

ONTARIO COLLEGE OF PHARMACISTS

**Annual Report**  
2002-2003



*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 2002-2003**

*From left to right:*

**Front Row:** Mark Scanlon, District 2; Della Croteau, Deputy Registrar/Director of Programs; Deanna Williams, Registrar;

David Malian, President, District 11; Iris Krawchenko, Vice President, District 8; Connie Campbell, Director of Finance and Administration; Donald Stringer, District 13

**Second Row:** Remi Ojo, District 3; Marie Ogilvie, District 1; Linda Robbins, Public Member; Gurjit Husson, District 15; Leslie Braden, District 7; Gerry Cook, District 10

**Third Row:** Alexander Wong, District 6; Lee Ann Chan, District 12; Reza Farmand, District 4; Tracy Wiersema, District 14

**Fourth Row:** Russell Carrington, Public Member; Katherine Hollinsworth, Public Member; Shelley McKinney, District 17; Tina Gabriel, Public Member; Christina Weylie, Public Member

**Fifth Row:** Garry Dent, Public Member; Vladimir Demine, Public Member; Albert Chaiet, District 16; Bob Drummond, Public Member; Larry Boggio, District 9; Larry Hallok, District 5; Mel Jones, Public Member; Stephen Mangos, Public Member

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# Registrar's INTRODUCTION



Deanna Williams, Registrar

*I am pleased to present the  
Annual Report of the  
Ontario College of Pharmacists  
for 2002-2003.*

You will see in the President's Message that, in the course of the year, we launched many significant initiatives. Indeed, the revision of the *Standards of Practice*, our new agreement with Quebec on pharmacist mobility, and the development of the *Competency Profile* for pharmacy technicians all mark significant advances in fulfilling the College's mandate to regulate pharmacists and protect the public.

The following pages describe, in detail, the many initiatives and new policies undertaken by Council and the College this year; I want to highlight a few here.

Methadone maintenance guidelines were published to assist pharmacists in ensuring greater consistency and safety of managing and dispensing methadone.

As well, through the concerted effort of our staff and the members of the Discipline Committee, the backlog in discipline cases has been eliminated. Now, both patient and pharmacist will be much better served with a timely and effective investigations and resolutions process.

In June, Council adopted a new policy on loyalty points. This policy, to take effect in 2004, reflects Council's position that offering loyalty points, air miles or other incentives to induce patients to fill prescriptions at a particular pharmacy conflicts with s.29, 1. of the College's professional misconduct regulation and, further, is inconsistent with the current pharmaceutical care model.

Finally, I am pleased to note that Council has chosen to fund the new *Professorship in Pharmacy Practice* at the Leslie Dan Faculty of Pharmacy, University of Toronto. I look forward to the new understanding of pharmacy practice that this professorship will make possible through valuable research.

# President's MESSAGE



Dave Malian, President

*I was pleased to serve as Council's President in 2002-2003, a year that saw many significant accomplishments.*

The Council was very busy as it launched many initiatives to complete the remaining goals set out in the 2000 Strategic Plan.

## Updated Standards of Practice

In December, Council approved the updated *Standards of Practice, 2003* to equally support community and hospital practices. These inclusive standards serve particularly to assist hospital pharmacists by aligning two previous sets (general and institutional) into one.

## Point of Care Commercial

In March, I had the pleasure of announcing the launch of the College's public education television commercial. I am proud to say that the College is one of the first regulatory health colleges in Canada to use television advertising to educate the public, and I believe this unique ad will effectively communicate the value of the pharmacist-patient relationship to many Ontarians.

## Important Memorandum with Quebec

In May, I had the pleasure of signing the *Memorandum of Understanding* with the Ordre des Pharmaciens du Québec that will enhance mobility of pharmacists between our provinces. This important agreement now allows each college, within certain conditions, to recognize the other's structured practical training. I am optimistic that the scope of this agreement will be expanded in the future.

## Competency Profile

In June, Council approved the *Competency Profile for the Proposed Regulation of Pharmacy Technicians*. This landmark document sets out Council's vision of a separate class of registration for pharmacy technicians. The profile will serve as the framework on which Council will build over the coming years as it proceeds through the many steps towards making this vision a reality.

## Strategic Plan

Finally, as President, I was pleased to see Council ratify our new three-year *Strategic Plan, 2003*. This farsighted plan addresses Council's role in managing the impact of technology on pharmacy practice, communicating the value of pharmacists in a changing health care environment, ensuring the best use of human resources, managing scope of practice issues, and effectively meeting our core mandate of enforcing self-regulation within available resources; it will serve the public and our profession well over the next few years.

# Executive COMMITTEE

Dave Malian, President

Iris Krawchenko, Vice President

Leslie Braden, Past President

Marie Ogilvie

Russell Carrington

Bob Drummond

Stephen Mangos

*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 2002-2003 Council year are reflected in the committee reports.

# Registration

## COMMITTEE



Marie Ogilvie, Chair

Gerry Cook  
Reza Farmand  
Linda Robbins  
Christina Weylie  
Wayne Hindmarsh (Dean)

*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 appeals regarding regulations and policies.*

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

### Structured Practical Training

The committee regularly reviews issues related to structured practical training and, where appropriate, refers issues to the SPT Committee. For details, see the SPT Committee's report on page 34.

### Memorandum of Understanding with Quebec

In May 2003, at a special ceremony in Montreal, the Ontario College of Pharmacists and l'Ordre des pharmaciens du Québec signed a memorandum mutually recognizing the structured practical training in these provinces in order to facilitate interprovincial mobility.

### Career Fair

The College participated in a career fair with International Pharmacy Graduate Program staff and various employers in February 2003. Approximately 200 international pharmacy graduates at various stages of obtaining licensure attended to

obtain information about licensing requirements, to learn about the IPG Program, and to speak to various employers.

### Educational Tool for Registration Committee

An educational tool was developed to assist new committee members in understanding the committee's authority and responsibility. This will be presented at committee orientation sessions every September.

### Lebanese American University

In June 2003, the Committee reviewed the Doctor of Pharmacy Program at the Lebanese American University. Because this program is delivered in English and its curriculum, examinations, and experiential training are similar to programs from ACPE-accredited institutions, the Committee agreed that graduates of this program fulfill requirements similar to CCAPP or ACPE-accredited programs. The program has also been recognized by PEBC and the ACPE.

### Regulators for Access Committee

The College participated on this steering committee with 11 other regulated professions. Funded by a grant from the Ontario Ministry of Training, Colleges and Universities, this project produced a compendium of best practices and launched a website to help Ontario regulatory bodies improve access by internationally educated professionals to Ontario regulated professions while maintaining standards for public safety. The site can be viewed at: [www.regulators4access.ca](http://www.regulators4access.ca).

### Individual Appeals

Panels of the Registration Committee considered 189 requests between October 2002 and September 2003. The majority of these requests related to fluency and structured practical training. Of these requests, 86 were granted, 94 were denied and nine were deferred. Three requests were appealed to the Health Professions Appeal and Review Board; all were later withdrawn by the appellants.

# Accreditation COMMITTEE



Iris Krawchenko, Chair

Garry Dent  
Larry Hallok  
Mel Jones  
Sam Hirsch (NCCM)  
Ward Simpson (NCCM)

*The Accreditation Committee is a statutory committee that considers matters relating to the operation of pharmacies in Ontario. These 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.*

The Accreditation Committee met six times this year.

## Pharmacy Inspections

College Inspectors conducted 1,072 inspections, including 99 regular re-inspections, during this period. In addition, inspections were required for 96 new openings, 207 acquisitions, 46 relocations. This year also saw 45 closures.

## DPRA Special Working Group

Proposed amendments to the Drug and Pharmacies Regulation Act and proposed proprietary misconduct regulations were published for comment. Two pharmacy associations and a few members gave feedback. Comments addressed points that needed to be clarified, with none seeking any major changes to the regulations. The Committee forwarded their recommendations to Council to pursue the regulatory changes.

## Practice Advisory Breakfast Series

College staff and inspectors hosted a number of breakfast meetings during the year. Staff also participated at a number of meetings with pharmacy managers from various organizations.

## Role of the Accreditation Committee

The increasing complexity of practice types and sites and a rise in the number of public complaints not necessarily directed at a member but rather at a pharmacy and its operation have resulted in the Committee reassessing and augmenting its role in reviewing pharmacies and practices. As a result, the College finds itself investigating pharmacy premises and their operations in addition to specific member's practices.

These changes have led to a significant increase in the number of pharmacies being referred to the Committee from the inspection process. This year, 54 pharmacies were referred (compared to 10 last year).

## Accreditation Committee (cont'd)

Of these, 19 pharmacy files were concluded. The Committee ordered a re-inspection (at cost) to 21 pharmacies that addressed compliance concerns and College requirements. Two pharmacies were referred to the Discipline Committee. One pharmacy matter was deferred until further information could be gathered, and seven pharmacies were ordered to have inspections either to ensure that action plans were completed or to gather more information. Three pharmacy matters that had been referred to the Discipline Committee were withdrawn by the Accreditation Committee. In addition, two pharmacists were referred to the Executive Committee as a result of failing to meet the *Standards of Practice*.

### 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 dispensing. New standards or guidelines are being considered for these areas. Regulations for accreditation are also being developed and will be recommended to Council in the future.

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# Patient Relations COMMITTEE

*The Patient Relations Committee is a statutory committee. The Committee's legislative requirements have been met in that it has developed and monitors the College's Sexual Abuse Prevention Plan and has created a Victim Compensation Fund, as well as an information package and application forms, for victims of sexual abuse by pharmacists.*



Tina Gabriel, Chair

Stephen Clement

Remi Ojo

Vladimir Demine

Katherine Hollinsworth

Rosemarie Hager (NCCM)

A panel of the Patient Relations Committee is convened upon receiving an application to the Victim Compensation Fund. This year, there were no applications to the Victim Compensation Fund; and therefore, there was no activity in this program area.

