

alberta college of
pharmacists



acp news

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Meet ACP's new Professional Practice Director

Her job description says she, "develops, implements, and maintains methodologies and strategies to monitor, support, and improve pharmacist and pharmacy technician practice." Who is the dynamo about to take on this newly created role and what does she really plan to do?

Recently, Shao Lee became ACP's first Professional Practice Director. The role was created to provide increased support to pharmacists in shifting their primary role from dispensing to pharmaceutical care. Shao is a wonderful fit for this role. She has a passion for educating others and for ensuring systems are in place to allow people to employ their knowledge most efficiently and effectively.

"I chose pharmacy because I've always wanted to help patients with medication therapy management. I'm choosing to work in administration because I see the potential there to implement ideas to have a broader reach. I'm excited about this chance to work with the team at ACP and focus on continuous improvement in practice. I'm going to be looking at the new practice framework that has developed in Alberta over the last couple of years. We'll develop performance objectives and benchmarks for practice, look at what operations are in place in pharmacies now, and come up with processes and education to help us reach our goals."

Welcome Shao!

safe
effective
responsible
pharmacist practice

acpnews is published four times per year by the Alberta College of Pharmacists. Send submissions for publication to:

Karen Mills, Communications Leader
karen.mills@pharmacists.ab.ca

The deadline for submissions for the Winter 2010 issue is November 24, 2009. Information about content and length of articles can be obtained from Karen.

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Council members can be reached by email via our website at pharmacists.ab.ca under *About ACP/ Council*, or by using the search feature to locate them by name.

Staff Directory

All staff are available at 780-990-0321 or 1-877-227-3838 or by fax at 780-990-0328.

Their email addresses are available on our website at pharmacists.ab.ca under *Contact Us*.

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Vic Kalinka

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Registry Leader: Linda Hagen
Communications Leader: Karen Mills

Notes from the President



Merv Bashforth

Thank you and farewell to Catherine McCann

Due to unforeseen circumstances, District 3 ACP councillor Catherine McCann has had to resign her post on council. Catherine was due to finish her second three-year term in May 2010. Council will discuss the feasibility of a special election to fill this vacancy for the remaining seven months of the term at their Oct. 7 meeting.

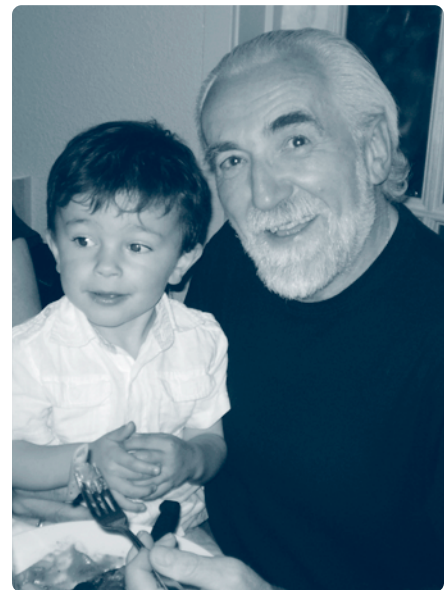
"Cathy's contributions to council were invaluable," says ACP president Merv Bashforth. "Her experience with policy development and organizational procedure was so helpful to council deliberations. We will also really miss her ability to quickly get to the root of an issue, her considered opinions, and her great sense of humour."

Thank you for serving your profession so well Cathy.

Franco Pasutto awarded ACP Honourary Membership

"My own family... Betrayed by my own family!" That was Franco Pasutto's reaction upon realizing he had been set up as the guest of honour at a surprise dinner to celebrate the culmination of his ten years as Dean of the U of A's Faculty of Pharmacy and Pharmaceutical Sciences. Luckily, the twinkle in his eyes let his family know they weren't going to have to pay (too much) for their part in the con.

With colleagues from a variety of organizations in attendance, the evening was a time to acknowledge the many contributions Dr. Pasutto made to pharmacy in Alberta. Under his leadership as dean, the Faculty maintained the top track record in Canada of students' success in the national pharmacy exams; increased the faculty's financial foundation; enhanced and expanded undergraduate, graduate and



Franco and his grandson enjoy the evening.



continuing education programs; recruited outstanding clinical and scientific staff and partnered with the Alberta College of Pharmacists to secure prescribing rights for Alberta pharmacists—a first in Canada.

