

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** Pharmacy, Board of

**Mission Statement:**

The mission of the Oregon State Board of Pharmacy is to promote, preserve and protect the public health, safety and welfare by ensuring high standards in the practice of pharmacy and by regulating the quality, manufacture, sale and distribution of drugs.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Percent of inspected pharmacies that are in compliance annually.		Approved	79%	80%	80%
2. Percent of audited pharmacists who complete continuing education on time.		Approved	97%	0%	100%
3. Percent of pharmacies inspected annually.		Approved	100%	100%	100%
4. Average number of days to complete an investigation from complaint to board presentation.		Approved	98	100	100
5. CUSTOMER SERVICE - Percent of Customers Rating Their Satisfaction With the Agency's Customer Service as "Good" or "Excellent" : Overall Customer Service, Timeliness, Accuracy, Helpfulness, Expertise, and Availability of Information.	Timeliness	Approved	90%	90%	90%
	Expertise		94%	90%	90%
	Accuracy		93%	90%	90%
	Helpfulness		92%	90%	90%
	Overall		93%	90%	90%
	Availability of Information		90%	90%	90%
6. Board Best Practices - Percent of total best practices met by the Board.		Approved	99%	100%	100%

**LFO Recommendation:**

For KPM #2, LFO recommends the agency reports information only in odd number years when pharmacists renew their license and are audited.

For the remaining KPMs, LFO recommends approval of KPM and targets as presented.

**SubCommittee Action:**