

# Board of Pharmacy

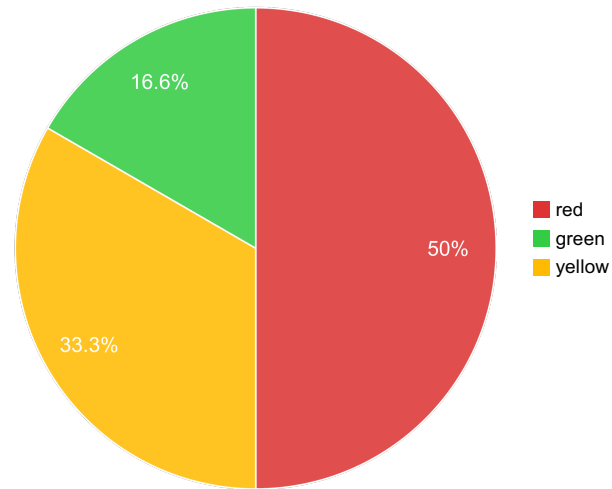
Annual Performance Progress Report

Reporting Year 2023

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Please note, for Measures #1 and #3, the accurate data collection period reflects 2/1/22 through 6/30/23 (17 months)

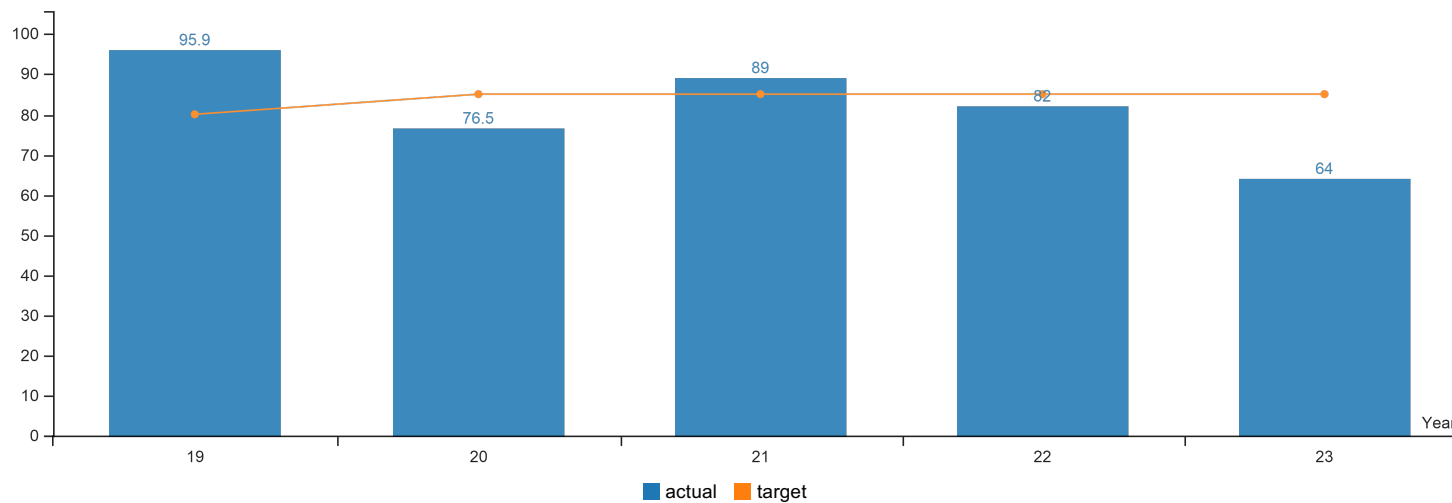
KPM #	Approved Key Performance Measures (KPMs)
1	Percent of inspected pharmacies that are in compliance annually. -
2	Percentage of individual and facility licenses that are issued within 30 days. -
3	Percent of pharmacies inspected every two years. -
4	Average number of days to complete an investigation 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:	16.67%	33.33%	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	2019	2020	2021	2022	2023
<b>Percentage of Pharmacies that are in compliance annually.</b>					
Actual	95.90%	76.50%	89%	82%	64%
Target	80%	85%	85%	85%	85%

### How Are We Doing

This report reflects 17 months.

From February 1, 2022 - June 30, 2023 board Compliance Officers completed 678 Retail and Institutional pharmacy inspections of which 437 were in compliance. Of the 678 completed inspections, 139 passed inspection, 298 passed with notes for improvement, 73 received deficiency notifications and 170 notifications of non compliance were issued; note all notifications are reviewed by the board to determine if disciplinary action is warranted.

