

MINUTES
Council Meeting
ALBERTA COLLEGE OF PHARMACISTS
February 25-26, 2015
Sutton Place Hotel, Edmonton

1. Introduction

1.1 Call to Order

President Willsey called the meeting to order at 12:35 p.m. The business meeting of Council was held over two days. On Wednesday, February 26, the meeting opened at 1:35 p.m. and recessed at 5:46 p.m. On Thursday, February 26, the meeting reconvened at 8:00 a.m. and adjourned at 4:13 p.m.

1.2 Roll Call

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

- District 1 - Brad Willsey (President)
- District 2 - Clayton Braun
- District 3 - Rick Hackman (President Elect)
- District 3 - Taciana Pereira (Executive Member at Large)
- District 4 - Kelly Olstad (Past President)
- District 5 – Kamal Dullat
- District 5 – Brad Couldwell
- District A - Kelly Boparai
- District B – Jennifer Teichroeb
- Al Evans - Public Member
- Bob Kruchten - Public Member

Non-Voting

- Jim Kehrer - Dean, Faculty of Pharmacy & Pharmaceutical Sciences

Regrets

- Mary O'Neill – Public Member
- Bryan Hodgson - APSA Student Representative

Also in attendance:

- Greg Eberhart - Registrar
- Dale Cooney - Deputy Registrar
- Lynn Paulitsch - Operations and Finance Director
- Leslie Ainslie - Executive Assistant
- Sheena McNally - Communications Coordinator
- Stephanie Bryson and Emily Berry, Quercus Solutions (Feb. 25, 12:35 - 5:00 pm, and Feb 26, 8:00 am – 4 pm)
- Lori Resier, Advanis Research (Feb. 25, 2:15 – 3:00 pm)
- Valerie Grdisa, Senior Nursing Advisor, Alberta Health (Feb. 25, 3:00 – 4:00 pm)
- Denise Perret, ADM, Strategic Planning and Policy Development, Alberta Health (Feb. 25, 3:00 - 4:00 p.m.)
- Margaret Morley, ACP Hearings Director (Feb. 25)

- Shirley Nowicki - Communications Director (Feb. 26)
- Kathie Tam, Pharm D Student (Feb. 25-26)
- Members of the Public

1.3 Invocation

Jennifer Teichroeb read the invocation.

1.4 Adoption of the Agenda

1.4.1 Consent Agenda

MOTION: to approve the Consent Agenda report presented by Registrar Eberhart with amended date for the APEX Awards.

Moved by **Rick Hackman**/Seconded by **Kamal Dullat**/CARRIED

1.4.1 Additions to the Agenda

MOTION: to adopt the agenda as circulated.

Moved by **Bob Kruchten**/Seconded by **Kelly Boparai**/CARRIED

NOTE: Council deliberated agenda items 1.1-1.6, 2.1, 2.2, 2.3.1, 3.1– 3.5, 4.1 on the afternoon of February 25. The remainder of the business agenda and strategic planning discussions were deliberated February 26.

MOTION: that Council adjourn at 5:46 pm and reconvene at 8:00 am, Thursday, February 26, 2015.

Moved by **Clayton Braun**/Seconded by **Kelly Boparai**/CARRIED

1.5 Minutes from Previous Meetings

1.5.1 Minutes – December 3-4, 2015

MOTION: to approve the minutes of the December 3-4, 2014 minutes with amendments to Agenda Item 4.1, last paragraph, second last sentence. Sentence should read “Council noted that many community colleagues have been slow to take up Path 1”.

Moved by **Rick Hackman**/Seconded by **Kamal Dullat**/CARRIED

1.6 Disposition of Directives

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

1.7 In Camera - NIL

2. Governance

2.1 Governance Indicators (Performance Matrix)(Appendix 1 - see portal)

At its December 3-4, 2014 meeting, Council considered a logic model and draft indicators under the critical success factor “*Public and Stakeholder Confidence*”. Prior to the February council meeting, Council initiated work to weight the various indicators. The weighting of each indicator within “*Public and Stakeholder Confidence*” and each of the sub-indexes of “*Public and Stakeholder*

Confidence”; “Resolution of Formal Complaints, Credibility and Trusting Relationships, and Understanding Practice Expectations”; determines how much a change in an individual indicator will impact the overall sub-index score.

Stephanie Bryson facilitated Council’s discussion, commencing with a review of the aggregated input received from each Council Member through the work conducted between meetings. Council was able to reach consensus on weighted indicators for three of the four sub-indexes supporting the Critical Success Factor “*Public and Stakeholder Confidence.*” Council requested that the Executive Committee readdress the indicators and weightings proposed to support the sub-index of “understanding public expectations.” It was felt that the proposed indicators needed to be expanded to better reflect the many publically funded services that pharmacists provide. Appendix 1 provides further insight to Council’s discussion, the indicators and weightings that were agreed to, and the work directed to the Executive Committee.

