

THE APOTHECARY NEWSLETTER

WINTER 2025



IN THIS ISSUE:

- MESSAGE FROM THE REGISTRAR
- MEDSTEP NL— Highlights of the 2024 NIDR Summary Report
- STRATEGIC PLAN— Initiative Status Update
- NEW CPNL WEBSITE
- NEW BOARD MEMBERS— New Members in 2024
- BOARD MEETING UPDATE

The official newsletter of the College of Pharmacy of Newfoundland and Labrador.

Registered pharmacy professionals are responsible for reviewing all information within this publication.



MESSAGE FROM THE REGISTRAR

The legislative framework governing the practice and profession of pharmacy in Newfoundland and Labrador saw significant change by the end of 2024, with the proclamation of a new act, *Pharmacy Act, 2024* (Act), and subsequent regulations, *Pharmacy Regulations, 2024* (Regulations). Consequently, these changes have brought about significant work for CPNL staff as they have necessitated the revision and development of documents and processes to align with the new legislation.

In addition to changes specific to each of our business lines, the Act included a name change, which required updates to all our documents as well as online resources including our website, email addresses, and social media platforms. When you visit our new website, cpnl.ca, you will notice that all our standards, guidelines, and policies have been updated to reflect the new name and reference the new legislation. While most of this work has been completed, you may continue to see references to NLPB as we work diligently to complete this transition.



The new Act and Regulations also required CPNL to develop new bylaws. The NLPB Bylaws were last fully reviewed in 2006, with revisions having taken place as needed since that time. With the new legislative framework, a more fulsome review was undertaken which resulted in the NLPB Bylaws being repealed and replaced with the newly developed CPNL Bylaws at the most recent Board Meeting on January 31, 2025. For highlights of some of the key changes, please refer to the *Bylaws* section of the *Board Meeting Update* on page 11 of this issue.

When aligning CPNL's documents and processes with the new legislative framework, the targeted timelines in CPNL's 2023-2026 Strategic Plan were reassessed. To ensure the most efficient use of CPNL's resources, strategic initiatives which integrated or were enabled by the changes to the legislation were prioritized. As a result, several strategic initiatives that were targeted for completion in 2024 will now extend into 2025, while other initiatives that were slated for a later date are nearing completion ahead of schedule. Based on the feedback we received during the strategic planning process in 2023, we know that you value transparency and accountability with regards to CPNL achieving its strategic goals. As such, we will be providing annual updates on the progress of the strategic initiatives set out in CPNL's 2023-2026 Strategic Plan. Progress has been made with initiatives under each of the four strategic goals. For more information regarding the progress of the strategic initiatives and the work that has been completed so far, please refer to the *Strategic Plan - Initiative Status Update* on pages 4-5 of this issue.

At over a year into the plan, there has been much progress, but still much more to do. I look forward to sharing further progress on behalf of our dedicated staff and Board, as we collectively aim to support pharmacy professionals in providing the best possible care to the public we serve.

Best Regards,

Noelle Patten



MedSTEP NL— HIGHLIGHTS OF THE 2024 NIDR SUMMARY REPORT



656

Reports of Incidents and Near Misses in 2024

TOP 5 Types of Incidents

1. Incorrect dose/frequency
2. Incorrect drug
3. Incorrect patient
4. Omitted medication/dose
5. Incorrect strength/concentration

TOP 3 MONTHS INCIDENTS WERE REPORTED



TOP 3 Medication System Stages when incident occurred



Prescription Preparation/Dispensing
551 incidents

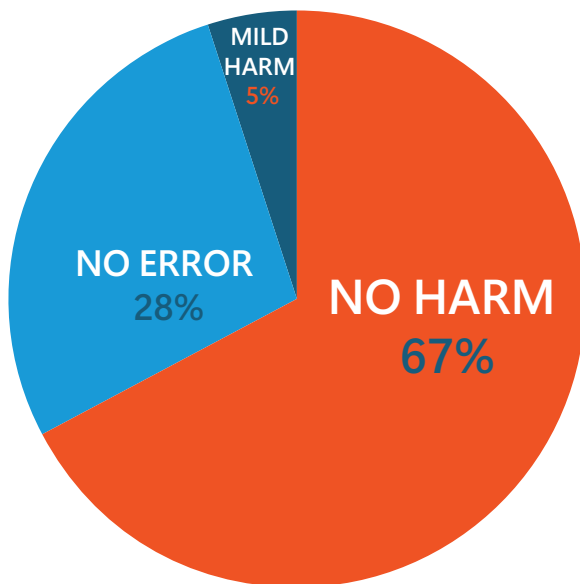


Rx Order Entry
396 incidents



Prescribing
60 incidents

OUTCOMES*



TOP 10 CONTRIBUTING FACTORS

1. Workload
2. Interruptions
3. Inefficient workflow
4. Noise
5. Clutter
6. Competency validation
7. Staffing deficiencies
8. Look/sound-alike names
9. Feedback about errors/prevention
10. Faulty drug identification






