

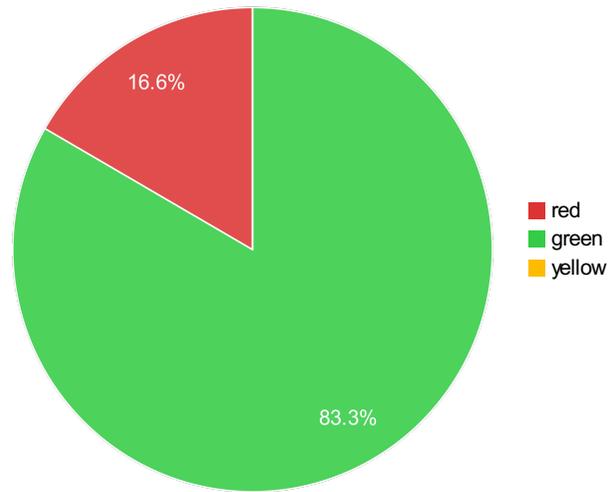
Pharmacy, Board of

Annual Performance Progress Report

Reporting Year 2016

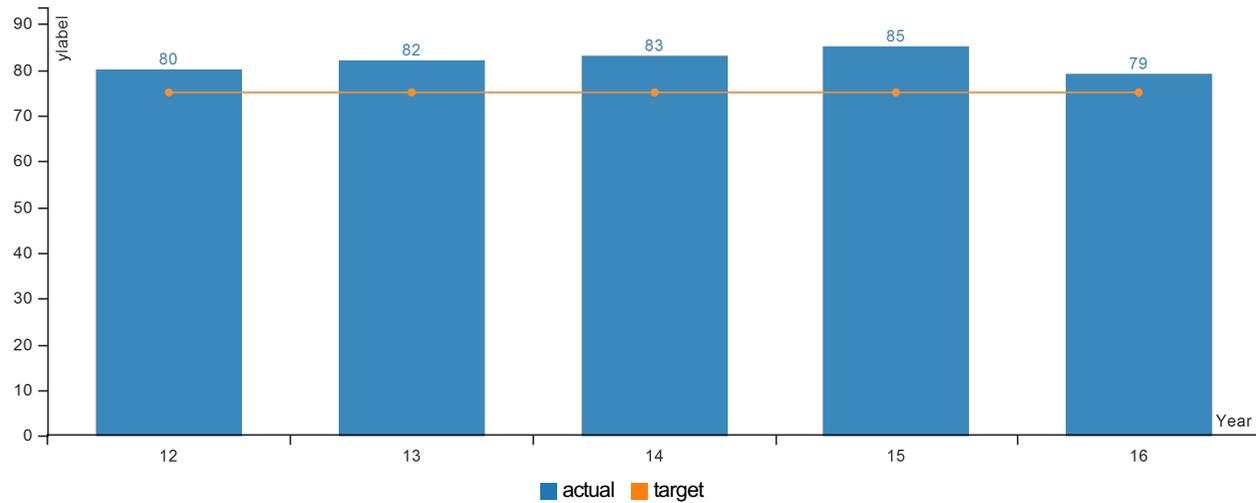
Published: 10/7/2016 5:58:54 PM

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.



	Green	Yellow	Red
	= Target to -5%	= Target -6% 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: Jan 01 - Dec 31



Report Year	2012	2013	2014	2015	2016
Percentage of Pharmacies that are in compliance annually.					
Actual	80%	82%	83%	85%	79%
Target	75%	75%	75%	75%	75%

