

**TEXAS STATE BOARD OF PHARMACY  
PERFORMANCE EVALUATION  
EXECUTIVE DIRECTOR**

**EVALUATION GUIDELINES**

- The evaluation process will provide a mechanism for all Board Members and staff to evaluate the Executive Director's performance in a confidential and anonymous manner.
- The Executive Director's performance will be formally evaluated on an annual basis.
- The Executive Director will be given an opportunity to provide input into the evaluation criteria, forms, and process before they are finalized.
- The Executive Director will complete a self-evaluation and copies will be provided to all Board Members with the evaluation forms.
- All Board Members and agency staff will be queried about the Executive Director's performance.
  - A summary of the staff ratings will be provided to Board Members and the Executive Director.
  - A summary of Board Member ratings will be provided to each Board Member.
- Anonymity of individual ratings and comments will be assured.
- The Board's President will oversee the evaluation process. Board Member and staff evaluation results will be reviewed and discussed by the Board during a posted, closed, executive session, pursuant to Section 551.074 of the Texas Open Meetings Act. The Board Members will create a consensus evaluation during this executive session. Once a consensus is reached, the Executive Director will join the Board Members in executive session for discussion. Any action will be announced in open session.
- The Executive Director will be given an opportunity to respond to the evaluation with written comments that will be attached to the evaluation and filed in the Executive Director's personnel file.
- Eligibility for a merit salary increase is the same as for other staff employed by the agency and requires that job performance and productivity be consistently above what is normally expected or required. However, since the Executive Director's salary is currently set at the amount listed in the current Appropriation's Act, no merit salary increase may be awarded.

**TEXAS STATE BOARD OF PHARMACY  
EVALUATION OF THE EXECUTIVE DIRECTOR  
GAY DODSON - 2009**

**BOARD MEMBER INSTRUCTIONS**

- The evaluation form contains the key elements of the Executive Director's job description, with descriptive standards for each Key Result Area.
- On the evaluation form, please circle the appropriate rating for each standard/objective. If appropriate, you may also circle "don't know."
- If you believe that performance fluctuates on sub-components of the standard for a specific duty, select the score that best represents overall performance on the duty and standard listed.
- Include any pertinent comments.
- Do **NOT** write your name on the evaluation form.
- Bring your **COMPLETED** evaluation form to the May 5, 2008, Board meeting.
- The President will distribute the following documents for review:
  - a summary of the staff ratings; and
  - a summary of Board Member's ratings and comments.
- The Board will meet in an executive session during the meeting on May 5, 2009. During this meeting, Board Member and staff evaluation results will be reviewed and discussed by the Board. The Board Members will create a consensus evaluation document during this executive session. Once a consensus is reached, the Executive Director will join the Board Members in executive session for discussion.

**TEXAS STATE BOARD OF PHARMACY  
SELF-EVALUATION**

**NAME:** Gay Dodson, R.Ph.  
**POSITION:** Executive Director/Secretary  
**PERIOD COVERED:** September 1, 2007, through August 31, 2008 (Fiscal Year 2008)  
**DATE OF REVIEW:** May 5, 2009

RATING VALUES	KEY RESULT AREAS
5 – Excellent	1. Agency Performance
4 – Good	2. Individual Performance
3 – Adequate	3. Subordinate Performance
2 – Needs Improvement	4. Anticipation
1 – Unacceptable	5. Self-Development

**KEY RESULT AREA 1.  
AGENCY PERFORMANCE**

**Objective 1: Provides a leadership role in the regulation of the practice of pharmacy and in implementing the Board’s policies, mission, strategic plan, and legislative appropriations request.**

**Standards**

- Demonstrates leadership, strategic planning skills, and considerable analytical abilities in assessing needed programs, priorities, and policies.
- Facilitates consensus, collaboration, and participation of Board Members, staff, and appropriate professional and governmental agencies.
- Ensures quality and timely submission of agency plans and legislative appropriations request and implementation of Board directives.
- Informs Board Members of issues that should be considered during their deliberations.

**Comments:** The following were accomplished during this evaluation period:

**1. Legislative**

A chart containing the action steps to implement provisions of bills passed during the 2007 Legislative Session was developed with timelines for action. An updated chart was presented to the Board at each meeting showing progress of the implementation. The following was accomplished regarding this objective:

- A. HB 1 regarding appropriations** – The bill provided funding for the agency including the following new items:
- (1) a salary increase for employees;
  - (2) five additional FTEs;
  - (3) funding for the testing of compounded products;

- (4) funding for the electronic meeting process;
- (5) increase in funding for the PRN program; and
- (6) an increase in the salary of the Executive Director.

A proposed budget for FY2008, including all the above items, was approved at the August 2007 meeting.

B. HB 948 regarding prescription labeling – The bill required the Board to adopt rules that “require the label on a dispensing container to be in plain language and printed in an easily readable font size for the consumer”; and “Specify that a pharmacist must provide information to a consumer when dispensing a prescription.” The information must be written in plain language; relevant to the prescription; and printed in an easily readable font size. Rules were adopted at the February 2008 meeting and published in the February 29, 2008, issue of the *Texas Register* and became effective on March 6, 2008.

