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of Pharmacists

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# **APPENDIX B:** Supplementary Data for the 2020 Annual Report

## Important Notes for this Report

This supplementary report is intended to provide a transparent view of trends over the past several years for a number of data points reported in [the College's 2020 Annual Report](#).

Beginning this year, all Ontario healthcare regulators are reporting on indicators through the newly-established College Performance Measurement Framework (CPMF). The CPMF measures the College's work in a number of domains, including governance, system partnerships, information management, regulatory policies, suitability to practice, and overall measurement and reporting on regulatory program activities such as those related to quality assurance, registrant competency and conduct processes. The information collected and reported in the inaugural report to be published online will inform future iterations of the framework and promote a better understanding of the activities of all 26 health regulatory colleges in the province. A copy of OCP's CPMF submission can be [found here](#).

As a result of the CPMF reporting, some data points that the College has historically reported have been altered to reflect the requirements of the CPMF. Therefore, some categories and definitions in 2020 may not align with those used in 2019 and previous years. When this is the case, a notation has been made.

Where possible, data has been included back to 2016. In some cases, certain data points were not collected until a later date, or a program was not initiated until recently, so fewer years of data are available.

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## WHO ARE ONTARIO'S PHARMACY PROFESSIONALS AND WHERE DO THEY PRACTICE

### Pharmacists and Pharmacy Technicians

#### Number of Registered Pharmacists and Pharmacy Technicians

	2016	2017	2018	2019	2020
<b>Pharmacists</b>	15,715	16,103	16,651	17,020	16,906
<b>Pharmacy Technicians</b>	4,286	4,597	4,841	5,052	5,194

#### New Pharmacist Registrants by Place of Education

	2016	2017	2018	2019	2020
<b>Ontario</b>	338	285	408	343	76
<b>Canada (outside Ontario)</b>	58	52	67	68	48
<b>USA</b>	29	24	36	33	17
<b>International</b>	521	447	447	391	273

#### New Pharmacist and Pharmacy Technician Registrants

	2016	2017	2018	2019	2020
<b>New Pharmacists</b>	996	808	958	835	414
<b>New Pharmacy Technicians</b>	501	392	333	337	268

**Notes for this table:** Includes registrants who re-registered with the College

### Pharmacist Place of Practice by Percentage of All Pharmacists

	2016	2017	2018	2019	2020
Community Pharmacy	68%	69%	68%	68%	68%
Hospital and Other Healthcare Facilities	14%	16%	16%	16%	16%
No Workplace Recorded	12%	9%	10%	10%	10%
Association/ Academia/ Government	2%	2%	2%	2%	2%
Industry / Other	3%	3%	3%	3%	3%
Pharmacy Corp Office / Professional Practice / Clinic	1%	1%	1%	1%	1%
<b>Total</b>	15,715	16,103	16,651	17,020	16,906

Notes for this table: Percentages may not add up to 100% due to rounding.

### Pharmacy Technician Place of Practice by Percentage of All Pharmacy Technicians

	2016	2017	2018	2019	2020
Community Pharmacy	33%	34%	34%	34%	34%
Hospital and Other Healthcare Facilities	51%	57%	58%	57%	58%
No Workplace Recorded	14%	6%	5%	5%	6%
Association/ Academia/ Government	1%	2%	2%	2%	1%
Industry / Other	1%	1%	1%	1%	1%
Pharmacy Corp Office / Professional Practice / Clinic	0%	0%	0%	0%	0%
<b>Total</b>	4,286	4,597	4,481	5,052	5,194

Notes for this table: Percentages may not add up to 100% due to rounding.

## Pharmacies

### Accredited Community Pharmacies and Accredited Community Pharmacies Providing Methadone Maintenance Treatment

	2016	2017	2018	2019	2020
<b>Total Accredited Community Pharmacies</b>	4,150	4,327	4,446	4,566	4,682
<b>Accredited Community Pharmacies Providing Methadone Maintenance Treatment</b>	1,063	1,258	1,399	1,683	1,746

## Community Pharmacy Ownership by Type

Type of Ownership	Breakdown	2019	2020
Small chains (3 to 19 pharmacies owned by a single corporation)	<i>Total</i>	269	238
	<i>Banner</i>	70	60
	<i>Franchise</i>	71	72
Large chains (20+ pharmacies owned by a single corporation)	<i>Total</i>	853	874
	<i>Banner</i>	18	20
	<i>Franchise</i>	0	0
Independently owned (1-2 pharmacies owned by a single corporation)	<i>Total</i>	3,444	3,570
	<i>Banner</i>	1,288	1,519
	<i>Franchise</i>	598	602

**Notes for this table:** Due to a change in data collection, this data is only available for 2019 and 2020.

*Banner:* Pharmacies that are affiliated with a central office where they use a recognized name and may participate in centralized buying, marketing, professional programs, etc.

