

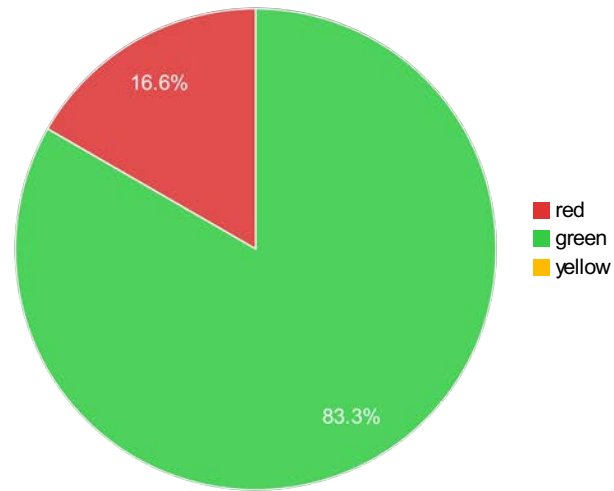
Pharmacy, Board of

Annual Performance Progress Report

Reporting Year 2019

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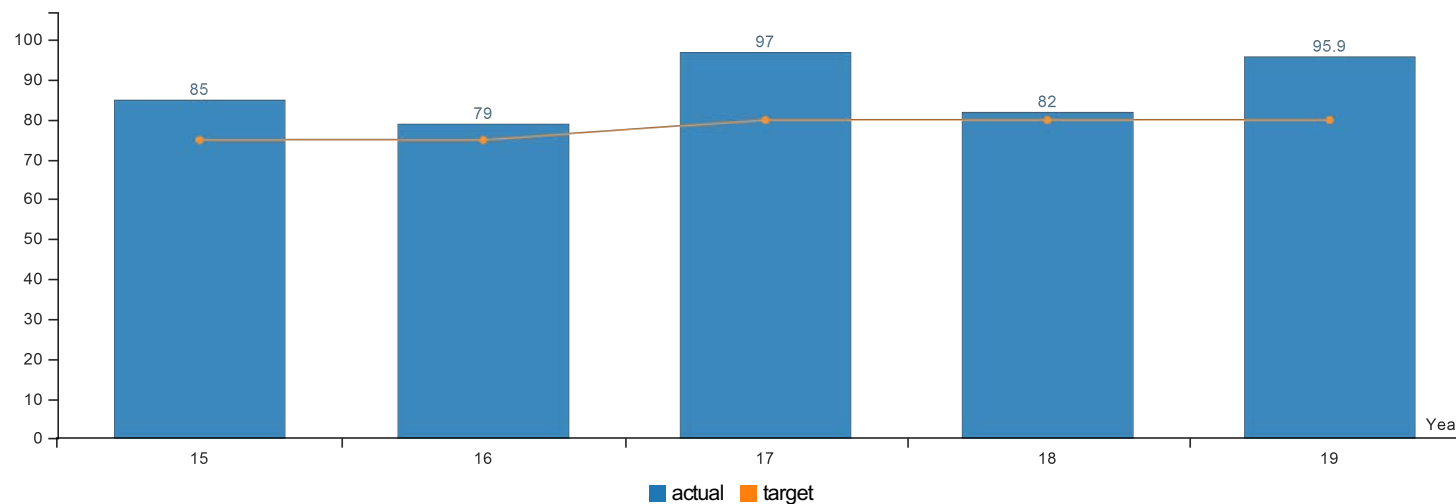
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of inspected pharmacies that are in compliance annually. -
2	Percent of audited pharmacists who complete continuing education on time. -
3	Percent of pharmacies inspected annually. -
4	Average number of days to complete an investigation from complaint 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:	83.33%	0%	16.67%

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

* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
Percentage of Pharmacies that are in compliance annually.					
Actual	85%	79%	97%	82%	95.90%
Target	75%	75%	80%	80%	80%

