



COLLEGE OF PHARMACISTS
OF MANITOBA
ANNUAL REPORT 2016



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President's Message

Dear Members,

As President of the College of Pharmacists of Manitoba (College), I am especially pleased to provide you with the 2016 Annual Report. It takes a great amount of forward-thinking and teamwork to succeed in the endeavors that the Council, members, and College staff have undertaken in the past year. Not only has the College completed great work in 2016, but we're moving forward with exciting patient safety initiatives that are sure to change the face of pharmacy practice.



We're nearly one year into the current Council term, and I'm pleased to report that the members you've elected to Council, along with the public representatives appointed to Council by the Minister of Health, have had an active and interested share in the work being undertaken by the College. Our new Registrar, Susan Lessard-Friesen, has now completed her first year as the Registrar, and we're especially thankful for her expertise, perspective, and diligent efforts in guiding the College team.

If you've read our previous annual reports, you'll see that this year's report has a new and fresh feel. This refreshed energy is a reflection of where the College is poising itself to be now and in coming years. The work of the College is diverse and has an enormous range, but our activities should always be driven by our focus on ensuring patient safety and improving health outcomes for Manitobans. You'll see the reflective data to support our focus in this annual report.

As we continue into the 2017 year, I would like to urge you as members to remain active in your work with the College and to remain committed to the values of our chosen profession.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Ludwig', with a long horizontal flourish extending to the right.

Jennifer Ludwig, BSc. (Pharm.), President,
College of Pharmacists of Manitoba

Principles

OVERVIEW

The College of Pharmacists of Manitoba (College), incorporated in 1878 under an act of the legislature, is entrusted with the administration of *The Pharmaceutical Act* of Manitoba. This *Act* governs, among other things, the registration, education, licensing, standards of practice, and complaints and discipline process for pharmacists and pharmacies in Manitoba.

OUR VISION

A leader in patient safety by creating the framework for collaborative and innovative patient-centred pharmacy practice.

OUR MISSION

To protect the health and well-being of the public by ensuring and promoting safe, patient-centred, and progressive pharmacy practice in collaboration with other healthcare providers.

OUR VALUES

INTEGRITY

We act with professional, fair and honest conduct.

RESPECT

We are considerate of the values and needs of others.

EXCELLENCE

We strive to be innovative and attain high quality and exemplary performance.

ACCOUNTABILITY

We are responsible for our actions in an open and transparent manner.

COLLABORATION

We strive to include teamwork and partnership.

LIFE-LONG LEARNING

We continue to enhance our knowledge and competency.

Strategic Plan

On a biennial basis, and in election years, the College Council participates in a strategic planning session to set the course for the term of the new Council. In October 2016, the new Council undertook a review of the previous 2014 strategic plan and confirmed that for the 2016 to 2018 Council term, the following will serve as the four strategic initiatives for the College to pursue:

ENHANCE THE QUALITY ASSURANCE PROGRAM FOR PHARMACY PRACTICE

1. Enhance and improve quality assurance programs for pharmacists and the operation of pharmacies.
2. Develop and implement a pharmacist and stakeholder awareness campaign for the quality assurance program.

CONTINUE TO OPERATIONALIZE THE 2006 PHARMACEUTICAL ACT

1. Implement pharmacist test ordering authority in community practice.
2. Continue development of practice directions in support of legislation and in collaboration with our stakeholders.

BUILD AND STRENGTHEN RELATIONSHIPS WITH STAKEHOLDERS

1. Enhance consultation and collaboration with stakeholders, provincially, nationally and internationally.
2. Continue to support the College of Pharmacy in development and introduction of the proposed entry-level PharmD program.
3. Meet with the Minister of Health, at least, annually.

EFFECTIVE MANAGEMENT OF ALL COLLEGE RESOURCES

1. Provide for sufficient resources to accomplish the key strategies.
2. Be fiscally responsible.
3. Foster volunteerism.

By-Law Changes

The Council of the College is responsible for the development and upholding of the by-laws governing the regulation of the College's internal affairs. During 2016, the Council amended the following areas of the by-laws:

The College by-law 6.08 was amended to read:

"Council may appoint such other individuals as liaisons to Council as it deems necessary or desirable who may participate in discussions but cannot vote or make motions."

The College by-laws 8.04(b), 8.05(b) and 8.07(b) were amended to read, respectively:

Board of Examiners

8.04(b) The Voting Members appointed to the Board of Examiners must serve for a term of two years and will be eligible for re-appointment for a maximum of four further consecutive terms.

Complaints Committee

8.05(b) A member of the complaints committee must serve for a term of two years and will be eligible for re-appointment for a maximum of four further consecutive terms.

Discipline Committee

8.07(b) A member of the discipline committee must serve for a term of two years and will be eligible for re-appointment for a maximum of four further consecutive terms.

The College by-laws were amended to reflect the 2017 applications and fees.

College Structure

The structure of the College of Pharmacists of Manitoba is established in accordance with the legislation and by decisions of the Council. The overarching goal of the established committees is to direct the work of the College to ensure the College meets its mandate of public protection in keeping with its strategic initiatives and in collaboration with its stakeholders.

Council

OFFICERS

Jennifer Ludwig, President
Kevin Hamilton, Vice President
Petr Prochazka, Executive Treasurer

