



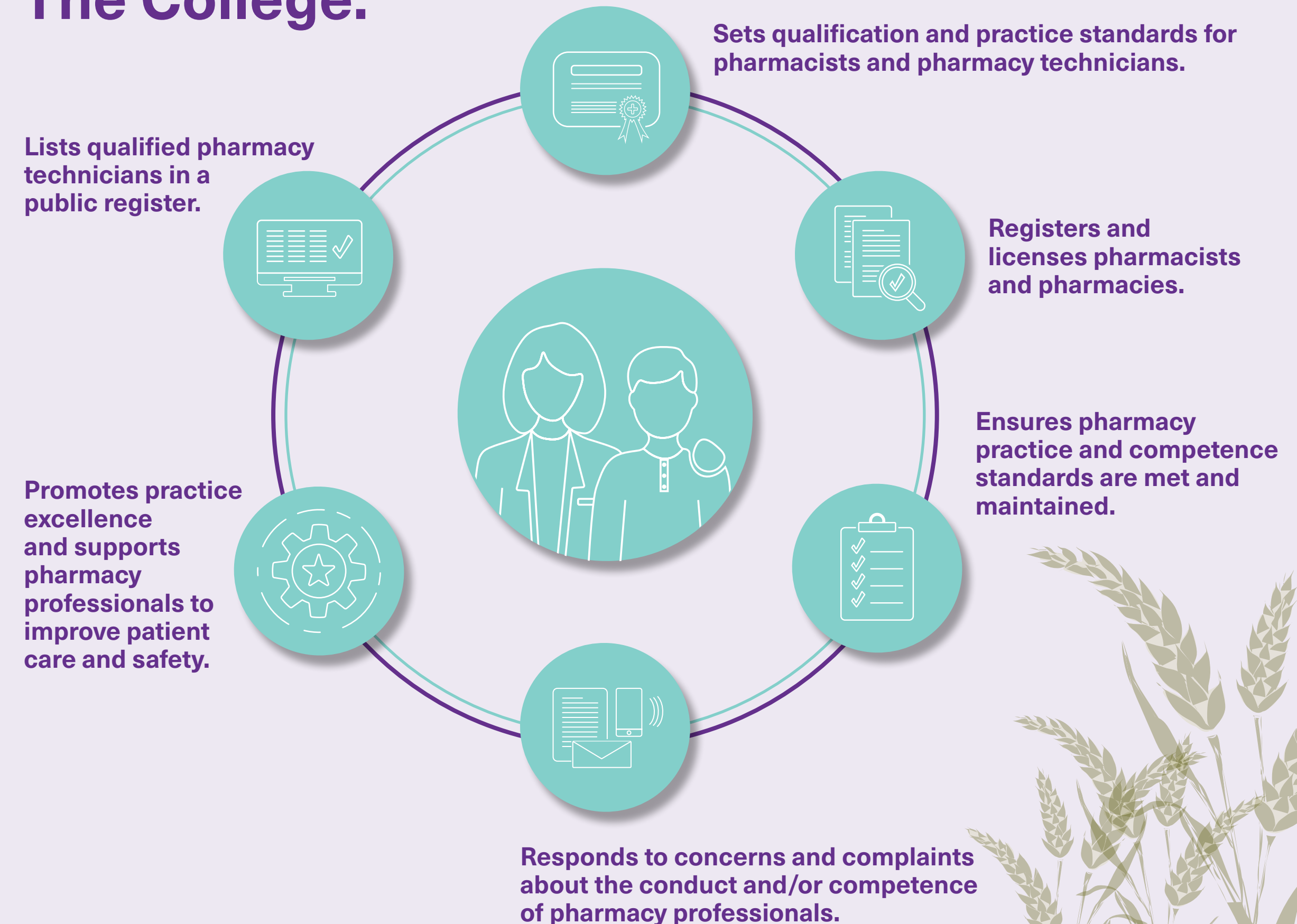
<b>2</b>	<b>Protecting Public Interest</b>	<b>10</b>	<b>Continuous Quality Improvement</b>
<b>3</b>	<b>Strategic Priorities 2018-21</b>	<b>11</b>	<b>Resolutions for Professional Accountability</b>
<b>4</b>	<b>Messages from the President, Registrar &amp; Public Representative</b>	<b>12</b>	<b>Reducing Patient Safety Risks: Narcotic &amp; Controlled Substances</b>
<b>5</b>	<b>Operational Structure</b>	<b>13</b>	<b>Financial Statements</b>
<b>6</b>	<b>Council Members, Committee Appointments &amp; Membership</b>		
<b>7</b>	<b>Pharmacy Professionals &amp; Pharmacies in Manitoba</b>		
<b>8</b>	<b>Responding to COVID-19</b>		
<b>9</b>	<b>Maintaining Quality Assurance</b>		



# 20 Protecting 20 Public Interest

The College of Pharmacists of Manitoba (College) exists to protect the public interest in relation to pharmacy practice under the authority of *The Pharmaceutical Act* (The Act) of Manitoba.

