

COLLEGE OF PHARMACISTS OF MANITOBA ANNUAL REPORT 2018



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President and Registrar's Message



Throughout the province, we are seeing significant transformation in the health care system as providers are being asked to assess and evaluate current practice and make changes to build on efficiencies and to improve care and safety for Manitobans. So too has the College of Pharmacists of Manitoba (College) taken on this challenge to re-examine internal processes followed in the registration and licensing of pharmacists, listing of pharmacy technicians, licensing and inspection of pharmacies, complaints resolution, and continuous quality improvement strategies to increase efficiencies while effectively meeting its mandate of public protection.

With the Council election in April, we saw 3 new elected members to Council. Soon after, the Minister of Health appointed 4 new public representatives to Council. The 2018 – 2020 College Council began their first term with a strategic planning session. With nearly half of Council consisting of new members, there was an almost immediate influx of new ideas and fresh perspective on the issues before the College.

At the completion of their session, Council had established three strategic objectives for the College to pursue in 2018 – 2020 as follows:

1. Develop a holistic **Quality Assurance Strategy** that includes:
 - Contemporary standards of practice
 - Compliance with pharmacy practice standards
 - Responsive processes in alignment with the Pharmaceutical Act to effectively and efficiently address and resolve complaints
 - Continuous quality improvement
2. **Build and strengthen strategic relationships with stakeholders** (including the public, government, members, pharmacy advocacy organizations, and health care professions) to build trust, improve patient safety, and increase efficiency and quality of care through collaboration
3. **Evaluate, align and allocate resources (Council, staff, volunteers) to support the execution of the strategic plan** and assure that the CPhM effectively and efficiently meets its core mandate in a sustainable and responsible manner

While on the surface, the strategic plan may not look all that different than that of previous plans, Council members need to be commended for their thoroughness in determining the strategies necessary to support and achieve these lofty objectives. Immediately following the strategic planning session, the College underwent a HR capacity review with recommendations for a new organizational structure. Soon after, Council tasked the Governance Committee with assessing the College's governance structure, determining key responsibilities of the College and establishing key performance indicators for the College going forward that reflect best practices in board governance for similar non-profit organizations.

With Quality Assurance as a key focus, Council approved the full implementation of Safety IQ, a continuous quality improvement program, into all community pharmacies for 2020. Council then established the Safety IQ Advisory Committee to oversee Safety IQ implementation and ensure that pharmacy professionals are supported throughout the process.

In 2018, the College continued its work to bring forward proposed amendments to The Pharmaceutical Act (Act) and Regulation to advance scope of practice privileges including:

- Additions to the conditions listed in Schedule 3 of the Regulation for which a member may prescribe (if a training program is completed);
- Removal of the Prescription Drug List from Schedule 3 of the Regulation;
- Travel Health as a Schedule 3 condition (with additional education and training requirements);
- Lowering the age restriction and changing "authorized practitioner" to "practitioner" in Part 14: Administration of Drugs by Members of the Regulation;
- Additions to the lab tests included in Schedule 1 of the Regulation - Tests that a Member may Order; and
- Amendments to both The Act and Regulation to allow for therapeutic substitution by pharmacists.

In the fall of 2018, Council embarked on a formal consultation process with the public, members and stakeholders on the proposed amendments. Currently the ad-hoc committees and working groups originally responsible for drafting the proposed amendments are considering the feedback received and will again propose their final recommendations to Council in the coming weeks.

Reflecting back on 2018, it is not hard to see that it was a very busy and productive year. This work could not have been accomplished were it not for the dedicated individuals on Council, staff and the many committees and working groups of the College. It is through your efforts that the College continues to meet its mandate of public protection.

Kevin Hamilton, BSc. (Pharm.)
Council President

Susan Lessard-Friesen, BSc. (Pharm.),
Registrar

Public Representative's Message

As a public representative, I am honored to be one of the voices representing Manitobans at the Council table. Having been appointed to Council by the Minister of Health in 2018, this was my first year as a member of Council. As a public representative, it is important to me that the College prioritizes initiatives aimed at improving the care and safety provided to patients and I am proud of the strides we have made this year.

The initiative that stands out for me as a highlight of 2018 is implementation of the Safety IQ program. This program will help foster a real culture shift surrounding reporting and learning from medication incidents. Despite a pharmacy professional's best intentions, there are times when something may go wrong and a medication incident can occur. Communicating openly with patients to ensure their safety, about the circumstances that led to the error and about the changes made in the pharmacy to prevent a recurrence are key in demonstrating your commitment to improving the quality of care patients receive in Manitoba.

I look forward to continuing in my role as a public representative on Council and bringing the patient's voice to every issue discussed at the Council table.

Bharti Kapoor
Public Representative

RESPONSIBLE GOVERNANCE

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 (The Act)* of Manitoba. *The Act* governs, among other things, the registration, licensing, standards of practice, and complaints and discipline process for pharmacists and pharmacies in Manitoba.

OUR VISION

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

With the introduction of the 2018 - 2020 Council, it was again the season to undertake a review of the previous 2016 strategic plan. Council confirmed that for this Council term, the following three strategic initiatives would inform the activities of the College over the course of the next two years:

Develop a holistic Quality Assurance Strategy that includes:

1. Contemporary standards of practice;
2. Compliance with pharmacy practice standards;
3. Responsive processes in alignment with the *Pharmaceutical Act* to efficiently address and resolve complaints; and
4. Continuous quality improvement.

Build and strengthen strategic relationships with stakeholders

(including the public, government, members, health care professions) to build trust, improve patient safety, and increase efficiency and quality of care through collaboration.

