

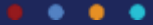
Tech Talk 2024

Heather Biggar – Deputy Registrar

Ashley Le – Coordinator – Practice Reviews & Quality Assurance

Ed Diaz – Practice Reviews & Quality Assurance
Coordinator/Hospital Compliance Officer

Vivian Dang - Registration & Licensure Coordinator



Territorial Acknowledgement

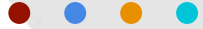
It is with profound respect and gratitude that we acknowledge the rights and title of the First Nations on whose collective unceded territories the office of the College of Pharmacists of British Columbia is located. These are the homelands of the $h\acute{a}n\acute{q}am\acute{i}n\acute{a}m$ speaking peoples in the territories of the $x^w m\acute{a}\theta k^w \acute{a}y\acute{a}m$ (Musqueam) and $se\acute{l}l\acute{i}w\acute{i}t\acute{u}lh$ (Tsleil-Waututh) Nations, and the $S\acute{k}w\acute{x}w\acute{u}7mesh\text{-}ulh$ Sníchim speaking peoples (Squamish Nation). These nations have existed here for over 9,000 years, and we continue to support their inherent rights and title to these lands and waters.

In recognition of our role in serving people and communities across the province, we also acknowledge the rights and title of over 200 First Nations whose collective unceded territories comprise what is now colonially known as British Columbia. The College is committed to standing beside First Nations on their traditional territories in support of their rights to self-determination, sovereignty, and justice.

We also acknowledge the unique and distinct rights, including the rights to health and wellness, of First Nations, Métis, and Inuit peoples from elsewhere in Canada who now live in British Columbia.

The effects of colonization throughout Turtle Island continue to have devastating and lasting impacts on Indigenous Peoples including racism, structural inequities and the erasure of Indigenous cultures, language, traditions, and worldviews. As leaders in the settler health system, we acknowledge our responsibilities to uphold the inherent and enduring rights of Indigenous Peoples across Canada under international, national, and provincial law.

We encourage you all to take the time to learn about these histories to better understand the First Nations on whose traditional territories you reside.

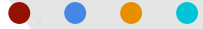


Presenters Disclosure

Presenters: Heather Biggar, Ashley Le , Ed Diaz, and Vivian Dang

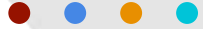
We have no current or past relationships with commercial entities.

We have received no speaker's fee for this learning activity.



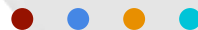
Commercial Support Disclosure

This learning activity has received no financial or in-kind support from any commercial or other organization.



Learning Objectives

- By the conclusion of this presentation, participants will accurately identify key initiatives from the College's Strategic Plan for 2022/23 – 2027/28 and comprehensively describe their significance for both public safety and the pharmacy profession.
- Be able to explain the Single Renewal Date (SRD) and what can be expected during the transition.
- Be able to describe the Continuing Education (CE) requirements, including the upcoming exemption for professionals affected by SRD implementation.
- Describe the proposed Medication Incident Reporting system, outlining how it works at a high level.
- Understand and explain the importance of sterile compounding and identify key reasons why it is critical to patient safety.



STRATEGIC PLAN 2022/23 - 2027/28

COMMITMENT STATEMENT

We are committed to being an inclusive and collaborative regulator, dedicated to regulating pharmacies and pharmacy professionals in support of public safety, optimal health, and culturally-safe, equitable care – free from Indigenous-specific and other forms of racism.

GUIDING PRINCIPLE

Regulatory Excellence
To regulate with excellence in all aspects of our work.



KEY ACTIONS

GUIDING PRINCIPLE

- Develop expectations of pharmacy care poster that increases the transparency and awareness of what the public can expect from pharmacy professionals
- Develop and Implement Medication Incident Reporting to identify trends in incidents across the province and to identify opportunities to learn and improve practice and health outcomes
- Modernize the Health Professions Act (HPA) Standards of Practice and other supporting bylaws and requirements, as applicable
- Review and assess the impact of business metrics on patient safety and address as necessary

- Develop a cultural safety and humility practice standard
- Implement applicable recommendations from the In Plain Sight Report
- Conduct an external review of the complaints process and implement recommendations to make the process culturally safe and accessible for Indigenous Peoples
- Conduct an audit of College bylaws, policies and practices to identify and address Indigenous-specific racism
- Enrich the College environment with a stronger Indigenous presence
- Recruit Indigenous individuals into key leadership and staff positions

- Conduct meaningful engagement of public in support of actions across all strategic focus areas
- Engage with relevant partners to ensure successful transition to new Health Professions and Occupations Act
- Engage with and build strong, mutually respectful relationships with Indigenous Peoples, advisors, and other key partners



Expectations of Pharmacy Care Poster

What You can Expect from Your Pharmacy Visit

Pharmacists and Pharmacy Technicians in BC are licensed health professionals with a duty to provide safe pharmacy care in an ethical, equitable, and culturally safe manner to help people reach their desired health outcomes.

- You Will Receive Culturally Safe and Inclusive Care**
Your pharmacy team will provide unbiased care, free from prejudice and discrimination on any basis, respecting the needs of Indigenous, Black, people of colour, 2S/LGBTQ/NA+ and other communities.
- Your Medication is Right for You**
Your pharmacy team will take the time to check your health records and make sure your medications are safe, appropriate, and clearly labelled.
- Your Pharmacist Will Speak With You About Your Medication**
Your pharmacist will take the time to help you understand your medication, how to take it properly, and address any questions you may have.
- Your Privacy is Respected**
You will receive care in a space where you feel comfortable.
- Your Health Records Are Correct And Protected**
Your pharmacy team will protect your health records and medication history, ensuring they are accurate, up-to-date, and protected from loss, theft, or misuse.

