

Impact Report 2022



Together
Towards
Tomorrow



Neighbourhood
Pharmacy
Association of Canada

Association canadienne
des pharmacies
de quartier

Welcome to our Impact Report!

Explore what Neighbourhood Pharmacies has been up to over the past year. Read about our achievements, progress, and challenges as we work to make pharmacies stronger so that they can excel as Canadians' community health hub for primary care and public health.

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Fast facts about community pharmacies

Leaders in Canadian Healthcare. Pharmacies play a critical and growing role in healthcare delivery and are integral to the future of primary care and public health. With 95 per cent of Canadians living within five kilometres of a pharmacy, they are a trusted, integral part of keeping Canadians healthy. Neighbourhood Pharmacies is proud to represent and serve such a resilient and vital sector for Canadians.



11,500+

There are over 11,500 community pharmacies across Canada, served by more 37,000 regulated pharmacy professionals in active community practice¹



95%

95 per cent of Canadians live within five kilometres of a community pharmacy



9.5B

Pharmacies directly generate \$9.5 billion in GDP for the Canadian economy. The total economic footprint of the pharmacy sector (direct, indirect and induced effects) is \$18.7 billion²



189,000

The pharmacy sector employs almost 189,000 Canadians and directly generates \$7.2 billion in labour income



1.9B

The pharmacy sector generated \$1.9 billion in fiscal benefits to all levels of government in 2021²



795M

Community pharmacies dispense more than 795 million prescriptions every year³

1. NAPRA, 2023; 2. Adapted from Economic Footprint of Canada's Community Pharmacy Sector, Conference Board of Canada, 2017; 3. IQVIA September 2022



Canada's Pharmacies are Community Health Hubs

Pharmacy teams provide essential public health and primary care services:

- Assessing and prescribing for minor ailments and more broadly
- Educating and counselling patients
- Optimizing medication therapy towards positive outcomes for Canadians
- Administering and distributing vaccinations
- Administering and providing COVID-19 tests
- Supporting health promotion and disease state screening
- Serving as the front facing stewards of the complex global pharmaceutical supply chain

Message from the CEO

Our Trials and Achievements Forge Unity for Path Ahead



Sandra Hanna, RPh
CEO

NEIGHBOURHOOD PHARMACIES

“Together Towards Tomorrow” perfectly sum up the accomplishments of 2022.

Together.

This does not simply refer to the fact that diverse stakeholders worked together in ways that did not seem possible before the pandemic. While that, too, is true, what I'd like to emphasize as well is that everyone benefited from these collaborations. Not just community pharmacy, but governments as well. Working with Neighbourhood Pharmacies and other pharmacy stakeholders, governments were able to meet objectives in response to the pandemic—in public education, continuity of care, vaccinations, testing and COVID-19 treatment—that might not otherwise have been possible.

As outlined in our 2022-2024 Strategic Plan, Neighbourhood Pharmacies is committed to bring forward pharmacy solutions that aim to benefit all stakeholders at the table. And the pandemic has etched into everyone's minds that the “how” is as important as the “what” and “why” of any solution brought forward.

Time and again, community pharmacy has answered the how. Public-sector policy makers

are finally realizing that community pharmacy's unique attributes—as key members of both the public healthcare system and the private retail sector—result in an unparalleled degree of responsiveness, adaptability and innovation. Public-private partnerships between government and pharmacy are not only possible, they can also provide the vital missing link to add much-needed capacity to the system.

We exemplified the maxim that when you work together, the sum is very much greater than the parts.

Within our own membership, togetherness also came to the forefront in 2022 in the specialty-care space. We took concrete steps to create and communicate a more inclusive environment from which to serve the complex needs of patients taking specialty medications. We are removing the historic divide between “specialty pharmacies” and “traditional community pharmacies” in order to advocate with a stronger voice for the delivery of specialty pharmacy services through all pharmacies. Drawing from the findings of the first-ever study quantifying the value of specialty pharmacy services (to be published by Neighbourhood Pharmacies and IQVIA spring

“Community pharmacy has provided but a glimpse of its capabilities as community health hubs that make Canadians’ lives easier and alleviate pressure on providers in medical clinics and emergency departments.”

