

**MINUTES
COUNCIL MEETING
ALBERTA COLLEGE OF PHARMACY
April 4-5, 2019
Edmonton, Alberta**

1. Introduction

1.1 Call to Order

President Dyjur called the meeting to order at 8:00 a.m. He welcomed newly elected student representative Jadin Chahade and thanked outgoing student representative Kristen Farrell for joining this meeting to support her working group's contributions to council's generative discussions. Council expressed their appreciation for her insight and valuable contributions to council over the past year. President Dyjur observed the comments from the meeting evaluation and thanked all for their contributions to Council's discussion. Council reflected on Governance Policy GP-8 Conflict of Interest and President Dyjur reminded everyone to keep the policy front of mind during deliberations and to keep the "Conflict of Interest" form up to date. Past President Couldwell disclosed that he was sitting on the board of Roberston College; however, based on information on this agenda, it was agreed that this was not a conflict.

The business meeting of Council was held over two days. On Thursday April 4, the meeting adjourned at 4:45 p.m. President Dyjur reminded Council that the APEX Awards ceremony was that evening at the Mayfair Golf and Country Club from 5:30 – 9:30 p.m. On Friday April 5, the business meeting of Council reconvened at 8:00 a.m. and adjourned at 4:32 p.m.

1.2 Roll Call

Registrar Eberhart called the roll and identified the following individuals in attendance:

- District 1 – Peter Macek
- District 2 - Peter Eshenko
- District 3 – Fayaz Rajabali (President Elect)
- District 3 – Craig MacAlpine
- District 4 - Stan Dyjur (President)
- District 5 - Brad Couldwell (Past President)
- District 5 – Judi Parrott
- District A – Don Ridley
- District B - Dana Lyons (Executive Member at Large)
- Public Member - Irene Pfeiffer
- Public Member – Christine Maligec
- Public Member – Carmen Wyton

Non-Voting

- Jadin Chahade - Student Representative, Faculty of Pharmacy and Pharmaceutical Sciences
- Kristen Farrell – Outgoing Student Representative, Faculty of Pharmacy and Pharmaceutical Sciences

Absent

- Neal Davies – Dean, Faculty of Pharmacy and Pharmaceutical Sciences

Also in attendance:

- Greg Eberhart - Registrar
- Kaye Moran - Deputy Registrar
- Jeff Whissell - Deputy Registrar
- Lynn Paulitsch - Operations and Finance Director
- Leslie Ainslie - Executive Assistant
- Barry Strader - Communications Director
- Brian Woodward, Facilitator (April 4, 8:00 am–12:00 pm)
- Robyn Eeson, Auditor, KPMG LLP (April 4, 1:30-2:00 pm)
- ACP Directors: Jim Krempien, Shao Lee, Debbie Lee, Pam Timanson (April 4, 3:00-4:45 pm)

1.3 Invocation

Carmen Wyton read the invocation.

1.4 Adoption of the Agenda

1.4.1 Consent Agenda

Council reviewed the Consent Agenda material submitted under Agenda Items 1.4.1.1 and 1.4.1.2.

1.4.1.1 Policy Decisions

There were no policy decisions to report since the last meeting of council.

1.4.1.2 Reports for Information

Council received miscellaneous reports for information.

MOTION: to lift the issue of compounding from the Consent Agenda.
Moved by **Craig MacAlpine**/Seconded by **Fayaz Rajabali**/CARRIED

Councillor MacAlpine expressed concerns about conflicting communications delivered to prepare pharmacies implement the sterile compounding standards, specifically pertaining to risk assessment information that pharmacies receive from ACP's Practice Consultants. ACP has developed risk assessment algorithms to assist pharmacies. Risk needs to be assessed against many factors, including but not limited to the health status of pharmacy team members. Therefore, a simple algorithm cannot be provided. Council agreed that regulated pharmacy team members have a professional responsibility to use their critical thinking and critical assessment skills to conduct such assessments

MOTION: to lift the issue of IPG's from the Consent Agenda.
Moved by **Judi Parrott**/Seconded by **Christine Maligec**/CARRIED

Council agreed to discuss this further under *Agenda Item 3.4 - IPG Analysis of Alternatives for Ensuring Readiness to Practice.*

MOTION: to accept the Consent Agenda report presented by Registrar Eberhart.
Moved by **Brad Couldwell**/Seconded **Dana Lyons**/CARRIED

1.4.2 Additions to the Agenda

MOTION: to adopt the agenda as amended upon addition of *Agenda Item 4.3.5 Leadership Development Award*.

MOVED by **Brad Couldwell**/Seconded by **Irene Pfeiffer** /CARRIED

1.5 Minutes from Previous Meetings

1.5.1 Minutes – December 6-7, 2018

MOTION: to adopt minutes of the December 6-7, 2018 council meeting as presented.

Moved by **Fayaz Rajabali**/Seconded by **Peter Eshenko**/CARRIED

1.5.2 Minutes – December 19, 2018 Teleconference

MOTION: to adopt minutes of the December 19, 2018 teleconference meeting of council as presented.

Moved by **Dana Lyons**/Seconded by **Don Ridley**/CARRIED

1.53 Minutes – February 21, 2019 Teleconference

MOTION: to adopt minutes of the February 21, 2019 teleconference meeting of council as presented.

Moved by **Dana Lyons**/Seconded by **Christine Maligec**/CARRIED

1.6 Disposition of Directives

The Disposition of Directives was provided for information. President Dyjur invited questions; however, none arose.