## The College:





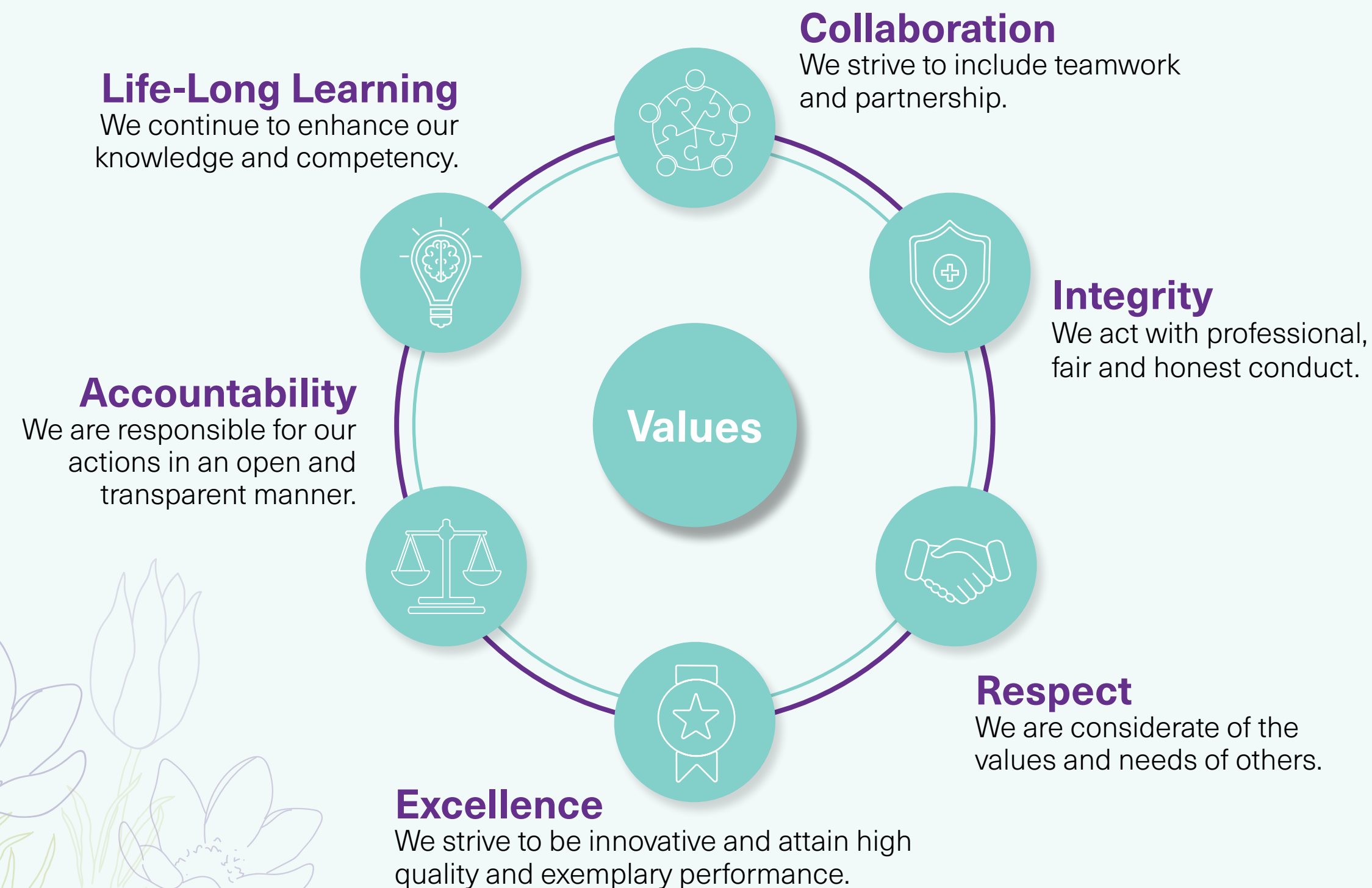
## Mission

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.



## Vision

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



# 20 Protecting 20 Public Interest

## Strategic Priorities 2018-21

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
- Build and strengthen strategic relationships with stakeholders
- Evaluate, align and allocate resources (Council, staff, volunteers) to support the execution of the strategic plan

For a complete update on the progress of College strategic priorities, please see the [Strategic Plan Update: 2020 Year in Review](#).



# 20 Message from the 20 President & Registrar

For the College of Pharmacists of Manitoba (College) 2020 was a year that we and the world will remember for decades to come. The COVID-19 pandemic has challenged us to rethink, adapt and at times, change the way we live, work, and connect with one another.

2020 was an extraordinary year for the pharmacy profession and the College. Pharmacists responded to the demands of a worldwide pandemic by rising to the challenge in their vital role of delivering critical pharmacy care in often stressful and highly challenging healthcare settings on the frontline. The College Council, committee members and staff made milestone decisions that will have lasting and positive impacts on improved patient safety, the practice of pharmacy in Manitoba, and the regulatory work of the College. There were many lessons learned right from the beginning on ways we could adapt licensing and registration processes, operations and quality assurance initiatives in order to respond quickly to support pharmacy professionals deliver safe care to their patients. The learnings have continued throughout the course of the pandemic and many of the efficiencies enabled by the public health emergency will result in further improvements to processes going forward.

We are incredibly proud to be part of the pharmacy profession and healthcare community as it responded to the pandemic. Healthcare providers everywhere, including pharmacy professionals, have devoted so much to delivering the best care possible under very difficult circumstances. The College appreciates the incredible efforts many have made during this time.

In spite of the challenges experienced in 2020, the College undertook work that positions it well to continue its public protection mandate:

- Soon after the pandemic was declared, the College held its first-ever online Annual General Meeting (AGM) to maintain accountability to the community and its stakeholders. This was the first of many virtual events that were hosted over the year.
- In February 2020, due to COVID-19 protocols, virtual pharmacy site inspections were enabled to ensure adherence with optimal social distancing practices and to provide a safer alternative for both the inspectors and frontline pharmacy staff. The College Field Operations team conducted the first virtual pharmacy inspection on May 27, 2020.

- The College collaborated with the College of Physicians and Surgeons of Manitoba and the College of Registered Nurses of Manitoba on the provision of joint statements that would ensure the safe access and delivery of much needed controlled medication therapy to some of the provinces most vulnerable populations, including personal care home residents and palliative care patients.
- The Safety IQ Advisory Committee and College staff outlined and administered a comprehensive implementation plan for the province-wide rollout of Safety IQ. Safety IQ will be the standardized continuous quality improvement program used by all community pharmacies starting June 1, 2021.

All of these accomplishments, among many others, in addition to the ongoing regulatory responsibilities of the College, would not have been possible without the dedication and commitment of Council members, staff, colleagues and stakeholders. We thank you for your hard work and efforts during these unprecedented times. We know that it is only by working together, that the College will meet its public protection mandate.

We wish to conclude this message with a most sincere thank you to all pharmacy professionals for rising to the challenge and for your continued commitment to ensure that Manitobans can safely access the medications they need and for providing quality patient care during the pandemic. We want to acknowledge your exceptional efforts and support.



Wendy Clark  
President



Susan Lessard-Friesen  
Registrar

# 20 Message from a 20 Public Representative



Donna Forbes  
Public Representative

As a public representative of the College of Pharmacists of Manitoba (College), I represent the perspective of all Manitobans in the governance of pharmacy practice in Manitoba. It is my privilege and responsibility to ensure the public's voice is heard during regulatory discussions held at the College. This role is critical in protecting and serving patients who have placed their trust in us.

