



Today and tomorrow in pharmacy

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Presenter/speaker personal disclosure

Presenter name: Brad Willsey

I have no current or past relationships with commercial entities.

Speaking fees for current program:

I have received no speaker's fee for this learning activity.



Presentation objectives

- **Where are we today?**
 - Trends and issues impacting pharmacy practice.
- **Where are we going?**
 - An overview of ACP's strategic plan.
- **How will we get there**
 - A look at upcoming objectives and the role of pharmacy technicians.



Land acknowledgement

The Alberta College of Pharmacy respectfully acknowledges that we are gathered on **Treaty 6** territory, the traditional lands of First Nations people, and Métis **Region 4**. The roots of many modern medications come from the Indigenous peoples' traditional use of plants from these lands.



Where are we today?

Pharmacy practice in
Alberta



Technology in the pharmacy

- Continual increase in use of technology in the pharmacy.
 - Increase in virtual care and online pharmacy delivery.
- Changing patient preferences and expectations.
- Includes AI (transcription), robotics, central fill, and more.



Incorporating AI

- **47%** of Canadians ages 18-44 and **23%** of Canadians over the age of 60 trust AI for information about common health issues.
- Before using AI, consider
 - patient privacy,
 - your clinical judgement,
 - informed consent, and
 - ensuring compliance with legislation, standards, and the Code of Ethics.

