



## **TEXAS STATE BOARD OF PHARMACY REPORT ON CUSTOMER SERVICE**

### **BACKGROUND**

In 1999, the 76<sup>th</sup> 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 sixth 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

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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 2010-11 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, 2008, through August 31, 2009.

## TSBP Report on Customer Service

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### A. Collection Time Frame

TSBP Customer Service Survey (survey) responses were collected via a link on the TSBP website for the period September 1, 2008, through August 31, 2009. 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 FY09 survey (September 1, 2008 – August 31, 2009), 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, 2008 – August 31, 2009.

Licensees		
	Pharmacists	13,285
	Pharmacy Owners	781
	Pharmacy Technicians	17,279
Non-Licensees		
	Complainants & Other (general public)	725
	Requestors for Agency Records	1,452
Total Surveys		33,522

### D. Response Rate

A total of 1281 respondents completed the online survey between September 1, 2008, and August 31, 2009. See page 3 of Attachment #2 for a listing of respondents.

This response represents a significant (44%) increase, as compared to the prior survey period (FY 2008), when TSBP received responses from 887 individuals.

### 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 2-27, 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 83% of TSBP’s customers were satisfied (i.e., 1046 of the 1253 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 (FY2008), there was a 3% decrease in overall customer satisfaction.

OVERALL SATISFACTION COMPARISON			
	FY2008	FY2009	% Change
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	86%	83%	-3%

The data also shows that during this period the agency’s customers were especially satisfied with TSBP’s online registration and licensure application. 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 405 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 405 comments, 60 were suggestions, and 43 could only be categorized as "other." The survey results were shared with Board Members at their regular scheduled meeting held on May 4-5, 2010. 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 and rewarded 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, 2008 – August 31, 2009) 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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff members were helpful (demonstrated a willingness to assist me).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received the information or service I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My telephone call, email, or letter was routed to the proper person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material available online or in printed form provided thorough and accurate information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My inquiry was answered in a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I filed a complaint, my complaint was addressed in a reasonable manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TSBP web site was easy to use and well organized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The TSBP web site contained clear and accurate information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I visited the TSBP office, it was clean and orderly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with my experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your comments are appreciated.



Survey Results for

# **Customer Service Survey**

for

**515 - Texas State Board of Pharmacy**

**September 01, 2008  
Through  
August 31, 2009**



Customer Service Survey  
September 01, 2008 Through August 31, 2009

## Survey Items

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515 - Texas State Board of Pharmacy

Survey Respondents

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**Total Number of Respondents: 1281**

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### Survey Respondents Who Made Entry in Comments Section

Compliments	Complaints	Suggestions	Requests for Information	Other
202	90	60	10	43

## Survey Items

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515 - Texas State Board of Pharmacy

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

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Number of Respondents:

1133

Item Response	Count	Pct.
Once	607	53.57%
2-5	427	37.69%
5+	99	8.74%

### Frequency Distribution

Once	53.57%
2-5	37.69%
5+	8.74%

Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items

515 - Texas State Board of Pharmacy

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

Number of Respondents:

1281


















Item Response	Count	Pct.
Application for Pharmacist License	126	9.84%
Application for Pharmacy License	41	3.20%
Application for Intern Registration	35	2.73%
Application for Preceptor Registration	35	2.73%
Application for Pharmacy Technician Registration	197	15.38%
Pharmacy Law Question	152	11.87%
Renewal of Pharmacist License	439	34.27%
Renewal of Pharmacy License	59	4.61%
Renewal of Pharmacy Technician Registration	187	14.60%
Continuing Education	55	4.29%
Compliance Inspection	33	2.58%
Name/Address Change	115	8.98%
Filed a Complaint	48	3.75%
Requesting Information	176	13.74%
Subject of a Complaint	20	1.56%
Subject of a Disciplinary Action	21	1.64%
Other (please specify)	87	6.79%

## Survey Items

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515 - Texas State Board of Pharmacy

### Frequency Distribution

Application for Pharmacist License	 <b>9.84%</b>
Application for Pharmacy License	 <b>3.2%</b>
Application for Intern Registration	 <b>2.73%</b>
Application for Preceptor Registration	 <b>2.73%</b>
Application for Pharmacy Technician Registration	 <b>15.38%</b>
Pharmacy Law Question	 <b>11.87%</b>
Renewal of Pharmacist License	 <b>34.27%</b>
Renewal of Pharmacy License	 <b>4.61%</b>
Renewal of Pharmacy Technician Registration	 <b>14.6%</b>
Continuing Education	 <b>4.29%</b>
Compliance Inspection	 <b>2.58%</b>
Name/Address Change	 <b>8.98%</b>
Filed a Complaint	 <b>3.75%</b>
Requesting Information	 <b>13.74%</b>
Subject of a Complaint	 <b>1.56%</b>
Subject of a Disciplinary Action	 <b>1.64%</b>
Other (please specify)	 <b>6.79%</b>

