

MINUTES
13th Annual General Meeting
ALBERTA COLLEGE OF PHARMACISTS
June 15, 2013
12:28 – 1:58 p.m.
Chateau Lacombe Hotel
Edmonton, Alberta

1. **Call to Order** - President Moran called the meeting to order at 12:28 p.m. and welcomed everyone to the 13th Annual General Meeting. She commented on the excellent opportunities to learn and engage with colleagues during the Alberta College of Pharmacists' Addiction Symposium and noted that in addition to pharmacists, ACP welcomed pharmacy students, technicians, nurse practitioners, and physicians to our symposium on this extremely important health and safety issue.

President Moran asked everyone to stand as Pat Matusko said grace.

She advised that the Resolutions Committee would be presenting a resolution later in the meeting. She asked attendees when making or seconding motions to please rise and state their names. She also requested that when a vote is taken, that voting delegates raise their voting cards to indicate their voting preference.

President Moran recognized VIP guests: Dr. Jim Kehrer, Dean, Faculty of Pharmacy and Pharmaceutical Sciences; Byron Bergh, President, Alberta Pharmacists' Association; Margaret Wing, Chief Executive Officer, Alberta Pharmacists' Association; and ACP legal counsel, Bill Shores, Shores Jardine, LLP. President Moran asked that all Council Members stand and be recognized, and welcomed new council member Taciana Pereira.

President Moran asked everyone to take a moment of silence to recognize and reflect upon the lives and contributions of those registrants who were deceased during the past year.

2. **Approval of the Agenda**

- 2.1 **Additions to the Agenda** – There were no additions to the agenda.

- 2.2 **Adoption of the Agenda**

MOTION: that the agenda be adopted as circulated.

Moved by **Cathy Biggs**/Seconded by **Donna Galvin**/CARRIED

3. **Minutes of the 12th Annual General Meeting of the Alberta College of Pharmacists - May 24, 2012**

MOTION: that the minutes of the 12th Annual General Meeting of the Alberta College of Pharmacists be approved.

Moved by **Dale Cooney**/Seconded by **Anjli Acharya**/CARRIED

4. **Annual Report of the Alberta College of Pharmacists**

- 4.1 **Report from the Registrar** – Registrar Eberhart highlighted activities and achievements of ACP during the past year significant to the college and the practice of pharmacy in Alberta. He extended thanks to Council for their dedication and leadership. He extended appreciation to ACP's administration team members and welcomed new team members Stephanie Morton, ACP's Assessment Manager, and Debbie Lee, Practice Development Director, thanking Debbie for her contributions to ACP's Addiction Symposium.

Registrar Eberhart reviewed the audited financial statements and advised attendees that the college was in sound financial position. The financial condition of the college reflects a sound budgeting process, multiple checks by Council, conservative investing and yearly audits.

He spoke of the privilege of pharmacy being a self-regulated profession and with that privilege comes responsibility, so checks and balances are built into legislation. The college was created through legislation both to protect the public from harm, but also to ensure Albertans receive top notch pharmacy care. Council and ACP has adopted a culture of “quality assurance through quality improvement” as a preferred means of fulfilling its mandate, believing this to be the best approach to serving the public, while nurturing changes in the professions it regulates that are both desired and necessary.

Therefore our focus is ensuring that the legislation, standards, and supports are in place to allow pharmacists and pharmacy technicians to practice to the top of their abilities, and to allow Albertans access to the best pharmacy care anywhere. ACP’s philosophy for “Quality Care” rests on efforts of everyone to make the changes that will lead to:

- better pharmacist and technician performance,
- better patient outcomes,
- better system performance.

Registrar Eberhart reported that in 2013, ACP made key advances with an updated competence program, improved practice supports and a defined practice development role:

Competence Program:

- Listened to registrant feedback:
 - Dissatisfaction despite 92% success rate on assessment.
- Updated philosophy and guiding principles:
 - Consulting with registrants and Competence Committee (registrant volunteers) throughout process,
 - Emphasis on partnership between the college and registrants to create a shared vision of practice excellence.
- Program being designed to fit all stages of practice and all practice settings.
- Focuses on education, mentoring, and support throughout all stages of the Competence Program.