How Are We Doing

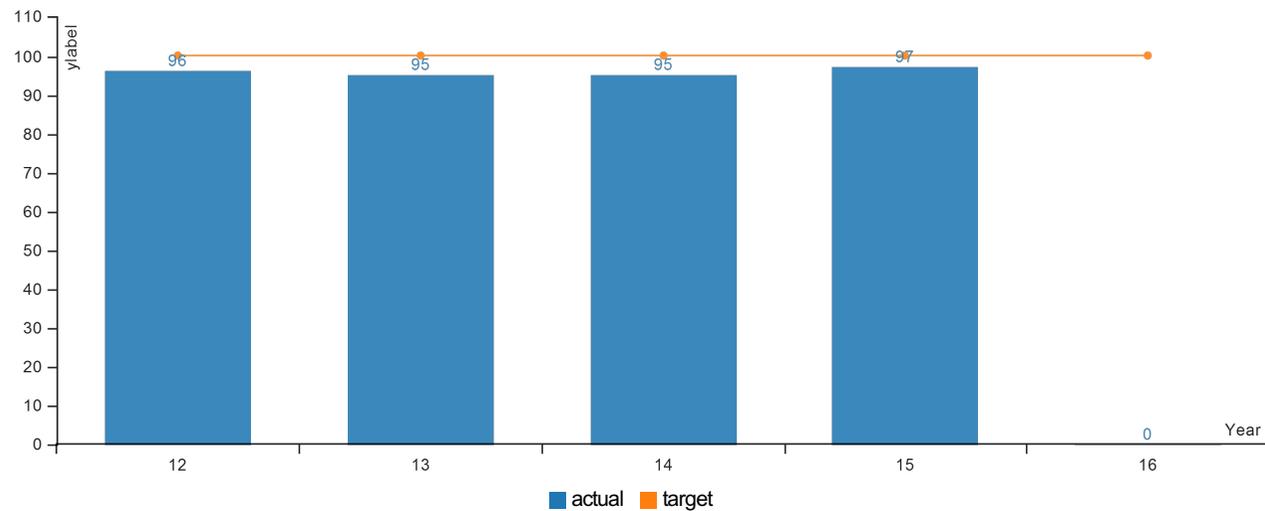
This performance measure indicated that the number of inspected pharmacies that were in compliance in 2015 slightly decreased to 79%. This KPM is directly about the pharmacy's compliance with laws and rules.

Factors Affecting Results

The Compliance staff is available to respond to questions and counsel on best practices leading to compliance. Annually updated Pharmacy Self Inspection Forms provide pharmacists with information and references to issues the Board feels are important and reflect new rules which are effective tools that help lead to compliance.

Complete staffing in the Compliance Department assists with a greater ability to serve the pharmacy community and the public. We did have a retirement during 2015 that left us short-handed in Compliance for the last quarter of the year, however it didn't necessarily impact the compliance of pharmacies.

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



Report Year	2012	2013	2014	2015	2016
Percentage of audited pharmacists who complete continuing education on time.					
Actual	96%	95%	95%	97%	0%
Target	100%	100%	100%	100%	100%