MOTION: to accept the Disposition of Directives as information.

Moved by **Peter Macek**/Seconded by **Peter Eshenko**/CARRIED

1.7 In Camera - NIL

2. Generative

2.1 Conversations with the Future – Facilitated by Brian Woodward – Appendix 1

Brian Woodward facilitated a generative discussion with Council that focused on the next 7-10 years with a goal of identifying emerging trends that may impact individuals, our communities, our health system, and our professions while taking into consideration the role of the regulator forward through to 2025. The attached Appendix 1 provides a graphic of those environmental trends that Council reached consensus on. Each is plotted within a relative timeframe to illustrate those that may be impactful sooner than others.

3. Strategic

3.1 Ownership Linkage - Engagement with Albertans since Last Meeting

Council identified the importance of Council's engagement with the public and registrants. Council shared insights about their engagement with the public and registrants since our last meeting.

- Council shared inspiring examples of registrants providing excellent care in their communities; especially for the elderly.

- Most Albertans have not experienced the value of pharmacists or pharmacy technicians time and time again. Those that have are overwhelmingly impressed and they will continue to access that care and as a result, their health will improve.
- Pharmacy is a pillar of the community. We are part of the healthcare system. Every moment is an opportunity.
- Concern was raised about over prescribing of medications in general, not just narcotics.
- PrescribeIT continues to be a concern for pharmacy. At a workshop, a message from medicine was how “fast” the patient got their prescription which is a red flag that Council has raised with government time and time again.
- Minister’s opinion of pharmacy is that its just a money-making entity; the government is not accessible at all to pharmacy.
- The provincial election provides an opportunity for pharmacy to be involved with candidates. RxA facilitated sessions to empower pharmacists to engage with other pharmacists to meet with candidates from all parties.
- Will share “Vision” document with new government if elected.
- Lots of confusion exists about the proposed national pharmacare program versus our provincial program; and what is really being proposed.
- Need to encourage more pharmacy preceptors.
- Pharmacy students are finding jobs in other sectors because they aren’t paid enough to pay for tuition, or there just aren’t jobs available.

3.2 Reflection on Strategic Goals and Exploration of Emerging Issues Facing Pharmacy Practice

Registrar Eberhart provided an update on the status of priorities established for 2018, and the status of ACP’s 5-year goals for 2016-2020. Council began exploring issues facing pharmacy practice in Alberta over the next 1–5 years. Using ACP’s vision and mission statements and the six pillars of the Health Quality Matrix that define quality as a foundation, Council reflected on the issues submitted by individual Council Members in advance of the meeting. Council was divided into two working groups, each tasked with identifying common themes surrounding the issues they discussed. (Appendix 2)

2018 Priorities Update

- *Pilot pharmacy licensee education program* – A slight delay launching the pilot due to recruitment of the vendor. Piloting will occur in October 2019.
- *Develop, approve, and implement Version 1 of Standards for Using Point of Care Testing (POCT) in Pharmacy Practice* – development approved and came into effect January 1.
- *Approve new standards for Compounding Non-Sterile Preparations, establish dates for all compounding standards to fully come into effect, and affirm monitoring and inspection processes to support quality assurance of these* – Standards approved and preparation for implementation and compliance is under way.
- *Implement Merlin to accommodate pharmacy technician renewal in January 2019* – ACP has hired an PMP certified project manager to facilitate the “Merlin Re-ignition” project will employ PMI standards for project management. He will develop realistic schedule in full collaboration with stakeholders, implementation partners and vendors. Timelines will be communicated as they become known.
- *Develop DRAFT “tenets for professionalism” and engage in discussion with registrants, stakeholders, and the public* – Will incorporate feedback into documents, and incorporate language from tenets in standards and work of the college.

- Pilot a “practice improvement” component to our Competence Program to facilitate improvement required by individuals identified by the Competence Committee – ACP’s Competence Director Pam Timanson has facilitated an onsite evaluation to build capacity.
- Negotiate, plan, and facilitate expansion to larger office space to accommodate administrative needs – Renovations and or construction is underway and will be facilitated in four phases, with a target completion date about the third week of June 2019.

3.3 Panel Discussions with Program Directors

Program directors from ACP’s four program areas of registration, competence, professional practice, and complaints, joined Council for a panel discussion to provide an environmental scan of what is being experienced across ACP’s programs, reflect on achievements, and discuss trends observed within their program area to identify competence, performance, behavioral gaps or issues that Council should be aware of when considering its priorities and strategic goals.

Some key observations arising from each discussion included:

- Registration and licensing statistics:
 - Large increase in the number of applicants to the provisional pharmacy technician register (142% increase; 67 to 162)
 - Decrease in the number of new pharmacists (529 to 481)
 - Continued increase in the number of internationally trained graduates (62% of new pharmacists in 2018; 299/481), with a substantial decrease in the number of IPGs applying to the provisional pharmacist register (46% decrease; 366 to 198 IPGs)
 - Continue to see large # of pharmacists moving to an inactive status (25% increase in pharmacists who chose not to renew; 224 to 280)
- Registration Initiatives and Trending:
 - Newly implemented policies: require PEBC:MCQ prior to applying to the provisional register, and assessing currency of PEBC certification date
 - ACP is developing licensee and proprietor education programs
 - A pharmacy cannot provide pharmacy services until all foundational and regulatory requirements are met to support patient safety and quality of patient care. Gaps identified subsequent to implementation of guidance document for opening a community pharmacy:
 - Lack of clarity and understanding of the role of a licensee or proprietor, pharmacy standards and requirements, and the licensure application process
 - Limited resources and information available to licensees and proprietors about their role, responsibilities, expectations, and the application process
 - Pharmacy models of care are evolving and expanding beyond the traditional pharmacy and often do not correlate with existing license frameworks defined in legislation and standards
 - Future consideration for Council and ACP... what is a pharmacy?
 - Deadline for pharmacy renewals is May 31, 2019
- Competence - Continuing Competence Programs (CCP):
 - CCP implementation and learning record forms revised in response to registrant feedback
 - The webinar process was revised, proving successful (for Category 3’s and repeat Category 2’s); our ‘unofficial audit’ of webinar participants shows sustainment