Changes already made to reinforce new philosophy:

- APA = will be exempt from selection for competence assessment for 5 years.
- More options for registrants who have been unsuccessful on 2 attempts.
 - Professional portfolio, with or without mentorship; mentorship; prescribed learning; OSCE; or an on-site visit to gather information to determine an appropriate learning option.

Improved Practice Supports:

- More PPCs (coaching in own practice sites, providing more follow up).
- Streamlined APA application process.
- Online pharmacy assessment and greater support for licensees throughout assessment.
- Expanding library of practice tools.
- The Systems Approach to Quality Assurance books and online presentations.
- Medication-Assisted Treatment for Opioid Dependence: Guidelines for Pharmacists and Pharmacy Technicians.
- Compounding, adapting, and prescribing algorithms and worksheets.

Registrar Eberhart indicated that the college will continue its efforts to facilitate dialogue across such a diverse profession and broad geography. Technology is now closing the gaps and ACP has consulted with registrants through: registrant surveys, formal consultations, regional meetings, webinars, input through Council, ACP committees, and hearing tribunals. ACP engages with the

public through public focus groups across the province, and our annual province-wide public awareness campaign.

4.2 Report from the President - President Moran stated that it had certainly been an exciting year to be President of the Alberta College of Pharmacists; an experience that she thoroughly enjoyed and a year that she was very proud to have been a part of. She spoke of her pride in this year's Annual Report and encouraged everyone to read it. President Moran noted that although Registrar Eberhart has mentioned a few milestones and accomplishments, she would like to share the progress that ACP has made with the competence program, as well as the work that has been done in addressing concerns about inducements.

Competence Program

ACP received quite a bit of feedback about the Competence Program last year and Council has devoted significant time and attention to updating the Program. Despite having a very high success rate (92% of pharmacists are successful on their first attempt of competence assessment); Council recognized that improvements needed to be made. President Moran was happy to report that:

- we've listened to this feedback;
- updated the philosophy and guiding principles of the program to ensure an emphasis on a culture of quality improvement; and,
- there have even been a few changes to the rules of the program implemented after our December Council meeting.

The first change was the removal of redundancy. Pharmacists who have received their Additional Prescribing Authorization will be exempt from selection for competence assessment for 5 years.

Secondly, new alternatives were introduced for the Competence Committee's consideration. For those who have not effectively demonstrated their competence on 2 successive attempts, the Competence Committee now has the option of considering alternatives other than referring for OSCE assessment. This provides more tools to be considered by the Competence Committee when looking at the most appropriate next steps.

The Competence Committee has been hard at work doing further review of the program, as well as the rules, and after Council's approval yesterday, more changes will be coming.

Inducements

The final highlight of the year is the work done to prohibit inducements. This is not a new topic in forums such as this, but ACP understands the issue better than ever before. Much research and analysis of this issue has been presented to Council to help guide the decision towards seeking to prohibit inducements, including a recent survey where 70% of pharmacists and pharmacy technicians asked ACP to prohibit inducements. Much of this information is now available on the ACP website. President Moran encouraged registrants to check out these resources.

There have been many discussions on the topic of inducements; not just around the Council table, or at the ACP office, but also through 2 webinars and 4 regional meetings held around the province last fall and then 2 additional webinars specifically dedicated to the topic of inducements this spring. Council recognized that it isn't always possible for everyone to travel to the sites of the regional meetings, so President Moran hoped the webinars are a good option for increasing access without the requirement to travel. ACP continues to look at the tools available for these events to make them more interactive for those registrants who wish to participate.

These events are only a few of the opportunities through which ACP has engaged with registrants on this topic. There have been many one-on-one discussions that Council members have had not only with registrants, but others as well. Discussions on this issue have not always been easy, but the mandate of the College is to govern pharmacy in a way that protects and best serves the public interest, as well as the integrity of our profession.

