

PRP HOSPITAL PRACTICE REVIEW PROCESS OVERVIEW

There are two components to the Practice Review Program: the *Pharmacy Review* and the *Pharmacy Professionals Review*. Pharmacy Managers play a key role in the delivery of both components as they assist with staff scheduling for the *Pharmacy Professionals Review* and are responsible for the *Hospital Pharmacy Review* process.

1

The Pharmacy Manager receives an email from the College with advance notice (**at least 60 days prior**) that their pharmacy is scheduled for a review within a date range.

2

The Pharmacy Manager completes the *Hospital Pharmacy Pre-Review* and submits it to the College (**within 14 days**). They also assess availability for the provided date range, identify any scheduling conflicts, and update the staff roster on eServices as needed.

Note: The Pharmacy Manager named on the College's pharmacy license must be on-site at the start and end of the Pharmacy Review.

3

Upon completion of the *Hospital Pharmacy Pre-Review*, the College sends an email confirming the exact dates of the reviews to the Pharmacy Manager and pharmacy professionals. The Pharmacy Manager consecutively schedules all regulated staff for their individual *Pharmacy Professionals Review* (**approx. 2 hours per professional**) for the duration of the initial site visit. Subsequent return visits, if needed, will require the Pharmacy Manager to schedule accordingly, continuing until all regulated staff have been reviewed.

4

The Compliance Officer (CO) visits the pharmacy and begins to conduct the *Hospital Pharmacy Review* (**approx. 1 to 2 days**).

5

The CO conducts every *Pharmacy Professionals Review* by observing each regulated pharmacy professionals. Upon completion, the CO shares the results with each pharmacy professional, and when necessary, assigns action item(s) for the individual(s) to complete in order to meet legislated standards. Each pharmacy professional acknowledges their results and has 30 days to complete all action items and submit any supporting documents.

6

The CO finishes the *Pharmacy Review* after all *Pharmacy Professionals Reviews* have been completed. This allows the CO to include any findings from the individual *Pharmacy Professionals Reviews* in the *Pharmacy Review* as they pertain to the pharmacy. The CO shares the *Hospital Pharmacy Review* final results with the Pharmacy Manager, and when necessary, assigns action item(s) for the Pharmacy Manager to complete in order for the pharmacy to meet legislated standards. The Pharmacy Manager acknowledges the *Pharmacy Review* results and has 30 days to complete all action items and submit any supporting documents.

7

The CO evaluates any action item(s) and supporting documents. Once the CO reviews and accepts all action item(s) the review is then considered complete.

8

The Pharmacy Manager and the pharmacy professionals reviewed are invited to complete a voluntary anonymous feedback survey about their experience with the review process. The college uses that information to evaluate the program and to make improvements.



College of Pharmacists
of British Columbia

For more information and resources
<http://www.bcpharmacists.org/prp>