In recognition of his outstanding work on behalf of pharmacists in Alberta, ACP presented Dr. Pasutto with its most prestigious honour: an ACP Honourary Membership.

Update on ordering of lab tests by pharmacists



At their Sept. 11 council meeting, the College of Physicians & Surgeons of Alberta (CPSA) voted to add pharmacists to the list of professionals authorized to order

laboratory tests. CPSA accredits medical laboratories and their by-laws identify which regulated professions may order tests. Therefore, amendment of their by-laws was a required step to enable pharmacists to order lab tests.

CPSA has recommended that some requirements proposed in ACP's draft *Guidelines for Pharmacists Using Laboratory Data* become standards. These recommendations will be considered in conjunction with feedback received from pharmacists during our consultation on the guidelines. We will take any of CPSA's recommendations that are not supported through our review back to them for further discussion before proceeding to consultation about the amended standards.

Prior to being eligible to order laboratory tests, pharmacists will require a PRAC ID number, assigned by Alberta Health and Wellness. Details of the pharmacist PRAC ID application process are now being finalized. Watch *The Link* for further information.

Change to injection authorization requirements

Pharmacists seeking authorization to administer drugs by injection must apply to the Alberta College of Pharmacists **within one year** of successful completion of an approved training program. If more than one year elapses between completion of the training program and application for authorization, the pharmacist must complete another training program.

A "grace period" is in effect for this new requirement. All pharmacists who successfully completed an approved training program prior to Dec. 31, 2008 have until Dec. 31, 2009 to apply for authorization.

For decision rationale and background, see the July 14 edition of *The Link*, accessible on ACP's website under *News & Events/ACP newsletters*.



Take note...

Continuing Pharmacy Education has changed its name to Practice Development and has launched a new website. **Practice Development** shares a partnership with the Alberta College of Pharmacists to provide quality courses for practicing pharmacists, promote greater involvement with patient care, and support pharmacists' learning and skill development.

Please visit Practice Development at www.pharmacy.ualberta.ca/pd to get more details about their exciting line up of courses being offered this Fall and Winter. Check the site frequently for updates, as more courses are being developed!



PRACTICE DEVELOPMENT
FACULTY OF PHARMACY AND PHARMACEUTICAL SCIENCES

Disciplinary report summaries

Four investigations into the professional conduct of registrants have recently concluded. Following are summaries of the hearing tribunal or investigating committee reports for each case. You can find the full reports on ACP's website under *Complaints Resolution/ Investigating & hearing tribunal reports*.

CASE 1:

Intern failure to meet structured practical training requirements

A hearing tribunal made a finding of unprofessional conduct against a foreign-trained pharmacy intern who:

- contrary to what she certified in forms that she signed and provided to the ACP, did not complete the required internship training hours and requirements for either Level 1 or 2 of the Structured Practical Training program; and
- counted as part of her required hours in the Structured Practical Training program time spent with her preceptor (who was also her spouse) in their home.

The hearing tribunal ordered that the defendant must:

- a. provide a letter of apology to the registrar acknowledging and recognizing the breaches of professional conduct that occurred, with the letter to be held on the defendant's file for three years.
- b. repeat the hours of Structured Practical Training required for Levels 1 and 2 (a total of 550 hours).
- c. advise her current Level 3 preceptor and any future preceptors in respect to the repeat of the Level 1 and Level

2 Structured Practical Training of these orders.

- d. work with the ACP registration department to determine what, if any, requirements will arise from the time taken for the repeat of Levels 1 and 2, and that she comply with these requirements prior to licensure.
- e. not write the jurisprudence examination until she has completed 800 hours of Structured Practical Training including the Level 1 and Level 2 hours she is required to repeat.
- f. pay of the costs of the investigation and hearing (\$8,295.93).

The hearing tribunal also ordered a summary of the decision and orders, without the defendant's name or personal details, be published in the *acpnews*.

