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Knowledge Knows No Boundaries



CAUCE

Canadian Association for
University Continuing Education



Minor Ailments, Major Impact

Using Small Group Learning to Build Confidence
in Ontario Pharmacy Practice

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Minor Ailments (MA)

Reliably self-diagnosed by patient*

- Usually short-term in nature
- Lab tests typically not required
- Low risk of treatment masking an underlying condition
- Minimal or short-term follow-up required
- More serious conditions can be differentiated by history/medication list



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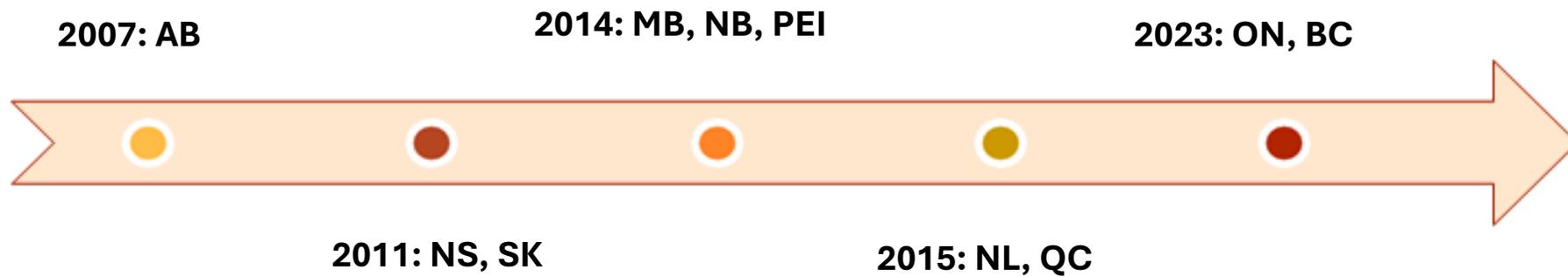
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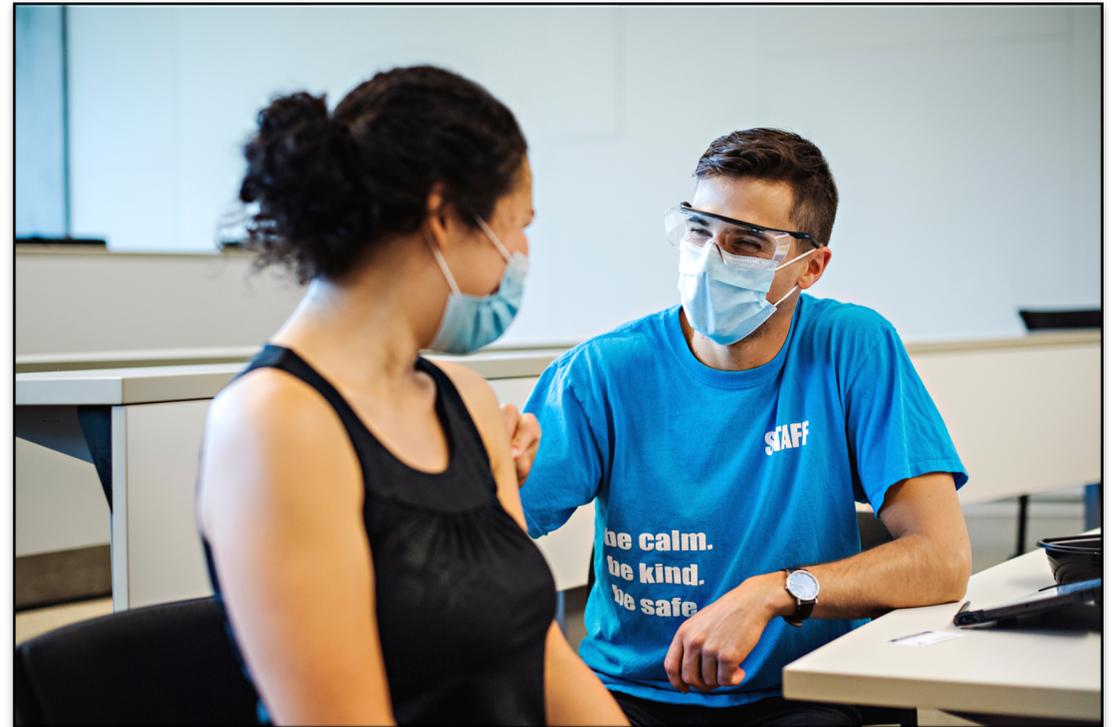
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Pharmacist Prescribing for Minor Ailments