2023), we will educate and advocate to protect the sustainability of the critical and high-stakes infrastructure for specialty pharmacy practice.

Towards.

Advocacy work, without doubt, is repetitive. It often feels like going around in circles or ending up back at square one. Yet the achievements of the past few years have, dare I say, put us firmly into forward motion. Advocacy will always be a long game, but the pace of change has never been faster – and that’s because we have found ourselves at the nexus of where the solutions offered by the pharmacy sector directly address and respond to crises that governments across the country are being tasked to solve.

The path ahead won’t be easy. Healthcare human resources management, information exchange and remuneration are pivotal for success and inextricably linked. All require foundational changes in areas such as regulation and policy—and at an even more basic level, changes in mindset.

Where these topics may have been viewed as “demands” to be met with poker-faced counter-demands, in the shadow of a pandemic they are more likely seen as logical—albeit possibly very complicated—steps toward a common objective. Everyone recognizes that we simply must make better progress in fixing what has long ailed our healthcare system.

Tomorrow.

This past year has very much set us on the path toward a better tomorrow for healthcare in Canada. The public is more accepting and receptive than ever before to public-private partnerships in healthcare that support a more efficient and effective healthcare system. Community pharmacy has provided but a glimpse of its capabilities as community health hubs that make Canadians’ lives easier and alleviate pressure on providers in medical clinics and emergency departments.

From routine vaccinations to point-of-care testing for chronic disease management, from prescription renewals and adaptations to assessing and prescribing for minor ailments or infectious diseases such as COVID-19—community pharmacy can supplement and support public health and primary care like no other sector of healthcare. Canadians want this, governments need this, pharmacy teams are able to do this.

Together towards tomorrow.



Sandra Hanna, RPh
CEO

2022 achievements at a glance

2022 was a year of anticipation, activity, and accomplishment, where we've been in constant motion, ensuring we remained proactive and captured every opportunity to shine. Here are highlights of our accomplishments and milestones:



Coined the term “Community Health Hub” now adopted and used by multiple stakeholders to reframe pharmacies’ role in the delivery of primary care and public health services.

Successfully advanced the concerns of the sector relating to national and pan-Canadian pharmaceutical pricing policies impacting, ultimately leading to the delay and re-evaluation of PMPRB reform, estimated to have a \$113M annual impact on the pharmacy sector; and contributing to positive developments in the pCPA generic pricing negotiations.



Amplified the voice of community pharmacy through our social media advocacy with over 7,200 followers combined on LinkedIn and Twitter.



Redeveloped our communications approach with members, partners and stakeholders, including leveraging our brand new Advocacy in Action Livestream on LinkedIn, to garner grassroots engagement of the broader sector on key advocacy initiatives.



Commissioned the first-ever comprehensive research report to quantify the value that specialty pharmacy services bring to the healthcare system.



Increased our visibility through ten media engagements; invited to speak at more than 20 events and conferences on the future of pharmacy; and doubled our Neighbourhood Pharmacy Gazette subscriptions and our social media following.



Welcomed 18 new partners to the Neighbourhood Pharmacy family this year.



Supported community pharmacies as continued critical partners in the country's pandemic recovery with the delivery of more than 20 million COVID-19 vaccines, millions of COVID-19 tests and the ability to prescribe COVID-19 antivirals.



Engaged over 3,000 industry leaders and practitioners to build their networks and pharmacy business knowledge through our in-person and virtual events.



Delivered more than fifteen key sector intelligence and other thought leadership assets to support members and partners' business operations.

Advocacy impacts:

Positioned Pharmacies as Community Health Hubs: *Multipronged Successes!*

Canada's more than 11,500 community pharmacies and their 37,000 regulated pharmacy professionals serve as vital health hubs in virtually every community in Canada, providing crucial links in the primary healthcare system, serving on the frontlines of public health, and delivering critical, uninterrupted care in a coordinated way with other healthcare providers. Advancing pharmacy's scope to deliver expanded services and care, ensuring that pharmacy services are appropriately remunerated, and capitalizing on innovations in technology to deliver medications and patient care with reduced administrative burden are all factors that better enable pharmacies to function as effective and valuable community health hubs.

