



CPBA
CANADIAN PHARMACISTS
BENEFITS ASSOCIATION

News

SOLELY FOR YOUR BENEFIT

October 2013

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Melonie Hart

Director of Operations

President's Message



The Canadian Pharmacists Benefits Association (CPBA) continues to ensure that the malpractice insurance we sponsor is second to none in the market. Our rates are competitive thanks to the strength and partnership of our member associations across the country.

Malpractice insurance is a necessity while practicing Pharmacy in Canada and, with input from our member associations and Board members, we work with our insurers, Encon, to ensure that our member pharmacists are receiving the best available protection for the risks associated with what we do.

We also work closely with our brokers, Moore McLean Insurance Group, to ensure that the service you receive when have a claim, or need advice on how to manage a potential claim, is exemplary.

Infrastructure is not necessarily the most visible part of a successful organization, but it is essential to our smooth functioning. To ensure we have the support necessary to meet the needs of our member pharmacists, we have undertaken a review of our policies and procedures. This review focuses on keeping us current with associations best management trends so, ultimately, we can be more seamlessly responsible to you, the beneficiaries of our service.

The CPBA Board of Directors continues to serve your interests and to work tirelessly on your behalf. In just a few weeks my three-year term as your President will end and I will pass the baton to our President-Elect, Mel Baxter, of the Manitoba Society of Pharmacists. He is a passionate practicing Pharmacist and we look forward to his leadership.

I have enjoyed my term as your President and would like to take the time to thank the team at Taylor Enterprises, our management company, and Moore-McClean Insurance Group, our brokers, for their guidance and help in facilitating all we do on your behalf.

I encourage you to contact your provincial representatives or the CPBA offices with any questions you may have.

Kindest regards,

Trent White
President, CPBA

Member Association Reports



Stephen Reid

Newfoundland and Labrador Report

2012/13 continued to be a year of change for the pharmacy profession in Newfoundland and Labrador. The Pharmacists' Association of Newfoundland and Labrador (PANL) released its policy document, *The Pharmacist Option* to educate the government and the public about how cost-effective it is to utilize pharmacists to improve health care delivery. PANL has estimated that leveraging the education and practical knowledge of pharmacists in every setting — community and hospital — can save the health care system at least \$165 million over a period of five years. PANL continues to move forward promoting the need to increase the role of pharmacists in treating minor ailments, administering vaccinations and helping patients with effective smoking cessation strategies.

Please visit us online at www.panl.net.

Stephen Reid, Executive Director,
Pharmacists' Association of Newfoundland and Labrador (PANL)



Shawn Callaghan

Prince Edward Island Report

The past year has seen significant change to our profession here in PEI. We have seen dramatic changes to our reimbursement model and subsequently have begun the shift towards payment for professional services. This first paid clinical service began in April with the launch of PEI PharmaCheck for both basic and diabetes medication reviews, as well as the opportunity to bill for follow-ups.

Pending expansion of the scope of Island pharmacists in the coming months promises to cause even more change. On the horizon loom the ability to perform adaptations, prescribing services, immunizations, and more. Also with the implementation of regulated pharmacy technicians, we are truly entering a new era in pharmacy.

With these changes, it is important that all pharmacists take the opportunity to evaluate their liability insurance options. Taking on new professional roles and responsibilities also takes on greater risk. It's important to note that the professional liability insurance offered by CPBA is quite comprehensive and covers you as our scope of practice expands, provided you practice within defined standards of practice/regulations.

Please take the time to evaluate your options; CPBA sponsors several coverage levels through the Prince Edward Island Pharmacists Association (PEIPA). Pharmacists should ensure their level of coverage is sufficient for their practice environment. Please feel free to contact our CPBA team as they are always available to answer questions and offer advice.

Shawn Callaghan
Prince Edward Island Pharmacists Association (PEI)

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Mel Baxter

Manitoba Report

The Manitoba Society of Pharmacists (MSP) celebrated our 40th anniversary in 2013. This milestone event in the history of the organization coincides with another milestone event for pharmacists in the province of Manitoba. MSP has spent most of 2013 preparing for the expanded scope of practice that is expected to be enabled in 2014 through the enactment of Bill 41, the new Pharmaceutical Act.

