

MINUTES
MEETING OF COUNCIL
ALBERTA COLLEGE OF PHARMACY
Tuesday June 7 – Wednesday June 8, 2022
Calgary, Alberta

1. Introduction

1.1 Call to Order

President Macek called the meeting of council to order at 8:50 a.m. He recognized the territorial and ancestral lands of indigenous people in Alberta. He thanked Council for gathering prior to the meeting and welcomed ACP administration to the council table. President Macek asked Council Members to reflect on governance policy GP-8 Code of Conduct and consider any potential conflicts of interest they may need to disclose. No conflicts were disclosed.

The business meeting of Council was held over two days. On Tuesday June 7, the meeting was called to order at 8:50 a.m. and adjourned at 4:25 p.m. On Tuesday, June 8, the business meeting of Council reconvened at 8:30 a.m. and adjourned at 1:57 p.m. Upon adjournment, the Executive Committee and Council Members Shereen Elsayad and Patrick Zachar, joined 13 aspiring leaders attending ACP's Leadership Forum. Council reconvened the evening of June 8, 2022 to attend the Celebration of Leadership and Installation of the President reception from 5:00-8:00 p.m.

MOTION: to recess the June 7, 2022 business meeting of Council and reconvene on 8:30 a.m. on June 8, 2022.

Moved by **Christine Maligec**/CARRIED

1.2 Roll Call

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

- District 1 - Peter Macek (President)
- District 2 - Patrick Zachar
- District 3 - Fayaz Rajabali
- District 4 - Stan Dyjur
- District 5 - Shereen Elsayad
- District A - Laura Miskimins
- District B - Dana Lyons (Past-President)
- Public Member - Irene Pfeiffer (President-Elect)
- Public Member - Jane Wachowich
- Public Member - Christine Maligec
- Public Member - Deb Manz
- Public Member - Jason West

Absent

- Public Member - Carmen Wyton (Executive-Member-at-Large)
- Public Member - Aquaeno Ekanem

Also in attendance

- Greg Eberhart - Registrar
- Kaye Moran - Deputy Registrar
- Jeff Whissell - Deputy Registrar
- Rob Vandervelde - Senior Operations and Finance Director

- Leslie Ainslie - Executive Assistant
- Barry Strader - Communications Director
- Pamela Timanson - Competence Director
- Jill Hall - Competence Committee Chair, and Faculty of Pharmacy and Pharmaceutical Sciences UofA (9:30-11:00am)
- Sherif Mahmoud - Faculty of Pharmacy and Pharmaceutical Sciences, UofA (10:00-11:00am)
- Hal Danchilla - Canadian Strategy Group (10:45am-12:00pm)
- Annabritt Chisholm - Shores Jardine LLP (10:45am-12:00pm)

1.3 Invocation

Councillor Jason West read the invocation.

1.4 Adoption of the Agenda

1.4.1 Consent Agenda

1.4.1.1 Policy Report

MOTION: to lift the issue of English Language Proficiency from the Consent Agenda Policy Report.

Moved by **Shereen Elsayad**/Seconded by **Dana Lyons**/CARRIED

Amendments to the *Health Professions Act* (Bill 46) - English Language Proficiency

On March 31, 2021, a two-phased Bill 46 implementation plan was approved and on September 29, 2021, Phase 1 was proclaimed. Originally, the plan for Phase 2 was to include transitions of 13 sections from the professional regulations to the amended *Health Professions Act* (HPA) common provisions; however, some issues were identified when Alberta Health analyzed all 29 professional regulations and the resulting amendments made to the HPA by Bill 46. This included the section about English language requirements as Alberta Health's analysis identified that the amended *Act* does not adequately preserve the regulatory authorities currently granted to colleges in relation to the issue of English language proficiency.

While colleges will have the authority to require evidence of English language proficiency from applicants for registration, the HPA's provisions addressing registration renewal will not enable regulatory colleges to establish this evidence as a requirement for renewal of the member's practice permit. This may not be something colleges are concerned about confirming on renewal, as language proficiency does not tend to deteriorate over time; however, regulatory colleges are being offered the opportunity to include this requirement in the new regulation. If this provision is added to a practice permit renewal section in the regulation, it would be written in a manner that is enabling and ensures that regulated members are not automatically required to provide the evidence each time they renew their practice permit. Registrar Eberhart recommended that ACP include this new authority in regulation, as it will enable the ability to request evidence of English language proficiency in circumstances where there are indications of weakness in English language proficiency.

Council agreed that it is important for the college to be steadfast on its principles and view that requirements for entry-to-practice be seen through the lens of what the

public is experiencing. Consensus was reached that the management of English language proficiency should be at entry-to-practice.

MOTION: to approve the Consent Agenda Policy Report presented by the Registrar
Moved by **Dana Lyons**/Seconded by **Stan Dyjur**/CARRIED

1.4.1.2 Update Report

MOTION: to lift manpower issues and the Model Standards from the Consent Agenda Update Report.

Move by **Stan Dyjur**/Seconded by **Deb Manz**/CARRIED

Manpower Issues

Council agreed that the issue of pharmacy team burnout and staff shortages impacted by the pandemic, should be discussed at a future meeting. Pharmacy team burnout and staffing shortages may become a safety issue and therefore what is ACP's role. Will there be an impact on regulated behaviours from these stressors? The safety of the public remains a priority of the college therefore what does ACP need to consider from a regulatory perspective. Is this about regulatory oversight versus advocacy roles. Perhaps RxA and PTSA can provide peer support and other resources to support mental health support as an interim measure.