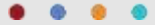
College of Pharmacists of British Columbia
Helping pharmacists and pharmacy professionals in the public interest
Serving our community better
265-1700 North St. Vancouver, BC V6L 1C6
604-273-2910 or 800-663-2246

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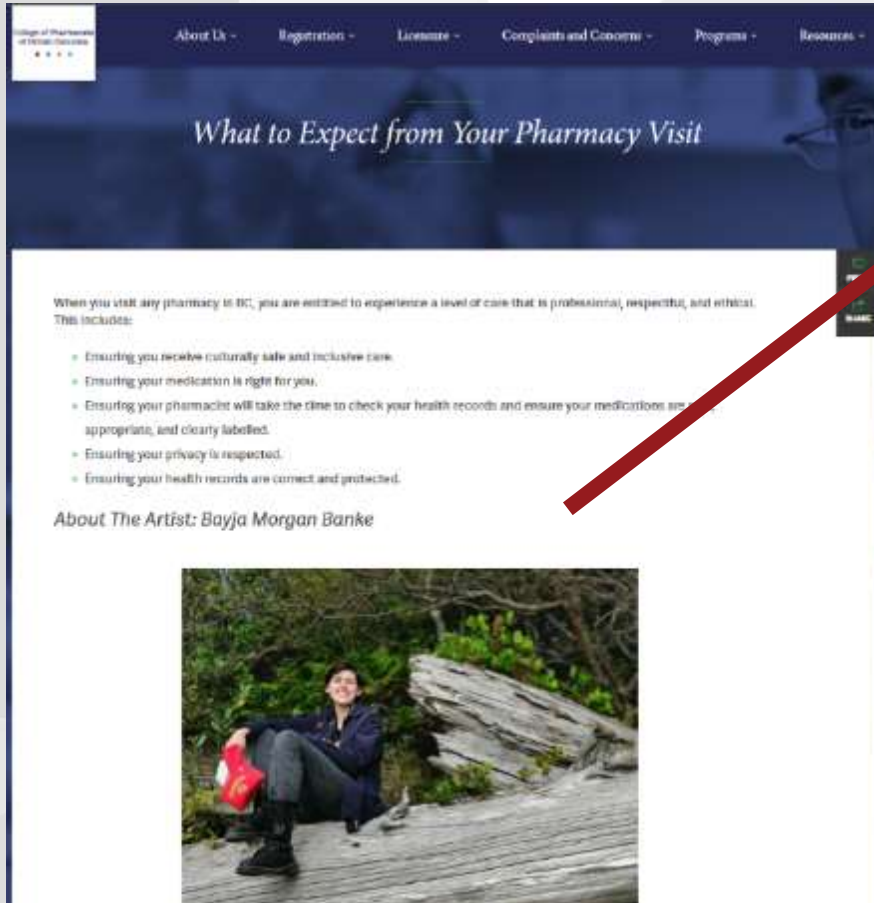
Continuous Quality Improvement

To ensure College requirements enhance public care and safety

1. Develop expectations of pharmacy care poster that increases the transparency and awareness of what the public can expect from pharmacy professionals
2. Develop and implement medication incident reporting to identify trends in incidents across the province and to identify opportunities to learn and improve practice and health outcomes
3. Modernize the Health Professions Act (HPA) Standards of Practice and other supporting bylaws and requirements, as applicable
4. Review and assess the impact of business metrics on patient safety and address as necessary



Expectations of Care Poster

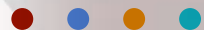


The "What You Can Expect from Your Pharmacy Visit" poster is available for download in a variety of languages, including:

- Arabic
- Chinese (Simplified and Traditional)
- English
- Farsi (Persian)
- French
- Korean
- Punjabi
- Spanish
- Tagalog
- Vietnamese



www.bcpharmacists.org/whattoexpect



Indigenous Cultural Safety and Humility



Indigenous Cultural Safety and Humility

To take actions that address
Indigenous-specific racism

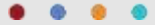


Decolonizing and Reforming Complaints and Investigation Processes



Kwantlen Cultural Centre

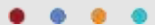




For More Information About Our Journey

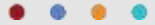


[bcpharmacists.org/CulturalSafetyAndHumility](https://www.bcpharmacists.org/CulturalSafetyAndHumility)



Registration & Licensure





Registration & Licensure Department – Business Areas

REGISTRATION DEPT:

Registrants (*HPA*)

Pharmacists

Pharmacy Technicians

Student Pharmacists

LICENSURE DEPT:

Pharmacies (*PODSA*)

Community Pharmacies

Hospital Pharmacies

Pharmacy Education Sites

Telepharmacies (Community)

