

TEXAS STATE BOARD OF PHARMACY

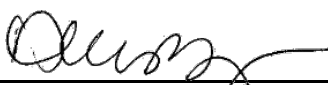
STRATEGIC PLAN For the Fiscal Years 2021-2025



<u>Board Member</u>	<u>Dates of Term</u>	<u>Hometown</u>
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Rick Tisch	10/09/2019-08/31/2025	Spring

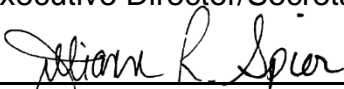
May 5, 2020

Signed:



Allison Vordenbaumen Benz, R.Ph., M.S.
Executive Director/Secretary

Approved:



Julie Spier, R.Ph.
President

TABLE OF CONTENTS

Agency Mission	1
Agency Operational Goals and Action Plans	2
Agency Goals or Action Items Supporting Statewide Objectives	3
1. Accountable to Tax and Fee Payers of Texas	3
2. Maximum Results Produced with a Minimum Waste of Funds	3
3. Successfully Fulfilling Core Functions.....	4
4. Providing Excellent Customer Service	5
5. Transparent Agency Action.....	6
6. Other Relevant Considerations.....	7
Supplement Schedules:	
A: Budget Structure	9
B: Performance Measure Definitions.....	12
C: Historically Underutilized Business Plan	33
D: Statewide Capital Plan (not applicable)	
E: Health and Human Services Strategic Plan (not applicable)	
F: Agency Workforce Plan	34
G: Workforce Development Planning (not applicable)	
H: Report on Customer Service.....	38

AGENCY MISSION

The Texas State Board of Pharmacy's mission is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas, through the regulation of: the practice of pharmacy; the operation of pharmacies; and the distribution of prescription drugs in the public interest.

The Texas State Board of Pharmacy is an independent state health regulatory agency, operating under the authority of its enabling legislation, the Texas Pharmacy Act (Texas Occupations Code Ann., Chapters 555-569), the Texas Controlled Substances Act (Health and Safety Code, Chapter 481), and the Texas Dangerous Drug Act (Health and Safety Code, Chapter 483).

**TEXAS STATE BOARD OF PHARMACY
OPERATIONAL GOALS AND ACTION PLANS**

Agency Operational Goal 1

To establish and implement reasonable standards for pharmacist, pharmacy technician and pharmacy technician trainee education and practice, and for the operations of pharmacies to assure that safe and effective pharmaceutical care is delivered to the citizens of Texas [Texas Pharmacy Act (Occupations Code, Sec. 555-569)].

Action Items to Achieve Goal

Continue to operate a licensure system for pharmacists, pharmacy technicians, pharmacy technician trainees, and pharmacies that will ensure that all licensees and registrants meet minimum licensing standards.

Agency Operational Goal 2

To assertively and swiftly enforce all laws relating to the practice of pharmacy to ensure that the public health and safety are protected from the following: incompetent pharmacists, pharmacy technicians and pharmacy technician trainees; unprofessional conduct, fraud, and misrepresentation by licensees, and diversion of prescription drugs from pharmacies; and to promote positive patient outcomes through the following: reduction of medication errors by encouraging or requiring licensees to implement self- assessment programs and continuous-quality improvement programs, including peer review processes; and enforcement of rules relating to patient counseling and drug regimen review, including prevention of misuse and abuse of prescription drugs and to operate the Prescription Monitoring Program for the State of Texas. [Texas Pharmacy Act (Occupations Code, Sec. 551-569), and Health and Safety Code, Chapter 481, Controlled Substances, and Chapter 483, Dangerous Drugs.]

Action Items to Achieve Goal

Deter and reduce the incidence of violations of the law through, compliance inspections of 40% of the licensed pharmacies located in Texas each year; through technical assistance to licensees; through education and increased licensee access to information by contacting all licensees; and resolve complaints received within an average of 180 days.

AGENCY GOAL OR ACTION ITEMS THAT SUPPORT STATEWIDE OBJECTIVES

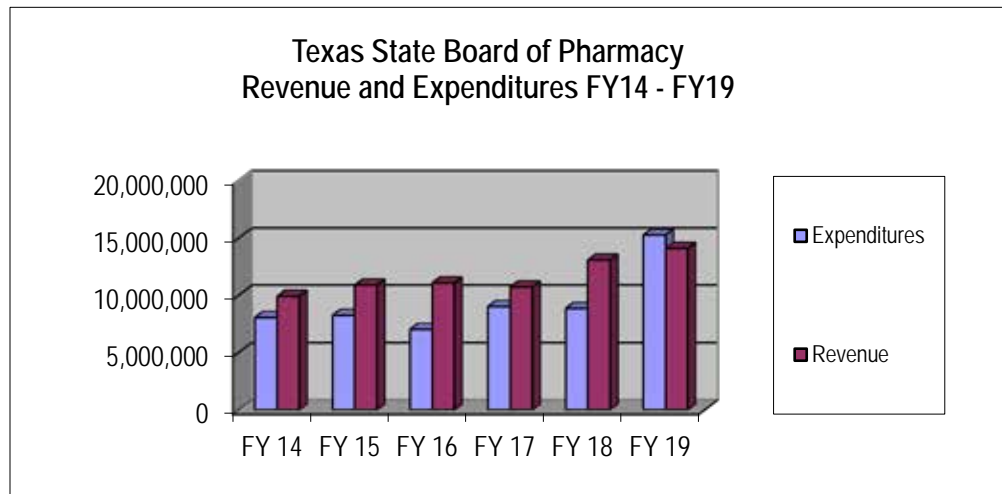
The Texas State Board of Pharmacy Operational Goals and Action Items should be achieved through August 31, 2025. The agency's Operational Goals and Action Items support the following statewide objectives:

Accountable to Tax and Fee Payers of Texas

The Texas State Board of Pharmacy is accountable to tax and fee payers of Texas. The Texas State Board of Pharmacy consists of eleven (11) members appointed by the Governor with the advice and consent of the Texas Senate. Board members include pharmacists, a pharmacy technician, and members who represent the public. Agency board members must vote to approve staff recommendations for a yearly agency operating budget, any proposed agency fee increases or decreases necessary to fund the agency operations, and any proposed agency budget exceptional item requests in regularly scheduled board meetings that are open to the public.

The operations of the agency are supported primarily from fees related to licensing, reciprocity, and examinations. Agency staff with the approval of the Board, the Texas Legislature, and the Governor's Office is committed to operating a licensure system and enforcing all laws relating to the practice of pharmacy in a fiscally responsible manner.

The chart below shows the agency's revenues and expenditures for a six-year period (FY2014 - FY2019).



Note: FY 19 Expenditures include a payment of \$5,469,125 to a vendor to pay for Statewide Integration of the Texas Prescription Monitoring Program for the FY20-21 biennium. The funds for this subscription were received by the agency as a one-time supplemental appropriation from the Texas Economic Stabilization, or "Rainy Day" fund as mandated by Senate Bill 500, 86th Regular Legislature.

Maximum Results Produced with a Minimum Waste of Funds

The Texas State Board of Pharmacy is efficient by producing maximum results, by not wasting taxpayer funds and by always trying to identify agency functions or provisions considered

redundant or not cost-effective while operating a licensure system and enforcing all laws related to the practice of pharmacy.

The Sunset Advisory Commission's Staff Report for the 85th Texas Legislature concluded in the report that the Texas State Board of Pharmacy is an "effective, well run agency that should be continued for 12 years." Building on this accomplishment, the agency is continuing to improve agency efficiency by identifying and implementing new initiatives in licensure and enforcement.

This biennium the agency transitioned away from mailing out paper license renewals or initial registration certificates and began providing e-Certificate documents for pharmacist, pharmacist-interns, pharmacy technicians, pharmacy technician trainees, and pharmacist preceptors. By allowing the licensee or registrant to access and print out their license or registration certificate online, the agency can provide this information more efficiently and at a lower cost.

The agency has also utilized technology to implement a more efficient Mobile Inspection Program for Class A pharmacies. The new Mobile Inspection Program replaces a paper-based inspection system and allows for posting of mobile pharmacy inspections on the TSBP website.

Successfully Fulfilling Core Functions

The Texas State Board of Pharmacy is effective in successfully fulfilling its core functions, measuring success in achieving performance measures, and implementing plans to continuously improve.

The agency continually operates by implementing and measuring performance against strategic and operational *Goals and Objectives* and through customer feedback. Therefore, the agency is continually self-evaluating, through each division and every employee. In addition to this continuous process, and in preparation for this *Strategic Plan*, the agency sought the input of Board Members, staff, officials of national and state pharmacy organizations, pharmacy academicians, and officials of consumer advocacy groups.

The strategy for the continued success of the agency consists of three distinct but interrelated elements:

- Leadership – The creative process comes from the ability of the organization and all its members to learn, improve, and innovate. The Board and management staff must establish a climate that allows the creative process to continue;
- Feedback from Employees – The *Survey of Employee Engagement*, administered by the School of Social Work at The University of Texas at Austin provides a uniform benchmark for all Texas government to compare employees' perceptions of organizational achievement from agency to agency and over time. The agency's scores are consistently higher than the statewide average for all workplace dimensions; and
- Feedback from External Customers – The agency has developed customer service standards and has been conducting a survey of agency customers regarding the quality of service delivered by the agency since FY2000.

The Texas State Board of Pharmacy has an excellent state and national reputation for its stature and effectiveness as a state health regulatory agency. This reputation has been reinforced within Texas and throughout the nation, as evidenced by the following:

- The Sunset Advisory Commission’s Staff Report for the 85th Texas Legislature states “The Texas State Board of Pharmacy has established itself as a well-run agency capable of effectively responding to new regulatory issues and legislative mandate within its limited resources”.
- The agency met or exceeded eight (80%) of the 10 key performance measures listed in the Appropriations Act and reported on an annual basis to the Legislative Budget Board for FY2019.
- The operation of the Texas Prescription Monitoring Program (PMP) has been an important agency responsibility that assists the State of Texas in combating nontherapeutic dispensing of controlled substances and our national opioid epidemic. The agency has also proactively informed providers about the “Mandatory PMP Look-Up” that the Texas Legislature mandated to begin March 1, 2020. With Mandatory PMP Look-Up”, pharmacists and prescribers will be required to check a patient’s Texas Prescription Monitoring Program (PMP) history before dispensing or prescribing opioids, benzodiazepines, barbiturate, or carisoprodol.
- The 86th Regular Texas Legislature, in Senate Bill 500, also provided the Texas State Board of Pharmacy a one-time appropriation from the Texas Economic Stabilization or “Rainy Day” Fund to fund Statewide Integration of the Texas Prescription Monitoring Program and NarxCare/Clinical Alert enhancements for the current biennium only. Statewide Integration allows providers immediate access to the Texas PMP through their Electronic Health Records (EHR) and/or Pharmacy Management System. NarxCare is an advanced analytics and patient support tool to help physicians, pharmacists, and care teams to provide better patient safety and outcomes up front.
- Also, in conjunction with the Texas Prescription Monitoring Program, the agency was mandated by the 86th Regular Texas Legislature, beginning September 1, 2019, to implement the Law Enforcement Access Portal (LEAP). LEAP is a portal for approved law enforcement personnel and approved prosecuting attorneys to submit subpoenas, warrants, or court orders for information contained in the Texas Prescription Monitoring Program (PMP).

Providing Excellent Customer Service

In carrying out the Texas State Board of Pharmacy mission, the agency strives to provide excellent customer service. Our customer service standards include: (1) being courteous, professional, flexible, honest, and helpful in all dealings with customers; (2) providing customers with clear, easy to understand, and accurate information about services; and (3) actively listening to better anticipate the needs of customers and be fully responsive to customer concerns regarding services. The agency also seeks customer input to make informed decisions on policies, programs, and rules.

TSBP contracts with the University of Texas Organizational Excellence Group (UT) for an online customer satisfaction survey. The TSBP survey is accessible to all TSBP customers via a link on TSBP’s website.

Several of the bills passed by the 86th Texas Legislature require additional continuing education (CE) for pharmacists and a required training course for pharmacists and pharmacy technicians.

The agency website contains detailed information to assist pharmacists and technicians in navigating these new requirements.

The TSBP Rules Queue is also an agency customer service initiative that provides timely information to licensees, consumers, and governmental entities. The TSBP Rules Queue is a telephone hotline available to discuss issues related to Texas Pharmacy Laws and rules. The information provided by TSBP staff does not serve to substitute for legal advice, to interpret rule provisions, or to provide an official statement of TSBP but it is intended to generally inform of the laws and rules applicable to the practice of pharmacy and to enumerate specific citations that may apply to certain questions.

Transparent Agency Action

The Texas State Board of Pharmacy is transparent such that agency actions can be understood by any Texan. The provision of agency information and transparency is a key function of the Texas State Board of Pharmacy.

Three major groups of Texans communicate with the agency on a regular basis are licensees, consumers, and governmental entities:

1. Licensees. Licensees request information regarding the laws and rules relating to licensure and the practice of pharmacy.
2. Consumers. Generally, questions about consumer issues include the use of generic drugs, patient counseling requirements, and the provision of public information regarding complaint and disciplinary actions.
3. Governmental Entities. These entities, including the Texas Legislature and other state and federal agencies request information regarding provision of the laws and rules relating to the practice of pharmacy and information regarding complaint and disciplinary actions.

