



Canadian Council on Continuing Education in Pharmacy

Le Conseil canadien de l'éducation continue en pharmacie



Excellence in Continuing Education



Empowered Professionals



Healthy Canadians

ANNUAL REPORT 2019-2020

TABLE OF CONTENTS

Message from the President	2
Overview of CCCEP	3
Background.....	3
Mission.....	3
Governance.....	4
Operations and finance	5
Highlights from 2019-2020	5
Report on performance	6
Opportunities and challenges ahead.....	8
Contact information	8
Appendix A - Board of Directors and CCCEP Staff	9
Board Executive	9
Board of Directors.....	9
Staff.....	9
Appendix B – summarized financial statements for 2019-2020.....	10
CANADIAN COUNCIL ON CONTINUING EDUCATION.....	11
IN PHARMACY	11

MESSAGE FROM THE PRESIDENT

As I approach the end of my two-year term as President, I am astounded at the changes that have occurred, both within the Canadian Council on Continuing Education in Pharmacy (CCCEP) and around the world.

In the last two years CCCEP has welcomed a new Executive Director and Administrative Assistant, moved the head office across the country and navigated a global pandemic. All this occurred while not missing a beat in terms of delivering accreditation services for the pharmacy profession and continuing advancements in the organization's policy and strategic planning.



The Highlights from 2019-2020 in this Annual Report demonstrate the significant accomplishments made by CCCEP during the year. In addition to the accreditation of over 200 programs and updating multiple policies that govern the organization's operations and its accreditation process, CCCEP developed and launched a new strategic plan that will guide the organization through the next three years. All of this would not have been possible without the passionate 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 the Board of Directors, whose engagement and collaboration over the past year led to our achievements as an organization. I also extend my heartfelt thanks to CCCEP's staff and volunteers:

- Ms. Colleen Janes for capably leading CCCEP through a year of significant change and unprecedented challenges, and for guiding the Board of Directors through the strategic planning process.
- Ms. Shirley Hoggard, the former Administrative Assistant, for her capable management of the accreditation process and the assistance provided in welcoming her replacement and helping facilitate the movement of CCCEP's Head Office.
- Ms. Georgette Clairmont, for assuming the role of Administrative Assistant and continuing the positive relationships CCCEP has with its providers, volunteers, and pharmacy professionals. Welcome to the team.
- Our Learning Review Panel volunteers, who are an integral part of our accreditation services, for their continued dedication and commitment.

As I reflect on my term as President, I am extremely proud of all that CCCEP has accomplished, and I look forward with confidence to continued progress as Vice-President Ashifa Keshavji assumes the role of President.

Sincerley yours,

A handwritten signature in cursive script, appearing to read "muyand".

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 2019-2020 CCCEP transitioned its head office from its former location in Saskatoon, Saskatchewan to its current location in St. John's, Newfoundland and Labrador. CCCEP provides accreditation services to providers across the country, accrediting or renewing hundreds of 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 mission statement for 2019-2020 was:

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 contained 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

At the end of 2019-2020 CCCEP launched a new strategic plan, revising its Mission and implementing a new Vision statement as well as organizational values. CCCEP will begin reporting on the strategic priorities and objectives contained within the 2020-2023 Strategic Plan in its 2020-2021 Annual Report.

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	Canadian Society of Hospital Pharmacists	Nova Scotia College of Pharmacists
Association of Faculties of Pharmacy of Canada	College of Pharmacists of British Columbia	Ontario College of Pharmacists
Canadian Association of Pharmacy Technicians	College of Pharmacists of Manitoba	Ordre des pharmaciens du Québec
Canadian Pharmacists Association	New Brunswick College of Pharmacists	Prince Edward Island College of Pharmacy
Canadian Pharmacy Technician Educators Association	Newfoundland and Labrador Pharmacy Board	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 2019-2020 was \$297,465, with an additional budget of \$67,705 for identified projects. As indicated in the summarized audited financial statements for 2019-2020 (see Appendix B), CCCEP saw revenues of \$324,016 in 2019-2020, a 4.5% increase when compared to 2018-2019. Operational expenses decreased by 9.2% (\$25,176) over 2018-2019, largely due to the cancellation of the Board's face to face meeting in May 2021 due to the COVID-19 pandemic. CCCEP had an excess of revenues (before projects and investment earnings) of \$76,180 for 2019-2020. Revenues exceeded expenses by \$10,705 for the year 2019-2020, 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 2019-2020 expenditures relate to the administration of accreditation services, and the overall operation of the office.

HIGHLIGHTS FROM 2019-2020

CCCEP's key activities during the 2019-2020 year at a glance.

236 learning activities accredited

- 138 new
- 63 renewals
- 35 other (e.g. extensions)

New Administrative Assistant hired

- Georgette Clairmont started work with CCCEP on December 1, 2019

Relocated CCCEP's Head Office

- CCCEP relocated its head office to St. John's Newfoundland and Labrador in December 2019

Revised numerous polices, including:


- Code of Conduct Policy revisions designed to clarify the obligations of Directors, Staff, and Volunteers of CCCEP.
- Competency Mapped Certificate Program Policy revisions to provide clarity regarding the review of programs submitted for competency mapped accreditation.

Developed and Launched a new Strategic Plan


- Consultations were held in the Fall of 2019 to gather stakeholder input on a new Strategic Plan. This was followed by three workshops during which the Board of Directors developed the new plan, which was released in June of 2020.