EX-OFFICIO COUNCILLORS

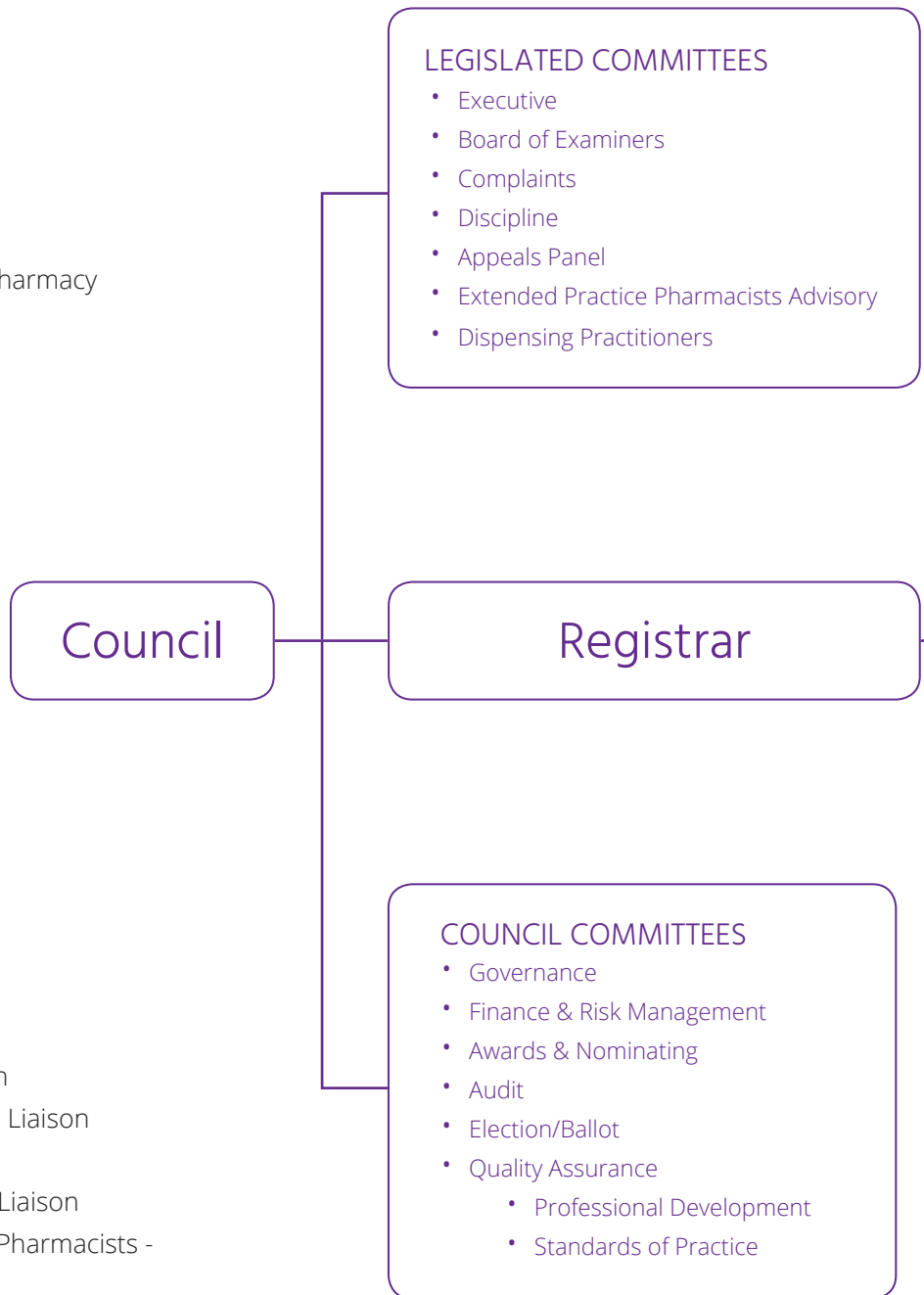
Dr. Xiaochen Gu, Interim Dean, College of Pharmacy
Glenda Marsh, Past President

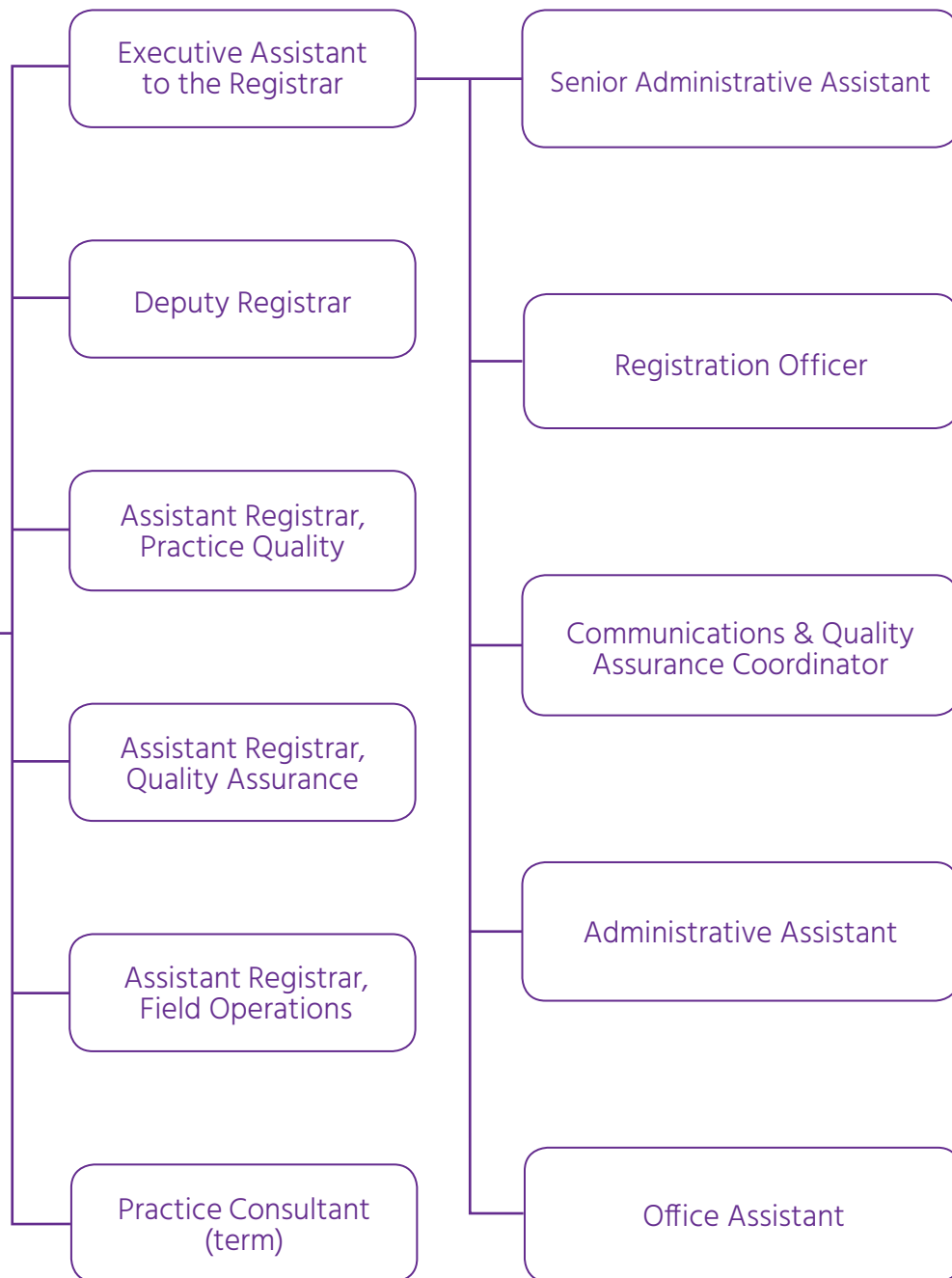
COUNCILLORS

Wendy Clark, District 2
Donna Forbes, Public Representative
Travis Giavedoni, Public Representative
Kevin Hamilton, District 2
Jennifer Ludwig, District 2
Glenda Marsh, District 2
Geoff Namaka, District 1
Rik Panciera, Public Representative
Petr Prochazka, District 1
Sonal Purohit, District 1
Derrick Sanderson, District 2
Dinah Santos, District 1
Audra Taylor, Public Representative
Cheryl Zelenitsky, Public Representative

LIAISONS TO COUNCIL

Susan Balagus, Pharmacy Technician Liaison
Dr. Patricia Caetano, Manitoba Government Liaison
Brittany Kessler, Pharmacy Student Liaison
Dr. Brenna Shearer, Pharmacists Manitoba Liaison
Ashley Walus, Canadian Society of Hospital Pharmacists -
Manitoba Branch Liaison





PRACTICING RESPONSIBLE GOVERNANCE

Committees

LEGISLATED COMMITTEES

EXECUTIVE COMMITTEE

Mandate: To consider matters between Council meetings and make recommendations to Council.

