



ONTARIO COLLEGE OF PHARMACISTS



Annual Report

2001-2002



The mission of the Ontario College of Pharmacists is to regulate the practice of pharmacy, through the participation of the public and the profession, in accordance with standards of practice which ensure that pharmacists provide the public with quality pharmaceutical service and care.



Council 2001-2002

From left to right:

Front Row: Shelley McKinney, District 17; Sherry Peister, District 12; Gurjit Husson, District 15; Della Croteau, Deputy Registrar/Director of Programs; Leslie Braden, President, District 7; David Malian, Vice-President, District 11; Deanna Laws, Registrar; Barbara Minshall, District 2; Connie Campbell, Director of Finance and Administration

Second Row: Marty Belitz, District 3; Larry Boggio, District 9; Joan Boyer, Public Member, Port Colborne; Larry Hallok, District 5; Marlene Hogarth, Public Member, Thunder Bay; Iris Krawchenko, District 8; Russell Carrington, Public Member, Toronto; Mel Jones, Public Member, Oakville

Third Row: Dean Wayne Hindmarsh, Leslie Dan Faculty of Pharmacy, University of Toronto; Bob Drummond, Public Member, Parry Sound; Marie Ogilvie, District 1; Tracy Wiersema, District 14; Bill Mann, District 13



Fourth Row: Garry Dent, Public Member, Kapuskasing; Stephen Mangos, Public Member, Toronto; Steve Gupta, Public Member, Toronto; Steve Balestrini, District 10; Malcolm Mansfield, Public Member, Toronto; Alexander Wong, District 6; Pasquale Fiorino, Public Member, Amherstburg

Fifth Row: Albert Chaiet, District 16; Vladimir Demine, Public Member, Toronto; Sam Hirsch, District 4; Barry Solway, Public Member, Toronto; Dean French, Public Member, Toronto

CONTENTS

Registrar's Introduction2
President's Message3

COMMITTEE REPORTS

STATUTORY

Executive	4
Registration	5
Accreditation	6
Patient Relations	7

STANDING

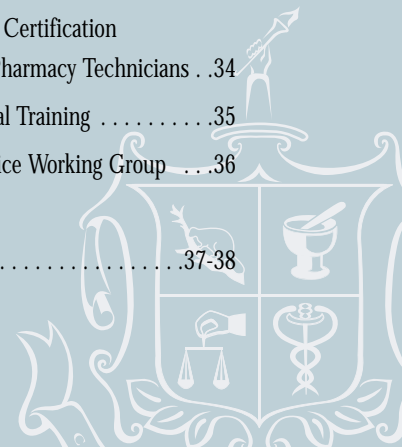
Professional Practice	23
Finance	24
College Financial Statements	26-32

Quality Assurance	8
Fitness to Practice	9
Complaints	10
Discipline	12
Discipline Cases	13-22

SPECIAL

Communications Committee	32
Pharmacy Technicians Working Group	33
Working Group on Certification Examinations for Pharmacy Technicians	34
Structured Practical Training	35
Standards of Practice Working Group	36

STATISTICS	37-38
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Registrar's Message



Deanna Laws, Registrar

I am pleased to present the Annual Report of the Ontario College of Pharmacists for 2001-2002.

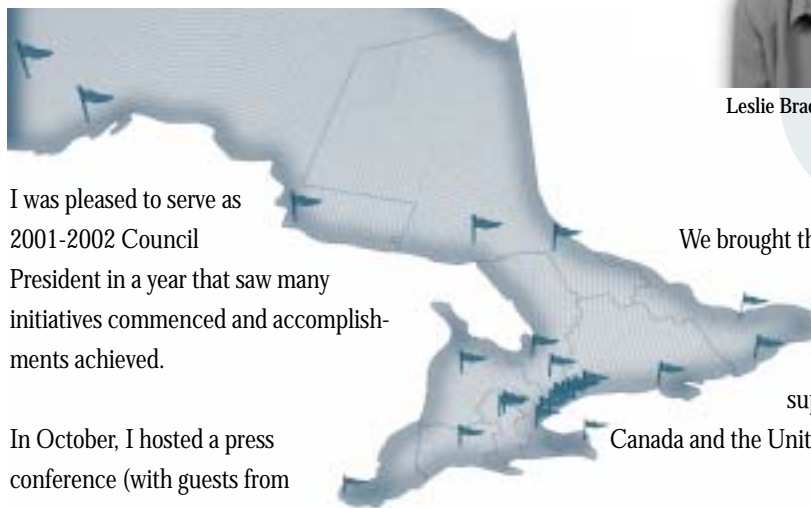
This year saw the launch of two new exciting programs. The College's new *Point of Care Public Education Program* (page 32), and the joint College-Ministry of Training, Colleges and Universities web-based *e-factsheet* for internationally trained pharmacists seeking licensure (see page 5) both represent innovative ways for the College to communicate with key audiences.

I am also pleased to announce the creation and implementation of the *Standards for Designated Managers* (page 6) and the upcoming implementation of the revised *Standards of Practice for Pharmacists, 2003* that now includes standards that reflect both institutional and community practices.

Council, committees and staff also worked hard to reduce the backlog of referred discipline cases (page 12). The Discipline Committee is employing a broader range of remedial activities and actions for these cases with the view to addressing the backlog that currently exists.

These initiatives and the many other activities summarized in the following pages, directly support Council's *Strategic Plan 2000*. With the strategic directives to use such mechanisms as education, facilitation, communication strategies and appropriate regulation to enhance members' awareness of, and compliance with, the *Standards of Practice*, the goals of the *Strategic Plan* are well on target.

President's Message



I was pleased to serve as 2001-2002 Council President in a year that saw many initiatives commenced and accomplishments achieved.

In October, I hosted a press conference (with guests from the Ontario Pharmacists' Association and the Canadian Society of Hospital Pharmacists – Ontario Branch) to launch the College's new multi-year *Point of Care* Public Education Program.

Part of Council's Strategic Plan, the public education program is designed to communicate the value of the pharmacist/patient relationship and the role of the College to Ontarians. It is also Council's goal that, as an accreditation standard, all pharmacies display the *Point of Care* symbol to serve as a universal identifier of accredited pharmacies providing high quality, ethical pharmaceutical care.

The College also took a stand against operators of unaccredited Internet sites illegally selling pharmaceuticals.



Leslie Braden, B.Sc.Pharm.

We brought this issue to the forefront by laying charges against one such site operating in Ontario. The College's action received widespread support and media coverage in Canada and the United States.

I am pleased to report that the International Pharmacy Graduate Program (co-created by the College and the Leslie Dan Faculty of Pharmacy with funding from the Ministry of Training, Colleges and Universities) was recognized by Human Resources Development Canada as being a "best practices" model for facilitating licensure for internationally trained professionals.

I was also pleased to announce the completion of the new, integrated *Standards of Practice, 2003*. Effective January 2003, the standards apply to all pharmacists in community and hospital practice settings. Indeed, Ontario patients can, and should, expect the same standard of care no matter where they access their pharmacist.

continued on page 4

President's Message (cont'd)

During the year, Council began work on a number of important regulatory and policy initiatives in pharmacy. Acting on advice that the Ontario Government would soon be opening the *Drug and Pharmacies Regulation Act*, Council reviewed the Act with the intent to strengthen the College's ability to regulate pharmacies. It proposed regulations that introduce the concept of proprietary misconduct to ensure that all owners, whether or not they are members of the College, are equally accountable to the College. Council also reviewed the Accreditation Regulations respecting ownership provisions and strengthened its policies to protect the public from pharmacy operations that fall below expected standards.

The College began discussions with its counterpart in Quebec to develop the framework for an agreement to facilitate the mobility of pharmacists between our two provinces.

Finally, I greatly enjoyed travelling across Ontario with Council's elected members and College staff to present at the College's district meetings. This year was also the first time that pharmacy technicians were invited to participate, as the meetings focused on seeking feedback on the *Proposed Pharmacy Technician Competency Profile*. Pharmacy technicians and pharmacists alike provided invaluable feedback on the many important issues that arise from developing a separate class of registration for pharmacy technicians.

Executive Committee

The Executive Committee is a statutory committee that deals with matters requiring attention between meetings of Council. In addition, this committee directs all planning and governance activities associated with Council. It receives and studies reports from all committees, except Discipline and Fitness to Practice (which report directly to Council).

The Executive Committee reports to Council a summary of activities, decisions and recommendations taken between Council meetings. The Executive Committee's activities in the 2001-2002 Council year are reflected in the committee reports.

Sam Hirsch, President

Committee Members:

Joan Boyer

Leslie Braden, Vice President

Pasquale Fiorino

Bill Mann, Past President

Barbara Minshall

Barry Solway

Registration Committee

The Registration Committee is a statutory committee that formulates policies relating to entry-to-practice requirements. Panels of the Registration Committee meet monthly to review individual requests for registration.

The following matters were considered by the Registration Committee this year:

Structured Practical Training

The four-week structured practical training (SPT) studentship requirement was discontinued in March 2002 for undergraduates at Canadian and U.S. faculties of pharmacy. As these programs are accredited and they contain structured practical experience components, it is no longer necessary to include structured practical training at the student level. The 12-week SPT internship requirement for Canadian and U.S. graduates remains unchanged.

However, the requirement for international pharmacy graduates to undertake 48 weeks of training remains unchanged. Please see the SPT Committee report (page 35) for more information.

e-factsheet

In 2001, the College launched an innovative, web-based, fact sheet in partnership with the Access to Professions and Trades Unit, Ministry of Training, Colleges and Universities. The interactive fact sheet provides internationally trained individuals with information on licensure in Ontario and can be viewed at www.newontariopharmacist.com.