2.2. Pharmacy Technicians Registrant Survey – December 2014

Between October and December 2014, ACP conducted individual interviews, a series of focus groups, and a provincial survey of pharmacy technicians, to gain their perspective about becoming regulated health professionals; their understanding of self-regulation, and ACP’s mandate, business priorities and standards. In addition, pharmacy technicians were surveyed on their expectations and satisfaction with ACP. Lori Resier, with Advanis Research, joined Council via teleconference to present their findings. Below is an excerpt from their report, summarizing the results.

Expectations

- When asked about perceived challenges to their profession in the next 12 months, pharmacy technicians are concerned about changing workflows and about increasing pharmacist awareness of their scope of practice.
- They expect ACP to play a key role in this educational process, helping pharmacists and pharmacy owners understand the differences between pharmacy technicians and assistants, and how to incorporate both into their practice.
- Despite the intense period of education and exams that accompanied the initial regulation period, pharmacy technicians are eager to participate in continuing education geared to their scope of practice, even as simple as a growing body of web based tools and materials.
- Only a quarter of pharmacy technicians are satisfied with their ability to offer input to ACP. Many suggested regular polling or focus groups to improve input.
- Over one third of the participants to this survey expressed a willingness to participate in ACP engagement.

Mandate of ACP

- Pharmacy technicians generally have a good understanding that the mandate of ACP is to regulate the profession and protect the public. When asked to assess 12 statements about the ACP mandate, 9 of 12 statements were understood to be part of the mandate.

- Satisfaction with performance of the mandate was highest for:
 - Promoting high standards
 - Protecting the health of Albertans
- In contrast, satisfaction was lowest for:
 - Delivering professional development
 - Educating the public
 - Measuring competence throughout my career

Scope of Practice

- Although many pharmacy technicians are not presently performing the full range of roles outlined in the scope of practice, this is often because the task is not performed at all in their practice setting.
 - One notable exception to this is final checks; one-quarter of pharmacy technicians report that their pharmacist team members are not comfortable with them performing this task.
- Few pharmacy technicians are performing tasks that they don't feel competent in performing.
 - However, more training in inventory ordering, final checking, and transferring prescriptions may be required, as 1 in 10 pharmacy technicians performing this task don't feel confident in doing it.

Communications

- Between two thirds and three quarters of pharmacy technicians currently read the communications (email, website, The Link, acpnews) regularly, and most feel that they receive an appropriate amount of communication from ACP.
- Satisfaction with the tools is moderately high, but a desire for more information on a number of topics tested suggests that ACP could increase the depth of information provided.
- Electronic communications (email, web) are widely accepted and preferred.

In their concluding discussion, Council discussed the need to enhance pharmacy technician's professionalism, feeling as equal partners with pharmacists, and inclusion within the College. It was suggested that the results of the survey be share with the Pharmacy Technician Society of Alberta, Alberta Health Services, and that ACP be mindful to include articles of relevance to pharmacy technicians in the newsletter.

2.3 Strategic Planning

Council will incorporate long term planning (generative discussions) and strategic discussions into the annual business of Council. Stephanie Bryson of Quercus Solutions facilitated a strategic planning workshop for Council, guided by ACP's Strategic Direction and environmental scanning data.

2.3.1 Environmental Scanning (Appendix 2 –see portal)

Council reviewed environmental scans provided by ACP's Professional Practice Department, Registration Department; and pharmacy human resource data (2015) provided by NAPRA. Stephanie Bryson facilitated a discussion to further understand changes in the environment within which Council operates, and has responsibility.

Council explored this environment under the following themes: (P) political, (E) economic, (S) social/cultural, (T) technological, (L) legal, and (E) ecological. Appendix 2 provides a synopsis of Council's findings through this discussion.

2.3.2 Identifying 3-5 year Strategic Goals – (Appendix 3 – see portal)

Using the environmental scan as a foundation, Stephanie Bryson facilitated Council in a workshop to identify DRAFT strategic goals, from which the Registrar is responsible for drafting strategic actions. The following goals received highest priority from Council:

- ACP will educate the general public about what they should expect from basic pharmacy services and enhanced scope of practice; via multiple mediums and servicing multiple cultures, to increase public awareness of pharmacists' scope of practice by 25% over 3 years;
- Assess and update scope of practice, regulations and standards of practice to ensure they are contemporary with evolving practices, patient and health system needs,
- By 2018, every Albertan who receives a service from a pharmacist or pharmacist technician will have an assessment*/consultation with a pharmacist (*need definition of assessment for standardization & appropriateness),
- By 2020, all pharmacy practice management systems are uploading prescribing decisions, dispensing events and care plans to NetCare,
- By 2018, Albertans will have access to prescribing and injecting at every pharmacy, and,
- By 2018, no pharmacy will have policies that prevent pharmacy technicians from practicing to their full scope.