CASE 2:

Preceptor failure to meet structured practical training requirements

A hearing tribunal made a finding of unprofessional conduct against a pharmacist preceptor who:

- counted as part of his pharmacy intern's (who was also the preceptor's spouse) required time, time spent with the intern in their home and time he spent helping the intern to prepare for the Objective Structured Clinical Examination (OSCE) prior to the intern starting her Level 1 internship in the Structured Practical Training program in December 2007;
- failed to keep an accurate record of the hours completed by the intern;

- signed and submitted to ACP Certification of Preceptor forms he knew to be incorrect; and
- failed to ensure that the intern completed the requirements of Level 1 and Level 2 of the Structured Practical Training and failed to carry out his duties to the ACP as a Preceptor under the Structured Practical Training program.

The hearing tribunal ordered that the defendant must:

- a. provide a letter of apology to the registrar acknowledging and recognizing the breaches of professional conduct that occurred, with the letter to be held on the defendant's file for a three years.
- b. receive a condition on his practice permit prohibiting him from acting as a preceptor for five years from the date of the decision.
- c. ensure for five years from the date of the decision that all current and future pharmacy licensees are aware of this condition on his practice permit.
- d. pay costs of the investigation and hearing (\$8,295.93).

The hearing tribunal also ordered a summary of the decision and orders, without the defendant's name or personal details, be published in the *acpnews*.

CASE 3:

Professional and proprietary misconduct by a proprietor/licensee

An investigating committee made a finding of professional and proprietary misconduct against Brent Grantham,

proprietor and licensee of Total Care Pharmacy, who:

- acted with professional and proprietary misconduct in the arrangements between Total Care Pharmacy and the Canadian physicians that it contracted with in relation to reviewing and issuing prescriptions for American patients not seen by the Canadian physicians, in that he failed to comply with:
 - a) Principle VI of the Code of Ethics and in particular Guidelines 2, 3, and 7;
 - b) Principle VII of the Code of Ethics and in particular Guideline 1;
 - c) the Internet Guidelines of the Council of the Alberta College of Pharmacists;
 - d) Section 4.3(a) of the Standards of Practice.
- in the business arrangements between Total Care Pharmacy and various business entities, whereby Total Care Pharmacy would pay these entities amounts on a per-prescription basis for referring the patient to Total Care Pharmacy, breached subsection 32(8) of the *Pharmaceutical Profession Regulation*.

The investigating committee ordered that the defendant must:

- a. pay a fine of \$5000.00.
- b. not, while practising in Alberta, enter into any arrangements, directly or indirectly, with any Canadian physician to review and co-sign American or other international prescriptions or to issue Canadian prescriptions in place of the American or international prescriptions without the opportunity for the Canadian physician to see the patient, unless Mr. Grantham and Total Care Pharmacy can confirm with the physician's medical college that the

proposed arrangements are satisfactory and Mr. Grantham and Total Care Pharmacy provide a copy of this confirmation to the ACP.

- c. not knowingly enter into any arrangement whereby the pharmacy provides, directly or indirectly, something of value to another party in return for having patients or prescriptions referred to the pharmacy.
- d. pay the costs of the investigation and hearing (\$32,972.93).

The investigating committee also ordered a summary of the decision and orders be published in the *acpnews*.

CASE 4:

Unprofessional conduct by a manager/licensee

A hearing tribunal made a finding of unprofessional conduct against Zhijian Huang who:

- while the pharmacy manager and licensee of First Choice Pharmacy in Calgary, AB, kept pharmacy hours contrary to the hours of operation he submitted to the ACP registrar;
- did not notify, or gave inadequate notice to, the registrar of the changes to the hours of operation;
- on numerous occasions closed First Choice Pharmacy without prior authorization from the ACP registrar and contrary to the ACP Council Guidelines regarding Temporary Pharmacy Closures;
- provided the ACP Complaints Director with false information regarding the employment of another pharmacist;

- failed to notify ACP when a pharmacist employed by him ceased working at First Choice Pharmacy;
- failed to cooperate with the ACP Complaints Director's investigation; and
- provided and then breached an Acknowledgement and Professional Undertaking to ACP, in which he acknowledged that there had been a number of occasions on which he did not comply with Section 11.1 of the *Pharmacy and Drug Act* regarding having a pharmacist in attendance at the pharmacy and with Sections 11(1) and 11(2)(a) and (b) of the *Pharmacy and Drug Regulation* regarding hours of operation and advising the Registrar of any changes to those hours.