The prohibition on inducements is vital to creating practice environments where:

- care decisions are based solely on the best healthcare;
- the highest ethical standards are observed; and,
- outside influences are removed from the relationships between patients and pharmacy professionals and between pharmacists and other healthcare providers.

President Moran reminded registrants that as pharmacists become increasingly involved with care delivery, as opposed to the provision of medications, these changes to support collaborative care environments are that much more important.

Council has consistently been receiving advice on this topic over the last few months and remains committed to prohibiting inducements that are provided conditional on a patient being provided a drug or professional service by a pharmacist or a pharmacy technician. This is a complex issue and Council is diligent in their deliberations. Council will continue its work with Legal Counsel, and other experts, on how to best achieve prohibition in a manner that is effective and mitigates risk. We are also working to develop processes and tools to be used during a formal consultation period.

In closing, President Moran reiterated that this has been a very exciting year to lead this organization and she considers it a privilege to have done so. She encouraged pharmacists and pharmacy technicians to continue to be engaged in many of the issues and opportunities facing the profession. Not just by attending sessions similar to this, but also through their day to day practice and the way they live the change they want to see for our professions. President Moran expressed how she was encouraged by member participation in opportunities like our regional meetings and webinars and she thanked everyone once again for their attendance at the AGM.

President Moran called for a motion to accept the annual reports of the Alberta College of Pharmacists.

MOTION: that the annual reports of the Alberta College of Pharmacists be accepted.
Moved by **Kamal Dullat**/Seconded by **Anjali Acharya**/CARRIED

5. Report from the Resolutions Committee

5.1 Requirement to Maintain Membership In Pharmacy Advocacy Organization - President Moran introduced Kelly Olstad, Chairman of the Resolutions Committee. She called upon Mr. Olstad to present the report on behalf of the Committee. Chairman Olstad advised that the following single resolution had been received by the Committee:

Whereas:

One of the main principles of a pharmacist's code of ethics is to act as stewards of their profession; and

The code of ethics states that nurturing the profession is integral;

Therefore let it be resolved:

That ACP move to make participation and membership in one professional association (CSHP, RxA, CPhA, etc.) mandatory for licensure.

Mr. Olstad explained the process for deliberating and voting on the resolution. He invited sponsors of the resolution to speak to it. Discussion amongst voting members ensued about the possibility of re-wording the resolution. Voting members suggested numerous amendments to the resolutions and agreed to the following amendment:

Whereas:

One of the main principles of a pharmacist's code of ethics is to act as stewards of their profession; and

The code of ethics states that nurturing the profession is integral;

Therefore let it be resolved:

That ACP encourage membership in a professional organization of a registrant's choice by creating an option selection at the time of registration and annual permit renewal.

Chairman Olstad explained that the direction of members voting at the annual general meeting would be considered by Council at its next meeting. Council would ultimately determine the feasibility of implementing the direction provided through the resolution.

MOTION: that the amended resolution on the "Requirement to Maintain Membership In Pharmacy Advocacy Organization" be submitted to Council for approval.

Moved by **Kit Poon**/Seconded by **Hugo Leung**/CARRIED

6. **Open Forum** - President Moran advised registrants that this was an opportunity to discuss current and emerging issues within ACP's mandate. She reminded everyone that this was the Annual General Meeting of the college and therefore questions would only be considered in the context of the college's mandate. Questions to the President and Registrar were received and responded to.
7. **Installation of the President for the 2013-14 Council Year** - President Moran called upon Registrar Eberhart to conduct the installation of Kelly Olstad as President of the Alberta College of Pharmacists for the 2013-14 council year, to come into effect on July 1, 2013.

In his inaugural address, President Olstad expressed that it had been an honour to serve on ACP council and a privilege to be elected President. In his speech, he shared his hopes for the profession, and recounted his recent journey towards improved health losing weight with the "Insanity" program. He reflected on the lessons learned that apply to his personal and professional life.