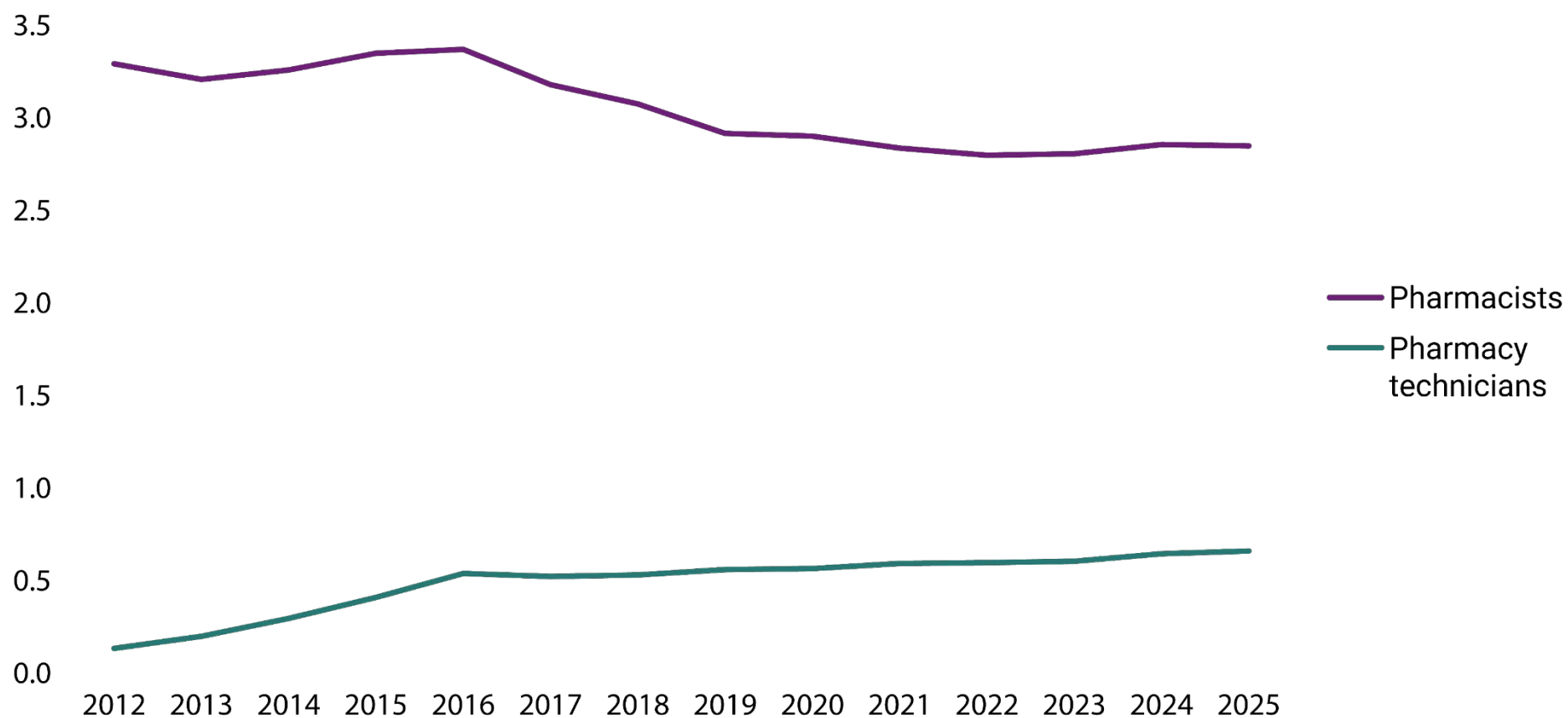


Top challenges seen by pharmacy teams

- Managing workload and burnout
 - 25% of respondents
- Addressing workforce shortages that affect quality of care
 - 20% of respondents
- Managing scope of practice
 - 15% of respondents



