# Board of Pharmacy

Annual Performance Progress Report

Reporting Year 2022

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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.

- red
- green
- yellow
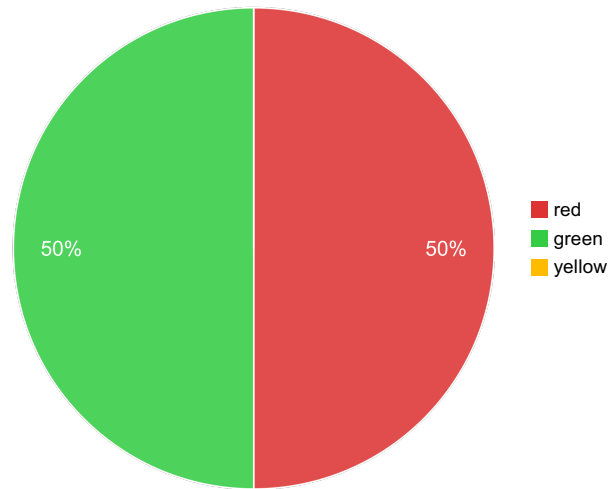
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	0%	50%

KPM #1	Percent of inspected pharmacies that are in compliance annually. -
	Data Collection Period: Feb 01 - Jun 30

Upward Trend = positive result
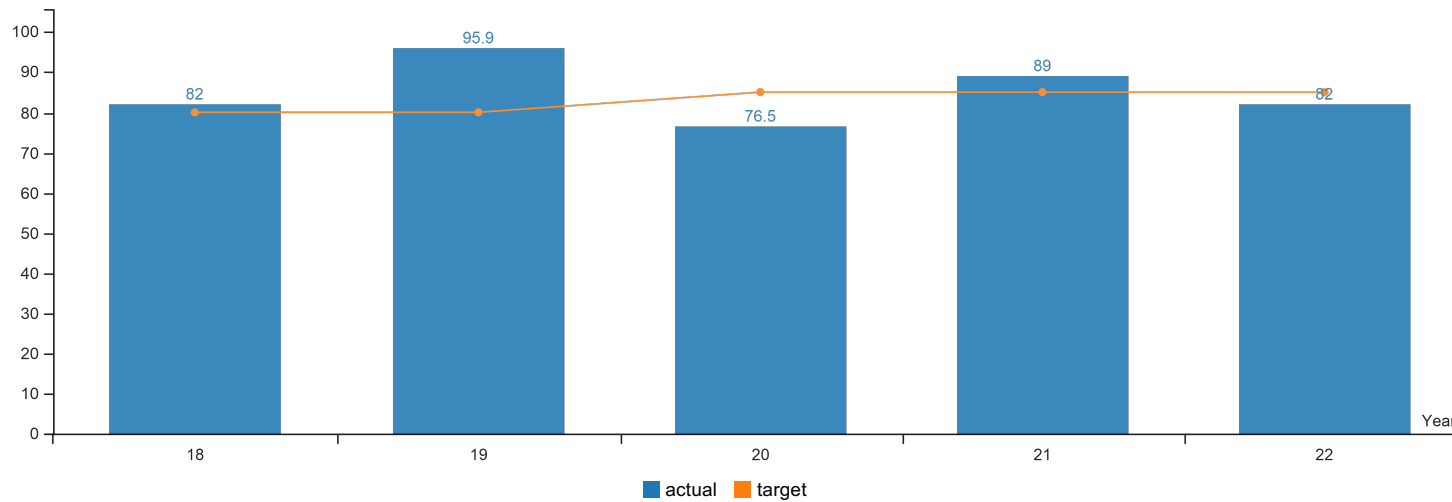
Report Year	2018	2019	2020	2021	2022
Percentage of Pharmacies that are in compliance annually.					
Actual	82%	95.90%	76.50%	89%	82%
Target	80%	80%	85%	85%	85%

How Are We Doing

From February 1, 2021 - January 31, 2022, board Compliance Officers completed 173 Retail and Institutional pharmacy inspections of which 141 were in compliance. Of the 173 completed inspections, 47 passed inspection, 94 passed with notes for improvement, 6 received deficiency notifications and 27 notifications of non compliance were issued; note all notifications are reviewed by the board to determine if disciplinary action is warranted.

1 additional non-pharmacy inspection, a wholesaler was also completed and in compliance.

82% of outlets inspected in 2021 were in compliance.

