



# Pharmacy Management

## Leadership & Legal Responsibilities



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## Disclosure Statement

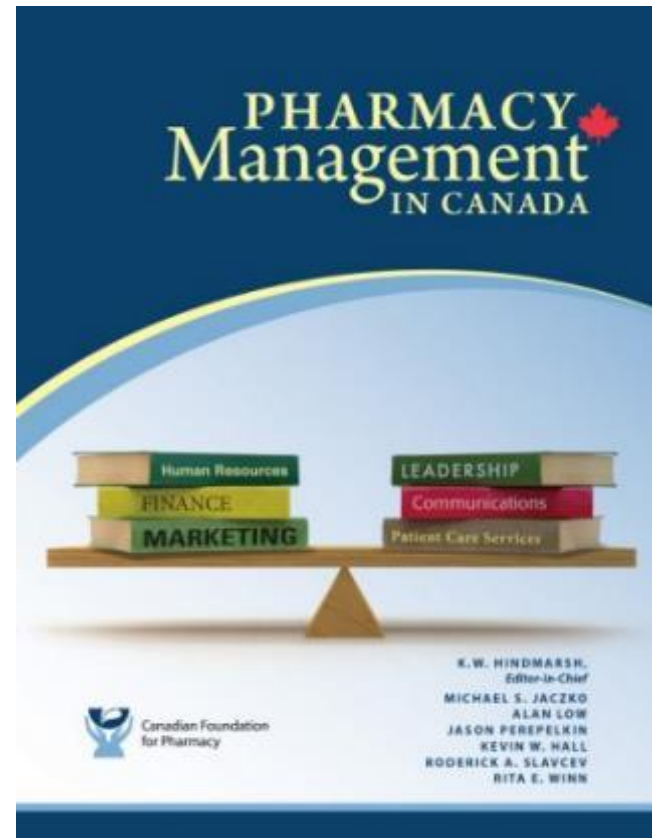
I have been an employee of the College of Pharmacists of Manitoba (formerly the Manitoba Pharmaceutical Association) for the past 20 years and have no other relevant financial or non-financial relationships to disclose.

...a little more about my background



# + Learning Objectives

- Identify and interpret relevant sections of the *Pharmaceutical Act*, Regulations, and Practice Directions that describe the quality assurance responsibilities of pharmacy managers,
- Determine the criteria essential in undertaking the role of pharmacy manager,
- Address problematic issues that can arise in the pharmacy when not ensuring privacy and confidentiality of personal health information, responding fully to a medication incident and complying with the Practice Direction on Patient Counselling, and
- Manage pharmacy operations effectively through routine quality assurance self-assessment and monitoring to avoid pitfalls in practice that put patients and staff at risk.



# + Quality

## Yin and Yang of Quality

- Quality Assurance = Prevention
- Quality Control = Detection



+ focus on quality in pharmacy practice



Pharmacy Manager of Quality

# + Pharmacy Manager Eligibility

## *Pharmaceutical Act*

### Pharmacy manager

64(3) The person designated to be the pharmacy manager under clause (2)(d) must

(a) satisfy the registrar that he or she has not been subject to disciplinary, criminal or administrative sanction in any jurisdiction which, in the opinion of the registrar, would make it inappropriate for him or her to act as a pharmacy manager;

(b) satisfy the registrar that he or she meets any other qualifications set out in the regulations; and

(c) provide the registrar with an undertaking that the pharmacy will be operated in accordance with this Act, the by-laws, the code of ethics, the standards of practice and all relevant practice directions.

# + Pharmacy Manager Eligibility

## Regulations

### **Pharmacy manager requirements**

**51** In addition to the requirements of subsection 64(3) of the Act, a pharmacy manager must

- (a) be a member;
- (b) not be a pharmacy manager at more than one pharmacy, unless approved by the council; and
- (c) demonstrate to the registrar's satisfaction that he or she will personally and adequately supervise the operation of the pharmacy.

