



TEXAS STATE BOARD OF PHARMACY

May 21, 2012

MEMORANDUM

TO: Governor's Office of Budget, Planning and Policy
Legislative Budget Board

FROM: Gay Dodson, R.Ph.
Executive Director/Secretary

SUBJECT: Report on Customer Service

Pursuant to the Agency Strategic Plan Instructions, enclosed is the Customer Service Report as required by the Texas State Board of Pharmacy FY2013-2017 Strategic Plan.

If you have any questions regarding this report, please contact Becky Damon, Executive Assistant, at 512/305-8026.

Enclosure



TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE

BACKGROUND

In 1999, the 76th Texas Legislature passed S.B. 1563, which required state agencies to identify their external customers and to gather information from them, no less frequently than every other year, regarding the quality of service delivered by the agency. The bill set forth specific service quality elements that agencies were required to gather in a survey or an alternative approach to assess customer satisfaction (e.g., focus groups).

The Texas State Board of Pharmacy (TSBP) conducted its first customer service satisfaction survey in the fall of 1999 (FY2000). This is TSBP's seventh customer service survey report.

INVENTORY OF EXTERNAL CUSTOMERS

TSBP identified the following categories of external customers who are direct recipients of agency services. These categories are listed below:

(1) Category #1 – termed “Licensees” and includes the following:

- pharmacists/preceptors
- pharmacist-interns
- pharmacy owners/employers
- pharmacy technicians/pharmacy technician trainees
- applicants for pharmacist licenses
- applicants for pharmacy licenses
- applicants for intern registrations
- applicants for preceptor certificates
- applicants for pharmacy technician/pharmacy technician trainee registrations

(2) Category #2 – termed “Non-Licensees” includes the following:

- general public
- complainants
- legislators
- media
- attorneys
- professional associations
- consumer associations
- colleges of pharmacy
- businesses who conduct license verifications for employers
- nursing homes/nursing home administrators
- governmental regulatory agencies or law enforcement agencies at the federal, state or local levels
- manufacturers of automated dispensing devices and other technological devices used by pharmacies
- representatives of drug manufacturers and wholesalers

TSBP Report on Customer Service

With regard to Category #1 (“Licensees”), TSBP provides the following direct services: (1) information; (2) licensing or registration; and (3) enforcement. These three types of services cut across both strategies listed in the 2012-2013 General Appropriations Act (i.e., licensing and enforcement).

With regard to Category #2 (“Non-licensees”), TSBP provides the following direct services; (1) information about licensing (e.g., verification and status of license); (2) information regarding regulatory actions (e.g., information regarding compliance inspections of pharmacies, complaints, and disciplinary orders); (3) information about pharmacy practice and laws/rules governing the practice of pharmacy; (4) information regarding TSBP policies and procedures; (5) information regarding Board meetings (e.g., items for discussion); and (6) resolution of complaints that may involve adjudication (disciplinary action against a licensee).

These services are provided through the following mechanisms:

- telephone;
- email;
- website;
- letters;
- on-site visits/meetings at TSBP office;
- TSBP Newsletter;
- direct mail-outs (e.g., mailings regarding proposed and final rules);
- consumer brochures;
- generic/complaint sign (furnished at no extra charge to pharmacies);
- presentations/exhibits at professional meetings;
- compliance inspections of pharmacies;
- investigation/adjudication of complaints;
- resolution of complaints filed by a licensee; and
- licensing services [includes the issuance of new licenses and renewal of licenses (pharmacists and pharmacies), registrations (interns, pharmacy technicians, and pharmacy technician trainees), and certifications (preceptors)].

INFORMATION-GATHERING METHODS

TSBP contracts with the University of Texas Organizational Excellence Group (UT) for an online customer satisfaction survey (survey). The TSBP survey was accessible to all TSBP customers via a link on TSBP’s website.

See Attachment #1 for a copy of the online TSBP Customer Service Survey.

See Attachment #2 for a copy of the survey report generated by the online survey for the period of September 1, 2009, through August 31, 2011.

TSBP Report on Customer Service

A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period September 1, 2009, through August 31, 2011. In addition to a link to the survey located prominently on the opening page of the TSBP website, notices concerning the survey were included with the mailing of each new license and all individual license renewals. Notices were also included with the following: (1) letters to complainants, advising them about the dispositions of their complaints; (2) letters to the general public who were requesting copies of public records; and (3) copies of disciplinary orders mailed to attorneys who had represented licensees during the disciplinary process. See Attachment #3 for a copy of the survey notice that was included with mailing to TSBP customers. For the purposes of this survey “Customers Surveyed” is defined as the number of individuals who received written notice that the survey was available online (Attachment #3).

