

hpo

IN REVIEW

HOSPITAL PHARMACY IN ONTARIO

SUMMER ISSUE 2023

Canadian Society of
Hospital Pharmacists



Société canadienne des
pharmaciens d'hôpitaux

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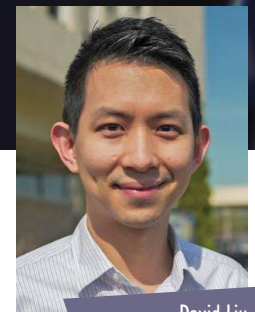


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TABLE OF CONTENTS

Click on any title text to hyperlink directly to article

- 2 [President's Address](#) | Update from mid-term council meeting and reflections on success and the bright future of pharmacy by David Liu
- 4 [National Update](#) | Report on CSHP News from the Board, professional practice Membership, Engagement and Fiances by National Delegate, Andrea Beaman
- 8 [Chapter Corner](#) | Minor Ailments Prescribing in Ontario by Joey Champigny, Primary Care Co-Chair
- 11 [OPRA Resident's Report](#) | Residency Update on a Return to Normalcy by OPRA 2022-2023 Hospital Representative, Loretta Lu
- 13 [Leadership Pearls](#) | Ontario Hospital Pharmacy Management Seminar (OHPMS) by Sunil Patel
- 14 [Upcoming Event](#) | Pharmacy Residency Research Night
- 15 [Sponsor Article](#) | Sanofi Partner's Portal
- 16 [Call for Articles](#) | Have you been considering submitting a clinical pearl or other article to the CSHP HPO newsletter? Reach out to us to chat about opportunities!
- 17 [Membership Benefit](#) | RxFiles subscription for ALL members as of July 1



David Liu

[SUMMER HPO PRESIDENT'S ADDRESS]

In April, the CSHP-OB Council met for our mid-term Council meetings and we also had the opportunity to meet with our external partners, including the Ontario Hospital Association (OHA), the Ontario Pharmacists Association (OPA), and the Ontario College of Pharmacists (OCP). We continue to strive towards providing member value and to follow up on items previously described in the Spring HPO on the advocacy front.

CSHP-OB recently created a working group with clear objectives to help address health human resources (HHR) challenges we are facing. Thank you to all the volunteers and co-leads, Ariane Blanc and Tabitha Burta. The group continues to meet and make progress.

Furthermore, CSHP-OB met with OHA and OPA to discuss the findings of our HHR survey. The findings were also discussed at the last OCP Hospital Pharmacy Advisory Council meeting. The challenges Ontario hospital pharmacies face were recognized by all parties and there was great willingness to collaborate to address these challenges. CSHP-OB will continue to work on these advocacy priorities – and a huge thank you to all of you that completed the survey.

I wanted to thank and congratulate the OHPMS Committee for organizing the last two extremely successful education programs – Leadership Education Series and the Ontario Hospital Pharmacy Management Seminar. These were well attended and provided invaluable insight into a wide range of topics, such as leadership development and medication





[PRESIDENT'S ADDRESS... continued]

management and cybersecurity challenges and ways forward. At the OHPMS, we also learned about OCP's 2024-2028 strategic plan and are excited for increasing opportunities for engagement with OCP both as individual registrants and as an organization.

Lastly, I had the privilege to welcome the University of Waterloo Pharmacy Class of 2026 to the profession at their White Coat Ceremony in May. It was an honour to speak to the students about the value hospital pharmacists and pharmacy technicians bring to high quality patient care and the diverse roles and opportunities they can take on in these collaborative care practice settings post-graduation.

To close, there are lots of [opportunities to get involved](#) with CSHP-OB. Please also follow us on [Twitter](#), [Facebook](#), [LinkedIn](#), and [Instagram](#) and share all the CSHP-OB updates with your network. Thank you for your continued support and have a great summer!

David Liu
President | Ontario Branch
Canadian Society of Hospital
Pharmacists | Société canadienne
des pharmaciens d'hôpitaux
obpresident@cshp.ca





MID-TERM

MID-TERM UPDATES FROM THE CSHP NATIONAL BOARD – NOV 2022 TO MAY 2023



Andrea Beaman

The core efforts of CSHP National are focused around Advocacy, Professional development and Sustainability (through member engagement, as well as financial sustainability). This report is a mid-term update on the top 5 actions of the CSHP National Board and Committees.

