), said that the regional events have been beneficial in terms of being able to connect and exchange with colleagues from other countries; however, many of the issues raised may not be as directly relevant to one another as they would have been in other regions.

As Dr Freeman pointed out, there is an advantage to engaging across the region at a broad level, and he suggested having one or two regional meetings to provide an understanding of issues affecting the region as well as bilateral meetings between two or three member organisations with similar priorities across the different regions, so as to achieve more meaningful outcomes and to broaden engagement. Moreover, the PSA believes there is greater value to its members by collaborating and partnering in activities with specific countries, such as New Zealand, and collaborating on a global scale, or aligning with European/North American countries.

Dr Freeman called for a quality approach with more meaningful interactions, greater outcomes, and increased engagement from FIP's member organisations. As Peter Guthrey, senior pharmacist, strategic policy and advocacy, suggested, briefer, less formal meetings would be more helpful in gathering key information and might be quicker than sending lengthy surveys to members. Also, sending out feedback quickly during a meeting is more effective than chasing for a written response if a country is having problems with a specific issue; similarly, if a country has developed a new technology and wants to collaborate with other organisations. Additionally, Dr Guthrey noted that if meetings were more focused on specific projects, organisations would seek written reports and documents and provide these as summaries in the meeting.

Highlighted priorities and themes:

- Connect
- Knowledge sharing
- Relevance
- Priorities and needs
- Quality and value
- Specific discussions
- Collaboration
- Outcome improvement

Taiwan Society of Health-System Pharmacists

Jack Chen, secretary general/international affairs, Taiwan Society of Health System Pharmacists (TSHP), stated: "I think the engagement meetings were useful. First, we can hear the president and CEO introducing the developing strategies that FIP is adopting for the development of pharmacy. Second, I was pleased to hear how other member organisations chose the priority of goals based on their countries' situations. I particularly liked to hear about countries sharing a similar healthcare system as Taiwan, such as the Republic of Korea and Japan."

Dr Chen said the TSHP would appreciate specific development topics to discuss during the meeting (specific DGs). It would also like to hear how other countries are dealing with changes in healthcare due to pandemic outbreaks, developments in artificial intelligence technology, and specialisation in pharmacy professions.

Highlighted priorities and themes:

- Strategies
- Knowledge sharing
- Best practices
- Specific discussions
- Commonalities

Pharmaceutical Society of Japan

Prof. Ichiro Matsuoka, Pharmaceutical Society of Japan (PSJ), explained that the smaller and more familiar setting of the regional meeting made it easier to see the activities and initiatives of FIP on member organisations, PSMOs, the Global Pharmaceutical Observatory and collaboration with WHO in greater detail. Prof. Matsuoka commented that it was also interesting to learn about differences in the focuses and priorities of other member organisations on certain topics.

Highlighted priorities and themes:

- Engagement
- Specific discussions
- Knowledge sharing
- Active involvement
- Best practices

He suggested the idea of a premeeting questionnaire and an intake of topics ahead of time, so that in the future, participants can discuss certain topics based on the results from the questionnaire. As a result, members can exchange opinions and needs effectively.

Prof Matsuoka pointed out that the PSJ covers both the fundamentals of science and practice, but it may be able to incorporate more practical and critical aspects, as well as regulatory matters. While it has developed its own educational system, this needs to be improved in comparison to the rest of the world and become more competency-based and outcome-based. The PSJ also intends to shift from a process/deduction-based to an outcome-based approach.

By setting up joint meetings and symposia the PSJ has established long-term cooperative relations with foreign academic bodies within the region (e.g., South Korea, Asian Federation of Medicinal Chemistry) and throughout the world (e.g., Canada, Germany, USA) for the advancement of pharmaceutical sciences.

In the PSJ-FIP Joint Project for the Exchange of Young Pharmaceutical Scientists in the Asia-Pacific Regions, Prof. Matsuoka stressed that the PSJ provides a platform for the presentation and exchange of science ideas among young scientists within the regions. In addition, member organisations can cooperate by offering platforms in a variety of different areas in a manner that is mutually beneficial.

Prof. Matsuoka noted that each member organisation can provide assistance based on its strength. As an example, the PSJ has a strength in pharmaceutical science, whereby it can facilitate scientific exchange and training.

Future outlook to strengthen member engagement and support — 2022 and beyond

In line with FIP's strategic outcome number 6, which states that FIP is a cost-effective, unified, vibrant, and growing organisation that meets the needs and supports the work of its members; FIP uses input from its members as guidance in developing an engagement strategy, which will be adapted accordingly to implement the plan for advancing pharmacy worldwide. FIP will focus on member-centric engagement in 2022 with strategies that meet members' needs, priorities, and requests. Five areas summarize the most pressing needs of the FIP members, which will form the basis of the 2022 engagement plan. These are: national and member priorities; regional relevance; sharing best practices and achievements; assessment of needs and progress monitoring; and resource and knowledge sharing.

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