Mutual Recognition Agreement

All candidates licensed in another province before July 1, 2001 were grandfathered and required only successful completion of the jurisprudence exam to become registered in Ontario. As per

Bill Mann, Chair

Committee Members:

Tina Gabriel
Wayne Hindmarsh
Sam Hirsch
Marlene Hogarth
Barbara Minshall
Barry Solway



the agreement (MRA), for those licensed in a signatory province after July 1, 2001, a panel of the Registration Committee would, on a case by case basis, determine what, if any, entry-to-practice requirements remain to be satisfied for licensure in Ontario.

Although the MRA was signed with the understanding that all signatories would have similar requirements for entry-to-practice, concerns remain about differences in fluency standards and training requirements for international graduates in certain other jurisdictions. As pharmacy programs in Canada and the U.S. are accredited by either the *Canadian Council for Accreditation of Pharmacy Programs* or the *American Council on Pharmaceutical Education* and have significant experiential training components in their programs, differences in training for these candidates was not of concern.

Individual Requests

Panels of the Registration Committee considered 98 requests for registration between October 15, 2001 and September 9, 2002. The majority of these requests were related to fluency and training. Fifty-one requests were granted, 46 were denied, and one was deferred. Of those denied, 12 were appealed to the Health Professions Appeal and Review Board. Six appeals were withdrawn by the appellants, two decisions were upheld, two were referred back to a panel for further consideration, and two have not yet been heard by the Board.

Accreditation Committee

The Accreditation Committee is a statutory committee that considers matters relating to the operation of pharmacies in Ontario. These matters include operational requirements, ownership, supervision and the distribution of drugs. The Committee also reviews issues arising from pharmacy inspections conducted by field staff where the pharmacy has failed to comply with the requirements for maintenance, record keeping and ownership.

Pharmacy Inspections: The College conducted fewer pharmacy inspections this year (1,021) as significant Committee and staff resources were directed towards a major investigation and initiation of court proceedings against a non-pharmacy outlet and its operation.

The Committee also considered and/or implemented:

Review of the Role of the Accreditation

Committee: The Committee began a review of its legislative authority. In particular, the Committee is considering recommending new regulations for Council to take forward respecting the issuance and renewal of *Certificates of Accreditation*. The Committee also considers that investigating breaches of the *Drug and Pharmacies Regulation Act* and the handling of these complaints, to be important areas for it to address.

Special Working Group: A special working group of the Committee was struck to review and develop recommendations to strengthen the *Drug and Pharmacies*

Marie Ogilvie, Chair

Committee Members:

Joan Boyer

Gary Dent

Shelley McKinney

Gerry Cook (NCCM)



Regulation Act (DPRA) in light of current and future practice requirements. Discussions are ongoing.

Standards for Designated Managers: The Committee, with the help of the *Professional Practice Committee* and the *Standards of Practice Working Group*, developed and implemented the *Standards for Designated Managers*. These standards, made effective July 1, 2002, will enhance the authority and responsibility of designated managers with respect to pharmacy operations.



Practice Advisory Breakfast Series: A successful pilot project was completed this past year to reach out to pharmacists in rural regions of the province. Hosted by a College field inspector, each informal one-hour breakfast meeting focused on practice issues of interest to local members.

Accreditation Committee (cont'd)

Library Requirements: The Committee reviewed the pharmacy library requirements and approved the addition of *Methadone Guidelines* (Centre for Addiction and Mental Health) for pharmacies dispensing methadone. The library must also now include both pediatric and geriatric dosing guides as well as a natural medicine reference. The Committee now allows pharmacies to maintain electronic versions of texts, providing Internet access is available in the professional area and reference versions can be verified.

Other: The Committee continues to deal with various practice issues including the impact of the Internet on pharmacy practice, specialty compounding, long-term care and Methadone. New standards or guidelines are being considered for these areas.

Pharmacy Matters Referred: Ten pharmacies were referred to the Committee, resulting in three of these referrals to the Discipline Committee and one member being referred to the Executive Committee.

Patient Relations Committee

The Patient Relations Committee is a statutory committee with various responsibilities including administering the *Victim Compensation Fund*, a pool of monies available to patients who are victims of sexual abuse by members of the College.

The Committee's legislative requirements have been met in that it has developed and monitors a *Sexual Abuse Prevention Plan* and has created a *Victim Compensation Fund* (including an information package and application forms) for victims of sexual abuse by pharmacists. A panel of the Committee is convened upon receipt of an application to the *Fund*, and, as there were no applications to the *Fund* in 2001-2002, the Committee was not active during this year.

Barbara Minshall, Chair

Committee Members:
Russell Carrington
Mona Fanous (NCCM)
Marlene Hogarth
Malcolm Mansfield
Alex Wong



The Quality Assurance Committee is a statutory committee responsible for developing and implementing a continuing competency program for members. This year marks the fifth completed year of our Quality Assurance Program, including the Practice Review.

Quality Assurance Committee

Through formal and informal feedback gathered from practice review participants, the Committee has directed the following changes:

- Participants are now able to bring and use technological references such as portable digital assistants (PDAs) or computers for the *Clinical Knowledge Assessment* and PDAs can be used during *Standardized Patient Interviews*
- Barriers have been built in each of the standardized patient interview rooms to provide a private area where the pharmacist may privately check references
- A *professional development workshop* was created to support remedial candidates. Workshops were delivered in February and December 2002

Council approved the budget for an extensive and formal evaluation of the program that will be conducted by an external consultant. This evaluation will initially focus on the Practice Review and its impact on pharmacists' delivery of care. Phase I of the evaluation is underway with three focus groups scheduled for late 2002.

The Committee also held a strategic planning meeting to discuss its primary goals and will now focus its attention on the following areas: continuing education, the Learning Portfolio, recognition and leadership, and workshops.

Steve Balestrini, Chair

Committee Members:

Christine Donaldson
(NCCM)

Reza Farmand (NCCM)

Pasquale Fiorino

Stephen Mangos

Jim Mann (NCCM)

Barry Solway

Sherry Peister



This year the College also created a management position dedicated to the Quality Assurance Program. The Committee then met with the manager to provide background information on the program as well as direction for the coming years.

With five years of quality assurance data on which to draw, the findings are as follows:

- 926 candidates have undergone the Practice Review process
- 85.4% are managing well in their self-directed professional development
- 14.6% have required peer-guided assistance in their professional development
- Pharmacists who graduated 25 or more years ago scored significantly lower
- Foreign-trained pharmacists scored significantly lower on all components
- Hospital pharmacists scored higher on all components

The College continues to provide leadership to other health regulatory colleges in the area of quality assurance as we are the first college in Ontario to initiate an impact evaluation.

Fitness to Practice Committee

The Fitness to Practise Committee is a statutory committee. A panel of the Committee is convened upon referral from the Executive Committee to consider a member's capacity to practise pharmacy. (A *Board of Inquiry* conducts a health inquiry before any such referral is made by the Executive Committee.) An incapacity proceeding is distinct from a disciplinary proceeding in that it tries to determine whether a member suffers from an incapacitating mental or physical condition. Examples of such conditions are alcohol, chemical or other substance abuse, mental illness and dementia.

The panel hearings are not open to the public, nor are its findings published by the College. However, if there is a finding of incapacity, terms, limitations or conditions may be imposed on a member's Certificate of Registration; these terms and conditions will be noted on the public portion of the Register.

Cases

There were two referrals to the Committee this year. An increase in the number of *Boards of Inquiry* appointed by the Executive Committee during this period also makes it likely that there will be an increase in the number of referrals being made in the coming year.

Larry Hallok, Chair

Committee Members:

Jim Gay (NCCM)

Stephen Mangos

Malcolm Mansfield

Tracy Wiersema



Committee panels held two hearings and found incapacity in both cases. One case was related to schizoaffective disorder and the other was related to substance dependence. Appropriate terms and conditions imposed on the members' certificates of registration included continued treatment and aftercare, workplace monitoring, and reporting to the College of any concerns on the part of treating physicians and employers. These components are intended to support the members' ongoing recovery and to prevent or detect relapse — all with a view to protecting the public interest.

The Complaints Committee is a statutory committee that investigates complaints received by the College about its members. In each case the Committee assesses the presented facts and the particular member's response as well as considers any practice improvement measures implemented by the member. The Committee then makes a decision geared towards the simultaneous goals of achieving public safety and educating the member.

Iris Krawchenko, Chair

Committee Members:

Roger Ball (NCCM)

Joan Boyer

David Malian

Barry Solway



Complaints Committee

The Committee also uses its review process to identify opportunities for practice improvement both in the member's practice and the practice setting. The Committee then orders appropriate remediation. It is the Committee's philosophy that this approach is the most effective means of carrying out its mandate of public protection. As a result, the Committee has expanded its repertoire of educational resources so that each decision is carefully designed to best effect improvement in the member's practice.

Workload

This past year was the third and final year the current complement of Committee members served together. The Committee's work focused on maintaining consistency in both approach and decision-making, while simultaneously keeping an open mind to current trends in the industry, and practices and procedures that may have an impact on assessing a pharmacist's conduct. It also increased the frequency of its meetings from six to eight times a year to expedite the timeliness in disposing cases. The Committee made final decisions on, and disposed of, 136 complaint investigations.

Referrals

In addition to issuing reminders and cautions, the Committee also refers members to the Quality Assurance Program, the College's Jurisprudence Seminar & Examination, or other suitable educational programs. Only 18 of the 136 cases reviewed were referred to the Discipline Committee — a step reserved for the most serious cases where public safety is at risk and no other alternative is appropriate.

Medication Error Prevention

As in past years, the majority of cases reviewed by the Complaints Committee involved medication dispensing errors. The Committee continues to closely examine the circumstances surrounding the error as well as the pharmacist's response. The Committee broadened its assessment of these situations by critically analyzing the processes, human and otherwise, that lead to error.

In determining whether the member's particular breach of the *Standards of Practice* should result in a referral to the Discipline Committee, the Committee considers the seriousness of the error and whether there was reasonable opportunity for the member to foresee that harm could occur as a result of their error.

