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Celebrating pharmacy technicians

After a busy day of learning at the 26th Annual Pharmacy Technician Society of Alberta (PTSA) Conference, pharmacy technicians from across the province gathered at an ACP-hosted reception to celebrate an important milestone in the history of pharmacy practice in Alberta. Five years ago, in July of 2011, pharmacy technicians officially became Alberta's newest regulated health profession, and the newest members of the college. In recognition of the monumental journey to regulation, and all those who contributed along the way, ACP surprised PTSA and its members with the presentation of a \$25,000 professional development grant.

Part of ACP's role as a college is to

work with PTSA to provide leadership and guidance to pharmacy technicians, helping them to contribute to the health and well-being of Albertans. ACP has entrusted PTSA to invest in professional development for pharmacy technicians that is guided by the competencies of the profession, and the emerging needs of pharmacy practice.

"Our commitment to pharmacy technicians, regardless of practice environment, is to continue supporting their professional practice journey, and ensure they have the understanding, tools and knowledge to confidently perform at a high level," commented ACP council president Taciana Pereira.

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Celebrating pharmacy technicians *continued from page 1*

“In fact, one of our five goals in our five-year strategic plan is to increase the integration of pharmacy technicians into pharmacy practice teams, to allow them to exercise responsibility for the roles they are authorized to do.”

As regulated health professionals, pharmacy technicians perform their work with great precision and attention to detail where there is no margin for error. They must be excellent communicators, proficient, systematic, and accurate in a busy and demanding environment.

Pharmacy technicians are highly skilled health professionals who positively impact patients and pharmacy practice as a whole. ACP recognizes the critical role pharmacy technicians play, and will continue to explore how we can shape the landscape to enable pharmacy technicians and pharmacists to work together to their full scope.

“We have so much to be proud of and I am excited to realize the momentum we have built as a profession. Every day, we are making a difference in patients’ lives, whether we work in community, or in a hospital, or other care setting,” shares ACP councillor and pharmacy technician, Jennifer Teichroeb. “ACP values the working relationship it has with PTSA and the Alberta Pharmacists’ Association (RxA), who work with us to develop new possibilities. As essential advocacy bodies, PTSA and RxA focus

on enhancing professionalism through education and collaboration while setting sights on a vision to be the voice of a unified, innovative and inspired profession. The unique roles of ACP and PTSA working together will create even better experiences for the future.”



Recognizing and celebrating 5 years of pharmacy technician regulation at the ACP-hosted Welcome Reception at the 2016 Pharmacy Technician Society of Alberta Conference.



ACP regional meetings

All pharmacists and pharmacy technicians are invited to join ACP council president Taciana Pereira and registrar Greg Eberhart for an evening of facilitated discussion. Where possible, our practice consultants, senior leaders, and council members will be joining us.

Based on your suggestions, we look forward to discussing two important topics with you:

- Pharmacist and Pharmacy Technician Practice Environment Conditions (including Quotas); and,
- Modernizing Role Statements for Pharmacists and Pharmacy Technicians.

Additional time will be reserved for an open forum to discuss other issues of importance to practice improvement.

Remember, pharmacists and pharmacy technicians can claim participation at regional meetings as non-accredited learning (1 hour = 1 CEU).

Dates and Locations

All sessions take place from 7:00 - 9:30 p.m. Light refreshments will be provided.

Edmonton

Thursday, November 17, 2016

Delta Edmonton South Conference Centre, 4404 Gateway Boulevard

Pincher Creek

Tuesday, November 22, 2016

Heritage Inn Hotel & Convention Centre, 919 Waterton Avenue

Live Webinar

Thursday, December 1, 2016

Online event. Login details and instructions will be sent to participants via email closer to the date.

RSVP to reserve your spot at: <https://pharmacists.ab.ca/events>

Online consultation

Draft Standards for Pharmacy Compounding of Non-Sterile Preparations

ACP is consulting on draft Standards for Pharmacy Compounding of Non-Sterile Preparations. The draft standards have been developed nationally in collaboration with other provincial pharmacy regulatory authorities through the support of the National Association of Pharmacy Regulatory Authorities (NAPRA). ACP is reaching out to pharmacists and pharmacy technicians to review and comment on the draft standards.

Your comments will inform and support ACP's response to the concurrent national consultation. NAPRA's National Advisory Committee on Pharmacy Practice will review all responses received through the consultation process with external stakeholders, and consider amendments to the draft version of the standards. Once the committee is satisfied that the draft is ready for adoption, NAPRA's Board of Directors will consider adopting the document as Model National Standards for Pharmacy Compounding of Non-Sterile Preparations. This decision is expected during the first half of 2017. Thereafter, ACP council will deliberate adopting this model as a provincial standard of practice.

Your feedback on these draft standards is requested by **Friday, November 25**. To view the draft standards, and to provide your comments and thoughts online, please visit the ACP website at: <https://pharmacists.ab.ca/consultations>

Pharmacy technician receives top marks

Nicole Johnston receives 2nd annual Award of Achievement

Nicole Johnston of Edmonton is the 2016 recipient of the Pharmacy Technician Award of Achievement, presented by ACP to the Alberta candidate with the highest mark on the Pharmacy Examining Board of Canada's Qualifying Exam for Entry to Practice as a Pharmacy Technician.

Achieving the top provincial marks is no easy feat. For 22-year-old Nicole, it was the culmination of long study hours, tough mock practice exams at her alma mater Norquest College, and holding down two jobs after graduation.

"It was marathon days for a while," she recalls. "I would do 7 a.m. to 3:15 p.m. at the hospital, and then 5 p.m. to 10 p.m. at Superstore."

Although it was a busy time, Nicole explains that the experience of working in both a hospital and busy community setting in the months after graduation proved invaluable as she prepared for the fall 2015 exam.