*NO HARM – Medication dispensed; no symptoms detected or treatment required
 NO ERROR – Medication not dispensed / Near miss / Medication discrepancy
 MILD HARM – Symptoms were mild, temporary, and short term; no treatment or minor treatment required.



STRATEGIC PLAN — INITIATIVE STATUS UPDATE



GOAL 1

Support pharmacy professionals in providing quality care

Initiative	Target	Status
Update and implement the requirements and guidance for professional development.	2024	COMPLETE 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Developed and approved updated interpretation guide. Updated CPNL registrant portal online documentation form. 		
Develop quality indicators for pharmacy practice.	2025	NOT STARTED 
Determine and implement a process for assessing individual pharmacy professionals' competency and practice.	2026	NOT STARTED 
Develop practice support guidance regarding diversity, equity, inclusion, cultural competency, and trauma-informed care.	2024	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Conducted a jurisdictional scan to identify related practice resources. 		
<ul style="list-style-type: none"> Define CPNL's role in supporting pharmacy professionals' wellness and influencing working conditions that may impact quality and safety of patient care. 	2024	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Conducted and analyzed survey of pharmacy professionals. Conducted jurisdictional scan and literature review. Prepared report for presentation to the Board. 		


GOAL 2

Provide a supportive framework for error prevention

Initiative	Target	Status
Implement the continuous quality improvement and medication incident reporting program, MedSTEP NL.	2024	COMPLETE 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Developed and approved Standards of Practice for CQI and MIR and implementation plan. Launched MedSTEP NL program. 		
Communicate error prevention and safety improvement strategies from aggregate data.	2025	ONGOING 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Developed and shared infographics and presentations based on NIDR Summary Reports and lessons learned provided by ISMP. 		

GOAL 3




Improve access to health care through pharmacy services

Initiative	Target	Status
Assess models for regulating non-traditional pharmacy practice sites.	2025	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Defining objectives, determining information requirements, and identifying sources to inform needs assessment 		









STRATEGIC PLAN — INITIATIVE STATUS UPDATE

GOAL 3 (CONTINUED)

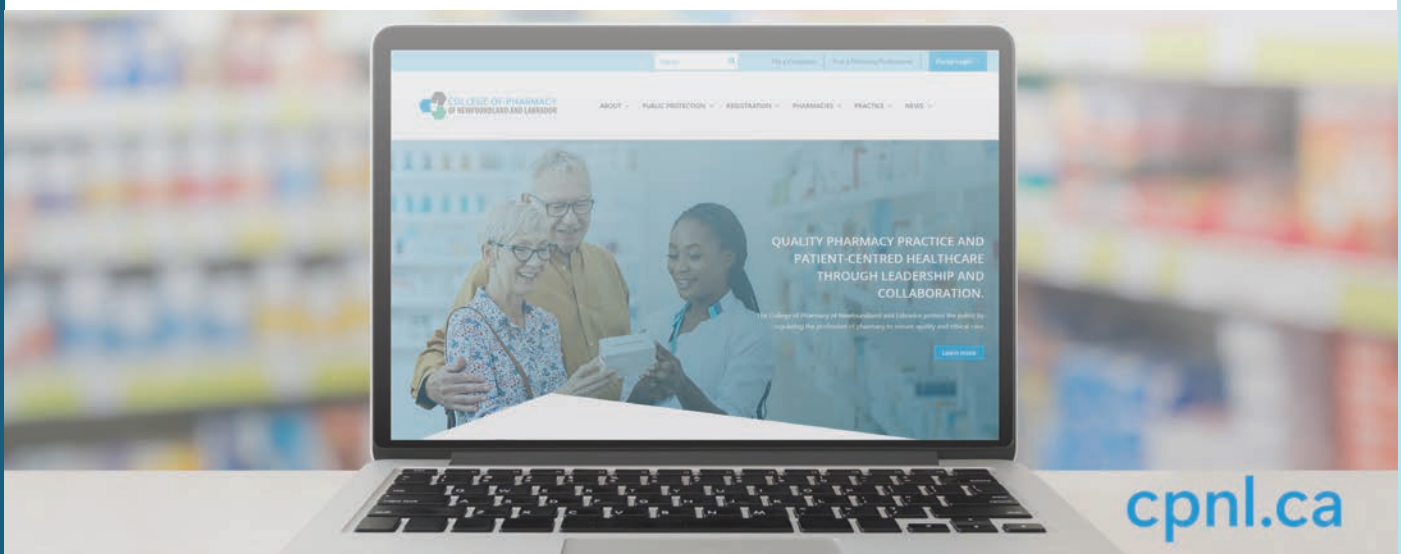
Improve access to health care through pharmacy services		
Initiative	Target	Status
Determine, in consultation with government and other key partners, next steps to optimize pharmacist and pharmacy technician scope of practice and develop a supporting regulatory framework.	2025	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Consulting with government on developing regulations and developed draft standards of practice for pharmacist-ordered laboratory tests. Consulted with government on regulations for pharmacy technicians to administer injections and developed & approved revised standards of practice. 		
Determine next steps to support the evolving practice environment and develop a supporting regulatory framework.	2026	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Conducted and analyzed needs assessment for virtual care and remote work and drafting standards and policies. 		
Review and revise registration processes with a focus on efficiency, fairness, and changing legislative requirements.	2026	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Implemented online application portal. Reviewed and updated registration requirements for various registration pathways. 		

