



# College of Pharmacists of Manitoba NEWSLETTER

## WINTER 2024



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### Safety IQ Feature

Proper documentation and record keeping are fundamental to maintaining the safety, quality, and integrity of pharmacy practice. Learn more about why documentation matters and key areas of documentation in continuous quality improvement.

### Appointments Process for Council Selection

CPhM Council decided to keep the appointments process, ensuring competency, diversity, and public interest in decision-making. Read more about the appointments process and CPhM's decision.

**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 College 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!

As 2024 comes to a close, we take this opportunity to reflect on the year and the remarkable work done by all pharmacy professionals to care for patients accessing care in Manitoba. Your dedication, expertise, insights, and compassion continue to make a meaningful impact on the lives of those who rely on pharmacy services. We are grateful for your commitment to their health and safety.

As the holiday season approaches and a new year begins, we hope you find time to rest, enjoy the company of those you surround yourself with, and recharge. On behalf of CPhM Council and staff, we extend our warmest wishes for a joyful and restful holiday season.

Thank you for your contributions throughout the year. We look forward to continuing our work in 2025 to support the health and well-being of people across Manitoba.

*Please be informed that the CPhM office will be closed from Wednesday, December 25, 2024, through Wednesday, January 1, 2025. Regular office hours will resume Thursday January 2, 2025, from 8:30 a.m. to 4:30 p.m.*

**Warm regards,  
CPhM**

# Message from the Chair

## Dear Colleagues,

As we welcome the winter season, I bring greetings on behalf of the College of Pharmacists of Manitoba (CPhM) Council. This time of year offers a meaningful opportunity to reflect on the past months and embrace renewal. I hope it also allows you to rest, recharge, and spend time with those who matter most to you.

At the December 6, 2024, Council Meeting, several important policies and changes were accepted to help CPhM align with regulatory best practices. These included:

- CPhM's new land acknowledgement, recognizing the Indigenous peoples who have long cared for this land.
- A new data protection policy to better safeguard data that CPhM collects.
- New governing statement and guiding principles, replacing the previous mission, vision, and values statements, reflecting CPhM's commitment to regulatory best practices and public interest.



As 2024 draws to a close, it's an ideal time to reflect on the significant achievements, regulatory changes, and initiatives that have shaped CPhM's work over the past year.

A key accomplishment this year was the update to Manitoba's Pharmaceutical Regulations, which now authorizes pharmacists to administer all publicly funded pneumococcal vaccines. This change significantly enhances the ability of pharmacists to contribute to public health by ensuring broader access to important vaccination services for people living in Manitoba, particularly those who may have limited access to other healthcare providers.

In addition to these regulatory updates, CPhM has taken steps to further protect the public by implementing initiatives that strengthen safety and security. The rollout of time-delayed safes in all community pharmacies addresses the risks of theft and ensures controlled substances are securely stored, safeguarding both patients and pharmacy staff. CPhM has also continued its commitment to the professional development of pharmacy professionals. Through webinars, professional development programs, and other educational opportunities, we assist registrants to meet the evolving needs of their patients and deliver the highest standard of care to the public.

This year also saw the introduction of a revised selection process for the CPhM Council, aligning with best practices for regulatory bodies. This new, competency-based approach ensures that Council members are well-equipped to make decisions that advance the governance of the organization and reflect the public best-interest.

As we transition into a new year, I want to express my heartfelt gratitude for your dedication and hard work. Wishing you all a productive and fulfilling season, as well as a joyful and relaxing holiday with your loved ones.

**Ryan Buffie**  
Chair, College of Pharmacists of Manitoba





## Safety Feature: Safeguarding Data During Medication Incident Reporting Platform Transitions: A Key Responsibility for Pharmacy Professionals

In the fast-evolving world of healthcare, transitions and technological upgrades are common. As pharmacy professionals, ensuring that critical data is safeguarded during these changes is a responsibility and necessity. A significant area where this applies is medication incident reporting, which is a cornerstone of patient safety and continuous quality improvement in pharmacy practice.