"I would recommend to all students and new grads to work community. It helped me with studying pharmacology and knowing which drugs are stored where and getting comfortable taking in prescriptions."

As a pharmacy technician at the University of Alberta Hospital, Nicole prepares a variety of medications including tablets, IVs, and liquids, and works on a large team of over 100 pharmacists, technicians, and assistants. It's a "pretty big machine" she says, but the position offers lots of opportunity to practice to her full scope, learn new areas of practice, and experience how the unique technical skills gathered in school and honed on the job keep the pharmacy humming.

"We take care of the hands-on stuff as technicians. The pharmacist is there to



Nicole Johnston (left) accepts her award from ACP president Taciana Pereira (right) at the ACP Welcome Reception at the 2016 Pharmacy Technician Society of Alberta Conference on September 16, 2016.

make sure that everything is clinically in order, but once it comes to physically making the product – that is where we shine."

In addition to putting her skills to work at the hospital, Nicole is helping shape future pharmacy technicians at Norquest College where she volunteers her time on the pharmacy technician program advisory committee.

For her accomplishment on the

exam, Nicole was honoured by ACP president Taciana Pereira at the Pharmacy Technician Society of Alberta Conference in Calgary on September 16, 2016.

"It was definitely a very pleasant surprise," said Nicole. "It's really nice to receive a token of recognition and I'm very honoured to receive it."

Leading the way

Alyssa Schmode honoured with ACP's Leadership Development Award

When you first meet Alyssa, you almost instantly get a sense of who she is. Alyssa quickly comes across as a positive, approachable, and genuine young woman, noticeably wise beyond her years. Considering that she's on her way to becoming a pharmacist, these qualities seem quite fitting.

Now in her fourth year at the Faculty of Pharmacy and Pharmaceutical Sciences at the University of Alberta, Alyssa is the proud recipient of this year's ACP Leadership Development Award.

The award is presented annually to a pharmacy student who has demonstrated exemplary professionalism, leadership, and citizenship.

Alyssa has chosen to use the award to attend the Leaders in Healthcare 2016 conference in Liverpool, England, at the end of October.

"I think this will be a great opportunity for me to learn more about health leadership from a global perspective. I'm excited to come back and share what I've learned with the pharmacy community in Alberta, and use this knowledge to contribute to the ongoing conversation about the growth of our profession."

Alyssa first became interested in pharmacy after job shadowing a family friend who worked as a hospital pharmacist. Alyssa also had the opportunity to learn from her aunt who is a pharmacist at a Primary Care Network, giving her exposure to both community and hospital pharmacy environments.

A high school student at the time, Alyssa recalls that she was drawn to pharmacy because of the accessibility of pharmacists and the opportunity for growth within the profession.



Alyssa Schmode will use the award to attend the Leaders in Healthcare 2016 conference in Liverpool, England.

"For many people, pharmacists are the healthcare professional that you see the most. I've always admired how accessible pharmacists are to the public. And, with the expanded scope of practice in Alberta, I saw that there was room for the profession to grow, and I wanted to be part of that."

As the healthcare system continues to evolve to meet the changing needs of our society, there will be both challenges and opportunities for innovative solutions. Alyssa believes that pharmacists, especially those practicing in Alberta, can be part of the solution.

"I think when you look at the accessibility of pharmacists and their ability to take on more of a clinical role, you can see the potential. It's really about finding the best ways to integrate pharmacists into the healthcare system, and I think we can only do that if we understand who we are and where we want to go as a profession. I look forward to being part of those important conversations, and contributing to the

vision of what the future of pharmacy will look like."

When asked to reflect on the best advice she has been given as a pharmacy student, Alyssa shares that the opportunity to understand and learn from other health professionals tops the list.

She believes that it's important for pharmacists to become active participants in the wider healthcare community, whether it's just a conversation over a cup of coffee, or something more formal like a job shadow.

"I've learned that it's important to seek out opportunities to understand other healthcare professionals and what they do, and in turn, to educate them on the role of pharmacists and how they contribute to the healthcare system. It's all about sharing knowledge, learning from others, and collaborating to provide the best possible patient care."

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Leading the way continued from page 5

Alyssa's collaborative spirit is no surprise given her involvement as a student representative for the Canadian Association of Pharmacy Students and Interns (CAPSI), Pharmacy Faculty Curriculum Committee, and Pharmacy Alumni Association (PAA).

She has also volunteered as an Emergency Room Greeter/Home Care Volunteer at Sturgeon Community Hospital and led fundraising efforts for the University of Alberta Pharmacy Team at the annual CIBC Run for the Cure.

By looking at her resume, you can see that Alyssa seizes any opportunity she can to further her leadership skills and become the best pharmacist she can be.

With this being her final year of the Bachelor of Science in Pharmacy program, Alyssa is grateful for the leadership opportunities she's been able to pursue as a student and is looking forward to becoming a practicing pharmacist in Alberta.

"Coming into the profession of pharmacy at this time, there is so much opportunity for new practitioners to help shape the future of pharmacy practice. I'm excited to contribute to that future."

Have what it takes to be the next Leadership Development Award winner?

Visit the ACP website at pharmacists.ab.ca/acp-awards to learn more about the criteria, requirements, and how to apply.

The deadline to apply is March 15, 2017.



Online nominations due November 15, 2016

The APEX Awards recognize excellence in pharmacy practice in Alberta. Initiated in August 2007, the awards are jointly funded, promoted, and presented by the Alberta College of Pharmacists (ACP) and the Alberta Pharmacists' Association (RxA).

Submit your nomination(s) online by November 15, 2016, to help recognize role models, celebrate great patient care, and raise the profile of pharmacy practice in Alberta!

Award recipients and their two nominators will be invited to celebrate at our annual APEX Awards dinner on March 2, 2017, in Edmonton.

