



Ontario College
of Pharmacists

Putting patients first since 1871

2022 ANNUAL REPORT



Message from the Chair, Board of Directors



As I reflect on 2022 I'm struck by the ongoing commitment of pharmacy professionals and their ability to adapt.

While still supporting the province's public health response to the pandemic, pharmacy professionals were able to embrace significant scope of practice changes and prepare for the introduction of prescribing for minor ailments. This authorization, which came into effect January 1, 2023, improves patient access to safe, ethical and timely healthcare from trusted pharmacy professionals.

Other regulatory changes approved in 2022 also required that pharmacies and pharmacy professionals adapt to evolving circumstances—and the mandatory use of time-delayed safes is one such example. In response to the alarming increase in pharmacy robberies taking place across Ontario, our Board approved the use of time-delayed safes to secure narcotics, along with prominent signage highlighting their use, in all community pharmacies. When enacted, the goal is to deter robberies and protect pharmacy professionals and patients, as well as to keep stolen medications off the streets of our communities.

In May 2022, our Board appointed Shenda Tanchak as the new Registrar and CEO of the College. Shenda brings more than 25 years of extensive regulatory experience to the role, and although she is not a pharmacy professional, the Board Directors and I are pleased with the progress she has already made in strengthening the College's approach to regulation, accountability and partner relationships.

Regulating Ontario's more than 23,000 pharmacy professionals and 5,000 pharmacies and fulfilling the objects of the College is a tremendous responsibility, and it requires the expertise and dedication of the College's staff and committee volunteers. Similarly, it requires the commitment of its Board Directors who ensure the interests of the public are protected and maintained at all times. I'd like to recognize the hard work of these individuals and thank them for continuing to put patients first.

As we look ahead to 2023, we will be developing a new strategic plan for the College. This plan will identify the most important areas of activity for the College over the next several years, taking into account the evolving practice of pharmacy and of healthcare regulation. This is important and meaningful work that can strengthen trust and confidence in the College's role as a regulator, and we look forward to working with pharmacy professionals and other partners in its development.

Sincerely,

James Morrison

Chair, Board of Directors



Message from the Registrar and CEO



Looking back over recent years, it's clear that change has been a recurring theme for the College and for the profession of pharmacy in Ontario. And 2022 was certainly no different.

The year began with a new COVID-19 variant, along with more waves of infection and more business lockdowns. And yet pharmacies remained open and accessible as safe, reliable and trusted sources of care and evidence-based information for patients. By providing COVID-19 testing, vaccinations and—by year-end—Paxlovid prescriptions, pharmacy professionals supported the province's pandemic response and reinforced their importance as a vital link in an integrated healthcare system.

And while work to expand the scope of pharmacy professionals has been underway for several years, the timing of the introduction of minor ailments prescribing could not have come at a better time for Ontarians. The authorization to prescribe medications for 13 minor ailments would give patients convenient access to treatment at local community pharmacies at a time when primary and urgent care settings were stretched to their limits.

Pharmacies, too, were stretched and reporting workforce challenges and high levels of staff burnout. Supporting registrants to help them continue providing high-quality pharmacy care was a significant focus for the College in 2022.

We extended emergency assignment registration to continue addressing the workforce need for additional pharmacists and pharmacy technicians due to the pandemic. We began collecting data to better understand the experience of pharmacy professionals, information that will inform our ongoing Community Practice Environment initiative. We continued sharing evidence-based practice guidance from the College as well as provincial and federal health authorities. And we focused on ensuring pharmacists understood their ethical, legal and professional obligations when prescribing for minor ailments, while also providing resources to practice this expanded scope safely and confidently.

I joined the College in May 2022, and since my arrival I have been inspired by the commitment of pharmacy professionals across Ontario. I have also been impressed by the hard work and dedication of College staff who make it possible for the College to serve and protect the public interest each and every day.

Together, we are putting patients and their safety first. And that's something of which we can all be very proud.

Sincerely,
Shenda Tanchak
Registrar and Chief Executive Officer




The Ontario College of Pharmacists, incorporated in 1871, is the registering and regulating body for the profession of pharmacy in Ontario.





