



# What's Changed About the CPRB Survey Process?



# Learning Objectives

Upon completion of this webinar you will:

1. Understand the changes to the “Request for CPRB Accreditation Survey” document.
2. Understand the changes for the documents required to be submitted 30 days pre-survey visit
3. Understand the changes to the on-site survey itinerary.
4. Understand the changes to the “What to Expect” interview guide.

# Background

- Mandate of the Canadian Pharmacy Residency Board (CPRB)
- Accreditation Standards
- Accreditation Process
  - Intent to apply
  - Request for accreditation
  - On site survey visit



## Programs

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### Canadian Pharmacy Residency Board (CPRB) Information

#### CPRB Strategic Objectives

- [CPRB Strategic Objectives](#)

#### Board Members Profiles

- [Colette Raymond](#) (Chair)
- [Moirá Wilson](#) (Past-Chair)
- [Curtis Harder](#) (Vice-Chair)
- [Jennifer Bolt](#) (Member)
- [Karine Cloutier](#) (Member)
- [Céline Corman](#) (Member)
- [Barb Evans](#) (Member)
- [Allan Mills](#) (Member)

#### CPRB Sub-Groups

The work of CPRB will be assisted by groups made up of CPRB members and non-members. The groups are listed below. They will help decrease the time and work demands on board members by using expertise from across the country. If you are interested in volunteering for one of these groups, please e-mail [Gloria Day](#)

#### Education Group

- [Colette Raymond](#) (Chair)

#### Standards Group

- [Allan Mills](#) (Chair)

### Education Group

- [Colette Raymond](#) (Chair)
- [Barb Evans](#) (Member)
- [Tanya Mysak](#) (Member)
- [Jennifer Teng](#) (Member)

### Surveyors Group

- [Maira Wilson](#) (Chair)
- [Céline Corman](#) (Vice-Chair)
- [Danette Beechinor](#) (Member)
- [Cathy Burger](#) (Member) – on maternity leave until February 2016
- [Dorothy George](#) (Member)
- [Sandy Jansen](#) (Member)
- [Lauza Saulnier](#) (Member)
- [Bill Wilson](#) (Member)

### Standards Group

- [Allan Mills](#) (Chair)
- [Peter Loewen](#) (Vice-Chair)
- [Curtis Harder](#) (CPRB Member)
- [Sandra Bjelajac Mejia](#) (Member)
- [Jennifer Bolt](#) (Member)
- [Heather Kertland](#) (Member)
- [Debbie Kwan](#) (Member)
- [Lalitha Raman-Wilms](#) (Member)
- [Nancy Sheehan](#) (Member)
- [Donna Woloschuk](#) (Member)
- [Samatha Yau](#) (Member)

### Residency Board News

**Current - Spring  
2014**

**Past**

# On Site Survey

- 2 day visit
- Surveyor team
- Structured itinerary
- Closing Discussion

# Survey CQI

- Post-survey evaluation by site survey participants
- Surveyors comments



**Request for CPRB Accreditation Survey**

- New Program
- Renewal

The information provided here will assist both the CPRB survey team and the hospital in the evaluation of the residency training program. Data submitted to a Hospital Pharmacy in Canada (Lilly) survey within the past 3 years may be used when completing Sections II-V. The Program Residency Director, Coordinator, or Administrative Assistant to send the CPRB Surveyors the survey documents in an electronic format. The program can either create and share a drop box directly with the surveyors or populate a USB drive and send via courier directly to the surveyors. The lead surveyor will contact you to confirm your preferred method to provide the documents.

Name of Health Care Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

List the training facilities/campuses that deliver >= 60 residency training days, if more than one campus is involved:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Participant in the Residency Matching Service:      Yes       No

Date Request Completed: \_\_\_\_\_

Signature, Residency Program Director \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email address \_\_\_\_\_

Signature, Residency Program Coordinator \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email address \_\_\_\_\_

Signature, Chief Executive Officer  
OR Senior Administrative Delegate with  
Accountability for Pharmacy \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email address \_\_\_\_\_

*Request is hereby made for accreditation of our hospital pharmacy residency program. We accept and understand the principles and requirements expressed in the residency accreditation process of the Canadian Pharmacy Residency Board (CPRB).*



Note: Sites may either enter the data in the tables below or submit site-specific data from the Hospital Pharmacy in Canada (Lilly) Survey within the past 3 years

III. Pharmacy Human Resources Information for Each Facility/Campus in Which Residency Training Occurs

Staffing	Facility/Campus	Facility/Campus	Facility/Campus	Facility/Campus	Facility/Campus	Facility/Campus
	FTE*	FTE	FTE	FTE	FTE	FTE
Pharmacists						
Management						
Technicians/Assistants						
Support Personnel (clerical, porter/aide)						
Residents						
Total FTE						
Paid hours per Acute Patient Day (excluding residents)						

FTE: Full Time Equivalent (i.e., equivalent of a full-time employee)



## CPRB PROGRAM SAMPLE ITINERARY & REQUIRED DOCUMENTS

### (CPRB ACCREDITATION STANDARDS)

The Program Residency Director, Coordinator, or Administrative Assistant to send the CPRB Surveyors the survey documents in an electronic format. The program can either create and share a drop box directly with the surveyors or populate a USB drive and send via courier directly to the surveyors. Documents should be numbered/labeled exactly as per the list below. The lead surveyor will contact you to confirm your preferred method to provide the documents.

