

Neighbourhood Pharmacy Gazette

SEPTEMBER 2020

 **INSIGHTS. ADVOCACY. HEALTHIER CANADIANS.**

A publication of the Neighbourhood Pharmacy Association of Canada

We Stand on Guard for Thee

PHARMACY SHOWS ITS METTLE ON THE FRONTLINE FOR PUBLIC HEALTH



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We want to hear from you!

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Strengthening alliances in a new age of healthcare

How will we come to describe the year 2020?

Even now, as the end of the year fast approaches, we are just beginning to fathom the long-term implications of the COVID-19 global pandemic. Perhaps one overarching realization is simply this: things will not go back to the way they were.

We will not soon forget how this crisis exposed our vulnerabilities on so many levels: individual, economic, societal and global. Healthcare systems around the world were caught unprepared. Even when this pandemic is over, we know that we can never again let down our guard. Highly infectious diseases will always be a threat, no matter how modern our civilization.

While things will never be the same, in many important ways they will be better. For example, we can look forward to significant reforms to long-term care services in Canada. And we can look forward to greater integration of community pharmacy in both public health and primary care.

As noted in the cover story on page 6, crisis is singularly effective as a catalyst for both collaboration and change. We are all in the same boat, navigating uncharted waters. Historic boundaries become fluid as we realize we must work better together in order to provide more efficient and more effective care.

The pandemic has forced decision-makers to apply more of a macro lens

to the healthcare system and they are seeing anew the inefficiencies and gaps in care. The disadvantages of siloed budgets, which lead to siloed decision-making, stand out in stark relief against response efforts. The perception that community pharmacy's retail footprint somehow precludes it from playing a greater role in the public system is slowly being turned on its head. Instead, governments are recognizing pharmacies' potential to serve as community healthcare hubs.

Against this unprecedented backdrop of change, the Neighbourhood Pharmacy Association of Canada is pleased to launch the *Neighbourhood Pharmacy Gazette*. Our intent with this publication is to provide thoughtful analysis to help our members and our partners, including governments and private payors, understand, communicate and explore the capabilities of community pharmacists. We hope the *Gazette* will help further conversations between all of us, and welcome your input to help guide its content.

In the coming months and well into 2021, all stakeholders will continue to arm themselves—and each other—in new ways in order to bring down a common enemy. Let's not stop there. Let's ensure that these stronger alliances hold fast in our ongoing mission to build a better healthcare system.



Sandra Hanna
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“While things will never be the same, in many important ways they will be better.”



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We Stand on Guard for Thee

As of mid-September, more than 400 pharmacies in Alberta had joined the Pharmacy-based Asymptomatic COVID-19 Testing program, the first of its kind in Canada.

After less than three months, participating pharmacists had tested more than 96,000 asymptomatic individuals.

"Pharmacies are conducting up to 3,000 tests daily, significantly increasing our province's testing capacity," says Tom McMillan, spokesperson for Alberta Health.

A pharmacy-based testing program is perhaps the most dramatic example of how community pharmacies, governments and regulators have come together in unprecedented ways in response to the COVID-19 pandemic. Across Canada and around the world, in pharmacy and throughout healthcare systems, this public health crisis has opened minds and dismantled barriers in order to improve access to care.

"Governments and other healthcare providers are recognizing the role of community pharmacists and pharmacies at a faster pace than ever before," says Sandra Hanna, CEO of Neighbourhood Pharmacy Association of Canada (Neighbourhood Pharmacies) and a practising pharmacist.

Is pharmacy ready? Neighbourhood Pharmacies and other pharmacy advocacy bodies believe so—and are working hard to make it so.

During the early months of the pandemic, when other healthcare providers had to literally close their doors, pharmacists and pharmacy operators demonstrated their resilience and commitment to patients, as well as an infrastructure for accessibility that can't be matched in the public healthcare system. While those months were also exhausting and costly, pharmacy proved

its effectiveness as a first line of defence during a prolonged time of crisis.

Couple that with the fact that other healthcare providers and policymakers across the board are struggling to adapt while navigating unknown waters, and the stage is set for new approaches that look past historic boundaries. "We are all in the same boat," says Hanna. "COVID-19 has forced us all to look at collaboration in a different way, where the focus is really on finding the most efficient and effective ways to do things. This is an opportunity for pharmacy to shine."

The COVID-19 catalyst

During the initial weeks of the pandemic, the focus was on continuity of care related to medication management. Temporary changes in policies and regulations enabled pharmacists to maintain drug therapies and provide consultations virtually. All of



these measures represent important footholds for possibly permanent changes to scope of practice.

