The Apothecary

Fall 2012

Newfoundland and Labrador Pharmacy Board

The Apothecary is the newsletter of the Newfoundland & Labrador Pharmacy Board. It contains information on a wide variety of topics intended to enhance the practice of all pharmacists in the province of Newfoundland & Labrador. Pharmacists are responsible for reviewing any and ALL INFORMATION contained within including documents which are made available on the NLPB website via links throughout the newsletter. The Apothecary is now circulated electronically and is available in hard copy format only upon specific request.

Board Elections 2012

This year's election of NLPB board members has now been completed. The election began with a Call for Nominations in Zones 1and 4 on June 17, 2012. Nominations were received for Debbie Kelly and Gregory J. Peddle in Zone 1 and for Christina Tulk in Zone 4. Subsequently, as only one nomination was received for Zone 4, Christina Tulk was elected by acclamation. Ballots were mailed to all registered pharmacists in Zone 1 with the requirement that they be returned by September 8, 2012. The ballots were counted on September 10, 2012 with Debbie Kelly retaining her Board seat for a further three year term.

At the September 15, 2012 Annual General Meeting, Debbie Kelly completed her term of office as Board Chair and assumed the position of Past-Chair with Ray Gulliver assuming the position of Board Chair. Immediately following the Meeting, at a Special Meeting of the Board, a new Executive Committee was elected as below:

Board Chair	Ray Gulliver
Vice-Chair	Christina Tulk
Executive Member	David Cramm
Past Chair	Debbie Kelly

For a complete list of the current Board as well as the Executive Committee members, please see the back page of this *Apothecary* or the **Contacts** page of the NLPB website.

Appointment of Margot Priddle as Secretary-Registrar

The Newfoundland Pharmacy Board is pleased to announce the appointment of Margot L. Priddle as Secretary-Registrar of the Board, effective the end of October. She will succeed Donald Rowe who is retiring after more than 18 years service in the position.

Margot has been very actively involved in the leadership of pharmacy in this province since she was first elected to the Council of the Newfoundland Pharmaceutical Association in September of 1994. She became the Association's Vice President the same afternoon as the election was held, when the new Council elected its Executive Committee. She was President of the Newfoundland Pharmaceutical Association from 1997 to 2000.

Margot is a Past-President of the Canadian Association of Consultant Pharmacists (2001-2003). She is a past Chair of the National Drug Scheduling Advisory Committee, which makes recommendations on the Schedules that determine the conditions of sale of drugs in Canada, and which are, by reference, the regulated Drug Schedules in most provinces of Canada.

(Continued on page 2)

(Continued from page 1)

Margot has served on the Board of the Canadian Pharmacists Association, the Board of the National Association of Pharmacy Regulatory Authorities and the Board of the Canadian Pharmacists Benefits Association.

From July 2006 until the present she has been the Director of the Pharmacy Network with the Newfoundland and Labrador Centre for Health Information. In this position she played a leadership role in stakeholder relationships, subject matter expertise, change management, and policy development.

She was one of 100 pharmacists in Canada recognized by the Canadian Pharmacists Association on their Centennial in 2007, and similarly recognized as one of 100 prominent pharmacists in Newfoundland and Labrador between 1910 and 2010 during the celebrations of the centennial year of regulated pharmacy in this province in 2010.

Her father Alfred G. Dawe was Secretary-Registrar of the NPhA from 1975 to 1981. This will be the first time that two generations of the same family will have served as Secretary-Registrar.

Dr. Debbie Kelly, Board Chair and Chair of the Selection Committee, says, "We were very encouraged by the number of excellent candidates who expressed interest in this position, and are delighted that Margot has accepted the offer to lead our team. Margot's tremendous experience and dedication to the profession will be invaluable to our Board as we face the exciting challenges and changes that will occur in our pharmacy in the coming years. I'm certain that the pharmacy community and those who have known and worked with Margot in the past will welcome this appointment."

