



Ontario College
of Pharmacists
Putting patients first since 1871

Supplementary Data for the 2021 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 collected and publicly reported by the College. It supplements the College's annual report, and the College Performance Measurement Framework (CPMF) that was introduced for all Ontario healthcare regulators in 2021.

As a result of the CPMF reporting, some data points that the College has historically reported in its annual report have been altered to reflect the requirements of the CPMF. Therefore, some categories and definitions in 2021 may not align with those used in previous years. When this is the case, a notation has been made.

Where possible, data has been included back to 2017. 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

	2017	2018	2019	2020	2021
Pharmacists	16,103	16,651	17,020	16,906	17,462
Pharmacy Technicians	4,597	4,841	5,052	5,194	5,471

New Pharmacist Registrants by Place of Education

	2017	2018	2019	2020	2021
Ontario	285	408	343	76	576
Canada (outside Ontario)	52	67	68	48	72
USA	24	36	33	17	31
International	447	447	391	273	350

New Pharmacist and Pharmacy Technician Registrants

	2017	2018	2019	2020	2021
New Pharmacists	808	958	835	414	1,029
New Pharmacy Technicians	392	333	337	268	403

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

Pharmacist Place of Practice by Percentage of All Pharmacists

	2017	2018	2019	2020	2021
Community Pharmacy	69%	68%	68%	68%	69%
Hospital and Other Healthcare Facilities	16%	16%	16%	16%	17%
No Workplace Recorded	9%	10%	10%	10%	8%
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%
Total	16,103	16,651	17,020	16,906	17,421

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

	2017	2018	2019	2020	2021
Community Pharmacy	34%	34%	34%	34%	34%
Hospital and Other Healthcare Facilities	57%	58%	57%	58%	59%
No Workplace Recorded	6%	5%	5%	6%	5%
Association/ Academia/ Government	2%	2%	2%	1%	2%
Industry / Other	1%	1%	1%	1%	1%
Pharmacy Corp Office / Professional Practice / Clinic	0%	0%	0%	0%	0%
Total	4,597	4,481	5,052	5,194	5,462

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

	2017	2018	2019	2020	2021
Total Accredited Community Pharmacies	4,327	4,446	4,566	4,682	4,782
Accredited Community Pharmacies Providing Methadone Maintenance Treatment	1,258	1,399	1,683	1,746	1,852

Community Pharmacy Ownership by Type

Type of Ownership	Breakdown	2019	2020	2021
Small chains (3 to 19 pharmacies owned by a single corporation)	<i>Total</i>	269	238	302
	<i>Banner</i>	70	60	67
	<i>Franchise</i>	71	72	112
Large chains (20+ pharmacies owned by a single corporation)	<i>Total</i>	853	874	840
	<i>Banner</i>	18	20	13
	<i>Franchise</i>	0	0	0
Independently owned (1-2 pharmacies owned by a single corporation)	<i>Total</i>	3,444	3,570	3,640
	<i>Banner</i>	1,288	1,519	1,680
	<i>Franchise</i>	598	602	561

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

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	2021
Total Accredited Hospital Pharmacies	229	231	235	235	237
Accredited Hospital Pharmacies Providing Sterile Compounding	136	121	121	122	115

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

Drug Preparation Premises

	2017	2018	2019	2020	2021
Total Drug Preparation Premises	5	7	7	5	6

MAINTAINING THE STANDARDS OF THE PROFESSION

Pharmacy Assessments

Type of Community Pharmacy Assessments

	2017	2018	2019	2020	2021
Routine	1,543	963	977	262	566
Change in ownership	346	190	194	155	248
New openings (first visit)	208	178	208	174	178
New openings (call back after six months)	181	173	235	144	340
Relocations	27	32	50	43	31
Re-assessments ordered by operations advisor	41	46	50	31	31
Re-assessments ordered by the Accreditation Committee	9	9	13	8	15
Total	2,355	1,591	1,799	817	1,409

Community Pharmacy Assessment Outcomes

	2017	2018	2019	2020	2021
Pass (no action plan required)	82%	77%	67%	58%	49%
Pass with action plan and operations advisor monitoring	15%	20%	27%	37%	47%
Reassessments, with operations advisory on-site attendance	2%	2%	4%	3%	3%
Referrals/reports to the Accreditation Committee	1%	1%	2%	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. Percentages may not add up to 100% due to rounding

Type of Hospital Pharmacy Assessment

	2017	2018	2019	2020	2021
Routine	165	165	191	135	142
New Opening	N/A	N/A	N/A	3	5
Relocation	N/A	N/A	N/A	1	0

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

Hospital Pharmacy Assessment Outcomes

	2019	2020	2021
Pass	38	5	28
Pass with Action Plan	153*	134*	120*

* 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.

Drug Preparation Premises (DPP) (2021)

Number of DPP assessments completed	6
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Learn more about how the College [authorizes and assesses drug preparation premises \(DPPs\)](#).

