

## Nova Scotia Standards & Expected Outcomes: Quality Assurance Program

Regulator: Nova Scotia Pharmacy Regulator

Assessment Completion: April 2026

DOMAIN: General		
Standard	Expected Outcome	Status
Regulator maintains accurate and accessible information that is publicly available.	Information about registrants is displayed accurately and clearly in an easily accessible manner on regulator's website.	Compliant
	Information about the regulator's governing board and statutory committees, including the names of the respective members, are displayed on regulator's website	Compliant
	Information on how the public can make a complaint and the investigation processes is publicly available on the regulator's website.	Compliant
	Information posted on a regulator's website is presented in a plain language format.	Compliant
	All bylaws are published and made available to the public and registrants in an easily accessible format on regulator's website	Compliant
Regulator demonstrates the principles of EDIRA (equity, diversity, inclusion, reconciliation, and accessibility) and ensures that its registrants, the public, and other affected parties do not experience unnecessary barriers or otherwise be disadvantaged.	Regulator has a position statement that reflects the principles of EDIRA which is publicly available and easily accessible on the regulator's website.	Compliant
	Regulator has a code of conduct on how it operates for staff and committee members. The policy is reviewed at least every three years to ensure it reflects current legislation, practices, public expectations, issues, and emerging initiatives (e.g. diversity, equity, and inclusion).	Compliant
	Regulator demonstrates commitment/efforts to achieving diversity and inclusion on board, committee, and staff composition.	Compliant
DOMAIN: Governance		
Standard	Expected Outcome	Status
Regulator's governing board governs according to governance best practices.	Board has a governance model/structure and follows governance best practices.	Compliant
	Board members participate in an orientation to governance best practices.	Compliant
	Policies/procedures for the board are provided/available to board members and staff.	Compliant
	Processes for review of policies and standards are documented.	Compliant
	Policies and/or standards of the governing board have measurable outcomes. Policies have a review schedule and evaluation process.	Compliant
	Board has and undertakes a self-evaluation process.	Compliant

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	The regulator has a risk management framework, and policies and/or processes are in place to address risks: <ul style="list-style-type: none"> <li>• Financial;</li> <li>• Information technology;</li> <li>• Comprehensive liability insurance (including cybersecurity);</li> <li>• Legal (privacy, confidentiality);</li> <li>• Governance vs operational authority;</li> <li>• Operations - Human Resources (volunteer committees/employed staff).</li> </ul>	Compliant
	Implementation of appropriate board and board committee structures or processes	Compliant
	The regulator demonstrates adherence to a code of conduct, conflict of interest, and confidentiality policies.	Compliant
	Regulator articulates a vision and strategic directions/desired outcomes for the organization.	Compliant
Regulator's governing board has appropriate oversight of operations.	Board monitors progress in meeting the strategic directions and adherence to policies.	Compliant
	Regulator's operations are compliant with applicable federal and provincial laws, and its governing legislation.	Compliant
Board and statutory committee members have the knowledge, skills, and commitment needed to effectively execute their fiduciary role and responsibilities pertaining to the regulator's mandate.	Board identifies and communicates eligibility and suitability criteria for registrants to stand for election/appointment to the board and statutory committees.	Compliant
	Board and statutory committee candidates, once appointed, are trained about the regulatory mandate and expectations pertaining to their roles and responsibilities.	Compliant
	Training is ongoing (at least annually) for board and committee members.	Compliant
<b>DOMAIN: Standards (Including Policies &amp; Guidelines)</b>		
<b>Standard</b>	<b>Expected Outcome</b>	<b>Status</b>
Regulator maintains up-to-date practice standards that are regularly reviewed and prioritize patient/client centered care and safety.	Standards are reflective of current practice environment and consideration is given to collaborative practice teams and cultural competence.	Compliant
	Feedback from registrants and impacted parties about practice standards is gathered and considered for incorporation into revisions.	Compliant
	An evaluation strategy is in place.	Compliant