Appendix 3 provides a synopsis of Council's deliberations that lead to identifying these priorities.

3. Legislated Responsibilities

3.1 Hearing Tribunal Decisions

3.1.1 Serena Westad - Registration Number 9655

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

3.1.2 Colin Porozni – Registration Number 4791

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

MOTION: to accept the Hearing Tribunal reports as information.

Moved by **Rick Hackman**/Seconded by **Clayton Braun**/CARRIED

3.2 Appointment to NAPRA Board of Directors

The term of Anjali Acharya, as ACP's representative on the NAPRA Board of Directors, expires in conjunction with the next NAPRA meeting in April. Ms. Acharya has expressed interest in being re-appointed. Council approved the re-appointment of Anjali Acharya for a second, three-year term.

MOTION: to re-appoint Anjali Acharya as ACP's representative on the NAPRA Board of Directors for an additional three, one year terms (3x1), expiring April 2018.

Moved by **Kamal Dullat**/Seconded by **Taciana Pereira**/CARRIED

3.3 Annual General Meeting

At its October 2014 meeting, Council approved for the purpose of consultation, bylaw amendments to remove the requirement for an AGM; however will invite alternate forms of engagement, and more frequent opportunities to consider resolutions introduced by members. Council reviewed the results of the consultation and approved the following amendments to ACP's bylaws:

1. *Deleting the title "Annual General Meeting" that appears immediately before section 28 and replacing it with "Meetings Of Voting Members"*

2. *Repealing Sections 28 to 32 and replacing them with the following:*

28. Calling meetings of voting members

- (1) The Council may call meetings of voting members, including:
 - (a) special meetings of all voting members;
 - (b) regional or district meetings;
 - (c) meetings of voting members practicing within a specific practice area;
 - (d) round table meetings; and
 - (e) other meetings that Council considers necessary to share information with voting members or to obtain input from voting members with respect to the College's responsibilities.
- (2) In calling a meeting under Subsection (1), Council may determine the format of the meeting, including:
 - (a) meeting in-person;
 - (b) meeting by electronic means; or
 - (c) a combination of meeting in-person and by electronic means.
- (3) If Council does not determine the format of the meeting under Subsection (2), the Registrar must determine the format of the meeting.

29. Rules for the conduct of meetings

- (1) The Council may establish rules for meetings of voting members, including rules regarding:
 - (a) notice of meetings;
 - (b) quorum;
 - (c) who may attend;
 - (d) voting;

- (e) procedures applicable to the submission of resolutions to meetings and timelines for submission of resolutions; and
 - (f) procedures governing the conduct of meetings.
- (2) The rules adopted by the Council may apply generally or to a specific meeting.
 - (3) If the Council does not establish rules for meetings of voting members, the following rules apply:
 - (a) the College must provide at least 15 days' notice of a meeting, specifying the purpose of the meeting, posted on the website of the College;
 - (b) the quorum of a meeting is those voting members present at the meeting;
 - (c) only voting members, members of Council, members of the staff of the College required for support at the meeting and guests invited by the Council may attend the meeting;
 - (d) each voting member has a single vote; and
 - (e) Robert's Rules govern the procedure at a meeting, with all necessary modifications if the meeting is a meeting conducted by electronic means.

30. Resolutions

- (1) The Council may establish rules regarding resolutions of voting members that may be presented to the Council or considered at any meeting of voting members that may be called by the Council.
- (2) The rules under (1) may include:
 - (a) timelines or time periods during which resolutions may be submitted;
 - (b) requirements for the number of voting members who must sign a resolution for it to be presented to the Council or considered by a meeting which the Council has called;
 - (c) the number of those voting members who must be present at any meeting, where the resolution may be considered; and
 - (d) provisions for review by a Committee appointed by the Council before the resolution is presented to Council or considered at a meeting of voting members which Council has called.
- (3) The Council may consider a resolution presented to it or that is passed at a meeting of voting members and may dispose of it as Council sees fit.

Consequential amendments

- 3. *Subsection 8(3)(a) is amended by deleting the words "annual or other general meetings" and replacing them with the words "meetings of voting members".*
- 4. *Subsection 10(b) is amended by deleting the words "annual or other general meetings" and replacing them with the words "meetings of voting members".*
- 5. *Subsection 10(d) is deleted.*
- 6. *Section 34(1) is deleted and replaced with:*
 - (1)The Council may direct that voting members be polled on any issue.
- 7. *Section 35 is deleted.*

MOTION: to approve amendments to ACP's bylaws as circulated to members for consultation.

Moved by **Kamal Dullat**/Seconded by **Al Evans**/CARRIED

ACP will no longer hold annual general meetings. In lieu of an annual general meeting, Council will continue its commitment to engage with registrants, stakeholders and members of the public.