At the same time, pharmacists' role as public health defenders came to the forefront. Stymied by voicemail from closed physicians' offices or wait-times from telehealth lines, Canadians phoned or visited pharmacies for real-time answers to their questions. The extent of pharmacists' impact during this time is incalculable. One province, Alberta, did what it could to recognize and encourage pharmacists through a new billable service that pays for the provision of information or assessments that may result in referrals to testing centres.

"Telehealth was overwhelmed," recalls Margaret Wing, CEO of Alberta Pharmacists' Association (RxA). "There were so many people just looking for basic information from a trusted source."

As the pandemic's long-term implications unfolded, conversations between governments and pharmacy associations turned to infection control and population health. For instance, the National Advisory Committee on Immunization worked with

the Canadian Pharmacists Association (CPhA) and other organizations to develop its ["Guidance for influenza vaccine delivery in the presence of COVID-19."](#)

"Understanding the landscape as it evolves and staying engaged in the conversation are the two most important things right now," says Shelita Dattani, CPhA's Director of Practice Development and Knowledge Translation. "The specifics of what the pharmacist's role could be will be determined over the next six months or so as things evolve in the regulatory environment."

The COVID-19 vaccine is increasingly on national and provincial agendas. For pharmacy advocates, the objectives are two-fold: to ensure that pharmacists are among the immunizers; and to leverage the pharmaceutical supply chain to efficiently and effectively get the vaccine to as many Canadians as possible.

"Once the COVID-19 vaccines are available it will be all hands on deck due to the massive number of people who will need to be immunized," says Nancy Waite, Professor and Associate Director, Clinical Education, University of Waterloo, and co-founder of the Ontario Pharmacy

Evidence Network. She adds that influenza vaccination programs have served as excellent preparation. "Pharmacists in many provinces are now the most common immunizer for the influenza vaccine, and we need to bring all of the knowledge we have gained to bear on the successful delivery of COVID-19 vaccinations."

On all issues related to the pandemic, Neighbourhood Pharmacies, CPhA and CPhA members (i.e., provincial pharmacy associations) coordinate efforts to ensure consistent messaging and quick responses. "It is important to work together and achieve alignment where possible. Neighbourhood Pharmacies helps deliver economic analysis and support to complement the professional association's resources. We have a stronger and more united voice and this is reflected in the successful

advocacy outcomes," says Justin Bates, CEO of the Ontario Pharmacists Association (OPA).

"We are highlighting the lessons learned from wave one and suggesting how pharmacy can fill more gaps moving forward," notes Hanna. "While each province is at a slightly different place

depending on its scope and services offered, overall we are giving the same message that pharmacy is well-positioned to play a greater role."

Equally important, operational issues are more likely to be on the table from the get-go, which was often a challenge prior to COVID-19. "We want to make sure that pharmacy can weather what's coming through reimbursement, increased scope or regulatory changes," says Hanna.

Mission possible: testing

Neighbourhood Pharmacies and provincial pharmacy associations proactively advocated for pharmacies to be included in possible strategies for COVID-19 testing. Alberta and Ontario were the first to respond.

Alberta launched its pilot for asymptomatic testing in pharmacies in late June, working with RxA to iron out logistical issues. The voluntary program then became available to all pharmacies as of July 30. Pharmacies bill \$20 for the initial screening and, if the patient is eligible (i.e., asymptomatic), \$22 for the testing.

“Pharmacists in many provinces are now the most common immunizer for the influenza vaccine, and we need to bring all of the knowledge we have gained to bear on the successful delivery of COVID-19 vaccinations.”

"The government wants to really enhance surveillance to understand the prevalence of COVID-19 in the asymptomatic population. And for the longer term, they recognize the role of pharmacists to provide critical surge capacity due to outbreaks," says Wing.

When the government changed the eligibility criteria in September, pharmacies were quick to adapt and help communicate the changes to patients. "As we continue to monitor the need for testing, pharmacies are working alongside government to provide the greatest value and fill gaps in the system responsibly," says Hanna.

In late September, Ontario announced testing in pharmacies for asymptomatic patients in regions that have experienced an uptick in COVID-19 cases. "The program is an opt-in model for pharmacies and it

mirrors many of the elements of the Alberta model, including reimbursement," says Bates.

"The intent is to reduce wait times in public testing centres and increase capacity for asymptomatic patients."

