

Member Needs Assessment Report

International
Pharmaceutical
Federation (FIP)

FIP Young Pharmacists Group
December 2019



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FIP YPG wishes to thank its members who completed the survey.

1 Background

The International Pharmacy Federation (FIP) is an organization representing more than 4 million professionals in the pharmaceutical sector¹. FIP works to support the on-going development of pharmacists and pharmaceutical scientists to ensure that the workforce meets the healthcare needs and expectations of the global population. FIP collaborates with several key organizations including the World Health Organization (WHO), the United Nations Educational, Scientific and Cultural Organization (UNESCO), World Health Professions Alliance (WHPA), regional pharmaceutical forums and International Pharmaceutical Students' Federation (IPSF) to ensure its objectives align with global movement and initiatives.

FIP's vision is "a world where everyone benefits from access to safe, effective, quality and affordable medicines and health technologies, as well as from pharmaceutical care services provided by pharmacists, in collaboration with other healthcare professionals." FIP's mission is "to support global health by enabling the advancement of pharmaceutical practice, sciences and education." FIP recently established its strategic plan 2019 to 2024 which consists of six strategic outcomes including²:

1. Everyone has access to the medicines they need;
2. Everyone has access to the health and medicines-related information they need;
3. Everyone benefits from innovations in medicines, health technologies and services;
4. Pharmacists ensure the responsible and quality use of medicines;
5. Work collaboratively to ensure comprehensive and integrated healthcare outcomes for patients; and
6. FIP is a cost-effective, unified, vibrant and growing organization that meets the needs and supports the work of its members.

The new strategy of FIP – "One FIP"³ – aims to ensure that all the structures of FIP, which include FIP Young Pharmacists' Group, will work together towards FIP's vision and mission. While young pharmacists, defined as pharmacists aged 35 years and below, or graduation from pharmacy school within five years, have been members of FIP from its inception, the Young Pharmacists Group (YPG) was formally launched in the year 2001⁴. In accordance with the vision, mission and the six strategic objectives of FIP, the goal of YPG is to connect pharmacists and pharmaceutical scientists and to foster leadership within various sections and special interest groups of FIP. FIP YPG conducts various activities including an annual leadership development workshop (LDW) at FIP World Congresses, webinars and other activities, either independently or in collaboration with FIP Sections/Special Interest Groups (SIGs). Furthermore, with the growth and expansion of pharmacists and pharmaceutical scientists worldwide, FIP YPG facilitates networking, knowledge sharing and connects people from more than 104 countries. In order to

¹ <https://www.fip.org/about>

² <https://www.fip.org/files/content/about/vision-mission/FIP-strategic-plan-2019-2024.pdf>

³ <https://www.fip.org/news?news=newsitem&newsitem=304>

⁴ <https://www.fip.org/about-young-pharmacists-group>

tactically approach YPG's goals, YPG conducted a member needs assessment survey to identify the existing gaps in its current activities and to come up with solutions to overcome the gaps. Needs assessment is a systematic procedure to determine and address gaps between an existing situation and the desired situation^{5,6}. This needs assessment has helped FIP YPG officers to prioritise their activities according to members' needs.

2 Objective

The objective of this survey was to explore members' needs and their views on the existing FIP YPG projects and activities.

3 Method

An online questionnaire-based survey of individual FIP YPG members was conducted using the QuestionPro online survey platform. The survey was distributed through Mailchimp© (Atlanta, Georgia, USA) to all YPG members' registered email addresses from 01 May 2019 to 02 June 2019. Reminders to complete the survey were sent every two weeks. The questionnaire was made up of a total of 22 questions and respondents were not asked to reveal identity. The questions were developed by the project team and consisted of a combination of open-ended and closed-ended questions. The first version of the questionnaire draft consisted of a combination of 8 closed-ended, 10 open-ended questions, and 6 demographic questions. This first version was piloted by administering it to the FIP YPG Subcommittee 2019. There were 37 responses obtained from the pilot study. The open-ended responses received from the pilot study were then analysed thematically to find common patterns within the data. This led to the modification of five questions to closed-ended questions. The second version of the questionnaire draft was refined through a consultation process with FIP Professional Secretary, FIP Lead for Education Policy and Implementation, and FIP Lead for Practice Development, Advocacy and Data Management. The final draft of the survey consisted of 11 closed ended questions, 5 open ended questions and 6 demographic questions. The data gotten from the responses to the survey were analysed descriptively. Pie charts and bar charts were used to illustrate the findings.

4 Results and Discussion

Of the 298 respondents who filled in the survey, 47% of participants did not complete the survey. The reasons for non-completion of the survey forms are unknown. In total, 158 completed responses were analysed. One of the limitations of this needs assessment survey was a low response rate. The low response rate indicates a need to increase the survey responses by promoting the survey through local and regional partners, enabling easier access to the links and sending out targeted email reminders. As this study aimed to explore members' needs, despite the low response rate, it was decided that the total numbers of participants who participated in the survey was enough to

⁵ <https://www.oxfordscholarship.com/view/10.1093/acprof:royes/9780195368789.001.0001/acprof-9780195368789-chapter-1>

⁶ <http://www.adprima.com/needs.htm>

identify priorities for future FIP YPG projects. The results obtained from the completed responses and the proposed plan of action are described below:

4.1 Participant Demographics

The purpose of incorporating participant demographics was to identify the population groups whose needs are reflected in this survey. This can help in devising recommendations and concrete strategies to better fulfil the needs of these groups. A further benefit that can be derived from the demographics study is that networking meetings could be arranged among members of particular geographies.

