



ANNUAL REPORT

2018-2019



**Canadian Council on
Continuing Education in Pharmacy**

**Le Conseil canadien de l'éducation
continue en pharmacie**

*Advancing pharmacy practice through
leadership, innovation and excellence in
continuing professional development*

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MESSAGE FROM THE PRESIDENT

My first year in the role of President has been one of significant change for the Canadian Council on Continuing Education in Pharmacy (CCCEP). I am extremely grateful for the unwavering support of the Board of Directors in providing informed and strategic guidance during 2018-2019. I am equally grateful for the support of CCCEP's staff:

- Dr. Art Whetstone, the former Executive Director, for his many years of dedication to CCCEP and the advancements he helped the Board achieve during that time;
- Ms. Colleen Janes for confidently leading CCCEP through a seamless transition and bringing a fresh perspective to the organization.
- Ms. Shirley Hoggard for her capable management of the accreditation process and the smooth administration of CCCEP's Head Office.

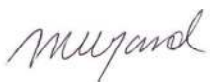


The Highlights from 2018-2019 in this Annual Report paint a picture of CCCEP's activities and accomplishments during the year. They are substantive. The hiring of a new Executive Director for CCCEP was a significant and important undertaking. The Selections Committee supporting that process was pivotal to the success of this process. Despite that significant change, as is evident in this report's other highlights, CCCEP accredited nearly 300 programs, updated multiple policies that guide the organization's operations and its accreditation process, launched a Provider-Author-Reviewer database, and introduced a new competency mapped accreditation program area in Cannabis and Patient Care. This would not have been possible without the active participation of the Board, the dedication of CCCEP's staff, and the efforts of nearly 100 volunteer pharmacists and pharmacy technicians who assist CCCEP in the accreditation process. My sincere thanks to those volunteers for their ongoing support to CCCEP.

As I look ahead to the second year of my term as President, I see much opportunity for CCCEP to continue to evolve as an organization, striving to adapt and respond to the ever-changing landscape of the profession of pharmacy. I look forward to working with the Board of Directors as we prepare a Strategic Plan to guide us through the coming years.

Finally, I would like to take this opportunity to thank Ms. Shirley Hoggard for her service to CCCEP since 2011. As I prepared this message, CCCEP was in the midst of seeking a replacement for Shirley, who will finish her role with CCCEP at the end of December 2019. The accreditation process is the core of CCCEP's mandate. Shirley has been the driving force behind that process since joining the organization. The impact she has had on our providers and volunteer panel reviewers in managing that process cannot be overstated. Her support to the Executive Director and the Board has also been exceptional. She will be missed by many and I wish to thank her on behalf of the Board for her dedication and service to the organization and wish her nothing but the best in whatever this next stage of life may hold for her.

Sincerely yours,



Michelle Wyand
President

OVERVIEW OF CCCEP

BACKGROUND

The origins of the Canadian Council on Continuing Education in Pharmacy (CCCEP) go back to October 1972. The concept of a national coordinating body for continuing education in Canada for pharmacy professionals had its beginnings in a national seminar that was sponsored by the Canadian Foundation for the Advancement of Pharmacy and held at the University of Montreal. Representatives from each province attended. A resolution was put forward to appoint a steering committee that ultimately resulted in the foundation of the Canadian Council on Continuing Education in Pharmacy in Halifax, Nova Scotia in May 1973.

Prior to the establishment of CCCEP, the provinces functioned independently when organizing their continuing education programs. Sharing of information and resources occurred through an informal network of provincial continuing education officers. The major providers at the national level were the Canadian Pharmaceutical Association (now the Canadian Pharmacists Association) and the Canadian Society of Hospital Pharmacists, both of whom offered programs to their members.

CCCEP was incorporated in 1994. Throughout 2018-2019 CCCEP operated from its head office in Saskatoon, Saskatchewan with a part-time Executive Director and full-time Administrative Assistant. CCCEP provides accreditation services to providers across the country, accrediting or renewing nearly 300 learning activities annually. This is made possible due to a committed and passionate group of volunteer pharmacist and pharmacy technician reviewers who assess new learning activities to ensure they meet CCCEP's standards.