C. H.B. 1676 regarding a Public Awareness Campaign on Buying Drugs on the Internet – The bill requires the office of the Attorney General (AG), in consultation with the Texas State Board of Pharmacy, pharmacy trade associations, and consumer advocates, to develop a public awareness campaign to “educate consumers concerning solicitations for the sale of prescription drugs that are made using email or the Internet. The AG may accept gifts, grants, and donations to support the campaign.

The AG’s office contacted TSBP regarding contacts for the pharmacy trade associations and setting a meeting to discuss the bill and issued the first press release regarding online pharmacies in September 2007. TSBP will continue to work with the AG regarding this education campaign.

D. S.B. 625 regarding the Substitution of Drugs – This bill amends several sections of the Texas Pharmacy Act to: (1) Create a joint committee composed of an equal number of members from TSBP and Texas Medical Board (TMB); and (2) Require the committee to make a recommendation to TSBP on whether to include a drug on the list of narrow therapeutic index (NTI) drugs as required by new Section 562.0142. The committee must make a recommendation to TSBP in sufficient time to allow the Board to adopt rules and issue findings not later than July 1, 2008.

The joint committee was appointed prior to the deadline of September 14, 2007. This committee held a public hearing on November 19, 2007, concerning the addition of transplant immunosuppressants to a list of NTI drugs. In addition, the joint committee met on January 14, 2008, to consider the addition of anti-seizure/anti-epileptic drugs to a list of NTI drugs. The joint committee recommendation to NOT add transplant immunosuppressant or anti-seizure/anti-

epileptic drugs to a list of NTI drugs was presented at the February 5-6, 2008, meeting. The Board voted to propose rules to implement the committee recommendation, and the rules were published in the March 21, 2008, issue of the *Texas Register*. The rules were adopted at the May 2008 meeting and became effective on May 8, 2008.

- E. S.B. 997 regarding out-of-state controlled substance prescriptions – This bill amends Section 481.074(h) of the Texas Controlled Substances Act to allow pharmacists to dispense prescriptions for controlled substances under a written, oral, or telephonically communicated prescription from an out-of-state practitioner. Draft rules were approved at the October 30-31, 2006, meeting and published in the November 23, 2007, issue of the *Texas Register*. The proposed rules were adopted at the February 2008 meeting and became effective on March 6, 2008.
- F. S.B. 1274 regarding the flavoring of prescriptions – This bill gives the Board the authority to adopt rules governing the procedures for a pharmacist, as a part of compounding, to add flavoring to a commercial product at the request of the patient or patient's agent. Draft rules were approved at the October 30-31, 2007, meeting and published in the November 23, 2007, issue of the *Texas Register*. The proposed rules were adopted at the February 2008 meeting and became effective on March 6, 2008.
- G. S.B. 1658 regarding the emergency dispensing of 30 days supply of prescription drugs – This bill amends Section 562.054 of the Texas Pharmacy Act and Section 481.074 of the Texas Controlled Substances Act to allow, in the event of a natural or manmade disaster, pharmacists to dispense up to a 30-day supply of a prescription drug, other than Schedule II drugs. Draft rules were approved at the February meeting and published in the February 29, 2008, issue of the *Texas Register*. The proposed rules were adopted at the August 2008 meeting and became effective on September 7, 2008.
- H. S.B. 1879 regarding amendments to the Texas Controlled Substances Act – This bill made a number of amendments to the Texas Controlled Substances Act, the majority of which the only action required by the Board was the notification and education of pharmacists as to the new requirements. Notification of the changes was published in the fall 2007 issue of the *Newsletter*. The bill also included three changes that required specific action by TSBP. These changes were as follows:
- (1) The bill deleted the requirement that a Schedule II prescription may not be filled after seven days and specified that the director of DPS in consultation with TSBP and TMB is required to adopt a rule establishing the period after the issue date that a prescription may be filled. DPS contacted TSBP on July 16, 2007, regarding the time period and TSBP agreed to set this time limit to 21 days. DPS published proposed rules in the November 30, 2007, issue of the *Texas Register*. On December 31, 2007, TSBP issued a letter supporting the DPS proposed rule regarding

the dispensing of CII prescriptions for 21 days after issuance. The rules were adopted by DPS and became effective on March 12, 2008.

- (2) The bill created an advisory committee to advise DPS on implementation of the monitoring program for Schedule III-V prescriptions. One member of TSBP was included as a member of the Advisory Committee. On January 9, 2008, TSBP received a letter from DPS regarding appointment of a TSBP member to the Advisory Committee, and President Fry appointed Vice President Kim Caldwell to serve on this committee. The Advisory Committee held meetings on April 16, 2008; May 22, 2008; and August 15, 2008.
- (3) The bill established a Pain Treatment Review Committee, including a pharmacist member of TSBP who serves as a non-voting resource member. The committee was to study the provisions of the state laws that relate to the administration of prescription medications, controlled substances, and the needs of patients for effective pain control and management and examine how the certain statutes affect public health needs, the professional medical community, and persons affected by acute, chronic, or end-of-life pain. This committee was not established during FY2008.
- (4) The bill requires TSBP and four other agencies to submit a report to the Senate Committee on Health and Human Services and the House Public Health Committee that details the number and type of actions relating to the prosecution of violations of the Texas Controlled Substances Act. The initial report is due November 11, 2007, and an update is due on May 1 and November 1 of each year. The first report was delivered to Senator Nelson and Representative Delisi on November 1, 2007. A subsequent report was delivered on April 29, 2008.

