



2019 ANNUAL REPORT



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Message from the President and Registrar



In early 2016, the College's Council first contemplated amendments to The Pharmaceutical Act and Regulation to expand and enhance the provision of quality care to patients for self-limiting conditions, immunizations and travel health services through community pharmacists. These initial amendments to the legislation, termed regulatory improvements, were thoughtfully developed over 2017, thoroughly vetted through a rigorous consultation with the public, pharmacy professionals, government and other stakeholders of the College in 2018, and then reconsidered and revised based on this consultation in 2019. The proposed amendments have been formerly presented to Manitoba Health Seniors and Active Living for their review and consideration. The

process to bring these regulatory improvements forward has been onerous and has taken the collective efforts of pharmacy professionals from all areas of practice. While the efforts to create these amendments aimed at improving patient care and safety have been great, the benefits to patients and the public will be even greater.

Throughout 2019, much foundational work was undertaken under the direction of the Quality Assurance Committee and Council to support full implementation of Safety IQ in all pharmacies in the province by 2021. Great care has been taken in this province to consult with the other provincial pharmacy regulators, platform providers and pharmacies in Manitoba in the development of principles and criteria for Safety IQ that will facilitate inclusion, innovation and sustainability of this continuous quality improvement program in all community pharmacies.

As well in 2019, the College has continued its work in partnership with the College of Physicians and Surgeons, the College of Registered Nurses, and the Office of the Medical Examiner on collaborative initiatives aimed at addressing the issues of misuse and inappropriate prescribing and dispensing of prescription drugs. The concurrent use of opioids and certain other medications can and does have deadly consequences, even at times when issues around addiction or mental health may not be clearly evident. Through case review and collaborative audit, the College has been involved in the development of learnings for pharmacists and prescribers on better ways to work together to reduce the harms caused by these drugs. In early December, revised Opioid Agonist Therapy (OAT) Guidelines (formerly ORT Guidelines) were approved by Council. The 101 OAT Workshop is the interprofessional education session where practitioners from pharmacy, nursing and medicine receive hands-on experience in implementation of the revised guidelines.

Members of Council play a critical role in guiding the College's efforts on these fronts aimed at improving patient and public safety. We thank Council members, College staff, committee members, pharmacy professionals and our stakeholders for assisting the College in fulfilling its mandate. While we may not always know the challenges that lie ahead, we do know that it is only through our collaborative efforts with other health providers to improve patient safety and protect the public that we will make the greatest difference.

Kevin Hamilton, BSc. (Pharm.)
Council President

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

Message from a Public Representative



As a public representative, I am proud to serve as a Councillor, where in essence, all board members are there to represent the best interests of Manitobans at the Council table. Being a professional engineer, I also bring my experience in having served on other regulatory boards, including health profession regulation. Deliberation of the issues that arrive before Council requires an understanding of many perspectives that go beyond the practice of pharmacy, including those of governance, legislation, fiscal accountability, as well as the patient perspective. As a public representative, I see one of my roles as contributing to the diverse interests to be considered in decision making that is so key to regulation of a health profession.

In addition to my role as Councillor, I have been appointed to the College's Governance Committee, Board of Examiners and Discipline Committee. Through my involvement with various aspects of College governance and regulatory matters, I have helped to ensure College decisions remain focused on public protection and patient health interests are always kept central in discussions.

The importance of the role of board members was recently raised in the Cayton Report, a review released in April 2019 of the performance of the College of Dental Surgeons of British Columbia conducted by Harry Cayton from the Professional Standards Authority (PSA) in the UK. The PSA is considered a leader in best practice regulation globally. The recommendations coming out of the Cayton Report have been discussed by regulators of the health professions in Manitoba and have been brought forward for discussion at meetings of the CPhM Governance Committee and Council. Self-regulation of a health profession is complex. The potential for conflict of interest exists and can be inherent when elected members to Council are also registrants. As well, the report emphasizes that the public needs to be able to trust the regulator is working in the interests of the public, hence the importance of public representation on the board and committees. Review of the recommendations made in the Cayton Report will serve well to provide on-going guidance on matters relevant to College governance and operations.

I look forward to continuing in my role as a public representative on Council and bringing the patient's voice to Council discussions.

Donald Himbeault
Public Representative



Protecting the Public

Our 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 regulates, 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.

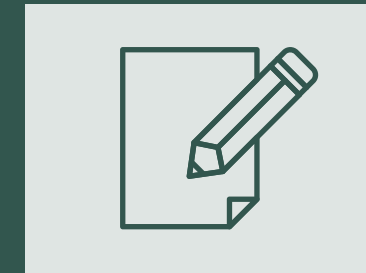
By-Law Changes

The Council of the College is responsible for developing and upholding the By-Laws governing the regulation of the College's internal affairs.

Section 4.03 of the By-Laws to *The Pharmaceutical Act* was amended by Council, to allow 30 voting members to constitute quorum at the Annual General Meeting.

Strategic Plan Update 2018-2021

	<h2>1</h2> <h3>Develop a holistic Quality Assurance Strategy</h3>
	<h2>2</h2> <h3>Build and strengthen strategic relationships with stakeholders</h3>
	<h2>3</h2> <h3>Evaluate, align, and allocate resources to support the execution of the Strategic Plan to assure CPhM effectively and efficiently meets its core mandate in a sustainable and responsible manner</h3>



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 efficiently address and resolve complaints; and
- Continuous quality improvement