Factors Affecting Results

The COVID-19 public health emergency continued in 2021, virtual inspections were implemented late spring 2021 with a focus on locations assessed to be places of concern related to patient safety. Virtual inspections take more time than in person inspections due to the time to get information from outlets and review off-site while pharmacies and staffing shortages have been stretched to provide increased COVID-19 services.

Compliance staff' focus was on responding to COVID-19 questions and the many rule or guidance changes that impacted licensees/registrants throughout the year. COVID-19 had a significant impact on pharmacies due to staff shortages and changing rules due to the public health emergency.

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
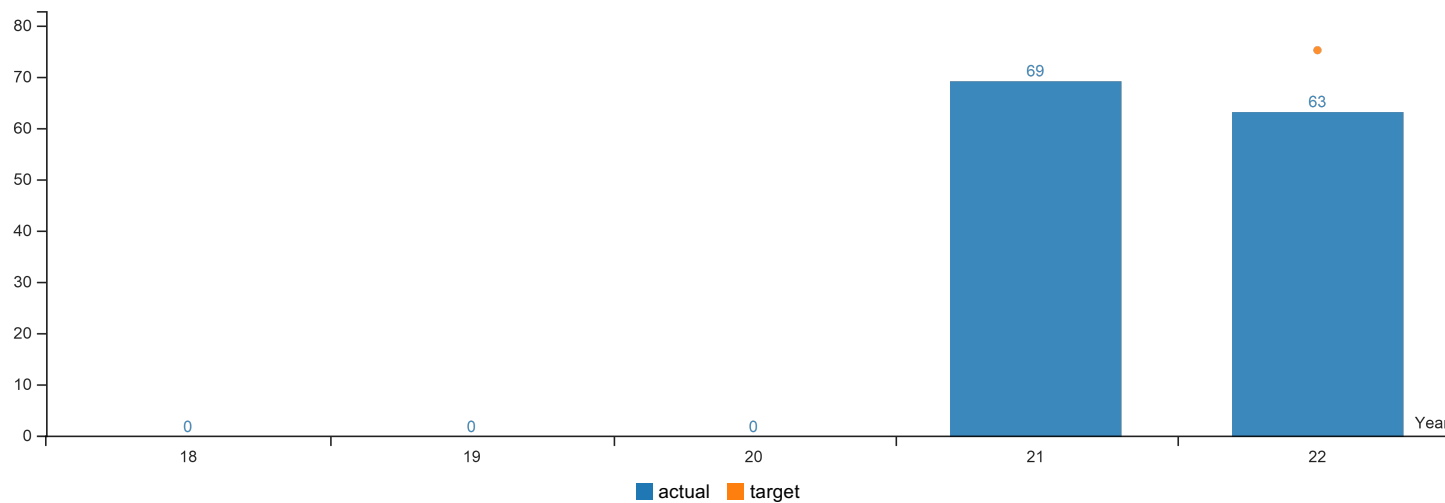
Report Year	2018	2019	2020	2021	2022
Percentage of individual and facility licenses that are issued within 30 days.					
Actual				69%	63%
Target					75%

How Are We Doing

In 2021, the percentage of licenses that were issued within 30 days was 63%. There was a total of 3103 licenses issued in 2021. The average number of days to issue a license was 48 days for facilities and 54 days for individuals.

This number issued within 30 days is down from 2020. The COVID 19 public health emergency continues to impact licensure times. Daily mail and application review timeframes were extended due to limited staffing physically in the office. There was also a timeframe of high-volume applications where we experienced significant delays in receiving fingerprint results which had a major impact on the timeliness of licenses issued.

Factors Affecting Results

Applications that required compliance department and board review were also impacted by the COVID-19 public health emergency. The board staff is seeing increasing numbers of cases that need to go before the board for review. 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 decision.

Board staff is focusing on improving communication with applicants and updating processes within the agency to streamline the licensure process to meet the key performance measure targets.

