

MARCH 2024

BOARD MEETING

As recorded at the Board of Directors' regularly scheduled meeting held on March 25, 2024. This meeting was hosted in-person at the College and virtually via MS Teams.

BOARD EXPRESSES ZERO TOLERANCE FOR BUSINESS PRACTICES THAT IMPEDE PHARMACY PROFESSIONALS' ABILITY TO DELIVER EFFECTIVE CARE

The Board approved a [position statement](#) in response to concerns raised by pharmacy professionals who reported growing corporate influence on their decisions as healthcare professionals. Those concerns were shared in a series of virtual town halls and in an anonymous survey that aimed to better understand pharmacy professionals' experience with corporate pressures to meet business targets. Following a brainstorming session to discuss the concerns and potential responses, the Board approved the following position statement:

OCP has zero tolerance for business practices that compromise the ability of pharmacists and pharmacy technicians to deliver safe and effective care to their patients.

The College will now consider the regulatory levers available within its authority and will be taking any actions deemed necessary including exploring legal options and investigating any corporate interference in pharmacy professionals' decision-making autonomy. A final report on the survey and town hall feedback will be publicly available once a full analysis of the data has been completed. A high-level summary of the survey data that was shared at the Board meeting is available at the end of this report.

OTHER BOARD DECISIONS

The Board discussed and made decisions on the following items:

Board approves important steps in response to concerns about PPNs

The Board committed to a series of steps in response to concerns expressed about Preferred Provider

Network (PPN) arrangements between insurance companies, employers and pharmacies that limit patient choice and impact the delivery of patient-focused care. These steps include:

- Drafting a formal position statement highlighting ethical and equity issues associated with PPNs. This statement, to be reviewed and approved by the Board at its June 2024 meeting, will address impacts on patient safety, quality of care, and continuity of care.
- Exploring stronger regulatory responses by linking this work to our existing strategic goal aimed at addressing business practices that impede the delivery of quality and effective pharmacy care.
- Proposing regulatory changes to Professional Misconduct and Conflict of Interest regulations. This step would require the development of draft regulatory amendments, public consultation, and approval from both the Board and the provincial government.

College staff will now move forward with the first two responses and will seek advice from the Ministry of Health on proposing relevant regulatory amendments. Details on PPNs and the regulatory options available to the College can be found in the briefing note starting on page 225 of the [Board materials package](#).

Revised policy approved for time-delayed safes provides additional clarity on expectations for pharmacies

The Board approved a revised time-delayed safes policy that consolidates information previously shared in two different policies and on the College's website. The creation of a single policy aligns with the College's [Strategic Goal #2](#) which focuses on providing clear, up-to-date, and relevant information for registrants and members of the public. College communication channels will be used to inform Designated Managers

of the updated policy, highlighting policy clarifications, the importance of using the safe properly and posting the required College-approved signage correctly. The College will continue to monitor compliance with the Time-Delayed Safes Policy through operational assessments. Additional details are available in the [Board materials package](#) starting on page 165.

Mandatory OCP-approved training for compounding supervisors approved

The Board approved mandatory OCP-approved training for new compounding supervisors in all pharmacies and current compounding supervisors in pharmacies where standards are not being met. The decision to require OCP-approved training is in response to operational assessment data showing standards are not being fully met, in part due to insufficient training of compounding supervisors, and follows the principles of right-touch regulation which warrants a regulatory response if the risk of harm to patients is high. A briefing note with further details about OCP-approved training for compounding supervisors, which is not yet in effect, is available starting on page 176 of the [Board materials package](#).

College Dashboard targets approved

Targets for the 2024 College Dashboard were approved to support the Board in providing oversight and public accountability for the overall performance of the College. The dashboard will provide the Board with a clear understanding of how well the College is achieving its public interest mandate, including its progress against its 2024-2028 strategic plan, and its 2024 operational goals. Staff will begin providing quarterly updates on the College's progress toward meeting the 2024 targets at the June Board meeting. Details about the dashboard and the 2024 targets are available in the [Board materials package](#) starting on page 115.