The College’s mandate is to serve and protect the public interest and hold Ontario's registered pharmacists and pharmacy technicians accountable to the established legislation, standards of practice, Code of Ethics and policies and guidelines relevant to pharmacy practice.


The College also regulates and accredits community and hospital pharmacies, holding them accountable to operational standards and relevant policies and legislation; pharmacies must be accredited by the College in order to operate in Ontario.


The College fulfills its mandate to protect the public by:

- 


Regulating the practice of pharmacy in accordance with relevant [legislation and regulations](#)
- 


Developing and enforcing pharmacy [standards of practice, policies and guidelines](#) and the [Code of Ethics](#)
- 

Ensuring only those applicants who have met the [registration requirements](#) are authorized to practice in Ontario
- 

Promoting continued competency among pharmacists and pharmacy technicians through a [Quality Assurance Program](#)
- 

Ensuring only those pharmacies that have met the [accreditation criteria](#) are authorized to operate in Ontario
- 

Conducting routine [assessments](#) of pharmacy operations to ensure compliance with established standards and support continuous quality improvement
- 

Managing the [complaints resolution process](#) related to pharmacists, students, interns, pharmacy technicians and pharmacies
- 

Promoting patient-centred, collaborative health care that utilizes the skills and knowledge of all healthcare professionals

More details about the specific objects of the College are set out in section 3 of the [Health Professions Procedural Code](#).



Highlights from 2022

The College is proud of the exceptional work of its staff, and its standing and statutory committees which all play intrinsic roles in serving and protecting the public interest. In addition to their important day-to-day work in 2022, there were several key highlights worth noting during a time of exceptional change within the pharmacy profession.

PROVIDING ONGOING GUIDANCE AND SUPPORT DURING THE COVID-19 PANDEMIC

Emergency Assignment Registration Extended

The College extended emergency assignment registration for pharmacists and pharmacy technicians in response to sustained demand and pressure on the pharmacy workforce due to the pandemic, particularly as pharmacy teams supported the province's COVID-19 vaccination efforts and the administration of boosters. A total of 538 pharmacists and 54 pharmacy technicians were granted emergency assignment registration status in 2022.

Dispensing of Paxlovid in Community Pharmacies

Pharmacies in Ontario began dispensing Paxlovid for the treatment of COVID-19 in April 2022, and by year-end, Part A pharmacists were authorized to prescribe its use for patients. Several resources were shared by the College to support this authorization including an updated guideline on [initiating, adapting and renewing prescriptions](#).

Providing Ongoing COVID-19 Resources

To support pharmacists and pharmacy technicians during the pandemic, the College collaborated with the Ministry of Health, public health officials and other health system and professional associations to share updated guidance and resources that enabled pharmacy professionals to care for patients safely and with confidence. This included [Administration of COVID-19 Vaccine by Pharmacy Professionals guidance](#), which came into effect in July 2022.

ENABLING EXPANDED SCOPE OF PRACTICE

Preparing for Minor Ailments Prescribing Authority

Following the government approval of regulations authorizing pharmacists to prescribe for certain minor ailments, the College collaborated with key partners to develop and share resources that would help pharmacists practice this expanded scope activity safely and with confidence when it came into effect January 1, 2023. Clinical treatment algorithms, a mandatory minor ailments orientation module, FAQs and more, along with links to online continuing education courses, were posted on the College website and shared throughout the second half of 2022.

Point-of-Care Testing Authorized for Pharmacy Professionals

On July 1, 2022, amendments to provincial regulations came into effect to allow Ontario pharmacists, pharmacy technicians, registered pharmacy students and interns to perform certain point-of-care tests (POCT) to support their patient's medication management of chronic diseases such as diabetes and cardiovascular disease. To support this change, the College published a [Point of Care Tests web page](#) that included the [Guideline – Piercing the Dermis for Demonstration and Point-of-Care Tests](#), links to best practices related to infection prevention and control and occupational health and safety responsibilities, and information about Ontario Health's clinical viewers.