B. Data Limitations – Data limitations are set forth below:

- (1) TSBP had no control over the number of customers who wanted TSBP services (e.g., number of person who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific (“targeted population”) as a result of the agency’s enabling legislation (agency’s mission and purpose).
- (2) TSBP had no control over the number of TSBP customers who completed the survey online.
- (3) TSBP had no control over the number of TSBP customers who had access to the Internet.

C. Number of Customers Surveyed.

For the FY2010-2011 survey (September 1, 2009 – August 31, 2011), the survey was available online to all TSBP customers as well as the general public. The follow chart identifies TSBP customer groups who received written notice that the survey was available online from September 1, 2009 – August 31, 2011.

Licensees		
	Pharmacists	29,892
	Pharmacy Owners	1,022
	Pharmacy Technicians	50,818
Non-Licensees		
	Complainants & Other (general public)	1,165
	Requestors for Agency Records	2,886
	Total Surveys	85,783

TSBP Report on Customer Service

D. Response Rate

A total of 2225 respondents completed the online survey between September 1, 2009, and August 31, 2011. See page 3 of Attachment #2 for a listing of respondents.

The number of responses received over the two year period represents a decrease, as compared to the prior one year survey period (FY 2009). There were 1189 responses in FY2010, and 1032 responses in FY2011, compared to 1281 responses in FY2009.

E. Confidence Intervals/Levels – See Attachment #2

F. Customer Groups Excluded

The only group excluded from the survey were individuals without Internet access, and TSBP has no way of determining the number of individuals in this group.

LEVELS OF SERVICE QUALITY

Attachment #2, pages 2-23, contains charts that report the demographic data and the responses to each of the 15 questions for all respondents. See Attachment #4 for a chart summarizing responses to survey questions as they correspond to the seven customer service quality elements (staff members, communications, timeliness, Internet, complaint process, facility, and online and printed information) and overall satisfaction.

ANALYSIS OF FINDINGS

The final item in the survey is the statement that “Overall, I am satisfied with my experience.” TSBP considers a “satisfied customer” as one who responded “strongly agree” or “agree.” Using this guideline, approximately 74% of TSBP’s customers were satisfied (i.e., 1602 of the 2154 respondents who responded to this statement said they strongly agreed or agreed that they were satisfied with TSBP services, overall). When comparing this data to the prior survey period (FY2009), there was a 9% decrease in overall customer satisfaction.

OVERALL SATISFACTION COMPARISON			
	FY2009	FY2010-2011	% Change
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	83%	74%	-9%

The data also shows that during this period there was a decrease in customer satisfaction with TSBP’s online registration and licensure application. This decrease in satisfaction was attributed to the implementation of a new licensing software program during FY2011. TSBP continued to maintain high scores for staff members, communications, and webpage, which were the areas of greatest satisfaction in the prior customer services surveys.

The areas receiving the lowest scores involved the complaint process and the clarity of TSBP laws and rules. However, even in those areas, there was not a single question that received an overall score of less than 3.51 (best score = 5.0), which means that, on average, customers felt more positive than negative about the agency's services.

The TSBP survey asked customers to comment on any issue that would help the agency serve the customer better. Approximately 884 respondents entered comments on the electronic survey. The TSBP Executive Director reviewed all comments. Many of these comments were statements, either positive, negative, or neutral (e.g., complainant restated complaint allegations), rather than "suggestions." Of the 884 comments, 109 were suggestions, and 66 could only be categorized as "other." The survey results were shared with Board Members at their regular scheduled meeting held on May 8-9, 2012. In addition, the TSBP Executive Director shared positive comments with agency staff at a quarterly staff meeting. If a customer identified an agency employee by name with a compliment, the TSBP Executive Director recognized the employee. Positive and negative comments on specific employees were also provided to employee supervisors.

FUTURE PLANS TO IMPROVE THE SURVEY PROCESS

While TSBP is pleased with the electronic survey, the agency would like to see an increase in the number of respondents. As an additional reminder to customers that TSBP would like to have their feedback concerning TSBP services, TSBP is considering adding links to the survey to all on-line receipt pages for TSBP licenses/registrations.

CUSTOMER SERVICE STANDARDS AND PERFORMANCE MEASURES

See Attachment #5 for TSBP's performance regarding the standard performance measure for the survey period (September 1, 2009 – August 31, 2011) relating to customer service standards and customer satisfaction. See Attachment #6 for the definitions of the standard customer service-related performance measures. TSBP has no additional agency-specific performance measures related to customer service standards and customer satisfaction.

