

SCORE

December 2023

**SCPP
President's
Holiday Message**

**Minor
Ailments
Update**

**Catch up:
Prescribing
Authority
Rollout**



SASKATCHEWAN
COLLEGE OF PHARMACY
PROFESSIONALS

**In Honour
of Ray:**
Ray Joubert
Memorial Awards

MISSION

Protecting the public interest by building excellence in professional pharmacy practice through regulation.

VISION

Quality pharmacy care for a healthier Saskatchewan.

VALUES

Professionalism
Collaboration
Leadership
A Culture of Excellence

GOALS

To have functioning competency assurance and quality improvement programs.

To align pharmacy regulation with modern pharmacy practice.

To empower pharmacy professionals to practise autonomously to deliver safe patient care.

To have enhanced transparency to stakeholders, supported by contemporary governance and management practices.

The SCOPe newsletter is published by the Saskatchewan College of Pharmacy Professionals (SCPP) and is emailed to active members of the College. Decisions on matters such as regulations, drug schedule changes, etc., are published in SCOPe. All members are expected to be aware of these matters.

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Welcome New SCPP Staff



Rhoda Olunwa, Communications Officer

With a diverse background spanning visual arts, digital film animation, and digital marketing, Rhoda earned a Bachelor of Arts degree from the university of Lagos in 2007. Fueled by a passion for digital media, she pursued a UI/UX Design specialization certificate from the California Institute of the Arts.

Rhoda garnered valuable experience in IT and advertising, and recently served as a Communications Officer at the American Embassy in Nigeria. Additionally she contributed as a Media Communications Designer at Julius Berger Plc, a prominent construction company in Nigeria.

Rhoda continues to demonstrate a proficiency in integrating creativity and strategic communications across various professional settings, and is excited to contribute to the work of the College in public protection.

SCPP President's Holiday Message



SCPP COUNCIL 2023–2024

PRESIDENT

Tania Schroeder

PAST PRESIDENT

Amy Wiebe

PRESIDENT-ELECT, URBAN PHARMACIST

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PUBLIC REPRESENTATIVES

Bonnie Caven

Michael Lummerding

Ron Colin

U of S SENIOR STICK

Emily Galey, University of Saskatchewan

It's hard to believe that December is already here, and another year has nearly come and gone.

The holiday season is a special time for many of us, where family and friends come together to share celebrated traditions, enjoy one another's company, and reminisce over warm beverages. The season can also be lonely and difficult for some, especially those experiencing life's many challenges and hardships. As trusted members of our communities, I know pharmacy professionals will lend an ear, offer words of comfort, and perhaps even brighten the spirits of those struggling during what should be a joyous time.

December marks the mid-way point of my presidency and the end of another successful year for the College. Looking back, I'm proud of the meaningful work accomplished by Council, Jeana, and the SCPP team. Protection of the public is always top of mind, and I believe our mandate was reflected in the work completed throughout 2023.

This year, pharmacist expanded scope was a significant undertaking for the College and our stakeholders. The groundwork for advanced practice was completed, much of which involved updating the bylaws and establishing new standards.

I wish you a Merry Christmas and happy holidays, full of cheer, cherished memories with loved ones, and optimism for the new year.

In 2024, SCPP will continue to collaborate with medSask and USask Continuing Pharmacy Education (formally CPDPP) to develop resources and support for pharmacy professionals as these practice changes are rolled out in a staged approach. As this important work continues, I am hopeful that health care access in Saskatchewan begins to improve, particularly in rural areas where resources have been limited.

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Back in 2021, a number of modifications to the SCPP governance structure began, which helped align the College with regulatory best practices in Canada. Due to the enactment of Bill 120 earlier this year, several more improvements were made possible and approved. One of the most notable is that Council will be moving away from elections and solely towards appointments based on competency, attributes, skills, and experience (CASE). Doing so ensures that individuals with particular

skill sets and experience are brought in as Councilors, thus strengthening our governance team. I'm excited about this change, and I encourage all those willing to serve on Council to put their names forward in the future.

On behalf of the SCPP Council, I'd like to extend our sincerest appreciation to our pharmacy professionals for their efforts throughout 2023. From my family to yours, I wish you a Merry Christmas and happy holidays, full of cheer, cherished memories with loved ones, and optimism for the new year.

Thank you again for your outstanding efforts in communities, hospitals, and academia. I look forward to what the next year brings, and I'm optimistic that the fundamental changes coming to pharmacy practice will enable us to better serve our patients and communities. ■



SCPP STAFF

Executive

JEANA WENDEL
Registrar

LORI POSTNIKOFF
Deputy Registrar

Executive Assistance

INGRID WAKEFIELD
Executive Assistant to the Registrar

CHRISTINA MCPHERSON
Administrative Assistant to the Deputy Registrar

Communications

MARLON HECTOR
Communications Officer

RHODA OLUNWA
Communications Officer

Competency Assurance

SHAUNA GERWING
Director of Competency Assurance

SAMANTHA CUNNINGHAM
Competency and Quality Assurance Facilitator

LEAH PERRAULT
Competency and Quality Assurance Facilitator

NICOLE PULVERMACHER
Administrative Assistant – Competency Assurance Program, Policy and Legislation, and Legal Affairs

Complaints and Discipline

CHANTAL LAMBERT
Assistant Registrar – Complaints Director

TAMI SCHWEBIUS
Complaints Manager

JOANNE DEIBERT
Complaints Investigator

Corporate Services

DARREN CRANFIELD
Director of Corporate Services – Chief Financial Officer

SIMEON AREOYE
Administration and Office Operations Coordinator

MARIANO RAMIREZ
Manager, Database and Systems

Field Operations, Professional Practice, Quality Assurance, COMPASS

JEANNETTE SANDIFORD
Assistant Registrar – Field Operations and Quality Assurance

JENNIFER KOSKIE
Field Officer

BRITTANY SHARKEY
Certified Compounding Inspector – Field Officer

EMILY THOMPSON-GOLDING
Administrative Coordinator for Field Operations and Quality Assurance

STEVEN YAKIWCHUK
Field Officer

Legal Affairs

MAURA MAHONEY
Director of Legal Affairs

KIM SAMOILA
Policy Analyst

Policy and Legislation

KATHLEEN HANDFORD
Director of Policy and Legislation

DAVID CHOU
Pharmacy Policy and Practice Consultant

NATALIE REDIGER
Pharmacy Policy and Practice Consultant

Registration, Licensing, Permits

ROBERTA BECKER
Registration Administrator – Pharmacy and Member Relations

SHAYNA MURRAY
Registration Administrator – Member Relations

MELISSA WEGER
Registration Administrator – Member Relations

CAROLINE ZAREBA
Manager, Pharmacy Permits and Pharmacy Relations

Ray Joubert

★ Memorial Awards



In the hallways of SCPP, Ray's name, words of wisdom, and legacy come up frequently in conversations. His words of wisdom are often remembered during Council meetings, and with stakeholders, both provincially and nationally.