How Are We Doing

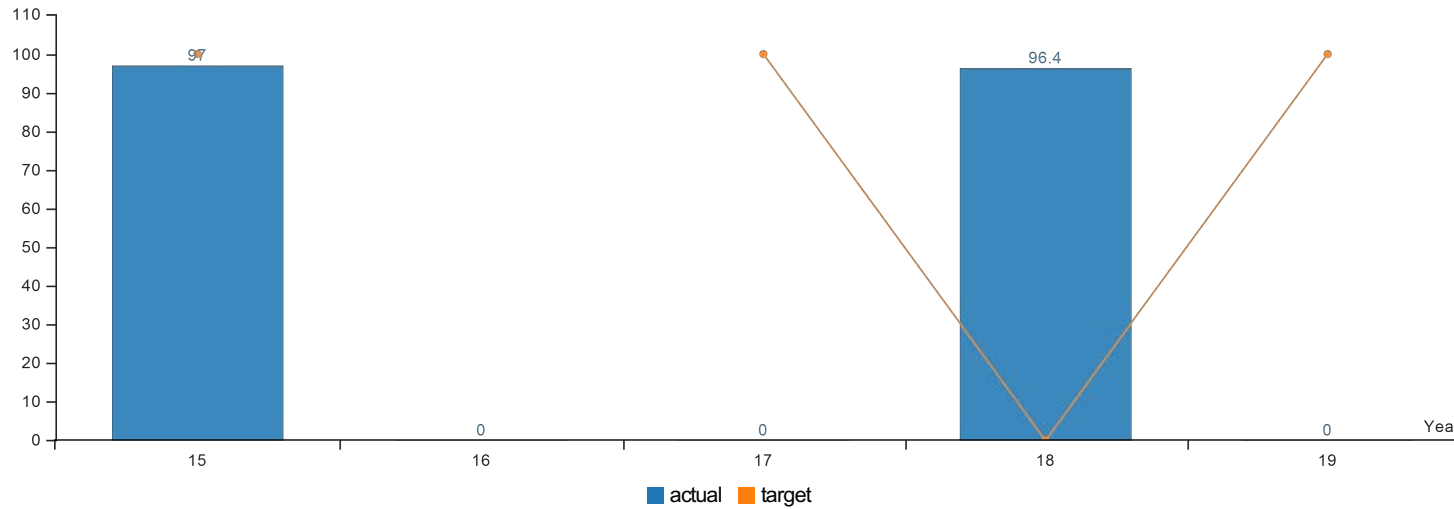
From February 1, 2018 - January 31, 2019 Board Inspectors completed 854 Retail and Institutional Outlet pharmacy inspections of which 95.9% of pharmacies were in compliance. Of the 854 completed inspections, 818 passed inspection, 120 received deficiency notifications and 2 notifications of non-compliance were issued; note: all notifications are reviewed by the Board to determine if disciplinary action is warranted.

Factors Affecting Results

"Compliance through Education" is the Board's priority. Outlets are required to complete an Annual Self-Inspection Report prior to February 1st in order for Inspectors to complete a thorough inspection. The Self-Inspection Report questions reference specific laws and rules to aid in licensee's compliance and consistent review by inspectors. When deficiencies are identified, outlets are notified of needed corrections and permitted time to achieve compliance. Staff continue to work closely with these outlets to improve patient safety by achieving compliance with laws and rules.

KPM #2	Percent of audited pharmacists who complete continuing education on time. -
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
Percentage of audited pharmacists who complete continuing education on time.					
Actual	97%	No Data	No Data	96.40%	0%
Target	100%	TBD	100%	0%	100%

How Are We Doing

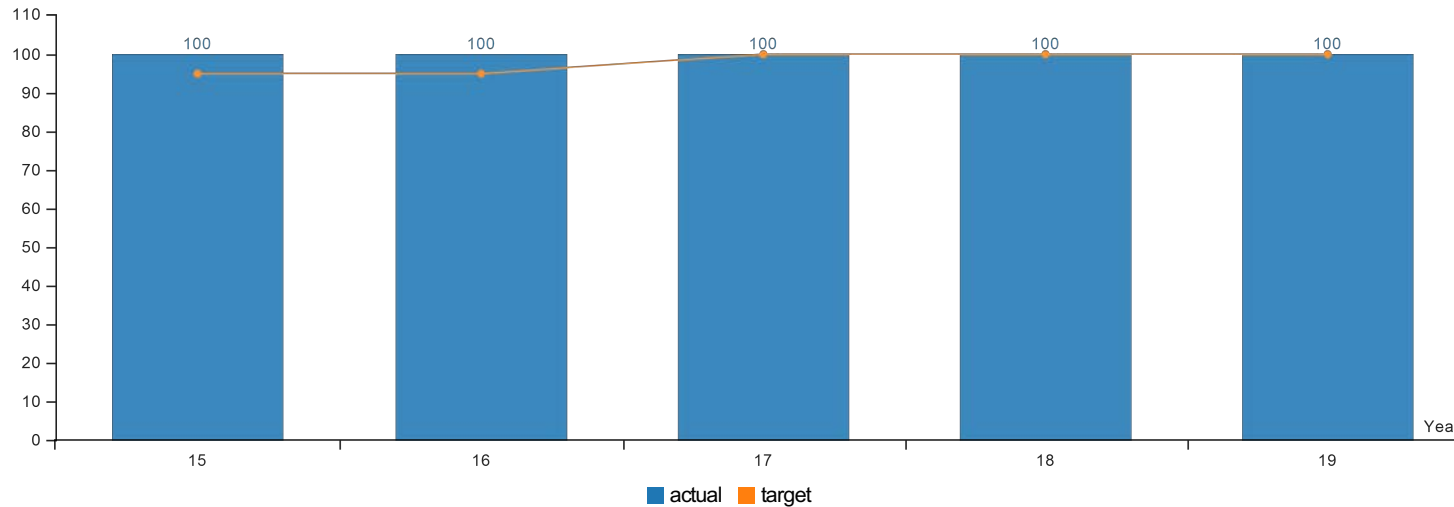
Pharmacists were not audited in 2018 and the audit for 2019 is currently in progress. We will report these results on the 2020 annual report.