Complaints Committee (cont'd)

The Committee considers both the type of the drug as well as the patient's profile to determine the level of care that could have been reasonably expected of the pharmacist in the particular circumstances. Given that medication errors have a sizeable effect on the health care system as a whole, the Committee seeks resolutions in dispensing error cases that are focused on creating meaningful and continuing quality improvements for the pharmacist's practice setting and the associated pharmacy systems.

Pharmacy Investigations

The Committee recognizes that the practice setting can have a significant impact on an individual pharmacist's practice. Indeed, during the course of its investigations, the Committee often uncovers possible pharmacy operational breaches that indicate a need for further scrutiny. In its dispositions, the Committee also makes numerous referrals of pharmacies to the Accreditation Committee for investigation and review.

This year, the Complaints Committee collaborated with the Accreditation Committee to develop a pharmacy investigation process. This process will be implemented by the Accreditation Committee which has the authority, under the *DPRA*, to regulate pharmacies and to make referrals to the Discipline Committee.

STATISTICS FOR 2001-2002

CATEGORY	2001-2002	2000-2001
Unauthorized Prescriptions	12	10
Reduction of Quantity	9	2
Confidentiality	0	8
Expired Medication	5	1
Failing to Intervene in Patients' Best Interest*	3	2
Dispensing Errors	9	14
Ingested Dispensing Errors	35	33
Excessive Charges	5	3
Fraud	4	5
Professional Service	15	12
Product Selection/Substitution*	0	1
Records**	2	3
Labelling**	3	1
Miscellaneous	34	38
Total	136	133

* New categories introduced in 1999

** New categories introduced in 2000

There were 18 cases referred to Discipline for the 2001-2002 cycle.

Discipline Committee

The Discipline Committee is a statutory committee that hears matters referred by the Complaints, Executive and Accreditation Committees. The Chair selects panels and each panel must be comprised of no less than three and no more than five Committee members. The panel must also have at least two members of Council appointed by the Lieutenant Governor in Council and at least one elected pharmacist member of Council. The panels are advised by their own independent legal counsel. The Discipline Committee is empowered to issue suspensions, revoke or impose terms, limitations or conditions on a member's Certificate of Registration or a pharmacy's Certificate of Accreditation.

Efficiency of the Pre-Hearing Conference

The pre-hearing conference process was introduced by the Committee last year. It allows parties to meet informally in advance of a hearing and to have the case assessed by an experienced Committee member who chairs the conference. All members who face disciplinary proceedings are offered the opportunity to meet at a pre-hearing conference. As anticipated, the introduction of pre-hearing conferences has resulted in efficiencies through the early identification of areas of agreement that frequently translates into expedited hearings. All matters, however, continue to be heard by a panel of the Committee in an open public hearing.

This year, pre-hearing conferences were held in connection with 34 cases, compared to five last year.

The use of pre-hearing conferences has also decreased the number of contested hearings held before panels of the Committee — only three this year. And, since uncontested hearings are generally shorter and more predictable, further efficiencies resulted as single panels can often hear two or three cases in one day. Pre-hearing conferences have now become a permanent practice of the Committee.

Marty Belitz, Chair

Committee Members:

Zubin Austin (NCCM)
Larry Boggio
Erik Botines (NCCM)
Russell Carrington
Vladimir Demine
Pasquale Fiorino
Marlene Hogarth
Gurjit Husson
Mel Jones
Stephen Mangos
Bill Mann
Malcolm Mansfield



Barbara Minshall
Gord Murray (NCCM)
Vesna Muvrin (NCCM)
Marie Ogilvie
Bob Drummond
David Shum (NCCM)

Clearing the Case Backlog

For 2001-2002, the Discipline Committee's focus was on clearing the backlog of referred cases (additional prosecuting counsel resources were engaged for this purpose.) The Committee also provided, where appropriate, a broader range of remedial activities in the "penalties" that were either negotiated between the College and the member, or ordered by Discipline panels.

For example, the Committee considers an order requiring a member (who has fallen below the standards of practice due to a practice deficit) to attend a specific course(s) through the International Pharmacy Graduate Program's *Canadian Pharmacy Skills Program* at the Leslie Dan Faculty of Pharmacy to be a more rehabilitative type of resolution than one that merely imposes a suspension.

The Discipline Committee concluded 28 cases in 2001-2002 (versus 16 in 2000-2001). Of these, one of the matters was appealed to the Divisional Court and remains pending. One appeal launched in a previous year was abandoned, and one appeal launched in a previous year remains pending. Finally, one additional appeal launched in a previous year resulted in the Committee's decision being overturned with costs being awarded against the College.

Discipline Committee (cont'd)

Motions

A motion is a formal preliminary proceeding before at least one member of the Committee, used to reach a decision on a point of law related to a case, such as issues of Committee jurisdiction. The Committee heard two motions this year (compared to

three last year), and granted the College leave to dismiss charges against two members who were inappropriately named in a proceeding, and to indefinitely adjourn proceedings against a third member who had resigned.

Summaries of all matters heard by the Discipline Committee are published in the College journal, *Pharmacy Connection*.

The cases are also summarized on pages 13-22.

No.	Member: Charge	Order
1	J.R. Beach: A finding of professional misconduct in that he was convicted of trafficking in controlled substances under the <i>Controlled Drugs and Substances Act</i> , and sentenced to 18 months incarceration.	A reprimand; a six-month suspension of the member's Certificate of Registration; restrictions on his Certificate of Registration for at least three years; that he not be an owner or director of a pharmacy or be a Designated Manager or narcotic signer at a pharmacy; member must notify the College of his employment at any pharmacy, advise his employer of his conviction, and have the employer conduct a monthly narcotic audit and reconciliation in a form approved by the College, and report the results to the College
2	J.M. Patel & Rowanwood Pharmacy: A finding of professional misconduct, in that over the course of several inspections his Rowanwood Pharmacy was found to contain expired products, did not have a system in place to remove them, failed to have all of the up-to-date required texts and materials in its library, had a cluttered and disorganized dispensary area and less than the required 12 square feet of free working space.	A reprimand; a two month suspension of the member's Certificate of Registration with one month remitted upon successful completion of the Jurisprudence Exam within one year; costs to the College of \$3,000. The penalty for Rowanwood Pharmacy is a fine of \$3,000 and two inspections per year over the next two years, the cost of each inspection (\$400) to be paid by Rowanwood Pharmacy (total \$1,600).
3	H.F. Cymba, Helen's Pharmacy: A finding of professional misconduct in that she was convicted of trafficking, failure to comply with bail conditions, and possession of proceeds of crime over \$1,000. Moreover, she dispensed (and consumed) prescription	Revocation of the member's Certificate of Registration and revocation of the Certificate of Accreditation for the Pharmacy.

No.	Member: Charge	Order
	<p>medications including narcotics without proper authority, failed to comply with regulations regarding the closure of her pharmacy, disposal of prescriptions, transfer of controlled drugs and narcotics, maintenance of records regarding prescription and narcotic drugs, and failed to maintain the pharmacy premises and equipment in a clean and sanitary condition.</p>	
4	<p>D.G. Thorsley: A finding of professional misconduct in that, as the Manager of Pharmacy Operational Services for Wal-Mart Canada Corp., and a Director of the holder of the Certificate of Accreditation of the pharmacy in question, he had developed "Lock and Leave" policies and procedures which were inconsistent with the standards of pharmacy operation in that they did not prevent the purchase of scheduled drugs in the absence of a pharmacist.</p>	<p>A fine of \$7,500; an unannounced inspection of the pharmacy within six months to ensure the "Lock and Leave" procedures are in compliance with the \$400 cost of the inspection to be paid by the member.</p>
5	<p>J.C. Fu: A finding of professional misconduct in that he changed a prescriber's orders on a prescription for narcotic medication, labelled prescription medication incorrectly, reduced quantities of prescription medication, dispensed repeats on prescriptions for controlled drugs without authorization, and dispensed narcotics without authorization.</p>	<p>One unannounced inspection, at the location of the member's practice, at a cost of \$400 to the member; the member shall attend a district meeting of the Ontario College of Pharmacists.</p>
6	<p>M. Kvrjic: A finding of professional misconduct in that, during inspections ordered pursuant to an earlier finding of professional misconduct against her and her pharmacy, multiple breaches of the <i>Drug and Pharmacies Regulation Act</i> were found.</p>	<p>A reprimand; a four month suspension of the member's Certificate of Registration, a portion of which was remitted in consideration of an interim suspension; restrictions on her Certificate of Registration for at least three years that she not be an owner or director of a pharmacy or be a designated manager at a pharmacy; conditions on her Certificate of Registration that she complete the College's Peer Review Assessment of the Quality Assurance Program at her own expense within six months and the member must release the results to both the College and the designated manager of any pharmacy in which she is employed, and she must comply with any remedial measures imposed by that</p>

No.	Member: Charge	Order
		<p>peer review; and the designated manager in any pharmacy where the member is employed must conduct a prescription spot check audit of five different days of prescriptions dispensed by the member within three months of the commencement of her employment, and then semi-annually over the next two years, and report the results of each audit to the College.</p>
7	<p>E.S. Chang: A finding of professional misconduct in that as dispensing pharmacist, designated manager and narcotics manager at her pharmacy, she dispensed numerous prescriptions, all of which were not signed by the dispensing pharmacists; she dispensed or permitted the dispensing of 21 initial prescriptions without documenting dialogue; she labelled or permitted the labelling of prescription medications for various patients, when those prescriptions called for other quantities and/or other directions for use from those labelled at the time of dispensing; she failed to provide receipts to the patients for the \$2 co-pay.</p>	<p>A reprimand; a condition on the member's Certificate of Registration that within one year she take (at her own expense) and successfully complete the following two courses: OCP Jurisprudence Seminar and Examination; and "Advanced Professional Practice Labs" offered through the Canadian Pharmacy Skills Program of the Leslie Dan Faculty of Pharmacy.</p> <p>If the member has not met these conditions within a year, her Certificate of Registration will be suspended until she does successfully complete them.</p> <p>The College will conduct two unannounced re-inspections of the member's practice, at her expense (\$400 per inspection) within 18 months.</p>
8	<p>S.E. Swartz: A finding of professional misconduct in that he dispensed five times the proper dose of codeine to a child, and failed to follow-up appropriately after having discovered the error.</p>	<p>A reprimand; a suspension of the member's Certificate of Registration for a period of one month; a condition on his Certificate of Registration that he enroll, at his own expense, in the College's Practice Review of the Quality Assurance Program, and, if necessary, to undertake any remediation directed by the Quality Assurance Committee.</p>
9	<p>M.A.E. Saloojee: Findings of professional misconduct with respect to the dispensing of medications without proper authorization, as well as a dispensing error with very significant adverse health consequences.</p>	<p>A reprimand; a fine of \$1,000; a suspension of the member's Certificate of Registration for three months, with two months of the suspension to be remitted on condition that he successfully complete remedial training within 12 months at his own expense, namely, the "Professional Practice Laboratories" course offered</p>

