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# readlinks

## Why PDAP?



Quality assurance processes are a key responsibility

of nearly all professional regulating bodies and it is one of the reasons why government permits professions to govern themselves in the public interest – we as pharmacists and pharmacy technicians understand our respective roles and the knowledge base required to fulfill them better than anyone else.”

There has been some talk amongst pharmacists about the tools the College uses to measure the competence of registrants. In particular, we've heard from a few of you that the assessment tool is not effective for evaluating your abilities as pharmacists or that the tool doesn't apply to you at your individual level of practice or is geared more to those working in a different practice setting. We welcome the feedback and certainly acknowledge that there has been concern, but it is important that all pharmacists understand that the tools that make up the assessment component of the program are there to assess foundational knowledge that all pharmacists should know, not the specialized skills that many of you have developed in your practice. CE-Plus is designed to ensure that pharmacists and pharmacy technicians keep up to date with their learning and provides the flexibility to ensure that all types of learning can be included as part of their requirement.

The point of PDAP is to ensure that the College can say to the general public that we have a quality assurance program in place and that every single pharmacist and pharmacy technician registered with the College of Pharmacists of BC has met the minimum standard for competence and continues to develop their knowledge, skills and abilities as they progress through their career.

The public as a whole assumes that every single healthcare professional meets a minimum standard of competence, and that their healthcare professional continues to learn about innovations in their field to advance their practice throughout their career. The assessment and continuing education components of PDAP are the Board's response to these two fundamental priorities. They are simply the tools used in our quality assurance program. The expectation of the public is that the minimum standard is set so that they can enjoy quality and effective pharmacy care in any pharmacy, knowing that they meet these minimum standards and trusting that the regulatory College has some system in place to make sure that this is the case.

PDAP allows for up to three assessment attempts and has a remediation component built in, if needed, for pharmacists that have some difficulty meeting the minimum standard. After three attempts on an assessment tool those registrants who are unable

# Making Good Decisions



*Bob Nakagawa, Registrar*

I'm sitting in my office at the College and considering what to write about in my Registrar's report to you. I'm pondering what you might like to hear about. I could review the various activities that I have been active with over the last few months since I last wrote you and let you know what the various meetings were that I attended on your behalf, and what actions or decisions were taken there. I could also include the internal discussions with College staff, as well as my

interactions with your Board. Or I could take a more thoughtful approach and talk about the decisions that the College makes and how that impacts on the public and the profession.

We are all involved in making decisions every day. Some are small and straightforward: what route do I take to get to work today? Or what meeting should I attend? Others are more significant and important: should the self assessment for the CE Plus program be mandatory or optional? Some decisions can be made by individuals: who do I hire to be my Executive Assistant? Should I take the job as Registrar of the College of Pharmacists? Others require groups of people to discuss and reach a consensus: should the College develop a bylaw prohibiting the provision of loyalty points by pharmacies? No matter what the decision, it is important that we undertake the appropriate amount of consideration, consultation and group discussion in arriving at it.

I decided to attend a couple of meetings that interested me and that I thought would be good for the College. They provided me with a bit of grounding in the reality of the practice and the challenge of entering it.

First, I attended a meeting of pharmacists in Prince George, graciously hosted by Samy Hanna. Thank you, Samy. Board member Bob Craigue led the meeting, providing us with an opportunity to chat about the College and the issues facing the profession in the community. I have to confess that one of the reasons that I wanted to attend, was for me to be able to get out of the office and chat with some real pharmacists outside of the Lower Mainland. It was my first trip to Prince George. What a beautiful place! Those in attendance were greatly appreciative of the effort that Bob and I took to get there and engage in discussion about the College. They were frank and open in their comments. It is important for me to get out and have real time conversations with pharmacists and technicians throughout the province. I hope to be able to get out on a regular basis throughout the year. Let me know if there is a group of you already getting together, and if you would like me to join you, I will do my best to do so.

The second meeting I attended was the graduation ceremony for the Canadian Pharmacy Practice Program at UBC. These are international pharmacy graduates who are preparing to register in BC. We register about the same number of international graduates (137) each year as we do UBC grads (132). In the same way that we as a society benefit from the diverse ethnic makeup of the province, pharmacy also benefits from diversity. Diversity provides a richness of perspectives and experiences that strengthens our profession. It's a good thing.

These were easy and good decisions; they connected the College with our registrants and the practice. Would I consider them to be great decisions? No, not really, just good things to do.

