

Ontario College of Pharmacists

2009 Strategic Plan

June 2009

The goal of the Ontario College of Pharmacists is to support and enable our members to use their professional skills, knowledge and judgment in an integrated, evidence-based, patient-centered, outcome-focused health care system which will contribute to improving the health of our population.

Strategic Direction #1

Optimize the scope of practice of our members, as it evolves, for the purpose of achieving positive health outcomes.

Strategic Direction #1 – Steps to Implementation

	Steps to Implementation	Committee/Person Responsible	Begin date	End Date	Support required	Financial
1.	<p>Study alternative models/recommend approach for “expanded scope practitioner”</p> <ul style="list-style-type: none"> • Specialty certificates • TCLs on all members • Implications of technology work with other agencies/orgs/PRAs (faculties, PEBC, CCCEPP, tech educators, IPG programs, examinations (JP) <p>Implementation of bridging and assessment tools Possible on-line therapeutics assessment</p>	Staff research Various Committees	Fall 2009	Spring 2011	Possible consulting contract; Scope of Practice WG	\$50,000
			2011	2013	Project Mgmt/ Consulting Serv Development	\$120,000
			2010	2011		\$125,000 *possible government grant
2.	<p>Intra professional collaboration – educate and assist the profession in integrating PhTs</p> <ul style="list-style-type: none"> • Pilot studies • (define the scope for Pharmacists and PhTs) • expectation for responsibility/accountability • non regulated phcy personnel • investigation/documentation 	Staff, Pharmacy Technician WG/PPC	Spring 2010	Spring 2011	Study coordinator	\$25-50,000

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	Consider national issues – QA for practice sites (MSSA)					
3.	Determine how to measure competence for expanded scope practitioners <ul style="list-style-type: none"> • QA program – CKA • Inspections 	Staff, QA Committee	2011	2013	Special WG	\$35,000
4.	Pharmacy Inspections- redesign process to take into acct <ul style="list-style-type: none"> • expanded scope and PhTs • implication of technology • changes to documentation • pre-education prior to inspections 	Staff, Accreditation	2011	2013		
5.	Accountability <ul style="list-style-type: none"> • review professional misconduct regs • other affected regulations • clarification of responsibility (Owner, DM, Phcst, PhT. etc.) 	Staff, Exec	2011	2012	Legal	\$30,000
6.	Practice standards Taking into account: technicians, expanded scope, technology, prescribing, medication therapy management (MTM), minor ailments, etc.; review existing Standards and develop new Standards for: <ul style="list-style-type: none"> • Technicians • Pharmacists • Designated Manager 	Staff, SOP/PPC PTWG, SOP, Staff SOP, PPC Accred, SOP	2009 2009 2010	2010 2010 2011	Reconvene SOP	\$25,000 – 50,000 \$25,000

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3.	<p>Technology – Internal Operations</p> <ul style="list-style-type: none"> • Inspection/investigations – knowledge/resource/training • Web meetings • Standard equipment/software for Cmte members • Electronic, Records, Document Management System • Electronic interface with members and other stakeholders • Intranet for internal sharing • Expand on-line processes (SPT, Complaints, Pharmacy renewal, CKA, etc.) • Web content mgmt • Explore e-publications • Evolve on-line register <ul style="list-style-type: none"> - specialty practice - language - pharmacy services - prescribing pharmacists • Inspection/investigation collection/capture of electronic data • Expand data collection and mining capability • Member portal – information display and push specific info. • Review online service support and hours of operation 	Staff	Immediately	Fall 2009 through Spring 2012	<p>Additional Web Development, Project Management</p> <p>Possible new Web development platform</p>	<p>\$250,000 – 500,000</p> <p>\$50,000</p>
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STRATEGIC DIRECTION #3

Foster inter-professional collaboration to achieve coordinated patient-centred care and promote health and wellness

Strategic Direction #3 – Steps to Implementation

	Steps to Implementation	Committee/Person Responsible	Begin date	End Date	Support required	Financial
1.	<p>Educate other health professions on the full scope of pharmacy and how that intersects with other profession</p> <ul style="list-style-type: none"> • p. tech scope • extended practitioner • pharmacist/pharmacy responsibility <p>Ensure opportunity for collaboration during entry to practice – UG and IPG</p>	<p>PTWG Communications Communications</p> <p>Registration</p>	<p>2010 TBD 2010</p>	<p>2012 TBD 2011</p>		
2.	<p>Assess practice models, examine how outcomes of collaborative models can be measured</p> <ul style="list-style-type: none"> • Quality Initiatives for pharmacy practitioners-hospital/community/FHTs, etc. • Quality initiatives for team models – multiple disciplines • Work with other health colleges to examine/inspect innovative multi-disciplinary practices 	<p>Staff</p> <p>Staff</p> <p>Staff</p>	<p>2011</p> <p>2011</p> <p>2011</p>			
3.	<p>Attendance at inter-profession conferences</p> <ul style="list-style-type: none"> • Participation on panels • Presentation of papers 	Staff, Exec	Immediate	Ongoing	Travel Costs	No new \$