In 2022, Neighbourhood Pharmacies helped shape policy in several key areas to advance our community pharmacies to better function as true community health hubs:

SUCCESS #1

We educated the public, the sector and governments to understand the key role pharmacy has, resulting in multiple champions and raised awareness, both for public health and primary care. From socializing the concept of community health hubs through [Pharmacy Appreciation Month communications](#), to livestreaming open public discussions ("Pharmacies as Community Health Hubs" [Part 1](#) and [Part 2](#)) to explore the wide range of convenient and accessible community services Canada's pharmacies can provide, we reframed the conversation around pharmacy services.

Outcomes

- The term "community health hubs" is embedded in the lexicon of public policy.
- Multiple levels of government beginning to better integrate pharmacies into healthcare strategies.

Learn more

- [Open Skies and New Horizons: Community pharmacies hone their ability to serve as community health hubs](#) (NPG Fall 2022 Cover Story)

Advocacy impacts:

Positioned Pharmacies as Community Health Hubs *continued...*

SUCCESS #2

In collaboration with our provincial colleagues, we advocated tirelessly for the ability of pharmacies to deliver minor ailments assessment and prescribing services in both Ontario and British Columbia. We leveraged our pan-Canadian role to share lessons learned in discussions with individuals at the political level, speaking to numerous MLAs as well as appearing before the Standing Committee for Finance. We positioned minor ailments services as a priority issue for health funding (BC Budget Submission, ON budget Submission) and used the Spring Ontario election to raise awareness of the value of an expanded role for pharmacy.

Outcomes

- Minor ailments assessment services were realized from coast to coast, with first ON and then BC announcing this policy change in 2022.
- A remuneration framework for services announced in Ontario, that includes both in-person and virtual assessments.

Learn more

- Neighbourhood Pharmacies Response to Minor Ailments Consultation in Ontario (Submission)

SUCCESS #3

We continued our push to expand pharmacy involvement in routine immunization services in all jurisdictions, which continued to be a lead issue in all our formal government engagements. We leveraged our 2021 public poll findings into published research and presentations; appearing at the 2022 OPEN virtual conference, and 2022 Canadian Pharmacy Education and Research Conference. We joined a number of stakeholders in an open letter Ontario Premier in April, and further collaborated with 19toZero in additional research to understand public and provider attitudes to coadministration of flu shots and other routine immunizations with COVID-19 boosters.

Outcomes

- Pharmacy's role in routine immunization continues to be top of mind for public policy makers.
- Pharmacies expanded scope for more immunizations (BC, NL), by more team members (SK); 6 provinces increased fee for flu and/or COVID-19 vaccines administered in pharmacies (ON, QC, NB, NS, PE, NL); PEI pharmacies gained ability to offer remunerated shingles vaccines

Learn more

- Vaccine Co-administration in Community Pharmacy (Webinar)

Advocacy impacts:

Positioned Pharmacies as Community Health Hubs *continued...*

SUCCESS #4

We took advantage of a number of opportunities to build on previous advocacy efforts to expand the range of lab-based and point of care test (POCT) services that pharmacies may provide, including highlighting the value of a greater role for pharmacy to increase patient access to timely treatment in multiple government engagements. We continued to lead the pharmacy provision of the Federal Rapid Antigen Test (RAT) program for small businesses and supported advocacy efforts across jurisdictions to expand pharmacy's ability to provide publicly-funded PCR and RAT tests to support the country's COVID-19 response.

Outcomes

- Ontario moves forward with authorizing pharmacists to perform expanded series of POCTs to better manage chronic disease.

Learn more

- Point of Care Testing Opportunities in Community Pharmacy: COVID-19 and Beyond (webinar)

Advocacy impacts:

Connected the Dots Between Pharmaceutical Pricing Policies and Pharmacy Services

In 2022, we made enormous strides in engaging with and educating Federal and Provincial governments on the connections between efforts to find health care savings and ensure affordable medications through drug price reductions and the severe downstream impacts of these policies on the pharmacy sector's ability to sustain the delivery of medications and services to Canadians. To demonstrate the combined totality of these impacts we developed several analytical reports on the financial losses to the pharmacy sector including:

