

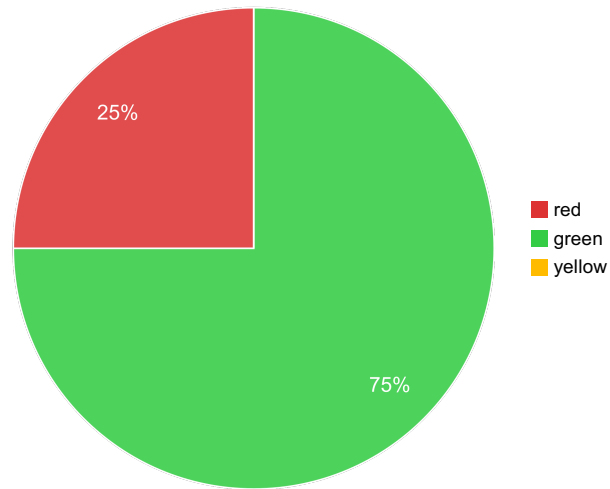
Pharmacy, Board of

Annual Performance Progress Report

Reporting Year 2021

Published: 10/1/2021 12:46:26 PM

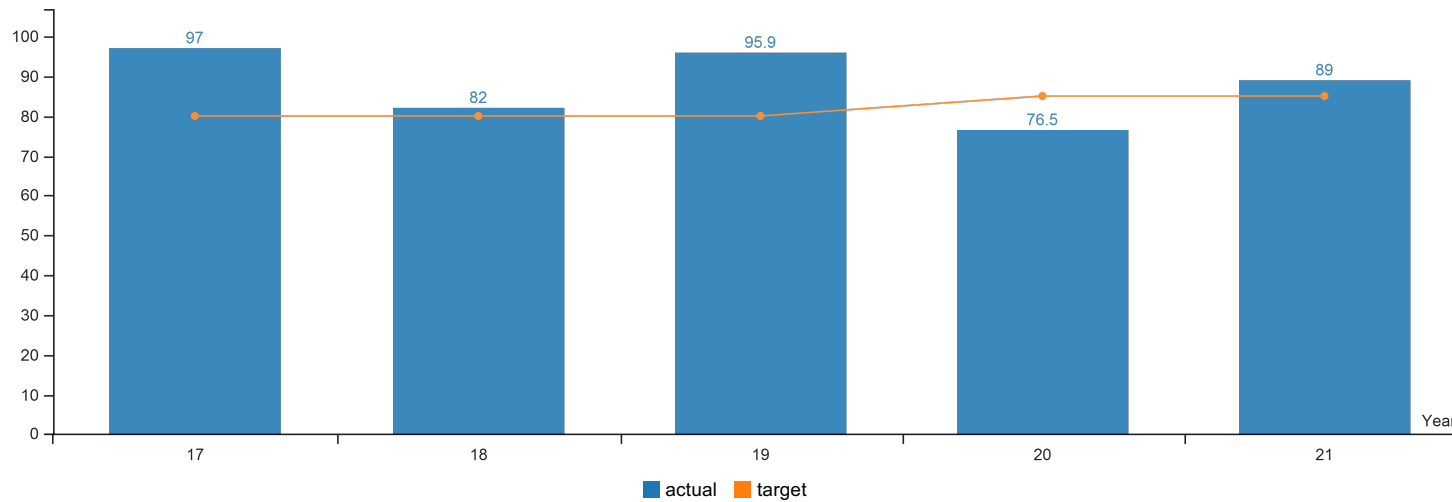
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of inspected pharmacies that are in compliance annually. -
2	Percentage of individual and facility licenses that are issued within 30 days. -
3	Percent of pharmacies inspected every two years. -
4	Average number of days to complete an investigation from complaint to board presentation. -
5	CUSTOMER SERVICE - 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.
6	Board Best Practices - Percent of total best practices met by the Board.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	75%	0%	25%

KPM #1	Percent of inspected pharmacies that are in compliance annually. -
	Data Collection Period: Feb 01 - Jan 31

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Percentage of Pharmacies that are in compliance annually.					
Actual	97%	82%	95.90%	76.50%	89%
Target	80%	80%	80%	85%	85%

How Are We Doing

From February 1, 2020 - January 31, 2021, Board Inspectors completed 74 Retail and Institutional pharmacy inspections of which 89% were in compliance. Of the 74 completed inspections, 9 passed inspection, 57 passed with notes for improvement, 4 received deficiency notifications and 4 notifications of non compliance were issued; note all notifications are reviewed by the Board to determine if disciplinary action is warranted.

