

SCOPE *newsletter*

QUALITY PHARMACY CARE IN SASKATCHEWAN

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President's Holiday Message

Another year has passed and the festive season will soon be upon us. This past year has been a busy, challenging and rewarding year for Saskatchewan pharmacists. The Saskatchewan College of Pharmacy Professionals has worked hard on your behalf to make changes to *The Pharmacy Act, 1996*. These changes have enabled pharmacists to continue to provide quality health care for the people of Saskatchewan in the years to come.

The weeks leading up to the Christmas holiday season are the busiest weeks in the year for community pharmacies. The addition of providing the flu vaccine increases the demand. Therefore, it is important that we take time for ourselves and I hope many of us are able to do this over the festive season. Some people spend time with family and friends, while others take the opportunity to get away on a tropical vacation. Whatever your tradition is or whatever you choose to do during the festive season, make the most of it and cherish the time.

There are many people in Saskatchewan, many of them who are our customers or patients, who do not have the same options to celebrate the festive season. For many people, the festive season can be very sad, lonely and even depressing. Some of these people may be in a financial crisis, may be mourning the loss of a close family member or a friend, or perhaps have no family or friends with which to celebrate the season. Sometimes all it takes is spending just a few minutes to listen to someone explain their problems to make a difference. I encourage members to take the extra effort to listen and provide support to people at this time of year. I have often told my children that Christmas is not about receiving something; it is about giving to someone. Something we feel is a small gesture of kindness might be seen as a light of hope to someone else.

I wish you all a Merry Christmas. Happy holidays and the best to you and your family in 2016.

Bill Gerla



President Bill Gerla



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COMPASS™ – Update



PILOT PROJECT EVALUATION

As the second phase of the COMPASS™ pilot is projected to end this December, the evaluation process will begin. SafetyNET-Rx will be assisting with the evaluation through a survey of all COMPASS™ pharmacies in January 2016. We anticipate the results will be very positive as we have received great feedback from COMPASS™ pharmacies regarding the usefulness of the tools in the pilot project.

For example, we received the following testimonial from one of our COMPASS™ pharmacies after completing their Medication Safety Self-Assessment (MSSA).

“The information presented by the program, after I entered in all the parameters, is unbelievably useful! We’ve got a long list of items to go through and a clearly defined path to follow to implement some process improvements.”

*Geoff Barton, BSP
(reprinted with permission)*

Pilot pharmacies are realizing value from the COMPASS™ program. Thank you, Geoff Barton, for this unsolicited testimonial.

COMPASS™ STATISTICS

Our statistical reports provide us with strong, numerical evidence of the value of the COMPASS™ program. The data is derived from the inputs provided by our pilot pharmacies. The following are the statistics for incident reporting in the CPhIR (Community Pharmacy Incident Reporting) system from September 2013 (Phase I) until the end of October 2015.

To date there have been **4,313** incidents reported to CPhIR. A breakdown of the incidents include:

- **1,017** incidents with an incorrect dose/frequency
- **867** incidents where the incorrect quantity was dispensed
- **635** incidents that involved an incorrect drug

The majority or **3,542** of these incidents had an outcome of NO ERROR, which means the incidents were intercepted BEFORE they reached the patient.

729 were no harm incidents, which means the incidents reached the patient but did not cause harm.

There were **42** reported incidents that did result in HARM. Information from ISMP Canada indicated that 41 were MILD harm and 1 was MODERATE harm.



VISION

Quality Pharmacy Care in
Saskatchewan

VALUES

- Visionary Leadership
- Professionalism
- “Patient First” Care
- Accountability
- Effective Communications
- Collaboration
- Education

KEY ACTION AREAS

- Increased Public Involvement
- Organizational Structure Review
- Practice Re-design and
Regulatory Reform
- Citizenship in the Saskatchewan
College of Pharmacy Professionals
(SCPP)

SHARED LEARNING FROM REPORTED INCIDENTS

The following incident was reported to SCPP with the intention of shared learning:

An electronic prescription was written by the prescriber as amlodipine 2.5mg daily x 1 week THEN amlodipine 5mg daily x 1 month. The prescription was interpreted to be 7.5mg daily. The “THEN” was interpreted to be an “AND.”

A key message is that on occasion e-prescriptions may include clarifying or additional information, such as a titration of dose. *It is important to look for any statements at the end of the prescription that may be additional or intended to clarify the intention of the prescriber.*

If you have an interesting incident/error that occurred within your pharmacy and you feel it would be a good learning opportunity for other Saskatchewan pharmacies, please forward it to jeannette.sandiford@saskpharm.ca. Any information regarding the pharmacy and/or the person who provided the details of the incidents/errors will be kept anonymous. So, whether or not you are a COMPASS™ pharmacy, we encourage you to provide us with these incidents/errors, so we can all learn from them.