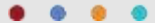
Hospital Pharmacy Satellites



Total Licensed Pharmacies



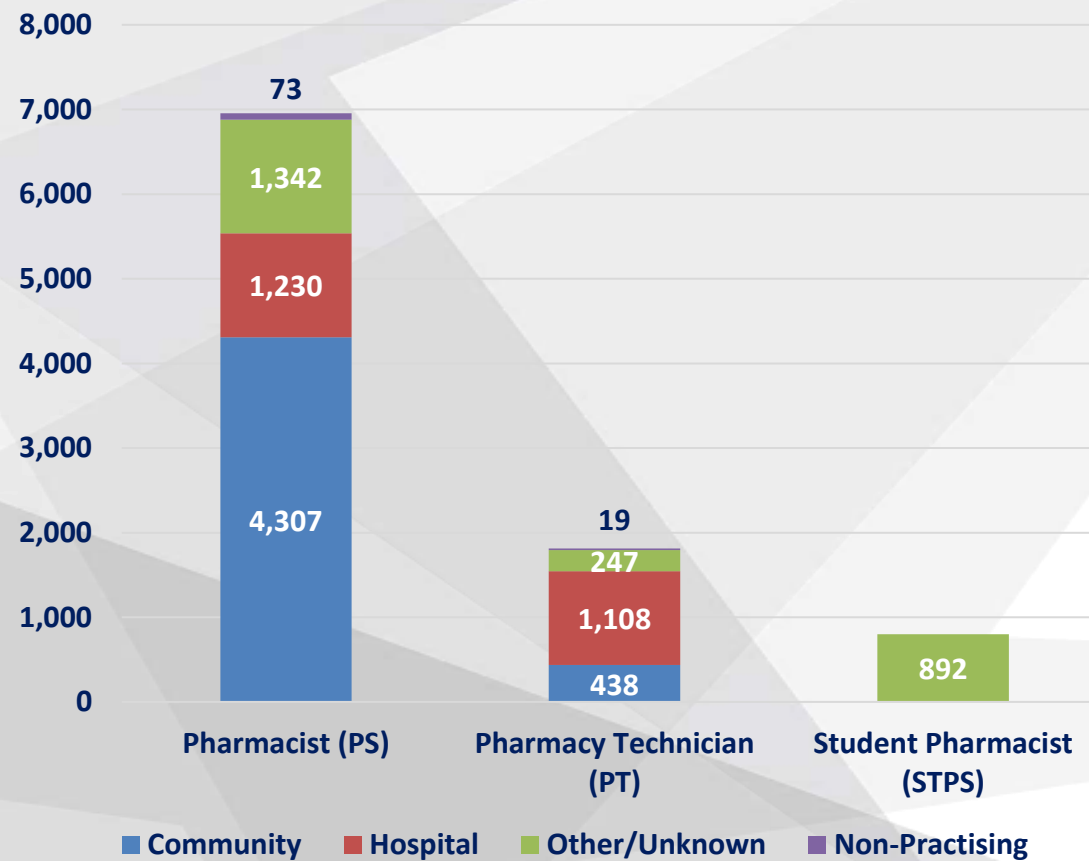
**As of September 2024*



Total Active Registrants

9,656

**Total Active
Registrants***



*As of September 2024

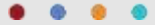


SINGLE RENEWAL DATE

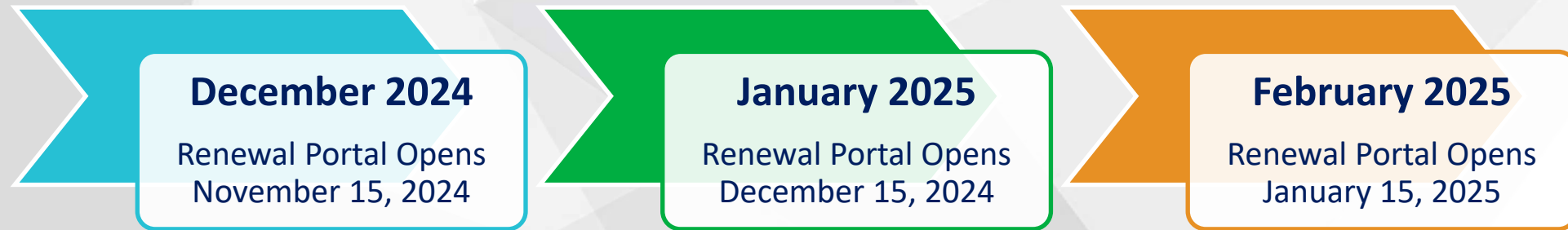


What is Single Renewal Date?

- SRD will enhance operational efficiency and support the College's administrative processes.
- All registrants will now renew during the same period.
- The transition to this new system will be finalized by March 31, 2025.
- The new registration cycle for all registrants will be from April 1, 2025, to March 31, 2026.



What You Need to Know



Registration Renewal Valid Until March 31, 2025



- Begin renewal process
- Pay 12 months renewal fee

**February 15,
2025: Renewal
Portal Opens**

**Registration
Valid From
April 1, 2025-
March 31, 2026**

**MARCH 31, 2025 –
RENEWAL DEADLINE**

- Begin renewal process
- Submit CE requirements
- Pay 12 months renewal fee

**February 15,
2026: Renewal
Portal Opens**



What to Expect

- SRD-specific eblasts
- Easy to access self-service tools including web-based widget, tutorial, and FAQs
- Updated registration renewal letters



SINGLE RENEWAL DATE

Important Registration Renewal Updates

[Renewal FAQ](#)

[SRD Fee Calculator](#)

[Renewals](#)

Dear Jon,

We are writing to inform you about important upcoming changes to the College of Pharmacists of BC (CPBC) registration renewal process.

The College of Pharmacists of BC (CPBC) is transitioning to a single renewal date for all registrants. This change will streamline the renewal process and align with industry standards.

As such, we've developed self-service tools and updated FAQs to help you easily understand your next steps for your upcoming renewal.

Available Tools



SRD Fee Calculator

This easy to use tool helps you determine your registration fees and responsibilities. Simply select your registration expiration date from the drop-down box to get your registration renewal details at a glance.

[Calculate Your Fees](#)



SINGLE RENEWAL DATE PRO-RATED FEE CALCULATOR

To help make the 2024/25 transition as easy to understand as possible, we've developed a tool to display your registration fees and requirements. Simply select your registration expiration date from the drop down box for your registration renewal details. **This tool will show pro-rated fees for those renewing from March 2024 to February 2025.**

Select your role: Select your registration expiration month:

Pharmacy Technician November 2024

Clear Selection *Submit*

You will be required to complete two registration renewals: first by **November 30, 2024** and again by **March 31, 2025**.

1. For your first registration renewal for 2024/2025, you will receive a notice on or around: **October 16, 2024**.

- Renew your registration and submit your Continuing Education (CE) requirements as usual.
- Once you renew, your registration will expire on: **March 31, 2025**.
- Your total pro-rated renewal fee will be: **\$249.00**.

