

ALBERTA COLLEGE OF PHARMACISTS 2017-2019 **BUSINESS PLAN**

SETTING THE PACE

FOR PHARMACY EXCELLENCE
IN PERSON-CENTERED CARE





ACP'S VISION FOR THE FUTURE

The Alberta College of Pharmacists' vision is “Healthy Albertans through excellence in pharmacy practice.” Our college continues to invest in improving pharmacy practice, health system supports and public policy that will result in better patient experiences wherever pharmacy services are accessed across Alberta.

ACP'S MISSION

The Alberta College of Pharmacists governs pharmacists, pharmacy technicians, and pharmacies in Alberta to support and protect the public's health and well-being. We take responsibility for pharmacy practice by setting and enforcing high standards of competence and ethical conduct.

ACP'S VALUES

OUR SHARED BELIEFS

The Alberta College of Pharmacists values:

- The health, safety and well-being of Albertans
- Professional and ethical conduct
- Accountability for decisions and actions
- Transparent expectations and processes
- Collaboration and partnerships
- Innovation and creativity in fulfilling our mission
- A positive culture and working environment for our employees

Our values are the foundation of our organization while our vision and mission are what we continuously strive for.

A decorative header image showing the lower legs and feet of a group of runners in motion, rendered in a light gray silhouette style against a white background.

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BUILDING A STRONG FOUNDATION

MESSAGE FROM THE PRESIDENT AND REGISTRAR

Throughout Alberta's communities, pharmacists and pharmacy technicians are individuals' and families' most accessible health professionals. Every day, over a hundred thousand Albertans receive advice, health products, and support to maintain health, prevent disease, and treat illnesses from their community pharmacist.

As of December 31, 2016, Albertans received 1,067,931 publicly-funded immunizations during the 2016-2017 influenza campaign. Of these, 503,789 (47 per cent) were performed by pharmacists — an increase of nearly 6 per cent from the 2015-2016 campaign. More and more Albertans with chronic diseases like diabetes, heart or kidney disease, high blood pressure, mental health conditions and respiratory diseases rely on the care of their pharmacy team to help them achieve their health goals. Alberta's pharmacies are a preferred alternative for families when they require access to health advice and services.

Alberta's pharmacists and pharmacy technicians collaborate with health teams across all levels of care, in institutions, and throughout our communities. They understand the importance of sharing health information to integrate care. Every day, prescriptions dispensed by pharmacists are uploaded to Alberta Netcare to support better clinical decisions. Every day, pharmacists communicate their care plans and prescribing decisions to other members of individuals' health team.

Our college has reflected on the health needs of Albertans, new technologies, innovations in healthcare delivery, and ethics and professionalism in creating our plan for the next three years.

Through our plan:

1. pharmacy technicians will be integrated into pharmacy practice teams, exercising responsibility for roles they're authorized to fulfill;
2. pharmacists will consistently conduct an appropriate assessment of each patient prior to providing any pharmacist service;
3. patient care records will include continuous documentation of pharmacist assessments, treatment plans, record of care, and monitoring results;
4. patients will have access to pharmacist prescribing and injections through all licensed pharmacy practice settings; and,
5. patients will expect pharmacists to provide appropriate assessments, advice, and support about their health (treatment) plan at each encounter.

There will be heightened awareness and confidence about Alberta's pharmacy teams' contribution to the right care, in the right place, at the right time, by the right professionals, with the right information. These linkages will:

- Help people stay in their homes as they age;
- Support people with mental health conditions and addictions;
- Address the challenges of living with chronic diseases;
- Manage health conditions;
- Support patients in learning about their health conditions, the treatments they receive, and the results they should expect; and
- Improve quality of peoples' lives.



We invite you to read our three-year plan, and learn about how we are pursuing our commitment to quality pharmacy experiences at every encounter. We are confident and enthused that achievement of our goals will result in more consistent quality personal experiences by individuals and their families from their pharmacy team of choice.

Greg Eberhart
Registrar

Taciana Pereira
President

“There will be heightened awareness and confidence about Alberta’s pharmacy teams’ contribution to the right care, in the right place, at the right time, by the right professionals, with the right information.”

The top half of the page features a dark blue background with white silhouettes of a crowd celebrating. A large central figure has arms raised in a 'V' shape, surrounded by other smaller figures in various celebratory poses. A light blue curved shape separates this image from the white text area below.

