



Neighbourhood
Pharmacy
Association of Canada

Association canadienne
des pharmacies
de quartier

NEIGHBOURHOOD PHARMACIES 2023 MID-YEAR REPORT



Message from the CEO



As we reach the mid-point of our 2022-2024 Strategic Plan, “[Investing in Access](#)”, it is with great pleasure and pride that I present to you the Neighbourhood Pharmacy Association of Canada's Mid-Year Report, highlighting our accomplishments, ongoing initiatives, and our unwavering commitment to serving our Members and Partners under our Plan's four Strategic Pillars:

- Proactive advocacy
- Strategic collaboration and partnerships
- Outcomes-focused thought leadership
- Viable sustainability

With the support of our Members and Partners, we have successfully delivered on all Pillars of our Plan.

We continue to partner with key pharmacy and cross-sector stakeholders and are more formally engaging Partners in our governance and have greatly benefited from the diverse perspectives that inform, guide and amplify our advocacy. We're laser focused and making significant progress on three key advocacy priorities that impact all areas of the pharmacy sector: The Future of Pharmacy as Sustainable Community Health Hubs; National Pharmacare (looming large with a commitment to pass a Pharmacare Act by year-end); and Resilient Pharmacy Workplace Environments.

We also continue to be the leading voice in the area of specialty care. With the pipeline being dominated by complex and specialty products, our specialty strategy, founded on principles of inclusion, quality care, and patient safety. We are thrilled to deliver Canada's first evidence-based report quantifying the value of specialty pharmacy services.

Furthermore, we've forged and strengthened international partnerships that are proving to be invaluable in better understanding future risks and opportunities, as well as best practices globally that can inform our leadership here at home.

Stepping back, it's worth noting that the spirit of collaboration and partnership, our Strategic Plan's second area of focus, infuses everything we do. Our efforts to build transparent, trusting relationships are increasingly vital to success. We are not only more likely to achieve the key performance indicators on our respective scorecards, but also to bring forward solutions that can be integrated and scaled to serve our common purpose—to optimize access to quality healthcare services for all Canadians.

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

Neighbourhood Pharmacies will be at the forefront of change, working 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.

ON SPECIFIC PRIORITIES RELATED TO PROACTIVE ADVOCACY, WE ARE:

Recalibrating our 2023 priorities to build on momentum in 2022, consolidating existing issues and conceptualizing new priorities such as the Future of Pharmacy (progress towards sustainable community health hubs protecting existing funding from further erosion and pursuing new models of remunerated service delivery); National Pharmacare; and Resilient Pharmacy Workplace Environments.

Successfully enhancing our value as a critical stakeholder and partner to the federal government in supporting the pan-Canadian implementation of national policies, with influential bilateral engagement on National Pharmacare, Drug Shortages and Pharmaceutical Price Compression.

Significantly increasing our direct engagement with Members, Partners and stakeholders at both operational and strategic levels to validate and seek alignment on policy areas.

2023 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

- ✓ **Developed new advocacy strategies and implemented tactics for 3 key initiatives:** Future of Pharmacy as a Community Health Hub, Drug Shortages, National Pharmacare; developed and released 1 new position statement on biosimilars transition policies.
- ✓ **Impacted 5 Federal Policies/Initiatives:** CHT funding for provinces supporting new investments in pharmacy, PMPRB reform successfully delayed officially until 2024, HESA study on PMBRB launched, Drugs for Rare Diseases strategy announced, and federal funding for PrescribeIT extended.
- ✓ **Impacted 3 Jurisdictional Policies:** Biosimilars transitions (ON), Expansion of minor ailments (ON), consultation on proprietor code of ethics (SK).
- ✓ **Supported jurisdictional stakeholders to influence 3 policies on:** pharmacy sustainability and funding (ON), minor ailments assessment and prescribing (BC); Ozempic™ online pharmacy sales and exports (BC).
- ✓ **Developed 2 new partnerships to monitor the future state of the pharmacy sector** (World Pharmacy Council, Consumer Health Products Association) and identified 2 key emerging trends to monitor (PBMs/PPNs; Internet & Online Pharmacy).

STRATEGIC COLLABORATION & 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.

WE STRENGTHENED OUR STRATEGIC COLLABORATIONS AND PARTNERSHIPS BY:

Making new international connections with like-minded pharmacy stakeholders to share Canadian successes and learn about innovative models to deliver and fund pharmacy services.