Both sides of the table agree that the testing needs to be voluntary for pharmacies, and involve asymptomatic people only. "Some pharmacy operators do not want to go beyond medication counselling and dispensing, and that's okay. But there is also a whole cohort who tell us they want to embrace this. Our job is to make sure the environment is there so that they can do so," says Bates.

He adds that the practice model for pharmacy was already evolving well before COVID-19. "The lanes of healthcare are converging, especially during the pandemic, and we do the profession a disservice if we allow ourselves to be pigeonholed into the role of medication managers only," emphasizes Bates.

"Pharmacists will always have that privilege to practice at their own comfort level, but as an association it is absolutely our vision to focus on the future and advance the profession so that it remains relevant in meeting the needs of patients," adds Wing.

Judging by the numbers so far, pharmacies in Alberta's testing program have already begun to do just that. "Pharmacists tell me that it's been a long time since they've heard so many patients saying 'thank you' over and over again. This is the care that patients are looking for," says Wing.

Redeployment of the frontline

At a fundamental level, COVID-19 has brought into sharper focus the "otherness" of pharmacy.

"It is important to change the perception that community pharmacists are not the same 'level' of healthcare providers because they are part of the private sector and not in the same public funding sphere as doctors and nurses," remarks Dattani.

"Pharmacists are essential primary care providers and this role has been amplified during the pandemic."

She adds that the pandemic may come to serve as a breakthrough event for the profession. "Crisis brings people together. It takes the blinders off."

The connection to a retail setting can come to be seen as an asset, rather than continue to detract from the possibilities. During a recent qualitative research study about care plans in Alberta, patients indicated that "the community pharmacy environment was more

What's on the table for Neighbourhood Pharmacies

As decision-making around COVID-19 weaves between infection control and economic recovery, the Neighbourhood Pharmacy Association of Canada has landed on the following priority areas for discussion with federal and provincial governments:

- Access to affordable, reliable personal protective equipment (PPE);
- COVID-19 testing;
- Optimization of pharmacies' role in influenza vaccination; and
- Pharmacists as immunizers of the future COVID-19 vaccine and other routine child and adult vaccines.

Neighbourhood Pharmacies seeks to balance any expectations or expansions of pharmacists' professional role with economic and operational supports. "Just because pharmacy has remained open throughout the pandemic, it has not been business as usual," says Sandra Hanna, CEO of Neighbourhood Pharmacies. The association surveyed its members and analyzed the costs to pharmacy during the first 13 weeks of the pandemic. Overall, it estimated additional costs of approximately \$955 million for one-time and ongoing efforts related to continuity of care, safety, training, relief labour, PPE, cleaning and possible temporary closures.

conductive to conversations about health and concerns.” They noted their pharmacy was more convenient and more comfortable than traditional medical settings, and it was easier to speak with the pharmacist.¹

B.C.’s new pharmaceutical care management strategy acknowledges the unique role of the community pharmacist. The strategy seeks to break down the silos between PharmaCare, chronic disease management, oncology and so on—with an emphasis on improved collaboration between healthcare providers at all stages of and transitions in care.

“It is really ambitious and probably unprecedented in Canadian jurisdictions,” says Mitch Moneo, Assistant Deputy Minister of Health in B.C.

The B.C. strategy identified five high priority areas, one of which is to better leverage community pharmacists. “Pharmacy is currently in a silo outside of the health authorities here in B.C. and outside of public providers. We know that pharmacists are eager to contribute and help fill gaps in the system, but they are not at the table when planning happens. This strategy is intended to mitigate that,” says Moneo. He adds that Neighbourhood Pharmacies, the B.C. Pharmacy Association and the College of Pharmacists of B.C. contributed to the development of the strategy.

Vision for the future

B.C.’s pharmaceutical care strategy communicates an openness for community pharmacy to serve as a primary point of access for healthcare. In jurisdictions across Canada, steady expansions to scope give evidence to governments’ overall growing recognition that community pharmacists can and should do more. Last but not least, COVID-19 brings into laser focus the need—and ability—for pharmacy, governments and regulators to move more quickly.

The coming months will see Neighbourhood Pharmacies, CPhA and provincial pharmacy associations keep their collective foot on the pedal. “We are fueled by the vision that we can become that community healthcare hub, where we are seen as an integral part of the healthcare system,” says Hanna.

Waite at the University of Waterloo reminds us that history is a great teacher. “Ten years ago when pharmacists weren’t vaccinating, they were still educating patients and answering questions about vaccination. Now that has moved all the way up to where

we can independently make recommendations and actually give the vaccine,” she explains.

