

Dashboard Summary (Performance Measures)

Regulatory Competence									
Quality				Q1	YTD	target	status		
1	Mandatory training program for non-sterile compounding supervisors established and launched			25%	60%	Dec-2025	<div></div>		
Conduct			YTD 2024	Q1	Q2	YTD	target	status	
2	% High and moderate risk complaints disposed of within 150 days			31%	13%	67%	45%	30%	<div></div>
3	% High and moderate risk Registrar’s Inquiries are disposed of within 365 days			32%	67%	57%	64%	50%	<div></div>
4	% HPARB complaint decisions confirmed			100%	80%	100%	88%	90%	<div></div>
Regulatory Policies				Q2	YTD	target	status		
5	% of out-of-date practice policies that have been reviewed			2%	7%	26%	<div></div>		
Strategic Priorities									
2024-2028 Strategic Plan Execution				Q1	YTD	target	status		
6	Completion of 3 2025 deliverables to reduce corporate pressures (Strategic Goal #1)			30%	75%	Dec-2025	<div></div>		
7	Completion of 2 virtual townhall sessions with registrants & system partners (Strategic Goals #1 & #2)			25%	75%	Dec-2025	<div></div>		
8	Launched website renewal to strengthen effective communications (Strategic Goal #2)			70%	80%	Sep-2025	<div></div>		
9	% of trained staff reporting confidence in applying EDI principles (Strategic Goal #4)			-	90%	80%	<div></div>		
Organizational Capacity									
Human Resources			YTD 2024	Q1	Q2	YTD	target	status	
10	% of staff engagement (overall)			75%	-	-	-	63%	-
11	% of staff engagement (inclusion)			90%	-	-	-	80%	-
12	% Voluntary staff turnover rate			4.0%	3.5%	1.2%	4.7%	3.8%	<div></div>
Technology			YTD 2024	Q1	Q2	YTD	target	status	
13	% of up-time of business-critical information systems			100%	100%	100%	100%	99.9%	<div></div>
14	Microsoft Secure Score			75%	78%	81%	80%	80%	<div></div>
Information Infrastructure				Q1	YTD	target	status		
15	Implement Registrant Records System (RSS)			75%	75%	Jan-2026	<div></div>		
Compliance				YTD 2024	YTD	target	status		
16	% of CPMF standards fully met			67%	-	80%	**		

Regulatory Competence

How effectively and efficiently does the College execute its core statutory functions and regulatory mandate to protect the public interest?

Strategic Priorities

How well is the College progressing towards its strategic goals, implementation of Ministry direction and collaborating with system partners?

Organizational Capacity

Does the College have the necessary resources, capabilities, and infrastructure to effectively execute its mandate now and in the future while maintaining compliance with applicable policies, law, and regulations?

Risk Management

How effectively does the College identify, assess, and manage risks that could impact the achievement of its performance targets?

LEGEND

Meet or Exceeds Target / On Track

Approaching Target / Potential Risk

Beyond Target / Risk or Roadblock

** Status determined at year end.

Note: YTD results combine first & second quarters. Q2 results only apply to the period Apr to Jun.

Dashboard Summary (Monitoring Measures)

Regulatory Competence						
Registration		YTD 2024	Q1	Q2	YTD	trend analysis
17	% of Registrar decisions made within 30 days after receiving the complete application	100%	100%	100%	100%	<div></div>
Quality - Registrants		YTD 2024	Q1	Q2	YTD	trend analysis
18	% of community pharmacists who successfully passed their practice reassessments following coaching	89%	71%	89%	83%	<div></div>
19	% of community pharmacists who successfully passed their practice assessment following QAC-directed remediation	20%	-	-	-	-
20	% of pharmacists (hospital & community) passing knowledge assessment following QAC-directed remediation	100%	-	-	-	-
Quality - Pharmacies		YTD 2024	Q1	Q2	YTD	trend analysis
21	Average days cycle time for high risk assessments	388	441	458	450	<div></div>
Conduct		YTD 2024	Q1	Q2	YTD	trend analysis
22	Open investigation cases at month end (YTD)	412	615	n/a	648	<div></div>
23	Average processing times for high and moderate risk Complaints (days)	228	236	203	216	<div></div>
24	% of Complaints resolved through informal processing	22%	37%	25%	32%	<div></div>
25	% of Registrar’s Reports resolved through informal processing	21%	28%	11%	24%	<div></div>
26	% of registrants who successfully passed the post-ICRC remediation assessment	90%	100%	94%	97%	<div></div>
Public Trust		YTD 2024	Q1	Q2	YTD	trend analysis
27	% Positive Media Sentiment	41%	100%	45%	50%	<div></div>
Organizational Capacity						
Human Resources			Q1	Q2	YTD	trend analysis
28	% of staff completing professional development activities		16%	8%	24%	-
Financial Health				Q1	YTD	trend analysis
29	Working capital ratio (YTD)			4.9	4.0	-
30	Months of spending ratio (YTD)			10	10	-
31	% Budget-to-actual variance (YTD)			-6%	-8%	-
32	% above/below required reserve balance (YTD)			131%	31%	-
Efficiency				Q1	YTD	trend analysis
33	Staff cost ratio (YTD)			74%	75%	-
34	External-to-total cost ratio (YTD)			4%	4%	-

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LEGEND

- Trending Positive
- No change in trend
- Trending negative
- Trend can not be determined (not enough data)

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