

# Impact Report 2023

Enabling the  
Community  
Health Hub  
of 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 Pharmacy is proud to represent and serve such a resilient and vital sector for Canadians.



**12,116**

There are over 12,000 community pharmacies across Canada, served by more 37,000 regulated pharmacy professionals in active community practice<sup>1</sup>



**95%**

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



**\$33.9+B**

Value of prescriptions dispensed by pharmacies is more than \$33.9 billion



**38,592**

Estimated number of licensed pharmacy professionals practising in community pharmacy (estimated from NAPRA January 2023)



**820M**

Community pharmacies dispense more than 820 million prescriptions every year<sup>3</sup>

1. NAPRA, 2023; 2. Adapted from Economic Footprint of Canada's Community Pharmacy Sector, Conference Board of Canada, 2017; 3. IQVIA Canada, Rx Premium, MAT December 2023



## Canada's Pharmacies are Community Health Hubs

**Every year, Canada's community pharmacies continue to make progress in expanding and solidifying their role and demonstrating their value as primary care and public health hubs. In 2023, pharmacies and their teams are:**

- Offering primary care services in growing numbers of clinic models, including chronic disease management, lab-based and point of care testing, and contraception provision
- Assessing and prescribing for an increased variety of minor ailments in all provinces
- Administering more types of immunizations to an increased array of patient populations
- Serving as the primary channel for COVID-19 vaccination efforts
- Prescribing and dispensing new antiviral therapies for influenza and COVID-19
- Optimizing medication therapy and counselling patients
- Supporting health promotion and disease screening

# Message from the CEO



**Sandra Hanna,  
RPh., LLM, ICD.D**

**CEO**

NEIGHBOURHOOD PHARMACIES

## Local Growth, Global Connections

**2023 brought momentous progress for Canadian community pharmacies.** Successes in the pharmacy sector throughout the pandemic raised our profile and allowed pharmacy to provide more value-added services than ever before to support Canadian patients.

On the home front, Neighbourhood Pharmacies has been buzzing with activity throughout 2023. We've been busy connecting the dots between stakeholders, working towards consensus, and advocating for optimal patient care. We are involved at more government tables than ever before, and we are contributing our thought leadership in many vital policy discussions within the sector. On that note, in 2023, we were proud to welcome 11 new Partners and 3 new Members to our family, and we are very excited to have these new perspectives and expertise around our table.

And let's not overlook our new governance model, to be implemented in January 2024. This fresh approach empowers us to engage our esteemed Members and Partners more effectively, strengthening our advocacy for pharmacy business and the sector overall. It's all about inclusivity and efficiency, and I couldn't be more enthusiastic about the positive impact it will bring. But it's not just about what we're doing at home; we're also making waves on the international

stage. From presenting on Canadian pharmacy practice at the World Pharmacy Council's annual event in New York to joining as members for 2024, our connections abroad are stronger than ever, and they're informing our advocacy and our broader strategy as an Association.

### Advocacy in Action

Advocacy has been top-of-mind for us this past year, and we are laser-focused on protecting the pharmacy business model while driving growth in the role pharmacies are increasingly playing as community health hubs.

This year we spent much time working to protect the sustainability of the business of pharmacy and pursue opportunities to see the sector thrive. A prime example of this is our landmark report: *The Value of Specialty Pharmacy Services to the Health-care System*. This report quantified the value of the plethora of services pharmacies offer to serve their communities and demonstrated how these services are filling crucial care gaps in therapy management for patients with chronic, rare, genetic, or complex conditions. As Canada's first evidence-based report measuring the value of specialty pharmacy service, this report will act as an important tool for our 2024 advocacy, allowing us to demonstrate how pharmacy services can help mitigate substantial expenses in the broader health system.

Patient-centered care continues to be at the centre of all our work. In 2023, we saw expanded scopes of practice and/or increased funding for pharmacy services in all provinces, which we can all agree is long overdue. The response from patients has been overwhelmingly positive, showing that Canadians are excited and ready to embrace pharmacists' expanding role.

We also know that Canadians value access, choice, and evidence-based care, so another primary focus of our advocacy work this coming year, will be on the preservation of these ideals within our stretched healthcare system. While we recognize that pharmacies may choose to specialize in the types of services they provide, Canadians must also have the freedom to pick their provider and therapy based solely on their needs. It's all about putting patients in the driver's seat of their care journey.