More broadly, public health encompasses any activity that seeks to prevent illness, in group settings or one-on-one. This includes education and support in areas such as smoking cessation, weight management, chronic disease management—the list goes on.

“When we think of all of those areas, pharmacists have always already been involved at some level. What’s changing is the possible level of responsibility. The research is showing that this evolution is bound to continue, driven by patients’ readiness, positive outcomes and healthcare system reform,” says Waite.



Karen Welds writes for healthcare provider publications, with more than 25 years of experience covering community pharmacy. info@neighbourhoodpharmacies.ca

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Shopping habits will change for a while yet

Without a doubt the pandemic has been hard on the economy. Three million Canadians lost their jobs from February to April of this year, businesses closed their doors and most activities came to a standstill.¹ Pharmacies were one of the few businesses that remained open, albeit not without challenges.

Naturally, this has had a huge impact on consumer confidence (CC), which drives many shopping decisions. CC levels tend to have the greatest impact on purchases of large items, such as cars and homes, but can significantly affect other retail spending as well. The COVID-19 pandemic has overlaid an extraordinary health component on top of the usual measures, as reflected in the dramatic results from The Conference Board of Canada's Index of Consumer Confidence (Figure 1).²

As expected, retail trade shows a similar profile, according to Statistics Canada (Figure 2).³

And yet, already the economy is beginning to recover. More than half of the jobs lost in April have been regained as restrictions ease across the country. However, this leaves 1.1 million Canadians still out of work due to business closures, lack of demand and ongoing restrictions.⁴ It is not yet clear how quickly those jobs will return. The Conference Board of Canada predicts a return to "normal" no sooner than the end of 2021.¹ The road ahead of us is still long.

How are Canadians feeling? In a recent survey by Leger, 32 per cent of Canadians reported that they are worse off financially this year compared to last year, with higher percentages for B.C. (40 per cent) and Alberta (43 per cent) residents.⁵ Retail strategy firm WSL uncovered similar numbers in its June 2020 survey of American shoppers: 41 per cent are pessimistic about their financial future, up from 29 per cent in November, and 44 per cent plan to cut back on expenses.⁶ They are most likely to cut back on cosmetics (50 per cent) and hair colour

FIGURE 1 The Conference Board of Canada, Consumer Confidence Index, 100 = 2014

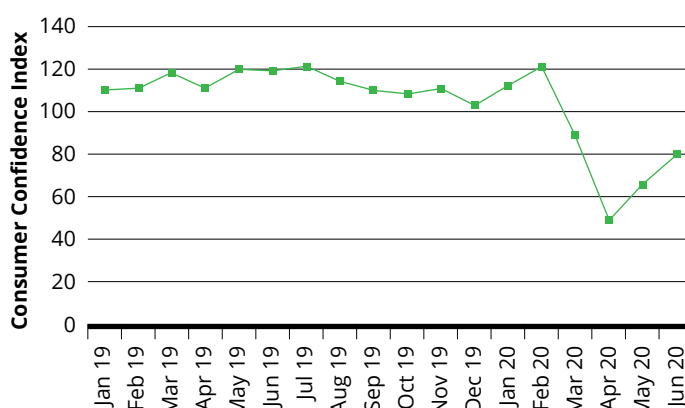
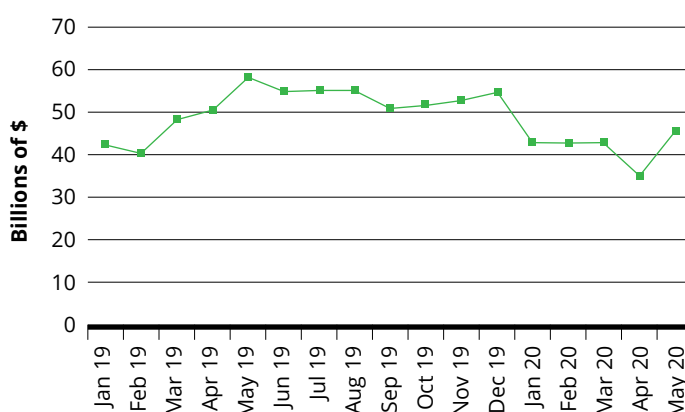


FIGURE 2 Statistics Canada, Total Retail Commodities, Table 20-10-0017-01



(45 per cent), compared to just 19 per cent for oral care. As well, one in five (20 per cent) plan to cut back on prescription drugs.⁷

In Canada, spending in the cosmetics and fragrances category dropped 34 per cent in April and 25 per cent in May compared to the same months a year ago, reports Statistics Canada.³

What does all this mean for pharmacies across Canada? How will consumers and patients respond in the second half of 2020? WSL observes the emergence of two types of consumers: those who have continued to work remotely, and those whose incomes have been adversely affected by COVID-19. Retailers will need to think about their strategies from the perspectives of those two different groups.

