

# StaffWISE Scorecard

Pharmacy managers are required to have a staffing plan commensurate with patient care requirements and take reasonable steps to implement it.

An appropriate staffing plan that is actively **implemented, monitored, and updated** is a critical component of ensuring that community pharmacy professionals in Nova Scotia fulfill their responsibility to provide safe and effective patient care.

The **Staffing and Workload Initiative for Safety and Effectiveness (StaffWISE) Scorecard** is the report provided to your pharmacy by the NSPR. It includes the pharmacy's Staffing Score and the pharmacy's specific StaffWISE Data Records

## Sample Pharmacy



Sample Pharmacy has a Staffing Score of 0.8 out of 1.0.

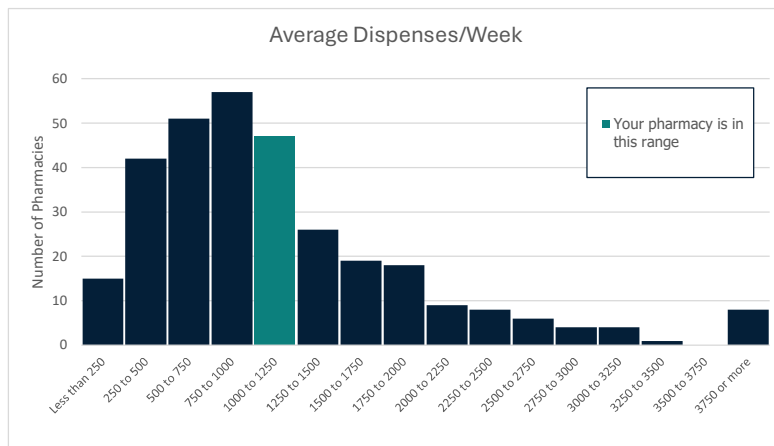
The Staffing Score is a ratio of your available pharmacy staffing to your professional care workload as measured by the StaffWISE Tool. A score of 1.0 means that your staffing hours are meeting your pharmacy's current volume of measured professional workload.

## Workload

**Workload** is a measure of the amount of **dispensing and non-dispensing professional activities** at your pharmacy using **centralized data** from the Nova Scotia Drug Information System (NS DIS) and Pharmacare billing data for the period of **November 2024 - October 2025**. The percentage of new fills versus refills is based on **self-reported** data.