These themes of access and choice are also fundamental considerations in our continued work on national pharmacare, drug pricing, and supply, all of which have significant implications for patients and the pharmacy sector collectively.

Now, let's take a moment to talk about the real heroes behind the scenes: pharmacy teams. It's easy to get caught up in discussing the future, but we can't overlook the daily grind pharmacists face. With broadened scopes of practice and expanded responsibilities in primary care, community pharmacists are feeling the strain. As a trade association, it's our responsibility to work with our pharmacy operators to support and empower pharmacy teams in their work environment.

We intend to tackle these concerns this coming year through advocacy efforts that will focus on modernizing policies and programs to reduce administrative burdens and better leverage technology to alleviate pressure on pharmacy teams. In addition to this, we'll continue collaborating with government agencies, educational institutions,

and healthcare organizations to pave the way for a sustainable healthcare workforce of the future.

### Future Focus

As we step into 2024, I'm filled with confidence as I witness the profound shifts in perception surrounding the value of pharmacy services and practice. What seemed like distant aspirations a few years ago are now becoming tangible realities before our eyes. Every interaction with stakeholders, government leaders, Members, Partners, or patients, reaffirms our belief in the pivotal role of pharmacy in addressing the current challenges within the Canadian healthcare system.

Throughout 2023, we laid down crucial foundations, advancing the public understanding of pharmacy's capacity to seamlessly integrate into primary care and public health. The recognition of the value of pharmacy work has grown significantly across all levels, setting the stage for continued progress as pharmacies take on a more fulsome role as health hubs.

As we look ahead, much of our efforts will be dedicated to ensuring that pharmacy businesses can effectively scale the new services we've undertaken in support of the health system in 2023, and we'll be looking for your input!

We're thrilled to be entering 2024 with a renewed sense of enthusiasm and determination and we are ready to build on the momentum of the past year. We have big plans for 2024 — and we invite you to join us as we continue to shape pharmacy's role in the future of healthcare. We are just getting started and are confident that the best is truly yet to come — stay tuned!



**Sandra Hanna, RPh., LLM, ICD.D**  
CEO

# 2023 achievements at a glance

**2023 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:



Attained recognition of the convergence between drug polices impacting patient access to medications and care at the pharmacy level — the interplay between pricing, coverage, supply, and therapeutic outcomes.



Protected patients and pharmacies from the risks of a single-payer national pharmacare system, including a potential \$1 billion annual impact on the pharmacy sector.



Invited to speak at 27 stakeholder, Member and Partner events.



Released a first-of-its-kind report to quantify the economic value of the services pharmacies provide to patients taking specialty medications, demonstrating the significant care gap these pharmacies fill in the healthcare system.



Joined multiple national and international policy tables of influence directly related to our advocacy priorities, including the World Pharmacy Council, the Adult Vaccine Alliance, the Implementation Advisory Group on Drugs for Rare Diseases.



Contributed more than 16 on-record submissions to relevant government and regulator consultations.



Welcomed 3 new Members and 11 new Partners to the Neighbourhood Pharmacies family this year.



Secured our position as lead source of truth and influential pharmacy stakeholder protecting Canada's medication supply.

Continued to avoid an estimated annual loss of \$113 million by further delaying new Patented Medicine Prices Review Board (PMPRB) Guidelines and reducing the total five-year impact of the new generic pricing framework from a potential \$2.5 billion down to \$23 million.



Amplified the voice of community pharmacy through our social media advocacy with almost 9,000 followers combined on LinkedIn and X (Twitter).

Championed pharmacy-led primary care clinics and engaged interest of key provincial leaders on new models of care.

Produced more than 23 individual evidence-based assets and publications for Members and Partners.

Participated in more than 25 media engagements.



## Advocacy impacts:

*Together with our Members and Partners, we have been able to tackle several important issues facing the pharmacy sector.*

# We Raised Awareness of Health Policy Convergence at the Pharmacy Level

**Through dialogue on all our advocacy priorities in 2023**, we stressed the need for a ‘whole of government’ approach to evaluate and assess any potential negative downstream consequences on Canadians’ access to their medications and services that arise from individual health policy decisions. We demonstrated the convergence among drug policies impacting patient access to medications and care at the pharmacy level; highlighting the interplay between medication pricing, coverage, supply, and therapeutic outcomes. Access to prescription insurance is only good if the drug is available, and access to an affordable drug isn’t beneficial unless there are supports in place to ensure it is used safely and effectively!

