



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 2020-2021

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## MESSAGE FROM THE PRESIDENT

As I conclude my first year in my role as President of the Canadian Council on Continuing Education in Pharmacy (CCCEP), I find myself reflecting on the changes the year has brought.

The world we live in has changed. While positive and progressive in many ways, we have also seen evidence of the need for further growth in terms of cultural sensitivity, diversity and inclusion. Black Lives Matter, Every Child Matters, and other powerful movements across this country, are creating conversations that are long overdue. As a Board of Directors, as pharmacy professionals and educators, as providers of professional education, we can all play a role in ensuring these conversations do not end. It is not a destination we are searching for, but a journey we must continue to travel together as individuals dedicated to ensuring a kind and respectful society.



Over the past year we have continued to see changes in the scope of practice for pharmacy professionals, and an incredible demonstration of their role as health professionals in assisting Canada in its efforts during a global pandemic. CCCEP's volunteer panel reviewers were part of this effort, and despite the significant professional demands they were under they continued to support CCCEP's accreditation process, for which we remain ever grateful.

This Annual Report demonstrates the significant accomplishments made by CCCEP during 2020-2021. In addition to the accreditation of over 200 programs and updating multiple policies that govern the organization's operations and its accreditation process, CCCEP made significant gains in delivering on the objectives in its 2020-2023 Strategic Plan.

My sincere thanks to the Board of Directors, whose continued passion and commitment to this organization has enabled our achievements. To my colleagues on the Executive Committee, Sheena Deane, our new Vice-President, and Michelle Wyand, now serving as Past-President, I offer my sincere gratitude for your steady support and assistance over the past year. I also extend my heartfelt thanks to CCCEP's staff and volunteers:

- Ms. Colleen Janes, CCCEP's Executive Director, for her unwavering commitment and exceptional support to the Board of Directors.
- Ms. Georgette Clairmont, our Administrative Assistant, for her smooth management of the accreditation process and the financial operations of the head office, as well as the supportive relationships she has built with CCCEP's providers and volunteers.
- Our Learning Review Panel volunteers, who are an integral part of our accreditation services, for their continued dedication and support.

I am extremely proud of all that CCCEP has accomplished, and I look forward with confidence to the coming year as I continue in my role as President. I have no doubt that more exciting things await.

Sincerley yours,

A handwritten signature in cursive script that reads "Ashifa Keshavji".

Ashifa Keshavji  
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, and operates from its head office, currently located 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.

### VISION AND MISSION

The Board of Directors approved the 2020-2023 Strategic Plan in June 2020, establishing a Vision statement for the organization, and an updated Mission statement.

VISION	MISSION
<ul style="list-style-type: none"><li>○ Excellence in Continuing Education</li><li>○ Empowered Professionals</li><li>○ Healthy Canadians</li></ul>	Ensuring quality continuing education to support health professionals in providing care.

The plan contains 12 objectives in four strategic priority areas:

- Improving our Services through Innovation
  - Enhance the CCCEP website and accreditation database to improve functionality, efficiency of operation and overall user experience.
  - Collaborate with regulators to explore the learning needs of pharmacy professionals from a regulatory perspective.

- Consult with pharmacy professionals, to explore their perceived learning gaps, and explore opportunities to collaborate with stakeholders in that regard, including provincial and national pharmacy associations.
  - Develop a process to encourage program development that aligns with the needs identified by the regulators' and pharmacy professionals' needs assessments.
  - Examine the CCCEP conference accreditation process to ensure that CCCEP's standards and guidelines are being adhered to and that conference sessions are evidence-based and free from bias.
- Demonstrating and Communicating our Value
    - Develop a plan for CCCEP to raise its profile, increasing awareness of the role of CCCEP and the value of accreditation as it pertains to continuing education for pharmacy professionals.
    - Consult with pharmacy regulators and professional associations to identify their needs regarding the promotion of the continuing competence of pharmacy professionals and explore partnership opportunities for communicating the value of accredited continuing education and the role of CCCEP in that regard.
    - Conduct a market analysis to identify opportunities to expand CCCEP's provider base.
- Supporting Practice
    - Explore ways to expand competency mapped accreditation program areas by identifying:
      - areas of need from a pharmacy professional or regulatory perspective; and
      - the organizations best positioned to identify the competencies required in those areas.
    - Facilitate the expanded development of continuing professional development opportunities for pharmacy technicians.
- Expanding our Services
    - Explore the feasibility of CCCEP providing a learning management system to host continuing education programs.
    - Develop and offer training to providers, presenters, and authors in current continuing education delivery models and accreditation standards.