UNIQUELY ALBERTAN

ACHIEVING THE WINS

Alberta pharmacists are the envy of the profession across the globe. They are authorized to provide the most comprehensive patient care available in comparison to their counterparts across the borders. By incorporating the unique roles of pharmacy technicians in the delivery of care to individuals, Albertans are benefiting from having their health needs addressed in a comprehensive pharmacy care environment. At ACP, we can look back proudly on our work to support our registrants' successes.

IN ALBERTA, WE SAW....

AN INCREASE IN PHARMACISTS HAVING ADDITIONAL PRESCRIBING AUTHORIZATION (APA)

As of December 31, 2016, 1658 pharmacists now hold additional prescribing authorization. Being authorized to initiate drug therapy complements traditional services and enables pharmacists to better respond to the healthcare needs and goals of individuals they serve.

PHARMACISTS ADMINISTER RECORD NUMBER OF PUBLICLY-FUNDED IMMUNIZATIONS

As of December 31, 2016, Albertans received 1,067,931 publicly-funded immunizations during the 2016-2017 influenza campaign. Of these, 503,789 (47 per cent) were performed by pharmacists — an increase of nearly six per cent from the 2015-2016 campaign.

PERSON-CENTERED CARE

- Pharmacists are beginning to embrace their full scope of practice – ordering and following up on lab tests where appropriate, providing injections, and initial access prescribing.
- More and more pharmacists are taking a holistic, clinical approach versus a transactional approach to individual care, and are focused on providing continuous care versus one-time care.
- Assessments of individuals are becoming more comprehensive as pharmacists gather appropriate information from more sources of data.
- Pharmacy technicians are becoming more integrated into practice teams and are taking responsibility for roles they're authorized to perform.

STORIES FROM THE FRONT LINES

PHARMACY TEAM WORKING ON
PSYCHIATRIC UNIT CREDITED FOR
SAVING PATIENT'S LIFE



I have had the privilege to work on a collaborative team overseeing the acute adult psychiatry units at Red Deer Regional Hospital Centre. I am one of the pharmacists who started the practice back in 2012, and am very happy and proud of the care we provided to our patients over the years.

Last year, I was stopped by a lady in public. She recognized me as part of her husband's healthcare team in 2012, and told me that she was convinced that the pharmacist team was the reason her husband was alive today.

Her husband was presenting with very acute bipolar depression and going through several medication changes. He was also experiencing gastrointestinal symptoms, including extreme vomiting and diarrhea.

It seemed like a mystery to everyone what was going on, including me — still new to the field of mental health. However, I remembered the patient was on lithium and I ordered a lithium level lab test for the patient that morning.

For whatever reason, it took all day to get that result back (odd, because it usually takes a couple of hours in hospital), so I called the lab before I went home as the patient was due for a bedtime dose of lithium.

Lab results revealed that the patient's level was around 3 (more than three times the therapeutic range of 0.5 – 1.0 mEq/L). Of course, the bedtime dose of the medication was stopped.

I remembered that the attending psychiatrist came to the unit the next day and advised us that the bedtime dose would have probably sent the patient to the intensive care unit, or worse.

When we first joined the unit, I am not sure that the role of the pharmacist was very clear to all members

of the treatment team, but I think that this patient's case really set the stage for our practice. The impact we continue to make is valued by the entire multi-disciplinary team, and by patients and their families.

I recently chatted with that psychiatrist over the phone, and he continues to be a huge supporter and believer in the need for, and resulting impact of, pharmacists in patient care.

“She was convinced that the pharmacist team was the reason her husband was alive today.”

Hospital Pharmacist

Red Deer, Alberta

DRIVERS OF CHANGE

UNDERSTANDING THE COURSE

Understanding the nature of trends and current issues within our environment strengthens ACP's ability to plan, proactively prepare, and respond to factors that could have a significant impact on the profession of pharmacy and our own operations in the future.

We must ask ourselves: What might happen? What are our options? What will we do, and how will we do it?

CHANGING NEEDS AND EMERGING OPPORTUNITIES IN AN EVOLVING HEALTH SYSTEM

PERSON-CENTERED CARE AND PERSONALIZED MEDICINE

People's needs and expectations are changing. As Alberta's population diversifies and ages, pharmacists will be increasingly called upon to take an active role in caring for individuals having chronic conditions and diseases, including mental health and addictions. Individuals will more actively participate in their care, and will seek advice that supports their personal health needs. They will increasingly access more health information through new sources (not all of which may be correct or understood by them), engage in more self-care and self-diagnosis, and will want faster and easier access to services that support them in achieving their personal health goals.