No.	Member: Charge	Order
		through the <i>Canadian Pharmacy Skills Program</i> at the Leslie Dan Faculty of Pharmacy.
10	<p>M.S. Aziz and N.Z. Riad: Findings of professional misconduct in that Ms. Aziz dispensed a prescription to a patient and failed to maintain the original prescription as required, instead noting in the pharmacy record of dispensing that the prescription had been cancelled even though this was not the case, and thereby created a false record of dispensing. In fact, the prescription was transferred to the pharmacy of Mr. Riad, where the prescription was entered into the computer system and billed to a health insurance company because Ms. Aziz' pharmacy did not have a direct billing relationship with the company.</p> <p>In addition, Mr. Riad created a record of dispensing for 255 prescriptions without proper authorization and subsequently billed these prescriptions to a health insurance provider. Furthermore, while working as designated manager, Mr. Riad failed to maintain required prescription records for 39 prescriptions.</p>	<p>Ms. Aziz: A reprimand; a one month suspension of the member's Certificate of Registration to be remitted in full upon attendance at the one day jurisprudence seminar offered by the College, and successful completion of the College's Jurisprudence Examination, at her expense. Failure to successfully complete the examination will result in the suspension of her Certificate of Registration until such time she passes the examination.</p> <p>Mr. Riad: A reprimand; a six-month suspension of the member's Certificate of Registration; restrictions on his Certificate of Registration for three years in that he is prohibited from being an owner or director of a pharmacy, or acting as a designated manager in any pharmacy. The member is to notify the College of his employment at any pharmacy, advise his employer of these conditions, and have the employer confirm to the College that his employment remuneration is based only on hourly or weekly rates and is not based on any incentive upon the value or number of prescription sales; and confirm that they agree to review his billings on a quarterly basis and to report to the College findings of irregularities in billings attributable to him. The member is to pay costs of \$10,000.</p>
11	<p>N.M. Said: Findings of professional misconduct in that on 31 occasions he, in his role as the designated manager, dispensed, or permitted the dispensing of large amounts of narcotics, prescribed by four different physicians, to one patient, and failed to document dialogue to the effect that his pharmacy contacted the prescribing physicians when duplication was occurring.</p>	<p>A reprimand; conditions on the member's Certificate of Registration that during the next 12 months he successfully complete the following courses of the Canadian Pharmacy Skills Program offered through the Leslie Dan Faculty of Pharmacy, namely: "Advanced Professional Practice Laboratories", and "Advanced Interviewing Techniques".</p>

No.	Member: Charge	Order
12	<p>A. Khan: Findings of professional misconduct in that he pled guilty to, and was convicted of, knowingly using a forged prescription for Duragesic[®], on eight separate occasions. The member was granted an absolute discharge in the criminal courts.</p>	<p>A reprimand; three months suspension of the member's Certificate of Registration following which it will be restricted for at least 12 months as follows: he is prohibited from owning or being a director of a pharmacy; he is prohibited from working in any pharmacy or other setting where narcotics are present or available, and is prohibited from dispensing or accessing or having any responsibility or control whatsoever over controlled substances.</p> <p>The member may apply to vary these restrictions if various specific criteria relating to his health and recovery can be satisfied and endorsed by his medical specialist, including a suitable return-to-work contract.</p>
13	<p>A.D. Shihora: Findings of professional misconduct in that he was convicted of one count of assault causing bodily harm, 27 counts of uttering forged documents (prescriptions), 17 counts of forgery (of prescriptions), two counts of fraud, six counts of obtaining controlled substances without authorization.</p>	<p>A reprimand; a suspension of 12 months, which will be remitted entirely as a result of the member's previous voluntary two-year withdrawal from practice; restrictions on his Certificate of Registration for at least three years: the member shall not be an owner or director of a pharmacy, or a designated manager or narcotic signer in any pharmacy in which he is employed; he is to notify the College of his employment at any pharmacy, advise his employer of his convictions and these conditions, and have the employer confirm that the member's practice will be supervised and that the employer will promptly advise the College of any observations of irregular member behaviour, or any narcotic shortages in the pharmacy.</p> <p>The member shall continue with his treatment, after-care, and group work for at least five years, advise his specialists of these conditions, and provide to the College copies of any urine analysis required by the group; the member grants consent to the College and his addiction specialist to communicate with each other regarding his treatment and results of any urine analysis; if the member is employed outside of a pharmacy, but within the pharmaceutical industry, that he inform any employer of his addiction, criminal and professional</p>

No.	Member: Charge	Order
		<p>misconduct history and that he have no access to narcotic medication.</p> <p>The member will reimburse the College for the cost of the report of the independent medical examiner and any costs associated with obtaining the information required above.</p>
14	<p>Y. Sekdorjian: Findings of professional misconduct in that he falsified a record relating to his practice, failed to dispense the entire quantity of a prescription without proper authority, and refused to supply a listed drug product.</p>	<p>A reprimand; a fine of \$2,000; a detailed acknowledgment, in writing, that the member's conduct in short-dispensing prescriptions and charging multiple dispensing fees is a breach of the standard of practice of his profession and amounts to overcharging, and that he undertake to the College not to practice in that manner in the future.</p>
15	<p>M.N. Salomon: Findings of professional misconduct with respect to dispensing and labelling errors, including an incident wherein the incorrect medication was refilled eight times over a two year period.</p>	<p>A reprimand; a suspension of the member's Certificate of Registration for a period of three months; a condition on his Certificate of Registration that he successfully complete the "Professional Practice Laboratory" course of the <i>Canadian Pharmacy Skills I Program</i> offered through the Leslie Dan Faculty of Pharmacy; costs of \$2,000.</p>
16	<p>S.A. Mussani: A finding of professional misconduct in that her pharmacy was convicted of tax evasion of \$14,072.46. The criminal charge against her in her personal capacity was withdrawn, but she had failed to report to the College that she had been charged with an offence.</p>	<p>A reprimand; a two week suspension of the member's Certificate of Registration.</p>
17	<p>E.J. Misigaro: A finding of professional misconduct, in that he was found guilty of theft under \$5,000 from his employer, Zellers. In the criminal matter, he was subject to one year's probation, ordered to make restitution of \$1,092, and fined \$700.</p>	<p>A reprimand; a suspension of the member's Certificate of Registration for a period of six months, two months of which will be remitted upon the member attending in person to receive the reprimand.</p>
18	<p>K.A. Kearney: A finding of professional misconduct in that she dispensed a quantity of medication that was three times the quantity prescribed, and labelled it improperly and gave directions for use that resulted in a</p>	<p>A reprimand; a two month suspension of the member's Certificate of Registration; a condition be placed on her Certificate of Registration that she, at her own expense, take and successfully complete the appropriate examina-</p>

No.	Member: Charge	Order
	<p>volume of medication that was 30 times the volume prescribed.</p>	<p>tions for the following two courses: OCP Jurisprudence Exam; and, "Advanced Professional Practice Labs" of the Canadian Pharmacy Skills II offered through the Leslie Dan Faculty of Pharmacy.</p> <p>In the event the member does not successfully complete the above two courses within one year, her Certificate of Registration will be suspended until such time as she demonstrates to the College that she has successfully completed the above referenced courses.</p>
19	<p>Z.H. Velji: A finding of professional misconduct in that she falsified a record relating to her practice, signed or issued a document that she knew contained a false or misleading statement, submitted an account or charge for services that she knew was false or misleading, and falsified limited-use prescription forms.</p>	<p>A reprimand; costs of \$1,500; a 12 month suspension (to run consecutively) of the member's Certificate of Registration; a restriction on her Certificate of Registration to prohibit her from being a designated manager in any pharmacy in which she is employed.</p> <p>The member's Certificate of Registration shall be subject to the following conditions until she can apply to the Discipline Committee and satisfy it that they are no longer necessary to protect the public interest: she will provide her pharmacy employers and designated managers with a copy of this decision; she will ensure that the employer or designated manager writes to the College confirming that the prescribed documentation has been received; she shall only practice pharmacy under the supervision of a pharmacist in good standing and who is not employed by the member either directly or indirectly; the member shall ensure that the supervising pharmacist confirms, in writing to the College, that he or she agrees to supervise her practice and undertakes to promptly advise the College of any observations of irregularities in the member's behaviour and/or deficiencies in her pharmacy practice including, but not limited to, record keeping and documentation.</p> <p>The College will conduct an unannounced inspection within 12 months at each of the two pharmacies in which the member has an interest and is a pharmacist</p>