Finance and Audit Committee updates

- Following the recommendation of the Finance and Audit Committee (FAC), the Board approved the College's 2023 Audited Financial Statements as prepared by Tinkham LLP Chartered Professional Accountants. A copy of the Audited Financial Statement is available starting on page 134 of the [Board materials package](#).
- The Board also approved a recommendation by the Chair of the FAC to change the Investments Policy to expand the fixed income investment timeline

options and consolidate investment categories. This change will enable investments that may achieve a potentially higher return. Further details are available in the [Board materials package](#) starting on page 149.

Governance Committee updates

- A Governance Committee recommendation to amend a By-Law that prevents pharmacy professionals who have served in professional advocacy associations in the past three years from being eligible for election was approved. This clause was seen as a barrier to election eligibility since members of diverse populations, marginalized groups and individuals with disabilities are increasingly employees or leaders of associations geared toward advancing their participation in the profession of pharmacy. Following the approval of the recommendation, By-Law 5.7.1 will be amended. Details are available starting on page 206 of the [Board materials package](#).
- Following the resignation of a Public Director and member of the Executive Committee, the Chair of the Governance Committee called for interest from the floor to fill the vacant position on the Executive Committee. As only one public member expressed an interest in the position, Randy Baker was acclaimed for a term ending September 16, 2024.
- The Board approved the Governance Committee recommendation that encourages applications for election from pharmacy professionals who have competency with financial oversight and those from – or who work with -- diverse backgrounds, including marginalized groups and individuals with disabilities. Applicants must be available for at least one to three days a month. Further details are available starting on page 210 of the [Board materials package](#).

Changes approved to Accreditation Committee Composition By-Law

A recommendation to amend the By-Law to alter the composition requirements of the Accreditation Committee that would replace Public Directors with Lay Committee Appointees was approved. The proposed change would remove a barrier to forming Discipline Committee panels, which also require Public Director representation, and reduce delays in addressing concerns that potentially expose the public to risk. The College is confident that Lay Committee Appointees can be trained to represent the public voice in committee decision-making. With

the Board's approval, the Governance Committee, in collaboration with legal counsel, will develop the By-Law amendments. Further details are available in the [Board materials package](#) starting on page 204.

2024 Screening Committee appointed

Each year the Board appoints a Screening Committee to screen applicants for competency prior to running for election to the Board and being appointed to College committees. As per By-Laws, the Committee comprises a Chair, two additional Directors of which one or more shall be a Public Director, and two or more Lay Committee Appointees. Based on a recommendation from the Executive Committee, the Board approved the reappointment of Lay Committee Appointees David Collie and Megan Sloan, as well as Public Directors Dan Stapleton and Shari Wilson. The Chair of the Governance Committee, Sara Ingram, is cross appointed as Screening Committee Chair.

BOARD UPDATED ON DISCIPLINE COMMITTEE REVIEW PROJECT – PHASE II

The Board was presented with an update on a project to review and recommend process and practice improvements for the Discipline Committee. This is the second phase of a governance review initiative that has already resulted in several reforms including the Board election process, the Committee appointment process, and a rule against professional Board members sitting on most committees. Recommended process and practice improvements for the Discipline Committee will be considered by the Board at the June 2024 meeting. Further information is available starting on page 202 of the [Board materials package](#).

REGISTRAR'S UPDATE

The Registrar and CEO provided an update to the Board on recent operational activities at the College, part of a standing agenda item that helps the Board fulfill its oversight role. The report focused on outstanding and recently approved amendments to regulations, including the expected approval of a regulation that will introduce a pharmacy intern class of registration and include required participation in the Quality Assurance Program for pharmacy technicians, as well as updates on the College's Equity, Diversity and Inclusion strategy, Emergency Assignment Registration, a recent time-delayed safe compliance blitz and the launch of OCP's Service Charter. More information about the Registrar's Update is available in the [Board materials package](#) starting on page 20.