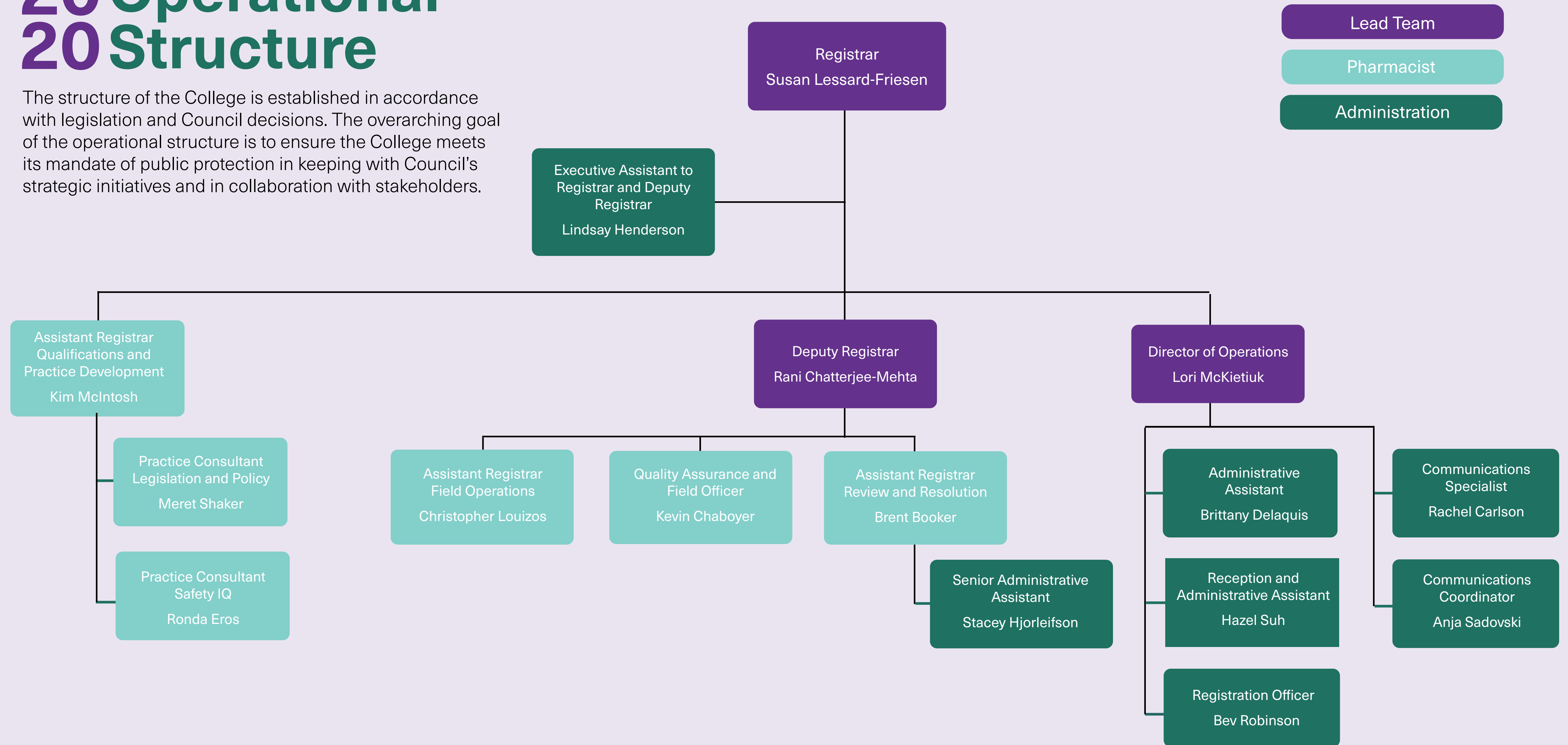
2020 was a year full of constant change and adjustment in pharmacy regulation due to the COVID-19 pandemic. The pandemic greatly impacted and continues to affect the care and services available at pharmacies, the ways pharmacists communicate with their patients and has prompted all pharmacy professionals to evolve and adjust their practice faster than ever before.

The initiative that stands out for me as a highlight of 2020 was the use of data from informal concerns and formal complaint resolutions to develop a shared learning opportunity and platform for pharmacy professionals called Lessons from Complaints - Trends and Expectations. The program aimed to help pharmacy professionals ensure safe, patient-focused care by applying best practices for effective and professional communication with patients. The program also offered an opportunity to define the role of Public Representatives in the complaint resolution process, the role of the College itself, and the role pharmacists can take in resolving informal concerns and complaints matters.

Our Council and various Committee members are committed to putting patients and safe delivery of pharmacy care first through effective and accountable regulation of pharmacy professionals. I look forward to continuing my role as a Public Representative on Council and bringing the patient's voice to every issue discussed at the Council table.

# 2020 Operational Structure

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





# 20 Council / 20 Committee Appointments 20 Members / 20 and Membership

## Officers

Wendy Clark, President, District 2  
Sonal Purohit, Vice President, District 1  
Jane Lamont, Executive Treasurer, District 2  
Kevin Hamilton, Past President, District 2

## Councillors

Amanda Andreas, Public Representative  
Ryan Buffie, District 1  
Tory Crawford, Public Representative  
Alanna Doell, District 1  
Donna Forbes, Public Representative  
Donald Himbeault, Public Representative  
Drupad Joshi, District 2  
Bharti Kapoor, Public Representative  
Ravi Pandya, District 2  
Dr. Lalitha Raman-Wilms, Dean, College of Pharmacy  
Ashley Walus, District 1

## Liaisons to Council

Stephen Jackson, Pharmacy Technician  
Marina Rofaeil, Student Representative,  
College of Pharmacy  
Brenda Rosenthal, C.S.H.P. (MB Branch)  
Dinah Santos, PEBC  
Dr. Brenna Shearer, Pharmacists Manitoba

## Governance Committee

**Kevin Hamilton, Chair**  
Amanda Andreas  
Gary Cavanagh  
Don Himbeault  
Jennifer Ludwig  
Kyle MacNair (until June 2020)  
Glenda Marsh  
Derrick Sanderson (until June 2020)

## Board of Examiners

**Lalitha Raman-Wilms, Chair**  
Wendy Clark  
Karen DiMarco (until June 2020)  
Jennifer Gibson (until May 2020)  
Kevin Hamilton (until June 2020)  
Don Himbeault  
Brenda Rosenthal, CSHP Liaison

## Finance Risk Management Committee

**Jane Lamont, Chair**  
Wendy Clark (until June 2020)  
Carol Davis  
Bill Eamer  
Bharti Kapoor  
Susan Lessard-Friesen  
Jennifer Ludwig (as of June 2020)  
Ashley Walus