## Survey Items

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515 - Texas State Board of Pharmacy

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

**Verbatim Responses:**

101

- request duplicate registration card
- no contact
- Application for Pharmacy Technician trainee Registration
- pharmacy technician trainee registration
- Verification for non-resident license renewal
- Opening business
- checking status of renewal
- hippa
- verifications
- verifications
- change of employment address
- pharmacy technician trainee registration
- obtain change of PIC form
- License/Registration Verification
- Disciplinary Documents
- Application for Pharmacy Technician Trainee
- verifications
- triad pharmacy illegal activities
- error. no contact in 12 months
- allowing pharmacists to be unethical drug dealers and endangering the public
- PT trainee
- pharmacy technician trainee
- application for Pharmacy Technician Trainee

## Survey Items

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515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	101
<ul style="list-style-type: none"><li>• Register as a Technician Trainee</li><li>• application for pharmacy technician trainee registration</li><li>• report loss of narcotics</li><li>• survey</li><li>• Application for Pharmacy Technician Trainee Registration</li><li>• update pharmacy info as pic</li><li>• license renewal</li><li>• Application of Pharmacy Technician Trainee</li><li>• change in PIC</li><li>• registered technician trainee</li><li>• checking on reciprocity for incoming pharmacist</li><li>• Pharmacy Technician Trainee license</li><li>• newsletter</li><li>• My registration did not have my middle initial</li><li>• Updates</li><li>• burglary report</li><li>• specifics of inactive status</li><li>• speak with Kay Wilson</li><li>• how to go to inactive Pharmacist License</li><li>• e-mailed info re: bogus physician prescriptions</li><li>• denial resolution</li><li>• Change of PIC</li><li>• Change of employer</li><li>• Application for Pharmacy Technician Trainee</li><li>• license verification</li></ul>	

## Survey Items

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515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	101
<ul style="list-style-type: none"><li>• status of application</li><li>• need mailing labels for independent pharmacies</li><li>• question regarding reciprocate RPh license with CA</li><li>• Needed copies of records</li><li>• I am inactive and the renewal fees are WAY TOO HIGH for an inactive pharmacist.</li><li>• work/school</li><li>• register as pharmacy trainee</li><li>• receipt of pharmacy technician registration certificate</li><li>• register as technician trainee</li><li>• application for pharmacy technician trainee</li><li>• Pharmacy Technician Trainee registration</li><li>• Request for license verification</li><li>• technician trainee application</li><li>• Application for Pharm Tech Trainee</li><li>• Complaint #2009-0816</li><li>• verifying pharmacist licensure</li><li>• response to request for more information about complaint</li><li>• Pharmacist License Verification</li><li>• License Verification</li><li>• complaint/Suggestion</li><li>• License Verification</li><li>• Survey</li><li>• Reminders sent in mail &amp; online renewal</li><li>• application for registered technician trainee</li></ul>	

## Survey Items

515 - Texas State Board of Pharmacy

Verbatim Responses: (Cont.)	101
<ul style="list-style-type: none"> <li>• Application for Pharmacy Technician Trainee</li> <li>• transfer to another state</li> <li>• Board meetings</li> <li>• internship information</li> <li>• Hadn't received TSBP Certificate</li> <li>• License Verification</li> <li>• not contacted</li> <li>• theft</li> <li>• payment of registration fee</li> <li>• Requesting Discp Info</li> <li>• license verification</li> <li>• survey request</li> <li>• Permit verification requests</li> <li>• Read News Letters</li> <li>• application for pharmacy technician trainee registration</li> <li>• Registered Technician Trainee</li> <li>• Reciprocity of Pharmacists License</li> <li>• update of employment</li> <li>• pharmacy tech job</li> <li>• change of employment</li> <li>• Registration for Pharmacy Technician Trainee</li> <li>• product shortage in shipments</li> <li>• verification of license for CA</li> <li>• application for pharmacy technician trainee registration</li> <li>• TSBP added a delinquent fee when I wan't ; was told that I would have to get a refund later??</li> </ul>	