*Franchise:* Pharmacy is owned by franchisee who enters a business relationship with a company (franchisor) for the legal usage of the franchisor's name and products

## Accredited Hospital Pharmacies

	2017	2018	2019	2020
<b>Total Accredited Hospital Pharmacies</b>	229	231	235	235
<b>Accredited Hospital Pharmacies Providing Sterile Compounding</b>	136	121	121	122

**Notes for this table:** The College gained oversight of hospital pharmacies in August 2016, so data is only available from 2017.

## Drug Preparation Premises

	2016	2017	2018	2019	2020
<b>Total Drug Preparation Premises</b>	5	5	7	7	5

## MAINTAINING THE STANDARDS OF THE PROFESSION

### Pharmacy Assessments

#### Type of Community Pharmacy Assessments

	2016	2017	2018	2019	2020
<b>Routine</b>	1,686	1,543	963	977	262
<b>Change in ownership</b>	168	346	190	194	155
<b>New openings (first visit)</b>	180	208	178	208	174
<b>New openings (call back after six months)</b>	202	181	173	235	144
<b>Relocations</b>	50	27	32	50	43
<b>Re-assessments ordered by operations advisor</b>	51	41	46	50	31
<b>Re-assessments ordered by the Accreditation Committee</b>	13	9	9	13	8
<b>Total</b>	2,350	2,355	1,591	1,799	817

#### Community Pharmacy Assessment Outcomes

	2016	2017	2018	2019	2020
<b>Pass (no action plan required)</b>	81%	82%	77%	67%	58%
<b>Pass with action plan and operations advisor monitoring</b>	16%	15%	20%	27%	37%
<b>Reassessments, with operations advisory on-site attendance</b>	2%	2%	2%	4%	3%
<b>Referrals/reports to the Accreditation Committee</b>	1%	1%	1%	2%	2%

**Notes for this table:** Action plans are created by the pharmacy to address issues identified during the assessment. These plans are submitted within 30 days of the assessment and are monitored by College operations advisors to ensure processes are in place to mitigate risk. Referrals or reports to the Accreditation Committee are made where there are patient safety or other significant concerns about the pharmacy's operations.

## Type of Hospital Pharmacy Assessment

	2017	2018	2019	2020
<b>Routine</b>	165	165	191	135
<b>New Opening</b>	N/A	N/A	N/A	3
<b>Relocation</b>	N/A	N/A	N/A	1

**Notes for this table:** Data regarding non-routine assessment types was not reported prior to 2020.

## Hospital Pharmacy Assessment Outcomes

	2019	2020
<b>Pass</b>	38	5
<b>Pass with Action Plan</b>	153*	134*

\* Largely as a result of work to comply with the new standards for sterile compounding and requirements around narcotic reconciliation.

**Notes for this table:** Action plans are created by the pharmacy to address issues identified during the assessment. These plans are submitted within 30 days of the assessment and are monitored by College operations advisors to ensure processes are in place to mitigate risk. Referrals or reports to the Accreditation Committee are made where there are patient safety or other significant concerns about the pharmacy's operations.

Hospital pharmacy assessment outcomes were not reported prior to 2019.

## Quality Assurance Program

### Number of Pharmacists in Part A and Part B of the Public Register

	2016	2017	2018	2019	2020
<b>Pharmacists in Part A</b>	14,824	15,192	15,692	16,020	15,847
<b>Pharmacists in Part B</b>	891	911	959	1,000	1,059

### Self-Assessments Completed as Part of the Quality Assurance Program

	2020
<b>Pharmacists</b>	3,061
<b>Pharmacy Technicians</b>	981

**Notes for this table:** Self-assessments were first reported as part of the 2020 annual report and in conjunction with CPMF reporting on quality assurance activities at College.