- Pharmacy practice visit process for pharmacists has worked well; now creating the same framework for pharmacy technicians
- Planning an electronic Additional Prescribing Authorization (APA) application process
- Competence Initiatives and Trending:
 - Secured a vendor for the Licensee and Proprietor's Agent Education Program
 - Consistent CCP audit results for pharmacists; pharmacy technicians, in year two
 - Utilizing the Peer Coach framework to support registrants in Category 3 and 4 of the CCP
 - Received valuable feedback on the documentation chapters and have made them publicly available
 - CCP audit results for pharmacists are consistent
 - Pharmacy technicians CCP audit results following similar trend
 - Majority of registrants in webinars are successful in subsequent audit
 - Currently evaluating registrants who are in Category 3 or 4; looking at ways to support them further through practice improvement initiatives
 - APA results show an upward trend in the number of applications; consistent success rates
 - There is a lack of engagement/accountability of some registrants, often "chasing" information (i.e.: one sentence on a Learning Record).
 - Need to develop preceptor training
 - Need to perform data analytics for identifying and supporting registrants at risk
 - A thorough review of the APA policies would be beneficial
- Professional Practice – supported by the professional practice department, the role of ACP's Pharmacy Practice Consultant is to:
 - Perform assessments
 - Perform inspections
 - Quality Improvement through:
 - Influencing by addressing motivations and abilities, and
 - Academic detailing using "Chat, Check and Chart" and assessing Vital Behaviors (80/20 rule)
 - Quality Assurance
 - Pharmacies are assessed every 2.5 to 3 years
 - Performed 1564 pharmacy assessments in 2018
 - Changes and Enhancements to practice include:
 - Performing pre-opening inspections on behalf of the registration department
 - Performing sterile compounding assessments
 - Non-sterile compounding assessments
- Professional Practice Initiatives, Trending and Future Policy Considerations
 - Increased compliance with vital behaviors
 - Incremental improvements in patient assessment observing more appropriate patient assessments and documentation however a lack of monitoring patients remains high
 - Pharmacies must have real time integration with Netcare
 - Improvement in opioid assessments through the implementation of ACP's guidelines
 - Supporting implementation of compounding standards through compounding training and pilots.
 - Supporting pharmacists' knowledge and preparation for implementation of non-sterile compounding standards.
 - There is an increased appraisal of evidence for decision making.
- Professional Practice Future Policy Considerations

- Comprehensive drug error management and reporting
- Education on application of legislation and standards in practice
- Continued implementation of sterile and nonsterile compounding standards
- Complaints Statistics:
 - Complaints Resolution Statistics for 2018: 798 complaints received; of those 73 were formal complaints and 725 were “Issues of Public Concern” (IPC). IPCs are those resolved through a customer service approach. More serious complaints are formally investigated by the Complaints Department.
 - The majority of complaints range from issues with pharmacy management and operations, conduct of pharmacy team, drug errors and competency.
 - Of the 73 formal complaints, 42 were resolved by ACP’s complaints director, 13 were referred to a hearing tribunal, and others are still under investigation or referred to an alternative complaint committee.
 - ACP conducted 11 hearings in 2018, with one matter going before the Complaints Review Committee
- Complaints Trending and Policy Considerations
 - There is a disproportionate number of International Pharmacy Graduates contributing to the complaint’s files.
 - Consideration to levying a fee for those practicing without insurance, as to proceed to a hearing for these matters is resource intensive.

3.4 IPG – Analysis of Alternatives for Ensuring Readiness to Practice

Observations related to IPG’s in Alberta over the past three - four years include:

- IPG’s require substantive “effort” from our registration team to support their success,
- a high number of IPG candidates pursue registration on the clinical register then transfer to other provinces,
- a high number of IPG’s are correlated with inordinate increases in the number of new pharmacies opening, and further, by an inordinate number that are closing; and,
- There is a disproportionate number of formal complaints received about the professional conduct of IPG’s.

In response to these observations, Council considered policy alternatives presented by Deputy Registrar Moran to better prepare and evaluate International Pharmacy Graduates (IPGs) for entry to practice in Alberta. The alternatives included short, mid, and long-term initiatives as many require substantive investment in time and human resources. Gaps determining the readiness of IPG’s to successfully practice in Alberta can be described at a high level as:

- Language and fluency barriers – questions have arisen about our confidence in international fluency testing services, ranging from what is evaluated, the level at which it is evaluated, and the consistency in which it is evaluated (depending on testing location).
- Knowledge and skills – while candidates have been able to demonstrate knowledge important to pharmacist practice, are they truly able to apply it in the context of pharmacy practice in Alberta. This is substantively related to translating knowledge into practice, and their ability to use critical thinking skills to make patient specific decisions.
- Culture, ethics, and understanding of Alberta’s health system – many candidates have been educated in a culture where the role of pharmacists is to dispense drugs based on the clinical decision of another prescriber. They lack cultural and ethical understanding of their responsibility to act in the best interest of patients, and particularly to apply evidence, ethics and critical thinking to make decisions about appropriate drug therapy.

