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Online Ethics Educational Tutorial – *Now Available*



**"If we knew what the right thing
to do was, we would do it?"**

– Socrates

As you will recall the College's Code of Ethics, which had not been updated for over 15 years, was recently revised to reflect enhancements to pharmacists' scope of practice, be inclusive of pharmacy technicians and to ensure that College standards, with respect to professional and ethical conduct, is supportive of pharmacy practice today.

With this goal in mind the revised documents were developed over many months through a comprehensive consultative process led by a Board supported task group, which included an ethicist and involved gathering and incorporating feedback from a wide spectrum of stakeholders. Central to which were practising registrants in both community and hospital practice.

As the Code is an integral part of pharmacy legislation, following College Board approval the revised documents were submitted to the Ministry of Health for final approval. That approval was received earlier this year and as such the Code of Ethics, Conflict of Interest Standards and other complementary documents, which constitute Schedule A to the College bylaws, are now in effect and can be found on the College website (www.bcpharmacists.org); from the homepage select Legislation & Standards/ Provincial Legislation/ Bylaws.

Although there are not significant changes from the previous Code of Ethics, these revised documents provide a broader ethical foundation and greater clarity for registrants and include, for the first time, a document dedicated to Conflict of Interest, a Model for Ethical Decision Making and a Pharmacy Oath.

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Address to AGM by Chair/ Vice-Chair



On the request of the Board Chair the regular Registrar's Message is being replaced for this issue to allow for the inclusion of the Chair and Vice-Chair addresses made at the College's Annual General Meeting (AGM) held in Vancouver on Saturday, November 19, 2011.



Colleagues, Board Members, College staff, honoured guests, ladies and gentlemen.

As your new Board Chair I want to take this opportunity to address you today.

Community pharmacists in this province voted overwhelmingly in Board elections for actively practising pharmacists who promised change.

The College of Pharmacists of British Columbia is owned by the patients you serve in hospital and community pharmacies, and in care facilities. The principal stakeholders are you, pharmacists providing pharmacy services, and the health ministry responsible for healthcare legislation. Together, you act in the best interests of the patients you serve, the residents of this province, and no other.

British Columbia and Saskatchewan have the dubious distinction of being the only provinces currently allowing tobacco sales in pharmacies. I promise to review this matter.

While other provinces have outlawed customer loyalty and reward points programs associated with the provision of pharmacy services, the College Board reversed its decision to prohibit such practices. I promise to review this matter.

Increases in pharmacist and pharmacy license fees have been justified based on selective comparison with fees charged in other provinces, and by other professions, rather than by the programs they support. Does this make sense?

General Meetings are one of the few forums where members can express themselves through resolutions. Historically very few resolutions have been enacted by the Board despite assurances they would be actively considered. I can assure you that due consideration will be given to resolutions.

What I promise you is transparency, accountability and fiscal responsibility.

Thank you.

Doug Kipp, Chair
College of Pharmacists of BC



Colleagues, Board Members, College staff, honoured guests, ladies and gentlemen.

As your new Board Vice-Chair I would also like to say a few

words today. As many of you may know, I've been working to get tobacco products out of pharmacies for more than 20 years. I hope it doesn't take another 20 years before I'm successful! But this isn't my only concern.

I was elected to represent the professional interests of the practising community pharmacists in my District, not their personal interests, not their financial interests – these must be addressed by advocacy agencies – but their professional interests. Together with government appointed Board members we are all working for the betterment of our patients with professional agendas only.

I would like to see advances in practice initiated by actively practising pharmacists, rather than academia or bureaucracy. A call for appointments to the many College committees will be made shortly, and I urge all actively practising pharmacists to seriously consider volunteering your time. It's your profession. Tuum est – It's up to you.

Thank you.

Bev Harris, Vice-Chair
College of Pharmacists of BC

Pharmacy Technician Update

2011 was a notable year in British Columbia with the registration of the first twenty-four pharmacy technician healthcare professionals. Additionally, nearly 1000 individuals have pre-registered with the College and are on their way to joining them and becoming regulated pharmacy technicians.