23 additional non-pharmacy inspections were also completed, including 8 manufacturers that produced hand sanitizer to support the COVID-19 public health emergency.

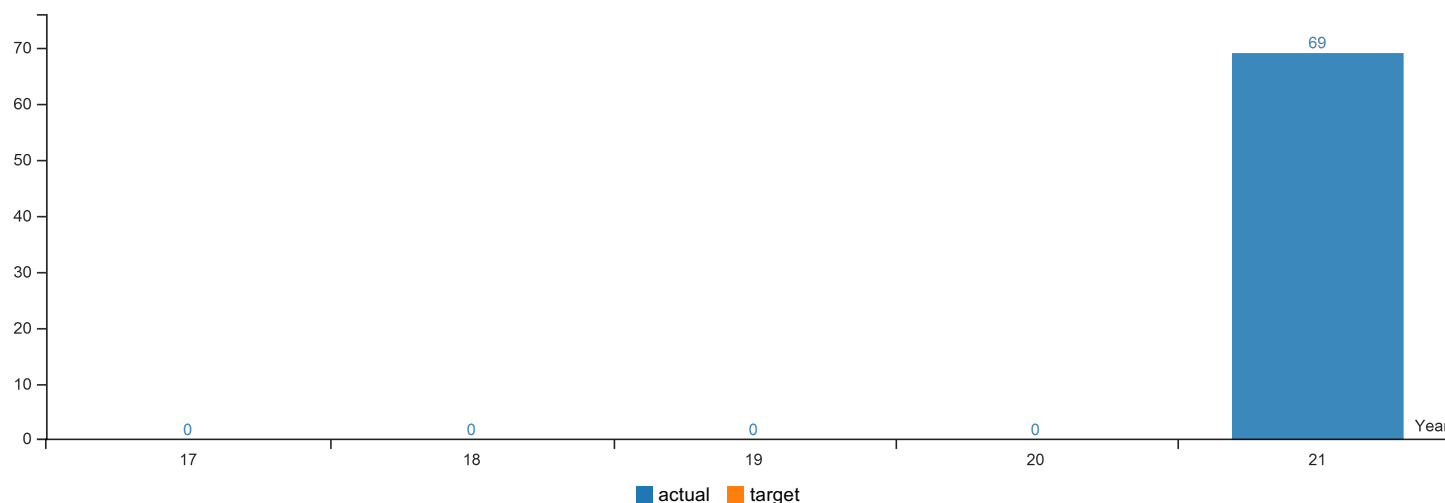
Factors Affecting Results

COVID-19 has impacted the agency's ability to conduct on-site inspections due to mandatory travel restrictions in the interest of public safety and health. Virtual inspections were implemented late spring 2021. Compliance staff focus was on responding to COVID-19 questions and the many rule or guidance changes that impacted licensees/registrants throughout the year and continues in 2021.

KPM #3 relates to this measure and was changed to reflect the percent of pharmacies inspected every two years rather than annually effective 7/1/2021. KPM #1 and #3 relate to one another, as one is dependent on the number of inspections and the other relates to compliance upon inspection.

KPM #2	Percentage of individual and facility licenses that are issued within 30 days. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Percentage of individual and facility licenses that are issued within 30 days.					
Actual					69%
Target					

How Are We Doing

This measure is new this biennium effective 7/1/2021. It will capture the changes in volume and workflow timeframes throughout the whole licensing process, from receipt of application through investigation, including Board member deliberation and approval, when required.

In calendar year 2020, the percentage of licenses that were issued within 30 days was 69%. There were a total of 2619 licenses issued in 2020. The average number of days to issue a license was 48 days for facilities and 38 days for individuals.