Retiring Secretary-Registrar, Don Rowe, says, "Margot will bring fresh ideas and renewed energies to our Board, balanced with an outstanding record of experience and understanding of health care issues in our province. This is an exceptional day for our Board."

Centre for Health Information
Newfoundland & Labrador

Regional Workshops Being Held for EHR Support Program

The Newfoundland and Labrador Centre for Health Information (the Centre) has re-launched the provincial Peer-to-Peer Network, a support program geared towards assisting clinicians in their field with electronic health record (EHR) programs. The Peer-to-Peer Network serves to increase EHR adoption by providing real support for those clinicians in the community learning to use new eHealth technologies.

The Network was originally piloted in 2008 and concluded in 2009. The 2012-2014 revived Network has the same intentions as the pilot program, but with additional leaders in the community to provide support and a regional approach to maximize geographical coverage for that support throughout the province. The 2012-2014 project has **five** pharmacist peer leaders, **two** nurse peer leaders and **two** physician peer leaders who will focus primarily on Pharmacy Network adoption, with support of other EHR components also included where deemed appropriate.

The Peer-to-Peer Network will be holding a series of 10 workshops in all four regions of Newfoundland and Labrador this fall. These workshops will give clinicians an understanding of the support available to them in the community and introduce some of the peer leaders available to help.

For the location information for your region's workshops, a listing of all workshops, and RSVP information, please visit the project's webpage by clicking **here** (or pasting this address into your browser: **http://www.nlchi.nl.ca/index.php/peer-to-peer-network**).

The Peer-to-Peer project is a partnership between the Centre and Canada Health Infoway.

Message from the New Board Chair

The role of the pharmacist is evolving across the country from that of a dispenser of medications to a vital member of the health care team, consulting closely with patients with chronic diseases as well as offering medication adherence strategies. As this role changes, the Board has to actively update and implement regulations to ensure public safety. As a result of this changing environment, the Board is currently working very closely with the Department of Health and Community Services in the hopes of obtaining a much-needed update to our *Pharmacy Act*.

On a related and also positive note, we will be working with government to update the *Pharmacy Regulations*. The Professional Practice Committee has been hard at work, recently developing four background papers focusing on pharmacy technician regulation, medication management for minor ailments, administration of parenteral medications, and prescribing for those pharmacists working in a collaborative practice setting. On behalf of the Board, I would like to thank the committee members for their commitment and dedication in providing this valuable information. At our last meeting in September, the Board reviewed and approved these background papers and they will be the focus of discussions for these much needed regulatory updates.

The NLPB office has finally installed the new database, and the staff is currently receiving the necessary training. It is the hope of the Board to provide pharmacists with the option of online registration renewal this fall. As well, beginning in 2013, pharmacists will have the ability to log and track continuing professional development activities online.

This fall will also be an exciting time at the Board with the installation of our new Secretary-Registrar. Margot Priddle will bring her vision and drive to the role starting on October 29, 2012. On behalf of the Board and staff, I graciously welcome her to our organization. It is the intention of the Board to provide Margot approximately a month of overlap to work with outgoing Secretary-Registrar, Don Rowe.

Which leads me to Mr. Rowe. Don, since this is the last issue of *The Apothecary* before your retirement, I would be remiss if I did not thank you at this time for your dedication to the Board as well as to the profession over the past 18 years. Your perspective, kindness, and respect - as well as your sense of humor - will be sadly missed around our Board table. On behalf of the current Board, past Chairs and past Boards, I wish you and your wife, Marie, a very well deserved retirement and wish you well for the future. I would also like to remind pharmacists of the dinner planned to celebrate Don's career on November 3, 2012. At that time, an endowed scholarship will be established in Don's name at Memorial University's School of Pharmacy. I encourage all pharmacists to make an effort to come celebrate with us.