- I. S.B. 1896 regarding the recycling of prescription drugs in prisons and jails - This bill amends the Texas Pharmacy Act to allow the return and re-dispensing of prescription drugs from penal institutions in the same manner nursing homes can return drugs. At the May 2007 meeting, the Board voted to propose the rules. The rules were published in the June 15, 2007, issue of the *Texas Register*. The Board adopted the rules at the August 7-8, 2007, meeting and the rules became effective on September 18, 2007.

## **2. Planning**

- A. The *Strategic Plan for the 2009-2013* period was the product of the following:
  - A. The 2007-2011 Strategic Plan was reviewed by the Board Members and agency staff (Internal Assessment) and a significant amount of input was provided regarding issues and updates that need to be addressed.

- B. Comments were solicited from key pharmacy professional organizations, consumer advocacy groups, governmental agencies, and academic institutions.
- C. After receipt of the comments, the agency researched the trends and resulting issues expected to have the most significant impact on the profession and regulation of pharmacy over the next five years. The Board Members worked with staff to develop or update Issue Statements. The Board approved the final draft of the FY2009-2013 Strategic Plan at the May 2008 Board Business Meeting. The TSBP Strategic Plan was published and delivered to the Governor's Office and other applicable agencies by the due date.

B. Legislative Appropriation Request for FY2010-2011.

The Executive Committee reviewed staff's recommendations for the exceptional items in the *Legislative Appropriation Request* (LAR) for FY2010-2011 in April 2008. At the April meeting the Executive Committee made a few recommendations for changes in the request. The full Board met in May 2008 to review and approve the recommendations of the Executive Committee for the agency's FY2010-2011 LAR. The exceptional items approved by the Board are the agency replacement of the agency's database system; an increase to the Executive Director's salary; 14 new positions to maintain services; equity increases for key employees; funding for a merit salary program; increased funding for the testing of compounded products; and the Pharmacy Recovery Network.

C. Orientation of New Board Members

On May 9, 2008, the Governor announced the appointment of three new Board Members (Buford T. Abeldt, Sr., R.Ph., community pharmacist from Lufkin, Texas; Dennis F. Wiesner, R.Ph., community pharmacist from Austin, Texas; and L. Suzan Kedron, public member from Dallas, Texas). The orientation for the new members was held on June 30 - July 1, 2008.

**Objective 2: Ensures agency accomplishes 95% of the agency goals and adheres to Board policies, state laws, and government regulations.**

**Standards:**

- Ensures agency staff and Board Members comply with Board policies, state laws, and government regulations in the performance of their official duties.
- Intervenes, as necessary, to correct identified problems.
- Notifies Board Members of serious breaches.

**Employee Comments:** The agency accomplished or partially accomplished all (100%) of its 88 objectives [83 accomplished (94.3%) and 5 partially accomplished (5.7%)]. In addition, the agency also met or exceeded 11 (91.7%) of its 12 key performance measures listed in the Appropriations Act and required to be reported on an annual basis to the Legislative Budget Board (LBB) as indicated below.

Performance Measure	FY08 Projected Performance	FY08 Performance Attained	Projected Target Met?*
<b>A. Goal: Maintain Standards</b> - To establish and implement reasonable standards for pharmacist education and practice, and for the operations of pharmacies to assure that safe and effective pharmaceutical care is delivered to the citizens of Texas.			
<b>Outcome</b> (Results/Impact)			
Percent of Licensees with No Recent Violations	95%	96.20%	Exceeded
Percent of Licensees Who Renew Online	84.58%	87.21%	Exceeded
<b>A.1.1. Strategy: Licensing</b> - To operate a timely, cost-effective application and renewal licensure system for pharmacies and pharmacists.			
<b>Output</b> (Volume)			
Number of New Licenses Issued to Individuals	1,091	1,058	Met
Number of Licenses Renewed (Individuals)	11,696	12,260	Exceeded
Efficiencies			
Average Licensing Cost Per Individual License Issued	\$11.89	\$10.43	Exceeded
Average Licensing Cost Per Facility License Issued	\$41.09	\$39.20	Exceeded
<b>Explanatory</b>			
Total Number of Business Facilities Licensed	6,292	6,424	Exceeded
<b>B. Goal: Enforce Regulations</b> - To assertively and swiftly enforce all laws relating to the practice of pharmacy to ensure that the public health and safety is protected from the following: incompetent pharmacists; unprofessional conduct; fraud; and misrepresentation by licensees; and diversion of prescription drugs from pharmacies; and to promote positive patient outcomes through the following: reduction of medication errors by encouraging or requiring licensees to implement self-assessment programs and continuous quality improvement programs, including peer review processes; and enforcement of rules relating to patient counseling and drug regimen review, including prevention of misuse and abuse of prescription drugs.			
<b>Outcome</b> (Results/Impact)			
Percent of Jurisdictional Complaints Resulting in Disciplinary Action	95.00%	96.20%	Exceeded

