



Curriculum Vitae

Personal information **Tiago Costa**

Work experience

1 - PHARMACEUTICAL SERVICES COORDINATOR AND MANAGER - UNIDADE DE SAÚDE DA ILHA DE SÃO MIGUEL - 01/2023 - Current - PONTA DELGADA, PORTUGAL

Primary Healthcare Unit of São Miguel Island, Azores (2021) -> 6 Healthcare Centers; 29 Healthcare sub-units; Population covered ≈ 150.000; Employees > 1.000 - Pharmaceutical Services department was created by the USISM's Executive Board (EB) on 22/09/2022, working directly with the EB as a technical and scientific independent unit

2 - PHARMACEUTICAL SERVICES MANAGER - UNIDADE DE SAÚDE DA ILHA DE SÃO MIGUEL (USISM) - 01/09/2017 - 01/2023 - PONTA DELGADA, PORTUGAL

Primary Healthcare Unit of São Miguel Island, Azores -> 5 Healthcare Centers; 31 Healthcare sub-units; Population covered > 150.000; Employees > 800

- USISM's first pharmacist with a permanent employment contract
- Interim replacement of the Procurement-Logistics Department Coordinator (07/2018 -> 02/2019)
- USISM's Pharmacy and Therapeutic Committee member (CFT-USISM)
- USISM's Community Palliative Care Team part-time member (ECSCP)
- Evaluation and assurance of the quality, safety and efficacy of pharmaceuticals and medical devices
- Process and special circuits optimization (hemoderivatives; narcotic and psychotropic substances; cold chain)
- Introduction of the new ERP codes for medicines (1+CHNM)
- Stock management and control (e.g. advanced warehouses)
- Participation in the annual stock estimates processes
- Participation as an evaluation panel member in public procurement processes
- Contract management of different medicines and pharmaceutical productst
- Contract Manager for the Acquisition of Vaccines and Tuberculin
- Responsible for the implementation of the National Medicines Verification System (NMVS)
- Several public interventions in a TV Show (Açores Hoje) at the Regional Public Television of the Azores:
 - Intervention about generics: <https://youtu.be/Q0F1uhMMLM>
 - Intervention about antibiotic resistance: <https://youtu.be/7NtlKKg8RgA>
 - Intervention about COVID-19 vaccines side-effects: https://youtu.be/ortxCJN9_1O

3 - PHARMACIST MEMBER REPRESENTING THE PUBLIC PRIMARY HEALTHCARE UNITS OF THE AZORES - PHARMACY AND THERAPEUTIC REGIONAL COMMITTEE OF THE AZORES - 12/2019 - Current - AZORES, PORTUGAL

4 - HOSPITAL PHARMACIST - HOSPITAL DO DIVINO ESPIRITO SANTO, EPE - 05/07/2016 - 07/06/2017 - PONTA DELGADA, PORTUGAL

- Contract for services: Ambulatory care (Internal and Public Sales Unit)
- MS Excel files creation and optimization (e.g. data bases, document functionality, RRP calculation for pharmaceutical compounding according to Ordinance n.º 769/2004, July 1)

5 - OPERATIONS MANAGEMENT AND CONTROL - PROCONFAR S.A. (ALLIANCE HEALTHCARE AÇORES, S.A.) ESTAGIAR L TRAINEE - 29/12/2015 - 30/06/2016 - RIBEIRA GRANDE, PORTUGAL

- Provide support to the General Management by establishing, controlling and maintaining mechanisms, tools and management/control procedures that are associated with the different operational areas of the company: Mass Market Business Unit and the Pharmaceutical Business Unit
- Provide multidisciplinary training to warehouse operators (with implementation of a new evaluation system)

6 - PROJECT & BUSINESS DEVELOPMENT MANAGER (INOV CONTACTO C19 TRAINEE + ADDITIONAL WORK PERIOD) - BILOTUS BIOTECH LTDA. - 02/02/2015 - 28/12/2015 - RIO DE JANEIRO, BRAZIL

- Market/product analysis; Search and development of new businesses/clients
- Development and submission of projects: Productive Development Partnerships (PDPs) for the internalization of technology which allows the production of biotechnology products (e.g., monoclonal antibodies -> rituximab, cetuximab, bevacizumab, trastuzumab). These partnerships involve a public laboratory «-> Biolotus Biotech «-> international partner collaboration
- Development of presentations, contracts (licensing negotiations) and budgets; Translation of documents
- International regulatory affairs (eCTD - European countries / Middle East countries; Other types of dossier: Caribbean countries)

7 - MARKETING ASSISTANT (EURODYSSY TRAINEE - WWW.EURODYSSY.EU) - DIAGENODE (DIAGNOSTICS) - 16/09/2013 - 11/02/2014 - LIÈGE, BELGIUM