MISSION

CCCEP's current mission statement is:

Advancing pharmacy practice through leadership, innovation and excellence in continuing professional development.

In support of this Mission, the Board of Directors approved the 2015-2019 Strategic Plan in February 2016. Work was initiated on the plan in September 2015 following approval-in-principle by the Board of Directors. The theme of the Strategic Plan is "Supporting Practice Advancement." The plan contains 10 goals in four areas:

- Improving Customer Service. Goals:
 - Improve customer/ provider satisfaction with CCCEP accreditation services
 - Improve program provider ease of finding authors and reviewers
 - Upgrade CCCEP website to enhance user experience and make more user-focused
- Showcasing our Value. Goal:
 - Increase use of CCCEP learning activity database by pharmacy professionals

- Supporting Advanced Practice. Goals:
 - Expand CE opportunities for pharmacy technicians
 - Support advanced practice and specialization in pharmacy by expanding number of Competency Mapped accreditation
 - Develop mutual recognition and joint accreditation agreements
 - Facilitate a national Needs Assessment

- Expanding our Services. Goals:
 - Accreditation of less formalized continuing education activities
 - Expand accreditation services to other Disciplines

GOVERNANCE

CCCEP is governed by a Board of Directors comprised of individuals nominated by CCCEP's member organizations. Members of CCCEP must be a provincial regulatory authority or a national pharmacy organization or institution which supports the purpose and objectives of CCCEP and is involved with the requirements for, or provision of, quality learning activities.

The current member organizations of CCCEP are:

- Alberta College of Pharmacy
- Association of Faculties of Pharmacy of Canada
- Canadian Association of Pharmacy Technicians
- Canadian Pharmacists Association
- Canadian Pharmacy Technician Educators Association
- Canadian Society of Hospital Pharmacists
- College of Pharmacists of British Columbia
- College of Pharmacists of Manitoba
- New Brunswick College of Pharmacists
- Newfoundland and Labrador Pharmacy Board
- Nova Scotia College of Pharmacists
- Ontario College of Pharmacists
- Ordre des pharmaciens du Québec
- Prince Edward Island College of Pharmacy
- Saskatchewan College of Pharmacy Professionals

OPERATIONS AND FINANCE

CCCEP's core mandate and services relate to the accreditation of continuing education programs for pharmacy professionals. This is also CCCEP's primary source of revenue, accounting for in excess of 95% of its annual revenues.

CCCEP's operating budget for 2018-2019 was \$290,261, with an additional budget of \$78,650 for identified projects. As indicated in the summarized audited financial statements for 2018-2019 (see

Appendix B), CCCEP saw revenues of \$309,955 in 2018-2019, a slight decline when compared to 2017-2018. Operational expenses increased slightly (by just over \$5,000) over 2017-2018. CCCEP had an excess of revenues (before projects and investment earnings) of \$36,943 for 2018-2019. Expenses exceeded revenues by just over \$6,000 for the year 2018-2019, inclusive of projects and investment earnings. CCCEP maintains a Restricted Fund to cover project expenses, which is held in investments until spending is required. The majority of CCCEP's 2018-2019 expenditures relate to the administration of accreditation services, and the overall operation of the office.

HIGHLIGHTS FROM 2018-2019

CCCEP's key activities during the 2018-2019 year at a glance.

273 learning activities accredited

- 145 new
- 77 renewals
- 51 other (e.g. extensions)

New Executive Director hired

- Colleen Janes started work with CCCEP on January 7, 2019

New Competency mapped accreditation program area launched

- Cannabis and Patient Care: first programs accredited during 2018-2019

Launched the Presenter-Author-Reviewer database




- To assist providers when seeking expertise to assist with learning activity development and/or delivery


Revised more than 7 policies, including:

- Technician CE incentive and Dual Accreditation policies designed to increase the number of programs targeted at the pharmacy technician audience
- Accredited Provider Policy revisions to provide clarity regarding the review frequency of their accreditation status to ensure accountability