2. For your second registration renewal for 2025/26, you will receive a notice on or around: **February 15, 2025**.

- Renew your registration as usual. **You do not need to submit CE requirements upon renewing your registration for the March 31, 2025, deadline.**
- Once you renew, your registration will be active for 12 months and will expire on **March 31, 2026**. **CE will be required for the March 31, 2026 renewal.**

Any CE completed prior to April 1, 2025, cannot be carried over for your March 31, 2026 cycle.

Late Fee (if applicable): **\$288** plus applicable taxes.

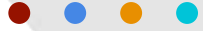


For More Information



bcpharmacists.org/frequently-asked-questions-single-renewal-date

College of Pharmacists
of British Columbia



Continuing Education



Practice Review and Quality Assurance Department – Business Areas

PRACTICE REVIEWS: (PODSA & HPA)

Pharmacy Reviews

Pharmacy Professional
Reviews

- Pharmacy Technicians
- Pharmacists

QUALITY ASSURANCE: (HPA)

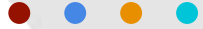
Continuing Education
(CE)

CE Audits



Continuous Professional Development Cycle

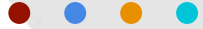




CE Requirements

As part of the Quality Assurance Program set out in the Health Professions Act (HPA) Bylaws, CE is mandatory for all registered pharmacy professionals renewing registration.

- Each pharmacy professional must complete:
 - minimum of **15 hours** of learning each year:
 - including a minimum of **5 hours** of accredited learning,
 - documented on **at least 6 learning records**.



CE Audit Process

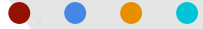
Select Pharmacy Professionals for CE Audits



Conduct CE Audit

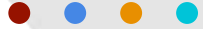


Document Outcomes and Present to QAC for Direction



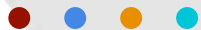
Common Non-Compliance Audit Findings

What We Are Seeing	What YOU Can Do
<ul style="list-style-type: none">• Missing name on supporting documentation• Missing completion date(s) on supporting documentation• Missing total accredited hours on supporting documentation	<ul style="list-style-type: none">• Ensure that the certificate you attach is from a recognized program provider and has all the required information



Important Reminders - SRD Impact on CE

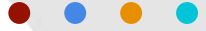
- Submission of CE continues to be mandatory for all pharmacy professionals to renew their registration on or before February 28, 2025.
- At the first single renewal date (registration renewal deadline of March 31, 2025), submission of CE requirements will not be required to proceed with renewal.
- A new cycle for completing CE will resume on April 1, 2025, and submission of CE will be required to renew registration on March 31, 2026.



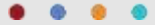
For More Information



bcpharmacists.org/pdap



Medication Incident Reporting (MIR)



Medication Errors

Medication Errors:

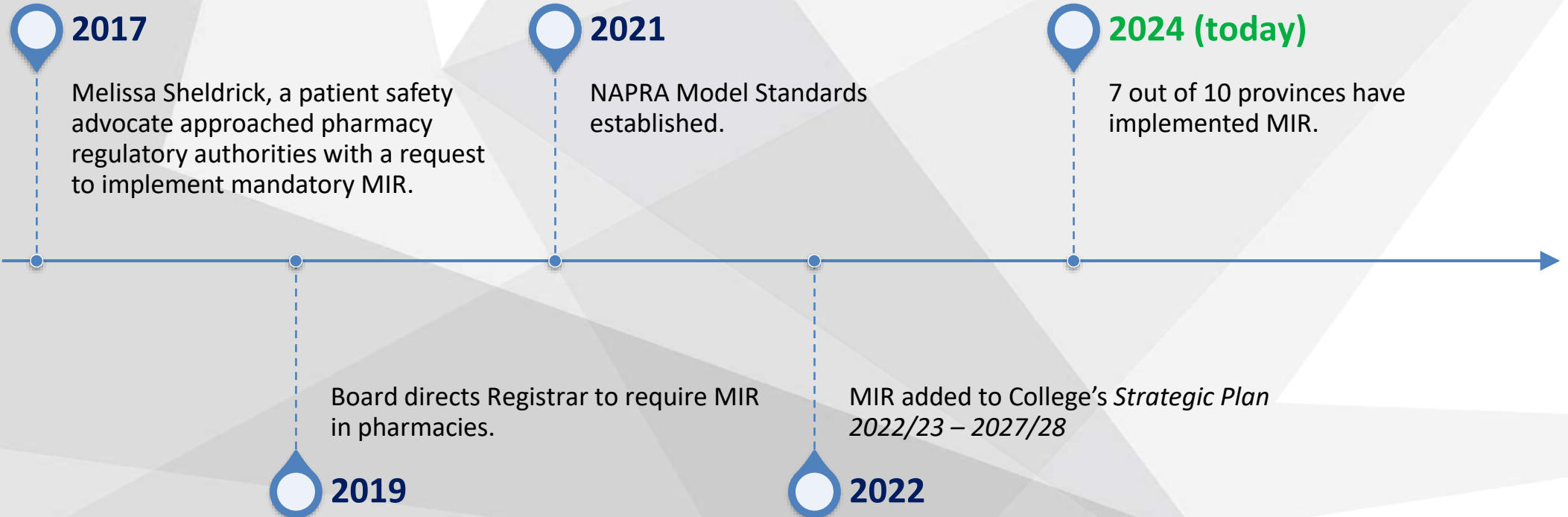
- Are a leading cause of preventable injuries
- Result in significant costs to health systems
- Have become a focus area for pharmacy regulatory bodies

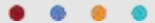
In recent years, the most common complaints received by the College were related to medication dispensing errors by pharmacy professionals.

A photograph of a person in a light blue polo shirt, appearing to be in pain as they clutch their chest with both hands. The background shows a building with a large red sign that reads 'EMERGENCY'. The image is semi-transparent and overlaid on a geometric pattern of overlapping triangles.