Registrants per community pharmacy



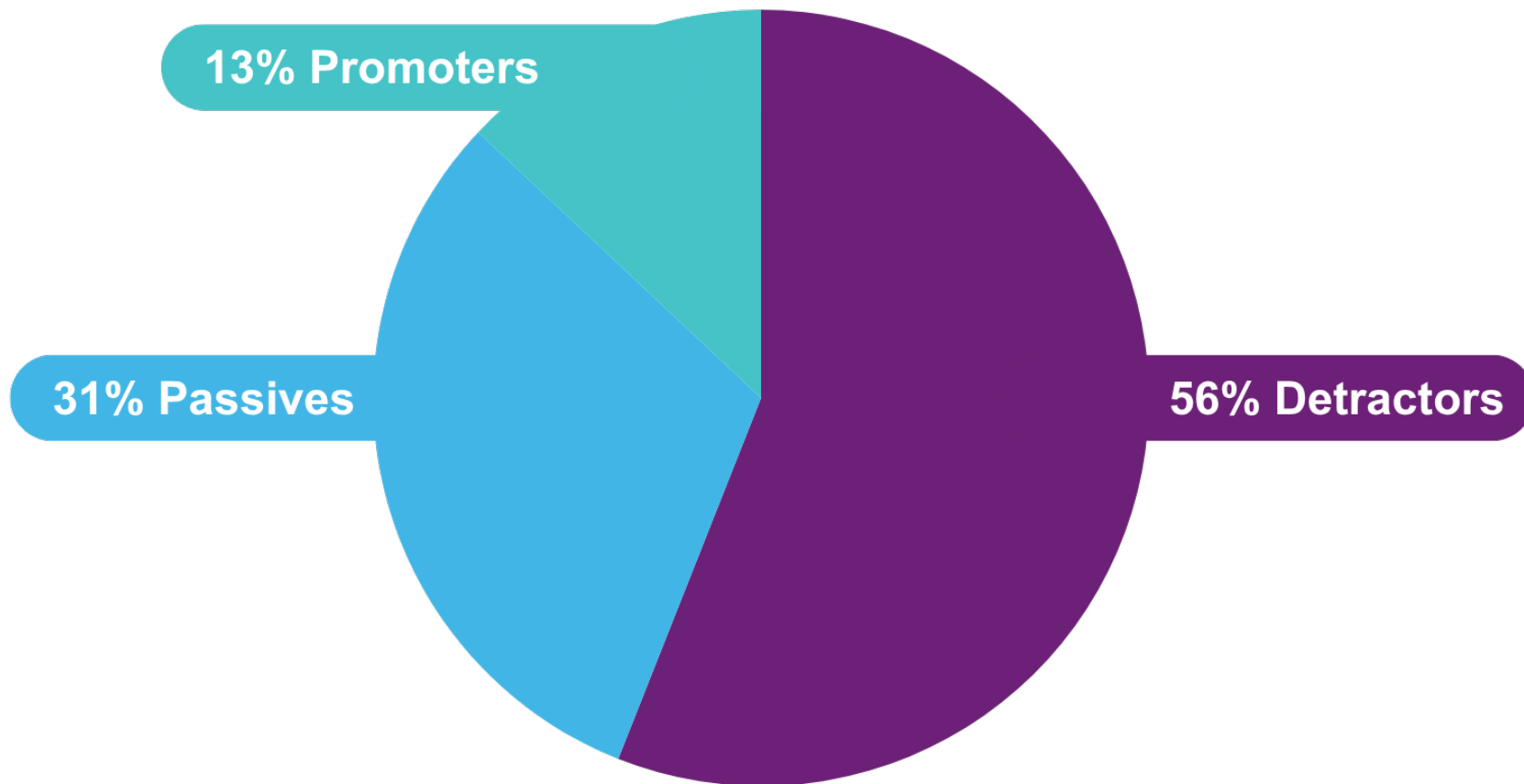
Pharmacy technician frustration

- Feel underused in practice despite potential to reduce pharmacists' workload.
- Workflow and physical layout of a pharmacy can prevent full use of pharmacy technician skills.
- Working alongside unregulated staff confuses team roles.



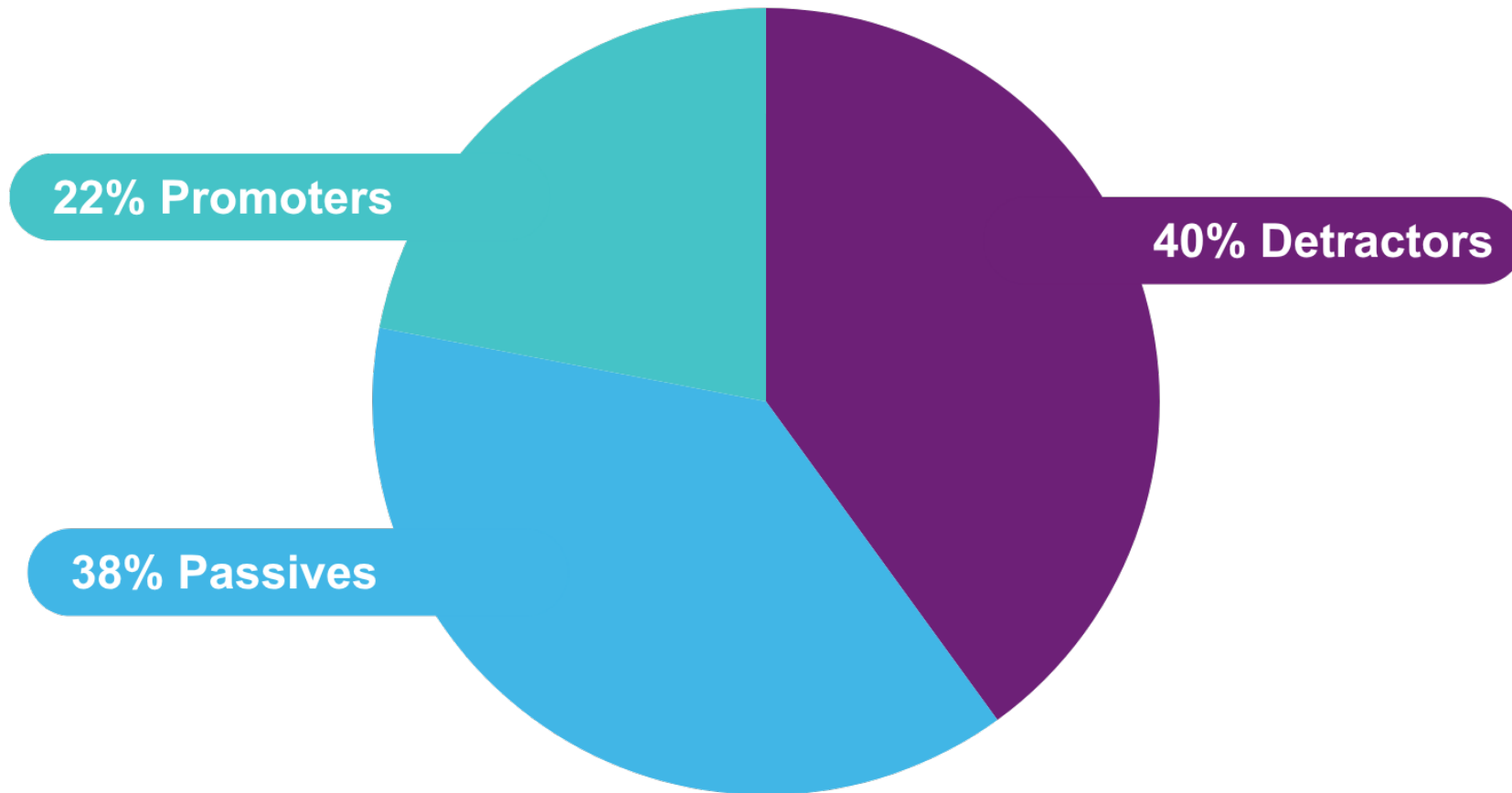
Net promoter score (both professions)