## 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 2020-2021 was \$306,482, with an additional budget of \$39,000 for identified projects. As indicated in the summarized audited financial statements for 2020-2021 (see Appendix B), CCCEP saw revenues of \$323,972, essentially equal to 2019-2020's revenues of \$324,016. This was only possible due to the federal subsidies available to CCCEP to assist with pandemic related impacts on the organization's revenues. Operational expenses decreased by 14.5% (\$36,141) over 2019-2020, primarily due to the cancellation of the Board's face to face meetings in November 2020 and May 2021 due to the COVID-19 pandemic. CCCEP had an excess of revenues (before projects and investment earnings) of \$112,278 for 2020-2021. Revenues exceeded expenses by \$50,421 for the year 2020-2021, inclusive of projects and investment earnings. CCCEP maintains a Reserve Fund to cover project expenses, which is held in investments until spending is required. The majority of CCCEP's 2020-2021 expenditures related to the administration of accreditation services, and the overall operation of the office.

## HIGHLIGHTS FROM 2020-2021

CCCEP's key activities during the 2020-2021 year at a glance.

220 learning activities accredited

- 127 new
- 71 renewals
- 22 other (e.g., extensions)

Revised numerous polices, including:

- Privacy Policy and Conflict of Interest Policy revisions designed to clarify the obligations of Directors, Staff, and Volunteers of CCCEP
- ByLaws revised to enable efficiency in the Board's operations and appointments
- Program Provider Policy and Investment Policy underwent substantive revisions to ensure obligations of Providers were clear and that CCCEP investments were well managed and the organization's risk tolerance clearly defined
- Learning Objective Mapped Accreditation Policy was implemented as a new accreditation service offering by CCCEP

Completed significant work on objectives within the 2020-2023 Strategic Plan

- See the following section for details in that regard

## REPORT ON PERFORMANCE

During 2020-2021 CCCEP conducted work on the priorities outlined in its 2020-2023 Strategic Plan, which can be found at [Strategic Plan \(cccep.ca\)](https://www.cccep.ca/StrategicPlan). Activities conducted during the year in the four priority areas are contained in the table below.

Priority Area	Status
<p><b>Improving our Services through Innovation</b></p>	<p>Upgrades were completed to CCCEP’s accreditation database and implemented in February 2021. These upgrades primarily focussed on creating efficiencies for providers when entering applications for accreditation, and ensuring reliability of the platform. Baseline feedback on the accreditation database was compared to surveys completed regarding experience with the new database. While only a small number of surveys were completed, feedback is encouraging and some helpful suggestions for further improvements have been submitted. Further improvements to the database were identified for consideration during 2021-2022.</p> <p>Public website pages were reviewed throughout the spring/summer of 2020 with updates to the content, links, and organization of the webpages. Input on the changes and overall usability of the website is being collected through automated survey pop-ups for users. Information from these surveys is reviewed on a continuous basis to identify further changes to the website.</p> <p>CCCEP worked with its Needs Assessment Working Group (NAWG) to survey regulators in terms of their priority learning needs for pharmacy professionals. Priority areas have been identified and the NAWG will focus its efforts during 2021-2022 on initiatives to encourage development and accreditation of programs to meet these needs.</p> <p>Following detailed assessment and focus groups discussions the Accreditation Policy (AP) Committee identified amendments to CCCEP’s Conference Accreditation Process, including the introduction of a panel review process. Webinars have been held with providers and supporting guidance documents released to assist them in their role in conference development and accreditation. The new process was scheduled to be implemented on September 1, 2021 [<u>note</u>: this was implemented as scheduled during 2021-2022]</p>
<p><b>Demonstrating and Communicating our Value</b></p>	<p>The Promoting CCCEP Task Group worked with a marketing consultant throughout the year to identify opportunities for CCCEP to raise awareness of the importance of continuing professional development and accreditation and the role of CCCEP in that regard. Recommendations were prioritized for implementation in 2021-2022.</p>
<p><b>Supporting Practice</b></p>	<p>The NAWG has been examining areas suited to competency mapped accreditation that align with regulators’ needs for continuing education for</p>