No.	Member: Charge	Order
		<p>director. The inspections will be conducted at her expense, \$400 each, and the results of the inspections will be reviewed by the Pharmacy Practice Department in its normal course.</p>
20	<p>Q.U. Islam: A finding of professional misconduct in that he dispensed a prescription for Digoxin to an infant as 4ml twice a day instead of .4ml twice a day, ten times the concentration prescribed.</p>	<p>A reprimand; a one month suspension of the member's Certificate of Registration; a condition on his Certificate of Registration that he successfully complete the following courses, offered through the Leslie Dan Faculty of Pharmacy, within 16 months: "The Professional Practice Laboratories" of the <i>Canadian Pharmacy Skills I</i> course, tailored to pediatric dispensing; and "The Professional Practice Laboratory Milestone Module".</p>
21	<p>B. Khazra: A finding of professional misconduct in that he was convicted of theft over \$5,000 of pharmaceutical drugs from his employer, Zellers, namely, non-narcotic prescription drugs for high blood pressure, cancer and cholesterol.</p>	<p>A reprimand; a six-month suspension of the member's Certificate of Registration.</p>
22	<p>M.M. Wu: A finding of professional misconduct in that he had dispensed a prescription drug without authorization, as well as other breaches of the standards of practice with respect to the information recorded on the prescription receipts, including information incorrectly transcribed between prescriptions, wrong directions for use, incorrect amounts dispensed, inappropriate carrying forward of old prescriptions and other problems.</p>	<p>A reprimand; a four month suspension of the member's Certificate of Registration, two months to be remitted if he successfully completes, at his own expense, remedial training and associated examinations from the <i>Canadian Pharmacy Skills Program</i> offered through the Leslie Dan Faculty of Pharmacy; Law Lessons 4, 5 and 7; "Professional Practice Laboratories" including milestones in "Calculations and Translating Latin Abbreviations" as well as "Applied Therapeutics Lectures relating to Acne" and "Adverse Drug Reactions".</p>
23	<p>Rose Yi and Susanna Yi: Findings of professional misconduct in that Susanna, and the pharmacy in which she and her sister Rose Yi were shareholders and pharmacist directors, were convicted of tax evasion of \$44,512 and \$28,242 respectively.</p>	<p>Both members will receive a reprimand and a three-week suspension.</p>

No.	Member: Charge	Order
24	<p>H.A. Hoegler: A finding of professional misconduct in that he was convicted of tax evasion of \$73,872.14.</p>	<p>A reprimand; a three-week suspension of the member's Certificate of Registration.</p>
25	<p>H.B. Organ: Findings of professional misconduct with respect to two separate complaints. In one, a patient had received tablets in a vial that had been re-labelled, and disclosed the name and AIDS medications of another patient. The vial also contained only 49 tablets instead of 60.</p> <p>In the second case, the member and his business partner were convicted of twelve counts of knowingly engaging in an improper arrangement between various individuals to circumvent the "best available price" regime established under the <i>Prescription Drug Cost Regulation Act</i> and the <i>Ontario Drug Benefit Act</i>. The member and his business partner were fined \$300,000 each.</p>	<p>A reprimand; a \$10,000 charitable donation payable to the <i>HIV and AIDS Legal Clinic (Ontario)</i>; a \$5,000 fine and costs of \$15,000 payable to the College.</p>
26	<p>J.M. Girgis: A finding of professional misconduct in that he dispensed drugs without referencing the prescription to the proper authority to refill; he dispensed drugs labelled with instructions for use that differed for the instructions provided by the physician; he dispensed drugs pursuant to prescriptions that were not signed by the prescribing physician; he dispensed an increased quantity of a drug without proper authority; he submitted accounts for services to a health insurance provider that he knew were false and misleading by dispensing and/or billing for 441 unauthorized prescriptions for one patient; he dispensed to another patient an increased quantity of a drug without proper authority; he charged a patient for the actual cost of drugs dispensed on 150 prescriptions but issued false receipts that inflated the total cost to eliminate that portion of the total price of the prescriptions that would not otherwise be covered under the patient's drug plan, knowing that the patient intended to submit the false receipts to her insurer for reimbursement; and he dispensed a full year's supply of medication, as prescribed, on eight prescriptions for two patients, but submitted monthly claims to the insurer as a</p>	<p>A reprimand; a seven month suspension of the member's Certificate of Registration, two months of which are to be remitted in recognition of a previous six month voluntary withdrawal from practice, three further months to be remitted if he successfully completes at his own expense, within one year, the following courses and examinations of the Canadian Pharmacy Skills II Program: "Advanced Professional Practice Laboratories" and "Law Lessons 1 through 7"; a condition on his Certificate of Registration that if he does not successfully complete this remediation within one year, his Certificate of Registration will be suspended until he does so; an unannounced inspection within 12 months, at the member's expense, of any pharmacy which the member owns or works; costs of \$3,000.</p>

No.	Member: Charge	Order
	reduced quantity, thereby charging the insurer monthly dispensing fees for services that were not incurred. The member has since made restitution of \$4,909.73 to the insurer.	
27	H.A.A. Salib: A finding of professional misconduct in that the pharmacy he owned permitted the dispensing of unreasonable quantities of narcotics prescribed by nine different physicians.	A reprimand; a two-month suspension of the member's Certificate of Registration, with one month to be remitted if the member completes at his own expense, within 12 months, the following courses and evaluations from the <i>Canadian Pharmacy Skills Program</i> offered through the Leslie Dan Faculty of Pharmacy: "Advanced Professional Practice Lab" and "Advanced Interviewing Techniques; selected Law Lessons 4, 5, 7".
	OTHER	
28	I. Abji: In November 2000 there were findings of professional misconduct against the member with respect to a dispensing error which resulted in a child receiving Methadone. The member appealed the decision of the Discipline Committee, and, in November 2001, the Divisional Court overturned the decision of the Discipline Committee, and ordered the College to pay \$3,000 towards the costs of the member's appeal. The member requested that her name be published.	
29	A. Al-Samarrai: In March 2002 the member abandoned his appeal to the Divisional Court of a March 2000 Discipline Committee decision which had resulted in a finding of professional misconduct on the basis that he had failed to pass, within one year, the Pharmaceutical Jurisprudence Examination (ordered pursuant to an earlier finding of professional misconduct).	The member was directed to attend the Pharmaceutical Jurisprudence Seminar and Examination on specified dates; if he has not passed that examination within one year, he is to appear again before the Discipline Committee to speak to the issue of further penalty; the member was also ordered to participate in the next Practice Review component of the Quality Assurance Program.

Professional Practice Committee

The Professional Practice Committee is a standing committee that provides direction and guidance through the Executive Committee to Council on matters pertaining to pharmacy practice, development, and ongoing review of standards of practice, ethics, and electronic transfer of patient information.

The Professional Practice Committee met six times this year and initiated discussions and proposals in several areas:

Methadone Maintenance Treatment: The Committee sees Methadone treatment as an area of high priority and the Committee has begun to develop College guidelines/policies for pharmacists dispensing this drug.

Central Fill: A proposal for central fill was presented to the Committee but several questions remain concerning the legality of the process. Both central fill and electronic transmission of information continue to be important areas of discussion for the Committee.

Confidentiality: With impending changes to privacy and confidentiality legislation, the Committee identified areas of concern and requested articles to be developed to assist pharmacists. The Committee also initiated a review on the policy for releasing information to third parties.

Guidelines for Reporting Incapacity of Members: Members do not clearly understand their responsibility

Sherry Peister, Chair

Committee Members:

Albert Chalet

Billy Cheung (NCCM)

Gary Dent

Hina Marsonia (NCCM)

Bill Mann

Joan Boyer

Tracy Wiersema



and/or the process that they must follow to report a member that they suspect to be incapacitated. The Committee is examining this issue and will work to develop member guidelines for reporting incapacity.

Pharmacy and Internet: The number of pharmacies operating websites and the emerging issue of cross-border Internet shopping is quickly having an impact on pharmacy practice in Ontario. While the Committee developed policies last year for pharmacies that operate websites, it continues to examine Internet-related issues, particularly the practice of co-signing prescriptions. Policies may be forthcoming.

The Committee also considered several other practice-related issues that were brought to its attention. In many cases, articles or Practice Questions & Answers were printed in the College's journal to address these issues. The most contentious issues considered were: product switching, blanket authorizations, prescriptions put on hold, transferred prescriptions, and palliative care kits.

Finance Committee

Dean French, Chair

Committee Members:

Steve Balestrini

Larry Boggio

Steve Gupta

Sam Hirsch

Gurjit Husson

Barry Solway



The Finance Committee is a standing Committee established under College by-laws. Its mandate is to supervise and make recommendations regarding the management of the College's assets and liabilities. This includes the investment of surplus funds, debt financing, and additions or improvements to the property owned or occupied by the College. The Committee reviews and recommends to Council the annual operating and capital budget as well as the required fee levels. Committee members review the financial status of the College regularly and report any significant deviations to Council.

2001–2002 Financial Highlights

New Fees for Additional Follow-Up Inspections

New fees were introduced for pharmacy operators who fail, after a routine and follow-up inspection, to comply with the operational standards for a pharmacy.

Pharmacies in the province are generally inspected every three years. When deficiencies are detected, operators are given an opportunity to remedy the deficiency prior to a re-inspection. If the deficiencies remain outstanding and a third visit is warranted, the pharmacy operator must pay a \$400 fee to the College for each subsequent inspection that is required.

Revisions to Financial Reserve Policy

The Committee reviewed and revised the College's reserve policy in light of the changing environment

within which the College operates. The Committee considered the recent purchase of a second building to house College operations and to provide for future growth. The protection offered through errors and omissions insurance, an operating line of credit, and the substantial investment in real estate, all justified the decision not to maintain significant reserve funds. The Committee directed that the target reserves equal two months of operating expenses plus a separate reserve for building renovations and improvements. Additionally, the Committee directed that it will take the projected operating expenses and average capital spending over the last five years into account when considering recommending fee changes in a particular year.

2001 Financial Statements

The financial statements for the fiscal year ending December 2001 were recommended for approval by Council. The Committee was pleased to report an excess of revenue over expenses before depreciation of \$472,000 compared with a budgeted deficit of \$150,000.

Significant Variations Against Budget

In keeping with its mandate to report significant variations against budget, the Committee reported to Council that the costs associated with proceeding with the pro-

cution of thecanadiandrugstore.com and with accelerating the processing of discipline cases would likely result in an overrun of expenses of \$450,000 for the year. The excess spending will be covered by the College's reserve funds.