**KEY RESULT AREA 2.  
INDIVIDUAL PERFORMANCE**

**Objective 3: Maintains productive relationships with Board Members, staff, projects, government officials, other agencies, and the media. Represents the Board at functions, legislative hearings, and interviews.**

**Standards:**

- Maintains courteous, respectful relationships and a climate of collaboration.
- Portrays a professional image at meetings, functions, legislative hearings, and interviews.
- Uses discretion in committing Board resources and in presenting Board positions.
- Provides accurate and appropriate information.
- Consults with Board Members and other appropriate individuals before responding to inquiries for which answers appear to be unclear or possibly controversial.
- Is open-minded and tactful, and represents the agency in a positive manner.
- Provides assistance promptly and courteously.
- Provides effective counsel to the Board on potential and actual effects of Board policies, activities, and decisions.

**Employee Comments:** During this evaluation period, the following was accomplished in regard to this objective.

**1. Press Contacts**

I gave 16 interviews with the press concerning a number of issues as follows:

<b>Date</b>	<b>Media/Subject</b>
9/28/2007	Telephone interview with David Schechter of WFAA TV in Dallas regarding the sale of pseudoephedrine.
10/2/07	Follow-up telephone interview with David Schechter of WFAA TV in Dallas regarding the sale of pseudoephedrine.
10/17/2007	Telephone interview with Julie Griffin and Steve Simon of KTRK TV in Houston regarding DEA/TSBP joint investigation.
11/13/2007	Telephone interview with Kathryn Eban of Portfolio Magazine regarding contract pharmacies in hospitals.
11/16/2007	Telephone interview with Diane Dean of Channel 12 in Beaumont regarding on-line pharmacies.
12/5/2007	Media conference call from the American Society of Health-System Pharmacists' Annual Meeting regarding pharmacy technicians.
12/6/2007	Telephone interview with KXAN TV in Austin regarding pharmacy technician stealing morphine from a hospital.
12/17/2007	Telephone interview with Brian Sasser of KPRC TV in Houston regarding pain clinics.
1/11/2008	Telephone interview with KHOU, Channel 11 in Houston regarding pain clinics.

Date	Media/Subject
1/14/2008	Telephone and email interview by Kevin McCoy of USA Today regarding the reporting of dispensing errors.
1/15/2008	Telephone interview with Ryan O'Donnell of News 4 in San Antonio regarding pharmacy lawsuits
2/25/2008	Telephone interview with the Midland Reporter-Times regarding internet pharmacies.
3/25/2008	Telephone interview with the Fort Bend Herald regarding the "pain cocktail."
5/7/2008	Telephone interview with Cindy Colt of the Waco Tribune Herald regarding destruction of drugs in nursing homes.
8/21/2008	Telephone interview with David Fitzpatrick regarding internet pharmacies.
8/25/2008	Telephone interview with Jason Whitley of WFAA TV in Dallas regarding dispensing error in hospitals.

## 2. Presentations

I gave 11 presentations to 1,090 persons, as indicated below.

Date	Name of Association/Location of Meeting	Attendance (Approximate)
10/19/2007	Texas Federation of Drug Stores Annual Meeting – San Antonio	30
12/13/2007	Capitol Area Pharmacy Association – Austin	40
2/23/2008	Houston Pharmacists regarding Pain Clinic Prescriptions – Houston	40
4/6/2008	Board Forum at the Texas Society of Health-System Pharmacists Meeting – Dallas	100
4/12/2008	American Association of Pharmacy Technicians Annual Meeting – San Antonio	60
4/26/2008	West Texas Pharmacy Association – San Angelo	100
6/2/2008	Taping for American Society of Health-System Pharmacists Continuing Education regarding Pharmacy Technicians – Chicago	Unknown
7/8/2008	SERTOMA Club – Round Rock	30
7/11/2008	Pharmacy Technician Educators' Council Annual Meeting – Austin	100
7/18/2008	Board Update and Forum Texas Pharmacy Association's Annual Meeting – Galveston	500
8/9/2008	University of Texas College of Pharmacy's Preceptor Conference – Salado	120
Total		1,120

**3. Meetings.**

I attended 35 meetings or conferences representing the agency as indicated below.

Date	Meeting
10/24-26/2007	NABP/AACP District VI Annual Meeting – Kansas City, MO
11/9/2007	Meeting with the State Auditor's office regarding the audit of the TSBP Complaint Process – Austin
11/13/2007	Task Force on Internship – Austin
11/19/2007	Meeting of the Narrow Therapeutic Index Committee – Austin
11/20/2008	Meeting with the Epilepsy Foundation regarding Narrow Therapeutic Index Drugs – Austin
11/20/2008	Meeting with Section of Compounding Pharmacists lobbyist regarding the TSBP suggestions for law changes – Austin
1/9/2008	Meeting with UT regarding improving the Survey of Organizational Excellence – Austin
1/14/2008	Meeting of the Narrow Therapeutic Index Committee – Austin
1/16/2008	Meeting with Section of Compounding Pharmacists' Lobbyists regarding Narrow Therapeutic Index Drugs – Austin
1/22/2008	Task Force on Class D Pharmacies – Austin
1/22/2008	Meeting with the State Auditor's office regarding the audit of the TSBP Complaint Process
1/25/2008	Capitol Area Pharmacy Association meeting – Austin
2/4/2008	Meeting with Tony Gilman and President Ben Fry regarding the February Board meeting – Austin
2/5/2008	Health Professions Council Administration Committee Meeting – Austin
2/15/2008	Meeting with the State Auditor's office regarding the audit of the TSBP Complaint Process
3/17/2008	Hobby Building Tenants meeting regarding Security – Austin
3/18/2008	Meeting with Texas Department of State Health Services regarding Sterile Compounding Rules – Austin
3/31/2008	Telemedicine Advisory Committee Meeting – Austin
4/10/2008	Task Force on Class C Pharmacy Meeting – Austin
4/14/2008	Meeting with Texas Department of State Health Services regarding the National Drug Stockpile – Austin
4/14/2008	Meeting with Barr Laboratories regarding Narrow Therapeutic Index Drugs – Austin
4/16/2008	Department of Public Safety's Advisory Committee Meeting regarding implementation of SB 1879 – Austin