Board News – New Members of the National Team

The Board is pleased to announce that Kathryn Hollis will step into the Incoming President role in Fall 2023. The Board is excited to welcome Katie and looks forward to working with her. The current National presidential officers are Sean Spina (President), Ashley Walus (Incoming President) and Zack Dumont (Past President).

In May, the Board recruited for a Chief Pharmacy Officer (CPO) after Christina Cella's departure. Out of a large and competitive field of applicants for the role, **Rita Dhami** was selected as the successful candidate. Rita is the current CSHP OB Past President and has held the position of National Delegate as well. The Board is excited for Rita to step into the role and begin work with the Professional Practice team and the Board on the new strategic plan.

Professional Practice

Advocacy

- During the past six months the CPO and Professional Practice team met with Health Canada and other stakeholders on topics including

- Ongoing meetings related to shortages of pediatric analgesic medications and oral antibiotic suspensions
- Health Canada Drug Shortages Task Force
- A joint meeting with Health Canada's Regulatory Operations and Enforcement Branch (ROEB) and GSI Canada, regarding a pilot program involving GTINs and drug shortages
- NAPRA Update of Entry-To-Practice Competencies – Compounding Consultation
- [Advocacy \(cshp.ca\)](https://www.cshp.ca)

Practice Resources

- The Professional Practice team conducted a 6-month review of feedback from the [Hospital Pharmacy 101 \(HP101\)](#) module evaluations. 786 modules

were purchased during the first 6 months generating a net revenue of over \$42,000. The overall feedback from participants at the 6-month mark is very positive, with high rates of overall satisfaction received for each module. Next steps for the program include identifying whether the modules need to be updated due to any recent changes in practice and submitting for accreditation renewal for September 2023.

- Based on the success of last year's program, the [Pharmacy Residency Application Roadmap Program \(PRARP\)](#) will be re-launched in the fall and registration is now open for early bird pricing.



MID-TERM

[MID-TERM UPDATES... continued]

Membership

- CSHP is finishing the year with just over 3,800 members. Although this didn't meet the aggressive membership goal for the year (97% of the way) this represents a 1% increase in member number from 2021-2022, and the Board considers this a success in sustaining the membership growth that was seen in 2021-2022.
- The National membership target for 2023-2024 is 3,880 members, a modest 2% growth from 2022-23 that the Board believes is achievable with a continued focus on membership value and advocacy efforts.
- The category with the largest shortfall (affecting several Branches, including Ontario) was Student membership; and the Board will look for

strategies to turn this trend around.

- **New Member Benefit:** National staff have negotiated a group [RxFiles](#) rate for Branches, and with the 2023-

24 membership year ALL Ontario Branch members will have access to RxFiles.

- If you haven't renewed your membership, now is the time! [Renew Here!](#)



JOIN/RENEW NOW

cshp  scph



MID-TERM

[MID-TERM UPDATES... continued]

Engagement

- March 10-12, 2023 saw a return for the first time to an in-person annual conference, Together2023, with 811 delegates attending the hybrid event. Feedback was very positive from both in-person and virtual attendees. Thanks to the work of the organizing committee and volunteers to make the event a success. Next year CSHP will be returning to separate Professional Practice Conference (PPC) and Banff Conference events.
 - Save the date for PPC 2024 - April 18-21, 2024 in Niagara Falls!
- [CSHP Strategic Plan 2020-2023](#) is coming to a close and as we look back on the successes and continued opportunities for growth, the

Board has begun the process of developing a new Strategic Plan for 2024-2027.

- The Professional Practice Vision Task Force has completed an environmental

scan, and identified themes from other organizations that are relevant to CSHP's next vision. A proposed framework for CSHP new vision was presented to the Board, for feedback and discussion about structure and content.

- The Sustainability Task Force recruited knowledgeable members from across the country and held initial meetings to establish a work plan and begin to draft recommendations for the Board. The task force was asked by CASCADES (Creating a Sustainable Canadian Health System in a Climate Crisis) to review a Sustainability in Pharmacy Playbook they developed in April 2023.