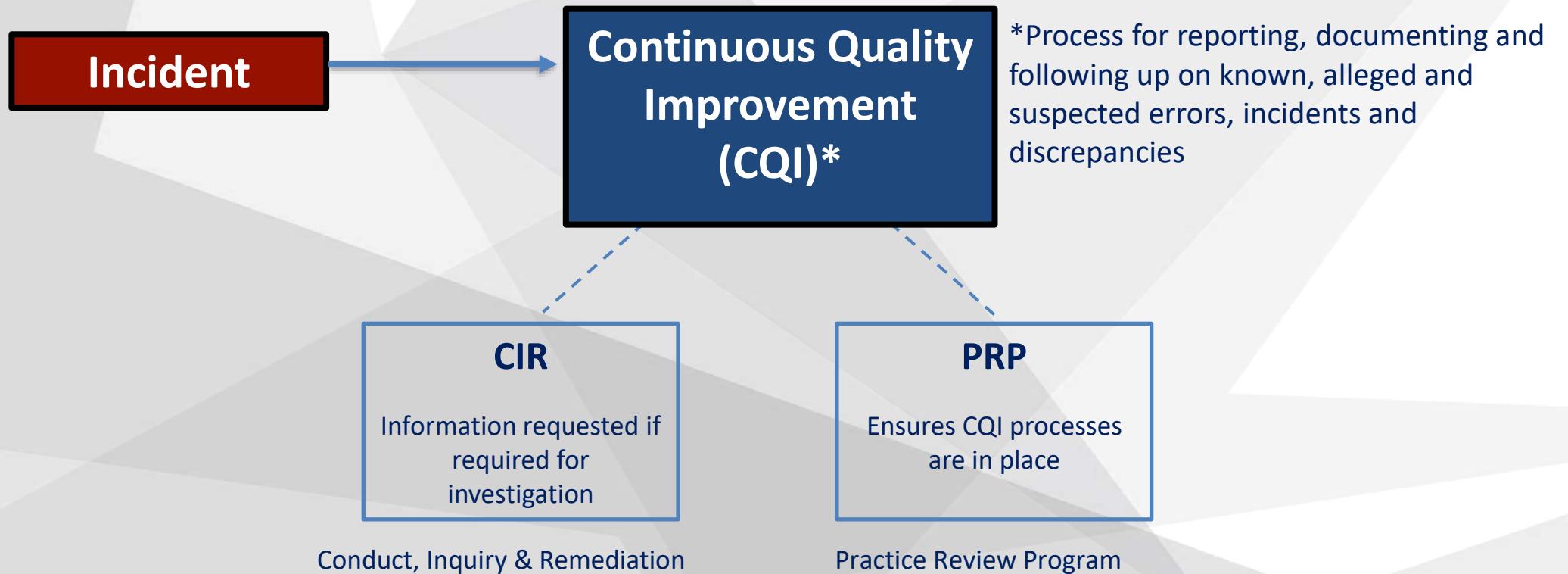


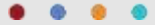
Background



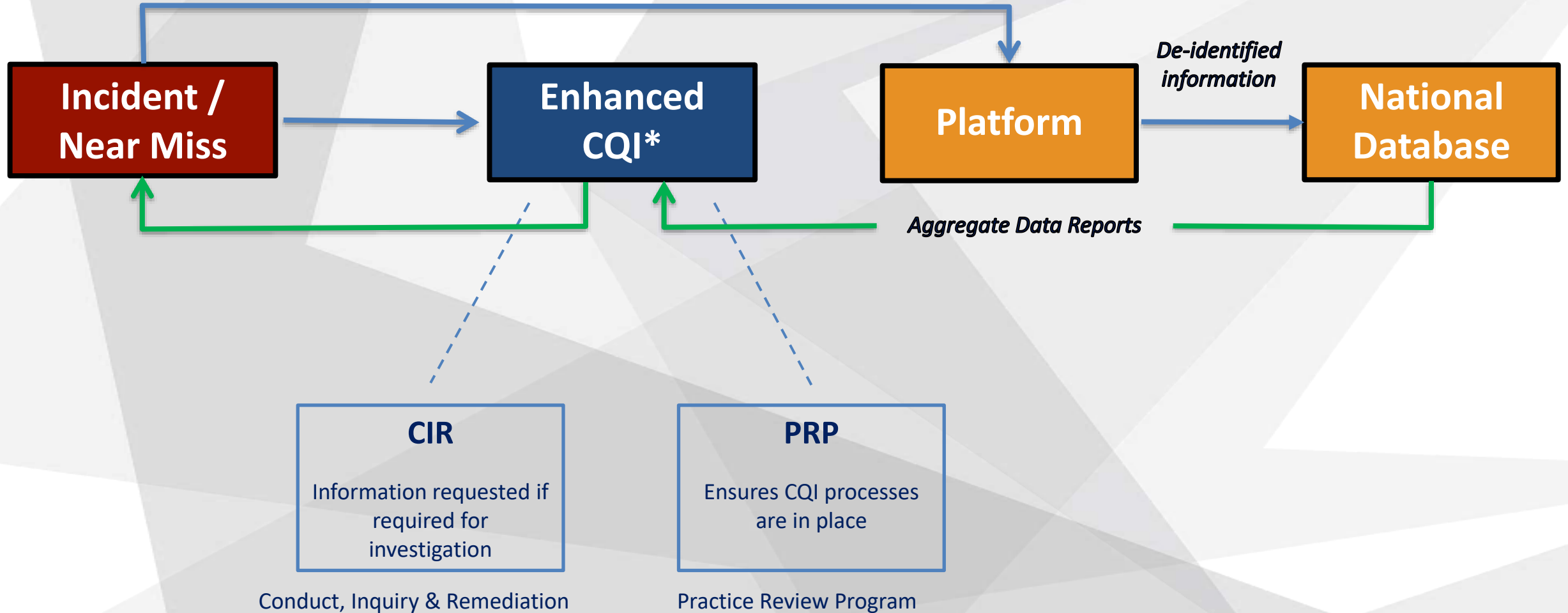


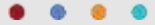
Current State





Future State





Enhanced Continuous Quality Improvement (CQI)