# Quality Assurance

## COMMITTEE



Stephen Balestrini, Chair

Reza Farmand  
 Tina Gabriel  
 Stephen Mangos  
 Remi Ojo  
 Linda Robbins  
 Christine Donaldson (NCCM)  
 Jim Mann (NCCM)  
 Jeannette Schindler (NCCM)

*The Quality Assurance Committee, a statutory committee of the College, is responsible for the development and implementation of a continuing competency program for members. This marks the seventh completed year of our Quality Assurance Program and its Practice Review.*

Work on an extensive formal QA program evaluation continued this year. This evaluation is exploring the impact of the Practice Review on pharmacists'

- Activities to improve knowledge
- Attitude and/or approach to patients
- Changes to their practice

An external consultant, Harry Cummings & Associates, was hired to conduct the evaluation. Phase I of the evaluation, which included three focus groups, was conducted in November and December and has provided considerable qualitative data, while Phase II consisted of in-depth surveys to validate and quantify the data gathered in Phase I. These surveys will be distributed in the fall of 2003.

The QA Committee also held a strategic meeting in June 2003 where it set the Committee's top four priorities as:

- Continuing education

- Learning Portfolio
- Recognition
- Leadership and workshops

The QA Committee also discussed changing QA policy respecting the current selection process for the Self-Assessment Survey and the Practice Review. The Committee agreed to recommend to Council, that all members be included in the pool for Phase II selection (the Practice Review) at all times. This should result in a more equitable selection process for members.

Additionally, a member communications plan was developed with the goal of creating a new QA video for candidates coming to a Practice Review. Key messages were drafted, and production is planned for next year.

With seven years of experience on which to draw, a study of the Practice Review data provided the following findings:

- 1,447 candidates have gone through the Practice Review
- 1,319 (91%) are managing well in their self-directed professional development
- 128 (9%) have required peer-guided assistance in their professional development
- Within the pharmacist population who graduated 25 years ago or more, 70% are managing well in their self-directed professional development
- Within the foreign-trained pharmacist population, 73% are managing well in their self-directed professional development

The College is the first regulatory college in Ontario to evaluate the impact of its QA program and it continues to provide leadership to other colleges on QA implementation and programming.

# Fitness to Practise

## 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 such a referral.) An incapacity proceeding is distinct from a disciplinary proceeding, as it aims to determine whether a member suffers from any incapacitating mental or physical condition, such as alcoholism, chemical or other substance dependency, mental illness, or dementia.*



Larry Hallok, Chair

Larry Boggio  
Tina Gabriel  
Christina Weylie  
Jim Gay (NCCM)

Hearings before panels of the Fitness to Practise Committee are not open to the public, and the College does not publish the findings. However, if there is a finding of incapacity, then that is noted on the public portion of the register, along with any terms, limitations or conditions imposed on a member's certificate of registration pursuant to such a finding.

### Hearings

There were eight referrals to the Committee this Council year, compared to two last year, and these referrals resulted in six hearings before panels of the Committee, compared to two last year. All six hearings were related to substance dependence and resulted in findings of incapacity. In some cases, the substance dependence involved both opioids and alcohol.

All findings of incapacity resulted in the imposition of appropriate terms and conditions on the members' Certificates of Registration, in order to protect the public interest. These restrictions included components intended to support the members' ongoing recovery

and to prevent or detect relapse. The restrictions typically ordered typically included continued treatment and aftercare, workplace monitoring (including the requirement for the member to provide random urine samples), and the reporting of any concerns to the College by the member's treating physician(s), employer(s), designated manager(s), and other workplace monitors.

The Committee relies on expert opinions from addiction specialists to determine the suitability of restrictions for each case. The restrictive terms and conditions are generally phased out over a five-year period from the date that the member's substance dependence goes into remission.

### Breach Proceeding

A panel of the Committee presided over one hearing regarding allegations that one of the six members noted above had breached the terms and conditions imposed on his Certificate of Registration by the Committee. Consequently, additional terms and conditions were imposed on the member's Certificate of Registration.

# Complaints COMMITTEE



Gurjit Husson, Chair

Roger Ball (NCCM)

Gerry Cook

Bob Drummond

Tina Gabriel

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

This year saw a new complement of committee members, with only one of five previous members returning to serve. The Committee fulfilled its mandate by meeting regularly every six weeks, or eight times this year. Initial meetings included a full day of orientation and the continuation of discussions regarding the consistency of both the Committee's approach and its decision-making.

The Committee also participated in a joint meeting with the Discipline Committee and the Executive Committee to discuss an evolving consensus that emphasizes remedial action over punishment. This meeting proved very helpful in crystallizing the College's new philosophy in these matters, without encroaching on the respective Committees' discretion to continue to decide each case according to its particular circumstances.

## Complaints Committee Activity

The Committee dealt with 116 complaints. Although fewer cases were reviewed than in previous years, they involved complex investigations — more clearly identifying the degree of accountability of the

member(s) involved in each complaint. While 116 cases were concluded, these cases involved 156 member-specific outcomes. Each case required a lengthy review of the investigation results, a focused consideration of each member's particular responsibility, and a concentrated discussion on the appropriate remedial action for each member involved.

## Referrals to the Discipline Committee

Only five members were referred to Discipline this year; a decrease from last year. These cases concerned, primarily, intentional acts of dishonesty and/or unethical practice.

## Other Avenues for Resolution

The reduced number of members referred to Discipline was counterbalanced this year by an increase in the number of those referred to other College statutory committees for remedial action and further education. The Committee applied a "root cause" approach in its analysis of each complaint when determining the appropriate disposition:

- Issues of pharmacy operation were referred to the Accreditation Committee

- Cases involving health concerns which might impair the member's ability to practice safely were referred to the Executive Committee
- In cases where the Committee has concerns about a member's clinical knowledge, the member is directed to participate in a Practice Review of the College's Quality Assurance Program

In its reviews and decisions, the Committee addressed each member's individual practice, each pharmacy's procedural practice, and each member's relevant personal circumstances.

## Medication Dispensing Errors

As in previous years, a majority of cases reviewed concerned medication dispensing errors. These included incorrectly dispensed medications that were ingested (wrong drug/ wrong dose/ wrong patient), labelling errors, and dispensing of expired medication. The Committee carefully considered these types of cases with a view to reaching an appropriate disposition to assist the member in improving his or her practice, and to protect the public interest.

# Complaints Committee (cont'd)

A number of times, the Committee sought a member's written commitment to take specific remedial courses or it imposed specific restrictions to the member's practice. Each undertaking is relevant to the complaint at hand.

In this regard, the Committee reviewed various remedial courses available and sent a number of members to the Ontario Pharmacists' Association's two-part "Confronting Medication Errors" seminar and the Methadone Training Workshop offered through the Centre for Addiction and Mental Health (CAMH).

## Cautions to Members

Further, the decreased number of members referred to Discipline corresponded to an increase in written (20) and oral cautions

(12). The Committee used a member's attendance for an oral caution as an opportunity for an informal professional discussion of how to improve the member's practice. Pharmacists on the Committee share how they themselves might have acted in a comparable situation. As well, the Committee's public members share their unique view of the profession from the public's perspective.

## Health Professions Appeal and Review Board and Complaint Reviews

The Regulated Health Professions Act establishes the Health Professions Appeal and Review Board; members of the Board are not health care professionals. It is the general responsibility of the Board to ensure that all colleges of self-governing health professions

act appropriately and in the public interest, and review, on appeal by either the complainant or the member, decisions of the Complaints Committee.

To date, only four appeals to the Health Professions Appeal and Review Board have been requested from this year's 156 cases. Although the Board decisions have not decided on these cases yet, we are pleased to report that, for pending cases appealed from prior years, all investigations were found adequate and all decisions upheld.

The Complaints Committee will continue to explore new remedial measures for members investigated. Further, in its screening capacity, it will continue to identify greater practice issues identified from public complaints and direct this information accordingly — all with a view to enhancing the practice of the professional members and protecting the the public.

## STATISTICS FOR 2002-2003

CATEGORY	2002-2003		2001-2002
	# of Matters Reviewed	Involving # of Members	# of Matters Reviewed
Unauthorized Prescriptions	7	7	12
Reduction of Quantity	7	12	9
Confidentiality	1	1	0
Expired Medication	4	4	5
Failing to Intervene in Patient's Best Interest	6	8	3
Medication Dispensing Errors	35	44	44
Excessive Charges	2	3	5
Billing Irregularities	5	8	4
Professional Service	19	25	15
Product Selection/Substitution	3	4	0
Records	1	1	2
Labelling	6	8	3
Miscellaneous	20	31	34
<b>Total</b>	<b>116</b>	<b>156</b>	<b>136</b>

During the 2002 – 2003 year, 5 members were referred to the Discipline Committee

# Discipline

## COMMITTEE

*The Discipline Committee is a statutory committee that hears matters referred by the Complaints, Executive, and Accreditation Committees. The Chair selects panels; each panel must be comprised of no less than three and no more than five Committee members. To be duly constituted, a panel must have at least two members of Council appointed by the Lieutenant Governor in Council and at least one elected member of Council who is a pharmacist. The panels have their own independent legal counsel who advises them. The Discipline Committee is the only Committee that can suspend for a term or revoke a member's Certificate of Registration or a pharmacy's Certificate of Accreditation.*



Larry Boggio, Chair

Zubin Austin (NCCM)  
Marty Belitz (NCCM)  
Eric Botines (NCCM)  
Russell Carrington  
Albert Chalet  
Vladimir Demine  
Katherine Hollinsworth  
Stephen Mangos  
Gord Murray (NCCM)  
Vesna Muvrin (NCCM)  
Marie Ogilvie  
Remi Ojo  
Anne Resnick (NCCM)  
Linda Robbins  
Mark Scanlon  
Donald Stringer  
Christina Weylie

### The Pre-Hearing Conference

The Discipline Committee continues to use the pre-hearing conference, which allows the concerned parties to meet informally and have the case assessed by an experienced member of the Discipline Committee. All members facing disciplinary proceedings are offered this opportunity. This practice introduces time and cost efficiencies into the process by identifying areas of agreement in advance, and thereby expediting the hearing. All matters, however, are heard by a panel of the Committee in a hearing that is open to the public. This year, pre-hearing conferences were held in connection with 38 cases, compared to 34 last year.

