



College of Pharmacists
of British Columbia

**PRACTICE
REVIEW
PROGRAM**

A magnifying glass with a white handle and frame is positioned over a green caduceus symbol. The caduceus consists of a staff with two snakes entwined around it, set against a white background within the lens of the magnifying glass.

ACTION ITEM TUTORIAL



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Goal of the Practice Review Program (PRP)

- To protect public safety by improving compliance with College Bylaws and Professional Practice Policies;
- To increase awareness, understanding and compliance with all applicable legislation, standards and College expectations as a regulated pharmacy professional and of a licensed pharmacy; and
- To ensure consistent delivery of pharmacy services across British Columbia by observing regulated pharmacy professionals in their own practice settings as they perform daily duties.

Applicable Legislation and Standards

All of the review statements are taken from the following legislation and standards:

(Click to link to legislation or standard)

- **[Health Professions Act \(HPA\)](#)**
 - [Regulations and Bylaws](#)
- **[Pharmacy Operations and Drug Scheduling Act \(PODSA\)](#)**
 - [Regulations and Bylaws](#)
- **[Code of Ethics – HPA Bylaws - Schedule A](#)**
- **[Professional Practice Policies \(PPP\)](#)**
- **[Health Care \(Consent\) and Care Facility \(Admission\) Act](#)**
- **[Food & Drugs Act and Regulations](#)**

The Action Item Portal is

- Confidential (you receive your individual results) and secure (accessed by logging in to eServices)

- Used to share *Pharmacy Review* and *Pharmacy Professionals Review* results
 - *Pharmacy Review* results are only shared with the Pharmacy Manager

 - *Pharmacy Professionals Review* results are only shared with the individual pharmacy professional

- Used to communicate with your Compliance Officer (CO) after the *Pharmacy Review* and/or *Pharmacy Professionals Review*. You will be able to:
 - Review your assigned action item(s)

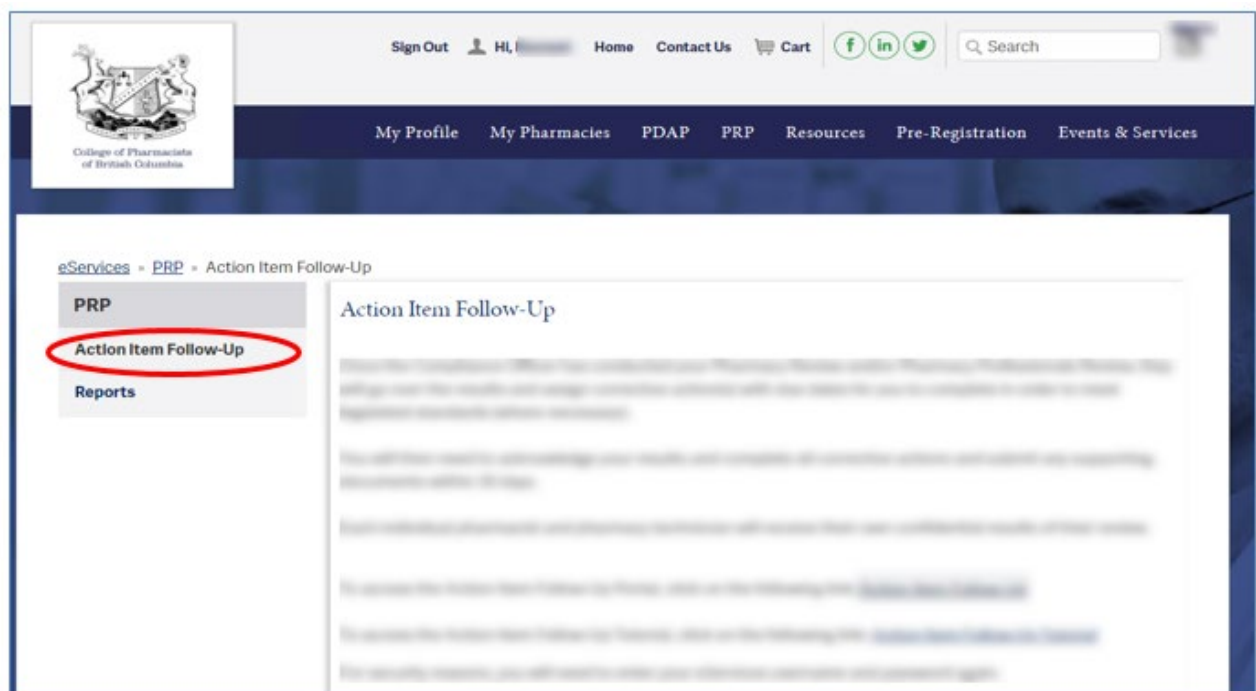
 - Ask your CO any questions about your action item(s), and

