

# Addressing Corporate Pressures: **DECEMBER 2024 PROGRESS UPDATE**

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.

In June, we shared with you an [extensive list of strategies](#) we are pursuing under four key streams: regulatory programs, data collection and public reporting, legislation and regulation changes, and engagement and outreach. Now, and on a quarterly basis moving forward, we want to give you an update on our progress on some of those actions.

**We're using a zero tolerance conduct framework to screen information provided to us for possible relevance to corporate pressures.**



**59** investigation files have been opened to date



**60** inquiries/calls to our hotline prior to October 1



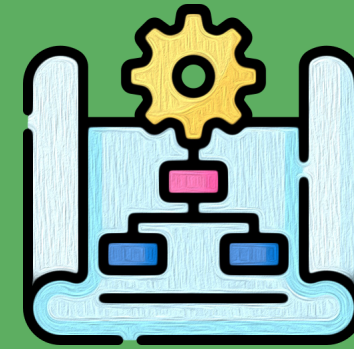
**54** submissions to our anonymous online form from October 1 to November 1



**We're reminding pharmacy owners that they have a duty to their patients to not compromise their care through business decisions.**

Starting in 2025, **pharmacist directors will be required to declare that business demands/metrics will not compromise patient care** when they apply to open a pharmacy and at renewal each year. If there are concerns about the pharmacy, we'll be able to reference this agreement in investigations and assessments.

We're evaluating criteria we can add to pharmacy operational assessments to **help identify pharmacies where business metrics are compromising patient care.** The standardized approach will allow us to better measure risk and act accordingly to monitor and address it.



**We're focused on what we can do now and also exploring evidence-based recommendations for the future.**

We're looking at different ways to take appropriate legal action within our existing mandate and authority under the *Health Professions Procedural Code* and the *Drug and Pharmacies Regulation Act*.

We're also conducting research in multiple areas to identify regulatory options, including looking at the experiences of others in different jurisdictions.



**We're using data to measure progress and committed to sharing updates publicly.**

Corporate pressures in pharmacy are being reported across Canada. So, we're working with other pharmacy regulators to develop standardized survey questions that can be used in every province to evaluate workplace practices and pharmacy professional well-being. To track the evolution of corporate pressures, we'll be conducting another survey with our registrants in 2025.

At every Board meeting, and through our communication channels, we will be sharing aggregate data related to our activities.





## We're making sure that we stay connected to pharmacy professionals.

We are committed to keeping an open dialogue to make sure that pharmacists and pharmacy technicians always have a chance to tell us about their concerns and to share our own accountability to address corporate pressures.

To that end, we'll be focusing on more registrant engagement, such as town halls, meetings and other opportunities, over the coming year. And we'll do more to share our progress on these initiatives (and others) as we work together to ensure that every patient gets the safe, high-quality care they deserve and every pharmacy professional has the autonomy to practice their profession in a way that doesn't compromise their well-being.

## Keep sharing your experiences with corporate pressures

Our corporate 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 [Corporate Pressures Reporting webpage](#).

