BO	ARD OF PH	IARMACY	OPERATI	ONAL R	EVIEW I	MPLEM	ENTATI	ON PLA	N		
Work Items & Status:	2012		2012		20	12	2	013	2013	2013	2013
Recommendation #1	Q 2		Q3		Q	Q 4		21	Q 2	Q 3	Q 4
The Board should re-allocate current	April-June		July-Sept		Oct.			-Mar	April-June	July-Sept	Oct - Dec
resources to:	r ,		, , , , , , , , , , , , , , , , , , ,					-	r ,	J - J - F	
1A. Increase licensing staff.											
TA. Increase incensing starr.	Conduct agn	Evaluate use of	Reallocate								
	Conduct gap analysis for	Evaluate use of .75 OS2 in	position from								
	licensing.	licensing	compliance to								
	ncensing.	ncensing	licensing								
	Courtney										
Status:											
	Develop policy				Recruit for	Training for	PP to				
	packages as				vacant .75	new .75 in	increase to				
	needed.				OS2	licensing	full time				
	Karen &	Karen & Chrisy	Karen & Chrisy	Karen &							
Status:	Chrisy		2	Chrisy							
	Research other	Evaluate	Still evaluating								
1B. Dedicate a licensing supervisor.	Boards (Medical	licensing	as it relates to								
	& Nursing)	manager	1C below.								
	Licensing staff	position	ic below.								
	models, work	position									
	processes and										
	verification of										
	practices.										
	Karen	Karen & GS									
Status:											
	Develop policy	Finalize	Submit reclass			Proposed PP					
1C. Focus the administrative	packages as	Oerations Policy	for PM position			for reclass					
director position on agency	needed.	Analyst	to Operations								
		Reclassification	Policy Analyst								
operations		from Project									
	Karen & GS	Manager Karen	Karen								
Status:	Kuren & us	Kuren	Kuren								
	Complete Project	Make a plan for									
	Manager	training PM and									
	recruitment when	transition from									
	hiring freeze	AD's desk									
	lifted										
	Karen & Chrisy	GS & Karen			5 V						
		Develop NPO			Roll out		Track new NPO's for	Random			
		licensing			campaign		compliance	Inspections			
		campaign for			unlicensed		compliance				
		unlicensed outlets.			Mfgr and Wholesalers						
		Courtney &			Courtney &	1	Karen/				
		Karen			Karen		Chrisy	GM			
Status:											

<u>Recommendation #2</u> To help improve efficiency, assure	2012 Q 2	2012 Q3				2012 Q 4		013 01	2013 Q 2	2013 Q 3	2013 Q 4
compliance and	April-June	July-Sept			Oct-	Dec	Jan-1	March	April-June	July-Sept	Oct - Dec
1A. Biennial Licensing											
	Begin review of fee analysis by license type										
	TBD										
Status:											
2B. Staggered licensing								Execute a cost benefit anyalsis on biennial licensure & staggered licensina TBD			
Status:											
2C. On-line renewals for all											
license types			Devlop online		10/1/12 roll	Develop			Evaluate		
			renewals for		out Intern	renewals for			online		
			interns		online	non-			renewals for W		
					renewals	prescription			& M's		
			Chrisy &		Chrisy &	drug outlets Chrisy &			Karen &		
			Grant		Grant	Grant			Chrisy		
Status:											
	2012		2010			12			2012	0010	0040
Recommendation #3	2012		2012		20			013	2013	2013	2013
The Board should develop: formal, written procedures for all operational activities.	Q 2		Q3		Q 4		Q 1		Q 2	Q 3	Q 4
	April-June		July-Sept	•	Oct-	Dec	Jan-I	March	April-June	July-Sept	Oct - Dec
3A. Formal, written procedures for all operational activities.											
	Licensing		Finalize manuals		Mgmt staff to		Finalize	Establish	Review	Review	Review
	continue to work on desk manuals.	review of Licensing desk manuals		annually, set schedule	begin documenting written		written procedures	policies as needed	licensing desk manuals	compliance policies & procedures	operational policies & procedures
					procedures for operational						
	Courtney & Karen	Mgmt Team	Courtney/ Karen	Courtney/ Karen	Mgmt Team		Mgmt Team	Mgmt Team	Karen	GM	Mgmt Team
Status:											

Recommendation #4	2012 2012			2012		20)13	2013	2013	2013	
The Board should develop a formal			Q3		Q			21	Q 2	Q 3	Q 4
approach to cross training employees	April-June		July-Sept		Oct-			March	April-June	July-Sept	Oct - Dec
	******						Training for				
	Utilize desk manuals & switch						new .75 in				
	up workoad in						licensing assignment				
	each department						TBD				
							• • • • • • • • • • • • • • • • • • • •				
St- t	Mgmt Team						Karen				
Status:											
	Identify cross		Implement cross					Review 2012			
	training needs for		training for front					cross			
	the front desk and		desk and LEDS					training			
	LEDS							efforts			
	Chrisy		Chrisy					Karen			
Status:											
	Courtney to train							Review 2012			
	new Licensing							cross			
	Rep on Outlets							training efforts			
	Courtney							Karen			
Status:	courtiney										
							 				
