



# College of Pharmacists of Manitoba NEWSLETTER

## WINTER 2025



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### Safety IQ Feature

Explore techniques to foster active participation in CQI meetings, from setting clear agendas to creating a supportive environment that encourages all voices to be heard. More on [page 6](#).



### Future-Pharmacy Regulation: Year One Progress Report

Learn more about CPhM's progress and the projects started in the first year of implementing the 2025-2027 Strategic Plan: Future-Pharmacy Regulation [page 5](#).

Our purpose is to regulate the pharmacy profession with a commitment to excellence in person-centred, evidence-informed, and timely pharmacy care for all people. We serve the public interest by ensuring all pharmacy professionals are qualified to provide safe, ethical, and culturally sensitive care, free from all forms of racism, including Indigenous-specific racism. Through inclusivity, collaboration, and a dedication to integrity and accountability in our regulatory practices, we create an equitable environment that protects and prioritizes the public's best interests.

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**The mandate of the  
CPhM is to serve and  
protect the public interest**

This Newsletter is published four times per year by the College of Pharmacists of Manitoba (CPhM) and is forwarded to every pharmacy professional in the Province of Manitoba. Decisions of the CPhM regarding all matters such as regulations, drug-related incidents, etc. are published in the newsletter. The CPhM therefore expects that all pharmacy professionals are aware of these matters.



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# College of Pharmacists of Manitoba

## Holiday Message

### **Happy Holidays from The College of Pharmacists of Manitoba!**

With a new year just ahead, we would like to take this opportunity to reflect on your important work this past year in providing safe and effective care for everyone accessing pharmacy services in Manitoba. Your dedication, exceptional care, and compassion continue to make a meaningful impact on the lives of those who rely on the services of pharmacy professionals.

We are grateful for your ongoing commitment to supporting the health and well-being of patients. As the holiday season approaches and we look ahead to a new year, we hope you can find time to rest, recharge, and enjoy the company of those with whom you surround yourself.

On behalf of the College of Pharmacists of Manitoba (CPhM) Council and staff, we extend our sincerest warmest wishes for a joyous holiday season and for health, happiness, and prosperity in the year ahead.

*Please be informed that the CPhM office will be closed from Thursday, December 25, 2025, through to Thursday, January 1, 2026. Regular office hours will resume Friday, January 2, 2026, from 8:30 a.m. to 4:30 p.m. Any issues or questions that arise during the closure will be addressed in the order in which they were received when the CPhM office opens on January 2, 2026.*

**Warm regards,  
CPhM**

# Message from the Chair

## Dear pharmacy professionals and members of the public,

As we welcome the winter season, I bring greetings on behalf of the College of Pharmacists of Manitoba (CPhM) Council. December offers us an opportunity to look back on the important work accomplished over the past year and to look forward to 2026 with renewed focus. It is also time to rest, connect, and spend time with those who matter most. Council extends our warm wishes to all for a happy and healthy holiday season.

This past year has brought forth meaningful advancements that continue to strengthen CPhM's public protection mandate and support safe pharmacy care across Manitoba. In 2025, CPhM launched the [2025-2027 Strategic Plan: Future-Pharmacy Regulation](#) and webpage. This plan sets a clear direction for the next three years, focusing on modern and proactive regulatory approaches, as well as supporting pharmacy professionals as the healthcare environment continues to evolve.

In the past year, Council, together with consultant Dr. Nancy Winslade, launched strategic initiative [1.1 of the 2025-2027 Strategic Plan, Expand and improve the current Quality Assurance \(QA\) Program using best practices and right-touch regulation principles](#). The CPhM Quality Assurance Committee continues to work with Dr. Winslade to develop a proposal for a Continuing Competence Program for Council consideration. Pharmacy professionals can follow progress as this project continues in Continuing Competency Matters and contribute feedback at various touchpoints of consultation.

CPhM also launched the [Pharmacy Manager Training Program](#), an initiative developed under the previous strategic plan and fully rolled out in early 2025. This program provides current and future pharmacy managers with the knowledge and skills needed to meet regulatory expectations and to lead a safe pharmacy environment for both staff and patients. While the program is mandatory for pharmacy managers, all pharmacists and pharmacy technicians are encouraged to participate so they can gain valuable insights into leadership and regulatory compliance.