FOCUSING ON PHARMACY SAFETY

Time-delayed Safes to Deter Pharmacy Robberies

To address an alarming rise in pharmacy robberies in 2022, the Board of Directors approved the mandatory use of time-delayed safes to secure narcotics, along with signage highlighting their use, in all community pharmacies in Ontario. The mandate will be fully in effect in 2023. The use of time-delayed safes is part of a broader [Pharmacy Safety Initiative](#) that involves collaboration with the Ontario Association of Chiefs of Police and pharmacy partners to identify and implement practical crime prevention strategies.

PROMOTING CONTINUOUS QUALITY IMPROVEMENT AND RESPECT FOR ALL

New Knowledge Assessment Introduced for Part A Pharmacists

To foster continuing competency among pharmacists and to help optimize the health outcomes of the patients they serve, the College introduced the Knowledge Assessment for Part A pharmacists in May 2022. A component of the College’s mandatory [Quality Assurance Program](#), the Knowledge Assessment assesses pharmacists’ ability to apply clinical knowledge as well as current legislation, ethics and scope of practice to patient care scenarios.

Board Approves EDI Commitment Statement

The Board approved a [Commitment Statement](#) to broadly express the College’s intent related to Equity, Diversity and Inclusion (EDI), and the relevance of this work to the College’s public interest mandate. The Commitment Statement formally and publicly acknowledges the Board’s dedication to developing an overall EDI strategy for the College.

Boundary Violations and Sexual Abuse Policy Introduced

As regulated healthcare professionals, pharmacists and pharmacy technicians have obligations to maintain appropriate boundaries with their patients and ensure that their behaviour aligns with legislative obligations. To further clarify the legislative requirements of registrants, the College published a [Boundary Violations and Sexual Abuse Policy](#) articulating its expectations for abiding by legislation forbidding sexual abuse of a patient.

Provider Experience Indicator Data Collected

Measuring the experience of pharmacy professionals is an important part of the College’s Quality Indicators for Pharmacy initiative, and data collection began as part of the annual

renewal process in 2022 to help the College use an evidence-based, data-informed approach to understand the overall experience of regulated pharmacy professionals and, ultimately, the impact of that experience on the provision of quality and safe pharmacy services. The results were shared in the [Provider Experience Indicators 2022 Summary Report](#) and are being used to inform the College’s policy and practice decisions.

UPDATING OUR POLICIES AND GUIDANCE TO THE PROFESSION

Board Approves Cross-Jurisdictional Pharmacy Services Policy

A new [Cross-Jurisdictional Pharmacy Services policy](#) was approved by the Board in June 2022, articulating the College’s expectations for the provision of pharmacy services to patients located in other Canadian jurisdictions, as well as to patients located outside of Canada. The policy, which was finalized following input from pharmacy partners during a 60-day open consultation held in 2021, helps facilitate a patient’s access to safe, effective pharmacy care and supports their freedom to choose when it comes to the provision of pharmacy services.

ENHANCING EFFECTIVE GOVERNANCE

Board Approves Risk Appetite Ratings and Statements

The Board approved risk appetite ratings and statements that reflect the Board’s risk-taking philosophy, its tolerance for uncertain outcomes or volatility, its willingness to make choices that put objectives at risk when faced with multiple options, and its willingness to make trade-offs to achieve other objectives. The risk appetite statements are categorized in seven different domains including Regulatory Compliance, Public Protection, Integrity, Financial Health and Stability, Collaborative Stakeholder Relationships, Respectful Relationship with Registrants, and Optimized People and Culture.

Setting the Stage for Strategic Planning

The OCP Board took the initial steps in its strategic planning journey and welcomed a series of presentations at its December meeting designed to generate early ideas as it began a multi-step strategic planning exercise. This work will culminate in the development of a new strategic plan in 2024, informed through input from the Board, system partners, frontline professionals, and staff.