NEW TECHNOLOGIES

Emerging sciences like genomics, proteomics, and metabolomics will provide new information about individuals so that more specific treatment decisions can be made with them. Point-of-care testing, e-prescribing, and mobile health related apps are amongst new opportunities and challenges that cannot be ignored. Integrated patient records will provide individuals, and their preferred providers, access to more complete, real-time information about them. Equally, new technologies will process prescriptions faster, cheaper, and more accurately than pharmacists or pharmacy technicians inviting new possibilities about where and how drugs are procured, stored, prepared, packaged, and distributed.

ETHICS AND PROFESSIONALISM

New focus on the rights of individuals (e.g., medical assistance in dying, medical marijuana) and changes in society's beliefs and values invite new ethical considerations. New technologies will invite new tensions about access to care and ability to pay. Pressures on sustainability will increase conflict between business ethics and professional ethics. Through these, pharmacists' and pharmacy technicians' ability to think and act objectively and independently (this still invites collaboration), in a manner that results in meeting the unique needs of each individual, will be foundational to success.

INNOVATIONS IN HEALTHCARE DELIVERY

Changing needs and emerging opportunities means that future success cannot be achieved by doing things the same way as they were in the past. Roles of health professionals will increasingly overlap to accommodate access; and public policy and privatization will invite new thinking about what services are available to who, when, and how they are paid for. It is unknown how this will impact effectiveness and efficiency; however, these changing dynamics have potential to disrupt traditional ideas about how pharmacists and pharmacy technicians practice.

MOVING DYNAMICALLY

SHAPING CHALLENGES INTO OPPORTUNITIES

If we truly put individuals at the centre of their care, we must be responsive, challenge old norms, collaboratively drive change within our health system, and invest in ways to improve how services are delivered.

While some changes can be achieved quickly; others can take years.

Having insight into the current operating environment of ACP and the professions, Council explored the following questions when developing its plan:

- How can we enhance the public's understanding and expectations about what pharmacists and pharmacy technicians do?
- How can we improve the consistency of quality pharmacy practice across Alberta?
- How can we improve the quality of assessments performed by pharmacists prior to making drug use decisions (for dispensing, prescribing, or injecting purposes)?
- How can we enhance the use of pharmacy human resources; and specifically, how can pharmacy technicians be more effectively incorporated into practice?

SETTING OUR GOALS

STRATEGIC GOALS FOR 2016-2020

PHARMACY TECHNICIAN INTEGRATION

Pharmacy technicians will be integrated into pharmacy practice teams, exercising responsibility for roles they're authorized to fulfill.

APPROPRIATE PATIENT ASSESSMENTS

Pharmacists will consistently conduct an appropriate assessment of each patient prior to providing any pharmacist service.

COMPREHENSIVE PATIENT CARE RECORDS

Patient care records will include continuous documentation of pharmacist assessments, treatment plans, record of care, and monitoring results.

ACCESS TO PRESCRIBING AND INJECTIONS

Patients will have access to pharmacist prescribing and injections through all licensed pharmacy practice settings.

PATIENT EXPECTATIONS

Patients will expect pharmacists to provide appropriate assessments, advice, and support about their health (treatment) plan at each encounter.



STAYING MOTIVATED

ENVISIONING A DESIRED STATE

REGULATORY EXCELLENCE FOR PHARMACY IN ALBERTA WILL LEAD TO A DESIRED STATE OF CHANGE

INCREASED PUBLIC AND STAKEHOLDER CONFIDENCE

Pharmacists will be doing ‘more’ in the next few years. They will have more involvement in clinical care, including assessing, monitoring, decision making; and less counting, dispensing, and technical work. Pharmacy teams will provide Albertans with an accessible and more supportive environment for community-based care. The public’s understanding and expectations about what pharmacists do will increase as pharmacy teams will provide individuals with more meaningful experiences.

HIGHER LEVEL OF QUALITY CARE — PUTTING PEOPLE FIRST

Individuals want to feel informed, supported and listened to so that they can make meaningful decisions and choices about their care. They want to be treated as a person not a number. Person-centered care truly means putting people first in our health care system.