Factors Affecting Results

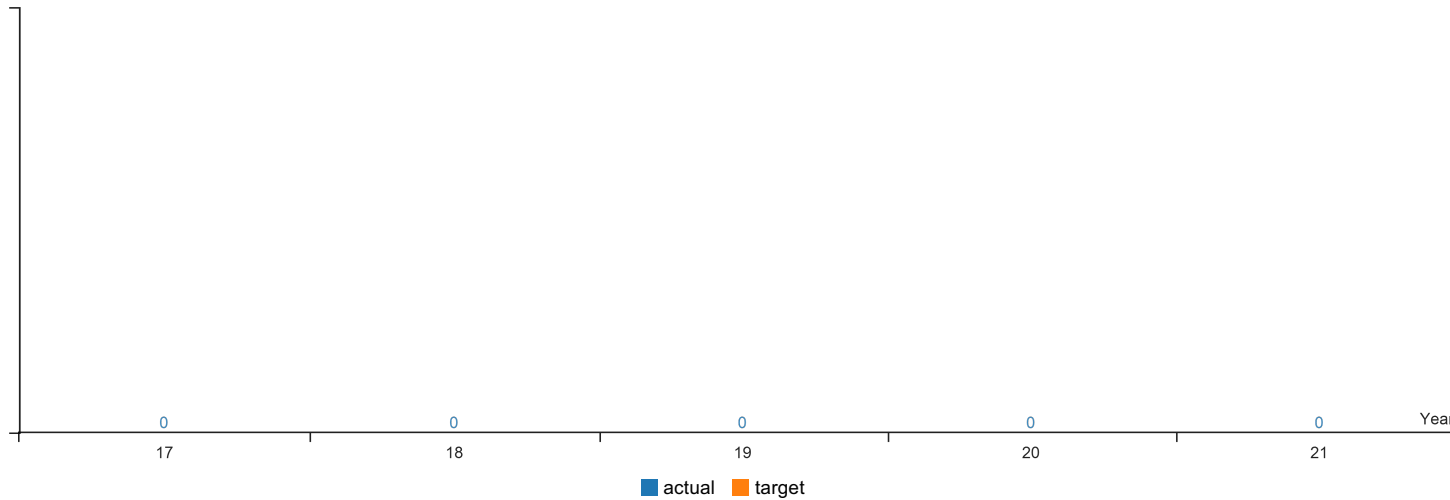
The COVID-19 public health emergency prompted many changes to the way the Board does business. There were vacancies in both the Licensing and Compliance departments which was a strain on agency resources. Recruiting and onboarding of new employees was challenging during times of social distancing and limited staff in the office. Additionally, the transition from in person processing of applications to remote processing caused delays. New workflows needed to be developed. Daily mail and application review timeframes were extended due to limited staffing physically in the office. The implementation and issuance of temporary pharmacy licenses and manufacturer licenses for the production and distribution of hand sanitizer, and the licensing of drug distribution agents for the distribution of vaccines also affected the normal processing times of facility applications as these received priority processing.

Applications that required Compliance Department and Board review were also impacted by the COVID-19 public health emergency. Much of the focus of the Compliance staff in 2020 was answering questions and following up with individuals to ensure the health, safety and welfare of patients, as well as pharmacy staff during the public health emergency. This delayed the review and approval of applications when required. Additionally, the Compliance staff is seeing that case complexity is changing, which causes increased time for investigations and Board review, which has contributed to

the increase in days to issuance or denial depending on the Board's decision.

KPM #3	Percent of pharmacies inspected every two years. -
	Data Collection Period: Feb 01 - Jan 31

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Percent of pharmacies inspected every 2 years.					
Actual					
Target					

How Are We Doing

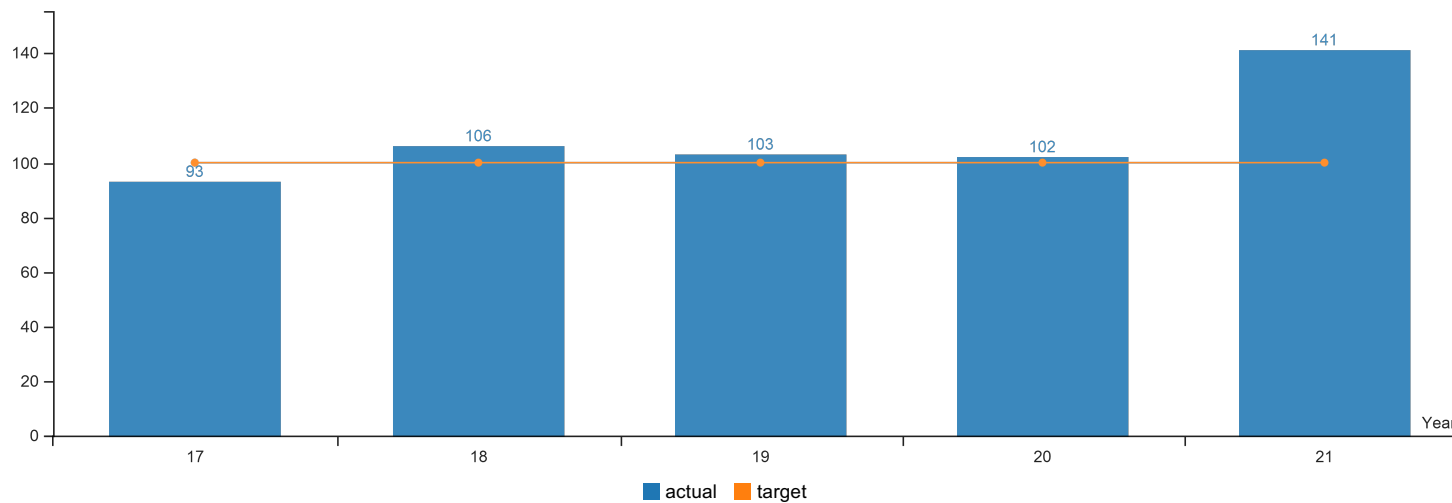
This measure was changed from annual to every two-year inspections effective 7/1/2021. Results for this measure will be reported in 2022 for calendar year 2021.