- **Impact Analysis of proposed PMPRB guidelines on pharmacy**, (projecting total anticipated annual mark-up losses of \$113 million, once implemented)
- **Estimated impacts of the upcoming generic pricing framework*** (projecting total anticipated annual mark-up losses between \$30 million and \$47 million, once the new framework is implemented)

- **Estimated impacts of losses from existing biosimilars switch policies**** (projecting total anticipated annual mark-up losses of at least \$64.6 million, and increasing as new jurisdictions add policies)

Over the course of 2022, we collaborated with and mobilized our stakeholders to call for delays and changes to the PMPRB Guideline process. We met with numerous federal government officials at the PMPRB, the Health Minister's office and the Prime Minister's Office to consider all our collective concerns with the proposed reforms while also calling on the Federal Minister of Health to monitor and evaluate the direction of the PMPRB as Guidelines are developed. We responded to the official consultation during the interim period between the coming-into-force of the amendments to the patented medicines regulations and the development of new Guidelines and were successful in obtaining some leniency in the pricing framework. When draft

*Internal publication only; **Adjusted with new data published in 2023

Advocacy impacts:

Connected the Dots Between Pharmaceutical Pricing Policies and Pharmacy Services *continued...*

Guidelines were finally released for consultation at the end of the year, we successfully called for the PMPRB to pause and reevaluate the Guideline development process to ensure all downstream impacts on stakeholders are considered and allow sufficient time for meaningful dialogue and implementation. We continued to illustrate our deep concerns of both the burden and uncertainty that will be placed on the sector to navigate the impacts, as well as the downstream consequence of patients being unable to access their medications.

On the generic front we advocated directly to the Chair of the pan-Canadian Pharmacy Alliance highlighting our concerns and calling for pharmacy to be consulted in generic pricing negotiations. We reached out to provincial Health Ministers to raise awareness that the pharmacy sector must be included in discussions on generic pricing decisions that will impact how our sector delivers medications and care to patients. We also collectively engaged with like-minded stakeholders and are confident that our messages are having an impact in the negotiations.

Outcomes

- Governments across Canada have been receptive to our concerns and have indicated that they are being considered to inform the ongoing negotiations.
- PMBRB Guideline development and implementation process paused indefinitely.
- Robust analytics used collectively by Neighbourhood Pharmacies and its stakeholders to present a unified picture of the consequences of erosion of pharmacy sector funding as a result of pricing policies.
- Increased recognition by provincial and federal governments on the compounded impacts that siloed policies have on pharmacy's ability to sustain the delivery of care and services.

Learn more

- [Demystifying Pharmaceutical Price Compression](#) (Advocacy in Action LinkedIn Live, March 2022)
- [The Interconnectedness Between Pricing Policies, Pipeline Products and Pharmacy](#) (Advocacy in Action LinkedIn Live, December 2022)

Advocacy impacts:

Maintained the Momentum on National Pharmacare

2022 saw a reconfirmed commitment to implement national pharmacare through a confidence agreement announced by the federal Liberal and NDP parties. We continued to reinforce our position that any pharmacare program must prioritize medication coverage for the uninsured without disrupting the coverage that most Canadians rely on with a refresh of our Complete-the-Plan advocacy toolkit and a number of visible thought leadership

opportunities, including a plenary address to over 700 pharmacy leaders at the Vancouver PharmacyU conference in November, an in-depth article in our Summer Neighbourhood Pharmacy Gazette and several virtual events for members and stakeholders. We engaged both federally and provincially on this issue and we also continued to work aligned healthcare partners on strategic advocacy initiatives such as the Together for Better Health coalition

Outcomes

- Equipped thousands pharmacy sector leaders with key messages and resources to extend the reach of Neighbourhood Pharmacies' Complete the Plan advocacy.
- Aligned with various provinces on an approach to achieving coverage for all by prioritizing coverage for the underinsured.