REPORT ON PERFORMANCE

During 2018-2019 CCCEP continued to work on the priorities outlined in its 2015-2019 Strategic Plan. Activities conducted during the year in the four priority areas are contained in the table below.

| Priority Area | Status |
|--|---|
|  <p>IMPROVING CUSTOMER EXPERIENCE</p> | <p>Presenter-Author-Reviewer (PAR) Database is complete and was launched in the fall of 2018. The Database will assist providers in finding individuals with advanced knowledge in different health conditions, populations, special skill areas and pharmacy management who wish to present, author and review learning activities for pharmacy professionals.</p> <p>A survey was conducted in 2017 showing improvements in provider overall satisfaction score with CCCEP accreditation when compared to the 2015 survey. Another survey is planned during 2019-2020.</p> |
|  <p>SHOWCASING OUR VALUE</p> | <p>The Board appointed a Promoting CCCEP Task Group during 2018-2019, mandated to explore potential initiatives by which to promote CCCEP's services and communicate the value of those services to its member organizations, continuing pharmacy education providers, authors of continuing pharmacy education activities, expert reviewers, and pharmacy professionals.</p> |
|  <p>SUPPORTING ADVANCED PRACTICE</p> | <p>The Tech CE Initiative has resulted in an increase in continuing education learning activities designed and accredited for pharmacy technicians. The number of continuing education activities accredited for technicians increased from 7 in 2013-2014 to 31 in 2018-2019.</p> <p>During 2018-2019 the Board approved extensions to the incentive policies for accreditation fees intended to capture the technician audience.</p> <p>CCCEP has provided leadership to an international working group in the development of approaches to mutual recognition of accredited continuing education across jurisdictions. The Working Group is nearing the completion of a Guidance Document for a process of mutual recognition of accreditation systems across jurisdictions.</p> |

| Priority Area | Status |
|---|--|
| | <p>CCCEP launched a new program area under the competency mapped accreditation process this year. The first competency mapped certificate programs in Cannabis and Patient care were accredited.</p> <p>A National Learning Needs Working Group, with representation from all provincial pharmacy regulators, has been working on the development of learning objectives for education in pharmacy management. These will be articulated in a document that providers can use to inform development of learning activities in this area that align with regulator needs.</p> |
|  | <p>Work has been conducted on a new accreditation area that will recognize accreditation of programs that recur on a regular basis (e.g. medical grand rounds).</p> |

OPPORTUNITIES AND CHALLENGES AHEAD

As noted in this and CCCEP’s recent Annual Reports, much has been accomplished on the goals laid out in the 2015-2019 Strategic Plan. While work continues on several elements of this plan, it is recognized that not all objectives are achievable. It is also recognized that with the passage of time and a rapidly evolving professional landscape some of the previous goals and objectives may no longer be relevant or other priorities may need to take their place.

The scope of practice for pharmacists and technicians across Canada is ever changing. CCCEP is well positioned to be a vital partner in ensuring practicing professionals have access to continuing education programs that prepare them to be part of the future practice of their profession.

Also changing are the learning needs of the professionals themselves, both in what they need and how they wish to obtain this new knowledge. Educational techniques, program delivery mechanisms, and approaches to learner assessments are changing.

As a progressive organization, CCCEP continuously reviews its policies, procedures, standards and programs, always striving for improvements in the services we provide to our stakeholders. CCCEP also seeks to ensure that what it does meets the needs of its users, and keeps pace with the changes occurring in the profession.

In May 2019 CCCEP initiated a process toward the development of a new strategic plan to guide CCCEP through the next three years. This provides an opportunity to engage our stakeholders to gather their

perspectives on CCCEP; input that is critical to informing the development of the new strategic plan and ensuring CCCEP positions itself in a manner that best meets the needs of those who rely on our services.

Views of CCCEP's member organizations, providers of continuing pharmacy education, authors, reviewers, presenters, pharmacy professionals and others will be sought through participation in a stakeholder consultation survey to inform the development of CCCEP's new strategic plan. It is expected that a new plan will be launched in June 2020.