GOAL 4

Strengthen pharmacy professionals' and the public's trust in the regulatory process		
Initiative	Target	Status
Review and revise complaints and discipline processes to improve efficiency and public accessibility.	2024	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Conducted and analyzed jurisdictional scan and research of best practices for efficiency and accessibility of complaints processes. Implemented online complaints form. 		
Develop and implement a complaints and discipline communications framework.	2024	NOT STARTED 
Determine and develop a process to assess the effectiveness of complaints and discipline outcomes in improving practice and protecting the public.	2026	NOT STARTED 
Develop and implement an engagement strategy for CPNL's key partners.	2026	IN PROGRESS 
Completed/Ongoing Tasks		
<ul style="list-style-type: none"> Reviewing communication tools for public awareness campaign. Collaborated to assess potential public advisory network models. 		
Develop and implement an engagement strategy for pharmacy professionals.	2026	NOT STARTED 
Develop and implement an equity, diversity, and inclusion plan.	2026	NOT STARTED 



NEW CPNL WEBSITE



With the recent changes in the legislation governing the regulation and practice of pharmacy in the province, the Newfoundland and Labrador Pharmacy Board (NLPB) was renamed as the College of Pharmacy of Newfoundland and Labrador (CPNL). As a result, the website required changes. CPNL took this opportunity to review the design and functionality of the current website to improve the experience for the public, registered pharmacy professionals, and key partners.

CPNL conducted a survey in the late summer of 2024 to assess the accessibility and usability of the website and determine if design changes were needed. The survey was sent to all registered pharmacy professionals and was open to the public. A total of 82 responses were received, with 93% of respondents indicating that they were currently registered with CPNL.

In addition to the necessary name and logo changes, the survey indicated that updates were needed to navigation, the website search tool, and page organization. Your feedback was assessed, along with the results of a jurisdictional scan of the websites of other pharmacy regulatory authorities in Canada and health regulators in the province, to inform the changes to the website.

NAVIGATION

Although 44% of survey respondents indicated that the main menu was intuitive and clearly labeled, additional comments indicate that visitors may struggle to determine which main category

to look under for the information they are seeking. To address this issue, the new main menu is categorized to reflect the main types of visitors to the website: the public (Public Protection), applicants for registration (Registration), pharmacists-in-charge and owners & operators of pharmacies (Pharmacies), and practicing pharmacy professionals (Practice). Additional categories, About and News, are included for those looking for more information about CPNL. In addition, the home page includes separate sections dedicated to the public, applicants, PICs and owners, and practicing professionals that includes links to the most visited or relevant pages for each visitor.