Date	Meeting
4/28/2008	Meeting with Texas Pharmacy Association staff regarding Professional Recovery Network – Austin
5/5/2008	Conference Call with lobbyist regarding Narrow Therapeutic Index Drug rules – Austin
5/9/2008	Meeting with Houston Drug Enforcement Administration staff – Austin
5/13/2008	Meeting with the State Auditor's office regarding the audit of the TSBP Complaint Process – Austin
5/16-20/2008	National Association of Boards of Pharmacy Annual Meeting – Baltimore
5/22/2008	Department of Public Safety's Advisory Committee Meeting regarding implementation of SB 1879 – Austin
5/27/2008	Meeting with the Department of Aging and Disability regarding prescription drugs in Home Health Agencies – Austin
5/28/2008	Drug Enforcement Administration's Pain Clinic Symposium – Houston
6/27/2008	Task Force on Class C Pharmacies – Austin
7/30/2008	Meeting with the Dental Board regarding Professional Recovery Network – Austin
8/15/2008	Department of Public Safety's Advisory Committee Meeting regarding implementation of SB 1879 – Austin
8/21/2008	Drug Enforcement Administration's Pain Clinic Symposium – Houston
8/27/2008	Telemedicine Advisory Committee Meeting – Austin

**4. Liaison**

I attended 25 meetings of professional associations and committees of the associations to serve as a liaison for the Board as follows.

Date	Name of Association/Location of Meeting
10/18-19/2008	Texas Federation of Drug Stores Annual Meeting – San Antonio
11/7/2007	Texas Pharmacy Practice Coalition – San Antonio
11/9/2007	Meeting with Texas Pharmacy Association leadership regarding the Professional Recovery Network – Austin
11/17-18/2007	Texas Pharmacy Congress Meeting – San Antonio
12/4/2007	Texas Pharmacy Association Public Affairs Committee Conference Call – Austin
12/13/2007	Meeting with the Professional Recovery Network – Austin
12/17/2007	Health Professions Council meeting – Austin

Date	Name of Association/Location of Meeting
1/15/2008	Texas Pharmacy Association's Leadership Reception – Austin
1/23/2008	Meeting with the Professional Recovery Network – Austin
1/29/2008	Health Professions Council Meeting – Austin
3/6-7/2008	University of Texas College of Pharmacy Advisory Council Meeting – Austin
3/25/2008	Health Professions Council Executive Committee meeting – Austin
4/4/2008	National Association of Boards of Pharmacy Bylaws Committee conference call
4/4-6/2008	Texas Society of Health-System Pharmacists Annual Meeting – Dallas
4/25-26/2008	West Texas Pharmacy Association – San Angelo
5/1-2/2008	Texas Pharmacy Congress Meeting – Abilene
5/8/2008	Meeting with Texas Pharmacy Association regarding Professional Recovery Network – Austin
5/22/2008	Capitol Area Pharmacy Association Meeting – Austin
6/3/2008	Health Professions Council Meeting – Austin
6/4/2008	Conference Call with pharmacy associations regarding the Prescription Monitoring Program – Austin
6/26/2008	Capitol Area Pharmacy Association Meeting – Austin
6/30/2008	Health Professions Council Budget Committee Meeting – Austin
7/16-18/2008	Texas Pharmacy Association's Annual Meeting – Galveston
8/12/2008	Texas Pharmacy Practice Coalition – Austin
8/12-13/2008	Texas Pharmacy Congress Meeting – Austin

**6. Health Professions Council**

I was again elected to serve as Vice-Chair of the Health Professions Council (HPC). The following chart shows the Executive Director's involvement in HPC activities.

Date	Name of Association/Location of Meeting
12/17/2007	Health Professions Council meeting – Austin
1/29/2008	Health Professions Council Meeting – Austin
3/25/2008	Health Professions Council Executive Committee meeting – Austin

Date	Name of Association/Location of Meeting
6/3/2008	Health Professions Council Meeting – Austin
6/30/2008	Health Professions Council Budget Committee Meeting – Austin

**Objective 4: Demonstrates effective management and leadership skills. Uses considerable independent judgment and self-sufficiency in conducting work duties.**

**Standards:**

- Requires minimal supervision or oversight by Board Members.
- Maintains an agency climate that attracts, retains, and positively motivates staff and Board Members.
- Ensures prompt and thorough follow-through on Board directives.
- Continuously assesses the effectiveness of agency operations, seeking ways to increase productivity and quality of agency activities.
- Able to handle multiple work assignments simultaneously and to structure time appropriately to each assignment.
- Provides sufficient notice and explanation to Board Members if assignments cannot be completed as required.