In FY 2019, the agency accomplished the following related to the provision of information:

- The number of presentations to licensees by agency personnel has continued to be significant and in 2019, agency staff gave 104 presentations to over 7,942 individuals, and agency staff assisted 1,316 individuals through the Rx Law email,
- TSBP continued to use Mail Chimp, an online email system used to manage email addresses and send email notices as well as an email subscription to the monthly Texas State Board of Pharmacy Newsletter. The use of Mail Chimp improved agency efficiency by using less paper and postage. The number of subscriptions to the account steadily increased with just over 11,116 subscribers at the end of the FY2019 (approximately 0.5% increase as compared to FY2018).
- The TSBP Newsletter is published monthly on the TSBP website to keep pharmacists, pharmacy owners, pharmacy technicians, and the public informed about law and rule changes, news, and other updates relating to the practice of pharmacy in Texas.
- Facebook, Twitter, and YouTube continued to be useful tools to provide information. At the end of FY2019, over 5,696 individuals “liked” TSBP on

Facebook and over 2,091 individuals “followed” TSBP on Twitter. There were 76 posts on Facebook/Twitter.

- Eight educational videos were produced and posted on You Tube during FY2019, including two LEAP tutorials regarding registration and report requests, four videos in the Prevention of Audit Shortages in the Pharmacy series, and two Board Meeting videos. Total video views in FY2019 were approximately 24,500.
- In partnership with Texas Health and Human Services, TSBP created a new PMP resource site to explain how the Texas Prescription Monitoring Program (PMP) can help keep Texans safe at TxPMP.org.
- TSBP Board Meeting agendas, materials, and minutes are also posted on the agency’s website and TSBP has begun livestreaming its quarterly Board Meetings to increase access to the proceedings.

Other Relevant Considerations

External/Internal Assessment:

In preparation for this *Strategic Plan*, the agency sought the input of Board Members, staff, officials of national and state pharmacy organizations, pharmacy academicians, and officials of consumer advocacy groups. With this input, and our agency mission as a guiding principle, the Texas State Board of Pharmacy will continue to focus on the following external/internal assessment issues that impact our agency’s goals of operating a licensure system and enforcing all laws related to the practice of pharmacy:

1. Combating Nontherapeutic Dispensing of Controlled Substances Contributing to the Opioid Epidemic, by Promoting Programs such as e-prescribing, Prescription Monitoring Program Integration, and NarxCare.
2. Monitoring Increased Use of Technology in the Practice of Pharmacy to Integrate Technological Advances into Texas Pharmacy Regulations.
3. Addressing Appropriate Level of Training and Supervision for Pharmacy Technicians in Order to Increase Pharmacists’ Ability to Provide Clinical Services.
4. Increasing Licensee Compliance with Laws and Rules Relating to the Practice of Pharmacy through Education of Licensees, especially related to opioid dispensing, and through continued implementation of mobile inspections.

Information Resources Planning:

Pursuant to Texas Government Code, Section 2056.002(b)(11), the Texas State Board of Pharmacy also has the goal of examining technology solutions that advance the mission of the agency and align with statewide technology principles and priorities. Our agency technology goals are as follows:

1. Advance the business processes and operational efficiencies of the agency through effective implementation of information technology.

- a. Assess current faxing, imaging, and document management infrastructure to provide a solution to increase productivity and efficiencies of agency information resources.
 - b. Evaluate Mobile Inspection Program for improvements and increase efficiency, accuracy, and provide additional features and inspection types
- 2. Maintain a secure agency information technology environment insuring the confidentiality, integrity and availability of critical data and systems
 - a. Improve teleworking functionality and access, Continuity of Operations (COOP), and Disaster Recovery (DR) procedures through the migration of on-site IT services and data to cloud services such as Office 365, AWS, and Google and ensure the availability of these systems through COOP and DR planning, testing and execution.
 - b. Enforce secure and effective access to technology resources through use of authentication and identity management technologies, staff cybersecurity awareness training, and policies.
 - c. Migrate critical infrastructure to the DIR state data center (DCS) and Microsoft Cloud (Azure) in preparation of the agency's physical move in 2022.
- 3. Provide information technology education through training opportunities and the adoption of technology enabled business processes.
 - a. Provide technological professional development and training for IT staff.
 - b. Support the agency's effort to identify and implement opportunities for technology education to allow staff to develop and improve technology understanding.

FISCAL YEARS 2021-2025 BUDGET STRUCTURE

AGENCY GOALS

1. To establish and implement reasonable standards for pharmacist, pharmacy technician and pharmacy technician trainee education and practice, and for the operations of pharmacies to assure that safe and effective pharmaceutical care is delivered to the citizens of Texas [Texas Pharmacy Act (Occupations Code, Sec. 555-569)].
2. To assertively and swiftly enforce all laws relating to the practice of pharmacy to ensure that the public health and safety are protected from the following: incompetent pharmacists, pharmacy technicians and pharmacy technician trainees; unprofessional conduct, fraud, and misrepresentation by licensees; and diversion of prescription drugs from pharmacies; and to promote positive patient outcomes through the following: reduction of medication errors by encouraging or requiring licensees to implement self-assessment programs and continuous-quality improvement programs, including peer review processes; and enforcement of rules relating to patient counseling and drug regimen review, including prevention of misuse and abuse of prescription drugs, and to operate the Prescription Monitoring Program for the State of Texas. [Texas Pharmacy Act (Occupations Code, Sec. 551-569), and Health and Safety Code, Chapter 481, Controlled Substances, and Chapter 483, Dangerous Drugs.]

AGENCY OBJECTIVES AND OUTCOME MEASURES

OBJECTIVE

Continue to operate a licensure system for pharmacists, pharmacy technicians, pharmacy technician trainees, and pharmacies that will assure that all licensees and registrants meet minimum licensing standards.

Outcome Measure

- Percent of Licensees with No Recent Violations
- Percent of Licensees who Renew Online
- Percent of New Individual Licenses Issued Online

OBJECTIVE

Deter and reduce the incidence of violations of the law through compliance inspections of 40% of the licensed pharmacies located in Texas each year; through technical assistance to licensees; through education and increased licensee access to information by contacting all licensees; and to resolve complaints received within an average of 180 days.

Outcome Measures

- Percent of Complaints Resolved Resulting in Disciplinary Action

- Recidivism Rate of Those Receiving Disciplinary Action
- Percent of Documented Complaints Resolved Within Six Months
- Recidivism Rate for Peer Assistance Program
- One-Year Completion Rate for Peer Assistance Program

AGENCY STRATEGIES AND OUTPUT, EFFICIENCY, AND EXPLANATORY MEASURES

STRATEGY 01.01.01

Operate a timely, cost-effective application and renewal licensure system for pharmacies and pharmacists, pharmacy technicians and pharmacy technician trainees.

Output Measures

- Number of New Licenses Issued to Individuals
- Number of New Registrations Issued to Individuals
- Number of Licenses Renewed (Individuals)
- Number of Registrations Renewed (Individuals)

Explanatory Measures

- Total Number of Individuals Licensed
- Total Number of Business Facilities Licensed
- Total Number of Individuals Registered

STRATEGY 02.01.01

Emphasize preventive enforcement by conducting compliance inspections of pharmacies, promote voluntary compliance by providing information, education and technical assistance to licensees; and protect public health and safety by receiving, investigating, and resolving complaints, disciplining licensees, and monitoring compliance with disciplinary orders resulting from board adjudication.

Output Measures

- Number of Inspections
- Jurisdictional Complaints Resolved

Efficiency Measure

- Average Resolution Time for Resolving Jurisdictional Complaints

Explanatory Measure

- Jurisdictional Complaints Received

STRATEGY 02.01.02

Operate a Peer Assistance Program by monitoring the growth, development, and compliance of a program to aid pharmacists and eligible pharmacy students impaired by chemical abuse or mental or physical illness, and monitor the success of individuals in the program.

Output Measure

- Number of Licensed Individuals Participating in Peer Assistance Program

STRATEGY 02.01.03

Operate the Prescription Monitoring Program for the State of Texas.

Explanatory Measure

- Number of Queries Received by the Prescription Monitoring Program (PMP)
- Number of Controlled Substances Prescriptions Submitted to the Prescription Monitoring Program (PMP)

PERFORMANCE MEASURE DEFINITIONS FOR FY2021-2025**LICENSING****OUTCOME MEASURES*****Percent of Licensees with No Recent Violations***

Short Definition: The percent of the total number of licensees (pharmacists and pharmacies) at the end of the reporting period who have not been subject to a disciplinary order within the current and preceding two years (three years total).

Note: The number of disciplined licensees is expressed as a percentage of the total number of licensees at the end of the reporting period (i.e., persons who obtained a new pharmacy or pharmacist license during the reporting period, or who renewed a pharmacist or pharmacy license during the reporting period).

Purpose/Importance: To show the Board's regulatory function regarding disciplinary action taken in proportion to the number of its licensees (pharmacists and pharmacies).

Source/Collection of Data: The agency's computerized data base provides the number of licensees (the denominator). Data regarding the information needed to calculate the number of licensees who have been the subject of a disciplinary order within the past three fiscal years (the numerator) is determined by counting all disciplinary orders entered during the three-year reporting period. The Orders are maintained in readily retrievable electronic format.

Disciplinary Orders include the following two types of Orders:

- (1) Agreed Board Orders - consent Orders that are entered by the Board, in which the licensee neither admits nor denies the allegations contained in the Order but agrees to the sanctions imposed by the Board. Also includes default Board Orders, which are Orders that the licensee failed to appear with notice and the Order for the Board's determined sanction was entered by default against the licensee; and
- (2) Board Orders - Orders which are entered by the Board after a public hearing has been conducted by the State Office of Administrative Hearings (SOAH), and may impose a sanction on the licensee; also includes Orders temporarily suspending a license (summary suspensions) or court-ordered suspensions (e.g., due to failure to pay child support).

TSBP Licensing Manager is responsible for the licensure data. TSBP Director of Enforcement is responsible for the disciplinary data and calculating the measure.

Method of Calculation: This measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

NUMERATOR - Denominator minus "X"

"X" is the total number of licensees that have been the subject of a Disciplinary Order within the current fiscal year and the two prior fiscal years (a total of three fiscal years).

Types of disciplinary orders included in this calculation would be orders imposing the following types of sanctions: granting a license (with or without restrictions), revocation, suspension with or without probation, cancellation, retirement, restriction, administrative penalty (fine), reprimand, or a combination of any of these sanctions. Education letters are not considered as sanctions and are not included in this calculation.

There are some types of disciplinary orders that are NOT included in this calculation. Excluded Disciplinary Orders, for purposes of this performance measure only, are described below:

- (1) Reinstatement of a previously revoked license is not counted, unless the Order included allegations of violations committed by the licensee after the date the license was revoked, or not included in the prior order. Orders reinstating a license will generally not be included in this calculation because these types of orders generally do not include allegations (charges) of violations of laws/rules. Orders that deny a petition for reinstatement may include allegations or findings of new violations.
- (2) Denial of an individual's application to obtain a new or to renew a pharmacist or pharmacy license is not counted. Because this type of order would not result in the person being counted in the denominator (in that the person would not be a licensee), the order should not be counted in the numerator.
- (3) Modification of a previously entered order, unless the order included allegations of "new" violations (violations committed by the licensee after the date the order was entered, or not included in the prior order) is not counted. Orders that grant modifications will generally not be included in this calculation because these types of orders generally do not include allegations (charges) of violations of laws/ rules. Orders that deny modifications may include allegations or findings of new violations.
- (4) Disciplinary Orders would not be included in this calculation if the order would result in "double counting" of a licensee, i.e., regardless of the number of Disciplinary Orders entered in a three-year period against a licensee, the license is only counted one time in the numerator.

DENOMINATOR - total number of licensees (pharmacists and pharmacies) licensed by the agency in this reporting period. This number is calculated by adding the totals of the following categories of licenses:

- (1) Number of new licenses issued to individuals (pharmacists) in current fiscal year (reporting period);
- (2) Number of new licenses issued to facilities (pharmacies) in current fiscal year (reporting period);
- (3) Number of pharmacist licenses renewed in current fiscal year (reporting period); and
- (4) Number of pharmacy licenses renewed in current fiscal year (reporting period).

Data Limitations: TSBP does not determine the number of licensees applying for or holding a license, or complaints it receives, and consequently, has no control over the number of complaints that require disciplinary action to be taken.

<u>Calculation Type</u>	Non-cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	To Be Consistent with Board Rules

Percent of Licensees Who Renew Online

Short Definition: Percent of the total number of licensed, registered, or certified individuals who renewed their license, registration, or certification online during the reporting period.

Purpose/Importance: To track use of online license renewal technology by the licensee population.

Source/Collection of Data: The TSBP computerized data base calculates the total number of licenses or registrations renewed for a specific period of time, including the number of renewals that are issued as a result of the user accessing the Texas online application system.

Methodology: Total number of individual licenses, registrations, or certifications renewed online divided by the total number of individual licenses, registrations, or certifications renewed during the reporting period. The result should be multiplied by 100 to achieve a percentage.

Data Limitations: TSBP has no control over the number of individuals who choose to submit an online license, registration, or certification.

<u>Calculation Type</u>	Non-Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target

Percent of New Individual Licenses Issued Online

Short Definition: Percent of all new licenses, registrations, or certifications issued to individuals during the reporting period, using the Texas online technology for initial payment. (Denominator = number of all new licenses issued, regardless of whether they have paid in any manner. Because TSBP issues a 30-day initial license, the payment for that license may not occur in the quarter reported. Numerator = number of initial license payments using the Texas online technology for payment.)

Purpose/Importance: To track use of online license renewal application technology by the licensee population.

Source/Collection of Data: The TSBP computerized data base can calculate the total number of new licenses or registrations issued for a specific period of time.

The TSBP computerized data base calculates the total number of initial licenses or registrations issued for a specific period of time, including the number that was issued as a result of the user using the Texas online application system.