4.1.1 Participant Age

Most participants (46%) were from the age group of 26-30 years (Fig. 1A). This was followed by 35% of participants from the age group of 31-35 years. Around 14% of participants were from the age group of 21-25 years and some participants identified themselves as >35 years of age. No participant was below the age of 21 years. The age distribution of participants was very similar with the age distribution of the current FIP YPG members (Fig. 1B). This indicates that these results reflect of the age distribution among the current FIP YPG members. Moreover, this could also indicate the age-range of completion of the first pharmacy degree, which could be between 21 and 25 years in most regions.

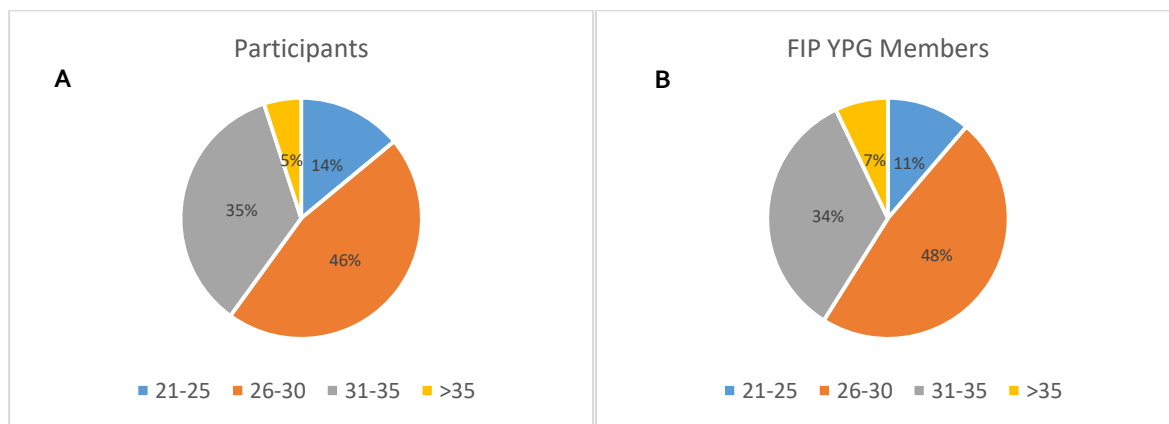


Figure 1. Participant age distribution

4.1.2 Participant geography (country of residence)

The highest number of respondents were from Nigeria (18%), followed by the United States of America-USA (8%), Ghana (5%), India (4%), United Kingdom (4%), 3% each from Algeria, Denmark, Philippines, Portugal, Australia, Italy and Albania and 38% from all other countries combined. Fig 2 gives a comparison of the country-wise representation of individuals in the current survey and the current FIP YPG members. When comparing the results with the FIP YPG members' country distribution, it can be seen that there is an over-represented response from Nigeria and slightly under-represented responses from Denmark, USA and Australia. This could be indicative of i) greater awareness regarding the current survey, which could have been promoted by local champions (current/ past FIP members/ Steering Committee or Subcommittee members) in those regions and/or ii) higher levels of

engagement with FIP YPG from the aforementioned countries. This indicates a need to increase awareness regarding FIP and FIP YPG in other regions with lower participation. This could be done by strengthening the existing collaborations with partner organizations including IPSF, European Pharmaceutical Students' Association (EPSA) and other regional and local organizations that represent young pharmaceutical professionals in the respective regions. Another way could be to enhance participation from the underrepresented regions by conducting outreach programmes and providing travel and other grant opportunities specifically to members of those regions.

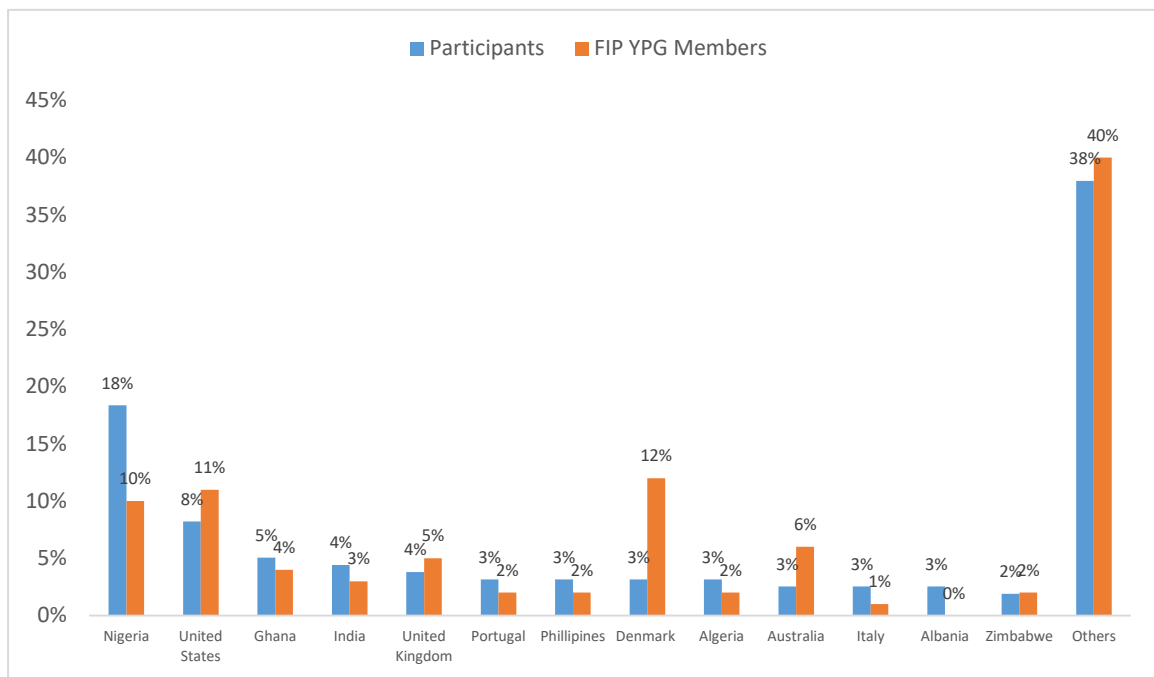


Figure 2. Country-wise distribution of survey participants and FIP YPG members

4.2 FIP YPG Satisfaction

4.2.1 Satisfaction with YPG activities and communication

The survey indicated that 67% of participants were satisfied with YPG activities and communication; 19% of participants responded that they were very satisfied (Fig. 3). These numbers are highly encouraging and indicate an overall agreement with the current activities hosted by YPG.