### Hearings

The Committee focused its efforts this year on clearing the backlog of discipline cases. The use of pre-hearing conferences decreased the number of hearings that were contested before panels of the Committee. Only four contested hearings were held this year, compared to 32 uncontested hearings (involving 33 members). Since uncontested hearings are generally more predictable in outcome and shorter in length, costs and uncertainties have decreased for both the members and the College. Moreover, a single panel can now often hear two or three cases in a day. This is

now common practice for the Committee as it concluded 36 cases (involving 37 members) this year, compared to 28 last year.

In accordance with legislation and College practice, Discipline Committee panels are generally made up of three pharmacists (at least one of whom is also a member of Council) and two public members of Council. This ensures that the decision of the panel reflects both the profession's and the public's views.

### Costs

The Committee has continued, where appropriate, to order members found guilty of professional misconduct to make financial restitution to the College. In the cases noted above, the College recovered costs totaling \$55,500.

### Appeals

Decisions of the Committee are subject to appeal to the Divisional Court. None of the cases heard by the Discipline Committee in the past year were appealed to the Divisional Court. However, two appeals launched in previous years were decided during the Council year. In one case, the Divisional Court upheld the Discipline Committee's determination that tax evasion by a pharmacy constituted professional misconduct (on the part of two

# Discipline Committee (cont'd)

members who owned a pharmacy) and was “disgraceful, dishonourable or unprofessional” (in the language of the Regulation to the Pharmacy Act). In the second case, the Divisional Court overturned the Discipline Committee’s decision regarding a member because, it decided, the Committee lacked appropriate jurisdiction to adjudicate the case. Specifically, some of the allegations against the member had been referred by the inappropriate screening committee. In that appeal, no costs were ordered against the College, and the matter was remitted to the Discipline Committee to order a new penalty in light of the remaining findings of professional misconduct that were upheld by the Court. That penalty hearing has not yet been held.

## Orders and Remediation

A broader range of remedial activities continued to be included in the penalties negotiated between the College and the member, and/or ordered by the panels of the Committee. It was felt that when a member had fallen below the Standards of Practice due to a practice deficiency, it was more appropriate to require the member to attend a suitable course at the Canadian Pharmacy Skills Program at the Leslie Dan Faculty of Pharmacy, University of Toronto than, for instance, to impose a suspension.

## Motions

A motion is a formal preliminary proceeding which takes place before at least one member of the Committee and is a means of reaching a decision on a point of law related to the case, such as jurisdiction of the Committee. The Committee heard five motions this year, compared to two last year. The Committee agreed to indefinitely adjourn proceedings against four members who had already resigned or had their Certificates of Registration cancelled for non-payment of annual fees. In one case, the Committee also granted the College leave to dismiss charges against a member, where it was determined that there was insufficient evidence to support a finding of professional misconduct.

## Reinstatement Proceedings

The Committee heard a reinstatement application by a member whose Certificate of Registration had been revoked by the Committee; however, the Committee declined to reinstate the member’s Certificate of Registration.

## Joint Meeting with Complaints and Executive Committees

The Discipline Committee held a joint meeting with the Complaints and Executive Committees this year to discuss an evolving consensus on emphasizing remedial versus punitive resolutions for cases heard. This meeting was very helpful in crystallizing the College’s new philosophy in these matters, without encroaching on the committees’ discretion to make decisions case by case.

Summaries of all matters heard by the Committee are published bi-monthly in the College journal, *Pharmacy Connection*. It should be noted that this report presents only synopses of the published cases (see pages 14-22), and that important subtle differences may account for a difference in the penalties ordered for apparently similar circumstances.

# Discipline Case Summaries

## FINDINGS OF PROFESSIONAL MISCONDUCT

No.	Finding	Order/Result
1.	<p><b>Ovietobore Felix Ayigbe</b> Failed to keep records as required, signed or issued documents that he knew contained false or misleading statements, breached the Drug and Pharmacies Regulation Act and regulations thereunder; and engaged in conduct or performed acts relevant to the practice of pharmacy, that, having regard to all the circumstances, would reasonably be regarded by members of the profession as disgraceful, dishonourable or unprofessional with respect to transactions and practices in connection with his billing to third-party payors.</p>	<p>A reprimand. A 12-month suspension. Terms, conditions, and limitations including that he successfully complete Advanced Professional Practice Labs; and Law Lessons “The Regulation of Pharmacy Practice,” “Standards of Practice” and “Professional Liability.” In addition, for three years following the term of his suspension the member must: not have any proprietary interest in a pharmacy, not act as a designated manager, inform all employers of the decision of the Discipline Committee, notify the College in writing immediately upon commencement of any employment, ensure that all employers confirm in writing to the College within 10 days following the commencement of his employment that they have received a copy of the decision of the Discipline Committee, be remunerated only on hourly or weekly rates, ensure employers confirm, in writing, to the College within 10 days of the commencement of his employment that he is being remunerated in accordance with above and that they agree to review his pharmacy billings on at least a quarterly basis and to report any irregularities of billings attributable to Mr. Ayigbe to the College within 10 days of the discovery of any such irregularity. Costs to the College in the amount of \$10,000.</p>
2.	<p><b>Subhashh Parek</b> Failed to intervene on behalf of the patient in connection with multiple narcotic prescriptions.</p>	<p>A reprimand. A two-month suspension with one month remitted on condition that he successfully complete the courses listed below at his own expense and within 12 months of the date of the Order. Terms, conditions, and limitations on his Certificate of Registration that he successfully complete Advanced Professional Practice Labs, Advanced Interviewing Techniques and Law Lessons entitled “Regulation of Pharmacy Practice,” “Standards of Practice,” “Complaints and Discipline Procedures of the College,” and “Professional Liability” at the University of Toronto.</p>
3.	<p><b>Kirstin Hastings</b> As a dispensing pharmacist and the designated manager of the pharmacy, failed to keep records as required, contravened the Drug and Pharmacies Regulation Act and contravened the Food and Drug Regulations under the Food and Drugs Act with respect to the dispensing transactions.</p>	<p>A reprimand. Terms, conditions, and limitations requiring that she successfully complete Professional Practice Laboratories, and Law Lessons entitled “Regulation of Pharmacy Practice,” “Standards of Practice,” and “Professional Liability” at the University of Toronto, at her own expense, within 12 months of the date of this Order. Costs to the College in the amount of \$2,000.</p>

No.	Finding	Order/Result
4.	<p><b>Laura Fannin</b> Dispensed medication (non-narcotic) to herself and other members of her family without authority. She also failed to maintain the standards of practice of the profession in that she dispensed Lotensin® when Loninten® was prescribed.</p>	<p>A reprimand. Conditions on her Certificate of Registration that she cannot dispense medication to herself or to any member of her family from any pharmacy in which she practises; that she successfully complete, within 12 months of the Order, the College's Jurisprudence course and "Pharmacy Care: Applied Therapeutics" lectures on appropriate drug therapies offered at the University of Toronto.</p>
5.	<p><b>Bankim Sheth</b> Failed to maintain the standards of practice of the profession in the preparation of hydroquinone/tretinoin/desonide cream mixture.</p>	<p>A reprimand. Terms, conditions, and limitations on the member's Certificate of Registration, and, in particular, that the member attend and successfully complete, at his own expense, the Basic Compounding Course offered through the American College of Apothecaries within 12 months of the date of this Order.</p>
6.	<p><b>Magdy Nashat and Nagi Hanna</b> Mr. Hanna failed to maintain the standards of practice of the profession resulting in his dispensing glyburide when Prednisone® had been prescribed. Mr. Nashat failed to consult the <i>Compendium of Pharmaceuticals and Specialties</i> to identify the dispensed medication so that he could advise the complainant immediately regarding the medication dispensed in error, and to conduct appropriate follow-up after the error.</p>	<p>The penalty for Mr. Hanna, and for Mr. Nashat: Reprimands. Terms, conditions, and limitations on their Certificates of Registration that they attend at, and participate, in both modules ("Understanding the Issues and Dealing With Incidents" and "Taking Action to Improve Patient Safety") of the education program "Confronting Medication Errors," offered through the Ontario Pharmacists' Association, at their own expense, within 12 months of the date of this Order. A one-month suspension of their Certificates of Registration, the suspensions to be remitted upon completion of the above course.</p>
7.	<p><b>Ashraf L. B. Hanna</b> Failed to maintain the standards of practice of the profession by unauthorized dispensing and recordkeeping.</p>	<p>A reprimand. A condition on his Certificate of Registration that within 15 months of this Order he shall, at his own expense, successfully complete the course "Advanced Professional Practice Laboratories" offered at the University of Toronto. A two-month suspension of his Certificate of Registration, 30 days of which shall be remitted on completion of above course. Costs to the College in the amount of \$2,500.</p>
8.	<p><b>Andrew Polcz</b> Failed to maintain the standards of practice of the profession in that he dispensed medications without assessing for potential side effects, and dispensed with a conflict of interest.</p>	<p>A reprimand. A condition on his Certificate of Registration that within one year from the date of this Order he shall, at his own expense, take and successfully complete the "Advanced Interviewing Techniques" course offered at the University of Toronto. A one-month suspension to be remitted in full on the successful completion of the above course. Costs payable to the College in the amount of \$2,000.</p>