These are generalizations but, in both cases, consumers have changed their shopping habits throughout the lockdown. For example, Statistics Canada reports that e-commerce sales increased to \$3.9 billion in May, more than double the level in May 2019.⁸ And WSL's survey reveals that 50 per cent of those ordering prescription drugs online for the first time say they will continue to order online in the future.⁶

Having been forced to change their shopping habits due to COVID-19, Canadians may be open to continued or additional changes in the future. For retailers this can be both a blessing and a curse. They can no longer count upon consumer behaviour predicated on force of habit and must woo back their customers. On the other hand,

a large number of customers appear to be open to new shopping experiences that satisfy their new needs, opening the door to deeper levels of loyalty.

Connecting to patients

It's important to remember that consumers are also patients, just as patients are consumers. Patients who experience financial difficulties may change their medication routines and attentive pharmacists can make a significant difference by helping them achieve the best possible outcomes during a difficult time.



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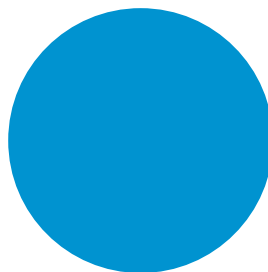
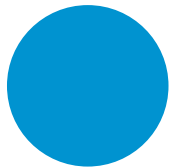
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Where pharmacy fits in long-term care reform

Before the pandemic, pharmacies played a critical role in creating capacity in long-term care facilities and pharmacists were poised to do more to improve health outcomes of LTC residents. COVID-19's devastating impact on the LTC sector leaves no doubt that reform is overdue, on multiple levels. Neighbourhood Pharmacies and the Conference Board of Canada released *A Primer on the Value of Pharmacy Services in Long-Term Care Settings in Canada* in February 2020. Here are highlights.



A vulnerable population



90 per cent of LTC residents have some form of cognitive impairment; one-third are severely cognitively impaired¹



50 per cent are frail²

Optimal medications management contributes to best possible health outcomes and reduced health system expenditures. The report observed that:

- New technologies have improved efficiencies in LTC pharmacies and generated more capacity for patient-centred care.
- Sustainability is a growing concern, particularly in jurisdictions where dispensing fees are the primary means of reimbursement.
- The LTC pharmacy sector—and public and private payors—would benefit greatly from enhanced data and outcomes reporting.
- Deprescribing can improve quality of life and reduce costs, yet reimbursement models that are tied to prescription volume effectively penalize pharmacies for this service.
- An aging population will steadily drive demand for pharmacists' services for LTC residents. Meeting the demand will require reforms to policies and programs, regulations and funding approaches.

High drug utilization



Seniors in LTC facilities used medications from an average of **9.9** different drug classes³

97 per cent live with two or more chronic conditions⁴



Preventable hospitalizations

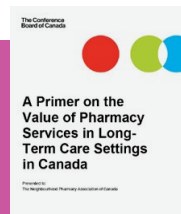


200%

Elderly LTC residents were 200 per cent more likely to suffer from an adverse drug event compared to non-LTC elderly patients⁵

Get the full report here

A Primer on the Value of Pharmacy Services in Long-Term Care Settings in Canada



References: 1. Canadian Institute for Health Information. *Continuing Care Reporting System: Profile of Residents in Continuing Care Facilities 2015-2016*. Ottawa: CIHI; 2. Kojima G. *Prevalence of Frailty in Nursing Homes: A Systematic Review and Meta-Analysis*. *J Am Med Dir Assoc*. 2015 Nov 1;16(11):940-5; 3. Canadian Institute for Health Information. *Drug Use Among Seniors on Public Drug Programs in Canada*. 2012 revised 2014 Oct; 4. Ontario Long-term Care Association. *This is Long-Term Care*. 2016; 5. Wu C, Bell CM, Wodchis WP. *Incidence and Economic Burden of Adverse Drug Reactions among Elderly Patients in Ontario Emergency Departments*. *Drug Saf*. 2012;35(9):769-81.