Learn more

- National Pharmacare is Coming: What Does This Mean for Pharmacy (Advocacy in Action, LinkedIn Live, November 2022)
- Federal Government's Renewed Commitment to Pharmacare? (Advocacy in Action LinkedIn Live, April 2022)

Advocacy impacts:

Showcased Canada as Global Leader in Leveraging Pharmacy for COVID-19 Antiviral Access

Beginning with Health Canada's first approval of Paxlovid™ as an antiviral treatment for COVID-19 in January 2022, Neighbourhood Pharmacies was an early and vocal champion of increasing pharmacy involvement COVID-19 antiviral strategies to reduce barriers to care and improve outcomes. We called on Federal Ministers of Health, Public Service and Procurement, and Intergovernmental Affairs through targeted letters and national communications to support pharmacies in this space, including demonstrating how a full 'test to treat' strategy enabling pharmacies to test and assess patients, then prescribe and dispense in one location would hasten patient access to this time-sensitive treatment. We worked with our

provincial colleagues, developing a cross-Canada environmental scan as a valuable tool for members and partners and advocated directly in some jurisdictions for both scope and remuneration to deliver this service.

Our thought leadership extended beyond Canada, with the US Centers for Disease Control and Prevention (CDC) seeking our insights on leveraging pharmacies to expand Paxlovid access, and a collaboration with American Pharmacists Association (APhA) to deliver a webinar to their members and stakeholders. We continued to monitor pharmacy involvement in Paxlovid™ access across the country and engage jurisdictionally where appropriate.

Outcomes

- Quebec became the first jurisdiction in the world to enable pharmacists to prescribe Paxlovid™
- By December 2022:
 - Pharmacies in all provinces were dispensing Paxlovid™
 - Pharmacies in 7 provinces were authorized to prescribe Paxlovid™ and further remunerated for assessment/prescribing services
- Forged valuable partnerships with international colleagues

Learn more

- [Leveraging Community Pharmacy to Enhance Patient Access to COVID-19 Therapies \(webinar\)](#)

Advocacy impacts:

Provided a Collective Voice for Specialty Pharmacy Practice

Specialty medications are drugs used to treat chronic, complex and/or rare conditions, are frequently high-cost (e.g., more than \$10,000 per year) and often require enhanced clinical or patient support services for optimum effectiveness. In 2022, specialty medication prescriptions represented less 2% of all prescriptions dispensed, yet accounted for more than 44% (>\$13 billion) of prescription costs. While nearly all pharmacies dispense at least one specialty medication, many pharmacies have evolved their practices to focus almost exclusively on serving complex patients taking specialty medications.

As the only association representing the specific interests of organizations providing specialty pharmacy practice and services, Neighbourhood Pharmacies developed a set of Guiding Principles with respect to the delivery of specialty pharmacy services, that underpin the objectives of our Specialty Pharmacy Strategy. In 2022 we executed several elements of our Specialty Pharmacy Strategy this strategy by partnering with IQVIA to

conduct Canada's first-ever comprehensive study to describe and quantify the value that specialty pharmacy services bring to the healthcare system, as a first step in advocating for the need to protect the sustainable delivery of pharmacy services associated with high cost, high value, complex medications.

In September, we brought together over 30 pharmacy leaders representing all areas of pharmacy business and practice for a virtual roundtable to demystify and explore the key clinical and care navigation services involved in caring for patients on these medications, including a panel discussion on the practical realities of delivering care when the stakes are really high for the patient, the provider and the pharmacy. We also hosted our first in-person Specialty Pharmacy Summit, with over 250 delegates coming to together to learn about the specialty pharmaceutical market, and health policy impacts on service delivery, including a first look at the results of our Value Study (see more on page XX).

Outcomes

- Educated the sector on the breadth and depth of specialty pharmacy services and practice.
- Solidified our role as the visible thought leader on specialty practice.

Learn more

- Specialty Pharmacy Summit Highlights: Coming together for patients (Winter 2022 NPG article, page 26)

Advocacy impacts:

Championed Pharmacy's Ability to Operationalize Patient-Focused Care

In early 2022, we developed and approved a series of principles outlining our core beliefs about policies that impact patient access to medications, care and other pharmacy services. Provided that all standards of practice are upheld, our position is pharmacies should have the agency to operationalize how care is delivered in accordance with the needs and desires of their patients while maximizing efficiencies in workflow and workload.

We leveraged these principles to anchor our feedback on the Alberta College of Pharmacy's draft Standards of Practice for Virtual Care, noting that the draft Standards placed unnecessary restrictions on pharmacy professionals' ability to engage their patients in informed decision making with respect to appropriate delivery of care, while also limiting pharmacy operators from potentially determining the most effective means of safely implementing care. As a result the Standards were revised to permit greater latitude on how pharmacy professionals may use professional judgement and

work collaboratively with patients to determine the most effective method of providing care

This is an area being closely watched by other jurisdictions as a potential precedent for the delivery of virtual care through community pharmacy.