We are grateful to be able to honour Ray with the University of Saskatchewan Ray Joubert Memorial Award and the Saskatchewan Polytechnic Ray Joubert Memorial Award. These awards will be in perpetuity to forever recognize his dedication, commitment, and passion towards pharmacy in Saskatchewan.

Ray was born in Regina and raised in Montmartre, Saskatchewan. He attended the University of Saskatchewan, earning his Bachelor of Science in Pharmacy in 1974.

Ray devoted over 40 years to the profession of pharmacy and to the College (Saskatchewan Pharmaceutical Association) for the advancement of pharmacy provincially, nationally, and internationally. Ray served as Registrar for 33 years and received numerous awards throughout his distinguished career.

In 2011, an arm's length organization was established called the Saskatchewan College of Pharmacists Centennial Scholarship Fund (SCP CSF). This organization was established to recognize the centennial anniversary of the College. The organization provided funds to the U of S Faculty of Pharmacy to support the Campbell and Robert Martin prizes. The organization was established before pharmacy technicians were a regulated profession; therefore, there were no awards or prizes provided for pharmacy technicians.

The SCP CSF Board of Directors and Members determined that the funds held in this organization would be better served to be housed with institutions who are experts in managing endowment funds, scholarships and awards. They also determined that there should be scholarships and awards offered to both professions. As such, a decision was made to wind down this organization and to transfer the funds to both the U of S and Saskatchewan Polytechnic in order to establish a new memorial award at each organization in honour of Ray.

Providing support for pharmacy and pharmacy technician students, the Ray Joubert Memorial Award pays tribute to Ray's unparalleled dedication and service to the profession of pharmacy.

The University of Saskatchewan Ray Joubert Memorial Award:

To recognize the high academic achievement and demonstrated leadership and dedication to the profession of pharmacy of a current fourth-year undergraduate student graduating from the PharmD program at the College of Pharmacy and Nutrition.


One annual award of \$3,000 will be awarded to a fourth-year undergraduate student graduating from the PharmD program at the College of Pharmacy and Nutrition. To be eligible, applicants must submit a statement of no more than one page detailing their leadership and dedication to the pharmacy profession.

The Saskatchewan Polytechnic Ray Joubert Memorial Award:

To support a student pursuing a career as a Pharmacy Technician who has achieved a high academic standing.

One annual award of \$2,000 will be awarded to a second-year student graduating from the pharmacy technician program at Saskatchewan Polytechnic. The award will be granted based on academics.

The memorial awards will be awarded for the first time to the 2024 graduating classes. With both awards being established within educational institutions, contributions will be able to be made in Ray's name. For those wishing to make contributions in Ray's name, please contact either [Saskatchewan Polytechnic](#) or the University of Saskatchewan.



National Overdose Response System (NORS)

*Dr. Monty Ghosh BSc. MBT MSc. MPH MD FRCPC DM-EMDM
ISAM(C) CSAM Nicole Bootsman BSc(Hons), BSP*

NORS is a Canada-wide, toll-free, virtual overdose monitoring service, operated by people with lived, living or shared experience around drug use.¹ The hotline offers 24/7/365 individualized and trauma-informed confidential support with operators trained in Mental Health First Aid and psychosis de-escalation.²

Nearly 70 per cent of drug poisonings/overdose deaths occur when people use drugs in isolation. NORS supports individuals during solitary substance use by virtually monitoring the individual and, in the event of an overdose, facilitating an emergency response.³

Peers non-judgmentally support clients, sharing resources for making drug use safer which may include area-specific recovery resources, depending on the client's goals. Peer-to-peer therapeutic alliances have been shown to facilitate trust which may contribute to successful connections with health and social services.^{2,3}

How can YOU help spread the word?



1. Print free posters for your pharmacy/clients:
[Click to view print-ready posters.](#)



2. Provide the NORS call/text number (1-888-688-NORS (6677)) to all clients who may be using substances alone, suggesting NORS as an adjunctive option for harm reduction.



3. Check out [NORS promotional materials.](#)

Courtesy of the College of Physicians and Surgeons of Saskatchewan



CAPtivate

[Competency Assurance
Program Updates]

SCPP wishes to remind members to use the [revised Professional Development Log \(PDL\)](#) for submission for 2024-2025 licence renewal. A new fillable pdf version has been added for those having difficulty with the word version; instructions for saving fillable pdfs are also available.

Members are required to upload their completed PDL at licence renewal, (by June 1, 2024). Please note that if you have already started recording your Continuing Professional Development (CPD) on a previous version of the PDL, you should use the new version to document your CPD moving forward. In such a case, you would upload two separate documents for the 2024-2025 license renewal, i.e., the previous PDL you have already started and the new PDL used to track CPD completed from now on.

Of note, when using the new version of the PDL, learning activities do not need to be recorded separately on the learning project records (LPR).

All practising members must annually select and complete learning of their choice from within one of the 3 buckets within the [person-centred framework](#) and record it with other CPD on the PDL. There are no set hours or continuing education limitations for this requirement. A reminder that there are additional mandatory requirements for some members depending on practice, which can be found on the [Training and Development](#) webpage.

Members should visit the CAP webpage regularly for program updates and information. The [FAQ](#) section answers questions related to this year's [annual requirements](#). Please reach out to [SCPP](#) with any remaining questions you may have about CAP requirements.

Development of tools to assist and guide members through their ongoing learning has been a focus in supporting members with CPD. Please see the website to view a [short introduction video](#) which provides an overview of [CPD](#) and what that means for your practice.

The following tools are being introduced to support members in completing CPD.

- Continuing Professional Development (CPD) Tool (forthcoming)
- SMART goals (to support planning CPD, forthcoming)

As we continue to develop the revised CAP, we want to hear from you. Please [click here](#) to supply any feedback you may have regarding the program and/or the tools above. SCPP is forming advisory groups to guide in the development of the revised CAP, click on the feedback button to volunteer.