Methodology: Total number of new licenses, registrations, or certifications issued to individuals online divided by the total number of new licenses, registrations, or certifications issued to individuals during the reporting period. The result should be multiplied by 100 to achieve a percentage.

Data Limitations: TSBP has no control over the number of individuals who choose to submit an online license, registration, or certification.

<u>Calculation Type</u>	Non-Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target

OUTPUT MEASURES

Number of New Licenses Issued to Individuals

Short Definition: The number of licenses issued to previously unlicensed individuals during the reporting period.

Purpose/Importance: To determine the number of new licenses issued to Texas pharmacists. This measure can be used to assist in determining the extent of a pharmacist surplus or shortage in Texas.

Source/Collection of Data: The licensing computer applications as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for data.

Method of Calculation: The unduplicated number of individuals initially licensed in a reporting period.

Data Limitations: Data is dependent on the actual number of individuals who are initially licensed as a Texas pharmacist. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose Texas as their state of licensure) however, is not a factor that can be controlled by the agency.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target

Number of New Registrations Issued to Individuals

Short Definition: The number of registrations issued to previously unregistered individuals during the reporting period.

Purpose/Importance: To determine the number of new registrations issued to Texas pharmacy technicians and technician trainees. This measure can be used to assist in determining the extent of a pharmacy technician surplus or shortage in Texas.

Source/Collection of Data: The licensing computer applications as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for data.

Method of Calculation: The unduplicated number of individuals initially registered in a reporting period.

Data Limitations: Data is dependent on the actual number of individuals who are initially registered as a Texas pharmacy technician and technician trainee. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose Texas as their state of registration) however, is not a factor that can be controlled by the agency.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target

Number of Licenses Renewed (Individuals)

Short Definition: The number of licenses issued to previously licensed individuals during the reporting period.

Purpose/Importance: To determine the number of pharmacists who renew their Texas license. This measure can be used to assist in determining the extent of a pharmacist surplus or shortage in Texas and determine the impact to the agency workload as this number increases.

Source/Collection of Data: The licensing computer applications, as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for data.

Method of Calculation: The unduplicated number of individuals who renew a license in a reporting period.

Data Limitations: Data is dependent on the actual number of individuals who choose to continue their Texas pharmacist license. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose Texas as their state of licensure) however, is not a factor that can be controlled by the agency.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target

Number of Registrations Renewed (Individuals)

Short Definition: The number of registrations issued to previously registered individuals during the reporting period.

Purpose/Importance: To determine the number of pharmacy technicians who renew their Texas registration. This measure can be used to assist in determining the extent of a pharmacy technician surplus or shortage in Texas and determine the impact to the agency workload as this number increases.

Source/Collection of Data: The licensing computer applications, as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for data.

Method of Calculation: The unduplicated number of individuals who renew a registration in a reporting period.

Data Limitations: Data is dependent on the actual number of individuals who choose to continue their Texas pharmacy technician registration. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose Texas as their state of registration) however, is not a factor that can be controlled by the agency.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than target

EXPLANATORY MEASURES

Total Number of Individuals Licensed

Short Definition: The unduplicated number of individuals currently licensed (active and inactive) by the agency.

Purpose/Importance: An information tool to report the number of pharmacists who are currently licensed by the agency, at any given point in time.

Source/Collection of Data: This number is obtained from licensing computer applications, as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for the data.

Method of Calculation: See Collection of Data above.

Data Limitations: Data is dependent on the actual number of individuals who choose to continue their Texas pharmacist license. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose Texas as their state of licensure) however, is not a factor that can be controlled by the agency.

Calculation Type Non-Cumulative

New Measure No

Desired Performance Higher than Target

Total Number of Business Facilities Licensed

Short Definition: The unduplicated number of facilities currently licensed by the agency.

Purpose/Importance: An information tool to report the number of pharmacies that are currently licensed by the agency, at any given point in time.

Source/Collection of Data: This number is obtained from licensing computer applications as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for the data.

Method of Calculation: See Collection of Data above.

Data Limitations: Data is dependent on the actual number of pharmacies that choose to continue their licensure status in Texas. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose to operate a pharmacy in Texas) however, is not a factor that can be controlled by the agency.

Calculation Type Non-Cumulative

New Measure No

Desired Performance Higher than Target

Total Number of Individuals Registered

Short Definition: The unduplicated number of individuals currently registered by the agency.

Purpose/Importance: An information tool to report the number of pharmacy technicians and pharmacy technician trainees who are currently registered by the agency, at any given point in time.

Source/Collection of Data: This number is obtained from licensing computer applications, as developed and maintained by agency database system under master contract with the Department of Information Resources. TSBP Licensing Manager is responsible for the data.

Method of Calculation: See Collection of Data above.

Data Limitations: Data is dependent on the actual number of individuals who choose to initiate or continue their Texas pharmacy technician registration. This measure is only useful as an explanatory piece of information. The data can give the reader an idea of the workload in the licensing area. The data (number of people who choose Texas as their state of registration) however, is not a factor that can be controlled by the agency.

Calculation Type Non-Cumulative

New Measure Yes

Desired Performance Higher than Target

ENFORCEMENT

OUTCOME MEASURES

Percent of Complaints Resulting in Disciplinary Action

Short Definition: Percent of documented jurisdictional complaints that were resolved (closed) through the entry of a Disciplinary Order during the reporting period.

Purpose/Importance: This measure is intended to show the extent to which the agency exercises its disciplinary authority in proportion to the number of complaints received. It is important that both the public and licensees have an expectation that the agency will work to ensure fair and effective enforcement of the laws and rules governing the practice of pharmacy. This measure seeks to indicate the agency's responsiveness to this expectation, as well as serves as an indication of the agency's workload with regard to investigations resulting in disciplinary actions as compared to investigations not resulting in disciplinary actions.

Source/Collection of Data: Data is obtained from the agency's computerized data base (complaint-tracking system). Disciplinary Orders are maintained in a readily retrievable electronic format. The TSBP Director of Enforcement is responsible for the data.

Method of Calculation: The performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

NUMERATOR - Total number of complaints (jurisdictional only) that are resolved (closed) during the reporting period in which at least one licensee has been the subject of a Disciplinary Order. See performance measure entitled "Percent of Licensees with No Recent Violations" for description and explanation of the term "Disciplinary Order." See performance measure entitled "Complaints Received" for description and explanation of the term "Jurisdictional Complaint." All Disciplinary Orders would be included in this calculation, including: (1) orders that grant or deny an application for a pharmacist or pharmacy license, intern registration, or technician registration; (2) petition to reinstate a previously revoked license; and (3) petition to modify a previously entered order.

DENOMINATOR -- Total number of jurisdictional complaints that are resolved (closed) during the reporting period, regardless of how the complaint was resolved (closed). This is the same number that will be reported for the performance measure entitled "Complaints Resolved."

Data Limitations: TSBP has no control over the number of complaints it receives, and consequently, has no control over the number of complaints that require disciplinary action to be taken (i.e., complaints that, following an investigation, produce evidence to prove that a licensee or applicant has committed a substantive violation of the laws and/or rules governing the practice of pharmacy).

<u>Calculation Type</u>	Non-cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	To be consistent with Board Rules

Recidivism Rate of Those Receiving Disciplinary Action

Short Definition: The number of “repeat offenders” at the end of the reporting period as a percentage of all offenders during the most recent three-year period. For purposes of this measure, the term “repeat offender” is defined as a person who has been the subject of two or more disciplinary orders within the past three fiscal years.

Purpose/Importance: This measure is intended to show how effectively TSBP enforces the laws and rules governing the practice of pharmacy. It also gives an indication of the workload on the agency’s enforcement/legal staff that is caused by repeat offenders.” It is important that TSBP enforce its laws and rules strictly enough to ensure consumers are protected from unsafe, incompetent, and unethical practice by licensees.

Source/Collection of Data: Data is obtained from the agency’s computerized data base (complaint-tracking system). The TSBP Director of Enforcement is responsible for the data.

Method of Calculation: This performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

NUMERATOR - Total number of licensees/registrants who were the subject of more than one Disciplinary Order during the current fiscal year and the two prior fiscal years. See the performance measure entitled "Percent of Licensees with No Recent Violations" for description and explanation of the term Disciplinary Order.” Education Letters are not disciplinary orders and are not included in this calculation.

For purposes of calculating the numerator of this performance measure only, the following types of Disciplinary Orders would not be included: (1) Orders that grant or deny an application for a license or registration, unless the disciplinary action to deny/grant an application involved a repeat offense; (2) Orders that grant or deny a petition to modify a previously entered Order, unless the disciplinary action to deny/grant the petition involved a repeat offense; and (3) Orders that would result in double counting.” See performance measure entitled “Percent of Licensees with No Recent Violations” for description and explanation of the term “double counting.”

“Repeat offenders” are determined by comparing the license numbers and registration numbers that were subject to orders entered during the current fiscal year; then entering those license and registration numbers into the agency’s computerized data base to determine if the person was subject to another order that was entered in the prior two fiscal years. If the individual does not have a license number (e.g., applicant), matching of names will be required.

DENOMINATOR - The number of persons who have been the subject of a Disciplinary Order during the past three fiscal years. For purposes of calculating the denominator of this performance measure only, the following types of Disciplinary Orders would not be included: (1) Orders denying the reinstatement of license, unless the Order included allegations of “new” violations; (2) Orders granting or denying the modification of a previously entered Order, unless the Order included allegations of “new” violations; and (3) Orders that would result in “double counting.” See performance measure entitled “Percent of Licensees with No Recent Violations” for description and explanation of the terms “new violations” and “double counting.”

Data Limitations: TSBP actively monitors licensees and registrants subject to probation (as a result of a sanction imposed by a Disciplinary Order) and employs education and communication with licensees and registrants to avert violations of Disciplinary Orders and prevent future violations.

Calculation Type Non-cumulative

New Measure No

Desired Performance Lower than Target

Note: this statement is based upon the assumption that a lower percentage of repeat offenders is an indication of the agency's effectiveness of enforcement. This assumption may or may not be true.

Percent of Documented Complaints Resolved Within Six Months

Short Definition: The percent of documented jurisdictional complaints resolved (closed) during the reporting period, that were resolved (closed) within a six-month period (180 calendar days) from the date of the receipt of the complaint by the agency.

Purpose/Importance: This measure gives an indication of the agency's timeliness in resolving (closing) complaints. It is important to ensure the swift enforcement of the laws and rules governing the practice of pharmacy, which is an agency goal.

Source/Collection of Data: Data is generated by the agency's computerized data base (complaint tracking system). The TSBP Director of Enforcement is responsible for the data.

Method of Calculation: This performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

NUMERATOR - Total number of jurisdictional complaints closed within six months (or less) from the date of the receipt of the complaint.

DENOMINATOR - This number is the same as the number reported for the performance measure entitled "Jurisdictional Complaints Resolved."

The date of the receipt of the complaint is documented on the complaint form and is entered into the agency's computerized complaint tracking system. The date the complaint is closed by the agency is also documented on the complaint form and entered into the agency's computerized complaint tracking system. The computer calculates the total number of days it took the agency to resolve (close) each one of the complaints closed during the reporting period. The computer also calculates the number of complaints closed within six months and the number of complaints that were not closed within six months, as well as the percentage for each. The computer generates a report that: (a) lists all jurisdictional complaints closed during the reporting period, by complaint number; (b) identifies the complaints that took only six months to close; and (c) produces the information with regard to the percentage of complaints closed within six months.

Data Limitations: Complaints resulting in formal disciplinary action are adjudicated in accordance with the Administrative Procedures Act, which require more time to resolve than complaints that are closed without disciplinary action.

Calculation Type Non-cumulative

New Measure No

Desired Performance Higher than Target

OUTPUT MEASURES

Number of Inspections

Short Definition: Total number of compliance inspections/visits during the reporting period.

Purpose/Importance: This measure is an indication of the output of the agency's field Compliance Officers/Inspectors. In addition, the number of inspections/visits can be reflective of compliance with requirements. The more often an inspection occurs in a facility, the more likely they are to be in compliance.

Source/Collection of Data: Data is generated by the agency's computerized data base and is verified through a manual reporting system. TSBP Director of Compliance is responsible for data.

Method of Calculation: The date of the inspection or inspection-visit is entered into the agency's computerized system. The computer calculates the number of inspections per reporting period. Compliance Officers/Inspectors complete weekly activity reports, indicating the number of pharmacies that were inspected or visited. The two reports are checked/verified against each other.

Data Limitations: The number of inspections conducted is dependent on the number of field Compliance Officers/Inspectors who are available to conduct the inspections. If the agency experiences any turnover in this area, the number of inspections conducted is decreased.

Calculation Type Cumulative

New Measure No

Desired Performance Higher than Target

Number of Jurisdictional Complaints Resolved

Short Definition: The total number of jurisdictional complaints resolved (closed) during the reporting period.

Purpose/Importance: This measure is an indication of the agency's workload with regard to the number of complaint investigations conducted and final actions taken by the agency.

Source/Collection of Data: Data is generated by the agency's computerized data base (complaint tracking system). TSBP Director of Enforcement is responsible for data.

Method of Calculation: All jurisdictional complaints resolved (closed) during the reporting period will be included in this calculation, regardless of the method of resolution. If a complaint is referred to the TSBP Legal Division (for possible institution of disciplinary action), the complaint will not be considered closed until final action is taken (e.g., entry of a disciplinary order, adjudicative warning letter, closing of complaint with no formal action, or institution of disciplinary action with subsequent dismissal). If the complaint is not referred to the Legal Division, the complaint will be considered closed as of the date of action (e.g., date of warning letter, if complaint was closed with a warning letter; date of the telephone call, if the complaint was closed with a telephone call; date of the final review by the division director, or designee, such as when a complaint is closed with investigation/no violation).