	Michael to cross	Implemented				Review 2012		Begin cross-			
	train Rene for	•				cross		training for			
	Pharmacist,					training		Rene and			
	Intern, FPGEC					efforts		Michael on			
	and Reciprocity							outlets			
~	Karen					Karen		Karen			
Status:											
						Cuesessia					
	Begin succession					Succession					
	planning and					planning report					
	mentoring					τερυτ					
	GS/GM					GS/GM					
Status:						,					
	Management staff										
	back up system										
	Mgmt Team						_				
Status:											

Recommendation #5	2012	2012		2012		2013		2013	2013	2013	
Board management should:	Q 2		Q3					1	Q 2	Q 3	Q 4
board management should:		July-Sept			Q 4 Oct-Dec		Jan-M				Q4 Oct - Dec
	April-June		July-Sept		001-	Dec	Jan-N	141 011	April-June	July-Sept	ULL - DEL
	Establish having		Monthly								
	at least one		licensing								
5A. Identify desired and	department		meetings and as								
appropriate information to share	meeting each		needed								
with staff.	month		necucu								
	Mgmt Team		Karen			Karen		Karen	Karen	Karen	Karen
Status:											
	Weekly or bi-	Expanded OM									
	weekly e-mail	' report									
	communications	implemented									
	from Mgmt team	-									
	Mgmt Team										
Status:											
			I								
	All staff meetings										
	twice a year										
	Mgmt Team										
Status:											
	Other compliance										
	and licensing										
	meetings										
	weeklyand as										
	needed										
	Karen/GM										
<u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u></u>	Kuren/GM										
Status:											
	Weekly										
	management										
	management										
	GS										
Status:											
Recommendation #6	2012		2012		20	12	20	13	2013	2013	2013
The Board should provide annual	Q 2		Q3		20 Q		20 Q		Q 2	Q 3	Q 4
performance evallations for all staff.	Q 2		Q 5		Q		Q	•	¥ 2	Q 5	ų۳
r united et automotion for un built	April-June		July-Sept		Oct-	Dec	Ian-N	larch	April-June	July-Sept	Oct - Dec
	npin-june		July-Sept		0.1-		jan-N	141 011	April-June	July Sept	OLL DEL
	Finalize written		Establish &								
	evaluations for all		schedule regular								
	staff.		annual								
	<i>stujj</i> .		evaluations								
	GS/GM/Karen/		GS/GM/Karen/								
	Chrisy		Chrisy								
Status:											
									i		

Recommendation #7	2012		2012		20	12	2	013	2013	2013	2013
The Board should give consideration to	Q 2		Q3		Q	Q 4		Q1	Q 2	Q 3	Q 4
modifying its current approach to using											
only licensed pharmacists as its											
investigators.											
	April-June		July-Sept		Oct-Dec		Jan-March		April-June	July-Sept	Oct - Dec
		Research other				Evaluate w/		Mgmt staff			
		BOP's to see how				other Oregon		to provide an			
		and if non RPh				Bds how		update to the Board			
		investigators are utilized				using unlicensed		воага			
		utilizeu				professionals					
						worked i.e.					
						cops etc.					
		Mgmt Team				Mgmt Team		Mgmt Team			
Status:											
		Review Survey of									
		Pharmacy Law									
		to see if info is									
		accessible or									
		possibly a NABP									
		mail bag survey									
		GS									
Status:											

Recommendation #8	2012	2012			20	12	2013		2013	2013	2013
The Board's Compliance Management	Q 2	Q3			Q		Q 1		Q 2	Q 3	Q 4
should be more proactive in its management	× -	20			×	-		c -	x -	4 0	× -
of its resources with the Compliance											
Department.											
-	April-June		July-Sept		Oct-	Dec	Ian-J	March	April-June	July-Sept	Oct - Dec
	F / -		, , , , , , , , , , , , , , , , , , ,	[F /	, , , , , , , , , , , , , , , , , , ,	
	Establish monthly										
	review of case										
	completion										
	GM			_							
Status:											
	Establish monthly										
	review of										
	complaints that										
	fall w/in the 120										
	days requirement										
	GM										
Status:				+							
					Establish crit	eria for staff					
					performance of	of inspections					
					& investi						
	GM					·					
Status:				1							
Recommendation #9	2012		2012	8	20	12	2	013	2013	2013	2013
	Q 2		Q3		Q			21	Q 2	Q 3	Q 4
The Board should enforce the probationer	× -		ų.σ		×	-		¢ -	x -	4 0	× -
policy as written or modify it to reflect											
practives being implemented.											
	April-June		July-Sept		Oct-	Dec	Jan-J	March	April-June	July-Sept	Oct - Dec
	. .										
	Policy revised. For	Review final		Policy				Review			
	review at June	revisions to		implemented				policy at			
	meeting, get final	policy at August						Annual			
	input	Board meeting						Strategic			
		and implement						Planning			
		for all existing									
		and new									
		probationers									
	GM	GM						Mgmt Team			
Status:				1							
				†							
L				L	I			L	L	l	L

Recommendation #10	2012		2012			2012		2013		2013	2013
The Board should consider implementing a paperless environment.	Q 2		Q3 July-Sept		Q 4 Oct-Dec		Q 1 Jan-March		Q 2	Q 3	Q 4
	April-June								April-June	July-Sept	Oct - Dec
	Gathering informaion from vendors regarding scanning, tech rqmt, records retentions & pricing Karen &	Develop policy package for 13- 15 budget. Karen & GS						Assuming policy package is approved initiate contracting Karen			
Status:	Chrisy										
		Can we begin anything sooner than 07/2013?									
Status:		Karen & GS									