Award of Excellence

Awarded to a pharmacist for their exceptional work, commitment and innovation in making a notable contribution to pharmacy and the community through a single unique accomplishment or contribution.

M.J. Huston Pharmacist of Distinction

Awarded to a pharmacist who has demonstrated leadership and advanced the pharmacist profession through a long-time commitment to innovation, continual professional development, and quality patient care.

W.L. Boddy Pharmacy Team Award

Awarded to a healthcare team (pharmacy staff team or multidisciplinary team that includes one or more pharmacists) who, by virtue of their collaboration skills and use of the pharmacist's full scope of practice, positively impact the health of individuals in their community.

Future of Pharmacy

Awarded to up to three pharmacists per year who have been in practice less than five years and who exhibit strong leadership skills, the initiative to become a role model, and offer extraordinary promise to the profession.

Friend of Pharmacy

Awarded to a non-pharmacist who has contributed to the success of the profession of pharmacy.

Pfizer Consumer Healthcare Bowl of Hygeia

Awarded to a pharmacist who has compiled an outstanding record of community service which, apart from his/her specific identification as a pharmacist, reflects well on the profession.

Visit pharmacists.ab.ca/apex-awards to nominate today.

Honouring Rosemarie Biggs

ACP's newest lifetime member!



L-R: ACP 2016-2017 council president Taciana Pereira, registrar Greg Eberhart, 2015-2016 council president Rick Hackman, and the newest Honorary Life Member Rosemarie Biggs in Calgary, Alberta.

During its annual Celebration of Leadership held in June, ACP was thrilled to bestow Rosemarie Biggs with an Honorary Life membership – the college's most prestigious recognition of an individual who is, or has been, a regulated member. The news of her nomination fiercely drew the support of those whose lives she had influenced and inspired in a profound and consequential way.

"Rosemarie is a superb example of placing others before herself," says former Alberta Health Minister Iris Evans. "And, yet in her humility, she would not seek to place herself as extraordinary in her service to others."

So, how does one begin to describe a legacy of distinguished service to the pharmacy profession with

an unparalleled commitment to community? As a starting point, Rosemarie Biggs is a pharmacy pioneer, a leader, a humanitarian, caregiver, researcher, mentor, teacher, and philanthropist with an unwavering resilience and generous heart naturally designed to serve.

With her 40 years in community pharmacy, it is difficult to imagine number of lives she has touched and the countless number of patients she has helped.

"In her professional career, she always put patients' needs as a priority," says Ms. Evans. "She provided more than medicine – she provided advice, support, delivered medicine and homemade healthy treats to their [patients'] homes. She provided

humour, warmth, kindness and love. And, as she was a health coach in our midst, she was sought after and admired by everyone."

Rosemarie had a special place in her heart for seniors in her Sherwood Park community. When Rosemarie was awarded the Wyeth Consumer Healthcare Bowl of Hygeia in 2004, Rosemarie spoke about the special relationships she had developed with "her" seniors.

"We became part of each other's family," noting that they share photos of children and grandchildren and update each other on family activities. "Many of the seniors have little else in their lives and I like to think of things to do for them to bring more life to their lives."

Rosemarie was also a vital partner in meeting the healthcare needs of people with disabilities. She was instrumental in providing pharmacy services to individuals supported by the Robin Hood Association for the Handicapped.

"The services Rosemarie provided were exemplary," says Edwin Rledler, CEO of Robin Hood Association. "She took time to learn about each individual she was responsible for and was diligent in monitoring our client's pharmaceutical needs. She was available day or night to respond to questions or concerns about medication administrative errors or adverse reactions," he added. "Rosemarie Biggs set a standard for quality pharmacy service that would be difficult to exceed."

Now a clinical assistant professor at the University of Alberta's Faculty of Pharmacy and Pharmaceutical Sciences, Jill Hall reminisced and shared her sentiments about her experiences being a student under Rosemarie's watch.

"I learned everything that a community pharmacist could and should do. Rosemarie was providing homecare to patients long before it became something pharmacists might be known to do."

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Honouring Rosemarie Biggs *continued from page 7*

Jill described how each week, Rosemarie would set out with her basket of prescriptions, visiting patients in their own homes or retirement/ care centres who could not travel to the pharmacy.

“With this, Rosemarie was not only able to determine the effectiveness and safety of each medication for her patients, but also build relationships like no other pharmacist I’d encountered.”

Jill also shared how Rosemarie helped her prepare for the PEBC objective structured clinical exam (OSCE).

“Rosemarie repeatedly surprised me during regular pharmacy hours, playing the role of a standardized patient in various care scenarios (dressed up and all!) and provided me with feedback on my performance.”

“Although Rosemarie has officially retired from active practice, she is most certainly a pioneer of the type of clinical practice that many clinicians aspire to today,” says Jill.

ACP council past president Rick Hackman agrees. “She was practicing the very essence of pharmaceutical care and patient-focused care, before these became academic sound bites or before they became cool.”

He adds, “As I practice in Sherwood Park, I still hear the stories from patients about the pharmacist that would come to visit with her basket of medicines on her arm.”

We thank Britain – Rosemarie’s country of origin – for sharing one of their greatest treasures with us. And, we thank you Rosemarie for your exemplary service to the profession, to your patients and to the community. We have known no greater person of heart, soul, dedication, and kindness. You are indeed, “extraordinary”!