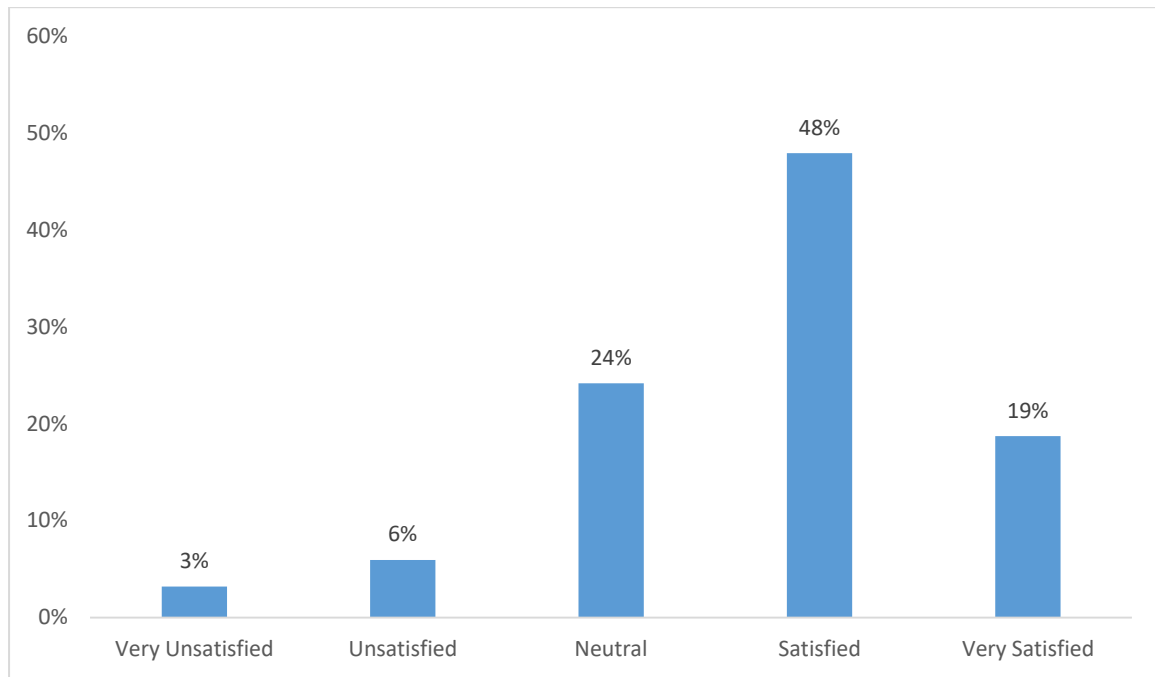


Figure 3. Levels of satisfaction of participants with current YPG activities and communication

A significant conclusion that can be derived from this is that some or all of the existing activities (discussed further in Sections 4.2.2. and 4.2.3.) serve the members' purpose for joining FIP and YPG (discussed in Section 4.3.). However, a small percentage (9%) of respondents indicated dissatisfaction; however, no reason for this was given for the same. This indicates a need to have constant evaluation on social media about how satisfied members are with the activities and communication. Another method would be to encourage members to provide feedback on YPG activities, again through social media or other channels of communication.

4.2.2 Participation in FIP YPG activities

Participants were asked which YPG activities they have participated in, with an option to choose multiple activities. The options included - Business meeting, First-timers' meeting, Leadership development workshops (applied/ attended), YPG social night, mentorship program, webinars, professional development package, grant awardee (or applicant), Steering committee or subcommittee member (or applicant), World Pharmacists' Day campaign, newsletter contributor (or reader), social media (Facebook, Twitter, Instagram) and others.

Here, it was found that "newsletter (as reader)" garnered the highest percentage of responses (14%) (Fig. 4). This figure represents 71.52% of the 158 respondents. This was followed by "Webinars" (11.39%) and "Facebook" (8.79%), representing 58.23% and 44.94% of participants, respectively. As these three activities brought forth the largest positive responses, it would be practical for YPG to continue with these activities in the coming years.