Jennifer Ludwig, President, Chair
Kevin Hamilton, Vice President
Petr Prochazka, Executive Treasurer
Glenda Marsh, Past President

BOARD OF EXAMINERS

Mandate: To consider and decide on applications for registration and conditional registration in accordance with *The Pharmaceutical Act*.

Dr. Xiaochen Gu, Chair
Jennifer Ludwig
Audra Taylor
Ashley Walus

COMPLAINTS COMMITTEE

Mandate: To address formal complaints submitted by a patient or their agent, a co-worker, employer, or healthcare professional, through the established complaints resolution process.

Pat Trozzo, Chair
Donna Forbes
Travis Giavedoni
Petr Prochazka
Tim Saunders

DISCIPLINE COMMITTEE

Mandate: To hear matters referred by the Complaints Committee pertaining to actions, practice or judgment not reflecting standards required by legislation and the *Code of Ethics*.

Ron Eros, Chair
Shannon Trapp, Vice Chair
Wendy Clark
Ron Corrigan
Kevin Hamilton
Britt Kural
Penny Murray
Jagjit Pachu
Rik Panciera
Audra Taylor
Zahid Zehri
Cheryl Zelenitsky

DISPENSING PRACTITIONERS COMMITTEE

Mandate: To consider and decide on applications from practitioners who are not members, in accordance with section 11 of the *Regulations to The Pharmaceutical Act*, to be designated as a dispensing practitioner in order to improve patient care and safety in remote communities that do not have reasonable access to pharmacy services.

Todd Mereniuk, Chair
Jill Hardy

EXTENDED PRACTICE ADVISORY COMMITTEE

Mandate: To provide oversight and make recommendations to Council on matters that relate to extended practice pharmacists as described in Part 12 of the *Regulation to The Pharmaceutical Act*.

Rob Ariano, Chair
Deb Elias
Travis Giavedoni
Tammy Hagyard-Wiebe
Dr. Brent Kvern
Rik Panciera
Sharon Smith
Ashley Walus
Barb Wasilewski
Cheryl Zelenitsky
Dr. Anna Ziomek

COUNCIL COMMITTEES

GOVERNANCE COMMITTEE

Mandate: To provide initial and ongoing review of, and to make recommendations to Council about, the governance structure of the *College of Pharmacists of Manitoba*.

Kyle MacNair, Chair
Shawn Bugden
Gary Cavanagh
Geoff Namaka
Rik Panciera
Derrick Sanderson

AWARDS & NOMINATING COMMITTEE

Mandate: To recommend to Council the recipients of *The Pharmacist of the Year, Bonnie Schultz Memorial Award for Pharmacy Practice Excellence, Bowl of Hygeia, Patient Safety Award, Honorary Life Membership, Honorary Membership, Centennial Award, and other awards of the College as determined by Council*.

Glenda Marsh, Chair
Dr. Xiaochen Gu
Ronald Guse
Grant Lawson
Leann McCannel
Scott McFeetors
Penny Shefrin
Ashley Walus

FINANCE & RISK MANAGEMENT COMMITTEE

Mandate: To oversee the financial affairs of the *College* and be responsible for making recommendations to Council regarding organizational risk.

Petr Prochazka, Chair
Carol Davis
William Eamer
Travis Giavedoni
Sheldon Kokorudz
Penny Shefrin
Cheryl Zelenitsky

AUDIT COMMITTEE

Mandate: To review the draft annual financial statements of the *College* after preparation by the auditor.

Travis Giavedoni, Chair
Carol Davis
William Eamer
Penny Shefrin

COUNCIL COMMITTEES

QUALITY ASSURANCE COMMITTEE

Mandate: *To serve as a resource to Council by providing oversight, monitoring and evaluation of the College's Quality Assurance/Continuous Quality Improvement Program and make recommendations to Council on program enhancements for the purpose of improving pharmacy practice and patient safety.*

Dinah Santos, Chair	Dennis Le
Murvin Abas	Judy Lee-Wing
Vernon Appleyard	Lyndsay Lepp
Grace Badejo	Jugnu Lodha
Susan Balagus	Amy Marriott
Brent Booker	Scott McFeetors
Shawn Bugden	Arlene Nabong
Divna Calic	Sheila Ng
Cenzina Caligiuri	Olasumbo Ojo
Rani Chatterjee-Mehta	Amy Oliver
Melissa Dearsley	Kristine Petrasko
Laura Delavau	Natalie Pouteau
Sheri Dyck	Gayle Romanetz
Fran Gira	Kurt Schroeder
Megan Hamilton	Penny Shefrin
Nicholas Honcharik	Trevor Shewfelt
David Huston	Pawandeep Sidhu
Samantha Kendall	Roger Tam
Sheldon Kokorudz	Pat Trozzo
Zachary Kroeker	Tobi Tse
Jane Lamont	

QUALITY ASSURANCE COMMITTEE - PROFESSIONAL DEVELOPMENT DIVISION

Mandate: *To establish areas for continuing competence programs, and promote and facilitate participation in professional development programs, required for maintaining competence and improving practice as a pharmacist or pharmacy technician in Manitoba. To act as a resource to Council by making recommendations for assessing the competence and performance of pharmacists.*

Sonal Bachu Purohit, Chair	Jugnu Lodha
Grace Badejo	Sheila Ng
Manjit Bains	Olasumbo Ojo
Susan Balagus	Kristine Petrasko
Divna Calic	Dinah Santos
Cenzina Caligiuri	Trevor Shewfelt
Laura Delavau	Courtney Shipman
Cheryl Francisco	Devyn Swark
Jessica Gursky	Roger Tam
Megan Hamilton	Erin Thiessen
Samantha Kendall	Pat Trozzo
Zachary Kroeker	Tobi Tse
Dennis Le	Connie Vines
Lyndsay Lepp	

QUALITY ASSURANCE COMMITTEE - STANDARDS OF PRACTICE DIVISION

Mandate: *To serve as a resource to Council for reviewing, recommending and keeping current the standards of practice, practice directions and practice guidelines for the purpose of improving pharmacy practice, patient health outcomes and patient safety.*

Kevin Hamilton, Chair	Nicole Nakatsu
Susan Balagus	Geoff Namaka
Brent Booker	Amy Oliver
Divna Calic	Tiffany Pankratz
Rani Chatterjee-Mehta	Gayle Romanetz
Melissa Dearsley	Adelaine Saria
Sheri Dyck	Kurt Schroeder
Nicholas Honcharik	Marilyn Sidhu
David Huston	Pawandeep Sidhu
Sheldon Kokorudz	Devyn Swark
Jane Lamont	Pat Trozzo
Jugnu Lodha	Ashley Walus
Tara Maltman-Just	Michael Watts
Scott McFeetors	

Registration & Licensure

Pharmacists and Pharmacies

Pharmacists and pharmacies in Manitoba are required to register with the College of Pharmacists of Manitoba (the College). Through the registration and licensure process, the College ensures that pharmacy professionals meet the requirements for safe and effective pharmacy practice.