# + Quality in Pharmacy Practice



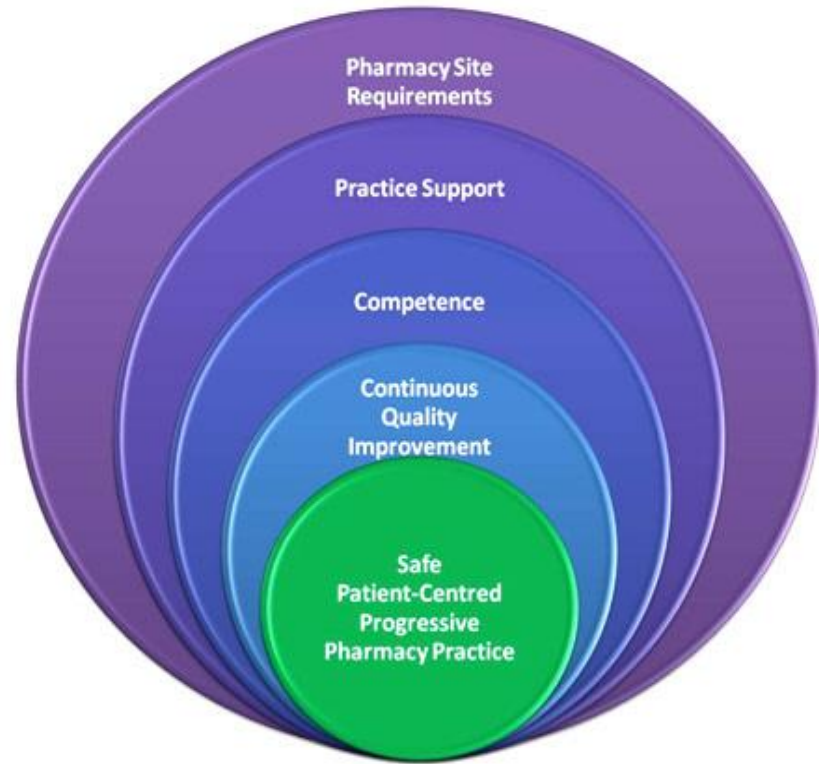
## College Mission

*"To protect the health and well-being of the public by ensuring and promoting safe, patient-centred and progressive pharmacy practice in collaboration with other health-care providers."*