Rosemarie Biggs: professional and community contributions

Council Member of the Alberta Pharmaceutical Association 1992 - 1999
President of the Alberta Pharmaceutical Association 1996 - 1997, re-instated January 1998 - May 1998
Member, Executive Committee
Member, Professional Affairs Committee
Member, Infringement Committee
Member, Nominating Committee
Chair, Pharmacy Practice Issues Forum of the Alberta Pharmaceutical Association
Chair, Regulatory Task Force
Chair, Awards Committee
Council Member, National Association of Pharmacy Regulatory Authorities
Member, Council of Delegates for the Canadian Pharmacists Association
Preceptor for pharmacy students
Founder member, Health Outcome Pharmacies (Vice-Chair when Alberta-owned)
Member, Strathcona County Community Health Council
Member, Strathcona Seniors Board
Board Member, Strathcona County Womens’ Shelter
Board Member, Robin Hood Association, Sherwood Park
Member, Third Way Advisory Committee, Alberta Health and Wellness, 2005-2006
Board Member, Sherwood Park PC Constituency
Member, Seniors Advisory Council for Alberta, 2007 - 2013
Member, Alberta Pharmacists’ Association, 2000 - 2009
Member, Admissions and Admissions Policy Review Committee, Faculty of Pharmacy
Task force - Role of the Pharmacist
Task force - Defining Scope of Practice
Task force - Investigations / Complaints
Task force - with AMA / College of Physicians & Surgeons, re-collection and disclosure of personal prescription information to third parties
Steering Committee - SCRIP (Study of Coronary Risk Intervention by Pharmacist: A study of the effect of community pharmacists identification, assessment and intervention on cardiac risk factor modification practices)
PMAC - Alberta Partners Meeting

An update from council

Council held its first meeting of this term from September 14-16, 2016. Following are highlights of council's deliberations.

■ Bylaw amendments

Council was presented copies of all feedback received from registrants about proposed amendments to the bylaws.

Council proposed to rescind the current bylaw accommodating resolutions from registrants and to further define the criteria for demonstrating good character of candidates pursuing election to council.

Only a small number of registrants submitted comments. However, approximately 85% of those responding supported the proposals.

With respect to the bylaw on resolutions, opponents of the proposal expressed concern that council was rescinding an important tool for registrants to provide perspectives on issues that were important to them and their practices.

Some of those supporting the resolution, expressed appreciation for the council to look to new, improved means of engaging with them.

Ongoing engagement with registrants, stakeholders, and the public provides important information that council must balance in governing the practices of pharmacists and pharmacy technicians.

Therefore, new and better ways of receiving insights from and holding discussions with registrants will be considered by the council.

Over the summer ACP invited members to submit suggestions for issues that they would like ACP to facilitate discussion about.

These have been considered, and several regional meetings and webinars are being scheduled this fall.

Based on feedback from registrants, two key topics that will be discussed are:



- Pharmacist and Pharmacy Technician Practice Environment Conditions (including Quotas); and,
- Modernizing Role Statements for Pharmacists and Pharmacy Technicians.

When enhancing our website and social media strategies, ACP will consider better ways to collect registrant perspectives continually throughout the year.

■ Compounding and repackaging agreement

Council amended the Model Compounding and Repackaging Agreement required by compounding and repackaging pharmacies. Prior to January 1, 2017, licensees operating a compounding and repackaging pharmacy must review and update agreements they hold with each licensed pharmacy to which they provide services, so as to be consistent with the

revised agreement approved by council. Those sections of the agreement that related to the business of pharmacy have been removed, and the agreement has been made current with legislation.

Some of the most significant changes to the agreement appear in the following sections:

- Section 2.3 has been amended to reflect legislative amendments that have occurred to regulate pharmacy technicians;
- Section 3 and Schedule B have been removed, these formerly addressing fees and charges for services;
- Section 7 has been reordered;
- Section 19 respecting the general terms of the agreement have been amended; and,
- The entire agreement has been renumbered.

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An update from council *continued from page 9*

Copies of the model agreement will be communicated to all pharmacists holding a compounding and repackaging license and the [resource has been updated](#) on the ACP website under *Resource Centre/Forms*.

It was clarified that this agreement can only facilitate relationships between licensed pharmacies located in Alberta. Council has requested development of a separate agreement for compounding and repackaging pharmacies that may provide services beyond Alberta's borders.

In the interim, if you hold a compounding and repackaging pharmacy license, and provide services to licensed pharmacies beyond Alberta's borders, you must ensure that you only provide services pursuant to, or in anticipation of, a valid prescription.

You should also ensure that the roles and responsibilities of your pharmacy and any pharmacies that you provide services to are abundantly clear and agreed to. Consistent with Alberta

legislation, you must not dispense drugs directly to a patient. Additionally, the registrar advised council about proposed changes in licensing procedures for compounding and repackaging pharmacies that provide services outside of Alberta. This includes the possibility of additional fees. Council will consider these at its December meeting.

■ **Standards for Pharmacy Compounding of Sterile Hazardous Preparations**

Council received a penultimate draft of the DRAFT standards for information. Council will consider whether to adopt or adapt the final version of the National Model for Pharmacy Compounding of Sterile Hazardous Preparations in December. An implementation strategy will be considered at the same time.

■ **Standards for Pharmacy Compounding of Non-sterile Preparations**

Council received a DRAFT of Model National Standards for Pharmacy

Compounding of Non-sterile Preparations. Council approved these for the purpose of review and comment by registrants and stakeholders. These DRAFT standards are being circulated for consultation, and we welcome your comments prior to November 25, 2016. Council will be reviewing comments received at its December 2016 meeting.

■ **DRAFT role statements for pharmacists and pharmacy technicians**

Role statements for Alberta pharmacists were last developed in 1995, as a precursor to the *Health Professions Act*. The role statement for pharmacy technicians was developed in 2008, in advance of technicians becoming regulated under the *Health Professions Act*. Role statements are important to defining what professions do, and to assist in informing stakeholders and the public about each profession. ACP wishes to modernize the role statements based on current practices, and with a view to the future.

Council considered a first draft of revised role statements. They will be enhanced based on council's feedback, and drafts will be discussed with registrants attending forthcoming regional meetings. A webinar to facilitate additional discussion about these will be held December 1. The role statements will continue to evolve based on the input and feedback provided through these and other discussions. It is ACP's goal to approve modernized statements prior to the end of this council term.