Additional inspections completed: 1 Charitable Pharmacy, 1 Consulting / Drugless Pharmacy, 14 Dispensing Practitioner Drug Outlet, 4 Wholesalers - 2 outlets - 64% of outlets inspected in 2022/23 were in compliance.

*Note, the board shifted its reporting for this measure to correspond to with rule changes.*

### Factors Affecting Results

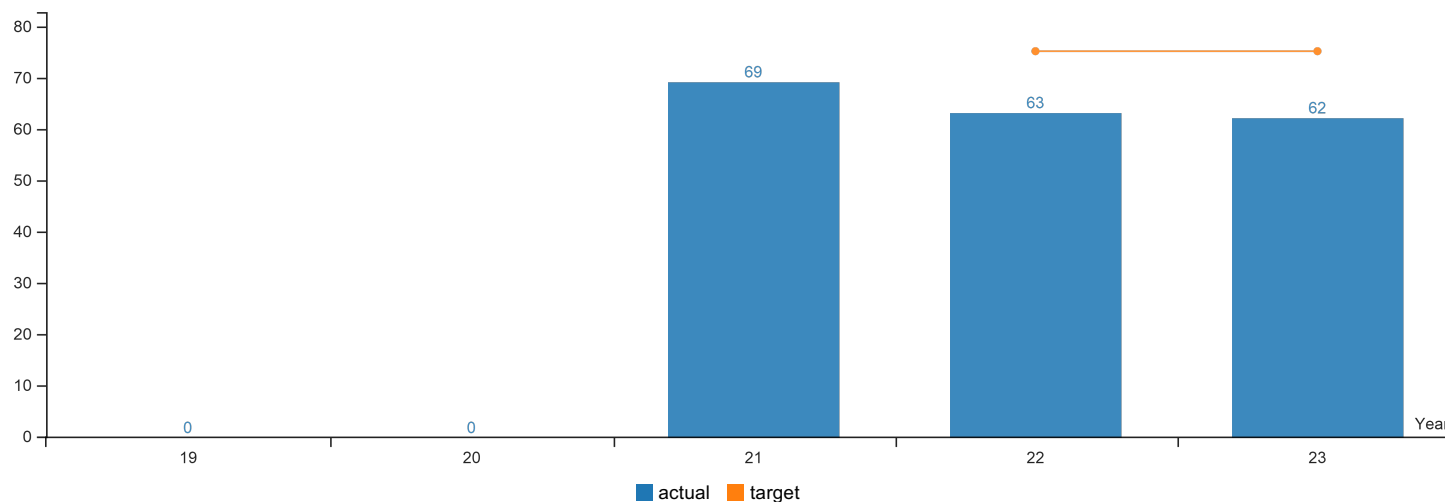
The COVID-19 public health emergency continued into May 2023, virtual and in person inspections were conducted with a focus on locations assessed to be places of concern related to patient safety. Virtual inspections take more time than in person inspections due to the time to get information from outlets 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 this inspection cycle. 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	2019	2020	2021	2022	2023
<b>Percentage of individual and facility licenses that are issued within 30 days.</b>					
Actual			69%	63%	62%
Target				75%	75%

#### How Are We Doing

In 2022, the percentage of licenses that were issued within 30 days was 62%. This is down 1% from 2021. There were a total of 2948 licenses issued. In 2022 average number of days to issue a license was 38 days for facilities and 35 days for individuals. While the overall percentage was down 1%, we saw improvement in the average number of days to issue a license. In 2021, the average number of days to issue a license was 48 days for facilities and 54 days for individuals.