Intermittent Coaching for Practice Improvement: [Structured Feedback Programs](#);

PREMs and Peer/Non-Peer Feedback updates:

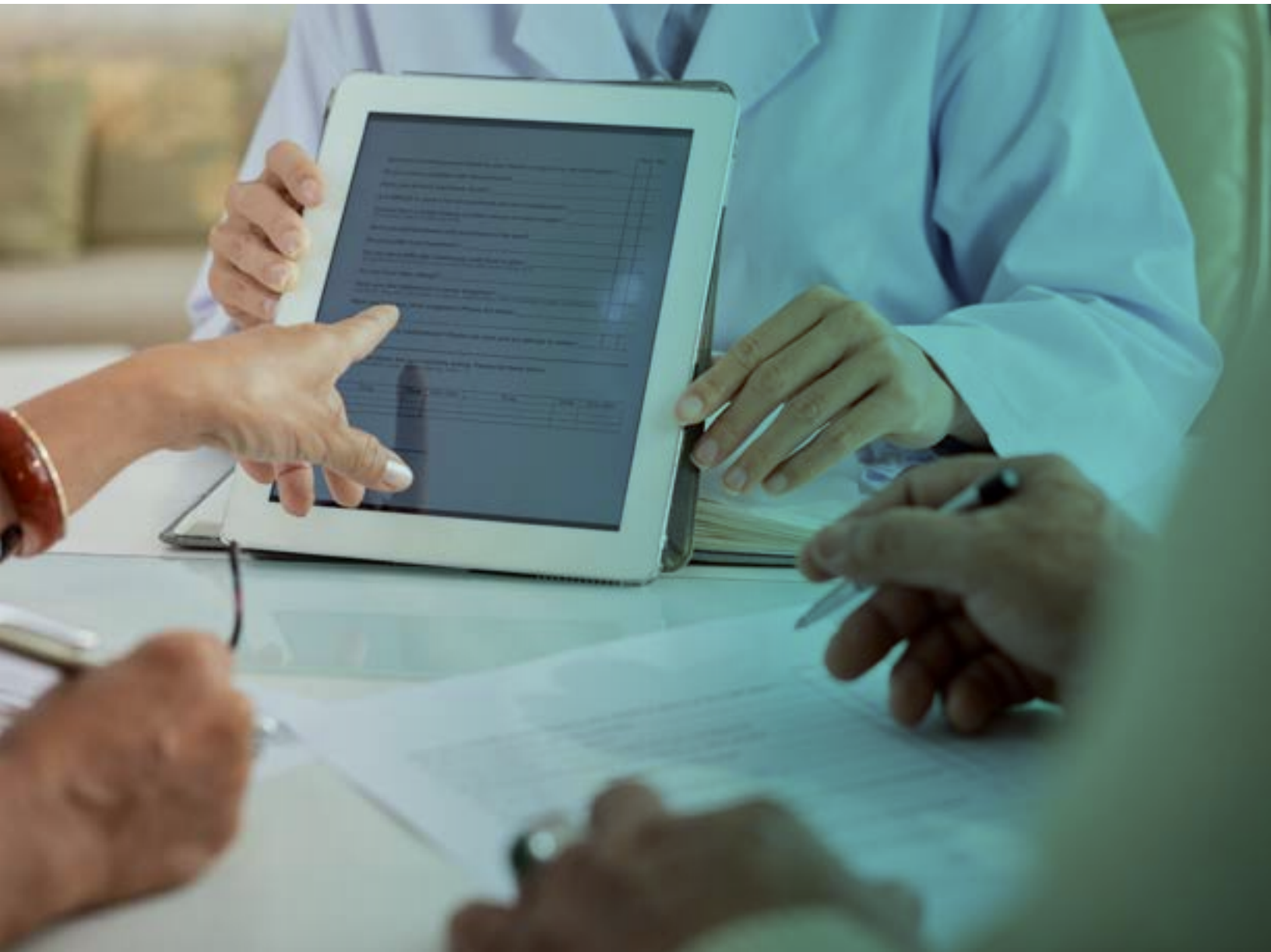
- Work continues with the [peer/non-peer feedback](#) that will be piloted within hospital settings. This will be completed by a graduate student.
- Questions from the [PREMs](#) survey have been sent to patient and family partner volunteers from the SHA to solicit feedback on the questions. Once feedback is received, the questions will be modified, and eventually piloted in community pharmacies in Saskatchewan.

Timeline

- **May 2019** – Members participate in a Competency Assurance Survey to assess pharmacy professionals' needs and preferences in continuing professional development.
- **June 2019** – First meeting of the newly formed CAP Task Force (formerly Competency Assurance Committee Working Group) tasked with revamping the College's Competency Assurance Program (CAP).
- **2020** – Delays due to the COVID-19 pandemic.
- **March 2021** – Consultant Nancy Winslade is contracted to lead the working group in developing a comprehensive, supportive CAP.
- **May 2021** – Research and development by the Task Force gets underway.
- **September 2021** – Draft program is formulated and reviewed.
- **April 2022** – A five-year plan is presented to Council and recruitment for a Competency Assurance Director begins.
- **June 2022** – The Task Force composition is reviewed and is transitioned from research and design to feedback, consultation, and implementation.
- **June 2022** – New Competency Assurance Director is hired.

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- **July 2022** – Planning takes place for robust virtual stakeholder consultation to begin in the fall with members and other key stakeholders.
- **Sept. 8, 2022** – Special Edition MicroSCOPE on the proposed CAP is published.
- **Sept. 19 and 21, 2022** – Member feedback sessions on the proposed CAP revisions through two community pharmacy-based focus groups is held.
- **Sept. 30, 2022** – Proposed CAP revisions presented at the CSHP – Saskatchewan AGM.
- **Jan. 19, 2023** – Council approves the proposed framework in principle for the purposes of robust consultations to occur throughout 2023.
- **March 31, 2023** – Consultant Nancy Winslade’s contract is fulfilled. Nancy’s expertise, vision and guidance were instrumental in helping SCPP envision the revised CAP.
- **June-July 2023** – Three new staff hired to the Competency Assurance Unit.
- **July 2023** – Baseline review completed of uploaded PDL for the 2022-2023 licensing year.
- **September 2023** – CAP web-page published to increase member awareness and enhance communication.
- **October 2023** – Seeking member feedback regarding CAP: [click here](#) to provide your feedback.
- **November/December 2023** – PREMs questions piloted with patient and family partners for feedback.
- **November 2023** – Development of Level II Advanced Prescribing B (APB) advisory group to obtain feedback regarding entry and maintenance of competency requirements for Level II APB. ■



Catch-Up on Prescribing Authority Rollout

SCPP is excited to announce the rollout of Level I Prescribing Authority.

Note: The following two reference manual documents [Prescriptive Authority — Pharmacist](#) and the [Prescriptive Authority for Pharmacists – Frequently Asked Questions](#) will remain in force until the expanded Level 1 Prescribing Authority is launched on Jan. 29, 2024. On Jan. 29, these two documents will be removed and replaced with the documents provided in our most recent memo to members.

Level 1 Prescribing Authority will launch Jan. 29, 2024.

To prepare for the launch, all practising pharmacists and pharmacy technicians, extended interns, student interns and candidates pending licensure are required to follow the steps below:

Step 1

Review the following documents before watching the webinar in step 2:

- [Level I Prescribing Authority \(Structured\)](#)
- [Level I Prescribing Authority \(Practitioner-Initiated\)](#)
- [Level I Prescribing Authority \(Pharmacist-Initiated\)](#)
- [General Provisions for Prescribing Authority](#)
- [Prescribing Authority Decision-Making Framework](#)
- [Part K of the Regulatory Bylaws](#)

- Handouts
 - ▶ [Prescribing Authority Tools for Patient Situations](#)
 - ▶ [Overview of Prescribing Authority Framework](#)
 - ▶ [Overview of Changes to Part K of the Bylaws](#)

Step 2

Watch the mandatory webinar.