As we look ahead to 2026, Council remains committed to transparent, proactive and effective pharmacy regulation, advancing initiatives that uphold public safety and support Manitoba's pharmacy professionals in meeting the needs of their communities.

Thank you for your dedication, professionalism, and continued commitment to safe and effective care for everyone accessing pharmacy care in Manitoba.

We wish you a restorative winter season and a productive start to the new year!

**Sincerely,**

Kathy Hunter  
Chair, College of Pharmacists of Manitoba



# Feature Article:

## Future-Pharmacy Regulation: Year One Progress Report



As 2025 comes to an end, the College of Pharmacists of Manitoba (CPhM) reflects on the progress made in the first year of implementing the [2025-2027 Strategic Plan: Future-Pharmacy Regulation](#). The plan was developed to address the evolving needs of all communities in Manitoba, while reinforcing CPhM's commitment to regulating in the public interest, advancing equity, and strengthening ethical regulation.

### Build and Support Operational Infrastructure

The most [visible progress](#) the year was under [Strategic Priority 3: Build and Support Operational Infrastructure](#). This priority focuses on building and supporting CPhM's operational infrastructure to ensure effective and efficient regulation of future pharmacy practice.

In 2025, CPhM relocated to a new office space inside the Center for Professional Regulatory Collaboration (CPRC). The move supports improved internal efficiency and creates new opportunities for enhanced cross-regulatory collaboration. CPhM also established a comprehensive organizational risk register, along with strategies to reduce risks that could affect regulatory work or public safety. This tool will help guide decision-making and ensure resources are aligned with areas of greatest risk impact. Together, these achievements establish the operational stability required to advance the remaining priorities of the Strategic Plan and enhance pharmacy care and safety.

### Prepare for and Shape Legislative Changes

[Strategic Priority 2: Prepare for and Shape Legislative Changes](#) seeks to modernize pharmacy practice in Manitoba through regulatory reform. Throughout 2025, CPhM engaged in discussions with government on modernizing pharmacy practice and hired two consultants; Leanne Matthes and Liz Ambrose to lead CPhM to achieve regulation under *The Regulated Health Professions Act* (The RHPA).


In September 2025, CPhM hosted an [information webinar](#) on the [Regulatory Reform Project](#), providing pharmacy professionals and system partners with a better understanding of the process to transition under The RHPA. Subsequently, CPhM Council appointed individuals to the Ad hoc Committee: Regulatory Reform. Additionally, CPhM has developed a [dedicated webpage](#) that serves as the central hub for updates and resources regarding this project, as well as a [comprehensive FAQ section](#) designed to address common questions.

### Support Manitoba's Pharmacy Workforce

Progress under [Strategic Priority 1](#) has been highlighted throughout the year in [Friday Five](#) and newsletter updates. Ongoing work on the development of the new Hospital Pharmacy Practice Direction aims to establish clear, consistent regulatory expectations within a hospital setting. More recently, CPhM and the consultant leading the project, Dr. Katrina Mulherin, launched a [dedicated webpage](#) to the project, providing a central place for project update and resources.

Regular updates in *Continuing Competency Matters* offer insight into the ongoing work to develop a Continuing Competency Program, keeping pharmacy professionals informed about evolving best practices and how such a program will help support individual pharmacists to improve their knowledge and skills once the program is implemented.

Together, these initiatives contribute to achieving



Strategic Priority 1 by supporting Manitoba's pharmacy workforce in complimentary ways.

## Looking Ahead to 2026

Work across all three priorities shows strong progress in the first year of [2025-2027 Strategic Plan: \*Future-Pharmacy Regulation\*](#).

Whether through operational improvements, work on legislative changes, or developing practice directions and a Continuing Competency Program, each initiative supports CPhM's mandate to regulate the practice of pharmacy in the public interest. With year one complete, CPhM is well-positioned to build on this foundation and continue advancing the strategic priorities in 2026.