INTERESTED IN BEING A PART OF COMPASS™?

If you have been thinking about joining COMPASS™ but thought it was too late, there is still an opportunity. We would be happy to add any interested pharmacies to the pilot project. If you want to join or would just like more information, please contact Jeannette Sandiford by email at jeannette.sandiford@saskpharm.ca or by phone 306-584-2292 ext. 6.

Making pharmacy practice safer is a great place to start to ensure we are providing patients with the best care possible.

Scheduling by Reference

SCPP is now able to “schedule by reference,” which means that SCPP has adopted the NAPRA drug schedules. Approval is automatic unless Council chooses not to adopt a NAPRA recommendation. Any exceptions to the NAPRA recommendation will be listed at the end of the [Regulatory bylaws](#).

As a result, SCPP will not be separately publishing a Schedule III listing in the bylaws as we have done in the past. However, we will continue to publish changes to the NAPRA National Drug Schedules in this newsletter and on our website and Facebook Group. If you would like to know which drugs are on NAPRA’s listing, you can either check products by drug name, schedule or glossary directly on the [NAPRA National Drug Schedules website](#). For example, you can type in “Schedule III” for a full listing of drugs that can be found within this schedule.

Please remember to also review the last page of the Regulatory bylaws for exceptions to the NAPRA listing.

Advanced Method Training – Administration by Injection

It has been over a month since pharmacists were authorized to administer injections in the pharmacy. Our records indicate 718 pharmacists (or about half of all Saskatchewan pharmacists) have been certified for Advanced Method Training.

There are an additional 97 pharmacists who have taken the training, but who have NOT yet applied for certification with SCPP. According to our bylaws, no pharmacist is authorized to provide Advanced Method services, including the flu injection, without certification from the SCPP office. If you have not applied for your certificate and wish to offer this service, please log onto your profile and complete the application.

HOW TO APPLY FOR ADVANCED METHOD CERTIFICATION

Begin by logging in to your personal member profile. The new link for the application form will be on the **bottom left-hand side of your profile**. If we don't have record of your completed training, the link to the application form will not appear.

Upon approval of your application, SCPP will issue a certificate by email showing the effective date you may begin administering drugs by Advanced Method.

REMINDER TO PHARMACY MANAGERS

Privacy Officer Training Requirement

To meet the bylaw requirements of the 2015-2016 permit renewal, CPDP had provided live privacy officer training. CPDP is also now offering **ONLINE privacy officer training**.

Several pharmacy managers had declared on their permit renewal application forms that "online privacy officer training"

for their privacy officer would be completed by December 30, 2015. December can be a busy month for pharmacies, so don't delay – get your privacy officer training completed NOW!

A link to the CPDP online privacy officer training is available [here](#) or on the SCPP home page at www.saskpharm.ca.

Duplicate Flu Vaccinations

Occasionally an individual will receive a second influenza vaccination. Reports to our office suggest the patient either doesn't remember receiving the first vaccination, or believes he is receiving a different vaccination the second time. For whatever reason, you may have a patient who requests another flu vaccine.

Two scenarios have been reported:

1. A patient arrived at the pharmacy and requested a flu shot. After giving the shot, the pharmacist attempted to process the payment only to discover that another pharmacy had already made a claim.

In this case, the pharmacy that processed the original claim had set an appointment for the patient. In anticipation of the patient's arrival, the claim was processed earlier that day prior to giving the flu shot. However, the patient did not keep this appointment and later decided to go to another pharmacy to request the vaccination.

The shot was administered before the second pharmacy learned billing for this patient's flu shot had already been processed elsewhere. The original pharmacy was contacted and the billing was reversed.

2. In the second situation, the patient arrived at the pharmacy and requested a flu shot. The pharmacist provided the service, but when she attempted to bill the program, she discovered a claim had already been processed for the same individual. When asked, the patient admitted that he had indeed received a flu shot from a different pharmacy earlier.

How could these situations be handled more effectively? Because it is a standard practice to review all available information, we recommend that the pharmacist check the PIP profile **prior** to administering the flu vaccine.

While the forms the patient completes do ask the patient to declare if they have had other vaccinations, the patient may be unable to assist with providing this information. By checking the profile once the patient arrives for their appointment, but before administering the vaccine, these issues can be avoided.