Evaluate, align and allocate resources (Council, staff, volunteer) to support the execution of the strategic plan and assure that the College effectively and efficiently meets its core mandate in a sustainable and responsible manner

By-Law Changes

Council is entrusted with the responsibility for developing and upholding the By-Laws governing the regulation of the College's internal affairs. During 2018, there was one by-law change.

Council made a by-law (section 3.04(a)) in accordance with section 75(1) of *The Pharmaceutical Act* that the business as set out in the agenda of the 2017 Annual General Meeting held on May 12, 2018 be completed by electronic ballot in which all Voting Members vote on each motion made at the 2017 AGM.

College Structure

The structure of the College of Pharmacists of Manitoba is established in accordance with 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

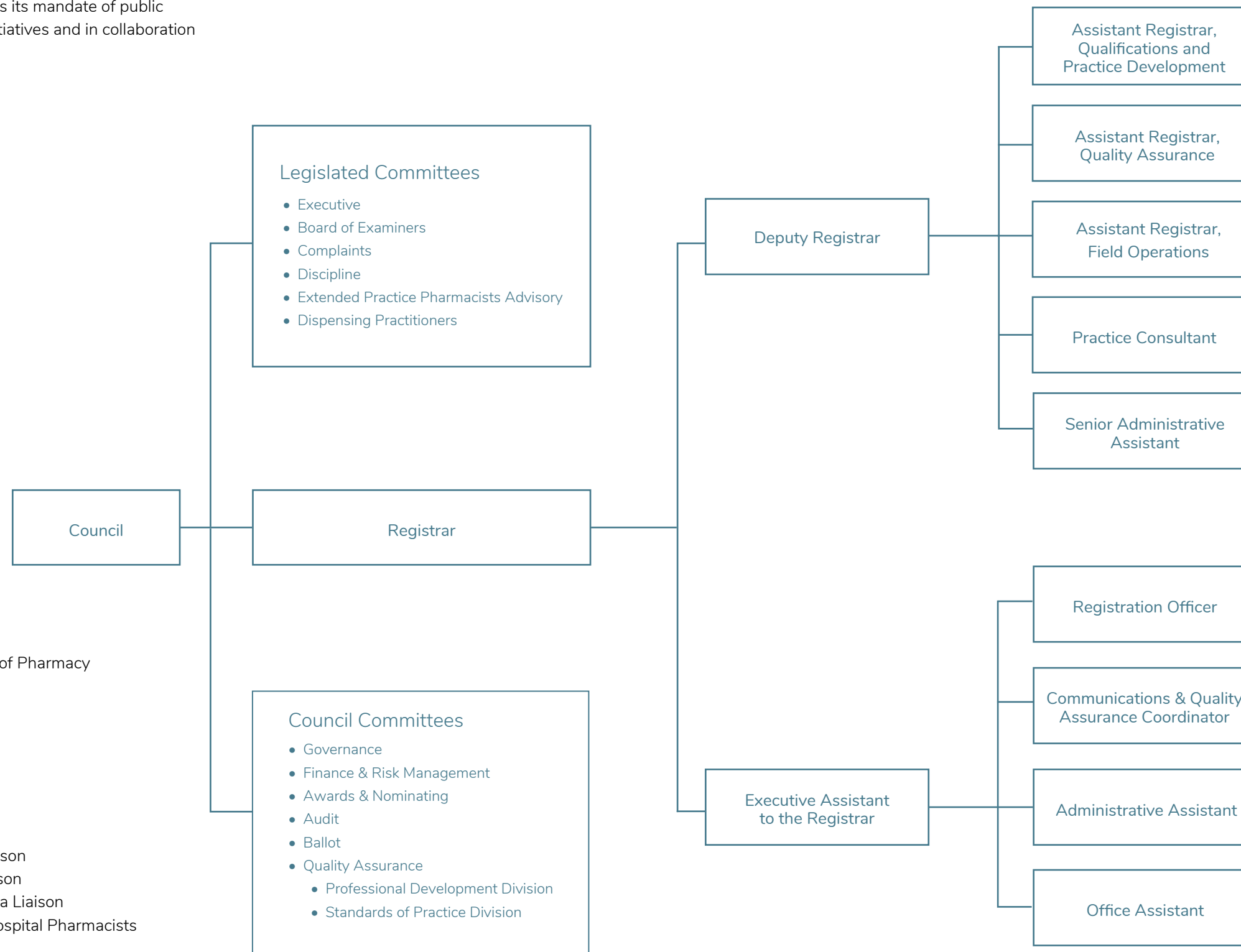
Kevin Hamilton, President
 Petr Prochazka, Vice President
 Wendy Clark, Executive Treasurer
 Jennifer Ludwig, Past President

COUNCILLORS

Laurie Andrews, Public Representative
 Wendy Clark, District 2
 Donna Forbes, Public Representative
 Kevin Hamilton, District 2
 Donald Himbeault, Public Representative
 Bharti Kapoor, Public Representative
 Jennifer Ludwig, District 2
 Todd Mereniuk, District 1
 Nicole Nakatsu, District 1
 Petr Prochazka, District 1
 Sonal Purohit, District 1
 Dr. Lalitha Raman-Wilms, Dean, College of Pharmacy
 Derrick Sanderson, District 2
 Kurt Schroeder, District 2
 Dr. John Toole, Public Representative