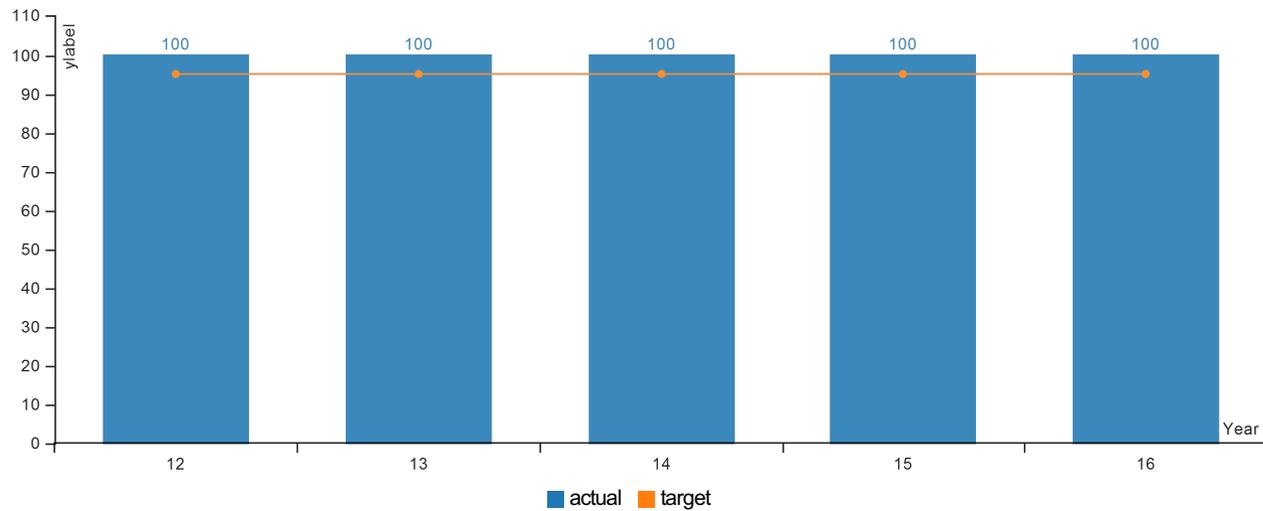
How Are We Doing

For calendar year 2016, there is no data to report as the Board has shifted to a biennial renewal for pharmacists to occur in each odd numbered year. That said, however, in the past our Board has reported for the prior calendar year. In 2015, compliance for this measure determined 38 of the 552 audited were not in compliance. Statistics reflect that fewer individuals were audited in 2015 than 2014 as a result of a slight decline in the number of pharmacists licensed in Oregon. In 2015, 552 pharmacists were audited while in 2014, 583 pharmacists were audited. Note that the data assumes 10% of pharmacists are audited annually. The Board continues to emphasize the importance of keeping up with continuing education by providing Pharmacist-in-Charge training classes and participating in various professional meetings. Staff also provides presentations on pharmacy and drug law at various professional association meetings. The Board's Compliance Director regularly reviews applications for continuing education programs to be offered in Oregon for approval. The Compliance staff periodically audits these programs to ensure that the content is appropriate for pharmacist and pharmacy technician continuing education.

Factors Affecting Results

A decreased availability of live continuing education programs in rural areas is a barrier to achieving the required number of continuing education hours. The availability of some continuing education programs on the internet and in pharmacy journals or periodicals, provides an alternative to attending live continuing education programs. Out-of-state pharmacists often have different continuing education requirements and time frames in their resident state. Therefore, they may miss the required audit period for the state of Oregon.

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



Report Year	2012	2013	2014	2015	2016
Percent of pharmacies inspected annually					
Actual	100%	100%	100%	100%	100%
Target	95%	95%	95%	95%	95%

How Are We Doing

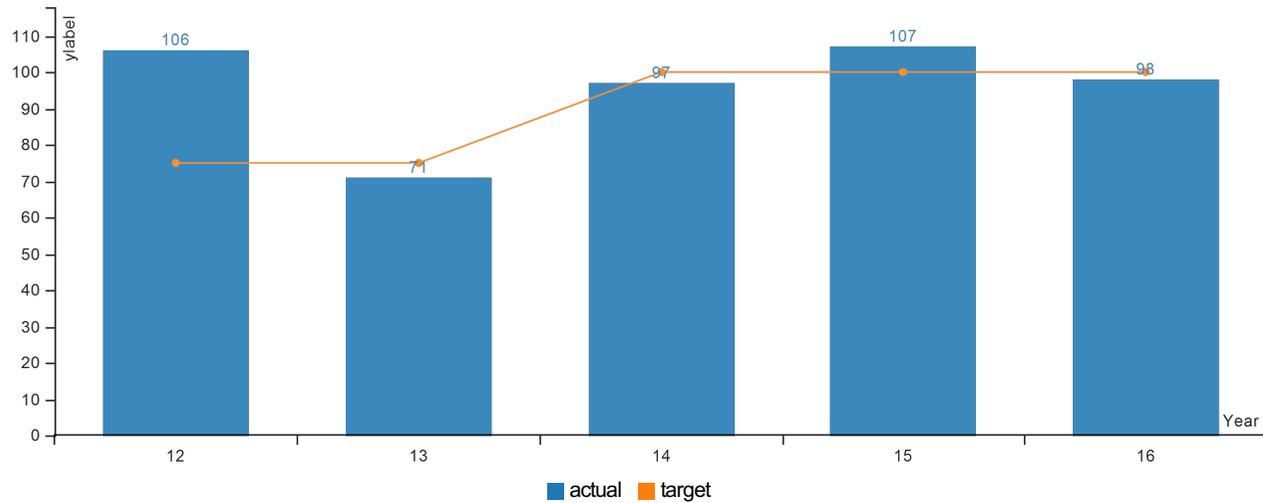
As of October 1, 2016, Board staff have completed 68% of inspections. The goal is to achieve 100 percent by the end of this calendar year.