No.	Finding	Order/Result
9.	<p><b>Aldo Anzil</b> Failed to maintain the standards of practice of the profession, resulting in his dispensing Andriol® instead of the prescribed Androcur®.</p>	<p>A reprimand. Specified terms, conditions, and limitations on his Certificate of Registration that he successfully complete at his own expense and within 12 months of the date of the Order: “Confronting Medication Errors,” including “Understanding the Issues and Dealing with Incidents,” and “Taking Action to Improve Patient Safety” offered by the Ontario Pharmacists’ Association. A one-month suspension remitted if the above courses are completed as set out.</p>
10.	<p><b>Sailesh Patel</b> Failed to maintain the standards of practice of the profession resulting in his dispensing morphine sulfate 100 mg instead of the prescribed morphine sulfate 30 mg.</p>	<p>A reprimand. Terms, conditions, and limitations on Mr. Patel’s Certificate of Registration, that he attend at and participate in the education program, “Confronting Medication Errors,” including “Understanding the Issues and Dealing with Incidents,” and “Taking Action to Improve Patient Safety,” offered by the Ontario Pharmacists’ Association, at his own expense, within 12 months of the date of this Order. A suspension of Mr. Patel’s Certificate of Registration for a period of one month, to be remitted on condition that he complete the remedial training exercise in accordance with the terms set out above. Costs to the College in the amount of \$3,000.</p>
11.	<p><b>Margaret Wing</b> Failed to maintain the standards of practice of the profession resulting in her dispensing indomethacin 50 mg rather than indomethacin 25 mg as prescribed.</p>	<p>1. A reprimand. Specified terms, conditions, and limitations on her Certificate of Registration that she successfully complete, at her own expense, within twelve months of the date of this Order the Law Lessons “Standards of Practice” and “Professional Liability” offered at the University of Toronto; and “Management of Medication Errors” offered through the University of Alberta. A one-month suspension of her Certificate of Registration, to be remitted on condition that she complete the above course. Costs to the College in the amount of \$2,000.</p>
12.	<p><b>David Russell</b> Falsified records relating to his practice, issued documents that he knew contained false or misleading statements, submitted charges for services that he knew were false or misleading, and breached the Drug and Pharmacies Regulation Act.</p>	<p>A reprimand. A suspension of Mr. Russell’s Certificate of Registration for a period of four months. Costs to the College in the amount of \$5,000.</p>
13.	<p><b>John Ellis</b> Failed to maintain the standards of practice of the profession resulting in his dispensing Valium® with the wrong dosage directions; dispensing the wrong medication;</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he successfully complete at his own expense and within 12 months of the date of this Order: “Basic</p>

No.	Finding	Order/Result
14.	<p>failing to notify the complainant and his/her physician regarding the dispensing error; failing to maintain records of the transactions and his efforts to rectify the dispensing errors; failing to keep records as required and breached sections 155 and 156 of the Drug and Pharmacies Regulation Act when he dispensed the additional supply of Valium® and when he failed to keep records as required by the Act.</p> <p><b>Robert W. Mandel</b> Failed to maintain the standards of practice of the profession resulting in his dispensing glyburide instead of the Baclofen® that had been prescribed.</p>	<p>Professional Practice Laboratories”; “Advanced Professional Practice Laboratories” and Law Lessons “Regulation of Pharmacy Practice,” “Complaints and Discipline Procedures of the College,” “Standards of Practice,” “Professional Liability” at the University of Toronto. A three-month suspension of his Certificate of Registration with two months remitted on completion of above courses. Costs to the College in the amount of \$2,000.</p> <p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he attend at and participate in the education program, “Confronting Medication Errors,” offered through the Ontario Pharmacists’ Association, including “Understanding the Issues and Dealing with Incidents” and “Taking Action to Improve Patient Safety,” at his own expense, within 12 months of the date of this Order. A one-month suspension of his Certificate of Registration, to be remitted if he completes the above courses.</p>
15.	<p><b>Michael Gleason</b> Submitted to a third-party insurer various claims on-line for \$2 each in excess of the amount actually charged to the patient.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he successfully complete Law Lessons “Standards of Practice” and “Professional Liability” offered at the University of Toronto, at his own expense, within six months of the date of the Order.</p>
16.	<p><b>Peter McElwain</b> Failed to maintain the standards of practice of the profession resulting in dispensing errors, a failure to keep records of the prescriptions and any written authorizations for dispensing reduced quantities, and the inappropriate “piggybacking” of new prescriptions on old prescription records.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he attends, participates and successfully completes, at his own expense, within 12 months: Basic Professional Practice Labs I; Law Lessons “The Regulation of Pharmacy Practice,” “Standards of Practice,” and “Professional Liability,” offered at the University of Toronto; “Confronting Medication Errors,” including “Understanding the Issues and Dealing with Incidents” and “Taking Action to Improve Patient Safety” offered through the Ontario Pharmacists’ Association. A four-month suspension of his Certificate of Registration with two months remitted on condition that he completes the above courses. Costs to the College in the amount of \$2,000.</p>
17.	<p><b>Michael Johnson</b> Failed to maintain the standards of practice of the profession resulting in his dispensing the wrong dosage of codeine by directing the administration of 7.5 ml rather than the 1.5 ml prescribed.</p>	<p>A Reprimand. Terms, conditions, and limitations on his Certificate of Registration that he successfully complete the Basic Professional Practice Laboratory Course tailored to pediatric dispensing and the Pharmacy Practice Laboratory Milestone</p>

No.	Finding	Order/Result
18.	<p><b>Safwat Milad</b> Discontinued necessary professional services to a patient without reasonable cause, and without ensuring that alternative professional services had been arranged, or alternatively, permitting the patient a reasonable opportunity to arrange for substitute professional services.</p>	<p>module offered through the University of Toronto, within 12 months of the Order. A one-month suspension of his Certificate of Registration.</p> <p>A reprimand. A condition on his Certificate of Registration that within one year from the date of the Order he shall, at his own expense, successfully complete Law Lessons entitled “Complaints and Discipline Procedures,” “Standards of Practice” and “Professional Liability,” offered at the University of Toronto. Costs to the College in the amount of \$1,000.</p>
19.	<p><b>Harold Primmer</b> Failed to maintain the standards of practice of the profession resulting in dispensing the wrong dosage of Zithromax® to a child patient.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certification of Registration that he successfully complete, at his own expense, and within 12 months of the date this Order the Advanced Interviewing Techniques course, and Law Lessons “Regulation of Pharmacy Practice,” “Standards of Practice,” and “Professional Liability,” offered at the University of Toronto. A two-and-one-half-months suspension with one month to be remitted on completion of above courses.</p>
20.	<p><b>Biserka Mitrovski</b> Failed to maintain the standards of practice of the profession resulting in her dispensing a drug other than the drug that had been prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on her Certification of Registration that she complete successfully, at her own expense, within 18 months of the date of the Order the Advanced Interviewing Techniques course offered at the University of Toronto. A two-month suspension with one month remitted on completion of the above course.</p>
21.	<p><b>Dalia Salib</b> Failed to maintain the standards of practice of the profession resulting in her dispensing the wrong dosage of codeine and by directing the administration of 15 ml rather than the 15 mg prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on her Certification of Registration that she successfully complete the Professional Practice Laboratory Course tailored to paediatric dispensing, and the Pharmacy Practice Laboratory Milestone module, offered by the University of Toronto, at her own expense, within 12 months of the date of the Order. A two-month suspension with one month remitted upon completion of above courses.</p>
22.	<p><b>Marion Michael (Merv) Moskalyk</b> Failed to maintain the standards of practice of the profession resulting in his dispensing the wrong dosage of codeine by directing a dose five times the dose that had been prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certification of Registration in that he shall attend at and participate in “Confronting Medication Errors,” offered by the Ontario Pharmacists’ Association, including “Understanding the Issues and Dealing With Incidents,” and “Taking Action to Improve Patient Safety,” at his own expense, within 12 months of the date of the Order. A one-month suspension.</p>

