



POLICY PROCESS

Policy Development or Review Triggered by:

- Healthcare environment, including trends, current affairs, changes to practice and patient experience
 - Legislative or regulatory change
 - Customary policy review process every five years or as needed to ensure existing policies remain helpful and informative and reflect any changes in the healthcare landscape
- College Board and Committees see a gap addressable through a policy change or development



1. RESEARCH AND REVIEW

Staff research the policy issue, which may involve:

- Confirming the issue is in accordance with the College's mandate
- Jurisdictional and environmental scans to review the position of other associations, organizations, and pharmacy, as well as relevant regulated health colleges, both in Canada and abroad
- Reviewing complaints and/or patient experiences that related to the need of the policy being created or reviewed
- Obtaining feedback from staff on issues related to the policy topic
- Reviewing feedback and questions received by the College related to the policy being created or reviewed
- Conducting literature research
- Reviewing relevant legal issues
- Forming a working group including external subject matter experts, patients and the public

2. ANALYSIS AND DRAFTING

Staff analyses the information identified through the research and develops a first draft of the new or revised policy.

3. CONSULTATION

The policy goes through a 30-60 day public consultation period, depending on the policy topic, and is aligned with the College's [Consultation Framework](#) which includes a set of consultation principles.

The College encourages participation in open consultations through all or some of the following:

- Targeted email campaigns
- Social media channels

- [e-Connect](#), the College's official e-Newsletter for pharmacists and pharmacy technicians
- The [Consultations](#) page on our website
- Our [website homepage](#)
- [Pharmacy Connection](#), the College's official magazine

The College also engages stakeholders, patients and the public through other means such as focus groups and citizen advisory groups to encourage collaboration and additional perspectives while producing policy changes.

4. REVIEW OF FEEDBACK AND RE-DRAFTING

Staff reviews feedback and, as appropriate, revises the initial draft to incorporate the consultation feedback before the proposed revisions are reviewed and redrafted. This often involves further research and analysis.

5. FINAL POLICY AND IMPLEMENTATION

The policy and consultation feedback is presented to Board for approval. If approved, the new or revised policy is communicated via all or some of the same channels mentioned above, including expectations related to when and how the policy takes effect.

6. MONITORING ADHERENCE AND MEASURING OUTCOMES

Monitoring adherence and measuring the policy's outcomes is an important part of the policy process. If certain components of the policy are not adequately addressing the issues it seeks to solve, the monitoring process is a tool that can catch this and remediate the issue. Additionally, finding indicators to measure the outcomes of the policy can signal its success.

**In addition to developing practice policies, the College uses this process when adopting and adapting standards.*