In 2015, which is the primary data used for this years report, 100% of all pharmacies located in Oregon were inspected. In addition, Board Compliance staff were able to inspect some other outlet types. Performance for this measure varies depending on the Board's workload and direction to focus on inspection for other types of outlets that the Board licenses.

Factors Affecting Results

Having a fully staffed Compliance department where each member is trained makes a positive difference in the Board's ability to satisfy this requirement. We are in good shape for 2016 so far.

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



Report Year	2012	2013	2014	2015	2016
Number of days to process complete investigation from complaint to Board presentation.					
Actual	106	71	97	107	98
Target	75	75	100	100	100

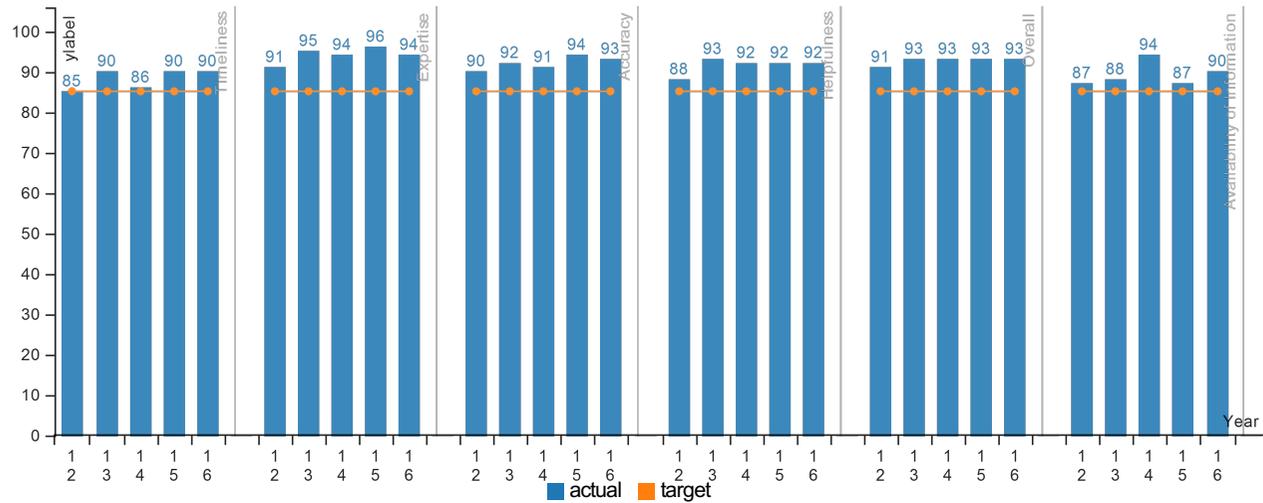
How Are We Doing

In 2015, the Board had 271 complaints with an average number of days to complete and report to the Board being 98 days. Board staff diligently investigate complaints and report cases to the Board as quickly as possible. 98 days is an improvement over last year's report of 107 days. Both years are still under the statutory requirement of 120 days.

Factors Affecting Results

The results for this KPM are challenging at times. Sometimes there is a delay due to the timing of the Board's meetings approximately every other month, other times it's the challenge of getting information from licensees or drug outlets in time to meet the board meeting deadlines for cases.

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	2012	2013	2014	2015	2016
Timeliness					
Actual	85%	90%	86%	90%	90%
Target	85%	85%	85%	85%	85%
Expertise					
Actual	91%	95%	94%	96%	94%
Target	85%	85%	85%	85%	85%
Accuracy					
Actual	90%	92%	91%	94%	93%
Target	85%	85%	85%	85%	85%
Helpfulness					
Actual	88%	93%	92%	92%	92%
Target	85%	85%	85%	85%	85%
Overall					
Actual	91%	93%	93%	93%	93%
Target	85%	85%	85%	85%	85%
Availability of Information					
Actual	87%	88%	94%	87%	90%
Target	85%	85%	85%	85%	85%

