

OREGON BOARD OF PHARMACY

IT STRATEGIC PLAN 2025-2027



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Executive Summary

The Oregon Board of Pharmacy (OBOP) is proud to present its Information Technology (IT) Strategic Plan. This plan represents a comprehensive effort to enhance OBOP's IT infrastructure, ensuring it aligns with current technological advancements while addressing critical needs for security, accessibility, and operational efficiency. The agency's ongoing commitment to these priorities is essential to its ability to meet regulatory requirements, deliver excellent customer service, and protect data privacy.

The goal of this modernization is to stay ahead of evolving changes by creating a more secure, accessible, and efficient system to ensure a seamless experience for all interested parties.

This IT Strategic Plan outlines three primary priorities:

- **Furthering Strategic Goals:** Ensuring IT decisions align with agency goals and strategic plans and is inclusive for all users with accommodations for multiple languages and disabilities.
- **Modernizing Systems for Operational Efficiency:** Streamlining business processes with new or enhanced tools and services to improve customer service delivery and improve overall agency functionality.
- **Meeting Security Standards and Regulations:** Upgrading systems to align with Oregon's data protection, security, privacy, and other standards to safeguard sensitive information.

Through this strategic approach, OBOP will continue to evolve and thrive, meeting the needs of the public while securing the agency's critical role in Oregon's healthcare and regulatory landscape.

Mission Statement

The Oregon Board of Pharmacy serves to promote and protect public health, safety, and welfare by ensuring high standards in the practice of pharmacy and through effective regulation of the manufacture and distribution of drugs.

Vision

All Oregonians have equitable access to medication and pharmacy services, provided safely and conveniently, through a network of highly skilled and dedicated Pharmacists, Interns and Pharmacy Technicians along with a well-regulated drug manufacturing and distribution network.

Equity Principles Guiding Our Approach

- Promoting a welcoming, safe, and inclusive culture for people of all backgrounds.
- Fostering an inclusive environment where all current and prospective licensees and registrants receive fair and unbiased service from the agency staff and board.
- Advancing Diversity and Equity in access through culturally responsive service delivery that addresses the changing climate within the pharmacy profession.
- Ensuring all patients needing pharmacy services are able to receive safe and timely access to medications, regardless of place of residence, economic or social status, physical ability, ethnicity, or gender identity.

Values

These values reflect both how the board and agency staff strive to conduct themselves and the behaviors the board seeks to instill across the practice of pharmacy in Oregon.

Equity <i>Each individual and group are valued, respected, and treated fairly ensuring equal access to medications and support for their unique and diverse requirements.</i>	Service <i>We deliver a consistent standard of excellence in all work and respond promptly to the needs of patients, Licensees, Registrants, providers, and partners.</i>	Safety <i>We are committed to protecting the health, safety, and welfare of the public. Safety is the foundation of the board's Mission.</i>
Adaptability <i>We are open to new ideas and to responding to the changing needs and challenges in the field of healthcare and pharmacy.</i>	Integrity & Accountability <i>Transparency and honesty govern the board's work. We accept responsibility for our actions, products, decisions, and policies.</i>	Professionalism <i>We are committed to promoting excellence in pharmacy practice through expertise, commitment, and competence.</i>

Guiding Principles

Modernize the Experience

Running outdated applications causes many challenges and may not align with business goals. Modernization is focused on improving the employee and customer experience.

Meet Standards & Achieve Compliance

IT solutions and services will comply with security, privacy, technical, and other standards, and will meet appropriate audit, regulatory and legal requirements.

Agency Driven Outcomes including DEIB

Our IT decisions will align with the agency goals and strategic plan. One of the primary ways of interacting with Oregonians and staff is through digital means and during the process of investing in technology, DEI is being assessed as part of the organization's prioritization process.

Strategic Objectives

This Strategic Plan aligns with the Governor’s vision of building user-friendly, reliable, and secure state technology systems. It also supports the Enterprise Information Services (EIS) modernization objectives, contributing to the state’s broader goals of improving the efficiency and effectiveness of public services. The Board requested \$1.5m in its Agency Request Budget to fund the estimated costs of replacing the current licensing software.

OBOP’s goals and actions in its 2024-2029 Strategic Plan and 2025-2027 DEIB Plan consider online information and tool accessibility and address the diverse backgrounds and needs of individuals in processes and trainings.

The plan for the replacement of the current licensing system including the external-facing portal is a significant step toward aligning OBOP’s operations with the DEIB Plan. By integrating inclusive communications where applicable, improving customer service accessibility, enabling community engagement, and supporting data-informed decisions, the new system will help OBOP deliver more equitable, accessible, and inclusive services to all Oregonians, particularly applicants, licensees, and registrants from diverse backgrounds and experiences.