- Continuation of the foundational work for the implementation of Safety IQ, the provincial continuous quality improvement (CQI) program for community pharmacies in Manitoba, was a significant priority for the College. The following was completed in 2019:
 - In 2019, the criteria for reporting platforms and the revised Medication Incidents and Discrepancies or Near-Miss Events Practice Direction were approved by Council.
 - To keep registrants informed and foster the development of the Just/Safe culture, a professional development event was held to educate the pharmacy professional on how best to prepare their pharmacies for Safety IQ.
 - The full roll-out of Safety IQ to all community pharmacies is expected by mid-2021.
- Completed inspections for the first and second phases of the implementation of the National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards for Hazardous and Non-Hazardous Sterile Compounding.
- Participated in monthly Adult Inquest Review Committee (AIRC) meetings of the Chief Medical Examiner's Office to review deaths which may have involved prescription drugs. A professional development event was held to share learnings from College participation in these meetings, including data gathered regarding abuse of prescription and non-prescription drugs in the province.
- Established a working group, in response to feedback from the AIRC meetings of the Chief Medical Examiner's Office, to explore the risks and benefits of moving over-the-counter dimenhydrinate and diphenhydramine products behind the counter.
- Began implementation of lab test ordering by community pharmacists and allowing access to eChart. Lab test ordering is part of the expanded scopes of practice for pharmacists permitted under *The Pharmaceutical Act*.
- Submitted a final proposal of amendments to *The Pharmaceutical Act* and Regulation to the Minister of Health, Seniors and Active Living, following consultation with registrants and other stakeholders. The proposed amendments aim to enhance patient care by expanding the scope of practice for pharmacists.
- Engaged stakeholders to begin drafting Hospital Pharmacy Standards of Practice and a Practice Direction Style Guide.
- Implemented a new Extended Practice Pharmacists (EPPh) Quality Assurance (QA) Program, developed under the direction of the EPPh Advisory Committee, in order to provide a comprehensive assessment method with standardized performance markers.
- Began development of online jurisprudence modules, in collaboration with the College of Pharmacy, Rady Faculty of Health Sciences, at the University of Manitoba, for PharmD students, International Pharmacy Graduates (IPGs), pharmacists applying for registration through labour mobility, and pharmacy technicians.



2

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

- Engaged in the development of a new website with the goal of increasing and facilitating public awareness.
- Amended the call to order for Council and committees to acknowledge First Nations in Canada and traditional territory.
- Amended the mission statement of the College.
- Participated in the development of Pause Before You Post: Social Media Awareness, an interprofessional education module regarding the use of social media by regulated healthcare professionals, in collaboration with eight health regulatory colleges in Manitoba.
- Continued engagement with the Manitoba Institute for Patient Safety (MIPS) through staff involvement on the Board of Directors and the Patient Safety Reporting and Learning Ad Hoc Committee.
- Participation by registrants and staff in a number of interprofessional and interprovincial boards, committees and working groups, including organizations such as the College of Physician and Surgeons of Manitoba (CPSM), the Canadian Council on Continuing Education in Pharmacy (CCCEP), the National Association of Pharmacy Regulatory Authorities (NAPRA), and the Manitoba Tobacco Reduction Alliance (MANTRA).



3

Evaluate, align, and allocate resources to support the execution of the Strategic Plan to assure CPhM effectively and efficiently meets its core mandate in a sustainable and responsible manner

- Implemented recommendations from an organizational capacity review to maximize efficiencies with new and expanded staff roles at the College.
- Initiated a governance review, utilizing research and review of recent trends and processes recommended in contemporary regulation.
- Developed and implemented a strategic plan dashboard to report operational updates and key performance indicators to Council.
- Enhanced Council and committee meeting tools based on principles of good governance.
- Participated in a Quality Indicators Forum and began research and development for a Quality Indicators Advisory working group.
- Utilized opportunities for Council and staff leadership development, including attending the Council on Licensure, Enforcement and Regulation (CLEAR) Council Orientation Sessions, and Canadian Network of Agencies for Regulation (CNAR) training.



College Council

Council Members

Kevin Hamilton, President (District 2)

Petr Prochazka, Vice President (District 1)

Wendy Clark, Executive Treasurer (District 2)

Jennifer Ludwig, Past President (District 2)

Councillors

Laurie Andrews, Public Representative

Donna Forbes, Public Representative

Donald Himbeault, Public Representative

Bharti Kapoor, Public Representative

Todd Mereniuk, District 1

Nicole Nakatsu, 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

Jennifer Gibson, Canadian Society of Hospital Pharmacists (MB Branch)

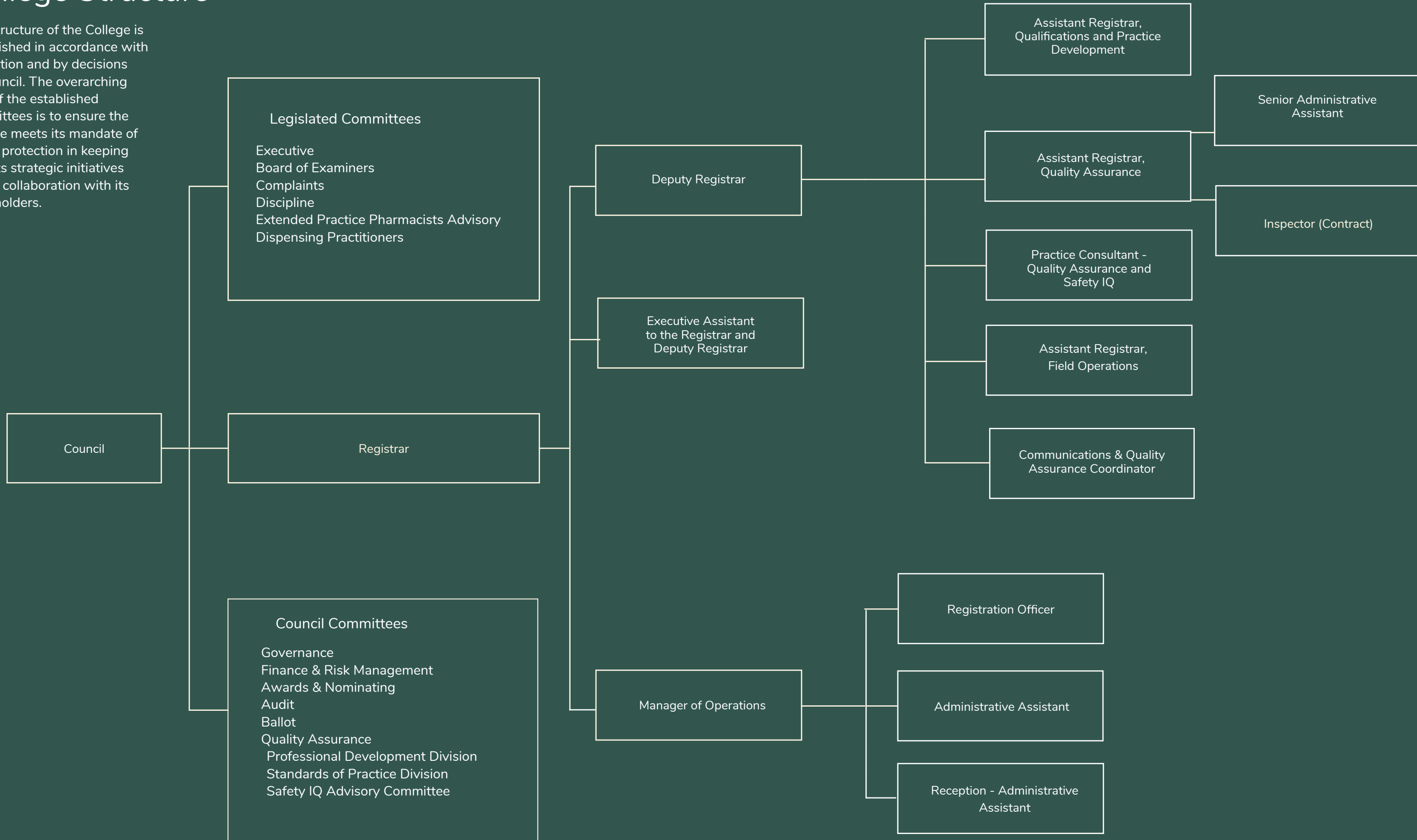
Dr. Brenna Shearer, Pharmacists Manitoba Liaison