The mission of TSBP is to promote, preserve, and protect the public health, safety, and welfare by fostering the provision of quality pharmaceutical care to the citizens of Texas, through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest. In carrying out our mission, we will continue to strive to provide excellent customer service. Our customer service standards include: (1) being courteous, professional, flexible, honest, and helpful in all dealings with our customers; (2) providing our customers with clear, easy to understand, and accurate information about services; and (3) actively listening so we can better anticipate the needs of our customers and be fully responsive to customer concerns regarding our services. We appreciate and seek customer input to make informed decisions on policies, programs, and rules.



**Texas State Board of Pharmacy (TSBP)
wants to serve you better & appreciates your
taking the time to complete this survey.**

- ◆ To insure impartiality, this survey is conducted by the University of Texas at Austin.
- ◆ For each of the following statements, select the one which most clearly reflects your answer. You may skip items that do not apply.
- ◆ This survey is anonymous and we do not collect information which allows for identification of individuals.

Enter the control number here:

If you received an email invitation to this survey, enter the Control Number in the above box. If you were not provided with a Control Number, leave it blank. This number is not associated with you, but is used to insure a valid response.

Please answer the following items

Number of times in contact with TSBP in the last 12 months:

- Once 2-5 5+

Purpose of your contact(s) (Check all that apply):

- Application for Pharmacist License
- Application for Pharmacy License
- Application for Intern Registration
- Application for Preceptor Registration
- Application for Pharmacy Technician Registration
- Pharmacy Law Question
- Renewal of Pharmacist License
- Renewal of Pharmacy License
- Renewal of Pharmacy Technician Registration
- Continuing Education
- Compliance Inspection
- Name/Address Change
- Filed a Complaint
- Requesting Information
- Subject of a Complaint
- Subject of a Disciplinary Action
- Other (please specify)

Your contacts with TSBP were by (Check all that apply):

- Telephone
- Letter
- Email
- Internet
- In Person

Do you hold a license or registration issued by TSBP (E.g. pharmacist, pharmacy owner, intern, pharmacy technician)?

- Yes No

Related to your experience dealing with TSBP:

Please answer the following items.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
The staff members were knowledgeable (able to answer my questions).	<input type="checkbox"/>					
The staff members were helpful (demonstrated a willingness to assist me).	<input type="checkbox"/>					
I received the information or service I needed.	<input type="checkbox"/>					
My telephone call, email, or letter was routed to the proper person.	<input type="checkbox"/>					
Material available online or in printed form provided thorough and accurate information.	<input type="checkbox"/>					
My inquiry was answered in a reasonable amount of time.	<input type="checkbox"/>					
If I filed a complaint, my complaint was addressed in a reasonable manner.	<input type="checkbox"/>					
The TSBP web site was easy to use and well organized.	<input type="checkbox"/>					
The TSBP web site contained clear and accurate information.	<input type="checkbox"/>					
If I visited the TSBP office, it was clean and orderly.	<input type="checkbox"/>					
Overall, I am satisfied with my experience.	<input type="checkbox"/>					

Your comments are appreciated.



Survey Results for

Customer Service Survey

for

515 - Texas State Board of Pharmacy

September 01, 2009

Through

August 31, 2011

Survey Respondents

Total Number of Respondents: 2225

Survey Respondents who Made Entry in Comments Section

Compliments	Complaints	Suggestions	Requests for Information	Other
359	332 *	109	18	66

* The number of respondents who entered a complaint in the comments section was an increase, as compared to the prior survey period (FY2009). This increase can be attributed to the implementation of a new licensing software program and an increase in licensing fees during the survey period to pay for the program.

Number of times in contact with TSBP in the last 12 months:

Number of Respondents: 1938

Item Response	Count	Pct.
Once	952	49.12%
2-5	721	37.20%
5+	265	13.67%

Frequency Distribution

Once	49.12%
2-5	37.2%
5+	13.67%

Purpose of your contact(s) (Check all that apply):

Number of Respondents: 2225

Item Response	Count	Pct.
Application for Pharmacist License	250	11.24%
Application for Pharmacy License	57	2.56%
Application for Intern Registration	75	3.37%
Application for Preceptor Registration	39	1.75%
Application for Pharmacy Technician Registration	444	19.96%
Pharmacy Law Question	194	8.72%
Renewal of Pharmacist License	654	29.39%
Renewal of Pharmacy License	74	3.33%
Renewal of Pharmacy Technician Registration	277	12.45%
Continuing Education	80	3.60%
Compliance Inspection	54	2.43%
Name/Address Change	162	7.28%
Filed a Complaint	77	3.46%
Requesting Information	276	12.40%
Subject of a Complaint	12	0.54%
Subject of a Disciplinary Action	31	1.39%
Other (please specify)	170	7.64%