BOARD RECOGNIZES PASSING OF FORMER PUBLIC DIRECTOR

Board Chair James Morrison recognized the passing on December 9, 2023, of former public director Gene Szabo who served on the OCP Board from 2019 to 2023. During his tenure Gene served on several committees, including Fitness to Practise and the Screening Committee. The Board remembers Gene as a quiet and thoughtful colleague. He will be missed.

NEXT BOARD MEETING

Board meetings are open to the public, and the next regularly scheduled meeting will be held on June 10, 2024. Special Board meetings may be called at any time. Please see our website for information on [upcoming Board meetings](#). Highlights from the Board meetings are also shared via [Twitter](#).



High-level results from the OCP Workplace Survey

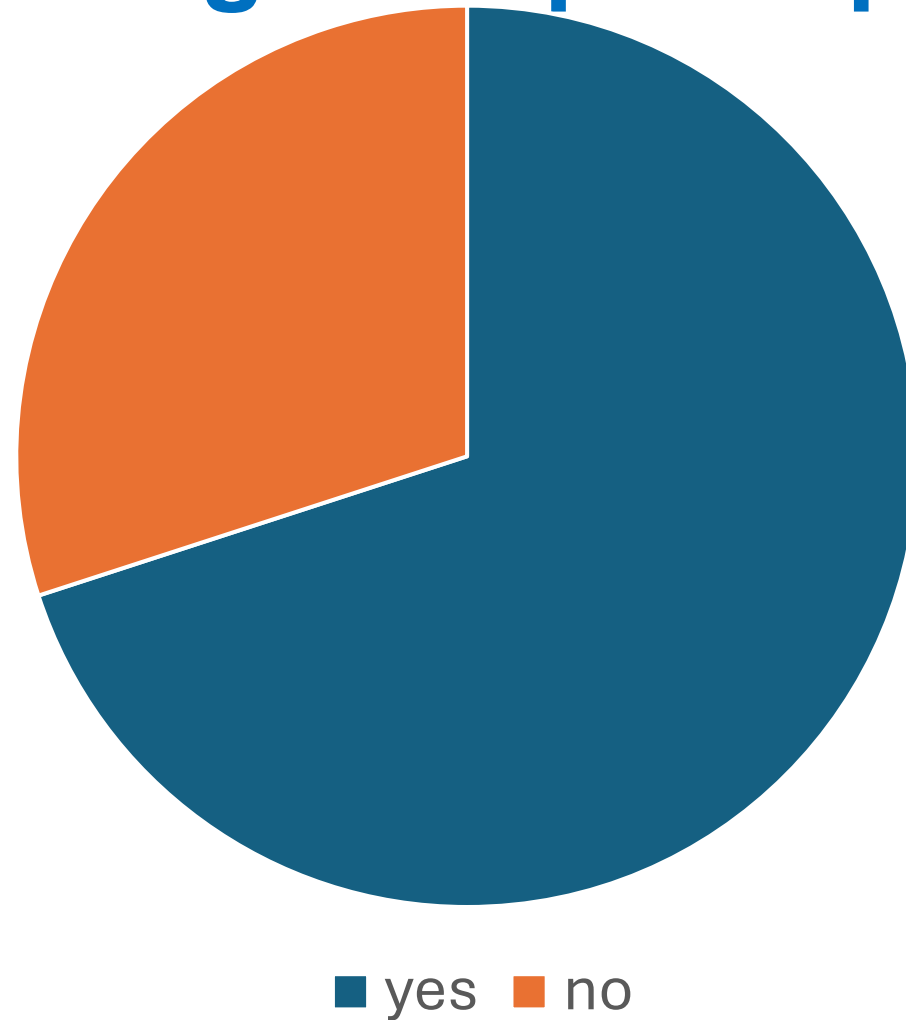
As shared at the March 25, 2024 OCP Board meeting.

