

Part I – Agency Profile

Agency Overview

The Idaho Board of Pharmacy's charge 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. The agency is governed by a five member board appointed by the Governor, consisting of four pharmacists and one public member who, in turn, employ an executive director to manage the everyday operations of the agency. The Board has a staff of fifteen persons, with the main office located in Boise. The Board employs one compliance officer located in north Idaho, one in east Idaho, and one in southwest Idaho. The Board employs a Deputy Executive Director and a Chief Controlled Substance Investigator, who is responsible for the State's Prescription Monitoring Program and investigations concerning controlled substances. Both are located in the Board's Boise office.

The key divisions of the Board include compliance, regulation, licensing & registration, customer service, Prescription Monitoring Program, and controlled substance authority. The majority of funding for the Board is generated through licensing & registration; additional funds come from fines, fees and sale of printed material, with no monies appropriated from the General Fund. The earliest minutes for the Board on record are from 1911; however, the Board does possess a copy of Board of Pharmacy license No. 3 issued February 26, 1889 in Boise City, Idaho Territory.

The Board maintains a web site, <https://bop.idaho.gov>, allowing access to relevant Sections of Idaho Code and administrative rules, Board minutes, newsletters, notices of Board meetings and continuing education, registration forms, an interactive license and registration on-line verification program and on-line renewal of licenses and registrations.

The Board offices are located at 1199 Shoreline Lane, Suite #303, Boise, Idaho 83702 and can be reached by phone at (208) 334-2356 or Fax (208) 334-3536.

Core Functions/Idaho Code

Pharmacist licensure requires meeting standards in education, internship, and examination, as well as continuing education to maintain licensure. The Board may also refuse to issue or renew, suspend, revoke or restrict licensure as set forth in Idaho Code. The Board regulates and licenses pharmacists and wholesalers and regulates and registers non-resident pharmacists, technicians, student pharmacists, and drug outlets, including retail, institutional, manufacturing, wholesaling, limited service, veterinary, mail service pharmacy, non-resident central drug outlets, and outsourcing drug facilities, pursuant to Title 54, Chapter 17.

The Board is also responsible for enforcement of the Uniform Controlled Substances Act, pursuant to Title 37, Chapter 27, registering all persons who manufacture, distribute, dispense (which includes prescribe and administer), or conduct research with controlled substances. The Board is also Idaho's Controlled Substance Authority, responsible for maintaining the schedule of controlled substances. The Board maintains a Prescription Drug Monitoring Program, in which the Board receives certain data on controlled substances dispensed and collates the data into patient profiles, available for use by authorized users, such as pharmacists, prescribers, and law enforcement. The purposes of the Prescription Drug Monitoring Program are to assist in identifying illegal activity related to the dispensing or obtaining of controlled substances and to provide information to patients, practitioners and pharmacists, thus assisting in the effective prescribing of controlled substances.

The Board is also responsible for the Idaho Wholesale Drug Distribution Act and its rules including licensure of wholesale distributors that distribute in or into Idaho and enforcement of practice standards. In FY 2014 the federal Drug Quality and Security Act was enacted by Congress, which preempts some Idaho law and changes registration parameters. Various provisions of the act take effect over various portions of the next decade, mandating periodic, scheduled changes to Idaho Code.

Revenue and Expenditures

Revenue	FY 2016	FY 2017	FY 2018	FY 2019
Federal Grant Fund	\$0	\$0	\$0	\$0
State Regulatory Fund	\$1,846,200	\$2,016,600	\$2,199,700	\$2,028,700
Total	\$1,814,200	\$2,016,600	\$2,199,700	\$2,028,700
Expenditures	FY 2016	FY 2017	FY 2018	FY 2019
Personnel Costs	\$979,200	\$1,137,300	\$1,136,200	\$1,070,500
Operating Expenditures	\$457,800	\$624,600	\$755,700	\$804,500
Capital Outlay	\$87,500	\$17,500	\$195,600	\$3,000
Trustee/Benefit Payments	\$0	\$0	\$0	\$0
Total	\$1,524,500	\$1,779,400	\$2,087,500	\$1,878,000

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2016	FY 2017	FY 2018	FY 2019
License/Registrations Issued	21,266	22,048	22,922	18,667
Board Orders	91	94	65	60
Controlled Substance Prescriptions Reported	3,141,103	3,050,789	2,959,683	2,885,781
Patient Profiles Provided	7,074	3,695	3,066	1848
24/7 Online Request	536,167	1,295,574	7,150,629	21,004,238
CE Presentations	20	14	22	27
Board Meeting Open to the Public	10	7	9	12

Licensing Freedom Act

Agencies who participate in licensure must report on the number of applicants denied licensure or license renewal and the number of disciplinary actions taken against license holders.