Are you happy in your role and would you recommend this line of work to others?



Net promoter score (only pharmacy technicians)

Are you happy in your role and would you recommend this line of work to others?



Legislation changes

Recent government legislation:

- **Bill 9:** *Protecting Alberta's Children Statutes Amendment Act.*
- **Bill 10:** *Red Tape Reduction Statutes Amendment Act, 2025 (No. 2).*
- **Bill 11:** *Health Statutes Amendment Act, 2025 (No.2).*
- **Bill 13:** *Regulated Professions Neutrality Act.*



Legislation changes

Bill 29: *Health Statutes Amendment Act*

- Allow pharmacists to provide authorized prescribers a limited supply of certain prescription medications used in addiction treatment, including opioid agonist therapy (OAT) medications such as Suboxone® and Sublocade®, in their clinics for immediate use.



Legislation changes

Bill 212: *Pharmacy Statutes (Rewards Points) Amendment Act, 2026*

- Through amendments to the *Health Professions Act* and *Pharmacy and Drug Act*, actively seeks to prevent ACP from limiting regulated members from
 - offering rewards points on prescription purchases and pharmacy professional services to patients, and
 - accepting rewards points as payment for prescription purchases or pharmacy professional services.
- The bill has passed first reading. Second reading is scheduled for October 27, 2026.

Four gaps in pharmacy care

1. Awareness gap

Limited public understanding of pharmacists' and pharmacy technicians' full scopes (e.g., prescribing, chronic condition support).

2. Trust erosion

Negative experiences with rushed service, upselling, stigma, and safety incidents.

3. Weak relationships

Only 28% feel they have a strong connection with pharmacy staff; patients want more proactive care.

4. Generational and identity gaps

Younger Albertans more likely to distrust pharmacy staff. Indigenous populations report high levels of trust but face the highest levels of stigma and discrimination.

**Where are
we going?**



How we built our plan

- Quality and safety as guiding principles.
- Shorter plan to be nimble and adaptable.
 - Intended to evolve during the three years it is active.
- Key environmental considerations.
 - Workforce conditions
 - Technological change.





Vision for the future

- A modern, future-ready pharmacy sector where pharmacists and pharmacy technicians are fully integrated into Alberta's healthcare system.
- An agile, innovation-minded regulatory framework that supports pharmacy professionals in consistently delivering person-centred care.