We further leveraged our principles in engagement and discussion with the Alberta Pharmacists Association, the Alliance for Safe Online Pharmacy and Canada Health Infoway to continue to advance our positions that good care can be delivered through virtual or other means without attending to patients in person and operators should have the agency to take advantage of innovations supporting efficient care and service delivery. Our thought leadership in this area included promoting the use and uptake of enablers such as e-prescribing, digital health technologies, access to electronic health records and even central-fill to enable efficient and effective care.

Outcomes

- Amended Standards of Practice for Virtual Care in one jurisdiction, serving as a potential precedent for others.
- Core principles to assist in advocating for pharmacy's ability to deliver care through multiple channels.
- Successfully advocated for ongoing government funding to support the adoption of eprescribing tools by pharmacy.

Learn more

- [Embracing the future with digital tools: Insights on Virtual Care](#) (NPG 2022 Fall Issue, Page 23)

Advocacy impacts:

Raised Recognition of Pharmacy's Role in Harm Reduction

After a pandemic-induced delay, there has been considerable interest in re-examining pharmacy's role in cannabis for medical purposes, with two new regulatory approaches offering up new possibilities. Health Canada opened up consultation on a new regulatory pathway for Cannabis Health Products (CHPs; products containing an oral dose of cannabidiol between 20-200 mg/day with stated health claims) as well as made good on its commitment to review the federal Cannabis Act, including the process by which Canadians access cannabis for medical purposes.

Our advocacy is grounded in our belief that any cannabis-containing product intended for therapeutic use that has the potential for harm or misuse requires some level of health oversight that is best provided by community pharmacies. Our [submission on CHPs](#) advocated that these products should be made available in pharmacies

where there is access and the opportunity to consult with a healthcare provider. Our [submission regarding the Cannabis Act](#) presents our position that there is still a need for a distinct regulatory pathway for Canadians to access cannabis for medical purposes, while calling for an expanded role for the pharmacy sector in authorizing, distributing and dispensing medical cannabis to provide optimal clinical oversight, convenient access and opportunities for patient education on safe use and harm reduction.

We were further engaged BC Ministries of Health Mental Health and Addictions department on the role of pharmacies in their Prescribed Safer Supply (PSS) initiative, and advocated for increased patient access to naloxone in community pharmacies, including remuneration for patient education, to the Manitoba Department of Mental Health, Wellness and Recovery.

Outcomes

- Scientific Advisory Committee on Cannabis Health Products recommends that CHPs be made available exclusively in pharmacies.
- Re-invigorated the conversation to reclaim pharmacy's role as a critical partner in harm reduction.

Learn more

- [Neighbourhood Pharmacies Position on Therapeutic Cannabis Use \(Position in Brief\)](#)

Events and stakeholder engagement

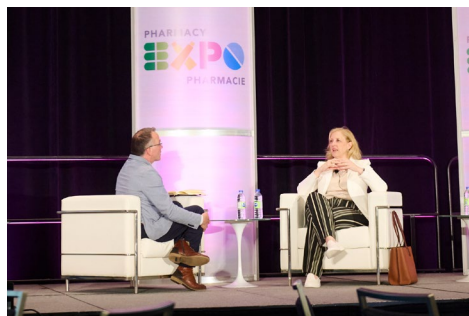
The Association's events continue to be an integral part of our work — educating, connecting and inspiring our Members and Partners.



May 17-18, 2023

We were thrilled to have over 200 pharmacy industry stakeholders in-person for our annual Pharmacy EXPO. The Pharmacy EXPO featured captivating content through the opening and closing keynotes and thought leadership sessions and an exhibit hall to showcase products and services and in-person 1:1 business meetings. Over 300 1:1 business meetings were scheduled over the course of the 3-day event. The Pharmacy EXPO offers rewarding opportunities to connect with colleagues and innovative ways to approach the current policy and political context. We also celebrated our Association's award winners (see page 20).