Data Limitations: TSBP has no control over the number of complaints that it receives, which has a direct relationship to the number of complaints it resolves (closes). Complaints resulting in formal disciplinary action are adjudicated in accordance with the Administrative Procedures Act, which require more time to resolve than complaints that are closed without disciplinary action.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target

EFFICIENCY MEASURES

Average Resolution Time for Resolving Jurisdictional Complaints

Short Definition: The average length of time to resolve (close) a jurisdictional complaint, for all jurisdictional complaints resolved (closed) during the reporting period.

Purpose/Importance: This measure gives an indication of the agency's timeliness in closing complaints.

Source/Collection of Data: Data is generated by the agency's computerized data base (complaint tracking system). TSBP Director of Enforcement is responsible for data.

Method of Calculation: The date of the receipt of the complaint is entered into the agency's computerized complaint tracking system. The date the complaint is closed by the agency is also entered into the agency's computerized complaint tracking system. For each complaint, the agency's computer system calculates the total number of calendar days elapsed from the date of the receipt of the complaint by the agency to the date that the complaint is closed (i.e., the date final action is taken by the agency). Then the computer calculates the total number of calendar days for all closed complaints and divides this number by the total number of complaints closed by the agency (resulting figure is the average time for complaint resolution).

Data Limitations: Complaints resulting in formal disciplinary action are adjudicated in accordance with the Administrative Procedures Act, which require more time to resolve than complaints that are closed without disciplinary action.

<u>Calculation Type</u>	Non-cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Lower than Target

EXPLANATORY MEASURES

Number of Jurisdictional Complaints Received

Short Definition: The total number of jurisdictional complaints received by TSBP during the reporting period. See explanation of “jurisdictional complaint” below.

Purpose/Importance: This measure is an indication of the workload on the agency’s enforcement staff.

Source/Collection of Data: Data is generated by the agency’s computerized data base (complaint tracking system). TSBP Director of Enforcement is responsible for the data.

Method of Calculation: After a complaint is received and evaluated, agency staff determine whether the complaint is a jurisdictional complaint or a non-jurisdictional complaint. Jurisdictional complaints include complaints filed against persons licensed or registered by TSBP or persons who are applying for a license/registration that is issued by TSBP, regardless of the allegations made in the complaint. Non-jurisdictional complaints are those that allege a violation of the Texas Pharmacy Act or the Texas Dangerous Drug Act by persons who are not licensed or registered by TSBP. Agency staff enter the jurisdictional status in the agency’s computer system. The computer calculates the number of jurisdictional complaints received during the reporting period and produces a report that (1) lists the total number of jurisdictional complaints received; (2) identifies all jurisdictional complaints received during the reporting period, by complaint number; and (3) lists the number of non-jurisdictional complaints. Although TSBP keeps track of the total number of non-jurisdictional complaints, TSBP does not use that figure in its calculation of this performance measure.

Data Limitations: TSBP has no control over how many complaints it receives.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	No
<u>Desired Performance</u>	Higher than Target, indicating the public’s awareness and confidence in the Board.

Number of Queries Received by the Prescription Monitoring Program (PMP)

Short Definition: The number of queries recorded by the PMP System during the reporting

period.

Purpose/Importance: To determine the number of queries performed by users of the system. This measure can be used to assist in determining if additional educational/outreach efforts are needed to maximize use of the system.

Source/Collection of Data: The computer application system as developed and maintained by the agency vendor. TSBP PMP Manager is responsible for data.

Method of Calculation: Same as short definition above.

Data Limitations: Data is dependent on the actual number of queries received by the PMP System. This measure is only useful as an explanatory piece of information as the data is not a factor that can be controlled by the agency.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	Yes
<u>Desired Performance</u>	Higher than target

Number of Controlled Substances Prescriptions Submitted to the Prescription Monitoring System (PMP)

Short Definition: The number of controlled substances prescriptions submitted by dispensers during the reporting period.

Purpose/Importance: To determine the number of controlled substances prescriptions submitted by authorized users. This measure can be used to assist in determining the extent of the prescribing of controlled substances in Texas.

Source/Collection of Data: The computer application system as developed and maintained by the agency vendor. TSBP PMP Manager is responsible for data.

Method of Calculation: Same as short definition above.

Data Limitations: Data is dependent on the actual number of dispensers who report data to the PMP System. This measure is only useful as an explanatory piece of information as the data is not a factor that can be controlled by the agency.

<u>Calculation Type</u>	Cumulative
<u>New Measure</u>	Yes
<u>Desired Performance</u>	Higher than target

PEER ASSISTANCE

OUTCOME MEASURES

Recidivism Rate for Peer Assistance Programs

Short Definition: The percent of individuals who relapse within three years of the end of the reporting period as part of the total number of individuals who have been through or participate in the program during the previous three years.

Purpose/Importance: This measure is intended to show the three-year recidivism rate for those individuals who are participating in a peer assistance program. It is important because it indicates that consumers are being protected from unsafe, incompetent, and unethical (professional) practice as a result of the peer assistance program.

Source/Collection of Data: The PRN program will review its records and report the following numbers to TSBP: Data regarding the denominator [total number of individuals who have been reported to the PRN program in X-4 (where X is the current fiscal year), and who achieved a one-year sobriety date during X-3] is determined by a manual review of contracts entered during the reporting period. Data regarding the information needed to calculate the numerator (any individual who became the subject of a related disciplinary order anytime between the end of the one-year sobriety date and the end of the current fiscal year; or who has relapsed during this same period of time, as determined by PRN's review of individual files) is determined by a manual review of individuals' files. For individuals on PRN contracts only, the PRN program will determine if the individual relapsed.

TSBP will review its records and determine the following numbers: Data regarding the denominator [number of individuals who have been the subject of a disciplinary order in X-4 (where X is the current fiscal year), and who achieved a one-year sobriety date during x-3] is determined by manual review of disciplinary orders entered during the reporting period. Data regarding the information needed to calculate the numerator (any individual who became the subject of a related disciplinary order anytime between the end of the one-year sobriety date and the end of the current fiscal year) is determined by a manual review of disciplinary orders.

TSBP will add the PRN numbers to its numbers and calculate totals. TSBP Enforcement Administrator is responsible for the collection of data. The data is maintained in manual files.

Method of Calculation: Of all individuals successfully completing the program in fiscal year X-3, (where X is the current fiscal year), the percent of individuals receiving related disciplinary action from the Board anytime between the beginning of the fiscal year X-3 and the end of fiscal year X (i.e., the current fiscal year).

This measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

NUMERATOR – For individuals being monitored by TSBP, "X" is any individual who became the subject of a related Disciplinary Order anytime between successfully completing the program and the end of the current fiscal year. For individuals who are being monitored by the PRN program, "X" is any individual who has relapsed during this same period of time, as determined by PRN's review of individual files. Individuals who have had their pharmacist license revoked or retired

between the end of the one-year sobriety date and the end of the current fiscal year will be considered as having relapsed.

Applicable terms are defined below:

- (1) “Individuals” are defined as pharmacists licensed by TSBP or applicants for licensure, who are participating in the PRN program or are subject of a Disciplinary Order.

“Individuals” are defined as pharmacists licensed by TSBP, applicants for licensure, and eligible pharmacy students (students enrolled in the professional sequence of an accredited pharmacy degree program approved by TSBP), who are participating in the PRN program or are subject of a Disciplinary Order.
- (2) The term “Disciplinary Order” is defined in the performance measure entitled “Percent of Licensees with no Recent Violations.”
- (3) A “related” Disciplinary Order would be an Order containing one or more violations or alleged violations (i.e., charges or counts) that directly relate to relapse of impairment (e.g., unauthorized use of controlled drugs for personal use). An “unrelated” Order would not be included in this figure. Unrelated Orders would include the following types of disciplinary orders: (a) orders based upon an individual’s failure to submit to a drug screen (i.e., a “no-show” is not considered a “relapse”); (b) orders based upon an individual’s failure to submit required reports (e.g., self-performance reports and reports from supervising pharmacist and/or mental health professional); and (c) orders based upon violations or alleged violations of the laws and rules governing the practice of pharmacy, other than impairment (e.g., failure to produce required continuing education records upon audit).
- (4) “Successfully completing the program” means individuals who have completed one-year sobriety (i.e., 12 months of sobriety from “start date” - see explanation of “start date” below).

DENOMINATOR - Total number of individuals who have been reported to the PRN program (regardless of the referral source) or who were the subject of a disciplinary order in X-4 (where X is the current fiscal year), and who achieved a one-year sobriety date during X-3.

These figures would include individuals in the PRN known only to the PRN program, as well as individuals in the PRN program known to the PRN program and TSBP. Year-end figures would not include individuals who did not participate in the program (“dropped out” of the program) during the reporting period due to reasons such as: (a) the individual allowed his/her pharmacist license to expire during the reporting period (i.e., the individual no longer holds a valid license and thereby, is not under TSBP’s jurisdiction); (b) the individual dies during the reporting period (regardless of the reason for the death of the individual) and (c) the individual moves out of state. Accordingly, such an individual may be included in the calculations during one or two of the three-year reporting period, but not in the remaining years of the reporting period.

If an individual was reported to the PRN program in one fiscal year, and reported to TSBP in a subsequent fiscal year (or vice versa), the following is applicable:

- (A) the individual would be counted only once;

- (B) for individuals reported to TSBP, the “start date” (for calculating the one-year sobriety period) would be the date of the entry of the Disciplinary Order*;
- (C) for individuals reported to PRN program, the “start date” (for calculating the one-year sobriety period) would be the date the individual signed a contract with the PRN program, or an equivalent date*;
- (D) for purposes of calculating the one-year sobriety period, the “start date” would be earlier of (B) or (C).

* If an individual is subject to a new/revised PRN contract or a second related Disciplinary Order (other than revocation, cancellation, or retirement), the date of the entry of the second contract or order would serve as a new “start date” for calculating the one-year sobriety period.

Data Limitations: With regard to the Denominator, TSBP has no control over the number of individuals who enter into PRN contracts. With regard to the numerator, the number of disciplinary orders (that are entered by TSBP each year) is limited by the number of individuals who commit violations involving relapse or impairment.

Calculation Type Non-cumulative

New Measure No

Desired Performance Lower than target

One-year Completion Rate for Peer Assistance Program

Short definition: Percent of individuals who successfully completed the peer assistance program during the year prior to the reporting period and have not relapsed during the one-year period.

Purpose/Importance: It is important because it indicates that consumers are being protected from unsafe, incompetent, and unethical (professional) practice as a result of the peer assistance program.

Source/Collection of Data: The PRN program will review its records and report the following to TSBP: Data regarding the denominator (number of individuals who have entered contracts with the PRN program in the prior fiscal year) is determined by a manual review of contracts entered during the reporting period. Data regarding the information needed to calculate the numerator (the number of individuals who achieved their one-year sobriety date in the current fiscal year) is determined by a manual review of individuals’ files. For individuals on PRN contracts only (not subject to TSBP Disciplinary Orders), the PRN program will determine if the individual relapsed.

TSBP will review its records and determine the following numbers: Data regarding the denominator (total number of individuals subject to TSBP Disciplinary Order for impairment during the prior fiscal year) is determined by manual review of disciplinary orders entered during the prior fiscal year. Data regarding the information needed to calculate the numerator (number of individuals who were subject to an order during the prior fiscal year and who achieved one-year sobriety) is determined by a manual review of individuals’ files and disciplinary orders.

TSBP will add the PRN numbers to its number and calculate totals. TSBP Enforcement Administrator is responsible for the collection of the data. The data is maintained in manual files.

Method of Calculation: Of all the individuals who have been referred to the peer assistance program in fiscal year X-1 (where X is the current fiscal year), the percent who have successfully participated in the program for one year with no relapses. For the purposes of this performance measure, the definition of the term “individual” is the same definition contained in the performance measure entitled “Recidivism Rate for Peer Assistance Programs.”

This measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

NUMERATOR - the number of individuals who signed a PRN contract in the previous year and who achieved their one year sobriety date in the current fiscal year and the number of individuals who were subject to a related disciplinary order during the prior fiscal year (and subject to a PRN contract after the date of the TSBP Disciplinary Order) and who achieved a one year sobriety during the current fiscal year. Applicable terms are defined below:

- (1) “Participation in the peer assistance program” - individuals who have signed a contract with the PRN program or been the subject of a disciplinary order during FYX-1.
- (2) “One-year sobriety date” - this term refers to individuals who have not had a relapse within 12 months of the entry of their contract or their disciplinary order. Individuals who die (regardless of the reason for the death of the individual) within 12 months of the entry of their contract or disciplinary order would not be considered as not having achieved their one-year sobriety date). Individuals who have had their pharmacist license revoked or retired within 12 months of the entry of their contract or their disciplinary order, regardless of the reason, would be considered as not achieving their one-year sobriety date.

DENOMINATOR - The number of all individuals who signed a contract with the PRN program during the prior fiscal year and all individuals who were subject to a TSBP Disciplinary Order for impairment during the prior fiscal year. For purposes of this performance measure, unrelated Disciplinary Orders would not be included in this calculation (i.e., Disciplinary Orders not related to relapse).

Data Limitations: TSBP has no control over the number of individuals who enter into PRN contracts or the number of individuals who relapse.

Calculation Type Non-cumulative

New Measure No

Desired Performance Higher than target

OUTPUT MEASURES

Number of Licensed Individuals Participating In a Peer Assistance Program

Short Definition: The number of licensed individuals who participated in a peer assistance program sponsored by the agency during the fiscal year (FY).