LIAISONS TO COUNCIL

Susan Balagus, Pharmacy Technician Liaison
 Slava Panchenko, Pharmacy Student Liaison
 Dr. Brenna Shearer, Pharmacists Manitoba Liaison
 Kathryn Peterson, Canadian Society of Hospital Pharmacists - Manitoba Branch Liaison
 Dinah Santos - PEBC Liason Member to Council



RESPONSIBLE GOVERNANCE

Committees

LEGISLATED COMMITTEES

EXECUTIVE COMMITTEE

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

Kevin Hamilton, President, Chair
Petr Prochazka, Vice President
Wendy Clark, Executive Treasurer
Jennifer Ludwig, Past President

BOARD OF EXAMINERS

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

Dr. Lalitha Raman-Wilms, Chair Kevin Hamilton
Karen Dimarco Kathryn Peterson

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 Bharti Kapoor
Tim Saunders, Vice-Chair Barbara Sproll
Donna Forbes

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 Donald Himbeault
Shannon Trapp, Vice Chair Britt Kural
Laurie Andrews Sonal Purohit
Wendy Clark Dr. John Toole
Ron Corrigal Zahid Zehri
Luba Fedorkiw

DISPENSING PRACTITIONERS COMMITTEE

Mandate: To consider and decide on applications from practitioners who are not members, in accordance with section 11 of the Regulation 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.

Jill Hardy, Chair Rani Chatterjee-Mehta

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 Sharon Smith
Laurie Andrews Ashley Walus
Deb Elias Barb Wasilewski
Dr. Brent Kvern 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.

Glenda Marsh, Chair Jennifer Ludwig
Gary Cavanagh Kyle MacNair
Donald Himbeault 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.

Jennifer Ludwig, Chair Glenda Marsh
Dr. Lalitha Raman-Wilms Leann McCannel
Ronald Guse Scott McFeetors
Grant Lawson Kathryn Peterson

FINANCE & RISK MANAGEMENT COMMITTEE

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

Wendy Clark, Chair Jennifer Ludwig
Carol Davis Bharti Kapoor
William Eamer Ashley Walus

AUDIT COMMITTEE

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

William Eamer, Chair Bharti Kapoor
Carol Davis Ashley Walus

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.

Petr Prochazka, Chair Scott McFeetors
Vernon Appleyard Arlene Nabong
Susan Balagus Shelia Ng
Cenzina Caligiuri Olasumbo Ojo
Sheri Dyck Amy Oliver
Robert Francis Gayle Romanetz
Dustin Hunt Kurt Schroeder
David Huston Kaur Sidhu
Judy Lee-Wing Pat Trozzo
Chris Louizos

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.

Brent Booker, Co-Chair David Lee
Kurt Schroeder, Co-Chair Scott McFeetors
Amir Baksh Sarah Myk
Sherry Dyck Amy Oliver
Lisa Havixbeck Adelaine Saria
Nick Honcharik Pat Trozzo
Dave Huston Michael Wiebe
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 Purohit, Chair David Lee
Abby Lau Christopher Louizos
Bolanle Aina Cody Magnusson
Grace Badejo Sheila Ng
Susan Balagus Olasumbo Ojo
Divna Calic Dinah Santos
Cenzina Caligiuri Olena Serwylo
Sheril Cyriac Linnea Shackel
Gholam Reza Ebrahimian Pat Trozzo
Jessica Gursky Leah Pritchett
Samantha Kendall Lorraine Woods

ADVANCING QUALITY ASSURANCE AND SAFETY

Registration & Licensure

PHARMACISTS AND PHARMACIES

Pharmacists and pharmacies in Manitoba are required to license with 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, a comprehensive Jurisprudence Exam on applicable provincial and federal legislation, and the Code of Ethics that govern pharmacy practice in Manitoba. Pharmacists must also engage in continuous learning through accredited professional development programs and non-accredited learning activities to maintain competence and eligibility for licence renewal.

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.

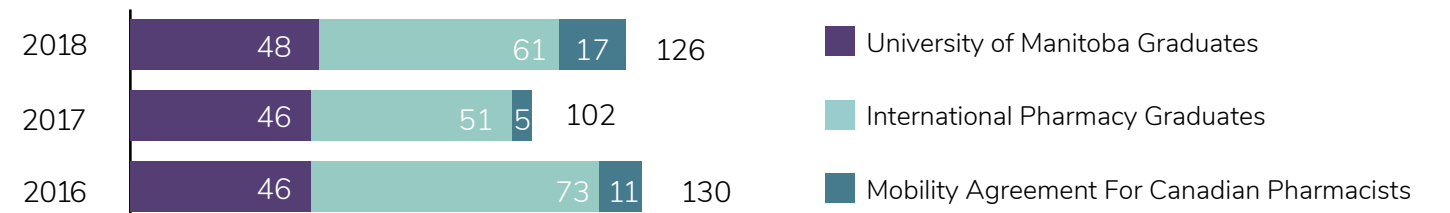
PHARMACY TECHNICIANS

With 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 technicians changed significantly, including the educational requirements for qualification under the pharmacy technician designation. Under its duties as a pharmacy practice regulator, the College maintains the protected status of pharmacy technicians by ensuring they meet the necessary qualifications to provide safe, effective patient care, and by maintaining a publicly available listing of pharmacy technicians on its website.

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.