Frequency Distribution

Application for Pharmacist License	11.24%
Application for Pharmacy License	2.56%
Application for Intern Registration	3.37%
Application for Preceptor Registration	1.75%
Application for Pharmacy Technician Registration	19.96%
Pharmacy Law Question	8.72%
Renewal of Pharmacist License	29.39%
Renewal of Pharmacy License	3.33%
Renewal of Pharmacy Technician Registration	12.45%
Continuing Education	3.6%
Compliance Inspection	2.43%
Name/Address Change	7.28%
Filed a Complaint	3.46%
Requesting Information	12.4%
Subject of a Complaint	0.54%
Subject of a Disciplinary Action	1.39%
Other (please specify)	7.64%

Your contacts with TSBP were by (Check all that apply):

Number of Respondents: 2225

Item Response	Count	Pct.
Telephone	868	39.01%
Letter	464	20.85%
Email	474	21.30%
Internet	963	43.28%
In Person	91	4.09%

Frequency Distribution

Telephone	 39.01%
Letter	 20.85%
Email	 21.3%
Internet	 43.28%
In Person	 4.09%

Do you hold a license or registration issued by TSBP (E.g. pharmacist, pharmacy owner, intern, pharmacy technician)?

Number of Respondents: 1971

Item Response	Count	Pct.
Yes	1743	88.43%
No	228	11.57%

Frequency Distribution

Yes	 88.43%
No	 11.57%

The online registration and/or licensure application was clear and easy to use.

Score:	4.32
Std. Dev.:	1.074
Number of Respondents:	1770

Item Response	Count	Pct.
Strongly Disagree	73	4.12%
Disagree	81	4.58%
Neutral	70	3.95%
Agree	415	23.45%
Strongly Agree	966	54.58%
Not Applicable	165	9.32%

Frequency Distribution

Strongly Disagree	 4.12%
Disagree	 4.58%
Neutral	 3.95%
Agree	 23.45%
Strongly Agree	 54.58%
Not Applicable	 9.32%

The online renewal process for registration and/or licensure is efficient.

Score: 4.30
Std. Dev.: 1.135
Number of Respondents: 1747

Item Response	Count	Pct.
Strongly Disagree	80	4.58%
Disagree	72	4.12%
Neutral	74	4.24%
Agree	315	18.03%
Strongly Agree	891	51.00%
Not Applicable	315	18.03%

Frequency Distribution

Strongly Disagree	 4.58%
Disagree	 4.12%
Neutral	 4.24%
Agree	 18.03%
Strongly Agree	 51%
Not Applicable	 18.03%

Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.

Score: 4.02
Std. Dev.: 1.018
Number of Respondents: 1765

Item Response	Count	Pct.
Strongly Disagree	58	3.29%
Disagree	106	6.01%
Neutral	198	11.22%
Agree	720	40.79%
Strongly Agree	617	34.96%
Not Applicable	66	3.74%

Frequency Distribution

Strongly Disagree	 3.29%
Disagree	 6.01%
Neutral	 11.22%
Agree	 40.79%
Strongly Agree	 34.96%
Not Applicable	 3.74%

TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.

Score:	4.08
Std. Dev.:	0.981
Number of Respondents:	1762

Item Response	Count	Pct.
Strongly Disagree	47	2.67%
Disagree	87	4.94%
Neutral	202	11.46%
Agree	692	39.27%
Strongly Agree	646	36.66%
Not Applicable	88	4.99%

Frequency Distribution

Strongly Disagree	 2.67%
Disagree	 4.94%
Neutral	 11.46%
Agree	 39.27%
Strongly Agree	 36.66%
Not Applicable	 4.99%

The staff members were knowledgeable (able to answer my questions).

Score: 3.96
Std. Dev.: 1.259
Number of Respondents: 2135

Item Response	Count	Pct.
Strongly Disagree	127	5.95%
Disagree	77	3.61%
Neutral	141	6.60%
Agree	428	20.05%
Strongly Agree	626	29.32%
Not Applicable	736	34.47%

Frequency Distribution

Strongly Disagree	 5.95%
Disagree	 3.61%
Neutral	 6.6%
Agree	 20.05%
Strongly Agree	 29.32%
Not Applicable	 34.47%

The staff members were helpful (demonstrated a willingness to assist me).