For anyone visiting the website on a desktop or laptop device, the main menu is designed to allow visitors to view all subcategories when hovering over each heading, so that additional exploration of menu items is not necessary. This feature aligns with the feedback received, as 42% of survey respondents felt they could not find what they were looking for quickly or with few clicks. Side menus with links to all other pages under that page's main category have been added to each web page to reduce the number of clicks to navigate the website and increase the ease of moving throughout the site. Additionally, quick links to frequently visited pages, including File a Complaint, Find a Pharmacy/Professional, and Portal Login, as well as access to the search tool, is available on a main page header on all web pages.



NEW CPNL WEBSITE

SEARCH TOOL

With 48% of survey respondents indicating that the website search tool did not return accurate results, design and content changes were made to the site to address this issue. In order to enable the search tool to pick up more relevant results, key content that was once only available in PDFs has been developed into web pages. By adding information contained in interpretation guides and policies to the appropriate web pages, the search tool is better able to identify relevant content and also saves visitors from the additional step of opening documents to find the information they are looking for. However, PDF versions are still available on the website for those who wish to print the information.

PAGE ORGANIZATION

Additional comments by survey respondents indicated that headings and categorization should be clearer to the subject matter rather than having to determine if the information is available under regulations, standards, or guidelines. This is an important issue as the number one reason that survey respondents gave for visiting the website is to review standards, interpretation guides, and policies. To better aid in finding this information, the subject of each standard of practice or guideline now has its own web page and is clearly labeled under the Pharmacy Services or Specific Areas of Practice subheadings in the main menu. These pages incorporate not only links to the standards and guidelines documents but also may include FAQs and links to related resources so that visitors will no longer need to view multiple pages to find all information related to that topic.

CONTENT

In an effort to provide more information about CPNL's work and its commitment to public protection, additional content was added to the new website. The About section, which includes information about the CPNL Board, committees, and staff has been expanded to include dedicated pages for the strategic plan and annual reports. The Public Protection section provides more information to the public regarding their pharmacy experience, including what they should expect when they visit their pharmacy, information about

the different members of their pharmacy team, services that their pharmacy can provide, and their role in their own healthcare.

CPNL has added additional content for applicants and registered pharmacy professionals as well. With the launch of the new online Application Portal last year, CPNL has added additional information to relevant pages to ensure applicants can access and submit applications online. As 36% of survey respondents indicated that they visit the website to access applications, it was important to CPNL that the transition to online applications was as seamless as possible. All web pages associated with an application now include specific information on eligibility criteria, required documentation, and instructional steps to complete the application.

All of these changes to the website are designed to provide visitors with a better online experience while supporting pharmacy professionals, informing and educating the public, and providing clarity on CPNL's role in pharmacy and healthcare in Newfoundland and Labrador. We encourage you to visit our new website at cpnl.ca and welcome your feedback on the new design. If you wish to provide any comments or have any questions regarding the new website, please contact communications@cpnl.ca.

VISIT US ONLINE AT CPNL.CA



BOARD MEMBERS

EXECUTIVE COMMITTEE

CHAIR

Jason Ryan

VICE CHAIR

Shawn Bugden

EXECUTIVE MEMBERS

Mark Sheppard

Andrew Sweetapple

PUBLIC REPRESENTATIVES

BOARD-APPOINTED

Terry Foss

Mark Sheppard

GOVERNMENT-APPOINTED

Mary O'Brien

Currently Vacant

NON-VOTING

REGISTRAR

Noelle Patten

ELECTED MEMBERS

ZONE 1 PHARMACIST

Stephen Coombs

ZONE 2 PHARMACIST

Jason Ryan

ZONE 3 PHARMACIST

Jennifer Godsell

ZONE 4 PHARMACIST

Bree Aucoin

ZONE 5 HOSPITAL PHARMACIST

Justin Peddle

ZONE 6 PHARMACY TECHNICIAN

Jeanie Hinks

ZONE 7 AT-LARGE PHARMACISTS

Keith Bailey

Andrew Sweetapple

DEAN, MEMORIAL UNIVERSITY SCHOOL OF PHARMACY

Shawn Bugden



NEW BOARD MEMBERS— NEW MEMBERS in 2024

CPNL welcomed three new Board members in 2024. One of the two vacant government-appointed public representative positions was filled in February 2024, and two new members were elected to the board at the Annual General Meeting in September.



BREE AUCOIN

Zone 4 Pharmacist Representative

Dr. Bree Aucoin is a registered pharmacist who works at Quality Pharmachoice in Lourdes, having previously worked with Shoppers Drug Mart for nearly 5 years. Bree graduated with a Bachelor of Science in Pharmacy from MUN in 2019, and recently completed the PharmD for Working Professionals program in February 2025.