- Albertans will have a consistent experience at every pharmacy visit.
- Pharmacists will perform high quality patient assessments; thereby improving care decisions.
- Team-based practice environments will be created whereby pharmacy technicians will be effectively incorporated into pharmacy practice.

THIS MEANS PHARMACY TEAMS CAN:

- Help people stay in their homes as they age;
- Support people with mental health conditions and addictions;
- Address the challenges of living with chronic diseases;
- Manage health conditions;
- Support Albertans in learning about their health conditions, the treatments they receive, and the results they should expect;
- Improve quality of peoples' lives; and
- Collaborate with other health providers involved in an individual’s care.

A HIGHLY EFFECTIVE ORGANIZATION

Highly effective organizations exhibit strengths across five areas: leadership, decision making and structure, people, work processes and systems, and culture. Developing improved internal processes will enable us to achieve the work set out in our business plan. We will have a dynamic information management system; increased business intelligence leading to better decision-making; and increased capacity of our teams to support our registrants and each another.



GEARING UP

ACP INITIATIVES

2017 - 2019

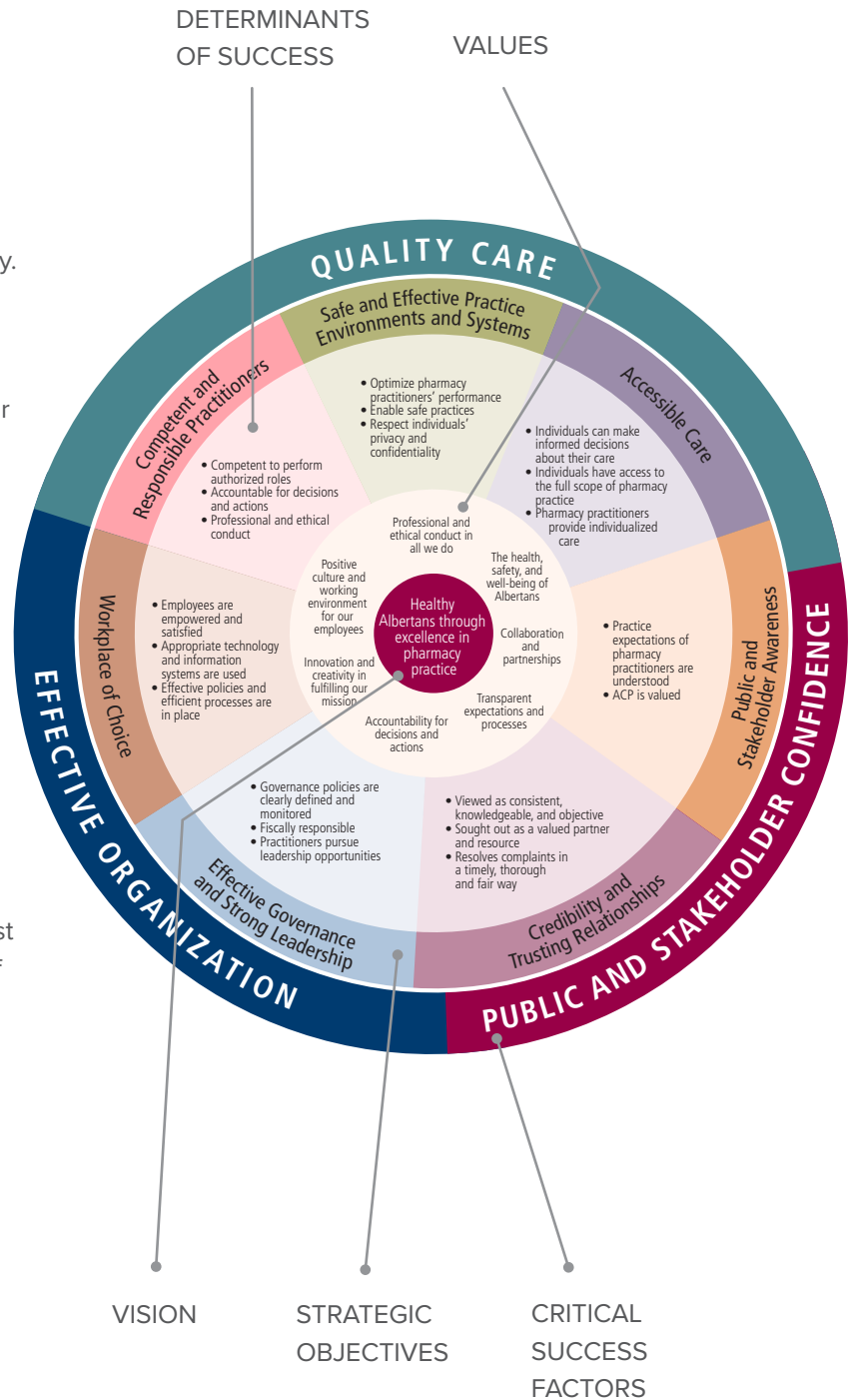
UNDERSTANDING OUR MARKERS

ACP’s business addresses the legislated mandate of the college and the vision of the Council. The **three critical success factors** and seven **strategic objectives** of ACP’s Strategic Direction are pillars for the plan.

As part of ACP’s 2017-2019 Business Plan, a number of critical initiatives are underway. By achieving these initiatives, and subsequent activities in years beyond, the college will move towards achieving the five strategic goals identified by Council for 2016-2020.

STRATEGIC GOALS

1. Pharmacy technicians will be integrated into pharmacy practice teams, exercising responsibility for roles they’re authorized to fulfill.
2. Pharmacists will consistently conduct an appropriate assessment of each patient prior to providing any pharmacist service.
3. Patient care records will include continuous documentation of pharmacist assessments, treatment plans, record of care, and monitoring results.
4. Patients will have access to pharmacist prescribing and injections through all licensed pharmacy practice settings.
5. Patients will expect pharmacists to provide appropriate assessments, advice, and support about their health (treatment) plan at each encounter.





SUCCESS FACTOR:

ENSURING ALBERTANS RECEIVE QUALITY CARE

1 ALBERTANS ARE SERVED BY COMPETENT AND RESPONSIBLE PRACTITIONERS

- MODERNIZE THE ROLE STATEMENTS FOR PHARMACISTS AND PHARMACY TECHNICIANS

What is the role of your pharmacist and pharmacy technician in caring for your health and well-being?

