

Addressing Business Pressures: **JUNE 2025** **PROGRESS UPDATE**

One of the College's four goals in our [2024-2028 Strategic Plan](#) is focused on ensuring pharmacy business practices do not interfere with the well-being of pharmacy professionals or their ability to meet the Standards of Practice or Code of Ethics.

In alignment with that goal, in March 2024, the Ontario College of Pharmacists' Board of Directors established a zero-tolerance approach for any business practice that impedes the ability of pharmacists and pharmacy technicians to deliver safe, quality care.

We are committed to sharing our progress related to this goal on a regular basis. Our previous updates are available from [June 2024](#), [December 2024](#) and [March 2025](#).

We continue to screen the information provided to us for possible relevance to business pressures.

This includes submissions through our online form and any formal complaints or reports made to the College.



179

submissions to our anonymous online form since October 1



79

investigation files related to business pressures opened, including at the individual pharmacy and corporate ownership levels, since the start of our zero tolerance approach



Our pilot project on operational assessments in pharmacies is progressing.

The project is testing how we can shift our focus during community pharmacy operational assessments from processes to outcomes. This helps better identify where pharmacy operations may create or lead to challenges that get in the way of the delivery of quality, ethical and safe patient care.

For example, operations advisors are auditing patient profiles through random selection to find documentation of essential patient information (e.g., allergies, medical conditions, indications for new prescriptions) and activities (e.g., counselling for new prescriptions, check ins for refill prescriptions). This allows a better assessment of whether the pharmacy has organized staffing and workflow to enable pharmacists to fulfil the standards of practice and optimize patient care.

We have added an additional operations advisor to the project, are increasing the number of patient profiles we will review and will continue to expand the number of pharmacies undergoing this additional element of assessment.



We are building upon our analysis into potential ways to address business pressures.

As we develop the College's operational plan for 2026, we will continue to use invaluable insights through research, survey responses and interprovincial collaboration to determine the types of regulatory activities and priorities we will pursue to support our zero-tolerance approach.



Owners of more than 5,000 pharmacies have now made a declaration that they will not allow business interests or management pressures to undermine their pharmacy's ability to provide safe, quality care.

The new declaration was made during the 2025 annual renewal of their pharmacy's Certificate of Accreditation. It will continue to be mandatory for all those who apply to open a new pharmacy.



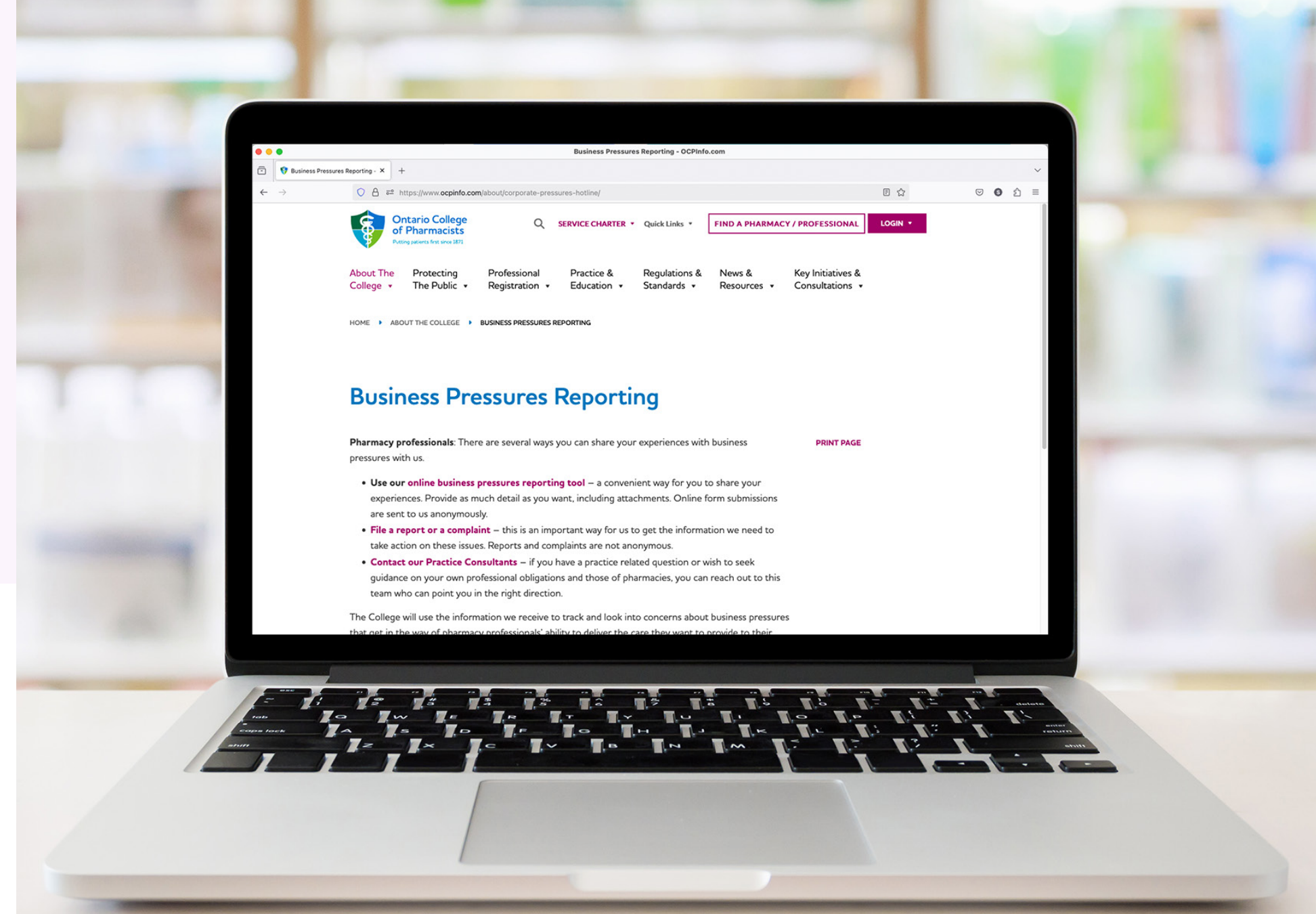


We launched our 2025 survey on business pressures in pharmacy practice in Ontario.

The survey focuses on the impact of business pressures on the ability of pharmacy professionals to meet the standards of practice, their well-being and the care provided to patients.

The survey was developed with other pharmacy regulators to allow for collective analysis of pharmacy professionals' experience across the country and to contribute to a national picture of business pressures.

Survey results and themes will be shared publicly once available.



Keep sharing your experiences with business pressures

Our business pressures reporting tool remains active and open for new submissions. Provide as much detail as you want, including attachments. Online form submissions are sent to us anonymously. For more information, visit our [Business Pressures Reporting web page](#).