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Updated Quality Assurance Self-Assessment for Community Pharmacies

The College of Pharmacists of Manitoba recently launched an updated Quality Assurance Self-Assessment for community pharmacies in Manitoba.

The self-assessment incorporates current legislation and standards, and was reviewed by the Quality Assurance Committee and College Council. Each statement within the document references the legislation or standard from which it is based, so pharmacists completing the self-assessment can refer back to the original legislation or standard for clarification or additional information.

The self-assessment is the foundation for onsite community pharmacy inspections. It is provided to pharmacy managers for completion prior to Routine Community Pharmacy Inspections, and is intended to increase transparency regarding the inspector's areas of focus and expectations during an onsite inspection.

The self-assessment is intended as a guide for pharmacy managers, along with other staff, to reflect on their current practice from a regulatory perspective to determine if there are areas within their practice that need to be improved. While the College currently requires pharmacies to complete the self-assessment prior to a routine inspection, it is recommended that pharmacy managers complete the self-assessment on an annual basis to ensure their pharmacy practice stays on track with the requirements.

The Quality Assurance Self-Assessment for Community Pharmacies is the first in a suite of self-assessments being developed by the College. The College is also in development of a Quality Assurance Self-Assessment for new community pharmacies and hospital pharmacies.

The Quality Assurance Self-Assessment for Community Pharmacies can be found [here](#).

College Holiday Hours

December 23 - **Open** - 8:30am - 12:00pm

December 26 - **Closed** - Boxing Day

December 27 - **Closed** - In lieu of Christmas

December 28 -30 - **Open** 8:30-4:30

January 2 - **Closed** - In lieu of New Years Day



THIS NEWSLETTER is published four times a year by the College of Pharmacists of Manitoba (the College) and is forwarded to every licenced pharmacist and pharmacy owner in the Province of Manitoba. Decisions of the College of Pharmacists of Manitoba regarding all matters such as regulations, drug-related incidents, etc. are published in the newsletter. The College therefore assumes that all pharmacists and pharmacy owners are aware of these matters.

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Our mission is 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.

President's Message

Dear Members,

As winter draws its snowy cloak around us and 2016 comes to an end, I've taken time to reflect on the College's challenging and productive year. During the course of the past year, we reached many of the goals we outlined in our 2014 Strategic Plan, including introducing the listing process for regulated pharmacy technicians, establishing education requirements and development of the Structured Practical Training Program, increasing public representation on Council, inaugurating the Quality Assurance (QA) Committee, and implementing numerous guides, directions, and resources to improve and support pharmacy practice in Manitoba.

Just as we reflect on our achievements of the last year, we also look to future projects, issues, and opportunities for collaboration with the introduction of our updated Strategic Plan. This past October, Council affirmed our four key strategic goals for the coming two years:

1. Enhance the quality assurance program for pharmacy practice
2. Continue to operationalize the 2006 *Pharmaceutical Act*
3. Build and Strengthen relationships with stakeholders
4. Effective management of all College resources (staff, volunteers, finances, inventory)

With a strong focus on quality assurance, the College is looking both forward and back to enhance public and patient safety. Medication safety and responding to the opioid crisis continue to be top priorities for the College. The QA Committee is currently researching the Medication Safety Self-Assessment and the Community Pharmacy Incident Reporting Program (MSSA/CPhIR) with the goal of developing a system that will promote a culture of learning from medication errors to improve patient safety for all Manitobans.



Similarly, the College has been diligently working on several initiatives to address the opioid public health crisis and growing number of fentanyl-related deaths in this province. In this issue, you will read about our work in partnership with The College of Physicians and Surgeons of Manitoba and the College of Registered Nurses, to develop an interprofessional education program for physicians, nurses and pharmacists to foster a collaborative approach to opioid replacement therapy that is designed to improve health outcomes. In addition, as a representative on the provincial Fentanyl Task Force, the College has worked hard to promote greater public access to naloxone through community pharmacy.

In a spirit of hopefulness and gratitude for the hard work of College staff, members, volunteers, and stakeholders, I wish you a wonderful holiday and a Happy New Year.

Sincerely,

Jennifer Ludwig, BSc. (Pharm.) President,
College of Pharmacists of Manitoba

Professional Development

A New Multidisciplinary Approach to Opioid Replacement Therapy

When healthcare providers work together, they not only improve health outcomes for their patients, but they also foster a spirit of healthcare innovation and problem-solving. For the past several months, the College has worked together with The College of Physicians and Surgeons of Manitoba and the College of Registered Nurses of Manitoba to develop the first multidisciplinary training event in this province on the treatment of opioid use disorders: *Opioid Replacement Therapy 101: An Introduction to Clinical Practice*.

Twenty-five healthcare providers, including physicians, nurse practitioners and pharmacists, participated in the two-day workshop held on November 24th and 25th. A number of excellent speakers shared first-hand knowledge from their years of experience in opioid disorder treatment which include reviewing

- opioid disorders
- treatment options
- the pharmacology of methadone and buprenorphine/naloxone
- patient assessment
- treatment initiation
- dose adjustments during the maintenance phase of treatment
- dose adjustments upon withdrawal of treatment and
- integration of opioid replacement therapy services in a pharmacy practice.

The workshop provided opportunities for various healthcare professionals to ask questions and

discuss difficult situations to again further insight on potential ways to resolve issues. A key benefit to the workshop was the development of collaborative relationships and creating a list of resources and contacts for future use in practice.

Presentations about special considerations were especially interesting and addressed opioid dependence and treatment related to

- pregnancy
- mental illness
- HIV and Hep C and
- acute and chronic pain.

A key benefit to the workshop was the development of collaborative relationships.

Opioid Replacement Therapy 101: An Introduction to Clinical Practice replaces the *Principles for the Provision of Opioid Dependence Treatment by Manitoba Pharmacists* certificate program previously

offered by the College as the required opioid dependence treatment training program for pharmacists dispensing methadone.