ACP will be continuing a consultation process with them to modernize the role statements of pharmacists and pharmacy technicians. Modernized statements will accurately reflect the expectations the public should have of their pharmacy teams, and provide a clear roadmap for the professions to define the roles they are authorized to deliver; underscoring the importance of practicing to the full extent of their knowledge and skills. We aim to develop contemporary role statements to reflect modern practices in a manner that fully integrates pharmacy technicians into pharmacy teams.

- DEVELOP A PATIENT-CARE MODEL OF PRACTICE

Simply put...the college's main job, over anything else, is to protect the public. We do this by setting standards and guidelines to support the professions in their practice environments – ultimately to ensure individuals are provided with the best quality care possible.

Continued / Ensuring Albertans receive quality care

A patient-care model will be developed by ACP to provide our professions with a practice framework – articulating the activities required to assess, inform, treat, and support individuals in the delivery of quality care. The model will be grounded in ACP's new role statements for pharmacists and pharmacy technicians and include core behaviours to support their decision-making in a manner consistent with ACP Standards of Practice.

Work will also begin on re-developing ACP Standards of Practice through the lens of the patient experience. Our aim is to help our professions comply with ACP Standards of Practice – making standards easier to interpret and apply within their practice.

- REVIEW CONTINUING COMPETENCE PROGRAM FOR PHARMACY TECHNICIANS

At ACP, we inspire and empower pharmacist and pharmacy technicians to reach higher and expand their professional development and growth through our continuing competence programs. The programs are designed to help our registrants identify their learning needs, create plans to bridge knowledge gaps, and apply their learning to their practice.

In 2017, pharmacy technicians will have completed the first cycle of ACP's new competence program. In this business cycle, an audit process will take place to ensure the program is meeting its objectives, that learning is being implemented into practice, and is meeting established requirements.

- STANDARDIZE PRECEPTOR* TRAINING ENVIRONMENTS

Structured Practical Training (SPT) is the in-pharmacy training period required by the college for registration as a pharmacist in Alberta. Throughout the program, interns are given the opportunity to practise their skills in a supportive learning environment through three levels of competency-based training. (*A preceptor is an experienced pharmacist who provides supervision during clinical practice. They assist the intern through direct supervision, providing effective feedback about their performance, and providing appropriate opportunities to meet their learning objectives.)