- Visit customers in Belgium, Netherlands, United Kingdom and France, in order to develop a study to predict the future of molecular biology in the upcoming five years, and therefore helping the company to establish its strategy for the next five years
- Production of brochures (e.g., Sexually Transmitted Diseases & Herpes Virus Infections) and their presentation in the sales meeting with discussion of the sales representatives' results
- Analysis of the company's product portfolio through the elaboration of a questionnaire to be answered by the customers

8 - COMMUNITY PHARMACIST - FARMÁCIA POPULAR - 01/06/2011 - 25/11/2012 - PONTA DELGADA, PORTUGAL

- Dispensing prescription: Rx medicines and OTC; Pharmacotherapy counselling; Pharmacy compounding;

Education and training

1 - POST-GRADUATION IN DIGITAL TRANSITION AND TRANSFORMATION OF ORGANIZATIONS -> Universidade Aberta (UAb) (2025 – CURRENT)

- Specialization in Leadership and Management of Digital Transformation

2 - PHD IN ECONOMICS AND MANAGEMENT SCIENCES -> University of the Azores (2021 – CURRENT)

- Management Specialization
- Accepted as a PhD student on the 16th July 2021
(https://www.uac.pt/sites/default/files/phd_cee_2021_1f_signed.pdf)
- PhD Thesis: *Stakeholders' perspectives as key drivers of health information management optimization: A system interoperability and data linkage approach* (thesis delivered and awaiting public defense in 2026)

3 - SPECIALIZATION IN HOSPITAL PHARMACY -> Ordem dos Farmacêuticos (Portuguese Pharmacists Association) (05/2021)

4 - EXECUTIVE MASTER IN HEALTH MANAGEMENT AND ADMINISTRATION - 7ºED (PONTA DELGADA) -> CESPU - Cooperativa de Ensino Superior Politécnico e Universitário (01/2019 – 07/2020)

- Classification: 18 points (0-20)

5 - POST-GRADUATION IN DIGITAL MARKETING -> IPAM - The Marketing School (Portugal) (01/2017 – 12/2017)

- Classification: 18 points (0-20)

6 - ONLINE BUSINESS ANALYTICS SPECIALIZATION -> University of Pennsylvania - The Wharton School (09/2016 – 06/2017)

Provided by Wharton Online Learning through Coursera platform

Courses:

- Customer Analytics;
- Operations Analytics;
- People Analytics;
- Accounting Analytics;
- Business Analytics Capstone Project

7 - MASTER IN BUSINESS ADMINISTRATION (MBA) -> University of the Azores (09/2012 – 11/2014)

- MBA Diploma: 17-07-2013 (Classification: 16 points (0-20))
- MSc Diploma: 12-12-2014 (Classification: 17 points (0-20))

8 - MASTER IN PHARMACEUTICAL SCIENCES -> Faculty of Pharmacy, University of Lisbon (09/2005 – 10/2010)

- Classification: 13 points (0-20)
- Two internships: Community pharmacist and Hospital pharmacist

Additional information

Publications

1 - Costa, T., Borges-Tiago, T., Martins, F., & Tiago, F. (2025). System interoperability and data linkage in the era of health information management: A bibliometric analysis. *Health information management : journal of the Health Information Management Association of Australia*, 54(3), 214–226. <https://doi.org/10.1177/18333583241277952>

2 - Costa, T., Pimentel, A.C., Mota-Vieira, L., Castanha, A.C. (2021). The benefits of a unit dose system in oral antibiotics dispensing: Azorean hospital pharmacists tackling the socioeconomic problem of leftovers in Portugal. *Drugs Ther Perspect* 37, 212–221. DOI: <https://doi.org/10.1007/s40267-021-00825-2>

3 - Costa T., Borges-Tiago T., Tiago F. (2018). Pharmaceutical Communication over Social Media Channels: 24/7 Management Challenges. *Digital Communication Management*. In: Peña-Acuña B. (eds) *IntechOpen*. DOI: [10.5772/intechopen.75990](https://doi.org/10.5772/intechopen.75990)

4 - Costa T., Tiago T., Tiago F., Faria S., Couto J. (2017) *Pharmaceutical Marketing STAR*. In: Kavoura A., Sakas D., Tomaras P. (eds) *Strategic Innovative Marketing*. Springer Proceedings in Business and Economics. Springer, Cham. DOI: [10.1007/978-3-319-56288-9_24](https://doi.org/10.1007/978-3-319-56288-9_24)