Model Standards

Council received copies of four documents developed by the National Association of Pharmacy Regulatory Authorities (NAPRA):

- Model Standards of Practice for Continuous Quality Improvement and Medication Incident Reporting by Pharmacy Professional,
- Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada,
- Model Compounding Competencies for Pharmacists and Pharmacy Technicians in Canada, and the
- Principles of Professionalism for the Profession of Pharmacy.

The college will not adopt these documents; however, will use the Model Standards as a resource or tool to inform the work of the college and guide the development of ACP's revised Standards of Practice for Pharmacists and Pharmacy Technicians, and the Standards for the Operation of Licensed Pharmacies. ACP will use the *Model Compounding Competencies for Pharmacists and Pharmacy Technicians in Canada* to guide learning and skill development tools for registrants who demonstrate an inability to comply with the ACP's compounding standards. Development of NAPRA's *Principles of Professionalism for the Profession of Pharmacy* was informed by ACP's "Tenets of Professionalism".

MOTION: to approve the Consent Agenda Information Report from the Registrar
Moved by **Dana Lyons**/Seconded by **Deb Manz**/CARRIED

1.4.2 Additions to the Agenda

MOTION: to adopt the agenda as circulated.

Moved by **Deb Manz**/Seconded by **Stan Dyjur**/CARRIED

1.5 Minutes from Previous Meetings

1.4.3 Minutes – May 5, 2022

MOTION: to approve the May 5, 2022 minutes of council as circulated.

Moved by **Fayaz Rajabali**/Seconded by **Christine Maligec**/CARRIED

1.6 Disposition of Directives

MOTION: to approve the May 5, 2022 Disposition of Directives as circulated.

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

1.7 In Camera

1.7.1 CR-5 Review of Registrar’s Performance

Council reviewed the performance of the Registrar during the past year in context with policy CR-5 Monitoring Registrar Performance. The Registrar and other members of the administrative team excused themselves from the meeting during the review and deliberation about the policy.

MOTION: that Council move “In Camera” at 1:13 p.m.

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

MOTION: that the Registrar has complied with policy CR-5 Monitoring Registrar Performance.

Moved by **Stan Dyjur**/Seconded by **Dana Lyons**/CARRIED

MOTION: that Council move “Out of Camera” at 1:56 p.m.

Moved by **Deb Manz**/Seconded by **Jason West**/CARRIED

President Macek will meet with Registrar Eberhart to discuss and present a written synopsis of Council’s discussion and assessment.

2. Generative

2.1 NIL

3. Strategic

3.1 Ownership Linkage – What’s on the Minds of our Moral Owners? - Engagement with Albertans since Last Meeting

Council identified the importance of Council’s engagement with the public and registrants. The following issues were introduced and discussed during this forum:

Public

- Albertans are hurting; for all different reasons, and COVID-19 exasperated this.
- There is global uncertainty. COVID 19 has created livelihood crisis, social and community stress, and digital inequity. World viewpoint is heightened, and mental health has deteriorated.
- The public expects more and faster services from pharmacy than ever seen before; a direct result from pharmacy being the “public health” portal during the pandemic. Pharmacy teams are seeing less patience from patients, again, more so than ever.

- Need to temper expectation of the public as some are just not achievable. Should ACP develop communications strategies to manage expectations or encourage pharmacies to “reshape” those expectations?

Pharmacy

- There is extreme exhaustion within pharmacy teams, sometimes resulting in behaviors such as not practicing to the full scope of practice because they just don’t have the time.
- Healthcare systems are broken, and pharmacy is carrying a large portion of that load.
- Mental health issues for pharmacy teams are on the rise, however COVID has allowed people to talk about their mental health concerns. Resources need to be provided. The college needs to consider ways to support the professions tackle mental health issues.
- Within the healthcare system, often there is no physician available. This is an opportunity for virtual care.
- Government believes that primary care is happening at a decision level/government level, when in fact it’s often at the pharmacy level. Government views healthcare as just a transaction, which leaves pharmacy acting as the glue that holds together the tenets of primary care for Albertans. Pharmacy needs to build stronger relationships with government to bring awareness to what’s happening in pharmacy and to learn what government “thinks” is happening.

3.2 Modernizing Legislation - Strategic Discussion

Pharmacy practice in Alberta is governed under two complementary *Acts*, the *Health Professions Act* (HPA) and the *Pharmacy and Drug Act* (PDA). The HPA is omnibus legislation that governs the practices of all regulated health professionals including pharmacists and pharmacy technicians. The PDA governs the operations of licensed pharmacies. Council identified 13 determinants it believes to be important to a modernized legislative framework. At the March 2022 meeting, Council reviewed strategic goals, and identified key questions or issues arising from these determinants. At this meeting, Council considered the question “what is a pharmacy? and in the context of defining what a pharmacy is, Council considered what “pharmacy services”, should be licensed. To support discussions, ACP Administration provided an environmental scan on what defines pharmacy services in other provinces.

Increasingly, more “professional services” are being provided by pharmacists that are not “pharmacy services” (as defined in the *Pharmacy and Drug Act*). This means that they do not need to be provided from within a pharmacy and are not directly subject to the *Pharmacy and Drug Act*. This invited questions about compliance with requirements customarily addressed under the *Pharmacy and Drug Act* and, ACP’s processes for identifying and monitoring these practices.