CONTACT INFORMATION – AS OF DECEMBER 9, 2019

Canadian Council on Continuing Education in Pharmacy

Suite 205, 25 Kenmount Road

St. John's, NL

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709-221-4082

cccep@cccep.ca

APPENDIX A - BOARD OF DIRECTORS AND CCCEP STAFF

BOARD EXECUTIVE

Michelle Wyand – President

Ashifa Keshavji – Vice-President

Barbara Thomas – Past President

BOARD OF DIRECTORS

| Director | Member Organization |
|--------------------|--|
| Pamela Timanson | Alberta College of Pharmacy |
| Certina Ho | Association of Faculties of Pharmacy of Canada |
| Asfiya Rahman | Canadian Pharmacy Technician Educators Association |
| Sheena Deane | Canadian Association of Pharmacy Technicians |
| Shelita Dattani | Canadian Pharmacists Association |
| Barbara Thomas | Canadian Society of Hospital Pharmacists |
| Ashifa Keshavji | College of Pharmacists of British Columbia |
| Ronda Eros | College of Pharmacists of Manitoba |
| Katrina Mulherin | New Brunswick College of Pharmacists |
| Noelle Patten | Newfoundland and Labrador Pharmacy Board |
| Sue Sampson | Nova Scotia College of Pharmacists |
| Sandra Winkelbauer | Ontario College of Pharmacists |
| Anick Minville | Ordre des pharmaciens du Québec |
| Michelle Wyand | Prince Edward Island College of Pharmacy |
| Danielle Larocque | Saskatchewan College of Pharmacy Professionals |

STAFF

Colleen Janes – Executive Director

Shirley Hoggard – Administrative Assistant (for the 2018-2019 year)

Georgette Clairmont – Administrative Assistant (effective December 2019)

CANADIAN COUNCIL ON CONTINUING EDUCATION IN PHARMACY

Summarized Statement of Financial Position As at June 30, 2019

| | <u>2019</u> | <u>2018</u> |
|--|--------------------------|--------------------------|
| ASSETS | | |
| CURRENT | | |
| Cash | \$ 57,797 | \$ 102,094 |
| Accounts receivable | 33,569 | 32,609 |
| Prepaid expenses | <u>6,189</u> | <u>6,098</u> |
| | 97,555 | 140,801 |
| INVESTMENTS | <u>471,798</u> | <u>442,249</u> |
| | \$ <u>569,353</u> | \$ <u>583,050</u> |
| LIABILITIES AND NET ASSETS | | |
| LIABILITIES | | |
| Accounts payable and accrued liabilities | \$ 26,423 | \$ 33,991 |
| NET ASSETS | | |
| General fund | 390,715 | 390,301 |
| Restricted fund | <u>152,215</u> | <u>158,758</u> |
| | <u>542,930</u> | <u>549,059</u> |
| | \$ <u>569,353</u> | \$ <u>583,050</u> |

Summarized Statement of Operations and Net Assets For the Year Ended June 30, 2019

| | <u>2018</u> | <u>2018</u> |
|--|--------------------------|--------------------------|
| REVENUES | | |
| Accreditation | \$ 302,255 | \$ 315,162 |
| Other | 7,700 | 7,172 |
| Investment income (expense) | <u>(5,601)</u> | <u>20,572</u> |
| | <u>304,354</u> | <u>342,906</u> |
| EXPENSES | | |
| Accreditation | 53,415 | 59,480 |
| Salaries and benefits | 120,474 | 120,361 |
| Meetings | 61,261 | 53,211 |
| Other | 37,862 | 34,466 |
| Projects | <u>37,471</u> | <u>6,558</u> |
| | <u>310,483</u> | <u>274,076</u> |
| EXCESS OF REVENUES (EXPENSES) | (6,129) | 68,830 |
| NET ASSETS - beginning of year | <u>549,059</u> | <u>480,229</u> |
| NET ASSETS - end of year | \$ <u>542,930</u> | \$ <u>549,059</u> |

Note 1: The summary financial statements have been derived from the audited financial statements which were prepared in accordance with Canadian Accounting Standards for Not-for-Profit Organizations. Full note disclosure is found in the audited financial statements.