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



17,861

pharmacists

Average age of
pharmacists:

45

5,688

**pharmacy
technicians**

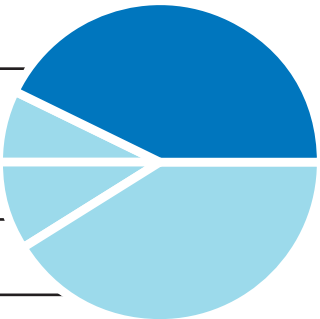
Average age of
pharmacy
technicians:

41

Data shown is from 2022

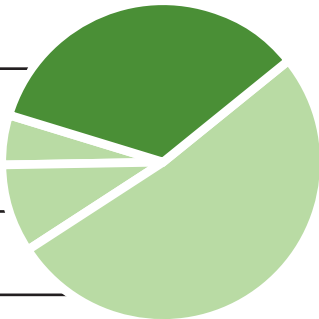
Place of education for all pharmacists in 2022

Ontario **42%**
USA **6%**
Canada
(outside Ontario) **9%**
International **43%**



Place of education for new pharmacist registrants in 2022

Ontario **35%**
USA **5%**
Canada
(outside Ontario) **9%**
International **52%**



New Registrants in 2022



New pharmacist registrants*:

863

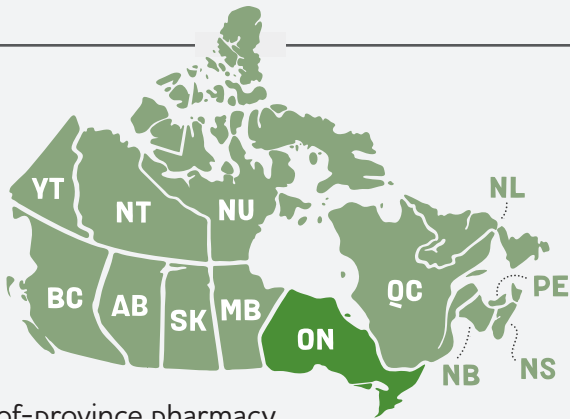
New pharmacy technician registrants*:

443



Pharmacy students and
interns currently training
or registered in Ontario:


1,649



New out-of-province pharmacy
professionals registered in Ontario
through the Agreement on Internal Trade: **199**

*Includes registrants who re-registered with the College.



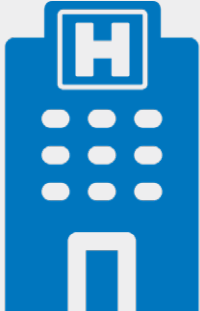


Accredited community pharmacies (total):
4,868

Community pharmacies providing non-sterile compounding:
3,480

Community pharmacies providing sterile compounding:
79

Data shown is from 2022



Accredited hospital pharmacies (total):
238

Hospital pharmacies providing non-sterile compounding:
136

Hospital pharmacies providing sterile compounding:
114

Data shown is from 2022

Drug preparation premises:
6



Data shown is from 2022

[Learn more](#) about the College's oversight of community pharmacies.



Community Pharmacy Ownership in 2022

363
small chains
(3 to 19 pharmacies owned by a single corporation)

70
banner

165
franchise

836
large chains
(20+ pharmacies owned by a single corporation)


9
banner

0
franchise

3,669
independently owned
(1-2 pharmacies owned by a single corporation)

1,783
banner

516
franchise

 Place of Practice	Pharmacist	Pharmacy Technician
Community pharmacy	12,219	1,933
Hospital and other healthcare facilities	2,975	3,283
No workplace recorded	1,592	286
Association/academia/government	310	81
Industry/other	656	96
Pharmacy corporate office/ professional practice/clinic	109	9

Data shown is from 2022

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

Maintaining Standards of the Profession



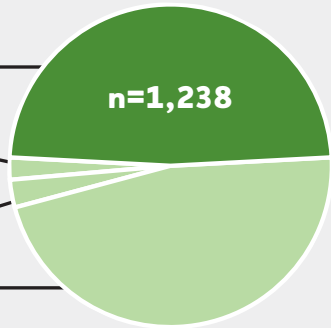
PHARMACY ASSESSMENTS

Type of Community Pharmacy Assessment	2022
Routine	437
Change in ownership	239
New openings (first visit)	144
New openings (call back after six months)	340
Relocations	27
Re-assessments ordered by operations advisor	43
Re-assessments ordered by the Accreditation Committee	8
Total	1,238



Community Pharmacy Assessment Outcomes in 2022

- Pass (no action plan required) 42%
- Referrals/reports to the Accreditation Committee 1%
- Re-assessments, with operations advisor on-site attendance 4%
- Pass with action plan and operations advisor monitoring 53%