**Employee Comments:** During this evaluation period, the following was accomplished in regard to this objective:

**1. Electronic Notebook Project**

The agency successfully implemented a project that enabled TSBP to replace paper notebooks containing background material for board meetings with electronic notebooks. Notebook documents are now published and shared electronically with Board members and staff for use on laptop computers at the meetings. Electronic documents are also available to the public on the TSBP website and viewable by the public during a board meeting or public hearing.

**2. Increase in the Workload**

The registration of pharmacy technicians and pharmacy technician trainees has dramatically increased the workload of every division in the agency. The following charts show the workload effects caused by implementation of these new registration programs with minimal increase in personnel. The management staff and employees of the agency have worked together to implement new processes and procedures to handle this enormous increase in workload with minimum increases in staff. Over the last six years the agency has experienced a:

- 196 % increase in number of licensees;
- 197 % increase in the number of complaints received;
- 184 % increase in the number of complaints resolved; and
- 164 % increase in the number of disciplinary orders.

Even though these increases taxed the resources of the agency, the efficiency procedures implemented by the agency kept the increase in the number of days to resolve a complaint to only a 29% increase.

Licensee Information FY2003 – FY2008							
	FY03	FY04	FY05	FY06	FY07	FY08	% Increase
Pharmacies	5,794	6,014	6,107	6,201	6,315	24,586	14%
Pharmacists	21,570	22,211	22,661	23,323	23,939	6,424	11%
Pharmacy Technicians	--	22,164	26,664	30,091	32,106	32,914	49% (since FY04)
Pharmacy Technician Trainees	--	--	--	--	10,399	18,093	74% (since FY07)
Pharmacist Interns	700 (Estimate)	752	804	822	886	925	32%
<b>Totals</b>	<b>28,064</b>	<b>51,041</b>	<b>56,236</b>	<b>60,437</b>	<b>73,645</b>	<b>82,942</b>	<b>196%</b>

Complaint Information FY2003 – FY2008							
Year	Complaints Received	% Change Complaints Received Previous Year	Complaints Closed	% Change Complaints Closed Previous Year	% Complaints Closed	Resolution Time (Agency Average)	% Change Time
FY03	1,935		1,887		98%	153 Days	
FY04	4,475	+131%	3,018	+60%	67%	118 Days	-23%
FY05	3,086	-31%	3,327	+10%	108%	196 Days	+66%
FY06	3,550	+15%	3,387	+2%	95%	207 Days	+6%
FY07	5,849	+65%	4,980	+47%	85%	185 Days	-11%
FY08	5,737	-2%	5,360	+8%	93%	196 Days	+6%

Disciplinary Order Information FY2003 – FY2008				
Year	Pharmacists	Pharmacies	Pharmacy Technicians	Total
FY03	142	71	-	213
FY04	155	81	234	469
FY05	119	53	380	552
FY06	144	63	268	475
FY07	213	87	348	648
FY08	171	82	310	563
<b>% Increase</b>	<b>20%</b>	<b>16%</b>	<b>33% (FY04-FY08)</b>	<b>164 %</b>

**Objective 5: Keeps abreast of government policies, programs, and procedures affecting the practice of pharmacy and Board activities.**

**Standards:**

- Seeks appropriate and reliable sources of accurate information.
- Stays up-to-date on matters of concern to the Board, such as activities and pertinent reports of the Legislature, Governor, and other government agencies.
- Identifies when Board Members and other appropriate entities should be notified of issues, and takes appropriate follow-up action in a timely manner.

**Employee Comments:** During this evaluation period, the following was accomplished in regard to this objective:

1. **Communication with Board President** – I communicated almost weekly with the Board President regarding current issues and consulted with him regularly regarding legislative inquiries and press contacts.
2. **Provision of Information** – I have routinely routed both electronically and in written form information about current pharmacy issues to Board Members.

### KEY RESULT AREA 3 SUBORDINATE PERFORMANCE

**Objective 6: Responsible for agency administration. Provides leadership to agency staff and ensures staff conduct duties in a manner that is ethical, respectful, courteous, and quality oriented.**

**Standards:**

- Ensures effective hiring and management of agency staff, fiscal accountability, accuracy of agency documents, and adherence to state laws and regulations.
- Facilitates a work environment that is conducive to open communication, group problem-solving, and team-building.
- Ensures timely, objective, and fair performance evaluations of staff are conducted.
- Ensures staff activities are conducted in a clear, professional, and timely manner.
- Gives careful attention to content and tone of agency reports, speeches, correspondence, and policies.
- Notifies Board Members when technical assistance and expertise are needed that are not available through existing Board resources.

**Employee Comments:** During this evaluation period, the following was accomplished in regard to this objective:

1. **Performance Evaluations** – Performance evaluations were conducted for the Executive Assistant and Receptionist and for the four division directors during FY2008.