Pharmacists must meet entry-to-practice requirements including, but not limited to, board certification by the Pharmacy Examining Board of Canada, a 600 hour internship, and comprehensive Jurisprudence Exam on the provincial and federal legislation, and the Code of Ethics that governs pharmacy practice in Manitoba. Pharmacists must also engage in continuous learning through accredited professional development programs and events to maintain their competence and their eligibility for licensure.

The College maintains public registers which list all registered pharmacists and licensed pharmacies in Manitoba, in addition to any registrant limitations, conditions, suspensions, or cancellations. This information is available on the College website.

Pharmacy Technicians

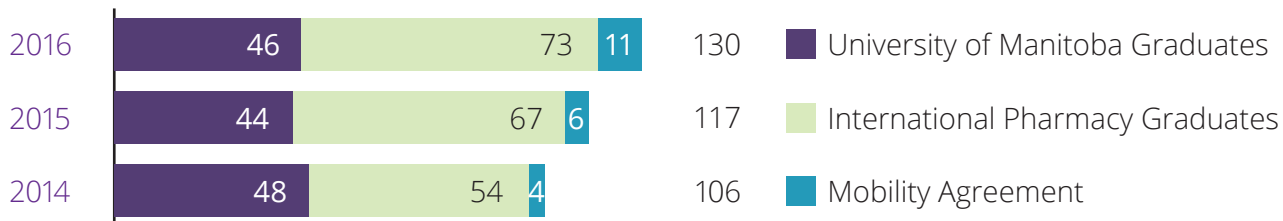
With the proclamation of *The Pharmaceutical Act* on January 1, 2014, *pharmacy technician* became a protected title in Manitoba. As a result, the scope of practice for pharmacy assistants and pharmacy technicians changed significantly, including the educational requirements for qualification under the pharmacy technician designation.

A pharmacy technician's scope of practice focuses on the knowledge, skills, and abilities associated with the technical aspects of both prescription and patient information, and of product and drug distribution. Pharmacy technicians collaborate with pharmacists and other healthcare providers to provide optimal care to their patients.

On October 17, 2016, the College implemented a new Structured Practical Training program which reflects enhanced enabling competencies listed in the 2014 National Association of Pharmacy Regulatory Authorities document entitled, "Professional Competencies for Canadian Pharmacy Technicians at Entry-to-Practice." New learning activities ensure that the pharmacy technician applicant achieves a satisfactory level of ability during their required 240 hour Structured Practical Training program.

2016 PHARMACY PRACTICE BY THE NUMBERS

NEW LICENSED PHARMACISTS



89 PHARMACIST APPLICANTS WROTE JURISPRUDENCE EXAMS

PHARMACY TECHNICIAN APPLICANTS WROTE JURISPRUDENCE EXAMS **19**

21 PHARMACIST APPLICANTS REWROTE JURISPRUDENCE EXAMS

PHARMACY TECHNICIAN APPLICANT REWROTE JURISPRUDENCE EXAMS **1**

PHARMACIST REGISTRATION AND LICENSURE

	2014	2015	2016
PRACTICING	1375	1436	1487
NON-PRACTICING	200	163	143
HONORARY LIFE (PRACTICING)	2	2	3
HONORARY LIFE (NON-PRACTICING)	8	8	9
			1642

OTHER REGISTERS 2016

STUDENTS	148
INTERNS	79
EXTENDED PRACTICE PHARMACISTS	9
TEMPORARY	0
ACADEMIC	0
	236

18 PHARMACY TECHNICIANS

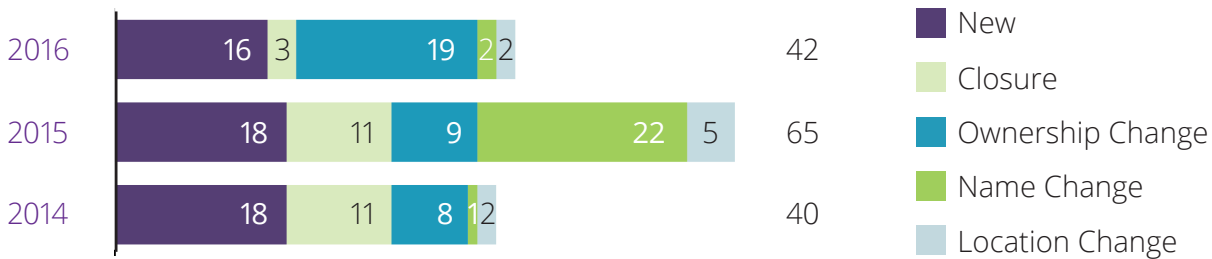
2016 PHARMACY PRACTICE BY THE NUMBERS

PHARMACY LICENSURE

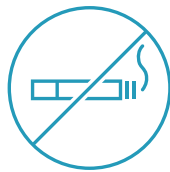
	2014	2015	2016
COMMUNITY (NON-IPS)*	355	363	376
COMMUNITY (IPS)**	10	9	9
HOSPITAL	36	36	36
			421

*NON-INTERNATIONAL PRESCRIPTION SERVICE
 **INTERNATIONAL PRESCRIPTION SERVICE

PHARMACY LICENCE CHANGES



329 PHARMACISTS ARE AUTHORIZED TO PRESCRIBE DRUGS FOR SMOKING CESSATION



575 PHARMACISTS ARE AUTHORIZED TO PRESCRIBE DRUGS FOR SELF-LIMITING CONDITIONS



851 PHARMACISTS AUTHORIZED TO ADMINISTER VACCINES AND DRUGS BY INJECTION



9 EXTENDED PRACTICE PHARMACISTS LICENSED



Extended Practice Pharmacists

Extended Practice Pharmacists in Manitoba have received additional training to prescribe and manage patient medication therapy within the scope of their specialty practice, and receive authorization by the Board of Examiners to work in collaborative practice with other healthcare professionals. Extended Practice Pharmacists improve patient access to pharmaceutical experts, increase patient safety by providing enhanced drug therapy management and collaborative care, and contribute to better health outcomes for Manitobans.

A collaborative practice setting is defined as a practice setting in which a pharmacist works closely and cooperatively with other healthcare professionals (physicians and/or nurse practitioners) to provide care to a common patient or group of patients. An Extended Practice Pharmacist, along with the other healthcare professionals within their practice, have access to the same diagnostic and health information to aide in providing enhanced care to their patients.

The College is proud to report that Manitobans benefit from the expertise of nine Extended Practice Pharmacists, with interest being expressed by many other pharmacists who are working to meet the established criteria for achieving the Extended Practice Pharmacist designation.