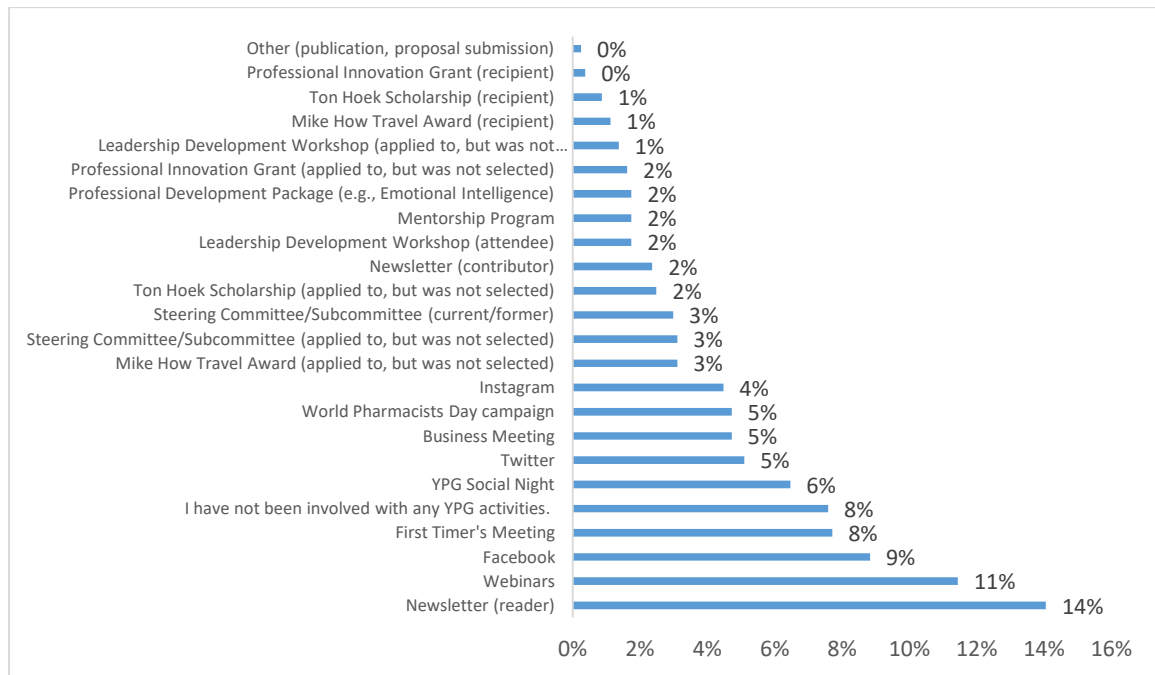


Figure 4. Participants' involvement in YPG activities

It was noted that 61 participants (38.61% of 158 respondents) responded that they have not been involved with any YPG activities. The lack of satisfaction expressed by some members (Section 4.2.1.) could be due to the lack of participation in YPG activities as indicated here. This could be overcome by actively increasing members' involvement with YPG activities. One way to do this would be to conduct year-round engagement activities which can serve to enhance members' level of interest in YPG as well. However, this needs to be further explored.

4.2.3 Aspects that member LIKE about FIP YPG

In the activities that members like about YPG, "Networking opportunities" and "Professional Development Activities" bagged the top spots (Fig. 5). This is in close accordance with the members' reasons for joining YPG (Section 4.3.).

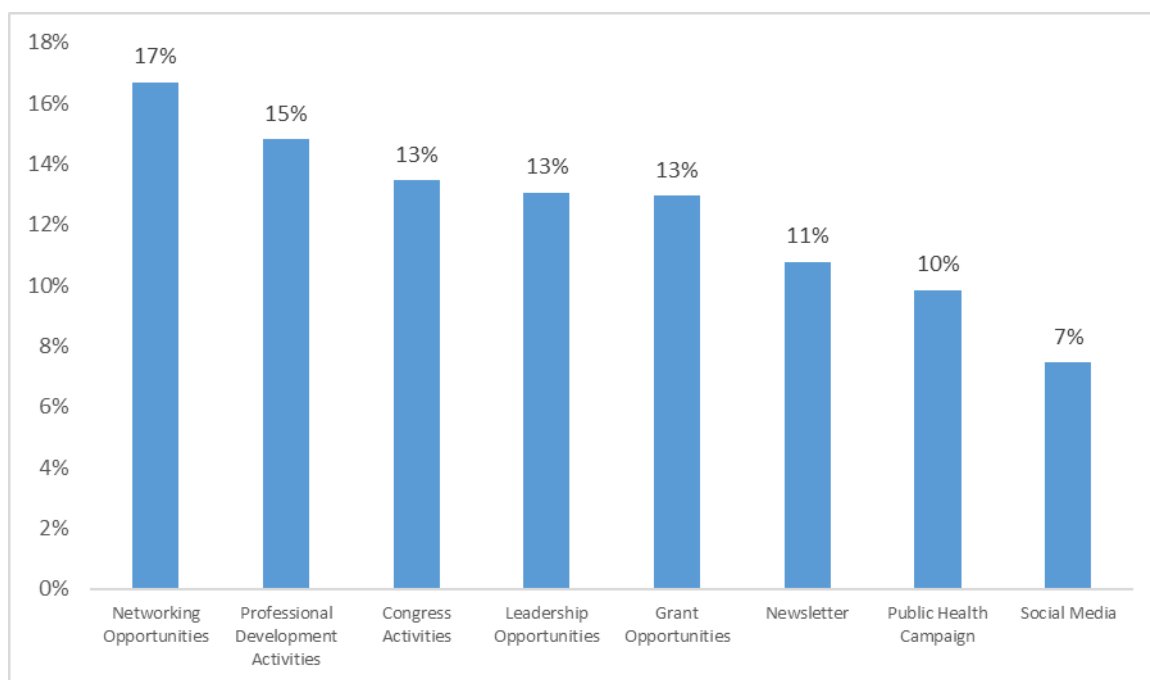


Figure 5. Favorite YPG activities of the participants

During the annual FIP Congresses, YPG conducts and leads several sessions and workshops, either in collaboration with FIP Sections and SIGs or independently. These include business meetings, YPG Assembly meetings, and Steering Committee elections. In the 2019 FIP World Congress in Abu Dhabi, YPG conducted the second Leadership Development Workshop (LDW), which had topics ranging from project management skills, succession planning, leadership styles, how to run effective meetings, and communication skills, and how young pharmacists are able to contribute in achieving Sustainable Development Goals (SDGs)⁷.