We championed the expansion of pharmacies as community health hubs on multiple fronts:

### 1. Advancing pharmacy-led primary care services

During 2023 we worked hard at refining, communicating and socializing the necessary scope, funding and other elements to support community pharmacy-led primary care services in clinic-style models; consistently highlighting pharmacy’s value in increasing access to care at the provincial and federal level. We supported the work and efforts of many jurisdictions — amplifying successes, validating challenges, and providing a consistent supportive message of the value of pharmacy in resolving the pressing healthcare challenges being seen nationwide. A key event this year was our Council of the Federation Premier’s reception, where we hosted five provincial Premiers and their policy staff. At the international level we were proud to present to showcase Canada’s leadership in shaping the role of pharmacies as community health hubs to the 2023 World Pharmacy Council (WPC) annual event in New York City.

### Outcomes

- Engaged interest of several jurisdictional governments on pharmacy’s role in primary care.
- Amplified enablers and acknowledged challenges of pharmacy-led primary care clinics in New Brunswick, Alberta, and Nova Scotia.
- Showcased Canada’s pharmacy leadership on the world stage.

### Learn more

- [Climbing Mountains: The peaks and values of community pharmacy’s emerging role as health hubs](#) (Winter NPG Cover Story).
- [Showcasing Canada’s Global Leadership in Pharmacy Policy](#) (June Advocacy in Action LinkedIn Livestream).

**Advocacy impacts:**

# We Raised Awareness of Health Policy Convergence at the Pharmacy Level *continued...*

## 2. Expanding scope to deliver increased services

**In Ontario and B.C., we urged governments** to build on the successful momentum of the expansion of minor ailments assessment and prescribing services. The continued expansion of pharmacy's role in providing routine immunizations was a particular advocacy focus in Ontario this year, where we supported regulatory amendments to allow pharmacy teams to administer more routine immunizations to patients. We further called for pharmacists' ability to prescribe and administer all vaccines to facilitate increases in vaccine uptake, simplify the patient journey and at an overall level, ensure pharmacy can continue to be a valuable partner in supporting primary care and public health. As a result of our leadership and visibility in this space, we were invited to join the interdisciplinary and multi-sector Adult Vaccine Alliance (AVA), which seeks to increase adult access to recommended vaccines

### Outcomes

- Successful roll out of minor ailments program in B.C., expansion of minor ailments program in Ontario.
- Numerous scope enhancements in Ontario, allowing more pharmacy team members to administer more types of vaccines to a wider range of patients, and assess and prescribe antiviral medications.
- Important voice at influential table facilitating vaccine distribution through community pharmacy channel.

### Learn more

- Routine Immunization in Pharmacy: Successes and next steps (April In-the-Know Webinar).

## 3. Protecting and expanding pharmacy funding

**In Ontario, we were heavily engaged** in protecting pharmacy sustainability, particularly in advocating for the cessation of pharmacy reconciliation payments and calling for increased investment in pharmacy services. Informed by our evidence-based *Value of Specialty Pharmacy Services to the Healthcare System* report, we held steadfast against uncertain markup reforms that would jeopardize pharmacy operators in the long term and proposed opening a dialogue on the design and implementation of a sustainable funding model for pharmacy services and care that considers the complexity and value of these services.

### Outcomes

- Prevented markup cuts on high-cost drugs in Ontario in 2023.

### Learn more

- Investing in Access: Sustaining the Delivery of Pharmacy Services (February Advocacy in Action LinkedIn Livestream).



## Advocacy impacts:

# We Continued to Avoid Single-Payor Pharmacare and its Consequences

**2023 was poised to be a pivotal year for pharmacare**, with the looming deadline to pass pharmacare legislation as part of the Liberal-NDP Supply and Confidence Agreement. In early summer the NDP presented a draft Pharmacare bill, centred on a single-payor universal system. We mobilized Members to advocate aggressively on the federal front and demonstrate the risks of a single-payor system to pharmacies and the patients they serve. We called for equity of access, prioritizing the uninsured, protecting access

to critical services, and collaborating with the provinces. Influential engagements with the Prime Ministers' Office, Health Canada, the Ministry of Finance, the Ministry of Intergovernmental Affairs, several key MPs on the Standing Committee on Health (ESA), as well as NDP Opposition Leader and health critic Don Davies, proved influential in delaying the introduction of a final bill until 2024, as well as gaining support and understanding for the integral role of pharmacy in the medication access pathway.

