

SCOPE

July 2022 Special Edition

In Focus: Pharmacy Managers

**A Guide to the Pharmacy Manager
Bylaws, Policy, Education,
and Training**



SASKATCHEWAN
COLLEGE OF PHARMACY
PROFESSIONALS

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First, a little history

Work on the Pharmacy Manager strategy started in 2016 (see [SCOPE December 2016](#)) and SCPP Council first approved the Professional Autonomy Framework in October 2017.

In 2018, SCPP began consultations with stakeholders on eight identified strategies. Between 2018 and 2021 several consultations occurred which created new draft bylaws for the eight strategies to support Professional Autonomy.

Due to the complexity of the bylaws, it was decided to complete the eight strategies in smaller more manageable sections.

The first priority of the Professional Autonomy Framework addresses pharmacy manager requirements to support managers in this important role.

The aim of the amendments is to protect the health and safety of the public by ensuring pharmacy managers are supporting safe pharmacy practices and meeting regulatory requirements, while also ensuring that pharmacy managers are available and present for patients and employees within their pharmacy.

Introduction

The Pharmacy and Pharmacy Disciplines Act (Section 2(a)) holds pharmacy managers responsible for the operations of the pharmacy. This means that pharmacy managers are accountable for all professional activities within the pharmacy and holding staff (both regulated and non-regulated) accountable for professional performance consistent with the standards of practice.

Due to the large-scale impact that pharmacy managers have on the delivery of quality pharmacy services across the province, the SCPP Regulatory Bylaws were amended consistent with the spirit and intent of the Act to address the challenges identified for the role. These challenges have been addressed through a variety of measures which are summarized below.

The new [Pharmacy Manager Policy](#) applies to all pharmacy managers of proprietary pharmacies. With these new requirements, Saskatchewan joins other provinces, which have similar parameters in place for the pharmacy manager position (see table below).

Thank YOU

This policy was developed through extensive consultations with a large variety of stakeholders, including members, pharmacy interns, proprietors, the SCPP Registration and Licencing and Professional Practice Committees, the Pharmacy Association of Saskatchewan, pharmacy regulators from across Canada, other regulatory bodies within Saskatchewan, and the Ministry of Health. The SCPP appreciates the thoughtful input provided by these stakeholders, which significantly shaped the policy.

National Scan

Province	Practice Experience Requirements	Mandatory Manager Training	Physical Presence – Day-to-Day Operations	May Only Manage One Pharmacy	Discipline Standing
Alberta	✓	✓	✓	✓	✓
British Columbia		✓	✓	✓	
Manitoba			✓	✓	✓
New Brunswick			✓		✓
Newfoundland and Labrador	✓	✓	✓	✓	✓
Nova Scotia	✓		✓	✓	✓
PEI	✓		✓	✓	✓
Ontario		Optional			

Eligibility Requirements to Become/ Remain a Pharmacy Manager

- Direct Patient Care Experience:** 2000 hours (equivalent to one year) as a licensed practising pharmacist in Canada within 36 consecutive months prior to application to become a pharmacy manager (currently in force – implemented November 2020).
- Training:** Current managers will be required to take the [Community Pharmacy Manager Course](#) and new applicants will be required to complete the course prior to taking on the role (see Key Dates and Pharmacy Manager Training below).
- Continuing Professional Development:** Pharmacy managers will also pursue continuing education that is aligned to pharmacy manager competencies on an annual basis, as part of their continuing education units and competency assurance. Further details on this requirement will be forthcoming as the new SCPP Competency Assurance framework takes shape. SCPP also encourages all new pharmacy managers to self-identify a mentor to support and guide them to optimally perform their role. The mentor should be a current or former pharmacy manager and in [good standing](#) with the College.
- Discipline Standing:** Pharmacy managers must not have any conditions or restrictions set by a discipline committee or like body as per clause 11(1)(a) of Part I of the Bylaws: *Pharmacy Manager Requirements 11 (1) To qualify to become and remain a pharmacy manager, a licensed practising pharmacist must: (a) have no conditions or restrictions on his or her licence arising from a decision of any Discipline Committee or like panel whose role is to determine professional misconduct or professional incompetence (see Key Dates below).*

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Pharmacy Manager Training

CPDPP and SCPP are excited to introduce the [Community Pharmacy Manager Course](#), a learning-objective mapped accredited course and the first of its kind in Canada.

Provincial regulatory authorities from across Canada have responded to the increasing demand and pressure on pharmacy managers in part, by coming together through the [Canadian Council on Continuing Education in Pharmacy](#) (CCCEP) and identifying a [comprehensive learning curriculum](#) to support pharmacy managers in fulfilling their responsibilities to their staff and the public, all while improving their practice environment and, therefore, patient-centred care.