Should you realize that the individual has received their vaccination elsewhere or in fact has received it at more than one location, the Ministry of Health is asking pharmacists to submit the captured claim for the vaccine product to DPEBB so that they can account for the dose.

Prescription Drug Abuse – Health Canada Prevention Program

One of SCPP's field officers recently spoke to an inspector within The Controlled Substances Program, Compliance and Enforcement, Regions and Programs Branch of Health Canada regarding recent visits to pharmacies in our province. The inspector asked SCPP to remind pharmacists of the following:

- 1) **Emergency Supplies** – within the *Narcotic Control Regulations*, Part G of *The Food and Drugs Regulations* and *The Benzodiazepines and Targeted Substances Regulations* (all attached to *The Controlled Drugs and Substances Act* “CDSA”), provisions exist for pharmacists to obtain emergency supplies of CDSA drugs from another pharmacy or hospital. Proper record keeping of both the purchase and the sale of these supplies is required. When supplying or selling a product to another pharmacy, you must obtain a written order including the name of the pharmacist and pharmacy to which you will be supplying the medication, along with the drug name, strength, amount and date. This ‘purchase’ record must be kept with your other CDSA drug invoices. The ‘sale’ must be recorded with your other sales reportable drugs.
 - 2) **Displays of Medication** – Displays of any kind (including compliance packages, or large quantities of medications in glass containers such as globes) should not contain any controlled substances.
 - 3) **Expired and Non-viable Stock** – Unusable stock should be stored in an area that is secured against pilferage or other types of loss. A complete inventory should be available of each container. This inventory should be verified on a regular basis until such time as the medication is disposed of.
 - 4) **Losses and Thefts** – Under the regulations noted in point #1 above, all losses must be reported to Health Canada within ten days of their discovery. If further investigation reveals a difference in the amount lost, an amendment should be sent to Health Canada. No delay should occur to “finish the investigation.” The involvement of the police in any investigation should also not delay reporting to Health Canada.
 - 5) **Refilling a Narcotic** – As per *The Narcotic Control Regulations*, pharmacists cannot refill a narcotic. Pharmacists may fill a smaller quantity of the total prescribed (i.e. part-fill).
- 
- 6) **Unique Order Number** – Pharmacists are provided with a unique code to order CDSA drugs from their wholesaler. This code is to be kept confidential and not shared with other staff. By ensuring the code is undisclosed, a pharmacist will prevent themselves from being held accountable should someone else in the employ of the pharmacy order drugs and remove them from the pharmacy inventory (i.e. theft).
 - 7) **Security** – All CDSA products should be under the care and control of a pharmacist and adequately secured against loss or theft at all times.
 - 8) **Retention of records** – SCPP is in the process of clarifying records retention. In the interim, we have been advised that all CDSA drug records must be kept for two years from the date of the last fill in chronological order in a separate file. Scanning records is permissible, but the hard copy of the prescription must also be retained. The inspector expressed challenges with the automated transaction reporting process as a staff member is required to assist the inspector to view records within the computer software system.

From the Desk of the Dean



Dr. Kishor Wasan

College of Pharmacy and Nutrition: *Proud of Our Tradition and Home of Research and Practice Innovation*

For the latest news from the College, visit our website:

<http://www.usask.ca/pharmacy-nutrition>.

The College of Pharmacy and Nutrition has been a busy place this fall, and you can feel the energy in the air. In this edition of “From the Desk of the Dean” we celebrate the new experiences and changes in recent months at the College. I’m proud of all the exceptional people involved in the projects you’ll read about below. Here are some of the most remarkable moments from the last few months:

College receives international recognition in AAPS video

The College of Pharmacy and Nutrition was one of ten pharmacy schools selected in an international search for this year’s American Association of Pharmaceutical Scientists video series. The video was broadcast at the 2015 AAPS Annual Meeting and Exposition which was attended by over 10,000 pharmaceutical scientists from around the world. In September, a camera crew visited campus to conduct interviews with **Drs. Kishor Wasan, Yvonne Shevchuk, Ildiko Badea**, and pharmacy students **Darren Bogle, Kelsey Joorisity**, and **Steven Kary**. These six people proudly represented the college’s leadership, research, and student experience. [Watch the video.](#)

Clara Hughes at Pharmacy Professional Enhancement Day

On Tuesday, October 6, Olympian Clara Hughes spoke to a crowd of over 400 people in TCU Place at the largest Pharmacy PED to date. Clara spoke about her personal struggles with mental health, and provided an inspiring message for future

healthcare professionals. Thank you to Chantel Huber from CTV Saskatoon for joining Clara on stage to have an honest conversation about mental health during the second part of the keynote address.

