

AGENCY OBJECTIVES AND OUTCOME MEASURES

For the purpose of these measures, the term “license” also includes “registration”

OBJECTIVE Through each year of the strategic plan, to operate a licensure system for pharmacists, pharmacy technicians, and pharmacies that will assure that 100% of pharmacists, 100% of pharmacy technicians, and 100% of pharmacies meet minimum licensing standards.

Outcome Measure

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

OBJECTIVE In each year of the strategic plan: to deter and reduce the incidence of violations of the law through compliance inspections of 50% of the licensed pharmacies in Texas and through technical assistance to licensees; to educate and increase licensee access to information by contacting 100% of licensees; to resolve/close complaints received within 250 days of receipt.

Outcome Measures

- Percent of Complaints Resolved Resulting in Disciplinary Action
- Recidivism Rate of Those Receiving Disciplinary Action
- Percent of Documented Complaints Resolved Within 6 Months
- Recidivism Rate for Peer Assistance Program
- One Year Completion Rate for Peer Assistance Program

OBJECTIVE To include historically underutilized businesses (HUBs) in at least 20% of professional services contracts, 33% of other services contracts, and 12.6% of commodities contracts and subcontracts awarded annually by the agency in purchasing and public works contracting by fiscal year 2005.

Outcome Measure

- Percent of Total Dollar Value of Purchasing and Public Works Contracts and Subcontracts Awarded to HUBs