The hearing tribunal ordered that the defendant must:

- a. receive a written reprimand;
- b. pay a fine of \$2500;
- c. pay full costs of the hearing (\$28,707.14);
- d. not practice as a licensee or proprietor for five years, effective Aug.14, 2009; and
- e. close First Choice Pharmacy unless a new licensee and new proprietor can be found by Aug. 14, 2009.

The hearing tribunal also ordered a summary of the decision and orders be published in the *acpnews*.

...from the faculty

U of A names new dean of pharmacy



James Kehrer

"One of the reasons I went to the University of Texas in 1980 was that they were clearly on the move," said James. "They had hired a

number of young faculty, so it was just a lot of fun to grow over a period of 25 years, work through the ranks to develop my program in conjunction with some other researchers and eventually have it become known as a top-five pharmacology program in a pharmacy school in the United States.

"I see that same opportunity here. I would like to build upon what Dean Pasutto did by continuing to hire good people and then get out of their way and let them do what they do best."

That's the goal of **James Kehrer**, who began his five-year term as the U of A's Dean of Pharmacy and Pharmaceutical Sciences on Aug. 1.

Originally from Wisconsin, Kehrer received a B.Sc in pharmacy from Purdue University, a PhD in pharmacology from the University of Iowa's College of Medicine and conducted research in toxicology as a post-doctoral investigator at the prestigious Oak Ridge National Laboratories.

Kehrer spent 25 years at the University of Texas at Austin, starting as an assistant professor and rapidly progressing to full professor. Since 2005, Kehrer has been dean of Washington State's College of Pharmacy.

Kehrer sees parallels between the pharmacy program at the U of A now and the pharmacy program at the University of Texas before it roared to prominence. The opportunity to be part of a blossoming program was just too much for him to pass up.

"It is an exciting time to get some things done."

To read more about the new dean, go to www.expressnews.ualberta.ca/article.cfm?id=10077

New faculty members

Three new faculty members were welcomed in September.

- **Rene Breault** has been hired as a Clinical Assistant Professor in the division of pharmacy practice to the nephrology and nutrition modules. He completed his undergraduate degree at the U of A in '98, and has worked in various areas of hospital pharmacy and ambulatory care at the U of A Hospital. Recently, Rene completed the Doctor of Pharmacy program at the U of Toronto.
- **Daren Pasay** graduated from the U of A in '96 and has practiced in rural hospital pharmacy ever since – the last 10 years at St. Joseph's General Hospital (Vegreville). Darren is responsible for coordinating second and third year skills labs, focusing

on the pharmaceutical care process. He is also responsible for TA training and coordination – anyone interested in becoming a TA, please email him at dpasay@pharmacy.ualberta.ca

- **Ravina Sanghera** is a 2007 U of A Pharmacy grad who has worked in community pharmacy for the past two years. Ravina has also been a preceptor to U of A pharmacy students. Ravina is coordinating two Pharmacy Practice courses.

Congratulations

Congratulations to **Hiromi Koriyama**, the 12th U of A pharmacy graduate in 20 years to achieve the highest mark of any student in the country on the Pharmacy Examining Board of Canada examination.

Mentorship pilot project

The Pharmacy Alumni Association and the Faculty are grateful for the commitment of the seven pharmacists who participated in the mentorship pilot project. **Cathy Biggs, Margaret Wing, Joanne Mah, Peter Tsougrianis, Nicole Collins, Sandra Brilliant** and **Jamie Raisbeck** lent their time and experience to protégés and helped establish a strong foundation for the project. The mentorship of pharmacy undergraduate students has expanded its scope and is operational starting September 2009.

Netcare Portal 2004 shutting down March 31, 2010

On Sept. 1, 2009, a letter was mailed to current Alberta Netcare Portal 2004 users, announcing that Alberta Health and Wellness has set to decommission Portal 2004. Access will no longer be available as of March 31, 2010.