I would also like to thank our outgoing chair, Dr. Debbie Kelly - your management and leadership guided our organization through a very tumultuous year. Finally, I would like to thank lay Board member, Mr. Eugene Toope, who resigned this past year for personal reasons, for his seven years of service on our Board. Mr. Toope, your support and perspective will be missed.

It is an exciting time for the Board, and I am looking forward to leading us through the next year, with the help and support of current Board members and staff. I encourage pharmacists to contact me at any time to share your ideas or concerns: **ray.gulliver@yahoo.ca**

There is a lot of work ahead and I encourage pharmacists to become involved and play a role in changing our environment. Things happen when people work together.

Respectfully,

Ray Gulliver

New Registration and Licensing System Offers Online Renewal Process

For the past few months, the NLPB has been working to implement the *in1touch* data and information management system and is now pleased to be offering online registration renewal starting this Fall for the 2013 registration year. With this new system, pharmacists and pharmacy owners can:

⇒ Manage the information in their personal profiles, including contact information and employment status

⇒ Renew annual pharmacist registration or business license quickly and easily

⇒ Submit Continuing Professional Development logs electronically

⇒ Pay fees online by Visa or MasterCard, manually by cheque or money order or by requesting an invoice to provide to an employer

⇒ Receive immediate confirmation of payment

⇒ Print receipts and invoices at any time

⇒ Be environmentally friendly by eliminating the need for a paper form to complete and mail in!

⇒ Have 24/7 access to your information

⇒ Receive friendly and helpful phone support

⇒ Be assured that your personal data and payment information is secure and protected at all times

Pharmacists-in-Charge can review and update their pharmacy information including contact information, staff and methadone dispensing or lock & leave status. In addition, the pharmacist and pharmacy registers will always be current because they will be updated in real time.

The system is accessed from **www.nlpb.ca** by clicking on **Member Login** on the top left hand of the menu. In order to ensure you receive your user name and password, which will be sent to all registrants starting in mid-October, please check that we have your correct email address and that you have designated NLPB as a "Safe Sender" in your email security settings.

Paper renewal forms will still be available on our website for those who prefer not to renew online.

Thank you for your patience and understanding as we transition to this exciting new process. We welcome your feedback and questions, which can be directed to Aileen O'Keefe at 753-5877 or (877)453-5877 or **aokeefe@nlpb.ca**.

Professional Practice Issues

Conducting a Physical Count of Narcotics and Controlled Drugs

In June 2011, the NLPB approved Standards of Pharmacy Practice specifying Security and Accountability Procedures for Narcotics and Controlled Drugs in Community Pharmacies. Over the past year, as we have been encouraging pharmacies to implement the strategies outlined in this document, we have heard from some pharmacists that they have been struggling with implementing certain areas of the Standards. Over the next few issues of The Apothecary, we will address these concerns by providing more detailed information on the expectations of the Standards.

One particular area that was noted was how to properly conduct a physical inventory count as well as what to do if discrepancies are noted. The purpose of this article is to explain in more detail the best practices for conducting a physical inventory count as well as what follow-up including proper documentation and notification procedures should follow.

In accordance with section 2.3 of the Standards, Pharmacists-in-Charge (PiC) are responsible for ensuring a physical inventory count of Narcotic and Controlled Drugs is performed and documented at least once every three months. A physical inventory count should be also be conducted:

- If the PiC of the pharmacy changes
- When a pharmacy closes
- To document losses after a break-in, robbery or fire
- To account for detected discrepancies
- To reconcile detected purchase/invoice discrepancies
- To address allegations from the public questioning dispensed quantities
- To validate or monitor the pharmacy's storage and security

Step 1: Ensure you have a complete list of the pharmacy's Narcotics and Controlled Drugs

The easiest way to prepare this list is to "flag" all narcotics and controlled drugs in your pharmacy dispensing system. Be sure to include any discontinued or expired products that are still in stock as well as products not stored in the usual location (e.g. fridge, compounding cabinets). If you are uncertain how to do this, please contact your software provider for the proper procedure. Once complete, generate a printed list of these drugs that includes each drug's name, strength and DIN.