2018 PHARMACY PRACTICE BY THE NUMBERS

NEW LICENCED PHARMACISTS



PHARMACIST REGISTRATION AND LICENSURE

	2016	2017	2018
PRACTICING	1487	1534	1564
NON-PRACTICING	143	152	138
HONORARY LIFE (PRACTICING)	3	3	4
HONORARY LIFE (NON-PRACTICING)	9	10	9
			1715

90 JURISPRUDENCE EXAMS WRITTEN BY PHARMACIST APPLICANTS

75 JURISPRUDENCE EXAMS WRITTEN BY PHARMACY TECHNICIAN APPLICANTS

156 STUDENTS

101 LISTED PHARMACY TECHNICIANS

OTHER REGISTERS

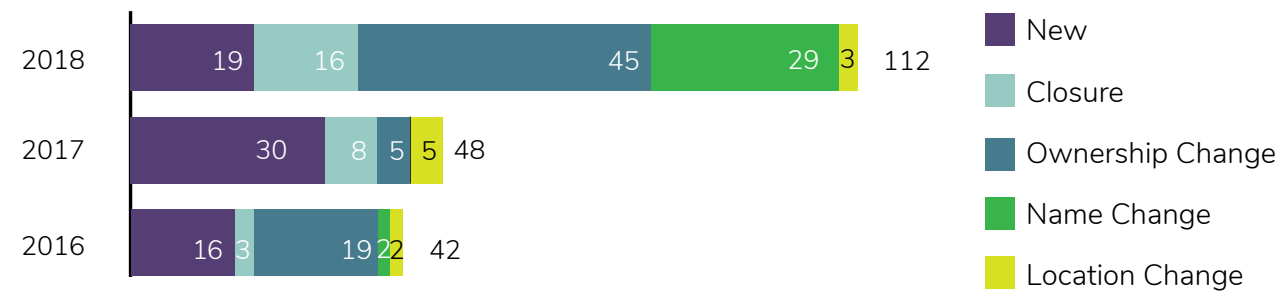
INTERNS	75
EXTENDED PRACTICE PHARMACISTS	14
TEMPORARY	0
ACADEMIC	0
	89

2018 PHARMACY PRACTICE BY THE NUMBERS


LICENCED PHARMACIES

	2016	2017	2018
COMMUNITY	385	406	411
HOSPITAL	36	36	35
			446

PHARMACY LICENCE CHANGES



 **462** PHARMACISTS ARE AUTHORIZED TO PRESCRIBE DRUGS FOR SMOKING CESSATION

 PHARMACISTS ARE AUTHORIZED TO PRESCRIBE DRUGS FOR SELF-LIMITING CONDITIONS

1001  PHARMACISTS ARE AUTHORIZED TO ADMINISTER VACCINES AND DRUGS BY INJECTION

EXTENDED PRACTICE PHARMACISTS

Extended Practice Pharmacists have undertaken advanced education or certification in a specialty practice, work collaboratively with other healthcare providers, and are authorized to prescribe and manage patient medication therapy within the scope of their specialty practice. In 2018, there were an additional three licensed pharmacists authorized as Extended Practice Pharmacists for a total of 14 in the province.

A collaborative practice setting is defined as a practice setting in which a pharmacist works closely and cooperatively with other healthcare professionals, including physicians and/or nurse practitioners to provide care to a common patient or group of patients.

In 2018, Council approved the Extended Practice Pharmacist Advisory Committee's recommendation regarding a new Quality Assurance (QA) Program for Extended Practice Pharmacists. The new program incorporates multi-source feedback and includes a practice review conducted by a College inspector, completion of an assessment by the Supervisor or Medical Director, a chart review by a collaborative team member, and a learning portfolio review. Plans are for the components of the new QA program to be implemented in 2019.

IMPROVING ACCESS TO QUALITY CARE

Pharmacists increase access to quality healthcare for Manitobans by offering expanded scope services under *The Pharmaceutical Act (The Act)* such as recommending therapies which may include the prescribing of drugs for self-limiting conditions, and administering drugs including vaccines by injections.

The practice of pharmacy has continued to evolve since *The Act* and regulations were developed, and several legislative updates have been proposed to improve access to care further especially in the areas of prescribing for self limiting conditions, travel health, administration of immunization and the monitoring of medication therapy.

The College solicited comments and feedback from the public, pharmacists, and stakeholders during a consultation on the proposed changes in the fall of 2018. Committees and working groups originally involved in drafting the proposed amendments have regrouped to review the feedback and comments received. In some cases, the committees and working groups may decide to revise the proposed amendments based on the feedback received. Ongoing consultation with the College of Pharmacy at the Rady Faculty of Health Sciences, University of Manitoba, has been important throughout this process.

Suggested revisions to the amendments will be taken back to the College's Executive Committee and Council for review and approval. Once this work is complete, responses will be sent to all individuals and organizations that provided comments during the consultation period. The Executive Committee will then meet with Manitoba Health, Seniors and Active Living staff, the Deputy Minister and/or Minister of Health to discuss comments received and responses provided and discuss next steps necessary to move the proposed amendments forward to government for approval.

Council appreciates the dedication and commitment demonstrated by all the pharmacists, stakeholders, and members of the public who participated in the consultation process, ad-hoc committees, and working groups.

ADVANCING QUALITY AND SAFETY

Quality Assurance

The College's Quality Assurance/Continuous Quality Improvement Program encourages excellence in pharmacy practice and improved patient outcomes by assessing pharmacy processes to identify and learn from inefficiencies, medication incidents, and near misses to develop processes that improve patient care and safety.

Through its mandate to protect the public and its authority under *The Pharmaceutical Act*, the College safeguards quality assurance through pharmacy inspection and continuing professional development requirements for pharmacy professionals.