Upcoming registration deadlines for those who wish to pursue registration as pharmacy technicians are highlighted below (*note: pre-registration with the College is mandatory prior to applying for the bridging program*):

Activity	Registration Deadline	Start Date
Qualifying Exam (PEBC) www.pebc.ca	Dec 19, 2011	Mar 24 & 25, 2012 (Winter sitting)
Bridging Program (UBC) www.cpd.pharmacy.ubc.ca	Jan 2, 2012	Jan – Mar 2012 (Winter uptake)
Evaluating Exam (PEBC) www.pebc.ca	Jan 16, 2012	Apr 15, 2012 (Spring sitting)
Jurisprudence Exam (CPBC) www.bcpharmacists.org	Jan 27, 2012	Feb 28, 2012

Assessors Needed for PEBC Qualifying Exams

The Pharmacy Examining Board of Canada (PEBC) invites practising pharmacists and pharmacy technicians to participate as assessors for the PEBC Qualifying Examination – Part II (OSCE – pharmacists and OSPE – pharmacy technicians) for the 2012 examinations; OSCE - Sunday, May 27th and Saturday, November 10th, 2012 OSPE – Saturday, March 24th and Sunday, September 9th, 2012.

If you are interested in applying or would like more information, please review the Guidelines for the Selection of Assessors found on PEBC's website (www.pebc.ca) and complete the Assessor Recruitment Response Form.

(NOTE: If you were an assessor at the Vancouver site in 2011, you are not required to complete a response form.)

Online Ethics Educational Tutorial – Now Available

...Continued from cover page

In an effort to assist current practitioners in understanding and applying this revised legislation, the College Board approved the development of an online ethics educational tutorial which **all registrants are required to complete before May 31, 2012.**

The tutorial has been divided into 4 sections or modules which should take approximately two hours in total to complete. The first module is a foundational introduction to understanding our role and commitment as regulated healthcare professionals. The second is a comprehensive overview of the Code

of Ethics document with the third module focused exclusively on the Conflict of Interest Standards. The final module introduces the Model for Ethical Decision Making and uses a hypothetical scenario to illustrate how to apply the decision making tool in practice.

The first two modules are now available via the College website (www.bcpharmacists.org) under the Events section on the home page, with the remaining two modules becoming available early in the New Year.

Note: This learning is applicable and may be used towards your annual Continuing Education requirements of the College's Professional Development and Assessment Program (PDAP).

Bal Dhillon and Ray Jang Awarded Gold Certificates at College's AGM

At the College's 120th Annual General Meeting (AGM) held in Vancouver on Saturday, November 19th, Gold Certificates, honouring Volunteers of the Year, were awarded to Bal Dhillon and Ray Jang by the College Board to recognize their outstanding contributions to the profession through their volunteer efforts.

Bal Dhillon is currently the Pharmacy Manager at the Pharmacy Drug Distribution Centre, Fraser Health Authority and has been actively involved in College activities since 2009. The contributions and perspective Ms. Dhillon, as the pharmacy technician observer, has brought to the College Board and committees such as the Pharmacy Technician Task Group and Discipline Committee as well as serving as the subject matter expert for the Pharmacy Technician Jurisprudence Exam, has been invaluable. Ms. Dhillon's continued involvement in many pharmacy technician initiatives has shown her commitment and support for pharmacy technician regulation and ultimately to optimizing patient care.

Ray Jang is currently the Distribution Co-ordinator for Lower Mainland Pharmacy Services at Surrey Memorial Hospital and has been actively involved in College activities since 2001 whereby he was a member of the (then) Board of Examiners. He subsequently became involved in many of the initiatives associated with the Board of Examiners including work with establishing the pharmacists' standards of practice – the Framework of Professional Practice, the Professional Development and Assessment Program (PDAP) and the associated assessments, the Practice Audit and the Learning and Practice Portfolio. Mr. Jang was also instrumental in being one of the key facilitators in the orientation sessions in rolling out PDAP in 2003. Since then, he has been involved in many other College initiatives and is currently the Chair of the College's Registration Committee (since 2009) and the CPBC representative to the Pharmacy Examining Board of Canada (PEBC) since 2008.