This [self-directed and self-guided course](#), requiring approximately twelve hours to complete, will provide pharmacy managers with the essential tools and resources to assist them in becoming more effective and engaging leaders, inspire collaboration and communication between pharmacy team members, while also encouraging and promoting quality patient care and patient safety.

Acknowledging the experience of seasoned managers, [this course](#) builds on their knowledge and skills, as well as provides valuable competencies to help orient new pharmacy managers.

A comprehensive workbook is also included to help managers put theory and their new knowledge into action.

Registration for the [Pharmacy Manager Course](#) is now open.

- Applications for new pharmacy managers and new interim pharmacy managers (i.e., currently not a manager) received **July 25, 2022** or after, will be required to complete the [Pharmacy Manager Course](#) prior to being approved as the pharmacy manager of record.
- Existing pharmacy managers must complete [the training](#) on or before **April 30, 2023**.

The [course](#) is open to anyone who would like to be prepared for future managerial opportunities and for those who may wish to gain more knowledge and understanding of the role but do not intend to become a manager.

Course feedback so far:

"In terms of depth and breadth, I would say this course covers all aspects that pharmacists would ever encounter. As a new pharmacy manager, I am currently working alone; however, I do appreciate the need to understand these aspects of operation now in preparation of a situation when I am overseeing other staff members." WM

"Wow what a huge amount of work you guys have put in to get this course together. It is very extensive and well put together." SL

"The information was thoughtfully organized and provides an excellent repository of information/review of knowledge for pharmacy managers." ER

"The CPDPP Community Pharmacy Manager Course is an outstanding professional development program that meets and most often exceeds the required information of each learning outcome. The depth of information provided in this course demonstrates an excellence in continued professional development." ER

Modules include:

- Pharmacy Operations
- Quality Care
- Communication
- Patient Safety and Error Management
- Human Resources



Physical Presence and Oversight Requirements

- **Physical presence requirements:** Pharmacy managers must be physically present and overseeing pharmacy practice for a minimum of half of the weekly operating hours of the pharmacy, up to 40 hours per week, yet no more than 51 hours per week. Note that this excludes business functions such as payroll, bookkeeping, etc. (minimum number of hours – see Key Dates below; maximum number of hours – currently in force (longstanding SCPP policy)).
- **Active participation and management:** Pharmacy managers must practise in the pharmacy workflow and ensure that the environment supports the safe delivery of pharmacy services as described in section 4 of the policy (currently in force as per [subsection 11\(5\) of Part I](#) of Bylaws).
- **Pharmacy manager absences:** All pharmacy managers are expected to appoint pharmacists-in-charge and/or interim pharmacy managers, who also meet the criteria in [subsection 11\(1\) of Part I](#), to cover pharmacy manager absences (effective immediately)

Managing More than One Pharmacy

A licensed pharmacist shall not be named as the pharmacy manager of more than one pharmacy at a time, unless approved by the Registrar as per section 3 of the policy (current and prospective pharmacy managers of more than one pharmacy see [Pharmacy Manager Policy](#) and Key Dates below).



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Key Dates



- **All new complaints received as of July 5, 2022**, that proceed to a Discipline Hearing will be subject to clause 11(1)(a) of Part I of the Bylaws which state that to qualify to become and remain a pharmacy manager, a licensed practising pharmacist must have no conditions or restrictions on his or her licence arising from a decision of a Discipline Committee.



- **New applicants to manage more than one pharmacy:** May be approved until Nov. 1, 2022, after which approvals will follow the [Pharmacy Manager Policy](#), where a licensed pharmacist shall not be named as the pharmacy manager of more than one pharmacy at a time, unless they meet the criteria set in section 3 and have been approved by the Registrar.



- **Applications for new pharmacy managers and new interim pharmacy managers** (i.e., currently not a manager) received July 25, 2022 or after, will be required to complete the [Pharmacy Manager Course](#) prior to being approved as the pharmacy manager of record.



- **Current pharmacy managers:** [Pharmacy Manager Course](#) is to be completed on or before April 30, 2023.



- **Minimum Physical Presence Requirements:** In force Nov. 1, 2022.



- **Current pharmacy managers of more than one pharmacy approved on or before Nov. 1, 2022:** Will be able to manage existing pharmacies until Nov. 1, 2023, to allow enough time to secure a new manager who meets the requirements.

Relevant and Applicable Documents

This policy is complemented by the Pharmacy Manager Responsibilities document, which outlines specific responsibilities of pharmacy managers and proprietors, and the Reference Manual Document – Suggested List for Pharmacy Managers. These documents must be taken together as a whole.

- [Pharmacy Manager Policy](#)
- [Regulatory Bylaws](#)
- [Pharmacy Manager Responsibilities](#)
- [Reference Manual Document – Suggested List for Pharmacy Managers](#)

**A treasure trove
of guidelines,
standards, policies,
responsibilities,
requirements,
templates, forms
and more...**

**the SCPP
Reference Manual**

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