At the conclusion of the discussion, Council accepted the recommendation that ACP pursue a policy that requires professional services that are not “pharmacy services” (as defined in the *Pharmacy and Drug Act*), to be affiliated with a licensed or institutional pharmacy: and that sites where these services occur, be identified to the College upon request. This policy will require the least amount of regulatory reform and will build upon the existing structures and legislation in place. The policy will ensure that patient access is maintained, all patient records are kept at the affiliated pharmacy, and identifying all practice locations will allow for monitoring and assessment by ACP to best protect the public.

MOTION: to accept the recommendation to pursue a policy that links professional services to a licensed pharmacy.

Moved by **Dana Lyons**/Seconded by **Deb Manz**/CARRIED

3.3 “Respect in the Workplace” – Required Learning

The Government of Alberta (GOA) requested that all council members and staff of regulatory authorities, take a course that addresses bullying, abuse, harassment and discrimination; further to their 2019 commitment to “ensuring a strong, inclusive, healthy and respectful workplace that is free of harassment, violence, and discrimination”. The GOA contracted Respect Group Inc. (RGI) to launch a mandatory respect in the workplace e-course. In April, Council Members were forwarded access to the program, and were asked to complete the program prior to the June council meeting.

Council made the following observations:

- The course was oriented more towards employees than governance roles;
- The course provided a good reminder about the diversity of the changing workforce, and the importance of new understanding amongst individuals we work with;
- It is important to reflect on our own behaviours, and to regularly self-evaluate;
- Many of the concepts in the program are more complex than they appear;
- Not all employees have a safe place to go;
- Reality is not what you do, but rather how you are perceived.

The course will form part of the onboarding of new council members. The course will be mandatory for all ACP employees. There is merit in considering our behaviors when we reflect on council evaluation.

4. Fiduciary

4.1 ENDS and Executive Limitation Policies

4.1.1 Policy E-2 (Resource Allocation) – Priorities for 2023

Registrar Eberhart provided a status update on priorities for 2022, identified potential priorities for 2023, updated Council on business plan development; and identified critical success factors, and risks that could impact the plan. He also provided a progress update on the Strategic Plan goals (Appendix 1). Council approved the following priorities for 2023:

Data Intelligence

- Launch Merlin and create operational dashboards across all ACP programs,
- Develop a proposal for an Alberta medication incident reporting system,
- Approve draft Governance Report format and measure domains,

Meeting Practice Expectations

- Draft rules for Structured Practical Training for Provisional Pharmacists and development of pharmacy technician SPT assessment framework,
- Begin development of bridging program for pharmacy technicians,
- Draft assessment tool for redefined licensee core competencies,
- Develop measures of licensee professional behaviours,
- Develop changes to the CCP framework that support practice improvement,

Legal Framework

- Develop inventory of emerging practices and Council discussions of proposed legislative and regulatory amendments,
- New standards of practice come into force.

At the September council meeting, Registrar Eberhart will present the DRAFT operational plan and budget that incorporate the 2023 priorities. The plan will include updated Strategic Objective plans that identify the financial and human resources required to meet these priorities in 2023-2025.

MOTION: to approve the priorities for 2023 as presented by the Registrar.

Moved by **Irene Pfeiffer**/Seconded by **Deb Manz**/CARRIED

4.2 Compliance Monitoring and Reports

4.2.1 Executive Limitations – Compliance Reports

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

4.2.1.1 EL-2 Treatment of Staff

In its ongoing commitment to assess the satisfaction of its administrative team, ACP commissioned Y Station to conduct its tri-annual survey of all staff members. The survey has been used tri-annually since the early 2000's, with slight modifications to allow for comparative analysis. Registrar Eberhart presented the results of the online survey conducted in May 2022.

The primary purpose of the survey was to measure overall employee satisfaction based on an evaluation of specific facets of the workplace; to identify key strengths and areas for improvement; to provide a benchmark for measuring change in the future; and to encourage dialogue amongst management and employees towards making ACP a better place to work. Survey questions have been consistent from year to year, with an exception this year that asked questions about ACP's response to the pandemic.

Overall, satisfaction of ACP employees was rated very high. The Operations Leadership Team (OLT) was very encouraged with the results post COVID, identifying a strong team committed to the mission, vision and values of the College in an unknown and sometimes uncomfortable environment, during uncertain times. Comparatively to other points in time when the same survey tool was used, the OLT did not identify any indicators that are substantively out of line however, there is always opportunity for improvement.

The generally positive results are gratifying given the tumult of working through the pandemic while also implementing a new strategic plan and a major systems implementation in Merlin. They speak to the efforts of ACP's program directors, HR manager, and all team members to create a positive work culture.

At the same time, there are potential improvements in areas such as collaboration, innovation and conflict resolution, that will be continuing areas of focus for both ACP's organizational development work and its strategic plan implementation. Stress is at times high due to the multiple work pressures and ACP continues to promote supporting mechanisms as part of a psychological health and safety framework. Opportunity for advancement remains a difficult challenge to address in a small professional organization.

MOTION: that the Registrar is in compliance Executive Limitations policy EL-2 Treatment of Staff.

Moved by **Dana Lyons**/Seconded by **Deb Manz**/CARRIED

4.2.1.2 EL-4 Financial Condition – Internal

Council received internal Financial Statements and a Statement of Variances for the month ending April 30, 2022. The financial savings of the COVID-19 pandemic are beginning to fade; causing expenses to accelerate, however aligned with the budget. Projections are that it is more likely that ACP will break even than run a deficit at year-end. Contrary to the budget, it is unlikely that ACP will need to draw on reserves during this fiscal year. Council extended appreciation to Rob Vandervelde, Senior Director of Operations and Finance for the quality of this report.