Pharmacists who previously completed the *Principles for the Provision of Opioid Dependence Treatment by Manitoba Pharmacists* certificate program are encouraged to complete the new, updated program, although it is not required. Every methadone-dispensing pharmacy must have at least one pharmacist trained in either the old or the new program, but the College encourages **every** pharmacist in a methadone-dispensing pharmacy to acquire training as more workshops become available.

If you are interested in taking this program at a future date, please contact Karen Sorenson at The College of Physicians and Surgeons of Manitoba at ksorenson@cpsm.mb.ca.



Streamlining the Process for Program Accreditation

The College, through the Canadian Council on Continuing Education in Pharmacy (CCCEP), has the authority to accredit educational programs for the sole delivery to a local audience of Manitoba pharmacy professionals. On October 17, 2016, Council approved the new [Program Provider Accreditation Package](#) which has been developed to assist providers in the planning process and in submitting an application for accreditation. The College's accreditation process is designed to ensure that program providers follow the CCCEP standards and guidelines adopted by the College, resulting in high quality educational programs for Manitoba pharmacists and pharmacy technicians.

The new Accreditation Package includes

- information on accreditation
- a request form
- a declaration checklist for the author, presenter, and program provider and
- samples of disclosure slides and program evaluations.

Requests for accreditation in the new Professional Development year beginning November 1, 2016, must follow the new application format. The Program Provider Accreditation Package can be found on the College website [Program Accreditation](#) page, under "Information for Program Providers." For more information or questions, please email the College at accreditations@cphm.ca or call Ronda Eros, Practice Consultant , at 204-233-1411.

Pharmacy Technicians

Know Your Role

Pharmacy Technician Scope of Practice

Pharmacy Technician is a title restricted to individuals who meet the educational, work experience and professional qualifications approved by the College Council.

The Regulation to *The Pharmaceutical Act* describes the tasks and responsibilities that are considered within the scope of practice of a pharmacy technician.

In a pharmacy, a pharmacy technician may perform the following tasks under the supervision of a licensed pharmacist:

- a) review the information in a prescription for compliance with federal and provincial law;
- b) before a drug is dispensed, perform a final check when the process of preparing the drug for dispensing was performed by another pharmacy technician, student, intern or another pharmacy staff person such as a pharmacy assistant, but only if the pharmacy manager has applied to Council for approval of the drug packaging preparation processes used in the pharmacy and Council has approved these processes;
- c) dispense a drug, if a licensed pharmacist has approved filling the prescription and the standards of practice related to a pharmacist's responsibility to counsel the patient are met;
- d) identify drug-related problems that require referral to a pharmacist;

- e) give instructions to a person about how to operate a medical device, but not an explanation involving the interpretation of the results or value of the device;
- f) ask a practitioner and receive his or her instructions as to whether an existing prescription can be refilled as previously prescribed and without any change to the prescription; and,
- g) perform necessary tasks at an external dispensing site.

It is important to note that while pharmacy technicians are recognized under the Regulation to *The Pharmaceutical Act* with an enhanced scope of practice, pharmacy managers and supervising pharmacists remain responsible and accountable for all tasks completed by pharmacy technicians in Manitoba.

The following Scope of Practice comparison chart serves as a helpful tool to easily identify the additional tasks that may be performed by a pharmacy technician in a pharmacy.



Scope of Practice	Pharmacy Assistant/ Other Employee	Pharmacy Technician
Prepare and pre-package drugs for dispensing	✓	✓
Select an appropriate container	✓	✓
Replenish drug storage containers and dispensing machines	✓	✓
Attach the prescription label to a container	✓	✓
Record and retrieve data about a patient or prescription	✓	✓
Compound, if a pharmacist has approved the formulation and process	✓	✓
Enter prescription information into a database	✓	✓
Collect information from a patient for a patient profile	✓	✓
Manage drug inventory	✓	✓
Identify drug-related problems that require a referral to a pharmacist	✗	✓
Review the information in a prescription for compliance with federal and provincial law	✗	✓
Perform a final check when a medication was prepared for dispensing by another technician, student, intern, or pharmacy assistant, but only if the pharmacy manager has received approval from College Council for the drug packaging and preparation process	✗	✓
Dispense a drug if the supervising pharmacist has approved filling the prescription and the supervising pharmacist counsels the patient	✗	✓
Instruct a patient on how to operate a medical device, but not provide an explanation involving the interpretation of the results of the device	✗	✓
Ask for, and receive, a refill authorization from a practitioner on an existing prescription without any changes to the prescription as originally prescribed	✗	✓
Perform necessary tasks at an external dispensing site	✗	✓

Pharmacy Technicians

New Pharmacy Technician Final Check Application

The [Pharmacy Technician Final Check Application](#) was developed by the College for use in both community and hospital pharmacy. The application process requires pharmacy managers and staff to assess current dispensing processes to determine the changes required for a pharmacy technician to perform the final check safely. Pharmacy managers and staff should consider all aspects of the final check procedure including:

- Pharmacy work-flow
- Types of drug preparations involved (cytotoxic/high alert medications, compounds, sterile products, etc.)
- Types of prescriptions (new, refill)

A checking policy and procedure specific to the pharmacy must outline the checks to be performed by the pharmacy technician and the specific procedures to be followed for different types of drug products. All pharmacy technician checking policies must outline:

- Procedures for monitoring and addressing medication errors
- Procedures for documenting pharmacy technician checks

The pharmacy technician checking policy and procedure for the pharmacy should be available to all staff and included in your existing pharmacy policy and procedure manual.

The pharmacy manager is responsible to determine and review the competency of the pharmacy technician to perform the final check, including the process for

- new employee technicians
- existing technicians and
- technicians returning to practice.