Expanded Scope of Practice

Pharmacists in Manitoba work to reduce the stress on Manitoba's healthcare system by offering expanded scope services under *The Pharmaceutical Act* such as administering drugs including vaccines by injection, and recommending therapies which may include prescribing drugs for self-limiting conditions or smoking cessation.

In February 2016, Council appointed an ad-hoc committee for the purpose of investigating and recommending additional self-limiting conditions to Schedule 3 of the Pharmaceutical Regulation for which pharmacists may prescribe. At the end of 2016, the work of the ad-hoc committee was being finalized.

The College continues to expend great effort to usher in the framework for test ordering to be undertaken by pharmacists in community practice. The College is confident that fully enabling the provisions of *The Pharmaceutical Act* will support improved health outcomes for patients within the province.

ADVANCING
QUALITY
ASSURANCE

Continuous Quality Improvement

The Continuous Quality Improvement (CQI) concept is an approach to quality that strives for excellence in practice and improved patient health outcomes. CQI involves, among other things, examining pharmacy processes to identify and learn from inefficiencies and medication incidents in order to develop efficient processes that improve patient care and safety. Effective CQI, is patient-centred and empowers patients to make informed, autonomous decisions about their healthcare. A patient's role in decisions regarding their healthcare cannot be understated.

Pharmacy Inspections

The College Field Operations team performs a number of pharmacy inspection types throughout the year. College inspections both promote and protect safe pharmacy practice in Manitoba by identifying areas for improvement and providing support to pharmacists in making needed changes.

Inspectors collect data during the course of the year to identify trends in pharmacy inspections. This de-identified, aggregate information is shared with the Quality Assurance Committee and, along with statistics from the Complaints Committee, helps establish the content of future professional development programs and practice directions.

Across Manitoba, a commitment to safe, patient-centred practice was evident in many of the pharmacies visited by College inspectors in 2016, and the College thanks all of these pharmacists and their teams for their excellent work.

Learning Portfolio Review


On an annual basis, the College conducts a Learning Portfolio review on a random selection of 20 per cent of Manitoba pharmacists. This year, 254 pharmacists were selected for a Learning Portfolio Review.

The Review ensures that pharmacists have participated in continuing professional development (CPD) throughout the licensing year to maintain their competence to practice. Each pharmacist must participate in at least 25 hours of CPD. Moreover, at least fifteen of those 25 hours must be fulfilled by participation in learning activities that are accredited by an accrediting body recognized by the College.

Year after year, the annual Learning Portfolio Review demonstrates that Manitoba's pharmacists are committed to their professional development and maintaining competence in progressive pharmacy practice. Consistent high rates of successful completion of this review provides a measurable and tangible expression of pharmacist's dedication to their practice and their patients.

2016 CONTINUOUS QUALITY IMPROVEMENT BY THE NUMBERS

125
ROUTINE
INSPECTIONS



46
NEW PHARMACY
INSPECTIONS



12
FOLLOW-UP
INSPECTIONS



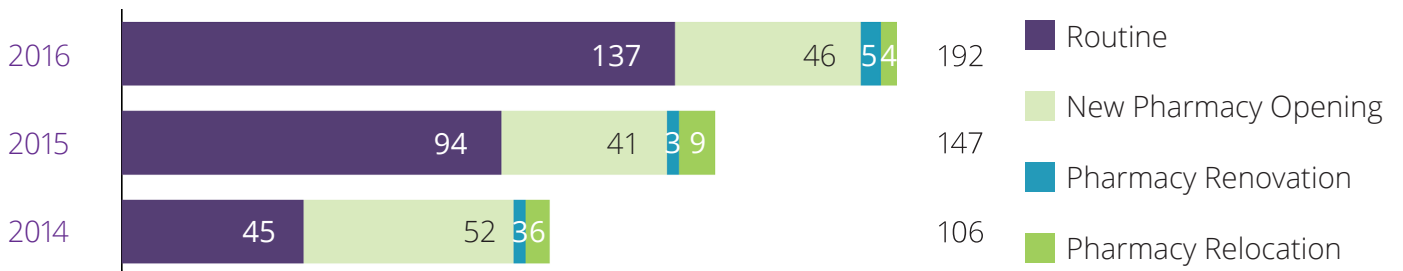
4 PHARMACY
RELOCATION
INSPECTIONS



5
PHARMACY
RENOVATION
INSPECTIONS



PHARMACY INSPECTIONS 2014-2016



PHARMACISTS
COMPLETED
47,205
PROFESSIONAL
DEVELOPMENT HOURS



84%
OF PHARMACISTS
PROFESSIONAL
DEVELOPMENT
REQUIREMENTS



Commitment to Professional Development Certificate

Each year, the College recognizes those individual pharmacists who have gone above and beyond the minimum required continuing professional development and participated in 50+ hours of continuing professional development, with at least 30 hours of accredited learning time.

The College congratulates the following 124 pharmacists in achieving their Commitment to Professional Development Certificate for 2016:

Nasser Abdalla	Rowena Fernando	Melvin Love	Gerri Scott
Karam Abd El Nour	Evelyn Fletcher	Dora Ma	Stanley Shurb
Bahaeldin Abdelhag Elzayat	Linda Foley	Hany Maawad	Erika Simpson
Arif Adamji	Carmen Fotheringham	Janice Macalino	Vishav Partap Singh
Beverley Alexiuk	Stephanie Geith	Amarjeet Makkar	Candice Sisson
Scott Andresen	Shady Geris	Tara Maltman-Just	Robyn Small
Robert Ariano	Jennifer Gibson	Joyce Marozas	Alice Studney
Marian Attia	M. Claire Gillis	Scott McDougall	Meera Thadani
Joanna Ayotte	Michelle Glass	Brenda McLeod	Douglas Thidrickson
Grace Badejo	Lorraine Graham	Anokhi Mehta-Sachdev	Gerald Thiessen
Melvin Baxter	Ruby Grymonpre	Todd Mereniuk	Tinu Thomas
B. Marie Berry	Ronald Guse	Blessilda Morales	Betsy Thomas
Anwar Bhojani	Amanda Harrison	Stephen Moynihan	Peter Thomson
Jenna Bolton	Vivean Henin	Arlene Nabong	Dana Turcotte
Jaden Brandt	Aimee Hetherington	Michael Namaka	Julia Walker
Dayna Catrysse	Warren Hicks	Saly Naser	Hilton (Hugh) Wallace
William Cechvala	Kristi Hofer	Olga Norrie	Holly Watts
Ryan Chan	Tara Hoop	Jason Nutbean	Brian Whitby
Rani Chatterjee-Mehta	Benjamin (Noah) Hornstein	Kimberley Ortwein	Jennifer Wiebe
Lengim Chen Ingram	Merrilyn Howat Renkas	Chiragkumar Patel	Gwen Wischnewski
Arnold Chew	Curtis Hughes	Jaimin Patel	Horst Wuerfel
Kathleen Christle	Harris Iacovides	Caterina Pearson	Amanda Young
Wendy Clark	Melissa Jacobs	Norma Pittman	Amir Youssef
Janice Coates	Joanne Johnson	Mathilda Prinsloo	Osama Zaki
Jeane Constantino	Tarandeep Kaur	Sonal Bachu Purohit	Lisa Zaretsky-Arnold
Sheryl-Rose Cooper	Samantha Kendall	Razelle Ramos	
Dennis Cote	Meghann Klowak	Ripudaman Singh Randhawa	
Sheril Cyriac	Sheldon Kokorudz	Colin Reeve	
Alison Desjardins	Christopher Lawson	Derek Risbey	
Pritpal Dhanjal	Judy Lee-Wing	Janine Rivest	
Blair Einarson	Christine Leong	Ligy Russel	
Ronald Elder	Susan Lessard-Friesen	Glenn Sanclemente	
Karin Ens	Jugnu Lodha	Dinah Santos	