Quality Assurance Program

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

	2017	2018	2019	2020	2021
Pharmacists in Part A	15,192	15,692	16,020	15,847	16,354
Pharmacists in Part B	911	959	1,000	1,059	1,108

Self-Assessments Completed as Part of the Quality Assurance Program

	2020	2021
Pharmacists	3,061	3,570
Pharmacy Technicians	981	911

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	2021
Registrants referred to the Inquiries, Complaints and Reports Committee by the QA Committee	1	0	0
Registrants with Terms, Conditions or Limitations placed on their certificate of registration regarding quality assurance activities	4	1	1
Registrants referred to the QA Committee and directed to undertake remediation	N/A	1	10

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	2021
Routine assessments		1,430	912	511	698
<i>Outcome</i>					
Passed with self-directed learning		1,399	893	460	594
Required additional coaching and reassessment (outcomes at right)	<i>Passed the second assessment</i>	23	4	7	70
	<i>Currently in progress or deferred</i>	4	7	41	27
	<i>Require a quality assurance peer assessment</i>	2	4	2	4
	<i>Other (resigned, moved to Part B, moved)</i>	2	4	1	3

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	2021
Routine assessments		99	153	191
<i>Outcome</i>				
Passed with self-directed learning		99	136	177
Required additional coaching and reassessment (outcomes at right)	<i>Passed the second assessment</i>	0	2	8
	<i>Currently in progress or deferred</i>	0	15	6
	<i>Require a quality assurance peer assessment</i>	0	0	0
	<i>Other (resigned, moved to Part B, moved)</i>	0	0	0

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

Hospital Pharmacy Technician Practice Assessments

		2019	2020	2021
Routine assessments		192	106	118
<i>Outcome</i>				
Passed with self-directed learning		192	106	118
Required additional coaching and reassessment (outcomes at right)	<i>Passed the second assessment</i>	0	0	0
	<i>Currently in progress or deferred</i>	0	0	0
	<i>Require a quality assurance peer assessment</i>	0	0	0
	<i>Other (resigned, moved to Part B, moved)</i>	0	0	0

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

REGISTERING QUALIFIED PROFESSIONALS

Registration Committee Requests and Outcomes

	2017	2018	2019	2020	2021
Requests considered	201	163	147	149	223
<i>Outcome</i>					
Fully granted	190	132	130	138	177
Partially granted	6	13	5	1	25
Deferred	1	10	3	4	11
Withdrawn	2	3	2	4	5
Denied	2	4	7	2	5

Jurisprudence Exam

	2018	2019	2020	2021
Number of candidates who wrote the JP exam	1,358	1,355	731	1,272
Percentage that passed	N/A	N/A	94%	95%

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	2021
Number of candidates who attempted PACE	188	229	190	262
Number successful on their first attempt	163	197	154	231

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	2021
Number of candidates who commenced SPT	369	274	543
Number of candidates who have completed SPT, with the remainder continuing into the next year	235	261	315

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

ADDRESSING CONCERNS

Complaints and Reports

Number of Complaints and Reports Opened

	2017	2018	2019	2020	2021
Complaints opened	341	541	548	485	604
Reports opened	110	118	125	93	118

Top Complaint Issues Reviewed by the ICRC for 2017-2020

	2017	2018	2019	2020	2021
Conduct/Behaviour	38%	44%	47%	As of 2020, this data is reported in the College Performance Measurement Framework (CPMF) . Categories may differ, as they are now aligned with the CPMF reporting requirements.	
Dispensing	38%	28%	35%		
Unauthorized Practice	8%	1%	1%		
Billing	7%	4%	4%		
Confidentiality	4%	6%	6%		
Other	4%	6%	6%		
Sexual Abuse/Sexual Harassment/Boundary Violation	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 2017-2020

	2017	2018	2019	2020	2021
Billing	13%	13%	18%	As of 2020, this data is reported in the College Performance Measurement Framework (CPMF) . Categories may differ, as they are now aligned with the CPMF reporting requirements.	
Conduct/Behaviour	11%	13%	12%		
Failure to Fulfill a College Requirement	11%	12%	5%		
Recordkeeping/Documentation	10%	11%	8%		
Charges and Findings	5%	11%	8%		
Dispensing	16%	10%	15%		
Unauthorized Practice	10%	9%	7%		
Narcotics/Controlled Drugs	12%	8%	13%		
Other	8%	7%	7%		
Sexual Abuse/Sexual Harassment/Boundary Violation	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

Inquiries, Complaints and Reports Committee

Activities of the Inquiries, Complaints and Reports Committee

	2020	2021
Number of formal complaints brought forward to the ICRC in 2020*	452	465
Number of formal complaints disposed of by the ICRC*	331	545
Number of formal complaints proceeded to the ICRC and are still pending**	121	28
Number of formal complaints withdrawn by the Registrar at the request of a complainant	84	68
Number of formal complaints and Registrar's Investigations disposed of by the ICRC as a referral to the Discipline Committee	64	49
Completed Registrar's Investigations brought forward to the ICRC for disposition*	156	128
Number of requests for approval of the Registrar's appointment of an investigator	93	121
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	399
<i>Registrar's Investigations</i>	744	657

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

**Pending as of December 31, 2021.

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 a complaint 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.