**1,100**

Average  
Dispenses/Week



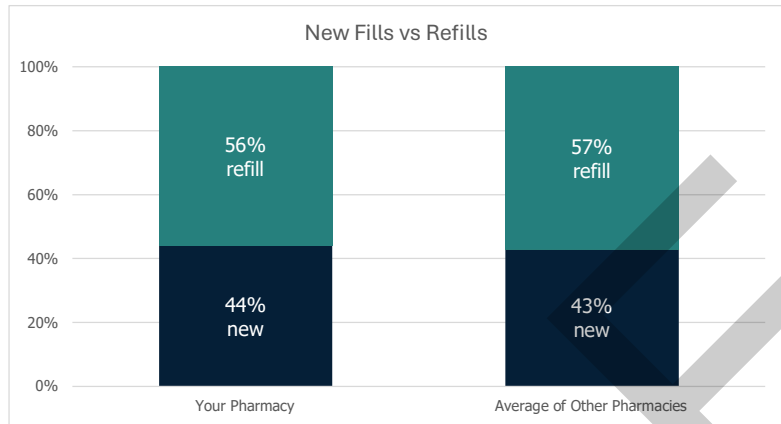
**44%**

**% New Fills**

StaffWISE accounts for the increased workload associated with new fills

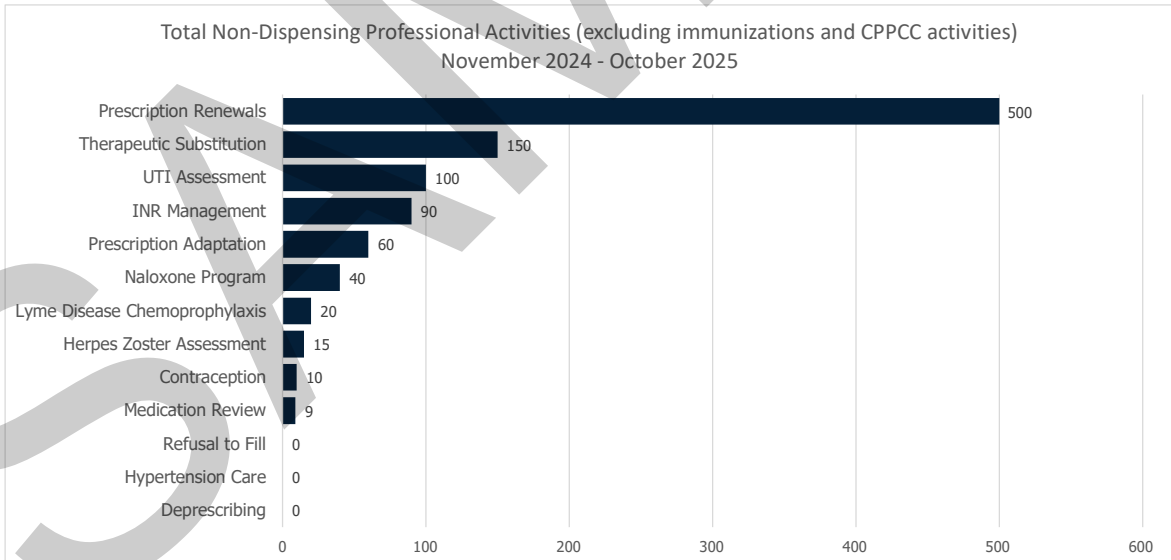
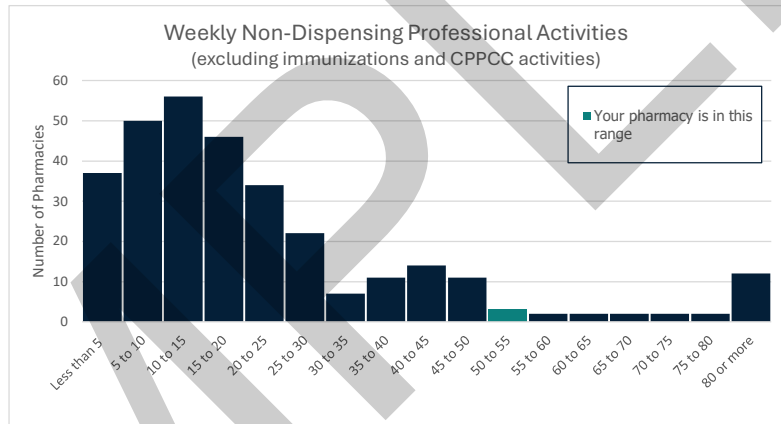
**56%**

**% Refills**



**50**

**Average Non-Dispensing Professional Activities/ Week**



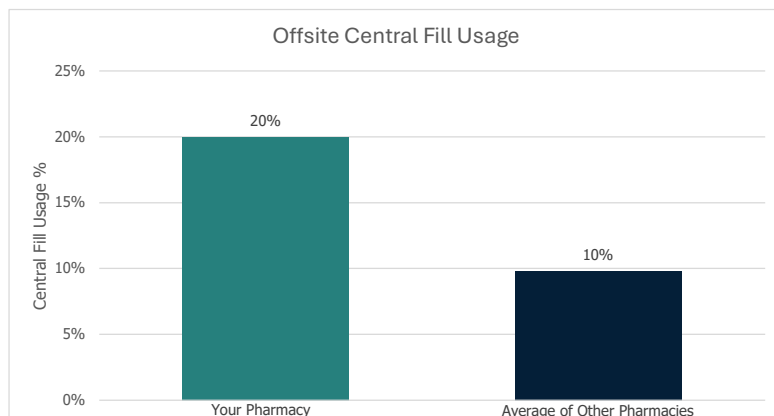
# Automation Technology

Automation technology is a measure of the use of technology and central fill within the dispensing process based on self-reported data and impacts the calculation of the total professional workload.