Quality Assurance Committee

In 2016, the newly established Quality Assurance (QA) Committee began reviewing, discussing, and making recommendations to College Council in matters related to quality assurance and continuous quality improvement in pharmacy practice. The QA Committee oversees, monitors, and evaluates the College's Quality Assurance/Continuous Quality Improvement Program to provide informed recommendations to Council on program enhancements that will improve pharmacy practice and patient safety in Manitoba.

During 2016, the QA Committee identified the need for a province wide reporting system for medication errors and near-misses in community pharmacies. Moreover, the QA Committee recognized the importance of reporting medication incidents and near-misses to a national database so that pharmacists across Canada can share learnings to improve patient safety and pharmacy practice. The QA Committee established the framework for a pilot project, Safety Improvement in Quality (Safety IQ), a made-for-Manitoba program, approved in-principle by College Council, that will allow anonymous reporting of medication errors and near misses to the Institute for Safe Medication Practices (ISMP) Canada. The data collected will be analyzed by ISMP Canada to provide pharmacists across the country with the tools to improve pharmacy practice and patient safety.

Updated Quality Assurance Self-Assessment for Community Pharmacies

In 2016, the College developed and launched an improved "Quality Assurance Self-Assessment for Community Pharmacies in Manitoba" document. The self-assessment allows pharmacists to evaluate their own practice and incorporates current legislation and standards to help pharmacists better understand the requirements for pharmacy practice in Manitoba.

The self-assessment is the foundation for on-site community pharmacy inspections. It is provided to pharmacy managers for completion prior to routine community pharmacy inspections to make the inspection process as transparent and straightforward as possible. This tool also acts as a guide for pharmacy managers and their teams to help them reflect on their current practice and identify areas for improvement.

The "Quality Assurance Self-Assessment for Community Pharmacies" document is the first in a suite of self-assessments being developed by the College. In 2017, the College is developing a similar tool to guide hospital pharmacy practice and inspections.

ADVANCING
QUALITY
ASSURANCE

Complaints & Discipline

As a self-regulating profession in Manitoba, *The Pharmaceutical Act* empowers and entrusts the College with ensuring that its registrants and members uphold the legal and ethical obligation to provide competent patient care and protect the interests of the patients. The College is pleased to report that the majority of its members adhere to the established standards and are committed to providing safe and effective care to their patients.

However, there are times when a patient or their agent, a co-worker, employer or other healthcare professional feels justified in submitting a formal complaint about the care provided by a pharmacist. It is the role of the College's Complaints Committee to address these matters through an established complaints resolution process. The Complaints Committee is comprised of both pharmacists appointed by Council and public representatives appointed by Manitoba Health.

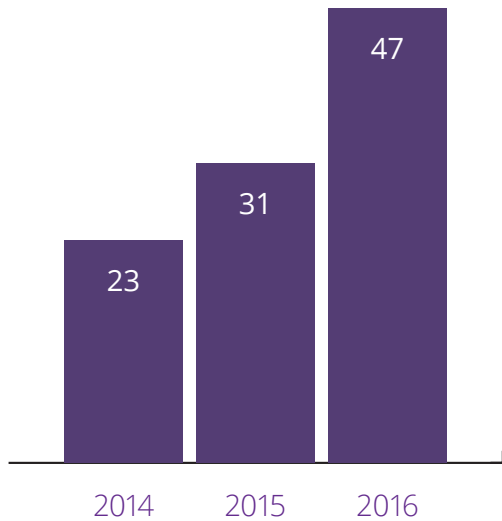
The Complaints Committee may, after review or investigation, with regard to the original complaint or any other matter that arose during the course of investigation,

- direct that the matter to be referred, in whole or in part, to the Discipline Committee;
- direct that the matter not be referred to the Discipline Committee;
- accept the voluntary surrender of a pharmacist's registration and/or licence, and/or a pharmacy licence
- censure the investigated person
- refer the matter to mediation
- enter into an agreement with the investigated person to pursue additional assessment, monitoring, reporting, or training, or to place conditions on their practice

The Discipline Committee is comprised of practicing pharmacists and former members appointed by Council and public representatives appointed by Manitoba Health. Matters pertaining to actions, practice or judgment not reflecting standards required by legislation and the Code of Ethics may be referred to the Discipline Committee for hearing.

2016 COMPLAINTS AND DISCIPLINE BY THE NUMBERS

COMPLAINTS RECEIVED 2014-2016



COMPLAINT DISPOSITIONS 2016

REFERRED TO DISCIPLINE	5
RESOLVED BY COMPLAINTS COMMITTEE (NOT REFERRED TO DISCIPLINE)	40
OUTSTANDING AT YEAR END	27

SANCTIONS IMPOSED BY THE COMPLAINTS COMMITTEE 2016

VOLUNTARY LICENCE SURRENDER	1
CENSURE	3
MEDIATION / INFORMAL RESOLUTION	3
PRACTICE RESTRICTIONS	4
LICENCE SUSPENDED	1

COMPLAINTS REFERRED TO THE DISCIPLINE COMMITTEE BY TYPE 2016

PROFESSIONAL MISCONDUCT	5
OPERATIONAL MISCONDUCT	2
DRUG DIVERSION	3
PRIVACY BREACH	1

SANCTIONS IMPOSED BY THE DISCIPLINE COMMITTEE 2016

FINE	3
CONTRIBUTION TO COSTS	3
PRACTICE RESTRICTIONS	2
PROFESSIONAL DEVELOPMENT	1
COUNSELLING	2
DRUG / ALCOHOL TESTING	1
HEALTH ASSESSMENT	1
LICENCE CANCELLATION	1
REGISTRATION CANCELLATION	1

Recognizing Our Partnerships

The College has benefited greatly from and contributed to our relationships with partner organizations provincially, nationally and internationally. Council has, during the past decade of strategic planning sessions, committed to building and strengthening the College's relationships with stakeholders. With the implementation of *The (2006) Pharmaceutical Act*, the spirit of "collaboration" dominates the new standard of enhanced care by pharmacy professionals.

