College of Pharmacists
of British Columbia

PRACTICE
REVIEW
PROGRAM
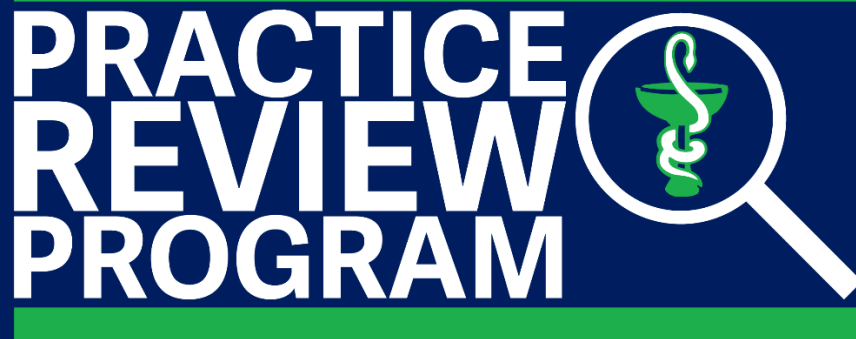
ACTION ITEM TUTORIAL

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Goal of the Practice Review Program (PRP)

- To protect public safety by improving compliance with College Bylaws and Professional Practice Policies;

- To increase awareness, understanding and compliance with all applicable legislation, standards, and College expectations as a regulated pharmacy professional and of a licensed pharmacy; and

- To ensure consistent delivery of pharmacy services across British Columbia by observing regulated pharmacy professionals in their own practice settings as they perform daily duties.

Applicable Legislation and Standards

All of the review statements are taken from the following legislation and standards:
(Click to link to legislation or standard)

- ***Health Professions Act (HPA)***

  - Regulations and Bylaws

- ***Pharmacy Operations and Drug Scheduling Act (PODSA)***

  - Regulations and Bylaws

- **Code of Ethics – *HPA* Bylaws - Schedule A**

- **Professional Practice Policies (PPP)**

- ***Health Care (Consent) and Care Facility (Admission) Act***

- ***Food & Drugs Act and Regulations***

The Action Item Portal is

- Confidential (you receive your individual results) and secure (accessed by logging in to eServices)

- Used to share *Pharmacy Review* and *Pharmacy Professionals Review* results

  o *Pharmacy Review* results are only shared with the Pharmacy Manager

  o *Pharmacy Professionals Review* results are only shared with the individual pharmacy professional

- Used to communicate with your Compliance Officer (CO) after the *Pharmacy Review* and/or *Pharmacy Professionals Review*. You will be able to:
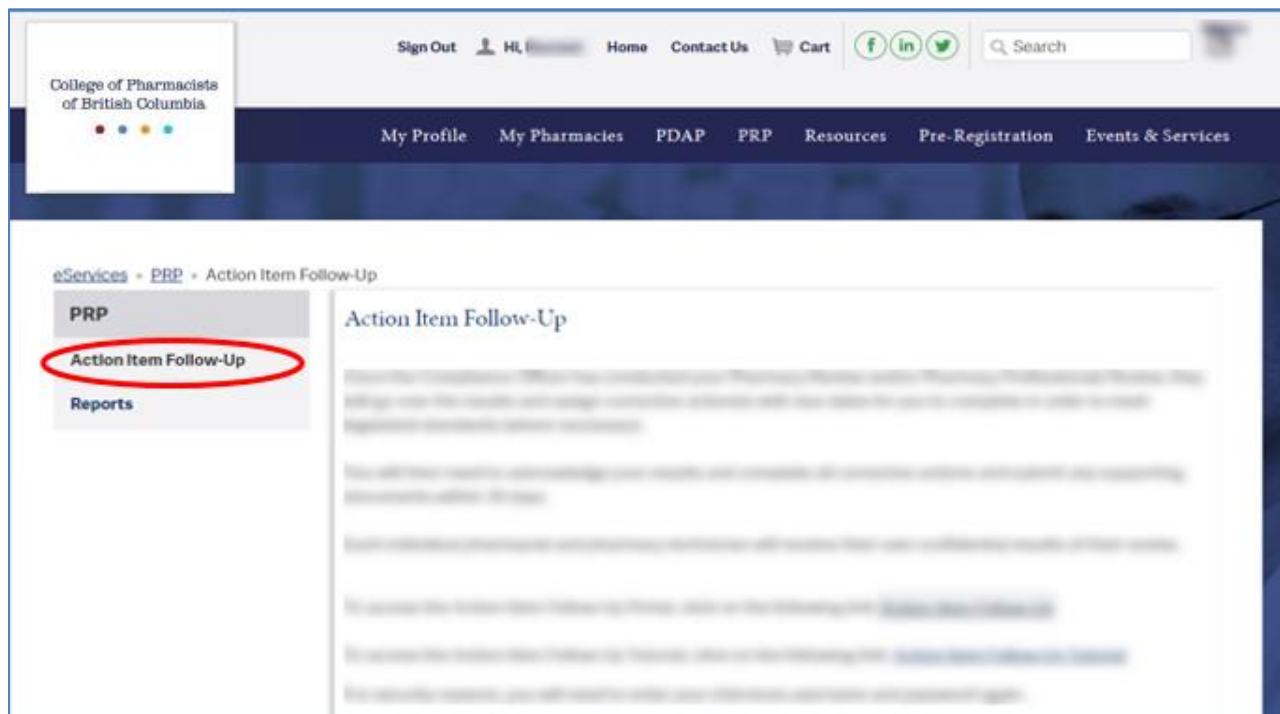
  o Review your assigned action item(s)