Securing a Future for a Sustainable and Engaging CSHP



CSHP STRATEGIC PLAN 2020-2023



MID-TERM

[MID-TERM UPDATES... continued]

- Both task forces' work will be central to the CSHP 2024-27 Strategic Plan, which will be developed with Branch and member feedback over the next year, with the aim of being released in the Summer of 2024.
- The CSHP Board and the Canadian Association of Pharmacy Students and Interns (CAPSI) have formally established a partnership that allows both organizations to work closely on initiatives to promote educational events and networking opportunities for pharmacy students and professionals. Highlights of the partnership are the Hospital Pharmacy Student Award and Evidence-Based Practice Competition.

Finances

- CSHP finished the 2022-23 Fiscal Year approximately \$45,000 over budget, primarily due to shortfalls in revenue. The overall shortfall was mitigated somewhat by lower-than-expected expenses.
- Thanks to the sale of the condominium, CSHP financial Reserve is healthy (Flashback - the last time Reserve was at this level was April 2011!)

- 2022-23 Fiscal Year End highlights:

Revenue	Expenses
<ul style="list-style-type: none"> • Membership revenue was higher than budget, due to strong membership totals and renewals at higher membership categories. • Higher than expected investment income • Higher than expected Sponsorship and Student Grant totals • Higher than expected costs for Together2023 - hybrid hosting; travel for staff, presenters and entertainment • Higher than expected CPRB survey costs - travel for return to in person surveys • Higher than expected professional program costs in the first year 	<ul style="list-style-type: none"> • Lower than expected staff costs, due to temporary position vacancies • Lower than expected office, financial and administrative costs, due to sale of condominium reducing monthly costs • Lower than expected costs of publishing CJHP, due to switch to Multimed publishing earlier in the year • Higher than expected expenses for IT/ website, due to continued reliance on IMIS • Higher than expected meeting costs, due to travel, with return to 2 in-person board meetings

Actions that the Board is taking to ensure financial sustainability in 2023-24

1. Projecting continued modest growth in membership revenue - modest membership target increase along with increased conversion of Year 2 members to full members; focus on Corporate/Industry member recruitment.
2. Planning for an Annual conference in Niagara Falls April 2024 will allow for savings on travel for staff and catering/ entertainment.
3. Addressing IT costs through one-time conversion to Cloud, requiring less reliance on IT consultants in future years

Please reach out to Andrea andrea.beaman@thp.ca with any questions or feedback about CSHP National activities.

Andrea Beaman
National Delegate
(2022-2025)



Joey Champigny

CHAPTER CORNER MINOR AILMENTS PRESCRIBING IN ONTARIO

January 1st, 2023 – a historic date for pharmacy practice in Ontario—the first day pharmacists in Ontario were authorized to assess and independently prescribe for 13 minor ailments. This expansion in scope of practice was long overdue as 8 other provinces have successfully been doing so for over a decade. Solidifying their place as Canada’s most accessible healthcare provider, pharmacists quickly implemented this service with more than 86,000 assessments and 70,000 prescriptions generated across the province in the first 3 months.¹ Providing minor ailment assessments is not new for pharmacists; having the tools necessary to provide comprehensive care is.

Pharmacy practice is as dynamic as ever and the role of the pharmacist in the circle of care continues to evolve rapidly. There is no question that pharmacists are at a crossroads, likely to shape their professional identity for years to come. Most pharmacists now work in clinical settings, whether it be in a community pharmacy, hospital, or primary care. An important question now is whether scope of practice should be the same for all pharmacists or dependent on their area of practice. This requires delicate consideration as the implications can be significant. Hospital pharmacists, for example, may not currently prescribe for minor ailments as this is not part of the Public Hospital’s Act, but may provide other clinical services

such as ordering certain lab values and therapeutic drug monitoring, depending on their institution’s policies and medical directives. Introducing amendments to the Public Hospital’s Act to include minor ailment assessments

could in fact limit pharmacists’ scope in hospitals. Despite these considerations, there is ongoing advocacy work being done to allow pharmacists to practice using their full scope, independent of where they work. Although



[CHAPTER CORNER... continued]

certain pharmacists may not need to assess for minor ailments on a regular basis, they should be able to do so when appropriate.