Dinah Santos, Pharmacy Examining Board of Canada

Danika Vandale, Pharmacy Student Liaison

College Structure

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



2019 Committee Appointments and Membership

EXECUTIVE COMMITTEE

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

BOARD OF EXAMINERS

Dr. Lalitha Raman-Wilms, Chair
Karen Dimarco
Jennifer Gibson
Kevin Hamilton
Donald Himbeault

COMPLAINTS COMMITTEE

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

DISCIPLINE COMMITTEE

Ron Eros, Chair
Shannon Trapp, Vice Chair
Laurie Andrews
Wendy Clark
Ron Corrigan
Luba Fedorkiw
Donald Himbeault
Britt Kural
Martha Mikulak
Sonal Purohit
Gayle Romanetz
Dr. John Toole
Zahid Zehri

DISPENSING PRACTITIONERS COMMITTEE

Jill Hardy, Chair
Rani Chatterjee-Mehta

EXTENDED PRACTICE ADVISORY COMMITTEE

Rob Ariano, Chair
Laurie Andrews
Cheryl Dika
Deb Elias
Donna Forbes
Tammy Hagyard-Wiebe
Donald Himbeault
Dr. Brent Kvern
Sharon Smith
Ashley Walus
Barb Wasilewski
Dr. Anna Ziomek

GOVERNANCE COMMITTEE

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

AWARDS & NOMINATING COMMITTEE

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

FINANCE & RISK MANAGEMENT COMMITTEE

Wendy Clark, Chair
Carol Davis
William Eamer
Jennifer Ludwig
Bharti Kapoor
Susan Lessard-Friesen
Ashley Walus

AUDIT COMMITTEE

William Eamer, Chair
Carol Davis
Bharti Kapoor
Ashley Walus

QUALITY ASSURANCE COMMITTEE

Petr Prochazka, Chair
Vernon Appleyard
Susan Balagus
Jennifer Butler
Divna Calic
Cenzina Caligiuri
Robert Francis
Dustin Hunt
David Huston
Judy Lee-Wing
Scott McFeetors
Arlene Nabong
Sheila Ng
Olasumbo Ojo
Amy Oliver
Sonal Purohit
Gayle Romanetz
Kurt Schroeder
Kaur Sidhu
Pat Trozzo