These descriptors require further analysis to assist in better understanding a prioritized approach to resolving these challenges. It is likely that multiple strategies are required, and it is important that ACP better understand the potential of each alternative, prior to committing to any. “Potential” requires consideration of legality, time, cost (financial and human), and assessment of what the impact may be.

It is abundantly clear that ACP needs to dedicate resources in its next strategic plan to Entry to Practice initiatives including SPT. Investment in our SPT programs includes but is not limited to standardizing and supporting preceptors and training sites, and to build improved evaluation into experiential learning.

Upon receiving the presentation and considering the alternatives presented, Council felt that the following six may have the greatest potential, understanding that each served a different purpose and would have different potential:

- Enhancement to the SPT Program including the standardization of preceptors,
- Require that language proficiency only be conducted in Canada,
- Enhance and standardize evaluation within the SPT program,
- Review and establish Academic Requirements,
- Restrict Access to those registered in other jurisdictions, who have been unsuccessful on the PEBC Qualifying Exam, and
- Review the competencies required at Entry to Practice and the level at which they must be demonstrated. Are there competencies that Canadian graduates are not evaluated on, that IPG’s should be evaluated for?

ACP Administration was requested to conduct further analysis to support continuation of this discussion at the next council meeting.

3.5 Bill 21 An Act to Protect Patients - Update and Discussion about Implementation Initiatives

Registrar Eberhart briefed Council about ACP’s readiness to comply with the requirements of Bill 21, *An Act to Protect Patients*. ACP’s complaints department has identified a psychologist to investigate complaints. ACP will collaborate with other health professions to develop a Patient Relations Program, required by each regulator. The program will include a fund to provide treatment or counselling to patients affected by sexual abuse or misconduct by pharmacy professionals. The government requires funding of at least \$22,500 per individual, based on 160 of counselling service. Homewood Health will take care of administration of the fund on behalf of the College. Although ACP will remain removed from administering the program, the College will receive quarterly reports. Under the Legislation, Council will be required to attend trauma training. Registrar Eberhart will arrange training for Council at the during the June council meeting.

3.6 Appointment of Panel of Council to Review Decision of Competence Committee

3.6.1 Appointment of Panel of Council to Review Case #30898

The Registrar received a request for Council to review a decision of ACP’s Competence Committee (Case Number 30898). The registrant was prescribed conditions and as a result wants the decision reviewed by Council. Council was asked to appoint a Panel of Council to review the decision. In accordance of with the rules of the Continued Competence Program, the Panel may support the committee’s decision, refer the matter back to the Competence

Committee, or change the decision of Committee. The Panel of Council must convene by May 12, 2019.

MOTION: to appoint the following Panel of Council to review the decision in the matter of Competence Committee Case Number 30898.

- Fayaz Rajabali – Chair
- Don Ridley – Pharmacy Technician
- Christie Maligec – Public Member
- Stan Dyjur – As an alternate

Moved by **Peter Eshenko**/Seconded by **Judi Parrott**/CARRIED

3.7 Approval of Standards for Consultation

3.7.1 Amendment to Standards for Laboratory and Point of Care Testing

The provincial chief medical officer of health requested that ACP consider amendment to the “Standards for Laboratory and Point of Care Testing” to better clarify reporting requirements for communicable diseases. Council reviewed and approved the DRAFT amendments to the standards for the purpose of a 60 day consultation.

MOTION: to approve the proposed amendments to the “Standards for Laboratory and Point of Care Testing”, for the purpose of a 60-day consultation.

Moved by **Brad Couldwell**/Seconded by **Dana Lyons**/CARRIED

3.7.2 DRAFT Standard for Restricted Activity of “Inserting Fingers or Devices beyond the Labia Majora or Anal Verge (Reference s16(1)(d) Pharmacists and Pharmacy Technicians Regulation)

Pharmacists are permitted to perform the restricted activities of inserting fingers or devices beyond the labia majora or anal verge, both established in the *Government Organization Act*. These authorities were originally pursued to accommodate emergency situations should other authorized health professionals not be available. Standards to support these activities were never established. Council reviewed and approved DRAFT standards for the purpose of a 60 day consultation with amendment to delete “18.1” at the beginning of the section on Application of the Standard.

MOTION: to approve standards for the “restricted activity of “Inserting Fingers or Devices beyond the Labia Majora or Anal Verge” for the purpose of a 60 day consultation.

Moved by **Don Ridley**/Seconded **Craig McAlpine**/CARRIED

3.7.3 DRAFT Standard for Defining “emergency”

The term “emergency” is addressed multiple times in our standards and in regulation, however ACP has not defined emergency. A DRAFT definition is proposed to be used in context with, and during interpretation of our standards. “Emergency” will be inserted into the standards for Pharmacists and Pharmacy Technicians in the definitions. Council approved the DRAFT standards for the purpose of a 60 day consultation.

MOTION: to approve the DRAFT standard defining the term “emergency” for the purpose of a 60 day consultation.