## Quality Assurance (QA) Committee Activities

	2019	2020
<b>Registrants referred to the Inquiries, Complaints and Reports Committee by the QA Committee</b>	1	0
<b>Registrants with Terms, Conditions or Limitations placed on their certificate of registration regarding quality assurance activities</b>	4	1
<b>Registrants referred to the QA Committee and directed to undertake remediation</b>	N/A	1

**Notes for this table:** QA committee activities were first reported as part of the 2019 report. The number of registrants referred to the QA committee who were directed to undertake remediation was a new data point for the 2020 report in conjunction with CPMF reporting on quality assurance activities at College.

## Practice Assessments

### Community Pharmacist Practice Assessments

		2018	2019	2020
<b>Routine assessments</b>		1,430	912	511
<i>Outcome</i>				
<b>Passed with self-directed learning</b>		1,399	893	460
<b>Required additional coaching and reassessment (outcomes at right)</b>	<i>Passed the second assessment</i>	23	4	7
	<i>Currently in progress or deferred</i>	4	7	41
	<i>Require a quality assurance peer assessment</i>	2	4	2
	<i>Other (resigned, moved to Part B, moved)</i>	2	4	1

**Notes for this table:** In 2018, a new method of categorization was used to reflect outcomes based on coaching and reassessment. Therefore, outcomes from past years are not included.

### Community Pharmacy Technician Practice Assessments

		2019	2020
<b>Routine assessments</b>		99	153
<i>Outcome</i>			
<b>Passed with self-directed learning</b>		99	136
<b>Required additional coaching and reassessment (outcomes at right)</b>	<i>Passed the second assessment</i>	0	2
	<i>Currently in progress or deferred</i>	0	15
	<i>Require a quality assurance peer assessment</i>	0	0
	<i>Other (resigned, moved to Part B, moved)</i>	0	0

**Notes for this table:** Practice assessments for pharmacy technicians were introduced in 2019.

### Hospital Pharmacy Technician Practice Assessments

		2019	2020
<b>Routine assessments</b>		192	106
<i>Outcome</i>			
<b>Passed with self-directed learning</b>		192	106
<b>Required additional coaching and reassessment (outcomes at right)</b>	<i>Passed the second assessment</i>	0	0
	<i>Currently in progress or deferred</i>	0	0
	<i>Require a quality assurance peer assessment</i>	0	0
	<i>Other (resigned, moved to Part B, moved)</i>	0	0

**Notes for this table:** Practice assessments for pharmacy technicians were introduced in 2019.

## REGISTERING QUALIFIED PROFESSIONALS

### Registration Committee Requests and Outcomes

	2016	2017	2018	2019	2020
<b>Requests considered</b>	182	201	163	147	149
<i>Outcome</i>					
<b>Fully granted</b>	168	190	132	130	138
<b>Partially granted</b>	11	6	13	5	1
<b>Deferred</b>	2	1	10	3	4
<b>Withdrawn</b>	0	2	3	2	4
<b>Denied</b>	1	2	4	7	2

### Jurisprudence Exam

	2018	2019	2020
<b>Number of candidates who wrote the JP exam</b>	1,358	1,355	731
<b>Percentage that passed</b>	N/A	N/A	94%

**Notes for this table:** Pass rates for the jurisprudence exam were not reported prior to 2020.

### Practice Assessment of Competency at Entry (PACE)

	2018	2019	2020
<b>Number of candidates who attempted PACE</b>	188	229	190
<b>Number successful on their first attempt</b>	163	197	154

**Notes for this table:** In 2018, PACE became the practice-based registration requirement for all pharmacy students and interns after a phase in period over 2016 and 2017.

### Structured Practical Training (SPT)

	2019	2020
<b>Number of candidates who commenced SPT</b>	369	274
<b>Number of candidates who have completed SPT, with the remainder continuing into the next year</b>	235	261

**Notes for this table:** SPT participation was not reported prior to 2019.

## ADDRESSING CONCERNS

### Complaints and Reports

#### Number of Complaints and Reports Opened

	2016	2017	2018	2019	2020
<b>Complaints opened</b>	276	341	541	548	485
<b>Reports opened</b>	94	110	118	125	93

#### Top Complaint Issues Reviewed by the ICRC for 2016-2019

	2016	2017	2018	2019
Conduct/Behaviour	40%	38%	44%	47%
Dispensing	38%	38%	28%	35%
Unauthorized Practice	5%	8%	1%	1%
Billing	9%	7%	4%	4%
Confidentiality	5%	4%	6%	6%
Other	2%	4%	6%	6%
Sexual Abuse/Sexual Harassment/Boundary Violation	1%	1%	1%	1%

**Notes for this table:** Other includes supervision and training, documentation, narcotic and controlled drugs, non-practice related and therapeutics (such as not identifying a drug interaction). Some complaints fall under multiple categories.