- Identifying root causes & contributing factors to medication incidents and near misses
- Holding team meetings on a routine basis
- Reviewing and assessing summary reports to identify areas for learning and improvement
- Conducting safety-self assessments to identify potential safety concerns within the pharmacy



Looking Forward

Board Decision

- 90-day public posting

Board Decision

- Filing with MoH
- Effective Date

Communications & pharmacy implementation

September
2024

90 days

January
2025

February
2025*

June 2026

Effective Date



MIR Public Posting

The screenshot shows a webpage with a dark blue header containing navigation links: About Us, Registration, Licensure, Complaints and Concerns, Programs, and Resources. The main content area features a large image of a man in a white coat and glasses, with the following text overlaid in white:

Bylaws for Comment: Proposed Amendments to Implement NAPRA Model Standards for Continuous Quality Improvement and Medication Incident Reporting

Below the image, the text reads: "The College is asking for your feedback on proposed amendments to the Pharmacy Operations and Drug Scheduling Act (PODSA) Bylaws and the Health Professions Act (HPA) Bylaws, to implement the National Association of Pharmacy Regulatory Authorities (NAPRA) Model Standards of Practice for Continuous Quality Improvement and Medication Incident Reporting (National Standards) by integrating them into the College bylaws."

The text continues: "The proposed amendments are open for public comment for a notice period closing on **January 10, 2025**."

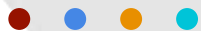
BACKGROUND
A Key Action in the College's [Strategic Plan 2022/23 – 2027/28](#) is the development and implementation of medication incident reporting (MIR) in community and hospital pharmacies. MIR aims to identify trends in medication incidents across the province, providing valuable insights for learning and improving practices and health outcomes. Analyzing medication incident data can enhance public safety, pinpoint recurring issues, and foster opportunities for continuous quality improvement (CQI) in health care delivery to the public.

To achieve this, the College has developed proposed amendments to the PODSA Bylaws and HPA Bylaws to put in place the

On the right side of the page, there are two buttons: "PRINT" and "SHARE".

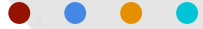


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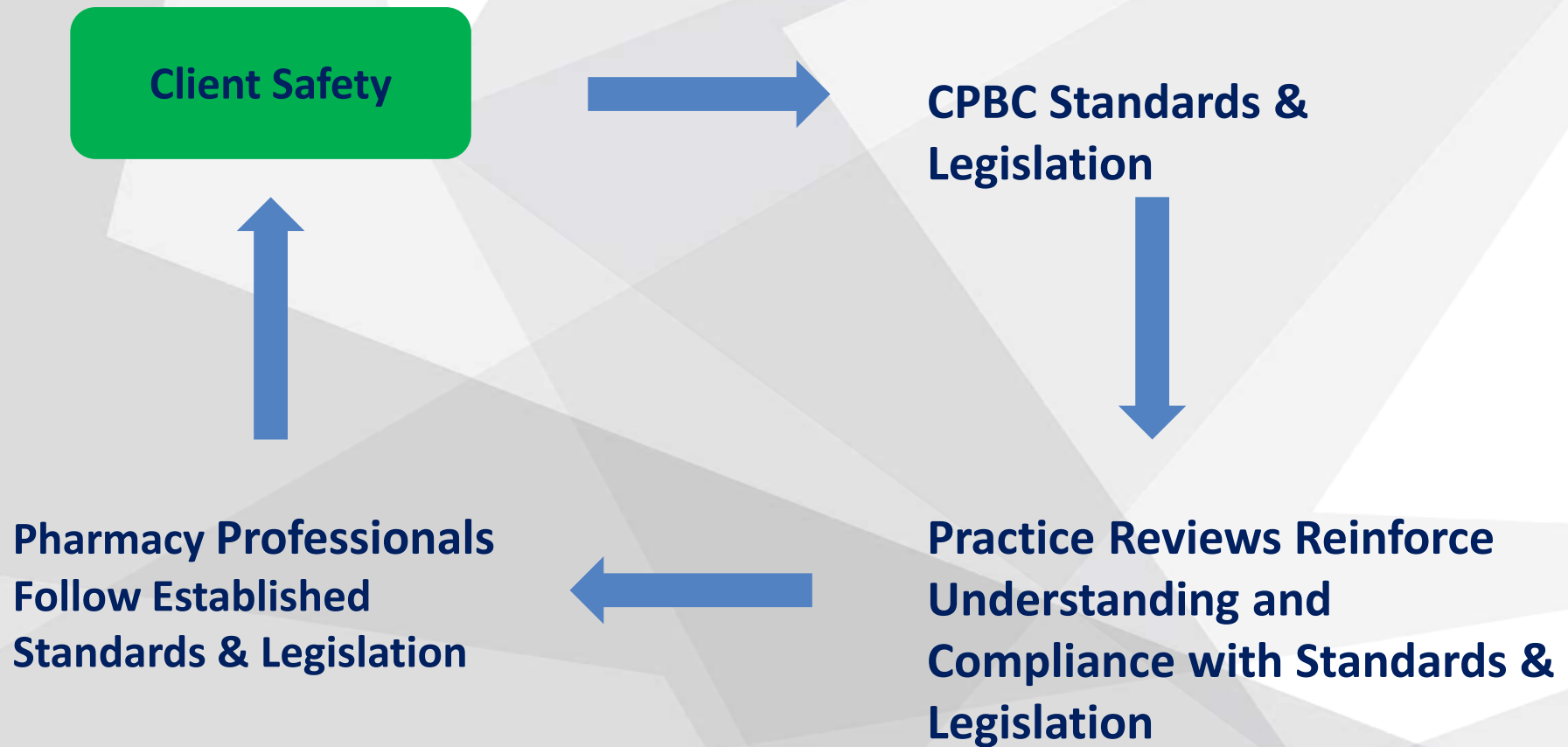