## Outcomes

- Elected officials gained critical insights on the impacts of single-payor on pharmacy and patients.
- First draft of legislation avoided single-payor terminology.
- Ongoing stalemate between political parties successfully stalled further progress towards single payor legislation.
- Continued avoidance of potential \$1 billion loss to pharmacy sector.

## Learn more

- [Pharmacare Advocacy: Update and Strategy \(October Advocacy in Action LinkedIn Livestream\)](#).
- [Unpacking Pharmacare Terminology \(November Advocacy in Action LinkedIn Livestream\)](#).

## Advocacy impacts:

# We Solidified Pharmacy's Role in Supporting Canada's Pharmaceutical Supply

In 2023, the (then) Minister of Health called for a robust new strategy to bolster Canada's pharmaceutical supply system in response to the pervasive threat of drug shortages. As a result, we made significant progress in raising the visibility of the impact of drug shortages on pharmacy teams' ability provide patient care, while highlighting the unique perspective pharmacy can play in optimizing Canada's pharmaceutical supply system. From the frontlines, we provided valuable real-time status updates on community supply of critical drugs and collaborated with all stakeholders on key shortage communications.

At the health system level, we provided detailed recommendations to help Canada better prevent, detect, and plan mitigation strategies while also

equipping pharmacy teams to more fully play their part in collective drug shortage solutions. We were pleased to see our recommendations to financially reimburse healthcare providers for the time they spend managing shortages and the need for pharmacists' to be able to independently prescribe therapeutic alternatives, included in Health Canada's *What We Heard Report* and are optimistic for forthcoming policy changes in 2024.

On the jurisdictional front, we supported a number of engagements with the Association of Safe Online Pharmacy (ASOP); in particular supporting the work of the pharmacy sector in B.C. to prevent the illegal sale and dispensing of Ozempic to individuals in the United States.

## Outcomes

- Visibility in all supply chain conversations as valid "source of truth" for status and realities of drug shortages.
- Federal acknowledgement that all pharmacists should have ability to make therapeutic substitutions.
- Successful advocacy of multiple recommendations from pharmacy's perspective to improve drug supply and prevent, mitigate and monitor shortages.
- Inclusion of pharmacy recommendations in policy documents, positive signals of policy changes to take place in 2024.

## Learn more

- [The last line of defense: The role of pharmacy to mitigate and prevent drug shortages](#) (Fall NPG Cover Story).
- [Supporting a resilient supply chain: Community pharmacy insights on preventing and managing drug shortages](#) (September Advocacy in Action LinkedIn Livestream).

## Advocacy impacts:

# We Reduced the Impacts of Price Compression Policies

### 2023 was a critical turning point in our efforts

to mitigate the potential impacts of government policies seeking to constrain the price of both brand and generic medications. The guideline development delay we successfully advocated for in 2022 continued to avoid an estimated loss of \$113 million to the pharmacy sector for the duration of 2023. During this time we engaged HESA multiple times on the need to ensure broader and more meaningful consultation on guideline development, while continuing to advocate that PMPRB's new guidelines ensure medication pricing predictability and transparency for pharmacy operators. Our efforts were rewarded in late 2023 when the PMPRB announced a refreshed consultation process, including a commitment to more meaningful stakeholder engagement and policy assessment.

2023 also saw the announcement of a renewed pricing agreement for generic medications between the pan-Canadian Pharmaceutical Alliance (pCPA) and the Canadian Generic Pharmaceutical Association, including the much sought after confirmation that there will be no price reductions on currently marketed generic medications. This announcement reflects our focused jurisdictional and grassroots advocacy efforts to ensure the compounded impacts of pharmaceutical pricing policies are considered in the negotiations. This successful outcome both provides the pharmacy sector with a clear line of sight on generic drug prices and minimizes the potential financial impact on pharmacy operators.

## Outcomes

- Continued avoidance of estimated \$113M negative annual impact to pharmacy sector.
- Refreshed PMPRB guideline process in line with pharmacy sector recommendations.
- Reduced generic pricing cumulative 5-year impact to \$23 million compared to \$2.5 billion in previous agreement.