### **Framework for Program Pre-Survey Documents – 30 Days prior to date of survey**

**Please create a separate sub-folder for each numeric grouping below (e.g. residency program manual contents located in a sub-folder)**

1. Contractual agreement with primary partner designated organization (if this is a shared program)
  - 1.1 Reports associated with partner accreditation surveys
  - 1.2 Inspection reports associated with partner accreditation surveys
2. Itinerary
3. Program Self-Assessment
4. Request for accreditation survey and related documents
  - 4.1 Any changes to the organizational structure of the organization, organizational structure of the pharmacy department since the last CPRB accreditation in any format, i.e., ppt or word format
  - 4.2 Mission statement and goals/objectives of the pharmacy department
  - 4.3 Most recent pharmacy services annual report
  - 4.4 Accreditation Canada survey report
  - 4.5 Quality improvement plan and strategic plan for the pharmacy department
  - 4.6 Quality improvement plan and strategic plan for the residency program
  - 4.7 Schedule of residency rotations including preceptors for previous 4 years and current year
5. Residency Advisory Committee Terms of Reference and minutes for previous 4 years and current year
6. Residency Program Manual and Residency-related policies and procedures
  - 6.1 Expectations of residents and preceptors
  - 6.2 The intended educational outcomes of the program
  - 6.3 Learning goals and objectives for each residency rotation available for each resident(s)
  - 6.4 Evaluation forms
  - 6.5 Criteria for successful completion of the program
  - 6.6 Policies concerning professional, family, and sick leave and the effect such leaves shall have on the resident's ability to complete the program
  - 6.7 Policies governing scheduling of residency experiences, including service shifts
  - 6.8 Procedures for resident(s), preceptor(s), coordinator(s), director, training site (rotation), and program evaluation
  - 6.9 Processes for remedial action if deficiencies in the progress of the resident(s) are noted
  - 6.10 Processes that shall be used to address all discrepancies in assessment
  - 6.11 Preceptor orientation, development, and selection process

DAY	TIME	TITLE OF MEETING	PARTICIPANTS SHALL INCLUDE
Day 0		Review of survey documents at hotel	Surveyors
Day 1	0800-0815	Meeting with CEO, Administrative person to whom Pharmacy Director reports	CEO or (Senior Administrative designate), Administrative person to whom Pharmacy reports, Residency Director and Coordinator(s), and Resident(s)
	0815-0845	Meeting with Pharmacy Administrative Team  - include a handout, and time for further questions from the surveyors Rather than a formal presentation the administrative team is requested to provide in any format ( e.g., word, ppt) the department's strategic plan and any major changes to either the organization or to the pharmacy department since the last survey visit.	Residency Director, Residency Coordinator(s), Resident(s), and Pharmacy Leaders who provide direct support to the Residency Program  CEO or (designate) may attend
	0845-0915	Meeting with Residency Program Director	Residency Program Director
	0915-1045	Meeting with the Coordinator(s) Questions from surveyors	
		Sign the institution's confidentiality agreement	Surveyors
	1045-1100	<b>BREAK</b>	Surveyors
	1100-1200	Meeting with Residency Preceptor(s) (from all campuses, may set up teleconferencing if needed)	As many Residency Preceptor(s) as possible except the Residency Director, and Coordinator(s)
	1200-1300	<b>LUNCH</b>	Surveyors
	1300-1445	Meeting with Resident(s)	Current Resident(s) and from one year previous if available
		Deleted meeting with the healthcare team	
	1445-1515	Tour of Patient Care Area(s) where the resident is currently working or where a rotation has recently been completed	Pharmacist(s) regularly working in the Patient Care Area(s), Resident(s)
	1515-1600	Tour of Pharmacy Department	Manager of Operations or (designate), Resident(s)
	1600-	Review of on-site documents  Check in with Residency Coordinator(s) (or designate) for arrangements for the next day	Surveyors

#### 4. Meeting with the Residency Coordinator(s)

The purpose of the meeting is to discuss the following with the surveyors:

The surveyors will select a competency – please be prepared to discuss:

- How you translated the competency into learning objectives (Show us your learning objectives and the competency that is associated with the learning objectives);
- How you set the levels of expected performance (Show us your definition of the expected level of performance. Where is it located? E.g. is it part of the learning goal and objectives, is it a free standing document, or is it a procedure?);
- How you assess and document that the resident has met the expectations (Show us your forms or explain your assessment process and show us any documentation records); and
- How you track completion of requirements over the course of the program (Show us your competency tracking - process/tool).
- How residents' knowledge and skills are developed and evaluated; and
- How coordinators support residents and preceptor training and supervision
- Any particular challenges you are facing?
- Any innovations, opportunities or successes you wish to highlight?

## 7. Tour of the Patient Care Area(s) Where resident (s) are currently working or have recently completed a rotation

Please ensure the healthcare team is informed to expect questions from surveyors

The purpose of this tour is to familiarize the surveyors with:

- The training environment for the pharmacy residency program;
- The working relationship with the health care team
- The extent to which the healthcare team participate in the training of the resident
- The medication cycle from prescription to drug administration;
- Evidence of safe medication practices including adverse drug event reporting;
- Documentation in the health record by the pharmacists and pharmacy residents; and
- Access to drug information resources.

# CPRB Web-site

- Insert hyperlink to CPRB Residency Training Program web-site

[http://www.cshp.ca/programs/residencyTraining/index\\_e.asp](http://www.cshp.ca/programs/residencyTraining/index_e.asp)



# Questions



Please contact me if you have any questions!

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