 - Submit your completed action item(s) along with any supporting documentation

Action Item Portal Instructions

1. Use the link included in the results email to access the Action Item Portal through eServices. Alternatively, log into **“eServices”**, select the **“PRP”** tab and then **“Action Item Follow Up”**.

If you are accessing the action item(s) through eServices, for security reasons, you will need to enter your eServices username and password again.









- Each assigned action item includes the:
 - Legislated and/or College standard
 - Observation(s) documented by the CO (if applicable)
 - Due date to complete the action item

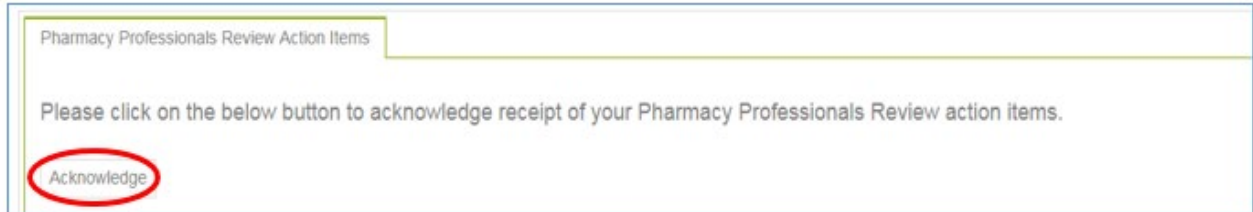
Pharmacy Professionals Review Action Items

Please click on the below button to acknowledge receipt of your Pharmacy Professionals Review action items.

Acknowledge

Legislation/Standard	Observation / Action Item	Correspondence Log	Attachments	Due Date	Approve
Pharmacy Practice Standard 1.1	Observation(s) documented by the CO (if applicable)	Enter Comment and Click Arrow to Save. 	 	Apr-07-2017	<input type="checkbox"/>
Pharmacy Practice Standard 1.2	Observation(s) documented by the CO (if applicable)	Enter Comment and Click Arrow to Save. 	 	Apr-07-2017	<input type="checkbox"/>

2. Click **“Acknowledge”** to confirm receipt of your action item(s). Action item(s) must be acknowledged within 24 hours.

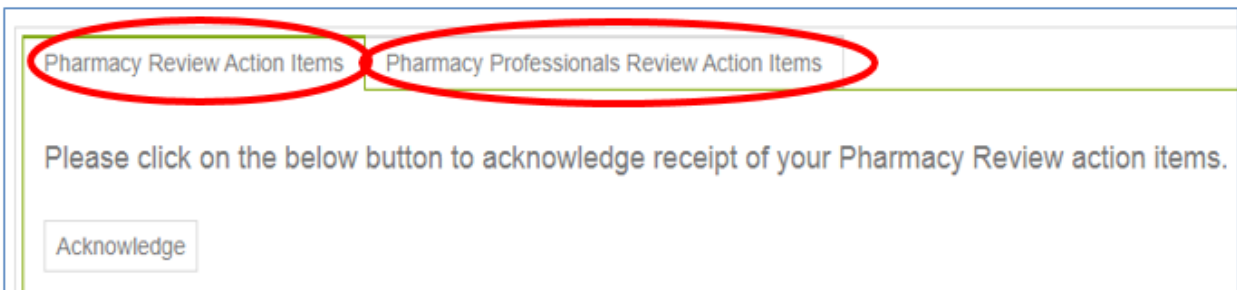


Pharmacy Professionals Review Action Items

Please click on the below button to acknowledge receipt of your Pharmacy Professionals Review action items.