## Learn more

- [Recommendations to Renewed PMPRB Guideline Development Process \(Submission to PMPRB, December 2023\)](#).
- [Neighbourhood Pharmacies congratulates CGPA and pCPA on new generic pricing framework](#).

## Advocacy impacts:

# We Showcased the Value of Pharmacy Care for Patients Taking Complex Medications

**This summer, we released a first-of-its-kind report** on [the Value of Specialty Pharmacy Services to the Healthcare System](#), a crucial deliverable of our Specialty Pharmacy Strategy. The report defines, describes and quantifies the value of six major categories of specialty pharmacy services while demonstrating how pharmacies are filling gaps through the provision of specialty services that would otherwise have to be provided, and paid for, by the public healthcare system. We leveraged these findings in numerous provincial engagements to demonstrate the significant economic contribution pharmacies make to healthcare, while beginning to call for new models of pharmacy funding that are more commensurate with the complexity of care provided.

These findings anchored our November 23-24 [Specialty Pharmacy Summit](#) where participants came away with a commitment to ensure that patients, not drugs, drive care, and sparked some excellent ideas for building on the momentum thus far to ensure payors, governments and other stakeholders understand the value that pharmacies can provide in this space.

The federal governments announcement of a [strategy for Drugs for Rare Diseases](#) (DRD) was another crucial opportunity to advocate for community pharmacy's role in supporting equitable access to medications. Our appointment to the federal [Implementation Advisory Group](#) for the DRD, as well as, our

## Advocacy impacts:

# We Showcased the Value of Pharmacy Care for Patients Taking Complex Medications *continued...*

collaboration with Canadian Organization for Rare Disorders (CORD) continue to ensure that community pharmacy is integral to the care pathway for patients with rare diseases.

In keeping with the principles of our [Biosimilars Transition Policy position](#), we advocated for increased scope and funding to enable

pharmacies to support successful patient transitions in Ontario. Our [Spring 2023 In The Know Horizons report](#) includes an updated analysis on the impacts of biosimilars switching policies across the country and we were invited to [speak to delegates at the 2023 NASP Annual Conference](#) on best practices and lessons learned regarding biosimilar switching policies

## Outcomes

- Released landmark study validating that the pharmacy sector directly invests and offsets approximately \$1 billion in economic value that would otherwise have to be funded by Canada's healthcare system.
- Pharmacy's importance to the care of patients taking drugs for rare diseases acknowledged.
- Potential government interest in new dialogue on funding services based on complexity of care.

## Learn more

- [Forging paths for specialty care](#) (Winter NPG Specialty Summit Coverage).
- [A patient's journey: Shedding light on pharmacies' services for Canadians taking high-cost specialty drugs](#) (Summer NPG Cover Story).
- [National Strategy for Drugs for Rare Diseases: What Does This Mean for Pharmacy?](#) (April Advocacy in Action LinkedIn Livestream).

## Advocacy impacts:

# We Supported Resilient Work Environments for Pharmacy Staff

**As staff shortages continued to plague the pharmacy sector**, as well as all health sectors, in 2023 we focused on tactics to support operators in providing resilient workplaces for their employees through regulatory policy changes to improve workflow efficiencies and reduce administrative burden. We advocated for policies to support operator agency in the provision of virtual care, showcased digital tools in e-prescribing and medication safety, and worked with Members to investigate policy solutions preventing cross-provincial central fill activities.

With an eye to ongoing supply, we were honoured to be invited to bring the pharmacy sector's perspective to a series of roundtables hosted

by the Canadian Medical Association to discuss solutions to Canada's health human resources crisis.

### Learn more

- [Addressing HHR Challenges Through Resilient Work Environments \(June Advocacy In Action LinkedIn Livestream\)](#).
- [Crossroads and tipping points: Pushing forward with healthcare systems that connect providers and patients \(Spring NPG Cover Story\)](#).
- [Fostering a Culture of Professionalism \(Submission to NAPRA Consultation\)](#).

### ON THE HORIZON:

## Sounding the Alarm on Rising Role of Pharmacy Benefits Managers in the Pharmacy Space

In late 2023, the risk related to pharmacy benefits managers' ability to unilaterally impose fees or terms on pharmacies was realized. While all service providers may determine their own fee structures, we raised several concerns with these developments, as a symptom of the growing influence of pharmacy benefits providers or managers within the pharmacy space. We will be focusing considerable efforts on this issue in 2024 as we build our advocacy strategy. Stay tuned!