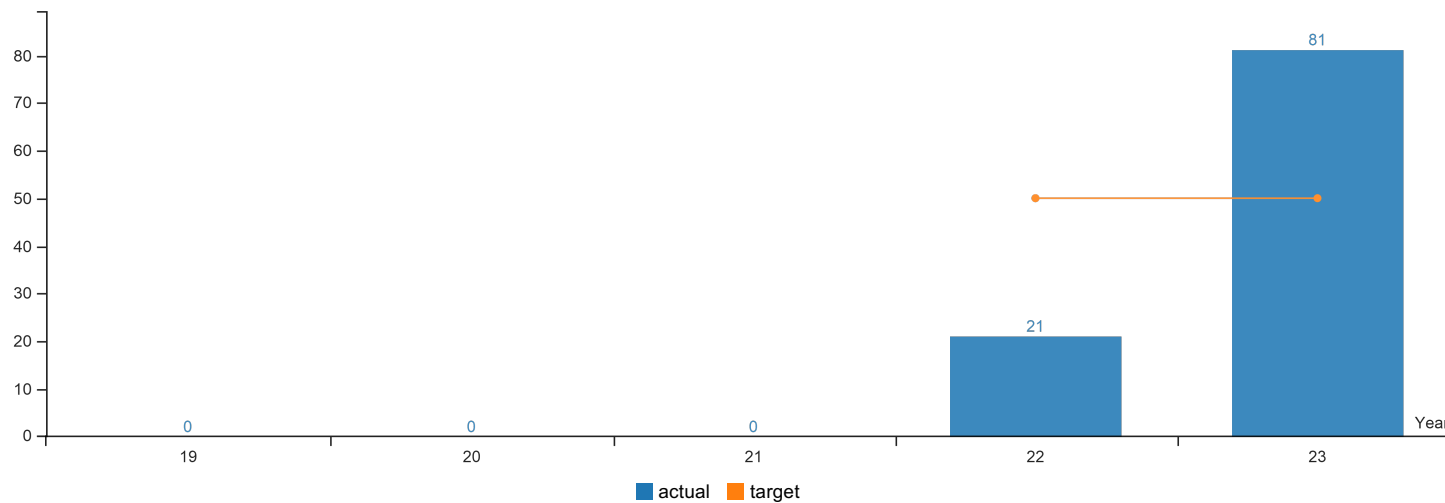
#### Factors Affecting Results

In 2022, two long term employees issued their overlapping resignations from state service. This was a 33% reduction in staffing in the first and second quarters of 2022 which greatly affected application processing times. The second quarter of each year is typically the board's busiest time of the year for incoming applications and renewals.

Board staff is focusing on continued improved communication with applicants, as well as creating efficient workflow processes within the agency. In 2022, board staff worked closely with Board Counsel to review all aspects of the license applications to update and clarify general application instructions and reporting requirements in plain language. On January 1, 2023, the Board launched the new and improved applications with the goal of streamlining the application process for individuals. The focus for 2023 is to do the same for facility registration applications.

KPM #3	Percent of pharmacies inspected every two years. -
	Data Collection Period: Feb 01 - Jun 30

\* Upward Trend = positive result



Report Year	2019	2020	2021	2022	2023
<b>Percent of pharmacies inspected every 2 years.</b>					
Actual				21%	81%
Target				50%	50%

#### How Are We Doing

This measure reflects 17 months of data.

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. 2023 is the first year reporting with data from 2-1-2022 through 6-30-2023 data.

684 inspections were completed in a transition cycle of 17 months equaling 81% of the pharmacies.

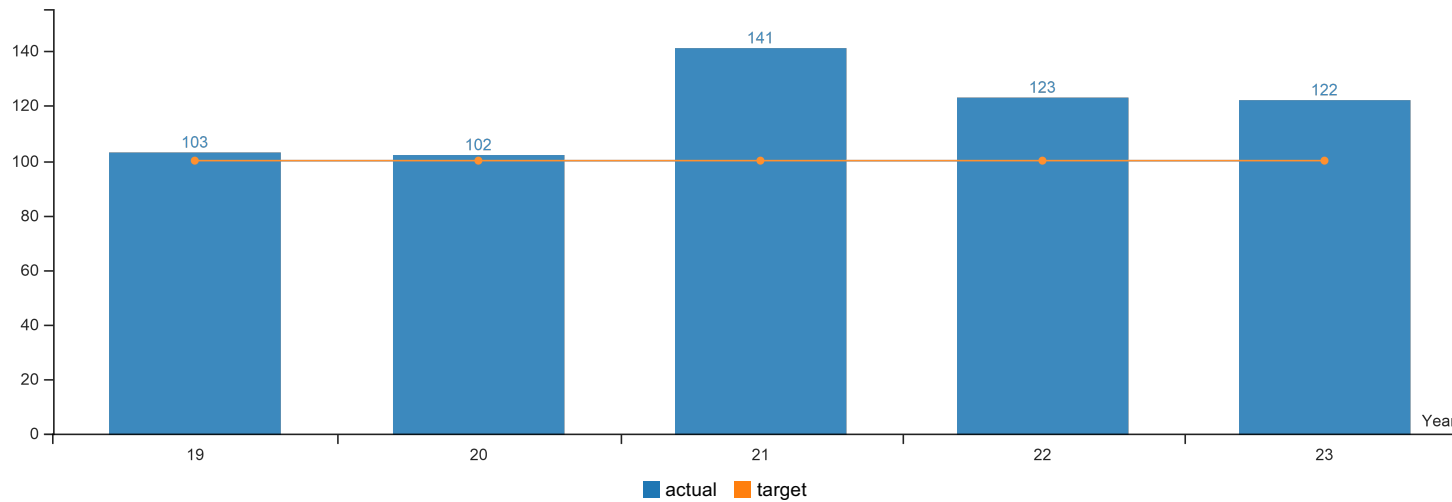
At present, in a two year cycle, there are 847 retail and institutional pharmacies located in Oregon. The board seeks to also complete inspections of other drug outlet registration on a rotating basis.