Understanding the role of specialty pharmacy

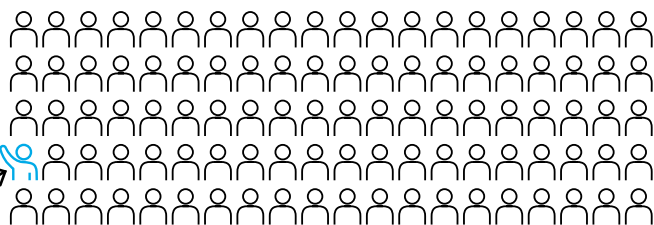
Specialty pharmacy services have emerged to meet the unique needs of patients who require complex specialty medications. The sector continues to evolve with the market itself—and is approaching a crossroad that may have implications for sustainability. Here are key points from *A Primer on the Value of Specialty Pharmacy Services for Patients and Healthcare Systems in Canada*, released by Neighbourhood Pharmacies in September 2020.

Break-through therapies

Specialty drugs treat illnesses that are often debilitating and difficult to treat

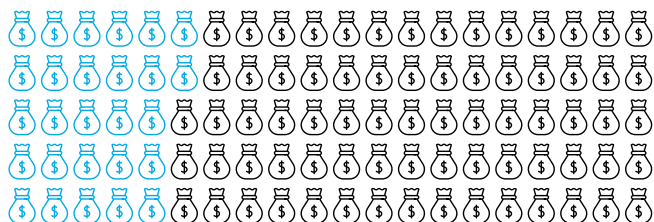
- Cancer
- Crohn's disease
- Hepatitis C
- Inflammatory bowel disease
- Macular degeneration
- Multiple sclerosis
- Psoriasis
- Rheumatoid arthritis

Small patient population



Less than **1 per cent** of Canadians use a complex specialty drug¹

Big costs



Specialty drugs account for **more than a quarter** of spending by drug plans¹

28%
public drug plans

26%
private drug plans

Reference: 1. Annual Report 2017. Patented Medicine Prices Review Board.

Neighbourhood Pharmacies interviewed its members to provide a comprehensive picture of pharmacy services for patients taking specialty drugs. The primer also considers the coming challenges and opportunities, for both pharmacies and payors. Among the key takeaways:

- As medications become increasingly individualized, patient care will become increasingly complex.
- A joint strategy between government, the private sector and pharmacy is necessary to fully realize the potential of these medications and optimize outcomes for both patients and the health system.
- A new funding model will ensure that pharmacy can continue to play a vital role in patient care in the areas of education, adherence support, reimbursement navigation and care coordination.
- Pharmacy data represents an untapped resource for payors to better understand the utilization and requirements of specialty drugs, and the cost-effectiveness of pharmacy services.

Get the full report here

A Primer on the Value of Specialty Pharmacy Services for Patients and Healthcare Systems in Canada



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THE WELLNESS BUSINESS: PUTTING PHARMACY AT THE CENTRE

This year's educational content examines consumer trends in wellness and related products and services. As more Canadians pursue wellness at many levels—mental, social, financial and spiritual as well as physical—the opportunities and challenges for pharmacy to be part of that journey are well worth exploring.

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To help position wellness opportunities in the pharmacy landscape, Neighbourhood Pharmacies commissioned research firm WSL to survey consumers about their attitudes and shopping behaviours. Results will be unveiled exclusively at the Fall Conference!

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A bright future for pharmacy

A conversation with Sandra Hanna, CEO of Neighbourhood Pharmacies



What does the future hold for community pharmacy in Canada?

The healthcare system will seek to capitalize on the infrastructure of community pharmacy and the trust and comfort level that Canadians have with their pharmacists. The pandemic has opened governments’ minds to the potential of pharmacies to serve as community healthcare hubs. Community pharmacy will have a more formalized role in the health system, facilitated through digital integration with physicians and public health units—and appropriate compensation. Pharmacists will be better able to triage or direct patients to an appropriate healthcare provider or resource, or provide a service themselves. Central fill and automation will take over much of the technical transactions related to dispensing and technicians will practice to their full scope. Virtual care will find its permanent place, and that will include patient monitoring through wearables and the application of artificial intelligence.

You are a practising pharmacist and a pharmacy owner. How does this help in your role as CEO of Neighbourhood Pharmacies?

My time in the pharmacy fuels me. At the same time it keeps me grounded. I definitely bring that frontline experience to meetings with government, and they

seem to appreciate it. During these past few months especially, it helps crystallize the mutual opportunities.

I also hope that the fact that I am an independent pharmacy owner can help dispel the misconception that Neighbourhood Pharmacies only represents pharmacy chains. Our focus is the sustainability and growth of community pharmacy – both chain and independent. The barriers are common across the board, and we can overcome them much more effectively when we work together.

