



Neighbourhood
Pharmacy
Association of Canada

Association canadienne
des pharmacies
de quartier

NEIGHBOURHOOD PHARMACIES 2022 MID-YEAR REPORT



Message from the CEO



In January of this year, Neighbourhood Pharmacies proudly launched our 2022-2024 Strategic Plan, “Investing in Access.” I committed that we would regularly share updates tracking our progress and achievements along the way.

Bolstered by the innovative leadership and strategic vision of our incredible Members and Partners, this mid-year report brings you up to speed on the status of our Strategic Plan. At the halfway mark for 2022, it's ideal timing to let you know how we're ensuring the Association delivers on our Success Factors, guided by our Vision, Mission, and Values. This report also aligns with our goal of operating through transparent, accountable processes, detailing our achievements on key performance indicators – including milestones, metrics, and resources.

Whether it's our proactive advocacy, strategic collaboration and partnerships, outcomes-focused thought leadership, or commitment to viable sustainability, our efforts in the first months of this strategic plan effectively prioritize the issues and marshal the resources needed to influence outcomes and results – both for the pharmacy sector (including Members and Partners), and for the Association.

It's a privilege to work alongside Canada's foremost pharmacy leaders to define the future of healthcare in Canada. We gain tremendously from your expertise and partnership.

The best part about achieving progress for the Association is that, at the same time, we make great strides for pharmacy and everyday Canadians. By expanding pharmacy's ability to serve as a community health hub, we're building a more resilient health system that improves wellness and benefits everyone.

A handwritten signature in black ink, appearing to read 'S. Hanna'.

Sandra Hanna, RPh.
Chief Executive Officer

WHAT WE DO.

We are solution-focused partners working for a strong and sustainable pharmacy sector serving the best interests of patients.

WHAT WE ASPIRE TO BE.

Trusted thought leaders in healthcare successfully partnering to shape a healthier tomorrow.

WHO WE ARE.

Inclusive
Innovative
Accessible
Accountable

HOW WE SUCCEED.



PROACTIVE ADVOCACY

We determine which advocacy issues to lead, support and monitor, using principles agreed upon by our Board. We mobilize multi-pronged advocacy strategies in key priority areas, enabling us to anticipate conversations, socialize positions ahead of engagements, set agendas, and contribute to consultations and decision-making initiatives. We have already moved the needle on several policy conversations to date this year.

ON SPECIFIC PRIORITIES RELATED TO PROACTIVE ADVOCACY, WE ARE:

Aggressively positioning the needs of the pharmacy sector in drug pricing discussions (e.g. PMPRB regulations, pCPA generic pricing deliberations) at the political and policy levels, with impact analyses and multi-pronged advocacy strategies informing and supporting the advocacy of our stakeholders and partners.

Instrumental in Ontario's decision on regulations to authorize pharmacists' prescribing for minor ailments and identified as a key stakeholder in the implementation phase, including decisions related to service fees.

Seeing the realization of our advocacy efforts on key policy advancements increasing pharmacies' role in primary care and public health in multiple jurisdictions on several focus issues (e.g. Paxlovid dispensing and prescribing, POCT services, vaccine distribution through pharmaceutical distributors).

2022 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

- ✓ **Prioritization "Heat Map" framework developed.**
- ✓ **Federal and jurisdictional strategies developed** for PMPRB, pCPA, Routine Immunization, Ontario Election, Specialty Pharmacy, Virtual Care.
- ✓ **Multiple federal and jurisdictional policies impacted** including PMPRB, Paxlovid prescribing and dispensing in multiple jurisdictions, Minor Ailments and POCT enabled in Ontario.
- ✓ **Multiple international partnerships established** to monitor business trends and evaluate the future state of pharmacy.

In progress:

- ✓ **Federal and jurisdictional strategies under development** for Rare Disease and Biosimilars.
- ✓ **Ongoing engagement** on pCPA negotiations, PMPRB and the development of National Pharmacare and Biosimilars in multiple jurisdictions.

STRATEGIC COLLABORATION & PARTNERSHIPS

We represent the business of pharmacy, with a mandate to shape pharmacy services, medication delivery, and innovative models of care, including online pharmacy and virtual care. With a distinct voice, we will continue leading advocacy on national and pan-Canadian issues while determining areas where our direct influence is required regionally.