Numbers may not add up to 100 due to rounding

#### Top Report Issues Reviewed by the ICRC for 2016-2019

	2016	2017	2018	2019
<b>Billing</b>	15%	13%	13%	18%
<b>Conduct/Behaviour</b>	9%	11%	13%	12%
<b>Failure to Fulfill a College Requirement</b>	6%	11%	12%	5%
<b>Recordkeeping/Documentation</b>	11%	10%	11%	8%
<b>Charges and Findings</b>	10%	5%	11%	8%
<b>Dispensing</b>	16%	16%	10%	15%
<b>Unauthorized Practice</b>	11%	10%	9%	7%
<b>Narcotics/Controlled Drugs</b>	13%	12%	8%	13%
<b>Other</b>	6%	8%	7%	7%
<b>Sexual Abuse/Sexual Harassment/Boundary Violation</b>	3%	4%	5%	6%

**Notes for this table:** Other includes confidentiality, supervision/training and therapeutics (such as not identifying a drug interaction). Some reports fall under multiple categories.

Numbers may not add up to 100 due to rounding

## Complaints and Registrar’s Investigations by Theme for 2020

Theme	Formal Complaints	Registrar’s Investigations
Billing	8%	16%
Boundary Violations; Sexual Abuse; Sexual Harassment	0	5%
Business Practices	12%	8%
Charges	0	3%
Confidentiality	7%	2%
Communication/Service	38%	2%
Dispensing	29%	24%
Expanded Scope	1%	0
Failure to Fulfill a College Requirement	0	3%
Findings	0	2%
Narcotics/Controlled Drugs	0	12%
Non-Practice related	1%	1%
Other Conduct Behavior	2%	9%
Record Keeping/ Documentation	0	8%
Supervision/Training	1%	0
Therapeutics	0	0
Unauthorized Practice	1%	5%

**Notes for this table:** Some complaints and investigations fall under multiple categories. Data is provided separately for 2020 due to a change in categorization in alignment with the College’s response to the CPMF.

**Formal Complaint:** A statement received by a College in writing or in another acceptable form that contains the information required by the College to initiate an investigation.

**Registrar’s Investigation:** Where a Registrar believes, on reasonable and probable grounds, that a registrant has committed an act of professional misconduct or is incompetent he/she can appoint an investigator upon ICRC approval of the appointment. In situations where the Registrar determines that the registrant exposes, or is likely to expose, his/her patient to harm or injury, the Registrar can appoint an investigator immediately without ICRC approval and must inform the ICRC of the appointment within five days.

## Inquiries, Complaints and Reports Committee

### Activities of the Inquiries, Complaints and Reports Committee

	2020
Number of formal complaints brought forward to the ICRC in 2020*	452
Number of formal complaints disposed of by the ICRC*	331
Number of formal complaints proceeded to the ICRC and are still pending	121
Number of formal complaints withdrawn by the Registrar at the request of a complainant	84
Number of formal complaints and Registrar's Investigations disposed of by the ICRC as a referral to the Discipline Committee	64
Completed Registrar's Investigations brought forward to the ICRC for disposition*	156
Number of requests for approval of the Registrar's appointment of an investigator	93
The maximum amount of time (in working days) in which 9 out of 10 complaints and investigations are disposed of, with only 1 out of the 10 taking longer	
<i>Formal complaints</i>	371
<i>Registrar's Investigations</i>	744

\* Files where the ICRC has reviewed and rendered an outcome, regardless of whether the decision has been issued yet.

**Notes for this table:** This information was first reported for 2020 as part of the CPMF.

**Formal Complaint:** A statement received by a College in writing or in another acceptable form that contains the information required by the College to initiate an investigation.