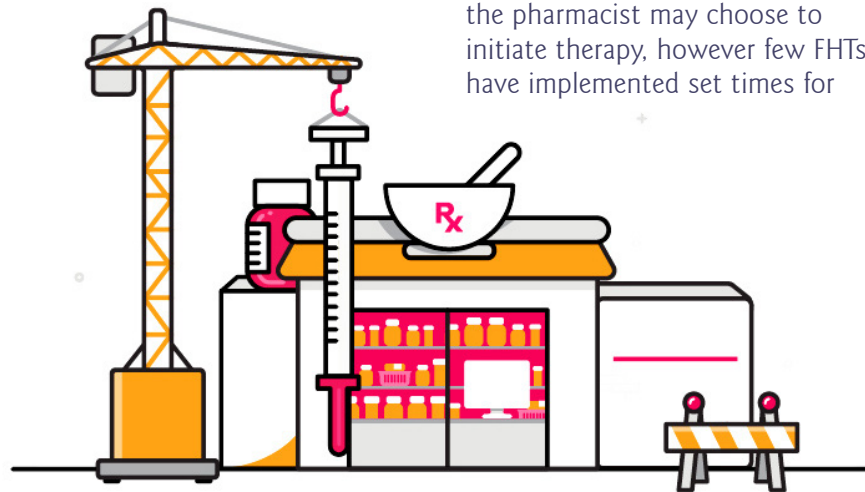
Primary care pharmacists hold a unique position. Approximately 200 pharmacists in Ontario hold positions within interdisciplinary teams such as family health teams (FHT).² In addition to providing drug information services and completing medication reviews, many pharmacists lead specialty clinics (e.g. anticoagulation, diabetes, smoking cessation, etc.). One of the main goals of expanding the pharmacist's scope to include minor ailments is to increase patient access. Although primary care pharmacists are uniquely positioned to provide such services with access to electronic medical records (i.e. past medical history,

labs, imaging, etc.), most rostered patients already have quick access to a prescriber through same-day urgent appointments and after-hours clinics. As a result,

most primary pharmacists have opted to defer to their community colleagues for minor ailments and focus on chronic disease management. If a minor ailment is identified during an appointment, the pharmacist may choose to initiate therapy, however few FHTs have implemented set times for

minor ailments assessments by a pharmacist.

Certain barriers also exist in primary care. Like those working in a hospital, pharmacists in a FHT linked to a hospital also fall within the Public Hospital's Act. To allow these pharmacists to utilize their scope of practice, medical directives must first be developed and approved by the Medical Advisory Committee (MAC). This results in institution-specific policies, further stratifying pharmacists' scope based on their work setting. In addition, there is no added compensation in primary care as pharmacists cannot bill for services the same way their community colleagues do. As pressures on our healthcare system continue to rise and the number of minor ailments included



The Evolving Scope of Practice for Pharmacists

[CHAPTER CORNER... continued]

increases, primary care pharmacists may be asked to provide more of these services. Over 30% of Ontarians are not rostered to a FHT or similar interdisciplinary model and nearly 15% do not have a family physician.^{3,4} Perhaps pharmacists should provide these services to non-rostered patients as part of FHT mandates to serve their community? The caveat is this is likely to impact time for chronic disease management without additional funding.

Authorizing minor ailments assessments has been a pivotal moment for pharmacists in Ontario. It demonstrates the ever-growing confidence in pharmacists to take the lead as independent clinicians. Alberta recently had great success piloting pharmacist-

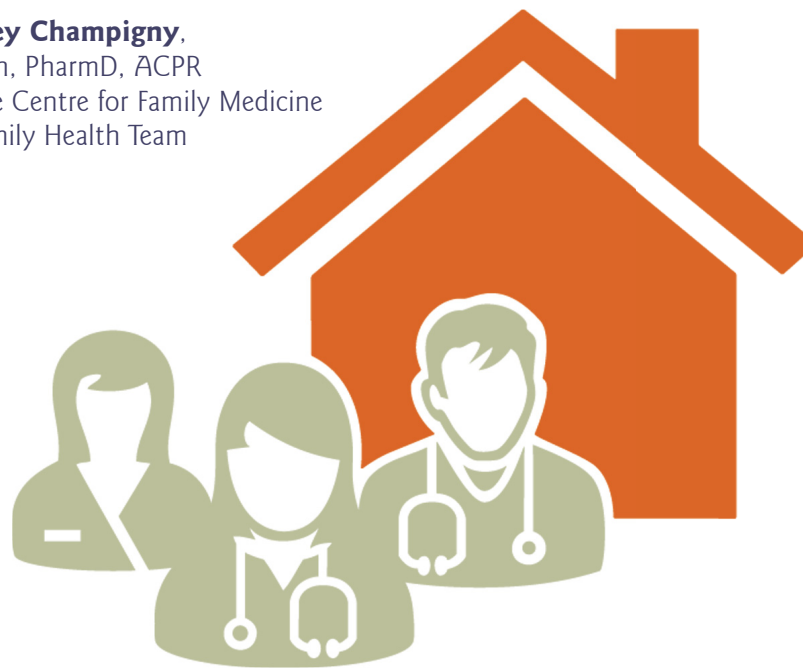
led walk-in clinics and is gearing up to expand the number of publicly funded clinics available. Can Ontario follow their lead? Our pharmacists are ready and eager to take on greater responsibility.

