

# AGENCY STRATEGIES AND OUTPUT, EFFICIENCY, AND EXPLANATORY MEASURES

*For the purpose of these measures, the term "pharmacy technician" includes "registered pharmacy technician and pharmacy technician trainee."*

---

## STRATEGY 01.01.01

Operate a timely, cost-effective application and renewal licensure system for pharmacies and pharmacists, and pharmacy technicians.

### Output Measures

- Number of Individuals Examined
- Number of New Licenses Issued to Individuals
- Number of Licenses Renewed (Individuals)
- Number of New Registrations Issued to Individuals
- Number of Registrations Renewed (Individuals)

### Efficiency Measures

- Average Cost of Examination
- Average Licensing Cost per Individual License Issued
- Average Licensing Cost per Individual Pharmacy Technician Registration Issued
- Average Licensing Cost per Facility License Issued
- Percent of New Individuals Licensed Within Ten Working Days
- Percent of Individuals Licensed Within Seven Working Days

**Explanatory Measures**

- Total Number of Individuals Licensed
- Total Number of Business Facilities Licensed
- Total Number of Individuals Registered
- Pass Rate

**STRATEGY 02.01.01**

Emphasize preventive enforcement by conducting compliance inspections of pharmacies, promote voluntary compliance by providing information, education and technical assistance to licensees; and protect public health and safety by receiving, investigating, and resolving complaints, disciplining licensees, and monitoring compliance with disciplinary orders resulting from board adjudication.

**Output Measures**

- Number of Inspections
- Complaints Resolved

**Efficiency Measures**

- Average Time for Complaint Resolution
- Average Cost per Complaint Resolved

**Explanatory Measures**

- Jurisdictional Complaints Received

**STRATEGY 02.01.02**

Operate a Peer Assistance Program by monitoring the growth, development, and compliance of a program to aid pharmacists and eligible pharmacy students impaired by chemical abuse or mental or physical illness, and monitor the success of individuals in the program.

**Output Measure**

- Number of Pharmacy Students Participating in Peer Assistance Program
- Number of Licensed Individuals Participating in Peer Assistance Program

**STRATEGY**

Develop and implement a plan for increasing the use of historically underutilized businesses through purchasing and public works contracts and subcontracts.

**Output Measures**

- Number of HUB Contractors and Subcontractors Contacted for Bid Proposals
- Number of HUB Contracts and Subcontracts Awarded
- Dollar Value of HUB Contracts and Subcontracts Awarded