

# Q4 2025 Dashboard Summary (Performance Measures)

Regulatory Competence														
<b>Quality</b>							YTD	target	status					
1	Mandatory training for non-sterile compounding supervisors established & launched						100%	Dec-2025	complete					
<b>Conduct</b>							YTD 2024	Q1	Q2	Q3	Q4	YTD	target	status
2	% High and moderate risk complaints disposed of within 150 days						31%	13%	67%	53%	55%	50%	30%	●
3	% High and moderate risk Registrar's Inquiries are disposed of within 365 days						32%	67%	57%	83%	71%	74%	50%	●
4	% HPARB complaint decisions confirmed						100%	80%	100%	100%	100%	91%	90%	●
<b>Regulatory Policies</b>							YTD	target	status					
5	% of out-of-date practice policies that have been reviewed						7%	26%	●					
Strategic Priorities														
<b>2024-2028 Strategic Plan Execution</b>							YTD	target	status					
6	Completion of 3 2025 deliverables to reduce corporate pressures (Strategic Goal #1)						45%	Dec-2025	●					
7	Completion of 2 virtual townhall sessions with registrants (SG's #1 & #2)						100%	Dec-2025	1 complete					
8	Launched website renewal to strengthen effective communications (Strategic Goal #2)						100%	Sep-2025	complete					
9	% of trained staff reporting confidence in applying EDI principles (Strategic Goal #4)						90%	80%	●					
Organizational Capacity														
<b>Human Resources</b>							YTD 2024	Q1	Q2	Q3	Q4	YTD	target	status
10	% of staff engagement (overall)						75%	-	-	-	-	75%	63%	●
11	% of staff engagement (inclusion)						90%	-	-	-	-	91%	78%	●
12	% Voluntary staff turnover rate						4.0%	3.5%	1.2%	1.2%	1.2%	7.1%	3.8%	●
<b>Technology</b>							YTD 2024	Q1	Q2	Q3	Q4	YTD	target	status
13	% of up-time of business-critical information systems						100%	100%	100%	100%	100%	100%	99.9%	●
14	Microsoft Secure Score						75%	79%	81%	82%	81%	81%	80%	●
<b>Information Infrastructure</b>							YTD	target	status					
15	Implement Registrant Records System (RSS)						80%	Jun-2026	●					
<b>Compliance</b>							YTD 2024	YTD	target	status				
16	% of CPMF standards fully met						67%	75%	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

# Q4 2025 Dashboard Summary (Monitoring Measures)

Regulatory Competence										
<b>Registration</b>			YTD 2024	Q1	Q2	Q3	Q4	YTD	trend analysis	
17	% of Registrar decisions made within 30 days after receiving the completed application		100%	100%	100%	100%	100%	100%	<span style="color: blue;">●</span>	
<b>Quality - Registrants</b>			YTD 2024		Q2	Q3	Q4	YTD	trend analysis	
18	% of community pharmacists who pass practice reassessments after coaching		89%	71%	89%	72%	71%	77%	<span style="color: blue;">●</span>	
19	% of community pharmacists who pass practice assessment after QAC remediation		20%	-	0%	-	67%	40%	-	
20	% of all pharmacists who pass knowledge assessment after QAC remediation		100%	-	-	-	-	-	-	
<b>Quality - Pharmacies</b>			YTD 2024	Q1	Q2	Q3	Q4	YTD	trend analysis	
21	Average days cycle time for high risk assessments		388	441	458	404	338	410	<span style="color: blue;">●</span>	
<b>Conduct</b>			YTD 2024	Q1	Q2	Q3	Q4	YTD	trend analysis	
22	Open investigation cases at month end (YTD)		412	-	-	-	-	884	<span style="color: red;">●</span>	
23	Average processing time for high and moderate risk Complaints (days)		228	236	203	235	274	236	<span style="color: blue;">●</span>	
24	% of Complaints resolved through informal processing		22%	37%	25%	29%	27%	30%	<span style="color: blue;">●</span>	
25	% of Registrar's Reports resolved through informal processing		21%	28%	11%	44%	27%	34%	<span style="color: blue;">●</span>	
26	% of registrants who pass the post-ICRC remediation assessment		90%	100%	94%	95%	88%	94%	<span style="color: blue;">●</span>	
<b>Public Trust</b>			YTD 2024	Q1	Q2	Q3	Q4	YTD	trend analysis	
27	% Positive Media Sentiment		41%	100%	45%	55%	29%	47%	<span style="color: blue;">●</span>	
Organizational Capacity										
<b>Human Resources</b>					Q1	Q1	Q3	Q4	YTD	trend analysis
28	% of staff completing professional development activities				16	8%	5%	9%	39%	-
<b>Financial Health</b>								Q4 YTD	trend analysis	
29	Working capital ratio (YTD)							2.1	-	
30	Months of spending ratio (YTD)							7	-	
31	% Budget-to-actual variance (YTD)							-10%	-	
32	% Variance above/below required reserve balance (YTD)							54%	-	
<b>Efficiency</b>								Q4 YTD	trend analysis	
33	Staff cost ratio (YTD)							77%	-	
34	External-to-total cost ratio (YTD)							3.7%	-	

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## LEGEND

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