■ **DRAFT educational materials for health professionals on blood and body fluid exposure**

Through the financial support of Alberta Occupational Health and Safety, ACP partnered with other health professional colleges to develop educational materials for health professionals about preventing and responding to infections caused by blood and body fluid exposure. Council reviewed and commented on



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An update from council *continued from page 10*

DRAFT educational materials that will be available for learning and training in 2017.

■ **DRAFT guidelines for injection safety**

Council approved guidelines developed in collaboration with the College of Physicians and Surgeons of Alberta (CPSA) and the College and Association of Registered Nurses of Alberta (CARNA) for medication and vaccine injection safety.

Proper aseptic technique in conjunction with basic infection prevention practices for handling medications, vaccines and administration of injections are important to preventing the transmission of blood borne viruses and other microbial pathogens to patients during routine health care procedures. Health professionals and administrators of medical facilities must be aware of safe practices and ensure that appropriate policies and procedures, knowledge, training, and equipment are available to implement these practices.

Upon being approved by all three colleges, a common roll-out strategy will be developed.

■ **Public Policy on Marihuana**

Council discussed national initiatives to develop policy about the decriminalization and legalization of marihuana. ACP supports policies that provide for the safe and effective use of licensed drug products, the responsible use of substances used for recreational purposes, and that mitigate risk to individuals and our communities. These principles form the foundation for the evolution of ACP's policies about the role of pharmacists, pharmacy technicians, and the operation of licensed pharmacies, should marihuana be legalized.

■ **DRAFT priorities, budget and business plan for 2016-17**

Council approved priorities for 2017 important to achieving its 5 year plan.



Council's five strategic goals for 2016-2020 are:

- **Pharmacy technician integration**
Pharmacy technicians will be integrated into pharmacy practice teams, exercising responsibility for roles they're authorized to fulfill.
- **Appropriate patient assessments**
Pharmacists will consistently conduct an appropriate assessment of each patient prior to providing any pharmacist service.
- **Comprehensive patient care records**
Patient care records will include continuous documentation of pharmacist assessments, treatment plans, record of care, and monitoring results.
- **Access to prescribing and injections**
Patients will have access to pharmacist prescribing and injections through all licensed pharmacy practice settings.
- **Patient expectations**
Patients will expect pharmacists

to provide appropriate assessments, advice, and support about their health (treatment) plan at each encounter.

To support these goals, the following priorities have been approved for 2017:

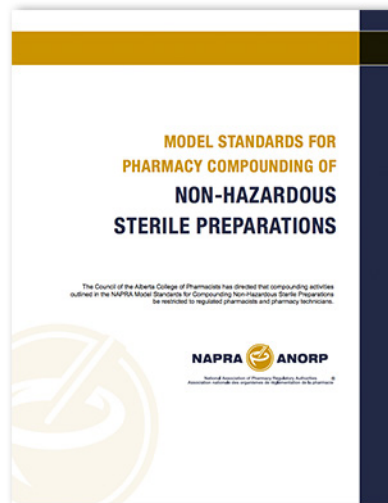
- **Information Management**
Implement a new information management system and be able to administer/ manage basic requirements for core programs: registration, competence, professional practice, complaints resolution. The new technology will facilitate improved process efficiencies, and will enable ACP to more effectively analyze registration, competence, performance and complaints data.
- **Pharmacy Technician Competence Program**
Pilot and be prepared to implement administrative processes for a pharmacy technician competence program. By the end of 2017, administrative

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Sterile compounding

processes will have been piloted, and the pharmacy technician competence program will be ready for full implementation in 2018.

- **Pharmacist and Pharmacy Technician Regulations and Pharmacy and Drug Regulations** Receive council approval on proposed amendments to the Pharmacist and Pharmacy Technician Regulation and the Pharmacy and Drug Regulation. ACP is analyzing existing regulations and identifying where enhancements to remove barriers, or to improve processes and/or accountabilities, may be appropriate.
- **Standardize Pharmacy Licenses** Develop program content, develop delivery policies and strategies, pilot and receive council approval for a pharmacy licensee program. The effectiveness of pharmacy licensees has been identified as a critical success factor to the practice of pharmacists, pharmacy technicians and the operation of pharmacies. A program is being developed to support licensee performance.
- **Standards for Compounding Sterile Preparations** Implement phase 1 and phase 2 of Standards for Compounding of Sterile Non-hazardous Preparations.
- **Engage with at least 500 registrants**, either through in-person meetings and/or through electronic solutions that facilitate dialogue and discussion about selected subjects.



Council approved Standards for Compounding Sterile Non-Hazardous Preparations in June.

This is the first of three (3) complementary standards under development for compounding. These have been developed in collaboration with other provincial colleges of pharmacy, through the facilitation of NAPRA.

Development of the standards was expedited in response to numerous adverse compounding events impacting individuals and populations in Canada and the US.

All are based on internationally recognized USP standards. Non-hazardous preparations do not include ingredients that may pose health hazards to individuals preparing them.

The standards can be found on ACP's website at: <https://pharmacists.ab.ca/napra-model-standards-compounding-non-hazardous-sterile-preparations>

In many ways these are not new to Alberta. Standard 10.13 of the Standards for the Practice of Pharmacists and Pharmacy Technicians already contemplates the adoption of standards for sterile compounding that would be consistent with those of USP 797.

Additionally, Standard 9.4 of the Standards for the Operation of Licensed Pharmacies requires that pharmacies holding a compounding and repackaging pharmacy license "must ensure that drugs are prepared in an environment and according to procedures that meet standards established by the United States Pharmacopeia (USP)."

ACP council determined that in Alberta a pharmacy technician or pharmacist must compound sterile non-hazardous preparations.

This must not be delegated to a pharmacy assistant or another unregulated individual.