Joey Champigny,
RPh, PharmD, ACPR
The Centre for Family Medicine
Family Health Team

With acknowledgement and thanks for the review and comments made by Christopher Chiu (PharmD, RPh, ACPR, CDE), Humber River Family Health Team pharmacist to this piece.

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Lu Lu

SUMMER 2023 OPRA RESIDENTS' REPORT - A RETURN TO NORMALCY

It is difficult to believe that we are well into another residency year; certainly it feels like not too long ago when a new cohort of eager hospital, ambulatory and industry residents were embarking on this next step in their professional development journeys. The Ontario Pharmacy Residents Association (OPRA) aims to support all pharmacy residents throughout their residency year through educational, social, and advocacy initiatives.

The last few years have been undeniably challenging in many ways. The term “new normal” became widely used, represented by a healthcare system that has had to make significant efforts to adapt and evolve alongside a global pandemic. Masks became commonplace, regular screening

a routine, and self-isolation a standard procedure. However, with the success of the COVID vaccine rollout and the experience that institutions continue to gain related to navigating the pandemic, we have seen a return to in-person activities, learning, and patient care.

CSHP very successfully held the Together 2023 Conference in Banff, Alberta, making this its first in-person conference (with hybrid formatting) since the beginning of the pandemic. Likewise, we have seen a similar return to in-person events among the residents, whether that be social events, various day-to-day residency activities (such as residency presentations), and our Residents' Project Night this coming August. Needless to say, this return to

normalcy has been extremely appreciated. The quick adaptations that residency programs have had to make to adjust for resident development amidst a pandemic have been admirable, but there is a certain familiarity to in-person activities that being completely virtual does not capture.

This is not to say that everything is back to exactly the way they used to be. In fact, a complete return to normalcy would be counter-productive. Residency programs have leveraged the opportunities for virtual learning that we have adopted these past few years to further enhance the residency experience. For instance, one of the possible activities during a resident's Leadership Rotation is to organize and facilitate a Strategic Planning Retreat. Although

historically this would have been held as a large in-person activity, the convenience and flexibility that virtual meetings have to offer nowadays meant that this Retreat was held this year in a hybrid format. The residents now faced the unique challenge of organizing a hybrid event, complete with breakout rooms, brainstorming and dot-voting. The pandemic has made it possible for technology to be used innovatively in ways that it hasn't been used before, which opens the doors for future hybrid opportunities.

Of course, patient care remains at the center of all residency programs, and this new shift has been felt in the residents' patient care activities as well. More lenient visitor requirements means more opportunities for caregivers and



[OPRA RESIDENTS' REPORT... continued]

families to be involved in the BPMH or medication education/counseling process. In-person rounds and collaboration provide the chance for residents to integrate within multidisciplinary care teams. New rotations and electives that could not be arranged during the height of the pandemic offer the opportunity for residents to gain experience in a greater selection of clinical areas.

OPRA continues to evolve as well alongside the constant changing and unpredictable nature of the pandemic. Our hope is to continue to support residents and residency programs, so that upon completion of the residency year, the graduating residents may

experience a seamless transition to the rest of their pharmacy careers. We are incredibly proud of all the 2022-2023 residents for their continued resilience, and we cannot wait to see what the future holds for them.

Lu Lu PharmD, BSc
General Resident - University Health Network
2022-2023 OPRA Hospital Representative



LEADERSHIP PEARLS



Sunil Patel

ONTARIO HOSPITAL PHARMACY MANAGEMENT SEMINAR

The CSHP-OB Ontario Hospital Pharmacy Management Seminar (OHPMS) is an annual event designed for pharmacists and pharmacy technicians that have leadership responsibilities within their respective organizations. The last time all hospital pharmacy leaders gathered in person was in May 2019, prior to the onset of the pandemic.

