

Addressing Business Pressures: **OCTOBER 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](#) and [June 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.



216

submissions to our anonymous online form since October 1, 2024



111

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

We continue to expand our pilot project on operational assessments in community pharmacies.

This pilot project is testing how we can expand our focus during community pharmacy operational assessments to include outcomes.

The intent of this project is to better identify if any aspect of pharmacy operations is creating or leading to challenges that get in the way of the delivery of quality, ethical and safe patient care.

Currently, the College's operations advisors look for evidence that the pharmacy has organized staffing and workflow to enable pharmacy professionals to fulfill standards of practice and to optimize patient care. Under the pilot project, operations advisors also confirm that identified processes are being used consistently, and they conduct random audits of patient profiles to look for documentation of allergies, medical conditions, indication for prescriptions, and communication with the patient.

Additional directions will soon be provided to pharmacy professionals and pharmacy management on how to self-assess their own pharmacy's adherence to the Standards of Practice.



We are analyzing the results of the 2025 survey on business pressures in pharmacy practice in Ontario.

The Business Pressures and Pharmacy Professionals' Well-Being Survey was open from June 5 to June 30.

Over 1,300 pharmacy professionals completed the survey. We are working with pharmacy researchers and statisticians to analyze the results and expect to release a public report this fall.



We are exploring additional mechanisms to tackle business pressures.

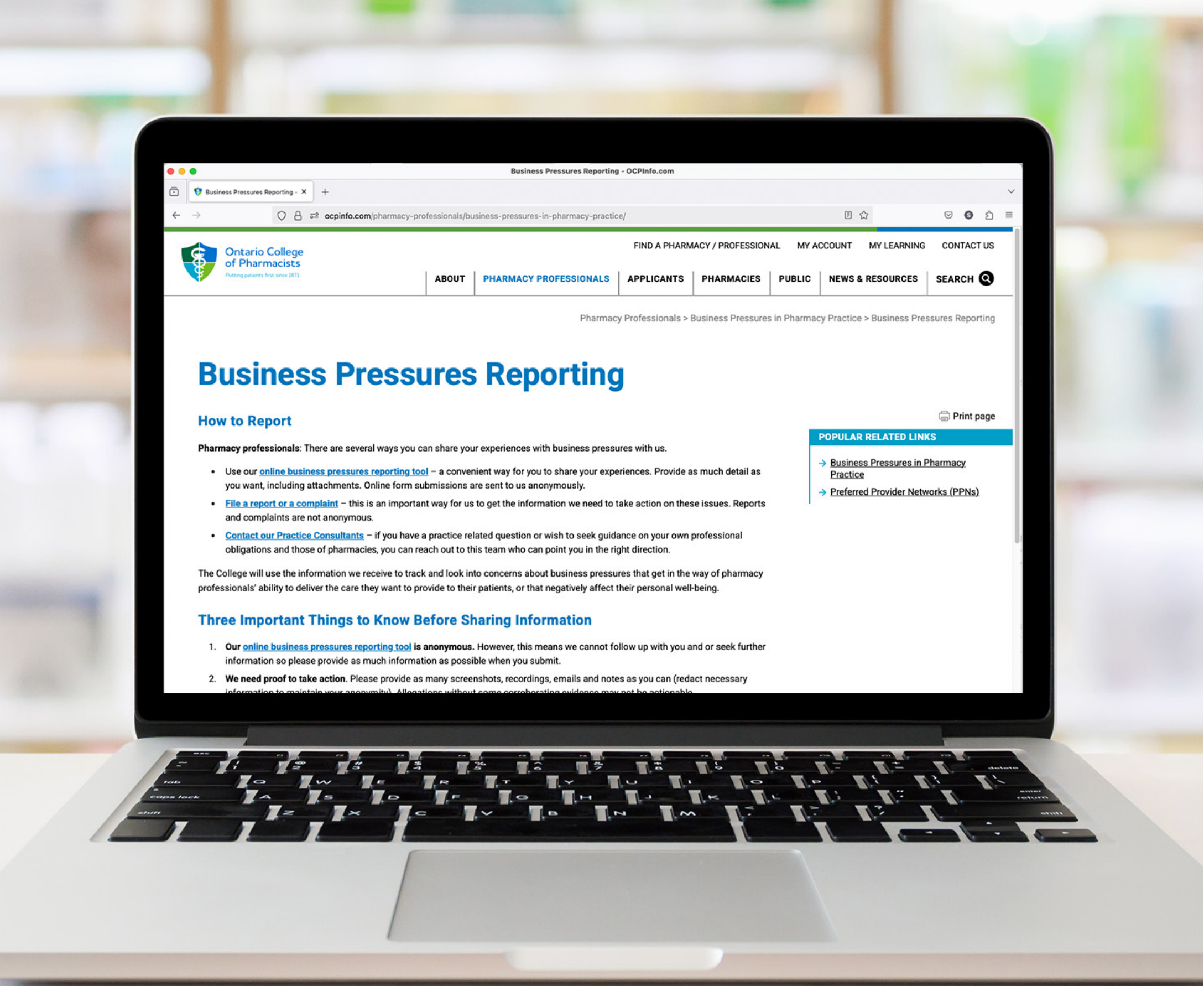
Building off extensive policy research and utilizing a standardized decision framework, we have been identifying additional, evidence-based policy options for consideration by the Board of Directors.

A key issue identified in the policy analysis is understaffing of pharmacists and pharmacy technicians, which poses significant risks to patient safety, increases professional burnout, reduces access to care, and compromises the ability of pharmacy professionals to uphold regulatory standards and ethical obligations.

To address staffing levels and workforce pressures, the Nova Scotia College of Pharmacists, in partnership with a consulting company, introduced an initiative (StaffWISE™) in 2024 that uses data-driven tools and a proposed staffing score policy to ensure safe, sustainable pharmacy staffing across the province.

Assessing the feasibility of adapting Nova Scotia's data-driven approach to monitoring and addressing pharmacy workforce pressures in Ontario has been identified as a 2026 operational priority for OCP.





Keep sharing your experiences with business pressures.

Our business pressures reporting tool remains active and open for new submissions. Please provide as much information as possible when you submit, including screenshots, recordings, emails and notes (redact necessary information to maintain your anonymity). We need proof to act – allegations without some corroborating evidence may not be actionable.

The online reporting tool is not the same thing as [filing a complaint](#) or reporting information to the College. While filing a complaint or reporting information is not anonymous, it does allow us to follow up with you as needed. If you file a complaint, you will also be informed of the outcome of the complaint investigation.

For more information, visit our [Business Pressures Reporting web page](#).