Expanding Role of Pharmacists in Canada

- Need for additional pharmacist education & training
- Other scope expansions:
 - Injection training
 - Vaccinations
 - Ordering & interpreting lab tests (some jurisdictions)
 - Administering point-of-care testing



Poll Question

Have you ever sought care from a pharmacist for one of these so-called minor ailments?

https://whova.com/portal/live_poll_result/RG24CQsXjNo0ErCAqW@w8DuroCusjBrHMYII9PHqScU=/257785/

MA in Ontario



- Enabling regulations took effect January 1, 2023
- 13 conditions
- Initial continuing professional development (CPD) offering (online-only, modular, accredited program)

Pharmacists can provide a prescription without a doctor's diagnosis and regardless of previous medication history:

- acne (mild)
- aphthous ulcers
- allergic rhinitis
- conjunctivitis (allergic, bacterial, viral)
- dermatitis (atopic/eczema, allergic or contact)
- diaper dermatitis
- dysmenorrhea
- GERD
- hemorrhoids
- herpes labialis
- impetigo
- insect bites and urticaria
- MSK sprains and strains
- NVP
- oral candidiasis (due to anything)
- pinworms
- tick bites; Lyme disease prophylaxis
- urinary tract infection (UTI) in women (no limit)
- vulvovaginal candidiasis



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<https://www.ontario.ca/laws/regulation/r23179>

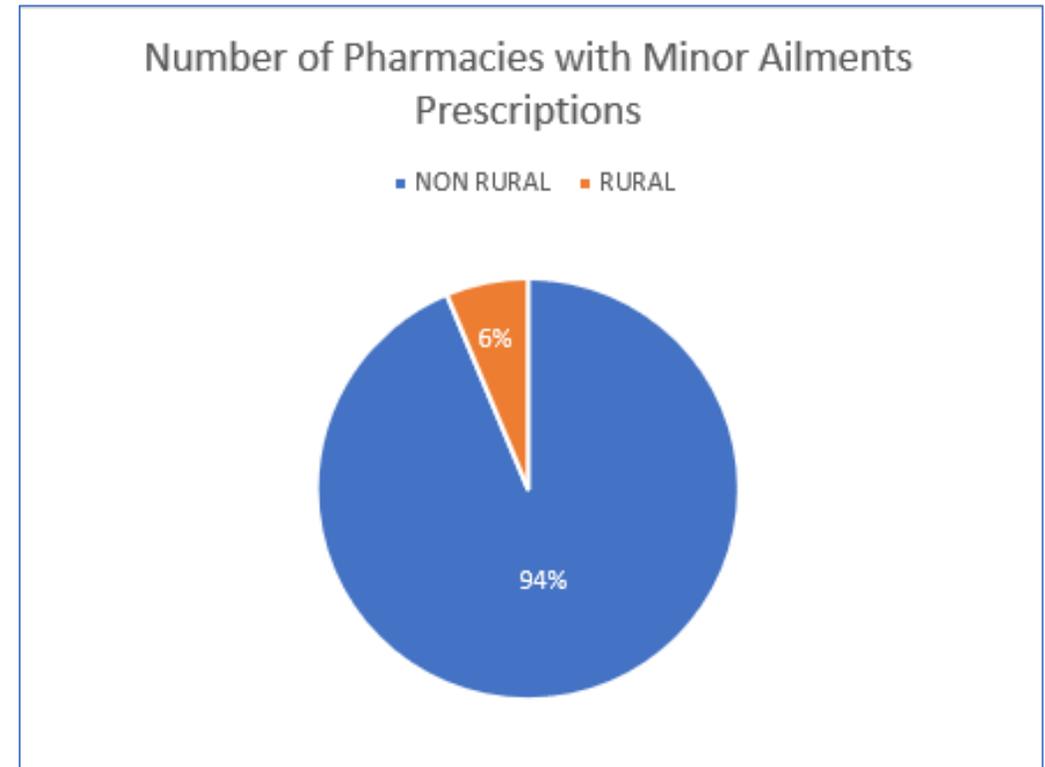


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Current State of MA in Ontario

- 19 conditions, 14 more pending (Fall 2025?)
- Top 3:
 - UTIs
 - Conjunctivitis
 - Herpes Labialis (cold sores)



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Ontario Minor Ailments Summary



Ontario

WORLD ²⁵ SEPTEMBER
PHARMACISTS DAY

Ontario pharmacists have conducted more than **1 million minor ailment assessments** so far.

Jan. 2023

Pharmacists authorized to prescribe for 13 minor ailments.



Oct. 2023

6 additional minor ailments added.



Coming soon

14 additional minor ailments are part of planned scope expansion.



