

Doc.dr.sc. Arijana Meštrović, MPharm, FFIP

Assistant Professor, Doctor of Biomedical Sciences

Arijana Meštrović, Master of Pharmacy

- Pharma Expert Consultancy and Education, Zagreb, Croatia
Director, Professional Affairs
- Faculty of Medicine, School of Pharmacy, Split, Croatia
- Near East University, Faculty of Pharmacy (PharmD programme), Nicosia,
Northern Cyprus



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- My professional development, starting with graduation at the Faculty of Pharmacy and Biochemistry, University of Zagreb in 1994 was continued as a pharmacist just at the time when public pharmacies underwent greatest changes and new challenges in Croatia. I was working 14 years as a community and clinical pharmacist. After that I was appointed as a Head of Education Centre, responsible for education, implementing new services and competency development in the biggest pharmacy chain in Croatia. Today I am independent consultant and educator in Pharma Expert, Croatia, providing consultancy, lectures and workshops in CPD programs for pharmacists, mainly for pharmacy chains in Croatia, but also in Serbia, Macedonia, Montenegro, Bosnia and Herzegovina, Lithuania, Kosovo, Kuwait, India, Egypt, Jordan, Qatar, India, Indonesia, Poland, Estonia, Oman and Turkey. In my work, I am dedicated to quality and change, promoting competency-based education in CPD cycle among pharmacy practitioners and students, providing workshops and lectures with international experts in pharmacy education. My teaching usually addresses all components of competencies – knowledge, experience and motivation.

- My expertise is in competency development, pharmaceutical care, implementing new teaching methodologies in undergraduate and CE activities (e.g. OSCEs), and implementing services for patients in community pharmacy setting, using internationally validated tools and methodologies. Since 2008 I have been assisting over the 90 organisations, pharmacy chains and independent pharmacies in service implementation.
- I am certified trainer for Communication skills, Selling skills and Presentation skills from Horizon International trainer agency since 2009.
- I was teacher practitioner at Faculty of Pharmacy and Biochemistry in Zagreb 2006-2012. Today I am Assistant Professor, lecturing at international pharmacy programme at Near East University in Nicosia, Northern Cyprus and Faculty of Medicine, Pharmacy programme, University of Split, Croatia. I am teaching *Professional Practice, Social Pharmacy and Pharmaceutical Care*. My Doctor's degree is in biomedical sciences – competency development in pharmacy, completed in 2012. Representing CoDEG (*Competency Development and Evaluation Group*), as a part of Royal Pharmaceutical Society Faculty, I am using the Global Competency Framework, evaluating its impact on pharmaceutical care and practitioner development in European countries. I am involved in competency evaluation implementation and assessors training, collaborating with numerous national pharmacy organizations in the region.
- Under the FIPeD Competency and Quality Assurance Domains, I am actively included in the FIP/UNESCO/WHO Education Development Team work since 2008. Together with ACPE Director of International services, Mr. Michael Rouse I am co-author of the FIP Global Framework for Quality Assurance in Pharmacy Education, launched 2014. We were also worked on improvement of Quality Assurance Pillars and Foundations of Quality in Pharmacy Education model in CPD, published in American Journal of Pharmacy Education in March 2015. For this publication, we have received the Award for Innovation in CPE from American Association of Colleges of pharmacy. In this partnership, based on these publications, I am providing lectures and workshops for pharmacy curricula improvement and faculty development. This internationally recognized work has included European Association of Faculties of Pharmacy (EAFP) meetings in Slovenia (2014) and Greece (2015), as well as Cyprus (2014, 2015), Indonesia (Deans Forum with 75 participants 2015), Oman (2015), Spain (2015), Cyprus (2018) and India (2016-2018) Deans Leadership Conclave with 140 Deans 2017 and 2018).
- At the Faculties of Pharmacy in London, Glasgow and Brighton, I have received trainings in the areas of consultation skills and pharmaceutical care and have international certificate as a trainer of communication and presentation skills. In facilitating and moderating discussion in larger groups, I am using methods of Participatory leadership, such as World Café, Open space training etc. I am currently participating in American College of Clinical Pharmacy certification course in Chicago in area of Ambulatory care.
- I am longstanding mentor for trainees and students accredited by the Croatian Chamber of Pharmacists, and co-author of new 6-month programme for pharmacy students in practice, which is implemented from 2016 as a part of Bologna process. I am designer of educational programme and lecturer for mentors (preceptors) at University of Split, Faculty of pharmacy and their assessment.