**Registrar's Investigation:** Where a Registrar believes, on reasonable and probable grounds, that a registrant has committed an act of professional misconduct or is incompetent he/she can appoint an investigator upon ICRC approval of the appointment. In situations where the Registrar determines that the registrant exposes, or is likely to expose, his/her patient to harm or injury, the Registrar can appoint an investigator immediately without ICRC approval and must inform the ICRC of the appointment within five days.

## Decisions of the Inquiries, Reports and Complaints Committee for 2016-2019

	2016	2017	2018	2019
Take no action	37%	33%	35%	41%
Advice/Recommendations	30%	32%	33%	28%
Oral Caution + Remedial Training	11%	13%	12%	13%
Referral to Discipline	10%	9%	11%	11%
Advice/Recommendations + Remedial Training	5%	4%	6%	6%
Oral Caution	3%	3%	2%	2%
Ratification of ADR Settlement Agreement	3%	3%	1%	0%
Take No Action with Undertaking to Restrict Practice/Resign*	N/A	2%	0.5%	0.3%
Oral Caution + Remedial Training with Undertaking to Restrict Practice/Resign**	N/A	N/A	0.2%	0%
Frivolous and Vexatious	0%	1%	0%	0.2%
Remedial Training	0%	0%	0%	0%
Referral to Health Inquiry Panel	1%	0%	0%	0%
<b>Total Decisions</b>	<b>401</b>	<b>349</b>	<b>421</b>	<b>504</b>

\*Prior to 2017, was reported as take no action. \*\*Prior to 2018, was reported as part of oral caution + remedial training

**Notes for this table:** Data indicates the number of decisions issued, not the number of files reviewed. Numbers may not add up to 100 due to rounding.

### Distribution of ICRC Outcomes by Theme in 2020

Theme	Number of ICRC Decisions								
	Take no action	Provides advice or recommendations	Provides advice or recommendations and orders a specific continuing education or remediation program	Issues an oral caution	Issues an oral caution and orders a specific continuing education or remediation program	Orders a specific continuing education or remediation program	Agrees to undertaking	Refers specified allegations to the Discipline Committee	Take any other action it considers appropriate that is not inconsistent with its governing legislation, regulations or by-laws
<b>Billing</b>	17	15	4	2	6	0	1	35	0
<b>Communication / Service</b>	142	78	4	0	22	0	0	1	0
<b>Dispensing</b>	85	86	30	12	64	0	0	10	0
<b>Expanded Scope</b>	2	4	1	1	2	0	0	0	0
<b>Therapeutics</b>	3	7	1	0	1	0	0	0	0
<b>Charges</b>	3	0	0	0	0	0	0	2	0
<b>Confidentiality</b>	14	18	3	0	6	0	0	0	0
<b>Failure to Fulfill a College Requirement</b>	0	2	0	0	1	0	0	4	0
<b>Findings</b>	2	0	0	0	0	0	1	2	0
<b>Narcotics/ Controlled Drugs</b>	7	9	0	0	8	0	0	7	0
<b>Supervision/ Training</b>	4	1	0	0	0	0	0	6	0
<b>Record Keeping/ Documentation</b>	2	2	2	2	4	0	1	7	0
<b>Boundary Violations; Sexual Abuse; Sexual Harassment</b>	1	2	0	1	0	0	0	6	0



Theme	Number of ICRC Decisions								
	Take no action	Provides advice or recommendations	Provides advice or recommendations and orders a specific continuing education or remediation program	Issues an oral caution	Issues an oral caution and orders a specific continuing education or remediation program	Orders a specific continuing education or remediation program	Agrees to undertaking	Refers specified allegations to the Discipline Committee	Take any other action it considers appropriate that is not inconsistent with its governing legislation, regulations or by-laws
Unauthorized Practice	5	3	0	0	4	0	1	5	0
Other Conduct / Behaviour	13	4	3	0	2	0	1	10	0
Non-Practice related	2	3	1	0	1	0	0	0	0
Business Practices	27	19	1	0	3	0	1	5	0

**Notes for this table:** Some complaints and investigations fall under multiple categories.

This information was first reported for 2020 as part of the CPMF

## Health Professionals Appeal and Review Board

### Requests at the Health Professionals Appeal and Review Board (HPARB)

		2016	2017	2018	2019	2020
Requests pending from previous year(s)		13	13	11	2	9
New requests	From pharmacy professional	7	6	13	12	24
	From complainant	9	9	18	30	17
	From both	0	0	0	0	1
Requests withdrawn		7	0	2	5	10
Requests denied		2	2	0	1	0
Decisions Received from HPARB	Upheld	17	11	11	20	22
	Referred back to ICRC	3	4	3	3	3

### Requests for Judicial Review of an HPARB Decision or the Outcome of a Registrar's Investigation

	2019	2020
Number of requests	1	3

Notes for this table: This information was not reported prior to 2019.