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Regulator provides guidance to assist registrants to interpret and apply the practice standards and addresses new and developing areas of risk in practice.	Regulator communicates with academic programs to promote awareness of standards and inform the development/revision of those standards.	Compliant
	Registrants are informed about revisions to practice standards and new standards.	Compliant
	A communication strategy is in place to inform registrants about expectations pertaining to practice standards, policies, renewal, and registration requirements. Communication strategies to consider: <ul style="list-style-type: none"> <li>• Learning modules for licensure;</li> <li>• Newsletters, webinars, sessions with new graduates.</li> </ul>	Compliant
<b>DOMAIN: Investigations, Professional Conduct, and Fitness to Practice</b>		
<b>Standard</b>	<b>Expected Outcome</b>	<b>Status</b>
Regulator enables anyone to submit a complaint about a registrant.	Different stages of the complaints and fitness to practice processes are clearly communicated and set out on the regulator's website.	Compliant
	Information is communicated directly to complainants and respondents who are engaged in the complaints process, including what can be expected at each stage.	Compliant
	Relevant supports available to complainants and respondents are clearly and directly communicated.	Compliant
Regulator's processes for examining and investigating complaints is fair, transparent, and timely.	Regulator is compliant with applicable legislation pertaining to the professional conduct and fitness to practice processes.	Compliant
	Policies and procedures are developed that define processes and timelines that meet legislative requirements.	Compliant
	Regulatory processes are clearly written and publicly accessible (as appropriate).	Compliant
Regulator's decisions are consistent, fair, and prioritize public protection mandate.	Decisions and the evidence supporting each decision at each stage of the process are well documented.	Compliant
	Decisions that are publicly accessible reflect the regulator's consideration of relevant legislation/standards, for example: <ul style="list-style-type: none"> <li>• The regulator's statutory objectives;</li> <li>• The regulator's practice standards.</li> </ul>	Compliant
	Discipline decisions are reported in a timely manner in accordance with legislation and are posted publicly.	Compliant

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Regulator implements interim orders in cases where there is a risk to public safety.	Process for interim orders is documented in policies and procedures.	Compliant
	The regulatory has an established process to identify and prioritize high risk cases.	Compliant
	Interim orders are reported on the regulator's website.	Compliant
The regulatory supports all parties during the complaint process.	Process for communication to all parties is documented in policies and procedures: when, how, and frequency of communication to all parties.	Compliant
	Timelines are communicated to all parties and parties are kept informed on the progress of their case.	Compliant
<b>DOMAIN: Information Management</b>		
<b>Standard</b>	<b>Expected Outcome</b>	<b>Status</b>
Information collected by the regulator is protected from unauthorized disclosure.	Regulator has developed and implemented policies and processes that govern the collection, use, disclosure, and protection of information.	Compliant
	Regulator has developed and implemented policies and processes that govern the destruction of records.	Compliant
<b>DOMAIN: Suitability to Practice/Continuing Competence</b>		
<b>Standard</b>	<b>Expected Outcome</b>	<b>Status</b>
Regulator ensures the continued competence of all active registrants.	Regulator has a continuing competence program that is developed and implemented that supports competency, professionalism, ethical practice, and quality of care.	Compliant
Regulator has processes and procedures in place to assess the competency, safety, and ethics of the people it registers.	For the assessment of applicants or registrants, based on return to practice, unrecognized international credentials, practice review, or complaint processes and procedures are developed and implemented that outline: <ul style="list-style-type: none"> <li>• How areas of practice that are evaluated are identified.</li> <li>• How right touch evidence informed approach used to identify who will undergo an assessment activity;</li> <li>• Criteria used to identify remediation activities a registrant must undergo are based on the practice review assessment, where necessary.</li> </ul>	Compliant

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DOMAIN: Education		
Standard	Expected Outcome	Status
Regulator has a transparent mechanism for assuring that the education programs it authorizes meet regulator's requirements.	Regulator has established standards for those programs accepted by the board to assess the quality of education programs.	Compliant
	Regulator has an established process to assess the quality of education programs (e.g., accreditation).	Compliant
DOMAIN: Measurement, Reporting, and Improvement		
Standard	Expected Outcome	Status
Regulator monitors, reports on, and improves its performance.	Regulator's key performance indicators (KPI's) are developed, including a clear rationale for why each is important.	Compliant
	Board uses performance and risk information to regularly assess the regulator's progress against stated strategic objectives and regulatory outcomes.	Compliant
	Where relevant, performance and risk review findings are translated into improvement activities.	Compliant