Being a leader in a hospital entails numerous challenges and responsibilities. Therefore, what better way to acquire knowledge and insights than by fostering an environment of openness and continuous learning among peers? One of the unique characteristics of the OHPMS conference is that most speakers at the event generously volunteer their

time and knowledge to share their experiences from different hospitals, allowing others to learn from them and apply those lessons in their workplaces.

To provide a snapshot, the conference kicked off with a keynote session discussing the significance of personal branding of ourselves and our services within our organization. Additionally, there was a presentation on automating the collection of BPMHs from community pharmacies, the management of cybersecurity threats and why it's important to be proactive, and much more!

Another highlight for this year was that the OHPMS committee was fortunate enough to provide a tailored Pharmacy Leadership



CSHP Ontario Branch
Ontario Hospital Pharmacy Management Seminar (OHPMS)
Sunday, June 4 - Monday June 5, 2023 Deerhurst Resort, Huntsville ON

Sunday, June 4, 2023

1200 - 1300 Registration & Lunch
Peninsula Room

1300 - 1430 Keynote Speaker:
Bobby Umar, Inspirational Speaker
Peninsula Room

1430 - 1450 Break

1500 - 1600 Hospital/Community Pharmacy Partnership/Innovation
Patricia Ferguson, BScPhm, Pharmacy Manager, Southlake Regional Health Centre
Angelo Cho, Information System Support Pharmacist, RPh, BScPharm, ASHP Pharmacy Informatic Certified, MEd candidate (2024)
Byron Fan, Information System Support Pharmacist, RPh, BScPhm, PharmD, CDE, ASHP Pharmacy Informatics Certified
Peninsula Room

1600 - 1625 Break

1630 - 1730 Tackling HHR Challenges for Today and Tomorrow
Jennifer Baker, Chair of the Board of Directors, Ontario's Pharmacists Association
Christina Cella, RPh, BScPhm, ACPH, (Former) Chief Pharmacy Officer, Canadian Society of Hospital Pharmacists
Peninsula Room

1730 - 1830 Cybersecurity, Code Grey, Downtime Contingencies: Pharmacy Machines, Vulnerabilities
Gunter Ho, BSc Pharm, EMBA, RPh, Manager, Pharmacy Clinical Informatics, University Health Network
Cecile Wong, BScPhm, MSc, ACPH, RPh, Senior Manager, Pharmacy (Informatics & Technology), The Hospital for Sick Children, Department of Pharmacy
Peninsula Room

1830 - 1900 Free Time

1900 - 2000 Dinner
Eclipse Dining Room

2000 - 2400 Reception and Networking (CASH BAR)
Rotunda

Monday, June 5, 2023

0700 - 0830 Breakfast
Eclipse Dining Room

0830 - 0930 Ontario Health & Hospital Pharmacy - Lessons Learned During Covid
Jin-Hyeon Huh, RPh, BScPhm, ACPH BCPS, Senior Director, Pharmacy, University Health Network
Peninsula Room

0930 - 1030 OCP - Strategic Direction
Shenda Tanchak, Registrar and CEO, Ontario College of Pharmacists
Peninsula Room

1030 - 1100 Break & Check Out

1100 - 1230 How to Get What You Need
Ryan Stearns, BScPharm, Director, Diagnostics, Regional Pharmacy and Chemotherapy, Huron Perth Healthcare Alliance / Alexandra Marine & General Hospital
Dorette Beechior, BSc Pharm, Pharm D, CHP, CD, Director of Pharmacy, Sunnybrook Health Sciences Centre
Peninsula Room

1230 - 1315 Lunch
Eclipse Dining Room



ONTARIO HOSPITAL PHARMACY MANAGEMENT SEMINAR... continued

Accelerator Program for pharmacy leaders in collaboration with the Queen's Executive Education Program. This program comprised five sessions that focused on developing essential pharmacy business management skills. The ultimate objective of the OHPMS planning committee is to offer support for the growth of pharmacy leaders in Ontario, enabling them to thrive as healthcare leaders.