  o Ask your CO any questions about your action item(s), and

  o Submit your completed action item(s) along with any supporting documentation

Action Item Portal Instructions

1. Use the link included in the results email to access the Action Item Portal through eServices. Alternatively, log into **"eServices"**, select the **"PRP"** tab and then **"Action Item Follow Up"**.

   If you are accessing the action item(s) through eServices, for security reasons, you will need to enter your eServices username and password again.

- Each assigned action item includes the:
    - Legislated and/or College standard
    - Observation(s) documented by the CO (if applicable)
   - Due date to complete the action item
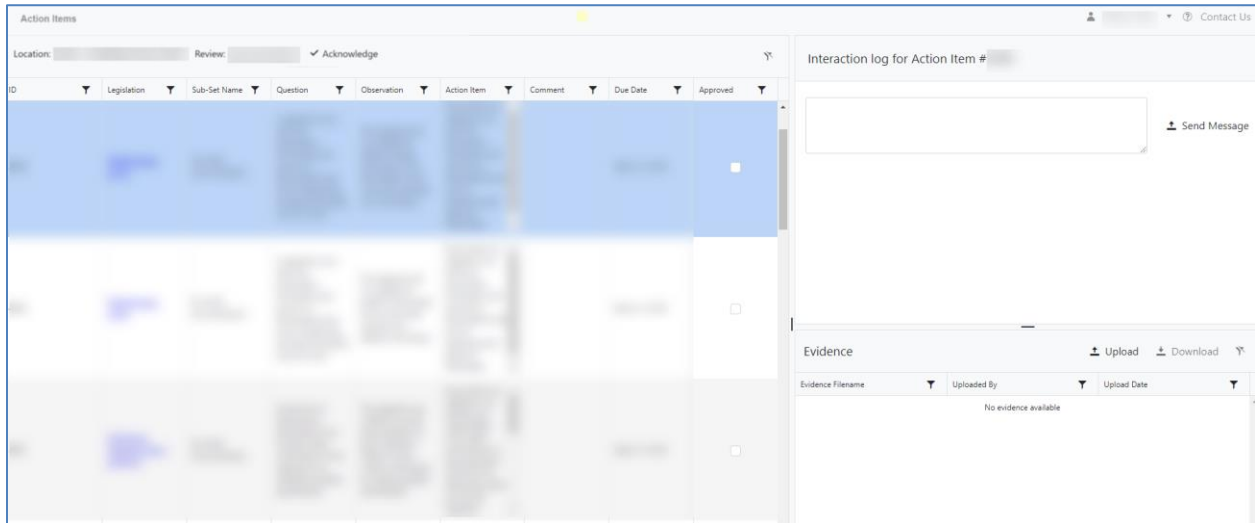
2. Click **"Acknowledge"** to confirm receipt of your action item(s). Action item(s) must be acknowledged within 24 hours.