The implementation framework is prioritized according to potential risk to patients and considers resources/ expenditures required for compliance with the Standards.

It ensures that a quality assurance program is prioritized early in the process to confirm that pharmacy facilities, personnel and equipment maintain a contamination-free compounding environment throughout the implementation process.

The following phased schedule for coming into effect has been approved.

Priority One: To be Complied with Prior to July 1, 2018

- Review NAPRA Model Standards for Pharmacy Compounding of Non-Hazardous Sterile Preparations
- Identify risk level (complexity, volume) of compounded sterile preparations
- Perform a gap analysis by comparing the Model Standards with current pharmacy sterile compounding procedures and facilities
- Prioritize the gap analysis and develop an action plan for compliance with the Model Standards
- Initiate a quality assurance program, prioritizing:
 - Verification of equipment, including PEC
 - Verification of controlled areas (clean room and anteroom)
 - Development of a written sampling plan for controlled areas according to specifications of a recognized standard, such as CETA applications guide CAG-002, CAG-003, or CAG-008

Priority Two: To be Complied with Prior to January 1, 2019

- Meet or exceed core requirements for a sterile compounding service
 - Personnel – both compounding personnel and cleaning personnel
 - Policies and procedures
- Meet or exceed production preparation requirements
 - Compliance with beyond use dating and dating methods – including consideration of the requirements surrounding sterility and endotoxin testing
 - Compounded sterile preparation protocols
 - Compounded sterile preparation log
 - Patient file
 - Conduct of personnel in areas reserved for the compounding of sterile preparations
 - Aseptic compounding of non-hazardous sterile preparations – including, but not limited to, hand and forearm hygiene and garbing, cleaning and disinfection
 - Packaging
 - Storage
 - Transport and delivery
- Complete quality assurance program
 - Verification of equipment and facilities – certification and written sampling plan (Implementation Framework, step one)
 - Results and action levels
 - Quality assurance of personnel involved in aseptic compounding – Gloved fingertip sampling, media fill test
 - Quality assurance of compounded sterile preparations
 - Documentation of quality control activities

Priority Three: Date for Coming into Effect to be Determined

- Meet or exceed core requirements for a sterile compounding services
 - Facilities and equipment

A date for priority three to come into effect was deferred pending approval of complementary standards for Compounding Sterile Hazardous Preparations and the availability of additional information from key stakeholders and policy decisions in other provinces.

Pharmacy technician annual permit renewal deadline coming soon



Pharmacy technicians: use the checklist below to get ready to renew! Your annual permit renewal deadline is November 30, 2016.

Complete the mandatory Jurisprudence Self-Assessment

Available in the Self-Assessment / Prescribed Activities section of the Continuing Competence Program (CCP) [portal](#).

Complete the mandatory CCP tutorial

Available in the Self-Assessment / Prescribed Activities section of the CCP portal.

Complete and document at least 15 CEUs

Complete at least 15 Continuing Education Units (CEUs) during the Continuing Education (CE) cycle (December 1, 2015 to November 30, 2016) and document each activity on a Learning Record.

Remember, the CE year is not the same as the registration year. Even though your practice permit doesn't expire until December 31, 2016, all CEUs earned in December 2016 apply to the 2017 CE year. You cannot carry over CEUs you did not claim for the 2016 CE year.

Complete at least one implementation record

Put your learning to use by implementing a minimum of one CEU into your practice and documenting this on an Implementation Record (you only need to complete one implementation record). Your implementation record must be completed based on a minimum of 1 of the CEUs you have completed and logged in your learning records on the CCP portal.

Before submitting your professional portfolio you must identify the implementation record(s) you are submitting by clicking the corresponding checkbox under the "Selected for Submission" column. This is on the implementation records page.

Submitting your professional portfolio

To submit your professional portfolio, you need to return to the home page.

After you have submitted your portfolio, you will have advanced to the next CE cycle and all your submitted records will no longer be visible. You may view your previous records by selecting the corresponding CE cycle using the drop down menus.

After submitting your professional portfolio, you must log into your ACP profile, accessible through the ACP website, to complete the online renewal process.

Make sure you have at least \$1 million of personal liability insurance

All pharmacy technicians who hold an ACP practice permit must carry at least \$1 million of personal liability insurance at all times. Even if you

are not practicing in Alberta (e.g.: on leave, living outside Alberta, or selling real estate) as long as you hold a practice permit, you must have liability insurance.

Update your contact information in your registrant profile

You can do this online at any time:

- Click on the teal Login button on the top of the [ACP homepage](#).
- On the Login page, enter your username (registrant number) and your password.*
- Click on My Profile at the top of the page.
- You will be asked to login to the registrant profile (use the same username and password).
- Click on View Profile. Click on the Edit button in the appropriate section and update your information.
- Click Save.

*Forgot your password?

Did you know? You don't have to call ACP to reset your password. You can reset it your password online:

- Click on the teal Login button on the top of the [ACP homepage](#).
- Click the [Forgot your password?](#) hyperlink.
- Follow the prompts to reset your password.



Pharmacy technicians: how to submit your professional portfolio for the first time

Once you have completed the Continuing Competence Program (CCP) requirements, the last step is submitting your professional portfolio to the college.

You will need to complete this step before you can renew your practice permit online as a pharmacy technician for 2016/2017.

As this will be your first time submitting your professional portfolio, we thought it would be helpful to answer a few commonly asked questions.

Q: Where do I find the Submit button?

A: The Submit button is located on the homepage of the CCP portal, along the left-hand side, and is only accessible during the online registration renewal period (end of October – November 30). Once you have completed all of the program's requirements, you can upload your portfolio by clicking the Submit button. (Please note, once you have submitted your portfolio, you will no longer be able to make changes to the submitted records.) If you are unable to submit your portfolio online,

it may be due to unmet requirements. Checkmarks appearing above the Submit button identify completed sections of the competence program. If a checkmark is missing, please refer to the corresponding section and complete the requirement.