#### Factors Affecting Results

This was the first cycle of going from annual to biennial inspections and unfortunately due to COVID, high case volume and limited staff resources we were unable to complete all 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	2019	2020	2021	2022	2023
<b>Number of days to process complete investigation from complaint to Board presentation.</b>					
Actual	103	102	141	123	122
Target	100	100	100	100	100

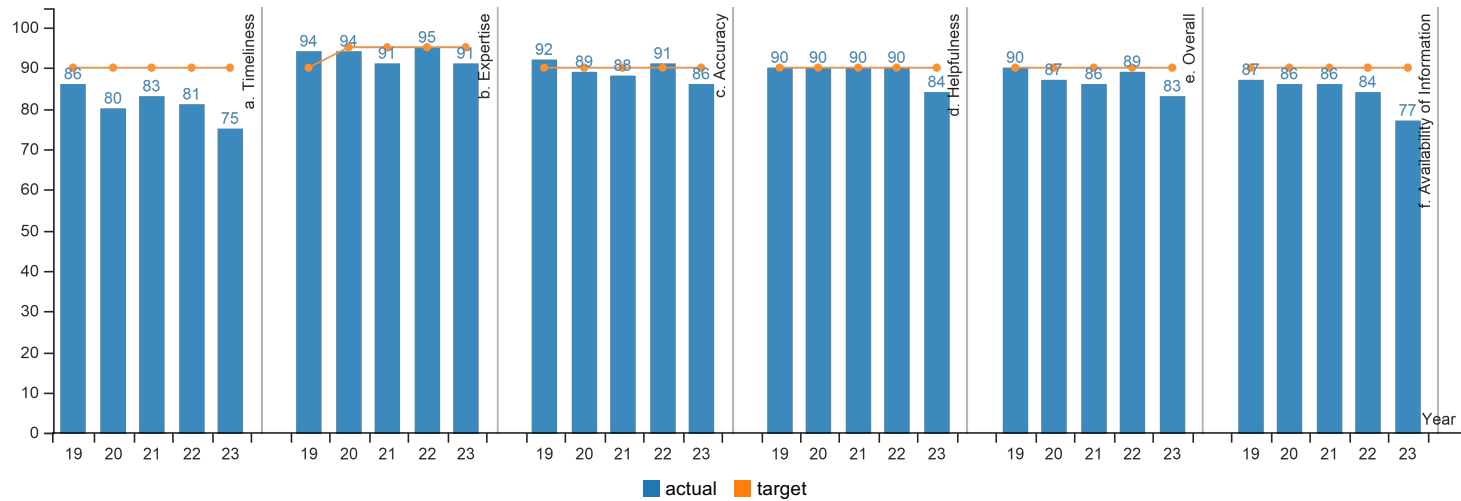
#### How Are We Doing

The total number of investigatory cases from January 1, 2022 - December 31, 2022 was 1061, which is a increase of 220 from 2021. 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 121.81 or (122 rounded up) days. This is a decrease of 1 days from 2021 and 2 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 2022, which helped see improvement for this measure. An additional Compliance Officer position was approved in the 2023-25 Legislatively Adopted 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	2019	2020	2021	2022	2023
<b>a. Timeliness</b>					
Actual	86%	80%	83%	81%	75%
Target	90%	90%	90%	90%	90%
<b>b. Expertise</b>					
Actual	94%	94%	91%	95%	91%
Target	90%	95%	95%	95%	95%
<b>c. Accuracy</b>					
Actual	92%	89%	88%	91%	86%
Target	90%	90%	90%	90%	90%
<b>d. Helpfulness</b>					
Actual	90%	90%	90%	90%	84%
Target	90%	90%	90%	90%	90%
<b>e. Overall</b>					
Actual	90%	87%	86%	89%	83%
Target	90%	90%	90%	90%	90%
<b>f. Availability of Information</b>					
Actual	87%	86%	86%	84%	77%
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, 2022 and December 31, 2022. We utilized the tools in Survey Monkey to directly email the survey link to 2889 new licensees. 234 individuals either fully completed or partially completed the survey. This represents an overall response rate of 8.1%. This is a 2.7% decrease from the 2021 overall response rate of 10.1%. The Board continues to see a decline in responses from licensees. 2162 of the 2889 licensees opened the email and of those 10.8% responded to the survey.