No.	Finding	Order/Result
23.	<p><b>Hilton Silberg</b> Failed to maintain the standards of practice of the profession by compounding sulfasalazine for dispensing to a patient at another pharmacy.</p>	<p>A reprimand. Terms, conditions, and limitations that he complete, successfully, at his own expense within six months of the date of the Order, and Law Lessons “Standards of Practice” and “Professional Liability”.</p>
24.	<p><b>Abdulkader Zalgaonker</b> Failed to maintain the standards of practice of the profession resulting in his dispensing Coumadin® 5 mg tablets when 1 mg tablets were prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certification of Registration that he complete successfully, at his own expense and within twelve months of the date of this Order, the following educational programs: Law Lessons entitled “Standards of Practice” and “Professional Liability,” offered through the University of Toronto, and “Confronting Medication Errors” offered by the Ontario Pharmacists’ Association, including “Understanding the Issues and Dealing the Incidents,” and “Taking Action to Improve Patient Safety”. A two-month suspension with one month to be remitted upon completion of above courses. Costs to the College in the amount of \$2,000.</p>
25.	<p><b>Gerald Friesen</b> Dispensed, or permitted to be dispensed, methadone previously dispensed to another patient.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he attend at and participate in the education program, “Confronting Medication Errors,” offered by the Ontario Pharmacists’ Association, including “Understanding the Issues and Dealing with Incidents” and “Taking Action to Improve Patient Safety”. One-month suspension of his Certificate of Registration, all of it remitted on completion of above courses. Costs to the College in the amount of \$2,500.</p>
26.	<p><b>Harit Nathwani</b> Falsified records relating to his practice; signed or issued documents that he knew contained false or misleading statements; submitted accounts or charges for services that he knew were false or misleading; contravened the Pharmacy Act, the Drug and Pharmacies Regulation Act, the Regulated Health Professional Act, 1991 or the regulations under those Acts; and engaged in conduct that would reasonably be regarded by members as disgraceful, dishonourable or unprofessional, in connection with his billing to third party payors.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he complete successfully, at his own expense, within 12 months of the date of the Order, the OCP Jurisprudence Seminar and Law Lessons entitled “Regulation of Pharmacy Practice,” “Standards of Practice” and “Professional Liability,” offered at the University of Toronto. A six-month suspension of Mr. Nathwani’s Certificate of Registration. For one year following the completion of his suspension, he is prohibited from having any proprietary interest in a pharmacy in any capacity whatsoever, and from acting as a designated manager in any pharmacy. He must inform all employers of the full details of the Order and ensure that they confirm their information with the College directly; his employment remuneration shall be based only on hourly or weekly rates; and employers are to confirm this arrangement in writing with the College. Costs to the College in the amount of \$3,000.</p>

No.	Finding	Order/Result
27.	<p><b>Abraham Kucyi</b> Transactions carried out by him resulted in fees being charged to a patient which were excessive in relation to the service provided.</p>	<p>A reprimand. One month suspension of Mr. Kucyi's Certificate of Registration. Costs to the College in the amount of \$6,000.</p>
28.	<p><b>Amany Hanna</b> Failed to maintain the standards of practice of the profession resulting in her dispensing Buscopan® to a patient when Buspar® was prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on her Certificate of Registration that she completes successfully at her own expense within 12 months of the date of the Order, the "Confronting Medication Errors" workshops offered by the Ontario Pharmacists' Association, including "Understanding the Issues and Dealing with Incidents" and "Taking Action to Improve Patient Safety," and the Advanced Interviewing Techniques course offered through the University of Toronto. A two-month suspension of her Certificate of Registration with one month to be remitted on completion of above courses.</p>
29.	<p><b>Henry Lee</b> Failed to maintain the standards of practice of the profession resulting in his dispensing of a medication other than the one prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration he complete successfully at his own expense within 12 months of the date of this Order: "Confronting Medication Errors," offered through the Ontario Pharmacists' Association, including both "Understanding the Issues and Dealing with Incidents" and "Taking Action to Improve Patient Safety"; and the "Advanced Interviewing Techniques" course offered through the University of Toronto. A one-month suspension of Mr. Lee's Certificate of Registration.</p>
30.	<p><b>Mohammad Subhani</b> Failed to keep records as required and breached the Drug and Pharmacies Regulation Act, the regulations to the Food and Drugs Act and the Narcotic Control Regulations.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he complete successfully, at his own expense, within 15 months of the date of the Order: "Basic Professional Practice Laboratory," "Advanced Professional Practice Laboratory," and Law Lessons entitled "Standards of Practice," "Complaints and Discipline Procedures of the College," and "Professional Liability," offered at the University of Toronto. Two inspections of his practice at his expense. A six-month suspension of his Certificate of Registration with four months to be remitted on completion of above courses.</p>
31.	<p><b>Ho Trong Luu</b> Failed to supervise and ensure adequate training for staff involved in submitting claims to BCE Emergis/Assure, and failed to ensure that all prescriptions were adequately signed and that full and complete documentation</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he complete successfully at his own expense within 12 months of the date of the Order: "Advanced Professional Practice Laboratories" and Law Lessons entitled "Regulation of</p>

No.	Finding	Order/Result
32.	<p>concerning counselling was recorded.</p> <p><b>Maheshkumar Patel</b> Documented false information, and billed the insurance company as though he had dispensed medication when he had not.</p>	<p>Pharmacy Practice,” “Standards of Practice,” and “Professional Liability,” offered at the University of Toronto. A one-month suspension of his Certificate of Registration to be remitted upon completion of above courses. Additional specified terms, conditions, and limitations, namely, an inspection of his practice at his expense. Costs to the College in the amount of \$2,000.</p>
33.	<p><b>Anan Abou-Nassar</b> Signed or issued, in his professional capacity, documents that he knew contained a false or misleading statement, breached the Drug and Pharmacies Regulation Act and the Food and Drug regulations, and engaged in conduct that would reasonably be regarded by members of the profession as disgraceful, dishonourable, or unprofessional with respect to dispensing drugs without authorization, including tiaprofenic acid, Adalat®, propranolol, Novasen®, Senokot® and docusate during the period 1997-2001.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he complete successfully at his own expense within twelve months of the date of the Order, “Basic Professional Practice Laboratories,” “Advanced Professional Practice Laboratories,” and Law Lessons entitled “Regulation of Pharmacy Practice,” “Standards of Practice,” and “Professional Liability,” offered at the University of Toronto. A ten-month suspension of his Certificate of Registration with two months to be remitted upon completion of above courses. For a period of three consecutive years following the completion of his suspension, he is: prohibited from having any proprietary interest in a pharmacy; prohibited from acting as a designated manager in any pharmacy; prohibited from employment in any pharmacy owned by a family member; required to inform all employers in a pharmacy setting of the full details of the decision of the Order and ensure that they confirm their information with the College directly; and, required to have his employment remuneration based only on hourly or weekly rates and employers are to confirm this arrangement in writing with the College. Costs to the College in the amount of \$5,000.</p> <p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he complete successfully, at his own expense, within 12 months of the date of the Order the courses: “Introduction to Drug Related Problems,” “Drug Use in the Elderly and Constipation, Osteoarthritis, Dyspepsia, Hypertension” [Lecture &amp; Seminar], and Law Lessons entitled “Regulation of Pharmacy Practice,” “Standards of Practice,” and “Professional Liability,” offered at the University of Toronto. A three-month suspension of his Certificate of Registration with one month remitted in view of the voluntary surrender of his Certificate of Registration and a second month remitted on completion of above courses. Costs to the College in the amount of \$1,500.</p>

No.	Finding	Order/Result
34.	<p><b>Tat (Ted) Chan</b> Failed to maintain the standards of practice of the profession, resulting in his dispensing of 3.0 mg of Ogen® to a patient when 0.3 mg was prescribed.</p>	<p>A reprimand. Terms, conditions, and limitations on his Certificate of Registration that he complete successfully, at his own expense, within 12 months: “Basic Professional Practice Laboratories” and “Advanced Professional Practice Laboratories” offered through the University of Toronto; and the workshop “Confronting Medication Errors,” including “Understanding the Issues and Dealing with Incidents” and “Taking Action to Improve Patient Safety,” offered by the Ontario Pharmacists’ Association. A two-month suspension of Mr. Chan’s Certificate of Registration with one month of the suspension to be remitted upon completion of above courses. Costs to the College in the amount of \$2,000.</p>

# Acquittals

## AND OTHER PROCEEDINGS

1.	<p><b>Akram Al-Samarrai</b> Alleged to have failed to maintain the standards of practice of the profession, resulting in his dispensing drugs other than the drugs prescribed, dispensing without authorization, and operating a pharmacy when a majority of the shares in that pharmacy were not owned by pharmacists. The member resigned and the hearing was concluded without any findings.</p>	<p>The member irrevocably resigned from the College, agreed never to re-apply for membership in the College, agreed not to be a director or shareholder in any company that owned a pharmacy, agreed that the disciplinary charges should be stayed but remain on the public register, and agreed that his resignation be published.</p>
2.	<p>Member was alleged to have committed an act of professional misconduct in connection with charging multiple fees for methadone “carries,” and regarding discrepancies between transactions submitted on-line for ODB Trillium patients, and hard copy receipts given to those patients, which were relevant to the paying down of their deductibles.</p>	<p>The College and the member jointly requested that the allegations be dismissed, and the Discipline Committee agreed.</p>
3.	<p>Member was alleged to have failed to maintain the standards of practice of the profession resulting in her dispensing to the patient 3TC® (lamivudine) instead of the Combivir® (lamivudine and zidovudine) he had been prescribed.</p>	<p>The Discipline Committee found that although a dispensing error had been made, the member had not breached a standard of practice of the profession and therefore was not guilty of professional misconduct.</p>

# 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, and ongoing review of standards of practice and ethics.*



Albert Chaiet, Chair

Lee Ann Chan  
Billy Cheung (NCCM)  
Vladimir Demine  
Garry Dent  
Paul Kuras (NCCM)  
Mel Jones  
Hina Marsonia (NCCM)  
Shelley McKinney  
Mark Scanlon

The Professional Practice Committee met four times this past year and initiated discussions and proposals in several areas.

### **Methadone Maintenance Treatment**

Recognizing the public safety concerns of methadone dispensing, the Committee began work on guidelines for pharmacists who dispense methadone. The *Policy for Pharmacists Dispensing Methadone for Maintenance Treatment* was approved in 2002. Guidelines have also been published by the Centre for Addiction and Mental Health (CAMH). However the Committee wished to reinforce the importance of the work done by CAMH and raise the awareness of the risks involved with methadone through the development of complementary College policies and guidelines.

The Committee began discussions with CAMH to either increase the number of training sessions or to provide an alternative training program. CAMH is looking at an online version of its course.