Cautions / Limitations

- This is an online experiential survey, not a population-based study
- Data need to be interpreted with caution as response bias exists, and findings may not generalize to all pharmacy professionals/pharmacies
- We are sharing high-level data as quickly as possible in the interest of transparency. Data have not yet been fully cleaned
- Additional analyses are required
- Demographic data will not be used

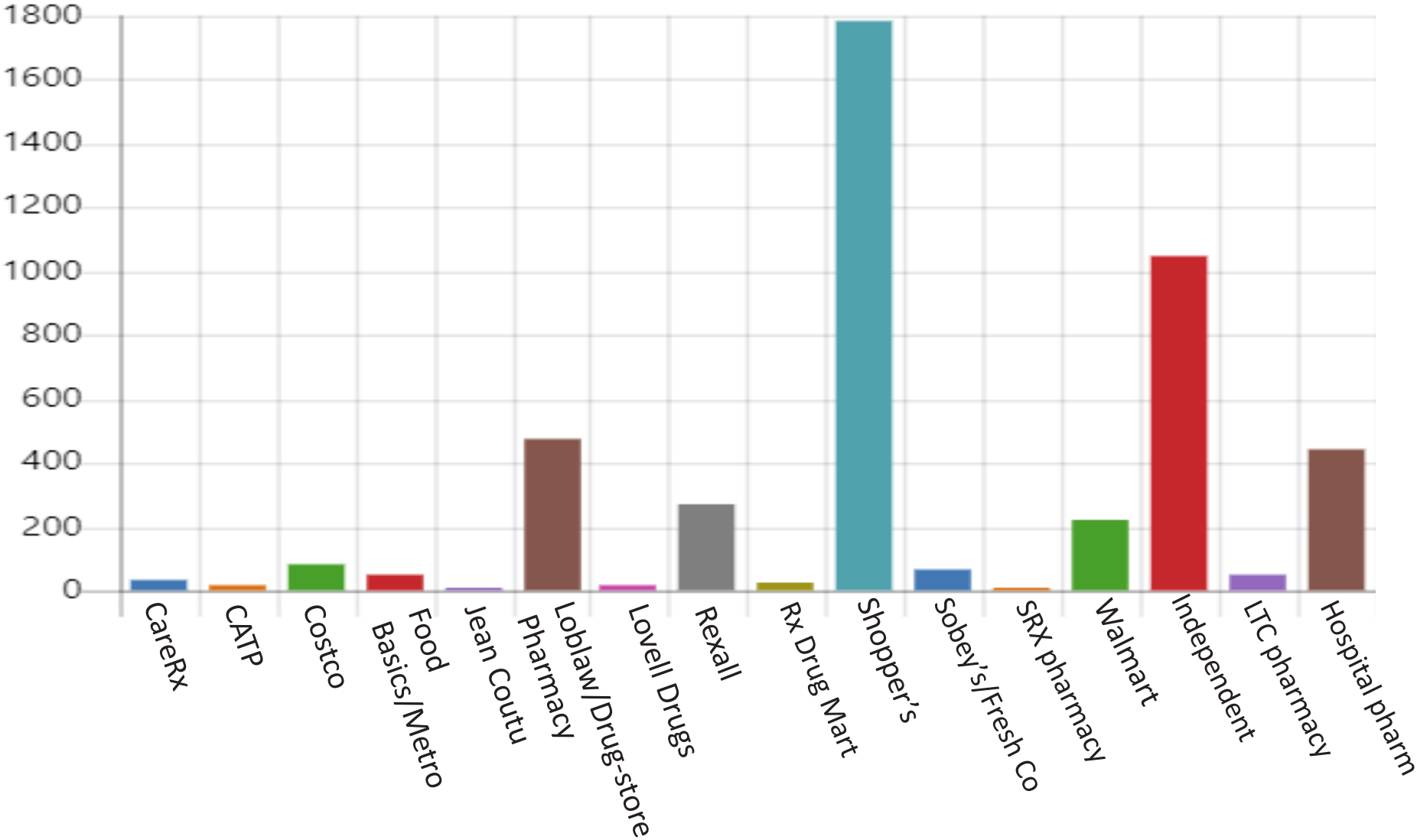


Respondents who report currently experiencing workplace pressures



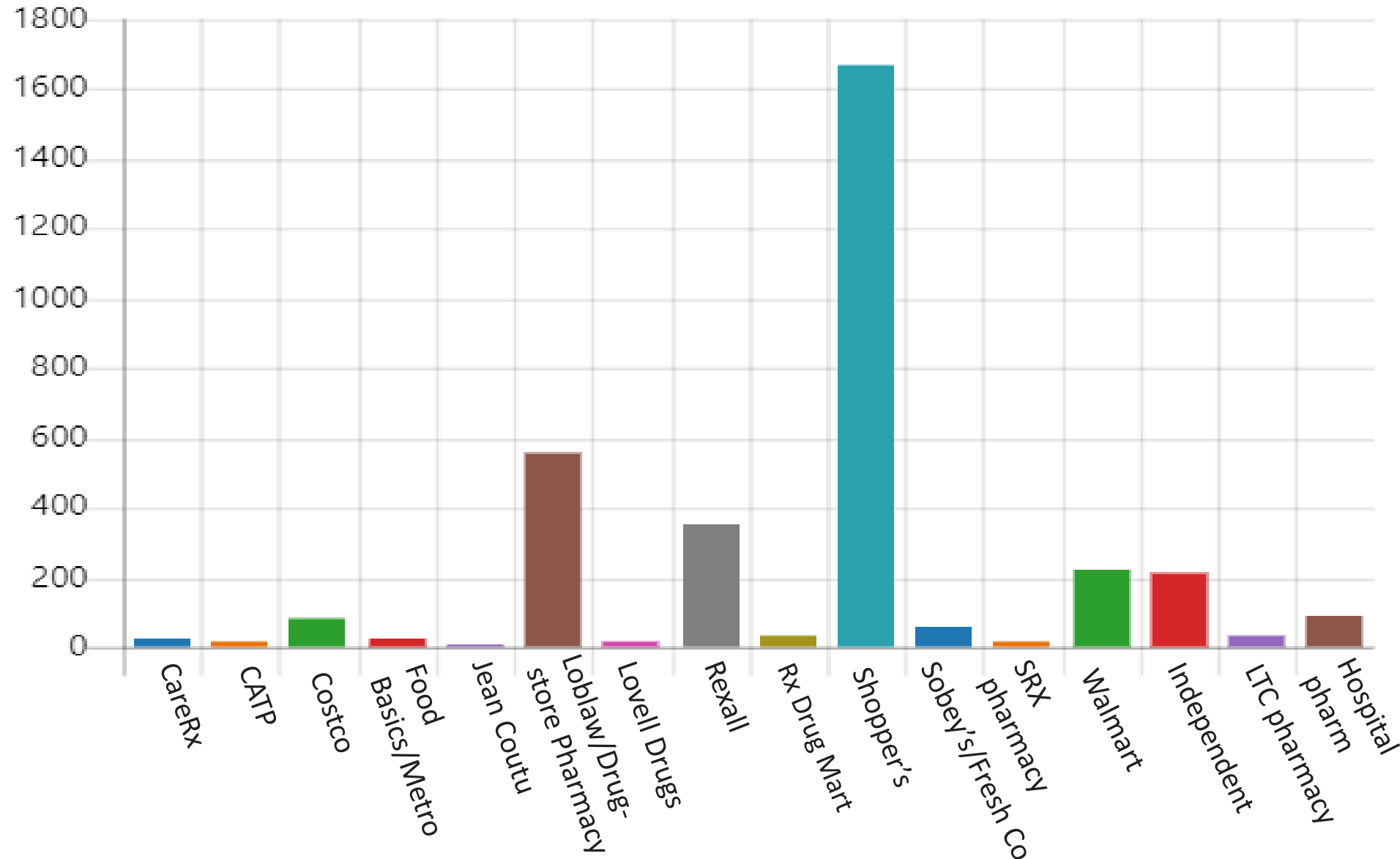
Where do our respondents currently work?