Please refer to the [Pharmacy Technician Final Check Information Sheet](#) for additional information to help you build your Pharmacy Technician Final Check policies and procedures. Pharmacy managers must submit a copy of the proposed policies and procedures for Council approval using the Pharmacy Technician Final Check Application.



The Collaborative and Complimentary Roles of the Pharmacist and the Pharmacy Technician

Pharmacists and pharmacy technicians fulfill complementary roles in providing patient care. Pharmacy technicians perform many pharmacy tasks, **but** must also know when to involve a pharmacist. For example, pharmacy technicians can

- review prescriptions to ensure they meet legal requirements, **but** must refer drug-related problems they discover during medication checks or conversations with patients to a pharmacist
- give instructions to a patient about how to operate a medical device, **but** must leave any explanation involving the interpretation of results to a pharmacist
- accept an authorization for a prescription if it is unchanged by the prescriber, **but** must refer new or altered verbal prescriptions from the prescriber to a pharmacist.

The pharmacist remains responsible for reviewing all prescriptions, new and refilled, to determine whether the prescription is therapeutically appropriate and safe for the patient, and conduct medication counselling or provide drug information to all patients.

Once the prescription has been approved by the pharmacist, a pharmacy technician can perform the final check of the medication dispensed by another pharmacy technician or pharmacy assistant providing Council has approved the technician final check process in place at the pharmacy.

Pharmacy technicians and pharmacists each functioning to a full scope of practice can result in improved patient care and safety by:

- Improving work-flow in the pharmacy
- Providing additional time for pharmacists to be involved in drug therapy management activities and patient interactions

College Council has five scheduled meetings per year. A Pharmacy Technician Final Check application must be received by the College no later than three weeks prior to the next Council meeting to ensure all necessary documentation is received and complete for review by Council. Incomplete or missing documentation may delay review and approval of the application by Council.

Upcoming deadlines for Pharmacy Technician Final Check applications:

January 16, 2017 for consideration by College Council on **February 6, 2017**

March 17, 2017 for consideration by College Council on **April 7, 2017**.

Pharmacy Technicians

New Pharmacy Technician Structured Practical Training Program



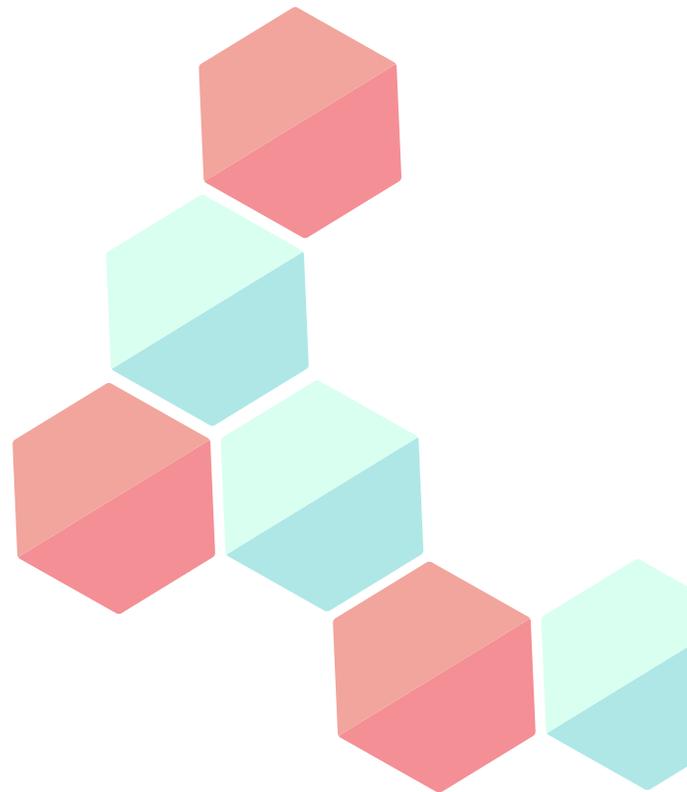
On October 17, 2016, College Council approved a **new** Pharmacy Technician Structured Practical Training (SPT) program. The new SPT program has been updated to reflect enhanced competencies including Patient Care, Practice Setting, Health Promotion and Knowledge and Research

Application pursuant to the introduction of the [2014 NAPRA Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice](#). New learning activities have been included to assist the learner in achieving a satisfactory level of ability in these areas. Previously, all learning activities were completed in the first 120 hours and then repeated in the second 120 hours of the SPT program. Now, the learner can complete any learning activity within the 240 hour time frame with the option of repeating activities to improve their knowledge and skill.

Based on feedback provided by pharmacists and technicians, the new SPT program has a new format and has been developed as three separate booklets:

- Manual
- Logbook
- Submission forms package

Please visit the updated [pharmacy technician](#) page on the College website for more information.





Pharmacy Technician PEBC Examination Reminder

Manitoba pharmacy assistants have just **four** opportunities left to pursue status as a pharmacy technician through The Pharmacy Examining Board of Canada (PEBC) Evaluating Exams & National Association of Pharmacy Regulatory Authorities (NAPRA) National Pharmacy Technician Bridging Program, before the **December 31, 2018**, deadline. Following this deadline, individuals seeking to become pharmacy technicians in Manitoba will be required to complete a CCAPP accredited pharmacy technician program in order to pursue listing as a pharmacy technician under *The Pharmaceutical Act* in Manitoba.

The upcoming dates for the PEBC Pharmacy Technician Evaluating & Qualifying Examinations are as follows:

PEBC Evaluating Exams:

- Sunday, April 23, 2017, application deadline is Friday, January 13, 2017 (Winnipeg site available)
- Saturday, October 14, 2017, application deadline is Friday, June 23, 2017 (Winnipeg site available)
- Spring 2018 date and location are to be determined
- Fall 2018 date and location are to be determined

PEBC Qualifying Exam:

- Saturday, April 1, 2017, Objective Structured Performance Examination (OSPE) and Sunday, April 2, 2017, Multiple-Choice Question (MCQ), application deadline was Friday, December 9, 2017 (not scheduled for a Winnipeg site)

- Saturday, September 9, 2017, MCQ, and Sunday, September 10, 2017, OSPE, application deadline is Friday, June 9, 2017 (Winnipeg site available)

Applications must be **RECEIVED** by the PEBC office no later than the application deadline.