- [Click here to watch.](#)
- Upload certificate of completion to your SCPP profile **on or before January 26, 2024** for current practising members OR **by April 30, 2024** for all pharmacy and pharmacy technician student interns.

There will also be a [live Q-and-A](#) on Feb. 13, 2024 at 1 pm. [Register for the live Q-and-A here.](#) In the registration link there will be a place to submit questions in advance of the webinar regarding Level I Prescribing Authority. We appreciate that there is a lot of interest and excitement for Level II Prescribing Authority, so please hold your questions for those sections of the bylaws when they are officially launched. Attendance at the Q-and-A is not mandatory.

Prior to the live Q-and-A, questions specific to Level I Prescribing Authority can be sent to nicole.pulvermacher@saskpharm.ca.

Members are encouraged to stay informed, engaged, and to look forward to the unfolding opportunities that Level II Prescribing Authority will bring. This sequential approach ensures a phased integration, allowing pharmacists to embrace new responsibilities and contribute effectively to the health care system.



Reminders

Updated COMPASS Training

The COMPASS Continuous Quality Improvement Coordinator Supplementary Training is now [open](#).

This course is mandatory for all CQI Coordinators who have completed the previous COMPASS training as a

response to gaps identified within community pharmacies since the implementation of the COMPASS program.

The supplemental training is a one-hour commitment and CQI Coordinators who received training on or before Sept. 17, 2023, will have until April 30, 2024, to complete the supplemental training.

Council Highlights

Dec. 6-7, 2023



Environmental Scan

- Early developments in primary care reform with discussions around medical home models with collocated providers (i.e., doctors, nurses, nurse practitioners, pharmacists, etc.). Advanced prescribing, minor ailments and other diseases as outlined in the new Part K of the bylaws would support these initiatives and pharmacists working to their optimal scope of practice.
- Influenza test positivity rate remains high and Registrar's enactment for prescribing oral antivirals remains in force.
- Minor Ailments
 - ▶ Two new minor ailments launched – recurrent genital herpes and nausea and vomiting in pregnancy.
 - ▶ Rebranding smoking cessation to nicotine cessation.
 - ▶ Communication went out to all practising members; a public ad campaign is planned.
 - ▶ Ministry of Health (MoH) will be doing some public messaging and website updates.
 - ▶ There is concern the public is not aware of the broad scope already available to pharmacists to support the treatment of minor conditions.
- Level I Prescribing planning:
 - ▶ Current timeline:
 - Memo with next steps has been sent to all practicing members, extended interns, and pharmacist applicants in process. Student interns will have different timelines.
 - Documents, handouts, and webinar to be reviewed by members on or before Jan. 26, 2024 and certificate of completion uploaded to their member profiles.
 - Level I Prescribing Authority launches Jan. 29, 2024.
 - Optional live Q-and-A on Feb. 13, 2024, to support member questions on Level I Prescribing Authority.



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- Privacy Officer Training
 - ▶ Complete rebranding and modernization of training program, supporting new HIPA and HIPA regulations.
 - ▶ SCPP documents to be revised and updated.
 - ▶ New course set to launch in January of 2024.
- Current Member and Pharmacy Numbers:
 - ▶ 425 pharmacies
 - ▶ 1,935 pharmacists
 - ▶ 401 pharmacy technicians



Strategic Implementation Plan

- The following experienced significant delays due to competing priorities:
 - ▶ A full auditing program is established as part of CAP. While the transition from Continuing Education (CE) to Continuing Professional Development (CPD) and the auditing framework were not officially completed; a significant amount of research and work was completed in order to continue to successfully move this forward into 2024. Longer term goals for the program are on track.
 - ▶ Priority documents identified in 2023 to be completed between 2023 and 2024. On track to deliver that 75 per cent of policy and supporting documents reviewed and updated before the end of 2024. In addition to the review, several new documents have been created to support the new bylaws.



- ▶ Professional Autonomy Framework – proprietors and whistleblower initiatives: Both proprietors and whistleblower policies will be a topic of discussion for the 2024 work plan.
- ▶ Public engagement working group: Work is progressing on the public engagement working group. The committee kicked off in September and is on track to finalize the work by the end of the second quarter of 2024 or earlier.
- Council also approved the recommendation of the Strategic Planning Committee to appoint L. Edgar, from the Institute on Governance, to be the facilitator for the preparation of the College's next strategic plan which will begin January of 2025.



COMPASS and QIR Report

- 339 incidents were reported in October 2023, with a total of 45,368 incidents reported from September 2013 – October 2023 (+2,698 since the last COMPASS report in September 2023).
- Number of users that have submitted at least one incident – 454 (+2).
- Top 3 Types of Incidents:
 - ▶ Incorrect dose/frequency – 10,471 (+155).
 - ▶ Incorrect drug – 7,850 (+151).
 - ▶ Incorrect quantity – 7,221 (+74).
- Outcomes of Reported Incidents:
 - ▶ NO ERROR – 24,566 (+293).
 - ▶ NO HARM – 19,271 (+379).
 - ▶ HARM – 1,499 (+25).
- MSSA
 - ▶ 415 pharmacies have completed an MSSA.
 - ▶ Of the above 415 MSSAs completed, 15 pharmacies are in the process of their next MSSA.
 - ▶ 1 MSSA has been started but not completed.
 - ▶ 6 MSSAs have not yet been started (new pharmacies).
 - ▶ 0 MSSAs are overdue to be completed again (permit requirement).
- CQI meetings - 1860 (+60).

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- Top Contributing Factors of Incidents:

- ▶ Interruptions
- ▶ Workload
- ▶ Noise
- ▶ Staffing deficiencies
- ▶ Clutter

- Quality Improvement Reviews (QIRs)

- ▶ There have been 153 QIRs completed so far in 2023.
- ▶ There have been 157 second round QIRs completed so far. Of those, 82 QIRs have been completed virtually, with 75 being completed in person.
- ▶ Common issues have been identified during the QIRs conducted from Sept. – Oct. 2023, and the Field Operations team have been working with pharmacy managers to address these issues.
- ▶ Top Safety Issues: The most common issues identified by the Field Operations team during the completion of QIRs (in order of the most common) are:
 - CDSA Related Issues (issues with destruction include; not documenting the method of destruction, not properly denaturing post-consumer products, and not having the proper witnesses for the destruction).
 - CQI plan deficiencies (e.g., the most frequent deficiencies are identifying MSSA improvement initiatives and staff safety training as well as no plan developed or documented).
 - Prescribing (e.g., most pharmacies are not documenting the clinical reasons that lead to them prescribing e.g., compliance, lab work reviewed, conversation with patients, etc.).
 - Compounding (e.g., not all pharmacies have developed policies and procedures for their compounding activities, including cleaning, personnel behavior, hand hygiene, and skills and training).
 - PIP issues (e.g., failed transactions are not being reviewed regularly (daily)).
 - Incident reporting and analysis (e.g., some pharmacies are not identifying the causal/ contributing factors of the incidents, so the “why” (or root cause) an incident occurred is not always) Also, not identifying any contributing factors.