YPG also aims to connect its members with the sections of FIP (Academic pharmacy, Clinical biology, Community pharmacy, Health and medicines information, Hospital pharmacy, Industrial pharmacy, Military and emergency pharmacy and Social and administrative pharmacy) and the SIGs (Drug delivery and manufacturing, New generation of pharmaceutical scientists, New medicines, Personalised and precision medicine, Pharmacy practice research and Regulatory sciences and quality).

Moreover, YPG also aims to assist young pharmaceutical professionals from around the world who have inadequate resources to carry out research and for professional organization involvement. This is currently being achieved through the provision of grants available for FIP YPG Members, with scope to further develop this to widen access to more FIP YPG members. YPG also attempts to provide support for career development. The results from the survey indicate that the current activities of YPG are in alignment with the members' preferences.

⁷ <https://www.fip.org/ypg-activities>

4.3 FIP YPG Expectation

4.3.1 Reasons for joining FIP YPG

The highest number of respondents chose “networking” as the reason for joining YPG, while “professional development (including webinars and mentorship)” secured the second spot (Fig. 6). This was followed by leadership development and involvement in FIP sections and SIGs. The low percentage of members (1%) choosing “other” as an option indicates, in definite terms, that the above four options covered the expectation of more than 99% of participants. This is again highly encouraging and leads us to a clearer alignment of YPG goals in the future.

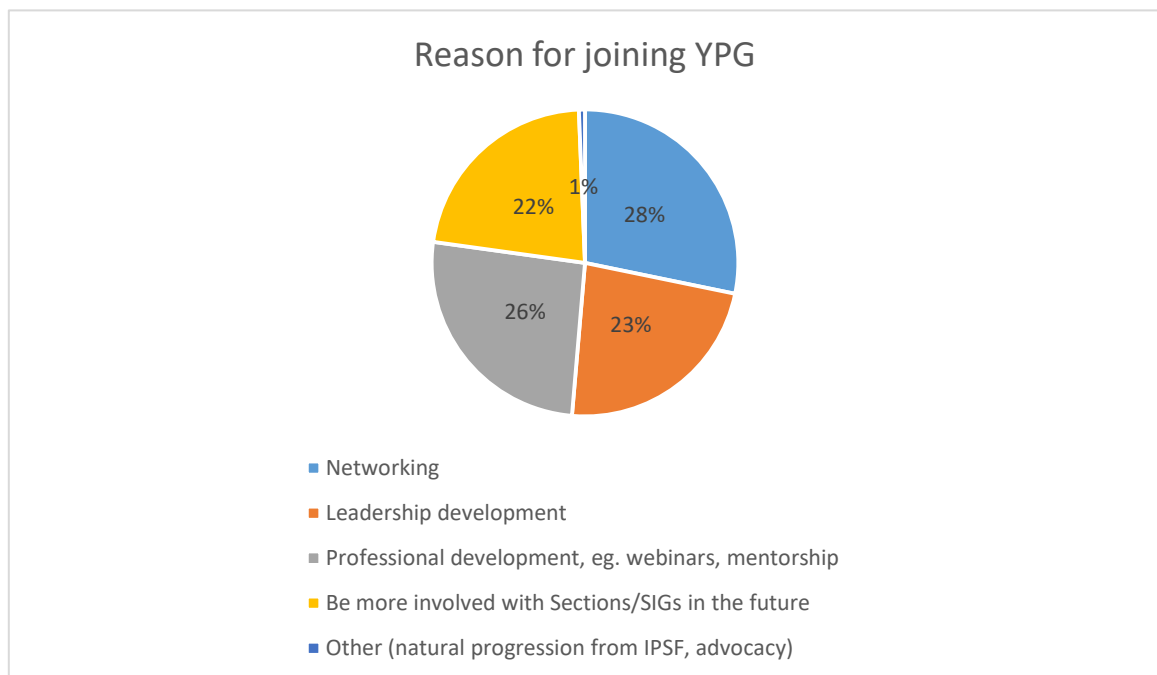


Figure 6. Participants’ reasons for joining FIP YPG

4.3.2 Priorities that FIP YPG should focus on

Participants were asked what priorities/activities they would like FIP YPG to focus on in order to support their personal and professional goals. Here it was found that most respondents chose ‘International YPG conference’ as their preference (Fig. 7). This was closely matched by “National YPG conference”, “Webinars”, and “Opportunities for grants/ scholarships”.