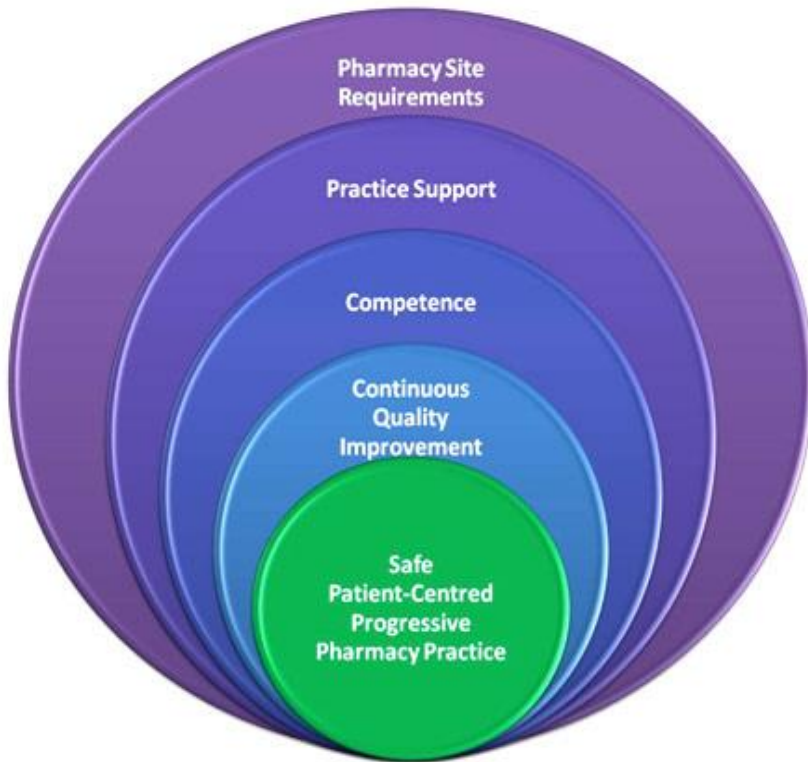


# + Quality Assurance in Pharmacy Practice

- Pharmacy Site Requirements
- Practice Support or Framework



# + Quality Assurance in Pharmacy Practice

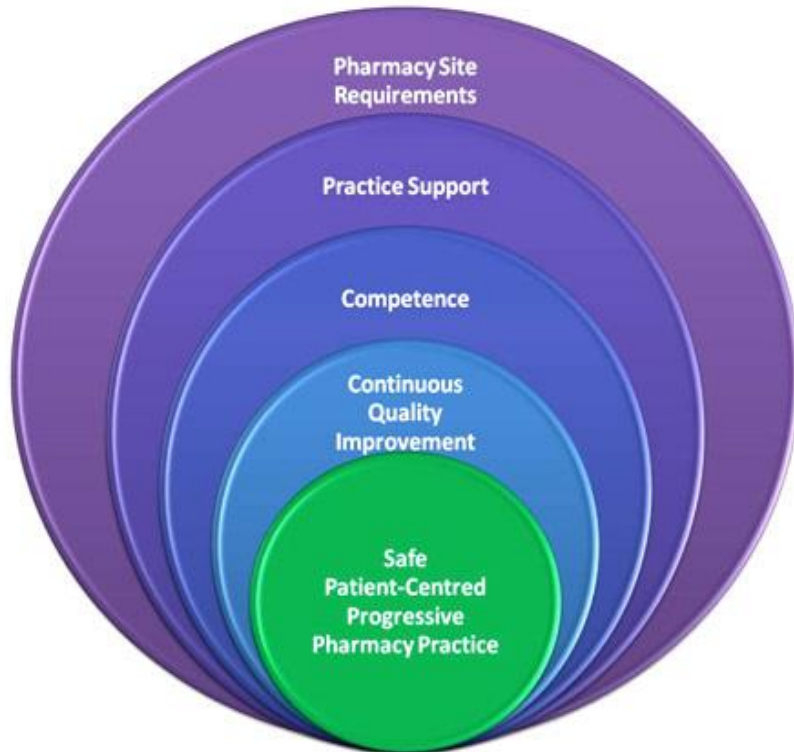


Competence

&

Performance

# + Quality Assurance in Pharmacy Practice

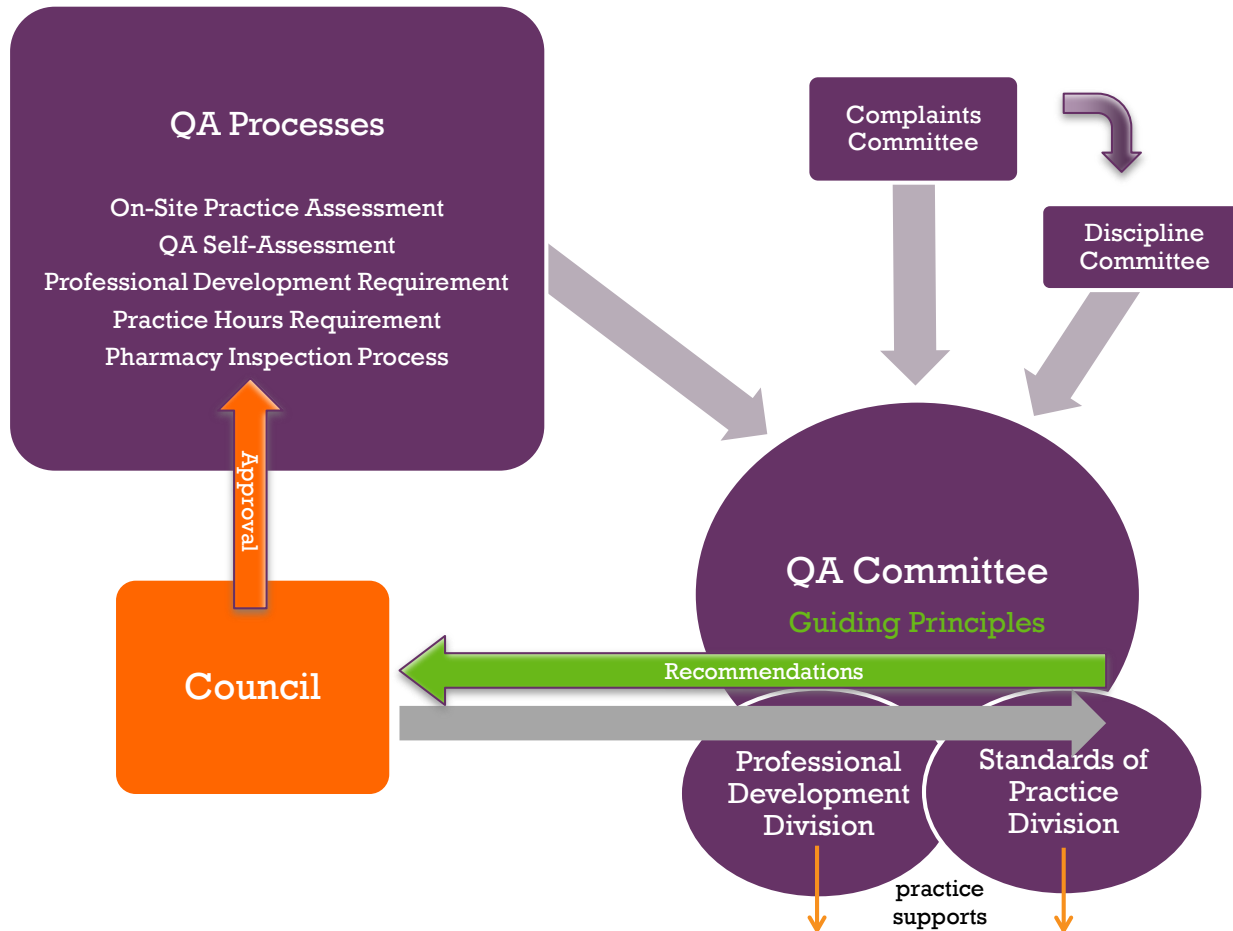


## Continuous Quality Improvement (CQI)

- Patient- and family-centred care
- Interprofessional CPD to facilitate collaborative care
- Learning from medication incidents
- Complaints resolution

# + CPhM QA/CQI Program

Quality Assurance/Continuous Quality Improvement Program





## Questions?

Contact

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