Purpose/Importance: This measure shows licensed individuals who continue to practice in their respective field who are participating in a peer assistance program.

Source/Collection of Data: The PRN program will manually review its records and report the following to TSBP: the total number of licensed individuals who have signed a contract during the reporting period and are being monitored by the PRN program (minus any TSBP program participants). TSBP will manually review its records and determine the number of licensed individuals who have been subject to a disciplinary order requiring participation in the peer assistance program and/or that includes allegations or findings of one or more counts of impairment during the reporting period and are being monitored by TSBP (TSBP program participants).

TSBP will add the PRN numbers to its numbers and calculate totals. The TSBP Enforcement Administrator is responsible for the collection of the data. The data is maintained in manual files.

The first quarter's report will include all licensed individuals carried forward from the prior year as well as those individuals who have had Disciplinary Orders entered/signed contracts during the quarter. However, the report for the second, third, and fourth quarters will be only the number of licensed individuals who have had Disciplinary Orders entered/signed contracts during the respective quarter, in order for the cumulative number to be the total number of licensed individuals who participated in the peer assistance program during the current fiscal year.

Method of Calculation: The 1st first quarter report includes all licensed individuals participating in a peer assistance program carried forward from the prior FY plus those who have had disciplinary orders entered/signed contracts with the PRN program during the quarter. The 2nd, 3rd and 4th quarter reports include only the number of licensed individuals who have had disciplinary orders entered/signed contracts during the quarter. The year-to-date number is the cumulative number of licensed individuals who participated in the peer assistance program during the current FY.

"Licensed individuals" refers only to pharmacists licensed by TSBP, including those who have been subject to an order granting or reinstating their license. An individual licensed as a pharmacist as of September 1 of the current FY will be counted as being licensed, for the purpose of this measure. Licensed pharmacists include individuals who have a licensure status of active, inactive, delinquent, suspended, probation, or restricted.

Note: TSBP may not count an individual who has a revoked or expired license. However, PRN may count an individual with a revoked or expired status, if that individual is being monitored under a current PRN contract.

Data Limitations: TSBP has no control over the number of licensed individuals who develop a physical, mental, or chemical impairment. In addition, the agency has no control over the number of licensed individuals reported to and monitored by the Professional Recovery Network (PRN) program.

Calculation Type Cumulative

New Measure No

Desired Performance Higher than target

HISTORICALLY UNDERUTILIZED BUSINESS PLAN

It is the intent of the Legislature that each state agency receiving appropriations shall make a good-faith effort to include historically underutilized businesses (HUB) in the following categories, in acquiring, constructing, or equipping new or existing facilities, and in the operation implements of each strategy funded:

Category	Actual FY2019	Agency Goal for FY2020
Professional Service Contracts	100.00%	23.7%
Other Services Contracts	0.42%	24.6%
Commodities Contracts	52.36%	21.1%

The agency attempts to utilize HUB vendors for all delegated purchases and, in fact, has a HUB policy. In the event of performance shortfalls, the agency reviews the requirements listed in the overall bid process and notes any constraints that exist, specifically constraints relating to contracts that are propriety in nature. Agency data regarding goals, and actual performance, and constraints are noted in the Annual NonFinancial Report.

The agency has made a dedicated effort to satisfy the requirement for soliciting at least two HUB-certified minorities and one women-owned business in the three bids solicited for each delegated spot purchase. The above constraints notwithstanding, the agency will increase its good-faith efforts by using an agency HUB Policy as the basis for obtaining the HUB participation goals.

CONTRACT MANAGER TRAINING

The agency purchaser maintains a Certified Texas Contract Manager (CTCM) certification. All Board members take the required Governing Bodies Webinar related to contracts and state purchasing.

FISCAL YEAR 2021-2025 WORKFORCE PLAN

Human resources investments are crucial to the continued efficiency and effectiveness of agency operations. In Texas government, as in the private sector, we must pay adequate wages if we expect to attract and retain quality employees. Our employees are our most valuable resource and Texas cannot afford to have less than the best. In addition to the initial investment of hiring qualified staff, the meeting of each employee's ongoing profession development and training needs is also crucial to the success of agency operations.

Human resource investments, such as provision of the up-to-date technology and ongoing training for agency staff, help position the agency as public and private sector employers compete for the same work force pool. The agency has a distinct advantage in that it has a highly educated and qualified staff who carry out their responsibilities in an efficient and effective, customer-service oriented manner. This proactive, progressive work environment, along with the general reputation of the agency, has definitely been an asset when recruiting staff. However, the fact that state salaries are not competitive with those in the private sector continues to hinder recruiting of qualified staff.

I. Current Workforce Profile

A. *Critical Workforce Skills*

There are several critical skills and knowledge areas that are important to the agency's ability to operate. Without these skills and knowledge areas, the TSBP could not provide basic business functions. They are as follows:

- extensive knowledge of healthcare systems and the practice of pharmacy and drug distribution, including legal and regulatory requirements;
- extensive knowledge of state administrative rules and regulations, including the management of human resources, budgetary, and appropriations process;
- extensive knowledge of information resource systems, including web-based applications;
- thorough knowledge of the Texas Administrative Procedures Act, rules of evidence, and other administrative and criminal laws and procedures;
- thorough knowledge of investigative procedures; and
- strong interpersonal skills and customer service.

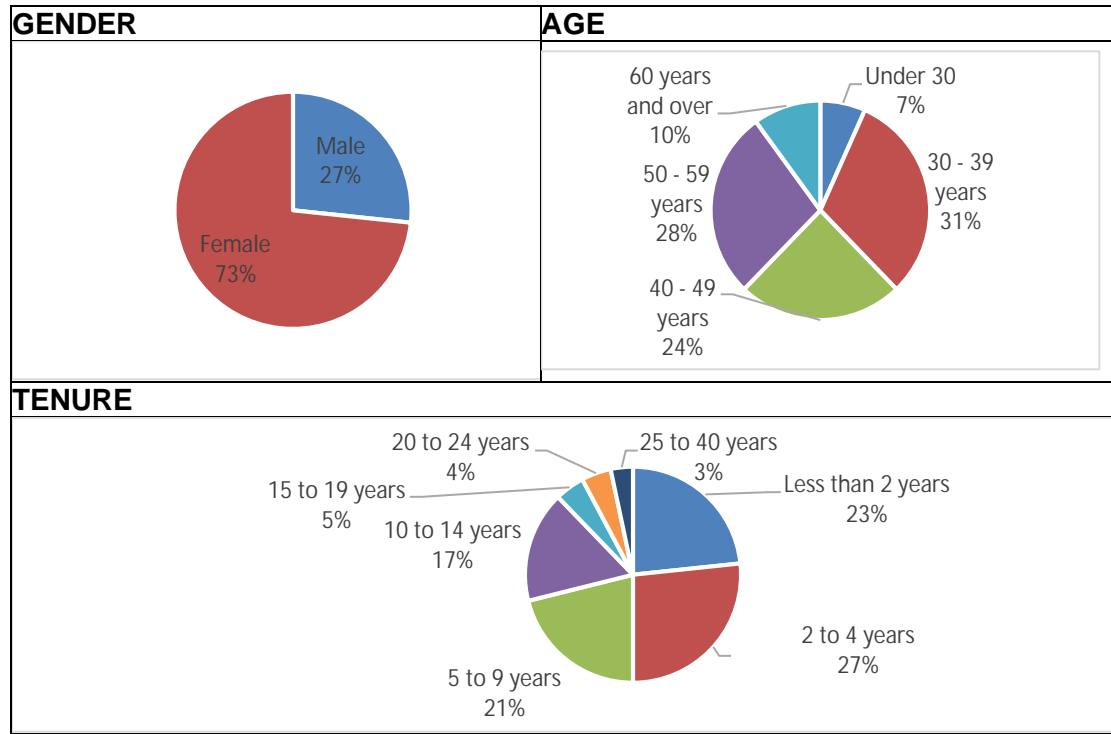
Additionally, a license to practice pharmacy by the TSBP is a critical requirement for many of the agency's positions, including the Executive Director/Secretary.

B. *Workforce Demographics*

At the end of FY2019, the TSBP workforce is comprised of 27% males and 73% females. On average, employees at the agency were 45.08 years of age and had 7.37 years of agency length of service. Of the agency's employees, 62% are over the age of 40 and 50% of employees has less than five year's agency service

These percentages are high enough to warrant strong training programs to ensure our employees can assume key positions in the event of unexpected turnover.

Table 1



The agency's overall workforce profile, as shown in **Table 2**, indicates that the agency needs to continue its efforts to recruit and retain qualified minority applicants at all levels of job categories.

Table 2

	WHITE		BLACK		HISPANIC		OTHER		TOTAL		GRAND TOTAL
	M	F	M	F	M	F	M	F	M	F	
Administrators	0	3	0	0	0	0	0	0	0	3	3
Professional	7	11	1	3	4	1	0	1	12	16	28
Para-Prof	8	21	2	4	2	12	0	0	12	37	49
Admin Support	0	1	0	1	0	8	0	0	0	10	10
TOTALS	15	36	3	8	6	21	0	1	24	66	90

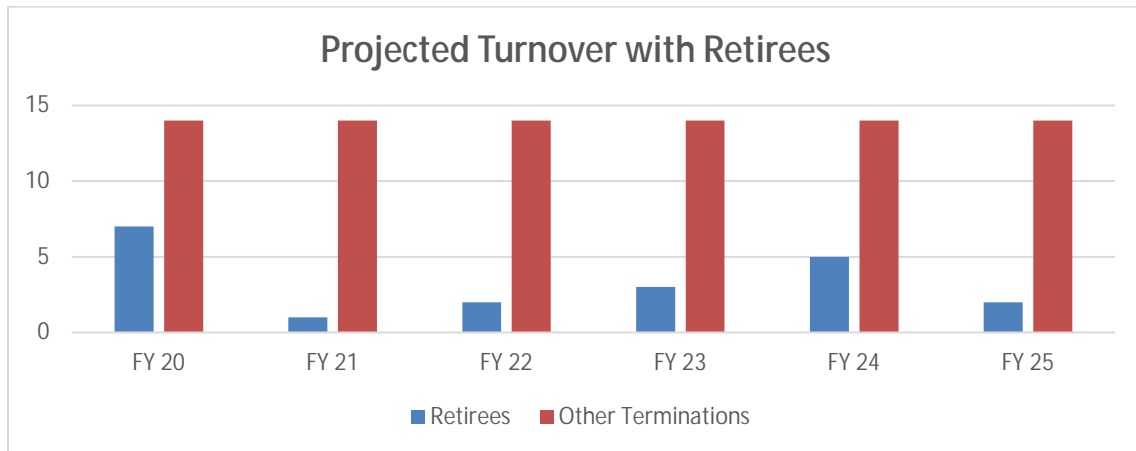
**Data reflects actual staff as of 8/31/19.*

C. Employee Turnover

Agency employee turnover increased from 12.7% in FY2017 to 17.6% in FY2018 and remained the same in FY2019, the majority citing “retirement” or “better pay/benefits” as the reason for leaving the agency. In FY2018, this turnover rate compares to the overall state of Texas turnover rate of 19.3%.

D. Retirement Eligibility

It is estimated that between fiscal years 2021 and 2025, 22.2% of the agency's workforce will be eligible to retire.



II. Future Workforce Profile

One key factor that continues to affect the ability of the agency to serve and protect the public interest is the continuing demand for agency services in every area of its operation. This continued increase in demand for services, together with the increase in the complex nature of modern health and pharmaceutical care, continues to tax the agency's ability to respond to future challenges.

In addition, according to the Office of the State Auditor's (SAO) Annual Report on Classified Employee Turnover for Fiscal Year 2018, the statewide turnover rate was 19.3 percent which was the highest turnover rate of the past five fiscal years and was an increase from the fiscal year 2017 statewide turnover rate of 17.6 percent. The SAO further reported that the top 3 reasons employees reported in exit surveys for voluntarily leaving employment at their state agencies during fiscal year 2018 were:

- Retirement.
- Better pay/benefits.
- Poor working conditions/environment.

The TSBP results from the Survey of Organizational Excellence also reported the top two areas of concern among employees of the agency were Pay and Benefits. Inadequate funding for the agency by the legislature for salary increases for all employees, results in the agency not able to offer salaries that are competitive to those paid in the private sector.

III. Gap Analysis

After analyzing the workforce information, TSBP has determined there are two primary gaps between the agency's workforce supply and demand that must be addressed.

- Key positions in management, including the Executive Director/Secretary position, are not being targeted for succession planning.
- Historically, TSBP has been limited in its ability to attract and retain qualified employees due to the inability of the agency not able to offer salaries that are competitive to those paid in the private sector.

IV. Strategy Development

GAP	<i>LACK OF SUCCESSION PLANNING FOR THE EXECUTIVE DIRECTOR/SECRETARY AND KEY MANAGEMENT STAFF</i>
Goal	Develop a competent, well-trained workforce.
Rationale	The training and development of current employees is critical to the success of the agency. TSBP should continue analyzing existing staff to determine which employees demonstrate the potential or interest to develop new competencies and assume new or modified positions.
Action Steps	<ul style="list-style-type: none"> · Expand training programs to include programs such as effective leadership and contemporary management training skills, effective project management, and assessing and managing risks. · Conduct an assessment of the level of risk facing the agency regarding the potential loss of knowledge particularly in areas where loss is likely due to the imminent loss of key employees.
GAP	<i>TSBP WANTS TO ATTRACT AND RETAIN QUALIFIED EMPLOYEES</i>
Goal	Become an employer of choice.
Rationale	If the agency is to recruit and retain qualified employees, TSBP may want to request increased agency appropriations for salaries to improve attraction and retention of qualified employees. TSBP will also continue to re-examine its organizational structure and requirements to see if other job classifications could meet the needs of these positions.
Action Step	If appropriate, request additional appropriations to enhance employee compensation to increase competitiveness in Austin job market.

TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE

BACKGROUND

In 1999, the 76th Texas Legislature passed Senate Bill 1563, which required state agencies to identify their external customers and to gather information from them, no less frequently than every other year, regarding the quality of service delivered by the agency. The bill set forth specific service quality elements that agencies were required to gather in a survey or an alternative approach to assess customer satisfaction (e.g., focus groups).

The Texas State Board of Pharmacy (TSBP) conducted its first customer service satisfaction survey in the fall of 1999 (FY2000). This is TSBP's eleventh customer service survey report.

INVENTORY OF EXTERNAL CUSTOMERS

TSBP identified the following categories of external customers who are direct recipients of agency services. These categories are listed below:

(1) Category #1 – termed “Licensees” and includes the following:

- pharmacists/preceptors
- pharmacist-interns
- pharmacy owners/employers
- pharmacy technicians/pharmacy technician trainees
- applicants for pharmacist licenses
- applicants for pharmacy licenses
- applicants for pharmacist intern registrations
- applicants for preceptor certificates
- applicants for pharmacy technician/pharmacy technician trainee registrations

(2) Category #2 – termed “Non-Licensees” includes the following:

- general public
- complainants
- legislators
- media
- attorneys
- professional associations
- consumer associations
- colleges of pharmacy
- businesses who conduct license verifications for employers
- nursing homes/nursing home administrators

- governmental regulatory agencies or law enforcement agencies at the federal, state or local levels
- manufacturers of automated dispensing devices and other technological devices used by pharmacies
- representatives of drug manufacturers and wholesalers

With regard to Category #1 (“Licensees”), TSBP provides the following direct services: (1) information; (2) licensing or registration; and (3) enforcement. These three types of services cut across both strategies listed in the 2020-2021 General Appropriations Act (i.e., licensing and enforcement).

With regard to Category #2 (“Non-licensees”), TSBP provides the following direct services; (1) information about licensing (e.g., verification and status of license); (2) information regarding regulatory actions (e.g., information regarding compliance inspections of pharmacies, complaints, and disciplinary orders); (3) information regarding pharmacy practice and laws/rules governing the practice of pharmacy; (4) information regarding TSBP policies and procedures; (5) information regarding Board meetings (e.g., items for discussion); and (6) information regarding the resolution of complaints that may involve adjudication (disciplinary action against a licensee).

These services are provided through the following mechanisms:

- telephone;
- email;
- website;
- Facebook, Twitter and YouTube;
- letters;
- on-site visits/meetings at TSBP office;
- TSBP Newsletter;
- direct mail-outs (e.g., mailings regarding proposed and final rules);
- consumer brochures;
- presentations/exhibits at professional meetings;
- compliance inspections of pharmacies;
- investigation/adjudication of complaints;
- resolution of complaints filed by a licensee; and
- licensing services [includes the issuance of new licenses and renewal of licenses (pharmacists and pharmacies), registrations (interns, pharmacy technicians, and pharmacy technician trainees), and certifications (preceptors)].

INFORMATION-GATHERING METHODS

TSBP contracts with the University of Texas Organizational Excellence Group (UT) for an online customer satisfaction survey (survey). The TSBP survey was accessible to all TSBP customers via a link on TSBP’s website. Due to changes being made to the survey, the results from June 2019, July 2019, and August 2019, are not conclusive and impact the resulting score

averages in a negative manner due to issues obtaining the answers to the set of survey questions. However, even with these issues, the Board was not that far off of the average scores obtained the prior biennium.

See Attachment #1 for a copy of the online TSBP Customer Service Survey.

See Attachment #2 for a copy of the survey report generated by the online survey for the period of September 1, 2017, through August 31, 2019.

A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period September 1, 2017, through August 31, 2019. In addition to a link to the survey located prominently on the opening page of the TSBP website, notices concerning the survey were included with the mailing of each new license and all individual license renewals. Notices were also included with the following: (1) letters to complainants, advising them about the dispositions of their complaints; and (2) responses to the general public who were requesting copies of public records.

B. Data Limitations – Data limitations are set forth below:

- (1) TSBP had no control over the number of customers who wanted TSBP services (e.g., number of persons who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific (“targeted population”) as a result of the agency’s enabling legislation (agency’s mission and purpose).
- (2) TSBP had no control over the number of TSBP customers who completed the survey online.
- (3) TSBP had no control over the number of TSBP customers who had access to the Internet.
- (4) TSBP initiated changes to update the survey with UT during the last three months of the biennium which impacted scoring and reporting of surveys submitted.

C. Number of Customers Surveyed

The survey was available online to all TSBP customers as well as the general public. TSBP cannot quantify the number of customers who may have encountered the on-line survey link without written notice. The following chart identifies TSBP customer groups who may have received written notice that the survey was available online and their approximate numbers over the biennium.

Licensees		
	Pharmacists	37,358
	Pharmacy Owners	8,210
	Pharmacy Technicians	64,793
Non-Licensees		
	Complainants & Other (general public)	1,212
	Requestors for Agency Records	4,383
Total Surveys		115,956

D. Response Rate

A total of 1,728 respondents completed the online survey between September 1, 2017, and August 31, 2019. See Attachment #2 for a listing of respondents.

The number of responses received over the two year period represents an increase, as compared to the prior two year survey period (FY2016-2017) where 1,703 responses were received.

E. Confidence Intervals/Levels – See Attachment #2

F. Customer Groups Excluded

The only group excluded from the survey were individuals without Internet access, and TSBP has no way of determining the number of individuals in this group.

LEVELS OF SERVICE QUALITY

Attachment #2, pages 2-24, contains charts that report the demographic data and the responses to each of the 15 questions for all respondents. See Attachment #3 for a chart summarizing responses to survey questions as they correspond to the seven customer service quality elements (staff members, communications, timeliness, Internet, complaint process, facility, and online and printed information) and overall satisfaction.

ANALYSIS OF FINDINGS

The final item in the survey is the statement that “Overall, I am satisfied with my experience.” TSBP considers a “satisfied customer” as one who responded “strongly agree” or “agree.” Using this guideline, approximately 80% of TSBP’s customers were satisfied (i.e., of the 1,665 respondents who responded to this statement 1,033 said they strongly agreed or agreed that they were satisfied with TSBP services, overall). When comparing this data to the prior survey period (FY2016-2017), there was a slight decrease in overall customer satisfaction from 82% to 80%. The data also shows that during this period there was an increase in customer satisfaction on all 15 questions on the survey. As shown in Attachment #2, on page 24, TSBP continued to maintain high scores for staff members, communications, and webpage, which were the areas of

greatest satisfaction in the prior customer services surveys.

The area receiving the lowest scores involved the complaint process with a score of 3.77. However, all other scores were above 4.11, with the highest score of 4.38 for *Online Renewal Process for Registration and/or Licensure is Efficient*, which means that, on average, customers felt more positive than negative about the agency's services and staff.

The TSBP survey asked customers to comment on any issue that would help the agency serve the customer better. Approximate 632 respondents entered comments and the Executive Director reviewed all comments. Many of these comments were statements, either positive, negative, or neutral (e.g., complainant restated complaint allegations), rather than "suggestions." Of the comments submitted, 89 were suggestions, and 43 could only be categorized as "other." The survey results shown on Attachment #3, were shared with Board Members at their regular scheduled meeting held on May 5, 2020. Positive and negative comments on specific employees were also provided to employee supervisors.

FUTURE PLANS TO IMPROVE THE SURVEY PROCESS

While TSBP is pleased with the electronic survey, the agency would like to see an increase in the number of respondents and more accurate and useful survey responses. TSBP worked with UT to reassess our survey and update it with more concise and timely questions for response. Changes will be effective beginning in September 1, 2019. As an additional reminder to customers that TSBP would like to have their feedback concerning TSBP services, TSBP will provide reminders and a direct link to the survey on all social media accounts and in the signature line of all staff emails.

CUSTOMER SERVICE STANDARDS AND PERFORMANCE MEASURES

See Attachment #5 for TSBP's performance regarding the standard performance measure for the survey period relating to customer service standards and customer satisfaction. See Attachment #6 for the definitions of the standard customer service-related performance measures. TSBP has no additional agency-specific performance measures related to customer service standards and customer satisfaction.

The mission of TSBP is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas, through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest. In carrying out our mission, we will continue to strive to provide excellent customer service. Our customer service standards include: (1) being courteous, professional, flexible, honest, and helpful in all dealings with our customers; (2) providing our customers with clear, easy to understand, and accurate information about services; and (3) actively listening so we can better anticipate the needs of our customers and be fully responsive to customer concerns regarding our services. We appreciate and seek customer input to make informed decisions on policies, programs,



CUSTOMER SERVICE EXCELLENCE SURVEY



Texas State Board of Pharmacy (TSBP) wants to serve you better & appreciates your taking the time to complete this survey.

- To insure impartiality, this survey is conducted by the University of Texas at Austin.
- For each of the following statements, select the one which most clearly reflects your answer. You may skip items that do not apply.
- This survey is anonymous and we do not collect information which allows for identification of individuals.

Your access code is 1066.

If you received an email invitation to this survey, enter the Control Number in the above box. If you were not provided with a Control Number, leave it blank. This number is not associated with you, but is used to insure a valid response.

Are you a pharmacy, pharmacist, or pharmacy technician?

- Pharmacy
- Pharmacist
- Pharmacy Technician

Number of times in contact with TSBP in the last 12 months:

- Once
- 2 to 5
- 5+

Purpose of your contact(s) (Check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Application for Pharmacist License | <input type="checkbox"/> Renewal of Pharmacy Technician Registration |
| <input type="checkbox"/> Application for Pharmacy License | <input type="checkbox"/> Continuing Education |
| <input type="checkbox"/> Application for Intern Registration | <input type="checkbox"/> Compliance Inspection |
| <input type="checkbox"/> Application for Preceptor Registration | <input type="checkbox"/> Name/Address Change |
| <input type="checkbox"/> Application for Pharmacy Technician Registration | <input type="checkbox"/> Filed a Complaint |
| <input type="checkbox"/> Pharmacy Law Question | <input type="checkbox"/> Requesting Information |
| <input type="checkbox"/> Renewal of Pharmacist License | <input type="checkbox"/> Subject of a Complaint |
| <input type="checkbox"/> Renewal of Pharmacy License | <input type="checkbox"/> Subject of a Disciplinary Action |
| | <input type="checkbox"/> Other (please specify) <input type="text"/> |

Your contacts with TSBP were by (Check all that apply):

- | | |
|------------------------------------|------------------------------------|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Letter | <input type="checkbox"/> In Person |
| <input type="checkbox"/> Email | |

Do you hold a license or registration issued by TSBP (E.g. pharmacist, pharmacy owner, intern, pharmacy technician)?

- Yes
 No

	1 - Strongly Agree	2 - Agree	3 - Neutral	4 - Disagree	5 - Strongly Disagree	6 - N/A
The staff members were knowledgeable (able to answer my questions)						
The staff members were helpful (demonstrated a willingness to assist me)						
I received the information or service I needed						
My telephone call, email, or letter was routed to the proper person						
Material available online or in printed form provided thorough and accurate information						
My inquiry was answered in a reasonable amount of time						
If I filed a complaint, my complaint was addressed in a reasonable manner						
The TSBP web site was easy to use and well organized						
The TSBP web site contained clear and accurate information						
If I visited the TSBP office, it was clean and orderly						
Overall, I am satisfied with my experience						

Completing this section is OPTIONAL. Your comment will be returned to this organization EXACTLY as entered.

Your comments are appreciated. If you would like a response, please leave your name and phone number.