PHARMACY INSPECTIONS

The College Field Operations team performs a number of different pharmacy inspection assessments throughout the year including routine pharmacy inspections for existing pharmacies and pharmacy inspections for new, relocated, and renovated facilities. The Field Operations team offers additional support to pharmacy owners and managers in the form of follow-up inspections on an as-needed basis. The de-identified, aggregate data collected by the Field Operations team 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 2018, 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 (Review) on a random selection of 20 per cent of Manitoba pharmacists. This year, 315 pharmacists were selected for a Review.

The Review ensures that pharmacists have participated in continuing professional development (CPD) throughout the licensing year to maintain competence to practice. Each pharmacist must participate in at least 25 hours of CPD. Moreover, at least 15 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 Review demonstrates that Manitoba's pharmacists are committed to exceeding the professional development requirement. In 2018, 80 percent of pharmacists exceeded the professional development requirement. This high rate of involvement in CPD provides a measurable and tangible expression of the dedication pharmacists have to their practice and the patients they care for.

2018 QUALITY ASSURANCE BY THE NUMBERS

97
ROUTINE
INSPECTIONS 

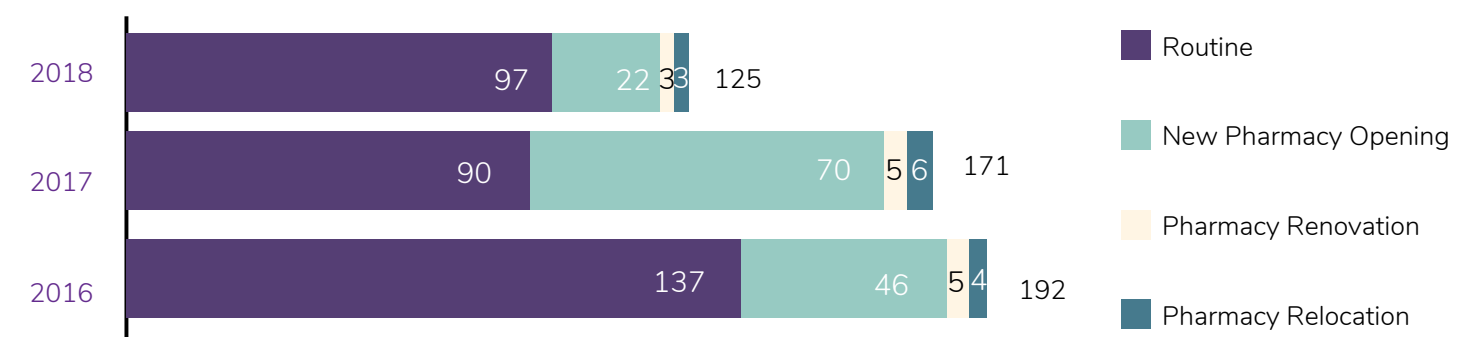
22
NEW PHARMACY
INSPECTIONS 

10
FOLLOW-UP
INSPECTIONS 

3
PHARMACY
RENOVATION
INSPECTIONS 

3
PHARMACY
RELOCATION
INSPECTIONS 

PHARMACY INSPECTIONS 2016-2018



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 108 pharmacists in achieving their Commitment to Professional Development Certificate for 2018:

Marian Attia	Rebecca Hamilton	Julie Mistri	Krunal Shah
Joanna Ayotte	Kareem Hanna	Blessilda Morales	Alice Studney
Amy Baker	Erika Hartel	Arlene Nabong	Meera Thadani
Thomas Barr	Warren Hicks	Michael Namaka	Douglas Thidrickson
Anwar Bhojani	Lorraine Hilderman	Charlene Nikkel	Tinu Thomas
Dayna Catrysse	Tara Hoop	Jason Nutbean	Dana Turcotte
Kirsten Chale	Curtis Hughes	Priyamadhuri Ogirala	Ashley Walus
Ryan Chan	Shannon Hunter	Amy Oliver	Travis Warner
Rani Chatterjee-Mehta	Jillian James	Kimberley Ortwein	Susan Wikjord
Lengim Chen Ingram	Samantha Kendall	Jaimin Patel	Monica Wong
Arnold Chew	Tina Khorshid Ahmad	Jaiminkumar Patel	Horst Wuerfel
Sheril Cyriac	Meghann Klowak	Miteshkumar Patel	Amanda Young
Kavita Dave	Jessica Kort	Munjal Patel	Amir Youssef
Pritpal Dhanjal	Tannis Kyrzyk	Palak Patel	Victoria Yu
Cecile Dumesnil	Christopher Lawson	Urja Patel	Osama Zaki
Michael Dwilow	David Lee	Urvi Patel	
Heidi Eastveld	Judy Lee-Wing	Vedant Patel	
Ahmed Elshafeey	Jugnu Lodha	Caterina Pearson	
Karin Ens	Christopher Louizos	Kristine Petrasko	
Hans Epp	Dora Ma	Siegfried Pfahl	
Kimberly Ewasiuk	Janice Macalino	Alan Phung	
Linda Foley	Amarjeet Makkar	Mathilda Prinsloo	
Robert Francis	Tara Maltman-Just	Sonal Bachu Purohit	
Grace Frankel	Nicholas Malzahn	Aaron Quach	
Nathan Friesen	Tara Jean Martin	Erin Ramalho	
Stephanie Geith	Scott McDougall	Glen Rawluk	
Jennifer Gibson	Kimberly McIntosh	Janine Rivest	
Patricia Gorczyca	Taylor McVannel	Ligy Russel	
Ruby Grymonpre	Anokhi Mehta-Sachdev	Mohamed Salem	
Ronald Guse	Chris Mendoza	Lilianne Salidis	
Kevin Hamilton	Mark Mercure	Gerri Scott	

MODEL STANDARDS FOR COMPOUNDING

Between February 2012 and March 2013, over 1,200 oncology patients in Ontario and New Brunswick received inadequate doses of chemotherapy due to a communication error involving the compounding of these drugs. The Ontario Minister of Health and Long-Term Care appointed an independent investigator, Dr. Jake Thiessen, to conduct a review to determine the causes of the incidents and provide recommendations to prevent recurrence. The Thiessen Report was released in August 2013 and made 12 recommendations to assist in preventing this incident from occurring again.