### **Pharmacy and Internet**

Cross-border shopping for prescriptions by American patients continues to be a frequent topic of discussion. The Committee considered the importance of the *Standards of Practice* and care for patients as well as legislative requirements. In December,

Council approved the *Policy Respecting Out-of-Country Prescriptions* that addresses the practice of pharmacists entering into agreements with physicians for the purpose of co-signing or re-writing prescriptions for American patients.

### **Central Fill**

Both central fill and electronic transmission of information continue to be important subjects of discussion for the Committee and are issues that must be addressed nationally. Indeed, the Committee reviewed a proposal on central fill; however, it did not consider the proposal to be acceptable, as it may not comply with legislative requirements in Ontario.

### **Confidentiality**

With impending changes to privacy and confidentiality legislation, the Committee identified areas of concern and requested that articles to assist pharmacists be developed and published in the College's journal. The Committee also initiated a review of the College's policy on releasing information to third parties.

### **Reporting Incapacity**

In June, Council approved the *Guidelines for Reporting Incapacity* after the Committee reviewed a proposal for the reporting of incapacity of members by colleagues. Caring and conscientious phar-

macists, suspecting that a colleague was incapacitated, were seeking guidance from the College and other experts to help them determine what actions to take in this situation.

### **Documentation Guidelines**

The *Standards of Practice* identify several instances where documentation is required. The Committee reviewed relevant literature and professional organizations that use documentation prior to developing guidelines for Council's consideration.

### **Professional Designation**

The Committee recommended that the College adopt and protect the professional designation of "R.Ph." for registered pharmacists in Ontario. Many other health professionals are identified by a designation, and, with the development of the College's documentation guidelines, an easily identifiable designation for pharmacists is required.

### **Loyalty Programs**

A request to review the policy on loyalty programs and awarding of loyalty or bonus points or air miles was directed to the Committee. Because of the complexity of the program and its significant impact on other College departments, these discussions were deferred to the Executive Committee. Council subsequently passed a new policy in June 2003.

# Finance

## COMMITTEE

*The Finance Committee is a standing committee established under College bylaws. Its mandate is to supervise and make recommendations regarding the management of the College's assets and liabilities. This includes the investing 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.*



Dean French, Chair

Larry Boggio

Gurjit Husson

Donald Stringer

Steve Gupta

Katherine Hollinsworth

### 2002 – 2003 Highlights

#### 2002 Financial Statements

The financial statements for fiscal year ending December 2002 were recommended for approval by Council. The Committee was pleased to report that, despite the increased expenditures (occasioned by the backlog in discipline cases and the prosecution of a non-accredited pharmacy through the provincial courts brought to the Council's attention by Finance in June of 2002), the operating deficit for the year (before depreciation) was only \$63,156 as opposed to the forecast amount of \$450,000. This small deficit, as compared with the originally budgeted surplus of \$54,000 was the result of a concerted effort by Council, management, and staff to contain costs wherever possible.

#### Expense Reimbursement Bylaw

At the request of the Executive Committee, the Finance Committee examined the bylaw respecting reimbursement for expenses incurred by elected members to attend Council and committee meetings. The Committee reviewed published data on travel costs for the Toronto region and compared them with actual travel allowances being paid by the Ministry to public members and by the elected members. After a thorough review and examination, including a review of meal allowances, the Committee recommended changes to the bylaw to more accurately reflect the cost of attendance at meetings. The changes were accepted and approved by Council.

## Operating Budget for 2004

The significant fee increases in 2003 that covered several extraordinary expenditures placed the College in a strong financial position to cover spending for the current year. However, it was recognized that the College's accumulated reserves were substantially depleted and needed to be rebuilt. The Committee considered its history of past fee increases; the impact of new increases on members after the 2003 increase; the importance of building the reserves at an appropriate pace; and any possible alternate sources of income, before recommending that the fees be held at current levels for 2004. Holding the fees enabled the College to cover the operating and capital expenses projected for 2004, as well as contributing \$200,000 towards rebuilding the reserve to its target. Council supported the Committee's recommendation and approved the budget as presented.

## Audit Firm

The Committee reviewed proposals from three chartered accountancy firms and recommended that Hilborn Ellis Grant be appointed auditors for the 2003 fiscal year. The audit proposals were requested in accordance with the College's policy to take its purchased services to market from time to time.

**Grant Thornton LLP**  
**Chartered Accountants**  
**Management Consultants**  
Canadian Member Firm of  
Grant Thornton International

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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, 2002 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, 2002 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 30, 2003

**Grant Thornton LLP**  
Chartered Accountants

## Statement of Operations

Year ended December 31, 2002

		2002	2001
	Budget (Unaudited)	Actual	Actual
<b>Revenue</b>			
Pharmacist fees	\$ 4,216,282	\$ 4,297,717	\$ 4,070,280
Pharmacy fees	1,561,480	1,614,080	1,490,161
Registration fees and income	381,460	332,346	387,303
Investment	100,000	73,782	171,884
Sundry	<u>169,500</u>	<u>223,699</u>	<u>159,505</u>
	<b><u>6,428,722</u></b>	<b><u>6,541,624</u></b>	<b><u>6,279,133</u></b>
<b>Expenditure (Schedule)</b>			
Council and committee expenses	1,535,600	1,743,301	1,474,264
College administration costs	4,702,790	4,800,944	4,218,849
Property, net	102,975	41,371	85,938
Niagara Apothecary, net	<u>33,000</u>	<u>19,164</u>	<u>27,934</u>
	<b><u>6,374,365</u></b>	<b><u>6,604,780</u></b>	<b><u>5,806,985</u></b>
Excess (deficiency) of revenue over expenditure from operations, before depreciation	54,357	(63,156)	472,148
Depreciation expense	<u>328,000</u>	<u>398,039</u>	<u>298,382</u>
Excess (deficiency) of revenue over expenditure	\$ (273,643)	\$ (461,195)	\$ 173,766

## Statement of Changes in Net Assets

Year ended December 31, 2002

	Invested in Capital assets	Other Net Assets	2002	2001
Beginning of year	\$ 3,759,478	\$ 848,368	\$ 4,607,846	\$ 4,434,080
Excess (deficiency) of revenue over expenditure	(398,039)	(63,156)	(461,195)	173,766
Investment in capital assets	<u>714,694</u>	<u>(714,694)</u>	<u>-</u>	<u>-</u>
End of Year	<b><u>\$ 4,076,133</u></b>	<b><u>\$ 70,518</u></b>	<b><u>\$ 4,146,651</u></b>	<b><u>\$ 4,607,846</u></b>

## Statement of Cash Flows

Year ended December 31

### Balance Sheet

December 31, 2002

	2002	2001
<b>Assets</b>		
Current		
Cash and cash equivalents	\$ 387,335	\$ 1,089,181
Receivables	55,189	59,975
Prepays	121,950	49,026
GST receivable	<u>87,788</u>	<u>36,465</u>
	<b><u>652,262</u></b>	<b><u>1,234,647</u></b>
Capital assets, at cost less accumulated depreciation (Note 3)	<u>4,076,133</u>	<u>3,759,478</u>
	<b><u>\$ 4,728,395</u></b>	<b><u>\$ 4,994,125</u></b>
<b>Liabilities</b>		
Current		
Payable and accruals	\$ 474,176	\$ 371,615
Fees received in advance	23,145	14,664
Current portion of capital lease obligation	<u>15,316</u>	—
	<b><u>512,637</u></b>	<b><u>386,279</u></b>
Capital lease obligation (Note 4)	<u>69,107</u>	—
	<b><u>581,744</u></b>	<b><u>386,279</u></b>
<b>Net Assets</b>		
Invested in capital assets	4,076,133	3,759,478
Other	<u>70,518</u>	<u>848,368</u>
	<b><u>4,146,651</u></b>	<b><u>4,607,846</u></b>
	<b><u>\$ 4,728,395</u></b>	<b><u>\$ 4,994,125</u></b>
Commitment, obligations (Notes 4 and 5)		

### Increase (decrease) in cash and cash equivalents

#### Operating activities

	2002	2001
Excess (deficiency) of revenue over expenditure	\$ (461,195)	\$ 173,766
Depreciation	398,039	298,382
Change in non-cash operating working capital		
Receivables	(46,537)	(49,864)
Prepays	(72,924)	19,080
Payables and accruals	102,561	101,119
Fees received in advance	<u>8,481</u>	<u>(2,848)</u>
	<u>(71,575)</u>	<u>539,635</u>

#### Financing activities

Proceeds of capital from lease obligation	88,800	—
Repayment of capital lease obligation	<u>(4,377)</u>	—
	<u>84,423</u>	—

#### Investing activity

Additions to capital assets	<u>(714,694)</u>	<u>(2,127,594)</u>
Decrease in cash and cash equivalents	(701,846)	(1,587,959)

#### Cash and cash equivalents

Beginning of year	<u>1,089,181</u>	<u>2,677,140</u>
End of year	<u>\$ 387,335</u>	<u>\$ 1,089,181</u>

# Notes to the Financial Statements

December 31, 2002

## 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) **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
Computer software and equipment progress	- 2 and 3 years, straight-line once in use

### 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	2002 Net Book Value	2001 Net Book Value
Land	\$ 363,134	\$ -	\$ 363,134	\$ 363,134
Building	3,906,172	961,591	2,944,581	3,027,169
Furniture and equipment	798,789	503,391	295,398	172,134
Computer equipment and software	1,426,013	1,228,789	197,224	197,041
Computer equipment and software in progress	<u>275,796</u>	-	<u>275,796</u>	-
	<b>\$ 6,769,904</b>	<b>\$ 2,693,771</b>	<b>\$ 4,076,133</b>	<b>\$ 3,759,478</b>

### 4. Capital lease obligation

	2002	2001
Minimum lease payments payable	\$ 111,474	\$ -
Less: Portion representing interest to be recorded over the remaining terms of the leases	27,051	-
Less: Current portion	<u>15,316</u>	-
Long term portion	<u>\$ 69,107</u>	\$ -

#### Future minimum annual lease payments payable under capital lease areas follows:

2003 . . . . .	\$ 22,432
2004 . . . . .	22,432
2005 . . . . .	22,432
2006 . . . . .	22,432
2007 . . . . .	14,968

### 5. Commitment and Contingency

The College has agreed to maintain and operate the Niagara Apothecary to the year 2006.