Score: 3.90
Std. Dev.: 1.347
Number of Respondents: 2135

Item Response	Count	Pct.
Strongly Disagree	154	7.21%
Disagree	97	4.54%
Neutral	137	6.42%
Agree	365	17.10%
Strongly Agree	653	30.59%
Not Applicable	729	34.15%

Frequency Distribution

Strongly Disagree	 7.21%
Disagree	 4.54%
Neutral	 6.42%
Agree	 17.1%
Strongly Agree	 30.59%
Not Applicable	 34.15%

I received the information or service I needed.

Score: 4.07
Std. Dev.: 1.267
Number of Respondents: 2147

Item Response	Count	Pct.
Strongly Disagree	176	8.20%
Disagree	105	4.89%
Neutral	107	4.98%
Agree	553	25.76%
Strongly Agree	976	45.46%
Not Applicable	230	10.71%

Frequency Distribution

Strongly Disagree	8.2%
Disagree	4.89%
Neutral	4.98%
Agree	25.76%
Strongly Agree	45.46%
Not Applicable	10.71%

My telephone call, email, or letter was routed to the proper person.

Score: 4.06
Std. Dev.: 1.208
Number of Respondents: 2123

Item Response	Count	Pct.
Strongly Disagree	127	5.98%
Disagree	69	3.25%
Neutral	139	6.55%
Agree	492	23.17%
Strongly Agree	754	35.52%
Not Applicable	542	25.53%

Frequency Distribution

Strongly Disagree	 5.98%
Disagree	 3.25%
Neutral	 6.55%
Agree	 23.17%
Strongly Agree	 35.52%
Not Applicable	 25.53%

Material available online or in printed form provided thorough and accurate information.

Score:	4.11
Std. Dev.:	1.137
Number of Respondents:	2141

Item Response	Count	Pct.
Strongly Disagree	121	5.65%
Disagree	89	4.16%
Neutral	166	7.75%
Agree	647	30.22%
Strongly Agree	911	42.55%
Not Applicable	207	9.67%

Frequency Distribution

Strongly Disagree	 5.65%
Disagree	 4.16%
Neutral	 7.75%
Agree	 30.22%
Strongly Agree	 42.55%
Not Applicable	 9.67%

My inquiry was answered in a reasonable amount of time.

Score:	3.80
Std. Dev.:	1.440
Number of Respondents:	2136

Item Response	Count	Pct.
Strongly Disagree	249	11.66%
Disagree	106	4.96%
Neutral	115	5.38%
Agree	457	21.40%
Strongly Agree	741	34.69%
Not Applicable	468	21.91%

Frequency Distribution

Strongly Disagree	 11.66%
Disagree	 4.96%
Neutral	 5.38%
Agree	 21.4%
Strongly Agree	 34.69%
Not Applicable	 21.91%

If I filed a complaint, my complaint was addressed in a reasonable manner.

Score: 3.43
Std. Dev.: 1.409
Number of Respondents: 2083

Item Response	Count	Pct.
Strongly Disagree	86	4.13%
Disagree	27	1.30%
Neutral	133	6.39%
Agree	106	5.09%
Strongly Agree	156	7.49%
Not Applicable	1575	75.61%

Frequency Distribution

Strongly Disagree	 4.13%
Disagree	 1.3%
Neutral	 6.39%
Agree	 5.09%
Strongly Agree	 7.49%
Not Applicable	 75.61%

The TSBP web site was easy to use and well organized.

Score:	4.11
Std. Dev.:	1.076
Number of Respondents:	2140

Item Response	Count	Pct.
Strongly Disagree	91	4.25%
Disagree	110	5.14%
Neutral	191	8.93%
Agree	719	33.60%
Strongly Agree	895	41.82%
Not Applicable	134	6.26%

Frequency Distribution

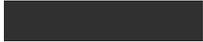
Strongly Disagree	 4.25%
Disagree	 5.14%
Neutral	 8.93%
Agree	 33.6%
Strongly Agree	 41.82%
Not Applicable	 6.26%

The TSBP web site contained clear and accurate information.

Score: 4.13
Std. Dev.: 1.054
Number of Respondents: 2143

Item Response	Count	Pct.
Strongly Disagree	83	3.87%
Disagree	102	4.76%
Neutral	197	9.19%
Agree	713	33.27%
Strongly Agree	914	42.65%
Not Applicable	134	6.25%

Frequency Distribution

Strongly Disagree	 3.87%
Disagree	 4.76%
Neutral	 9.19%
Agree	 33.27%
Strongly Agree	 42.65%
Not Applicable	 6.25%

If I visited the TSBP office, it was clean and orderly.

