

# LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

## AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

**NAME OF AGENCY: BOARD OF PHARMACY**

**KPMs With Benchmark Linkages**

**Mission:** To 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.

**Related Oregon Benchmarks (OBMs)** none

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Percent of inspected pharmacies that are in compliance annually			75%	75%
2	Percent of audited pharmacists who complete continuing education on time			100%	100%
3	Percent of pharmacies inspected annually			95%	95%
4	Average number of days to complete an investigation from complaint to board presentation			75	75
5	Percent of Customers Rating Their Satisfaction With the Agency's Customer Service as "Good" or "Excellent" : Overall Customer Service, Timeliness, Accuracy, Helpfulness, Expertise, and Availability of Information.			100%	100%
6	Board Best Practices - Percent of total best practices met by the Board		New		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

**LEGISLATIVE FISCAL OFFICE RECOMMENDATION:** Approve the agency's proposed key performance measures with revised targets for KPM #3 and KPM # 4 and add the new best practices measure approved by the Joint Legislative Audit Committee.

Targets for KPM #3 were adjusted to reflect past performance with full staffing. Targets for KPM #5 were adjusted to reflect performance in fiscal years 2005 and 2006.

**SUB-COMMITTEE ACTION:** Approve the Legislative Fiscal Office recommendation.