Moved by **Peter Eshenko**/Seconded by **Christine Maligec**/CARRIED

3.8 Amendments to Federal Legislation – Canada Gazette Part 1

The Federal Government provided notice about its proposal to *amend the* Narcotic Control Regulations, *the* Benzodiazepines and Other Targeted Substances Regulations and *the* Food and Drug Regulations — *Part G to modernize regulations with respect to pharmacists*. Council discussed and provided direction about the nature of amendments that it would like considered by Health Canada.

- The destruction of narcotics in a hospital setting may be performed by pharmacy technicians however there must be two health professionals present.
- There is no concern with pharmacy technicians ordering narcotics for the pharmacy.
- Ordering, receiving, and accounting policies and need to be address systemically.

ACP will forward these comments to NAPRA to be incorporated into the national submission.

4. Fiduciary

4 1. Governance Policy Review for Compliance

4.1.1 Executive Limitations Policies (EL)

Reports from Registrar Eberhart were provided for the following Executive Limitation policies.

4.1.1.1 Policy E (Mega-End) – 2018 Annual Report

The Annual Report reflects the business undertaken by the College in 2018, and summarizes its achievements including the reporting required through the *Health Professions Act* and Policy E, the Mega-End policy of Council. The Annual Report is Council’s report to the public, registrants, stakeholders, partners, and government; about the business of the College in 2018. Copies of the report must be presented to the Minister of Health for tabling in the Alberta Legislature. Council reviewed the Annual Report and observed that the content was excellent, however Council asked about incorporating statistics about pharmacist services such as:

- Flu vaccines for children between 5-8 years of age
- Pneumococcal vaccines and TDapt vaccines for pregnant women
- Number of naloxone kits dispensed by pharmacies
- Number of chronic disease care plan prepared by pharmacists (340,000)
- Number of new prescriptions filled
- On page 11 perhaps add statistics around “access to care” or “continuity of care”.
- Access and dispensing of Mifegymiso

Caution was expressed that this type of data was more advocacy oriented, and possibly more reflective of government policy, as compared to reflecting the business of the College. The Registrar agreed to reflect on this and discuss it with the communications and professional practice teams to determine what may be feasible to amend.

MOTION: to approve the 2018 Annual Report, subject to encouraging the Registrar to reflect on the feasibility of incorporating more statistics about services that pharmacist offered.

Moved by **Dana Lyons**/Seconded by **Christine Maligec**/CARRIED

4.1.1.2 EL-4 Financial Condition – External Review (Closed Meeting)

Council reviewed the audited financial report from ACP's external auditors KPMG, for the year ending December 31, 2018. Robyn Eeson from KPMG presented the external financial report to Council and responded to questions from Council Members.

MOTION: to approve the external audited financial report for the fiscal year ending December 31, 2018.

Moved by **Peter Eshenko**/Seconded by **Christine Maligec**/CARRIED

4.1.1.3 EL-4 Financial Condition, Internal

Council received internal Financial Statements and Statement of Variances for the month ending March 31, 2019.

MOTION: that the Registrar's compliance report on EL-4 Financial Condition of the College be approved.

Moved by **Brad Couldwell**/Seconded by **Christine Maligec**/CARRIED

4.1.2 Governance Policies (GP)

Governance Policies (GP policies) define how Council conducts itself. Council reviewed the following governance policies, reflecting on its compliance with each policy.

4.1.2.1 GP-1 Governance Process

MOTION: that Council is in compliance with governance policy GP-1 Governance Process.

Moved by **Fayaz Rajabali**/Seconded by **Judi Parrott**/CARRIED

4.1.2.2 GP-10 Linkage with Other Organizations

MOTION: that Council is in compliance with governance policy GP-10 Linkage with Other Organizations.

Moved by **Craig MacAlpine**/Seconded by **Irene Pfeiffer**/CARRIED

4.1.2.3 GP-11 Council Planning/Agenda Control

MOTION: that Council is in compliance with governance policy GP-11 Council Planning and Agenda Control.

Moved by **Brad Couldwell**/Seconded by **Christine Maligec**/CARRIED

4.1.2.4 GP-12 Handling of Operational Complaints

MOTION: that Council is in compliance with governance policy GP-12 Handling of Operational Complaints.

Moved by **Fayaz Rajabali**/Seconded by **Don Ridley**/CARRIED

4.2 Governance Committee Report

4.2.1 Executive Limitations (EL) Policies for Review and Amendment

Consistent with the its review of the Ends, Governance, and Council-Registrar policies, the Governance Committee reflected on the principles of the Carver Model of Governance as a foundation for its review. The Committee's goals were to ensure that the Executive Limitations (EL) policies were current, relevant, and "as a whole" clear. The recommendations of the Committee were that Council approve the proposed amendments to the EL policies. In addition, the Committee made the following supplementary observations and recommendations:

- That development opportunities be researched to support the president-elect in preparing for their term as president;
- That compliance reporting be used as a means of continually educating council members about governance policies, as well as a means of reflecting and validating the recent amendments that have been made;
- That an introduction to the governance policies be included as part of orientation of new council members; and,
- That Council invest more of its time on deliberating generative and strategic issues.
- That the Governance Committee remain standing until December 31, 2019 pending identification of any unanticipated business within its mandate; at which time it shall be dissolved, and a new committee appointed in its stead no later than January 1, 2023 (3 years).

MOTION: to approve amendments to the Executive Limitations (EL) policies as recommended by the Governance Committee.

Moved by **Dana Lyons**/Seconded by **Carmen Wyton**/CARRIED

MOTION: that the Governance Committee remain standing until December 31, 2019 pending identification of any unanticipated business within its mandate; at which time it shall be dissolved, and a new committee appointed in its stead no later than January 1, 2023.