Verbatim Responses: (Cont.)	101
<ul style="list-style-type: none"> <li>• Application for Pharmacy Technician Trainee</li> <li>• for being charged as delinquent on 07-31-2009 when in fact I wasn't. I was told to fax a copy of payment and would be refunded..still waiting!</li> <li>• c-II loss</li> <li>• complete survey</li> </ul>	



Customer Service Survey  
September 01, 2008 Through August 31, 2009

## Survey Items






515 - Texas State Board of Pharmacy

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

Number of Respondents: 1281

Item Response	Count	Pct.
Telephone	408	31.85%
Letter	293	22.87%
Email	240	18.74%
Internet	637	49.73%
In Person	46	3.59%

### Frequency Distribution

Telephone	 31.85%
Letter	 22.87%
Email	 18.74%
Internet	 49.73%
In Person	 3.59%

Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items


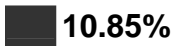
515 - Texas State Board of Pharmacy

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

Number of Respondents: 1152

Item Response	Count	Pct.
Yes	1027	89.15%
No	125	10.85%

### Frequency Distribution

Yes	 89.15%
No	 10.85%

## Survey Items

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515 - Texas State Board of Pharmacy

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







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<b>Score:</b>	4.55
<b>Std. Dev.:</b>	0.838
<b>Number of Respondents:</b>	1034

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Item Response	Count	Pct.
Strongly Disagree	23	2.22%
Disagree	17	1.64%
Neutral	23	2.22%
Agree	231	22.34%
Strongly Agree	639	61.80%
Not Applicable	101	9.77%

### Frequency Distribution

Strongly Disagree	 <b>2.22%</b>
Disagree	 <b>1.64%</b>
Neutral	 <b>2.22%</b>
Agree	 <b>22.34%</b>
Strongly Agree	 <b>61.8%</b>
Not Applicable	 <b>9.77%</b>

Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items







515 - Texas State Board of Pharmacy

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

<b>Score:</b>	4.57
<b>Std. Dev.:</b>	0.858
<b>Number of Respondents:</b>	1029

Item Response	Count	Pct.
Strongly Disagree	25	2.43%
Disagree	13	1.26%
Neutral	21	2.04%
Agree	185	17.98%
Strongly Agree	613	59.57%
Not Applicable	172	16.72%

### Frequency Distribution

Strongly Disagree	 <b>2.43%</b>
Disagree	 <b>1.26%</b>
Neutral	 <b>2.04%</b>
Agree	 <b>17.98%</b>
Strongly Agree	 <b>59.57%</b>
Not Applicable	 <b>16.72%</b>

## Survey Items

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515 - Texas State Board of Pharmacy

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







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<b>Score:</b>	4.04
<b>Std. Dev.:</b>	0.974
<b>Number of Respondents:</b>	1035

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Item Response	Count	Pct.
Strongly Disagree	30	2.90%
Disagree	50	4.83%
Neutral	121	11.69%
Agree	441	42.61%
Strongly Agree	351	33.91%
Not Applicable	42	4.06%

### Frequency Distribution

Strongly Disagree	 <b>2.9%</b>
Disagree	 <b>4.83%</b>
Neutral	 <b>11.69%</b>
Agree	 <b>42.61%</b>
Strongly Agree	 <b>33.91%</b>
Not Applicable	 <b>4.06%</b>

## Survey Items

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515 - Texas State Board of Pharmacy

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







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<b>Score:</b>	4.14
<b>Std. Dev.:</b>	0.908
<b>Number of Respondents:</b>	1030

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Item Response	Count	Pct.
Strongly Disagree	24	2.33%
Disagree	31	3.01%
Neutral	109	10.58%
Agree	439	42.62%
Strongly Agree	382	37.09%
Not Applicable	45	4.37%

### Frequency Distribution

Strongly Disagree	 <b>2.33%</b>
Disagree	 <b>3.01%</b>
Neutral	 <b>10.58%</b>
Agree	 <b>42.62%</b>
Strongly Agree	 <b>37.09%</b>
Not Applicable	 <b>4.37%</b>

## Survey Items

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515 - Texas State Board of Pharmacy

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

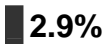

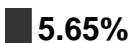



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<b>Score:</b>	4.18
<b>Std. Dev.:</b>	1.066
<b>Number of Respondents:</b>	1240

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Item Response	Count	Pct.
Strongly Disagree	36	2.90%
Disagree	29	2.34%
Neutral	70	5.65%
Agree	249	20.08%
Strongly Agree	372	30.00%
Not Applicable	484	39.03%