## Safety Feature: Making CQI Meetings Matter: Strategies to Engage Your Team

Routine, effective Continuous Quality Improvement (CQI) meetings are a mandatory requirement in Manitoba and play a crucial role in enhancing patient safety and operational efficiency in pharmacies. To maximize the impact of these meetings, pharmacy managers must actively engage their teams through strategic approaches and the use of available resources like [How Are We Doing? A Toolkit for Effective Continuous Quality Improvement Meetings](#). The following strategies can help strengthen team participation and improve the quality of CQI discussions.

### 1. Set Clear Agendas

A well-organized agenda is critical for productive meetings. The [CQI Meeting Toolkit](#) provides templates and examples to help outline key discussion topics such as medication incidents and improvement plans and follow up actions. Additionally, sharing the agenda in advance helps staff prepare and ensures meaningful participation.

### 2. Foster Open Communication

Create an environment where all team members feel comfortable sharing their insights. Encouraging staff, including quieter staff members, to share ideas and concerns leads to stronger conversations.

### 3. Celebrate Successes and Address Challenges

Recognizing improvements, such as effective near-miss reporting and successful workflow updates, can boost the team's morale. Similarly, constructively addressing challenges provides learning opportunities and keeps the team motivated to improve.

## Latest from the Safety IQ Blog

The [Safety IQ Blog](#) features short, actionable articles to support continuous quality improvement in your pharmacy. Here are the latest posts:

- [Understanding the Role of Safety Self-Assessment in Pharmacy Practice](#)

Explore techniques to foster active participation in CQI meetings, from setting clear agendas to creating a supportive environment that encourages all voices to be heard.

- [Starting Strong: Onboarding Your Team to Safety IQ in a New Pharmacy](#)

Explore essential onboarding strategies for new pharmacy staff, including introducing Safety IQ principles, ensuring clarity about safety roles, and aligning team members with the pharmacy's safety goals from day one.



**Safety.  
Improvement.  
Quality.**

#### 4. Use Data to Guide Discussions

Incorporating data, such as medication incident trends, helps direct the CQI meeting discussions towards actionable improvements. Data-driven discussions ensure that the meeting is grounded in real-world outcomes.

#### 5. Document

Documentation is an important mechanism to track regulatory compliance and progress with Safety IQ. Pharmacy managers must ensure that all documentation requirements outlined in Section 3.2.6 of the [Medication Incident and Near-Miss Event Practice Direction](#) are followed, including:

- Medication incidents, CQI improvement plans and all formal CQI meetings including date, staff present and topics of discussion.
- CQI improvement plans and outcomes, as a result of medication incidents and near misses
- CQI improvement plans and outcomes, as a result of completion of the safety self-assessment (SSA)

Clear and complete documentation reinforces the purpose of CQI meetings in enhancing patient safety and operational efficiency in pharmacies.

Together, these strategies support more focused discussions, stronger team engagement, and continuous improvement in daily practice. When teams are encouraged to contribute, review data, share successes, and work through challenges, CQI meetings become opportunities to learn, problem-solve, and strengthen overall pharmacy operations.

## Resources for Professional Development



### Safety Measure

#### Data Repository Safety Brief from the NIDR

Data matters! Statistical reports from the [National Incident Data Repository \(NIDR\) for Community Pharmacies](#) highlight the common types of incidents and near-miss events in Manitoba, guiding the improvement efforts of pharmacy professionals and the College of Pharmacists of Manitoba (CPhM).

Here is a summary of the data reported by Manitoba's pharmacy professionals from October 1, 2024 to March 31, 2025:

- Pharmacy professionals have submitted 1348 reports to the NIDR
- Pharmacy professionals have reported 1145 medication incidents (medication dispensed and reached the patient) and 103 caused patient harm
- Pharmacy professionals reported 369 near-miss events

#### The top three incident types were:

- Incorrect drug
- Incorrect dose/frequency
- Incorrect quantity

[Please view the Safety IQ: 2024 Year in Review graphic for more details.](#)



**Safety.  
Improvement.  
Quality.**

# In Memorium

*In loving memory...*

Ronald Corrigan  
Kathleen Geekie

11/6/2025  
12/2/2025