Survey Results for

Customer Service Survey

for

515 - Texas State Board of Pharmacy

**September 01, 2017
Through
August 31, 2019**

Survey Respondents

Total Number of Respondents: 1728

Number of times in contact with TSBP in the last 12 months:

Number of Respondents: 1510

Item Response	Count	Pct.
Once	763	50.53%
2 to 5	599	39.67%
5+	148	9.80%

Frequency Distribution

Once	50.53%
2 to 5	39.67%
5+	9.8%

Purpose of your contact(s) (Check all that apply):

Number of Respondents: 1728

Item Response	Count	Pct.
Application for Pharmacist License	135	7.81%
Application for Pharmacy License	70	4.05%
Application for Intern Registration	52	3.01%
Application for Preceptor Registration	20	1.16%
Application for Pharmacy Technician Registration	365	21.12%
Pharmacy Law Question	128	7.41%
Renewal of Pharmacist License	384	22.22%
Renewal of Pharmacy License	109	6.31%
Renewal of Pharmacy Technician Registration	222	12.85%
Continuing Education	134	7.75%
Compliance Inspection	50	2.89%
Name/Address Change	121	7.00%
Filed a Complaint	48	2.78%
Requesting Information	165	9.55%
Subject of a Complaint	13	0.75%
Subject of a Disciplinary Action	7	0.41%
Other (please specify)	189	10.94%

Frequency Distribution

Application for Pharmacist License	7.81%
Application for Pharmacy License	4.05%
Application for Intern Registration	3.01%
Application for Preceptor Registration	1.16%
Application for Pharmacy Technician Registration	21.12%
Pharmacy Law Question	7.41%
Renewal of Pharmacist License	22.22%
Renewal of Pharmacy License	6.31%
Renewal of Pharmacy Technician Registration	12.85%
Continuing Education	7.75%

Compliance Inspection	■ 2.89%
Name/Address Change	■ 7%
Filed a Complaint	■ 2.78%
Requesting Information	■ 9.55%
Subject of a Complaint	0.75%
Subject of a Disciplinary Action	0.41%
Other (please specify)	■ 10.94%

Purpose of your contact(s) (Check all that apply):

Verbatim Responses: 201

-
- fingerprint session
 - Proof of licensure in TX for CA licensure
 - replacement of lost/damaged licence
 - Copy of lost license
 - license verification
 - Application for technician trainee
 - Application for Pharmacy Technician Trainee Registration
 - Application for Pharmacy Technician Trainee
 - Verification of a previously held license
 - upgrade from tech trainee to trainee
 - linking my place of employment to my license.
 - renewal pharmacy tech license
 - Include Middle Name in License
 - Notification of loss of controlled substance
 - verifying licences
 - A thank you letter from the Board.
 - retirement
 - change of email info for online contact/renewal
 - Retire license
 - receiving regular emails from the board
 - tracking of c2 electronic prescriptions and assignment of control or tracking numbers via curret software
 - reset email
 - Texas PMP
 - Application for Pharmacy Tech Trainee Registration
 - Change of work
 - Application for Pharmacy Technician Trainee
 - Missing renewal
 - TSBP Board Meeting
 - application for pharmacy Traniee
 - pharmacy technician trainee registration
 - Application for Pharmacy Technician Trainee
 - take survey
 - application for pharmacy technician trainee
 - Specifically updating from trainee to tech
 - Relicensure pharmacy technician
 - Application for Registered Technician Trainee
 - Regarding my application for MPJE
 - removal of tech from pharmacy roster
 - Pharmacy technician trainee
 - adding Relief Pharmacist
 - Request for information from TSBP
 - remove techs from pharmacy license where I am the PIC
 - Application for Pharmacy Technician Trainee
 - TSHP Meeting
 - could not identify me
 - Collaborative Practice Agreement for Staff
 - PIC change
 - reorder 222's
 - Fingerprint Session, Certificate Pocket Card
 - TSBP called me to inquire my hours of operation
 - Application for Pharmacy Technician Trainee
 - Verification of pharmacist & tech licenses
 - Information on background check
 - removal of name as LLC officer
 - Application for pharmacy technician trainee
 - license card replacement
 - Roster adjustment for pharmacy
 - Remote Licensing
 - Application for Pharmacy Technician Trainee License
 - Review of updated laws

- application pharmacy tech trainee license
- Verifications, Letter of Good Standing
- remote pharmacy license
- Application for Pharmacy Technician Trainee
- closing a pharmacy
- Application for Tech in Training
- Name change on pharmacy license
- emergency kit license for nursing home
- to order controlled scripts
- Remote License
- survey
- Change in employment
- Preceptor License Renewal
- Pharmacy License Verification
- Pharmacy Technician Trainee
- Correction of pharmacy address
- Duplicate license request
- employment change
- Application for Technician Trainee
- employment
- Application for Pharmacy Technician Trainee
- change of employment
- background check
- non-received renewal certificate
- Pharmacy Technician Trainee License
- License verification
- Requesting letter of good standing Document for
- Recipient of emailed TSBP Newsletter
- Answered a TSBP question regarding control reporting status
- Comment
- Complete survey
- PIC Change
- "Training"
- Registered Technician Trainee
- Immunization inquiry
- trying to order pads
- customer survey on service
- application for technician trainee
- trainee license
- pharmacy license verification for out of state license renewal
- Automated Dispensing License
- inactive license
- Feedback regarding PMPaware
- chance my licence for state
- Pharmacy License Verification & Officer Change
- Remove Officer from license
- Verification letter
- adding non sterile compounding to my pharmacy
- Renewal of Pharmacist Preceptor License
- Pharmacy Technician Trainee
- Registered Technician Trainee License
- pharmacy description of services app
- extension and renewal of pharmacy technician license
- Open records request
- pharmacy tech trainee registration
- Application for Pharmacy technician trainee
- pharmacy license services addition
- TRIPLICATE PRESCRIPTION PAD ORDERING
- Registration Technician Trainee
- update pharmacy personnel
- cs survey
- Pharmacy Technician Trainee License
- Application for Pharmacy Technician Trainee
- Pharmacy License Verification
- Browsing around.
- Employment Verification

- employment change
- Pharmacy Technician Training License
- Application for pharmacy technician trainee
- upgrade to initial pharmacy technician
- renewal of Pharmacist license inactive
- Requesting board orders
- Schedule Fingerprint Session
- How to become a Pharmacy Tech
- License for pharmacy technician trainee
- Employment change
- PMP exempt status
- pharmacy Technician Trainee registration
- Facility closure
- for technician trainee registartion
- Pharmacy techician trainee
- Triplicate reorder
- Pharmacy technician registration
- attempt to order triplicate prescriptions as required by law
- Finger print
- change in employment relationships
- contacted the board on behalf of a patient that had been mistreated by another pharmacy and waned to make a formal complaint but didn't know how to do it.
- Close Pharmacy
- Change of Officer
- Pharmacy Technician Trainee
- application pharmacy technician trainee
- License renewal correction
- checking status of triplicate order
- Customer Survey
- Job applications
- did not contact, no option for zero. Only renewed license online
- Change from A to AS
- Inquire about licensing on hold
- Ekit License
- Question about ExCPT test
- Closing Pharmacy
- Technicians"Employment
- Open Records Request for Inspection & Verification Letters
- Contro0lled substance pads
- Pharmacy Officer change
- Application for pharmacy tech trainee licence
- new address job
- Inquires about license
- FINGERTIP QUESTIONS
- application for registered technician trainee
- PIC change
- Attend TSBP Board meeting
- IdentAGO overbooks hours waiting
- Triplicate order
- fingerprint request
- local health department
- Reciprocating to another state
- finger printing
- suggestion
- Question
- IF CERTIFICATE WAS MAILED OUT
- Ekit Application
- verification
- Finger Printing Info before and after
- help with changing employment status displayed on the website
- Application for Pharmacy Technician Trainee License
- Requesting help with fingerprints for Pharmacy Technician
- Pharmacy tech trainee License

- Why was the public not warned in Aug. 2018 that new perscription pads need to be ordered?
- opiod problem
- preceptor renewal
- Removing Officer Name
- Request for CII Prescription Pads
- technician trainee license
- Application Pharmacy technician trainee
- CII pads
- pharmacist end/change employment
- Needed help on scheduling fingerprinting
- Request for certificate
- Technical issues when applying for my license.
- problem with renewal

Your contacts with TSBP were by (Check all that apply):

Number of Respondents: 1728

Item Response	Count	Pct.
Telephone	528	30.56%
Letter	230	13.31%
Email	749	43.34%
Internet	651	37.67%
In Person	62	3.59%

Frequency Distribution

Telephone	30.56%
Letter	13.31%
Email	43.34%
Internet	37.67%
In Person	3.59%

Do you hold a license or registration issued by TSBP (E.g. pharmacist, pharmacy owner, intern, pharmacy technician)?

Number of Respondents:		1556
<hr/>		
Item Response	Count	Pct.
Yes	1346	86.50%
No	210	13.50%

Frequency Distribution

Yes	86.5%
No	13.5%

The online registration and/or licensure application was clear and easy to use.

Score:	4.38
Std. Dev.:	1.006
Number of Respondents:	1338

Item Response	Count	Pct.
Strongly Disagree	49	3.66%
Disagree	40	2.99%
Neutral	56	4.19%
Agree	324	24.22%
Strongly Agree	743	55.53%
Not Applicable	126	9.42%

Frequency Distribution

Strongly Disagree	3.66%
Disagree	2.99%
Neutral	4.19%
Agree	24.22%
Strongly Agree	55.53%
Not Applicable	9.42%

The online renewal process for registration and/or licensure is efficient.

Score: 4.34
Std. Dev.: 1.065
Number of Respondents: 1332

Item Response	Count	Pct.
Strongly Disagree	57	4.28%
Disagree	30	2.25%
Neutral	66	4.95%
Agree	276	20.72%
Strongly Agree	665	49.92%
Not Applicable	238	17.87%

Frequency Distribution

Strongly Disagree	4.28%
Disagree	2.25%
Neutral	4.95%
Agree	20.72%
Strongly Agree	49.92%
Not Applicable	17.87%

Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.

Score: 4.17
Std. Dev.: 1.029
Number of Respondents: 1336

Item Response	Count	Pct.
Strongly Disagree	51	3.82%
Disagree	54	4.04%
Neutral	124	9.28%

Agree	459	34.36%
Strongly Agree	599	44.84%
Not Applicable	49	3.67%

Frequency Distribution

Strongly Disagree	3.82%
Disagree	4.04%
Neutral	9.28%
Agree	34.36%
Strongly Agree	44.84%
Not Applicable	3.67%

TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.

Score: 4.20
Std. Dev.: 1.005
Number of Respondents: 1329

Item Response	Count	Pct.
Strongly Disagree	46	3.46%
Disagree	47	3.54%
Neutral	118	8.88%
Agree	445	33.48%
Strongly Agree	606	45.60%
Not Applicable	67	5.04%

Frequency Distribution

Strongly Disagree	3.46%
Disagree	3.54%
Neutral	8.88%
Agree	33.48%
Strongly Agree	45.6%
Not Applicable	5.04%

The staff members were knowledgeable (able to answer my questions).

Score: 4.21
Std. Dev.: 1.220
Number of Respondents: 1662

Item Response	Count	Pct.
Strongly Disagree	92	5.54%
Disagree	46	2.77%
Neutral	77	4.63%
Agree	255	15.34%
Strongly Agree	692	41.64%
Not Applicable	500	30.08%

Frequency Distribution

Strongly Disagree	5.54%
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Disagree	2.77%
Neutral	4.63%
Agree	15.34%
Strongly Agree	41.64%
Not Applicable	30.08%



The staff members were helpful (demonstrated a willingness to assist me).

Score: 4.20
Std. Dev.: 1.269
Number of Respondents: 1660

Item Response	Count	Pct.
Strongly Disagree	104	6.27%
Disagree	50	3.01%
Neutral	72	4.34%
Agree	225	13.55%
Strongly Agree	715	43.07%
Not Applicable	494	29.76%

Frequency Distribution

Strongly Disagree	6.27%
Disagree	3.01%
Neutral	4.34%
Agree	13.55%







Strongly Agree	 43.07%
Not Applicable	 29.76%

I received the information or service I needed.

Score: 4.26
Std. Dev.: 1.220
Number of Respondents: 1667

Item Response	Count	Pct.
Strongly Disagree	124	7.44%
Disagree	52	3.12%
Neutral	75	4.50%
Agree	306	18.36%
Strongly Agree	950	56.99%
Not Applicable	160	9.60%

Frequency Distribution







Strongly Disagree	 7.44%
Disagree	 3.12%
Neutral	 4.5%
Agree	 18.36%
Strongly Agree	 56.99%
Not Applicable	 9.6%

My telephone call, email, or letter was routed to the proper person.

Score: 4.28
Std. Dev.: 1.161
Number of Respondents: 1664

Item Response	Count	Pct.
Strongly Disagree	92	5.53%
Disagree	28	1.68%
Neutral	88	5.29%
Agree	284	17.07%
Strongly Agree	771	46.33%
Not Applicable	401	24.10%

Frequency Distribution







Strongly Disagree	 5.53%
Disagree	 1.68%
Neutral	 5.29%
Agree	 17.07%
Strongly Agree	 46.33%
Not Applicable	 24.1%

Material available online or in printed form provided thorough and accurate information.

Score: 4.25
Std. Dev.: 1.152
Number of Respondents: 1672

Item Response	Count	Pct.
Strongly Disagree	96	5.74%
Disagree	60	3.59%
Neutral	103	6.16%
Agree	366	21.89%
Strongly Agree	880	52.63%
Not Applicable	167	9.99%

Frequency Distribution







Strongly Disagree	 5.74%
Disagree	 3.59%
Neutral	 6.16%
Agree	 21.89%
Strongly Agree	 52.63%
Not Applicable	 9.99%

My inquiry was answered in a reasonable amount of time.

Score: 4.18
Std. Dev.: 1.286
Number of Respondents: 1661

Item Response	Count	Pct.
Strongly Disagree	123	7.41%
Disagree	55	3.31%
Neutral	80	4.82%
Agree	257	15.47%
Strongly Agree	791	47.62%
Not Applicable	355	21.37%

Frequency Distribution

Strongly Disagree	 7.41%
Disagree	 3.31%
Neutral	 4.82%
Agree	 15.47%
Strongly Agree	 47.62%
Not Applicable	 21.37%

If I filed a complaint, my complaint was addressed in a reasonable manner.

Score:	3.77
Std. Dev.:	1.415
Number of Respondents:	1643

Item Response	Count	Pct.
Strongly Disagree	78	4.75%
Disagree	14	0.85%
Neutral	94	5.72%
Agree	109	6.63%
Strongly Agree	235	14.30%
Not Applicable	1113	67.74%

Frequency Distribution

Strongly Disagree	4.75%
Disagree	0.85%
Neutral	5.72%
Agree	6.63%
Strongly Agree	14.3%
Not Applicable	67.74%

The TSBP web site was easy to use and well organized.