## Audit Committee

**Bill Eamer, Chair**  
Carol Davis  
Bharti Kapoor  
Ashley Walus

## Awards & Nominating Committee

**Kevin Hamilton, Chair**  
Jennifer Gibson (until May 2020)  
Ron Guse  
Grant Lawson  
Jennifer Ludwig  
Glenda Marsh  
Leanne McCannel  
Scott McFeetors  
Lalitha Raman-Wilms  
Brenda Rosenthal, CSHP Liaison

## Complaints Committee

<b>Pat Trozzo, Chair</b>	Tim Saunders
Donna Forbes	Barbara Sproll
Bharti Kapoor	

## Discipline Committee

<b>Ron Eros, Chair</b>	Dr. John Toole*
Edward Ahoff	Britt Kural
Amanda Andreas	Jenny Luc
Laurie Andrews*	Martha Mikulak
Wendy Clark*	Sonal Purohit*
Ron Corrigan	Shannon Trapp
Tory Crawford	Zahid Zehri
Luba Fedorkiw	*(until June 2020)
Don Himbeault	
Nicholas Honcharik	

## Dispensing Practitioners Committee

**Rani Chatterjee-Mehta, Chair**  
*Jill Hardy (until Aug 2020)*  
*Chris Louizos (as of June 2020)*

## Extended Practice Advisory Committee

**Dr. Robert Ariano, Chair**  
Amanda Andreas\*  
Cheryl Dika, CRNM  
Deb Elias, CRNM  
Jamison Falk  
Donna Forbes  
Don Himbeault  
Bharti Kapoor\* (as of Oct 2020)  
Dr. Brent Kvern, CPSM  
Sharon Smith  
Ashley Walus  
Barb Wasilewski, Manitoba Health Appointee  
Dr. Anna Ziomek, CPSM  
\*(as of Oct 2020)

## Task Force on Compounding

<b>Jennifer Ludwig, Chair</b>	Scott Groen*
Kristi Aiello*	Darren Hall
Christie Atkinson*	Kathy Hunter*
James Petrasko*	Petr Prochazka
Stuart Bellingham	Trevor Shewfelt
Michele Borisenko*	Dennis Wong
Cenzina Caligiuri	*(as of Dec 2020)
Quinton Didyk*	

## Safety IQ Advisory Committee

<b>Jennifer Ludwig, Chair</b>	Melony Just
Edward Ahoff	Scott McFeetors
Jennifer Buffie	Sheila Ng
Alison Desjardins	Glen Rawluck
Luba Fedorkiw	Doug Thidrickson
Ruby Grymonpre	Shannon Trapp

## Quality Assurance Committee

<b>Cenzina Caligiuri, Chair</b>	Arlene Nabong
Vernon Appleyard*	Sheila Ng
Jennifer Butler*	Anu Okunnu
Linda Carroll	Amy Oliver
Tracy Claeys	Petr Prochazka (until Oct 2020)
Robert Francis	Gayle Romanetz
Judy Lee-Wing	Pat Trozzo
Scott McFeetors	*(until Jan 2021)

## Quality Assurance: Standards of Practice Division

<b>Alanna Doell, Co-chair</b>	Judy Lee-Wing
<b>Ryan Persaud, Co-chair</b>	Tara Maltman-Just
Amir Baksh	Scott McFeetors
Brent Booker	Sarah Myk
(until Aug 2020)	Bernadette Ogoms
Sheri Dyck	Amy Oliver
Lisa Havixbeck	Gayle Romanetz
Robin Hidlebaugh	Adelaine Saria
Nicholas Honcharik	Kurt Schroeder
Jane Lamont	Ripudaman Singh Randhawa
Christopher Lawson	Pat Trozzo
David Lee	Michael Wiebe

## Quality Assurance: Professional Development Division

<b>Ryan Buffie, Chair</b>	Olasumbo Ojo
Grace Badejo	Sonal Purohit (until June 2020)
Susan Balagus	Gholam Reza Ebrahimian
Divna Calic	Dinah Santos
Cenzina Caligiuri	Olena Serwylo
Jessica Gursky	Linnea Shackel
Samantha Kendall	Tim Smith
David Lee	Pat Trozzo
Julie Mark	Lorraine Woods
Sheila Ng	

# 20 Pharmacy Professionals 20 and Pharmacies



1711 Practicing pharmacists registered and licensed.



26 Licensed pharmacists have qualified and are designated as an Extended Practice Pharmacists in a specialty area.

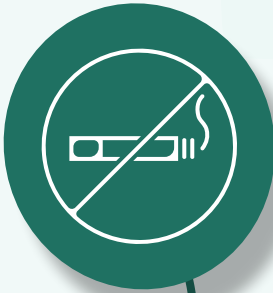
Of the 100 pharmacists registered and licensed for the first time in Manitoba in 2020:



- 45 per cent were domestic pharmacy graduates.
- 43 per cent were international pharmacy graduates.
- 12 per cent were licensed pharmacists from other provinces and territories who had moved to Manitoba to practice.
- 151 Pharmacy students registered.
- 63 interns registered.



45 Pharmacy technicians listed.



586 Pharmacists authorized to prescribe drugs for smoking cessation.



914 Pharmacists authorized to prescribe drugs for self-limiting conditions.



1100 Pharmacists authorized to administer drugs and vaccines by injection.

178 Pharmacists authorized to order lab tests.



466 Pharmacies licensed in Manitoba with 12 new pharmacies licensed in 2020.





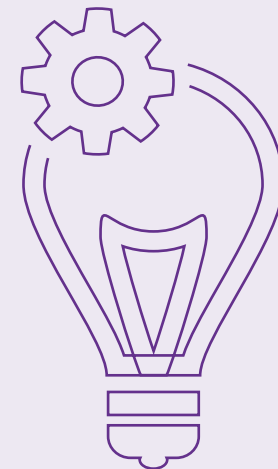
# 20 Responding to 20 COVID-19

People all over the world are experiencing an unprecedented public health emergency with the COVID-19 pandemic and 2020 was a difficult year for Manitobans. In the face of risk and uncertainty, the College of Pharmacists of Manitoba ensured the continued delivery of safe, effective pharmacy care across the province.

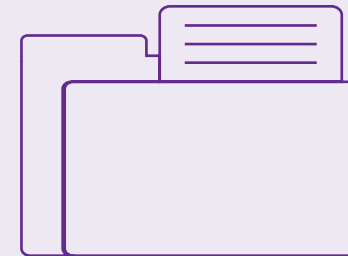
Pharmacy professionals across the province rose to the challenge to ensure that patients and the public continued to have access to pharmacy care throughout 2020. The COVID-19 pandemic caused significant disruption and increased risk across the healthcare system and the College commends pharmacy professionals for their dedication and commitment to their patients and the public in these difficult times.