Q: How do I select an Implementation Record for submission?

A: Before submitting your professional portfolio, you must identify the Implementation Record you are submitting by clicking the corresponding checkbox under the "Selected for submission" column. This is found on the Implementation Records page.

Q: Are all my records lost once submitted?

A: After you have submitted your portfolio, you will have advanced to the next CE cycle and all your submitted records will no longer be visible. You may view your previous records by selecting the corresponding CE cycle using the drop down menu.

Q: What is my next step after submitting my portfolio?

A: After submitting the professional portfolio, you must log into your ACP profile, accessible through the ACP website, to complete the online renewal process.

Portfolio Submission Help Guide

For additional support and information, please refer to our [Guide to Submitting Your Professional Portfolio](#). If you are still working on your professional portfolio, please refer to the CCP requirements section of our website for a number of additional resources, including:

- [Examples of Implementation Objectives](#)
- [How to write SMART objectives](#)
- [How to upload a supporting document](#)

If you require further assistance, you can always reach out to a member of the competence team at competence@pharmacists.ab.ca for guidance and support.



In memory...

 **Bunny Ferguson** August 31, 1942 - July 3, 2016

Bunny Ferguson passed away on July 3, 2016, at the age of 73 after a courageous battle with cancer.

As shared by ACP registrar Greg Eberhart:


Bunny Ferguson was the first public member appointed to the council of the Alberta Pharmaceutical Association. She continued her commitment to the association and profession after her term expired; participating as a member of the Strategic Planning Group whose work led to the formation of ACP and RxA in 2000.

In 2011, she was recognized by ACP and RxA as one of the 103 individuals from the past century whose contributions had substantively impacted the practice of pharmacy in Alberta.

Bunny was an inspiration and mentor to many; and remained a passionate friend and advocate for our profession and college wherever she was. I don't think that there are words that can better describe Bunny than those shared in her [obituary](#); which provide a vivid picture of her passion and commitment to people and our community.

Pharmacy has lost a good friend. Her impact on our profession won't be forgotten.

Please also visit the Edmonton Journal for a [beautiful feature story](#) remembering Bunny.

 **Konstantin "Stan" Dabisza**
August 17, 1947 - August 19, 2016

Stan passed away on August 19, 2016, in Penticton, BC, with his wife Karen Hart by his side at the age of 69 years old.

Stan deeply loved all he met, his passion

for enjoying life was admired. Stan is survived by his wife Karen, his son Colin (Kathryn), stepchildren Nicholas Welsch, Jennifer (Ross) Lewis and Benjamin Hart; grandchildren James, Adelaide, Jeffrey and Kaiden; sisters Nadia (Egon) Herald and Via Elderfield, and brothers Alex (Louise) and Walter (Rita).

Stan was born in Germany after WWII, and his family moved to Canada in 1959. He grew up in Inglewood in Calgary and was an honours student. He attended the University of Alberta for his BSc. in Pharmacy.

He became a passionate pharmacist who received many awards for his hard work and the improvements he made to his profession.

As a recipient of both the 1979 M.J. Huston Pharmacist of the Year Award and the 1996 Award of Excellence, Stan Dabisza is a long-standing example of excellence in pharmacy practice. Graduating from the University of Alberta in 1970, Stan worked in numerous pharmacies in Southern Alberta, most notably as pharmacy owner of Okotoks Value Drug Mart and of Health Plus Pharmacy in Calgary.

He maintained memberships in numerous professional organizations, serving as president of the Calgary Pharmaceutical Society in 1981. More recently, he served as the Vice-President of Software Development at Health Plus Systems Inc. and the Chairman of Health Outcome Pharmacies.

Health Outcome Pharmacies was an initiative spearheaded by Stan in response to the alarming governmental movement towards reducing costs rather than emphasizing patient outcomes, coupled with the growth of mail order pharmacies.

Many within the pharmacy community saw this movement as a direct threat to the future of independent pharmacy and patient care.

Health Outcome Pharmacies was founded on the principle that a cohesive organization could demonstrate to both the government and other pharmacists that better patient management could contain health care costs. The organization attracted both members and corporate support on a national level, focusing on pharmacist-led asthma, hypertension, and diabetes management.

While the operation of Health Outcome Pharmacies was brief, it successfully demonstrated the ability of Alberta pharmacists to band together and promote their best interests on a larger platform. Many attribute the current existence of independent pharmacy in Alberta with Stan and his dogged efforts through Health Outcome Pharmacies.

[View obituary](#)

 **Faroug Farag** July 26, 1947 - August 26, 2016

Mr. Faroug Farag of Edmonton passed away at the age of 69 years on August 26, 2016.

He is survived by his loving wife, Laila; two sons, Yousif and Fady; and 2 grandchildren, Gabriel and Sarah. He also leaves his brothers, Victor and Nabil; his sister, Violette; and numerous nieces and nephews.

He was a member of St. Mary & St. Mark Coptic Orthodox Church of Edmonton and founder of Millcreek Pharmacy.

He will be sadly missed but his memory will be forever cherished by all that were touched by his gentle spirit and loving smile. Those of us who have known Faroug describe him as a caring, compassionate, professional man, and that it was an honour to have known him and to experience the warmth of his smile.

[View obituary](#)

 **Roy Holding** August 16, 1923 – April 19, 2016

Roy Holding of Calgary passed away peacefully on Tuesday, April 19, 2016, at the age of 92 years.