Score: 3.88
Std. Dev.: 1.070
Number of Respondents: 2074

Item Response	Count	Pct.
Strongly Disagree	21	1.01%
Disagree	8	0.39%
Neutral	136	6.56%
Agree	122	5.88%
Strongly Agree	161	7.76%
Not Applicable	1626	78.40%

Frequency Distribution

Strongly Disagree	1.01%
Disagree	0.39%
Neutral	6.56%
Agree	5.88%
Strongly Agree	7.76%
Not Applicable	78.4%

Overall, I am satisfied with my experience.

Score: 4.00
Std. Dev.: 1.298
Number of Respondents: 2154

Item Response	Count	Pct.
Strongly Disagree	196	9.10%
Disagree	147	6.82%
Neutral	151	7.01%
Agree	577	26.79%
Strongly Agree	1025	47.59%
Not Applicable	58	2.69%

Frequency Distribution

Strongly Disagree	9.1%
Disagree	6.82%
Neutral	7.01%
Agree	26.79%
Strongly Agree	47.59%
Not Applicable	2.69%

Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.32	1.074
The online renewal process for registration and/or licensure is efficient.	4.30	1.135
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	4.02	1.018
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.08	0.981
The staff members were knowledgeable (able to answer my questions).	3.96	1.259
The staff members were helpful (demonstrated a willingness to assist me).	3.90	1.347
I received the information or service I needed.	4.07	1.267
My telephone call, email, or letter was routed to the proper person.	4.06	1.208
Material available online or in printed form provided thorough and accurate information.	4.11	1.137
My inquiry was answered in a reasonable amount of time.	3.80	1.440
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.43	1.409
The TSBP web site was easy to use and well organized.	4.11	1.076
The TSBP web site contained clear and accurate information.	4.13	1.054
If I visited the TSBP office, it was clean and orderly.	3.88	1.070
Overall, I am satisfied with my experience.	4.00	1.298

WE WANT TO HEAR FROM YOU!

The Texas State Board of Pharmacy is committed to providing exceptional customer service for all of our customers. As the director of the agency, I ask you to let me know how we are doing. Please take a moment and complete our customer survey by following the instructions below. Thank you in advance for your time and opinion.

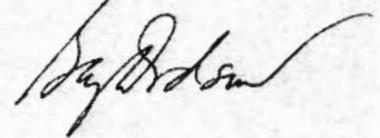
Gay Dodson, R.Ph. - Executive Director

TO ACCESS THE INTERNET SURVEY:

Please enter the following address:

www.survey.utexas.edu/tsbp

and use this code: 555988



Texas State Board of Pharmacy

Texas State Board of Pharmacy Customer Service Survey
Survey Response Data – Combined Responses

	Strongly Agree	% of Total	Agree	% of Total	Neutral	% of Total	Disagree	% of Total	Strongly Disagree	% of Total	N/A	% of Total	Average Score
STAFF MEMBERS													
1. Staff Knowledgeable	626	29.32%	428	20.05%	141	6.60%	77	3.61%	127	5.95%	736	34.47%	3.96
2. Staff Helpful	653	30.59%	365	17.10%	137	6.42%	97	4.54%	154	7.21%	729	34.15%	3.90
COMMUNICATIONS													
1. Provides Information and Enforcement	646	36.66%	692	39.27%	202	11.46%	87	4.94%	47	2.67%	88	4.99%	4.08
2. Routed to Proper Person	754	35.52%	492	23.17%	139	6.55%	69	3.25%	127	5.98%	542	25.53%	4.06
3. Received Service Needed	976	45.46%	553	25.76%	107	4.98%	105	4.89%	176	8.20%	230	10.71%	4.07
TIMELINESS													
1. Inquiry Answered in Reasonable Time	741	34.69%	457	21.40%	115	5.38%	106	4.96%	249	11.66%	468	21.91%	3.80
INTERNET													
1. Web Site was Easy to Use	895	41.82%	719	33.60%	191	8.93%	110	5.14%	91	4.25%	134	6.26%	4.11
2. Clear and Accurate Information	914	42.65%	713	33.27%	197	9.19%	102	4.76%	83	3.87%	134	6.25%	4.13
COMPLAINT PROCESS													
1. Addressed in a Reasonable manner	156	7.49%	106	5.09%	133	6.39%	27	1.30%	86	4.13%	1575	75.61%	3.43
FACILITY													
1. Office Clean and Orderly	161	7.76%	122	5.88%	136	6.56%	8	0.39%	21	1.01%	1626	78.40%	3.88
ONLINE AND PRINTED INFORMATION													
1. Online Registration/licensure Easy to Use	966	54.58%	415	23.45%	70	3.95%	81	4.58%	73	4.12%	165	9.32%	4.32
2. Online Renewal Efficient	891	51.00%	315	18.03%	74	4.24%	72	4.12%	80	4.58%	315	18.03%	4.30
3. Information was Thorough and Accurate	911	42.55%	647	30.22%	166	7.75%	89	4.16%	121	5.65%	207	9.67%	4.11
4. Rules and Law Easily Understood	617	34.96%	720	40.79%	198	11.22%	106	6.01%	58	3.29%	66	3.74%	4.02
OVERALL													
1. Satisfied with Experience	1025	47.59%	577	26.79%	151	7.01%	147	6.82%	196	9.10%	58	2.69%	4.00