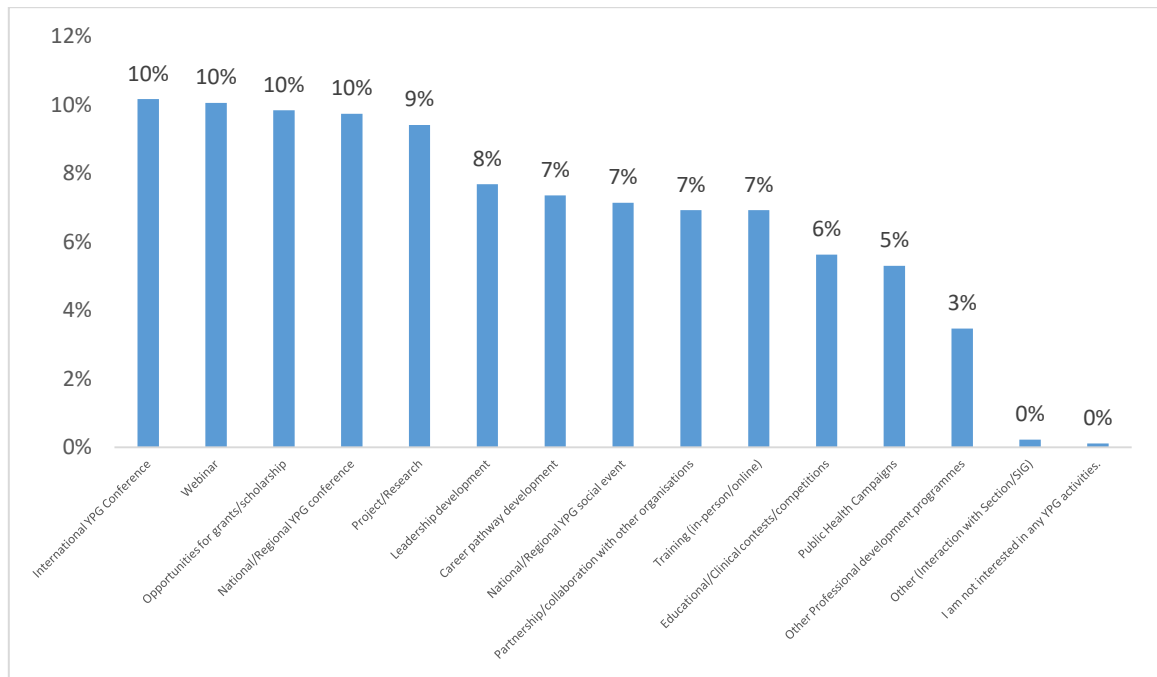


Figure 7. Participants' preference for FIP YPG priorities

Based on this feedback, some priority areas that YPG could focus on for the following year include:

1. International YPG conference (online; as all interested members could attend without travel and funding restrictions)
2. Webinars on the current topics of relevance
3. National or regional conference (online) through collaboration with member organizations
4. Project/research collaboration with members
5. Leadership development (in collaboration with FIP's Workforce Development Hub)
6. Career pathway development (mentorship, internship opportunities), connecting young pharmacists with international organizations
7. Interaction with Sections/SIGs to increase YPG members' involvement (through the involvement of YPG liaisons)
8. Public health campaigns on regional and local health issues

In regard to "opportunities for grants/scholarships" for FIP YPG members, FIP YPG will collaborate with the FIP Foundation to explore any possibilities for more grants/scholarship for FIP YPG members. FIP YPG also plans to share any opportunities for grants/scholarships with FIP YPG members more actively in the future.

4.3.3 Webinar topics

The previous section (4.3.2) highlighted that respondents chose "Webinars" as a preferred priority. Regarding the webinar topics, the highest response was received for "Career development", closely followed by "Medication safety/ Medicines use", "Leadership training" and "Advanced role of pharmacists" (Fig. 8).

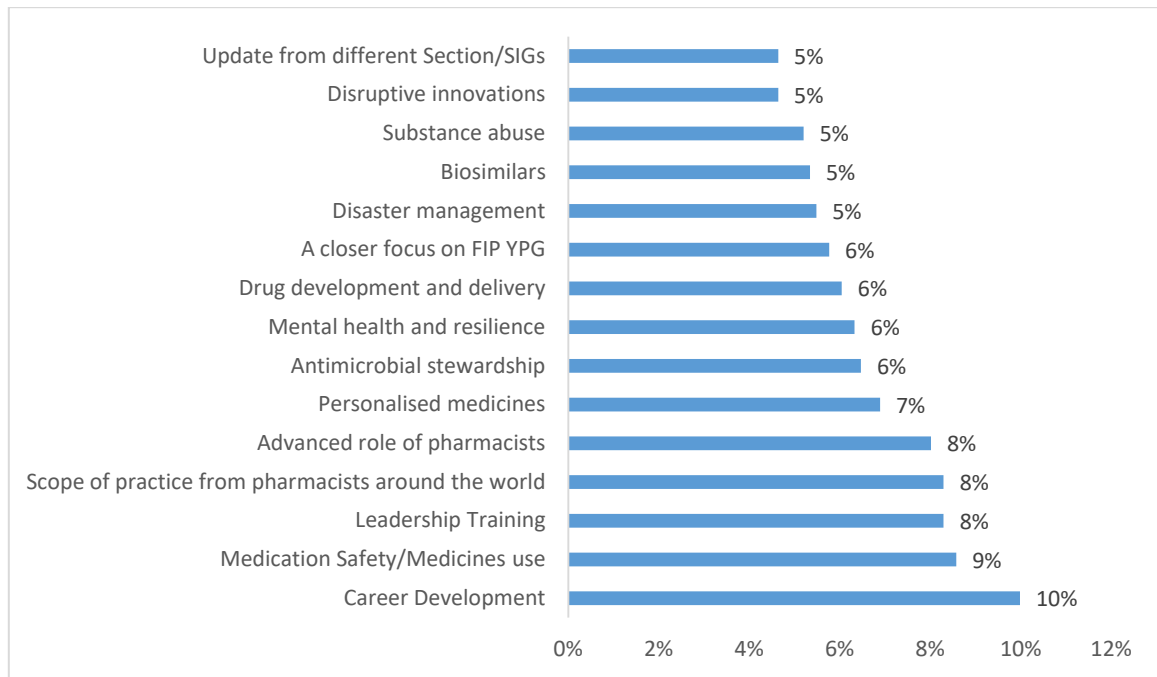


Figure 8. Participants' preference of webinar topics

It is to be noted that YPG already conducts activities for leadership training as highlighted in the above sections. Along with continuing these activities, YPG could also focus on career development, updates from different Sections/SIGs and increase in their interaction with YPG, and medication safety and use of medicines. Further consideration of marketing of existing resources and tools can be undertaken alongside the development of new products and tools.