QUALITY ASSURANCE COMMITTEE - STANDARDS OF PRACTICE DIVISION

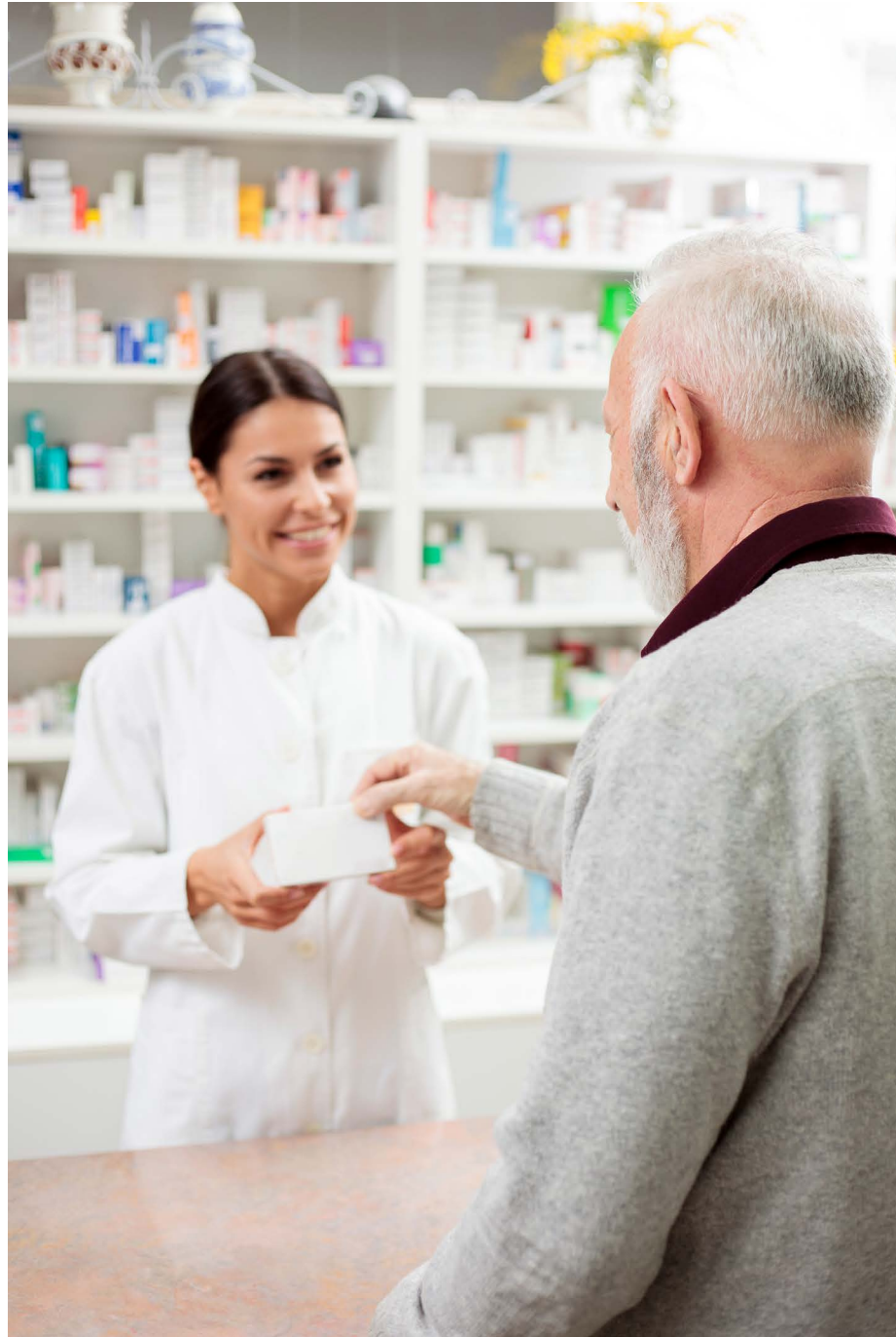
Brent Booker, Co-Chair
Kurt Schroeder, Co-Chair
Amir Baksh
Sherry Dyck
Lisa Havixbeck
Robin Hidlebaugh
Nick Honcharik
Dave Huston
Jane Lamont
Chris Lawson
David Lee
Judy Lee-Wing
Tara Maltman-Just
Scott McFeetors
Sarah Myk
Bernadette Ogoms
Amy Oliver
Ripudaman Singh Randhawa
Adelaine Saria
Pat Trozzo
Michael Wiebe

QUALITY ASSURANCE COMMITTEE - PROFESSIONAL DEVELOPMENT DIVISION

Sonal Purohit, Chair
Abby Lau
Bolanle Aina
Grace Badejo
Susan Balagus
Divna Calic
Cenzina Caligiuri
Sheril Cyriac
Gholam Reza Ebrahimian
Jessica Gursky
Samantha Kendall
David Lee
Christopher Louizos
Cody Magnusson
Sheila Ng
Olasumbo Ojo
Leah Pritchett
Dinah Santos
Olena Serwylo
Linnea Shackel
Pat Trozzo
Lorraine Woods

SAFETY IQ ADVISORY COMMITTEE

Jennifer Ludwig, Chair
Edward Ahoff
Jennifer Buffie
Alison Desjardins
Luba Fedorkiw
Ruby Grymonpre
Melony Just
Donald McFeetors
Sheila Ng
Glen Rawluk
Douglas Thidrickson
Shannon Trapp



Advancing Quality Assurance and Safety

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 licensure.

The College maintains public registers which list all licensed pharmacists and pharmacies in Manitoba, in addition to any registrant 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. 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. Pharmacy technicians must meet educational requirements for qualification as described in *The Pharmaceutical Act and Regulation* and approved by Council.

2019 marked another year of significant growth in the number of pharmacy technicians listed in Manitoba. The College listed 79 new pharmacy technicians in 2019, surpassing the 69 technicians listed in Manitoba in 2018.

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.

The Pharmacy Technician Final Check Program (Final Check) for community and hospital pharmacies involves an application process requiring pharmacy managers and staff to assess current dispensing processes to determine the changes required for a pharmacy technician to perform a final medication check safely and providing all other standards are met in the dispensing process. Both hospital and community pharmacies have undertaken this process and have embraced the benefits of incorporating pharmacy technicians at their full scope of practice within their pharmacies.