(can be in more than one location)



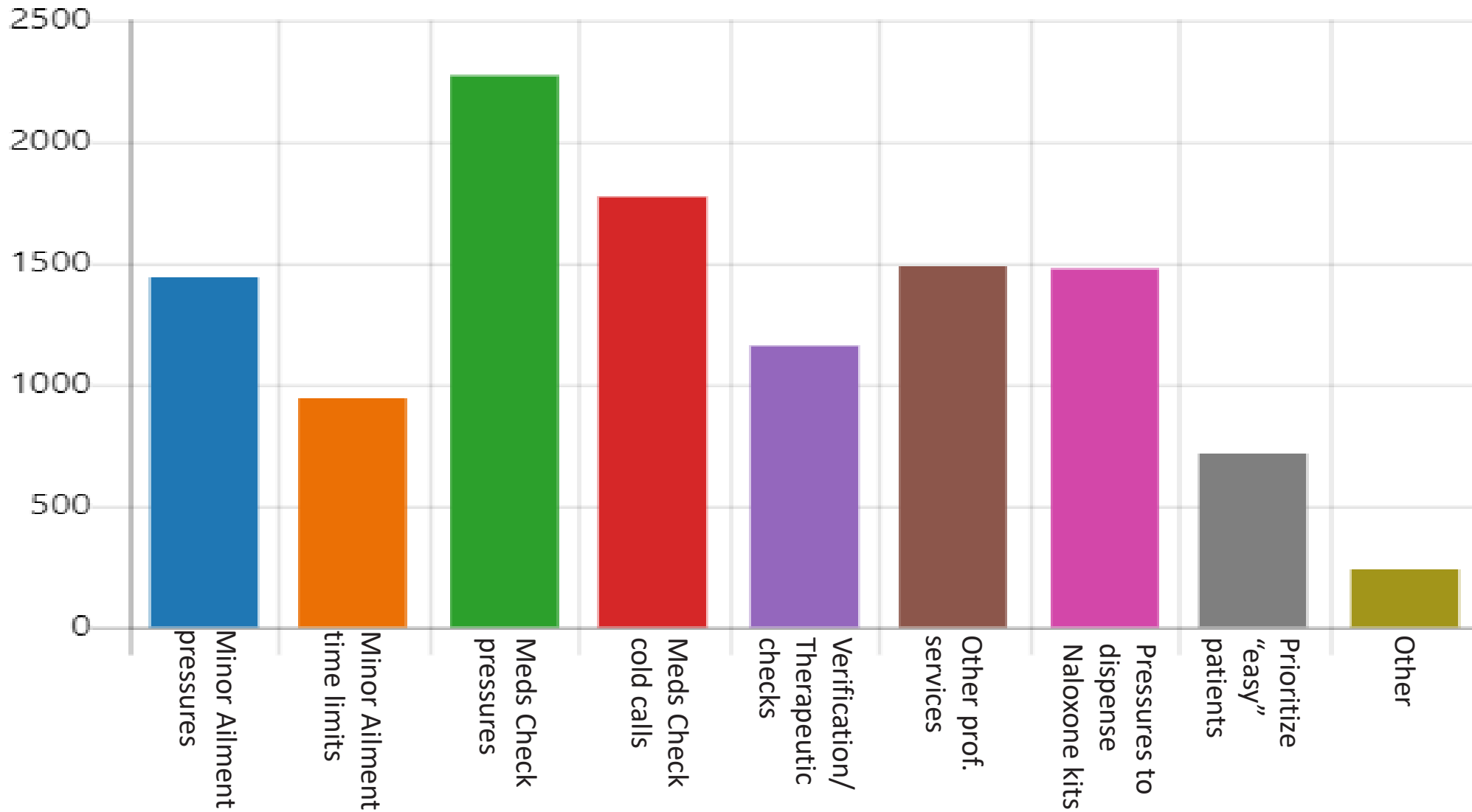
Of those who reported experiencing workplace pressures, where did they report pressures happening?

(can be in more than one location)



What type of workplace practices are you experiencing?

(choose all that apply)



Of those respondents who report currently working in a corporate-owned pharmacy, what percentage report currently experiencing Meds Check pressures, compared to those currently working in independently-owned pharmacies