REPORT ON PERFORMANCE

During 2019-2020, concurrent with the development of its new strategic plan, 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>A survey of providers was conducted in 2019 showing generally comparable results to that of the 2017 survey. Almost all respondents reported that they were highly satisfied or satisfied with CCCEP in terms of reliability (100% of responses) and responsiveness (95% of response). Small percentages (approximately 15%) reported dissatisfaction with the CCCEP website. Most Providers (over 70%, vs approximately 60% in the 2017 survey) reported that submitting applications generally required a high level of effort, while 50% felt this was the level of effort expected.</p> <p>Consultations with stakeholders (member organizations, providers, volunteer reviewers, pharmacy professionals) were held in the Fall of 2019 to inform CCCEP’s new strategic plan. The consultation survey sought broad input on stakeholder views of CCCEP’s current services, and means to improve them, as well as potential new services that CCCEP could consider.</p> <p>Work was initiated on reorganizing the website pages for flow and readability, and discussions initiated with the website provider regarding</p>

Priority Area	Status
	broader changes to the accreditation database to improve user experience.
	<p>The Promoting CCCEP Task Group (created in 2018-2019), developed a request for proposals to engage a marketing consultant to provide recommendations to CCCEP on raising awareness of the importance of continuing professional development and accreditation and the role of CCCEP in that regard.</p>
	<p>The Tech CE Initiative, which continued during 2019-2020, 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 seven in 2013-2014 to 31 in 2019-2020.</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 has completed a Guidance Document for a process of mutual recognition of accreditation systems across jurisdictions, which is pending presentation to the Global Forum on Quality Assurance in CE/CPD (GFQACE).</p> <p>The GFQACE submitted a manuscript in June 2020 to <i>Pharmacy</i> journal for a special issue focused on continuing professional development (CPD). The manuscript, which was accepted for publication on July 6, 2020, focuses on the role of accreditation in advancing CPD, the benefits of CPD to the professional development of pharmacy professionals, innovation of pharmacy practice and the provision of quality patient care. and how GFQACE has come together as a body of seven countries to enable recognition across boundaries.</p> <p>A Needs Assessment Working Group, with representation from all provincial pharmacy regulators, has developed learning objectives for education in pharmacy management. These have been shared with program providers to inform development of learning activities in this area that align with regulator needs.</p>

Priority Area	Status
	<p>Work continued in preparation for implementing a new accreditation area that will recognize accreditation of programs that occur on a regular basis (e.g. pharmacy grand rounds).</p> <p>Work was initiated on a new accreditation area that would accredit programs mapped to defined learning objectives.</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. Some of the elements of that plan have carried forward into the 2020-2023 Strategic Plan, as they continue to be a priority for the organization. New priorities and objectives have also been identified that position CCCEP to fulfill its new Mission - *Ensuring quality continuing education to support health professionals in providing care.*

CCCEP looks forward to the year ahead as we begin implementation of the 2020-2023 Strategic Plan.

CONTACT INFORMATION

Canadian Council on Continuing Education in Pharmacy
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 St. John’s, NL
 A1B 1W1
 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
Kim McIntosh	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 (up to December 31, 2019)

Georgette Clairmont – Administrative Assistant (effective December 1, 2019)



Chartered Professional
Accountants LLP

INDEPENDENT AUDITOR'S REPORT

To the Members of Canadian Council on Continuing Education in Pharmacy

The accompanying summary financial statements, which comprise the summary statement of financial position and summary statement of operations and changes in net assets, are derived from audited financial statements of Canadian Council on Continuing Education in Pharmacy for the year ended June 30, 2020. We expressed an unmodified audit opinion on those financial statements in our report of November 24, 2020.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Canadian Council on Continuing Education in Pharmacy.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Canadian Council on Continuing Education in Pharmacy for the year ended June 30, 2020 are a fair summary of those financial statements, on the basis described in Note 1.

A stylized, handwritten-style signature of 'MWC LLP' in blue ink.

Chartered Professional Accountants

Regina, Saskatchewan

An asset to our clients, not an expense

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CANADIAN COUNCIL ON CONTINUING EDUCATION IN PHARMACY

Summarized Statement of Financial Position As at June 30, 2020

	<u>2020</u>	<u>2019</u>
ASSETS		
CURRENT		
Cash	\$ 83,032	\$ 57,797
Accounts receivable	36,294	33,569
Prepaid expenses	<u>11,639</u>	<u>6,189</u>
	<u>130,965</u>	<u>97,555</u>
CAPITAL ASSETS	4,018	
INVESTMENTS	<u>447,192</u>	<u>471,798</u>
	<u>\$ 582,175</u>	<u>\$ 569,353</u>
LIABILITIES AND NET ASSETS		
LIABILITIES		
Accounts payable and accrued liabilities	\$ 28,540	\$ 26,423
NET ASSETS		
General fund	422,602	390,715
Restricted fund	<u>131,033</u>	<u>152,215</u>
	<u>553,635</u>	<u>542,930</u>
	<u>\$ 582,175</u>	<u>\$ 569,353</u>

Summarized Statement of Operations and Net Assets For the Year Ended June 30, 2020

	<u>2020</u>	<u>2019</u>
REVENUES		
Accreditation	\$ 308,143	\$ 302,255
Other	<u>15,873</u>	<u>7,700</u>
	<u>324,016</u>	<u>309,955</u>
EXPENSES		
Accreditation	62,725	53,415
Salaries and benefits	117,311	120,474
Meetings	32,269	61,261
Investment expense	14,293	5,601
Other	35,531	37,862
Projects	<u>51,182</u>	<u>37,471</u>
	<u>313,311</u>	<u>316,084</u>
EXCESS OF REVENUES (EXPENSES)	10,705	(6,129)
NET ASSETS - beginning of year	<u>542,930</u>	<u>549,059</u>
NET ASSETS - end of year	<u>\$ 553,635</u>	<u>\$ 542,930</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.