



Idaho State Board of Pharmacy

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MEMORANDUM

To: Anita Hamann
Division of Financial Management

From: Mark Johnston
Executive Director
Idaho State Board of Pharmacy

Date: 6/22/11

Subject: Strategic Plan

Please see the Board of Pharmacy's Strategic Plan, attached.

Thank you,
Mark Johnston

Executive Director
Board of Pharmacy

MISSION STATEMENT

The statutory mission of the Idaho State Board of Pharmacy (Board) is to promote, preserve and protect the health, safety and welfare of the public by and through the effective control and regulation of the practice of pharmacy. That the sale and distribution of medications, devices and such other materials as may be used in the diagnosis and treatment of injury, illness and disease are handled and delivered in a manner that assures quality pharmaceutical care to the people of the state of Idaho.

BOARD PHILOSOPHY

The Board is committed to maintaining the highest standard of pharmaceutical care for the citizens of the State of Idaho. This can be accomplished by regulating the practice of pharmacy with the highest standards of ethics, accountability, efficiency, effectiveness, and openness with an assurance of a balanced and sensible approach to regulation.

OUTCOME-BASED VISION STATEMENT

The Board envisions that the technology of pharmacy will continue to advance at a swift pace. The Board must be a facilitator, not a hindrance in this evolution. However, the Board must ensure that this evolution does not compromise the health, safety, and welfare of the citizens of Idaho. While the Board initiated change in 2011 that will allow the electronic prescribing of controlled substances, including the record keeping parameters addressed therein, many examples of unaddressed technological advances exist, including central fill pharmacies, electronic record keeping systems, automated dispensing systems and other robotics. The Board envisions promulgating rules to address many of these advances in 2012, 2013, and on an ongoing basis.

The Board envisions the growth of pharmacists providing cognitive services, such as medication therapy management, collaborative practices, limited prescriptive authority, cognitive service pharmacies containing no medication, and a third class of drugs termed Behind the Counter. The Board envisions the regulation of these and other similar activities via the 2009 promulgated Pharmaceutical Care rule, the 2010 promulgation of a rule addressing the Independent Practice of Pharmacy, 2011 changes to Idaho Code that allow pharmacist prescribing of certain immunization and dietary sodium fluoride preparations under certain conditions, and via future rulemaking, including 2012 rule promulgation.

The Board envisions regulating the practice of compounding pharmacy. This practice has traditionally been regulated by the United States Food and Drug Administration (FDA), however, the FDA's authority has been challenged in court recently, leaving such regulation to the states. The Board envisions promulgating sterile product compounding rules in 2012 and additional compounding rules in 2013, reviewing such rules annually.

The Board envisions repealing its existing administrative rules and promulgating a new full set. By contracting with outside legal assistance, our rules are expected to be rewritten, including the elimination of outdated language and concepts, the addition of currently unaddressed areas of

pharmacy and controlled substance practice, and the clarification of confusing language, as well as re-codifying and establishing a usable index. This project is expected to be completed in FY 2012, but several topics have been withheld for future promulgation.

The Board envisions technological advances within its operation that will provide superior customer service for the Board's licensees and registrants. This vision includes advancements to the Board's licensing and Prescription Monitoring Programs (PMP).

The Board has established the following goals:

GOAL #1: Establish and maintain updated pharmacy law.

OBJECTIVE: Continued review of current statutes and rules by Board and staff.

STRATEGY: Utilize negotiated rulemaking with the assistance of the Office of the Attorney General, legislators, pharmacy associations, state agencies, health related associations, interested citizens, and Ad Hoc Committees to continually review pharmacy and controlled substance administrative rules and sections of Idaho Code.

PERFORMANCE MEASURES: Board initiated change:

-2009: Changes to 38 rules.

-2010: Changes to 16 rules and 11 sections of Idaho Code.

-2011: Changes to 11 rules and 5 sections of Idaho Code.

-2012: Expect to repeal existing rules and promulgate an entire new set of rules.

-2013 and ongoing: Expect to address topics not covered in 2012 promulgation.

BENCHMARK: The number of changes to Idaho Code and rules promulgated. Recent and current numbers should be increasing due to the volume of change needed, but a decrease in numbers will eventually be the benchmark.

GOAL #2: Educate licensees and registrants concerning the many changes to pharmacy law.

OBJECTIVE #1: Make available pharmacy jurisprudence continuing education programs in a number of different areas in the state, thus satisfying the annual pharmacist continuing education requirement of one unit of pharmacy jurisprudence.

STRATEGIES: Teach at every pharmacy conference held within the state and supplement with solo programs throughout the state, based on population and an absence of conferences. Utilize visual presentation tools, such as Power Point.