The event was only possible through the generous support of the Pharmacy Association of Saskatchewan, the Saskatchewan College of Pharmacy Professionals, and the Pharmacy Cornerstone Fund. Pictures of the evening are available on the [College’s Facebook page](#).

Saskatchewan Government passes Bill 151

We’re proud to announce that the Continuing Professional Development for Pharmacists office will have trained over 800 pharmacists by the end of November to administer medications and vaccines by injection. Congratulations to everyone at the Pharmacy Association of Saskatchewan and the Saskatchewan College of Pharmacy Professionals! Your hard work has advanced the profession of pharmacy in Saskatchewan, and has given pharmacists the opportunity to work in an expanded scope of practice.

PharmD Update

Progress continues to be made on the new PharmD curriculum, and three recent updates have been posted to the blog:

- **September:** \$102,000 for the PharmD Curriculum Development. [Read the blog.](#)
- **October:** Our new PharmD program could potentially be approved by April 30, 2016. [Read the blog.](#)
- **November:** PharmD proposal to be submitted to Academic Programs Committee. [Read the blog.](#)

Public Health Nutrition Research Network Symposium

On October 17th, 2015 the Public Health Nutrition Research Network hosted their third annual symposium, “Connecting for Food Security: From Local to Global Perspective”. The symposium was an opportunity for participants from various health sectors to actively engage with each other and with invited speakers to help define priorities and directions in research, policy and practice in the field of public health nutrition. Graduate student Sarah Finch provided a detailed account of the symposium on our website. [Read the story.](#)

With the upcoming holiday season, I encourage everyone to take a break and enjoy your time with family and friends. More exciting things are coming in the new year, and we’ll be extending personal invitations for you to join us.

Kish Wasan, R.Ph, Ph.D, FAAPS, FCSPS, FCAHS
Professor and Dean

The Distinction Between Powers of Attorney, Health Care Directives and Substitute Decision Makers

BACKGROUND

It is important for pharmacists to understand the distinction between powers of attorney and health care directives; particularly in situations where pharmacists must determine who is authorized to make treatment decisions for individuals who are unable to make these decisions themselves.

WHY THE DISTINCTION MATTERS

- In Saskatchewan:
 - health care decisions of individuals who lack the capacity to make a health care decision respecting a proposed treatment are specifically governed by *The Health Care Directives and Substitute Health Care Decision Makers Act* (Saskatchewan); and
 - powers of attorney are governed by *The Powers of Attorney Act, 2002*.
- Although a power of attorney may provide the attorney with the power to act on the grantor's behalf with respect to property and financial affairs as well as personal affairs, a power of attorney does not give the attorney the power to make health care decisions on behalf of the grantor.

- In addition to granting the power to make health care decisions, health care directives will result in the ability of the substitute decision maker to access certain health care information of the person requiring treatment, to the extent that it is necessary for their decision to be an informed one.

From "Guidelines for Pharmacists Respecting Powers of Attorney, Health Care Directives and Substitute Decision Makers"

For More Information

A more detailed discussion of distinction related to health care decisions and the release of personal health information can be found in two new documents posted in the Reference Manual section of the SCPP website (look under Power of Attorney):

- [Guidelines for Pharmacists Respecting Powers of Attorney, Health Care Directives and Substitute Decision Makers](#), and
- [Frequently Asked Questions Respecting Powers of Attorney, Health Care Directives, and Substitute Decision Makers](#).

These guidelines and FAQs are intended to provide general guidance to pharmacists with respect to the differences between powers of attorney and health care directives.

NEW! Emerald Achievement Award

The Emerald Achievement Award is a prestigious new award. It will go to a practising SCPP member in good standing for their dedication and service. The recipient must have been active in our profession for at least 35 years.

EMERALD ACHIEVEMENT AWARD – TERMS OF REFERENCE

The Emerald Achievement Award will be presented to recognize an SCPP member who has been active in our profession for at least 35 years and is recognized for their dedication.

1. A member who currently holds an active practising membership in good standing with the Saskatchewan College of Pharmacy Professionals.
2. A member who has been practising in Saskatchewan for a minimum of 35 years (from the date of registration).
3. A member who has never been found guilty of professional misconduct or professional incompetence.
4. The selection will be approved by Council (SCPP) following recommendation from the Awards and Honours Committee.
5. When possible, the Emerald Achievement Award will be presented in conjunction with the Saskatchewan College of Pharmacy Professionals' Annual General Meeting.