Priority Area	Status
	<p>pharmacy professionals. Progress on this work is pending the finalization of competencies in identified priority areas that can be used by CCCEP as part of the implementation efforts required to support expansion of this accreditation service to a new program area.</p> <p>A literature review was conducted in March 2021 to identify articles exploring barriers that are limiting CE availability. Analysis of the findings will occur during 2021-2022.</p>
<p><b>Expanding our Services</b></p>	<p>Exploration of the potential for CCCEP to introduce a Learning Management System (LMS) for the delivery of learning activities was initiated, beginning with a survey of providers and other identified contacts. While only a small number of responses were received, there was interest expressed in utilizing an LMS if CCCEP provided one. The survey also provided excellent detail on the features needed in an LMS to meet the needs of these respondents.</p> <p>Research has been gathered on the various LMS systems available in Canada, implementation strategies, and user response, and is pending analysis.</p>

## OPPORTUNITIES AND CHALLENGES AHEAD

Much has been accomplished on the goals laid out in the 2020-2023 Strategic Plan, during its first year of implementation. CCCEP looks forward to 2021-2022 as the organization continues its focus on the objectives of its Strategic Plan in the fulfillment of its new Mission - *Ensuring quality continuing education to support health professionals in providing care.*

CCCEP acknowledges that a committed Board of Directors is integral to its success. It also recognizes the importance of Board diversity and welcomes Directors of all levels of experience, genders, ethnicities, professional practice areas, and educational backgrounds. In striving for this diversity, CCCEP will continue to encourage its member organizations to consider this factor in choosing who to put forth for nomination to CCCEP's Board.

## CONTACT INFORMATION

**Canadian Council on Continuing Education in Pharmacy**  
 Suite 205, 25 Kenmount Road  
 St. John's, NL  
 A1B 1W1  
 709-221-4082  
[cccep@cccep.ca](mailto:cccep@cccep.ca)

## APPENDIX A - BOARD OF DIRECTORS AND CCCEP STAFF

### BOARD EXECUTIVE

Ashifa Keshavji – President

Sheena Deane – Vice-President

Michelle Wyand – 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/Phil Emberley	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

Georgette Clairmont – Administrative Assistant

**Canadian Council on Continuing Education in Pharmacy**  
**Summarized Statement of Financial Position**  
**As at June 30, 2021**

	<u>2021</u>	<u>2020</u>
<b>ASSETS</b>		
<b>Current</b>		
Cash and short-term investments	\$ 230,197	\$ 148,809
Receivables	21,183	36,294
Prepaid expenses	<u>6,802</u>	<u>11,639</u>
	258,182	196,742
Investments	467,999	381,415
Property and equipment	<u>2,843</u>	<u>4,018</u>
	<b><u>\$ 729,024</u></b>	<b><u>\$ 582,175</u></b>
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Liabilities</b>		
Payables and accrued liabilities	\$ 12,691	\$ 28,541
<b>Fund Balances</b>		
General fund (unrestricted)	582,300	422,601
Succession planning fund	34,137	34,137
Capital replacement fund	8,500	8,500
Project reserve fund	<u>91,396</u>	<u>88,396</u>
	<u>716,333</u>	<u>553,634</u>
	<b><u>\$ 729,024</u></b>	<b><u>\$ 582,175</u></b>

**Summarized Statement of Operations**  
**For the year ended June 30, 2021**

	<u>Budget 2021</u>	<u>2021</u>	<u>2020</u>
<b>Revenues</b>			
Accreditation	\$ 316,074	\$ 267,933	\$ 308,143
Government subsidies	-	47,789	7,623
Other	<u>8,250</u>	<u>8,250</u>	<u>8,250</u>
	324,324	323,972	324,016
<b>Expenses</b>			
Accreditation	71,150	47,288	62,725
Salaries and benefits	119,508	123,472	117,311
Other	<u>115,824</u>	<u>40,934</u>	<u>67,799</u>
	306,482	211,694	247,835
<b>Other income and expenses</b>			
Investment income		(87,391)	14,294
Other expenses	39,000	<u>36,970</u>	<u>51,183</u>
	39,000	(50,421)	65,477
<b>Excess of Revenues over Expenditures</b>	<b><u>\$ (21,158)</u></b>	<b><u>\$ 162,699</u></b>	<b><u>\$ 10,704</u></b>

*The summarized 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 disclosure and notes are contained in the audited financial statements issued by Feltham & Associates, CPAs*