

# PRP COMMUNITY 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 *Pharmacy Review* process.

1

The Pharmacy Manager receives an email from the College with advance notice (**at least 30 days prior**) that their Pharmacy is scheduled for a review within a date range.

2

The Pharmacy Manager completes the *Pharmacy Pre-Review* and submits it to the College (**within 1 week**). They also assess availability for the provided date range, identify any scheduling conflicts, and update the staff roster on eServices as needed.

3

Upon completion of the *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. 2-3 hours per professional**).

**Note: The Pharmacy Manager must schedule themselves for 2-3 hours as well, as their Pharmacy Professionals Review is conducted separately from the Pharmacy Review.**

4

The Compliance Officer (CO) visits the pharmacy and begins to conduct the *Pharmacy Review* (**1 day, additional time may be required for specialty services**).

5

The CO conducts every *Pharmacy Professionals Review* by observing each regulated pharmacy professional. 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 final *Pharmacy Review* 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 all completed action item(s) and supporting documents. Once the CO reviews and accepts all completed 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>