Factors Affecting Results

N/A

KPM #4	Average number of days to complete an investigation from complaint to board presentation. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2017	2018	2019	2020	2021
Number of days to process complete investigation from complaint to Board presentation.					
Actual	93	106	103	102	141
Target	100	100	100	100	100

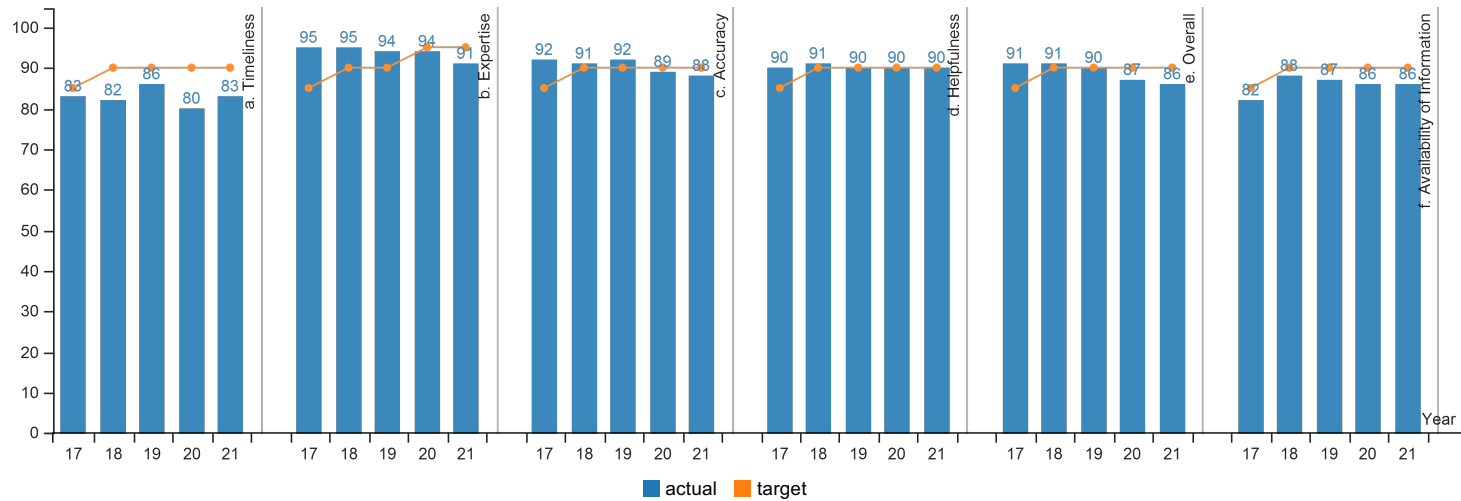
How Are We Doing

The total number of investigatory cases from January 1, 2020 - December 31, 2020 was 696, which is a decrease of 80 from 2019. This number is inclusive of all cases, which include those initiated from inspection results, licensee and registrant application cases, drug diversion and theft cases, impairment cases, unprofessional conduct cases and all consumer complaints. Cases are triaged to ensure that the public's safety is maintained which may cause delays in processing of other types of cases. On average, cases are reported and presented to the Board within 141 days. This is an increase of 39 days from 2019.

Factors Affecting Results

Onboard training of new staff, continuous quality process improvements, new regulations to enforce, resources prioritized to COVID-19 responses, and patient safety assessment case triaging all contributed to the 2020 results for this measure.

