



**Neighbourhood  
Pharmacy**  
Association of Canada

Association canadienne  
**des pharmacies  
de quartier**

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## **Neighbourhood Pharmacy Association of Canada Position on Patient Safety Website Response to CBC Marketplace**

Patient health and safety is our top priority. Our members are committed, professional and engaged, working hard every day to advance the health and well-being of Canadians and their communities.

While we work hard to deliver quality care, we know there is always room to do better.

Recent reports of errors and deviations from standards of practice are concerning, and certainly do not meet our members' expectations. We take all incidents, errors and deviations from standards of practice very seriously. Our members, working to complement the role of the provincial Colleges, have systems and processes in place for review and investigation. Where warranted, remedial action is taken.

We are also working to help make pharmacy even safer. We're collaborating on multiple initiatives – such as a national medication errors database and accelerated implementation of ePrescribing and eHealth technologies – with multiple stakeholders, including the Canadian Pharmacists' Association (CPhA) and its provincial counterparts, the professional colleges, governments, and patient and industry associations, all to improve healthcare outcomes and enhance patient safety.

To help focus broader pharmacy community attention and resources on improving healthcare outcomes and patient safety, Neighbourhood Pharmacies will convene Pharmacy Patient Safety discussions, to which all key stakeholders and interested parties will be welcome. Our goal will be to identify obstacles but more importantly, to come together and take action where we can. A real commitment to patient safety demands no less.

Our pharmacy teams remain the most accessible healthcare practitioners to Canadians when and where they need pharmacy services. We encourage Canadians to get to know their neighborhood pharmacy team, to help them get the most out of their care.

This is our commitment and we are the Neighbourhood Pharmacy Association of Canada.