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

* Upward Trend = positive result
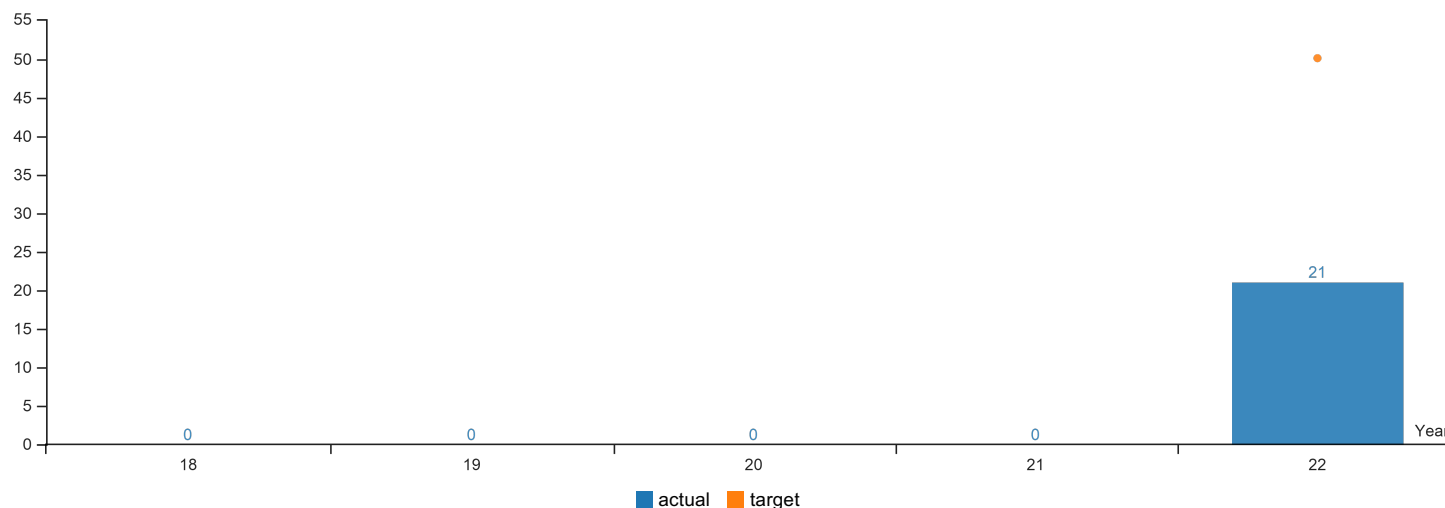
Report Year	2018	2019	2020	2021	2022
Percent of pharmacies inspected every 2 years.					
Actual					21%
Target					50%

How Are We Doing

In 2021, this measure was changed to reflect a two year inspection cycle where a focused priority to complete inspections at places of concern related to patient safety. 2022 is the first year reporting with 2021 data. Due to the COVID-19 public health emergency, staff were not able to get out to travel around the state, however, virtual inspections were implemented in late spring 2021. 174 inspections were completed in calendar year 2021 equaling 21% of all pharmacies.

At present, in a two year cycle, there are 847 retail and institutional pharmacies located in Oregon. The board seeks to also complete inspections of other drug outlet registration on a rotating basis.

Factors Affecting Results

The COVID-19 public health emergency continued in 2021. Virtual inspections take more time than in person inspections due to the time to get information from outlets and review off-site while pharmacies and staffing shortages have been stretched to provide increased COVID-19 services. Compliance staff' focus was on responding to COVID-19 questions and the many rule or guidance changes that impacted licensees/registrants throughout the year. COVID-19 had and continues to have a significant impact on pharmacies due to staff shortages and changing rules due to the public health emergency.

Compliance Officers have resumed in person inspections in 2022 and anticipate successfully achieving a 100% of in-state retail and institutional pharmacy inspections by the end of the inspection year 1/30/2022.