The College encourages pharmacy managers to share this important information with their pharmacy staff who may wish to seek status as a listed pharmacy technician, without having to complete a CCAPP accredited pharmacy technician program, to ensure they are advised of available exam dates.

Please see the [PEBC website](#) for information about application procedures, examination costs and locations, and what to expect during the exam. Complete details about becoming a technician in Manitoba are available on the [Pharmacy Technicians](#) page of the College's website.

Prescription Adaptations FAQ

College inspectors and registrars play an educational role in helping pharmacists understand their obligations under *The Pharmaceutical Act* and Regulation. Prescription adaptation is a frequent topic College inspectors address in the field. For clarification on adaptation practices, please review the following FAQ and the Practice Direction on [Adaptation of a Prescription](#).

1. Under what circumstances can a prescription be adapted?

A licensed pharmacist may adapt a prescription when they are knowledgeable of the patient, of the condition being treated and the drug therapy, and if one or more of the following applies:

- The prescription described is not commercially available or may be temporarily unavailable from the supplier
- Information is missing from the prescription and sufficient information about the drug therapy can be obtained from the patient, patient record, or other sources to determine that adaptation of strength, interval and/or formulation will support compliance with the prescribed dosage
- Adaptation will facilitate patient adherence to the medication regimen
- Adaptation will enable the patient to benefit from approved and existing third-party drug coverage

2. What aspects of a prescription can be adapted?

Adaptation of a prescription must be based on an existing prescription written by a licensed practitioner and is limited to:

- Dosage strength
- Dosage interval and/or
- Formulation

3. Do I have to keep a record of the adaptation?

Yes, the pharmacist must document and keep a record of all information related to the adaptation of a prescription.

4. Once a prescription has been adapted, whose name appears on the prescription?

The licensed pharmacist's name and signature or initials must be on the new prescription record that is generated with the adaptation.

.....

5. Can transferred prescriptions be adapted?

Yes. Adaptation of a prescription must be based on an existing prescription provided by a medical practitioner.

6. Do I have to notify the prescriber if I adapt a prescription?

Yes. The licensed pharmacist must promptly notify the originating practitioner.

7. Does the patient have to provide consent?

Yes. The pharmacist must have a discussion with the patient about the adaptation and obtain the patient's agreement with the adaptation.

8. Does the patient consent have to be in writing?

No. Consent can be verbal, but the pharmacist must document the verbal consent in the patient's file.

9. Can I adapt a narcotic or controlled drug?

Yes. Adaptation of a prescription may apply to drugs covered under the *Controlled Drugs and Substances Act*. Narcotics or controlled drug prescriptions can only be adapted if the total amount of milligrams prescribed does not exceed the total amount prescribed on the original prescription.



Practice Advisories

Pharmacy Inspections A Year in Review

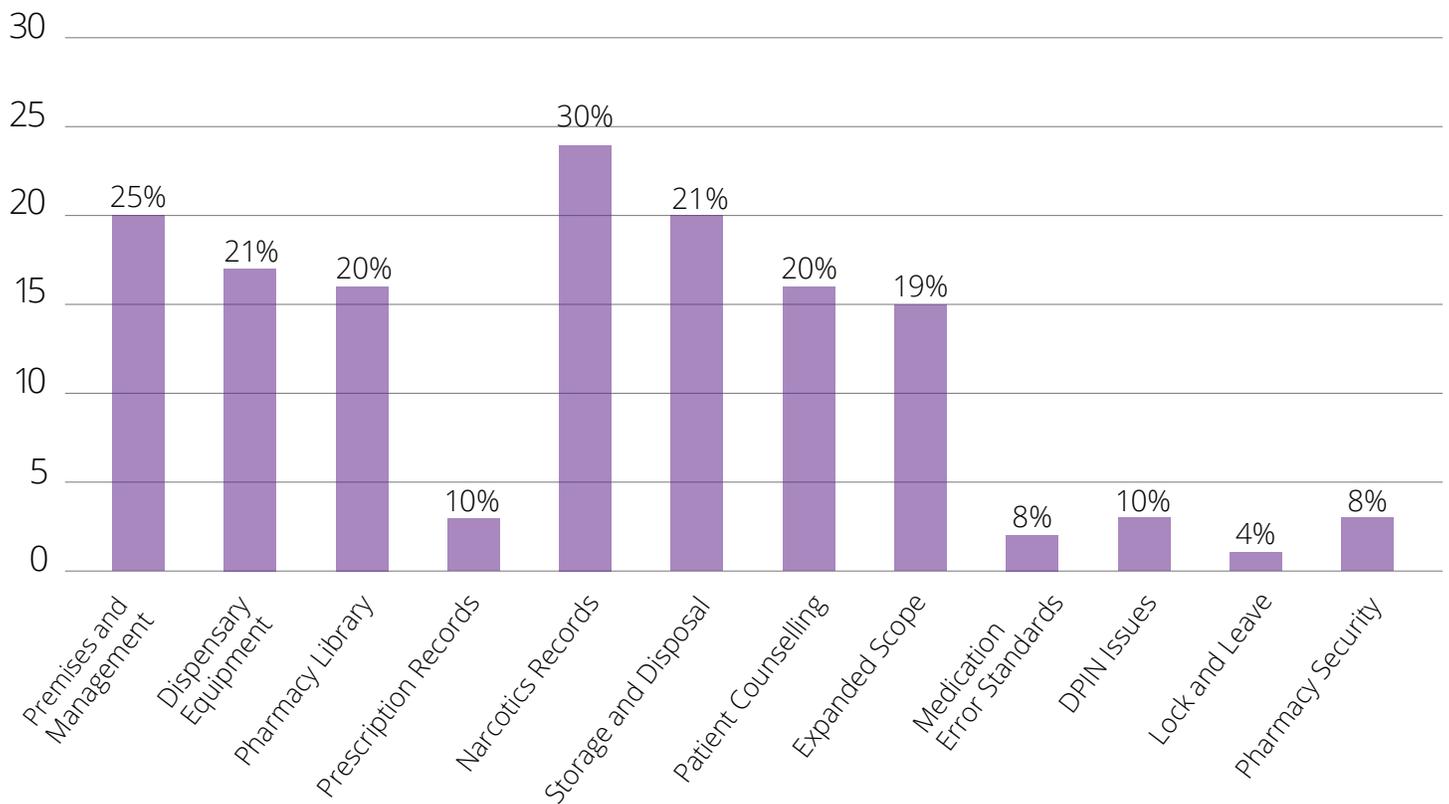
In 2016, the College of Pharmacists of Manitoba's (College) Field Operations team conducted a total of 192 pharmacy site inspections, 125 of which were routine pharmacy inspections. The commitment to safe, patient-centered practice was evident in many of the pharmacies visited in 2016, and the College thanks all of these pharmacists and their teams for their excellent work.

