

# AGENCY STRATEGIES AND OUTPUT, EFFICIENCY, AND EXPLANATORY MEASURES

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## STRATEGY 01.01.01

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

### Output Measures

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

### Efficiency Measures

- # Average Cost of Examination
- # Average Licensing Cost per Individual License Issued
- # Average Licensing Cost per Facility License Issued
- # Percent of New Individuals Licenses Issued Within 10 Working Days
- # Percent of Individual Licenses Issued Within 7 Working Days

### Explanatory Measures

- # Total Number of Individuals Licensed
- # Total Number of Business Facilities Licensed
- # 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 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