The College would like to extend a sincere congratulations and thank you to both Bal Dhillon and Ray Jang for their contributions to the profession of pharmacy.

College Welcomes New Board Members

Board elections were held this year in Districts 1, 3, 5, and 7 and for the first time, District 8 which represents BC's newest healthcare professional, pharmacy technicians. The successful candidates assumed their 2-year positions as members of the College Board after taking their Oath of Office at the start of the November 17th Board meeting.

Right: Newly re-appointed government appointee, Jeff Slater, takes his Oath along with newly elected Board members.



Agnes Fridl Poljak (District 1 – Metropolitan Vancouver)

Agnes Fridl Poljak has practised as a community pharmacist since 1982 and in 2006 received an Award of Excellence in Community Pharmacy. She also has specialty training in natural herbal products and has been the recipient of numerous awards which recognize her commitment to students and out-of-country graduates.



Blair Tymchuk (District 3 – Vancouver Island/Coastal)

Blair Tymchuk graduated from UBC in 1996 and began his career as a community pharmacist in Parksville that same year. He has done locum work in community pharmacies, opened and operated a new Shoppers Drug Mart, and has operated his own independent pharmacy. After selling his store in 2010, Mr. Tymchuk is now a part-time pharmacist which has allowed him more time with his young family.



Robert Craigue (District 5 – Northern British Columbia)

Bob Craigue graduated from Massachusetts College of Pharmacy and practised in Maine before relocating to Canada in 1970 when he began his Canadian career in pharmacy. He became involved with the BC Pharmacy Association in the 1980's and served a term as president from 1987 to 1988.



Jerry Casanova (District 7 – Community Hospitals)

Jerry Casanova has practised hospital pharmacy at Langley Memorial Hospital since 1979 and has been involved in numerous organizations and committees throughout his career including the Canadian Society of Hospital Pharmacists and the College's Hospital Pharmacy committee.



Onnolee Osbourne (District 8 – Pharmacy Technicians)

Onnolee Osbourne, who became registered as a pharmacy technician in June 2011, has worked full-time for Safeway Pharmacy for 14 years in Kamloops where she has participated in setting up clinics and mentoring future technicians who share her passion for enhancing the role of this newly established health care professional.

'Live' and 'Online' Votes on AGM Resolutions have been Tallied

For the first time, registrants were given two means of voting on resolutions brought forward by registrants at the College's Annual General Meeting (AGM). Either 'live' by ballot at the AGM, or 'online' in the days following the meeting by logging into eServices on the College website. Resolutions were circulated to all College registrants prior to the meeting and were presented for consideration at the AGM. Registrants in attendance were given the opportunity to participate in a discussion regarding the resolutions prior to voting, whereas registrants who chose to vote online were provided with an unedited recording of that discussion prior to being eligible to cast their vote.

Registrants were reminded that while the College Board will give careful consideration to all resolutions at their regularly scheduled meeting in February 2012, they are not bound by the outcome of the vote on the resolutions due to the potential for conflict with their overriding duty to serve and protect the public.

The following is the tally of both the 'live' and 'online' votes of the two resolutions that were presented at the 2011 AGM:

<p>Resolution 1: <i>Submitted by Janna Dzuris, Duncan Mackay, Stuart Howes</i></p> <p>BE IT RESOLVED All registrants of the College of Pharmacists should be allowed to vote by the following means: in person, by proxy, by telephone, by fax with information for and against the resolutions.</p>	<p>IN FAVOUR OF RESOLUTION:</p> <p>AGM in-person vote 22 Online vote 74 TOTAL 96</p>	<p>ABSTAINED FROM VOTING (IN OTHER WORDS, CHOSE NOT TO VOTE):</p> <p>AGM in-person vote 2 Online vote 10 TOTAL 12</p>
	<p>NOT IN FAVOUR OF RESOLUTION:</p> <p>AGM in-person vote 36 Online vote 61 TOTAL 97</p>	