PERFORMANCE MEASURES: Number of programs presented:

-2008: 14 programs

-2009: 16 programs

-2010: 16 programs

-2011: 15 programs
-2012 and ongoing: Expect no less than 15 programs per year.

BENCHMARK: The excellence rating by program attendees, as effectiveness is more important than sheer volume.

OBJECTIVE #2: Create and distribute an official Board newsletter.

STRATEGIES: Explain changes to Idaho Code, Board rules, and Board policy in full, but yet concisely. The Board's staff will create the articles, and the Board will contract the editing and distribution of the Newsletter.

PERFORMANCE MEASURES: The Board has published quarterly Newsletters for at least 4 years.

BENCHMARK: The number of Newsletters published annually.

GOAL #3: Educate pharmacy students on Idaho pharmacy jurisprudence.

OBJECTIVE: Provide guest lectures at Idaho State University's School of Pharmacy and establish a preceptor site for student experiences.

PERFORMANCE MEASUREMENT: For at least 4 years, the Board has provided jurisprudence orientation for P1 students, two presentations to P3 students, and a law and rules review class for graduating students. For the past 3 years, the Board has established a year round preceptor site at the Board office. For 2012 and ongoing, the Board expects to provide no less than 4 guest lectures and maintain a year round preceptor site.

BENCHMARK: The Idaho State University's pharmacy school program (ISU) graduate pass rate on the required jurisprudence licensure exam.

GOAL #4: Develop an interactive licensing program.

STRATEGIES: Work with a state approved vendor, develop the parameters, and test the program intensely before releasing to the public

OBJECTIVE #1: Develop on-line renewal for persons who are the Board's licensees and registrants.

PERFORMANCE MEASURES: Completed in 2009.

BENCHMARK: On-line renewal rate: 61%.

OBJECTIVE #2: Develop on-line renewal for in-state drug outlets.

PERFORMANCE MEASURES: Completed in 2010.

BENCHMARK: On-line renewal rate: 78%.

OBJECTIVE #3: Develop a bulk payment system for payers of multiple registrants or licensees.

PERFORMANCE MEASURES: Completed in 2011

BENCHMARK: On line renewal rate: 89%

OBJECTIVE #4: Develop on-line renewal for out-of-state drug outlets

PERFORMANCE MEASURES: Expected completion in 2012.

BENCHMARK: On-line renewal rate.

OBJECTIVE #5: Obtain and implement new electronic content management software (ECM) and related server.

PERFORMANCE MEASURES: System obtained in 2010. Employees trained in 2011. Existing and future hard copy files to be converted to and stored as electronic files, improving record retention, saving office space, and, ultimately, improving operating effectiveness: expected conversion completion in 2012. Board orders will also be made available on the Board's web page, eliminating the processing time of public records requests and making the information immediately retrievable for the public. Maintenance of the system will be ongoing.

BENCHMARK: The reduction of a certain number of file cabinets at the Board office and a decrease in the number of public records requests processed by the Board's staff.

GOAL #5: Continued advancement of the Prescription Monitoring Program (PMP)

OBJECTIVE #1: Develop on-line access for authorized users.

PERFORMANCE MEASURES: Completed in 2008.

BENCHMARK: The number of reports obtained by authorized users:

2008: 11,891

2009: 82,538

2010: 198,434

2011 and ongoing: Expect continued growth.

OBJECTIVE #2: Conversion to ASAP version 2005/2007 (back end database), allowing additional data to be submitted. Additionally there will also be enhancements to the

security functions, modifications to other existing functions, and website links added for registrants.

PERFORMANCE MEASURES: Completed in 2011.

BENCHMARK: The number of fields of additional data made available to authorized users: 19 in use, 31 more for future expansion.

OBJECTIVE #3: 24/7 (PMP) web enhancements, modifications (front end), which will allow registrants to operate the front end of the PMP system with respect to the new additions to the back end system (conversion to ASAP 2005/2007 format).

PERFORMANCE MEASURES: Completed in 2011.

BENCHMARK: The number of fields of additional data made available to authorized users: 19 in use, 31 more for expansion.

OBJECTIVE #4: PMP interstate data share.

STRATEGIES: The Board has obtained a federal grant to connect to an interstate data hub, which has yet to be created, through which authorized users will obtain more complete patient profiles. The grant includes a completion date of 2014.

PERFORMANCE MEASURES: Completion of a functioning system.

BENCHMARK: The number of reports data shared.

EXTERNAL FACTORS AFFECTING AGENCY GOALS

- Increase in the number of licensees and registrants
- Changes in Federal Law
- Legislation introduced by entities other than the Board
- Development of new technologies
- Competitive salaries for key personnel
- ISU's increase in attendance and second campus in Meridian.
- The economic environment
- Documented, wide spread prescription drug abuse