This preparation involved strategic planning, the introduction of a new logo, and development of a new mission and vision. With a mission to enhance the recognition and compensation of professional services while inspiring excellence in practice, and a vision to unify and advance the pharmacy profession, MSP is well positioned to assist our members to embrace the changes that are about to take place.

Recently, pharmacists in the province passed the regulations by an overwhelming majority vote. When these new regulations are in place, pharmacists in the province will be required to carry personal malpractice insurance in order to be licensed in the province. The provision of individual malpractice insurance policies purchased by MSP through the Canadian Pharmacists Benefits Association (CPBA) on our members' behalf provides coverage that meets the requirements of the new Pharmaceutical Act and Regulations; provides coverage for the expanded scope of practice that will be enabled by the legislation; and provides the best malpractice insurance possible through an "A" rated insurance carrier.

The CPBA sponsored malpractice insurance program is exclusively available to provincial member associations. MSP Executive Director Dr. Brenna Shearer serves as a Director on the CPBA Board and for the past year I have been in the position as President-Elect. With a Board comprised of pharmacists and representatives from the member provincial advocacy organizations, you know that CPBA has your best interests in mind. I look forward to serving pharmacists in Manitoba and our other member associations as the President of CPBA for the upcoming year.

For more information on CPBA and the malpractice insurance provided with MSP membership please visit: http://www.msp.mb.ca/membership-ins_mal.php.

Mel Baxter, President
Manitoba Society of Pharmacists (MSP)



Trudy Holzmann

Alberta Report

The Pharmacy Services Framework, a compensation model for Alberta Pharmacists, has now been in place for just over a year. Alberta pharmacists are increasingly delivering services beyond the provision of medications for compensation. A growing number of pharmacists are obtaining Additional Prescribing Authority which permits them to provide comprehensive pharmaceutical services to their patients. Also, pharmacists are incorporating into their daily practice two components of the Pharmacy Services Framework in addition to medication extensions, adaptations and injections (immunizations): Comprehensive Annual Care Plan and Standard Medication Management Assessment Services. The incorporation of these components of the framework into pharmacist practice has formalized the documentation and resulted in compensation of services that pharmacists provide to their patients.

As a member association of the Canadian Pharmacists Benefits Association (CPBA), the RxA continues to ensure that the best available comprehensive professional liability insurance coverage for the scope of practice enabled through legislation is available to pharmacists. This insurance exceeds the requirements of the Alberta College of Pharmacists. Our insurance package is offered with a competitive premium and does not have deductibles. For more information, visit www.rxa.ca/liabilityinsurance/default.aspx or contact the RxA at rxa@rx.ca.

Trudy Holzmann
Alberta Pharmacists' Association (RxA)

MOORE-McLEAN REPORT:



Gerry Olsthoorn

Claims Procedures for Pharmacists in the CPBA

Your Errors and Omissions Insurance covers you for either something you overlooked or something that you may have omitted in the delivery of your professional services. Claims can arise in the form of an oral complaint or a written one. The two most common claims are for a pharmacist dispensing the incorrect medication for the incorrect dosage. These two types of claims make up approximately 40% of all claims reported to Moore McLean/Encon.

Here are some tips that we can pass onto you so that you will reduce your chances of falling into that 40%:

- Prior to filling the prescription, confirm the patient's personal information, including their full name and address.
- Always check the patient's history when filling a new prescription, and inquire with the patient regarding any dosage discrepancy.
- Double check the original prescription against what has been entered. When counselling patients, refer to the original prescription in addition to the label.
- If the prescription is not clear, contact the doctor's office to verify what has been prescribed and the dosage.
- It is important to double check the contents of prescription vials when verifying the prescription. If the patient is being counselled on the medication, showing them the contents of the medication can also help prevent an error.
- Pay close attention when packaging a prescription so that you give the patient only his/her prescribed medication and not a prescription belonging to someone else.
- Do not disclose personal information to third parties.
- Finally, when handing the prescription to your patient, ask for his or her name and address to confirm who they are and that they are receiving the correct prescription.

These are just a few risk management tips that you can use to prevent future claims.

Gerry Olsthoorn, Vice President
Moore-McLean Insurance Group