**2. Annual Report**

The final draft of the *TSBP Annual Report for FY2007* was not presented to and approved by the Board until its meeting in August 2008, approximately three months after the “targeted date” to present the Annual Report to the Board.

## KEY RESULT AREA 4 ANTICIPATION

***Objective 7: Keeps abreast of state and international trends and developments in health-care and government policies, programs, and procedures affecting the practice of pharmacy and/or Board activities.***

**Standards:**

- Seeks appropriate and reliable sources of accurate information.
- Stays up-to-date on matters of concern to the Board, such as trends and developments in healthcare and activities and pertinent reports of the Legislature, Governor, and other government agencies.
- Identifies when Board Members and other appropriate entities should be notified of issues, and takes appropriate follow-up action in a timely manner.

**Employee Comments:** During this evaluation period, the following was accomplished in regard to this objective:

### **1. Monitoring Activity**

I, with the assistance of agency staff, monitored the activities of the federal Food and Drug Administration regarding the illegal importation of prescription drugs, Internet pharmacies, counterfeit prescription drugs, and compounding pharmacies. Notices of these activities were forwarded to the Board Members throughout the year.

### **2. Trends & New Initiatives**

I spent a great deal of time reviewing pharmacy, health-care publications, and government publications, watching for trends and new initiatives that may affect the agency or the practice of pharmacy. In addition, I met often with individuals who had innovative ideas regarding the delivery of pharmaceutical care services and were trying to determine how these initiatives fit in the regulatory scheme. When appropriate, a presentation was scheduled before the Board.

### **3. Suggestions for changes to the Pharmacy Act.**

The agenda for each meeting of the Board included discussion of possible suggestions for changes to the Pharmacy Act. Throughout FY2008 a total of 33 suggested changes to the Texas Pharmacy Act were approved by the Board for possible action by the 2009 Texas Legislature.

### **4. Lead Agency**

The agency's Enforcement, Compliance, Investigations, and Legal staffs continued to work extensively with federal, state, and local regulatory agencies on cases involving pharmacies, pharmacists and pharmacy technicians.

**KEY RESULT AREA 5  
SELF-DEVELOPMENT**

***Objective 8: Enhances knowledge and skills in such critical areas as management, budget development, human resources, consensus building, etc. by attending at least one seminar each year that covers one or more of these areas.***

***Employee Comments:***

**1. Seminars**

During this evaluation period, I attended the following seminars.

<b>Date</b>	<b>Meeting</b>
11/27/2007	Retention Schedule Basics; presentation by Laura Finger
2/13/2008	Adobe Acrobat Professional Training
2/27/2008	First Class Customer Service; presentation by Alliance Work Partners
8/19/2008	Strategic Time Management; presentation by Alliance Work Partners

**2. Gubernatorial Appointment**

During this fiscal year I was re-appointed for the second time by Governor Rick Perry to serve as a member of the State Employee Charitable Campaign Policy Committee.

**GENERAL COMMENTS**

## TEXAS STATE BOARD OF PHARMACY PERFORMANCE EVALUATION

**NAME:** Gay Dodson, R.Ph.  
**POSITION:** Executive Director/Secretary  
**PERIOD COVERED:** September 1, 2007, through August 31, 2008 (Fiscal Year 2008)  
**DATE OF REVIEW:** May 5, 2009

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### RATING VALUES

- 5 – Excellent
- 4 – Good
- 3 – Adequate
- 2 – Needs Improvement
- 1 – Unacceptable

### KEY RESULT AREAS

- 1. Agency Performance
  - 2. Individual Performance
  - 3. Subordinate Performance
  - 4. Anticipation
  - 5. Self-Development
- 

**Based on the above rating values, please check the box to the right of the appropriate rating for each standard/objective. If you do not have enough information or do not feel comfortable selecting a rating, you may check the box to the right of “don’t know”.**

**KEY RESULT AREA 1  
AGENCY PERFORMANCE**

***Objective 1: Provides a leadership role in the regulation of the practice of pharmacy and in implementing the Board's policies, mission, strategic plan, and legislative appropriations request.***

***Standards***

- a. Demonstrates leadership, strategic planning skills, and considerable analytical abilities in assessing needed programs, priorities, and policies.

***Rating:*** 1  2  3  4  5  don't know

- b. Facilitates consensus, collaboration, and participation of Board Members, staff, and appropriate professional and governmental agencies.

***Rating:*** 1  2  3  4  5  don't know

- c. Ensures quality and timely submission of agency plans and legislative appropriations request and implementation of Board directives.

***Rating:*** 1  2  3  4  5  don't know

- d. Informs Board Members of issues that should be considered during their deliberations.

***Rating:*** 1  2  3  4  5  don't know

***Comments:***

Double click this text and delete it or replace it with your own.

**Objective 2: Ensures agency accomplishes 95% of the agency goals and adheres to Board policies, state laws, and government regulations.**

**Standards:**

- a. Ensures agency staff and Board Members comply with Board policies, state laws, and government regulations in the performance of their official duties.

**Rating:** 1  2  3  4  5  don't know

- b. Intervenes, as necessary, to correct identified problems.

**Rating:** 1  2  3  4  5  don't know

- c. Notifies Board Members of serious breaches.