Portal 2004 is a legacy system which has been maintained while the user community migrates to the current viewer product, Alberta Netcare Portal

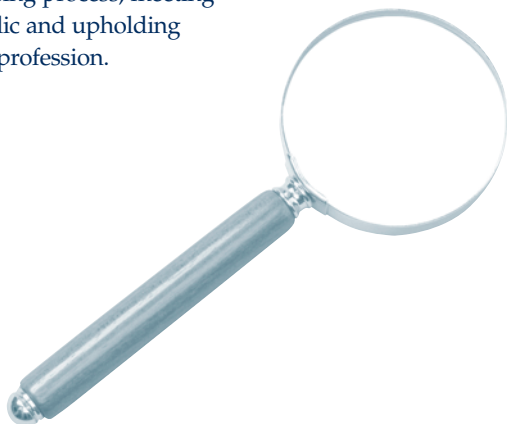
(ANP), with minimal disruption to their service. **To continue accessing the Alberta Netcare Electronic Health Record, users must complete the migration process prior to the March 31 deadline.**

For more details and resource documents, see the Sept. 8 edition of The Link, accessible on ACP's website under *News & Events/ACP newsletters*.


PEBC assessors needed for Nov. 7 OSCE


Pharmacist assessors are needed for the PEBC OSCE on Sat., Nov. 7 in Calgary. Being an assessor is both personally and professionally rewarding. Assessors play an invaluable role in maintaining the integrity of the licensing process, meeting the needs of the public and upholding the standards of the profession.


Details, eligibility requirements and the Response Form are available at www.pebc.ca/EnglishPages/OSCEAssrs/AssrHomePage.html.




In memory...

 **Gordon Buchwald** passed away in Calgary on July 30, 2009 at the age of 87. Born in Standard, AB, Gordon served in the Royal Canadian Air Force from 1940–45 as a radar technician. When he returned from overseas, he completed his degree in Pharmacy at the U of A and joined Eaton's as a pharmacist in Edmonton. He served in many pharmacy management positions in Edmonton, Medicine Hat, and Calgary throughout his career.

 **Barry Jonson** of Manning, AB passed away Aug 13, 2009 at the age of 45. Barry received his BSC Pharm degree from the U of A in 1987. He went on to manage Manning Value Drug Mart and work at the Fairview and Grimshaw Value Drug Marts.

 **Ardell Kitz** of St. Paul passed away Sept. 12, 2009 at the age of 76. Ardell graduated from the U of A's pharmacy program in 1956. She spent her career in St. Paul, working at the St. Therese Hospital and with her husband, Cecil, at the St. Paul & District Co-op Pharmacy.

 **Victor Lenko** passed away on Aug. 20, 2009 at the age of 82. Victor was born and raised in Saskatchewan, and obtained his BA and BSc (Pharmacy) there. Victor practiced pharmacy in Calgary, working at Food City Pharmacy and Acadia Fairview Pharmacy.

Finding Balance – Prevent a fall before it happens

Approximately one-third of adults over the age of 65 will fall each year. That proportion increases to 50% for those 80 and older. Falls are the leading cause of injury for older adults and can significantly affect their independence and quality of life. The good news is that many falls can be prevented.

The Alberta Centre for Injury Control & Research in the U of A's School of Public Health and the Alberta Medical Association have developed an evidence-based information and advocacy campaign called Finding Balance to help reduce the number of falls among Alberta seniors.

The most effective interventions are multifactorial, designed to address key risk factors. One important falls prevention strategy is to check medications. Research has shown that

certain types of medications are associated with a higher risk of falling. High risk medications include benzodiazepines, antidepressants and neuroleptics.

All medications including prescription, non-prescription and natural health products should be reviewed annually. Particular attention should be given to older persons taking four or more medications, those taking psychotropic medications, and those who have had multiple falls and/or an injurious fall. Under-treated conditions, such as osteoarthritis or Parkinson's, may also contribute to falls.

Pharmacists have been important advisors in the annual Finding Balance campaign. Dr. Cheryl Sadowski, Associate Professor at the U of A Faculty of Pharmacy and Pharmaceutical Sciences, provided expertise in the development of an interactive algorithm which will give a variety of health care providers the resources to support multifactorial falls risk assessment and intervention.

"As pharmacists, we play an important role in helping older adults reduce their risks of falls," says Sadowski. "We know that certain medications and conditions can increase a senior's risk of falling and we have the specialized knowledge to help our clients stay healthy and independent. This tool will assist us with our work."

The algorithm will be launched with the campaign early in November on the Practitioner Page of the website at www.findingbalancealberta.ca.

For more information about the campaign or for campaign materials, contact the Alberta Centre for Injury Control & Research at 780-492-6019 or acicr@ualberta.ca.