What would be considered to be a great decision? Some great decisions that I made were: to enrol in Pharmacy at UBC – life changing. Another was to do a residency... to run for election in the College... to work for government... to work for the College...

What about the College itself? What great decisions have we, as a professional College, undertaken? A couple of decisions that came to mind were the purchase of the building and PharmaNet. Way back in the 1980s we decided to enter into a partnership with the College of Dental Surgeons to build a home for both of us. This wise decision greatly reduces our overhead costs. Credit for this decision goes to the College Council of the day, and in particular to the President at that time: Marvin Nider. There is no doubt in my mind that we would not be in this building if it weren't for his efforts. Thanks, Marvin! PharmaNet was also a great decision. The College endorsed and promoted the establishment of PharmaNet in the late 1980s in order to improve the quality of care that pharmacists could provide to the citizens of the province. To this day, it is considered to be the best in the country. Norm Thomas, the Registrar at the time, was instrumental in this decision.

Great decisions, but they were taken a long time ago. What about more recently? Well, we decided to establish Pharmacy Technicians as independent professionals. That's a great decision. We've expanded the scope of practice of pharmacists to include injection services and prescription renewals. Those are great decisions. What other great decisions are waiting for us to make? Some have suggested that we need to expand the scope of practice of pharmacists to allow for the administration of point of care diagnostic testing. Would you consider that to be a great decision? I'd be interested in hearing from you about the great decisions that you think the College could and should make. They can be small things that would make your life easier, or bigger things that would have a positive impact on the health of our patients. Send me a note with your ideas.

I hope that you all had a great summer. I'm looking forward to hearing your thoughts.

## Why PDAP?

*Continued from cover page*

to successfully complete PDAP are then forwarded to the Inquiry Committee to ensure that they are indeed able to meet the standard. Thankfully these cases are rare, but it is necessary to ensure pharmacists and pharmacy technicians have the knowledge, skills, and abilities to successfully carry out their duties.

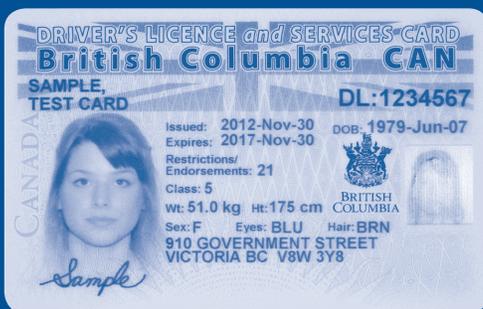
The College will always have a quality assurance program in place as is required in legislation. The tools used in that program are ultimately determined by the Board, which must delicately balance the need for public confidence in the profession with fairness to pharmacists and pharmacy technicians. The quality of pharmacists and pharmacy technician practice in British Columbia is one of the reasons why we are such a trusted profession by the public. The College knows that the overwhelming majority of pharmacists and pharmacy technicians are performing well above the minimum competency standard and remain dedicated to continuous education, regardless of public expectation or PDAP requirement.

## Transparency in Inquiry and Discipline

Starting in the next issue of ReadLinks, the College will resume publishing case summaries of the results of the inquiry and discipline processes. The College is committed to being more transparent and accountable to the public for whom the College serves.

This will also help you, as pharmacists and pharmacy technicians, learn from the results of the Inquiry Committee's investigations and complaint resolutions, and the Discipline Committee's decisions. While the College plays a large role in many areas of professional practice, a great deal of our work is dedicated to resolving complaints. The College conducted 141 formal investigations last year, most of which originated from a complaint made by a member of the public. Each of these complaints must be fully investigated and reviewed by the Inquiry Committee, and in some cases forwarded to the Discipline Committee for determination in a formal hearing process.

The purpose of the College is to protect the public, a role the College takes seriously. Transparency assures the public that they can trust their pharmacists and pharmacy technicians to carry out their duties to the highest ethical standard.



*Combined with Driver's Licence*



*Standalone*

## The New BC Services Card

The BC Services Card will be replacing the CareCard.

On November 30th, 2012 the BC government will be introducing the BC Services Card to replace the CareCard. The new card will enhance patient safety by allowing health providers to easily confirm the person presenting for service is the cardholder.

The BC Services Card can be combined with a Driver's Licence; or is available as a standalone BC Services Card.

The BC Services Card will have an expiry date and a photo of the beneficiary.

For the next five years, the CareCard will continue to be an accepted credential.