Acknowledge

- If you are a Pharmacy Manager, you must confirm receipt of the action item(s) for both the *Pharmacy Review* and your *Pharmacy Professionals Review*.



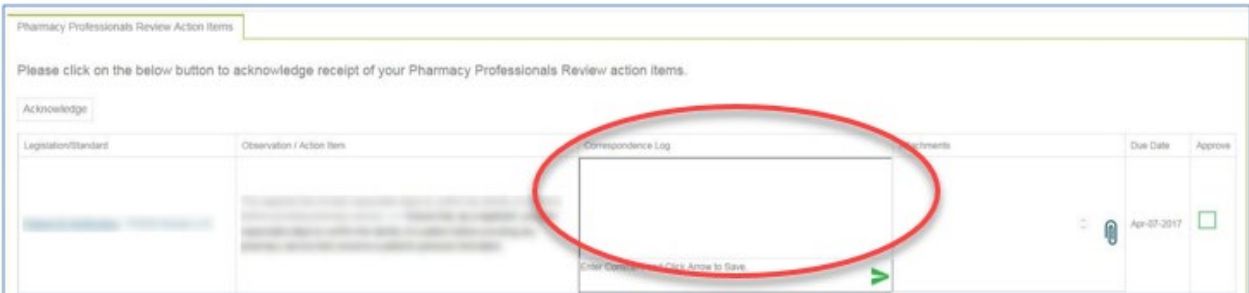
Pharmacy Review Action Items Pharmacy Professionals Review Action Items

Please click on the below button to acknowledge receipt of your Pharmacy Review action items.

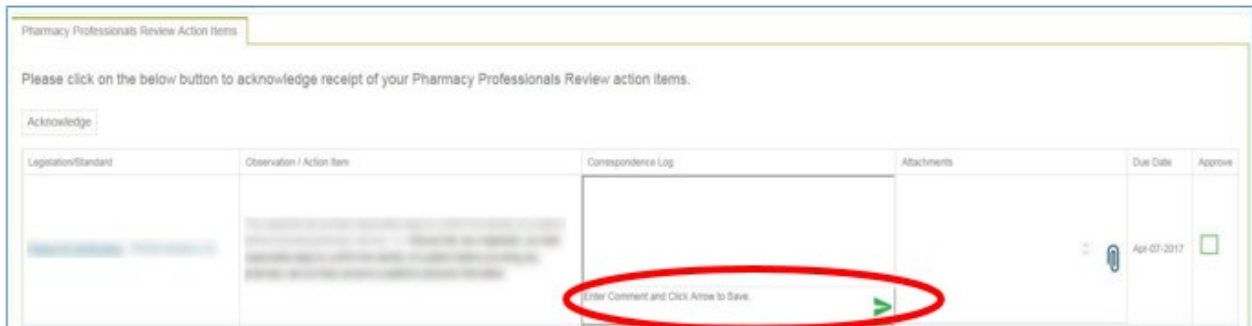
Acknowledge

Note: You will not be able to use the Correspondence Log without acknowledging receipt of your action item(s). Once you acknowledge the review results, the **“Acknowledge”** button will disappear.

