



Friday Five

December 28, 2018

In this issue...

1. Clarification on Pharmacy Facilities Practice Direction Amendments
2. Automated Phone Messaging
3. 2019 College of Pharmacists of Manitoba/Young Leader Awards
4. MIPS: Pharmacist Awareness Month
5. Upcoming Professional Development Opportunities

Clarification on Pharmacy Facilities Practice Direction Amendments

On December 10, 2018, Council approved the amendments to the [Pharmacy Facilities](#) Practice Direction, which is now in effect.

One important addition to the amended Practice Direction is the requirement for all pharmacy facilities to have an appropriate secure narcotic safe for the storage of all narcotic and controlled stock inventory.

A number of members have presented questions concerning the expected timelines for implementation of a physical narcotic safe, in order to achieve compliance with the application of this Practice Direction.

As the installment of a narcotic safe within all pharmacy facilities is a requirement, it is expected that compliance is achieved as soon as operationally possible. It is anticipated that facilities may require an appropriate timeframe to purchase and install a narcotic safe. The College of Pharmacists of Manitoba (College) recognizes the full operation of this process may be gradual, and appreciates the extended efforts

Professional Development Opportunities

Opioid Replacement Therapy 101 Introduction to Clinical Practice

[February 28 & March 1, 2019 \(Dauphin\)](#)

[March 21 & 22, 2019 \(The Pas\)](#)
[April 25 & 26, 2019](#)

Online Programs:

[Ordering Lab Tests for Manitoba Pharmacists](#)

Visit www.cphm.ca for more information on [Expanded Scope of Practice](#) training.

[Self-Limiting Conditions Independent Study Program](#)

Visit www.cphm.ca for more information on [Expanded Scope of Practice](#) training.

All PD opportunities are listed

of all pharmacy owners and managers towards compliance.

Automated Phone Messaging

The College would like to encourage all pharmacy managers and owners to review the messaging in place within their automated phone systems to ensure it is not a barrier to patient care. When used correctly, technology can gain efficiency, reduce the risk of error and improve service to patients. However, it is important to consider the perspective of the patient. As they attempt to navigate their care, does the message the patient receives pose as a roadblock to accessing their pharmacist?

Recently, the College's Complaints Committee (Committee) considered a matter where an automated telephone service limited a patient's access to speaking with a pharmacist when seeking an early refill on their prescription. While there were other contributing factors, the early refill request warranted live discussion between the patient and pharmacist and the technology in place failed to connect the call to the pharmacy. This resulted in frustration and concern on the part of the patient.

As a result of this matter, the College is encouraging all pharmacy managers and owners to review the messages designed to triage calls and encourage efficiency in the pharmacy, to ensure that the technology promotes discussion between patients and pharmacists. Patients are sometimes made to feel that discussion with the pharmacist is an inconvenience for a busy pharmacist. Efforts need to be made by all pharmacy staff to support and initiate discussion and encourage patient counselling for better patient experiences and health outcomes.

2019 College of Pharmacists of Manitoba/Young Leader Awards

2019 College of Pharmacists of Manitoba Awards

If you or a pharmacist you know, has made a

on the College website under

[Upcoming Professional Development Opportunities](#)

noteworthy contribution to patient care and safety or the practice of pharmacy, please consider submitting a nomination or application for one of the awards listed in the College of Pharmacists of Manitoba Awards [brochure](#).

The deadline for submitting nominations and applications for the 2019 College Awards is **Wednesday, January 16, 2019**. The College has created [award submission guidelines](#) for your consideration prior to forwarding your nomination to the College's Awards & Nominating Committee.

Please send all nominations or applications by mail or email to:

Mail: College of Pharmacists of Manitoba
Attention: The Awards & Nominating Committee – CPhM Awards
200 Taché Avenue
Winnipeg, MB R2H 1A7

Email: info@cphm.ca with the subject line: **Attention: The Awards & Nominating Committee – CPhM Awards**

Awards will be presented during the 2019 Awards Luncheon on May 4, 2019.

2019 Young Leader Awards

The Young Leader Awards celebrate the efforts of up to ten leaders in pharmacy practice. The recipients will receive a plaque to commemorate their contributions to the pharmacy profession and a \$500 cash prize.

The awards are open to recently licensed pharmacists (practicing one to five years post-graduation) and to pharmacy students (interns) in their final year of study who have made a professional contribution to patient care, the pharmacy profession or amongst their colleagues and peers at the University of Manitoba's College of Pharmacy.

If you or someone you know meet these criteria, please submit a nomination or application package including the nominee or applicant's Curriculum Vitae and a summary of their activities and contributions within pharmacy practice or within the University of

Manitoba's College of Pharmacy.

The deadline for nominations or applications is **Wednesday, January 16, 2019.**

Please send all nominations or applications by regular mail or email to:

Mail: College of Pharmacists of Manitoba
Attention: The Awards & Nominating Committee – Young Leader Awards
200 Taché Avenue
Winnipeg, MB R2H 1A7

Email: info@cphm.ca with the subject line: **Attention: The Awards & Nominating Committee – Young Leader Awards**

Awards will be presented during the 2019 Awards Luncheon on May 4, 2019.

MIPS: Pharmacist Awareness Month

The *Manitoba Institute for Patient Safety* (MIPS) would like to celebrate Pharmacist Awareness Month, which is celebrated each March, by inviting Manitoba's pharmacists to plan a medication safety event, such as a medication safety presentation. The '[Learn to be Safe! Planner's Guide](#)' includes a variety of suggestions for you to formulate a plan for your event, such as connecting with your local Senior Centre, to host your event.

Let's celebrate Pharmacist Awareness Month by raising awareness on medication safety issues while offering ways in which the public can manage their medications. This can be achieved by utilizing the [5 Questions to Ask About Your Medications](#) fillable sheet while talking with their doctor, nurse or pharmacist, and filling out a [medication card](#), to present at the time they meet.

MIPS would like to support your event by way of offering these resources, and more, as well as ready-to-use presentation materials to conduct your session. Steps on how to host and schedule a medication safety event are outlined in the '[Learn to be Safe! Planner's Guide](#)'. MIPS appreciates your partnership in patient safety!

College of Pharmacists of Manitoba

200 Taché Avenue, Winnipeg, MB R2H 1A7

Phone: 204.233.1411

www.cphm.ca

The *Friday Five* e-bulletin is published by the **College of Pharmacists of Manitoba** and is forwarded to every licenced pharmacist and pharmacy owner in the Province of Manitoba. Decisions of the College of Pharmacists of Manitoba regarding all matters such as regulations, drug-related incidents, etc., are published in the *Friday Five* . The College of Pharmacists of Manitoba therefore assumes that all pharmacists and pharmacy owners are aware of these matters.

To download af PDF of this e-newsletter, please click [Friday Five & Newsletter](#) , on www.cphm.ca .