	FY 2016	FY 2017	FY 2018	FY 2019
PHARMACIST				
Total Number of Licenses	2569	2680	2841	2979
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	26
Number of Final Disciplinary Actions Against Licensees	56	58	18	6
NON RESIDENT PIC				
Total Number of Licenses	613	713	735	709
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	0
Number of Final Disciplinary Actions Against Licensees	NA	NA	NA	0
PHARMACIST INTERN				
Total Number of Licenses	562	495	442	358
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	1
Number of Final Disciplinary Actions Against Licensees	0	0	0	1

	FY 2016	FY 2017	FY 2018	FY 2019
TECHNICIAN				
Total Number of Licenses	1902	1041	2108	2068
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	8
Number of Final Disciplinary Actions Against Licensees	3	10	2	5
PHARMACY TECHNICIAN IN TRAINING				
Total Number of Licenses	1050	1027	1000	793
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	1
Number of Final Disciplinary Actions Against Licensees	1	3	8	1
STUDENT TECHNICIAN				
Total Number of Licenses	N/A	N/A	N/A	19
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
PRACTITIONER CS				
Total Number of Licenses	8034	8379	8940	8836
Number of New Applicants Denied Licensure	1	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	23
Number of Final Disciplinary Actions Against Licensees	10	23	29	10
DRUG OUTLET				
Total Number of Licenses	645	696	716	587
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	62
Number of Final Disciplinary Actions Against Licensees	1	10	12	28
WHOLESALE LICENSE				
Total Number of Licenses	604	539	552	521
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	3
Number of Final Disciplinary Actions Against Licensees	0	0	1	3

	FY 2016	FY 2017	FY 2018	FY 2019
WHOLESALE REGISTRATION				
Total Number of Licenses	254	223	241	203
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	0
Number of Final Disciplinary Actions Against Licensees	0	4	1	0
CENTRAL DRUG OUTLET				
Total Number of Licenses	42	46	47	50
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0
MAIL SERVICE PHARMACY				
Total Number of Licenses	697	716	740	696
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	9
Number of Final Disciplinary Actions Against Licensees	1	4	5	4
DME OUTLET				
Total Number of Licenses	437	448	482	432
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	6
Number of Final Disciplinary Actions Against Licensees	0	0	0	2
MANUFACTURER				
Total Number of Licenses	266	476	504	549
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	0
Number of Final Disciplinary Actions Against Licensees	2	1	0	0
VETERINARY DRUG OUTLET				
Total Number of Licenses	9	9	10	122
Number of New Applicants Denied Licensure	NA	NA	NA	0
Number of Applicants Refused Renewal of a License	NA	NA	NA	0
Number of Complaints Against Licensees	NA	NA	NA	0
Number of Final Disciplinary Actions Against Licensees	0	0	0	0

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019
Number of Chapters	1
Number of Words	12,311
Number of Restrictions	149

Part II – Performance Measures

Performance Measure (New) ^{1,5}		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Goal 1						
<i>Maintain and refine Idaho pharmacy law to ensure it facilitates innovation while protecting public safety</i>						
1. Attend all NABP meetings to identify opportunity for improvement in laws and rules	actual	100% attendance	100% attendance	100% attendance	100% attendance	-----
	target	Attend 100% of NABP meetings annually (NABP Annual, District 7-9, Executive Officers Forum, Compliance Officers Forum)	Attend 100% of NABP meetings annually (NABP Annual, District 7-9, Executive Officers Forum, Compliance Officers Forum)	Attend 100% of NABP meetings annually (NABP Annual, District 7-9, Executive Officers Forum, Compliance Officers Forum)	Attend 100% of NABP meetings annually (NABP Annual, District 7-9, Executive Officers Forum, Compliance Officers Forum)	Attend 100% of NABP meetings annually (NABP Annual, District 6-8, Executive Officers Forum, Compliance Officers Forum)
Goal 2						
<i>Educate licensees and registrants on Idaho pharmacy law and impending changes</i>						
2. Number of standalone CE programs on law updates	actual	20 sessions	14 sessions	22 sessions	25 sessions	-----
	target	Host at least five (5) sessions annually throughout the state	Host at least five (5) sessions annually throughout the state	Host at least five (5) sessions annually throughout the state	Host at least five (5) sessions annually throughout the state	Host at least five (5) sessions annually throughout the state
Goal 3						
<i>Protect public safety by effectively regulating the practice of pharmacy.</i>						
3. Timely processing of technician-in-training applications ⁶	actual	18 days	18 days	15 days	17 days	-----
	target	<18 days (inclusive of weekends and other factors outside of staff control)	<18 days (inclusive of weekends and other factors outside of staff control)	<18 days (inclusive of weekends and other factors outside of staff control)	<18 days (inclusive of weekends and other factors outside of staff control)	Greater than 95% of applications processed within 18 calendar days each fiscal year (inclusive of weekends and other factors outside of staff control) ⁶