This incident was a catalyst for change in compounding standards across Canada. The National Association of Pharmacy Regulatory Authorities (NAPRA) was tasked with drafting Model Standards for Pharmacy Compounding of Non-Hazardous and Hazardous Sterile Preparations (NAPRA Model Standards) through a consultative process with the provincial pharmacy regulatory bodies including the College. The final NAPRA Model Standards for Pharmacy Compounding of Non-Hazardous and Hazardous Sterile Preparations were released in December 2015 and September 2016 respectively. Subsequently, the NAPRA Model Standards for Pharmacy Compounding of Non-sterile Preparations were released in March 2018.

Council approved the NAPRA Model Standards for Sterile Compounding along with an implementation schedule for Manitoba in 2017 and later approved the NAPRA Model Standards for Non-sterile Compounding on December 10, 2018. The College is taking a stepwise approach in the implementation and enforcement of both the NAPRA Model Standards for sterile and non-sterile compounding.

Pharmacies engaged in hazardous and/or non-hazardous sterile compounding were required to develop policies, training programs, and quality assurance programs as outlined in the NAPRA Model Standards by January 1, 2019. Pharmacies engaged in non-sterile compounding are required to be in compliance with phase 1 of the implementation timelines by April 1, 2020.

ADVANCING
QUALITY ASSURANCE
AND SAFETY

SAFETY IQ

In 2018, Safety IQ was evaluated by a third-party research program, SafetyNET-Rx at St. Francis Xavier University using feedback provided by the pharmacy staff of the 20 community pharmacies that participated in the pilot program. The assessment of the Safety IQ pilot found an improvement in safety culture of the participating pharmacies including increased openness in discussions of medication incidents. An increased awareness of individual actions and factors that may lead to incidents and near misses was also noted.

On October 15, 2018, upon review of the assessment of the Safety IQ pilot by St. Francis Xavier University and recommendations of the College's Quality Assurance Committee, Council approved the implementation of Safety IQ within all community pharmacies in Manitoba. Council has also directed that The Safety IQ Advisory Committee be created to develop a plan for implementation, including considerations for different options for reporting platform providers, program requirements, training and education, and timelines for provincial roll-out.

The College would like to recognize all the pharmacy staff from the Safety IQ pilot pharmacies for their feedback and their ongoing commitment to using the Safety IQ tools to improve their pharmacy practice.

Registrants will receive regular updates regarding the implementation plans and timelines through the College publications including the Safety IQ newsletter – eQuipped.

Manitobans are the foremost beneficiaries of Safety IQ through safer pharmacy systems with all Canadians benefiting from national aggregate data. This database will, in turn, form the foundation for widespread change in pharmacy practice and will reveal the full scope of medication incidents in Canada so we can begin to understand the issues and propose solutions on a local and national scale.

For more information on Safety IQ including statistics on reporting, an FAQ, and interviews with pharmacy managers from the pilot program, please visit our dedicated web page on the College website.

UPHOLDING PROFESSIONAL ACCOUNTABILITY

Complaints & Discipline

The College recognizes and respects the privilege of self-regulation of the profession of pharmacy within the province of Manitoba. The complaints and discipline resolution processes and procedures are governed by The Pharmaceutical Act and supporting legislation to ensure transparency and accountability in fulfilling the mandate of the College.

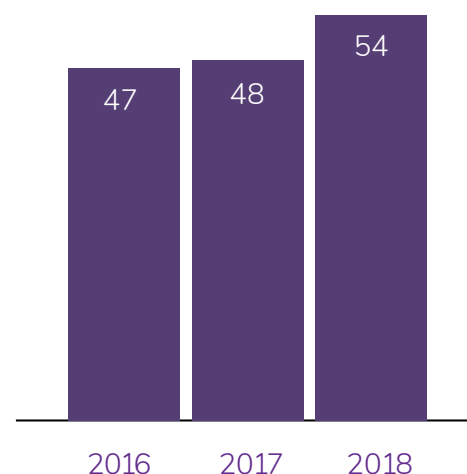
In keeping accessibility and accountability to the public as a top priority, the College undertook to remove roadblocks and redundancy throughout the complaints resolution process. These procedures allow for greater efficiency and transparency to assure the public that the interests and safety of all Manitobans is regarded with the utmost of importance throughout the resolution of complaints and discipline matters.

In 2018, significant improvements were made to the Complaints and Discipline Resolution page on the College's website to better facilitate the sharing of information with the public regarding the process for submitting a complaint and what to expect throughout the process.

The College is proud that the implemented changes have resulted in a clear understanding and responsibility of all parties participating in the complaints resolution process. The streamlined processes are indicative of the College's commitment to the responsibility we share to protect the health and safety of the public.

2018 COMPLAINTS AND DISCIPLINE BY THE NUMBERS

COMPLAINTS RECEIVED 2016-2018



COMPLAINT DISPOSITIONS

REFERRED TO DISCIPLINE	4
RESOLVED BY COMPLAINTS COMMITTEE (NOT REFERRED TO DISCIPLINE)	75*

* Cases before the Complaints Committee may carry over into the subsequent calendar year.