Bree is passionate about pharmacy practice, with particular interest in patient safety and quality improvement. Working in rural Newfoundland, she has seen the critical role that pharmacy professionals hold in the safe and effective delivery of health care in the province. With continued changes in pharmacy regulation in the province, Bree hopes that her role on the CPNL Board will allow her to use her voice to help shape the future of pharmacy practice. Her goal is to provide safe and effective care to patients, while also providing full transparency to CPNL registrants.



STEPHEN COOMBS

Zone 1 Pharmacist Representative

Stephen Coombs is a registered pharmacist and full-time Faculty member at MUN's School of Pharmacy, where he both teaches and engages in research, particularly in the area of pharmacist-delivered services in primary care. He also practices at an academic family medicine clinic and works part time in a community pharmacy. Stephen graduated from MUN with a Bachelor of Science in Pharmacy in 2012, completed a PharmD with the University of Colorado in 2019, and is currently enrolled in the Masters in Pharmacy program at MUN. He is also a Board Certified Geriatric Pharmacist and has completed a certificate program in pharmacogenomics.

Stephen is passionate about pharmacists practicing to full scope to improve the quality of healthcare for the people of the province, as well as issues related to equity, diversity, and inclusion. Stephen aims to leverage this passion and his experience in his position on the CPNL Board to support CPNL in achieving its vision of quality pharmacy practice and patient-centred healthcare through leadership and collaboration.



MARY O'BRIEN

Government-Appointed Public Representative

Mary O'Brien is a lawyer in St. John's. A graduate of Queen's University with a Bachelor of Arts (Honours) and Dalhousie University with Bachelor of Laws, Mary was admitted to the NL Bar in 1990. Her experience covers a wide range of legal areas including corporate commercial, fisheries and marine, and administrative law. Mary served a number of terms as Chief Adjudicator of the Human Rights Commission of NL and as adjudicator with the Workplace, Health, Safety and Compensation Review Division.

Mary has served on a number of boards and panels including the ACOA Board of Directors, the Premiers Advisory Council on the Economy and Technology, the Round Table on the Environment and the Economy, and the Discipline Committee of the Law Society of NL. In her position on the CPNL Board, Mary is looking forward to advancing the professional interests of the CPNL registrants and discharging its mandate to the public.



BOARD MEETING UPDATE

Since the last issue of *The Apothecary*, two CPNL Board Meetings took place in St. John's on September 27, 2024 and January 31, 2025. Additionally the 2024 Annual General Meeting took place following the Board Meeting on September 27, 2024.

BUDGET 2025

The 2025 budget was approved by the Board at the September meeting at the recommendation of the Finance and Audit Committee.

REGISTRATION POLICIES & INTERPRETATION GUIDES

Recognition of PT Bridging Education Programs

The *CPNL Registration Policy - Recognition of Pharmacy Technician Bridging Education Programs* was developed to allow for and guide the approval of pharmacy technician bridging education programs to meet the education requirements for being registered as a pharmacy technician. The policy was approved at the September Board Meeting and subsequent to the approval, Eastern College was considered and approved under the policy. To review the policy, visit the [Pharmacy Technician Student page](#) of the CPNL website.

Registration as a Pharmacist (IEP)

Revisions to the *CPNL Registration Policy - Registration as a Pharmacist (Internationally-Educated Pharmacist)* were presented and approved at September Board Meeting to allow for an expedited pathway to registration for those international applicants who are currently registered and practicing pharmacy in an approved jurisdiction. These jurisdictions were approved based on the work already being conducted by the Nova Scotia College of Pharmacists and currently include: Australia, Great Britain, Ireland, New Zealand, and the United States of America. To review the policy, visit the [Internationally Educated Pharmacist page](#) of the CPNL website.

Registration Reinstatement

The *CPNL Registration Policy - Registration Reinstatement* was approved by the Board through Executive Committee decision on December 4, 2024. The policy requires that applicants for reinstatement declare that during the previous

three years they were engaged in the practice of pharmacy in NL or another Canadian jurisdiction to the extent necessary to maintain competence in any practice areas in which they may participate. If the applicant is unable to make that declaration then they will be required to meet additional requirements before being permitted to reinstate their registration. To review the policy, visit the [Leave & Reinstatement page](#) of the CPNL website.

