

LINKS TO OREGON BENCHMARKS

Agency Name: Pharmacy, Board of	Last Revised: 3/10/2004
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Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs): No primary linkages to Oregon Benchmarks.

Mission: Promote, preserve, and protect the public health, safety and welfare by establishing high standards in the practice of pharmacy and by regulating the quality and distribution of drugs in Oregon. (Mandate on regulation of pharmacies and drug outlets ORS 689)

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 1: Protect Oregon consumers by regulating the practice of pharmacy and distribution of drugs.	Mission	Percent of inspected pharmacies that are in compliance annually	83300-1	2000	Mod	56%	75%	
Goal 1	Mission	Percent of audited pharmacists who complete continuing education on time.	83300-2	2000	Mod	100%	100%	
Goal 1		Percent of pharmacies inspected annually	83300-3		New		90%	
Goal 2 Provide excellent customer service	Mission	Average number of days to complete an investigation from complaint to board presentation	83300-4	2000	Mod	59	60*	
Goal 2	Mission	Average number of days to process completed applications for original license/registration	83300-5	2000	Mod	7 days	6 days	
Goal 2	Mission	Average number of days to process completed applications for renewal license/registration	83300-6	2000	Mod	6 days	4 days	
Goal 3 Conduct business in a manner that supports a positive environment for the pharmacy industry	Mission	Develop a collaborative ongoing process with stakeholders to review Chapter 855 every three years	83300-7		New		Jun 05	

*The target is slightly higher than the 2000 value to accommodate the fact that there are 60 days between board meetings.

Performance Measure Data Summary

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Performance Measure Definition (numbered as shown below)	Targets									
	2000	2001	2002	2003	2000	2001	2002	2003	2004	2005
83300 - 1	56%	54%	37%	29%	56%	60%	65%	65%	70%	75%
83300 - 2	100%	98%	98%	90%	100%	100%	100%	100%	100%	100%
83300 - 3	None	68%	38%	29%	None	None	New	70%	80%	90%
83300 - 4	59	63	69	67	59	60	60	60	60	60*
83300 - 5	7 days	7 days	7 days	6 days	7 days	10 days	10 days	10 days	8 days	6 days
83300 - 6	6 days	6 days	5 days	4 days	6 days	6 days	6 days	5 days	4 days	4 days
83300 - 7	None	None	N/A	25%	None	None	New	50%	75%	Jun 05

DATA SOURCES – PHARMACY, BOARD OF

Key Performance Measure	PM #	Data Sources
% of inspected pharmacies that are in compliance annually	83300-1	Compliance division data base query
% of audited pharmacists who complete continued educations on time	83300-2	Manual review of license renewal
% of pharmacies inspected annually	83300-3	Compliance division data base query
Number of days to complete investigation from complaint to board presentation.	83300-4	Manual review of investigative files
Average number of days to process completed applications for original license/registration	83300-5	Manual review of audit reports
Average number of days to process completed applications for renewal license/registration	83300-6	Manual review of audit rep
Develop a collaborative ongoing process to review chapter 855 every three years.	83300-7	

Performance Measures Review

FINAL

Agency: Pharmacy, Board of
Date: December 13, 2002
Reviewer: Rita Conrad
Approved: Jeff Tryens

Mission: Promote, preserve, and protect the public health, safety and welfare by establishing high standards in the practice of pharmacy and by regulating the quality and distribution of drugs in Oregon.

Summary

The DAS Review Committee finds that performance measures for the Board of Pharmacy meet all five basic criteria as specified in the Performance Measure Guidelines. Seven measures align with three goals and the agency's mission statement. They address the full scope of agency responsibilities and conform to standard definitions and concepts. Targets and data sources are provided.

Comments and recommendations specific to basic criteria

1. Gauge progress towards goals and pertinent benchmarks

The Board offers seven performance measures for three goals commonly used by regulatory agencies. These are well aligned with the agency mission statement. There are no primary links to Oregon Benchmarks. The agency explored the possibility of an alternative high-level outcome measure on the mortality rate in Oregon due to adverse drug reactions, but data difficulties made this unfeasible.

2. A few key measures

The seven measures do appear to concisely cover the full scope of agency responsibility.

3. Conforms with standard concepts and definitions

Within the seven measures there are two outputs (#3 and #7), three efficiency measures (#4, #5 and #6) and two outcome measures (#1 and #2). This appears to be a reasonable mix for this agency.

4. Targets

The agency offers 2005 targets well ahead of schedule. Year 2000 data points are also given, which helps to evaluate whether the targets are "ambitious but realistic." The target for measure #4 seems to be going in the wrong direction – but the agency has a good reason. An edit is suggested on the attached Links form to explain this to readers.

5. Accurate and reliable data

Data sources are provided on a separate sheet as requested.