SANCTIONS IMPOSED BY THE COMPLAINTS COMMITTEE

CENSURE	15
LICENCE SUSPENDED	0

DISCIPLINE CASES BY TYPE *

PROFESSIONAL MISCONDUCT	4
OPERATIONAL MISCONDUCT	4
DRUG DIVERSION	0
PRIVACY BREACH	0
NARCOTIC ACCOUNTABILITY	3

* Some cases may have carried over from previous years

SANCTIONS IMPOSED BY THE DISCIPLINE COMMITTEE

* There were no sanctions imposed by Discipline in 2018

FOSTERING COLLABORATIVE PATIENT CARE

Recognizing Our Partnerships

The College has benefited greatly from our relationships with partner organizations at a provincial, national, and international level. Provincially, the Executive Committees of the College, the Canadian Society of Hospital Pharmacists (CSHP) - Manitoba Branch, Pharmacists Manitoba, and the Dean of the College of Pharmacy, Rady Faculty of Health Sciences at the University of Manitoba meet regularly to discuss issues of mutual concern relevant to the practice and profession of pharmacy. Since introduction of *The Pharmaceutical Act (2006)* on January 1, 2014, the College has struggled with implementation of test ordering by community pharmacists, the last of the expanded scope practices, permitted by the new legislation. It was not until a joint effort in partnership with the College of Pharmacy, Pharmacists Manitoba and the College of Pharmacists could be established, that we saw real movement forward.

The College continues to participate as a member of the Manitoba Alliance of Health Regulatory Colleges (Alliance) to effect change and improvement in policies, programs and legislation regulating the health professions in Manitoba. In 2018, the Alliance began work to establish a framework for the provision of collaborative care in the province. Throughout 2018, work continued on a joint initiative of the College of Physicians and Surgeons of Manitoba, the College of Registered Nurses of Manitoba and the College of Pharmacists to develop an inter-professional collaborative approach for the supply of medications to patients in rural and remote areas of the province that improves patient safety.

At a national and international level, the College Registrar represents the province through participation on the Board of Directors of the National Association of Pharmacy Regulatory Authorities (NAPRA) and the College is an Associate Member of the National Association of Boards of Pharmacy in the U.S. The exchange of ideas, perspective and expertise on matters such as the challenges of cross-jurisdictional regulation, preserving professionalism and advancing continuous quality improvement strategies, gained through these partnerships has served to be invaluable in assisting the College in meeting its mandate of public protection.

The College also benefits from our participation on many inter-professional initiatives in partnership with the Manitoba Institute for Patient Safety (MIPS). In 2018 and with the guidance of MIPS, several regulators and quality and patient safety leaders in the province have come together to develop and pilot an inter-professional patient incident reporting and learning system for health providers practising in the community. This system aligns with pharmacy professionals as they participate in Safety IQ and emphasizes the fact that patient safety is everyone's responsibility and that collaborative approaches to care result in improved health outcomes and safety for Manitobans.

Collaboration on Opioid Replacement Therapy Education and Initiatives

In 2018, the College of Pharmacists of Manitoba (CPhM) continued to partner with The College of Physicians and Surgeons of Manitoba (CPSM) and the College of Registered Nurses of Manitoba (CRNM) on “Opioid Replacement Therapy 101: An introduction to clinical practice”, the multi-disciplinary training course for healthcare providers who wish to become involved in treating those with opioid use disorder. This collaborative approach enriches discussions during the two day training sessions. It also ensures that all physicians, nurses, nurse practitioners, pharmacists, and allied health professionals successfully complete training with the same high standard of knowledge and insight into the collaborative approach to treatment that best serves this complex patient population. Training together translates into stronger and more frequent interdisciplinary collaboration in clinical practice.

The CPhM, CPSM, CRNM, the College of Registered Psychiatric Nurses of Manitoba (CRPNM), and the College of Licensed Practical Nurses of Manitoba (CLPNM) also took part in discussions with Health Canada around changes needed to federal legislation to facilitate access to opioid replacement therapy (ORT) in urban, rural and remote parts of Canada. Based on input from these discussions, federal exemptions aimed at improving access to ORT came into effect on September 5, 2018. Since these exemptions came into effect, the five colleges have had ongoing conversations and correspondence with Health Canada to clarify the intent of the new exemptions and how they will impact current interdisciplinary practice as it relates to opioid replacement therapy.

The CPhM, CPSM, CRNM, CRPNM, and CLPNM are also developing a joint document outlining the expectations of physicians, pharmacists and nurses regarding the prescribing, safety, security and transfer of controlled substances for opioid replacement therapy (ORT) to help provide more clarity for health care providers. More information will be provided in 2019 as it becomes available.

THE MANITOBA PRESCRIBING PRACTICES PROGRAM

The Manitoba Prescribing Practices Program (M3P) is a collaborative management system to minimize drug diversion for controlled and narcotic medications and facilitate communication among healthcare professions, regulatory authorities, and federal, provincial and territorial governments regarding drug utilization issues and information.

The College alerts pharmacy managers of any M3P forgeries or lost forms reported by healthcare practitioners across the province. Pharmacy managers, in turn, put measures in place to prevent repeated forged prescriptions from being dispensed.

This program not only serves to decrease the misuse, prescription forgery, and diversion seen with controlled and narcotic medications including opioids, but it also serves as a valuable source of information on the prescribing and dispensing practices of Manitoba healthcare practitioners.