- If you are a Pharmacy Manager, you must confirm receipt of the action item(s) for both the *Pharmacy Review* and your *Pharmacy Professionals Review*.
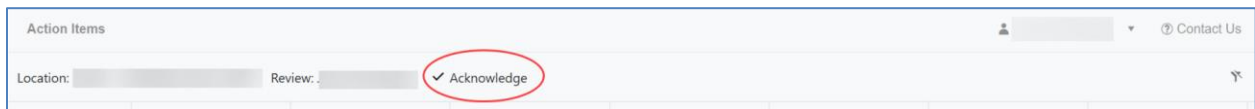

*Note: You will not be able to use the Interaction Log without acknowledging receipt of your action item(s). Once you acknowledge the review results, the **"Acknowledge"** button will disappear.*

3. Complete the assigned action item(s) within 30 days.

4. Use the Interaction Log to ask questions and submit your completed action item(s) to your CO. There is a separate Interaction Log for each action item.

- To use the Interaction Log, first select the item you would like to respond to by clicking on the item. The item selected will be highlighted in blue.
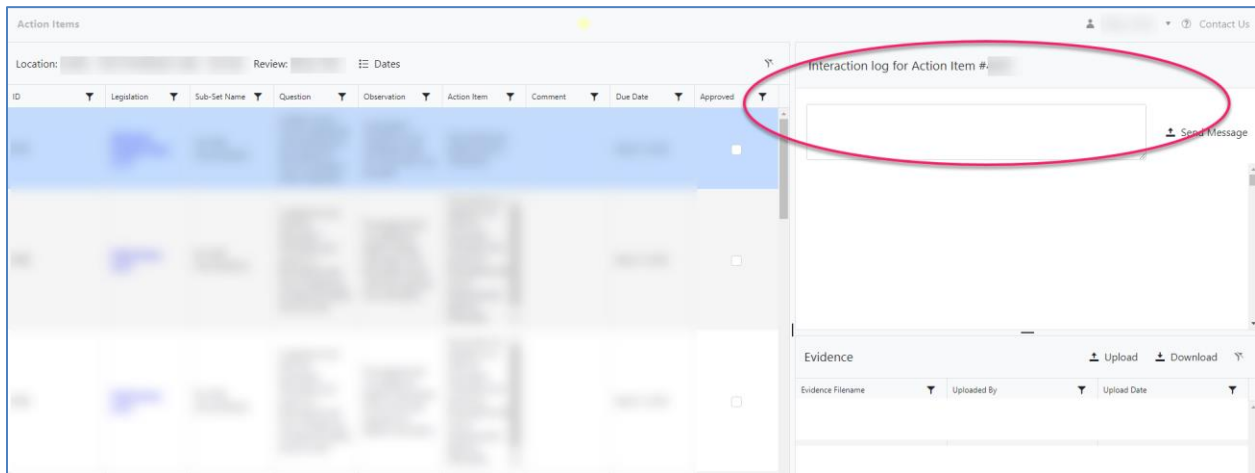

- Enter your comment in the text box and then click the *"Send Message"* button to submit your response to the CO. Follow the steps consecutively for every action item.

- Once the comment is submitted, it will appear in the Interaction Log with a date and time stamp.
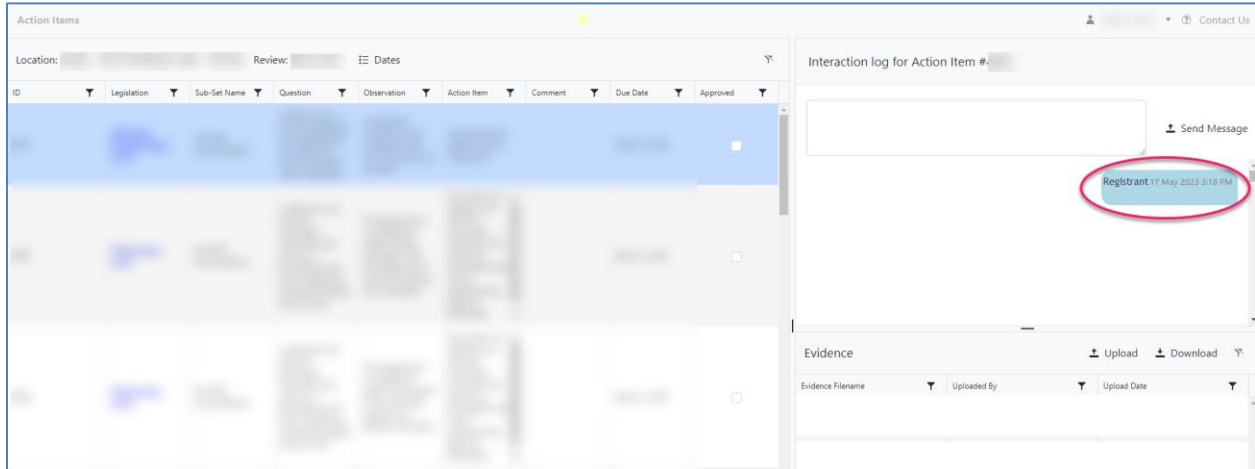