If aged 19 to 74 and eligible for MSP, beneficiaries will be required to renew enrolment in the provincial Medical Services Plan by 2017. To renew enrolment, beneficiaries will visit an ICBC front counter to provide identification, confirm BC residency and have their photo taken. Groups such as individuals under 18.5 and seniors 75 and over will be exempt from having to renew enrolment. More information will be provided for these groups at a later date.

For more information on the new BC Services Card please visit [bcservicescard.ca](http://bcservicescard.ca).

# TechTalk

## The Integration of Pharmacy Technicians

The end of 2015 will mark the end of the 'Current Assistants' pathway to becoming a regulated pharmacy technician. The College expects anywhere up to 5000 pharmacy technicians to be registered with the College by then. After that time, all those wishing to become regulated will have to take the 'Future Technicians' route and successfully complete a CCAPP accredited pharmacy technician program offered by a public or private college. To allow enough time to complete all four modules of the bridging program prior to it expiring, it is recommended that individuals begin the 'Current Assistants' process by the end of 2012. Visit the College website ([www.bcpharmacists.org](http://www.bcpharmacists.org)) for more information.

### How is the World of Pharmacy Adapting to the Change?

It is up to pharmacies to decide if they wish to incorporate pharmacy technicians into their operations, but the College has noted an increase in pharmacy technician positions being advertised in both community and hospital settings. For example, a major contributor to the increase in the number of pharmacy technicians registered is the Lower Mainland Pharmacy Service's requirement that approximately 200 pharmacy assistant positions transition to regulated pharmacy technician positions by 2013. Current assistants are being offered the opportunity to become a pharmacy technician. Other health authorities are expected to follow suit shortly, creating additional opportunities in the hospital setting.

### How is the College Responding to the Challenge of Regulating Two Types of Professionals?

Pharmacy technicians are required to adhere to similar requirements as pharmacists. Because of this fact, it is essential that pharmacy technicians play a role in all of the structures of the College. A pharmacy technician perspective is essential alongside that of a pharmacist in order for the College to carry out its mandate effectively as a self-regulating body. The College is also working to incorporate pharmacy technicians into College committees, and has dedicated itself to ensuring that at the Inquiry, Discipline, Quality Assurance and Registration committees, there is always a pharmacy technician perspective on decisions where pharmacy technicians are concerned, and a pharmacist perspective where pharmacists are concerned.

### Pharmacy Technicians Required to Complete PDAP

As per legislation, all registrants of the College are required to participate in the quality assurance program as outlined by the Board. All regulated pharmacy technicians are advised at the time of registration of their requirement to complete the continuing education component of the program in order to be eligible for registration renewal. Visit the College website ([www.bcpharmacists.org](http://www.bcpharmacists.org)) for more information.

## College to Sponsor Pharmacy Technician Conference

College Registrar Bob Nakagawa and Doreen Leong, Director of Community Pharmacy Practice and Registration will be presenting at the 7th Annual Pharmacy Technician Conference on October 12th & 13th at the River Rock Casino in Richmond.

The College is pleased to be a diamond sponsor at this educational event hosted by the Pharmacy Technician Society of BC which provides pharmacy technicians and assistants the opportunity to learn about various initiatives and opportunities for those working in the field. For more information including how to register, visit [www.ptsbc.ca](http://www.ptsbc.ca).



# Pharmacy Matters

## Code of Ethics Tutorial for New Pharmacists and Pharmacy Technicians

Following on the heels of the College's recent requirement that all pharmacists and pharmacy technicians complete the 4-part educational tutorial on the new Code of Ethics the College is moving to ensure that all new registrants have also completed the tutorial. Incoming pharmacists and pharmacy technicians must now complete the tutorial at the time of registration with College.

It is the College's intent to ensure that all pharmacists and pharmacy technicians, regardless of how long they have been registered, understand their obligations under the new Code. The Code provides a broad ethical foundation and clarity for pharmacists and pharmacy technicians and includes a document dedicated to conflict of interest, a model for ethical decision making and a pharmacy

oath. The Code was 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.

In order to declare that you have completed and understood the Code, you are required to print, sign and date a copy of the *Declaration of Completion (with Pharmacy Oath)*, which is linked to the end of Module 4. The declaration is to be retained in your file at your primary place of work and available for review upon request. New registrants who are currently without employment should hold onto the declaration until they begin working and file it with their new employer.