KPM #5	CUSTOMER SERVICE - 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.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2017	2018	2019	2020	2021
a. Timeliness					
Actual	83%	82%	86%	80%	83%
Target	85%	90%	90%	90%	90%
b. Expertise					
Actual	95%	95%	94%	94%	91%
Target	85%	90%	90%	95%	95%
c. Accuracy					
Actual	92%	91%	92%	89%	88%
Target	85%	90%	90%	90%	90%
d. Helpfulness					
Actual	90%	91%	90%	90%	90%
Target	85%	90%	90%	90%	90%
e. Overall					
Actual	91%	91%	90%	87%	86%
Target	85%	90%	90%	90%	90%
f. Availability of Information					
Actual	82%	88%	87%	86%	86%
Target	85%	90%	90%	90%	90%

How Are We Doing

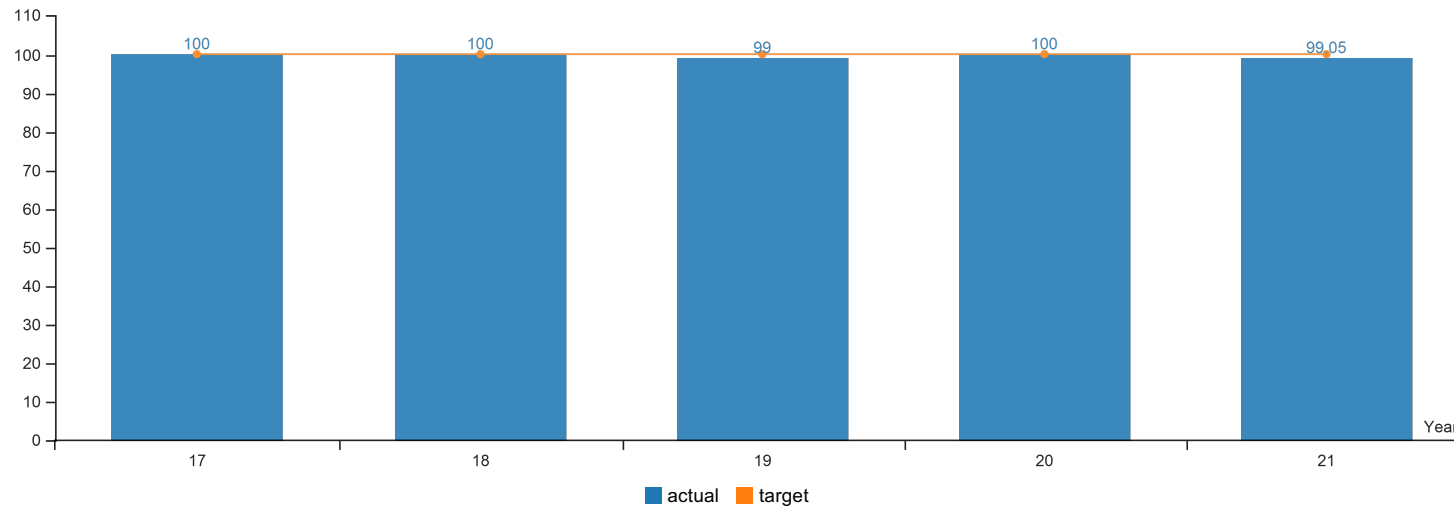
Our overall average of 87.5% is a decrease of .2% from 2019. The percentage results provided, represent the respondents who responded with a rating of either Excellent or Good. Those that responded "Don't Know" or "N/A" were not factored into these ratings.

Factors Affecting Results

- The 2020 COVID-19 public health emergency had an impact on agency resources that affected the timely dissemination of the customer service survey distribution. The Board sent out only two emails, in June 2020 and in January of 2021 rather than monthly.
- The Board's staff worked to address emergency issues and policies to ensure public safety.
- The Board's staff focused on implementing new online application processes to try to create efficiencies in the licensing process. In April of 2020, the Board rolled out a new online application process for all individuals, as well as online renewals for several new categories.

KPM #6	Board Best Practices - Percent of total best practices met by the Board.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2017	2018	2019	2020	2021
Is the Board following Best Practices?					
Actual	100%	100%	99%	100%	99.05%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Board regularly works to follow best practices. The Executive Director provides weekly communication to the Board and meets with the President and Vice President as needed.

Factors Affecting Results

This year, seven out of nine members participated in providing feedback for this measure, two positions are vacant. There was a dissenting response on one question by one member making it impossible to achieve the 100% target. The opportunity to regularly orient the Board to best practices and answer questions is very useful. The Board has been able to meet the target most years since the measure was implemented in 2007.