2018 MANITOBA PRESCRIBING PRACTICES PROGRAM BY THE NUMBERS

 **9,263** M3P PRESCRIPTION PADS ISSUED ACROSS HEALTHCARE PROFESSIONS

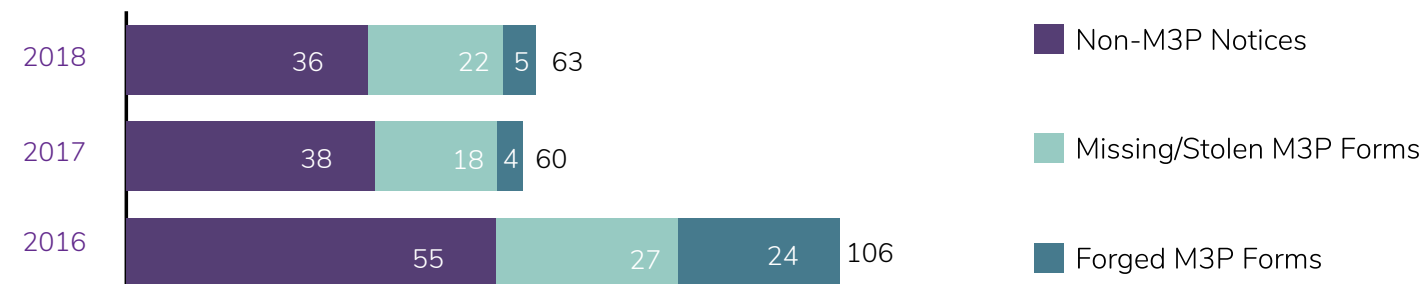
 **2,016** PHYSICIANS  **17** DENTISTS

106 NURSE PRACTITIONERS  **25** VETERINARIANS 

M3P PRESCRIPTION PADS ISSUED 2016-2018



NOTICES TO PHARMACY MANAGERS 2016-2018



ENSURING FISCAL RESPONSIBILITY



Summary Non-Consolidated Financial Statements*

College of Pharmacists of Manitoba

December 31, 2018

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

To the Members of the
College of Pharmacists of Manitoba

Opinion

The accompanying summary non-consolidated financial statements, which comprise the summary statement of financial position as at December 31, 2018, and the summary non-consolidated statements of revenue and expenses, changes in net assets and 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, 2018.

In our opinion, the accompanying summary financial statements are a fair summary of the financial statements, in accordance with the criteria disclosed in Note 1 to the summary audited financial statements.

Summary Financial Statements

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 and the auditor's report thereon, therefore, is not a substitute for reading the College's audited non-consolidated financial statements and the auditor's report thereon.

The summary financial statements and the audited non-consolidated financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited non-consolidated financial statements.

We expressed an unmodified audit opinion on those non-consolidated financial statements in our report dated March 25, 2019.

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 to the summary non-consolidated financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary non-consolidated financial statements are a fair summary of the audited 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.

Winnipeg, Manitoba
March 25, 2019

Grant Thornton LLP

Chartered Professional Accountants

*The Non-Consolidated Financial Statements are available in-full at cphm.ca

**College of Pharmacists of Manitoba
Summary Non-Consolidated Statement of
Revenue and Expenses and Changes in Net Assets**

Year Ended December 31 (In thousands of dollars)	2018	2017
Revenue		
Pharmacist fees	\$ 1,645	\$ 1,485
Pharmacy fees	731	649
Pharmacy technician fees	12	4
Other income	36	25
Fines	11	55
Investment income and unrealized gains and losses	6	111
M3P income	102	85
	<u>2,543</u>	<u>2,414</u>
Expenses		
Regulatory & building operations	1,752	1,740
Complaints & discipline	265	209
Awards & contributions	28	76
NAPRA levy	64	62
College of Pharmacy levy	166	161
M3P expenses	102	75
Other items	46	55
	<u>\$ 2,423</u>	<u>\$ 2,378</u>
Excess of revenue over expenses	\$ 120	\$ 36
Net assets, beginning of year	\$ 2,643	\$ 2,607
Net assets, end of year	<u>\$ 2,763</u>	<u>\$ 2,643</u>

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

December 31 (In thousands of dollars)	2018	2017
Assets		
Current		
Cash	\$ 938	\$ 688
Marketable securities	2,962	2,784
Other	360	441
	<u>4,260</u>	<u>3,913</u>
Long-term	<u>1,052</u>	<u>1,087</u>
	<u>\$ 5,312</u>	<u>\$ 5,000</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 145	\$ 132
Deferred income	2,306	2,134
Other	98	91
	<u>2,549</u>	<u>2,357</u>
Net Assets	<u>2,763</u>	<u>2,643</u>
	<u>\$ 5,312</u>	<u>\$ 5,000</u>

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

Year Ended December 31 (In thousands of dollars)	2018	2017
Cash flow from operating activities	\$ 527	\$ 145
Cash flow from investing activities	(277)	(1,049)
Increase (decrease) in cash	250	(904)
Cash, beginning of year	688	1,592
Cash, end of year	<u>\$ 938</u>	<u>\$ 688</u>

College of Pharmacists of Manitoba

Notes to the Summary Non-Consolidated Financial Statements

December 31, 2018

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, 2018 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.

ENSURING
FISCAL
RESPONSIBILITY

A wide-angle photograph of a vast, flat landscape covered in tall, golden-brown grass. The horizon is low and straight, with a pale, overcast sky above. The lighting is soft and even, suggesting an overcast day. The text is centered in the middle of the image.

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