PRACTICE REVIEW PROGRAM



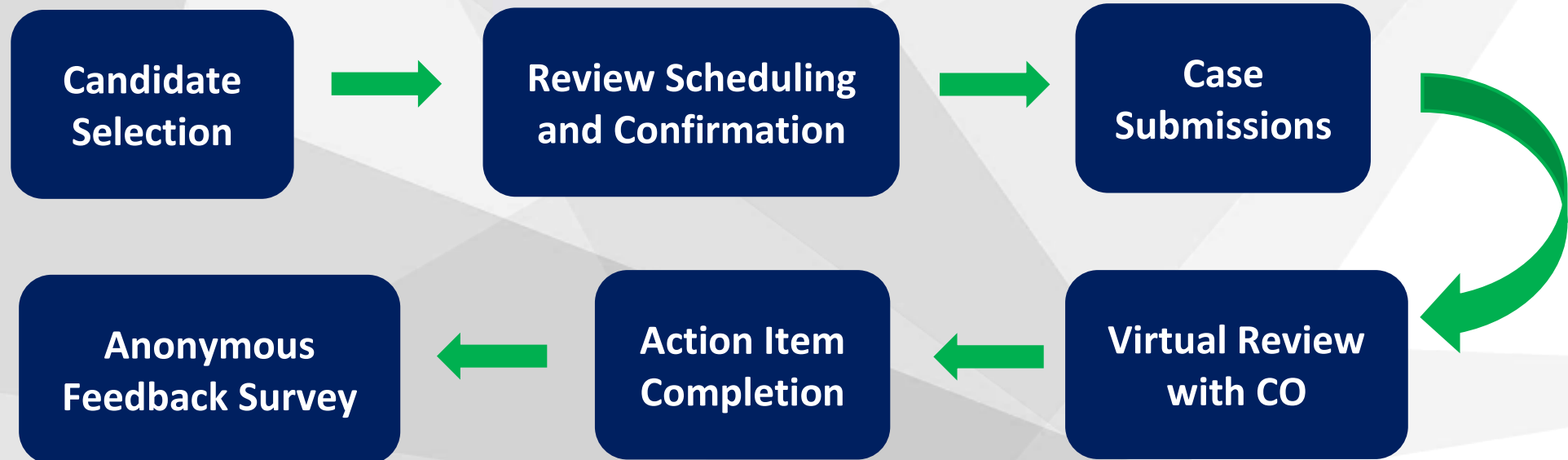


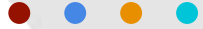
Practice Review Program





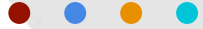
Virtual Review Process





Virtual Pharmacy Professional Reviews Conducted so far in 2024

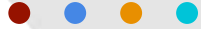
	Pharmacy Technicians
Community	46
Hospital	71
Total	117



Focus Areas and Items Reviewed

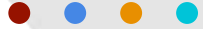
Pharmacy Professional	Items Reviewed
Community Pharmacy Technicians	91
Hospital Pharmacy Technicians	113

Pharmacy Technician Focus Areas: Patient Identification Verification, Collaboration, Product Distribution, Documentation



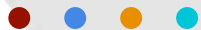
Common Non-Compliance Areas

What We Are Seeing	What YOU Can Do
<p data-bbox="285 486 1072 579">Collaboration and Patient Identification Verification</p> <ul data-bbox="285 601 1238 868" style="list-style-type: none"><li data-bbox="285 601 1238 753">• Pharmacy technicians releasing medications to outpatients without prior counselling from a pharmacist (outpatients)<li data-bbox="285 772 1238 868">• Using only one patient specific identifier prior providing pharmacy services (refer to PPP 75)	<ul data-bbox="1291 486 2244 982" style="list-style-type: none"><li data-bbox="1291 486 2244 644">• Ensure pharmacy's workflow includes patient counselling by a pharmacist, and at which point it occurs at<li data-bbox="1291 658 2244 758">• If outpatient has not been counselled, get a pharmacist to hand out<li data-bbox="1291 772 2244 872">• Use unique identifiers like DOB or PHN in addition to first name/last name<li data-bbox="1291 886 2244 982">• Be familiar with updated professional practice policies and guides on the College website.

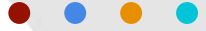


Conclusion

- Overall the Feedback Survey has positive results from Pharmacy Professionals Reviews (virtual and onsite)
- Collected data will inform future changes and direction
- PRP continues to be flexible and agile
- PRP remains committed to monitoring and being responsive to feedback