## News Briefs

### HIV Test Pilot in the US and BC's New HIV Testing Program

The US Centre for Disease Control has launched a pilot program in a number of pharmacies in Illinois and Georgia, with those pharmacies participating in the pilot offering rapid HIV testing. Early detection has become a priority in a number of jurisdictions including BC, where a comprehensive early detection and treatment strategy has been launched. While testing services are not available in pharmacies in BC, other health care service providers will be offering testing to patients that may not have been targeted for HIV testing in the past as they were not considered high-risk. The idea is to reduce the number of British Columbians who are infected with HIV but unaware of their status, and could be unknowingly exposing others to the virus. Visit [www.itsdifferentnow.org](http://www.itsdifferentnow.org) for more information.

### Latest Edition of Pediatric Dosage Guidelines Now Available

The pharmacy department of BC Children's Hospital has released the 6th Edition of the *BC Children's Hospital Pediatric Drug Dosage Guidelines*. Many new monographs have been added to this newly updated edition. You can order yours through the hospital bookstore by phoning 1-800-331-1533 ext. 3 or from Vancouver: 604-875-2345 ext. 7644 or by going to the Bookstore website at <http://bookstore.cw.bc.ca>. The price is \$35 plus taxes and shipping.

### College Staff Appointed to Hearing Panel Pool for Teacher Discipline Hearings

College Complaints Resolution Officer Scott Fleming has been appointed to the hearing panel pool of the Teacher Regulation Branch's Discipline and Professional Conduct Board. The Teacher Regulation Branch replaced the BC College of Teachers in early 2012, removing teachers' privilege to self-regulate. Mr. Fleming has extensive experience as a lawyer and coroner and works exclusively on resolving College complaints. Congratulations to Mr. Fleming for this important appointment.

### 50 Year Recognition

Starting this year, the College will begin recognizing pharmacists with fifty years or more registration with the College. Their dedication to the practice of pharmacy over half a century has contributed to improved health outcomes for the people of BC, and the College will be saluting their service with a Certificate of Recognition and in an article in ReadLinks. More than sixty pharmacists across the province have 50 or more years since their initial registration.

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## On Call



### Questions About Injections

*Injection authority is a recent expansion of pharmacists' scope of practice that has proven exceptionally popular with both the public and pharmacists. Over 1800 pharmacists in BC have received authorization to inject from the College after completing an approved injections course and first aid training. For those who have received authorization and are administering injections, this information is relevant to you.*

**Q: Which vaccines and drugs can I inject?**

**A.** Pharmacists authorized by the College to give injections are permitted to administer a drug (Schedule I, IA or II) or substance (Schedule III) by intradermal, intramuscular or subcutaneous injection for the prevention of disease, disorders or conditions and for the treatment of anaphylaxis. This is detailed in the College's *Standards, Limits, and Conditions for Immunization* available on our website.

These pharmacists may inject any vaccine but may not inject other drugs, such as Vitamin B12, unless they have a delegated authority from the patient's physician.

**Q: Which vaccines can I administer without a prescription?**

**A.** A pharmacist authorized to administer injections may inject any Schedule II vaccine defined as follows:

- Influenza,
- vaccines which are part of a routine immunization program,
- vaccines requiring special enhanced public access due to disease outbreaks
- cholera vaccine (oral, inactivated) when used for prophylaxis against traveller's diarrhea due to enterotoxigenic escherichia coli (ETEC).

Examples of routine immunization programs are ones led by the Public Health Agency of Canada or other Canadian programs such as the BC Centre for Disease Control. Pharmacists must use their knowledge, skills and abilities to decide whether a patient is eligible to receive the vaccine under Schedule II. The pharmacist must process this vaccine on PharmaNet using their ID in the prescriber field.

This means that pharmacists authorized to inject may decide to dispense and inject a Schedule II vaccine that is part of a routine immunization program in Canada (e.g. Zostavax, Hepatitis A and B immunizing agents, Twinrix) without having to send the patient to the physician for a prescription. **Ensure you document your rationale if you make the professional decision to either sell or dispense and inject a vaccine.**

If you do not have injection authority, but have the knowledge, skills and abilities to decide the patient is eligible to receive the vaccine under Schedule II, you may sell the vaccine to the patient for injection by a physician, RN or pharmacist authorized to inject. Please note that you need special authorization from the Public Health Agency of Canada in order to provide or inject Yellow Fever vaccinations.