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 customer satisfaction average of 83%

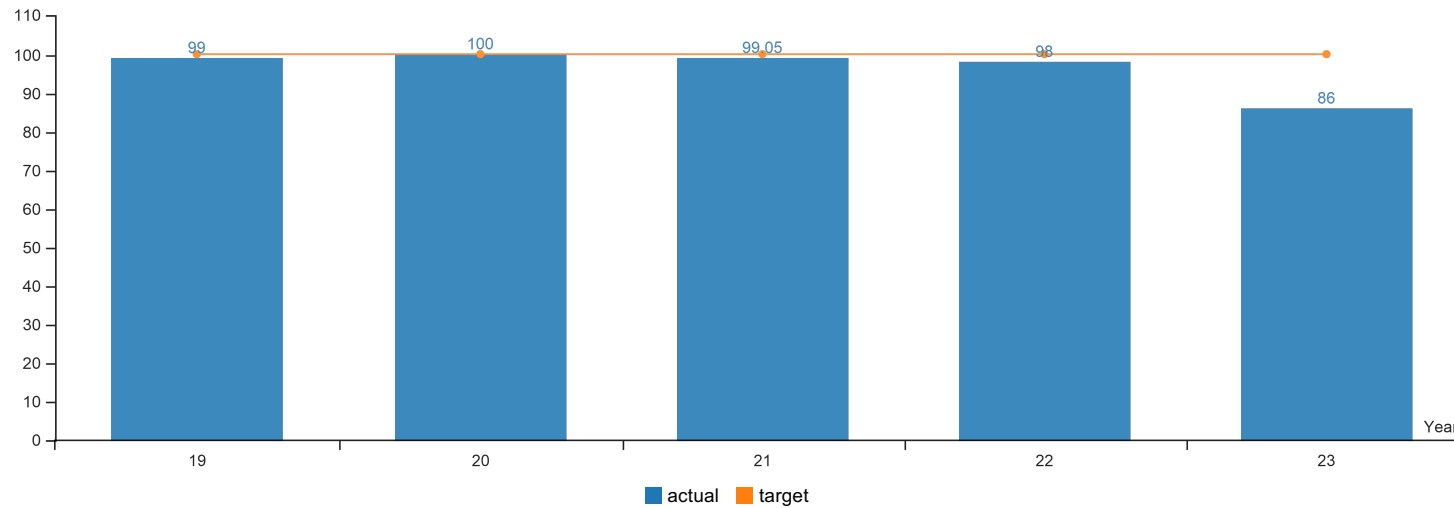
**Factors Affecting Results**

Factors that contributed to the results:

- 33% reduction in licensing staff due to overlapping resignations (1 failed recruitment – increased hiring timeframes)
- Staff resources at a minimum during peak workload times
- Staff category reassignments & additional training times on additional licensure categories
- Training time for new employees

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	2019	2020	2021	2022	2023
<b>Is the Board following Best Practices?</b>					
Actual	99%	100%	99.05%	98%	86%
Target	100%	100%	100%	100%	100%

**How Are We Doing**

The full Board participated in the response this year. A score of 86% of the 15 questions received a yes response, 14% received a no response with comments and questions from one or two people.

The Board regularly works to follow best practices. The Executive Director provides weekly communications to the Board and meets with the President as needed in between meetings.

**Factors Affecting Results**

This year, nine out of nine members participated in providing feedback for this measure. Two of the members responded for the first time this year, that may be the reason for the no responses with comments and questions. Staff will be spending more time during orientation to ensure members understand the Best Practices questions and answer their questions up front moving forward.