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.

### 6. Lease obligations

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

2003 . . . . .	\$ 149,000
2004 . . . . .	127,000
2005 . . . . .	102,000
2006 . . . . .	28,000
2007 . . . . .	<u>8,000</u>
	<u>\$ 414,000</u>

## Schedule of Expenditure

Year ended December 31

	<b>Budget</b>	<b>2002</b>	<b>2001</b>
	<b>(Unaudited)</b>	<b>Actual</b>	<b>Actual</b>
<b>Council and Committee Expenses</b>			
Council	\$ 90,000	\$ 86,102	\$ 84,981
District/Regional	73,400	56,191	265
<b>Committee</b>			
Accreditation	10,000	32,170	7,235
Communications	200,000	185,456	243,068
Complaints	20,000	23,703	16,453
Discipline	300,000	561,921	283,432
Executive	75,000	73,157	64,479
Finance	3,000	4,818	1,765
Fitness to Practice	3,000	34,843	140
Patient Relations	5,000	514	1,927
Professional Practice	9,000	21,188	7,547
Quality Assurance	376,000	388,688	338,825
Registration	68,700	77,405	62,307
Structured Practical Training	210,000	136,057	273,591
Special	<u>92,500</u>	<u>61,088</u>	<u>88,249</u>
	<u>\$ 1,535,600</u>	<u>\$ 1,743,301</u>	<u>\$ 1,474,264</u>
<b>College Administration Costs</b>			
Personnel costs	\$ 3,522,390	\$ 3,463,405	\$ 3,022,779
<b>General</b>			
Association dues – NAPRA	176,950	125,822	251,839
Association fees	7,000	5,688	6,138
Audit	8,500	8,500	8,000
Bank charges	12,500	9,589	9,083
Consulting general	44,000	51,718	39,449
Continuing education initiatives	13,500	7,053	7,395
Courier/delivery	7,600	6,111	6,453
Donations, contributions and grants	7,000	5,807	61,030
Election expenses	7,500	9,962	8,883
Equipment leasing and maintenance	243,200	229,057	184,395
Examinations, certificates and registrations	35,000	31,993	34,689
Interest on capital lease	-	2,787	-
Investigation	-	253,292	-
Legal	20,000	38,258	34,111
Insurance Errors and Omissions	18,000	17,408	15,593
Pharmacy Technician	25,300	21,207	20,377
Postage	71,000	75,741	77,242

**Schedule of Expenditure**  
(continued)

	<b>Budget (Unaudited)</b>	<b>2002 Actual</b>	<b>2001 Actual</b>
Printing/publications	102,500	107,628	86,778
Subscriptions and publications	14,400	9,565	9,289
Supplies/stationery	83,250	78,094	71,452
Telephone/facsimile	92,000	75,172	74,697
Travel and conventions	<u>191,200</u>	<u>167,087</u>	<u>189,177</u>
	<u>\$ 4,702,790</u>	<u>\$ 4,800,944</u>	<u>\$ 4,218,849</u>
<b>Property</b>			
Building improvements	\$ 19,150	\$ 26,537	\$ 10,881
Insurance	18,700	19,681	17,240
Maintenance and repairs	58,000	59,939	49,256
Taxes	55,000	19,324	13,943
Utilities	29,000	30,537	28,639
Financing Costs	_____ -	<u>539</u>	<u>13,478</u>
	179,850	156,557	133,437
Rental Income	76,875	85,234	47,499
Management fees	_____ -	<u>29,952</u>	_____ -
	<u>\$ 102,975</u>	<u>\$ 41,371</u>	<u>\$ 85,938</u>
<b>Niagara Apothecary</b>			
Salaries and administration	\$ 30,000	\$ 32,845	\$ 30,589
Insurance	3,000	3,925	2,679
Utilities	3,000	3,727	3,182
Building improvements and maintenance	2,000	1,101	1,208
Publicity	2,000	455	406
Miscellaneous	3,000	1,793	906
Cost of sales	<u>8,000</u>	<u>5,749</u>	<u>7,469</u>
	51,000	49,595	46,439
Sales, grants and sundry donations	<u>18,000</u>	<u>30,431</u>	<u>18,505</u>
	<u>33,000</u>	<u>\$ 19,164</u>	<u>27,934</u>

# Communications

## COMMITTEE

*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.*



Leslie Braden, Chair

Tina Gabriel

Gurjit Husson

Iris Krawchenko

David Malian

Stephen Mangos

Linda Robbins

Steve Clement (NCCM)

### Unique Television Commercial

The Communications Committee was very busy this year with the selection, production and launch of its innovative Point of Care television commercial.

Seeking a fresh way to communicate the importance of both the pharmacist-patient relationship and the role of the College within our regulated profession, the Committee chose an animated human heart character as the commercial's protagonist.

In the commercial, the heart talks about how a medication that was prescribed for his "buddy" the lung could potentially conflict with his own (heart medication). This serves as a creative way for patients to consider the fact that various medications they are taking could interact. It highlights the pharmacist's essential role in assessing potential drug interactions.

We were pleased to work with one Canada's leading animators as he and his team of 16 people worked for four months to bring this character and the College's message to life.

The commercial was previewed with our stakeholders prior to the media launch. It was broadcast across Ontario on CBC and CTV for eight weeks during April and May 2003. Council's goal is for this commercial to be aired for two more flights of 13 weeks each in 2004 and 2005.

### Increased Pharmacy Participation

The Committee was also pleased to see a significant increase in the number of pharmacies displaying the Point of Care symbol. Currently, 79% of pharmacies display the symbol prominently in their windows — an increase of 20% from last year.

### Public Polling

In June, we commissioned our second round of public polling to measure the impact of the Point of Care program to date. The results will be presented to Council this winter.

# Pharmacy Technicians

## WORKING GROUP

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



Steve Balestrini (NCCM), Chair

Elaine Akers (NCCM)

Heather Armstrong (NCCM)

Albert Chalet

Bob Drummond

Tim Fleming (NCCM)

Tina Gabriel

Wayne Hindmarsh (Dean)

Dave Malian

Shelley McKinney

Yvonne McRobbie (NCCM)

Bonnie Miller (NCCM)

Marie Ogilvie

Brian Stowe (NCCM)

Anne Marie Taddeo (NCCM)

This year, after extensive development and consultation, the Working Group submitted the *Proposed Competency Profile for Pharmacy Technicians* document to Council, which was subsequently approved in June 2003.

In preparing the Competency Profile for Council, the Working Group met twice to consider reports from the Pharmacy Technician Competency Working Group, which met three times to review drafts and to prepare its submission to the Working Group. The Competency Profile was subsequently published in the College's journal and on its website, and distributed to stakeholder groups across Canada for broad consultation.

# Structured Practical Training COMMITTEE

*The 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.*



Midge Monaghan (NCCM), Chair

Larry Boggio  
Shelley McKinney  
Remi Ojo  
Mark Scanlon  
Lesley Lavack (NCCM)  
Paola Reynolds (NCCM)  
Lorne Wilson (NCCM)

## Structured Practical Training

The SPT program has provided Canadian and international students and interns with opportunities to learn and practice skills in a structured environment with trained preceptors. The Committee continued to discuss and review the provision of structured practical training. In 2003, an advanced preceptor workshop on diversity was added to increase preceptors' awareness of issues in intercultural communication.

## Preceptor Training

The Committee considered the cost of conducting workshops and directed staff to research the feasibility of providing online workshops to preceptors to maximize the use of resources as well as to enhance training availability. The Committee also reviewed the preceptor criteria to ensure that those pharmacists who become preceptors do so for purposes of assessing those students who are fulfilling the in-service training requirements for licensure.

## International Pharmacy Graduate Program Update

In November 2002, the IPG Program received a grant of \$40,000 to carry out a study to explore the feasibility of delivering the program through satellite sites. Although a further request for funding to implement the satellite sites was submitted, no additional grant was awarded. In June 2003, a grant of \$600,000, to be administered over three years, was awarded for developing a modified prior learning assessment, enhancing the program's mentorship network and faculty development. Examinations and curriculum committees will be struck in the next year to undertake similar processes in the undergraduate program.