Step 2: Conduct the physical count

Using the list from Step 1, conduct a physical count of each product listed and record this information accordingly. If possible, conduct the count for all products on the same date, either before or after prescriptions are processed for the day so that there is no need to account for any prescriptions dispensed on the date the inventory was taken.

Be sure to include all controlled substances in the active inventory including, but not limited to:

- Any expired, damaged or pre-packaged stock
- Prescriptions with a balance owing
- Any compounded mixtures containing a narcotic or controlled drug
- Stock that may be stored in different areas of the dispensary
- Any product awaiting destruction acknowledgement from Health Canada

Do not include any drugs returned by patients for destruction by the pharmacy in the count as these products have been dispensed and are no longer considered part of the pharmacy's active inventory.

Once the count is completed, it should be dated and signed by the counter as well as the pharmacist(s) accepting responsibility for the count and retained for two years.

Step 3: Reconcile the physical count with the pharmacy's theoretical inventory

This step is critical and should be completed only by the PiC, preferably using a reconciliation form such as the

(Continued on page 6)

(Continued from page 5)

sample attached to this Apothecary (also available on the NLPB website with the Standards of Practice)

A. If you maintain a computerized perpetual inventory (the "best" practice), your system should be capable of generating a report that details the theoretical inventory for the given products at any point in time. Again, if you are uncertain how to do this, please contact your software provider for the proper procedure. This report should be printed as close to the time of the count as possible.

B. If you do not maintain a computerized perpetual inventory, you will have to use your manual perpetual inventory documents as well as your purchase and sales records to determine the appropriate number to compare to the physical count.

Step 4: Investigate, address and document any discrepancies

If any discrepancies are noted in Step 3, the PiC must investigate further to identify the source of the discrepancy. This investigation may include:

- Physically reviewing all invoices and other purchase records since the last count and adding up the quantities purchased for each affected product. Compare invoices to the entries on the Narcotic and Controlled Drug Register to ensure no purchases were missed.
- Generating the sales data for all affected products to determine the total quantity dispensed within the established time period.
- Ensuring that all products and situations have been accounted for including expired or compounded drugs, cancelled prescriptions, balances owing and emergency sales. A complete review of the hardcopy prescription records may be warranted.
- Finally, if the count was conducted when the pharmacy was actively processing prescriptions, the prescription files may have to be reviewed to make adjustments for any transactions for affected products during this time period.

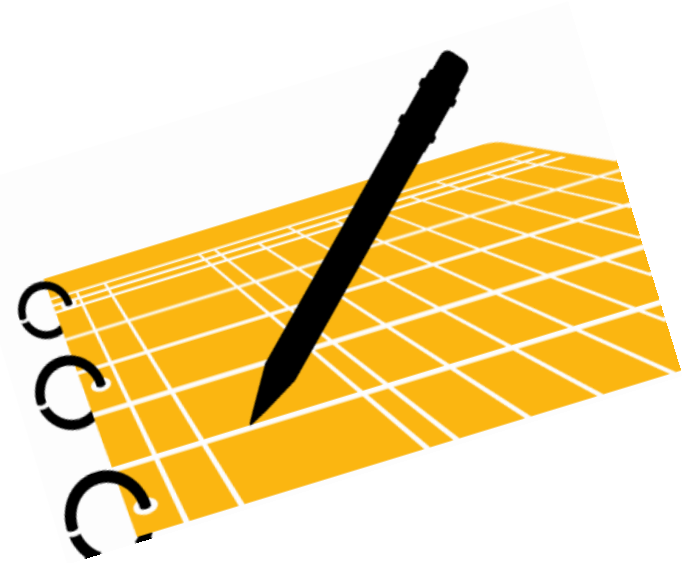
The complete reconciliation results including the physical count, the theoretical inventory and a record of any identified discrepancies and their resolution should be dated and signed by the PiC and retained with the inventory records for a minimum of two years.

