



Ontario College
of Pharmacists

Putting patients first since 1871

**TRUSTED TO LEAD.
INSPIRED TO SERVE.
DRIVEN TO PROTECT.**

OCP's 2024-2028 Strategic Plan





Our Strategic Plan

In March 2023, the OCP Board approved the 2024-2028 Strategic Plan which will guide OCP's operational and policy decisions over the next five years. The Board considered input received through engagement and participation of staff as well as active pharmacy professionals and system partners to inform the development of this new Strategic Plan. Each year, OCP will develop annual operating plans aimed at fulfilling its legislated duty while advancing four strategic goals, new regulatory principles that will guide this work and expanded organizational values.

The Strategic Plan 2024-2028 is fundamentally built on a commitment to serve and protect the public interest, and to do so by tackling priorities that are meaningful to our work as a regulator and relevant to the profession. The Plan draws inspiration from our mandate and commitment to work

collaboratively with registrants, the public and system partners, and acknowledges the important role OCP plays within an integrated healthcare system and a profession that continues to evolve along with the needs of patients and communities across the province.

We are trusted to lead as a regulator and to make decisions that are guided by our values and regulatory principles. We are inspired to serve the public interest and to be of service to the public, partners and the pharmacy professionals we regulate. And we are driven by a purpose to ensure patients receive safe, quality and ethical care from Ontario's pharmacies and pharmacy professionals.

The OCP Strategic Plan 2024-2028: Trusted to lead, inspired to serve, driven to protect.

About OCP

The Ontario College of Pharmacists (OCP), incorporated in 1871, is the registering and regulating body for the profession of pharmacy in Ontario. Our 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. We also regulate and accredit community and hospital pharmacies, holding them accountable to operational standards and relevant policies and legislation; pharmacies must be accredited by OCP in order to operate in Ontario.





Our Values

These express who we are and how we operate.

Our values are the underlying motivation for every decision made or action taken and define everything about our organization. This includes how we treat registrants, the public, system partners and the people who work with and for us.



Accountability



Fairness



Collaboration



Judiciousness



Integrity



Transparency



Our Regulatory Principles

These guide our work and decisions as a regulator.

Grounded in our duty to regulate the profession of pharmacy in the public interest, our regulatory principles represent how we approach our role as a regulator that works within an integrated healthcare system, the decisions we make, the actions we take and the priorities we set.



Mandate/Public Protection: All our work is to ensure safe, competent, and ethical professional practice.



Risk: We act to reduce or prevent harms. We use data to anticipate and measure risk. We measure the outcome of our actions and adapt our regulatory response to ensure the most beneficial impact.



Right Touch: Our regulatory actions are proportionate to the level of risk to the public.



Partnerships: We engage and collaborate with Ontario patients and other health system partners to protect the public.



Culture: We believe in justice, equity, diversity and inclusion. We aim to identify, remove, and prevent inequalities.



Person-focused: We will act with fairness and compassion towards all participating in our processes.



Transparency: We clearly communicate our expectations, requirements, activities and performance as transparently as possible.



Leadership and Innovation: We will innovate and endeavour to drive change to most effectively address identified risk.





Our Strategic Goals

These are what we intend to achieve as we fulfill our mandate.

Our strategic goals represent the priorities on which we will focus our efforts in collaboration with registrants, system partners and the public. They are the intended outcomes of our work and complement our regulatory responsibilities.

1

Regardless of pharmacy setting, management and business exigencies do not compromise the health and well-being of pharmacy professionals or impede their ability to adhere to the Standards of Practice and Code of Ethics.

2

The College effectively provides members of the public, registrants and other partners with clear, relevant, up-to-date information.

3

The College has the expertise and resources to address immediate demands caused by changes in the regulatory or practice environment.

4

The College uses its regulatory influence to ensure that all patients are treated with respect and without discrimination via positive changes in pharmacy practice.





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