What led you to your decision to work for Neighbourhood Pharmacies?

As a pharmacy owner I found myself gravitating toward the operational piece of professional services. How can you grow your business while keeping patient care front and centre? That became my passion. I became a consultant about 10 years ago, working with other pharmacies. I began consulting for Neighbourhood Pharmacies about three years ago. I became CEO in January this year.

I also love working with people and building relationships by finding the common ground. Our role as an association really is to find that mutual win by understanding the perspectives of different stakeholders and what success is for them, then determining how pharmacy can contribute to that. Unless you can help others achieve their success you can’t really expect to achieve your own.

How would you describe your time as CEO so far?

It has been exciting to say the least. And yes, exhausting. COVID-19 was the catalyst for major positive changes in pharmacy, and really we are just getting started. Equally important, pharmacists showed that they are up to the task. They really stepped up for their patients. I’m honoured to be able to help solidify their role as primary healthcare providers within the community pharmacy healthcare hub. And as a pharmacist myself, I can’t wait to be part of the coming changes. Our future is very bright.

The Neighbourhood Pharmacies Team



SANDRA HANNA, CEO

Leads Neighbourhood Pharmacies in executing its three-year strategic plan, while helping navigate the industry through transformation.

>> What did you learn about yourself during this pandemic? I'm surprisingly skilled with hair-cutting scissors. Maybe I missed my calling.



DEBBIE LANKTREE, CFO

Ensures sound business and management practices are followed in compliance with legislation related to finance, while implementing short- and

long-term financial strategies.

>> What do you look forward to when physical distancing ends? A big dinner with my family and friends, and giving them all hugs—especially my kids.



JEFF MEHLRETTER, Vice-President Pharmacy & Business Development

Leads pharmacy affairs, events, research, associate relations and new business initiatives.

>> What did you learn about yourself during this pandemic? How important nature is to my psyche. Getting out on the trails always gives me a lift.



COURTNEY SECORD, Director, Operations

Develops and implements operational procedures, policies and branded marketing, and manages the governance of Neighbourhood Pharmacies.

>> What did you learn about yourself during this pandemic? I have a green thumb after all. Our vegetable garden this year has exploded.



JENNIFER DESCHENES, Director, Communications & Stakeholder Relations

Develops communication products and stakeholder relations strategies to amplify the voice of community pharmacy in health systems across Canada.

>> What hobby or pastime have you (re)discovered? Movies! We set up a backyard theatre and I have shared many of my favorite childhood films with my kids.

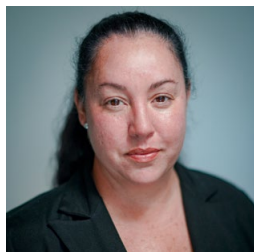


LUCY MONTANA, Manager, Events

Plans and delivers Neighbourhood Pharmacies' annual industry leading conferences, from concept to execution. Works to strengthen relationships with partners, members and associates—and recruit new

associates—across the national pharmacy sector.

>> What did you learn about yourself during the pandemic? To treasure those around me and spend more time in the day doing things I enjoy. I never knew I loved crocheting until now.



LEAH STEWART, Interim Executive Assistant to the CEO

Keeps the team organized and supports their administrative needs.

>> What did you learn about yourself during this pandemic? I am better at adapting to challenging situations than I thought I would be.



KAITLIN MOONEY, Executive Assistant to the CEO & Board Secretary

Supports the CEO and Board while aiding in key initiatives.

>> What do you look forward to when physical distancing ends? Large family gatherings. Our family has grown, and it will be exciting to meet the newest members.



MAXINE CATO, Administrative Assistant

Supports the Neighbourhood Pharmacies team in executing the Strategic Plan and Association initiatives.

>> What hobby or pastime have you (re)discovered? Healthy home cooking!



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- Other relevant warnings and precautions regarding serious asthma-related events (hospitalizations, intubations, death), treating acute symptoms of asthma or COPD, excessive use and use with other LABA products, abrupt stop of treatment, caution in patients with cardiovascular disorders, central nervous system effects, symptoms of laryngeal spasm, irritation, or swelling, caution in patients who are transferred from systemically active corticosteroids to inhaled corticosteroids, systemic endocrine effects, reversible metabolic changes, eosinophilic conditions, enhanced effect of corticosteroids on patients with cirrhosis, immediate hypersensitivity reactions, candidiasis, masking some signs of infection and new infections, serious course of chickenpox and measles, glaucoma, cataracts, central serous chorioretinopathy, paradoxical bronchospasm, pneumonia (COPD Patients) and active monitoring during long term therapy
- Conditions of clinical use, adverse reactions, drug interactions and dosing instructions

The Product Monograph is also available by calling 1-844-596-9526.