Moved by **Judi Parrott**/Seconded by **Christine Maligec**/CARRIED

4.2.2 Bylaw Review

The Governance Committee completed its comprehensive review of ACP's bylaws; addressing any redundancy and to ensure the bylaws are current and relevant to the future. Further recommendations for amendment were proposed to accommodate requirements of Bill 21, *An Act to Protect Patients*, and amendments to Schedule A to accommodate "Decision Review Fees" regardless of where the decision originates (HPA, PDA or the Registrar). Prior to consultation, Registrar Eberhart will seek legal advice if guidelines for rules and processes for campaigning during council elections should be in the bylaws or within Council's governance policies.

MOTION: to approve the proposed amendments to ACP's bylaws for the purpose of a 60 day consultation, including amendments to schedule A.

Moved by **Irene Pfeiffer**/Seconded by **Peter Macek**/CARRIED

MOTION: to accept the reports from the Governance Committee.

Moved by **Dana Lyons**/Seconded by **Don Ridley**/CARRIED

4.2.3 Fees Proposed Requiring Consultation with Voting Members

The *Pharmacy and Drug Act* does not provide bylaw making authority to allow Council to establish new fees related to business under the Act, therefore to implement new fees, consultation with registrants is required. Registrar Eberhart presented a slate of new fees. Council approved the new fees for the purpose of a 60 day consultation under *Agenda Item 4.2.2 – Bylaw Review*.

4.3 Business of Council

4.3.1 Review of Council's Values

In December, Council reflected on its value statements and identified the following words as priorities and requested that Registrar Eberhart work through the Executive Committee to add context to each of the following statements:

- **Accountability** – we fulfil our legislated mandate through good governance behaviours
- **Integrity** – we are honest and demonstrate ethical decision making and conduct,
- **Respect** – we invite diverse perspectives, seek to understand, and are non-judgemental
- **Relationships** – we pursue trust with others, knowing that we can be more successful collectively than independently.
- **Professionalism** – we demonstrate ACP's tenets of professionalism in fulfilling our governance and leadership responsibilities.
- **Transparency** – our deliberations and decisions are publicly available and accessible
- **Innovation** – we invite creative ideas and solutions that transform today's problems into tomorrow's successes.

After reviewing the DRAFT contextual statements, the Executive Committee requested that external insight be sought about whether these were “reasonably similar” to those of other organizations having a similar mandate while understanding that the value statements must be very subjective to ACP and Council; not our professions. Registrar Eberhart briefed Council on feedback that was received. Council further reviewed the value statements and sought amendments as follows:

- Remove “Innovation”
- Remove “Relationships” (relationships are important but is it a value?)
- Keep “Integrity”, “Respect”, “Transparency” and “Accountability”.

Council considered adding “Trust” but agreed that Trust is evidenced over time and, broken in a moment. After further deliberations, Council questioned if these are the right core values, have we portrayed them in the correct context and questioned whether there were others that should be considered? Council asked that Registrar Eberhart arrange for a facilitated discussion to assist in finalizing the value statements keeping in mind the role of ACP as a regulatory body, and the Mission and Vision of the College.

At conclusion of this discussion, there was reasonable consensus of the following value statements:

- **Integrity** – we are honest and demonstrate ethical decision-making and conduct
- **Respect** – we invite diverse perspectives, seek to understand, and are non-judgemental
- **Transparency** – our deliberations and decisions are publicly available and accessible
- **Accountability** – we fulfil our legislated mandate by demonstrating good governance practices
- Other - ??? (limit to a single most important one)

4.3.2 **Nominating Committee Report, Election of Executive Committee Members**

On behalf of the Nominating Committee, President Dyjur presented its report to Council for the election of a President-elect and Executive Member at Large for the 2019-2020 council term. The Committee polled the interest of all Council Members prior to making their recommendations therefore nominations from the floor were not sought.

The following names were submitted by the Nominating Committee for the position of President-elect: Irene Pfeiffer (Public Member) and Dana Lyons (Councillor for District B-Southern Alberta). The Committee also recommended that the candidate receiving the least number of votes for the position of President-Elect be appointed to the position of Executive-Member-at-Large for the 2019-2020 council term. The Committee considered the following criteria to support their slate of nominees: leadership experience, readiness, insights to the professions, and succession planning.

MOTION: to accept the report of the Nominating Committee for election of the President-elect and Executive-Member-at-Large, for the 2019-2020 council term.

Moved by **Peter Macek**/Seconded by **Don Ridley**/CARRIED.

Abstained: Irene Pfeiffer, Dana Lyons

Candidates were invited to address Council prior to an election being held through secret ballot for the position of President-elect. Registrar Eberhart served as returning officer.

MOTION: that Dana Lyons be appointed as President-elect for the 2019-2020 council term effective July 1, 2019.

Moved by **Brad Couldwell**/Seconded by **Don Ridley**/CARRIED

Abstained: Irene Pfeiffer , Dana Lyons

MOTION: that Irene Pfeiffer be appointed as Executive Member at Large for the 2019-2020 council term effective July 1, 2019.