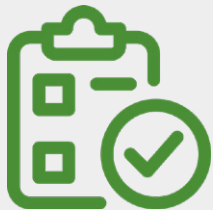
Percentages may not add up to 100% due to rounding



Type of Hospital Pharmacy Assessment

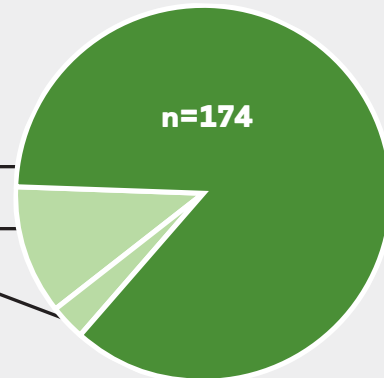
2022

Routine	171
New opening	0
Relocation	1
Re-assessments ordered by operations advisor	2



Hospital Pharmacy Assessment Outcomes in 2022

- Pass with Action Plan 86%
- Pass 11%
- Re-Assessment 3%



[Learn more](#) about pharmacy operational assessments.



QUALITY ASSURANCE PROGRAM

Self-Assessments Completed as Part of the Quality Assurance Program in 2022*



Knowledge Assessments Completed as part of the Quality Assurance Program*



Quality Assurance (QA) Committee Activities in 2022



[Learn more](#) about the College's Quality Assurance Program.

*The College transitioned to Knowledge Assessments for pharmacists in 2022.

PRACTICE ASSESSMENTS

Community Pharmacist Practice Assessments in 2022

Routine assessments:

694

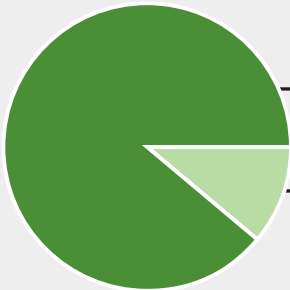


Community Pharmacy Technician Practice Assessments in 2022

Routine assessments:

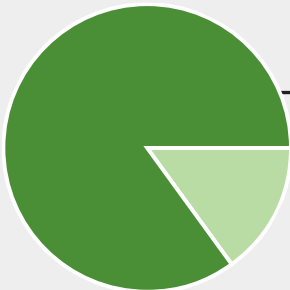
176

[Learn more](#) about the College's Practice Assessments.



89% Pass with self-directed learning

11% Required additional coaching and reassessment



85% Pass with self-directed learning

15% Required additional coaching and re-assessment

Hospital Pharmacist Practice Assessments

164 routine assessments

Hospital Pharmacy Technician Practice Assessments

124 routine assessments



100% passed with self-directed learning

Did you know? Additional indicators related to quality assurance activities can be found in our [College Performance Measurement Framework](#).



Registering Qualified Professionals



Emergency Assignment Registrations in 2022



Pharmacists granted emergency assignment registration:

538

Pharmacy technicians granted emergency assignment registration:

54

[Learn more](#) about emergency assignment registration.

Jurisprudence Exam

Of the **1,215** candidates who took the Jurisprudence Exam in 2022:



665 applied to be pharmacists



550 applied to be pharmacy technicians



93% passed the exam

[Learn more](#) about the Jurisprudence Exam.

Registration Committee Requests and Outcomes in 2022



158

total requests considered



139

fully granted



13
partially granted



0
deferred

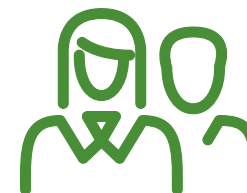


5
withdrawn



1
denied

Practice Assessment of Competence at Entry (PACE) in 2022



Number of candidates who attempted PACE:

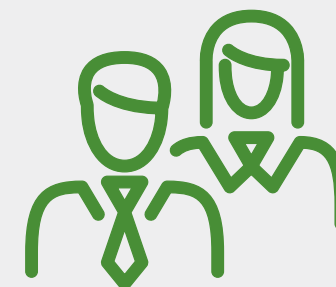
398

Number of successful candidates on their first attempt:

92%

[Learn more](#) about the Jurisprudence Exam, PACE, SPT and general registration requirements.