- Additionally, I am member of Executive Board of the Community Pharmacy Section in Croatian Pharmaceutical, providing lectures and workshops in CPD programs for pharmacists, and serving as a member of scientific committee for national symposia and congresses. In Croatian Chamber of Pharmacists, I am the President of the Committee for Advancing Pharmacy Practice, responsible for development and implementation of new model of patient services for community pharmacies.
- I am serving as on-site evaluator and member of the International Services Program Advisory Group of the Accreditation Council for Pharmacy Education (ACPE, USA) dedicated to quality and international certification of faculties of pharmacy around the world.
- I have served as a Co-Chair of the International Pharmaceutical Federation (FIP) World Congress Programme Committee, Expert member of FIP Board of Pharmacy Practice since 2014, and am today a Vice President of Academic and Community Pharmacy section at FIP and member of research group PCNE (Pharmaceutical Care Network of Europe).
- In collaboration with ACPE International Services and TPA (Turkish Pharmacist Association) I am currently working as a consultant and lecturer on Turkish Pharmacists Association CPD education reform, called SMART Pharmacist as a long-term project including quality indicators, competency framework, new services in community pharmacy and new educational model for Turkish pharmacists. This model, under the same partnership is spreading in Montenegro, Albania, Kosovo, Oman, Egypt, Kuwait, Estonia, Romania, Indonesia, Jordan, Qatar, Armenia and others.
- In collaboration with Faculty of Medicine, University of Split, Croatia I am founder and lecturer at Summer Clinical Pharmacy School for pharmacists, launched 2015 and interprofessional courses for patient care, developed for collaborative practice between general practitioners and pharmacists and held in Croatia in 2014. I was also lecturer, moderator and consultant at both SEE Forums held in Croatia in 2013, 2015 and 2019.
- I am member of Steering committee and founder of SEE Quality in Pharmacy Initiative, gathering pharmacy chambers, pharmaceutical societies and faculties in SEE region, also organizer and moderator of 1st SEE Quality in Pharmacy Summit held in Belgrade, Serbia in 2015.
- Pharma Expert was hosting international conference Life Long Learning in Pharmacy in Croatia in 2016, with participation of more than 150 educators from all over the world.
- Since 2016 I am serving as WHO International expert in the field of Pharmaceutical care. My first WHO Mission was held in April 2016 in Oman.
- Since 2016 I am member of the working group of Council of Europe assigned to write new declaration of pharmaceutical care.
- Since 2016 I am an author and designer of web-application for human resources in pharmacy and pharmacy services "Pharma Expert Matrix". The application is used for human resources development and documentation of patient services in community pharmacies in Croatia.
- Since 2017 I am one of editors of Elsevier Encyclopedia of Clinical Pharmacy Practice and Education

- Since 2017 I am in collaboration with Danish Colleague of Pharmacists Pharmakon, one of initiators and trainers at Implementation Academy for Pharmacy Services, held for the first time in Hillerod, Denmark
- Since 2017, Pharma Expert is exclusive partner of American Pharmacists Association in Croatia, introducing MTM (Medicine therapy management) model in Croatia
- In September 2017, I was awarded with FIP Fellow recognition for international leadership in the field of pharmacy education and practice.
- In September 2019, I was appointed as a Global Lead in Competency Development in Pharmacy at FIP Workforce Development Hub.

PROFESSIONAL EXPERIENCE

PHARMA EXPERT

May 2013 -present

Consultancy and Education
Dunjevac 2, Zagreb10000, Croatia



Owner, Head of Education & Competency development manager

- *Key Accomplishments*
- Competency evaluation and development in Croatia and in the region (Serbia, Monte Negro, Macedonia, Bosnia and Herzegovina, Lithuania, Turkey)
- Education – teaching, workshops, on the job trainings, coaching
- Developing new model for Pillars and Foundations of Quality in Pharmacy Education within QA Domain of FIP Education Development Team
- Pillars and Foundations of Quality in Pharmacy Education Workshops in USA, Europe, Asia, co-presented by QA Domain Lead
- Developing new Pharmaceutical Care subject (Content, Process, Outcomes) at Faculty of Medicine – Pharmacy Department in Split, Croatia
- Organizing conferences, symposiums, workshops
- Collaborative practice courses tour in 9 cities in Croatia (more than 800 participants)
- Introducing Drug related problems classification in CPD in Croatia (more than 1500 participants)
- Implementing pharmacy services in pharmacies
- Author of New model for remuneration of pharmacy services (Croatian Chamber of Pharmacists)
- Interdisciplinary forums – collaborative practice and projects
- Change management–pharmaceutical care services in pharmacy