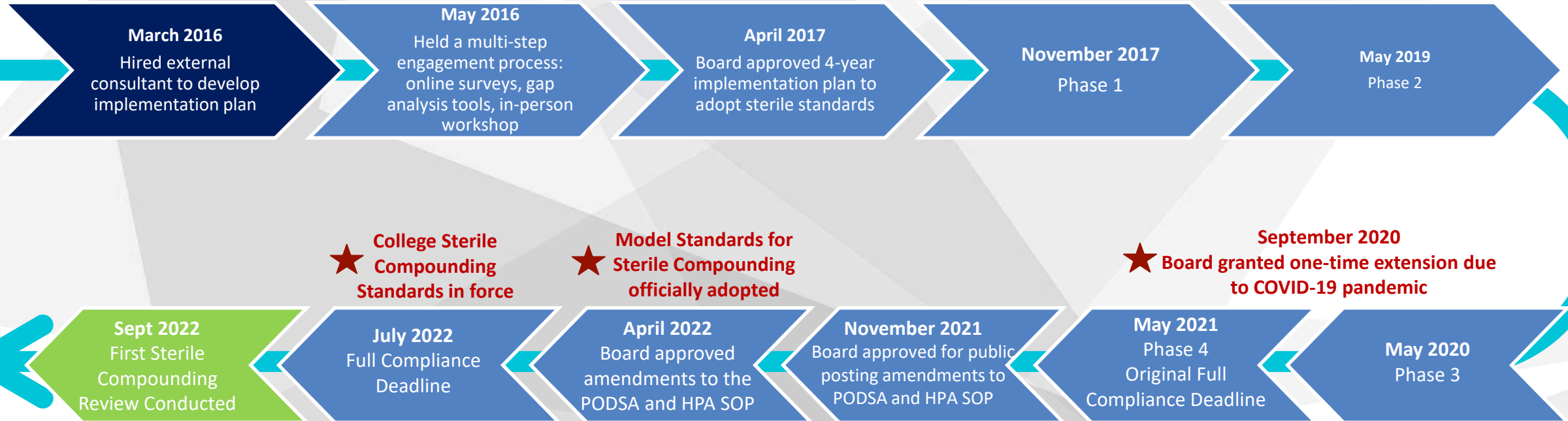
**For more information visit:
bcpharmacists.org/prp**



College's Standards for Sterile Compounding Update



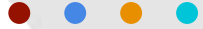
Sterile Compounding Standards in BC – Timeline





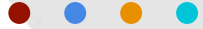
Why the Standards Are So Important

- Client safety risk!
- Poor work practices by HUMANS contaminate more compounded sterile preparations than any other single cause.
- No patient should have to ever give up their right to a safe, accurate, uncontaminated preparations regardless of who prepared the dose, when it was prepared, or where it was prepared.
- Standards standardize the way sterile compounding is done in BC to ensure that patients get the pharmaceutical care they deserve.



Sterile Compounding On-site Reviews

- Launched September 2022
- The purpose of the review (inspection) is to verify compliance to College standards
- Consists of pre-review and one- or two-day on-site review with the pharmacy manager and sterile compounding supervisor
- The Colleges sterile compounding inspectors are certified through trcHealthcare (formerly known as Critical Point)
- Our goal is to be effective and thorough while efficient



Sterile Compounding Review Components

Personnel Training
& Assessments &
Conduct

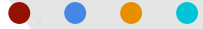
P&P, Logs,
Documentation,
Records

Facility &
Equipment

Cleaning &
Disinfecting

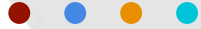
Material Transfer
& Compounding

Verification &
Quality Assurance



Number of Items in a Sterile Compounding Review

Services	Items to Check
Non-hazardous only	499
Segregated Compounding Area	416
Hazardous only	580
Containment-Segregated Compounding Area	492
Non-hazardous and hazardous	639



PRP Sterile Compounding Review - Form

- Includes requirements for non-hazardous and hazardous sterile compounding
- Find it on the College website in two places:
 - Programs > Practice Review Program > Resources
 - Resources > Pharmacy Resources > Compounding

PRACTICE REVIEW PROGRAM

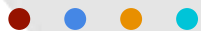
STERILE COMPOUNDING REVIEW

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Sterile Compounding Supervisor	
Compounding Personnel	
Cleaning and Disinfecting Personnel	
Other Persons	
Third Party Evaluator	
Policies and Procedures	
Facilities	
Anteroom	
Shared Anteroom	
Clean Room	
Equipment	
Refrigerator and Freezer	
(Non-Hazardous) Primary Engineering Control (PEC)	
(Hazardous) Containment Primary Engineering Control (C-PEC)	
Maintenance of PEC/C-PEC	
(Non-Hazardous) Personal Protective Equipment and Gearing	
(Hazardous) Personal Protective Equipment and Gearing	
Mandatory References	
Cleaning and Disinfecting	
(Hazardous) Decontamination, Deactivation, and Disinfection	
General Maintenance Log	
Beyond-Use Dates	

WPH/202008 - 05-03-2018 - 04-04-2020 - 15-11-2018 - 06-11-2018
037-PRP_Rev 16_Foreword_Review2021 2-2-2020 (Final) 2020-08-16

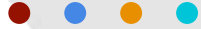
bcpharmacists.org/prp



PRP
INSIGHTS

The logo features the text "PRP" in a large, bold, dark blue font, with "INSIGHTS" in a smaller, bold, dark blue font below it. The letter "P" in "PRP" is partially obscured by a magnifying glass icon. The magnifying glass has a dark blue handle and a circular lens. Inside the lens is a green caduceus symbol, which consists of a staff with two snakes entwined around it. The entire logo is set against a white background with green horizontal bars above and below the text.

PRP INSIGHTS: STERILE COMPOUNDING MINI-SERIES -



For More Information

PRACTICE REVIEW PROGRAM

STERILE COMPOUNDING REVIEW

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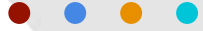
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1307-PRP_Sterile_Compounding_Review_v02.1.1.3.2-03 (Public 2023-07-26, upl MAC 2023-07-12) 1 of 89



bcpharmacists.org/compounding

Email

practicesupport@bcpharmacists.org



Other College Updates

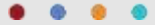


Get Involved at the College

- Committee recruitment occurs between **January/February every year**
- We encourage *pharmacy technicians* interested in contributing to BC's health system to serve on a committee!



CALL FOR VOLUNTEERS



Stay Connected

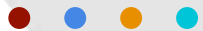
- **ReadLinks and News**
 - Stay up-to-date on pharmacy practice updates and topics through ReadLinks and our News section on the College website



bcpharmacists.org/news



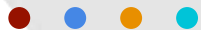
bcpharmacists.org/readlinks



Questions



College of Pharmacists
of British Columbia



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