2003 Operating Budget

The Committee recommended approval of an operating budget for 2003. The budget takes into account the ongoing cost for prosecution of a non-accredited pharmacy and the continuation of an accelerated hearing schedule for the discipline case backlog. Accreditation

fee levels in other jurisdictions and the increased cost of regulating pharmacies in the ever-changing global market led the Committee to recommend a 30 per cent increase to annual accreditation renewal fees and a 25 per cent increase in pharmacy transaction fees. Registration fees were increased by 50 per cent in an effort to increase the cost recovery for these programs, up to 50 per cent of the actual cost. Pharmacist fees and fees for technicians, certified through the College's voluntary program, were increased by nine per cent. Late payment penalties were also adjusted with an increased penalty fee for excessively late payments.

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Auditor's Report

To the President and Council of the Ontario College of Pharmacists,

We have audited the balance sheet of the Ontario College of Pharmacists as at December 31, 2001 and the statement of operations, changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the College's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the College as at December 31, 2001 and the results of its operations and its cash flows for the year then ended in accordance with generally accepted accounting principles.

Toronto, Canada
January 31, 2002

Grant Thornton LLP
Chartered Accountants

Statement of Operations

December 31, 2001

		2001	2000
	Budget (Unaudited)	Actual	Actual
Revenue			
Pharmacist fees	\$3,924,414	\$4,070,280	\$3,592,701
Pharmacy fees	1,460,500	1,490,161	1,324,001
Registration fees and income	370,875	387,303	223,895
Sundry	157,500	159,505	156,599
Investment	<u>192,500</u>	<u>171,884</u>	<u>237,391</u>
	6,105,789	6,279,133	5,534,587
Expenditure (Schedule)			
Council and committee expenses	1,620,460	1,474,264	1,273,664
College administration costs	4,364,225	4,218,849	3,970,453
Property	239,200	85,938	141,530
Niagara Apothecary, net	<u>31,600</u>	<u>27,934</u>	<u>25,238</u>
	6,255,485	5,806,985	5,410,885
Excess of revenue over expenditure from operations, before depreciation	(149,696)	472,148	123,702
Depreciation expenses for the year	<u>0</u>	<u>298,382</u>	<u>331,440</u>
Excess of expenditure over revenue	<u>\$ (149,696)</u>	<u>\$ 173,766</u>	<u>\$ (207,738)</u>

Statement of Changes in Net Assets

December 31, 2001

	Invest in Capital assets	Other Net Assets	2001	2000
Beginning of year	\$1,930,266	\$2,503,814	\$4,434,080	\$4,642,235
Excess (deficiency) of revenue over expenditure	(298,382)	472,148	173,766	(207,738)
Transfer of trust funds and administration to University of Toronto	0	0	0	(417)
Investment in capital assets	<u>2,127,594</u>	<u>(2,127,594)</u>	0	<u>0</u>
End of Year	<u>\$3,759,478</u>	<u>\$848,368</u>	<u>\$4,607,846</u>	<u>\$4,434,080</u>

Statement of Cash Flows

Year ended December 31

Balance Sheet

December 31, 2001

	2001	2000
Assets		
Current		
Cash and term deposits	\$1,089,181	\$ 2,677,140
Receivables	59,975	17,141
Prepays	49,026	68,106
GST receivable	36,465	29,435
	1,234,647	2,791,822
Capital, at cost less accumulated depreciation (Note 3)	3,759,478	1,930,266
	<u>\$4,994,125</u>	<u>\$4,722,088</u>
Liabilities		
Current		
Payable and accruals	\$371,615	\$ 270,496
Fees received in advance	14,664	17,512
	386,279	288,008
Net Assets		
Invested in capital assets	3,759,478	1,930,266
Other	848,368	2,503,814
	4,607,846	4,434,080
	<u>\$ 4,994,125</u>	<u>\$ 4,722,088</u>
Commitment, obligations (Notes 4 and 5)		

	2001	2000
Cash derived from (applied to)		
Operating activities		
Excess (deficiency) of revenue over expenditure	\$173,766	\$ (207,738)
Depreciation	298,382	331,440
Change in non-cash operating working capital		
Receivables	(49,864)	100,659
Prepays	19,080	(22,992)
Payables and accruals	101,119	14,734
Fees received in advance	(2,848)	7,724
	539,635	223,827
Financial activity		
Transfer of trust funds to University of Toronto		(417)
Investing activity		
Additions to capital assets	(2,127,594)	(208,702)
(Decrease) in cash and cash equivalents	(1,587,959)	14,708
Cash and cash equivalents		
Beginning of year	2,677,140	2,662,432
End of year	<u>\$1,089,181</u>	<u>\$ 2,677,140</u>

Notes to the Financial Statements

December 31, 2001

1. Nature of operations

The College is the licensing and regulatory body for pharmacy in Ontario under the authority of the *Pharmacy Act*, 1993. The College administers various related statutes and is one of twenty-one Health Colleges established under the *Regulated Health Profession Act* to regulate health professions in Ontario. It is a not-for-profit organization incorporated without share capital in 1871 under the laws of Ontario.

2. Significant accounting policies

The College has adopted the current presentation as a result of the recommendations of the Canadian Institute of Chartered Accountants with respect to not-for-profit organizations.

Revenue Recognition

Fees are recognized as revenue in the period to which the membership relates. Rental income earned from the property at 186 St. George St. is recognized over the terms of the related rental leases.

Net Assets

The financial statements have been prepared in a manner which segregates net asset balances as follows:

- (a) **Invested in capital assets** represents the College's net investment in property which is comprised of the amount of its capital assets purchased with unrestricted funds.
- (b) **Trust funds, The L.M. Famulener, Horace D. McCord and Arthur A. Shapiro Scholarship Funds** are endowment funds which represent contributions where the donor has imposed a restriction that the amounts contributed be maintained permanently, but the interest earned on the donation can be used to fund scholarships for students who meet certain eligibility criteria. The **W.E. Lovell Scholarship Fund** represents a contribution from a donor who has specified that the contribution and any interest earned on it can be used to fund scholarships for students who meet certain eligibility criteria.

Management transferred these remaining trust Funds to the University of Toronto during the year 2000.

- (c) **Other** comprises the remaining excess of revenue over expenditure from operations.

Capital assets and related depreciation

Annual rates and bases of depreciation applied to write off the cost of capital assets over their estimated useful lives are as follows:

Building	-	4%, declining balance
Furniture and equipment	-	15%, declining balance
Computer equipment	-	3 years, straight-line
Computer software	-	2 years, straight-line

Cash and Cash Equivalents

Cash and cash equivalents include cash on hand and balances with banks and highly liquid temporary investments with maturity dates of less than one year.

Use of Estimates

In preparing the College's financial statements, management is required to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenue and expenditure during the period. Actual results could differ from these estimates.

3. Capital assets

	Cost	Accumulated Depreciation	2001 Net Book Value	2000 Net Book Value
Land	\$363,134	\$ -	\$363,134	\$ 31,394
Building	3,865,620	838,451	3,027,169	1,567,454
Furniture and equipment	637,617	465,483	172,134	184,076
Computer equipment and software	<u>1,188,841</u>	<u>991,800</u>	<u>197,041</u>	<u>147,342</u>
	<u>\$6,055,212</u>	<u>\$ 2,294,734</u>	<u>\$3,759,478</u>	<u>\$ 1,930,266</u>

4. Commitment and Contingency

The College has agreed to maintain and operate the Niagara Apothecary to the year 2005.

The College is presently involved in a legal dispute, the outcome of which is not determinable at this time. Management believes the claim is without merit. The amount of any contingent loss cannot be reasonably estimated. Any settlement resulting from the resolution of this contingency will be accounted for as a charge to income in the period in which the settlement occurs.

5. Lease obligations

The College leases office equipment and automobiles. These leases provide for minimum annual lease payments as follows:

2002	\$ 162,000
2003	140,000
2004	114,000
2005	82,000
2006	21,000
Thereafter	<u>13,000</u>
		<u>\$532,000</u>

6. Financial instruments

The College's estimate of the fair value of financial instruments included in current assets and current liabilities approximates their carrying values. The College's term deposit matures March 2002 and carries at a rate of 4.42 per cent.

Schedule of Expenditure
Year ended December 31

	Budget	2001	2000
	(Unaudited)	Actual	Actual
Council and Committee Expenses			
Council	\$90,000	\$84,981	\$ 112,617
District/Regional	75,000	265	52,673
Committee			
Accreditation	6,000	7,235	2,269
Communications	206,960	243,068	1,004
Complaints	12,000	16,453	9,633
Discipline	280,000	283,432	242,237
Executive	75,000	64,479	61,370
Finance	3,000	1,765	2,395
Fitness to Practice	5,000	140	0
Patient Relations	7,500	1,927	13,492
Professional Practice	11,000	7,547	7,789
Quality Assurance	352,000	338,825	317,851
Registration	66,000	62,307	55,537
Structural Practical Training	360,000	273,591	354,540
Special	<u>71,000</u>	<u>88,249</u>	<u>40,257</u>
	<u>\$1,620,460</u>	<u>\$1,474,264</u>	<u>\$ 1,273,664</u>
College Administration Costs			
Personnel costs	\$3,116,325	\$3,022,779	\$ 2,781,298
General			
Association dues – NAPRA	245,000	251,839	246,293
Association fees	5,500	6,138	5,322
Audit	8,000	8,000	8,000
Bank charges	5,800	9,083	5,618
Consulting general	47,000	39,449	100,609
Continuing education initiatives	13,500	7,395	6,728
Courier/delivery	6,300	6,453	6,337
Donations and contributions	4,000	8,850	2,390
Election expenses	5,000	8,883	4,398
Equipment leasing and maintenance	222,000	184,395	171,501
Examinations, certificates and registrations	26,800	34,689	27,102
Grants and scholarships	59,000	52,180	85,643
Legal	30,000	34,111	8,726

Schedule of Expenditure
(continued)