- MedSCIM Results

- ▶ MedSCIM assessments are being completed as part of the QIRs.



- ▶ See Table for the results from the QIRs completed from Sept. 1 – Oct. 31, 2023. The MedSCIM assessment involves looking at the narratives of medication incidents reported and assessing the report for completeness and maturity.
- ▶ As a basis for comparison, the MedSCIM results for May 1 – Aug. 31, 2023, are provided. Although a direct comparison cannot be made between these two results as different pharmacies are being assessed and this report covers a shorter time period, it does allow an opportunity to see any general improvements.
- Other Inspections:
 - ▶ New pharmacies: 11 completed, six files still open.
 - ▶ Renovation/Relocation: 31 completed, 16 files still open.

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MedSCIM Results September 1, 2023 – October 31, 2023

0.9% 39.7% 59.4%

		Grade D – Pathological	Grade C – Reactive	Grade B – Calculative	Grade A – Generative
Core Event Description	Level 1 – Report fully complete	1	13	81	44
	Level 2 – Report semi-complete	0	20	56	8
	Level 3 – Report not complete	0	0	2	0

MedSCIM Results May 1 – Aug. 31, 2023

0.4% 39.2% 59.4%

		Grade D – Pathological	Grade C – Reactive	Grade B – Calculative	Grade A – Generative
Core Event Description	Level 1 – Report fully complete	1	37	140	165
	Level 2 – Report semi-complete	0	76	106	32
	Level 3 – Report not complete	0	1	0	0

The medication incident provides insufficient information to allow meaningful qualitative analysis.

The medication incident provides sufficient information to describe the medication incident. No information is provided about contributing factors.

The medication incident provides sufficient information to describe the medication incident and contributing factors.

The medication incident is treated as an isolated incident. No solutions are offered to prevent future recurrence.

The medication incident focuses on human behaviours instead of a systems-based approach.

The medication incident uses a systems-based approach to describe the root cause. No solutions are offered to prevent future recurrence.

The medication incident uses a systems-based approach to describe the root cause and develop possible solutions to prevent future recurrence.

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- Medication errors continue to be a common trend reported in complaints.



Other Business

- **Budget and Fees:** Council approved the 2024 budget and fee schedule as presented by the Finance, Audit and Risk Committee. Please see Fee Schedule later in SCOPE which will be effective Jan. 1, 2024.
- **Public Engagement Working Group:** Work is in progress to develop a three-pronged approach: A Baseline Review; a communications campaign focusing on the purpose of the College; and a communications campaign focused on the vision and initiatives of the College.
- **New Minor Ailments:** Council approved the medSask PAR, algorithm and guideline document as presented for recurrent genital herpes. Council also approved the addition of pinworms, dermatitis (allergic and irritant), and acute rhinosinusitis as a minor ailment and directed medSask to develop the PARs, guidelines, and treatment algorithms accordingly. SCPP expects these three new minor ailments to be launched in the spring.
- **The Regulated Health Professions Act:** In late October, the Ministry of Health invited SCPP, as a key stakeholder, to provide feedback on *The Regulated Health Professions Act*. The proposed umbrella legislation will have the effect of bringing all regulated health professions in Saskatchewan under one piece of legislation.
- **Labour Mobility and Fair Registration Practices Act (Bill 81):** With the changes from the new *Labour Mobility and Fair Registration Practices Act* (Bill 81), staff have been reviewing our registration and licensing bylaws in order to ensure they are in alignment with the Act.
 - In addition to this, they have been cleaning up outdated information that is no longer applicable, moving to gender neutral language, ensuring our bylaws are modernized in order to better manage licensing and registration applications. Work is also underway on correcting contradictions in *The Pharmacy and Pharmacy Disciplines Act* (e.g., only licensed pharmacists and pharmacy technicians can use the title Pharmacist or Pharmacy Technician – non-practising, associate and retired may not).
- **Governance:** Council appointed **Mike Davis** to be the SCPP Pharmacy Examining Board of Canada (PEBC) Board representative from April 1, 2024 – March 31, 2027. ■



Complaints and Discipline Report

- The Complaints Committee met on Oct. 30, 2023, and reviewed all open and active files as follows. Of the thirteen (13) files reviewed:
 - six remained open for continued investigation.
 - six were closed.
 - one file – the referral of the proprietor to the Discipline Committee was rescinded, the referral of the member to the Discipline Committee for the same complaint file remained unchanged.
- Trends:
 - Patient concerns regarding their inability to refill their Prescription Review (PRP) medications in a timely fashion were up this meeting. In reviewing the complaints and timelines, typically it was an issue of communication rather than a refusal to fill the medication.

Fee Schedule

Membership, Permit, and Other Fees Effective Jan. 1, 2024

	FEE	GST 5%	TOTAL
Registration and Other – Jan. 1, 2024			
Registration – International Intern Candidates			
Pharmacist	\$ 627.00	\$ 31.35	\$ 658.35
Technician	\$ 627.00	\$ 31.35	\$ 658.35
Registration – Labour Mobility Candidates			
Pharmacist	\$ 627.00	\$ 31.35	\$ 658.35
Technician	\$ 627.00	\$ 31.35	\$ 658.35
Transitional - SK Pharmacy Student Intern (2022 and earlier) Converting to Member	\$ 627.00	\$ 31.35	\$ 658.35
Transitional - SK Pharmacy Technician Intern (2022 and earlier) Converting to Member	\$ 627.00	\$ 31.35	\$ 658.35
Locum Tenens	\$ 627.00	\$ 31.35	\$ 658.35
Dispensing Physicians	\$ 1,106.00	\$ 55.30	\$ 1,161.30
Intern			
Pharmacist	\$ 627.00	\$ 31.35	\$ 658.35
Technician	\$ 627.00	\$ 31.35	\$ 658.35
Appraisal and Assessment Program – Jan. 1, 2024			
Appraisal Registration – Pharmacist	\$ 407.00	\$ 20.35	\$ 427.35
Appraisal Registration – Technician	\$ 244.00	\$ 12.20	\$ 256.20
Assessment Registration – Pharmacist	\$ 1,008.00	\$ 50.40	\$ 1,058.40
Assessment Registration – Technician	\$ 605.00	\$ 30.25	\$ 635.25
Re-Instatement – Jan. 1, 2024			
Pharmacist	\$ 627.00	\$ 31.35	\$ 658.35
Technician	\$ 627.00	\$ 31.35	\$ 658.35
Jurisprudence Exam – Jan. 1, 2024			
Pharmacist	\$ 363.00	\$ 18.15	\$ 381.15
Technician	\$ 363.00	\$ 18.15	\$ 381.15
Lock & Leave Permit	\$ 584.00	\$ 29.20	\$ 613.20
Permit Amendment	\$ 518.00	\$ 25.90	\$ 543.90
Pharmacy Renovation	\$ 732.00	\$ 36.60	\$ 768.60
Pharmacy Relocation	\$ 784.00	\$ 39.20	\$ 823.20
Late Renewal Payment – Jan. 1, 2024			
Pharmacy	\$ 3,134.00	\$ 156.70	\$ 3,290.70
Pharmacist	\$ 549.00	\$ 27.45	\$ 576.45
Technician	\$ 314.00	\$ 15.70	\$ 329.70
Pre-Registration Application Fee for Non-Members	\$ 246.00	\$ 12.30	\$ 258.30
Letter of Standing Fee	\$ 129.00	\$ 6.45	\$ 135.45