The time spent and skills learned teach interns how to become patient- and outcomes-focused – benefiting individuals and families within our communities and evolving health system. New rules will be implemented to ensure consistency in experiential learning throughout all learning sites in Alberta, and to align the program with the newly developed patient-care model.

Continued / Ensuring Albertans receive quality care

- DEVELOP NEW LICENSING AND REGISTRATION PROCESSES AND PROCEDURES

ACP ensures that only qualified pharmacists and pharmacy technicians are registered, and that licensed pharmacies meet the requirements to provide safe and effective practice settings for pharmacy professionals.

ACP will continue reviewing current policies and processes related to registration and pharmacy licensing. Registration and licensing are amongst ACP's most important responsibilities. We must be responsive in a changing environment and develop new policies and processes to ensure:

- Registration and licensing categories appropriately anticipate the needs of the health system and our professions;
- Only qualified individuals are registered and/or granted a pharmacy license; and,
- Individuals have a transparent and positive experience during the registration process.

- PROVIDE IMPROVED FEEDBACK TO PHARMACISTS AND PHARMACY TECHNICIANS

ACP supports and empowers pharmacy teams to practice confidently at a high level. Our team of practice consultants reflect our largest investment in monitoring and improving pharmacy practice. We recognize the magnitude of change our professions are experiencing, and we continue to develop tools and provide coaching and mentoring to individuals and pharmacy teams.

The college will develop evidence-based performance indexes to help our professions reflect upon and identify areas of practice where they can make improvements or undertake further development. The goal is to achieve performance consistency within all practice settings, ensure Albertans have a consistent experience at every pharmacy visit, and better personal experiences.

- IMPLEMENT NEW STANDARDS FOR STERILE COMPOUNDING

Pharmacy compounding involves the preparation of customized medications (e.g., intravenous therapies, injections) that are not commercially available for individuals with specialized health needs. Attention must be paid to the environment in which these products are prepared; the training personnel receive; and to the quality assurance procedures in place to prevent complications and protect the public.

Continued / Ensuring Albertans receive quality care

In this business cycle, ACP will be implementing new standards for sterile compounding. ACP will require pharmacists and pharmacy technicians to be fully compliant with procedural standards; particularly for infection prevention and control. A program will be put in place to monitor compliance with the standards.

- DEVELOP NEW STANDARDS AND GUIDANCE TO SUPPORT POINT-OF-CARE TESTING

The evolution and availability of new technologies may be amongst the most disruptive changes emerging in practice, but also presents opportunity. ACP has undertaken a project with the Alberta Pharmacists' Association (RxA) to develop a framework to assist pharmacists and pharmacy technicians make informed decisions about using point-of-care technologies. Our goal is to assist the professions in making more informed decisions before using a point-of-care test, and to provide guidance when using the tests. New standards and guidance to the professions can be expected in this business cycle.

2

CREATING SAFE AND EFFECTIVE PRACTICE ENVIRONMENTS AND SYSTEMS

- PROMOTE CHANGES TO THE REGULATIONS GOVERNING PHARMACY PRACTICES

ACP is reviewing current legislation and public policies to ensure it balances new ways of delivering services and corresponding accountabilities. We will bring our voice to the table and pursue amendments, where appropriate, to drug scheduling and provincial policies that control access to drugs and vaccines. In this business cycle, DRAFT amendments to the Pharmacists and Pharmacy Technicians Profession Regulation and Pharmacy and Drug Regulation will be delivered to Alberta Health.

- STANDARDIZE RULES TO BECOMING A PHARMACY LICENSEE

Perhaps one of the most significant challenges facing pharmacists in all practice settings is balancing their responsibility as health professionals to deliver quality care within an environment of operational constraint. Levels of support from pharmacy owners, both independent and corporate, to facilitate change differs. Some have invested in staffing and training, others in technology, while others have tried to influence performance through performance targets.

Licensees operate in a very complex environment, and often find themselves in a challenging position, balancing the needs of the pharmacy team with the expectations of owners. In this business cycle, ACP will develop rules to become a licensee; complete a blueprint for a pharmacy licensee education program, and have it ready for delivery.

Continued / Ensuring Albertans receive quality care

- INTEGRATE PHARMACY RECORDS WITHIN THE PROVINCIAL HEALTH RECORDS SYSTEM

ACP is highly engaged in provincial initiatives to enhance information management and information technology solutions.