	Budget (Unaudited)	2001 Actual	2000 Actual
Insurance Errors and Omissions	0	15,593	0
Pharmacy Technician	29,900	20,377	20,607
Postage	71,000	77,242	74,623
Printing/publications	101,000	86,778	102,996
Subscriptions and publications	13,800	9,289	9,458
Supplies/stationery	81,400	71,452	85,328
Telephone/telegraph	94,700	74,697	60,575
Travel and conventions	<u>178,200</u>	<u>189,177</u>	<u>156,901</u>
	<u>\$4,364,225</u>	<u>\$4,218,849</u>	<u>\$ 3,970,453</u>
Property			
Building improvements	\$50,000	10,881	33,995
Insurance	16,200	17,240	15,514
Maintenance and repairs	53,000	49,256	52,161
Taxes	95,000	13,943	15,188
Utilities	25,000	28,639	24,672
Financing Costs	<u>0</u>	<u>13,478</u>	<u>0</u>
	\$239,200	\$133,437	\$ 141,530
Rental Income	<u>0</u>	<u>47,499</u>	<u>0</u>
	<u>\$239,200</u>	<u>\$85,938</u>	<u>\$141,530</u>
Niagara Apothecary			
Salaries and administration	\$29,000	30,589	\$ 31,377
Insurance	3,000	2,679	2,552
Utilities	2,600	3,182	2,717
Building improvements and maintenance	2,000	1,208	1,011
Publicity	2,000	406	458
Miscellaneous	3,000	906	987
Cost of Sales	<u>8,000</u>	<u>7,469</u>	<u>6,218</u>
	49,600	46,439	45,320
Sales, grants and sundry donations	<u>18,000</u>	<u>18,505</u>	<u>20,082</u>
	<u>\$31,600</u>	<u>\$27,934</u>	<u>\$ 25,238</u>

The Communications Committee's mandate is to fulfill the College's strategic goal of communicating the value and range of pharmaceutical services to the public and to facilitate the public's optimal protection through enhanced awareness of the pharmacist's role in meeting their health needs.

Barry Solway, Chair

Committee Members:

Leslie Braden
Steve Balestrini
Russell Carrington
Steve Clement (NCCM)
Tina Gabriel
Sam Hirsch
Stephen Mangos



Communications Committee

The College launched its three-year *Point of Care Public Education Program* in October 2001. At the time of launch, the College distributed a *Point of Care Kit* (*Point of Care* window sign and "Worth Knowing" in-store patient information materials) to Ontario's 2,930 community and hospital pharmacies. The College also held a press conference announcing the new multi-year program that is designed to increase public awareness about the value of the pharmacist/patient relationship and the role of the College as regulator. The resulting media coverage was positive and included television, radio and print reports.

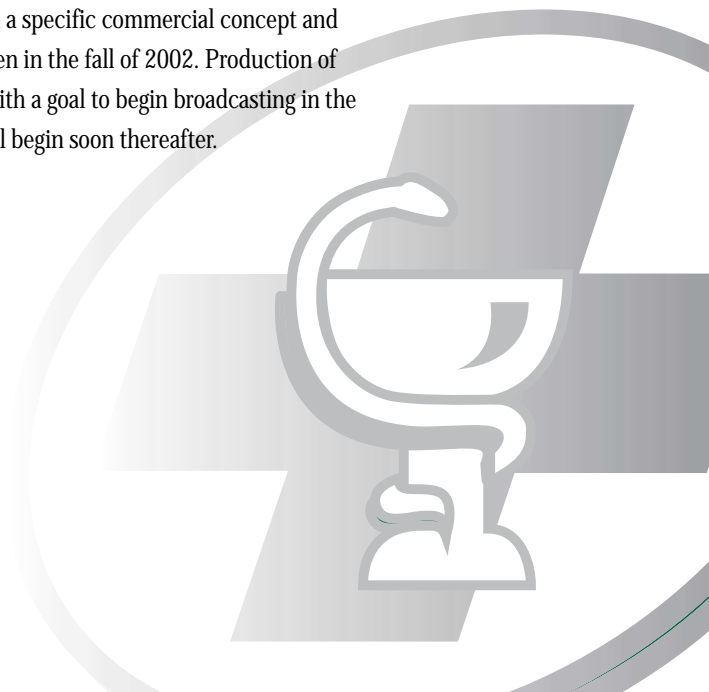
At the same time, the website www.worthknowing.ca was launched as a companion to the program. To the best of our knowledge, the College is the first regulatory body in Canada to launch a public website devoted to public education. Visitors from Ontario and across Canada and the U.S. visit the site daily.

The Committee also worked through the year to increase pharmacists' awareness and participation in the program. By year's end, the majority of Ontario pharmacies were displaying the *Point of Care* symbol in their pharmacy's windows. Overall pharmacist response to the program has also been very positive.

The Committee then turned its efforts to research and identify the most appropriate advertising media to communicate the *Point of Care* program, and the significance of the symbol, to the greater Ontario public.

An advertising agency was selected to develop a multi-year advertising campaign. Television was identified as the most useful media (as we need to visually introduce the symbol to the public) and creative concepts for a 30-second commercial were drafted. Following this, the Committee reviewed focus-group research that was conducted to measure public and pharmacist response to the various commercial concepts.

A final decision on a specific commercial concept and script will be chosen in the fall of 2002. Production of the commercial, with a goal to begin broadcasting in the spring of 2003, will begin soon thereafter.



Pharmacy Technicians Working Group

The Pharmacy Technician Working Group was created by Council to develop a new class of registration to accommodate an expanded role for pharmacy technicians.

As a first step in 2000-2001, the Working Group developed a draft profile of the competencies that would be expected of pharmacy technicians performing in an expanded role.

This year, the Committee:

- Submitted the *Proposed Pharmacy Technician Competency Profile* to Council. The document was approved for broad consultations by way of publication in *Pharmacy Connection* and distribution to stakeholders
- Created a consultation process that included: round-table discussions with pharmacists and pharmacy technicians at 24 district meetings held across Ontario; meetings and correspondence with key stakeholder groups from across Canada; and presentations to various groups of pharmacy technicians, undergraduate pharmacy students and pharmacists
- Continued consultation on legislative changes needed to establish a separate class of registration for regulated pharmacy technicians with the College

Steve Balestrini, Chair

Working Group Members:

Elaine Akers (NCCM)
Heather Armstrong (NCCM)
Marty Belitz
Albert Chaïet
Elizabeth Ells (NCCM)
Tim Fleming (NCCM)
Wayne Hindmarsh
Malcolm Mansfield
Shelley McKinney
Yvonne McRobbie (NCCM)



Bonnie Miller (NCCM)
Marie Ogilvie
Brian Stowe (NCCM)
Anne Marie Taddeo (NCCM)



The results of the consultations will be reviewed by two working groups who will incorporate the feedback prior to presenting the revised Competency Profile to Council for its consideration.

Working Group on Certification Examinations for Pharmacy Technicians

The Working Group on Certification Examinations for Pharmacy Technicians is responsible for:

- i) Preparing questions that are drawn upon for use in certification examinations
- ii) Reviewing and approving all questions submitted for the exam question pool
- iii) Reviewing and approving the certification examinations for the two annual sittings
- iv) Recommending policy changes to Council as required

This past year, the Working Group:

- Reviewed the results of the October 2001 and April 2002 examinations
- Submitted questions for the data bank, reviewed questions prepared by the Question Writing Group, and approved the final question set for each exam
- Reviewed and revised the current admission requirements for the certification exam to reflect the four-semester pharmacy technician program now standard in community colleges (private vocational schools continue to offer a two-semester program)
- Reviewed the Working Group's *Terms of Reference* and prepared a report for Council consideration in 2003
- Scheduled the examination sitting dates for 2003 and 2004

Albert Chaiet, Chair

Working Group Members:

Cheryl Anderson (NCCM)

Susanna Downey (NCCM)

Gurjit Husson

Julie Koehne (NCCM)

Gord Murray (NCCM)

Anne Resnick (NCCM)

Christine Vanderspiegel (NCCM)



The Working Group is pleased to note a continued interest in the certification exam as the number of registrants for the October 2001 and April 2002 sittings were considerably higher than in past years.

Structured Practical Training Committee

The Structured Practical Training (SPT) Committee is an *ad hoc* subcommittee reporting to the Registration Committee. The Committee's mandate is to review and make recommendations for changes to the College's training programs.

Major achievements for this year include:

Structured Training: The SPT program has provided Canadian, U.S. and international students and interns with opportunities to learn and practice skills in a structured environment with trained preceptors.

The 4-week SPT studentship requirement was discontinued for undergraduates from Canadian and U.S. faculties of Pharmacy in March 2002. (It was no longer necessary to include structured practical training at a student level because these programs are accredited and contain structured practical experience.) The 12-week SPT internship requirement for Canadian and U.S. graduates will remain unchanged.

As well, the 32-week studentship (16 weeks of academic modules plus 16 weeks of structured practical training) and the 16 week internship will continue for internationally trained candidates.

Midge Monaghan, Chair

Committee Members:
Larry Boggio
Reza Farmand (NCCM)
Lesley Lavack (NCCM)
Shelley McKinney
Paola Reynolds (NCCM)
Lorne Wilson (NCCM)



International Pharmacy Graduate

Program: This academic program was developed at the University of Toronto's Leslie Dan Faculty of Pharmacy as a joint project between the College, the Faculty, and the Ministry of Training, Colleges and Universities, Access to Professions and Trades Unit. In addition to the Canadian Pharmacy Skills I & II Modules, the Program also piloted prior learning assessment and mentorship components this year.



Preceptor Training Workshops: New advanced workshops on learning styles inventory and pharmaceutical care were developed and launched this year.

Standards of Practice Working Group

The Standards of Practice Working Group's goal is to ensure that the profession's standards are described in clear language, are seen to be reasonable and reflect the College's expectations for all pharmacists.

This year the Working Group reviewed recommendations submitted by two subgroups.