Decisions of the Inquiries, Reports and Complaints Committee for 2017-2020

	2017	2018	2019	2020	2021
Take no action	33%	35%	41%	<i>As of 2020, this data is reported in the College Performance Measurement Framework (CPMF). Categories may differ, as they are now aligned with the CPMF reporting requirements.</i>	
Advice/Recommendations	32%	33%	28%		
Oral Caution + Remedial Training	13%	12%	13%		
Referral to Discipline	9%	11%	11%		
Advice/Recommendations + Remedial Training	4%	6%	6%		
Oral Caution	3%	2%	2%		
Ratification of ADR Settlement Agreement	3%	1%	0%		
Take No Action with Undertaking to Restrict Practice/Resign	2%	0.5%	0.3%		
Oral Caution + Remedial Training with Undertaking to Restrict Practice/Resign**	N/A	0.2%	0%		
Frivolous and Vexatious	1%	0%	0.2%		
Remedial Training	0%	0%	0%		
Referral to Health Inquiry Panel	0%	0%	0%		
Total Decisions	349	421	504		

**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 2021

Theme	Number of ICRC Decisions						
	Take no action	Provides advice or recommendations	Issues a caution (oral or written)	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
Advertising	NR	NR	0	0	0	0	0
Billing and Fees	27	21	NR	7	NR	23	13
Communication	198	73	NR	12	0	0	5
Competence/Patient Care	121	85	11	39	0	6	56
Intent to Mislead Including Fraud	0	0	0	0	0	0	0
Professional Conduct & Behaviour	33	24	NR	6	NR	18	18
Record Keeping	NR	5	NR	NR	NR	NR	8
Sexual Abuse	NR	NR	0	0	0	NR	NR
Harassment/Boundary Violations	0	NR	0	0	0	NR	0
Unauthorized Practice	NR	NR	0	0	NR	6	5
Other	61	26	NR	NR	NR	11	11

Health Professionals Appeal and Review Board

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

		2017	2018	2019	2020	2021
Requests pending from previous year(s)		13	13	11	2	19
New requests	From pharmacy professional	6	13	12	24	20
	From complainant	9	18	30	17	27
Requests withdrawn		7	0	2	5	5
Requests denied		2	2	0	1	2
Decisions Received from HPARB	Upheld	11	11	20	22	26
	Referred back to ICRC	4	3	3	3	4

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

	2019	2020	2021
Number of requests	1	3	3

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

Compliance Monitoring

Compliance Monitoring By Type

	2017	2018	2019	2020	2021
Registrants monitored while fulfilling remedial training requirements following an investigation	107	94	139	180	224
Registrants monitored while fulfilling orders from the Discipline Committee	37	37	35	39	41
Registrants monitored while fulfilling orders from the Fitness to Practise Committee	4	2	1	5	4

Discipline

Discipline Committee Activities

	2017	2018	2019	2020	2021
Registrants with allegations referred to discipline	28	34	48	45	39
Total active hearings*	33	31	31	38 (31 uncontested, 2 partially contested, 5 contested)	33 (22 uncontested, 3 partially contested, 8 contested)
Discipline hearing days	44	31	55	62	51
Registrants about whom decisions were made (including motions)	34	38	41	39	45
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^	N/A	N/A	N/A	497	491

*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.

Number of Discipline Findings for 2017-2020

	2017	2018	2019	2020	2021
Number of findings of failure to meet standards of practice	30	24	26	As of 2020, this data is reported in the College Performance Measurement Framework (CPMF) . Categories may differ, as they are now aligned with the CPMF reporting requirements.	
Number of findings of failure to keep appropriate records	12	7	8		
Number of findings of issuing false or misleading accounts	7	8	10		
Number of findings of proprietary misconduct	0	1	1		
Number of findings of sexual abuse	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 2021

Type of Finding	2020	2021
Sexual abuse	0	1
Incompetence	0	0
Fail to maintain Standard	29	45
Improper use of a controlled act	1	2
Conduct unbecoming	2	2
Dishonorable, disgraceful, unprofessional	38	48
Offence conviction	6	3
Contravene certificate restrictions	8	2
Findings in another jurisdiction	0	0
Breach of orders and/or undertaking	7	3
Falsifying records	16	25
False or misleading document	31	48
Contravene relevant Acts	36	56
Proprietary Misconduct	0	1
Failure to keep appropriate records	10	12

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

	2020	2021
Revocation	3	3
Suspension	22	31
Terms, Conditions and Limitations on a Certificate of Registration	22	32
Reprimand and Undertaking	24	33
Reprimand	5	3

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

	2017	2018	2019	2020	2021
Active Health Inquiries	24	25	34	24	20
Referrals to the Fitness to Practise Committee	2	2	2	3	4
Findings of Incapacity	1	1	2	2	2

SUPPORTING BEST PRACTICES AND SAFETY IN PATIENT CARE

Calls and Email Related to Practice Matters

	2017	2018	2019	2020	2021
Calls and emails related to practice matters	3,881	3,151	3,085	2,930	3,059
Percentage of calls and emails from the public	19%	25%	23%	25%	25%

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