

Q1 2026 Dashboard Summary (Performance Measures)

Public Protection										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
1	% High and moderate risk complaints disposed of within 150 days		50%	35%				35%	30%	
2	% High and moderate risk Registrar’s Inquiries are disposed of within 365 days		74%	45%				45%	55%	
3	% HPARB complaint decisions confirmed		91%	100%				100%	90%	
Organizational Capacity										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
4	% Staff engagement (overall) ^		75%	-	-		-	-	64%	
5	% Staff engagement (inclusion) ^		91%	-	-		-	-	81%	
6	% Budget-to-actual variance		-10%	-4%				-4%	+/- 5%	
7	% Variance above/below required reserve balance		-	215%				215%	+15/-0%	
8	Staff cost ratio		77%	77%				77%	77%	
9	External-to-total cost ratio		3.7%	4.9%				4.9%	4%	
Strategic Priorities										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
10	% Community pharmacists indicating no changes made to address business pressures^^		61%	-	-	-		-	61%	
Annual Operational Plan										
Performance Measures			YTD 2025	Q1	Q2	Q3	Q4	YTD	target	status
11	% Annual operational priorities on track (YTD)		-	64%				64%	100%	

Regulatory Competence

Is the College effectively executing its regulatory functions?

Strategic Priorities

Is the College progressing towards its strategic and annual operational goals?

Organizational Capacity

Is the College optimally resourced to execute its mandate now and, in the future, while maintaining compliance with applicable policies, laws, and regulations?

Risk Management

Is the College effectively managing the identified key risks that may prevent it from executing its regulatory functions and meeting its public protection mandate?

LEGEND

At or better than target

Within 25% of target

Outside acceptable range (>25% variance)

^Results will be available in Q3

^^Results will be available in Q4

Q1 2026 Dashboard Summary (Monitoring Measures)

Public Protection							
Monitoring Measures		YTD 2025	Q1	Q2	Q3	Q4	YTD trend analysis
12	Average days Registrar decision is made after receipt of completed registration application	2.0	1.6				1.6●
13	% Registrants who take more than 6 weeks to secure a PACE site	-	-				-*
14	% Community pharmacists who pass practice reassessments following coaching	77%	72%				72%●
15	% Community technicians who pass practice reassessments following coaching	86%	100%				100%*
16	Average days cycle time for high risk assessments in community pharmacies	410	370				370●
17	Open investigation cases at month end	884	961				961●
18	% Complaints resolved through informal processing (new methodology)	-	14%				14%*
19	% Registrar’s Reports resolved through informal processing (new methodology)	-	8%				8%*
20	% Registrants who pass the post-ICRC remediation assessment	94%	96%				96%●
21	% Positive Media Sentiment	47%	15%				15%●
Organizational Capacity							
Monitoring Measures		YTD 2025	Q1	Q2	Q3	Q4	YTD trend analysis
22	Registrant experience - Regional meetings**	-	-		-	-	-*

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- LEGEND
- Trending Positive
 - No change in trend
 - Trending negative
 - Trend can not be determined (not enough data)

**Results will be available in Q2