Pharmacies in Manitoba must use a medication incident reporting platform as part of the College of Pharmacists of Manitoba's (CPhM) Safety IQ program. These platforms are used to record medication incidents and near misses. They hold data and transmit it anonymously to the national medication incident database, which helps identify trends and prevent future errors in Canadian pharmacy practice. This article serves as a reminder that if pharmacies switch platform providers, steps should be taken to safeguard stored data and the access to past data.

### Considerations when Switching Platform Providers

Pharmacies are free to choose whichever CPhM compliant medication incident reporting platform that best suits their needs. This flexibility is essential, as different pharmacies each have individual operational needs. Please refer to the Safety IQ Medication Incident Reporting Platform Criteria to ensure compliance: <https://cphm.ca/wp-content/uploads/Resource-Library/SafetyIQ/SIQ-Platform-Criteria.pdf>

Pharmacies may choose to switch their reporting platforms for various reasons, such as improved functionality, better user experience, or cost-effectiveness.

It will be important to have access to records of past medication incidents and near misses, communications with prescribers, and CQI improvement plans, which are all crucial for continuous quality improvement and regulatory compliance.

### Safeguarding Data with Platform Transitions

Here are some options to consider:

#### 1. Export Data to a Secure Folder

Before switching platforms, ensure that all medication incident data is exported and saved in a secure, accessible format. This data can include reports of medication incidents, near misses, and any CQI plans or outcomes related to these incidents. Note Exported data is no longer protected/secured by the platform. Ensure adherence to best practices for maintaining confidentiality and privacy (e.g., a secure folder).

## 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:

- [Strategies for Enhancing Medication Safety Culture Through Incident Reporting](#)

Explore strategies for enhancing medication safety culture through incident reporting in community pharmacies. Discover how to craft effective incident reports, prioritize system-based solutions, and foster a culture of continuous improvement. Learn from ISMP Canada's analysis of medication incidents and gain insights to prevent future errors. Empower your pharmacy team with actionable tips and resources for promoting patient safety.

- [Pharmacy Workflow Improvements: Insights from the Community Pharmacy Survey on Patient Safety Culture](#)

Discover practical strategies to enhance pharmacy workflow and promote patient safety and staff satisfaction. Based on insights from the 2023 College of Pharmacists of Manitoba (CPhM) survey, learn how optimizing workflow processes can streamline operations, reduce errors, and improve overall pharmacy efficiency.



## Safety Measure

### Data Reports 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).

### 2023 Year in Review: Medication Incidents and Near-Miss Events

Here is a summary of the data reported by Manitoba's pharmacy professionals for 2023:

- Pharmacy professionals have submitted 2317 reports to the NIDR in 2023
- Pharmacy professionals have reported 1333 medication incidents (medication dispensed and reached the patient) and 193 caused patient harm
- Pharmacy professionals reported 984 near-miss events in 2023

### The top three incident types were:

- Incorrect dose
- Frequency
- Incorrect drug and Incorrect strength/concentration

[Please view the Safety IQ: 2023 Year in Review graphic for more details.](#)

### 2. Check with Previous Platform Provider for Data Storage Options

- Platforms may offer secure data retention and access options for a period following discontinuation of your subscription.

### 3. Check with New Platform Provider for Data Migration or Data Storage options:

- When selecting a new platform, it's important to ask about data migration features.
  - Does the new system allow you to import/upload data from the previous platform?
  - Are there tools available to facilitate this transfer without compromising the integrity or confidentiality of the information?

### 4. Have Redundant Systems During Transition

During the switch from one platform to another, consider maintaining access to both systems temporarily. This method can help minimize disruptions and maintain access to critical data while the transition is ongoing.