| 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
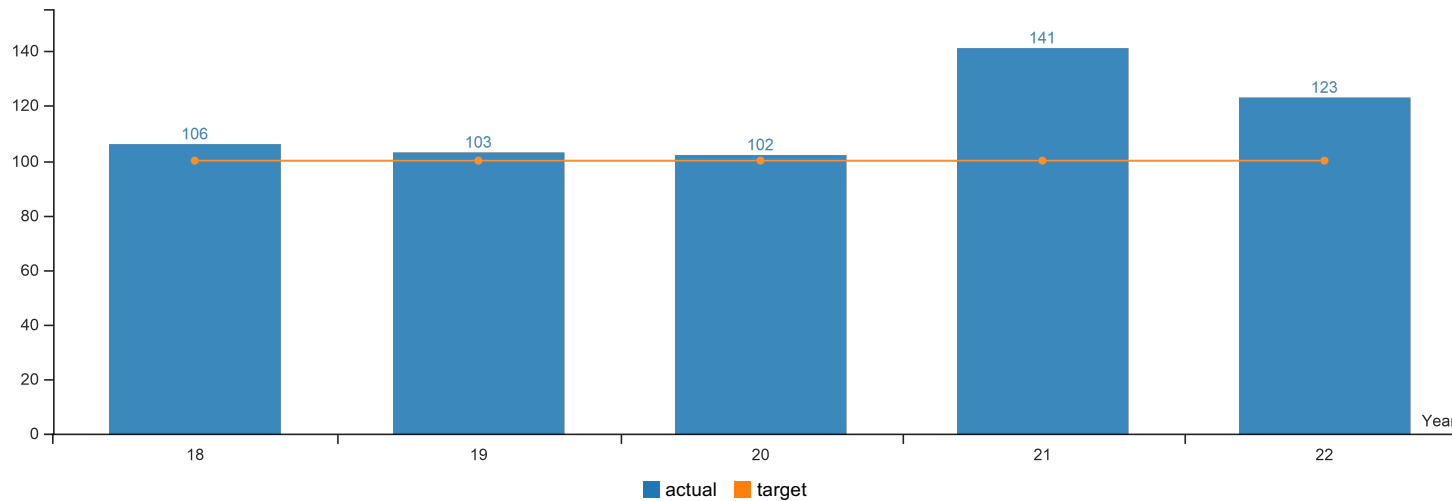
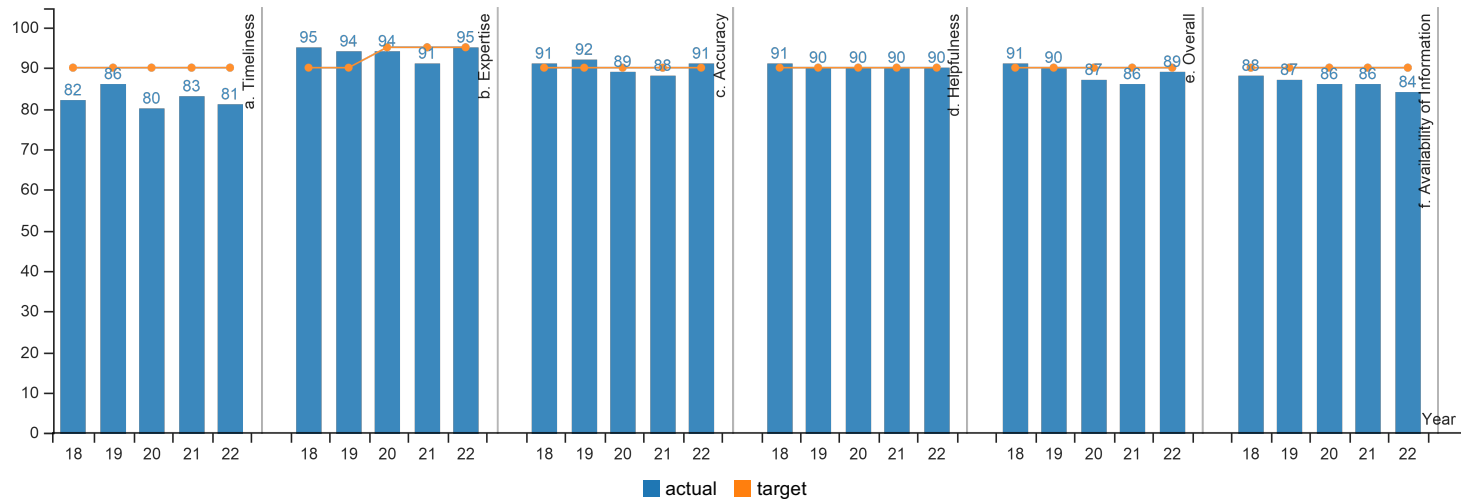| Report Year	2018	2019	2020	2021	2022
Number of days to process complete investigation from complaint to Board presentation.					
Actual	106	103	102	141	123
Target	100	100	100	100	100

How Are We Doing

The total number of investigatory cases from January 1, 2021 - December 31, 2021 was 841, which is a increase of 145 from 2020. 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 were reported and presented to the Board within 123 days. This is a decrease of 18 days from 2020 and 3 days from the statutory requirement of 120 days unless an exception is allowed.

Factors Affecting Results

Continuous quality process improvements and redirected resources allowed for greater focus on investigations during 2021, which helped see improvement for this measure. An additional Compliance Officer position is being requested in the 2023-25 Agency Request Budget to address increased case workload.