## 1. Planned & Leveraged

**Developed a COVID-19 Response Plan.**

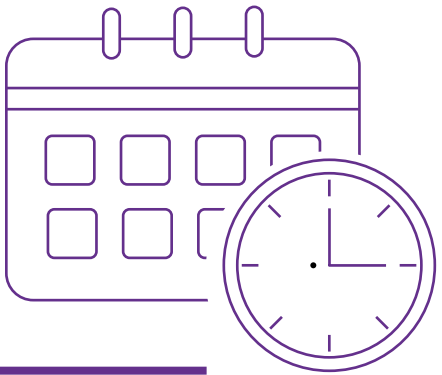
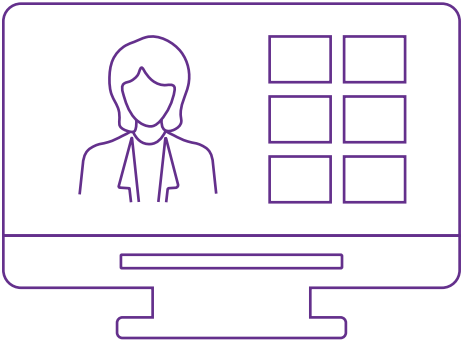


**Leveraged existing pandemic and emergency response plans to ensure patient and public access to pharmacy care.**



## 2. Adjusted

**Scheduled in-person events such as AGM and scheduled conferences transitioned online.**



**Regular College, Council, and Committee meetings and business transitioned online.**

**Hosted continuing competency/professional development events online.**

## 3. Collaborated

**Worked collaboratively with the College of Physicians and Surgeons of Manitoba, the College of Registered Nurses of Manitoba, and other regulatory bodies to reduce risk and barriers to patients accessing medications and pharmacy care.**



## 4. New Normal

**Piloted virtual inspections to decrease risk to patients, pharmacy professionals, and College staff.**

**Adapted paper-based processes to digital formats.**



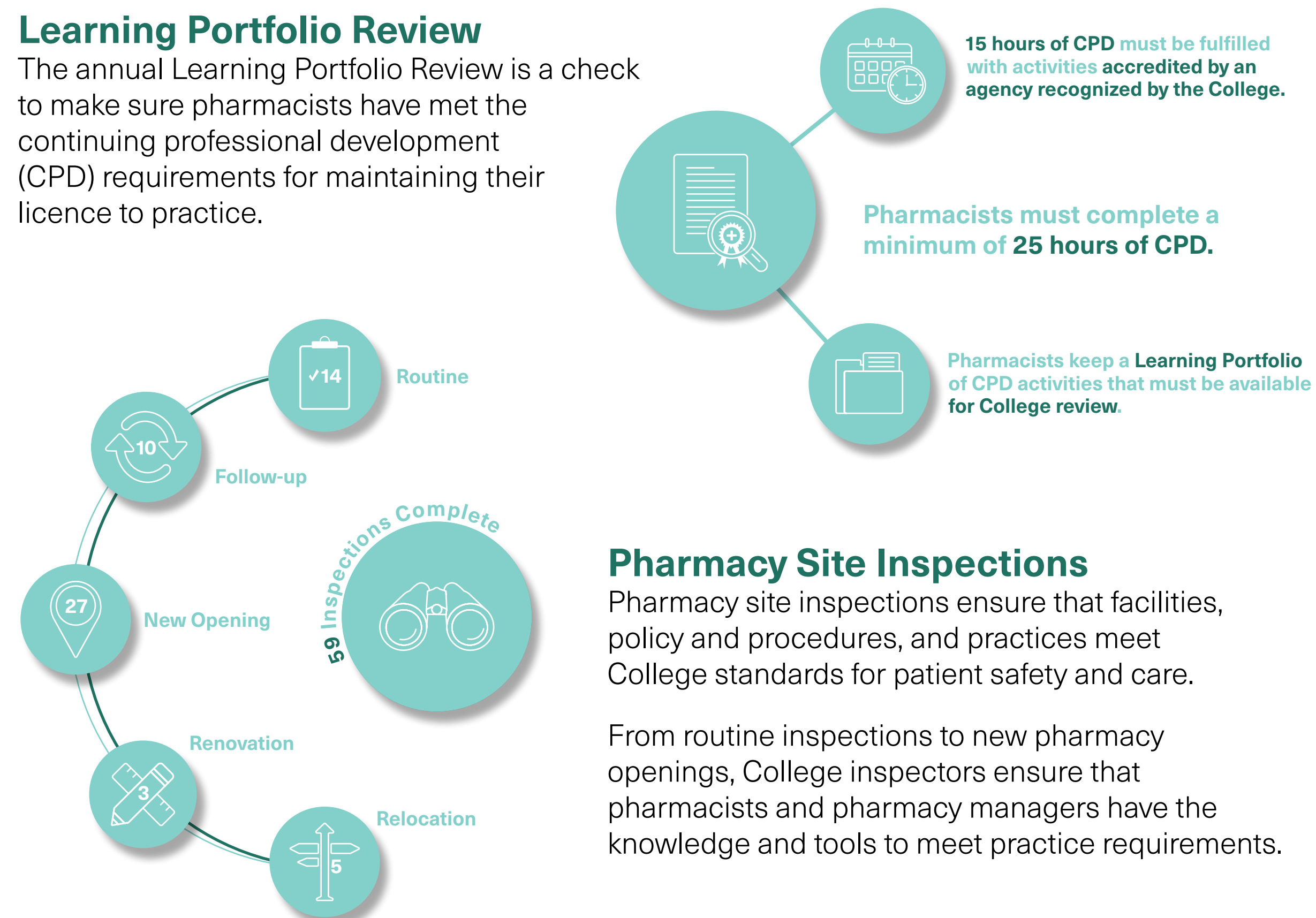


# 20 Maintaining 20 Quality Assurance

In healthcare, quality assurance refers to activities that ‘assure’ or promise to maintain and improve quality of care. As the regulator of pharmacy practice in Manitoba, the College assures quality and safety of care by assessing the quality of pharmacy practice and professional competence, supporting continuous quality improvement, and remediating unsafe practices in care delivery.