Note: *Compliance Officers will only see your comments when they are added to the Interaction Log. Comments already submitted are not editable and become part of the Review Report.*

- The observation/comment from the CO will specify whether the action item(s) require supporting documentation. To upload supporting documentation, first select the item you would like to attach as documentation by clicking on the item. The item selected will be highlighted in blue. Click on the *"Upload"* button.
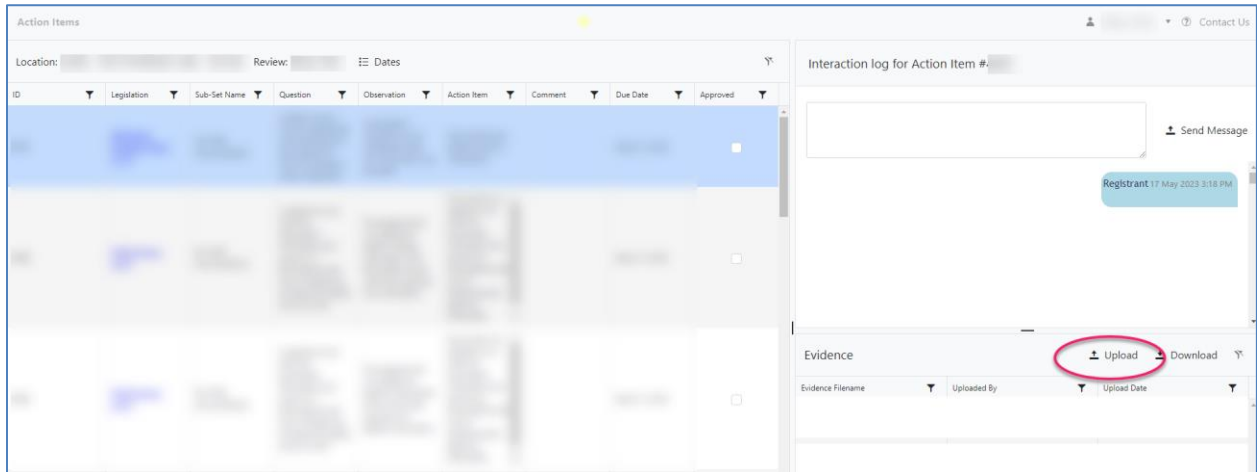
- Click *"Select File"* to select the file(s) on your computer and then click *"Upload"* to upload the file(s) onto the portal.
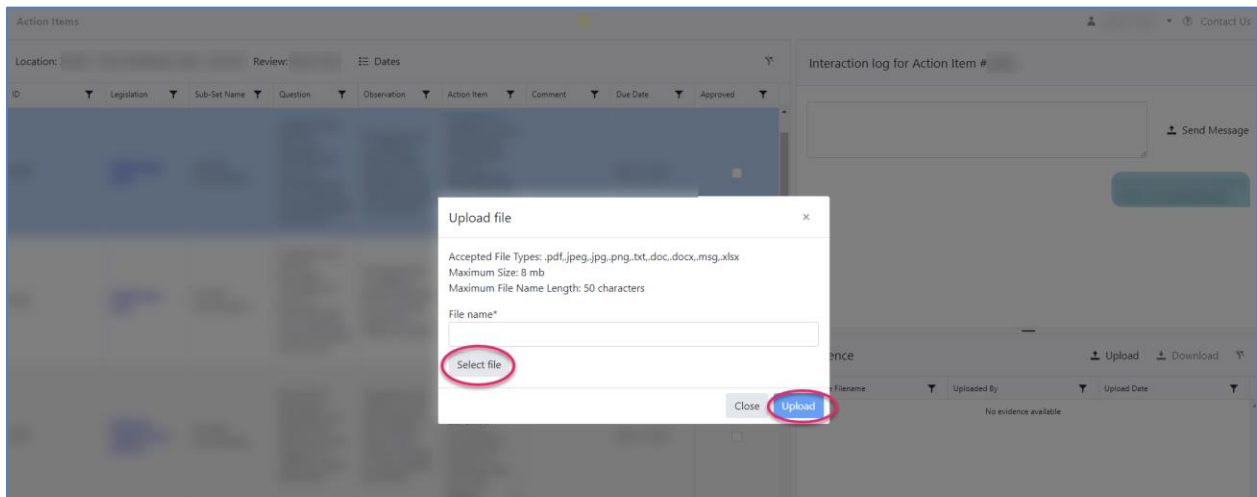
- The file(s) will appear in the Evidence log once uploaded. Uploaded files are not editable and become part of the Review Report.
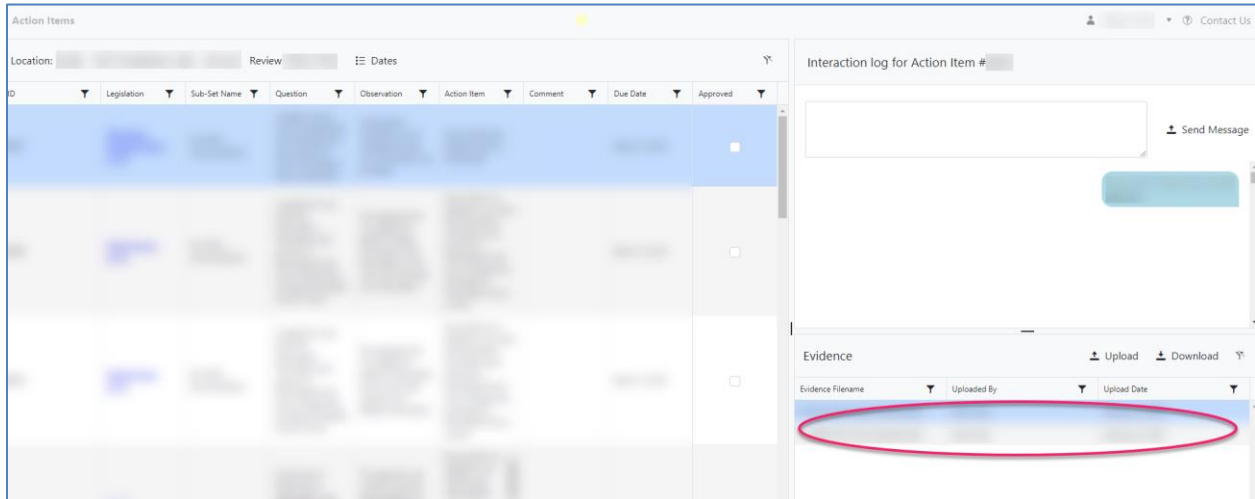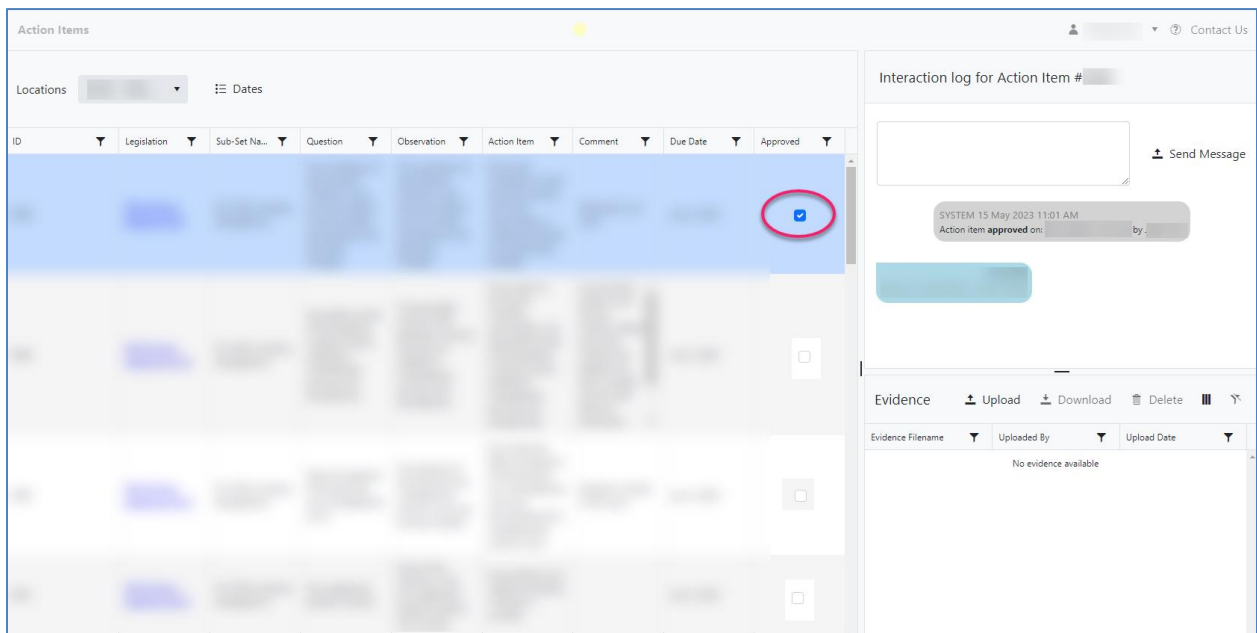