See Attachment #2 for standard deviations

Key for Average Score

5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree

Not equal to 100% due to rounding

TEXAS STATE BOARD OF PHARMACY
FY2010-2011 CUSTOMER SERVICE SURVEY

FY2010-2011 Performance Measures
Related to Customer Service Standards
And Customer Satisfaction

	FY2010-2011 Survey Performance	FY2012-2013 Projected Performance
Outcome Measures		
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	74%	74%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	5%	5%
Output Measures		
Number of Customers Surveyed	85,783	85,783
Number of Customers Served	96,000	96,000
Efficiency Measures		
Cost Per Customer Surveyed	\$0.4	\$.04
Explanatory Measures		
Number of Customers Identified	96,000	96,000
Number of Customer Groups Inventoried	2	2

**TSBP FY2010-2011 PERFORMANCE MEASURES
RELATING TO CUSTOMER SERVICE STANDARDS AND CUSTOMER SATISFACTION**

OUTCOME MEASURES

(1) Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received

Short Definition

Total number of surveyed customer respondents who expressed an overall satisfaction with TSBP services, divided by the total number of surveyed customer respondents (during a specific report period).

Purpose/Importance

This measure is one mechanism to determine the percentage of TSBP customers who are satisfied with the agency's customer service.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's web site. Customers may or may not complete the survey. The University of Texas Organizational Excellence Group (UT) and TSBP tabulate the data through computerized and/or manual means.

Method of Calculation

NUMERATOR – Total number of surveys that are completed by satisfied TSBP customers. A satisfied customer is one who responded "strongly agree" or "agree" to the statement on the survey that reads: "Overall, I am satisfied with my experience."

DENOMINATOR – Total number of customers who completed a survey and responded to the statement on the survey that reads: "Overall, I am satisfied with my experience."

This performance measure is calculated by dividing the numerator by the denominator and multiply by 100 to achieve a percentage.

Data Limitation

The agency has no control over how many TSBP customers will complete the survey. In addition, the term "overall satisfaction" is very subjective. It is the agency's intention to conduct a biennial survey of customer service; therefore this performance measure does not lend itself to a quarterly or annual report.

<u>Calculation Type</u>	Non-cumulative
<u>New Measure</u>	Continued with change.
<u>Desired Performance</u>	Higher than Target.

(2) Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery

Short Definition

Total number of surveyed customer respondents who have written a statement or comment on the survey that could be interpreted as a suggestion for improving service delivery, divided by the total number of surveyed customer respondents (during the specific reporting period).

Purpose/Importance

This measure is one mechanism to identify possible improvements to the agency's service delivery.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's website. Customers may or may not complete the survey. The survey will ask the customer to make "additional comments" or identify ways to improve service delivery.

Method of Calculation

NUMERATOR – Total number of TSBP customers who make a recommendation of some type to improve service delivery, from the customer's perspective. This number will be calculated manually, by reading the comments on the summary generated by UT and evaluating these comments to determine if the comments could be interpreted as suggestions for improving service, from the customer's perspective.

DENOMINATOR – Total number of surveys that are completed by TSBP customers.

This performance measure is calculated by dividing the numerator by the denominator and multiplying by 100 to achieve a percentage.

Data Limitation

The agency has no control over how many TSBP customers will complete the survey. In addition, the definition of "improvement" is unclear – one customer's suggestion to improve services (e.g., "Don't have voice mail") may not be perceived to be an improvement by another customer (e.g., a customer who wants the agency to have voice mail). Another example: suggestions for improvements that cannot be implemented due to agency's budget limitations (e.g., install an 800# for customers to use).