Structured Practical Training (SPT) in 2022



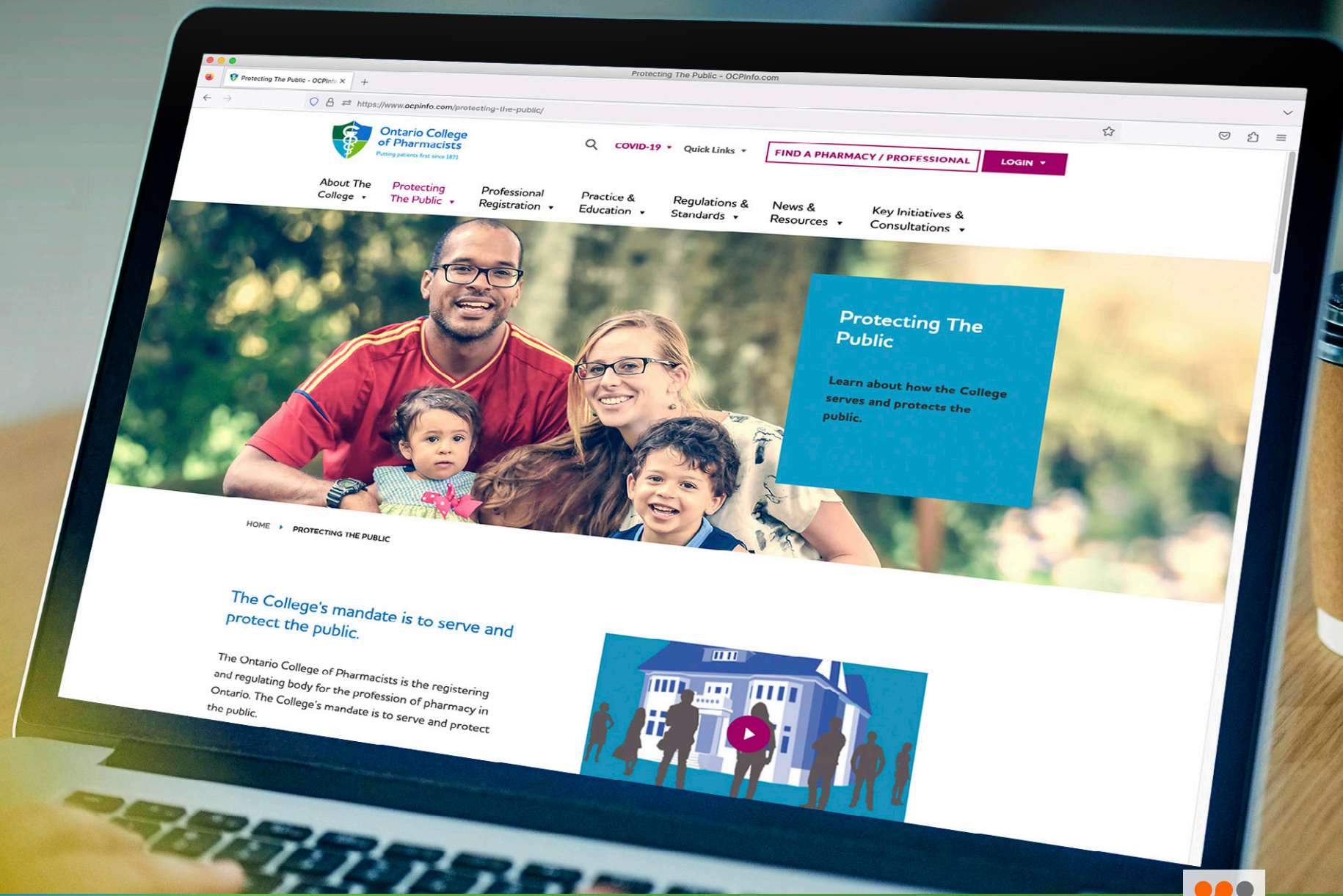
Number of candidates who commenced SPT:

386

Did you know? Additional indicators related to registration activities can be found in our [College Performance Measurement Framework](#).