Evidence of the College's commitment to strengthening collaborative relationships comes in many forms; from regular meetings with the Executive Committees of Canadian Society of Hospital Pharmacists (CSHP) Manitoba Branch and Pharmacists Manitoba, to active participation on many committees of the Rady Faculty of Health Sciences College of Pharmacy. The College of Pharmacists of Manitoba is committed to building and strengthening collaborative relationships.

Through the National Association of Pharmacy Regulatory Authorities (NAPRA), we work together with other provincial colleges of pharmacy to bring national consistency to the governance of pharmacy practice across Canada. Provincially, we work through the Manitoba Alliance of Health Regulatory Colleges (the Alliance) to effect change with respect to policies, programs and legislation, including the *Regulated Health Professions Act*.

Through *The Pharmaceutical Act*, the College is granted the authority to establish the minimum educational requirements for pharmacists and pharmacy technicians within the province, including the ability to recognize university and secondary school programs that deliver curriculums that allow learners to meet College requirements. Manitoba's own College of Pharmacy is proudly accredited by the Canadian Council on the Accreditation of Pharmacy Programs (CCAPP), providing a nationally accredited program here in our own province.

Working closely with the Pharmacy Examining Board of Canada (PEBC), our national partner in evaluating and confirming the educational qualifications of pharmacist and pharmacy technician candidates, ensures that these professionals being educated within Canada and abroad, meet the requirements to practice within Manitoba.

We also benefit from our collaborative work on many inter-professional initiatives with the Manitoba Institute for Patient Safety and the other health regulatory Colleges. Our interest in working collaboratively with organizations of similar values extends far beyond the organizations listed within this Annual Report. As a key initiative of the current and previous strategic plans for the College, we proudly and consistently endeavor to strengthen our collaborative relationships.





STRENGTHENING COLLABORATIVE PATIENT CARE

The Manitoba Prescribing Practices Program (M3P)

The Manitoba Prescribing Practices Program (M3P) is a collaborative management system established to minimize diversion of controlled and narcotic medications and to facilitate communication between healthcare professions, regulatory authorities, and federal, provincial and territorial governments. The College has administered the program since 2004 through a service purchase agreement with the Government of Manitoba.


In 2016, the College worked with The College of Physicians and Surgeons of Manitoba, the College of Registered Nurses of Manitoba, the Manitoba Dental Association, and the Manitoba Veterinary Medical Association to amend the “Joint Statement on Facsimile Transmission of Prescriptions.” This Joint Statement now permits a prescription for opioid dependence treatment to be sent via facsimile transmission which will facilitate treatment and access for patients at a distance. The Joint Statement outlines the shared responsibility between prescriber and pharmacist to ensure the confidentiality, authenticity, and clarity of faxed prescriptions.

Keeping pharmacists and pharmacy technicians informed of patient and public safety issues is of high priority to the College. As required, the College prepares and distributes “alert-style” notices affecting pharmacy practice. Alerts may be sent for many reasons, with a significant amount being specifically related to the administration of the M3P program. When an M3P prescription form is lost or stolen, the College sends an alert to all pharmacy managers in Manitoba.

The collaborative environment between government and the Colleges lays the groundwork for safe inter-disciplinary healthcare for patients who require controlled substances or narcotics to manage their health conditions.

2016 MANITOBA PRESCRIBING PRACTICES PROGRAM BY THE NUMBERS

9,452 M3P PRESCRIPTION PADS ISSUED ACROSS HEALTH PROFESSIONS

 2,081 PHYSICIANS

11  VETERINARIANS

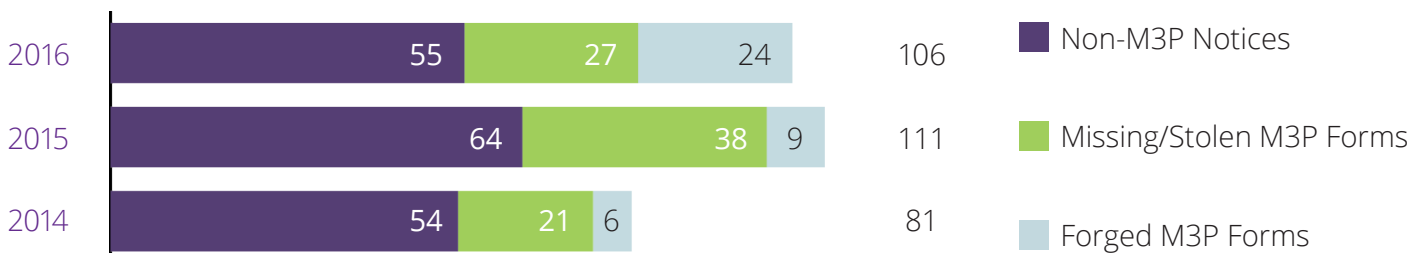
77  NURSE PRACTITIONERS

11  DENTISTS

M3P PRESCRIPTION PADS ISSUED 2014-2016



NOTICES TO PHARMACY MANAGERS 2014-2016



Exempted Codeine Products

As the provincial regulatory authority for pharmacists and pharmacies in Manitoba, the College is entrusted with protecting the public and building the framework for progressive pharmacy practice in the province. In the interest of patient safety, pharmacists urged Council to tackle the tough problems of exempted codeine product misuse or overuse. In February 2016, the College became a leader in patient safety and the fight against the opioid crisis when it introduced prescription-only access to exempted codeine products.

Codeine is an opioid used to relieve mild to moderate pain and to treat coughs. In addition to codeine, exempted codeine products contain two to three additional medicinal ingredients such as acetaminophen, ASA, or diphenhydramine, and while they were once sold without a prescription, they are far from harmless. Inappropriate use of exempted codeine products can lead to liver damage caused by acetaminophen doses that exceed maximum dosage limits; at the same time, codeine products can lead to, or exacerbate, addiction issues.

On February 1, 2016, the College took a bold step to protect patient safety by making exempted codeine products available by prescription only.

Physicians, nurse practitioners, dentists, and pharmacists are able to prescribe exempted codeine products to patients. Patients are now required to undergo a therapeutic assessment by a healthcare professional, in addition to receiving medication counselling from a pharmacist, before they can access exempted codeine products. This change ensures patient safety with additional patient education and support. Moreover, the patient and drug information is entered into the Drug Program Information Network (DPIN), where it can be tracked and flagged for abuse or overuse by patients at risk for addiction or other adverse events related to exempted codeine products.

The College supported Manitoba pharmacists with education, resource materials, and professional development opportunities for prescribing and dispensing exempted codeine products. Additionally, the College raised public and professional awareness of the changes to exempted codeine product access through an extensive media campaign.

Opioid Replacement Therapy 101: An Introduction to Clinical Practice

When healthcare providers work together, they not only improve health outcomes for their patients, but they also foster a spirit of healthcare innovation and problem-solving. In 2016, the College worked together with The College of Physicians and Surgeons of Manitoba and the College of Registered Nurses of Manitoba to develop the first inter-disciplinary training event in Manitoba on the treatment of opioid use disorders: *Opioid Replacement Therapy 101: An Introduction to Clinical Practice*. This innovative program received partial development funds from Manitoba Health, Seniors and Active Living.