Factors Affecting Results

With the transition to biennial licensure the timing for audits has shifted later in the year than in the past, therefore results for this measure will not be available until the following year.

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

* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
Percent of pharmacies inspected annually					
Actual	100%	100%	100%	100%	100%
Target	95%	95%	100%	100%	100%

How Are We Doing

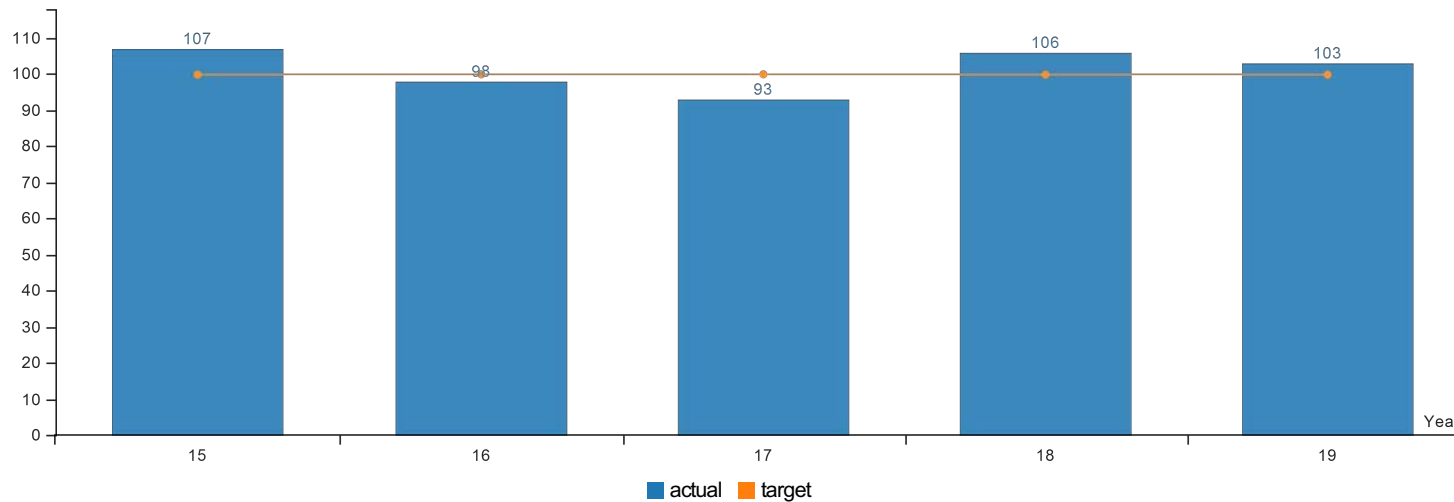
For the reporting period February 1, 2018 - January 31, 2019, Board Inspectors completed 854 inspections of Retail and Institutional pharmacy outlets licensed and located in Oregon. As noted in last years report, we continue to see a need to inspect other outlets under the Board's authority. In 2018, staff began inspecting additional outlets such as Drug Rooms, Wholesalers and Consulting/Drugless pharmacies which resulted in additional 86 inspections completed.

Factors Affecting Results

With a fully developed Compliance team we were able to achieve and complete required inspections.