- Mentoring students and pre-registration pharmacists
- Pharma Expert Matrix – application for competency development
- Elected lecturer – Faculty of Medicine, Pharmacy department, Split, Croatia
- Guest lecturer – Faculty of Pharmacy, Near East University, Nicosia, Cyprus
- OSCE project coordinator at NEU
- Co-author FIP Global Framework for Quality Assurance in Pharmacy Education
- Consultant on National project – Turkish Pharmacy Association: New educational model for pharmacists
- Indonesian Deans Forum (75 Deans – quality of education workshop)
- European Association of Faculties of Pharmacies – workshops on quality assurance
- Founder of Summer Clinical Pharmacy School in Croatia
- Founder and member of Steering Committee of SEE Quality in Pharmacy Initiative
- Host of international LLLP Conference
- WHO International expert in Patient care

ATLANTIC FARMACIA

November 2008 – April 2013

Education Centre

Competency development department

Heinzelova 47 B, Zagreb 10 000, Croatia

- **Head of Education Centre**
- **Competency Development Manager**
- *Key Accomplishments*
- Competency evaluation and development for 250 pharmacist and pharmacy technicians
- Coordinating quality of service in the largest pharmacy chain in Croatia (70 pharmacies)
- Education – teaching, workshops, on the job trainings, coaching
- Organizing conferences, symposiums, workshops
- Participatory leadership – working in large groups, facilitating management meetings
- Art of hosting in leadership – open space trainings, world cafe methods
- President of Ethic committee in the Company
- Communication skills trainer in healthcare
- Presentation skills trainer in healthcare
- Cognitive services in pharmacy – projects lead
- Medication reviews – coaching
- Creating and developing IT support in pharmacy
- Evaluation of pharmacist portfolio
- Interdisciplinary forums – collaborative practice and projects
- Change manager – pharmaceutical care services in pharmacy
- Mentoring students and pre-registration pharmacists

- **Head of Clinical community / hospital pharmacy**
2007 – October 2008

September

- *Key Accomplishments*

- Clinical pharmacy – pharmacotherapy practice
- Collaborative practice
- Pharmaceutical care
- Educating patients
- Medical reviews
- Teacher practitioner - collaboration with School of pharmacy, Zagreb, London, Brighton; UK

PHOENIX PHARMA PHARMACY
Holy Spirit Hospital,
Zagreb 10000, Croatia

February 2003 – August 2007

- **Pharmacy manager**

- *Key Accomplishments*

- Pharmacy practice
- Collaborative practice
- Mentoring - Preceptor
- Pharmaceutical care
- Educating patients



Community pharmacist
2003

September 1994 – January

- *Key Accomplishments*

- Pharmacy practice in different types of community and hospital pharmacies
- Collaborative practice
- Pharmaceutical care
- Educating patients
- Mentoring students

EDUCATION AND ACADEMY ADVANCEMENT

- **2016 Assistant professor University of Split, Faculty of Pharmacy, Croatia and Near East University, Nicosia, Northern Cyprus**
- **2015 specialization programme Ambulatory Care – American College of Clinical pharmacy (2015/2016)**
- **2008 – 2012 PhD programme - Doctor of science in Biomedicine**