Pharmacy professionals should be mindful of retaining and accessing critical data during platform transitions. Switching medication incident reporting systems can provide opportunities for enhanced functionality, efficiency or cost effectiveness, but it also risks losing valuable information. By proactively choosing platforms that can provide options for migration or secure long-term data storage features, and maintaining redundant systems during transitions, pharmacies can ensure they meet regulatory obligations and continue to improve patient safety through their CQI programs.

**Pharmacies are encouraged to reach out to their medication incident reporting platform providers for specific guidance on the best practices for data retention and migration tailored to their systems.**

Remember, data retention extends beyond compliance requirements; it is vital in preserving the knowledge and insights that enhance safer pharmacy practices.



**Safety.  
Improvement.  
Quality.**

## Feature Article:

# Appointments Process for Council Selection

At the Annual General Meeting of the College of Pharmacists of Manitoba (CPhM) in May 2024, a motion was presented to reinstate election voting for selecting pharmacist representatives on Council. At the June 2024 Council meeting, following thorough discussion and careful consideration, Council made the decision to maintain the appointments process to select pharmacy professional Council members. This decision aligns with regulatory best practices and ensures that CPhM Council members possess the necessary competencies, knowledge, and experience to make decisions in the public interest.

The appointments process was implemented to ensure a thoughtful and thorough selection of individuals, allowing for informed, evidence-based decision-making. Additionally, it promotes the inclusion of diverse perspectives, including cultural, regional, and professional diversity, reflecting the diverse population that the regulator serves. This approach is essential for maintaining public trust and confidence in CPhM governance and regulation of the pharmacy profession.

### **The Benefits of a Competency-Based System**

Adopting a competency-based appointments process offers numerous advantages. A key benefit is the elimination of any perception that pharmacy professionals who are elected to Council represent a constituency of their peers. This misconception of the role of elected council members can lead to conflicts of interest or the perception that special-interest professional groups are prioritized over public interest. By focusing on the competencies and qualifications of candidates rather than their popularity, the appointments process ensures that Council members are selected for their ability to serve the public interest effectively and with integrity.

Moreover, the appointment process facilitates balanced and diverse representation on the Council. The selection of members is based on considerations

of cultural, geographical, and practice-based backgrounds, which allows for a more inclusive Council that reflects the diverse demographics of the public it serves. This diversity is crucial in ensuring that decisions are made from a broad range of perspectives, which enhances the quality and relevance of the work of Council.

In addition, the move to an appointments-based system fosters increased registrant engagement. Rather than relying on a traditional election process, which can sometimes be influenced by personal or professional networks, the appointment process encourages registrants to apply or volunteer for service based on their qualifications, skills, and areas of interest. As a result, the Council benefits from a more motivated and committed group of individuals who are dedicated to serving the public interest.


### **Aligning with Regulatory Best Practices**

The decision to adopt an appointments-based process for selecting Council members is in alignment with the practices of other regulatory bodies in Canada, including the Alberta College of Occupational Therapists (ACOT) and the College of Registered Nurses of Manitoba (CRNM). These organizations have implemented appointment systems that aim to improve the efficiency and effectiveness of their selection processes, as well as eliminate popularity contests.

The 2017 report from CNO, [\*A Vision for the Future – Leading in Regulatory Governance\*](#), outlined several key advantages of the appointment model, including improved succession planning, reduced biases, and enhanced decision-making. These benefits are similar to the outcomes that CPhM anticipates as it continues with its appointment process.

### **A Commitment to Continuous Improvement**

CPhM is fully committed to the ongoing evaluation and refinement of its Council selection process. By



continuously enhancing its governance framework, CPhM ensures that its regulatory practices evolve in line with the changing needs of both the public and the pharmacy profession. The goal remains to uphold the highest standards of governance and ensure that the regulator remains worthy of the public's trust.

The ongoing governance reform will continue to prioritize the principles of fairness, transparency, and accountability. Through regular assessments and reviews, CPhM aims to establish a system that reflects best practices and ensures that Council members are adequately equipped to make decisions that protect the best interests and safety of the public.