Performance Measure (New) ^{1,5}		FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
4. Timely processing of pharmacist license reciprocity applications ⁷	actual	87 days	85 days	76 Days	26 days	-----
	target	<90 days (inclusive of weekends and other factors outside of staff control)	<90 days (inclusive of weekends and other factors outside of staff control)	<90 days (inclusive of weekends and other factors outside of staff control)	<90 days (inclusive of weekends and other factors outside of staff control)	Greater than 95% of applications processed within 45 calendar days each fiscal year (inclusive of weekends and other factors outside of staff control) ⁷
5. Timely inspection of all pharmacies located in Idaho ²	actual	104% of goal ³	104% of goal	98% of goal ⁴	159% of goal	-----
	target	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period
6. Timely inspection of all prescriber drug outlets located in Idaho ²	actual	112% of goal ³	108% of goal	84% of goal ⁴	155% of goal	-----
	target	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period	100% of facilities inspected in an 18-month period
7. Timely resolution for complaints under the Board's jurisdiction that avoid the need for hearing. ⁸	actual	-----	-----	-----	-----	-----
	target	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	Greater than 90% of cases the agency acted upon will be resolved by means other than hearing
Goal 4						
<i>Optimize the use and functionality of the state's Prescription Drug Monitoring Program (PDMP)</i>						
8. Number of CE programs on appropriate PDMP use ⁹	actual	-----	-----	-----	-----	-----
	target	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	New goal for FY20. No available data for this timeframe	At least three (3) programs hosted annually
9. Percentage of controlled substance prescriptions that pharmacists check PDMP on prior to dispensing ¹⁰	actual	8.0%	25%	52.1%	55%	-----
	target	Baseline: 6.7% checked; work toward 20% over life of strategic plan	Baseline: 6.7% checked; work toward 20% over life of strategic plan	30% checked	50% checked	50% checked
10. 20. Percentage of controlled substance prescriptions that the Top 100 prescribers check PDMP ¹¹	actual	35%	38.6%	37%	37%	-----
	target	Baseline: 35% checked; work toward 50% over life of strategic plan	Baseline: 35% checked; work toward 50% over life of strategic plan	Work toward 50% over life of strategic plan	Work toward 50% over life of strategic plan	Work toward 50% over life of strategic plan

Performance Measure Explanatory Notes

1 - In January 2016, the Board launched a new Performance Dashboard to more transparently communicate its performance on key measures articulated in the agency's strategic plan throughout the year. The Board reviews performance on these measures at each regular Board meeting, and makes recommendations or takes corrective action as needed.

2 - With a January 2016 launch of the Board Dashboard, the data presented herein covers the time period from January through July 2016; it is logistically difficult to calculate these measures prior to the official launch of the Dashboard.

3 - Given the time period the measure is reported (January through July), Board staff inspected more facilities than the goal, resulting in a percentage >100%.

4 - The Board was without 1 of its 3 compliance officers from mid-January to early-May.

5 - Following four years of tracking the "new" measures launched in January 2016, the Board reviewed and established a new Performance Dashboard on July 1, 2019 to more transparently communicate its performance on key measures articulated in the agency's current strategic plan throughout the year. The Board reviews performance on these revised measures at each regular Board meeting and makes recommendations or takes corrective action as needed.

6 - This measurement was retained for FY20 but restated with the benchmark set as a percentage with a higher number indicating better performance.

7 - This measurement was retained for FY20 but restated with the benchmark set as a percentage with a higher number indicating better performance. The benchmark time measurement was also cut in half making this a more challenging goal for the agency to attain.

8 - This is a new measurement that more accurately reflects the direction of the Board Members.

9 - This is a new measurement specifically targeted to reach the controlled substance prescribers, which differentiates it from performance measure #1 which primarily targets pharmacists/technicians/interns.

10 - The benchmark for this measurement picks up where the same measure left off. Baseline is now 35%, the average of the previous four years, and the target is now to maintain 50% with emphasis on improvement from that point - a more challenging goal.

11 - This measurement was retained and modified by removing "prior to prescribing" to be a more accurately measured element.

For More Information Contact

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