## Learning Portfolio Review

The annual Learning Portfolio Review is a check to make sure pharmacists have met the continuing professional development (CPD) requirements for maintaining their licence to practice.



## Pharmacy Site Inspections

Pharmacy site inspections ensure that facilities, policy and procedures, and practices meet College standards for patient safety and care.

From routine inspections to new pharmacy openings, College inspectors ensure that pharmacists and pharmacy managers have the knowledge and tools to meet practice requirements.

### January 1, 2022

Phase Three of NAPRA MSPC of Sterile Preparations comes into effect.

### April 1, 2021

Phase Four of NAPRA MSPC of Non-Sterile Preparations comes into effect.

### January 1, 2021

Phase Three of NAPRA MSPC of Non-Sterile Preparations comes into effect.

### October 1, 2020

Phase One and Two of NAPRA MSPC of Non-Sterile Preparations come into effect.

### June 1, 2019

Phase One and Two of NAPRA MSPC of Sterile Preparations come into effect.

### January - December 2019

College pharmacy site inspections for Phase One and Two of NAPRA MSPC of Sterile Preparations complete.

### 2018

College Council approves NAPRA MSCP of Non-Sterile Preparations.

### 2018

NAPRA releases MSCP of Non-Sterile Preparations.

### 2017

College Council approves NAPRA MSCP of Hazardous and Non-Hazardous Sterile Preparations.

### 2015 - 16

NAPRA releases MSCP of Non-Hazardous and Hazardous Sterile Preparations.

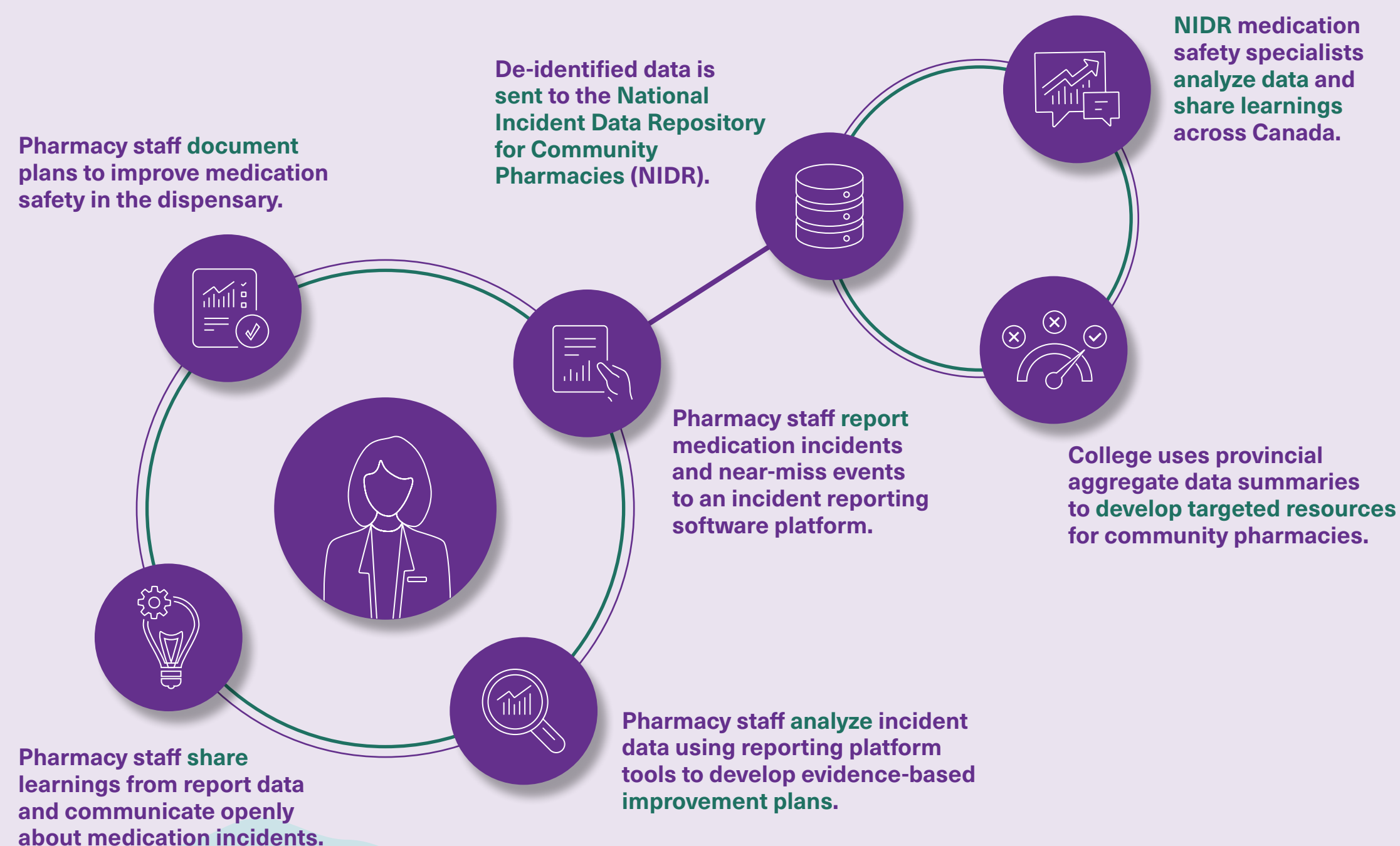
## Compounding Standards

From 2012-13, 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. This incident was a catalyst for change in compounding standards across Canada. In consultation with provincial regulatory bodies, the National Association of Pharmacy Regulatory Authorities (NAPRA) drafted the Model Standards for Pharmacy Compounding (MSPC) of Non-Hazardous and Hazardous Sterile Preparations.

Since Council approved the NAPRA Model Standards, the College has supported the realization of the Model Standards in pharmacies across the province with a stepwise approach to implementation and enforcement.

## Safety IQ

On September 3, 2020, the College announced the official launch date of Safety IQ, a standardized continuous quality improvement (CQI) program for community pharmacies. Safety IQ builds on the current requirements for addressing medication incidents and near-miss events with improved standardization and built-in principles of safety culture.



Throughout 2020, College staff worked with the Safety IQ Advisory Committee, College Council, and various stakeholders to develop responsive resources to support the implementation of Safety IQ in community pharmacies across Manitoba on June 1, 2021.