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

Moved by **Irene Pfeiffer**/Seconded by **Dana Lyons**/CARRIED

Council was provided an analysis of the Merlin Project Budget. The Registrar requested that the adjusted total budget for Merlin project costs be increased to \$1.31 million, which is an increase of \$150,000 above the currently approved budget. Development is 84% complete, and training and testing will be priorities for the Fall.

MOTION: to approve the Registrar’s request to increase the total project funding for the Merlin project by \$150,000, to a total of \$1.31 million.

Moved by **Fayaz Rajabali**/Seconded by **Christine Maligec**/CARRIED

4.2.2 Council-Registrar Relationship Policies (CR) Compliance Reports

Council-Registrar Policies (CR) define the working relationship between the Council and the Registrar. Council reviewed policy CR-4 Delegation to the Registrar and CR-5 Monitoring Registrar Performance and reflected on its compliance with the policies.

4.2.2.1 CR-4 Delegation to Registrar

MOTION: that Council is in compliance with CR-4 Delegation to the Registrar.

Moved by **Irene Pfeiffer**/Seconded by **Dana Lyons**/CARRIED

4.2.2.2 CR-5 Monitoring Registrar Performance

This agenda item was considered under Agenda 1.7.1.

MOTION: that the Registrar has complied with policy CR-5 Monitoring Registrar Performance.

Moved by **Stan Dyjur**/Seconded by **Dana Lyons**/CARRIED

4.3 Business of Council

Council considered and approved the following recommendations for corporate appointment for the 2022-2023 council term.

4.3.1 Corporate Appointments

4.3.1.1 Legal Counsel

MOTION: to appoint Shores Jardine LLP as ACP legal counsel for the 2022-2023 council term, and to appoint Field Law and Reynolds, Mirth, Richards and Farmer, as independent legal counsel to tribunals, appeals and review panels for the 2022-2023 council term.

Moved by **Deb Manz**/Seconded by **Jane Wachowich**/CARRIED

4.3.1.2 Auditors

MOTION: to appoint KPMG as auditors for the Alberta College of Pharmacy for the 2022-2023 council term.

Moved by **Fayaz Rajabali**/Seconded by **Christine Maligec**/CARRIED

Note: Further to Council's discussion Registrar Eberhart will review industry best practices respecting the appointment of auditors. Information will be shared with Council prior to appointment of the college auditors for the 2023-2024 council term.

4.3.1.3 Banking Institution

MOTION: to appoint TD Canada Trust as the banking institute for the Alberta College of Pharmacy.

Moved by **Fayaz Rajabali**/Seconded by **Patrick Zachar**/CARRIED

Note: Rob Vandervelde, Senior Director of Finance and Operations, will perform an environmental scan on bank fees from other major Canadian financial institutions.

4.3.1.4 Investment Counsel

MOTION: to appoint Scott Ponich with TD Wealth Private Investment Advise as the investment counsel for the Alberta College of Pharmacy for the 2022-2023 council term.

Moved by **Fayaz Rajabali**/Seconded by **Deb Manz**/CARRIED

Note: Council requested information about the service fees on equities.

4.3.1.5 Signing Authority

MOTION: that Greg Eberhart, Kaye Moran, Jeff Whissell, Rob Vandervelde, Peter Macek, and Irene Pfeiffer, be granted signing authority on behalf of the college for the 2022-23 council term. ACP requires dual signatures on all financial transactions. All cheques for amounts greater than \$15,000 must include the signature of the Registrar; or in his absence, a Deputy Registrar's signature.

Moved by **Chris Maligec**/Seconded by **Jason West**/CARRIED

4.3.2 Committee Appointments

4.3.2.1 Hearing Tribunal Pool

The Hearing Tribunal Pool consists of pharmacists and pharmacy technicians from which ACP's Hearings Director selects panels to consider hearings under the *Health Professions Act* and the *Pharmacy and Drug Act*. Registrar Eberhart recommended the following appointments to the Hearing Tribunal Pool.

- That Yasir Iqbal, Mehul Patel, Patrick Thomson, and Cassandra Woit, be reappointed to the Hearing Tribunal Pool for an additional three-year term, commencing July 1, 2022 and ending June 30, 2025.
- That Kevin Kowalchuk and Tiana Cunningham be appointed to the Hearing Tribunal Pool to serve a three-year term, commencing July 1, 2022, and ending June 30, 2025.

MOTION: to approve the appointments to the Hearing Tribunal Pool.

Moved by **Irene Pfeiffer**/Seconded by **Deb Manz**/CARRIED

4.3.2.2 Nominating Committee

The Nominating Committee is responsible for nominating Council Members to executive positions for the college and to provide stewardship over the nomination and selection process for public members. It was recommended that Patrick Zachar (Chair), Irene Pfeiffer, Dana Lyons, and Rick Hackman be appointed to ACP's Nominating Committee for the 2022-23 council term. This recommendation is aligned with the Committee's revised Terms of Reference approved by Council at the January 28, 2021 meeting.

MOTION: to appoint Patrick Zachar (Chair), Irene Pfeiffer, Dana Lyons and Rick Hackman to the Nominating Committee for the 2022-2023 council term, effective July 1, 2022.

Moved by **Deb Manz**/Seconded by **Christine Maligec**/CARRIED

4.3.2.3 Competence Committee

The Competence Committee is responsible for filling its role within the Continuing Competence Program established in the *Health Professions Act*, and as approved by Council. Registrar Eberhart recommended the following appointments to the Continuing Competence Committee.