# Events and stakeholder engagement

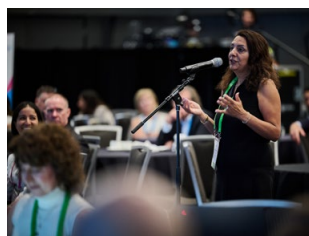
The Association’s events continue to be an integral part of our work — educating, connecting and inspiring our Members and Partners.



## May 17-18, 2023

We were thrilled to have almost 200 pharmacy industry stakeholders and over 40 exhibitors 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 hold in-person 1:1 business meetings. In 2023, we launched Meet-the-Sector “speed dating” as a new ‘power-up’ feature at the Pharmacy EXPO, where we paired vendors with Members and pharmacy operators for 10-minute high-level, high-impact meetings. Nearly 450 “speed dating” meetings were scheduled!

The Pharmacy EXPO offers rewarding opportunities to connect with colleagues and work together to devise innovative ways to address the current policy and political environment.



“As it was my 1st time participating to this event, the “speed dating” session was really relevant for me as I was able to connect with new stakeholders.”

“The speakers and panel sessions were very informative and thought provoking.”

“It’s another way to be connected to what is happening in the market.”



**Watch the 2023 Pharmacy Expo highlight reel**

## Events and stakeholder engagement

NEIGHBOURHOOD PHARMACY ASSOCIATION OF CANADA

### SPECIALTY PHARMACY SUMMIT

November 23-24, 2023

Our Specialty Pharmacy Summit, Canada's only specialty pharmacy focused event, brought together over 250 virtual and in-person. Attendees learned about current market trends in specialty pharmacy, emerging practice innovations, patient perspectives on care and new policy developments that impact the delivery of care and pharmacy services for patients on specialty medication. 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.



“The fireside chats and oral presentations were of an excellent standard and covering a wide range of topics... It was an excellent conference and wonderful experience.”

“The schedule of events is a good mix of formal presentation and time to network.”

“The roundtable sessions were very good. I appreciated the debate from different experts.”



**Watch the 2023 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](mailto:events@neighbourhoodpharmacies.ca).



## Events and stakeholder engagement

# Leadership Events

### Annual Chair's Dinner

In 2023, we held three leadership events for our Members and Premium Partners. Our Board Chair kicked off the Pharmacy EXPO at the Annual Chair's Dinner, where we also celebrated our Association's award winners (see next page).



### Council of the Federation Premier's reception

In July, we hosted a Council of the Federation Premier's reception with our Members and Premium Partners in Winnipeg. Five Premiers and government representatives from the majority of the provinces attended this exclusive reception.



### Leadership Dinner

At our Specialty Pharmacy Summit, we held a **Leadership Dinner** with special guest Suzanne McGurn, President and CEO of the Canadian Agency for Drugs and Technologies in Health (CADTH). Suzanne and Sandra discussed key trends and activities in policy and health technology assessment (HTA) that aim to improve the sustainability of healthcare, and what organizations should be thinking about in the coming years to ensure success.



## 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 aligned with our advocacy issues and anchored by exceptional presenters.

Webinar themes included:

- [Driving efficiencies through e-prescribing](#)
- [Cyber and health privacy](#)
- [Government regulations to patient care: Navigating the landscape of medical cannabis and cannabis health products in pharmacy](#)
- [How medication incident reporting tools support community pharmacy: operational efficiencies, managing drug shortages and more!](#)
- [The ABC's of ESG compliance](#)
- [Routine immunization in pharmacy: successes and next steps](#)

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

# Advocacy in Action

Our monthly LinkedIn Livestreams and email communication *Advocacy in Action* keep our pharmacy stakeholders in the know on our proactive advocacy, outcomes-focused thought leadership and further expands on 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 2023 award recipients

### Len Marks Pharmacy Advancement Award:



#### DAYLE ACORN

**Served as Executive Director at Canadian Foundation for Pharmacy**

The Len Marks Pharmacy Advancement Award was established in memory of pharmacist Len Marks, who was an advocate for community pharmacy. 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:



#### JEFF WATSON

**Served as President and CEO at Apotex**

This award honours a Neighbourhood Pharmacies Associate Partner 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 2023, we published four issues and our readership grew to over 2,245 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!**



### CROSSROADS AND TIPPING POINTS

The Spring issue pushes forward healthcare systems that connect providers and patients, looks at Alberta's battle over healthcare and talks about a technician-led dispensary in action!