Score:	4.15
Std. Dev.:	1.134
Number of Respondents:	1672

Item Response	Count	Pct.
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Strongly Disagree	95	5.68%
Disagree	68	4.07%
Neutral	155	9.27%
Agree	472	28.23%
Strongly Agree	811	48.50%
Not Applicable	71	4.25%

Frequency Distribution

Strongly Disagree	5.68%
Disagree	4.07%
Neutral	9.27%
Agree	28.23%
Strongly Agree	48.5%
Not Applicable	4.25%

The TSBP web site contained clear and accurate information.

Score: 4.19
Std. Dev.: 1.125
Number of Respondents: 1658

Item Response	Count	Pct.
Strongly Disagree	91	5.49%
Disagree	63	3.80%
Neutral	139	8.38%
Agree	442	26.66%
Strongly Agree	842	50.78%

Not Applicable	81	4.89%
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Frequency Distribution

Strongly Disagree	5.49%
Disagree	3.8%
Neutral	8.38%
Agree	26.66%
Strongly Agree	50.78%
Not Applicable	4.89%

If I visited the TSBP office, it was clean and orderly.

Score: 4.11
Std. Dev.: 1.192
Number of Respondents: 1618

Item Response	Count	Pct.
Strongly Disagree	40	2.47%
Disagree	3	0.19%
Neutral	82	5.07%
Agree	114	7.05%
Strongly Agree	262	16.19%
Not Applicable	1117	69.04%

Frequency Distribution

Strongly Disagree	2.47%
Disagree	0.19%
Neutral	5.07%
Agree	7.05%
Strongly Agree	16.19%
Not Applicable	69.04%






Overall, I am satisfied with my experience.

Score: 4.20
Std. Dev.: 1.255
Number of Respondents: 1665

Item Response	Count	Pct.
Strongly Disagree	147	8.83%
Disagree	61	3.66%
Neutral	88	5.29%
Agree	363	21.80%
Strongly Agree	970	58.26%
Not Applicable	36	2.16%

Frequency Distribution

Strongly Disagree	8.83%
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Disagree	 3.66%
Neutral	 5.29%
Agree	 21.8%
Strongly Agree	 58.26%
Not Applicable	 2.16%

Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.38	1.006
The online renewal process for registration and/or licensure is efficient.	4.34	1.065
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	4.17	1.029
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.20	1.005
The staff members were knowledgeable (able to answer my questions).	4.21	1.220
The staff members were helpful (demonstrated a willingness to assist me).	4.20	1.269
I received the information or service I needed.	4.26	1.220
My telephone call, email, or letter was routed to the proper person.	4.28	1.161
Material available online or in printed form provided thorough and accurate information.	4.25	1.152
My inquiry was answered in a reasonable amount of time.	4.18	1.286
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.77	1.415
The TSBP web site was easy to use and well organized.	4.15	1.134
The TSBP web site contained clear and accurate information.	4.19	1.125
If I visited the TSBP office, it was clean and orderly.	4.11	1.192
Overall, I am satisfied with my experience.	4.20	1.255

Core Customer Service Element and Applicable Survey Questions and Combined Responses	1 – Very unsatisfied	2 – Unsatisfied	3 – Neutral	4 – Satisfied	5 – Very satisfied	N/A – Not Applicable	Average Score
How satisfied are you with the agency’s facilities, including your ability to access the agency, the office location, signs, and cleanliness?							
14: If I visited the TSBP office, it was clean and orderly.	40	3	82	114	262	1117	4.11
How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?							
5: The staff members were knowledgeable (able to answer my questions).	92	46	77	255	692	500	4.21
6: The staff members were helpful (demonstrated a willingness to assist me).	104	50	72	225	715	494	4.20
7: I received the information or service I needed.	124	52	75	306	950	160	4.26
8: My telephone call, email, or letter was routed to the proper person.	92	28	88	284	771	401	4.28
10: My inquiry was answered in a reasonable amount of time.	123	55	80	257	791	355	4.18
How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?							
3: Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	51	54	124	459	599	49	4.17
4: TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	46	47	118	445	606	67	4.20
8: My telephone call, email, or letter was routed to the proper person.							
9: Material available online or in printed form provided thorough and accurate information.	96	60	103	366	880	167	4.25
How satisfied are you with the agency’s Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?							
1: The online registration and/or licensure application was clear and easy to use.	49	40	56	324	743	126	4.38
2: The online renewal process for registration and/or licensure is efficient.	57	30	66	276	665	238	4.34
9: Material available online or in printed form provided thorough and accurate information.	96	60	103	366	880	167	4.25
12: The TSBP web site was easy to use and well organized.	95	68	155	472	811	71	4.15
13: The TSBP web site contained clear and accurate information	91	63	139	442	842	81	4.19
How satisfied are you with the agency’s complaint handling process, including whether it is easy to file a complaint and whether responses are timely?							
9: Material available online or in printed form provided thorough and accurate information.	96	60	103	366	880	167	4.25
10: My inquiry was answered in a reasonable amount of time.	123	55	80	257	791	355	4.18
11: If I filed a complaint, my complaint was addressed in a reasonable manner.	78	14	94	109	235	1113	3.77
12: The TSBP web site was easy to use and well organized.	95	68	155	472	811	71	4.15
13: The TSBP web site contained clear and accurate information.	91	63	139	442	842	81	4.19

Core Customer Service Element and Applicable Survey Questions and Combined Responses

1 – Very unsatisfied 2 – Unsatisfied 3 – Neutral 4 – Satisfied 5 – Very satisfied N/A – Not Applicable Average Score

How satisfied are you with the agency’s ability to timely serve you, including the amount of time you wait for service in person?							
2: The online renewal process for registration and/or licensure is efficient.	57	30	66	276	665	238	4.34
5: The staff members were knowledgeable (able to answer my questions).	92	46	77	255	692	500	4.21
6: The staff members were helpful (demonstrated a willingness to assist me).	104	50	72	225	715	494	4.20
7: I received the information or service I needed.	124	52	75	306	950	160	4.26
8: My telephone call, email, or letter was routed to the proper person.	92	28	88	284	771	401	4.28
10: My inquiry was answered in a reasonable amount of time.	123	55	80	257	791	355	4.18
11: If I filed a complaint, my complaint was addressed in a reasonable manner.	78	14	94	109	235	1113	3.77
How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?							
2: The online renewal process for registration and/or licensure is efficient.	57	30	66	276	665	238	4.34
3: Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	51	54	124	459	599	49	4.17
4: TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	46	47	118	445	606	67	4.20
9: Material available online or in printed form provided thorough and accurate information.	96	60	103	366	880	167	4.25
12: The TSBP web site was easy to use and well organized.	95	68	155	472	811	71	4.15
13: The TSBP web site contained clear and accurate information	91	63	139	442	842	81	4.19
Please rate your overall satisfaction with the agency.							
15: Overall, I am satisfied with my experience.	147	61	88	363	970	36	4.20

Types of Comments Received	Total
Satisfied/Positive statement	337
Dissatisfied/Negative statement	161
Suggestion for improvement	89
Request for Information	44
Incomplete/repeated/question/unrelated to TSBP	43

Performance Measures Related to
Customer Service Standards and
Customer Satisfaction

	FY2018-2019 Survey Performance	FY2020-2021 Projected Performance
Outcome Measures		
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	80%	80%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	5%	5%
Output Measures		
Number of Customers Surveyed	115,956	115,956
Number of Customers Served	124,676	124,676
Efficiency Measures		
Cost Per Customer Surveyed	\$.05	\$.05
Explanatory Measures		
Number of Customers Identified	115,956	115,956
Number of Customer Groups Inventoried	2	2

Standard Customer Service-Related Performance Measures

OUTCOME MEASURES

Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received

Short Definition

Total number of surveyed customer respondents who expressed an overall satisfaction with TSBP services, divided by the total number of surveyed customer respondents (during a specific report period).

Purpose/Importance

This measure is one mechanism to determine the percentage of TSBP customers who are satisfied with the agency’s customer service.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP’s web site. Customers may or may not complete the survey. The University of Texas Organizational Excellence Group (UT) and TSBP tabulate the data through computerized and/or manual means.

Method of Calculation

NUMERATOR – Total number of surveys that are completed by satisfied TSBP customers. A satisfied customer is one who responded “strongly agree” or “agree” to the statement on the survey that reads: “Overall, I am satisfied with my experience.”

DENOMINATOR – Total number of customers who completed a survey and responded to the statement on the survey that reads: “Overall, I am satisfied with my experience.”

This performance measure is calculated by dividing the numerator by the denominator and multiply by 100 to achieve a percentage.

Data Limitation

The agency has no control over how many TSBP customers will complete the survey. In addition, the term “overall satisfaction” is very subjective. It is the agency’s intention to conduct a biennial survey of customer service; therefore this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative

New Measure Continued with change.

Desired Performance Higher than Target.

Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery

Short Definition

Total number of surveyed customer respondents who have written a statement or comment on the survey that could be interpreted as a suggestion for improving service delivery, divided by the total number of surveyed customer respondents (during the specific reporting period).

Purpose/Importance

This measure is one mechanism to identify possible improvements to the agency's service delivery. Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's website. Customers may or may not complete the survey. The survey will ask the customer to make "additional comments" or identify ways to improve service delivery.

Method of Calculation

NUMERATOR – Total number of TSBP customers who make a recommendation of some type to improve service delivery, from the customer's perspective. This number will be calculated manually, by reading the comments on the summary generated by UT and evaluating these comments to determine if the comments could be interpreted as suggestions for improving service, from the customer's perspective.

DENOMINATOR – Total number of surveys that are completed by TSBP customers.

This performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

Data Limitation

The agency has no control over how many TSBP customers will complete the survey. In addition, the definition of "improvement" is unclear – one customer's suggestion to improve services (e.g., "Don't have voice mail") may not be perceived to be an improvement by another customer (e.g., a customer who wants the agency to have voice mail). Another example: suggestions for improvements that cannot be implemented due to agency's budget limitations (e.g., install an 800# for customers to use).

It is the agency's intention to conduct a biennial survey of customer service; therefore this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Based upon the assumption that more suggestions indicate poorer customer service, actual performance that is lower than targeted performance is desirable. However, since this assumption may or may not be true, it is unclear as to whether achieving a smaller percentage is better.

OUTPUT MEASURES

Number of Customers Surveyed

Short Definition

Total number of TSBP customers surveyed in a report period. Purpose/Importance
This measure is an indication of the agency's efforts to collect information from the public about the agency's customer service.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's website. Customers may or may not complete the survey. Notification that the survey is available online is mailed to customers throughout a calendar year. For the purposes of this survey "Customers Surveyed" is defined as the number of individuals who received written notice that the survey was available online.

Method of Calculation

TSBP maintains the number of notices mailed during the reporting period. Data Limitation
There were several data limitations, as set for the below:

- (1) TSBP had no control over the number of customers who wanted TSBP services (e.g., number of persons who wanted to obtain a pharmacist or pharmacy license, who wanted to obtain information, or who wanted to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).
- (2) TSBP had no control over how many TSBP customers completed surveys.
- (3) TSBP does not have the names and address of every customer served, and thereby, not every customer was surveyed.
- (4) TSBP had no control over how many customers had access to the Internet.

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance Higher than Target.

Number of Customers Served

Short Definition

Total number of TSBP customers identified in a report period. Purpose/Importance
This measure is an indication of the agency's workload (i.e., the greater the number of customers, the greater the agency's workload).

Source/Collection of Data

The number of customers served is the actual number of board customers in each of two identified major groups. Group 1 includes licensees (pharmacists, pharmacy owners, pharmacist-interns, pharmacy technicians, and pharmacy technician trainees). Group 2 includes non-licensees (complainants, attorneys, members of the general public who request public records, pharmacy associations, and pharmacy schools).

Method of Calculation

TSBP manually calculates the approximate number of customers served during a reporting period. Data Limitations

TSBP had no control over the number of customers who wanted TSBP services (e.g., number of person who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Actual performance that is higher than targeted performance is desirable, provided the agency has sufficient staff to handle the increased workload that results from having additional customers to serve.

EFFICIENCY MEASURES

Cost Per Customer Surveyed

Short Definition

Total funds expended (including those encumbered) for the cost to survey the agency's customers, including costs of maintaining the survey online and costs of personnel time to develop the TSBP Customer Service Survey and evaluate the data collected. This total cost is divided by the number of customers surveyed. Denominator is the same number as the result of the performance entitled *Number of Customers Surveyed*.

Purpose/Importance

This measure reflects the cost to the agency to conduct a customer service survey.

Source/Collection of Data

Funds expended would include all direct costs attributable to the TSBP Customer Service Survey. These direct costs are identified in the agency's operating budget and, where applicable, will include: percent of exempt and classified salaries according to estimated time spent in this function, consumable supplies, computer expenses, training and education, capitalized equipment, and other operating expenses.

Method of Calculation

TSBP Accountant will keep manual record of costs. Data Limitation

TSBP had no control over the number of customers who wanted TSBP services (e.g., number of person who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance Lower than Target

EXPLANTORY MEASURES

Number of Customers Identified

This explanatory measure is the same as the Output entitled “Number of Customers Served.”

Number of Customer Groups Inventoried

Short Definition

Total number of customer groups identified in a report period. Purpose/Importance
This measure reflects the diversity of the agency’s customers and gives an indication of the agency’s workload.

Source/Collection of Data

The number of customer groups is determined by reviewing the external customer groups that might exist within each budget strategy listed in the agency Strategic Plan.

Method of Calculation

TSBP keeps an inventory (manual list) of its customer groups. Data Limitation
The types and groups of customers are somewhat specific (“targeted populations”) as a result of the agency’s enabling legislation (agency’s mission and purpose). It is the agency’s intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Actual performance that is higher than targeted performance is desirable, provided the agency has sufficient staff to handle the increased workload that results from having additional groups of customers to serve.