“ Meeting retailers in person was a great way to nurture relationships and discuss opportunities to improve business. ”



Watch the 2022 Pharmacy Expo highlight reel

Events and stakeholder engagement

NEIGHBOURHOOD PHARMACY ASSOCIATION OF CANADA

SPECIALTY PHARMACY SUMMIT

November 7-8, 2022

Our Specialty Pharmacy Summit, Canada's only specialty pharmacy focused event, brought together nearly 275 virtual and in-person attendees to learn about specialty pharmacy practice and services, the specialty pharmaceutical market, and health policy impacts on service delivery. Registrants can still access all sessions on the virtual portal (log-in required). If you missed it, it's not too late! A virtual registration can still get you access to all recorded sessions.



“Attended the Specialty Pharmacy Summit to learn more about the specialty market and assess how our company/product can potentially improve the overall system.”



Watch the 2022 Specialty Pharmacy Summit highlight reel

If you'd like to watch past event sessions or want information about our future events, please [click here](#) or contact events@neighbourhoodpharmacies.ca.

Events and stakeholder engagement

In the know webinars

Neighbourhood Pharmacies' *In the Know* webinars remained popular among Members and Partners, providing a convenient way to keep up-to-date on policy implications of trends in pharmacy operations and the broader health system. We hosted intriguing discussions and profiled hot-button topics anchored by exceptional presenters.

Webinar themes included:

- Point of care testing opportunities in community pharmacy: COVID-19 and beyond
- Renewed federal attention on Pharmacare and health policy: What we know now and what still needs to come
- Transforming community pharmacy's role in resilient healthcare
- Vaccine co-administration in community pharmacy: public opinion and policy considerations
- Leveraging community pharmacy to enhance patient access to COVID-19 therapies
- Using e-prescribing to reduce harms from opioid misuse

Past webinars are available for Member and Partner viewing on the [Neighbourhood Pharmacies website](#).

Advocacy in Action

New in 2022, we launched our monthly LinkedIn Live and email communication *Advocacy in Action* to keep our pharmacy stakeholders in the know on our proactive advocacy, outcomes-focused thought leadership and how Members and Partners can contribute to the work of the Association to create progress for pharmacy in Canada.

Past recordings and email communications are available for Member and Partner viewing on the [Neighbourhood Pharmacies website](#).

Follow us on [LinkedIn](#) to get access to *Advocacy in Action* and to keep up with future events.

Congratulations to our 2022 award recipients

Len Marks Pharmacy Advancement Award:



DR. JAKE THIESSEN

This award recognizes an individual or team whose passion for the advancement of pharmacy helps lead change in the areas of education, pharmacy practice, advocacy, and collaboration.

Distinguished Associate of the Year Award:



JASON FRAME, VICE PRESIDENT, NATIONAL SALES AT JAMP PHARMA CORP.

This award honours a Neighbourhood Pharmacies Associate in good standing, who displays extraordinary commitment to the Association's initiatives and/or committees, while helping advance community pharmacy.

Events and stakeholder engagement

Neighbourhood Pharmacy Gazette: Insights. Advocacy. Healthier Canadians.

Our digital publication, the *Neighbourhood Pharmacy Gazette*, features the thought leadership of our Members, Partners, sector and Association. In 2022, we published four issues and our readership grew to over 1,700 subscribers. Designed for the pharmacy sector and broader stakeholder community, the Gazette showcases dynamic content on the most critical topics in pharmacy today, highlighting our Association's research, insights, and advocacy and how you can become involved.

Don't miss out on the opportunity to be "in the know" on the hottest topics in pharmacy today. **Subscribe for free today!**



STEP BY STEP

The Spring issue sheds light on mental health issues in the shadow of a pandemic, talks about how retail therapy is being redefined, and looks at vaccine rollout lessons learned.



CHARTING A NEW COURSE

The Summer issue unpacks the topic of drug pricing by incorporating unique perspectives on drug pricing and patients' access to treatment.



OPEN SKIES AND NEW HORIZONS

The Fall issue delves into community pharmacies' ability to serve as community health hubs, normalizing mental healthcare and technicians' vital supporting role.



OUR STORIES

The Winter issue celebrates pharmacy's dedication to patients and communities across Canada, insights into routine immunizations and what's next for specialty pharmacy.

