

RE: Quercus Solutions – Letter of Reference

The Alberta College of Pharmacists is pleased to offer Quercus Solutions a letter of reference.

At the Alberta College of Pharmacists (ACP) we are responsible for quality pharmacy practice in Alberta. We govern pharmacists, pharmacy technicians and pharmacies in Alberta to support and protect the public's health and well-being. We take responsibility for pharmacy practice by setting and enforcing high standards of competence and ethical conduct.

In 2011, we published ACP's Strategic Plan, which identified that new technologies and processes were required to capture data, as the organization recognized the need for more evidence as a foundation to evaluate and improve quality of care. Quercus became engaged as we required a strategic plan for information technology that would complement the needs and the direction the organization was moving towards. We engaged them to provide the strategic framework and a prioritized roadmap to deliver information technology recommendations that would enable ACP to achieve its goals.

We were extremely impressed with the approach that Quercus used to gather, investigate and deliver the information needed to complete this plan. Through a series of interviews with key stakeholders and a thorough analysis of the short and long terms needs of the college they were able to put forward a final product with recommendations that complimented the initiatives we were trying to solve.

Following the creation of the IT strategic plan, we were so impressed with the quality of work delivered we decided to engage Quercus to assist in further developing and helping execute on one of the metrics related to internal reporting. Once again they were quickly able to build a rapport with our staff, and through a series of extremely well organized and executed workshops collect the necessary information to recommend the data sets required for business intelligence reporting

Quercus has repeatedly impressed us with how quickly and easily their consultants are able to develop an in-depth understanding of our business requirements. Their positive attitude and focus on collaboration through complex issues makes them an ideal partner for any organization that values team spirit. We strongly believe that they have been a major asset in the success of our strategic plan to date, which is one of the key reasons we continue to work with them today.

Regards,



Lynn Paulitsch
Operations and Finance Director