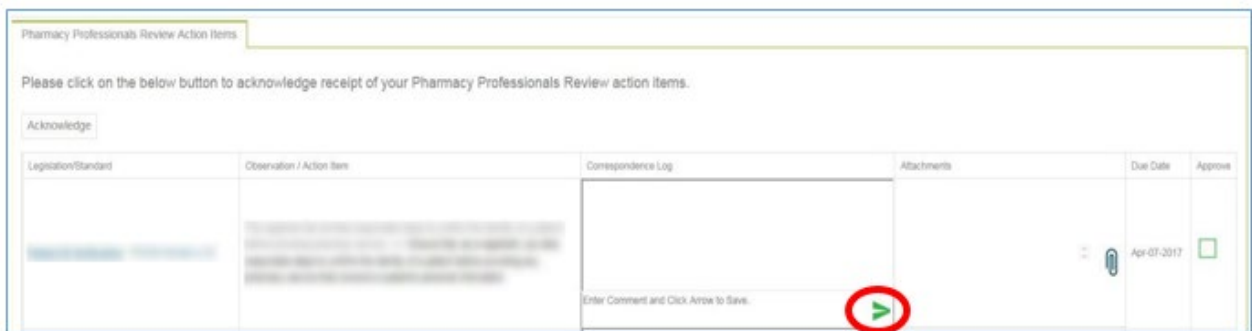
3. Complete the assigned action item(s) within 30 days.
4. Use the Correspondence Log to ask questions and submit your completed action item(s) to your CO.



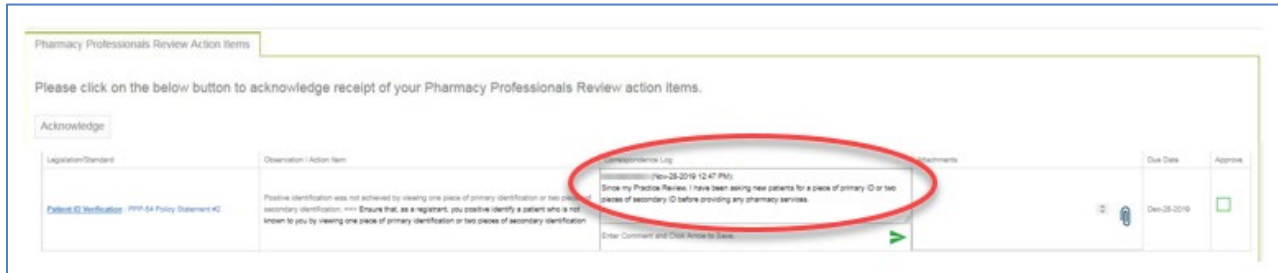
- To use the Correspondence Log, click on the **“Enter Comment and click Arrow to Save”** field.



- Type in your comment and then click the arrow button to submit your response to the CO. Follow these steps consecutively for every action item.



- Once the comment is submitted, it will appear in the Correspondence Log with a date and time stamp.



Note: Compliance Officers will only see your comments when they are added to the Correspondence Log. Comments already submitted are not editable and become part of the Review Report.

- To submit a supporting document, click on the paperclip button and select the file(s) on your computer. Click **“Open”** and the file(s) will appear in the **“Attachments”** column once uploaded. Uploaded files are not editable and become part of the Review Report. The observation/ comment from the CO will specify whether the action item(s) require supporting documentation.



Note: If you are a Pharmacy Manager, you need to complete action item(s) for both the Pharmacy Review and your Pharmacy Professionals Review.

5. The CO reviews the action items that you have submitted, and notifies you via email if:

- Any comments/questions are added in the Correspondence Log, or
- Your completed action item(s) are approved.



6. If you receive comments or questions from your CO, you need to respond to them by replying in the Correspondence Log

7. Once the CO approves all your completed action items, your review is then considered complete. Once the review is finalized, it can be accessed on eServices under **“Reports”**. For help on how to access your Practice Review Reports, [click here](#).

8. A notice of completion will be emailed to you along with an invitation to complete a voluntary anonymous feedback survey about your experience with the PRP process. The College uses that information to evaluate the program and to make improvements