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	2015	2016	2017	2018	2019
Number of days to process complete investigation from complaint to Board presentation.					
Actual	107	98	93	106	103
Target	100	100	100	100	100

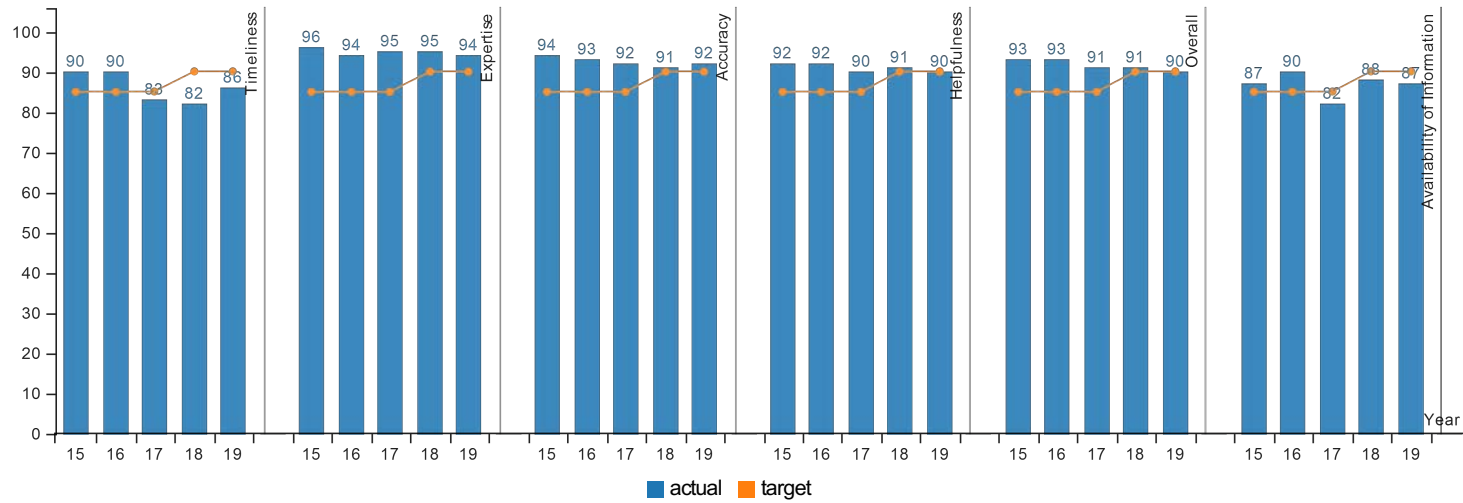
How Are We Doing

The total number of investigations/inspections that resulted in cases from January 1, 2018 - December 31, 2018 was 802, an increase of 236 cases from prior year. This includes Board initiated cases, which includes cases initiated from inspection results, licensee application cases, Drug diversion and theft cases, impairment cases and fraud and misrepresentation. Cases are triaged to ensure that the public's safety is maintained which may cause delays in processing of other types of cases. 272 out of 802 cases were the result of consumer complaints and on average reported to the Board within 109 days.

Factors Affecting Results

Due to the increased volume of cases, efficiencies were identified and processes were implemented in case report development and triaging for the Board's review. It is estimated that the Board may have approximately 700 cases in 2019.

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	2015	2016	2017	2018	2019
Timeliness					
Actual	90%	90%	83%	82%	86%
Target	85%	85%	85%	90%	90%
Expertise					
Actual	96%	94%	95%	95%	94%
Target	85%	85%	85%	90%	90%
Accuracy					
Actual	94%	93%	92%	91%	92%
Target	85%	85%	85%	90%	90%
Helpfulness					
Actual	92%	92%	90%	91%	90%
Target	85%	85%	85%	90%	90%
Overall					
Actual	93%	93%	91%	91%	90%
Target	85%	85%	85%	90%	90%
Availability of Information					
Actual	87%	90%	82%	88%	87%
Target	85%	85%	85%	90%	90%

How Are We Doing

All customers that obtained a new license between January 1, 2018 - December 31, 2018 were emailed a link to a SurveyMonkey Customer Service Survey. We attempted to utilize the tools within the Survey Monkey platform to directly email the survey link to 3,112 new licensees. 477 individuals either fully completed or partially completed the survey, which represents an overall response rate of 15%. This is a 5% decrease from the 2017 overall response rate.

Per the Survey Monkey statistics, 5 email addresses were undeliverable and of the 3,008 remaining licensees that provided valid email addresses, 2,107 licensees opened the email. 397 individuals fully completed the survey and 80 partially completed the survey which represents a 23% response rate from those who opened the email. 27 individuals requested to opt out of future surveys.