Registration and Licensure: By the Numbers

Registration Breakdown

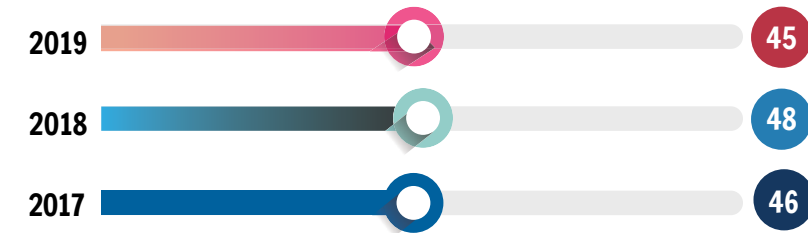


Licensed Pharmacies



New Licensed Pharmacists

University of Manitoba Graduates



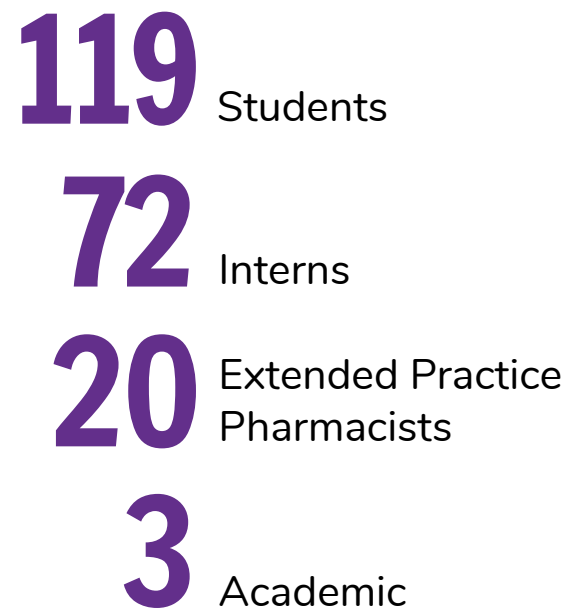
International Pharmacy Graduates



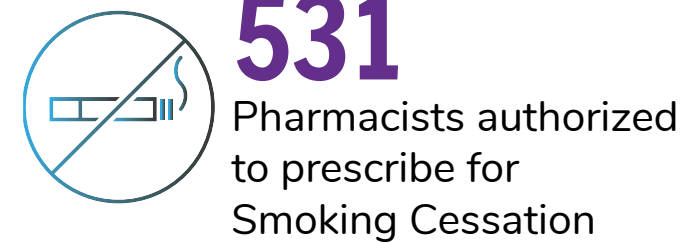
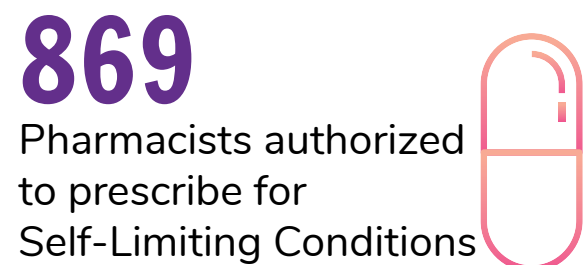
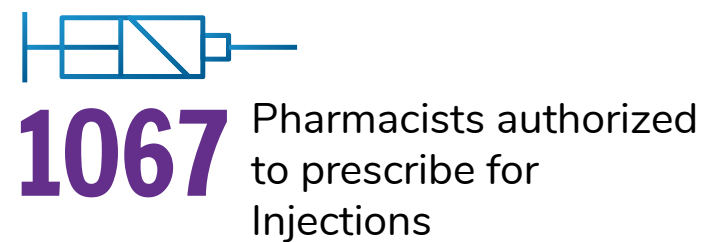
Mobility Agreement from Canadian Pharmacists



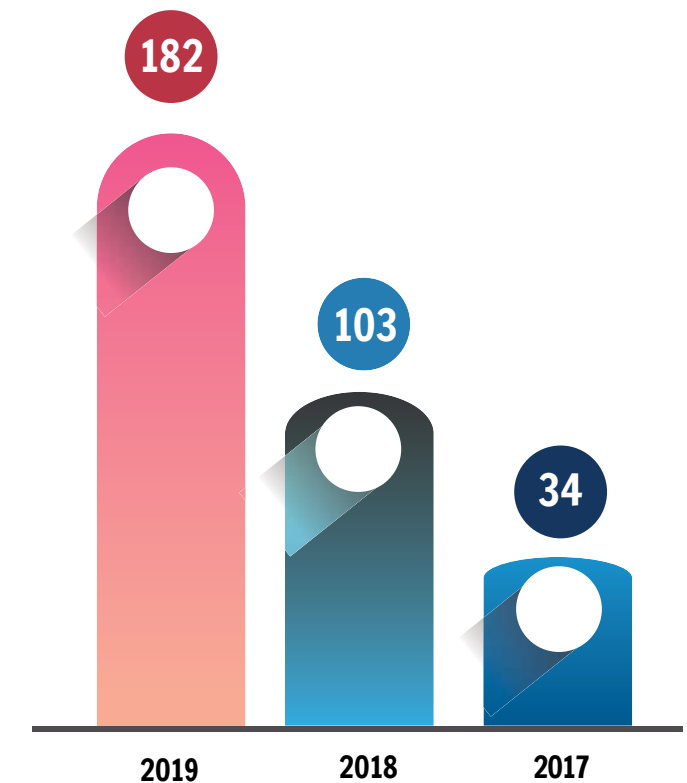
Other Registers



Added Authorizations



Listed Pharmacy Technicians

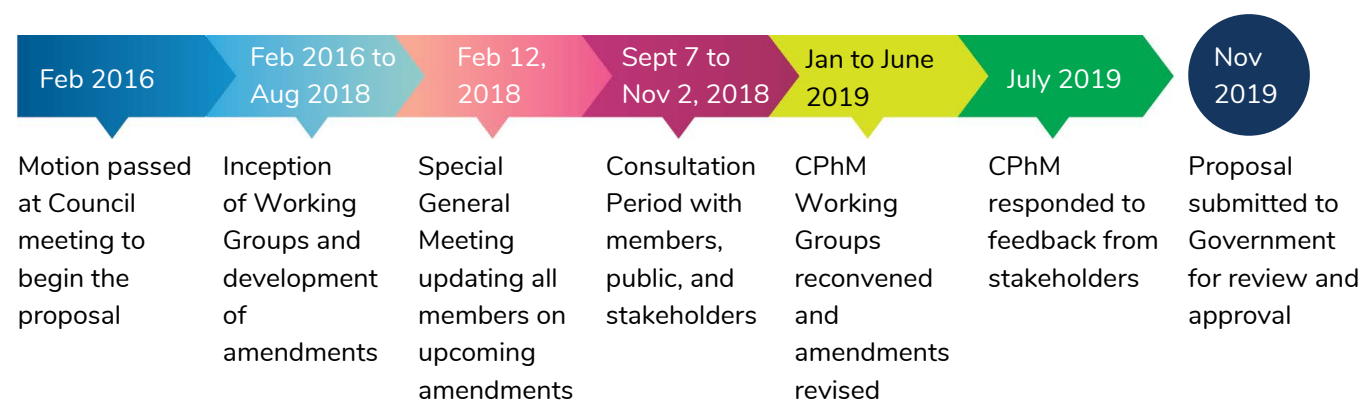


Regulatory Improvements: Proposed Amendments to *The Pharmaceutical Act* and Regulations

The practice of pharmacy has continued to evolve since the introduction and implementation of *The Pharmaceutical Act* of 2006 and Regulations.