Strategic Goals and Action Plan

Goal 1: Maintain and Improve Security and Operational Reliability

This goal prioritizes the security, stability, and efficiency of OBOP's systems and infrastructure. This includes modernizing tools and processes to enhance security, streamline operations, and ensure reliable service delivery. By focusing on these key areas, OBOP will improve its internal processes, maintain compliance, and deliver high-quality services to both internal parties and the public, adapting to regulatory changes and optimizing operational performance.

Initiative 1: Modernize the Licensing and Compliance System

This initiative will replace the current agency licensing software, MyLicense Office (MLO), with a secure solution that aligns with OBOP's strategic goals. The new system may enhance operational efficiency by automating workflows, improving staff productivity, streamline processes, while also enhancing accountability and record-keeping. The upgraded system will enable OBOP to provide more responsive and efficient services, improving overall satisfaction for licensees, registrants and interested parties.

- **Actions:**

1. Plan to procure and implement a new licensing and compliance software solution with the following requirements:
 - a. All primary and essential functionalities listed, including case management, document management, and multi-device support.
 - b. OBOP staff can effectively perform daily activities using the new system.
 - c. Develop a more user-friendly and accessible public-facing customer portal.
 - d. Include data analytics tools for future data-driven decision-making.
 - e. Include a customer portal which enables secure, seamless licensure management for applicants, licensees and registrants.
2. Migrate current data from current licensing program to a new system.
3. Work on operationalizing new system with all functionalities and features required to support OBOP's mission.

- **Indicators:**

- Completion of current licensing program replacement by June 2027 to avoid vendor support expiration.

- **Timeline:**

- **2025-2027**

Initiative 2: Improve Operational Efficiency and Maintain Security

This initiative focuses on ensuring IT solutions and services will comply with security, privacy, technical, and other standards. By reviewing the State's data and security strategies, OBOP will aim to maintain and improve access to board services and safeguard sensitive data. This will allow OBOP to continue to protect licensee information, better meet customer needs, and optimize internal operations.

- **Actions:**

1. Evaluate existing processes, procedures, and systems/software tools to identify and take action to streamline operations and ensure high quality performance with an emphasis on patient safety.
2. Review the State of Oregon's IT data protection standards, security, privacy, and other standards related to our IT systems and take actions to safeguard sensitive information.
 - a. Incorporate new information into existing agency IT policies.

- b. Review and amend lifecycle management plan for IT equipment.
- 3. The new licensing and compliance software modernization contract must include a requirement that the new solution must:
 - a. Adhere to system compliance with all State and Federal privacy, safety, and data protection standards, and PCI DSS (Payment Card Industry Data Security Standard) requirements.
- **Indicators:**
 - 1. Compliance with security regulations as measured by internal audits.
- **Timeline:**
 - 1. 2025-2027

Goal 2: Enhance Accessibility and Inclusivity for Customer Service

This goal is to ensure that OBOP's IT platforms, both new and existing, support the agency's Diversity, Equity, and Inclusion (DEI) initiatives while meeting accessibility standards and aligning with the OBOP Customer Service Policy. By improving system accessibility and inclusivity, OBOP may enhance services to diverse populations and ensure all individuals, regardless of background, ability, or location, can fully engage with OBOP services.

Initiative 3: Enhance Public Engagement and Customer Service

This initiative aims to improve OBOP's public-facing services by creating intuitive and accessible systems that uphold customer service excellence. It will enhance inclusive communication by making sure all individuals regardless of background, language, or ability can easily interact with OBOP's services.

- **Actions:**
 - 1. Continue progress in providing online informational resources and interactive tools to foster engagement with customers, patients, and communities, while ensuring these solutions do not exclude those with limited or no online access.
 - 2. Collaborate with state enterprise and/or other agencies to leverage technology solutions and improve access to, and quality of, board services and information (e.g., translation services for non-English speakers, ADA accessibility guidelines, etc.).
 - a. Agency IT will investigate adding "Languages" conversion option to agency website.

- b. In the new licensing and compliance software modernization project, include a contact requirement that the new solution must provide accessibility to the diverse population of consumers in Oregon [the solutions shall support standards from the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA].
 3. Continuously enhance the online information and tools provided to licensees, registrants, and the public prioritizing user-friendliness and accessibility.
 4. Evaluate the effectiveness of current communications methods and channels and identify approaches to enhance the impact of agency messaging.
 - a. If gaps are found, investigate ways to expand tools we currently use.
- **Indicators:**
 - Fewer accessibility issues (e.g., usability for visually impaired users) reported through customer feedback channels.
 - Public comment and feedback tools gathering more positive data from customers on public-facing channels.
 - **Timeline:**
 - **2025-2027**

Roadmap

Timeline for initiatives:

