

*Encouraging a positive patient experience.*



# STRATEGIC ACTION PLAN

GOALS & OBJECTIVES

**2020-2022**



# INTRODUCTION

The Newfoundland & Labrador Pharmacy Board (NLPB) is excited to embark on the next three years (2020-2022) with the Board approved goals and objectives outlined in this document.

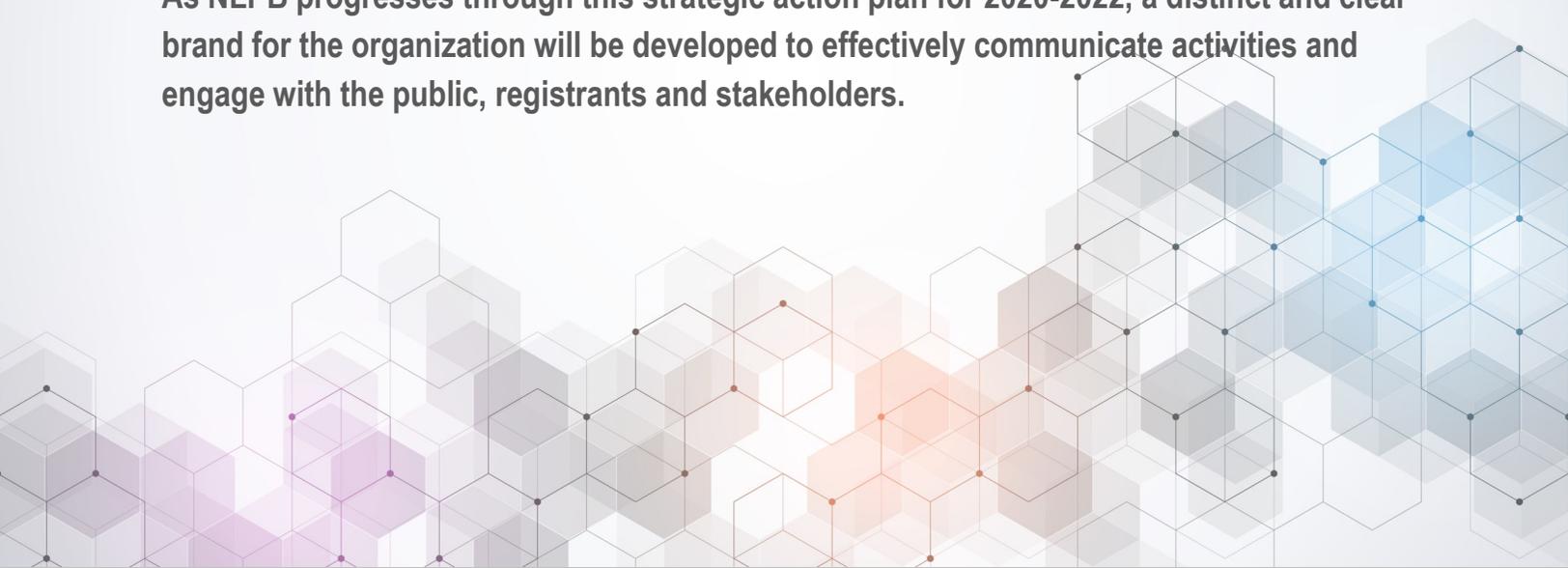
In early 2019, a strategic planning and development session with Board members and NLPB staff took place to discuss challenges and opportunities for NLPB—the pharmacy regulator in Newfoundland & Labrador.

It was determined that these goals support NLPB's vision of *advancing pharmacy care for a safe and healthy community*, and successfully reflect the organizations core values of *accountability, collaboration, integrity, respect and transparency*.

The goals encourage a *positive patient experience* with a focus on:

- strengthening the professional identity of pharmacy professionals to foster greater pride in providing high quality care for each and every patient
- reviewing and streamlining governing documents for simplicity and ease of use for registrants
- enhancing the quality assurance program to ensure the mandate of public protection is achieved through promoting registrant competency, high standards of practice, and to align with national quality improvement initiatives

As NLPB progresses through this strategic action plan for 2020-2022, a distinct and clear brand for the organization will be developed to effectively communicate activities and engage with the public, registrants and stakeholders.



PROMOTE A CULTURE OF

# PROFESSIONALISM

## OBJECTIVES

- Foster patient-centred decision making
- Empower registrants to practice professionally
- Foster pride in the profession amongst registrants
- Ensure professionalism-based communications are integrated into communications plan

# SUPPORT PHARMACY PROFESSIONALS IN OPTIMIZING **FULL SCOPE OF PRACTICE**

## **OBJECTIVES**

- Continue to review & streamline governing documents for simplicity & ease of use for registrants & staff
- Finalize implementation of collaborative practice standards
- Identify ways to support registrants practising to full scope
- Investigate & develop standards related to drug therapy monitoring
- Ensure practice-related communications are integrated into communications plan

# FULLY OPERATIONALIZE QUALITY ASSURANCE INITIATIVES

## OBJECTIVES

- Operationalize QA Committee
- Develop & implement next steps in registrant QA programs
- Develop & implement medication safety standards
- Fully operationalize hospital pharmacy assessment program
- Ensure QA-related communications are integrated into communications plan

# ENSURE EFFECTIVE COMMUNICATIONS

## OBJECTIVES

- Implement strategic communications plan
- Strengthen relationships between NLPB, registrants, stakeholders & the public
- Build the NLPB brand