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	2018	2019	2020	2021	2022
a. Timeliness					
Actual	82%	86%	80%	83%	81%
Target	90%	90%	90%	90%	90%
b. Expertise					
Actual	95%	94%	94%	91%	95%
Target	90%	90%	95%	95%	95%
c. Accuracy					
Actual	91%	92%	89%	88%	91%
Target	90%	90%	90%	90%	90%
d. Helpfulness					
Actual	91%	90%	90%	90%	90%
Target	90%	90%	90%	90%	90%
e. Overall					
Actual	91%	90%	87%	86%	89%
Target	90%	90%	90%	90%	90%
f. Availability of Information					
Actual	88%	87%	86%	86%	84%
Target	90%	90%	90%	90%	90%

How Are We Doing

We emailed a link to the SurveyMonkey Customer Service Survey to board customers that obtained a new license between the dates of January 1, 2021 and December 31, 2021. We utilized the tools in Survey Monkey to directly email the survey link to 3060 new licensees. 329 individuals either fully completed or partially completed the survey. This represents an overall response rate of 10.8%. This is a .3% decrease from the 2020 overall response rate of 11.1%.

2222 of the 3060 licensees opened the email and of those 14.8% responded to the survey.

Factors Affecting Results

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.

Our overall average of 88.3% is an increase of .8% from 2020. The overall service questions indicate an increased satisfaction of applicants. Timeliness and availability of information both decreased. Based on the comments received in the survey, this was largely due to the delays the agency experienced in receiving fingerprint results during the time of the year that we see the largest influx of application from individuals. This occurred during the timeframe where individuals were graduating from pharmacy schools as well as the deadline for pharmacy technicians to obtain additional licensure due to the expiration of the license.

Factors that contributed to the results:

- Fully staffed / experienced licensing staff for more than 50% of the year
- Additional online services available
- Delays in receiving fingerprinting results
- Decrease in the number of days from case opening to board presentation for applications that required board deliberation.
- Increased number of applicants

| 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
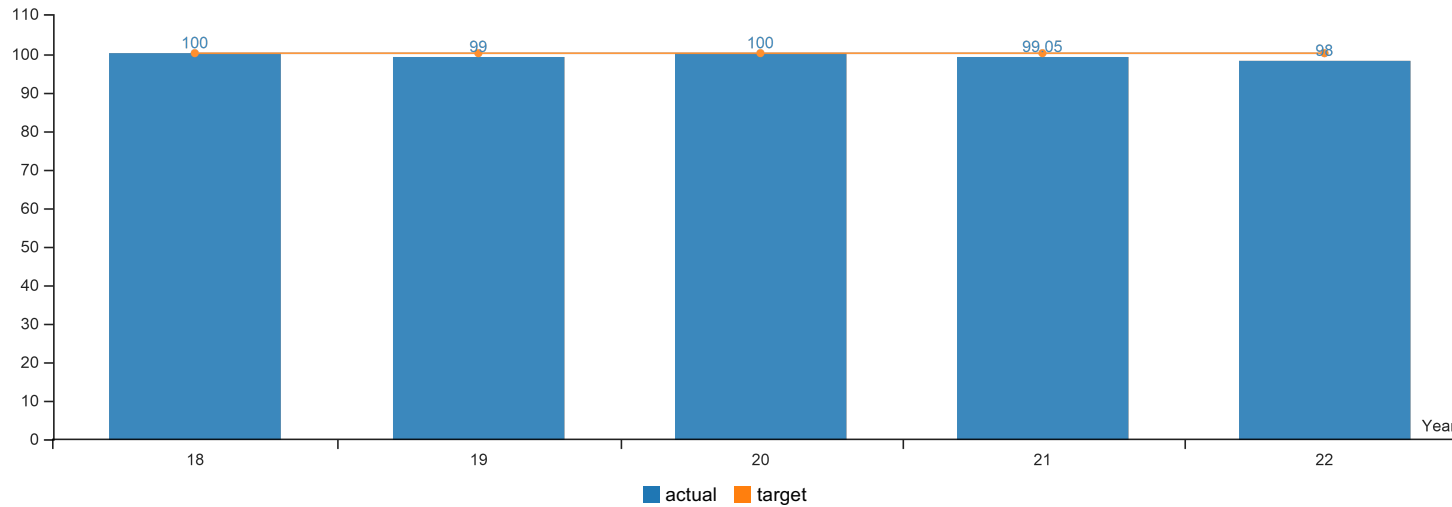
Report Year	2018	2019	2020	2021	2022
Is the Board following Best Practices?					
Actual	100%	99%	100%	99.05%	98%
Target	100%	100%	100%	100%	100%

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, six out of nine members participated in providing feedback for this measure, two positions were vacant at the time of the survey. There was a dissenting response on two questions making it impossible to achieve the 100% target. The opportunity to regularly orient the Board to best practices and answer questions is very useful.