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State of MA in Ontario (October 2024)

Problems we were trying to address:



Lack of consistency in service delivery



How service is being implemented



Gaps in pharmacist confidence and competence



Overall, enhanced patient safety

Minor Ailments, Major Impact Workshop

- Small-group discussions, decision support tools, practical cases
- Pilot offering with research component
- Pharmacy teams invited (pharmacists, pharmacy managers, pharmacy technicians)



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Minor Ailments, Major Impact Workshop



- Three content blocks over 5-hour session
- Interspersed breakout sessions (think, pair, share activities)
- Open discussion, hands-on demonstrations
- Before vs. after confidence levels in minor ailment service delivery



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Results (n=13)

- At baseline, self-reported confidence in providing MA services was not optimal.
- Post-workshop, a significant increase in participants' self-reported confidence in delivering minor ailment services was noted ($p < 0.05$).



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Results



Workshop feedback was overwhelmingly positive



Participants valued

“Safe space” environment

Guidance on audit preparation

Strategies for optimizing pharmacy team involvement



Engaging format, group size and practical tips



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Results

1. Barriers / challenges reported:

- Legal
- Operational
- Resources / staffing
- Knowledge base
- Confidence

2. Clearer understanding for role of decision support tools



Results



- Post-workshop follow-up indicates participants have already implemented some of their learnings in practice
- Shared tips with colleagues who did not attend the session.



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Continuing Professional Development

- Hands-on learning vs passive education
- Role of mentorship, peer learning, decision support tools
- How future programs can evolve to meet regulatory changes and professional needs
- Embedding follow-up as permanent part of program

Implications



Team-based approach

Need for broad implementation as more MA conditions coming

Other professional disciplines with evolving scopes of practice (RPhT, RN, etc.)

Education on clinical content alone does not ensure successful implementation of a new service

Broader Implications

Policy and regulatory changes require confidence building and skill enhancement

Adapting CPD for a digital and evolving healthcare landscape

Demand for expanded services driven by patients/consumers, government(s) and health professionals

Need for additional education and training seems endless

Poll question

Prior to this session, did you know the legal scope of practice for health professionals could vary so much between Canadian jurisdictions?

https://whova.com/portal/live_poll_result/RG24CQsXjNo0ErCAqW@w8DuroCusjBrHMYII9PHqScU=/257786/

PHARMACISTS' SCOPE OF PRACTICE IN CANADA

✓ Implemented in jurisdiction

P Pending legislation, regulation or policy for implementation

X Not implemented

		BC	AB	SK	MB	ON	QC	NB	NS	PEI	NL	YT	NWT	NU	
Prescriptive Authority (Schedule 1 Drugs)	Independently, for any Schedule 1 drug	X	✓ ⁴	X	X	X	X	X	X	X	X	X	X	X	
	In a collaborative practice setting/agreement	X	✓ ⁴	✓ ⁴	✓ ⁴	X	✓	✓	✓	X	X	X	X	X	
	Initiate ^{1,2}	For minor ailments/conditions	✓	✓	✓	✓ ⁴	✓	✓	✓	✓	✓ ⁴	✓	✓	X	X
		For smoking/tobacco cessation	✓	✓	✓	✓ ⁴	✓	✓	✓	✓	✓ ⁴	✓	✓	X	X
		In an emergency	✓ ⁶	✓	✓ ⁶	✓ ⁷	✓	✓	✓	✓	✓	✓ ⁶	✓ ⁶	X	X
Adapt/Manage ^{1,3}	Make therapeutic substitution	✓	✓	✓ ⁸	X	X	✓ ¹⁵	✓	✓	✓	✓	✓	X	X	
	Change drug dosage, formulation, regimen, etc.	✓	✓	✓ ⁸	✓	✓	✓	✓	✓	✓	✓	✓	X	X	
	Renew/extend prescription for continuity of care	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	
Injection Authority (SC or IM) ^{1,4}	Drugs ⁵	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	
	Vaccines ⁵	✓	✓	✓	✓	✓	✓ ¹⁶	✓	✓	✓	✓	✓	X	X	
	Influenza vaccine	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	X	
Labs	Order and interpret lab tests	✓	✓	P ⁹	✓ ¹⁰	X	✓	P ¹¹	P ^{9,12}	✓ ¹³	X	X	X	X	
Techs	Regulated pharmacy technicians	✓	✓	✓	✓ ¹⁴	✓	✓	✓	✓	✓	✓	X	X	X	



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Conclusion



Facilitated small group learning effectively enhanced pharmacist and pharmacy technician confidence in delivering minor ailment services.



This educational approach provides a framework for future expansion of pharmacist prescribing in Ontario

Questions/ Discussion



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