In February 2016, the College began an initiative aimed at improving access to safe medication therapy and optimal patient care for Manitobans, through the development of seven regulatory amendments to *The Act* and Regulation. The proposed regulatory amendments have focused on pharmacist prescribing for self-limiting conditions, travel health, the administration of immunization, therapeutic substitutions, and the monitoring of medication therapy.

After extensive review and consultation with the public, registrants, and stakeholders, the final proposed amendments were presented to the Minister of Health, Seniors and Active Living in November 2019.



Quality Assurance

The College's Quality Assurance and 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

Field Operations perform a variety of pharmacy inspection assessments throughout the year. These include routine inspections for existing pharmacies, and inspections for new, relocated, and renovated facilities. Field Operations offer 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 Field Operations is shared with the Quality Assurance Committee and, along with statistics from complaints, helps inform 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 2019, and the College thanks all of these pharmacists and their teams for their excellent work.

Inspection Breakdown



Follow-Up Inspections

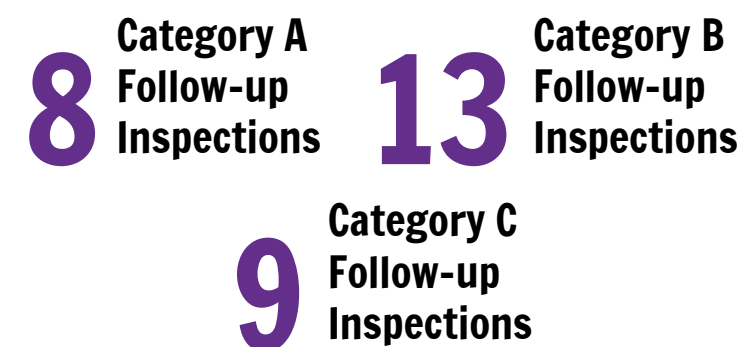
Thirty two follow-up inspections were conducted in pharmacies in 2019 due to deficiencies identified on either a routine inspection or referred matter.

Identified deficiencies can be defined as:

Category A: Several deficiencies were identified at the pharmacy.

Category B: The identified deficiencies at the pharmacy are considered high risk.

Category C: Deficiencies that were identified on the inspection report but were not resolved in the inspection reply form or in conversation with the pharmacy manager.



The most common deficiencies identified include:

1. Failure to comply with narcotic accountability guidelines and/or provincial and federal narcotic legislation
2. Unauthorized access to the pharmacy
3. Lack of privacy barriers or a private counselling area
4. Incomplete or inadequate record keeping such as the requirement for a patient counselling log or involving prescription records

Learning Portfolio Audit

On an annual basis, the College conducts a Learning Portfolio Review (Review) on a random selection of 20 percent of Manitoba pharmacists.

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 2019, 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.

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 congratulated 125 pharmacists in achieving their Commitment to Professional Development Certificate for 2019.

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.

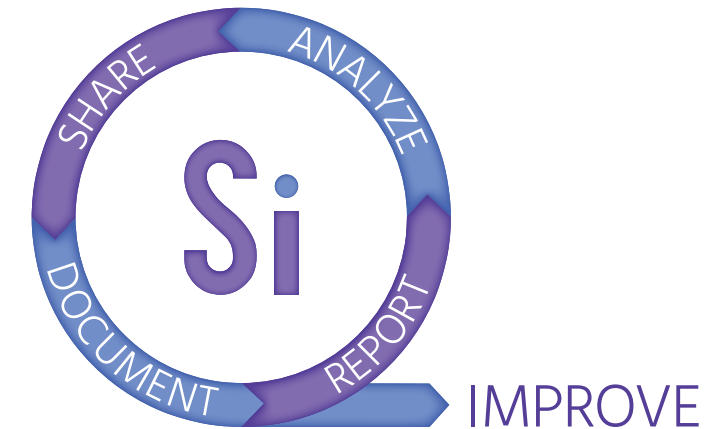
Pharmacies engaged in hazardous and/or non-hazardous sterile compounding were required to be in compliance with Phase 1 and Phase 2 of the NAPRA Model Standards implementation timeline by June 1, 2019. Full compliance with all three phases of implementation will be required by January 1, 2021. The timeline for compliance with Phase 1 of the implementation timeline for non-sterile compounding was extended due to the COVID-19 pandemic. Pharmacies engaged in non-sterile compounding are expected to be in compliance with both Phase 1 and Phase 2 of the implementation timelines by October 1, 2020.

College inspectors completed 28 inspections of the facilities engaged in sterile compounding from January 1, 2019 to December 31, 2019. The inspections focused on the requirements for Phase 1 and Phase 2 of the NAPRA Model Standards for hazardous and non-hazardous sterile compounding.

Safety IQ

Throughout 2019, the 20 Safety IQ pilot pharmacies continued to report medication incidents and near-misses to the Institute for Safe Medication Practices (ISMP) Canada's– Community Pharmacy Incident Reporting (CPhIR) platform. These reports contribute to the national aggregate data reported to ISMP Canada for analysis and dissemination. The aggregate data will form the foundation for widespread improvements in pharmacy practice and patient safety in Canada.

The Safety IQ Advisory Committee and College staff worked in 2019 to develop an implementation plan for the provincial roll-out of the Safety IQ program in 2021. The Safety IQ program incorporates reporting and analyzing both incidents and near misses to consider changes in pharmacy processes to prevent recurrences. In addition, the program has a proactive element, the Safety Self-Assessment, whereby pharmacy staff can evaluate current pharmacy processes and determine areas to focus improvements.



The Safety IQ CQI cycle includes four elements:

- Report medication incidents and near misses
- Analyze to consider contributing factors and develop improvement plans
- Share learnings among pharmacy staff during staff meetings and informal communication and share also with other pharmacy professionals through national analysis
- Document incidents, pharmacy staff meetings and improvement plans in order to monitor effectiveness of changes in systems and processes.