Technology	Used at Your Pharmacy	Average Dispenses per Week at Your Pharmacy	% of Other Pharmacies that Use this Technology
Countassist	<input checked="" type="checkbox"/>	145	6%
Accuaccount	<input type="checkbox"/>	0	18%
Blistassist	<input type="checkbox"/>	0	2%
Kirby Lester KL108 Secure Robot	<input type="checkbox"/>	0	0%
Kirby Lester KL1 Plus Pill Counter	<input type="checkbox"/>	0	1%
Methameasure	<input type="checkbox"/>	0	6%
PACMED with PACVision	<input type="checkbox"/>	0	3%
PACMED without PACVision	<input type="checkbox"/>	0	4%
Parata Max (includes Parata Max 2)	<input type="checkbox"/>	0	3%
Parata Mini	<input type="checkbox"/>	0	1%
ScriptPro	<input type="checkbox"/>	0	3%
VBM Blister Packaging Machine	<input type="checkbox"/>	0	4%
Other	<input type="checkbox"/>	0	9%

**20%**

**% prescriptions processed using offsite central fill**



# Available Staffing

Available staffing is a measure of the professional workload capacity of your pharmacy staff based on self-reported staffing data.



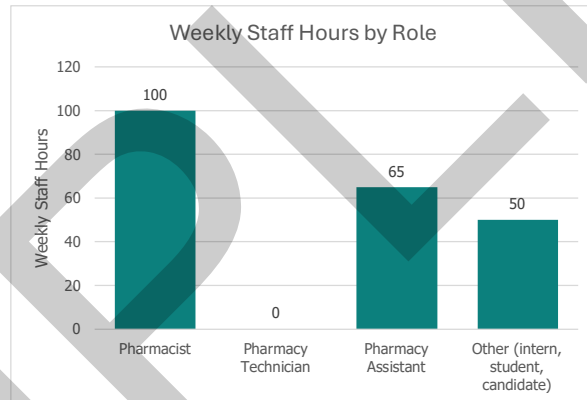
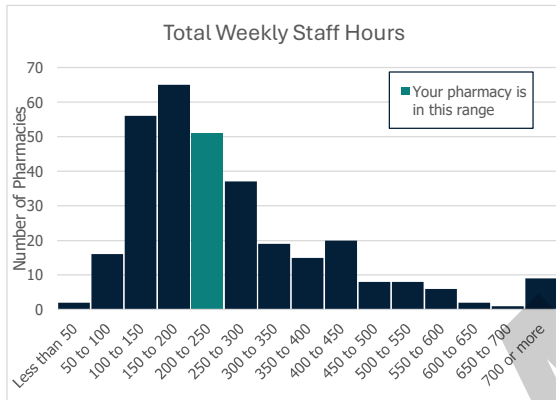
5

# of pharmacy staff



215

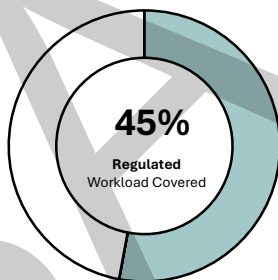
Average # staff hours/ week



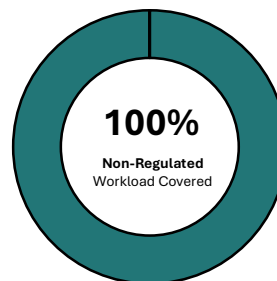
The StaffWISE Tool assigns your available staffing hours to specific professional workload activities:

**Regulated Workload:** Pharmacist and pharmacy technician hours are counted towards workload that must be undertaken by a licensed pharmacy professional.

**Non-Regulated Workload:** Pharmacy assistant, intern, pharmacy student, and pharmacy technician candidate hours are counted towards non-regulated workload.



The percentage of regulated workload that is covered by **pharmacist and pharmacy technician hours** at your pharmacy.



The percentage of non-regulated workload that is covered by **pharmacy assistant, intern, pharmacy student, and pharmacy technician candidate hours** at your pharmacy.

To improve your Staffing Score, focus on the staffing categories where you do not currently have 100% coverage for the workload.

If a staffing category is not 100% it means that workload for that category is greater than the available staffing. Adding additional hours in that category will increase your Staffing Score.

If a staffing category is already 100% it means that the workload for that category is covered by the available staffing. Adding additional hours in that category will not increase your Staffing Score.