# 20 Maintaining 20 Quality Assurance

## Continuous Quality Improvement

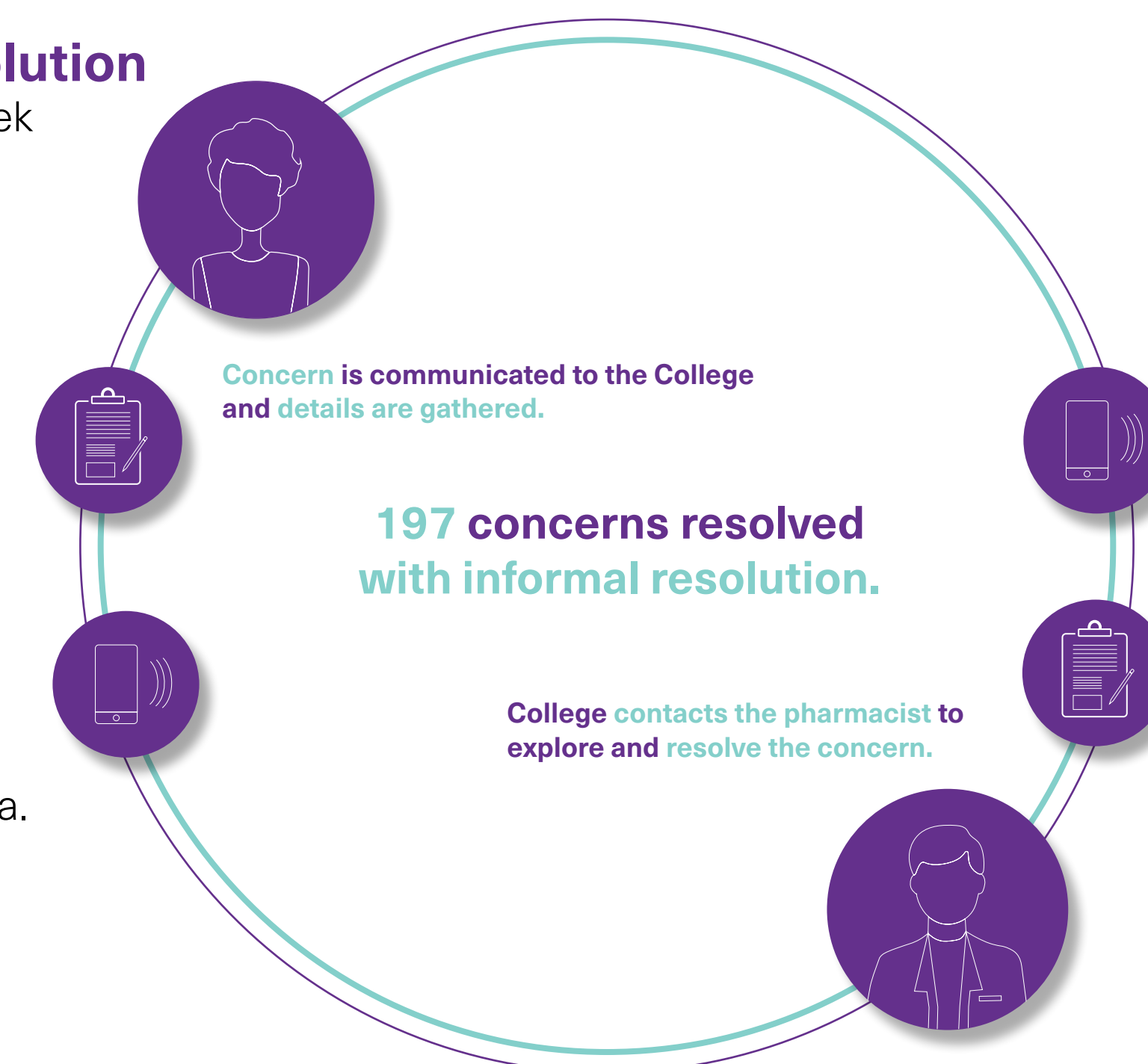
Continuous quality improvement (CQI) is an ongoing approach to problem-solving and harm prevention. CQI focuses on identifying the root causes of a problem and introducing ways to eliminate or reduce the problem through open-ended analysis and assessment of process change.

In pharmacy practice, CQI focuses on preventing medication incidents and continually looking for ways to improve medication dispensing, therapy management, and counselling.

## Informal Concern Resolution

Members of the public often seek support and assistance from the College to resolve their concerns without submitting a formal complaint.

Shared learning and CQI are the goals of informal concern resolution. Informal concern resolution is an opportunity to educate pharmacy professionals, mend relationships, and inform the public about how pharmacy practice is regulated in Manitoba.





# 20 Maintaining 20 Quality Assurance

Resolutions for Professional Accountability



Anyone can submit a formal complaint to the College.



The College received 24 formal complaints.



The Complaints Committee resolved 25 formal complaints.

Complaint Outcomes 2020	
Referred to Discipline	4
Formal Correspondence	19
Censure	1
Monitoring Program(s)*	6
Quality Assurance Education	4
Voluntary Surrender of Licence	3

\*Includes requirements for drug/alcohol screening, counselling, and/or assessment.



The Complaints Committee referred four cases to the Discipline Committee.

Discipline Outcomes 2020	
Misconduct by Type	
Professional	1
Operational	1
Narcotic Accountability	1
Drug Diversion	1
Discipline Imposed	
Fine	1
Contribution to Costs	1
Practice Restriction(s)	1
Monitoring Program(s)*	1
Licence Suspension	1