Health professionals having access to patients' complete health information, are enabled to make better decisions about their care. A real-time interface between pharmacy practice management systems and Netcare (Alberta's electronic health information system) would allow pharmacy teams easier access to current and complete health information about individuals they serve. Additionally, a real-time interface can improve workflow, which is important to pharmacy team efficiency and effectiveness.

ACP is a significant partner in evolving the electronic health record. ACP will facilitate the integration of pharmacy practices with the integrated patient health record through continued participation on the provincial information technology initiatives.

Complementary to this initiative, ACP continues to work with government and other partners to implement an e-prescribing solution. This is an example of how secure electronic communication has potential to improve communication between individuals' health team members. In this business cycle, ACP anticipates that e-prescribing solution will be piloted.

3

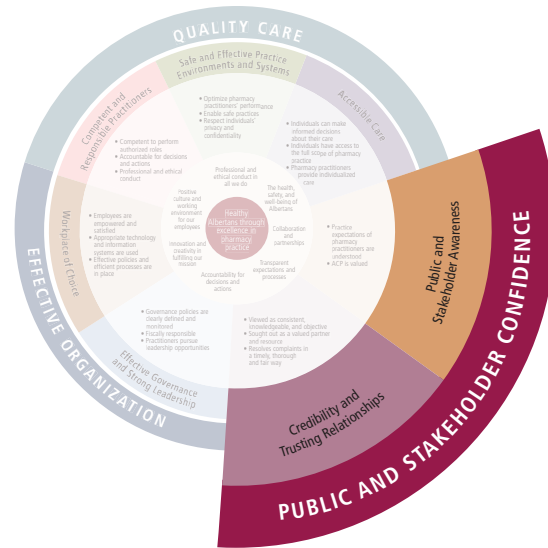
ENSURING ALBERTANS HAVE ACCESSIBLE CARE

- LEARN ABOUT ALBERTANS' EXPERIENCES IN PHARMACY

Understanding personal experiences will help inform ACP if Albertans are receiving consistency in their care at every pharmacy visit. Are pharmacy teams providing the level of care individuals expect, and are teams embracing the patient care model? In this business cycle, ACP will develop new methods of collecting information from individuals to learn about their pharmacy experiences.

SUCCESS FACTOR:

MAINTAINING PUBLIC AND STAKEHOLDER CONFIDENCE



ACP is a single entity within Alberta’s broader health system. Therefore, to positively impact the health of Albertans, we must:

- consider the needs, and priorities of our partners in health care, government, and organizations with whom we work;
- reach out to those who influence public health care;
- understand how our programs, policies and decisions impact them; and
- involve them in our journey in a genuine and timely way.

Engaging with our stakeholders leads to a better understanding of the needs, experiences and issues that matter. Involving those who have a right to be heard, allows ACP to build trust, confidence and credibility in our work; and supports transparency in regulatory decision making.

1 EARNING CREDIBILITY AND DEVELOPING TRUSTING RELATIONSHIPS

• SURVEYING OUR STAKEHOLDERS

ACP will conduct a comprehensive survey with the public, our healthcare partners and stakeholders, and our pharmacists and pharmacy technicians. Our intent is to listen, and hear views from all stakeholders about their perspectives of the college, the practice of pharmacy, and the regulatory environment. We want to identify practice challenges, recognize issues and concerns, and understand individuals' healthcare experiences.

Continued / Maintaining Public and Stakeholder Confidence

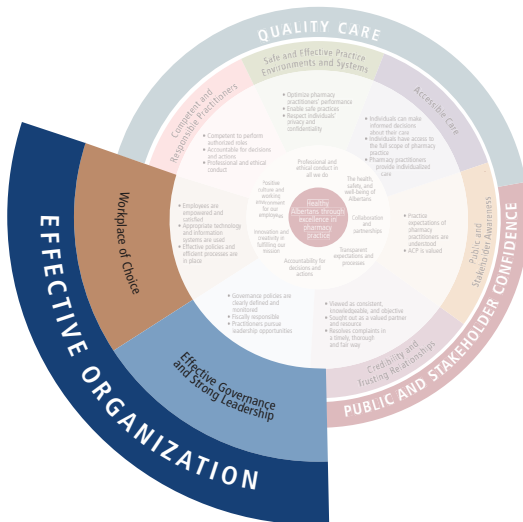
2 INCREASING PUBLIC AND STAKEHOLDER AWARENESS

- COMMUNICATING WITH THE PUBLIC, OUR PARTNERS, AND REGISTRANTS

A communications plan will be developed and implemented to support ACP program delivery, and to effectively engage with the public, stakeholders, and registrants.