Inspectors collected data over the course of the year to identify trends in pharmacy inspections. This de-identified, aggregate information is shared with

the Quality Assurance Committee and, along with statistics from the Complaints Committee, will help guide future professional development and practice directions. This year's trends are included in the table below.

The most common areas for improvement identified during routine inspections in 2016 include narcotic records, premises and management issues, as well as storage and disposal of personal health information.

Issues Identified During Routine Inspections in 2016



% represents the percentage of pharmacies where issues have been identified during routine pharmacy inspections.



1. Narcotic Records

Non-compliance with provincial and federal requirements for narcotic records was the most common area for improvement identified during routine inspections in 2016. Of note, routine narcotic counts and monthly narcotic sales reports were most commonly identified as areas of concern.

Routine narcotic physical inventory counts must be completed [at least once every three months](#), and supporting documentation must be maintained for five years. These counts are essential to identify any discrepancies in the counts, and to help identify and prevent diversion. Please also remember that any shortages must be reported to Health Canada using the [Loss or Theft Report Form for Controlled Substances and Precursors](#).

Inspectors also visited many pharmacies this year that had not maintained monthly narcotic sales report records. These narcotic sales reports must be reviewed on a monthly basis, and maintained for five years, under current provincial legislation. These sales reports are helpful tools for managers to identify any issues in narcotic sales, and may also be helpful to identify diversion issues within the pharmacy.

2. Premises and Management

Non-compliance with the [Pharmacy Facilities Practice Direction](#) was a common issue identified during routine inspections this year. In particular, many pharmacies violated directions on patient confidentiality.

Pharmacies must provide a setting for confidential discussion between the patient and pharmacist. This is accomplished by privacy paneling at pick-up and drop-off counters, a confidential counseling room, and sound-barriers between the dispensary and the rest of the pharmacy to ensure confidential discussions cannot be heard by others in the pharmacy.

Patient confidentiality and privacy were also identified as the second most common type of public complaint to the College against pharmacists in Manitoba this year.

3. Storage and Disposal of Personal Health Information

Under *The Personal Health Information Act*, community pharmacists are trustees of personal health information. As such, pharmacists must ensure patient information is stored in a secure manner. Over the course of the year, inspectors found that some documentation containing personal health information was not stored securely when filed outside of the dispensary. For instance, some pharmacies in the province are not large enough to store all of their pharmacy records in the dispensary. Some pharmacies will store personal health information in a secure office in another location within the pharmacy which only pharmacists would have access to. Alternatively, some pharmacies send files to Iron Mountain (3rd party), where the files are securely stored.

During the course of the year the Field Operations team developed an updated Quality Assurance Self-Assessment for Community Pharmacies. This self-assessment was implemented in the fall, and includes questions linked to the relevant sections of *The Act*, Regulation, and practice directions.

The Field Operations team is currently working on several developments to assist in pharmacy quality assurance processes in the coming year. A draft Quality Assurance Self-Assessment for hospital pharmacies is under development, and routine hospital pharmacy audits will be a priority for field operations in 2017.

Focus on Patient Safety

New My Patient Advocate Agreement From the Manitoba Institute for Patient Safety

The Manitoba Institute for Patient Safety (MIPS) has released the [My Patient Advocate Agreement](#), an update to the *Patient Advocate Form*.

Developed by MIPS in cooperation with patients and families, the new Advocate Agreement enables patients to identify their patient advocate and the permissions they wish to give their advocate regarding their healthcare in both community and hospital settings. The agreement is meant for individuals who are capable of communicating their wishes, but want someone to support them during their healthcare appointments, hospitalizations and pharmacy visits.

Act. Consequently, the patient is empowered to give permission to their advocate to access and review medical records, as well as identifying other permission statements which the patient can consider for their own situation.

The *My Patient Advocate Agreement* is a tool to enable pharmacists to better serve patients in many different scenarios and enhance communication with their patients and patient advocates. By maintaining a copy of a completed form on a patient's record, healthcare providers can be sure that the personal health information of the patient is protected without hindering care in situations where an advocate is involved. For more information, visit mips.ca.

Building awareness

for the systems that can
lead to adverse events,

changing the culture to reporting and **learning**



**from medication
incidents,**

are some of the key factors in
improving **patient safety.**

In particular, the use of an advocate can ensure that information shared with patients is understood and can be acted upon appropriately. Information is critical to informed decision making and patient safety.