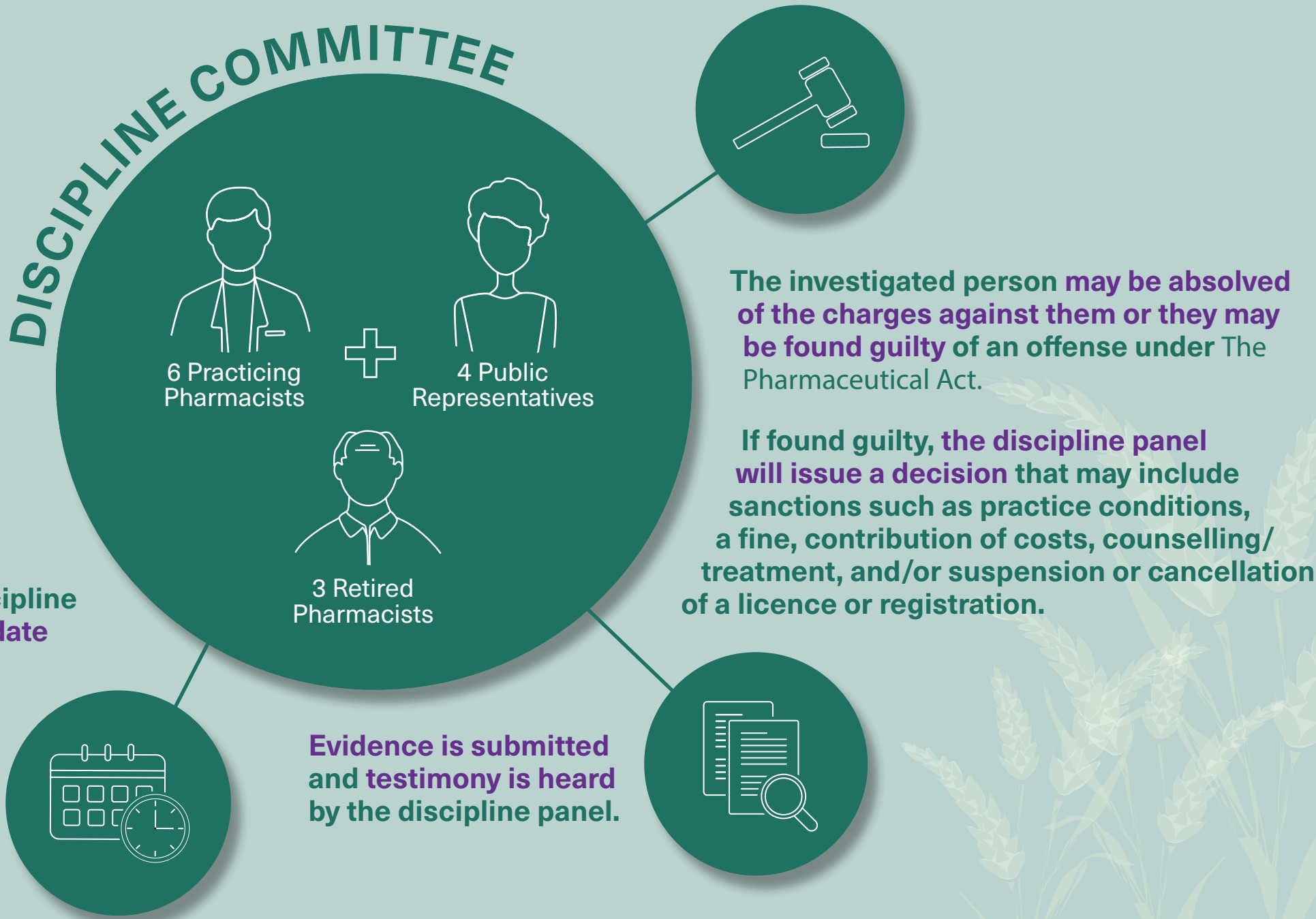
## Formal Complaint Process

The College receives a written complaint from a complainant and the pharmacist and/or pharmacy manager is notified of the complaint. They have two weeks to respond to the complaint.



## Discipline Process

Once a complaint is referred to the Discipline Committee, a discipline panel is selected and a hearing date is set. The complainant and the investigated person are notified of the hearing date and the charges against the investigated person.







## 20 Reducing Patient Safety Risks: 20 Narcotic & Controlled Substances

### Adult Inquest Review Committee (AIRC):

#### Shared Learning from Prescription Drug Related Deaths

The AIRC reviews unexpected deaths of people in Manitoba between the ages of 18 to 65. In collaboration with the College of Physicians and Surgeons of Manitoba, the College of Pharmacists of Manitoba examines deaths involving prescription narcotics (opioids), controlled substances, and other sedative drugs to share lessons and recommendations on prescribing and dispensing practices.

### Manitoba Prescribing Practices Program

The Manitoba Prescribing Practices Program (M3P) is a collaborative management system that aims to minimize the diversion of controlled and narcotic medications from legal to illegal markets or uses by

- sharing information on the use of controlled substances with healthcare professions, regulatory authorities, and federal, provincial and territorial governments;
- managing an M3P prescription forgery alert system for pharmacy professionals so they can address forgery and diversion issues in their practice; and
- providing data on prescription forgery, drug misuse, and drug diversion of controlled and narcotic medications to inform the prescribing and dispensing practices of Manitoba healthcare practitioners.



**6044 M3P prescription pads issued to healthcare professionals across Manitoba.**



**19 M3P-related alerts shared with pharmacy professionals.**

### Increased Public Access to Naloxone

Council approved an amendment to the Pharmaceutical Regulation to exclude naloxone products packaged for use in opioid overdose from the conditions for sale of Schedule II products. This amendment reduces barriers to patient and public access to naloxone, a life-saving drug that temporarily reverses the effects of an opioid overdose.

# 20 Financial 20 Statements

For the complete audited 2020 Non-Consolidated Financial Statements, click [here](#).

## 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, 2020, 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 (“College”) for the year ended December 31, 2020.

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 April 21, 2021.

### 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.

*Grant Thornton LLP*  
Chartered Professional Accountants

### Summarized Statement of Financial Position

As at December 31, 2020 (in thousands of dollars)	2020	2019
<b>Assets</b>		
Current		
Cash	1,265	887
Marketable securities	3,759	3,374
Other	295	326
	5,319	4,587
Long-term	1,067	1,059
	6,386	5,646
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities	165	126
Deferred income	2,511	2,428
Other	119	113
	2,795	2,667
<b>Net Assets</b>	3,591	2,979
	6,386	5,646

### Summarized Statement of Revenue and Expenses and Changes in Net Assets

As at December 3, 2020 (in thousands of dollars)	2020	2019 (Note 2)
<b>Revenue</b>		
Pharmacist fees	1,652	1,683
Pharmacy fees	974	857
Pharmacy Technician fees	26	17
Other income	30	36
Fines and cost recovery	26	114
Investment income, net	252	153
Manitoba Prescribing Practices Program	85	87
	3,045	2,947
<b>Expenses</b>		
Regulatory & building operations	2,075	1,993
Complaints & Discipline Proceedings	163	364
Awards & contributions	13	24
NAPRA levy	64	64
College of Pharmacy levy	-	168
Manitoba Prescribing Practices Program	85	87
Other items	33	31
	2,433	2,731
Excess of revenue over expenses	612	216
Net assets, beginning of year	2,979	2,763
Net assets, end of year	3,591	2,979

Read Notes to the Summary Non-Consolidated Financial Statements, [here](#).