Discussions and collaboration are occurring at a national level and Ontario, Nova Scotia, and New Brunswick have established a CQI program or standard for community pharmacy while other provinces are in the planning phase. Safety IQ is the first program nationally to allow pharmacies to choose an incident reporting platform that meets their needs while also satisfying the criteria set out by the College. The reporting platform must also be capable of reporting incident and near-miss data to the national incident data repository housed by ISMP Canada.

In 2019, the College launched a resource that is the first of its kind - the Community Pharmacy Safety Culture Toolkit. The toolkit was reviewed by several local patient safety experts as well as patient safety advocate, Melissa Sheldrick during development. This toolkit outlines key concepts of safety culture and provides resources to support pharmacy professionals in making changes to improve communication of medication incidents and safety in their community pharmacy. The toolkit was designed to assist pharmacy professionals implement Safety IQ in their practice.

The College would like to recognize pharmacy staff from the Safety IQ pilot pharmacies for their ongoing commitment and feedback. Thank you to the numerous pharmacy professionals who have dedicated their time to the Safety IQ Advisory Committee.

For more information on Safety IQ and its implementation, please visit our dedicated Safety IQ web page on the College website.

Upholding Professional Accountability

Complaints and Discipline

The College is committed to protecting the public interest, while ensuring confidence in and respect for the health care services provided by its registrants. In keeping with this commitment, the College supports pharmacists to maintain standards of practice and ethical conduct in the provision of high-quality health care services and holds them accountable for their practice and conduct.

The Complaints process is an important aspect of accountability to patients, employers, and the general public, by ensuring a means of voicing concerns regarding the practice of a registrant of the College.

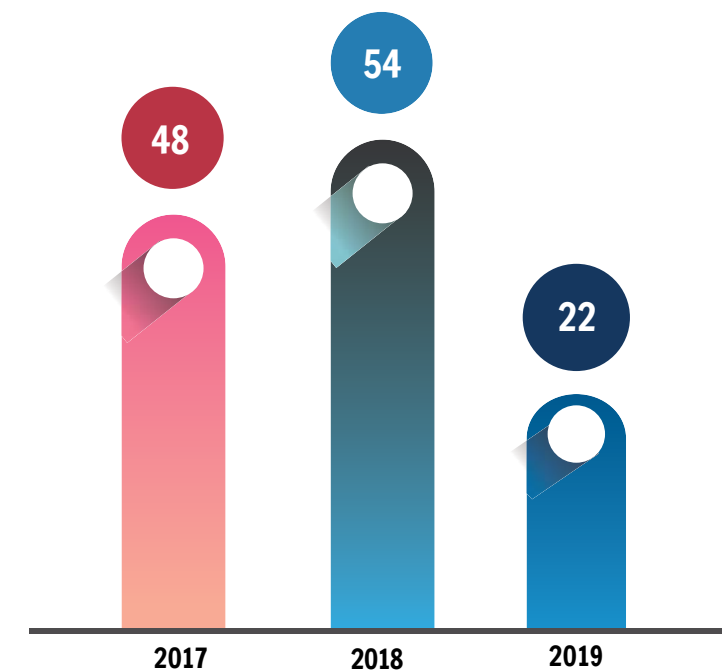
It is the role of the College's Complaints Committee to address formal complaints about the care provided by a pharmacist through an established complaints resolution process in accordance with *The Act*. The Complaints Committee is comprised of both pharmacists appointed by Council and public representatives appointed by the Minister of Health.

There are a number of options that the Complaints Committee may consider, after review or investigation, regarding the outcome of a complaint or the matters surrounding it.

The Discipline Committee is comprised of practicing pharmacists and non-practicing registrants appointed by Council as well as public representatives appointed by the Minister of Health. Matters pertaining to professional conduct, practice, or judgment which does not reflect standards required by legislation and the Code of Ethics may be referred to the Discipline Committee for hearing. Decisions and orders of the Discipline Committee may take several forms in accordance with *The Act* and the outcome of the proceedings may result in sanctions being imposed on the pharmacist.

By the Numbers

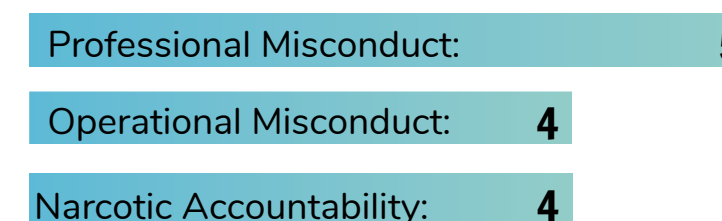
Complaints Received



Complaint Dispositions



Cases by Type



Sanctions Imposed by Complaints Committee

12 Censures

Sanctions Imposed by Discipline Committee

5 Fines

5 Contributions to Hearing Cost

3 Practice Restriction

2 Professional Development

1 Restriction on Pharmacy Ownership

1 License Suspension

Recognizing our Partnerships



The College has benefited greatly from partnerships established 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.

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 2019, 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 participation on many inter-professional initiatives in partnership with the Manitoba Institute for Patient Safety (MIPS). In 2019, regulators and quality and patient safety leaders in the province continued work on the development of an inter-professional patient incident reporting and learning system for health providers practicing 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.

Fostering Collaborative Patient Care

Learning and Further Education from the Medical Examiners Meeting

College staff continue to attend the Adult Inquiry Review Committee (AIRC) meetings at the Office of the Chief Medical Examiner (OCME).

The AIRC reviews all unexpected deaths of individuals between the ages of 18 and 65 occurring in the Province. In collaboration with the College of Physicians and Surgeons of Manitoba, the College examines deaths which involved prescription drugs, focusing on opioids and other drugs of abuse.

The College contacted 33 community pharmacies in Manitoba in 2019, as a result of an unintended death involving prescription medications dispensed by their pharmacies. The purpose of these reviews has been largely educational, as they provide an opportunity for the pharmacy manager and pharmacy team to review the practices in place that may have contributed to the event.