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**Thank you
for your sacrifice
during this crisis**

It's no easy task to sacrifice your own wellbeing to protect that of your community. At Teva Canada, we are so thankful that we can trust heroes like you to fight on the frontlines of the COVID-19 crisis.

**And it's our promise to support
you in your essential work.**



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Standing on guard, standing united

As Canadians we can generally be proud of our response to COVID-19.

While the battle is far from over, the strength of our social conscience is clearly in evidence and demonstrates the truth of the phrase, "United we stand, divided we fall."

This phrase also describes the mission and mindset of Neighbourhood Pharmacies. The organization's greatest strength is its commitment to bring together the highly diverse players within pharmacy in order to have a stronger voice and a united purpose on common issues related to the economic sustainability of the pharmacy industry and profession. Competitive matters are set aside and we focus on industry insights, trends and opportunities. We mobilize respective resources to go back out into our communities, to better serve our patients, support our pharmacists and advance pharmacy practice.

The pandemic has brought the potential of community pharmacy—and its advocacy bodies—into sharper focus. Collectively we have as many as 11,000 pharmacy points of access with which to support public health initiatives. While it is up to each pharmacy to determine its own level of involvement, Neighbourhood Pharmacies is doing everything in its power to alleviate common logistical and operational barriers. Our sense of purpose has never been stronger.

Our level of collaboration with the Canadian Pharmacists Association and provincial pharmacy associations has also ratcheted up. We are

communicating and coordinating like never before, and in so doing are more responsive to the questions, concerns and needs of government. Slowly but surely, decision-makers are starting to look to pharmacy as an essential solution provider for challenging healthcare issues in the longer term.

We are making headway. In Alberta, community pharmacy broke new ground with asymptomatic COVID-19 testing. Hundreds of pharmacies rose to the challenge and have boosted system capacity. Shortly after, the Ontario government called on pharmacies to assist in asymptomatic testing, demonstrating the effectiveness of our national collaboration.

Across all provinces, our sights are set on the COVID-19 vaccine. Drawing upon our learnings from influenza vaccinations, community pharmacy is ideally situated to scale up a mass vaccination program. For our part, Neighbourhood Pharmacies will coordinate internal procedures and public messaging across our membership to ensure the safe and efficient administration of COVID-19 vaccines.

On the surface, pharmacy is often perceived as a collection of private businesses that operate alongside but separately from the public healthcare system. It's time to recalibrate that view. The pandemic has underscored the integral role played by the pharmacy sector in both public health and primary care. What sets pharmacy apart also uniquely positions it to fill gaps in the system. United we stand stronger to better protect the health of Canadians.



Karl Frank

BOARD CHAIR
*Neighbourhood Pharmacy
Association of Canada*

DIVISIONAL DIRECTOR
Bayshore Specialty Rx

“Slowly but surely, decision-makers are starting to look to pharmacy as an essential solution provider for challenging healthcare issues in the longer term.”



**Neighbourhood
Pharmacy**
Association of Canada

Association canadienne
des pharmacies
de quartier

The Neighbourhood Pharmacy Association of Canada advocates for the business of neighbourhood pharmacy and its vital role in sustaining the accessibility, quality and affordability of healthcare for Canadians. Through its members and associate members, Neighbourhood Pharmacies is driving innovative solutions through advocacy, networking, research and information services.

The benefits of membership include:

- Industry-wide representation with governments
- Exclusive business-building networking events
- Informed and independent information-sharing and analysis
- Real-time industry and regulatory updates

OUR MEMBERS



OUR ASSOCIATES

Abbott Laboratories Co.

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Roche Diagnostics Canada

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Ascensia Diabetes Care

HTL-Strefa

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ScriptPro Canada Ltd.

AuroPharma Canada

IQVIA

Pear Healthcare Solutions

Seqirus Canada Inc.

Aurora Cannabis Inc.

Jamp Pharma Corp.

Pfizer Canada Inc.

Sterimax Inc.

BD Medical – Diabetes Care

Johnson & Johnson Inc.

Pharmacy2Home

Teligent Inc.

Canopy Growth Cosper
Distribution Inc.

Kohl & Frisch Ltd.

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Teva Canada Limited

Lifescan Canada Ltd.

Pharmascience Canada

Trudell Medical International

Mint Pharmaceuticals

Pure Global Cannabis Inc.

Vigilance Santé