5 - Costa, T. (2014). *Pharmaceutical marketing and social media: A Facebook, Twitter and YouTube analysis*. Dissertation of the Master in Business Administration (MBA). University of the Azores. Ponta Delgada. 128 pp. Available at: <http://repositorio.uac.pt/handle/10400.3/3246?locale=en>

Projects

1 - 2nd Place in the PhD & Researchers Category | Call for Projects 2025 | H-INNOVA: HEALTH INNOVATION HUB – Digital Health Summit 2025 (Premivalor Consulting)

The DIGITAL HEALTH SUMMIT 2025 took place on December 10th and 11th at the University of Madeira, bringing together leading experts to discuss emerging challenges and cutting-edge solutions in health and healthcare. As part of the HINNOVA: HEALTH INNOVATION HUB, the Summit showcased innovative ideas through the presentations of the finalists of the 6th Edition of the Call for Projects, featuring solutions from universities, research centers, and STARTUPS. Prize -> PhD and Researchers Category The 2nd place was awarded to the project "Stakeholders' perspectives as key drivers of health information management optimization: A system interoperability and data linkage approach" presented by Tiago Costa (UAc.FEG - School of Business and Economics - University of the Azores) The 2nd place project was awarded a prize of an amount equivalent to 3,500 EUR. Comprised of a monetary amount of 1,000 EUR which of 500 EUR will be paid after the creation of a STARTUP in the Autonomous Region of Madeira and 2,500 EUR in dedicated mentoring hours from experienced professionals with expertise in business modelling, finance and business development.

2 - Doctoral Research Grant – Regional Directorate for Science and Technology (DRCT) of the Regional Government of the Azores (08/2022)

Awarded the doctoral research grant with the reference M3.1.E/PROPINAS DE DOUTORAMENTO/004/2022 provided through PROSCIENTIA programme of the Regional Directorate for Science and Technology (DRCT) of the Regional Government of the Azores.

3 - Honorable Mention at the BInov 2019 edition – Ordem dos Farmacêuticos (Portuguese Pharmaceutical Society)

(11/2019)

The project coordinated by me and titled "Implementação da distribuição individualizada por unidose nas Unidades de Cuidados Continuados Integrados da Unidade de Saúde da Ilha de São Miguel (USISM)" received an Honorable Mention at the 2019 edition of the Bolsa de Inovação da Secção Regional do Sul e Regiões Autónomas (BINov | SRSRA-OF) More information at: <https://www.ordemfarmaceuticos.pt/pt/projetos/binov/>

4 - Finalist speaker at International Pharmaceutical Federation (FIP) 's Accelerating AMR action through antimicrobial stewardship in the European region (11/2021)

The project/article "The benefits of a unit dose system in oral antibiotics dispensing: Azorean hospital pharmacists tackling the socioeconomic problem of leftovers in Portugal" was one of the three selected to be presented on the 26 November 2021, 15:00 - 16:00 CET at the FIP's Accelerating AMR action through antimicrobial stewardship in the European region promoted also by Reckitt and the Global Respiratory Infection Partnership (GRIP). It was a honour to present this project made in the Azores archipelago at the highest European level of the pharmacist community. In the end the project did not win its ticket to be presented at the global session entitled "Accelerating AMR Action Through Antimicrobial Stewardship: Are pharmacists the protagonists in the fight against antibiotic resistance?" happening on the 30 November 2021, 11:00 - 12:30 CET, but it is already a prize to had the opportunity to present this project. The event had 263 attendees on ZOOM from 38 different countries.

To see the my intervention please click on the following link: https://www.youtube.com/watch?v=AKRc6O5_hRo

To see the full event video please click on the following link: https://www.youtube.com/live/a_vBFktah4M?si=zLJ8xCh3d93wFA2J

Memberships

1 - Ordem dos Farmacêuticos (Portuguese Pharmacists Association) Member: 18049 12/2022 – CURRENT

2 - International Pharmaceutical Federation (FIP) Member ID: 36862 (12/2018 – 12/2020)

- FIP Global Lead for Workforce Development Goal No. 11 (Workforce Impact) -> Evidence of the impact of the pharmaceutical workforce within health systems and health improvement (09/2019 – 12/2020)

3 - Research Collaborator at CEEApIA - Center of Applied Economic Studies of the Atlantic (03/2024 - CURRENT)

4 - Member of the Special Interest Group (SIG) on Controlled Substances Management (03/2023 - 11/2024)

- <https://eahp.eu/hospital-pharmacy-practice/sigs/controlled-substances-management/>
- SIG Final Report - Special Interest Group on Controlled Substances Management: https://eahp.eu/wp-content/uploads/2024/11/SIG-Controlled-Substances-Management-Report_November-2024.pdf

Other Relevant Information