3.4 DRAFT Rules for Resolutions

Pursuant to Bylaw 30 as amended at this meeting of Council, Registrar Eberhart presented draft rules to support the submission and consideration of resolutions from voting members. Council reviewed the draft rules and recommended minor amendments. These included concepts such as:

- To keep the terms of reference as simple as possible;
- To optimize engagement, but not require voting by members unless determined by council;
- To facilitate at least two opportunities for resolutions annually.

Registrar Eberhart will present the amended rules to Council for their approval at the April council meeting.

3.5 Terms of Reference for Pharmacy Student Leadership Award

Council established a Pharmacy Student Leadership Award to support the development of professionalism and leadership in pharmacy. The award, presented annually to a pharmacy student entering their third or fourth year of study at the University of Alberta, will assist the recipient in advancing their leadership skills. The Terms of Reference for the award were provided for Council's review. To avoid confusion with other student awards presented by the University, Council approved a name change from the "*Alberta College of Pharmacists Pharmacy Student Leadership Award*" to the "*Alberta College of Pharmacists Leadership Development Award*". Council delegated responsibility to the Executive Committee to consider applications/nominations and determine the successful candidate. The Terms of Reference including eligibility and application details is posted on ACP's website. The deadline for applications for this year's award is May 15.

MOTION: to change the name of the award from the Pharmacy Student Leadership Award, to the Leadership Development Award; and to delegate authority to the Executive Committee to consider applications/nominations; and select the successful candidate annually.

Moved by **Kelly Olstad**/Seconded by **Brad Couldwell**/CARRIED

NOTE: it was noted that the Executive Committee may wish to develop specific indicators to support the criteria for selecting the winner.

4. Miscellaneous Business for Council's Consideration

4.1 Engagement with Alberta with Chief Nursing Officer and ADM Strategic Planning and Policy Development Division, Alberta Health

Valerie Grdsia, Chief Nursing Advisor for Alberta Health, and Denise Perret, Assistant Deputy Minister, Strategic Planning and Policy Development Division of Alberta Health, joined Council to discuss issues of common interest including but not limited to Alberta Health's primary healthcare and mental health strategies. Ms. Grdsia, and Ms. Perret indicated that Alberta Health was developing and would be implementing a new Health System Blueprint. The Blueprint will include a systemic audit of the services provided by Alberta Health and Alberta Health Services, correlated with the needs of Albertans. Alberta Health will set priorities and a strategic direction to implement fiscally responsible changes in the delivery of health services in Alberta. Council reiterated how pharmacy can play a much larger role in each of these strategies than what is currently under consideration in the deployment plans for these strategies.

Following are some of the comments and observations made during the discussion:

- Alberta spends more per capita (approximately 20%) per capita than other provinces; and
- Alberta has one of the youngest provincial populations; however,
- we do not have the best performing health systems; and we have lost status as a leader in many areas.
- AH is reviewing the governance of the health system,
- the integration of systems is under consideration,
- the management of the system is being studied with a view towards outcomes and value,
- substantive cultural change is required to change the delivery of primary healthcare,
- AH is working with AHS to consider new practice models for the delivery of primary care (ACP will be consulted as a stakeholder),
- it was observed that appropriate and effective use of health resources needed to recognize that not all individuals needed the same level of care, and that therefore a "one-size fits all" solution could not be effective;
 - it was observed that those individuals requiring episodic care, often did not require a "team" to meet their health needs; and that in these cases effective communication, cooperation, and coordination were more important than collaboration and teamwork.

5. Evaluation of Meeting

Council reflected on its; and each Council Member's personal performance at the meeting and over the past year.

5.1 Self-Evaluation of Council Performance at this Meeting

President Willsey reminded Council Members to complete the electronic meeting evaluation form and submit them to Leslie Ainslie for collation and review at its next council meeting.

5.2 Summary of Results for the December 3 – 4, 2014 Council Meeting

A summary of the December 3 – 4, 2014 council meeting was circulated with the agenda for information.

6. Adjournment

6.1 Forthcoming Events and Council Meeting Dates

6.1.1 April 21, 2015 – APEX Awards Celebration – Edmonton

6.1.2 April 22-23, 2015 - Council Meeting - Edmonton

6.1.3 June 17, 2015 – Installation of the President - Calgary

6.1.4 June 18, 2015 - Council Meeting – Calgary

6.1.5 September 23-25, 2015 - Council Meeting/Board Development – Banff

6.1.6 November 30 - December 1, 2015 – Council Meeting – Edmonton

6.2 Adjournment

MOTION: that this meeting of Council be adjourned.

Moved by **Kamal Dullat**/Seconded by **Taciana Pereira**/CARRIED

Meeting was adjourned at 4:13 p.m.