

StaffWISE Scorecard User Guide

Understanding Your Pharmacy's StaffWISE Data

Overview

This guide is designed to help you interpret your Staffing and Workload Initiative for Safety and Effectiveness (StaffWISE) Scorecard. The Scorecard is your primary tool for monitoring your pharmacy's compliance with the [Pharmacy Staffing Level Policy](#).

Staffing Score

Your Scorecard features a primary number: the Staffing Score. This is a ratio of your available staffing to your professional care workload.

Note: The Staffing Score is a lean measure of the pharmacy's total workload, and it is reasonable that a pharmacy may need additional staffing for all of the work completed by the pharmacy team (e.g., administrative tasks, etc.).

If your pharmacy serves as a CPPCC location, your Scorecard only includes data from the dispensary operations (i.e., no CPPCC staffing or workload data is included).

Score Range	Status	Action Required
1.00	Staffing Requirements Met	Your staffing hours match or exceed the calculated professional care workload at your pharmacy.
0.99 – 0.72	Requires Monitoring	Depending on where you are in this range, you may be close to ensuring that your staffing hours match the calculated workload. You should review possible improvement actions and continue monitoring.
0.71 – 0.57	Requires Action	Your staffing does not meet your professional care workload, and you must take action. You are required to develop a written Staffing Level Improvement Plan and this must be made available to the

		NSPR upon request, including at the time of inspection. You may also be required to work with the Staffing Level Review Committee.
0.56 or Lower	Committee Enrolment	<p>Your staffing requires immediate attention.</p> <p>You are required to develop a written Staffing Level Improvement Plan and work with the Staffing Level Review Committee.</p> <p>You will be prioritized for a scheduled meeting with the NSPR.</p>

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.

The StaffWISE Scorecard provides you with the following:

- **Average Dispenses per Week:** The average number of dispenses at your pharmacy per week with a provincial average comparator for the same period.
- **New Fills vs. Refills:** The percentage of new prescriptions versus refill prescriptions dispensed by your pharmacy. StaffWISE accounts for the increased workload associated with new fills.
- **Average Non-Dispensing Professional Activities per Week:** The average number of non-dispensing activities at your pharmacy per week with a provincial average comparator. **Note:** This does not include immunizations as they are currently seasonal in nature.
- **Total Non-Dispensing Professional Activities:** The total number of non-dispensing professional activities completed by your pharmacy during the data collection period, broken down by activity type.

Note: Other factors, including the complexity of various prescription types and care activities and their respective volumes, are factored into the workload calculation for each pharmacy. Time is calculated for all dispensing and non-dispensing professional activities using a panel of pharmacists and a validated methodology to produce resource-based relative values.

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. If a pharmacy uses automation technology or centralized prescription

processing, the workload score for these activities is reduced to reflect the time these tools save. The StaffWISE Scorecard provides you with the following:

- **Automation Technology Used:** The type(s) of automation technology reported by the pharmacy (used when calculating a reduction in the pharmacy's workload) with a provincial average comparator.
- **Average Dispenses per Week:** The average number of prescriptions filled per week with specific automation technology at your pharmacy.
- **% of Other Pharmacies that Use this Technology:** The percentage of other pharmacies in the province that use this automation technology as a provincial comparator.
- **Central Fill Percentage:** The percentage of prescriptions filled by your pharmacy using central fill with a provincial average comparator.

Available Staffing

Available staffing is a measure of the professional workload capacity of your pharmacy staff based on self-reported staffing data. The StaffWISE Scorecard provides you with the following:

- **Total Number of Pharmacy Staff:** The headcount of pharmacy staff reported by the pharmacy manager.
- **Number of Staff Hours per Week:** The number of total staff hours across all staff types scheduled weekly.
- **Weekly Staff Hours:** The number of total staff hours scheduled weekly with a provincial average comparator. **Note:** "Other" includes interns, pharmacy students, and pharmacy technician candidates.
- **Weekly Staff Hours by Role:** The number of total staff hours scheduled weekly broken down by staff type (pharmacist, pharmacy technician, pharmacy assistant, other).

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

Note: 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.