

# Section 2 – Dashboard Summary (Performance Measures)

Regulatory Competence											
Quality						YTD	target	status			
1	Mandatory training program for non-sterile compounding supervisors established and launched					90%	Dec-2025	<div></div>			
Conduct					YTD 2024	Q1	Q2	Q3	YTD	target	status
2	% High and moderate risk complaints disposed of within 150 days				31%	13%	67%	53%	48%	30%	<div></div>
3	% High and moderate risk Registrar’s Inquiries are disposed of within 365 days				32%	67%	57%	83%	75%	50%	<div></div>
4	% HPARB complaint decisions confirmed				100%	80%	100%	100%	90%	90%	<div></div>
Regulatory Policies						YTD	target	status			
5	% of out-of-date practice policies that have been reviewed					7%	26%	<div></div>			
Strategic Priorities											
2024-2028 Strategic Plan Execution						YTD	target	status			
6	Completion of 3 2025 deliverables to reduce corporate pressures (Strategic Goal #1)					45%	Dec-2025	<div></div>			
7	Completion of 2 virtual townhall sessions with registrants & system partners (SG's #1 & #2)					50%	Dec-2025	<div></div>			
8	Launched website renewal to strengthen effective communications (Strategic Goal #2)					100%	Sep-2025	<div></div>			
9	% of trained staff reporting confidence in applying EDI principles (Strategic Goal #4)					90%	80%	<div></div>			
Organizational Capacity											
Human Resources					YTD 2024	Q1	Q2	Q3	YTD	target	status
10	% of staff engagement (overall)				75%	-	-	-	75%	63%	<div></div>
11	% of staff engagement (inclusion)				90%	-	-	-	91%	78%	<div></div>
12	% Voluntary staff turnover rate				4.0%	3.5%	1.2%	1.2%	5.9%	3.8%	<div></div>
Technology					YTD 2024	Q1	Q2	Q3	YTD	target	status
13	% of up-time of business-critical information systems				100%	100%	100%	100%	100%	99.9%	<div></div>
14	Microsoft Secure Score				75%	78%	81%	82%	81%	80%	<div></div>
Information Infrastructure						YTD	target	status			
15	Implement Registrant Records System (RSS)					80%	Jun-2026	<div></div>			
Compliance					YTD 2024	YTD	target	status			
16	% of CPMF standards fully met				67%	-	80%	**			

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**

Meet or Exceeds Target / On Track

Approaching Target / Potential Risk

Beyond Target / Risk or Roadblock

\*\* Status determined at year end.

# Section 2 – Dashboard Summary (Monitoring Measures)

Regulatory Competence						
Registration		YTD 2024	Q1	Q2	Q3	YTD trend analysis
17	% of Registrar decisions made within 30 days after receiving the complete application	100%	100%	100%	100%	100%●
Quality - Registrants		YTD 2024	Q1	Q2	Q3	YTD trend analysis
18	% of community pharmacists who pass practice reassessments following coaching	89%	71%	89%	71%	78%●
19	% of community pharmacists who pass practice assessment following QAC-directed remediation	20%	-	0%	-	0%-
20	% of all pharmacists who pass knowledge assessment following QAC-directed remediation	100%	-	-	-	-
Quality - Pharmacies		YTD 2024	Q1	Q2	Q3	YTD trend analysis
21	Average days cycle time for high risk assessments	388	441	458	404	434●
Conduct		YTD 2024	Q1	Q2	Q3	YTD trend analysis
22	Open investigation cases at month end (YTD)	412	-	-	-	748●
23	Average processing time for high and moderate risk Complaints (days)	228	236	203	235	224●
24	% of Complaints resolved through informal processing	22%	37%	25%	29%	31%●
25	% of Registrar's Reports resolved through informal processing	21%	28%	11%	44%	37%●
26	% of registrants who pass the post-ICRC remediation assessment	90%	100%	94%	95%	96%●
Public Trust		YTD 2024	Q1	Q2	Q3	YTD trend analysis
27	% Positive Media Sentiment	41%	100%	45%	55%	52%●
Organizational Capacity						
Human Resources			Q1	Q2	Q3	YTD trend analysis
28	% of staff completing professional development activities		16%	8%	5%	24%-
Financial Health					YTD	trend analysis
29	Working capital ratio (YTD)				4.0	-
30	Months of spending ratio (YTD)				11	-
31	% Budget-to-actual variance (YTD)				-10%	-
32	% above/below required reserve balance (YTD)				31%	-
Efficiency					YTD	trend analysis
33	Staff cost ratio (YTD)				77%	-
34	External-to-total cost ratio (YTD)				4%	-

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