Community pharmacies may see increase in Aromatase Inhibitor prescriptions

Funding under the Outpatient Cancer Drug Benefit Program for Aromatase Inhibitors (Anastrozole – *Arimidex*[®], Exemestane – *Aromasin*[®], Letrozole – *Femara*[®]), is limited for certain breast cancer indications.

Some patients are now reaching the end of their funded hormone therapy, so if the physician decides to continue the patient's treatment, the patient will be given a prescription which they will be asked to fill at their community pharmacy.

If community pharmacists have questions regarding whether a patient is eligible for coverage under the Outpatient Cancer Drug Benefit Program or whether they will be required to pay for their ongoing treatment, they may call the respective Cancer Care Pharmacy Department for clarification.

Cross Cancer Institute Pharmacy Department at 780-432-8405

Tom Baker Cancer Centre Pharmacy Department at 403-521-3344



Are you authorized?

Remember that completing a course is only the first step to administering drugs by injection. You must apply for and receive authorization from the college before you can administer any injections.

Applications for authorization can take up to 10 business days to process, and may take longer if application volumes increase. Time to send and receive mail via Canada Post also impacts the length of time it takes to receive your updated practice permit. Remember, you may not administer an injection until you receive your new practice permit with this authorization noted.

Resource: Find the Application for Authorization to Administer Drugs by Injection on the ACP website under *Pharmacist Resources/Forms*.

Can pharmacists mail controlled substances to patients residing outside of Canada?

No. According to the *Controlled Drugs and Substances Act*, Section 6(1),

Except as authorized under the regulations, no person shall import into Canada or export from Canada a substance included in Schedule I, II, III, IV, V or VI.

Regarding targeted substances specifically, Health Canada states:

As of September 1, 2000, pharmacists are not permitted to mail a targeted substance to another country. This activity is considered an exportation and only licensed dealers can export a targeted substance, after they have received an export permit from the Office of Controlled Substance.

This notice applies to all **controlled substances**, including narcotics, controlled drugs, and targeted substances. Mailing non-controlled prescription medications to your vacationing patients is still permitted.

Resource: Health Canada FAQs on the Benzodiazepines and Other Targeted Substances Regulations - www.hc-sc.gc.ca/hc-ps/pubs/precurs/benzodiazepines_faq-eng.php



Manufacturing Practices Guidelines updated

Health Canada has finalized Good Manufacturing Practices (GMP) Guidelines 2009 Edition. These guidelines come into effect Nov. 8, 2009. You can view the guidelines by going to www.hc-sc.gc.ca/dhp-mps/compli-conform/gmp-bpf/docs/gui-0001-eng.php.

This updated document includes modified and/or new terminology, additional requirements and interpretations, and an updated table of requirements. Amendments to the *Food and Drug Regulations* will be incorporated in a subsequent version of this document.

Requirement for documenting delivered prescriptions

Section 12.1 of the *Pharmacy and Drug Regulations* requires that where a prescription is not picked up at the pharmacy by the patient or the patient's agent, the pharmacy must document "the method of delivery of the drug to the patient and the method of dealing with environmental concerns where appropriate".

There are several reasons for this new requirement, including ensuring appropriate environmental controls (e.g., refrigeration), federal government concerns about where drugs are moving and how, security of the medications, and accuracy and completeness of the patient's medication delivery.

This documentation requirement may seem onerous for pharmacies that deliver large number of prescriptions for many patients, e.g., nursing home residents. However, this is just one more piece of quality patient care.

While ACP does not specify how the method of delivery must be documented, we offer the following two possible suggestions.

1. Add delivery details to the other details in the prescription audit trail. For batched refills this documentation might occur on the refill sheet.
2. Assign a batch number to each blister pack delivered and include this number on the delivery log. This batch number would be recorded on the grid (spread) sheet that lists all of the prescriptions. For example, if there are four blister packs delivered on a particular day for an individual patient then the batch numbers might be 1234-A, 1234-B, 1234-C, and 1234-D. Of course, the batch number would change for subsequent blister packs for that patient and for other blister packs for other patients.



If your pharmacy has already developed a documentation system that works in your practice and contains all of the required elements for individual prescriptions, continue to use it. Whatever documentation method you choose, remember to describe how you deal with issues such as environmental controls (e.g., refrigeration) and security (e.g., narcotic and controlled drugs).

Approval needed if storing records off-site

Amendments to the *Pharmacy and Drug Regulations* brought about a new record keeping requirement for all pharmacies.