Continued on next page ►

	FEE	GST 5%	TOTAL
Permit Failure to File Fee After Seven (7) SCPP Business Days – Jan. 1, 2024			
Pharmacy Manager Change	\$ 100.00/day	\$ 5.00	\$ 105.00
Proprietor Name Change	\$ 100.00/day	\$ 5.00	\$ 105.00
Ownership Change	\$ 100.00/day	\$ 5.00	\$ 105.00
Trade Name Change	\$ 100.00/day	\$ 5.00	\$ 105.00
Director Changes	\$ 100.00/day	\$ 5.00	\$ 105.00
Location Changes	\$ 100.00/day	\$ 5.00	\$ 105.00
Subsequent Pre-Opening Inspection(s)	\$ 994.00	\$ 49.70	\$ 1,043.70
Quality Improvement Review (unable or unwilling to conduct virtually)	Cost Recovery		
Month Interest Surcharge	1.5%		
ADR Cost Recovery Charges	Cost Recovery		
ADR Process Administration Fee	\$ 497.00	\$ 24.85	\$ 521.85
Registrar Decision and Review	\$ 679.00	\$ 34.85	\$ 731.85
Proprietor Appeal to Council	\$ 680.00	\$ 34.00	\$ 714.00
Discipline Order Appeal to Council	\$ 681.00	\$ 34.05	\$ 715.05
Advanced Prescribing B Application Fee	TBD		
Advanced Prescribing B Annual Fee	TBD		
Membership and Permit Fees – Jan. 1, 2024			
Practising – Pharmacist	\$ 1,567.00	\$ 78.35	\$ 1,645.35
Practising – Technician	\$ 941.00	\$ 47.05	\$ 988.05
Non-Practising – Pharmacist	\$ 1,447.00	\$ 72.35	\$ 1,519.35
Non-Practising – Technician	\$ 820.00	\$ 41.00	\$ 861.00
Associate – Pharmacist	\$ 444.00	\$ 22.20	\$ 466.20
Associate – Technician	\$ 125.00	\$ 6.25	\$ 131.25
Retired – Pharmacist	\$ 124.00	\$ 6.20	\$ 130.20
Retired – Technician	\$ 62.00	\$ 3.10	\$ 65.10
Pharmacy Permit Fees – Jan. 1, 2024			
Basic Community Pharmacy Permit	\$ 3,135.00	\$ 156.75	\$ 3,291.75
COMPASS Surcharge	\$ 500.00	\$ 25.00	\$ 525.00
Total	\$ 3,635.00	\$ 181.75	\$ 3,816.75
Satellite Pharmacy	\$ 2,090.00	\$ 104.50	\$ 2,194.50
Expense Reimbursement – Jan. 1, 2024			
Per diem full day	\$ 400.00		\$ 400.00
Per diem half day	\$ 200.00		\$ 200.00
Per diem per hour	\$ 50.00		\$ 50.00
Meal Allowance Breakfast	\$ 24.35		\$ 24.35
Meal Allowance Lunch	\$ 24.65		\$ 24.65
Meal Allowance Supper	\$ 60.45		\$ 60.45
Travel per Km. first 5000 km	\$ 0.68		\$ 0.68
Travel per Km. after 5000 km	\$ 0.62		\$ 0.62

Note: These fees are based on the [SCPP Administration Bylaws](#). In the case of conflict between the Bylaws and above, the Bylaws will preside. ■

Minor Ailments

Minor ailments are typically less serious conditions that may not require a doctor's visit. Pharmacists can prescribe limited courses of treatment for certain minor ailments, often more effective than over-the-counter medications, within their prescribing limits.



Current Minor Ailments include:

- acid reflux
- athlete's foot, ring worm, jock itch
- atopic dermatitis
- bacterial skin infections
- canker sores
- cold sores
- conjunctivitis (inflammation of the eye)
- diaper rash
- emergency contraception
- erectile dysfunction
- hay fever, seasonal allergies
- headaches
- hemorrhoids
- hormonal contraception
- influenza
- insect bites
- mild acne
- muscle strains and sprains
- nail fungus infection
- **nausea and vomiting in pregnancy *NEW***
- **nicotine cessation *REBRANDED***
- oral thrush
- painful periods
- **recurrent genital herpes *NEW***
- shingles
- urinary tract infection

For GUIDELINES, PARS, and ALGORITHMS, please click link below.
Pharmacy Professionals can login to their [SHIRP](#) or [PIP](#) accounts.

medSask

For guideline queries, reach out to medSask;
for Bylaw queries, reach out to the SCPP office.

Scan or click
code for more
information on
minor ailments



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Notes from the Field

Expired Vaccines

Ensuring that a vaccine is still in date is one of the most important steps prior to giving an injection, and this must be one of the first steps in the process to ensure that patients are not receiving an expired vaccine or one that is past the beyond-use date. Administering an expired vaccine or one that is past the beyond-use date can reduce the benefit of the vaccine, as well as harm the trust that the public has in pharmacy professionals..

During previous flu/COVID seasons, as well as the current flu/COVID vaccine season, SCPP has received numerous notifications regarding expired flu or COVID vaccines that have been administered. Processes should be developed within the pharmacy to ensure that any vaccines that are expired or past the beyond-use date, are isolated and destroyed.

Processes should also be in place to ensure that pharmacy staff are aware of the expiry date or the beyond-use date of the vaccine. For vaccines such as COVID, where the expiry date or beyond-use date is different depending on the company brand used, identifying the specific expiry date or beyond-use date is very important. The process could include applying a sticker on the vaccine box that identifies the expiry date and beyond-use date as a double check for the person administering. Once past the expiry date or beyond-use date, the vaccine would then be isolated and destroyed. If a vaccine is left over at the end of the day, then it too should be isolated and destroyed.

medSask has developed resources including information sheets for all flu and COVID vaccines to assist pharmacy staff when administering these vaccines. These resources are recommended tools to use to ensure pharmacy staff have the information they need regarding each of the vaccines. The information sheets can be reviewed on the medSask website.