Note: If you are a Pharmacy Manager, you need to complete action item(s) for both the Pharmacy Review and your Pharmacy Professionals Review.

5. The CO reviews the action items that you have submitted, and notifies you via email if:

- Any comments/questions are added in the Interaction Log, or
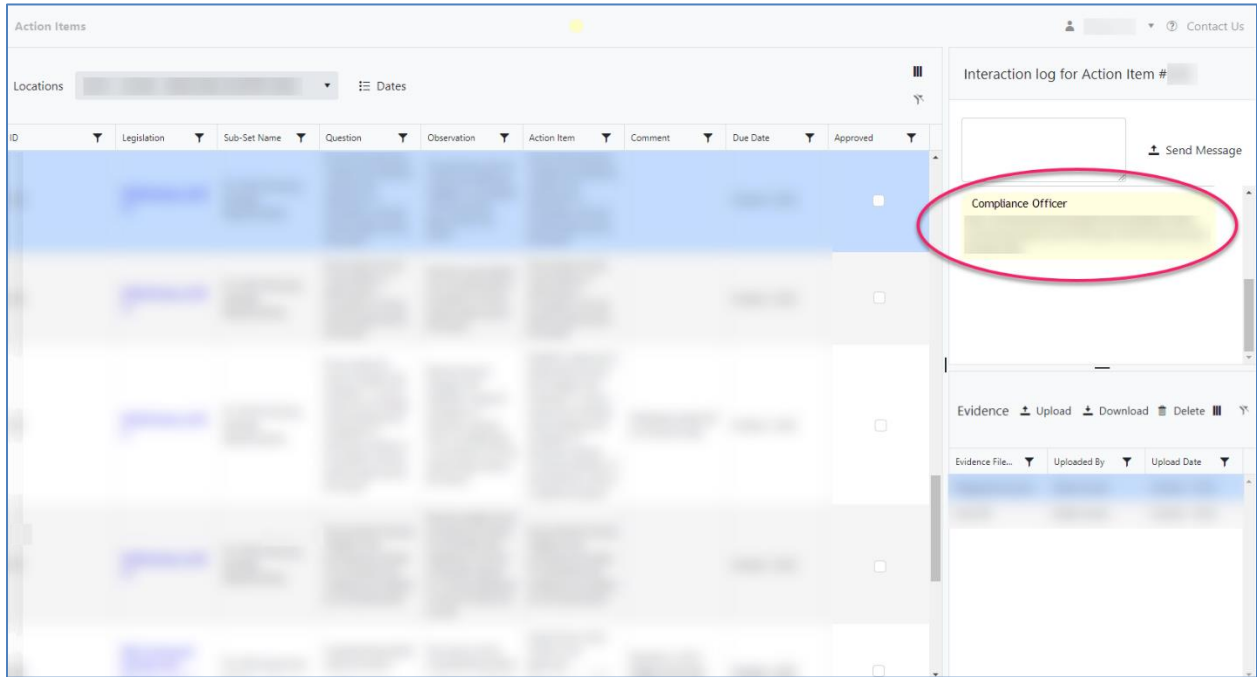
- Your completed action item(s) are approved.

6. If you receive comments or questions from your CO, you need to respond to them by replying in the Interaction Log.

7. Once the CO approves all your completed action items, your review is then considered complete. Once the review is finalized, it can be accessed on eServices under *"Review Results"*.

8. A notice of completion will be emailed to you along with an invitation to complete a voluntary anonymous feedback survey about your experience with the PRP process. The College uses that information to evaluate the program and to make improvements.