

Addressing Business Pressures: **MARCH 2025 PROGRESS UPDATE**

One of the College's four goals in our [2024-2028 Strategic Plan](#) is focused on ensuring pharmacy business practices do not interfere with the well-being of pharmacy professionals or their ability to meet the Standards of Practice or Code of Ethics.

In alignment with that goal, in March 2024, the Ontario College of Pharmacists' Board of Directors established a zero-tolerance approach for any business practice that impedes the ability of pharmacists and pharmacy technicians to deliver safe, quality care.

We are committed to sharing our progress related to this goal on a regular basis. Our previous updates are available from [June 2024](#) and [December 2024](#).

We continue to screen the information provided to us for possible relevance to business pressures.

This includes submissions through our online form and any formal complaints or reports made to the College.



134

submissions to our
anonymous online form
since October 1



87

investigation files related
to business pressures
opened, including at the
individual pharmacy and
corporate ownership levels

“

I declare and certify that I will not allow business interests and management pressures to undermine or unduly influence my pharmacy's ability to provide safe, quality care to patients as required by the Code of Ethics, Standards of Practice and Standards of Operations.

”

We are requiring all pharmacist directors to make this declaration above when they apply to open a new pharmacy.

For existing pharmacies, the Director Liaison will confirm this declaration during the 2025 annual renewal of their pharmacy's Certificate of Accreditation.

We are testing ways to shift our focus during pharmacy operational assessments from processes to outcomes to better identify pharmacies where patient care is being compromised.

Outcome markers, such as evidence of a patient assessment, will help identify pharmacies where standards of practice are not being met, whether for business or other reasons.

A pilot project involving a review of documentation of patient prescriptions against the operational criteria focused on standards of practice is now underway.



Keep sharing your experiences with business pressures

Our business pressures reporting tool remains active and open for new submissions. Provide as much detail as you want, including attachments. Online form submissions are sent to us anonymously. For more information, visit our [Business Pressures Reporting web page](#).

Later in 2025, we will be conducting a survey to determine the current state regarding workplace practices and wellness for pharmacy professionals and to provide a baseline to measure the impact of these initiatives. This is a voluntary, anonymous survey and we hope you will consider participating.