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

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**KEY RESULT AREA 2  
INDIVIDUAL PERFORMANCE**

***Objective 3: Maintains productive relationships with Board Members, staff, government officials, other agencies, and the media. Represents the Board at functions, legislative hearings, and interviews.***

**Standards:**

- a. Maintains courteous, respectful relationships and a climate of collaboration.

**Rating:** 1  2  3  4  5  don't know

- b. Portrays a professional image at meetings, functions, legislative hearings, and interviews.

**Rating:** 1  2  3  4  5  don't know

- c. Uses discretion in committing Board resources and in presenting Board positions.

**Rating:** 1  2  3  4  5  don't know

- d. Provides accurate and appropriate information.

**Rating:** 1  2  3  4  5  don't know

- e. Consults with Board Members and other appropriate individuals before responding to inquiries for which answers appear to be unclear or possibly controversial.

**Rating:** 1  2  3  4  5  don't know

- f. Is open-minded and tactful, and represents the agency in a positive manner.

**Rating:** 1  2  3  4  5  don't know

- g. Provides assistance promptly and courteously.

**Rating:** 1  2  3  4  5  don't know

- h. Provides effective counsel to the Board on potential and actual effects of Board policies, activities, and decisions.

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

**Objective 4: Demonstrates effective management and leadership skills. Uses considerable independent judgement and self-sufficiency in conducting work duties.**

**Standards:**

- a. Requires minimal supervision or oversight by Board Members.

**Rating:** 1  2  3  4  5  don't know

- b. Maintains an agency climate that attracts, retains, and positively motivates staff and Board Members.

**Rating:** 1  2  3  4  5  don't know

- c. Ensures prompt and thorough follow-through on Board directives.

**Rating:** 1  2  3  4  5  don't know

- d. Continuously assesses the effectiveness of agency operations, seeking ways to increase productivity and quality of agency activities.

**Rating:** 1  2  3  4  5  don't know

- e. Able to handle multiple work assignments simultaneously and to structure time appropriately to each assignment.

**Rating:** 1  2  3  4  5  don't know

- f. Provides sufficient notice and explanation to Board Members if assignments cannot be completed as required.

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

**Objective 5: Keeps abreast of government policies, programs, and procedures affecting the practice of pharmacy and Board activities.**

**Standards:**

- a. Seeks appropriate and reliable sources of accurate information.

**Rating:** 1  2  3  4  5  don't know

- b. Stays up-to-date on matters of concern to the Board, such as activities and pertinent reports of the Legislature, Governor, and other government agencies.

**Rating:** 1  2  3  4  5  don't know

- c. Identifies when Board Members and other appropriate entities should be notified of issues, and takes appropriate follow-up action in a timely manner.

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

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**KEY RESULT AREA 3  
SUBORDINATE PERFORMANCE**

***Objective 6: Responsible for agency administration. Provides leadership to agency staff and ensures staff conduct duties in a manner that is ethical, respectful, courteous, and quality oriented.***

**Standards:**

- a. Ensures effective hiring and management of agency staff, fiscal accountability, accuracy of agency documents, and adherence to state laws and regulations.

**Rating:** 1  2  3  4  5  don't know

- b. Facilitates a work environment that is conducive to open communication, group problem-solving, and team-building.

**Rating:** 1  2  3  4  5  don't know

- c. Ensures timely, objective, and fair performance evaluations of staff are conducted.

**Rating:** 1    2    3    4    5    don't know

- d. Ensures staff activities are conducted in a clear, professional, and timely manner.

**Rating:** 1  2  3  4  5  don't know

- e. Gives careful attention to content and tone of agency reports, speeches, correspondence, and policies.

**Rating:** 1  2  3  4  5  don't know

- f. Notifies Board Members when technical assistance and expertise are needed that are not available through existing Board resources.

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

**KEY RESULT AREA 4  
ANTICIPATION**

***Objective 7: Keeps abreast of state and international trends and developments in healthcare and government policies, programs, and procedures affecting the practice of pharmacy and/or Board activities.***

**Standards:**

- a. Seeks appropriate and reliable sources of accurate information.

**Rating:** 1  2  3  4  5  don't know

- b. Stays up-to-date on matters of concern to the Board, such as trends and developments in healthcare and activities and pertinent reports of the Legislature, Governor, and other government agencies.

**Rating:** 1  2  3  4  5  don't know

- c. Identifies when Board Members and other appropriate entities should be notified of issues, and takes appropriate follow-up action in a timely manner.

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

**KEY RESULT AREA 5  
SELF-DEVELOPMENT**

***Objective 8: Enhances knowledge and skills in such critical areas as management, budget development, human resources, consensus building, etc. by attending at least one seminar each year that covers one or more of these areas.***

**Rating:** 1  2  3  4  5  don't know

**Comments:**

Double click this text and delete it or replace it with your own.

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**GENERAL COMMENTS**

Double click this text and delete it or replace it with your own.

I acknowledge receipt of a copy of this performance evaluation on this date and that this evaluation has been explained and discussed with me.

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Gay Dodson, R.Ph.  
Executive Director/Secretary

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W. Benjamin Fry, R.Ph.  
Board President

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Date

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Date