

DECEMBER 2021 BOARD MEETING

As recorded following the Board of Directors' regularly scheduled meeting held on December 13, 2021.

This meeting was held via video and teleconference in consideration of provincial directives and physical distancing measures recommended by Public Health due to the COVID-19 pandemic.

COLLEGE PERFORMANCE MEASUREMENT FRAMEWORK

The [College Performance Measurement Framework \(CPMF\)](#) was introduced last year by the Ministry of Health as a tool to further strengthen the accountability and oversight of Ontario's health regulatory colleges by providing publicly-shared information that is transparent, consistent and aligned across all colleges on their performance in serving the public interest. The College submitted its first CPMF to the Ministry in March 2021, and posted a copy on its website.

At the Board meeting, College staff shared a [Summary Report](#) on the first CPMF that was released by the Ministry of Health in October, highlighting baseline information on the structures, processes and practices in place within all 26 regulatory colleges. The Summary Report recognized OCP for a commendable practice related to system partnership and its work on Quality Indicators for Pharmacy, as well as a notable practice for steps taken to modernize and improve its governance structure.

The College has participated in a series of Ministry-led working group meetings to help refine the 2021 CPMF standards and contribute to the rating and selection of commendable practices. An internal gap analysis of the Summary Report is also underway to develop improvement opportunities that will be phased-in over the next few years as part of the College's annual operational plan. The 2021 CPMF submission is now in progress, and will be shared with the Board prior to being submitted to the Ministry in March 2022. A copy will also be posted on the College website.

COLLEGE PERFORMANCE SCORECARD

The Board was presented with results from the 2021 Q3 College Performance Scorecard, a document drawn from the annual Operational Plan that provides an overview of key performance indicators and project/initiative milestones, along with corresponding targets, that demonstrates the advancement of the College's strategic priorities and core responsibilities for the year. It also provides a valuable tool to support the Board's oversight and governance roles. In 2021, the Performance Scorecard was aligned with the College Performance Measurement Framework domains introduced by the Ministry of Health, including Governance, Resources, System Partners, Information Management, Regulatory Policies, Suitability to Practice and Measurement, and Reporting and Improvement.

The Board also reviewed and approved proposed measures for the 2022 College Performance Scorecard. These measures, along with the full 2021 Performance Scorecard, are available in the [Board agenda](#).

COLLEGE RISK REPORT

The Board discussed the College's 2021 Risk Report, highlighting enterprise-level risks and their respective mitigation strategies. As part of the presentation, the Board reviewed the Risk Register, a document that identifies and ranks key organizational risks, their likelihood and impact, and strategies to mitigate those risks. To date, 100% of the mitigation strategies in the 2021 Risk Register have been implemented or are underway.

The Board also reviewed and approved the proposed 2022 Risk Register, including the risks, impacts, mitigation activity and monitoring indicators to be included. Details about the proposed 2022 Risk Register, as well as the 2021 Risk Report and Summary, are available in the [Board agenda](#).

2022 OPERATING AND CAPITAL BUDGET APPROVED

The Board reviewed and approved OCP's 2022 Operating and Capital Budget, which will enable the College to meet its statutory obligations and continue to implement regulatory programs in accordance with its mandated objects and Board-approved strategic priorities. Annual fees have been adjusted to reflect the increase in the annual Consumer Price Index (Ontario, all items) as at September 30, 2021, in accordance with College By-Laws. Please see the updated [fee schedule](#) and timelines on the College's website. Further details on the 2022 Operating and Capital Budget are available in the [Board agenda](#).

ACTING REGISTRAR'S REPORT

The College's Acting Registrar delivered a report to the Board highlighting activities that have taken place since the last meeting, as well as progress on strategic initiatives. The presentation included a follow up on actions from Committee reports, an update on the College's COVID-19 response, and engagement activities with the Ministry, regulatory organizations, and pharmacy stakeholders. The full Acting Registrar's Report is available in the [Board agenda](#).

SELECTION OF PROVIDER EXPERIENCE INDICATORS

College staff provided the Board with an update on the development of provider experience indicators, part of the College's [Quality Indicators for Pharmacy](#) initiative that aims to provide the public sector and health system with information about the overall quality of pharmacy care in a variety of measurement areas, and to drive quality improvement in the community pharmacy setting. A final set of provider experience indicators have been developed, and registrant data will be collected through a survey that will be included in the 2022 annual renewal. The survey gives pharmacy professionals an opportunity to share anonymous measurable feedback as an important first step towards using an evidence-based and data-informed approach to understanding and then improving the overall provider experience and outcomes for patients.

Staff also provided an update on the other measurement areas of the Quality Indicators for Pharmacy initiative. The College has already published [data](#) related to the appropriateness of dispensed medications, medication-related hospital visits and transitions of care, and work is underway to discuss data collection options with various stakeholder groups for the Patient/Caregiver Reported Experience indicators.

NEXT BOARD MEETING

Ontario College of Pharmacists Board meetings are open to the public, and the next regularly scheduled meeting will be held on March 21, 2022. Special Board meetings may be called at any time. Please see our website for information on [upcoming Board meetings](#). Due to public health measures currently in place, Board meetings are currently being held virtually. Links for those who wish to observe a virtual meeting will be posted with meeting agendas. You can also follow highlights from the Board meetings via [Twitter](#).