## Compliance Monitoring

### Compliance Monitoring By Type

	2016	2017	2018	2019	2020
Registrants monitored while fulfilling remedial training requirements following an investigation	114	107	94	139	180
Registrants monitored while fulfilling orders from the Discipline Committee	30	37	37	35	39
Registrants monitored while fulfilling orders from the Fitness to Practise Committee	6	4	2	1	5

## Discipline

### Discipline Committee Activities

	2016	2017	2018	2019	2020
<b>Registrants with allegations referred to discipline</b>	41	28	34	48	45
<b>Total active hearings*</b>	23	33	31	31	38 (31 uncontested, 2 partially contested, 5 contested)
<b>Discipline hearing days</b>	33	44	31	55	62
<b>Registrants about whom decisions were made (including motions)</b>	31	34	38	41	39
<b>Maximum amount of time (in working days) in which 9 out of 10 uncontested hearings are disposed of, with only 1 out of 10 taking longer^</b>	N/A	N/A	N/A	N/A	497

\*Many hearings continue into the following year.

^Number of working days (excluding weekends and statutory holidays) from referral to the Discipline Committee to the decision being issued.

**Notes for this table:** The working days required was only reported starting in 2020 as part of the CPMF. The type of hearing (uncontested, partially contested, contested) was only reported starting in 2020 as part of the CPMF.

### Distribution of Discipline Finding by Type for 2016-2019

	2016	2017	2018	2019
<b>Number of findings of failure to meet standards of practice</b>	20	30	24	26
<b>Number of findings of failure to keep appropriate records</b>	7	12	7	8
<b>Number of findings of issuing false or misleading accounts</b>	6	7	8	10
<b>Number of findings of proprietary misconduct</b>	0	0	1	1
<b>Number of findings of sexual abuse</b>	0	2	0	1

**Notes for this table:** Some discipline cases have multiple findings. The types of findings above do not necessarily represent every finding in the particular year, as past annual reports have focused on the most relevant and common findings.

### Distribution of Discipline Finding by Type for 2020

Type of Finding	2020
Sexual abuse	0
Incompetence	0
Fail to maintain Standard	29
Improper use of a controlled act	1
Conduct unbecoming	2
Dishonorable, disgraceful, unprofessional	38
Offence conviction	6
Contravene certificate restrictions	8
Findings in another jurisdiction	0
Breach of orders and/or undertaking	7
Falsifying records	16
False or misleading document	31
Contravene relevant Acts	36
Proprietary Misconduct	0
Failure to keep appropriate records	10

**Notes for this table:** Some discipline cases have multiple findings.

This information is part of the College's response to the CPMF and was first reported in 2020.

### Discipline Orders by Type

Revocation	3
Suspension	22
Terms, Conditions and Limitations on a Certificate of Registration	22
Reprimand and Undertaking	5
Reprimand	24

**Notes for this table:** Some discipline cases have multiple orders i.e. reprimand and suspension.

This information is part of the College's response to the CPMF and was not reported prior to 2020.

## Health Inquiries

### Health Inquiry and Fitness to Practise Committee Activities

	2016	2017	2018	2019	2020
Active Health Inquiries	23	24	25	34	24
Referrals to the Fitness to Practise Committee	1	2	2	2	3
Findings of Incapacity	0	1	1	2	2

## SUPPORTING BEST PRACTICES AND SAFETY IN PATIENT CARE

### Calls and Email Related to Practice Matters

	2016	2017	2018	2019	2020
Calls and emails related to practice matters	3,900	3,881	3,151	3,085	2,930
Percentage of calls and emails from the public	N/A	19%	25%	23%	25%

**Notes for this table:** The percentage of calls and emails from the public was not reported prior to 2017.