4.3.4 Type of projects that you would like to participate in

"Inter-professional collaboration project" drew the highest response for the type of projects that members would like to participate in, followed closely by "Research survey project" (Fig. 9).

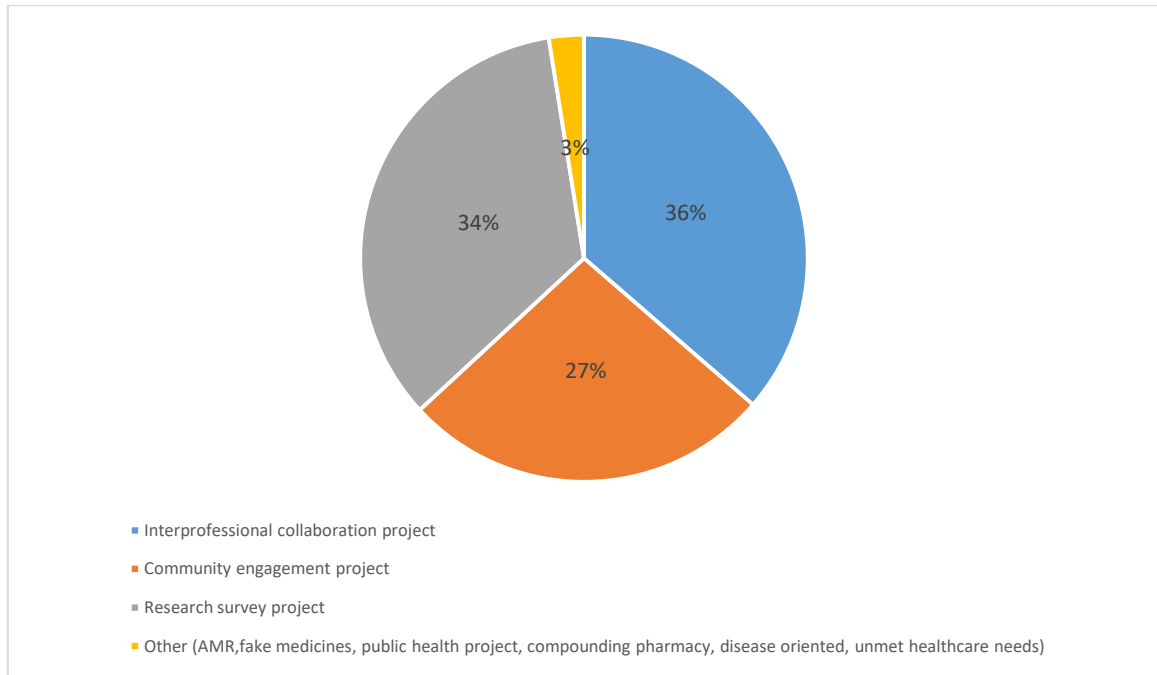


Figure 9. Participants' preference of FIP YPG projects

This year, for the first time YPG members participated in the World Health Assembly (the decision-making body of the WHO) and collaborated with young healthcare professionals from other professional organizations. A key point highlighted by the YPG attendees was the benefit of such collaboration. This is also in alignment with the preference of the current survey's respondents. Therefore, YPG could also execute a collaborative project with other professions, especially other professionals from the healthcare sector.

4.3.5 Type of topics on research survey

Similar to the participants' preference of projects, the topics for research survey highlighted the "exploration of opportunities and incentives for implementing new professional services" as the preferred topic (Fig. 10). This was followed by "exploring challenges and opportunities of young pharmacists in emerging disruptive technologies". This indicates the participants' interest in novel ideas and their implementation. Keeping this in mind, YPG can plan to execute a project on the exploration of opportunities and incentives for implementing new professional services.