REMINDER CALL FOR NOMINATIONS – MEMBER RECOGNITION

Deadline for all SCPP Award Nominations – January 31, 2016

The SCPP Awards and Honours Committee is calling for nominations for our annual awards. These awards will be presented to members who have made a significant contribution to the pharmacy profession and/or community.

You are welcome to nominate either your colleague(s) or yourself for any of the awards. Nominations *must* be accompanied by a summary of the qualifications consistent with the terms of reference.

Please [click here](#) for a complete list of awards and criteria, nomination forms, and a list of past award recipients. (Remember to click the plus sign “+” next to Awards). The full list was published in our October 2015 newsletter.

While the deadline for receipt of nominations for an SCPP Award is January 31, 2016, we are encouraging early submissions. In all cases, the selections must be approved by the SCPP Council, following recommendation from the Awards and Honours Committee.

Pharmacy Examining Board of Canada (PEBC) Examination Dates

Schedule of Examinations for Pharmacists

Examination Name	Examination Date	Application Deadline Date*
Winter Pharmacist Evaluating Examination	January 6 & 7, 2016	Registration Closed
Spring Pharmacist Qualifying Examination	MCQ: May 24 & 25, 2016	February 26, 2016
	OSCE: May 29, 2016	
Summer Pharmacist Evaluating Examination	July 5 & 6, 2016	April 1, 2016

Schedule of Examinations for Pharmacy Technicians

Examination Name	Examination Date	Application Deadline Date*
Winter Pharmacy Technician Qualifying Examination	OSPE: Apr 2, 2016	December 11, 2015 Submit your application soon!
	MCQ: Apr 3, 2016	
Spring Pharmacy Technician Evaluating Examination	April 24, 2016	January 13, 2016 Submit your application soon!

*Applications must be RECEIVED by the PEBC office no later than the application deadline date

Join Us on the SCPP Facebook Group

Since SCPP began hosting the Facebook Group for members last year, we've covered breaking news stories, important drug schedule changes, upcoming events, relevant continuing education opportunities, current award nominations, frequently asked questions and invited discussion. Members, which include pharmacists and now pharmacy technicians, are encouraged to take an active role in the group and are free to post items they think will benefit the community and to comment on posts.

Due to anti-spam legislation, events with an associated cost are not posted in our newsletter, but are posted exclusively on the SCPP Members Facebook Group site and our website. *You may be missing updates on conferences and educational opportunities!*

Available only to SCPP members who request access, the "secret" group is a secure way to convey information, ask questions and share experiences. We're encouraging all SCPP members to join the group for timely event, news and professional updates.

To join the group, email info@saskpharm.ca with "Join SCPP Members Group" in the subject line. Please include your **first and last name**, your **licence number** and a **personal email address** in the body of your email. An invitation to join the group will be sent to you. You can leave the group at any time.

Has Your Contact Information Changed?

Please remember to inform the SCPP office (through the website) if your email address, mailing address or place of employment has changed.

It is the member's responsibility to keep personal information current and up-to-date with the College. It is also the member's responsibility to inform the College of the current

place of employment. This information helps the College in determining the electoral divisions for College election and allows the College to keep members informed of urgent matters.

These changes can be done by using your member log-in at the SCPP website - www.saskpharm.ca.



Deck the halls with boughs of holly, wishing you a holiday so jolly!

**Warmest greetings of the season and best wishes for happiness
in the new year. Season's greeting from the staff at the
Saskatchewan College of Pharmacy Professionals**

Denise Carr, Andrea Crain, Jeanne Eriksen, Kristjana Gudmundson,
Pat Guillemain, Ray Joubert, Darlene King, Christina McPherson,
Heather Neirinck, Lori Postnikoff, Jeannette Sandiford,
Audrey Solie, Amanda Stewart, Cheryl Wyatt

With gratitude for all your work this past year, we want to specially thank our members
who freely donated their time and expertise to serve on Council and committees.

Wishing you the joy of family, the gift of friends, and the best of everything in 2016.

And to our many partner organizations, we wish you and your loved ones a
festive holiday season and a very happy new year.

In keeping with the season's spirit of the giving, a donation has been made to the
Open Door Society in lieu of sending out holiday cards.

Holiday Office Schedule

Closed December 24 at noon until January 1
Regular office hours resume Monday, January 4
8 a.m. – noon
1 p.m. – 4:30 p.m.

Happy Holidays!