Medication Safety Self-Assessment (MSSA) – Tool for Medication and Patient Safety

As one of the requirements within the COMPASS program, an MSSA is to be completed every two years. This is to allow the pharmacy staff time to review the results of the MSSA and proactively implement any improvement initiatives to the pharmacy system identified within the MSSA.

The MSSA process involves assessing key elements in the

pharmacy that influence safe medication practices.

The first MSSA creates a baseline to identify improvement efforts to enhance the safety of medication use. Subsequent MSSAs evaluate these efforts over time.

Therefore, by completing an MSSA every two years the pharmacy staff can compare from one MSSA to the next the impact of any implemented improvement initiatives, and ultimately improve patient safety within the pharmacy. However, some pharmacies are not completing the MSSA in as meaningful a way. It is important when completing the MSSA that it is done with the purpose of evaluating the pharmacy's systems in order to proactively identify potential areas of improvement. Strategies can then be developed to address some of the areas of improvement, and in turn ultimately improve both patient and medication safety.

If the MSSA is not completed with the purpose of improvement as the goal, then the benefits of the program may not be seen. A recommendation would be to schedule the MSSA during a period of time that is not as busy in the pharmacy (e.g., not during the start of flu season), with subsequent MSSAs then scheduled at the same time every two years. ISMP Canada has developed the document [How to Use the Medication Safety Self-Assessment \(MSSA\)](#) for Quality Improvement – see next page. The document is intended to assist pharmacies by outlining the process for utilizing the MSSA.

For more information, please contact the SCPP office at info@saskpharm.ca.

Time-Delayed Safe Policy and Automation

During Quality Improvement Reviews, the Field Operations team has been asked how pharmacy automation solutions fit within the Time-Delayed Safe Policy. Some examples of these devices are Parata, ScriptPro, and PACMED machines. Pharmacies that utilize these devices within their pharmacy workflow are still required to meet the requirements of the Time-Delayed Safe Policy.

Section 5.1 of the Policy states: 'All narcotics must be stored in time-delayed safes...'

Pharmacies using narcotics in these devices may consider the following options to comply with the policy:

- A cell may be loaded with a narcotic when it is utilized consistently during a period of time (e.g., completing orders for a nursing home). When the orders have been completed, the cell must immediately be removed from the device and stored in the time-delayed safe; or
- Exclude narcotics in the cells of the machine.

As a reminder, all narcotics that are not in use must be stored in the time-delayed safe and the door to the safe must remain closed.

HOW TO:

USE THE MEDICATION SAFETY SELF-ASSESSMENT (MSSA) FOR QUALITY IMPROVEMENT

1

COMPLETE & COMPARE

Complete the MSSA with your pharmacy team and compare to aggregate responses.



2

IDENTIFY AREAS FOR GROWTH

Identify lowest-scoring core characteristics and self-assessment items. Highlight key areas for improvement.



3

BRAINSTORM SAFETY STRATEGIES

Brainstorm strategies to improve identified low-scoring areas.



4

CREATE AN ACTION PLAN

For **every strategy**, document:
The timeframe for implementation, individual team member responsibilities, potential barriers and challenges, relevance to patient safety and steps to monitor progress.



5

PRIORITIZE ACTION ITEMS

Prioritize strategies by ordering them according to your team's goals.



6

IMPLEMENTATION

Take action! Implement outlined strategies to improve medication safety in your community pharmacy.



Bylaw and Policy Updates



Pharmacist Care Clinic Standards

SCPP has implemented the Council-approved [Pharmacist Care Clinic Standards](#).

These standards establish specific advertising, service, and operational requirements for pharmacies that wish to refer to themselves as a "Pharmacist Care Clinic."

Please be advised that prior to using the name "Pharmacist Care Clinic," a proprietor or manager of a pharmacy must first apply to the SCPP and receive approval. In addition, only pharmacies that have achieved and continually maintain all of the Human Resources, Patient Service, Patient Privacy, and technical requirements specified in the Pharmacist Care Clinic Standards may be approved by the SCPP to use the name "Pharmacist Care Clinic."

Revised Prescription Review Program Policy

SCPP's Prescription Review Program (PRP) [reference manual document](#) was recently updated to reflect the current policies and procedures of the program, and to provide greater clarity on:

- Which practitioner prescriptions the PRP applies to;
- Information required on the prescription;
- An updated fax template created by the PRP to assist pharmacies in requesting missing PRP information from the practitioner;

- When verbal prescriptions are permitted;
- Limits on transferring controlled substances monitored by the PRP; and
- New provincial reporting requirement for "office-use" prescriptions.

For convenience, a printable list of the controlled substances and PDL medications monitored by the PRP may be found in Appendix A of the document. However, section 18.1 of the [CPSS Regulatory Bylaws](#) should be consulted for the most current list of monitored medications.



SCPP has transitioned PARs to (USask CPE/medSask)

SCPP will be moving all PARs housed on our website to medSask to enable a streamlined process and location.



Discipline Matters

The Discipline Committee considers the primary purpose of a discipline proceeding to be the protection of the public and the pharmacy profession as a whole. The Discipline Committee is aware that the public must have confidence in the profession's ability to regulate itself in a manner that protects the public. All Decisions and Orders of the Discipline Committee are posted on the [CanLII website](#) in their entirety.

Gordon Matthews

On August 23, 2023, the Discipline Committee convened a hearing to hear and determine charges of professional incompetence and professional misconduct against pharmacist Gordon Matthews. The hearing proceeded via an agreed statement of facts.

The notices of discipline hearing described the charges summarized below:

1. On or about November 20 and 21, 2022, Gordon Matthews administered expired monovalent Pfizer COVID vaccine to approximately 15 patients instead of the not expired bivalent COVID vaccine they had agreed to.
2. On or about November 20 and 21, 2022, Gordon Matthews incorrectly documented the volume of COVID vaccine administered on vaccine consent forms of patients.
3. On or about November 21, 2022, when another individual recognized that the expired monovalent COVID vaccine had been administered, Gordon Matthews changed the recorded lot number on the November 20 and 21 consent forms from the original monovalent vaccine (that was administered) to correspond to the bivalent vaccine (which had not been administered).
4. On or about November 21, 2022, Gordon Matthews removed a vaccine vial in question and disposed of it in the garbage after other staff pharmacists began investigating the potential error.

Upon reviewing and considering the evidence submitted in the August hearing by way of the Agreed Statement of Facts, the Discipline Committee accepted Gordon Matthews' guilty

plea and found him guilty of professional incompetence and professional misconduct as defined in *The Pharmacy and Pharmacy Disciplines Act* (the "Act").