- That Melissa Dechaine be re-appointed to a second three-year term, commencing July 1, 2022, and ending June 30, 2025.
- That Melissa Dechaine serve as chair of the Competence Committee for a one-year term commencing July 1, 2022 and ending June 30, 2023,
- That Jennifer Teichroeb be appointed for a one-year term as vice-chair of the Committee commencing July 1, 2021 and ending June 30, 2023.
- That Shae-lynn Sage and Dylan Moulton be appointed for a three-year term, commencing July 1, 2022 and ending June 30, 2025.

MOTION: to approve the appointments to the Competence Committee as recommended by Registrar Eberhart.

Moved by **Jason West**/Seconded by **Christine Maligec**/CARRIED

4.4 Highlights from the “Certificate to Canadian Pharmacy Practice” Program – Dr. Jill Hall and Dr. Sherif Mahmoud

A priority of the college is to ensure that all pharmacist applicants are qualified and able to practice safely, effectively and responsibly to ACP's standards of practice and Code of Ethics. In collaboration with the Faculty of Pharmacy and Pharmaceutical Sciences (FoPPS), the college developed the *Certificate to Canadian Pharmacy Practice* (CCPP) bridging program that provides internationally educated pharmacy graduates (IEPGs) training to further develop their knowledge and skills to be culturally and ethically competent pharmacy professionals as they enter the practice of pharmacy. The CCPP is the only bridging program recognized for registration by the Alberta College of Pharmacy. This is due to the unique scope of practice of Alberta pharmacists.

Dr. Jill Hall, Assistant Dean Professional Services, and Dr. Sherif Mahmoud, Director of the Certificate to Canadian Pharmacy Practice Program, from the Faculty of Pharmacy and Pharmaceutical Sciences, provided Council an update on the CCPP. The inaugural bridging program began in September 2021 and will conclude at the end of June 2022. There are 47 individuals in the inaugural cohort. At end of the program, the FoPPS will undertake an evaluation of the program. The initial results of the evaluation will support planning for the 2022-2023 CCPP

program. One of the early successes of the program, is the establishment of a community of practice amongst participants.

Approximately one third of candidates successfully completed the PEBC prior to enrollment, approximately one third during enrollment in the program, and the remainder will challenge the evaluation upon completion of the bridging program. Interim feedback from participants is that the program is very beneficial, and participants would like to see more interactive and practical cases instead of reading, more opportunities for discussions during any synchronous sessions, and additional time for practice in skill labs.

There is an interest in increasing the number of candidates enrolled in the program. The Faculty will continue to explore means to provide more flexibility for candidates, so that they can balance quality of life while participating in the program. Approximately 70 expressions of interest have been received for the next year. Applications will be invited commencing August 1, 2022. Engagement will be held with an employer's cohort and practice leaders to assist in promoting and building capacity for the program. There is also intent to encourage current participants to promote the program.

Council encouraged continued monitoring of the experiences and successes of this group and future participants, to better understand the outcomes and whether the program may be used in other ways to nurture better understanding and compliance with the Code of Ethics and tenets of professionalism.

4.5 Report from the Competence Committee

Dr. Jill Hall, ACP Competence Committee Chair, and Dr. Pamela Timanson, ACP's Competence Director, provided the semi-annual report to Council, providing a review of the Committee's activities and trends observed. They provided Council with an overview of the audit process of the Continuing Competence Program for Pharmacy Technicians and results over the past four Continuing Education (CE) cycles.

Overall, pharmacy technician competence cases are infrequently referred to the Competence Committee. The Committee reflected on the reason for this and believes this may result from the number of pharmacy technicians working for Alberta Health Services, where there may be a bit more structure, guidance and collaboration opportunities with other pharmacy technicians and pharmacists on a regular basis.

The Committee observed that:

- pharmacy technicians continue to have issues with documenting requirements within the competence program. Documentation is more of an issue than the issue of competency within the profession;
- pharmacy technicians continue to have an inordinate amount of apprehension about the Continuing Competence Program. The Committee will consider how to address the "fears" associated with the program through education about the purpose of the program and how they might successfully move through the program requirements;
- the Practice Improvement Program (PIP), which is in the early stages of implementation, will require a clear outline to support pharmacy technician practice.

To address the concerns noted above, the Competence Committee will:

- continue to monitor the learning and implementation records to ensure there is clear direction about program requirements;

- foster and improve connection with the learning of pharmacy technicians and how they are or should be implementing these into practice; through webinars and podcasts;
- continue to purposefully develop the Practice Improvement Program for pharmacy technicians.

Over the next few months, the Competence Department is evaluating the Continuing Competence Program for pharmacists and pharmacy technicians through a series of focus groups. The results will be analyzed over the summer and presented to the Competence Committee in the Fall. The information will support continuous improvement of the program and inform how the Department moves forward with the evolution of the Continuing Competence Programs and the Practice Improvement Programs.

4.6 Highlights from the Registration/Competence Portfolio

Deputy Registrar Moran shared insights from the Registration and Competence portfolios and, provided an environmental scan to support Council's stewardship of pharmacy practice in Alberta.

Registration Portfolio

The mandate of the registration department is to:

- Ensure only qualified individuals and pharmacies are admitted to the register and continue to meet registration and licensing requirements under the *Health Professions Act* and the *Pharmacy and Drug Act (PDA)*.
- Assess applications for registration, annual permits, and licences; including when conditions or restrictions may be warranted and provides the Registrar with recommendations.