## Reminder: Protect Patient's Privacy

The College has received informal complaints from members of the public about pharmacies that may need to review how to provide appropriate privacy to their patients when providing counselling. A number of concerns have been raised by pharmacy patrons who have been able to overhear private discussions between the pharmacist and patient while waiting in line, or looking at products near the counselling area. While PODSA Bylaw 11(3) clearly outlines the expectation in new and renovated community pharmacies to provide an area suitable for confidential communication, older pharmacies may have a more difficult time providing a suitable area. A solution may be to install signage asking patrons to line-up a distance away from where pharmacist/patient communication occurs, or by marking a line on the floor and advising not to cross if a patient is speaking with the pharmacist. Either way, communication between pharmacists and patients is important for improving appropriate medication use and achieving desired patient outcomes but must be conducted without jeopardizing patient privacy.

## News Briefs

Continued from page 5

### New PharmaCare Policy Manual

A new PharmaCare Policy Manual is now available on the BC Government's PharmaCare website. The Manual incorporates all current PharmaCare and PharmaNet policy into a single, comprehensive online resource for all health professionals. The Manual also provides key procedures and convenient links to online tools and resources.

The Pharmaceutical Services Division of the Ministry of Health will continue to expand the procedures sections, add tools and resources, and incorporate changes to policies as they occur. The Manual is accessible on the PharmaCare website home page by selecting Publications or directly at [www.health.gov.bc.ca/pharmacare/generalinfo/policy/index.html](http://www.health.gov.bc.ca/pharmacare/generalinfo/policy/index.html).

### Annual General Meeting

The College's Annual General Meeting will be held November 17, 2012 at the Morris J. Wosk Centre for Dialogue in Vancouver. This year's AGM will be jointly hosted with the BC Pharmacy Association and will feature a guest speaker. The Annual General Meeting is where the College reports on the previous year and will also feature votes on non-binding resolutions from registrants. If you are interested in putting forward a non-binding resolution, you must submit it to the Registrar before September 18, 2012. The College has discontinued sending mail-out invitations to submit non-binding resolutions but is reminding registrants through electronic means. Also, the Board will be reviewing other methods for bringing registrant issues forward for discussion.

## 5 DECADES OF THE BENEVOLENT SOCIETY: A Noble History

The British Columbia Pharmacists Benevolent Society was formed in 1965 to assist pharmacists (and former pharmacists) and their families who were experiencing financial distress. Donations were collected from members of the profession and dispersed upon request after consideration and review by the Society. In more recent years, the provision of pensions and long and short-term disability plans by employers have thankfully made financial distress a much less common occurrence amongst today's pharmacists.

As requests dwindled down to approximately one every two or three years, the Board of Directors approved the creation of yearly pharmacy student bursaries as a means to positively support and contribute to the profession of pharmacy. The Society will honour its commitment to UBC for the 2012/13 academic year and will then dissolve, its mandate as a benevolent society largely achieved. The Benevolent Society was able to financially assist many pharmacists and pharmacy students and the College would like to recognize and thank the many members who made contributions and gave their time to this very honourable cause.

"The philosophy behind the Society was an understanding that the profession had a responsibility to look after its own during times of distress. I understand that the last few years have seen a significant drop in requests for assistance made to the Society – probably because – the times they are a-changing!"

**Trevor Watson,**  
Former Chair of the  
Benevolent Society



## Want to see something covered?

Have a topic or an article you would like to see published in future issues of ReadLinks?

Drop us an email at [info@bcpharmacists.org](mailto:info@bcpharmacists.org)

# 2012

## Board Meeting Dates

Sept 21, 2012 Board Meeting

Nov 15, 2012 Annual Board Orientation

Nov 16, 2012 Board Meeting

Nov 17, 2012 Annual General Meeting (AGM)

“ All Board meetings are open to the public. Consider attending! ”

## Opening September 2012

The UBC Faculty of Pharmaceutical Sciences Building is a quarter-million square foot, state-of-the-art learning and research facility housing all the teaching, learning, research and community outreach activities of the Faculty of Pharmaceutical Sciences. The new building will open September 2012, for more information visit: [building.pharmacy.ubc.ca](http://building.pharmacy.ubc.ca)



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# readlinks

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

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## COLLEGE OF PHARMACISTS OF BRITISH COLUMBIA

*Safe and Effective Pharmacy Care*

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Vice-Chair – Bev Harris  
Registrar – Bob Nakagawa

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