WE STRENGTHENED OUR STRATEGIC COLLABORATIONS AND PARTNERSHIPS BY:

Advancing joint research initiatives, polling and value-added activities, especially on routine immunization and price compression (PMPRB & pCPA).

Developing and activating strategic collaboration frameworks in discussions with other national and provincial associations, ensuring alignment and emphasizing our expertise in leading on areas with a federal and pan-Canadian focus, while leading or supporting areas of regional focus.

Frequently engaging with provincial, national and international stakeholders to achieve valuable information-sharing relationships to support our advocacy and thought leadership on key issues affecting the business of pharmacy.

2022 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

- ✓ **Multiple collaborative frameworks developed** identifying areas of alignment to amplify and maximize the impact of our advocacy.
- ✓ **Stakeholder maps established for key advocacy priorities**, identifying relevant government and industry stakeholders, including strategic engagement of Association Partners on issues of mutual interest.
- ✓ **Visible as a key stakeholder** with decision-makers and tables on priority issues.
- ✓ **New and renewed stakeholder partnerships** including industry, media, and academia.

OUTCOMES-FOCUSED THOUGHT LEADERSHIP

We've already made significant progress this year in raising Neighbourhood Pharmacies' visibility as a renowned, sought-after thought leader on topics such as pharmacare, pricing, immunizations, pharmacy services, and unlocking pharmacy's potential as a community health hub in the delivery of primary care and public health.

ACHIEVING PROGRESS AS AN OUTCOMES-FOCUSED THOUGHT LEADER THIS YEAR, WE:

Strategically leveraged our publications, Neighbourhood Pharmacy Gazette, communications, events and social media channels, to amplify our expertise, knowledge and perspectives on the issues that matter to our Members and Partners.

Brought forward several new and revamped thought leadership assets.

Were called upon as key stakeholders on issues relating to drug pricing, primary care and public health delivery.

Increased our media presence, fielding multiple requests for quotes and interviews on topics of interest to the pharmacy sector and general public.

2022 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

✓ **Alignment of events and publications with Association priorities**, including monthly In the Know webinars, Pharmacy EXPO, monthly Advocacy in Action Livestreams and Neighbourhood Pharmacy Gazette, with a focus on knowledge mobilization for grassroots engagement.

✓ **Increased visibility opportunities and outreach metrics** including media and social media reach, as well as invitations to participate and present on issues relating to the pharmacy sector at multiple events and engagements (Member, Partner and Stakeholder events, and Academic conferences).

✓ **Designed and launched new / refreshed assets** including the Horizons Report and Pharmacy Services and Remuneration Report.

✓ **Positive response to updated communications** including the refreshed Neighbourhood News, Advocacy in Action Livestream and Newsletter, and quarterly strategic From the Desk of the CEO communication.

In progress:

✓ **A monthly insights report tracking key industry trends and services** to be launched soon, as well as exclusive Premium Partner tools to support customer education on key issues.

VIABLE SUSTAINABILITY

We're exploring revenue-generating opportunities and partnerships that support our objectives. Additionally, we are undertaking a review of our Member and Partner value proposition and governance, looking toward a future-focused and resilient pharmacy sector, diversifying our Member and Partner base to reflect current and future trends in the business of pharmacy.

IN OUR COMPREHENSIVE GOVERNANCE REVIEW THIS YEAR, WE ARE:

Evaluating new and innovative revenue-generating opportunities.

Focusing on generating increased revenue through our events and partnerships.

Strategically tailoring and bolstering the value proposition of Neighbourhood Pharmacies to an increasingly diverse network of potential Members and Partners.

2022 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

✓ **Multiple new Partners engaged**, including over 12 new Associate Partners and 6 new Strategic Premium Partnerships developed and leveraged for advocacy on key issues.

✓ **Improved Pharmacy Operator representation** with 2 new retailers engaged in 2022.

✓ **Pharmacy EXPO completed successfully** with over 300 registrants, and top-notch thought leadership and speakers.

In progress:

✓ **Event and Partnership model evolution underway** to continually improve value proposition in response to Member and Partner feedback and to diversify the Association's representation.

✓ **Planning for the Fall Specialty Pharmacy Summit underway.**