

AGENCY GOALS

For the purpose of the goals and measures, the term “pharmacy technician” includes “registered pharmacy technician and pharmacy technician trainee.”

- We will establish and implement reasonable standards for pharmacist and pharmacy technician education and practice, and for the operations of pharmacies to assure that safe and effective pharmaceutical care is delivered to the citizens of Texas [Texas Pharmacy Act (Occupations Code, Sec. 555-566 and 568-569)].
- We will assertively and swiftly enforce all laws relating to the practice of pharmacy to ensure that the public health and safety are protected from the following: incompetent pharmacists and pharmacy technicians; 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. [Texas Pharmacy Act (Occupations Code, Sec. 551-569), and Health and Safety Code, Chapter 483, Dangerous Drugs.]
- We will establish and implement policies governing purchasing and public works contracting that foster meaningful and substantive inclusion of historically underutilized businesses (HUBs).

AGENCY OBJECTIVES AND OUTCOME MEASURES

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; through technical assistance to licensees; through education and increased licensee access to information; and to resolve/close complaints received within 200 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 2007.

Outcome Measure

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