The Discipline Committee considered the nature of the charges against Gordon Matthews very concerning. Administering the correct medication and dose and being aware of the expiry dates of medications are core aspects of a pharmacist's duties and responsibilities. Failure to employ the care and diligence required to ensure that patients are receiving the medication they have requested or been prescribed, and to which they have consented, is a serious offence that impacts the reputation of the profession and the College, generally.

However, the Discipline Committee is aware that mistakes will happen. While taking all reasonable steps to limit the chances of a mistake is critical, owning up to and fixing mistakes is just as important, if not more. The Discipline Committee found the charges that related to Gordon Matthews' attempts to cover his mistakes particularly concerning. Failing to take responsibility for maladministering medication is very serious misconduct and fails to meet the high standards of the profession.

The Discipline Committee agreed that a sanction against Gordon Matthews must demonstrate that this kind of behaviour will not be tolerated. The Committee found that a significant sanction was not only necessary to deter similar conduct, but also to give the public confidence that pharmacists will administer the appropriate medication, which is not expired, in the correct dose.

Upon consideration of the evidence and the submissions of both counsels, the Discipline Committee issued the following Order for the professional incompetence and professional misconduct committed by Gordon Matthews on October 3, 2023:

1. Gordon Matthews shall be reprimanded.
2. Gordon Matthews shall not be entitled to reapply for admission with the Saskatchewan College of Pharmacy Professionals ("the College") until such time as the following conditions are met:

Continued on next page ►

- i. Gordon Matthews shall recomplete all injection training and certification required to be granted Advanced Method Certification and provide proof of completion to the Registrar. Gordon Matthews will bear all costs associated with the training and recertification.
 - ii. Gordon Matthews shall successfully complete the “CPEP PROBe: Ethics and Boundaries” course demonstrated by an unconditional pass and provide proof of completion to the Registrar. Gordon Matthews shall bear the cost of the course.
3. Gordon Matthews shall be liable to pay the costs of the investigation and hearing which costs shall be fixed in the amount of \$9,600.00.
 4. A digest of the Discipline Committee decision shall be published on the college website. Further and consistent with College policy, the decision of the Discipline Committee shall be provided to CanLII for their publication as they may see fit.

The entire Decision and Order is available for review on [the following CanLII link](#).

Consensual Complaint Resolution Agreement – Summary – Radadiya and Chheta Pharmacy Inc. Operating as Greens Pharmacy

Agreement

Where there is evidence to support the allegation of professional incompetence, professional misconduct or proprietary misconduct the Chair of the Complaints Committee, on behalf of the Complaints Committee, shall determine whether there is an opportunity to use an Alternative Dispute Resolution to resolve the complaint. A resolution or remedy may result in Consensual Complaint Resolution Agreement (CCRA), which is one form of an Alternative Dispute Resolution (ADR).

An ADR process, while not a discipline hearing, will result in an agreement between the College and the signatories of the agreement which meets the public protection mandate. Should the member and/or proprietor not agree to participate in an ADR the file is referred back to the Complaints Committee, which may result in referral to the Discipline Committee for a hearing. The SCCP Regulatory Bylaws Part P.1 section 3(12) and (13) state the ADR processes.

The Complaint

- In June 2023, the College received a complaint regarding pharmacy practice at Greens Pharmacy, 9 – 3850 Green Falls Drive, Regina, Saskatchewan. The complaint identified several concerns relating to pharmacy operations and aspects of the pharmacy business.

- The concerns included: knowingly adjusting dispensing fees, non pharmacy staff having keys and alarm codes to the pharmacy, and non pharmacy staff having access to the Pharmaceutical Information Program (PIP) through saved passwords on personal electronics.
- Upon completion of the investigation, the Complaints Committee determined that the concerns identified in the allegations were warranted and recommended that the concerns be addressed through a CCRA.

The Agreement

The Committee recommended an Agreement to:

- Improve and monitor the pharmacy practice environment at Greens Pharmacy.
- Provide the member a reminder on ethics and boundaries through completion of an Ethics course.
- Provide the member a reminder on privacy and confidentiality through completion of privacy training.
- Provide a general deterrence to all members through publication.

Jeet Patel, as a member, and the proprietor Radadiya & Chheta Pharmacy Inc. agreed to a CCRA in October 2023, which, while an alternative to the discipline process, meets the mandate of the College and provides general deterrence for the profession.

In summary, the Jeet Patel has agreed to the following provisions:

1. A minimum of one (1) inspection annually to be conducted by a College field officer over a 2-year period, the costs to be borne by the proprietor. All deficiencies noted in the inspection will be rectified within a time period set out by the field officer.
2. Jeet Patel will complete the PROBE Ethics and Boundaries Program – Canada within eight (8) months of signing the Agreement. Jeet Patel shall bear the costs associated and demonstrate successful completion with an unconditional pass.
3. Jeet Patel will complete the Privacy Officer Training provided by USask Continuing Pharmacy Education (CPE) within eight (8) months of signing this agreement and provide the Registrar a copy of the certificate of completion. ■

Pharmacy Examining Board of Canada (PEBC) Examination Dates

Below are the exam dates at time of publishing. For the most up-to-date exam schedules, please visit pebc.ca.

Pharmacist Schedule of Exams

Examination Name	Examination Date	Application Deadline Date*
January 2024 Pharmacist Evaluating Examination	Wednesday, Jan. 10, 2024	Deadline passed
May 2024 Pharmacist Qualifying Examination	MCQ: May 21 – 25, 2024 OSCE: May 26, 2024	Feb. 20, 2024 12 pm ET
June 2024 Pharmacist Evaluating Examination	Wednesday, June 19, 2024	Mar. 7, 2024 12 pm ET
November 2024 Pharmacist Qualifying Examination	MCQ: Nov. 4 – 8, 2024 OSCE: Saturday, Nov. 9, 2024	Aug. 1, 2024 12 pm ET


Pharmacy Technician Schedule of Exams

Examination Name	Examination Date	Application Deadline Date*
April 2024 Pharmacy Technician Qualifying Examination	Part I – MCQ: April 3, 2024 Part II – OSPE: April 6, 2024	Nov. 23, 2023 12 pm ET

* Applications must be received by the PEBC office no later than the application deadline date.

Connect with us to get the latest news and updates from the College, helpful practice tips, key resources, important reminders, and more!





To our Council, our committee volunteers,
our members and our partner organizations...

*Happy
Holidays*

and a new year filled with joy and wonder
from the staff of the
Saskatchewan College of Pharmacy Professionals



In keeping with the season's spirit of giving, a donation has been made
to a local charity in lieu of sending holiday cards

Holiday Office Schedule:

Closed noon on Dec. 22, 2023 to Jan. 1, 2024

Regular office hours resume Tuesday, Jan. 2, 2024



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