### A PATIENT'S JOURNEY

The Summer issue sheds light on pharmacies' services for Canadians taking high-cost specialty drugs, looks at a snapshot of the pharmacy landscape and talks about opioid stewardship and e-prescribing!



### LAST LINE OF DEFENCE

The Fall issue unfolds the role of pharmacy to mitigate and prevent drug shortages, primary care spreading its roots in Nova Scotia and where patients go for specialty drugs!



### CLIMBING MOUNTAINS

The Winter issue illustrates the peaks and valleys of community pharmacy's emerging role as health hubs.

## Events and stakeholder engagement

# Neighbourhood Pharmacies resources & benefits

In 2023, our resources and benefits continue to serve Members' and Partners' 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 bimonthly 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 Partners improve their business planning.

### Pharmacy Market Insights

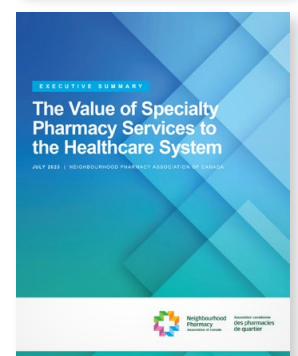
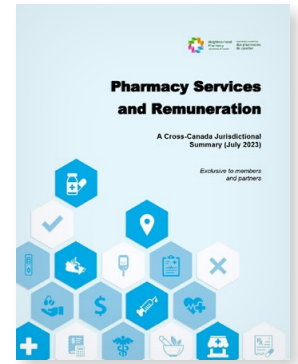
- A twice-yearly pharmaceutical industry intelligence tool developed exclusively for Members and Partners.

### 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.

### Value of Specialty Pharmacy Services to the Healthcare System Report

- This report is the first-of-its-kind to define, describe and quantify the value of six major categories of specialty pharmacy services. The report demonstrates how pharmacies are filling gaps through the provision of specialty services that would otherwise have to be provided, and paid for, by the public healthcare system. Developed in partnership with IQVIA Canada. Exclusive to Members and Partners. Executive Summary publicly available to all.





# 2024 Priorities

## Proactive advocacy

We will work with key stakeholders and decision-makers to influence policies that impact pharmacy business. 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.

## \*New Governance Model\*

We are strategic, we are visible and proactive thought leaders, we are collaborators and partners, and we are consulted by key decision makers on the issues that matter most to our Members and Partners. Our new governance model, implemented in January 2024, empowers the Association to be stronger than ever with our highly engaged Members and Partners, strengthening our advocacy to advance pharmacy business and the overall sector. Under the leadership of new **Board Chair, Marie-Claude Vézina**, and newly elected skills-based Board of Directors, the Association will be developing its' next comprehensive Strategic Plan to position Neighbourhood Pharmacies for continued success and growth.





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 more than 12,000 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

 @pharmacy\_CAN

 Neighbourhood Pharmacy Association of Canada

  
INSIGHTS. ADVOCACY. HEALTHIER CANADIANS.

## GET INDUSTRY INSIGHTS

Sign up for our *Neighbourhood Pharmacy Gazette*, the free quarterly thought-leadership publication of the community pharmacy sector in Canada. [Subscribe today!](#)

## SAVE THE DATE!

[Pharmacy EXPO](#)  
**June 25-27, 2024**

**Halifax, Nova Scotia**

We're in-person, we're connecting and we're growing together. Neighbourhood Pharmacies is looking forward to seeing our Members, Partners and stakeholders June 25-27, 2024, at the Halifax Convention Centre. Maximize your opportunities at this year's event and [register today!](#)

## JOIN US

[Find out how](#) the Neighbourhood Pharmacy Association of Canada can support your business.

