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It is our great pleasure to present this Supplement Issue on “*Macedonian Pharmaceutical Bulletin*” to the scientific and professional community. This supplement includes the short communications from the *Sixth Congress of Pharmacy in Macedonia with International participation*, as the largest gathering for the pharmacy profession held in the Republic of Macedonia. The main theme of the Congress was “Modern pharmacist - bridging science with practice”.

A broad spectrum of topics within the pharmaceutical sciences and practice carefully selected for this special occasion in order to build up a highly interesting and comprehensive program were covered. The contributions submitted to the Congress included 6 plenary lectures, 84 section lectures, and more than 240 posters. This Congress, followed the excellent international tradition, was attended by close to 1000 domestic and foreign participants. We received 326 short paper submissions from more than 25 countries. These numbers show that our Congress is aiming for the highest scientific standards, and that it can be considered a well-established venue for researchers in the broad fields of Pharmaceutical sciences and practice.

We would like to thank all internationally prominent researchers for their contribution to reinforcing the overall quality of the Congress. They give the state of the art of the recent advances in the field of pharmacy research.

Sincere thanks to the hosts of the Sixth Congress of Pharmacy in Macedonia with International participation, Macedonian Pharmaceutical Association and Faculty of Pharmacy, Ss Cyril and Methodius University in Skopje for their vision and commitments.

We acknowledge the sponsoring companies: the platinum sponsor AD ALKALOID, Skopje, the golden sponsor PLIVA, the silver sponsor EUROFARM and the bronze sponsor SEPTIMA, for the permanent support to our efforts during the organization.

We would also like to thank our members of the Scientific Committee for their volunteer time and dedication to the critical peer review process and in the organization of the program. We also wish to thank all the members of the Organizing Committee, whose work and commitment was invaluable.

On behalf of the Advisory and Scientific Committees, we would like to especially thank the authors, whose work was the essential part of the congress and contributed to a very successful event. Besides the many academic staff and professionals who contributed to the success of the Congress, we are grateful to the students who participated with oral presentations and posters.

The pharmaceutical sciences continue to grow as dynamic scientific interdisciplinary fields. We believe that published short communications will be an excellent source of scientific material in the fast evolving fields in Pharmaceutical sciences and practice.

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The present issue of *Macedonian Pharmaceutical Bulletin* is a special issue of the 6<sup>th</sup> Congress of Pharmacy in Macedonia with international participation.

This issue of *Macedonian Pharmaceutical Bulletin* contains short papers accepted by the scientific committee for the presentation at the Congress.

The authors are fully responsible for the contents of their short papers.

All reviewers that were involved in the short papers revision process are sincerely acknowledged.

## Quality of community pharmacy service in Republic of Macedonia – professional supervision

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### Legal framework

Pharmaceutical Chamber of Macedonia (Chamber) as a professional association of pharmacists with high education, beside public authorizations for issuing, continuing, renewing and revoking of working licenses and keeping registers, with the adoption of the Law on Health Care Protection in 2012 has obtained one more public authorization – professional supervision (LHP, 2012). According to this Law, supervision of the professional work of the healthcare institutions and other institutions that perform healthcare activities and of the healthcare workers and co-workers is being performed for the purpose of control of the professional work, the implementation of the professional guidelines, assessment of the professional work, as well as assessment of the conditions and the manner of provided healthcare (LHP, 2012). The final goal of the professional supervision is evaluation of the quality of the healthcare services provided by the healthcare workers, in this case pharmacists, and undertaking measures for their improvement. The quality of provided services by the pharmacists, as well as the conditions under they are provided have invaluable significance for the provision of pharmaceutical activities as a part of the whole health care protection, care for the patients, prevention of the diseases and obtainment health for the population. The Chamber has fully recognized the aims and the goals of the professional supervision, the need for determining the provision, quantity and sustainability of the quality of the healthcare services respectively, as well as determining the conditions for performing the supervision and their maintenance at the required level according to the current legal provisions.

### Creating basis for implementation and developing acts and tools

The implementation of the professional supervision as a new public authorization in the Chamber started with forming a Commission for organizing the professional supervision with duties: to make proposed list of pharmacists – providers of the supervision, to develop criteria for performing professional supervision, to propose annual plan for conducting professional supervision, to keep evidence of performed supervisions and suggested and taken measures for improvement, to write annual reports, to give reports of performed supervisions to the Ministry of Health, to make orders for performing the supervision, to determine performers for supervision, all according to the Law, the Statute of the Chamber and the Code of Ethics (Rulebook, 2014).