Moved by **Christine Maligec**/Seconded by **Peter Macek**/CARRIED

Abstained: Irene Pfeiffer

4.3.3 **Appointment of Chairperson and Vice-chair to Competence Committee for the 2019-2020 council term**

Registrar Eberhart recommended that Loren Voice be re-appointed to the Competence Committee for a second three-year term; and that Cheryl Harten be reappointed for a single year, despite having completed two terms, so as to support transition. He further recommended that Loren Voice be appointed Chair of the Competence Committee for a two-year term, between July 1, 2019 – June 30, 2021, and that Cheryl Harten be appointed Vice Chair of the Competence Committee during 2019-20.

MOTION: that Loren Voice be re-appointed for a second three-year term on the Competence Committee and that Cheryl Harten be re-appointed for an additional one-year term. Further, that Loren Voice be appointed Chair of the Competence Committee for two years, extending between July 1, 2019-June 30, 2021 and that Cheryl Harten be appointed Vice Chair of the Competence Committee for the 2019-20 council year.

Moved by **Peter Macek**/Seconded by **Judi Parrott**/CARRIED

4.3.4 Nominating Committee Terms of Reference

The Nominating Committee recommended amendments to its Term of Reference, for improved clarity. Although amendment was suggested at table, Council approved the amended Terms of Reference as presented.

MOTION: to approved amendments to the Nominating Committee's Terms of Reference as presented.

Moved by **Peter Macek**/Seconded by **Peter Eshenko**/CARRIED

4.3.5 Leadership Development Award

The Executive Committee met with the three applicants for the Leadership Development Awards and recommended that Dillon Lee be the recipient of the 2019 Leadership Development Award. The award will be presented at the Celebration of Leadership/Installation of the President reception to be held the evening of June 11, 2019, in Calgary.

MOTION: to approve the recommendations of the Executive Committee that Dillon Lee receive the 2019 Leadership Development Award.

Moved by **Irene Pfeifer**/Seconded by **Christine Maligec**/CARRIED

5. Evaluation of Meeting

Council reflected on Council's and their personal performance at this meeting. Time will be allocated to discuss what went well, and what we could improve upon next year. Student Representative Kristin Farrell provided a report from the Alberta Pharmacy Student's Association (APSA). She spoke about pharmacy awareness month with public messaging about "what can your pharmacy do for you?", she shared that the Faculty's removal of the fall break was not well accepted, however the Faculty heard the concerns and agreed to a facilitate a "Mental Health Day" instead of a week fall break. She encouraged Council to visit APSA's website at "myapsa.ca". With elections complete, this was Ms. Farrell's last council meeting. See Appendix 3 for her full report.

5.1 Self-Evaluation of Council Performance at this Meeting

President Dyjur reminded Council Members to complete the electronic meeting survey for collation and review at its next council meeting. Council will receive an email from Leslie Ainslie immediately following the meeting providing access to the electronic meeting evaluation form. He thanked Council for including their written comments supporting their evaluations.

5.2 Summary of Results for the December 6-7, 2018 Council Meeting

A summary of the December 2018 council meeting evaluations was circulated as information.

6. Adjournment

6.1 Forthcoming Events and Council Meeting Dates

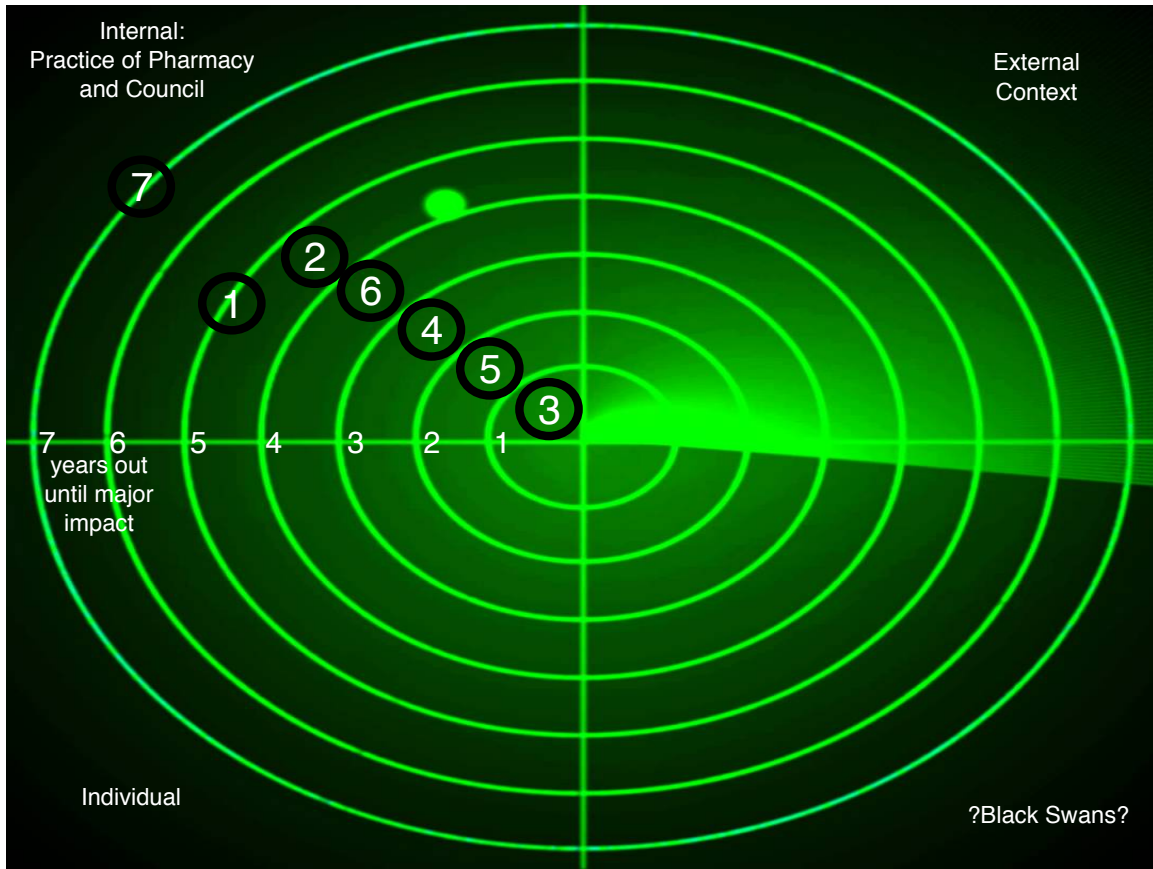
- June 10-11, 2019 – Council Meeting, Calgary
- June 11, 2019 - Celebration of Leadership and Installation of President, Calgary
- June 11-13, 2019 – Leadership Forum, Calgary
- September 18-20, 2019 – Council Meeting and Board Development, Banff
- December 11-12, 2019 - Council Meeting, Edmonton