This two day workshop features presentations from a variety of healthcare professionals involved in the treatment of addiction. Participants have the opportunity to examine the challenges of addiction treatment, strengthen problem-solving skills, and benefit from the experiences of doctors, pharmacists, nurse practitioners, and nurses working in the field of addiction treatment.

The inter-disciplinary team that developed the *Opioid Replacement Therapy 101: An Introduction to Clinical Practice* program has been recognized by the College of Pharmacists of Manitoba as recipients of the 2017 Patient Safety Award.

STRENGTHENING
SCIENTIFIC
PRACTICE
BORROWING
RATHER
CARE
PATIENT



Summary Non-Consolidated Financial Statements

College of Pharmacists of Manitoba

December 31, 2016

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ENSURING
RESPONSIBILITY

Report of the Independent Auditor on the Summary Non-Consolidated Financial Statements

To the Members of the
College of Pharmacists of Manitoba

The accompanying summary non-consolidated financial statements, which comprise the summary statement of financial position as at December 31, 2016, the summary non-consolidated statement of revenue and expenses and changes in net assets and the summary non-consolidated statement of cash flows for the year then ended, and related notes, are derived from the audited non-consolidated financial statements of College of Pharmacists of Manitoba (“the College”) for the year ended December 31, 2016.

We expressed an unmodified audit opinion on those non-consolidated financial statements in our report dated March 7, 2017.

The summary non-consolidated financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary non-consolidated financial statements, therefore, is not a substitute for reading the audited non-consolidated financial statements the College.

Management’s Responsibility for the Financial Statements

Management is responsible for the preparation of a summary of the audited non-consolidated financial statements on the basis described in Note 1.

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary non-consolidated financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to report on summary financial statements*.

Opinion

In our opinion, the summary non-consolidated financial statements derived from the audited non-consolidated financial statements of the College for the year ended December 31, 2016 are a fair summary of those non-consolidated financial statements, in accordance with the established criteria described in Note 1.

Winnipeg, Manitoba
March 7, 2017

Chartered Professional Accountants

College of Pharmacists of Manitoba

Summary Non-Consolidated Statement of Revenue and Expenses and Changes in Net Assets

Year Ended December 31, 2016 2015
(Restated
Note 2)

Revenue		
Pharmacist fees	\$ 1,383,248	\$ 1,333,180
Pharmacy fees	565,194	567,056
Pharmacy technician fees	1,640	663
Other income	122,509	113,522
Investment income and unrealized gains and losses	145,458	65,075
M3P income	<u>88,006</u>	<u>93,487</u>
	<u>2,306,055</u>	<u>2,172,983</u>
Expenses		
Regulatory & building operations	1,729,525	1,502,756
Complaints & discipline	206,703	87,555
Awards & contributions	23,686	25,335
NAPRA levy	60,956	64,997
College of Pharmacy levy	154,800	148,400
M3P expenses	80,034	85,836
Other items	<u>53,094</u>	<u>60,857</u>
	<u>\$ 2,308,798</u>	<u>\$ 1,975,736</u>
(Deficiency) excess of revenue over expenses	<u>\$ (2,743)</u>	<u>\$ 197,247</u>
Net assets, beginning of year	\$ 2,369,902	\$ 2,183,981
Prior period adjustment (Restated - Note 2)	<u>220,377</u>	<u>209,051</u>
Net assets, beginning of year restated	2,590,279	2,393,032
(Deficiency) excess of revenue over expenses	<u>(2,743)</u>	<u>197,247</u>
Net assets, end of year	<u>\$ 2,587,536</u>	<u>\$ 2,590,279</u>

College of Pharmacists of Manitoba Summary Non-Consolidated Statement of Financial Position

December 31, 2016 2015
(Restated
Note 2)

Assets

Current		
Cash	\$ 1,592,199	\$ 1,560,429
Marketable securities	1,755,309	1,614,158
Other	<u>281,256</u>	<u>335,487</u>
	<u>3,628,764</u>	<u>3,510,074</u>
Long-term	<u>1,149,099</u>	<u>1,156,759</u>
	<u>\$ 4,777,863</u>	<u>\$ 4,666,833</u>

Liabilities

Current		
Accounts payable and accrued liabilities	\$ 103,400	\$ 128,420
Deferred income	1,911,554	1,777,488
Other	<u>175,373</u>	<u>170,646</u>
	<u>2,190,327</u>	<u>2,076,554</u>
Net Assets	<u>2,587,536</u>	<u>2,590,279</u>
	<u>\$ 4,777,863</u>	<u>\$ 4,666,833</u>

College of Pharmacists of Manitoba Summary Non-Consolidated Statement of Cash Flows

Year Ended December 31 2016 2015
(Restated
Note 2)

Cash flow from operating activities	\$ 160,845	\$ 360,001
Cash flow from investing activities	<u>(129,075)</u>	<u>943,489</u>
Increase in cash	31,770	1,303,490
Cash, beginning of year	<u>1,560,429</u>	<u>256,939</u>
Cash, end of year	<u>\$ 1,592,199</u>	<u>\$ 1,560,429</u>

See accompanying notes to the financial statements.

College of Pharmacists of Manitoba

Notes to the Summary Non-Consolidated Financial Statements

December 31, 2016

1. Summary financial statements applied criteria

The summary financial statements are derived from the audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at December 31, 2016 and for the year then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be reflected in them so that they are consistent in all material respects with, or represent a fair summary of, the audited financial statements.

Management prepared these summary financial statements using the following criteria:

(a) the summary financial statements include a statement for each statement included in the audited financial statements;

(b) information in the summary financial statements agrees with the related information in the audited financial statements;

(c) major subtotals, totals and comparative information from the audited financial statements are included; and

(d) the summary financial statements contain the information from the audited financial statements dealing with matters having a pervasive or otherwise significant effect on the summarized financial statements.

The audited financial statements of College of Pharmacists of Manitoba are available upon request by contacting the College.

2. Prior period adjustment

During 2016, the College determined that revenue specifically related to Manitoba Prescribing Practices Program (M3P) was not accurately recorded in prior periods. The College was recording revenue related to the M3P program on a cash basis and as such did not record revenue amounts to which it was entitled. The College had also included amounts in deferred income for which revenue recognition criterion had been met. In addition, transaction charges related to deferred pharmacist and pharmacy fees were being deferred when they should have been expensed as incurred. The College has corrected these prior period errors in the comparative financial statements and as a result the following accounts have been restated:

	2015, as previously stated	Adjustment	2015, restated
M3P income	\$ 82,175	\$ 11,312	\$ 93,487
Regulatory and building operations	296,505	(14)	296,491
Current assets - other	10,000	73,899	83,899
Deferred income	1,923,966	(146,478)	1,777,488
Net assets, beginning of year	2,183,981	209,051	2,393,032
Net assets, end of year	2,369,902	220,377	2,590,279



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