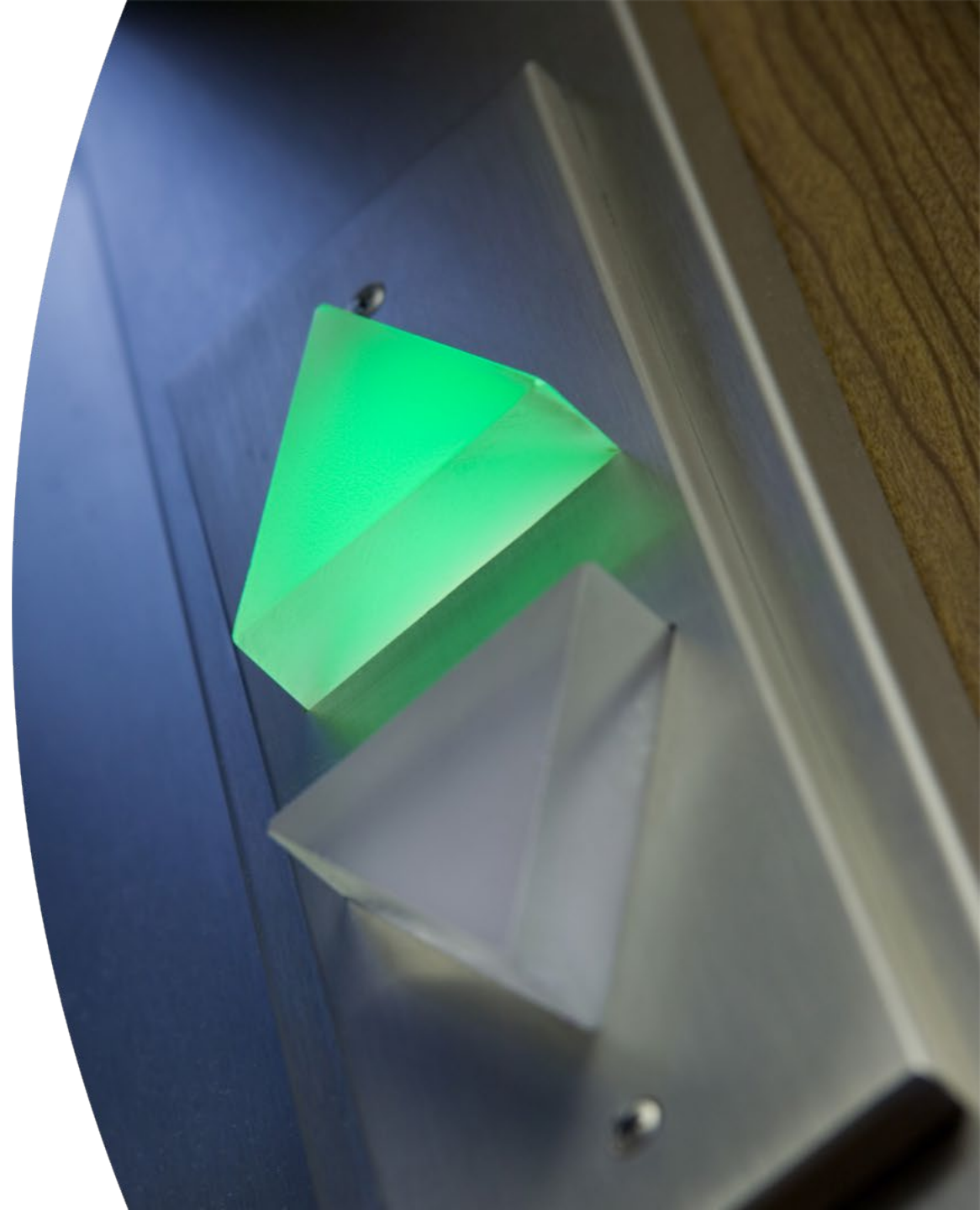
Three overall goals

1. Elevate pharmacy's role within Alberta's healthcare system.
2. Enable quality care in pharmacy practice.
3. Anticipate and support the future of pharmacy practice.



Goal 1: Elevate pharmacy's role within Alberta's healthcare system

- Pharmacy professionals play an increased role in delivery of primary and preventative care to Albertans.



Goal 2: Enable quality care in pharmacy practice

- All pharmacy teams provide consistent, quality care to Albertans.



Goal 3: Anticipate and support the future of pharmacy practice

- ACP does not regulate technology, but must ensure that technology is used appropriately to support patient care.



How we will get there



Pharmacy technicians practising to full scope

- Final checks.
- Medical device teaching.
- Point-of-care testing.
- Providing medication information to patients.
- Assisting in patient assessments.
- Dispensing, compounding, inventory management.



Leadership

- Becoming a preceptor for the Structured Practical Training (SPT) Program.
- Operations supervisor role.
- Supervising pharmacy assistants and other unregulated staff.
- Finding different leaderships roles in the pharmacy and in the community.





Heather Snook
Proprietor's Representative



Michelle Thompson
Operations Supervisor



Nina Dueck
ACP Councillor



Kortney Stanley
Compounding Supervisor



Tana Yoon
CCAPP 2025-26 President



Yan Chiu
2026 Award Recipient

What pharmacy technicians will see soon

- ACP conducting **surveys and focus groups** to assess experience/challenges of regulated members.
- Assessing system factors/external conditions.
 - Scope of practice.
 - Expectations for pharmacy professionals.



**Questions and
discussion**



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