Factors Affecting Results

The percentage results provided represent the respondents who responded with a rating of either Excellent or Good and those that responded "Don't Know" or "NA" were not factored into these ratings. Our overall average of 88.25% is a decrease of .25% from 2017. We continue to focus on customer service and ways to streamline our processes. We continue to experience licensee growth, which results in an increase in applicants that must be assigned to a member of the Compliance Staff for further review/investigation and that are ultimately presented to the Board for application approval. This directly results in longer processing times.

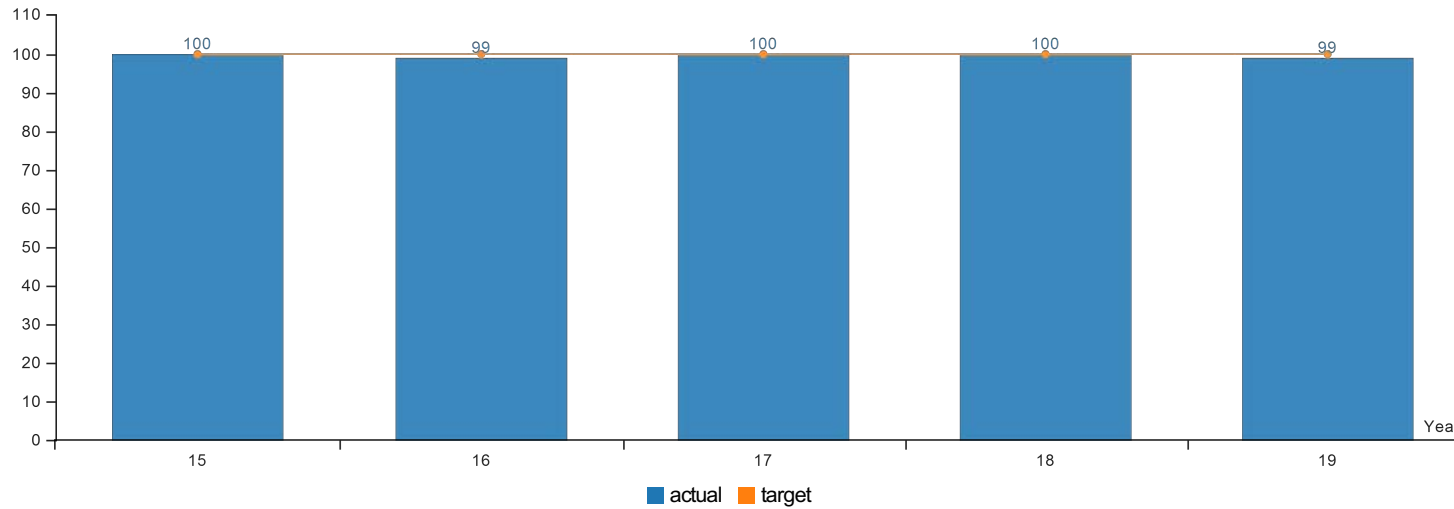
In the Non-Prescription Drug Outlet registration category we have seen an increase of 500 registrations from the prior year. With a Licensing staff of five on average for the past 5 years, we have processed 3,700 new applications each year. With the increase of new applicants coupled with existing license/registrations (29,644) we continue to have increased licensing and renewal processing times.

We attribute our decrease in percentages to the onboarding of two new licensing representatives, which represent 40% of the licensing representatives on staff. With over 30 different license types, there is a significant learning curve to understand all of the nuances and regulations surrounding licensure and registration with the Oregon Board of Pharmacy.

The Board's 2019-2021 Legislatively Approved Budget includes approval to hire one additional Licensing Representative.

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	2015	2016	2017	2018	2019
Is the Board following Best Practices?					
Actual	100%	99%	100%	100%	99%
Target	100%	100%	100%	100%	100%

How Are We Doing

Members who were on the Board between June 2018 - June 2019 completed the Best Practices Self Assessment survey and reviewed the results. One member questioned if the agency's mission and high level goals were applicable due to the fact that prior Executive Director retired in October 2018 and a new Executive Director was not evaluated on this measure. The new Director is working with the Board to re-evaluate the agency's mission and high-level goals and anticipates implementation within the next year.

Factors Affecting Results

The Board's Executive Director retired in October 2018 and the November 2018 strategic planning meeting was cancelled in anticipation of the appointment of a new Executive Director, which occurred in February 2019. The Board continues to be dedicated to their work that contributes to increasing public safety.