Trends

Licensee turnover

- Some pharmacies have increased turnover in leadership as licensees leave and a new person is recruited.
- When a pharmacist ceases to be the licensee of a pharmacy, the licence terminates. However, the *PDA* authorizes the registrar to allow the operations of the pharmacy to continue for a short period of time under the supervision of a temporary pharmacist in charge (TPIC). This allows time, a maximum of 90 days, for a new licensee to assume responsibility for the pharmacy.
- Frequency of licensee changes has increased in the last 1-2 years. A new process to enforce the temporary nature of the TPIC began in July 2021.

Mail order pharmacy licenses

- Interest in adding a mail-order licence to a community pharmacy licence has increased within the last year. We've also noted an increase in requests to hold a mail-order licence only. This is not permitted in Alberta, as the foundation of pharmacy licensure is the community pharmacy licence category.
- As of early May 2022, there were 105 existing pharmacies that hold a mail-order licence, as well as 9 active files indicating they intend to apply for a mail-order pharmacy licence.
- According to the *PDA* a mail order pharmacy service is a pharmacy service provided to or for a patient for which neither the patient nor the patient's agent attends at the community pharmacy to receive the service.
- Consideration is being given as to when this licence category will be issued if it is determined, via the virtual care standards, that all pharmacist-patient relationship must have an in-person requirement, even if that is periodic.

- Statistics (January 1 - May 1, 2022)
 - 1625 licensed pharmacies in Alberta;
 - 32 new pharmacies opened since the beginning of 2022;
 - 42 changes of ownership, 5 pharmacy closures;
 - 28 renovation applications, 4 pharmacy relocations;
 - 99 new clinical pharmacists, 6,135 total clinical pharmacists registered;
 - 43 new provisional pharmacists;
 - 51 new pharmacy technicians, 1822 total pharmacy technicians registered;
 - 53 new provisional pharmacy technicians.

Competence Portfolio

The mandate of the Competence Department is to:

- Identify registrants whose competence may be deficient and remediate these deficiencies.
- Facilitate access to programs that support registrants' practice in accordance with standards and guidelines, including jurisprudence learning materials.
- Assess registrants seeking authorizations approved by council.
- Monitor and analyze competence data to identify trends and inform drafting of policy recommendations.

Trends

Additional prescribing authorization (APA) applications remain low

- Throughout the later part of 2020 and all of 2021, APA applications have declined compared to the past.
- It is thought that increased pressure on pharmacists, because of the COVID-19 pandemic, is the main reason for the decrease in applications; however, other factors may be contributing as well.
- As of April 30, 59% of clinical pharmacists have additional prescribing privileges. Authorization was granted to 73 clinical pharmacists between January 1 and April 30 of 2022.

4.7 Highlights from the Professional Practice/Complaints Portfolio

Deputy Registrar Jeff Whissell shared highlights from the professional practice and complaints portfolio. Below are excerpts from his report to Council.

Professional Practice Portfolio

Pharmacy working conditions during the pandemic

Deputy Registrar Whissell observed the significant contributions of pharmacy professionals during the pandemic, and the subsequent fatigue that has set in amongst pharmacists and pharmacy technicians. Providing COVID-19 vaccinations, testing, influenza vaccines, and other health related services that were required to meet the demand for patient care at the height of COVID-19, came at a significant cost to the mental and physical health of pharmacists and pharmacy technicians.

Although the demand for COVID-19 related services has declined, the uncertain staffing levels has been a major challenge. This in turn has affected the ability of regulated members to provide care to patients. A pharmacist shortage is causing additional stress for some pharmacies. Many community pharmacies continue to experience high employee turnover. Over the last two years,

fatigue, stress, and burnout affected pharmacy operations and the ability to provide patient care, and some regulated members have left the profession or plan to leave soon. Support and empathy from patients, team members, and management continues to be important in facilitating employee wellness, while protecting the safety of the public.

Pharmacy operation issues encountered

- Supply chain uncertainties led patients to “stock-up” on their medications. This resulted in increases in prescriptions with some pharmacies experiencing more than two times the normal volume of work.
- With COVID-19 vaccines, there were stringent storage and stability requirements that created operational issues. Pharmacy teams spent much of their time scheduling or cancelling appointments; experiencing issues with the online booking system; assessing eligibility; entering injection data into the vaccine reporting system; and ensuring doses were not wasted. Teams often complained about the lack of advance notice from the Government of the eligibility requirements; and the rush of patients attending the pharmacy once they were eligible. All of these uncertainties added to the stress levels as these programs were implemented with poor communication and notice.
- Licensees had a difficult time finding pharmacists, pharmacy technicians and pharmacy team members to work. The creation of jobs such as contact tracing and providing injections from AHS clinics pulled some pharmacists out of community practice.
- There were procurement inconsistencies with vaccines and testing supplies.
- Although a priority, extra COVID-19 measures such as cleaning, and contamination risks affected operations efficiency.
- Practicing to the Standards for the Operation of Licensed Pharmacies suffered with reduced drug incident reporting and lack of inventory (including narcotics and controlled substances) reconciliation.
- Today, rural pharmacies are having trouble hiring staff pharmacists even with higher compensation levels. Some licensees report burnout from working six or more days every week for the past two years, without any time off.

Reduced clinical services and decreased quality of patient care

- During the pandemic, Albertans experienced challenges in accessing care as some medical offices closed or would not directly see patients; emergency departments became hard to access; and other health care professionals were closed as well. In some cases, Albertans purposefully avoided accessing medical offices or emergency departments to minimize their exposure to COVID-19. This resulted in an influx of patients seeking care from community pharmacies.
- Pharmacies were already challenged in addressing their current workload, along with assuming additional work created by changes in service delivery elsewhere in the health system.
- Reduction in comprehensive annual care plans and other non-COVID-19 related services (e.g. blood glucose point-of-care testing) are some examples of how patient care was affected due to the pandemic, as COVID-19 related services were prioritized over regular care and other less urgent clinical services.
- Pharmacists and pharmacy technicians reported that fatigue and burnout have affected the quality of patient care they provide. Long working hours without breaks was the norm in most community pharmacies and pharmacy staff were especially anxious.