Increasing the frequency of formal and informal engagement opportunities with pharmacy stakeholders, and refining stakeholder maps on key issues; leading to more open dialogue and collaboration opportunities.

Providing consistently high-value and unique contributions to multiple strategic sector collaborations and frameworks that advance our own advocacy priorities; most notably in the areas of Drug Shortages and National Pharmacare.

2023 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

- ✓ **Invited as a key stakeholder to 4 newly formed national and jurisdictional forums** regarding supply chain & drug shortages (national), minor ailments implementation (BC), biosimilars transition implementation (ON) and pharmacy sustainability (ON).
- ✓ **Continued to collaborate and support the aligned advocacy work of over 6 stakeholder groups** including the Cross Sector Group, the Alliance for Safe Online Pharmacy (ASOP), and the Multi Stakeholder Steering Committee on Drug Shortages focused on supply chain issues; the Pharmacy Claim Standard (PCS) Steering Committee and Pharmacy & Health Insurance Steering Committee (PHISC) focused on payor issues, and the Together for Better Health coalition (TGBH) focused on National Pharmacare.
- ✓ **Partnered with 4 stakeholders** (BCPhA, OPA, RxA, ASOP) across 3 jurisdictions (BC, ON, AB) in 5 separate GR engagements (Ozempic™, Minor Ailments, Reconciliation Adjustment, Biosimilars Implementation, Pharmacy Services Funding).

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.

WE ARE ADVANCING OUR POSITION AS A VISIBLE THOUGHT LEADER BY:

Showcasing Canada's success as a global leader in pharmacist scope and pharmacy services on the world stage as an invited presenter at the 2023 World Pharmacy Council's annual Pharmintercom Conference.

Drafting a first-of-its kind evidence-based report quantifying the value of specialty pharmacy services to the Canadian healthcare system; including the critical importance of such services to complex patients.

Providing a robust suite of new and updated industry analytics and other sector intelligence assets to support our advocacy activities as well as provide Members and Partners with valuable business insights.

2023 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

- ✓ **Developed and published 7 information/analytical assets** including:
 - New Assets
 - [Pharmacy Market Insights Volume 1](#)
 - [Jurisdictional Analysis of Price Compression Impacts on Pharmacy](#)
 - New Issues of Existing Series
 - [Winter Horizons Report](#)
 - [Spring Neighbourhood Pharmacy Gazette](#)
 - [Bimonthly Advocacy in Action](#)
 - Refreshed Perennial Assets
 - [Pharmacy Services and Remuneration Report](#)
 - [Economic Footprint of Pharma](#)
- ✓ **Hosted 5 Virtual Events for Members, Partners and stakeholders** socializing our messages and positions on key issues, including 2 Town Halls, 4 Advocacy in Action Livestreams and 2 In the Know Webinars.
- ✓ **Invited to speak, present or collaborate in at least 8 different visibility events** including international conferences, videos, podcasts, panels and closed-door Member and Partner Events.
- ✓ **13 Media appearances** including government events and releases.
- ✓ **Increased growth** with 1,952 Neighbourhood Pharmacy Gazette subscribers.
- ✓ **Increased social media followers:** 7,965 total followers on LinkedIn and Twitter.
- ✓ **Increased social media engagements:** 7,261 engagements across LinkedIn and Twitter.

VIABLE SUSTAINABILITY

Neighbourhood Pharmacies will ensure the viable and financial sustainability of the Association for years to come while maintaining optimal use of resources.

WE ARE CONTINUING TO GROW AND EXPAND BY:

Developing a new governance model to ensure we remain a strong and effective Association for our Members, Partners, and stakeholders.

Enhancing our Member and Partner engagement through communications, assets, committees and events.

Evaluating an expanded event evolution to continually improve the value proposition.

2023 MID-YEAR PERFORMANCE SCORECARD

Achieved / Made significant progress:

- ✓ **Increased pharmacy sector representation** with 3 new Members in 2023.
- ✓ **Multiple new Partners engaged**, including 11 new Associate Partners and 1 new Premium Associate Partner.
- ✓ **"Meet-the-Sector" program successfully launched** with close to 500 meetings organized, in addition to convening over 230 registrants at Pharmacy EXPO facilitating hundreds more 1:1 business meetings between Members and Partners.

In progress:

- ✓ **New governance model in progress** for implementation in 2024.
- ✓ **Two new Leadership Events**, exclusive to Members and Premium Partners planned for July and November 2023.
- ✓ **Specialty Pharmacy Summit** planned for November 23-24, 2023.