

Ontario Pharmacists Association

# Strategic Plan 2023–2025



ONTARIO  
PHARMACISTS  
ASSOCIATION

Advocating Excellence  
in Practice and Care



## Executive Summary

### OPA: Pharmacy Starts Here

OPA has been at the forefront of pharmacy for 56 years. Representing over 10,000 Ontario pharmacy professionals, we advocate for the profession and advance excellence in practice and patient care.

At OPA, we believe pharmacy starts here. From workplace support to professional development, from a forum to share ideas to a hub fostering incredible innovation, OPA is the animating force for pharmacy care in Ontario.



### Bold Path Forward

Our new Strategic Plan sets a bold path, modernizing OPA while preparing us to embrace change and mitigate market disruption.

#### We focus on three key mandates:

**Achieving  
organic and  
inorganic  
growth**

**Innovating,  
modernizing  
and promoting  
excellence in  
stakeholder  
engagement**

**Delivering  
an optimal  
member  
experience**

Our 2023-2025 plan emphasizes revenue diversification and capitalizes on our financial strength in strategic investments. Our integrated technology platform will generate subscription revenue. We're envisioning product and service offerings beyond provincial borders. We're excited to develop a new lab to test pharmacy program

implementation. We will pursue these ground-breaking initiatives while supporting community pharmacies to maintain patient loyalty, reduce overhead and increase revenue. OPA is a leader for all Associations in our evolution toward a high-performing business model.

## Renewed Purpose

A new Statement of Purpose guides our progress, with four strategic pillars providing focus and intention. The goals are aspirational and will inspire and energize OPA staff, members, partners and volunteers.

## Commitment & Values

Our Strategic Plan is underpinned by a commitment to equity, diversity, and inclusion in the profession and Association, with quality and excellence at the core of everything we do.

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## OPA Statement of Purpose

To foster inspiration, innovation, and opportunity for every pharmacy professional in Ontario.

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## Values



## OPA 2023-2025 Strategic Goals

Despite the challenges faced by pharmacy professionals throughout the pandemic, OPA and pharmacy teams across Ontario asserted their rightful place as an indispensable part of healthcare. With this same spirit of determination, OPA looks ahead to its next three years.

Four strategic goals reflect measurable objectives for OPA to track as we work toward our long-term vision. We will prioritize the goals outlined in this plan and ensure accountability to members by monitoring and reporting our progress.

### Strategic Goals 2023-2025



#### Engagement and Advocacy

##### Engagement and Advocacy

- Ensure representation and relevance in a disruptive environment.
- Positively influence change and elevate our members.

##### Innovation and Advancement

- Harness technology and foster innovation in the sector.
- Support growth of the profession.

#### Financial Sustainability

##### Financial Sustainability

- Advance and pursue avenues for revenue growth.
- Support thriving businesses and careers for OPA members.

#### Our People

##### Our People

- Foster a culture that attracts and retains passionate brand champions who embrace the Statement of Purpose and provide extraordinary experiences for members, volunteers, partners, and colleagues.
- Nurture a respectful environment that supports the well-being of OPA staff and offers growth opportunities.

## Advancing Healthcare

At no other time have pharmacy professionals faced such seismic disruption as the past two years.

The pandemic heightened awareness around the critical importance of pharmacy teams as trusted, accessible frontline community care providers. We made impressive, well-deserved strides in expanding

the scope of practice and successfully delivered valuable professional development opportunities.

With our new 2023-2025 Strategic Plan, OPA will continue to proudly and vocally support pharmacy professionals in achieving thriving, meaningful careers that drive better health outcomes for Ontarians.