Section 12(3):

Required records must be maintained at the pharmacy unless the licensee has applied to the registrar in writing to store them at a location other than the pharmacy.

The application form to store records off-site is now available on ACP's website under *Pharmacist Resources/Forms/Pharmacies/Request to maintain records at a location other than the pharmacy.*



Email – put ACP on your accepted list

Thank you to all the pharmacists who provided ACP with their own email address over the recent registrant renewal period.

Now, please make sure that acp_communication@pharmacists.ab.ca is not being blocked by your email program's filters. Otherwise, you'll miss news that's important to your practice.

Safe disposal of used sharps

The college has heard some patients' concerns about difficulties disposing of their used syringes, even at their own pharmacy. While the college's standards do not mandate that pharmacies accept used sharps, we do strongly encourage pharmacies to accept used sharps from patients. Pharmacists are also reminded of Principle VI of the Code of Ethics:

Principle VI. Advance public health and prevent disease

3. *Act as a steward for the environment by providing safe disposal of drugs, non-prescription medications and health-related products and support other environmental initiatives related to pharmacy.*

Of course pharmacists may require that used needles and syringes be placed in puncture proof biomedical waste containers that are securely closed.

For the health and safety of our patients, their families, and our communities the college strongly encourages pharmacies to accept used sharps from patients for disposal.



New community version of ReLATE/ReSPOND now available

Alberta health care professionals working in continuing care, public health and other community care settings now have access to a proven program that can help them improve their skills by using some simple strategies to communicate more effectively with clients, residents and family members.

The ReLATE/ReSPOND program is based on the idea that staff who use these strategies and tools to ReLATE to their patients will be less likely to have to ReSPOND to complaints later.

The community version of ReLATE/ReSPOND uses language and

examples appropriate to clients and residents in community care settings. The package includes a Tool Kit to help with planning a program, a sample pocket card and a CD containing posters, handouts/discussion guides, and slides with speaker notes. Also included are suggestions about ways to adapt the materials for a variety of situations.

For more information, contact:

Dale Wright
Quality and Safety Initiatives Lead
Health Quality Council of Alberta
Telephone: 403-355-4439
dale.wright@hqca.ca



Prefer to receive **acpnews** electronically?

You can! To clean up the environment and your post office box:

1. Go to the ACP homepage (pharmacists.ab.ca)
2. Click on the Registrant Profile icon
3. Log in and then click on View Profile
4. Click the "edit" icon in the Contact Information box (second from the top).
5. For your newsletter preference, select email.

These steps will remove your name from the acpnews mailing list and add it our electronic notification list. You will then receive an email alerting you whenever a new edition of acpnews is posted to the ACP website.

APEX AWARDS

Alberta Pharmacy Excellence

Call for nominations

Pharmacists are doing great work...and it's time to celebrate that! The APEX (Alberta Pharmacy Excellence) Awards, co-sponsored by ACP and RxA, recognize the outstanding achievements and passion of pharmacists, healthcare teams and pharmacy stakeholders across the province.

Awards will be presented in the following categories:

- M.J. Huston Pharmacist of Distinction**
- The W.L. Boddy Pharmacy Award**
- The Award of Excellence**
- Future of Pharmacy**
- Partners in Practice**
- Friend of Pharmacy**
- Wyeth Consumer Healthcare Bowl of Hygeia**
- Wyeth Apothecary Award**

Look to the ACP website, under *About ACP/APEX Awards*, to find online nomination forms, terms of reference, tips for preparing your APEX Award nomination and videos of previous winners.

This year's APEX Award winners will be recognized at a gala event held on May 14, the night before the CPhA conference in Calgary. Help us celebrate excellence in pharmacy by nominating your peers or yourself. The nomination deadline is **Friday, Dec. 11, 2009.**

Questions?

Contact Maria Lee, ACP Communications Coordinator, at Maria.Lee@pharmacists.ab.ca or 780-990-0321 or toll-free at 1-877-227-3838.

ACP emails and newsletters are official methods of notification to pharmacists licensed by the college. In addition to providing you with timely information that could affect your practice, college emails serve in administrative hearings as proof of notification. Make sure you get the information you need to practice legally and safely by reading college newsletters and ensuring ACP emails are not blocked by your system.



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