During the 2013, the Commission for professional supervision created a Rulebook on the performing the professional supervision, which later was adopted by the Chamber's Assembly and published in the Official Gazette of R. Macedonia (Rulebook, 2014). In the Rulebook are determined the way of organizing the professional supervision and the procedures for performing according to the legal provisions. The conducted supervision can be regular supervision or professional supervision when necessary – extraordinary professional supervision (LHP, 2012). Regular supervision is conducted according to the annual plan, set by the Commission and adopted by the Executive Board of the Chamber (LHP, 2012). The extraordinary supervision is carried out in the case of a request for examination the operation of the health care facility and the work of the pharmacists during the provision of the pharmaceutical services (LHP, 2012). The request can be submitted by patient, member of the patient's family and governmental body (LHP, 2012). The professional supervision

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is conducted by the performers, who fulfill certain criteria such as (1) having specialization in the certain field of pharmacy or master degree, at least 5 years working experience in appropriate health care institution and valid license to work, or (2) having at least 10 years working experience in appropriate healthcare institution and valid license to work (Rulebook, 2014). During the professional supervision performers examine, evaluated and control the organization and the management of the work in the healthcare institution, the manner of work of the healthcare institution, professional qualifications of the pharmacists, the rights and the obligations of the pharmacists, professional work of the pharmacists, their continuing education, keeping official books and registers and provision of the legal requirements and professional guidelines (Rulebook, 2014). After completing the professional supervision, performers prepare minutes, which is submitted to the Commission. Commission further submits report to the Ministry of Health (LHP, 2012). If the performers determine irregularity in the work, they are obliged to give directions for eliminating the irregularity (Rulebook, 2014). They are also obliged to give instructions for improvement if needed. If pharmacists and the pharmacy don't carry out the instructions within the period laid down by the performers, then the Commission shall notify the competent authorities and bodies of the Chamber (Rulebook, 2014).

Furthermore, the Chamber announced call for selection of providers of professional supervision. After the performers' selections was completed, lists of providers of the professional supervisions for community pharmacy, hospital and clinical pharmacy, laboratories and other health care providers where pharmacists work were formed.

It was also decided professional supervision to start to be conducted in community pharmacies, and then to cover other healthcare institutions.

Because of fair, efficient and quality delivery of professional supervision the Commission has prepared List of indicators for the implementation of professional supervision over the work of community pharmacies and pharmacists who work in them. The List is a helpful tool to facilitate the conduction of the professional supervision without subjective influence on performers. The List is structured form of statements that determine certain obligation, criteria, condition or process needed to establish the quality of the provided healthcare services by the pharmacists as well as the conditions in which those services are provided.

### Performing and initial results

Professional supervision began to be implemented in the second half of 2014. At the beginning was conducted

on 8 pharmacists employed in 6 pharmacies on the territory of Skopje. The next year, were conducted 28 supervisions on pharmacists employed in 19 pharmacies in 9 communities in Skopje. In all performed supervisions it was found that the healthcare workers – pharmacists work professionally, respect legal requirements, educate continuously, respect patients' rights and confidentiality of the data, communicate with other healthcare workers, take care of the environment where they work, equipment and inventory. It was also determined that there were not irregularities in the overall work of the pharmacies as healthcare institutions. The condition settled in performed professional supervisions indicates several facts. Most of the pharmacies don't produce magistral preparations. They order them from other legal entities – galenic laboratories. Most of them have contract with Health Insurance Fund, and only for the medicines that are reimbursed they obligatory keep electronic record for the patients. Only 2 pharmacies have Standard Operating Procedures (SOPs) for the most of the processes performed in the pharmacy. In the supervised pharmacies, no one from the pharmacists has reported adverse reaction in the National center for reporting adverse reactions. No one at the pharmacies keeps evidence for shortages of the medicines. The performers of the supervision in individual cases have given instructions and guidelines, for example, how to improve area for dissolving syrups, which data to be put in the electronic records, development and implementation of SOPs for individual processes in pharmacy, conflict management and else.

Professional supervision is being performed in 2016 according to the Plan for the current year.

### Future developments and expectations

In the future, the Chamber regarding the public authorization – professional supervision aims: to increase the number of the performers to be able to carry out more supervisions simultaneously on the territory of Macedonia, to develop lists of indicators for other healthcare institutions where pharmacists work and to begin to conduct professional supervision

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