Roy is survived by his second wife of forty years, Mary Holding (nee Davidson); his children Patricia Robson, Ruth and Tom Louie, Donald and Karen Holding; his eight grandchildren, Jeffrey and Stephanie Robson, Leah and Mike Holub, Eric Louie, Stephen and Ellie Robson, Aimee Louie and Jamie Hastings, Robyn Louie, Taylor Holding, and Paige Holding. He is also survived by nine great-grandchildren, Grace Robson, Brooke Robson, Finn Robson, Dax Robson, Anna Holub, Michaela Holub, Adam Holub, Abby Hastings, and Alan Hastings. He was predeceased by his parents; his brothers, Bert and Keith; his first wife Joyce Holding (nee Lonsdale); and his son-in-law Arthur Robson.

Roy was born to Ethel and George Holding in Torquay, England, the youngest of three sons. The family operated a blacksmith and Coachworks business before immigrating back to Canada when Roy was six years old. The family lived in Welwyn, SK, both in the village and on a farm during the depression.

In 1941 Roy joined the Royal Canadian Air Force (RCAF) and trained as a navigator. He was transferred to England where he ended up flying in the Lancaster Bombers with 12 Squadron out of Wickenby, Lincoln. Upon arrival, Roy and his crew were immediately sent into action over Berlin. He completed 30 missions over enemy territory and was awarded the Distinguished Flying Cross.


On his return to Canada after the war, Roy obtained his BSc. in Pharmacy at the University of Saskatchewan. Roy rejoined the Air Force after graduation and began a career as an officer in the

Medical Corp, serving on Air Force bases in Western Canada.

He spent the last years of his career working as the Commanding Officer of the medical supply depot in Calgary with the rank of Squadron Leader. Roy continued to work as a pharmacist in Calgary, until he could no longer perform his job due to hearing loss.

He spent his retirement travelling with his wife Mary to various countries in Europe, attending air crew reunions and researching the family tree. He was an active Shriner and volunteered with several charity organizations in Calgary. Roy was an avid gardener and loved to socialize. He enjoyed nothing more than telling jokes over a pint of beer.

[View obituary](#)

 **Leslie George Chatten** May 10, 1920 – August 11, 2015

Leslie George Chatten passed away on Tuesday, August 11, 2015, at the age of 95 years.

He was predeceased by his dearly loved first wife, Isabella Mary Chatten, of more than 50 years on April 4, 1994. He was also predeceased by his much loved second wife, Muriel (Lonnie) Lila Chatten, of 19 years on April 16, 2014. He is survived and dearly loved by his daughters: Myrna Dunlop (Bruce) of Bellevue, WA, Valerie Chatten (Harold Hogg) of Calgary, Alberta; and Marcia Natrass (Delbert) of Calgary; his grandchildren: Trent Dykes (Denise) of Prince George, BC; Andrew Dunlop (Andrea) of Rock Hill, South Carolina; David Dunlop of Bellevue; Christa Chatten-Grant (Joshua) of Calgary; Tim Chatten (Amber) of Calgary; and Jon Chatten (Dylan Waite) of Vancouver, BC; his great-grandchildren: Nolan Chatten, Jordyn Chatten, Rome Grant and Sawyer Grant all of Calgary. He was also survived by Lonnie's son, Bruce Kennedy (Laurie) of Victoria, BC, and grandchildren, Sandy Kennedy and

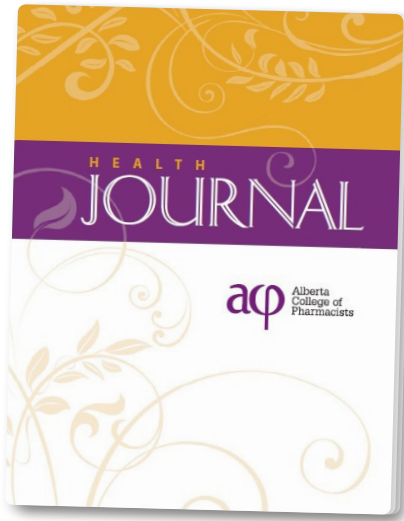
Samantha Kennedy of Victoria.

Les was born in Calgary on May 10, 1920, and grew up on a farm near Swalwell, Alberta. He left the farm to study pharmacy and completed his diploma in pharmacy before marrying Isabella on September 1, 1943. Within 2 weeks of marrying, Les was sent overseas with the Canadian Army Medical Corps and was stationed on Lady Astor's estate near London for the duration of the war. Les completed his Masters degree in Pharmacy after returning from overseas. He then worked for the federal government in Ottawa for 12 years before going to Ohio State in Columbus, Ohio, to complete his PhD. Thereafter, Les accepted a position with the Faculty of Pharmacy at the University of Alberta in Edmonton where he remained until his retirement in 1983. Les had a wonderful and satisfying career with the university that also allowed him to pursue his passions for golf and travel.

Les and Isabella spent many wonderful years in Ottawa and Edmonton and had many loving and supportive friends. Les and Isabella enjoyed many opportunities for travel to Europe, the Caribbean and Australia, both before and after retirement. After retirement, Les and Isabella settled in White Rock, BC, where they made many new and wonderful friends. After Isabella's death, Les decided to remain in White Rock, where he married Lonnie in May of 1995. Les and Lonnie enjoyed many wonderful travel opportunities during the first 10 years of their marriage as well. After Lonnie's death in 2014, Les was relocated to Calgary to be close to family. Les will be sadly missed by family and friends.

[View obituary](#)

To submit an *In memory...* please email ACP at communications@pharmacists.ab.ca. Submissions may be edited for style and space.



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To order Health Journals for your practice, email communications@pharmacists.ab.ca. ACP will cover the costs of the materials and shipping.

First come, first served. Get them while quantities last!

Upcoming holiday office hours

Remembrance Day

The college will be closed on Friday, November 11, 2016, for Remembrance Day. We will reopen on Monday, November 14, 2016.

Christmas

The college will close at 4:30 p.m. on Friday, December 23, 2016. We will reopen on Tuesday, January 3, 2017.



ACP emails and newsletters are official methods of notification to pharmacists and pharmacy technicians 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.