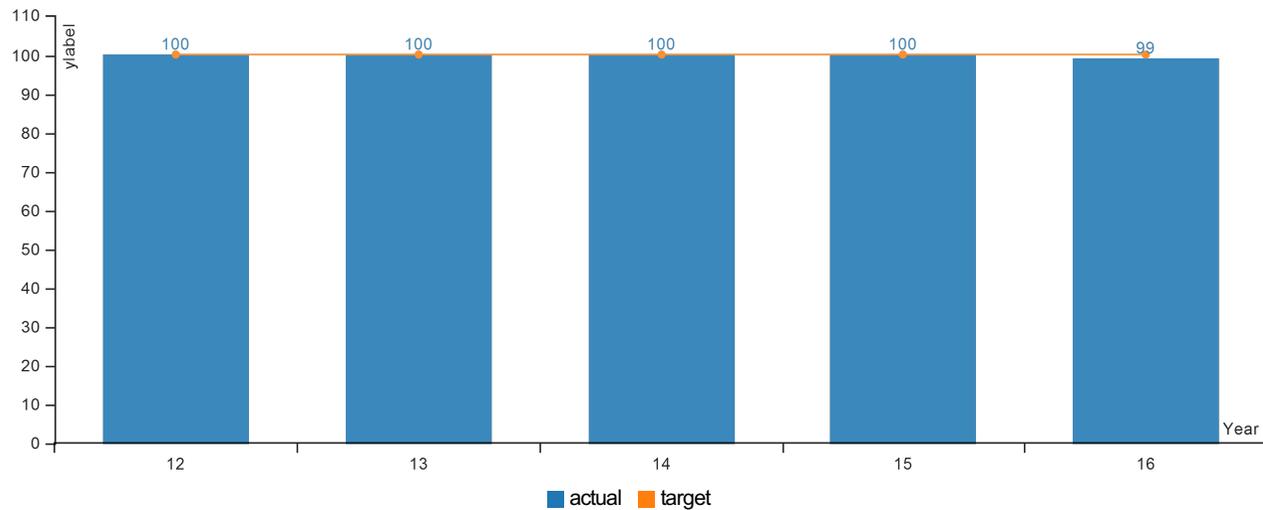
How Are We Doing

The numbers reflected above are for the calendar year 2015. The Board will be adjusting it's reporting to fit within the new KPM system. All areas of reporting continue to exceed the established targets. Overall, we saw a 1.49% increase from our 2014 results in 2015. We are continuing to focus on customer service and are continually striving to provide excellent service in a timely manner in all departments of our agency.

Factors Affecting Results

2015 was a year of significant rule changes, which made it a challenging year, because many of the rules affected the initial licensing and renewal of several different license types. Amendments in OAR 855 Division 025 made the Pharmacy Technician license expire the second June 30th from the date of issue, not to exceed more than two years. Division 019 amendments moved the Pharmacists license to a two year biennial license, expiring in the odd numbered years. Corresponding changes were also made for Preceptor and Pharmacist continuing education requirements since they tie to the Pharmacist renewal cycle. Other amendments include establishing new definitions and requirements in Divisions 060 Manufacturer, 062 Drug Distribution Agent and 065 Wholesaler rules to incorporate terms and categories affected by changes made by the Food and Drug Administration (FDA) that were also incorporated into the Board's rules.

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



Report Year	2012	2013	2014	2015	2016
Is the Board following Best Practices?					
Actual	100%	100%	100%	100%	99%
Target	100%	100%	100%	100%	100%

How Are We Doing

The Board completed the Best Practices Self-Assessment questionnaire at its June 2016 Annual Meeting. Overall, Board Members scored close to 100% on all of the 15 Best Practices Criteria. New members lacked experience to know about some of the best practices and staff will work to orient them on some of the activities during their first year. Staff regularly works to provide individual members with additional information upon request.

Factors Affecting Results

Our Board increased in size earlier this year from seven to nine members, the two newest members haven't experienced a full year of activities to know answers to some of the questions, so they left them blank. One individual also highlighted issues around the availability and timing of proposed budget information. Overall, the Board continues to do very well with the Board Best Practices.