The updated agreement includes reference to meeting the requirements of section 60(1) *Personal Health Information Act* and 79(a) of the *Freedom of Information and Protection of Privacy Act*.



The Institute for Safe Medication Practices Canada is an independent national not-for-profit organization committed to the advancement of medication safety in all healthcare settings. ISMP Canada works collaboratively with the healthcare community, regulatory agencies and policy makers, provincial, national and international patient safety organizations, the pharmaceutical industry and the public to promote safe medication practices. ISMP Canada's mandate includes analyzing medication incidents, making recommendations for the prevention of harmful medication incidents, and facilitating quality improvement initiatives.

ISMP Newsletter Subscriptions

ISMP Canada Safety Bulletins are designed to disseminate timely, targeted information to reduce the risk of medication incidents. The purpose of the bulletins is to confidentially share the information received about medication incidents which have occurred and to suggest medication system improvement strategies for enhancing patient safety. The bulletins will also share alerts and warnings specific to the Canadian market place.

The following ISMP Canada Safety Bulletins have been issued since the last issue of the Newsletter:

ISMP Canada Safety Bulletins for Practitioners, 2016 - Volume 16:

- [Weight-Based Medication Dose Errors – Issue 9](#)
- [Safer Decisions Save Lives: Key Opioid Prescribing Messages for Community Practitioners – Issue 8](#)
- [Delayed Treatment after Transitions of Care: A Multi-Incident Analysis – Issue 7](#)

SafeMedicationUse.ca Newsletters and Alerts for Consumers, 2016 - Volume 7:

- [Know your Medications before Leaving on a "Pass"!](#)
- [Be Sure to Know the Meaning of "Take as Needed"](#)

All issues of the ISMP Canada Safety Bulletins, including those issued in previous years, are freely downloadable from the ISMP Canada website at www.ismp-canada.org.

ISMP Canada is pleased to distribute The Medication Safety Alert! (US) newsletters along with ISMP Canada Safety Bulletins to Canadian practitioners and corporations.

To subscribe and for more information on all ISMP Canada's publications, events and services visit the ISMP Canada website at www.ismp-canada.org.



The Canadian Medication Incident Reporting and Prevention System (CMIRPS) is a collaborative pan-Canadian program of Health Canada, the Canadian Institute for Health Information (CIHI), the Institute for Safe Medication Practices Canada (ISMP Canada) and the Canadian Patient Safety Institute (CPSI). The goal of CMIRPS is to reduce and prevent harmful medication incidents in Canada.

Report medication incidents (including near misses)

Online: www.ismp-canada.org/err_index.htm

Phone: 1-866-544-7672

ISMP Canada strives to ensure confidentiality and security of information received, and respects the wishes of the reporter as to the level of detail to be included in publications.

Sign up:

To receive this publication or other medication safety publications sign up at: www.ismp-canada.org/subscription.htm

For more information, visit [CMIRPS](#), call 1-866-544-7672, or email cmirps@ismp-canada.org.

Focus on Patient Safety

Ensuring Holiday Safety

Counselling Patients About Medication Storage

The holiday season is a busy time when many homes are filled with gatherings of friends and family. It is also a time when young children may be visiting homes where medication may not be stored as securely and out of reach as in their own homes.

The reality of these dangers recently struck an Ontario family, when a toddler wandered into an open bedroom at a home his family was visiting and it is believed he ingested a single pill. Tragically, the boy died two days after the incident.

The College reminds all pharmacists to stress the importance of proper medication storage when counselling patients, especially during the holidays. Please remind your patients to

- store medication where children cannot reach it
- put medication safely away after each use

- make sure safety caps on all medication are locked
- teach children about medicine safety
- follow any special instructions, for medication storage such as those for cancer treatment medicines
- be informed about what to do in the event an emergency occurs.

For more information on counselling patients on safe medication storage, please see the College Practice Direction on [Patient Counselling](#).



Discipline Decision

Discipline Decision: Komal Kaler

Pursuant to the Notice of Hearing dated the 4th day of August, 2016, it was alleged that Mr. Komal Kaler ("Kaler"), being a pharmacist under the provisions of *The Pharmaceutical Act* ("The Act"), and a registrant of the College, was guilty of professional misconduct and had contravened the Code of Ethics ("Code") approved pursuant to Section 76(1) of *The Act*, and acted contrary to his professional duties related to *The Personal Health Information Act* ("PHIA") and Section 7 of the Practice Direction - Hospital Standards of Practice ("Practice Direction - Hospital Standards"), in his role as pharmacist employed with the Winnipeg Regional Health Authority, at the Grace Hospital in Winnipeg, by illegally accessing health records of 113 patients not under his care, including but not limited to those of family members, current and former friends, work colleagues, fellow pharmacists, and in addition, his own health records, he breached his ethical obligations outlined in Statements IV, VII, VIII, and X of the Code approved pursuant to Section 76(1) of *The Act*, and acted contrary to his professional duties related to the PHIA and Section 7 of the Practice Direction - Hospital Standards.

The hearing into the charges was originally scheduled to commence on April 27, 2016, and at the member's request, was adjourned with the consent of counsel for the College.

On July 27, 2016, this Committee convened to address the charges. Mr. Anthony Kavanagh appeared as legal counsel on behalf of the College. Mr. William Haight appeared with and as legal counsel on behalf of Kaler.

Kaler entered a guilty plea to all 113 counts of accessing health records of patients not under his care, including but not limited to those of family members, current and former friends, work colleagues, fellow pharmacists, and in addition, his own health records.