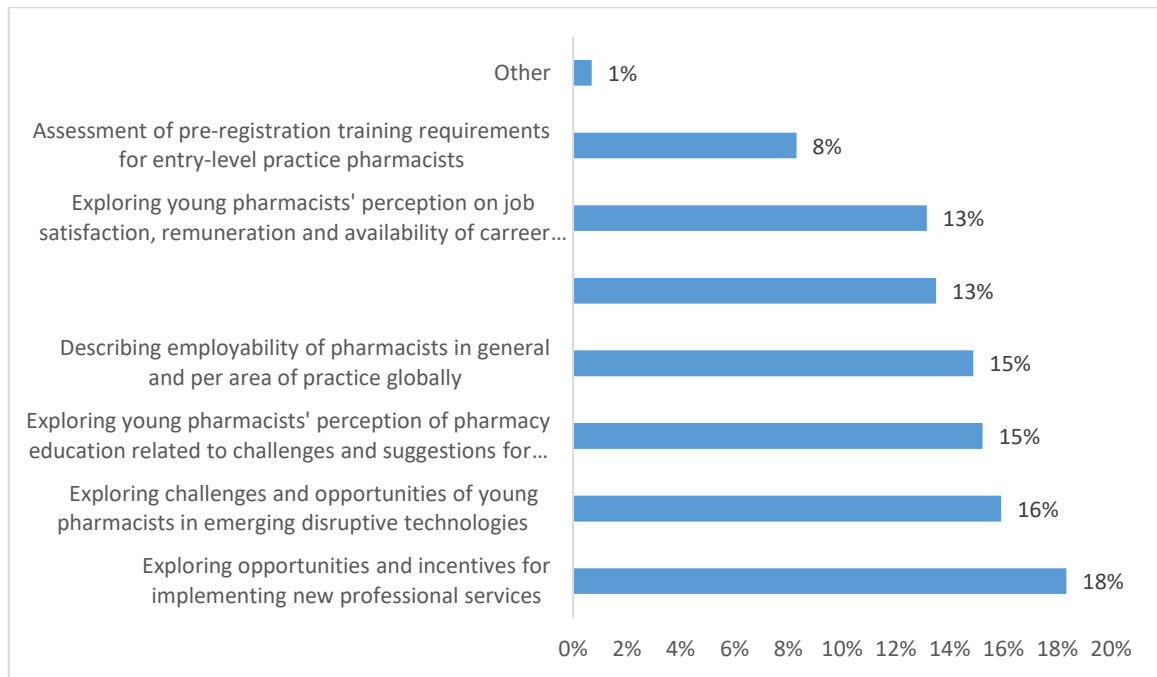


Figure 10. Participants' preference for topics on research survey

4.3.6 Communication platform preference to receive YPG updates

YPG includes members from all over the globe. Therefore, the most effective communication channels that can enable constant engagement with all members are required. With respect to this, respondents chose "Newsletter" as their preferred means of keeping up to date with YPG activities (Fig. 11). This was followed by Facebook and LinkedIn. In 2020, there will be more activities or news published on Facebook and LinkedIn.

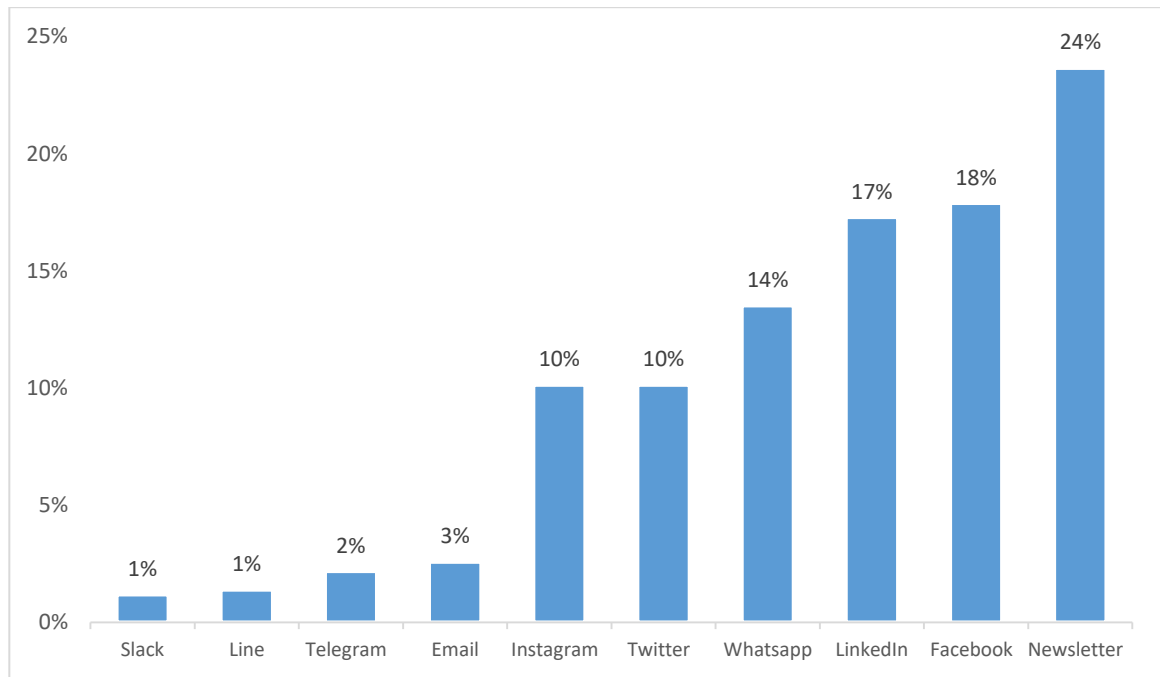


Figure 11. Participants' preferred communication platform

Other social media platforms like WhatsApp, Twitter and Instagram scored slightly lower. This could be due to various reasons, some of which are – active involvement of members on Facebook and LinkedIn, restricted access to some social media platforms in certain geographies and other reasons. However, a point to note is that Email, which scored low on the preferred mode of communication, is currently the mode of distribution of the newsletters. This indicates that some other mode of distribution of newsletters, which also ensures that the newsletters remain a member benefit, could be looked into.

4.4 FIP YPG National and Regional YPG

Responses were requested from members regarding the presence of any organization or group that represents young pharmacists and/or pharmaceutical scientists in their country; 42% of respondents indicated that there is such an organization in their country, 30% indicated the absence of such an organization and 28% were unsure. This indicates that this aspect regarding the presence of a regional or local YPG is a point that can be further explored by FIP YPG to connect pharmacy on a global level.

5 Conclusion

This report is a compilation of the survey of FIP YPG members' needs regarding FIP YPG projects and activities. The survey was conducted using a questionnaire-format and the results obtained were analysed in-depth in order to ensure that the future goals of FIP YPG better align with the needs of its members. Valuable insights obtained from this survey could be used in further development of YPG and FIP. The survey highlighted that collaborations, career and leadership development and effective communication, among other aspects are key and can help to achieve the

objectives of YPG and of FIP. Moreover, a refreshed marketing of existing achievements/products/tools is needed to highlight the benefits of being FIP YPG members. Some priorities which have been identified in this survey would be implemented and incorporated to the FIP YPG work plan 2020. Further priorities are hoped to be implemented in FIP YPG work plan 2021. A further survey in 2021 is suggested, to explore how FIP YPG members' expectations may have changed and how satisfied they are with FIP YPG activities.

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