<p>Resolution 2: <i>Submitted by Corrine Wilson, Louise Dynna, Steven Robinson</i></p> <p>BE IT RESOLVED That exempted codeine products (8mg codeine, 3 active ingredient total) in solid dosage exceeding 50 tablets be sold only upon direct consultation with pharmacist <u>concluding</u> with entry on PharmaNet with pharmacist as the prescriber.</p>	<p>IN FAVOUR OF RESOLUTION:</p> <p>AGM in-person vote 22 Online vote 68 TOTAL 90</p>	<p>ABSTAINED FROM VOTING (IN OTHER WORDS, CHOSE NOT TO VOTE):</p> <p>AGM in-person vote 1 Online vote 7 TOTAL 8</p>
	<p>NOT IN FAVOUR OF RESOLUTION:</p> <p>AGM in-person vote 37 Online vote 71 TOTAL 108</p>	



In summary, a total of 60 registrants cast their vote in-person at the AGM on Saturday, November 19th, 2011 with an additional 146 registrants taking advantage of the opportunity to cast their vote online between Tuesday, November 22nd, 2011 and Sunday, November 27th, 2011 for a grand total of 206 votes cast.



On Call



Q: If a patient requests that I transfer their prescription am I obligated to do so, and if so, what is the specified timeline?

A: Yes. In accordance with legislation [HPA bylaws, Schedule F, Part 1, s.8 (3)] if a patient requests that their prescription be transferred you must respect their wishes and transfer the prescription. Furthermore, you are ethically obligated. Respecting our patient's autonomy and freedom of choice is one of our core ethical principles and this obligation is clearly articulated in the College's Code of Ethics [Standard 3 (b)].

A specific timeline is not provided in legislation. However, appropriate best practice dictates that requests such as this be done in a timely and convenient manner (ie: within the hour, unless there are extenuating circumstances) to minimize suffering and hardship to the patient. The patient is not required to provide a reason for their request and it is not appropriate for the pharmacist or any other pharmacy staff to engage in a dialogue or tactics designed, or could be perceived to be designed, to persuade the patient to change their mind.

Although this legal and ethical requirement, to respect a patient's choice to transfer their prescription, is very clear and has been in place for many many years the College continues to receive complaints from both patients and pharmacists alleging that it is not being properly followed. Pharmacy managers are reminded that they are responsible for ensuring that proper policies with respect to the appropriate handling of prescription transfer requests are established, communicated and adhered to by all of their pharmacy staff.

Note: as per legislation the only exception to the requirement to transfer a prescription is if the prescription contains a controlled drug substance.

Q: Can an adapted prescription be transferred?

A: No, adapted prescriptions cannot be transferred. An adapted prescription can only be filled at the pharmacy holding the original prescription. This ensures that an adapted prescription can always be traced back to its' original.

Q: Can I use an under the counter 'bar style' fridge to store my vaccines?

A: It depends? If the 'bar style' refrigerator is a combination fridge/freezer with one exterior door, in other words there is a small freezer compartment inside of the fridge, it is **not** acceptable because that particular style of fridge is not able to maintain even temperatures.

However, a domestic 'frost free' refrigerator, which could be an under the counter size, may be acceptable as long as it is able to maintain the required temperature range of +2°C to +8°C, at all times.

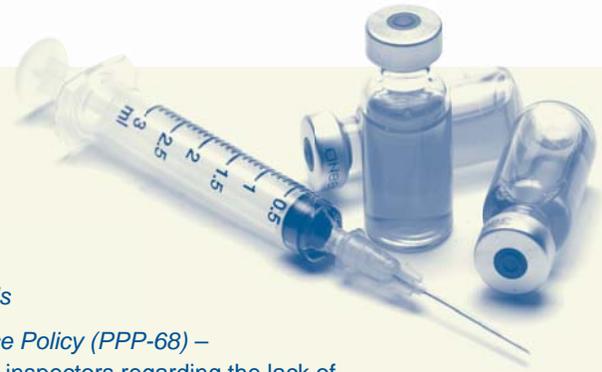
Pharmacies are required to have a traceable memory refrigerator/freezer thermometer and to maintain a temperature log, at least two times daily, to ensure that the temperature inside the refrigerator is kept within the acceptable range.