In a Statement of Agreed Facts, the parties agreed that:

1. Kaler is a member of the College of Pharmacists of Manitoba.
2. Kaler was validly served with the Notice of Hearing dated March 21, 2016, and the College complied with the requirements of sub-sections 46(2) and 46(3) of *The Pharmaceutical Act*, SM 2006, c 37 (*the "Act"*).
3. Kaler had no objection to any of the panel members or legal counsel to the panel either on the basis of bias, a reasonable apprehension of bias or a conflict of interest.
4. Kaler graduated with his pharmacy degree from the University of Manitoba in 2011.
5. Kaler has been registered as a pharmacist under the *Act* since July 11, 2011, and has worked at several Safeway Food and Drug Pharmacies since that date, and at the Grace Hospital as a staff pharmacist from spring 2012 until March of 2015, working in the Internal Medicine section as well as covering shifts in the Emergency Department and ICU.
6. Kaler has no previous discipline history with the College.

Although Kaler entered a guilty plea to all 113 counts, the parties were unable to agree upon a joint disposition in respect of an appropriate penalty to be imposed.

After having had the opportunity to review the authorities provided to the Discipline Committee and having considered the submissions of legal counsel, the Discipline Committee ordered that:

- a) Kaler pay a fine in the amount of \$1,000.00, no later than August 31, 2016;

Discipline Decision

Discipline Decision: Komal Kaler (continued)

- b) Kaler pay \$13,242.28, as a contribution to the cost of the discipline proceedings no later than December 31, 2016;
 - c) As a condition of licensure for each of the years 2016, 2017, 2018 and 2019, Kaler must continue to participate in a counselling program and provide the Registrar of the College, at his own cost, and at a minimum of once annually, a health assessment report from the counsellor, addressing the reasons for the significant breach and the likelihood of Kaler repeating the errant behavior. These reports must be in a form acceptable to the College;
 - d) Upon compliance with condition “a”, Kaler may apply to the Registrar for a pharmacist licence;
 - e) As a condition of retaining his license, Kaler must, upon relicensing by the College and for the period up to December 31, 2021, provide to the pharmacy manager of every future employer, a written copy of the Discipline Order and Decision. When providing the Order and Decision to the employer, Kaler must provide the Registrar of the College with a copy of his correspondence to the employer confirming that the Order and Decision has been given to the employer; and
 - f) The College must publish the circumstances relevant to the Discipline Committee’s finding and the Order and Decision, as well as Kaler’s name.
- He voluntarily undertook to withdraw from the practice of pharmacy on March 17, 2015;
 - His candor when meeting with the Complaints Committee, separately with the Registrar of the College and in two interviews with the College investigators, all during which he admitted that he breached the personal health information of many patients; and
 - He did not share this information with any third party.

However, while the Discipline Committee acknowledged these mitigating factors, it felt it necessary to stress the seriousness of Kaler’s actions, for which he alone is responsible, and felt it necessary, in order to protect the public’s interest, to send a message to Kaler and other members of the profession that, but for interim suspension and excess loss of income during the period of approximately 16 months, the Discipline Committee would have imposed a fine of \$10,000.00 and ordered that Kaler’s pharmacist registration and pharmacist licence be suspended for 6 months.

In arriving at its decision, the Discipline Committee considered the following:

- Kaler had no prior discipline history with the College;

News and Events



National Association of Pharmacy Regulatory Authorities
Association nationale des organismes de réglementation de la pharmacie

Drug Schedules Notice Board

The Interim Recommendation made by the National Drug Scheduling Advisory Committee (NDSAC) on December 12, 2016 that:

- naloxone hydrochloride nasal spray, when indicated for emergency use for opioid overdose outside hospital settings, be granted Schedule II status

was finalized effective December 22, 2016. Final approval of the interim recommendation was made by NAPRA's Executive Committee, in consideration of comments received during the 10-day review period. The National Drug Schedules will be revised accordingly.

For more updates from NAPRA's Drug Schedules Notice Board, visit the links below:

[2016](#) | [2015](#) | [2014](#) | [2013](#) | [2012](#) | [2011](#) | [2010](#) | [2009](#) | [2008](#) | [2007](#) | [2006](#) | [2005](#)

News and Events

20 College of Pharmacists 17 of Manitoba Awards

The College of Pharmacists of Manitoba is now accepting nominations for the following awards:

- Pharmacist of the Year
- Bowl of Hygeia
- Bonnie Schultz Memorial Award for Pharmacy Practice Excellence
- Patient Safety Award
- Honorary Life Members
- Honorary Members
- Centennial Award

Recognize a Manitoba pharmacist for their contribution to the profession by nominating them for one of these prestigious awards! The deadline for submitting nominations for the 2017 College Awards is **January 10, 2017**. The College created [award submission guidelines](#) and an [awards brochure](#) for your consideration prior to forwarding your nomination to the College's Awards & Nominating Committee.

Please send all nominations to:

College of Pharmacists of Manitoba
Attention: The Awards & Nominating Committee

200 Taché Avenue
Winnipeg, MB R2H 1A7

Email: info@cphm.ca with the subject line:
Attention: The Awards & Nominating Committee

Awards will be presented during the Manitoba Pharmacy Conference which takes place, April 7-9, 2017.



Staff Updates

The College welcomes Brittany Delaquis as Office Assistant and Rachel Carlson as Communications and Quality Assurance Coordinator.

Brittany comes to the College with a strong background in office support and has worked in a number of clinical settings including medical and pharmacy practices. Brittany holds a diploma in Human Resource Management from Red River College.

Rachel graduated from Creative Communications at Red River College last spring and comes to the College with a background in English Studies and Rhetoric and Communications at the University of Winnipeg.

Welcome to the team!

AGM Save-the-Date

The Annual General Meeting of the College of Pharmacists of Manitoba will be held at 9:00 a.m. on Saturday, April 8th, 2017, at the RBC Convention Centre (Pan Am Room) in Winnipeg. All voting members are encouraged to attend.