- Pharmacists were frustrated that they did not have enough time to care for patients. Some services like care plans were deferred or skipped leaving pharmacists feeling like there were opportunities missed.
- Documentation of patient care suffered, and standards specific to prescribing and other assessments were not being met.
- Pharmacy Professional Practice Consultants have had numerous conversations with licensees about considering whether reducing the numbers or types of services provided, may be beneficial overall.

Complaints Portfolio

Impact of the Pandemic - Reporting of Registrant Practice and Pharmacy Operational Concerns

There was a significant increase in practice and pharmacy operational concerns reported during the pandemic. Spikes in the number of concerns reported were associated each time there was a:

- limitation on prescription dispensing quantity,
- media report about an unapproved drug to prevent/treat COVID-19,
- change in Alberta COVID-19 Pharmacy Immunization Program eligibility requirements,
- change in Provincial COVID-19 policy/requirements,
- change in COVID-19 health and safety measures, and travel requirements,
- change in COVID-19 testing measures and
- roll-out of community based COVID-19 treatment measures.

Decreases in the number of concerns received were noted during times of relaxed COVID-19 health and safety measures, and when other COVID-19 measures and requirements remained relatively constant.

In response to the increased concerns, ACP developed and continually adapted guidance documents to provide pharmacy teams with resources, direction, and authority to better provide safe, effective, and responsible pharmacy care during the pandemic. These guidance documents were supplemented with ACP Link articles and other resources. In the past 12 months the number of reported concerns has peaked and started to return to pre-pandemic levels, in-line with historical growth. For the five-year period prior to the COVID-19 pandemic, the average monthly number of concerns received was 62. During the COVID-19 pandemic it has been 83, a 33% increase.

During their deliberation, Council considered:

- the role of the college to provide resources to support the mental health of pharmacy professionals,
- the impact on workforce issues with the increase in new pharmacies,
- requiring training for pharmacy proprietors,
- the risks to patient safety resulting from the pandemic fatigue and staffing shortages.

4.8 Bylaw Amendments Arising from Bill 65

Council reviewed feedback resulting from the consultation with registrants about proposed bylaw amendments arising from Bill 65. Responses received supported the bylaw amendments arising from:

- Amendments to the *Pharmacy and Drug Act* (Bill 65-06/2021) and the Pharmacy and Drug Regulation - moving authority for “identifying field officers” from the regulations to the bylaws.

- Amendment to the *Health Professions Act* (Bill 30/2020) - changing the structure of the councils of colleges that regulate health professions to 50% public members, which ACP addressed through bylaw amendment in early 2021. With the new council structure in place, the transitional bylaw clauses will be repealed.

MOTION: to approve amendments to the bylaws as circulated for consultation.

Moved by **Fayaz Rajabali**/Seconded by **Patrick Zachar**/CARRIED

4.9 Standards of Practice for Virtual Care

The ability of Alberta pharmacy professionals to fully contribute to the health and wellness of Albertans depends on access to the breadth of services available through the community-based model on which the practice of pharmacy in Alberta is founded. Virtual care is not an alternative to the foundation of pharmacy care, however virtual care can be a valuable tool that could complement in-person care, particularly when in-person care is not possible or impractical, particularly in remote or underserved communities.

Deputy Registrar Jeff Whissell provided Council with an overview of the rapid increase in the use of virtual care during the COVID-19 pandemic including the emergence of enabling technologies. He shared the results from the consultation on the DRAFT Standards of Practice for Virtual Care. Joining the discussion was Hal Danchilla, government affairs advisor with Canadian Strategy Group, and ACP's legal counsel Annabritt Chisholm, with Shores Jardine LLP.

ACP received 182 points of feedback from 55 commenters. All feedback was considered by ACP administration and legal counsel, resulting in amendments to the DRAFT standards that were consulted about. ACP did not receive feedback from the Minister of Health, therefore Council's review of the proposed DRAFT Standards of Practice for Virtual Care, is subject to considering any feedback received from the Minister, prior to granting final approval of the standards.

There was a wide range of feedback provided however four common points were identified:

- Patient autonomy
- Cross-jurisdictional care
- Implementation period
- Restrictiveness

During their deliberation, Council considered:

- The application and relationship between the standard and mail order pharmacy services, and mail order pharmacies as defined in the *Pharmacy and Drug Act*. It was understood that what was being considered was a standard of practice for pharmacists and pharmacy technicians authorized under the *Health Professions Act*, and that regardless of where a virtual service was provided, this standard would need to be complied with by all pharmacists and pharmacy technicians;
- Some stakeholder's submissions were based on their preferred "business model" and it was important that a consistent standard of practice for all pharmacists and pharmacy technicians be pre-eminent to business interests;
- Successful implementation will require effective communication and engagement with regulated members, stakeholders, and government leaders.

Upon feedback from the Minister of Health being considered, and any further amendments to the DRAFT standards incorporated, it was proposed that upon approval, the standards should come into effect for all regulated members who practice at newly licensed pharmacies, and for regulated

members that practice at all existing pharmacies in Alberta, the standards should come into effect January 1, 2023.