The College recently approved *Professional Practice Policy #68 (PPP-68) – Cold Chain Management of Biologicals* to establish standards for ensuring the integrity of refrigerated pharmaceuticals, including vaccines. More details regarding this policy and links to its relevant resource information can be found in the article on page 7.



Pharmacy Matters

Ensuring the Integrity of Refrigerated Pharmaceuticals, Including Vaccines



Introduction and implementation of PPP-68 Cold Chain Management of Biologicals

At the November College Board meeting the Board approved *Professional Practice Policy (PPP-68) – Cold Chain Management of Biologicals* in response to concerns raised by College inspectors regarding the lack of standardization of refrigerated pharmaceuticals, especially given the increased volume of vaccines stored at pharmacies.

'Cold Chain' refers to the process used to maintain optimal temperature conditions during the transport, storage and handling of vaccines and other refrigerated pharmaceuticals, starting at the manufacturer and ending with the administration of the product to the patient. Vaccines are sensitive biological products and may be inactivated by exposure to excess light, heat or freezing, depending on the nature of the product, the temperature reached and the duration of exposure. The recommended temperature for vaccine storage is, at all times, +2°C to +8°C.

PPP-68 essentially adopts the BC Centre for Disease Control's (BCCDC) Guidelines on the Cold Chain Management of Biologicals as the BC Standard of Practice and requires **all pharmacy managers to be in compliance with these new standards by July 1, 2012**. The policy (PPP-68), which includes a link to BCCDC's Guidelines, is available on the College website (www.bcpharmacists.org); from the homepage select *Legislation & Standards/ Provincial Legislation/ Professional Practice Policies*.

To assist with compliance and implementation the key requirements are listed below:

TYPE OF REFRIGERATOR:

– Although the Guidelines specify that a standard 'bar' fridge is not acceptable because they are not able to maintain even temperatures, the reference is to a small under the counter fridge that has a combination fridge/freezer with one exterior door. A domestic 'frost free' refrigerator, which could be an under the counter size, may be acceptable as long as it is able to maintain the required temperature range of +2°C to +8°C, at all times.

MONITORING OF TEMPERATURE:

– Each pharmacy is required to have a traceable memory refrigerator/freezer thermometer and to maintain a temperature log, at least two times daily, to ensure that the temperature inside the refrigerator is kept within the acceptable range of +2°C to +8°C, at all times.

The importance of guaranteeing the integrity of refrigerated pharmaceuticals is becoming increasingly important as more and more pharmacists enhance their scope of practice to include the provision of vaccination services to patients. Your attention to this new policy is appreciated.

News Briefs

BC Pharmacy Association Appoints New CEO

With our own Board engaged in the final stages of an executive search for the College's new Registrar, it's of interest to note that the BC Pharmacy Association (BCPhA) recently announced the appointment of Geraldine Vance as their new CEO. Geraldine, who will join the Association in January 2012, brings extensive experience in communications, government relations and public affairs with her most recent position as Director of Communications & Public Affairs for the BC Medical Association.

With respect to the timeline of the College's own search, the Registrar Search Task Group is expected to provide a 'short list' of two or three candidates to the Board shortly. The Board as a whole will then conduct final interviews and ultimately select the new Registrar early in the New Year.

Planned Fee Increase Cancelled

At their regularly scheduled meeting in November, the Board approved a recommendation from the Audit Committee to cancel the previously approved 5% fee increase planned for both registration and licensure fees for the 2012-13 fiscal year. The recommendation from the Audit Committee was just one of a number of recommendations that followed a regularly scheduled review of the College's current financials, which indicated that the previously approved 5% fee increase would not be necessary for the College budget to remain balanced for the next fiscal year.