For further information on the CPhM Council selection process, please visit CPhM's [Council webpage](#) or [Governance Hub](#).



# CPhM Embraces Purpose Statement and Guiding Principles for Modernized Governance

The College of Pharmacists of Manitoba (CPhM) is continuing its comprehensive governance overhaul with a focus on modernizing its core statements to better reflect its regulatory mandate and commitment to diversity, equity, inclusion, belonging, and accommodation (DEIBA). At its December 6, 2024, meeting, Council approved significant changes that redefine the way CPhM communicates its purpose and priorities to the public, pharmacy professionals, and system partners.

## A Purpose-Driven Approach

CPhM is transitioning from a traditional mission statement to a purpose statement, to provide greater clarity and relevance in its regulatory work. The new purpose statement centres on our commitment to regulating the pharmacy profession with excellence in person-centered, evidence-informed, and culturally sensitive care for all people.

This approach better aligns with the public interest by emphasizing the CPhM role in fostering safe, ethical, and inclusive pharmacy practices. The statement highlights key values such as public protection, cultural safety, anti-racism, and regulatory accountability, ensuring that CPhM remains a transparent and trustworthy regulator.

## Replacing Values with Guiding Principles

CPhM is also adopting guiding principles to replace traditional vision and values, offering a framework for action and decision-making. These principles include:

- **Person-Centered Excellence**  
Placing public health and well-being at the core of regulatory work.
- **Collaboration and Inclusivity**  
Engaging interested, affected, or relevant parties in open dialogue and inclusive decision-making.
- **Integrity-Driven Decision Making**  
Ensuring ethical practices rooted in empathy and honesty.

- **Accountability First**

Upholding transparency and trustworthiness in all actions.

- **Unwavering Commitment to Equity**

Fostering cultural sensitivity and anti-racism in regulation.

## Looking Ahead

With these changes, CPhM is poised to lead with clarity and purpose, responding to Manitoba's evolving healthcare needs while maintaining its commitment to public interest and professional accountability.

To learn more about the governance changes and the rationale behind them, visit <https://cphm.ca/about-the-college/our-purpose-and-principles/>.

# CPhM's Commitment to Reconciliation: An Updated Land Acknowledgment

At the College of Pharmacists of Manitoba (CPhM), we are honoured to announce the update of our land acknowledgment, which underscores our commitment to reconciliation, humility, and ongoing learning. We strive to embrace diversity, ensure cultural humility in our practices, and build stronger connections with Indigenous communities.

*The College of Pharmacists of Manitoba acknowledges that we gather on Treaty 1 territory, the traditional lands of the Anishinaabe, Ininewak, Anishinewak, Dakota Oyate, and Denesuline Nations, as well as in the National Homeland of the Red River Métis. We recognize and honor Indigenous peoples' deep, enduring connection to this land, and in doing so, we commit to a continual journey of cultural humility within our regulatory practices. We are learning from the diverse knowledge of these communities to better serve the unique needs of all people in Manitoba.*

## **Why Update Our Acknowledgment?**

Our updated acknowledgment was developed with careful input from Indigenous organizations and system partners, ensuring that we balance respect for traditional terms with accessible language for diverse audiences. It reflects our core values of cultural humility and reconciliation while staying true to our responsibility as a regulator.

## **A Commitment to Continuous Improvement**

Reconciliation is not a destination but an ongoing journey. As we deepen our understanding and strengthen our relationships, we remain committed to evolving our practices. To ensure that our acknowledgment continues to reflect our learning and growth, we invite feedback from Indigenous communities, pharmacy professionals, and the public.

Visit our website to learn more, explore the rationale behind the acknowledgment, and share your feedback:  
<https://cphm.ca/cphm-land-acknowledgment/>.

Together, we can continue to build meaningful connections, foster a culturally responsive pharmacy profession, and honour the diverse people and communities we serve across Manitoba.



*In loving memory...*

Howard Zink

5/12/2024