New Brunswick College of Pharmacists
Ordre des pharmaciens du Nouveau-Brunswick

A documented, ongoing Quality Management Program supports the safe practice of pharmacy for the benefit of practitioners and patients and also facilitates adherence to professional standards and requirements of pharmacy legislation in New Brunswick.

EXPECTATIONS OF THE NEW BRUNSWICK COLLEGE OF PHARMACISTS

1. According to Regulation 14.2, the pharmacy manager named on the New Brunswick College of Pharmacists certificate of operation is responsible to ensure a documented, ongoing Quality Management Program (QMP) is in place.

2. The QMP must meet requirements outlined in the Regulations as follows:
    *   Part XIV – Pharmacy Standards of Operation (Regulation 14.2) and
    *   PART XX – Responsibilities and Delegation (Regulation 20.2).

3. The QMP at each pharmacy must include, <u>at a minimum</u>, provisions for the monitoring of:
    *   staff performance
    *   equipment
    *   facilities
    *   adherence to Standards of Practice including:
        a. a process for documenting and reporting known, alleged and suspected medication errors, discrepancies, near misses and the steps taken to resolve the problem (*This is considered to be a key element of the QMP. *See "Suggested Resources" below*.)
        b. provisions to protect the confidentiality of information relating to clients

4. The QMP, if requested during an assessment or audit must be provided to the NB College of Pharmacists' staff member or inspector.   Pharmacy managers are <u>not</u> expected to submit their QMP to the office.

SUGGESTED RESOURCES

A. **The Institute for Safe Medication Practices (ISMP) Community Pharmacy Incident Reporting tool (CPhIR)** Reporting is an important requirement of the Quality Management Program. The CPhiR is a very good resource and meets the requirements of Regulation 14.2(a).

B. **The Canadian Institute for Health Information (CIHI) National System for Incident Reporting (NSIR)** This tool could be a very good resource for hospital pharmacies and meets the requirements of Regulation 14.2(a).

C. **ISMP's Medication Safety Self-Assessment tool (for hospitals or community)** This resource can serve as a baseline and annual review to help demonstrate what improvements are being made. It provides good support for an effective QMP.

D. **Nova Scotia College of Pharmacists' Standards of Practice (SOP): Continuous Quality Assurance Programs in Community Pharmacies** This SOP document is a good resource and includes evidence-based information and some very relevant recommendations for a good QMP. We are providing it here for your consideration as better practice suggestions or recommendations. Some components will appear similar to the requirements in New Brunswick.

E. **Quarterly staff meeting (in the pharmacy)** This documentation tool is within the **CPhIR** program *(Item A. above)* and provides good support for an effective QMP. Discussing quality assurance regularly as a team is critical to the success of any Quality Management Program and may be considered as fulfilling the reporting requirement of the QMP.

SUMMARY

Some of the stipulations in Regulations 14.2 and 20.2 may not be new to you and are likely being done today in a number of the more than 200 pharmacies in the province; some are already requirements based on NAPRA's Model Standards of Practice that have long since been adopted in New Brunswick. Monitoring staff performance, for example, has always been an expectation as documented in Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada but it is now also imbedded in our legislation.