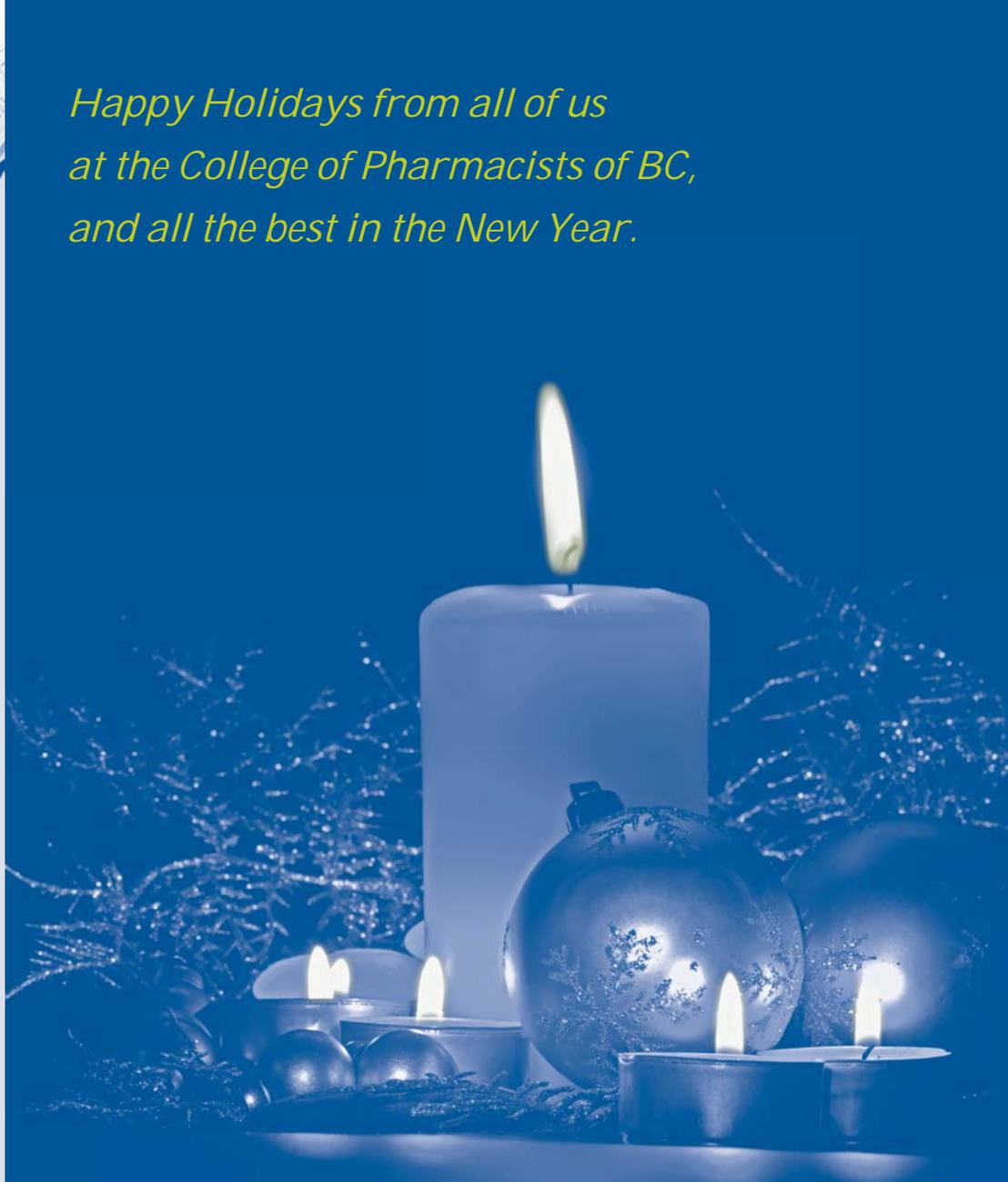


*Happy Holidays from all of us
at the College of Pharmacists of BC,
and all the best in the New Year.*

2012

Board Meeting Dates

Feb 10, 2012	Board Meeting
April 13, 2012	Board Meeting
June 15, 2012	Board Meeting
Sept 21, 2012	Board Meeting
Nov 15, 2012	Annual Board Orientation
Nov 16, 2012	Board Meeting
Nov 17, 2012	Annual General Meeting (AGM)



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The ReadLinks newsletter provides important College and pharmacy practice information. All registrants are expected to be aware of these matters.



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