Sunil Patel,

BScPhm, ACPR, MBA, CHE
Co-Chair OHPMS Planning
Committee

Our Sincerest Thanks to the OHPMS Presenters and Sponsors:

Hospital/Community Pharmacy Partnership/Innovation

Patricia Ferguson, BScPhm, Pharmacy Manager, Southlake Regional Health Centre
Angela Cho, Information System Support Pharmacist, RPh, BScPharm, ASHP Pharmacy Informatic Certified, MHI candidate (2024)
Byron Fan, Information System Support Pharmacist, RPh, BScPhm, PharmD, CDE, ASHP Pharmacy Informatics Certified

Tackling HHR Challenges for Today and Tomorrow

Jennifer Baker, Chair of the Board of Directors, Ontario's Pharmacist Association
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Cybersecurity, Code Grey, Downtime Contingencies: Pharmacy Machines, Vulnerabilities

Gunther Ha, BSc Pharm, EMBA, RPh, Manager, Pharmacy Clinical Informatics, University Health Network
Cecile Wong, BScPhm, MSc, ACPR, RPh, Senior Manager, Pharmacy (Informatics & Technology), The Hospital for Sick Children, Department of Pharmacy

Ontario Health & Hospital Pharmacy – Lessons Learned During Covid

Jin-hyeun Huh, RPh BScPhm ACPR BCPS, Senior Director, Pharmacy, University Health Network

OCP – Strategic Direction

Shenda Tanchak, Registrar and CEO, Ontario College of Pharmacists

How to Get What You Need

Ryan Itterman, BScPharm, Director, Diagnostics, Regional Pharmacy and Chemotherapy, Huron Perth Healthcare Alliance / Alexandra Marine & General Hospital
Danette Beechinor, BSc Pharm, Pharm D, CHPE, CD, Director of Pharmacy, Sunnybrook Health Sciences Centre



*CSHP-OB West Chapter
invites you to attend*



RESIDENCY RESEARCH NIGHT

SAVE THE DATE

Wednesday July 19, 2023 - 4:00 PM

Both virtual and in-person options for attendance

In-Person Location: University of Waterloo School of Pharmacy

Details to follow

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Partner's Portal

Sanofi's recently launched its partner's portal, an inventory status management tool and Sanofi resource finder for health care providers (HCPs) working in both retail and institutional pharmacy settings. Using the easy-to-navigate search functions embedded in Partner's Portal, HCPs will be able to quickly ascertain up-to-date information on the inventory status of all general medicine Sanofi products.

Sanofi Partner Portal

An essential resource for Sanofi product inventory statuses, this self-serve portal has been designed to provide a seamless experience for our valued pharmacy customers. Customers can also locate the Sanofi hospital or retail sales representative in their area to discuss product orders and product sample availabilities.

[See products](#)



After consulting with customers across Canada, in multiple pharmacy settings, Sanofi discovered that managing pharmaceutical out-of-stock and shortage situations is becoming more time-consuming and increasingly challenging. Access to transparent and up-to-date information from vendors, like Sanofi, is not always easily attainable or systematically organized in a way that's meaningful to pharmacists.

With this information, Sanofi set out to improve its customer's

experience to facilitate easy access to information related to drug shortages and provide resources and contact information for functions within Sanofi in response to queries about other Sanofi products. This includes contact information for local representatives, medical information, and pharmacovigilance, as well as the hospital team. By providing information via an interface that is intuitive to use, Sanofi hopes to enhance the accessibility of care,

one of its corporate social responsibility (CSR) goals.

Sanofi's CSR commitment to society is based on four essential pillars in which Sanofi is uniquely positioned to make a difference and have a greater impact. These include ensuring global access and affordability to care, pursuing R&D for unmet needs, minimizing the potential environmental impacts of its activities and products throughout their lifecycle, and committing to build an inclusive workplace and

engaging with local communities.

The Partner's Portal team is continually looking for feedback to make improvements and add features. This feedback will inform future iterations of the portal to meet evolving pharmacy demands. Sanofi hopes by launching this Partner's Portal, it will serve as a valuable tool for its pharmacy partners to assist them in their ability to serve patients through access to real-time data and resources.

Canadian Society of
Hospital Pharmacists



ON
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HOSPITAL PHARMACY IN ONTARIO

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T♥gether

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your membership!

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(July 1 – June 30)

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(877) 340-2756 ext. 222

Canadian Society of Hospital Pharmacists



ON
BRANCH

HOSPITAL PHARMACY IN ONTARIO

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