- ENHANCE INFORMATION SHARING THROUGH ACP’S WEBSITE

ACP will enhance the capabilities of its website and complementary social media solutions to provide improved communications and engagement opportunities.



SUCCESS FACTOR:

IMPROVING ORGANIZATIONAL EFFECTIVENESS

ACP is committed to streamlining how business is done. Throughout the organization, everyone is encouraged to be creative, innovate, explore new ways of working, and implement better business processes, ultimately to improve the experiences within our organization and how we interact with our stakeholders.

In this business cycle, ACP will introduce and implement a new information management system to support ACP’s business processes and data requirement needs. It will automate work flows, enhance self-reporting, offer user dashboards, and provide task notifications.

Continued / Improving Organizational Effectiveness

To further support evidence-based decision-making, the platform will also provide business intelligence reports to support risk management, and meet the requirements for governance reporting.

The information management system will offer a web-based self-service platform for applicants, registrants, licensees, and proprietors to enhance their ability to complete their registration, update their information, self-report, and manage their registration with the college.

1 BECOMING A WORKPLACE OF CHOICE

- IMPROVING INTERNAL PROCESSES

In this business cycle, numerous internal practices will be identified where ACP can improve 'how we do business' by implementing more efficient processes and technology solutions to allow our professions an enhanced experience in our regulatory environment.

- ACP will evaluate existing delivery systems for ACP's competence, structured practical training programs, and its jurisprudence exam.

2 INCREASING PUBLIC AND STAKEHOLDER AWARENESS

ACP will be positioned to share new and better information with our partners and stakeholders. Furthermore, reports will be generated from ACP's new information management system to support governance performance reporting to Council on ACP's progress in achieving its strategic goals, and this business plan.

STORIES FROM THE FRONT LINES

AGING SENIOR, WITH MULTIPLE
CHRONIC HEALTH CONDITIONS, FINDS
SOLACE IN THE CARE RECEIVED FROM
HER COMMUNITY PHARMACY TEAM



Our pharmacy team cares for a wonderful 86-year-old female patient living with diabetes (15+ years), and who also suffers with hypertension, severe chronic kidney disease and osteoarthritis. She lives alone and is independent, and our team has grown quite fond of this feisty lady.

Over the past two years, her diabetes has become increasingly more difficult to control with oral hypoglycemic medications. After discussions with our pharmacy team on four or five different occasions, and in collaboration with the patient's endocrinologist and nephrologist (doctor who specializes in kidney disease), our patient was willing to try insulin, the gold standard in therapy to help control her diabetes.

The target A1C (a blood test to gauge how well a patient is managing their diabetes) is A1C <7%. This patient's A1C when starting insulin was 8.6%. Our team set out to help her learn how to manage her insulin therapy including teaching her the correct injection technique, proper dosing based on food and activity, and how to manage low blood sugars, etc. The best available evidence tells us that by controlling her A1C to target, and avoiding hypoglycemia (hypoglycemia occurs when your blood sugar [glucose] level falls too low), we can slow the progression of renal disease and other complications of diabetes mellitus such as retinopathy and peripheral neuropathy.

The patient started her insulin training with us, and for the first three to four days, she came into the pharmacy spending time with the pharmacist to build her confidence learning proper injection technique. By the

end of week two, with the pharmacy team support, the patient felt confident with injecting insulin, and started to adjust her own insulin based on her blood glucose levels. Over the next few weeks, the patient would come into the pharmacy to see the pharmacist on a bi-weekly basis to review her blood glucose readings and her insulin dosing. With our pharmacy team providing access and support to the patient, she built her confidence, skill sets and knowledge of how to manage her diabetes.

“With our pharmacy team providing access and support to the patient, she built her confidence, skill sets and knowledge of how to manage her diabetes.”

We were so impressed with her most recent A1C test which was reduced to 7.3% over the past 6 months. Our patient truly values the support and care she receives from our pharmacy team. The individual in charge of the patient's care has to be the patient herself. We celebrate every success no matter its magnitude. When our vision is reflected in patient care the whole term becomes more driven!

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