In addition, a Professional Development (PD) event was hosted by the College in October 2019, titled "From the Script to the Medical Examiner: Resources for Pharmacist Intervention". This PD event was the first of its kind, and it focused on learnings, trends, and statistics that have come forth from the AIRC meetings. De-identified case studies were reviewed, and resources and tools to identify and mitigate risky prescribing and dispensing practices were shared. The recorded PD program can be found on the College website under "Previously Recorded PD Programs".

The College's participation on the AIRC is a unique and collaborative quality assurance measure. The data gathered through the OCME reflects the national trends on the use of opioids and sedatives, and has promoted meaningful reflection on the practice of several pharmacy teams across the province.

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 prescription forgeries or lost prescription forms reported by healthcare practitioners across the province. Pharmacy managers, in turn, put measures in place to prevent additional forged prescriptions from being dispensed.

This program not only serves to decrease prescription forgery, drug misuse, and drug 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.

M3P: By the Numbers

7715 Total Number of M3P prescription pads issued

17 Emergency M3P prescription pads issued

How many healthcare professionals received M3P prescription pads?

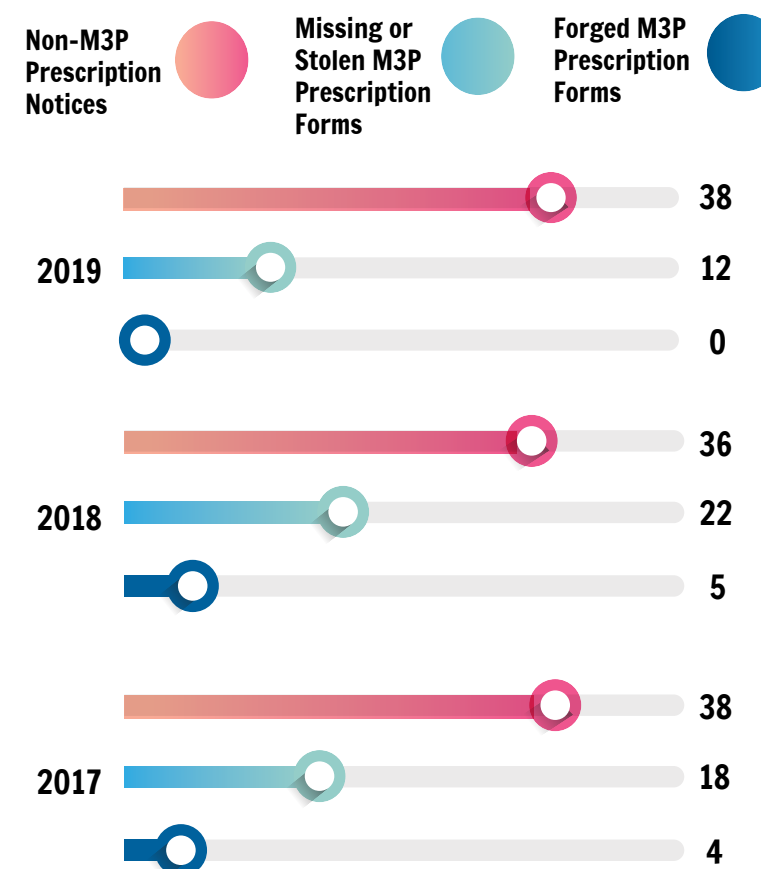
1599 Physicians

140 Nurse Practitioners

25 Veterinarians

7 Dentists

How many notices to pharmacy managers?



Summary Non-Consolidated Financial Statements

College of Pharmacists of Manitoba

December 31, 2019

Click [here](#) for the full Non-Consolidated Financial Statements.

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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, 2019, 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, 2019.

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, 2020.

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, 2020

Grant Thornton LLP
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 (In thousands of dollars) 2019 2018
(Note 2)

Revenue		
Pharmacist fees	\$ 1,683	\$ 1,628
Pharmacy fees	857	757
Pharmacy technician fees	17	12
Other income	36	27
Fines	114	11
Investment income and unrealized gains and losses	153	6
Manitoba Prescribing Practices Program	87	102
	<u>2,947</u>	<u>2,543</u>
Expenses		
Regulatory & building operations	1,945	1,752
Complaints & discipline	412	265
Awards & contributions	24	28
NAPRA levy	64	64
College of Pharmacy levy	168	166
Manitoba Prescribing Practices Program	87	102
Other items	31	46
	<u>\$ 2,731</u>	<u>\$ 2,423</u>
Excess of revenue over expenses	\$ 216	\$ 120
Net assets, beginning of year	\$ 2,763	\$ 2,643
Net assets, end of year	<u>\$ 2,979</u>	<u>\$ 2,763</u>

See accompanying notes to the financial statements.

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

December 31 (In thousands of dollars) 2019 2018

Assets		
Current		
Cash	\$ 887	\$ 938
Marketable securities	3,374	2,962
Other	<u>326</u>	<u>360</u>
	4,587	4,260
Long-term	<u>1,059</u>	<u>1,052</u>
	<u>\$ 5,646</u>	<u>\$ 5,312</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 126	\$ 145
Deferred income	2,428	2,306
Other	<u>113</u>	<u>98</u>
	2,667	2,549
Net Assets	<u>2,979</u>	<u>2,763</u>
	<u>\$ 5,646</u>	<u>\$ 5,312</u>

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

Year Ended December 31 (In thousands of dollars) 2019 2018

Cash flow from operating activities	\$ 325	\$ 527
Cash flow from investing activities	<u>(376)</u>	<u>(277)</u>
(Decrease) increase in cash	(51)	250
Cash, beginning of year	<u>938</u>	<u>688</u>
Cash, end of year	<u>\$ 887</u>	<u>\$ 938</u>

See accompanying notes to the financial statements.

College of Pharmacists of Manitoba

Notes to the Summary Non-Consolidated Financial Statements

December 31, 2019

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, 2019 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. Comparative figures

Comparative figures have been adjusted to conform to changes in current year presentation.