# About Neighbourhood Pharmacies 2023 Board of Directors

**Karl Frank**  
Managing Director  
BAYSHORE SPECIALTY RX

**Chris Dalseg**  
VP, Strategy and Growth  
BIOSCRIPT PHARMACY LTD.

**Judy Roberts**  
Managing Director, Pharmacy  
CALGARY CO-OPERATIVE ASSOCIATION LIMITED

**Lawrence Varga**  
AVP, Pharmacy Operations and Central Fill  
COSTCO WHOLESALE

**Joseph Carroll**  
Director, Pharmacy  
FEDERATED CO-OPERATIVES LIMITED

**Renée St-Jean**  
Senior Director, Pharmacy Services  
INNOMAR STRATEGIES INC.

**Chris Chiew**  
Vice President, Pharmacy and Healthcare,  
Merchandising Services  
LONDON DRUGS LIMITED

**Smita Patil**  
Vice President, Retail Member Relations &  
Professional Affairs  
MCKESSON CANADA

**Marie-Claude Vézina, Board Vice Chair**  
SVP and Chief Network Officer  
METRO INC.

**Rita Winn, Board Chair**  
Director  
NEIGHBOURLY PHARMACY INC.

**Sherif Guorgui**  
Co-CEO  
ONPHARM-UNITED

**Jon Johnson**  
President & CEO  
PHARMACY BRANDS CANADA

**Chi Quon**  
GM, Pharmacies  
SAVE-ON-FOODS

**Bev Herczegh**  
VP Strategy & Business Development  
SENTREX

**Jim Johnston**  
VP & GM National Pharmacy  
SOBEYS NATIONAL PHARMACY GROUP

**Adesh Vora**  
President & CEO  
SRX HEALTHCARE SOLUTIONS

**Kiran Basra**  
Sr Director of Pharmacy  
WALMART CANADA CORP.

## About Neighbourhood Pharmacies

# Neighbourhood Pharmacies Staff



**Sandra Hanna, RPh**  
Chief Executive Officer



**Courtney Secord**  
Chief Operating Officer



**Shelita Dattani, Pharm.D, RPh**  
Senior Vice President,  
Pharmacy Affairs and  
Strategic Engagement



**Tracy Cutts**  
Director, Business Development



**Heather Mohr**  
Director, Pharmacy Affairs



**Kaitlin Mooney**  
Senior Manager, Special Projects



**Alison Kraayvanger**  
Manager, Communications  
and Strategic Engagement



**Maxine Cato**  
Administrative Assistant



**Deborah Lanktree, CPA, CA**  
Finance & H.R. Advisor

# Neighbourhood Pharmacies Members and Partners

## 2023 MEMBERS & PHARMACY OPERATOR PARTNERS



## 2023 ASSOCIATE AND PREMIUM PARTNERS

Abbott Laboratories Co.  
AbbVie\*  
Amgen Canada Inc.\*  
Apotex Canada\*  
Ascensia Diabetes Care  
ASOP (Alliance for Safe Online Pharmacies)  
AstraZeneca Canada Inc.\*  
ATS Healthcare  
AuroPharma Canada\*  
BD  
Biogen Canada  
Canada Health Infoway\*\*  
Canopy Growth Corporation\*

CAPT (Canadian Association of Pharmacy Technicians)  
Dexcom  
embecta - formerly part of BD  
Fresenius Kabi Canada Ltd.  
GSK (GlaxoSmithKline)\*  
Healthing.ca\*  
Healthmark Ltd.  
Hikma  
HTL-Strefa  
Imperial Distributors Canada Inc. (IDCI)  
IQVIA Solutions Canada Inc.\*  
Jamp Pharma Corp.\*  
Johnson & Johnson Inc.

Jones Healthcare Group  
Juno Pharmaceuticals  
Knapp  
Kohl & Frisch Ltd.  
Mantra Pharma  
Merck Canada\*  
Mint Pharmaceuticals\*  
Moderna\*  
Natco Pharma (Canada) Inc.  
Novavax\*  
Odan Laboratories  
OkRx  
Organon  
The Pangaea Group

Pear Healthcare Solutions  
Pfizer Canada Inc.\*  
Pharmacy Access Solutions Inc.  
Pharmascience Canada\*  
Revol Technologies Inc.  
Sandoz Canada Inc.\*  
Sanofi Pasteur Ltd.  
ScriptPro Canada Ltd.  
Sterimax Inc.  
Sun Life  
Tension Packaging & Automation  
Viatris\*  
Vigilance Santé

\*Premium Partners; \*\*Special thank you to PrescribEIT®, Canada's national e-prescribing service, for their support and partnership