Faculty of Pharmacy and Biochemistry

University of Zagreb, Croatia

Thesis : PROFESSIONAL AND SCIENTIFIC COMPETENCY DEVELOPMENT AND EVALUATION IN PHARMACEUTICAL CARE

Doctor of science/Field Pharmacy – Degree completed –2012

- **1989 – 1994 Masters of Pharmacy**

Faculty of Pharmacy and Biochemistry

University of Zagreb, Croatia

Masters of Pharmacy Degree 1994

- Graduated high school in Zagreb 1989
- Elementary school education in Zagreb

- **Seminars and courses**
 - American Pharmacists Association Congress 2018, Nashville, USA
 - American Pharmacists Association Congress 2017, San Francisco, USA
 - Points of You certified trainer, Zagreb 2016
 - European Association Faculties of Pharmacy (Athens, Greece), 2015
 - Ambulatory Care – American College for Clinical Pharmacy, Chicago, Illinois, USA, 2015
 - Pharmaceutical care conference – Deans forum (Oman 2015)
 - Implementation of competency assessment (Lithuania 2015)
 - PCNE Conference (Malta 2014)
 - European Association Faculties of Pharmacy (Slovenia 2014)
 - Life Long Learning in Pharmacy (Florida 2014)
 - PCNE conference (Berlin 2013)
 - APhA Conference (Los Angeles 2013)
 - On-site evaluator training ACPE ISP (Washington DC, 2013)
 - Asian Association Faculties of Pharmacy (Singapore 2013)
 - Teaching for learning (Monash University - 2009, 2013)
 - APhA, ASHP, ACCP, ACPE orientation seminars (Washington DC, Chicago 2012)
 - ASHP Summer Meeting (Baltimore 2012)
 - PCNE Conference (Manchester 2011)
 - Participatory Leadership methodologies (World Café, Open space 2011)
 - General Management Skills (Atlantic doo 2011)
 - Assessment and feedback (Horizon international 2009)
 - Training the trainer (Horizon international 2008)
 - FIP World Congresses (2008 - 2014)
 - Team Management (Horizon international 2008)
 - Project Management (Horizon international 2008)
 - Communication Skills (Horizon international 2008)

- Selling Skills (Horizon international 2008)
- Presentation Skills (Horizon international 2008)

- **LANGUAGES**

- English - fluent
- German – write, read, speak

- **PUBLICATIONS**

- Rouse, M-J, [Meštrović A](#), (2019), Implementation of Change in Pharmacy Practice, Encyclopaedia of Pharmacy Practice and Clinical Pharmacy, Babar, Z-U-D (2019). ISBN:9780128127353 June 2019, Elsevier
- [Meštrović A](#), (2019), Evaluating and Developing Clinical Skills, Encyclopaedia of Pharmacy Practice and Clinical Pharmacy, Babar, Z-U-D (2019). ISBN:9780128127353 June 2019, Elsevier
- [Meštrović A](#), Kamal S, (2019), Indicators of Quality of the Patient Care in Hospital and Community settings, Encyclopaedia of Pharmacy Practice and Clinical Pharmacy, Babar, Z-U-D (2019). ISBN:9780128127353 June 2019, Elsevier
- Ana Šešelja Perišin, [Arijana Meštrović](#), Joško Božić, et al. Interprofessional pharmacotherapy workshop: intervention to improve health professionals' and students' attitudes towards collaboration between physicians and pharmacists, *Journal of Interprofessional Care*, (2018): DOI: 10.1080/13561820.2018.1541875
- Anderson C, [Mestrovic A](#). Capacity building in Pharmacy Education, Chapter 14. *Pharmacy Education in 21st century*, Elsevier, 2018.
- Haider Al-Baghdadi, Abdikarim Abdi, Arijana Meštrović et al. Introducing clinical pharmacy services to cardiovascular clinics at a university hospital in Northern Cyprus *Int J Clin Pharm*, 2017, DOI 10.1007/s11096-017-0534-3
- Zekan L, Mestrovic A, Seselja Perisin A et al. Clinical knowledge of community pharmacists in Croatia for detecting drug-related problems. *Int J Clin Pharm* (2017) 39:1171–1174 DOI 10.1007/s11096-017-0546-z
- Abdikarim MA, [Meštrović A](#), Gelisen I, Gultekin O, Ozkum Yavuz D, Saygı S, Al-Baghdad H, Demirdamar R, Basgut B. Introducing a performance-based objective clinical examination into the pharmacy curriculum for students of Northern Cyprus. *Tropical Journal of Pharmaceutical Research* March 2017; 16 (3): 681-688
- Bošković J, [Meštrović A](#), Leppée M, Bago M, Šostar Z, Naletilić D. Pharmacist competences and impact of pharmacist intervention on medication adherence: an observational study, *Psychiatria Danubina*, 2016; Vol. 28, No. 4, pp 420-427
- Gökçekuş L, [Meštrović A](#), Basgut B. Pharmacist intervention in drug-related problems for patients with cardiovascular diseases in selected community pharmacies in Northern Cyprus, *Tropical Journal of Pharmaceutical Research* October 2016; 15 (10): 2275-2281
- Stupans I, Atkinson J, [Meštrović A](#), Nash R, Rouse MJ. A Shared Focus: Comparing the Australian, Canadian, United Kingdom and United States Pharmacy Learning Outcome Frameworks and the Global Competency Framework, *Pharmacy* 2016, 4, 26; doi:10.3390/pharmacy 4030026
- Šešelja Perišin A, [Meštrović A](#), Klinar I, Modun D. Health care professionals' and students' attitude toward collaboration between pharmacists and physicians in Croatia, *Int J Clin Pharm*, 2015, DOI: IJCP-D-15-00260R2
- [Meštrović A](#), Rouse JM. Ensuring quality of pharmacists' continuing education - pillars of quality based on science, practice and ethics; *Am J Pharm Educ* 2015; 79 (3)
- O'Dwyer M, [Meštrović A](#), Henman M. Pharmacists' medicines-related interventions for People with Intellectual Disability: A narrative review, *International Journal of Clinical Pharmacy* 2015; DOI 10.1007/s11096-015-0113-4
- FIP Global Framework for Quality Assurance in Pharmacy Education, FIP, The Hague, 2014. (Rouse M., [Meštrović A](#).)
- [Meštrović A](#), Staničić Z, Bates I, Ortner M, Mucalo I, Duggan C, Carter S, Kosicek M, Bruno A. Individualized Education and Competency Development of Croatian Community Pharmacists Using the General Level Framework. *Am J Pharm Educ* 2012; 76 (2): 23.
- [Meštrović A](#). Are we Competent in Pharmacy Practice? What are Pharmacist Competencies and How can they be Measured and Developed? *Adv Pharmacoepidem Drug Safety* 2012; 1:116.