4.	Provide leadership in collaborating with health professions relating to “dispensing” and prescribing <ul style="list-style-type: none">• Inter-professional standards• Special projects- seek funding if available	PPC/Exec	Summer 2009	Ongoing		
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STRATEGIC DIRECTION #4

Promote and enhance relationships with key stakeholders including the public, the government, our members, and other health care professionals through effective communication

Strategic Direction #4 – Steps to Implementation

	Steps to Implementation	Committee/Person Responsible	Begin date	End Date	Support required	Financial
A.	Public					
1.	Promote the evolving role of pharmacy profession and benefits to health outcomes <ul style="list-style-type: none"> • Continue to build on POC • Educate on role of pharmacist/tech • Incorporate Patient Relations/HPRAC recommendations 	Communications	Spring 2010	Ongoing		Redistribution of current budget allocations
2.	Promote Public Register	Staff, Communications	Summer 2009	Ongoing		
3.	Update website to enhance public experience (HPRAC recommendations)	Staff, Communications /Patient Relations	Spring 2010	Spring 2011	Focus groups Data conversion	\$15 - \$20,000 \$30,000
B.	Government					
1.	Continue to use a GR service to navigate the political landscape <ul style="list-style-type: none"> • Provincial (OFC, MCI, MTCU, ODB, AIT, DPB) • Federal (HRSDC, CIC, HC) 	Exec	Ongoing			No new \$
C.	Members/Potential Members					
1.	Promote self service of OCP processes <ul style="list-style-type: none"> • Ease of access/login • Improve search capabilities of website • Provide opportunity to feedback on efficiency of website 	Staff	Ongoing		Web development noted elsewhere	

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	<ul style="list-style-type: none"> • Use technology to push information 					
2.	Update members on various College initiatives	Exec, Staff	2009		Province wide district meetings	\$75,000
3.	Increase clarity on entry to practice process <ul style="list-style-type: none"> • Clarify relationships with other related parties • Focus groups with student/interns/techs/IPGs • MRA impact on E.T.P. in Ontario 	Staff	immediate	ongoing	Focus group	\$25,000
4.	Maintain relations with other stakeholders Continue involvement/participate in organizations (NAPRA, FHRCO, CLEAR, ORAC, OFC, OPRPN, etc.) Maintain effective relationships with other key pharmacy stakeholders (CPHA, CSHP, CCAPP, CCCEP, PEBC, OPA, CACDS, AFCP, CAPT, CPTEA, etc.) Continued involvement in national, international, local conferences	Staff, Exec			Travel Costs	No new \$
D.	Other health professions – included in SD#3					

Strategic Direction #5

Fulfill our core mandate of self-regulation in an environment of continuous quality improvement in a fiscally responsible manner

Strategic Direction #5 – Steps to Implementation

	Steps to Implementation	Committee/Person Responsible	Begin date	End Date	Support required	Financial
A.	Technicians					
1.	Integrating new class of member into OCP structure <ul style="list-style-type: none"> • Registration process • QA • Pharmacy Practice • I&R complaints and discipline • Client Services • By-laws • Elections 	Staff, Various Committees	Immediate	Ongoing	Legal	\$25 – 75,000
2.	SPT Assessments, Fluency	Staff, Registration	2009	2009		
3.	Address the bridging needs for P. Tech or IPGs to techs (IPTG)	Staff, PTWG	Immediate	Ongoing		Ministry grant \$160,000
B.	Registration					
1.	Streamline process for collection of info. (PEBC, NAPRA, Faculties)	Staff	2009	2009	Legal assessment	
2.	Survey recently licensed members to obtain feedback for process improvement	Staff			On-line tools	
3.	MRA and IPG – liaise with PRAs and NAPRA (model licensing standards- NAPRA) facilitate multi-jurisdiction pract; PEBC oversight.	Staff	Immediate	Ongoing		
4.	Increase use of technology in collection and management of info.(SPT/exams on-line)	Staff	2009	2010	Technology expertise	Included in SD #1