It is the agency's intention to conduct a biennial survey of customer service; therefore this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Based upon the assumption that more suggestions indicate poorer customer service, actual performance that is lower than targeted performance is desirable. However, since this assumption may or may not be true, it is unclear as to whether achieving a smaller percentage is better.

OUTPUT MEASURES

(1) Number of Customers Surveyed

Short Definition

Total number of TSBP customers surveyed in a report period.

Purpose/Importance

This measure is an indication of the agency's efforts to collect information from the public about the agency's customer service.

Source/Collection of Data

TSBP provides an online survey to agency customers via TSBP's website. Customers may or may not complete the survey. Notification that the survey is available online is mailed to customers throughout a calendar year. For the purposes of this survey "Customers Surveyed" is defined as the number of individuals who received written notice that the survey was available online.

Method of Calculation

TSBP maintains the number of notices mailed during the reporting period.

Data Limitation

There were several data limitations, as set for the below:

- (1) TSBP had no control over the number of customers who wanted TSBP services (e.g., number of persons who wanted to obtain a pharmacist or pharmacy license, who wanted to obtain information, or who wanted to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).
- (2) TSBP had no control over how many TSBP customers completed surveys.
- (3) TSBP did not have name and address of every customer served, and thereby, not every customer was surveyed.
- (4) TSBP's biennial renewal of pharmacists and pharmacy licenses results in 50% of the total population not being included in the survey process.
- (5) TSBP had no control over how many customers had access to the Internet.

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance Higher than Target.

(2) Number of Customers Served

Short Definition

Total number of TSBP customers identified in a report period.

Purpose/Importance

This measure is an indication of the agency's workload (i.e., the greater number of customers, the greater the agency's workload).

Source/Collection of Data

The number of customers served is the actual number of board customers in each of two identified major groups. Group 1 includes licensees (pharmacists, pharmacy owners, pharmacist-interns, pharmacy technicians, pharmacy technician trainees). Group 2 includes non-licensees (complainants, attorneys, members of the general public who request public records, pharmacy associations, and pharmacy schools).

Method of Calculation

TSBP manually calculates the approximate number of customers served during a reporting period.

Data Limitations

TSBP had no control over the number of customers who wanted TSBP services (e.g., number of person who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Actual performance that is higher than targeted performance is desirable, provided the agency has sufficient staff to handle the increased workload that results from having additional customer to serve.

EFFICIENCY MEASURES

(1) Cost Per Customer Surveyed

Short Definition

Total funds expended (including those encumbered) for the cost to survey the agency's customers, including costs of maintaining the survey online and costs of personnel time to develop the TSBP Customer Service Survey and evaluate the data collected. This total cost is divided by the number of customers surveyed. Denominator is the same number as the result of the performance entitled *Number of Customers Surveyed*.

Purpose/Importance

This measure reflects the cost to the agency to conduct a customer service survey.

Source/Collection of Data

Funds expended would include all direct costs attributable to the TSBP Customer Service Survey. These direct costs are identified in the agency's operating budget and, where applicable, will include: percent of exempt and classified salaries according to estimated time spent in this function, consumable supplies, computer expenses, training and education, capitalized equipment, and other operating expenses.

Method of Calculation

TSBP Accountant will keep manual record of costs.

Data Limitation

TSBP had no control over the number of customers who wanted TSBP services (e.g., number of person who want to obtain a pharmacist or pharmacy license, who want to obtain information, or who want to file a complaint). The types and groups of customers are somewhat specific ("targeted population") as a result of the agency's enabling legislation (agency's mission and purpose).

It is the agency's intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance Lower than Target

EXPLANATORY MEASURES

(1) **Number of Customers Identified** – this explanatory measure is the same as the Output entitled “Number of Customers Served.”

(2) **Number of Customer Groups Inventoried**

Short Definition

Total number of customer groups identified in a report period.

Purpose/Importance

This measure reflects the diversity of the agency’s customers and gives an indication of the agency’s workload.

Source/Collection of Data

The number of customer groups is determined by reviewing the external customer groups that might exist within each budget strategy listed in the agency Strategic Plan.

Method of Calculation

TSBP keeps an inventory (manual list) of its customer groups.

Data Limitation

The types and groups of customers are somewhat specific (“targeted populations”) as a result of the agency’s enabling legislation (agency’s mission and purpose).

It is the agency’s intention to conduct a biennial survey of customer service; therefore, this performance measure does not lend itself to a quarterly or annual report.

Calculation Type Non-cumulative.

New Measure Continues without change.

Desired Performance

Actual performance that is higher than targeted performance is desirable, provided the agency has sufficient staff to handle the increased workload that results from having additional groups of customers to serve.