20 Young 17 Leader Awards

Each year, the College of Pharmacists of Manitoba, along with Pharmacists Manitoba, jointly present the Young Leader Awards to deserving recipients. These awards celebrate the efforts of future leaders in pharmacy practice, while offering them an opportunity to experience the professional development available through the annual pharmacy conference.

The award recipients receive a plaque, complimentary registration for the conference at the RBC Convention Centre, and complimentary accommodation at the Delta Winnipeg Hotel, host hotel for the conference.

The awards are open to recently licensed pharmacists (practicing one to five years post-graduation) and pharmacy students (interns) in

their final year of study and to who have made a professional contribution to their community or amongst their peers at the University of Manitoba's College of Pharmacy.

If you, or someone you know, meet these criteria, the College of Pharmacists of Manitoba would like to receive a Young Leader Awards nomination from you.

The deadline for nominations is

Friday, February 27, 2017.

Please visit the [Pharmacists Manitoba](#) website for more information and to access the Young Leader Awards online application form.



2016 - Acknowledging Academic Excellence

White Coat Ceremony and Student Awards

The College of Pharmacists of Manitoba (the College) plays a key role in supporting pharmacy students as they enter and complete their studies at the University of Manitoba College of Pharmacy. The College of Pharmacists presents more than ten awards and honours to deserving students throughout the academic year. While many of these awards recognize excellence, they also provide students with additional financial support during their studies.

On September 23, 2016, College President Jennifer Ludwig, along with Registrar Susan Lessard-Friesen, joined pharmacy professionals and University of Manitoba faculty and staff in acknowledging 52 new students of the College of Pharmacy. The annual White Coat Ceremony, where each student is presented with a white lab coat, serves as a formal welcome from the regulatory body and the faculty to students entering their first year of pharmacy studies.

Ms. Jennifer Ludwig, Ms. Lessard-Friesen and Dr. Keith Simons, Alumnus of Distinction, Class of 1966, served as guest speakers, while Dr. Xiaochen Gu, Interim Dean of Pharmacy, acted as Master of Ceremonies.

The College and the University also recognized academic and professional excellence with a number of awards presented to faculty staff and students. The College extends special congratulations to the

students who were awarded scholarships founded by Mr. William Eamer and the College of Pharmacists of Manitoba.

While working as Executive Director of the Manitoba Society of Pharmacists (now Pharmacists Manitoba) and as Liaison to the College Council from 1993-1996, Mr. Eamer was impressed by the hard

work and dedication of pharmacists across the province. In honour of this, Mr. Eamer and the Manitoba Pharmaceutical Association (now the College of Pharmacists of Manitoba), jointly established an

endowment fund with the College of Pharmacy at the University of Manitoba in 2005. Since then, the fund has been the source of more than \$62,000 in student awards.

Mr. Eamer, along with the College President and Registrar, attend the many ceremonies and receptions to present awards to pharmacy students and to honour the future of pharmacy in Manitoba.

"It's a great feeling," said Mr. Eamer. "It's always invigorating to see and hear what students are doing. They are so active and socially responsible and how they find hours in the day to do what they do is incredible to me."

It's always invigorating to see and hear what students are doing. They are so active and socially responsible.



This spirit of welcome, student support, and giving back to the profession is continued by the College of Pharmacists of Manitoba, Mr. William Eamer, and the generosity of donors. If you or your company would like to be a part of the legacy to ensure the future success of pharmacy in Manitoba, please contact

Brooke Karlaftis, Donor Relations Officer
University of Manitoba
(204) 474-7835
Brooke.Karlaftis@umanitoba.ca.

It is the ideal time of year to make a donation to the William G. Eamer/College of Pharmacists of Manitoba endowment fund or any other fund or award, such as the Ronald F. Guse Scholarship, at the College of Pharmacy. You will receive a tax receipt from the University of Manitoba for any donation you make.



Mr. William Eamer, Mr. Alan Phung, Ms. Madison Vassart, Ms. Jenny Fehr, and Ms. Susan Lessard-Friesen.

News and Events

Fall 2016 Student Award Winners

Congratulations to all of the award recipients, including students and staff and faculty, who were recognized for their excellence in the fall and winter of 2016.

Jenny Fehr
College of Pharmacists of Manitoba Silver Medal in 3rd Year Pharmacy

Awarded to the student with the highest academic standing in third year pharmacy.

Kevin Li
Flexon Silver Medal

Awarded to the student with the highest academic standing in Medicinal Chemistry courses.

Julius Lu
Bletcher Memorial Scholarship

Awarded to a second year pharmacy student with high academic standing.

Lane Sokolowski
College of Pharmacists of Manitoba Scholarship

Awarded to a student of outstanding merit in second year pharmacy.

Madison Vassart
Stewart G. Wilcox Award
Awarded to the student of highest academic standing in Pharmacy Skills Lab 2 (Jurisprudence Section).

Amani Hamad
College of Pharmacists of Manitoba/William G. Eamer Graduate Scholarship in Pharmacy

Awarded to an individual of high academic standing who is enrolled as a full-time Masters or Ph.D. student in any year of the Faculty

of Graduate studies, and whose research project is conducted in the Faculty of Pharmacy. This student will have made a significant contribution to their profession, university, and community.

William G. Eamer/College of Pharmacists of Manitoba Scholarships for Student Excellence in Pharmacy

Jenifer Sharshonov (Year One)

Karyn Wiebe (Year Two)

Michael Szelemej (Year Three)

Alan Phung (Year Four)

Awarded to students who are enrolled full-time in their year of study at the College of Pharmacy, have achieved high academic standing, and have demonstrated social responsibility and community service.



Mr. William Eamer, Ms. Jenifer Sharshonov, and Ms. Susan Lessard-Friesen.



Mr. William Eamer, Mr. Michael Szelemej, Ms. Karyn Wiebe, and Ms. Susan Lessard-Friesen.



New students welcomed to the College of Pharmacy at the 2016 White Coat Ceremony.

