



TRANSPARENCY FRAMEWORK

The Ontario College of Pharmacists values transparency as an essential enabler of public accountability and risk-based regulation. It is fundamental to the College's ability to regulate the profession with integrity and to its fiduciary duty to protect and serve the public interest.

AGRE TRANSPARENCY PRINCIPLES

(read the full principles below)

TRANSPARENCY FRAMEWORK OBJECTIVES

QUALITY & ACCOUNTABILITY (ENABLING)

GOAL: Pharmacy and health system stakeholders have access to information to better understand and enhance the quality and safety of pharmacy care.

REGULATORY PERFORMANCE & GOVERNANCE (PROTECTING)

GOAL: Public and stakeholders have confidence that the College acts in accordance with its values and that decisions made by the Board, Committees and advisory groups are made in the public interest at all times.

COMMUNICATION & ENGAGEMENT (INFORMING)

GOAL: The public and stakeholders actively contribute to College activities and have access to information to help patients make informed choices about their care and maximize their experience for better outcomes.

PERFORMANCE

Relevant information about the College's performance as a patients-first regulator as well as the performance of the profession in general as it relates to patient safety, quality improvement and outcomes.

PROCESSES

Relevant information to help improve public and stakeholder understanding of College activities, decision making and regulatory programs and processes.

PEOPLE

Relevant information about those who practice pharmacy to help the public make informed decisions and those who make or influence decisions and policy direction at the College.

PLACES

Relevant information about pharmacies to help the public make informed decisions and better understand the oversight of pharmacy in the province.

PATIENTS & PROFESSIONALS

Relevant information to help the public understand their rights as pharmacy patients as well as information to help the public and pharmacy stakeholders contribute meaningfully to College priorities and strategies.

KEY TRANSPARENCY ENABLERS



Data and Analytics



Technology Solutions



Stakeholder engagement



Bylaws

AGRE TRANSPARENCY PRINCIPLES

1. The mandate of regulators is public protection and safety. The public needs access to appropriate information in order to trust that this system of self-regulation works effectively.
2. Providing more information to the public has benefits, including improved patient choice and increased accountability for regulators.
3. Any information provided should enhance the public's ability to make decisions or hold the regulator accountable. This information needs to be relevant, credible and accurate.
4. In order for information to be helpful to the public, it must be timely, easy to find and understand, and include context and explanation
5. Certain regulatory processes intended to improve competence may lead to better outcomes for the public if they happen confidentially.
6. Transparency discussions should balance the principles of public protection and accountability, with fairness and privacy.
7. The greater the potential risk to the public, the more important transparency becomes.
8. Information available from Colleges about members and processes should be similar.