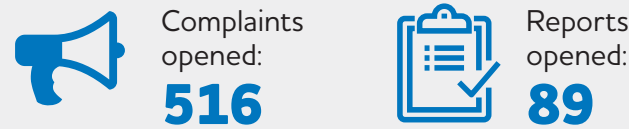


Addressing Concerns



COMPLAINTS AND REPORTS

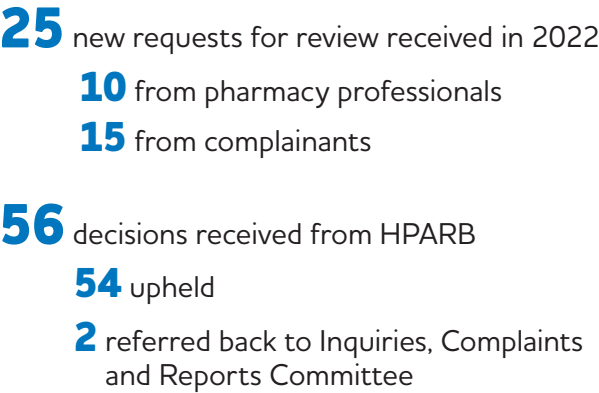
Number of Complaints and Reports Opened in 2022



[Learn more](#) about how the College addresses complaints and reports.

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

Requests at the Health Professions Appeal and Review Board (HPARB) in 2022



DISCIPLINE

Distribution of Discipline Finding by Type in 2022

Contravene relevant Acts	25
Dishonourable, disgraceful, unprofessional	37
False or misleading document	42
Fail to maintain Standard	33
Falsifying records	20
Failure to keep appropriate records	16

[Learn more](#) about the College's discipline process.

Discipline Orders by Type in 2022

Revocation	3
Suspension	30
Terms, Conditions and Limitations on a Certificate of Registration	31
Reprimand	35
Undertaking	2

There were 35 discipline orders issued in 2022. More than one type of discipline order may be issued together.

ICRC Decisions



Total decisions issued by the Inquiries, Complaints and Reports Committee (ICRC):

554

Discipline Committee Activities



Registrants with allegations referred to discipline:

20

Did you know? Additional indicators related to complaints, reports and discipline activities can be found in our [College Performance Measurement Framework](#).



Supplementary information



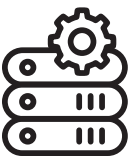
In addition to this annual report, a number of documents are made publicly available as part of the College’s [commitment to accountability and transparency](#).



COLLEGE PERFORMANCE MEASUREMENT FRAMEWORK (CPMF)

[Read the CPMF](#)

The College Performance Measurement Framework (CPMF) is an annual submission to the Ministry of Health that is intended to strengthen the accountability and oversight of Ontario’s health regulatory colleges by providing information that is transparent, consistent and aligned across all colleges on their performance in serving the public’s interest. The CPMF consists of seven domains: Governance, Resources, System Partners, Information Management, Regulatory Policies, Suitability to Practice, and Measurement, Reporting and Improvement. Within each domain, specific components such as standards, measures, evidence and planned improvement activities set out expectations and requirements for the colleges to include/respond to in their submitted reports to the Ministry.



STRATEGIC FRAMEWORK AND PRIORITIES

[Read the Strategic Framework and Priorities](#)

The Strategic Framework and Priorities is the foundation upon which the College plans activities, focuses human and financial resources, and holds itself accountable. The College will be developing a new strategic plan in 2023.



COLLEGE SCORECARD

[Read the College Scorecard](#)

The College Scorecard reports on the College’s progress against the CPMF domains and priorities defined in the strategic framework. Produced on a quarterly basis and released at each scheduled Board meeting, the Scorecard is a valuable accountability and quality improvement tool for the College.



2022 SUMMARY FINANCIAL STATEMENTS

[Read the Summary Financial Statements](#)

The Summary Financial Statements include summary statements of the College’s financial position, cash flows, operations and net assets for the previous fiscal year. This document is prepared by an independent auditor.



DISCIPLINE DECISIONS

[Read the Discipline Decisions](#)

The College publishes decisions of the Discipline Committee in *Pharmacy Connection*. A notation and summary of each discipline finding is also available on the pharmacy professional’s profile on the [Find a Pharmacy or Pharmacy Professional tool](#) on the College’s website. Once complete, the full written decision for each hearing is available on <https://www.canlii.org/en/>.





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