Section 2 – Dashboard Summary (Performance Measures)

		Q1 2024	YTD 2024	Q1	YTD	target	status
Regulatory Competence							
Quality				Q1	YTD	target	status
1	Mandatory training program for non-sterile compounding supervisors established and launched			25%	25%	Dec-2025	🟢
Conduct		Q1 2024	YTD 2024	Q1	YTD	target	status
2	% High and moderate risk complaints disposed of within 150 days	18%	18%	13%	13%	30%	🔴
3	% High and moderate risk Registrar's Inquiries are disposed of within 365 days	35%	35%	67%	67%	50%	🟢
4	% HPARB complaint decisions confirmed	100%	100%	80%	80%	90%	🟡
Regulatory Policies				Q1	YTD	target	status
5	% of out-of-date practice policies that have been reviewed			5%	5%	26%	🟢
Strategic Priorities							
2024-2028 Strategic Plan Execution				Q1	YTD	target	status
6	Completion of 2025 deliverables to reduce corporate pressures (Strategic Goal #1)			30%	30%	Dec-2025	🟢
7	Completion of 2 virtual townhall sessions with registrants & system partners (Strategic Goals #1 & #2)			25%	25%	Dec-2025	🟢
8	Launched website renewal to strengthen effective communications (Strategic Goal #2)			70%	70%	Sep-2025	🟢
9	% of trained staff reporting confidence in applying EDI principles (Strategic Goal #4)			-	-	80%	**
Organizational Capacity							
Human Resources		Q1 2024	YTD 2024	Q1	YTD	target	status
10	% of staff engagement (overall)	-	75%	-	-	63%	-
11	% of staff engagement (inclusion)	-	90%	-	-	80%	-
12	% Voluntary staff turnover rate	1.2%	1.2%	3.5%	3.5%	3.8%	🟢
Technology		Q1 2024	YTD 2024	Q1	YTD	target	status
13	% of up-time of business-critical information systems	100%	100%	100%	100%	99.9%	🟢
14	Microsoft Secure Score	-	75%	78%	78%	80%	🟡
Information Infrastructure				Q1	YTD	target	status
15	Implement Registrant Records System (RSS)			75%	75%	Oct-2025	🟢
Compliance			YTD 2024	Q1	YTD	target	status
16	% of CPMF standards fully met		67.0%	-	-	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)

		Q1 2024	YTD 2024	Q1	YTD	trend analysis
Regulatory Competence						
Registration		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
17	% of Registrar decisions made within 30 days after receiving the complete application	100%	100%	100%	100%	●
Quality - Registrants		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
18	% of community pharmacists who successfully passed their practice reassessments following coaching	96%	96%	71%	71%	●
19	% of community pharmacists who successfully passed their practice assessment following QAC-directed remediation		20%	-	-	-
20	% of pharmacists (hospital & community) passing knowledge assessment following QAC-directed remediation		100%	-	-	-
Quality - Pharmacies		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
21	Average days cycle time for high risk assessments	393	393	441	441	●
Conduct		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
22	Open investigation cases at month end		346	615	615	●
23	Average processing times for high and moderate risk Complaints	245	245	236	236	●
24	% of Complaints resolved through informal processing	19%	19%	37%	37%	●
25	% of Registrar’s Reports resolved through informal processing	16%	16%	28%	28%	●
26	% of registrants who successfully passed the post-ICRC remediation assessment	100%	100%	100%	100%	●
Public Trust		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
27	% Positive Media Sentiment	44%	44%	100%	100%	●
Organizational Capacity						
Human Resources		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
28	% of staff completing professional development activities			16%	16%	-
Financial Health		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
29	Working capital ratio			4.9	4.9	-
30	Months of spending ratio			10	10	-
31	Budget-to-actual variance			-6%	-6%	-
32	% above/below required reserve balance			131%	131%	-
Efficiency		Q1 2024	YTD 2024	**Q1**	**YTD**	trend analysis
33	Staff cost ratio			74%	74%	-
34	External-to-total cost ratio			4%	4%	-

Regulatory Competence
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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

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