- Meštrović A, Staničić Z, Bates I, Ortner M, Mucalo I, Duggan C, Carter S, Bruno A. Evaluation of Croatian Community Pharmacists' Patient Care Competencies Using the General Level Framework. Am J Pharm Educ 2011; 75 (2): 36.
- I am one of Editors of Elsevier's Encyclopaedia of Pharmacy Practice and Clinical Pharmacy, Babar, Z-U-D (2019)

- **COLLABORATION/PARTNERSHIP**

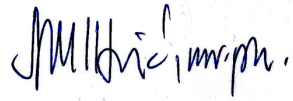
- Faculty of Pharmacy, University of Zagreb, Croatia, teacher practitioner since 1996
- Croatian Chamber of Pharmacists –mentor since 1999
- Croatian Pharmaceutical Society, lecturer since 2005
- TEMPUS project, School of Pharmacy 2005. – 2009 (Zagreb, London, Brighton)
- Global Education Taskforce (FIP/UNESCO/WHO) – since 2008
- CoDEG (Competency Development and Evaluation Group, London, UK) since 2008, Eastern Europe Contact since 2010, European representative since 2012)
- ACPE-ISPAG Member since 2011
- FIP, Programme Committee Member since 2011
- FIP, WG on Ethics, Autonomy and Professionalism Member since 2011
- Europharm Forum – ExCo Member since 2011
- Faculty of Medicine, University of Split, Croatia, senior research Assistant since 2012. Lecturer since 2014
- PCNE (Pharmaceutical Care Network of Europe) member since 2013
- FIP, Programme Committee Co-Chair since 2013
- Croatian Chamber of Pharmacists, President of the Committee for Advancing Pharmacy Practice since 2013
- ACPE ISP on-site evaluator since 2013
- FIP, Expert Member on the Board of Pharmacy Practice since 2014
- Camelia Pharmacy – Lithuania – consultant since 2014
- Turkish Pharmacy Association – consultant since 2014
- Near East University, Northern Cyprus – Lecturer since 2014
- Serbian Pharmaceutical Chamber – consultant since 2014
- WHO – International consultant since 2016
- Life Long Learning Conference host – Split Croatia, 2016
- Life Science Academy Kuwait – consultant since 2016
- Council of India - consultant since 2016
- Children Cancer Hospital 57357 Egypt - consultant since 2017
- Elsevier – Editor of Encyclopedia of Clinical Pharmacy Practice and Education since 2017

- **PERSONAL PROFILE**

- Creative, decisive, energetic and results-oriented; welcomes challenges
 - Reliable, dependable, hard-working and highly ethical
 - Seeks new responsibilities and uses initiative
 - Excellent inter-personal and communication skills
 - Excels in dynamic, fast paced environments
 - Excellent presentation skills
 - Experience in music, dancing, theater, church organizations, humanitarian work
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- References available upon request
- **Updated on 10th October 2019**

○ **Signature**

○ A handwritten signature in black ink, appearing to read 'M. H. Simpson', is written over a faint, light-colored circular stamp or watermark.