As a result of inquiries received from hospital pharmacists questioning which parts of the *Standards of Practice, 2001* and the existing *Standards for Hospital Pharmacists, 1999* applied to their institutional practices the **Subgroup on Standards of Practice for Hospital Pharmacists*** was struck to review both sets of standards with a view to creating revised standards that would apply to all practitioners in all settings.

The new, combined *Standards of Practice, 2003* were approved by Council in September and will be implemented January 1, 2003.

The **Scope of Practice Subgroup**** was struck to consider the scope of practice for pharmacists and how it might be expanded based on experiences in other parts of Canada. The Working Group made five recommendations to Council in March, proposing that it:

1. Strengthen and publicize the standards for Schedule II products (as many Schedule I products are now being switched to Schedule II)
2. Seek clarification on legislation to allow pharmacists to pierce the dermis with a lancet so they can carry out compliance monitoring
3. Develop a process for pharmacists to have refill authority
4. Work to facilitate pharmacist access to information on lab results and indications for treatment in order to improve patients' continuity of care
5. Investigate the desirability and feasibility of creating an extended class of pharmacists to optimize patient care

Anne Resnick, Chair

Working Group Members:

Zubin Austin (NCCM)
Leslie Braden
Laureen Bruni (NCCM)
Albert Chaiet
Marg Colquhoun (NCCM)
Larry Hallok
Stephen Mangos
Shelley McKinney
Barbara Minshall
Midge Monaghan (NCCM)



Approving the first four, Council revised the fifth recommendation to include investigating the desirability for pharmacists to have some prescriptive authority and the ability to order and interpret lab tests. Council also agreed that a collaborative prescribing model might be a way to achieve this. The Working Group will continue to explore ways to achieve an expanded scope of practice.

Documentation

Pharmacists have continuing uncertainty as to what would constitute acceptable documentation under the *Standards of Practice*. The Working Group, in conjunction with the Professional Practice Committee, has begun to develop documentation guidelines. Its recommendations will then be forwarded to the appropriate statutory committee for review.

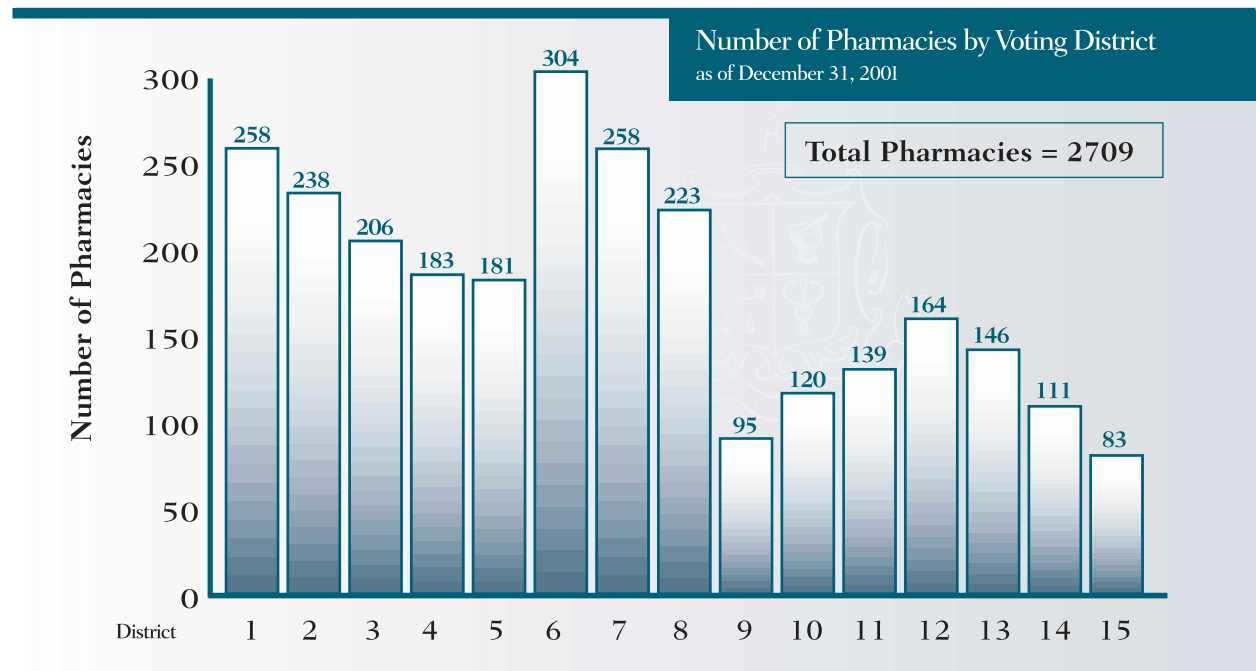
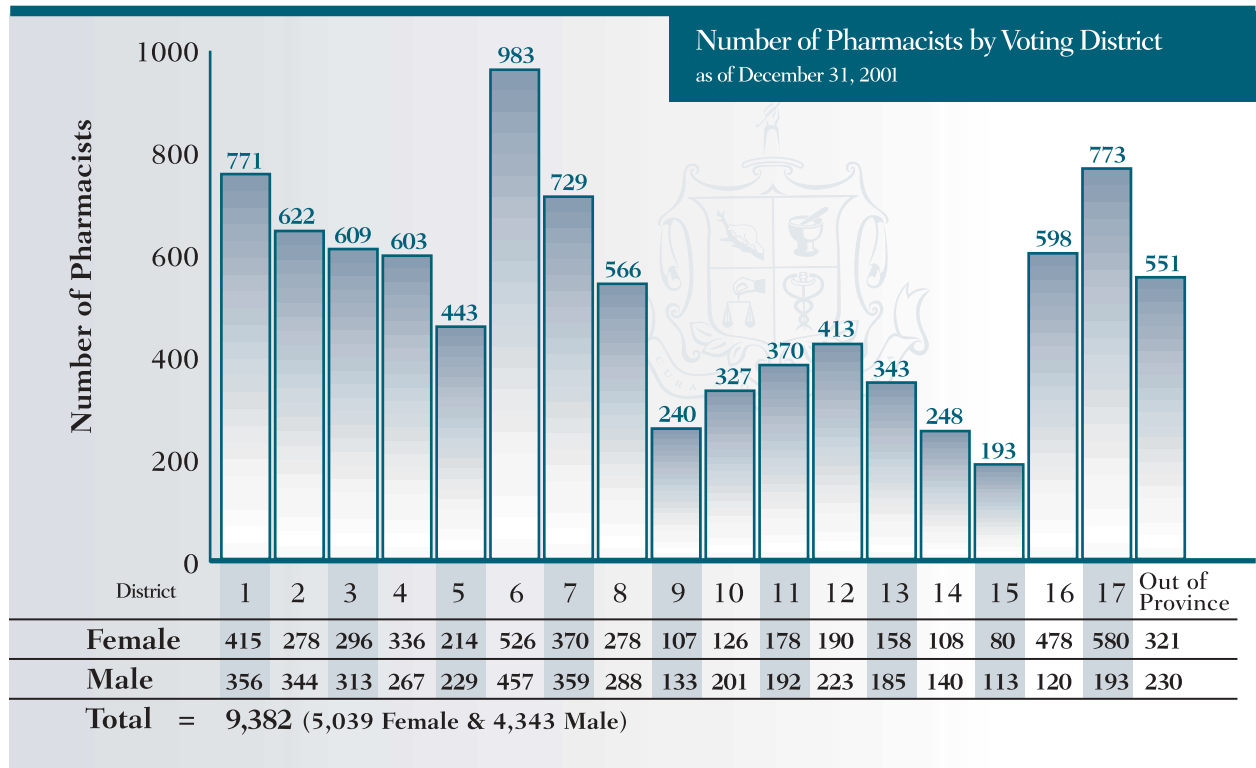
*Scope of Practice Working Group

Anne Resnick, Chair, Zubin Austin (NCCM), Stephen Mangos, Barbara Minshall, Malcolm Ng (NCCM), Kris Wichman (NCCM)

**Subgroup on Standards of Practice for Hospital Pharmacists

Albert Chaiet Chair, Marg Colquhoun (NCCM), Julie Greenall (NCCM), Chris Judd (NCCM), Malcolm Ng (NCCM), Lynda Chilibeck (NCCM), Anne Resnick (NCCM)

STATISTICS



Number of Pharmacists by Employment Type (by voting district) as of December 31, 2001

Voting District	Retired & Unemployed	Community & Hospital	Academia & Government	Industry & Other Professions	Administration & Associations	Students	Total Pharmacists
1-15 Community Practice in Ontario	482	6348	85	412	122	12	7461
16-17 Hospital Practice in Ontario	0	1337	21	2	7	4	1371
In Other Provinces	43	112	11	23	5	2	196
In the United States	37	112	18	43	1	4	215
In Other Countries	30	64	15	26	4	0	139
Total in Ontario	482	7685	106	414	129	16	8832
Total Outside Ontario	110	288	44	92	10	6	550
Total	592	7973	150	506	139	22	9382

Pharmacists in Part A of the Register: 8,714

Pharmacists in Part B of the Register: 668

Deletions from the Register in 2001

	Male	Female	Total
Resignations	69	74	143
Suspensions	3	1	4
Cancellations	14	14	28
Deceased	14	5	19
Total Deletions	100	94	194

Additions to the Register in 2001

	Male	Female	Total
University of Toronto	43	70	113
From Other Provinces	39	74	113
From Other Countries	122	109	231
Total New Registrants	204	253	457
Reinstatements	0	2	2
Totals	204	255	459

Registered Students & Interns

As of December 31, 2001

	Male	Female	Total
University of Toronto	78	164	242
From Other Provinces	24	46	70
From Other Countries	219	196	415
Total Students & Interns	321	406	727

Other Pharmacy Statistics

2001 Totals

Openings	106
Closings	41
Sales	119
Relocations	49



ONTARIO COLLEGE OF PHARMACISTS



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