Events and stakeholder engagement

Neighbourhood Pharmacies resources & benefits

In 2022, we rebranded and refreshed our resources and benefits to serve Members' information needs in an ever-shifting landscape, including:

Neighbourhood News

- Daily media monitoring to ensure Members and Partner stay informed of press coverage and other industry and Association news.

Advocacy in Action

- Open-access monthly livestream and email communication to keep Members and Partners and stakeholders in the know on trends in the pharmacy sector and broader health system, our proactive advocacy, outcomes-focused thought leadership and how Members and Partners can contribute to the work of the Association to create progress for pharmacy in Canada.

Pharmacy Services and Remuneration Report

- A regularly updated cross-Canada overview of the remunerated services pharmacy offers and a reference to make interprovincial comparisons of services and reimbursement.

Horizons Report

- Published three times a year, bringing together a wide variety of data and presenting the economic outlook for both front shop and dispensary operations, with the goal of helping Members and Partner improve their business planning.

Industry Analytics

- Developed on an as-needed basis, exclusive analyses of the impacts of a variety of policies on pharmacy business. (e.g., 2022 PMPRB Impact Analysis)

Mid-Year Report

- 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.



2023 Priorities

Proactive advocacy

We will work with key stakeholders and decision-makers to influence pharmacy business decisions. We will advocate for the sustainability and growth of the community pharmacy sector as a partner in improving healthcare delivery.

Strategic collaboration and partnerships

We will leverage the strength of our membership to support and advance our advocacy. By strategically finding common ground between our members and other stakeholders, we will amplify and strengthen our advocacy and advance mutual initiatives.

Outcomes-focused thought leadership

Neighbourhood Pharmacies will focus thought leadership activities around its key pillars and share insights and best practices on pharmacy-related issues. We will continue to drive value while being nimble, by delivering on key initiatives to help member organizations grow their business. We will help identify trends and insights to support evidence-informed advocacy.

Viable sustainability

We will ensure the viability and financial sustainability of the Association while maintaining optimal use of resources.

We will report the results of our actions, including our progress as it relates to:



- Assets developed to support members and partners
- Multi-pronged advocacy plans developed and executed
- Policies influenced through our direct or indirect advocacy
- Strategic member and partner engagements
- Collaborative frameworks with key stakeholders
- Public relations activities on key priorities
- Maintaining, growing and diversifying event attendance and value



**Neighbourhood
Pharmacy**
Association of Canada

Association canadienne
des pharmacies
de quartier

About Neighbourhood Pharmacies

Neighbourhood Pharmacies is a national, not-for-profit trade association that delivers insights and solutions as a knowledgeable, experienced stakeholder and sought-after thought leader in public health, primary care, and policy development.

With a distinct, pan-Canadian perspective on the frontlines of healthcare and a high-performing leadership role in community health, we are the voice of the pharmacy business in Canada, representing our member organizations as a trusted partner to government within and across jurisdictions.

We represent pharmacy organizations with varied business models, including chain, banner, grocery, specialty, long-term care, and mass merchandisers with pharmacies. We leverage the diverse strength of our members and partners, including the pharmaceutical supply chain and manufacturers, and work together with the common policy objective to improve access to healthcare. Our Association represents the delivery of care through over 11,500 pharmacies, where pharmacy teams serve as integrated healthcare hubs, creating capacity in local communities across Canada. Our purpose is to advocate for community pharmacy's potential to improve Canadians' health and contribute as sustainable partners to the shared vision of a robust, resilient health system.

The Members and Partners of the Association are at the forefront of influencing positive change for our innovative, growing sector. Our Association exists for one reason: to make pharmacies stronger so that they can excel as Canadians' community hub for primary care and public health. And when our sector plays a strong leading role – together – we can contribute so much more to the health and well-being of Canadians from coast to coast.

Our sector is rapidly changing and growing. Bring your voice to the table, network with peers, grow your business, and impact the health and well-being of Canadians locally and nationally by joining or renewing with Neighbourhood Pharmacies today.

Neighbourhood Pharmacy Association of Canada

1205-3230 Yonge Street,
Toronto, ON M4N 3P6



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We're in-person, we're
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