PD Requirements

The Board approved an updated *CPNL Interpretation Guide - Professional Development (PD) Requirements* at the September meeting. The revisions follow an extensive review of the of the guide, including literature searches, a jurisdictional scan of healthcare regulators, and a survey distributed to pharmacy professionals in May 2024. Key changes include decreasing the minimum number of hours of accredited learning from 7.5 to 5, changes to learning portfolio documentation requirements, and the elimination of the qualitative audit of learning records. These changes have now been implemented in the CPNL Registrant Portal for the 2025 PD Period.

In addition, a change to the guide to clarify that **PD requirements are not a requirement for reinstatement of registration** was approved by the Board through Executive Committee decision on December 4, 2024.

To review the interpretation guide, visit the [Professional Development page](#) of the CPNL website.

LICENSING POLICIES & INTERPRETATION GUIDES

Centralized Prescription Processing

Revisions to the *CPNL Licensing Policy - Centralized Prescription Processing (Central Fill)* were presented and approved at the September Board Meeting. The policy was reviewed pursuant to the CPNL Document Review Cycle and revisions were recommended based on a cross-country jurisdictional scan as well as to align with changes to CPNL's *Standards of Pharmacy Operation*. To review the policy, visit the [Central Fill Services page](#) of the CPNL website.



BOARD MEETING UPDATE

Requirements for Authorization to be Designated PIC of a Pharmacy

Revisions to the *CPNL Interpretation Guide - Requirements for Authorization to be Designated Pharmacist-in-Charge (PIC)* of a Pharmacy were approved at the January Board Meeting. Revisions include eliminating the two-step process of applying to be authorized to be designated PIC and then applying to be a PIC of a pharmacy. PICs will now complete one application that is specific to the pharmacy for which they are applying. To review the policy, visit the [Change Pharmacist-in-Charge page](#) of the CPNL website.

STANDARDS OF PRACTICE

A draft of the *CPNL Standards of Practice for Pharmacist-Ordered Laboratory Tests* was presented to the January Board Meeting. The draft standards were developed and reviewed by the Pharmacy Practice Advisory Committee before receiving approval from the Board to share externally with the Department of Health & Community Services and NL Health Services as part of CPNL's consultation on the development of regulations. The draft standards will also be shared with registered pharmacists for consultation at a later date. While draft standards have been prepared, they will not be finalized or come into effect until the enabling regulations come into force.

BYLAWS

With the coming into force of the *Pharmacy Act, 2024* (Act) and the *Pharmacy Regulations, 2024* (Regulations) on September 30, 2024, significant changes to the *NLPB Bylaws* were required to align with the new legislation. The Board approved the repeal of the *NLPB Bylaws* to be replaced by the *CPNL Bylaws* at the January Board Meeting. Some key changes or additions include:

- Pharmacy Technicians can now run for election and vote in the At-Large Zone on the Board and pharmacy technicians who practice the majority of their time in a hospital can run for election and vote in the Hospital Practice Zone.
- Individuals who have been an employee, officer, director, or board member of a professional association or labour union that represents CPNL registered pharmacy professionals

in the last twelve months are ineligible for appointment or election to the Board.

- CPNL registered pharmacy professionals who are in default of payment of any fees are ineligible for election to the Board.
- Provisions to develop policy regarding remuneration and reimbursement of Board members and committee members.
- Requirement for the Board to establish a Code of Conduct for Board members.
- Provisions to clarify the process for resignation, sanction, or removal of Board members.
- Incorporates the *Schedule of Fees Policy*
- Provision that any notices, correspondence, or documentation sent from CPNL to a registered pharmacy professional's active email address, provided by the professional to CPNL, shall be deemed received and reviewed by the professional on the day the email is sent.
- Indicates the three classifications of pharmacy ownership as a corporation, partnership, or individual ownership by way of sole proprietorship.
- Requirement for corporate- or partner-owned pharmacies to designate a representative for the purposes of issuing declarations and accepting correspondence and other notices or documents on behalf of the pharmacy owner.
- Specifies the shareholder information required for corporate- or partner-owned pharmacies
- Establishes a framework for policy development.

To review the *CPNL Bylaws*, visit the [Legislation page](#) of the CPNL website.



CPNL OFFICE CONTACT INFORMATION

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Quality Assurance	QA@cpnl.ca		
Pharmacy Practice	practicequestions@cpnl.ca		
Complaints & Discipline	complaints@cpnl.ca		
Communications	communications@cpnl.ca		

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Registered pharmacy professionals are responsible for reviewing all information within this publication.



@CollegePharmNL