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C. 1.	Supporting Council and Committees Committee Chair orientation <ul style="list-style-type: none"> • Attendance and conferences • Training on specialty skills <ul style="list-style-type: none"> - discipline - Registration - Cultural sensitivity 	Staff, Exec	Immediate	Ongoing		
2.	Orientation/Evaluation of Council <ul style="list-style-type: none"> • special speakers, COBA • regular feedback/evaluation 	Staff, Exec	Immediate	Ongoing		
3.	Ensure effective regulatory and legislative framework is in place <ul style="list-style-type: none"> • thru GR firm, move DPRA regs • Registration regs – new members • QA regs • Professional misconduct regs 	Staff, Exec	Immediate	Undeterminable	Legal	Noted elsewhere
4.	Bylaws - Committee composition - Review reimbursement model – web meetings/ prep time	Staff, Exec	2009	2010		
D. 1.	Pharmacy Practice Gather feedback for process improvement <ul style="list-style-type: none"> • Survey member/pharmacies on inspection process • Practice advisors/calls • Response times • Frequency of inspections 	Staff				
2.	Training/hiring technology expertise (investigators/inspectors)	Staff	2011		New hires or training	\$80,000 ongoing
3.	Through practice advisory, identifying/documenting emerging practice issues/concerns	Staff	Immediate	Ongoing		
4	Examine accreditation process in relation to changing legislation	Staff, Accreditation				

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5.	Develop processes/guidelines/policies for new issuance and renewal regulations	Staff, Accreditation	TBD, dependant on reg approval			
E.	Continuing Competency					
1.	Gather feedback for process improvement	Staff	2010	Ongoing		
2.	Self assessment tool, CPD portal <ul style="list-style-type: none"> - look for ways to enhance CPD Portal (Interactive cases) - expand to students/interns/techs 	Staff, QA	Late 2010	2011	Development of modules and expanded use	\$30,000
3.	Develop Peer Review Process for Technicians	Staff, QA	2010	2012	Consultancy Focus Groups	\$50,000
4.	Revise peer review process as required; more time available if CKA online <ul style="list-style-type: none"> • Changes to scope - Incorporating inter-prof care 	Staff, QA				
5.	Review and revise regs in response to HSIA + techs/minimum practice hours	Staff, QA	2010	2012		
6.	Evaluate the outcomes of individuals that have been through remediation	Staff	2009	2009		
7.	Expand the functionality/value of CE resource bank and CE Coordinators	Staff	2010			
F.	Investigations and Resolutions					
1.	Address need for collaborative investigation <ul style="list-style-type: none"> - multi disciplinary - multi jurisdiction 	Staff	Ongoing			
2.	Define accountabilities and develop process for Intra professional investigations <ul style="list-style-type: none"> - DM, Pharmacist, PhT, Non regulated pharmacy personnel 	Staff	2010	2011		
3.	Consider establishment of a formal ADR program	Staff	2010			
4.	Research best practices for investigators <ul style="list-style-type: none"> - training opportunities - technology issues - multidisciplinary 	Staff	immediate		Training	Reported above

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G. 1.	Infrastructure and Other Adapt internal procedures to support telecommuting platform <ul style="list-style-type: none"> • office services/facilities • HR policies • Accounting procedures • Change management and accountability 	Staff – various departments	Immediate	2011		# Noted under strategic direction #2-3
2.	Technology infrastructure <ul style="list-style-type: none"> - redundancy/fail safe - refresh - electronic storage - processing capacity 	Staff	Immediate	Ongoing	Increase band width	No new \$ \$30,000
3.	HHR – continue to respond and participate in provincial and national pharmacy initiatives Track entry to practice patterns (MRA, IPG's and domestic grads)	Staff	Immediate	Ongoing		
4.	Client Services <ul style="list-style-type: none"> - business processes - statistical tracking - online forms 	Staff	In process	Ongoing	Technology	No new \$

Summary of Financial Impact

Strategic Plan 2009

New Spending	2009	2010	2011	2012
SD#1-1		\$92,500	\$82,500	\$120,000
1-2		\$25,000	\$25,000	
1-3		\$17,500	\$17,500	
1-5			\$30,000	
1-6		\$40,000	\$35,000	
SD#2-1		\$25,000	\$25,000	
2-3		\$200,000	\$200,000	\$200,000
SD#4-A		\$20,000	\$30,000	
4-C	\$75,000	\$25,000		
SD#5-A		\$50,000	\$25,000	
5-D		\$80,000	\$80,000	\$80,000
5-E			\$30,000	\$50,000
5-G		\$30,000	\$30,000	\$30,000
TOTAL	\$75,000	\$605,000	\$610,000	\$480,000