6.2 Adjournment

Registrar Eberhart shared that Council will meet in early May to review the Honorary Life Membership nominations. The meeting will be facilitated by eBallot or through teleconference.

The meeting was adjourned circa 4:33 p.m.

Moved by **Irene Pfeiffer**



Drivers

1. Erosion of Trust in Institutions.
2. Balance between Quality and Sustainability (Funding-Based/ Outcome-Based Budgeting).
3. Population Increase, Demographics, Immigration, Dispersion, Values, Beliefs.
4. Privacy vs. Service/Participation.
5. Safety and Cyber Security.
6. Advanced Manufacturing/Efficiencies, On-Line Distribution/Centralization (Care at a Distance), Automation, Virtual Reality.
7. Artificial Intelligence, Augmented Reality.

*Note: Individual 'Drivers' (1-7) may also be placed in other quadrants (except the lower right)

Current Issues Facing Pharmacy Practice and ACP (DRAFT April 2018)

In February 2019 all council members were asked to identify the three largest issues facing pharmacy practice in Alberta and ACP, with a view to the next 1-5 years. A collation of the feedback received is appended separately.

At the April council meeting, council members and administrative leaders were divided into two groups and challenged to identify themes in the submissions received. A DRAFT version of these themes follows. These will be vetted by council for accuracy in advance of the June council meeting.

In June, we are requesting a facilitated discussion to further explore these themes, with a goal of better understanding what the real issues/problems are. Better understanding of what the real issues/problems are will serve as a foundation for strategic planning, to begin this fall.

In June, our goal is not to prioritize the issues/problems; however, to better define/understand them. For example, some of the stated problems, might be short term tactics, that are means to a larger problem, and may unto themselves not be the best solution, or at best might be amongst many tactics to address a larger more apparent problem.

We would like to better understand the problems in the context of the public, the professions ACP regulates, and ACP itself. Problems/issues should be stated in context with ACP's mission, so that ACP has authority to take ownership for them and be able to act on them. Said differently, problems that are not directly related to ACP's mandate fall out of scope.

DRAFT Themes Identified by Council

Group 1

- Consistent practice
 - Assessment
- Minimum standards
 - Understanding standards
 - Pharmacist, pharmacy technician, pharmacy
- Consistent care
- Owning your practice - accountability
- Human resources -leadership
 - IPG's
 - Unregulated persons
 - Ownership/proprietorship
- Interjurisdictional
 - Access and contribution to patient records
 - Intergovernmental relationships
- Outside influence
 - Relationships
- Professionalism, engagement, culture

Group 2

- Clear expectations
 - Exercising responsibility
- Workflow management

- Pharmacy workforce
 - Including but not limited to “what is a pharmacist” and “what is a pharmacy technician”
 - Other pharmacy team members?
- What is a pharmacy?
- Entry to practice
 - Structured practical training
- Practice development
- Pharmacy ownership
- Education of pharmacists and pharmacy technicians
- Access to drugs/care
 - Mail order
 - Pharmacare
- What do we feel comfortable with as a regulatory body
 - Top end
 - Bottom end
 - Outliers

External:

- Patient expectations
- Lack of confidence

APSA Report:

- We have been able to improve negotiations with faculty to reallocate where that Market Modifier Fund (MMF) money goes through a memorandum of understanding between faculty and APSA. These negotiations are a step in the right direction for improving APSA's relationship with the Faculty and meet the needs of students. These negotiations will continue this coming year as well.
- This year the faculty was required to readjust scheduling for accreditation purposes and proposed removing the Fall break for the upcoming classes. The class of 2022 had voted with over 90% turnout to oppose the removal of fall break in favour of starting the school year 1 week earlier and the issue was taken to general faculties council after that. Despite APSA's advocacy for keeping the Fall break, the PharmD cohort will no longer have fall break.
- PAM this year was a huge success with events held at almost every lunch hour. We also created the "What your pharmacist can do for you" video which has received great feedback. The link to that video is here —> <https://youtu.be/Tqlpenqxeck>
- Our elections are now complete with the exception of a couple positions. There was excellent participation from the class of 2021 and huge voter turnout from the entire student body (Pharmacy student had the most voter turnout on campus out of all the faculties)
- This year each councillor will complete a progress report that will be posted on the APSA website if you are interested in seeing what members have been up to over the past year.