# Standards of Practice

## WORKING GROUP

*The Standards of Practice Working Group is a working group of the Professional Practice Committee; its purpose is to develop and update the standards of practice with the goal of ensuring that the profession's standards are described in clear language and are seen to be reasonable and to reflect the College's expectations for all pharmacists.*



Leslie Braden, Chair

Zubin Austin (NCCM)  
Laureen Bruni (NCCM)  
Albert Chaiet  
Marg Colquhoun (NCCM)  
Tina Gabriel  
Larry Hallok  
Shelley McKinney  
Midge Monaghan (NCCM)  
Anne Resnick (NCCM)  
Donald Stringer

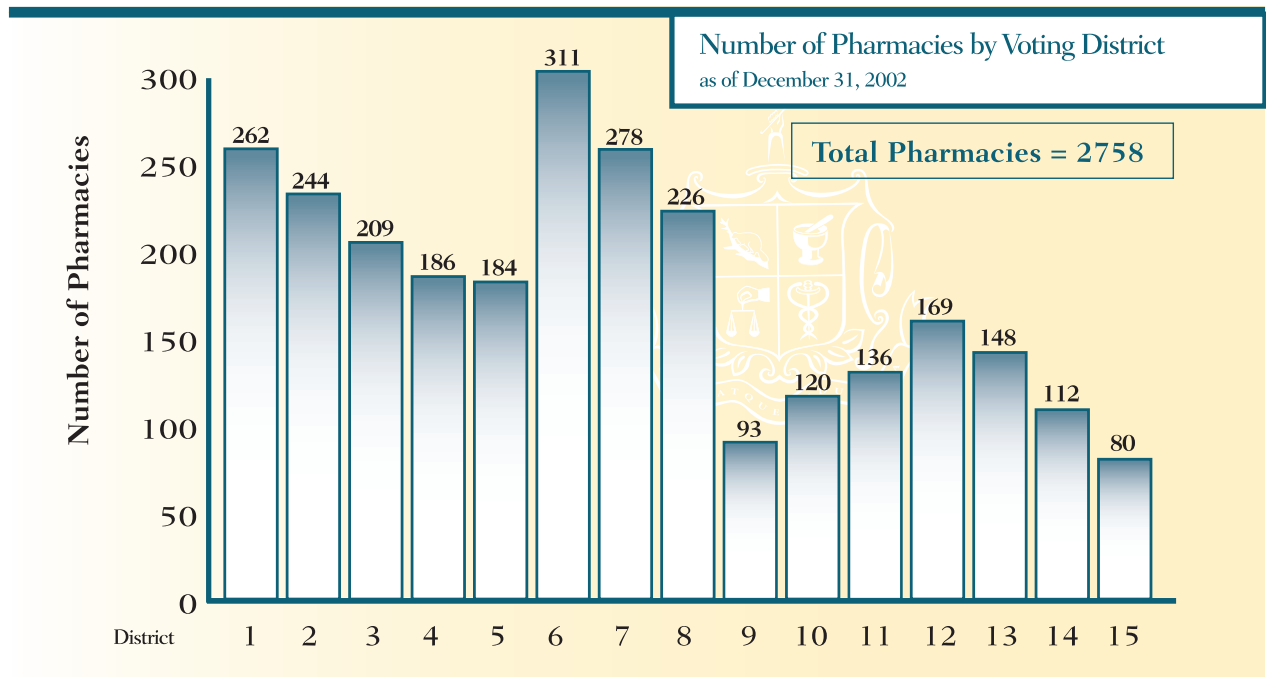
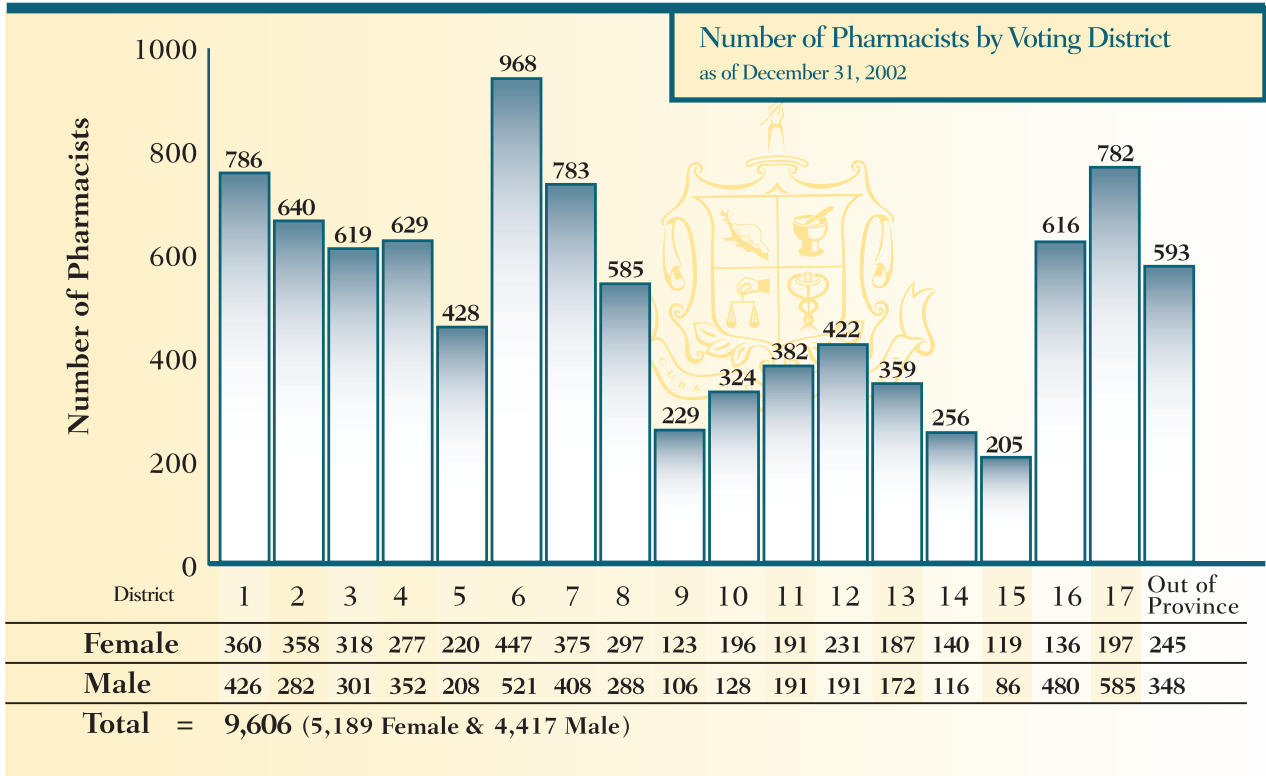
The Standards of Practice were updated this year, with the update approved by Council and published in *Pharmacy Connection* with an effective date of January 2003. To support the *Standards of Practice*, and at the request of many pharmacists, the Working Group, in conjunction with the Professional Practice Committee, has begun to develop documentation guidelines that can be adopted by pharmacists in their everyday practice.

The Working Group has continued to explore ways to expand the pharmacist's scope of practice, and, in particular, has considered a continued care prescription concept as currently practised in New Brunswick and Manitoba. The Working Group also considered what can be done to promote the standards for Schedule II products, especially with the possibility of emergency contraception being listed in Schedule II. The chair wrote an article for *Pharmacy Connection* encouraging members to provide pharmaceutical care around the Schedule II products and to document their interactions and professional judgment for these products, just as they would for Schedule I products.

The Subgroup on Standards of Practice for Hospital Pharmacists, which had been formed to consider how the *Standards of Practice, 2003* could be revised to consider practitioners from all areas of practice, was asked to consider standards for hospital supervisors. The Subgroup has been reviewing the *Standards for Designated Managers* (written for community pharmacy) and the existing guidelines for hospital pharmacy supervisors, with a view to amalgamating both documents into a common set of standards for managers in any pharmacy setting.

The Subgroup consists of Albert Chaiet, Chair, Marg Colquhoun (NCCM), Julie Greenall (NCCM), Chris Judd (NCCM), Malcolm Ng (NCCM), Lynda Chilibeck (NCCM), and Anne Resnick (NCCM).

# STATISTICS



## Number of Pharmacists by Employment Type

(By voting district) as of December 31, 2002

Voting District	Retired & Unemployed	Community & Hospital	Academia & Government	Industry & Other Professions	Administration & Associations	Students	<b>Total Pharmacists</b>
1-15 Community Practice in Ontario	580	6478	92	385	94	6	<b>7683</b>
16-17 Hospital Practice in Ontario	3	1362	21	3	8	4	<b>1401</b>
In Other Provinces	39	123	11	31	4	2	<b>210</b>
In the United States	41	125	16	40	1	5	<b>228</b>
In Other Countries	30	10	10	27	3	-	<b>132</b>
Total in Ontario	583	7840	113	388	102	10	<b>9036</b>
Total Outside Ontario	110	309	37	98	8	7	<b>570</b>
<b>Total</b>	<b>693</b>	<b>8149</b>	<b>150</b>	<b>486</b>	<b>110</b>	<b>17</b>	<b>9606</b>

Pharmacists in Part A of the Register: 8,931

Pharmacists in Part B of the Register: 675

## Deletions from the Register in 2002

	Female	Male	<b>Total</b>
Resignations	54	71	125
Suspensions	2	0	2
Cancellations	9	13	22
Deceased	5	14	19
<b>Total Deletions</b>	<b>70</b>	<b>105</b>	<b>175</b>

## Additions to the Register in 2002

	Female	Male	<b>Total</b>
University of Toronto	78	41	119
From Other Provinces	60	35	95
From Other Countries	74	89	163
<b>Total New Registrants</b>	<b>212</b>	<b>165</b>	<b>377</b>
Reinstatements	6	2	8
<b>Totals</b>	<b>218</b>	<b>167</b>	<b>385</b>

## Registered Students & Interns

As of December 31, 2002

	Female	Male	<b>Total</b>
University of Toronto	170	73	243
From Other Provinces	52	32	84
From Other Countries	278	278	556
<b>Total Students &amp; Interns</b>	<b>500</b>	<b>383</b>	<b>883</b>

## Other Pharmacy Statistics

2002 Totals

Openings	105
Closings	55
Sales	163
Relocations	50

**ONTARIO COLLEGE OF PHARMACISTS**

**483 Huron Street**

**Toronto, Ontario**

**M5R 2R4**

**[www.ocpinfo.com](http://www.ocpinfo.com)**