Step 5: Deal with the outcome of the reconciliation

Depending on the source of the discrepancy, the PiC may need to implement changes to the pharmacy's procedures to improve inventory control and record keeping in the future.

In accordance with section 42. of the Narcotic Control Regulations, any shortage which cannot be resolved must be reported to Health Canada within 10 days. This can be accomplished by completing a Loss or Theft Report form (available on the NLPB website) and sending or faxing it to the Office of Controlled Substances at Health Canada. A copy of this form should be sent to the NLPB office for retention in the pharmacy's permanent file.

Moving forward, it is also important to adjust your theoretical inventory to reflect the findings from the reconciliation. This will save both time and frustration when conducting future reconciliations as you will not have to investigate discrepancies that have already been accounted for. The ability to modify inventories in the computer system should be restricted to only the PiC and any pharmacists on staff with narcotic signing authority.



Recent Updates to the NLPB Website

About Us
- ⇒ *Annual Report 2012 added*
- ⇒ *Board Meeting Minutes added*

Contact Us (Find A…)
- ⇒ *Board Members & Executive Committee Members updated*
- ⇒ *Pharmacists & Pharmacies Registers updated*

"The Apothecary" & Other Communications
- ⇒ *New Secretary-Registrar appointed*
- ⇒ *MedEffect advisories added*

Complaints and Discipline Resolution
- ⇒ *Policy on Publication of Notices of Hearing and Adjudication Tribunal Decisions added*

Legislation
- ⇒ *NLPB Binder files updated*
- ⇒ *NLPB Bylaws & Schedule of Fees updated*

Pharmacy Technician Regulation
- ⇒ *Pharmacy Technician Regulation News Vol. 8 added*
- ⇒ *Information regarding the 6th Annual Pharmacy Technician Conference added*

Professional Practice Resources
- ⇒ *Canadian Adverse Reaction Newsletter - October 2012 issue*
- ⇒ *Institute for Safe Medication Practices (ISMP) Bulletins*

The Apothecary

published quarterly by the
Newfoundland and Labrador Pharmacy Board
Apothecary Hall
488 Water Street
St. John's, NL A1E 1B3

Tel: 709-753-5877
Toll Free: 1-877-453-5877
Fax: 709-753-8615
E-mail: inforx@nlpb.ca
www.nlpb.ca

Find us on Facebook

FOLLOW US ON twitter

Newfoundland and Labrador Pharmacy Board

BOARD STAFF

Don Rowe, Ph.C., Secretary-Registrar ..... drowe@nlpb.ca
Arlene Crane, Ph.C., Deputy Registrar ..... acrane@nlpb.ca
Melanie Healey, Ph.C., Professional Affairs Coordinator ..... mhealey@nlpb.ca
Aileen O'Keefe, Registration & Licensing Administrator ..... aokeefe@nlpb.ca
Meghan Handrigan, Office Administrator ..... mhandrigan@nlpb.ca
General Information ..... inforx@nlpb.ca

BOARD MEMBERS

Elected Members

Zone 1 ..... Debbie Kelly
Zone 2 ..... Ray Gulliver
Zone 3 ..... David Cramm
Zone 4 ..... Christina Tulk
At Large ..... Keith Bailey, Sheldon Baines, Shawn Vallis

Appointed Members

..... Don Mifflin
..... *vacant*

Observers

MUPS Representative ..... Kevin Angell
PANL Executive Director ..... Russ Carrigan
MUN School of Pharmacy ..... Linda Hensman

EXECUTIVE COMMITTEE

Chair ..... Ray Gulliver
Vice-Chair ..... Christina Tulk
Executive Member ..... David Cramm
Past Chair ..... Debbie Kelly