MOTION: to conditionally approve the Standards of Practice for Virtual Care subject to receiving and considering feedback from the Minister of Health.

Moved by **Fayaz Rajabali**/Seconded by **Irene Pfeiffer**/CARRIED

4.10 Standards of Practice for the Competency Program

The *Health Statutes Amendment Act* (Bill 46) received Royal Assent in December 2022. The amendments establish authority for continuing competence programs (CCP) to be regulated through standards of practice rather than regulations, providing significantly more flexibility for regulatory colleges to oversee CCPs. With the authority granted under Bill 46, DRAFT Standards of Practice for the Competence Program were presented to Council for the purpose of approving them for consultation with registrants and stakeholders. Feedback from the consultation will be presented to Council at the September meeting.

MOTION: to approve the DRAFT Standards of Practice for the Competence Program for the purpose of consultation with registrants and stakeholders.

Moved by **Deb Manz**/Seconded by **Dana Lyons**/CARRIED

4.11 Recognition of Treaty Land and Reconciliation

At the commencement of all meetings, President Macek cited an Indigenous land acknowledgment. It is based on the following root message in recognizing Treaty 6 Territories, and must be adapted to recognize other treaty territories, depending on where meetings and gatherings are held.

Treaty 6 Land Acknowledgement

Please join me in acknowledging the lands on which we gather today, those of Treaty 6 territory. The roots of many modern medications come from the Indigenous peoples' expert use of plants from these lands and are a foundation for our practice today. The Alberta College of Pharmacy respects the history, language, knowledge and cultures of the diverse Indigenous peoples of Treaty six territory, including the Cree, Blackfoot, Metis, Nakota Sioux, Iroquois, Dene, Ojibaw/Saulteaux/Ashinaabe, Inuit and many others whose presence continues to enrich our community.

President Macek requested that Council formally adopt the recognition of land acknowledgments. Council fully supported the recommendation as a gesture of respect to recognize the Indigenous past, present and future, and, to honor the enduring connection with traditional medicines and the modern medicines of today. Further, Council considered ways that ACP can build stronger and more meaningful relationships between pharmacy professionals and Indigenous peoples. ACP will perform an environmental scan and reach out to other stakeholders and community leaders, to identify opportunities to work together with the Indigenous community and other cultures for a better healthcare future that is patient centered. Council will further its self-reflection and education at future board development sessions.

MOTION: to adopt the recognition of Indigenous land acknowledgements, and to incorporate it as a practice at the commencement of all ACP council business meetings, committee meetings, and general gatherings of regulated members.

Moved by **Christine Maligec**/Seconded by **Deb Manz**/CARRIED

4.12 Report from the President

President Macek reflected on his term as ACP President. He thanked Council Members and ACP Administration for their support; acknowledging that the year was a learning and growing journey.

He hoped that he was able to mentor and nurture the growth of new council members; and expressed that it was a tremendous honor to serve as President. He shared the value of visiting pharmacies to gain a better understanding of what pharmacy practice looks like in Alberta and looks forward to contributing to the work of the modernized framework as he continues his term on council. He reflected on meetings held with Minister Shandro (Health), Minister Copping (Health), Associate Minister Ellis (Mental Health and Addictions), and Associate Minister Fir (Red Tape Reduction). He also reflected on the recognition of Indigenous land acknowledgement introduced during his term, and thanked Council for its approval to ensure that this recognition endures at the commencement of council business.

President Macek thanked and recognized the significant and meaningful contributions of Councillor Stan Dyjur who served on Council from 2015-2022, and as Council President during the 2018-2019 council term. He expressed his gratitude for Stan’s mentorship and friendship.

4.13 Reports from Hearing Tribunals and Council Reviews

4.13.1 Hearing Tribunal Decision – Conrad Aglah, Registration Number 7526

A copy of the Hearing Tribunal Committee decision was provided to Council for information.

4.13.2 Hearing Tribunal Decision – Azhar Qureshi, Registration Number 6099

A copy of the Hearing Tribunal Committee decision was provided to Council for information.

MOTION: to accept the reports from the Hearing Tribunals as information.

Moved by **Deb Manz**/Seconded by **Fayaz Rajabali**/CARRIED

5. Evaluation of Meeting

5.1 Meeting Evaluation

Council reflected on its performance during its “In Camera” breakfast meeting. As this discussion occurred “In Camera”, a record has not been maintained.

6. Adjournment

6.1 Forthcoming Events and Council Meeting Dates

Registrar Eberhart sought Council’s approval of the proposed timelines for scheduled council meetings for the 2022-23 council term.

Council Meetings

2022

- September 28-30 – Board Development and Council Meeting, Banff
- Late November/Early December - Virtual Council Meeting (half day)

2023

- Late January - Council Meeting, In-person (2 days)
- Late April/Early May - Virtual Council Meeting, (half day)
- June 13-14 - Council Meeting, Hotel MacDonald, Edmonton

MOTION: to approve the schedule for council meetings for the 2022-2023 council year.

Moved by **Deb Manz**/Seconded by **Christine Maligec**/CARRIED

Forthcoming Events

2022

- October - New Registrant Welcome Event - Edmonton and Calgary
- October - ACP Connect - Edmonton and Southern Alberta

2023

- June 14 - Celebration of Leadership/Installation of President, Hotel MacDonald, Edmonton
- June 14-16 - ACP Leadership Forum (EC Members only), Hotel MacDonald, Edmonton

6.2 Adjournment

MOTION: to adjourn the meeting circa 1:57 p.m. on June 8, 2022.

Moved by **Irene Pfeiffer**/CARRIED