His first attempt to improve his lifestyle through the program lasted only two days however it's not where the journey ended. Two years later with the same weight to lose, he remembered he still had the "Insanity" DVDs, and contemplated; "What would make it any more successful this time? Well, I remembered something the trainer kept saying over and over on the DVDs – 'Keep hitting play.'

The light bulb went on for me. I didn't have to change everything all at once. But, I HAD TO START. I had to 'keep hitting play.' My workouts didn't have to be perfect; I could just do my best to start and get better over time – as long as I 'kept hitting play.'

Once I figured that out, it worked. I lost 22 pounds.

'Keep hitting play'. That mantra came into my life through an exercise program, but it applies equally well to pharmacy. Today, I see how successful we can be in pharmacy if we all just 'keep hitting play' We have the framework in place for the most progressive, patient-centred pharmacy practice in Canada. Now we all need to 'keep hitting play' so we can competently and comfortably practice at a level that makes sure Albertans are getting the most comprehensive, accessible pharmacy care possible.

Let's look, for example, at faxing a patient prescription back to the original prescriber for renewal rather than renewing it at the pharmacy. Who is in the better position to help that patient at that time? When the patient is in front of us, there is opportunity for dialogue and education. We need to engage in that dialogue and play an active role in the care of that patient. If we don't, it's a disservice to that patient, the health system, and our profession.

One other thing I learned on my fitness journey is that there is never a "perfect moment." My two boys aren't getting any less busy. My job as the Director of Pharmacy Operations at the Royal Alex isn't slowing down. My wife still wants some of my time (thank goodness!) So, despite the challenges, at some point I just had to start.

We're at the same place in pharmacy. Yes, the economic situation is unsettled – and unsettling. Yes, healthcare in Alberta is turbulent. There are a million reasons to stick with the status quo. But none of them are as good as the reason for changing - we are professionals and our patients need – and deserve - the best we can offer.

We just need start. Pick one thing you'd like to change in practice, set a goal and a plan to get there, and keep hitting start. You have already heard from Registrar Eberhart about the many ways the college is making sure that the practice supports you need are in place. The college focus on quality improvement, the updated competence program, the pharmacy practice consultants, the education and practice resources – all of that is there to help you.

Council and the college have been - and will continue to – "keep hitting play" to make sure that all pharmacists and pharmacy technicians have the programs and tools they need to practice to the best of their ability and to ensure that Albertans get the best pharmacy care.

And now, as I embark on my term as president, I invite you to join me in pledging to "keep hitting play"- to step up, use the tools available, take ownership of our practices, and deliver the best pharmacy care to Albertans.

We have to remember that everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it. We have to live this.

Together, we can realize our potential as long as we just "keep hitting play."

8. Presentations

8.1 Past President's Award – Canadian Foundation for Pharmacy (CFP) – Dr, John Bachynsky presented the CFP Past President's Award to Kaye Moran.

8.2 Certificate of Honour – Registrar Eberhart presented the Certificate of Honour to Past President Kaye Moran on behalf of ACP.

8.3 Retiring Council Members – Kelly Olstad and Kaye Moran presented a plaque to retiring Council Members Anjli Acharya, Pat Matusko, and Ahmed Metwally.

8.4 APSA Past President's Award – Kelly Olstad presented the Alberta Pharmacy Students Association Past President Award to ken Soong.

9. Date and location of the 14th Annual General Meeting – The 14th Annual General Meeting of the Alberta College of Pharmacists will take place in Edmonton, Alberta, with a date to be determined.

9.1 Resolution of Appreciation - President Olstad read the Appreciation Resolution and attendees responded through applause. He extended thanks on behalf of Council to Registrar Eberhart

and ACP for their stewardship of the profession. He thanked Karen Mills and Leslie Ainslie for their efforts to ensure the success of ACP's 13th Annual General Meeting.

10. Adjournment – The meeting adjourned circa 1:58 p.m.

MOTION: that the Annual General Meeting be adjourned.

Moved by **Jeff Whissell**/Seconded by **Cathy Biggs**