### Frequency Distribution

Strongly Disagree	 <b>2.9%</b>
Disagree	 <b>2.34%</b>
Neutral	 <b>5.65%</b>
Agree	 <b>20.08%</b>
Strongly Agree	 <b>30%</b>
Not Applicable	 <b>39.03%</b>

## Survey Items

515 - Texas State Board of Pharmacy

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







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<b>Score:</b>	4.18
<b>Std. Dev.:</b>	1.115
<b>Number of Respondents:</b>	1241

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Item Response	Count	Pct.
Strongly Disagree	46	3.71%
Disagree	24	1.93%
Neutral	67	5.40%
Agree	231	18.61%
Strongly Agree	391	31.51%
Not Applicable	482	38.84%

### Frequency Distribution

Strongly Disagree	 <b>3.71%</b>
Disagree	 <b>1.93%</b>
Neutral	 <b>5.4%</b>
Agree	 <b>18.61%</b>
Strongly Agree	 <b>31.51%</b>
Not Applicable	 <b>38.84%</b>



Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items







515 - Texas State Board of Pharmacy

I received the information or service I needed.

<b>Score:</b>	4.28
<b>Std. Dev.:</b>	1.094
<b>Number of Respondents:</b>	1251

Item Response	Count	Pct.
Strongly Disagree	66	5.28%
Disagree	40	3.20%
Neutral	36	2.88%
Agree	342	27.34%
Strongly Agree	627	50.12%
Not Applicable	140	11.19%

### Frequency Distribution

Strongly Disagree	 5.28%
Disagree	 3.2%
Neutral	 2.88%
Agree	 27.34%
Strongly Agree	 50.12%
Not Applicable	 11.19%

## Survey Items

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515 - Texas State Board of Pharmacy

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






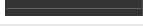
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<b>Score:</b>	4.32
<b>Std. Dev.:</b>	0.978
<b>Number of Respondents:</b>	1238

---

Item Response	Count	Pct.
Strongly Disagree	32	2.58%
Disagree	23	1.86%
Neutral	62	5.01%
Agree	275	22.21%
Strongly Agree	484	39.10%
Not Applicable	362	29.24%

### Frequency Distribution

Strongly Disagree	 2.58%
Disagree	 1.86%
Neutral	 5.01%
Agree	 22.21%
Strongly Agree	 39.1%
Not Applicable	 29.24%

Customer Service Survey  
September 01, 2008 Through August 31, 2009

## Survey Items







515 - Texas State Board of Pharmacy

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

<b>Score:</b>	4.30
<b>Std. Dev.:</b>	0.976
<b>Number of Respondents:</b>	1250

Item Response	Count	Pct.
Strongly Disagree	41	3.28%
Disagree	31	2.48%
Neutral	74	5.92%
Agree	377	30.16%
Strongly Agree	589	47.12%
Not Applicable	138	11.04%

### Frequency Distribution

Strongly Disagree	 3.28%
Disagree	 2.48%
Neutral	 5.92%
Agree	 30.16%
Strongly Agree	 47.12%
Not Applicable	 11.04%

Customer Service Survey  
September 01, 2008 Through August 31, 2009

## Survey Items







515 - Texas State Board of Pharmacy

My inquiry was answered in a reasonable amount of time.

<b>Score:</b>	4.18
<b>Std. Dev.:</b>	1.184
<b>Number of Respondents:</b>	1238

Item Response	Count	Pct.
Strongly Disagree	67	5.41%
Disagree	40	3.23%
Neutral	53	4.28%
Agree	258	20.84%
Strongly Agree	502	40.55%
Not Applicable	318	25.69%

### Frequency Distribution

Strongly Disagree	 5.41%
Disagree	 3.23%
Neutral	 4.28%
Agree	 20.84%
Strongly Agree	 40.55%
Not Applicable	 25.69%

Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items







515 - Texas State Board of Pharmacy

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

<b>Score:</b>	3.51
<b>Std. Dev.:</b>	1.358
<b>Number of Respondents:</b>	1206

Item Response	Count	Pct.
Strongly Disagree	35	2.90%
Disagree	12	1.00%
Neutral	59	4.89%
Agree	60	4.98%
Strongly Agree	71	5.89%
Not Applicable	969	80.35%

### Frequency Distribution

Strongly Disagree	 <b>2.9%</b>
Disagree	 <b>1%</b>
Neutral	 <b>4.89%</b>
Agree	 <b>4.98%</b>
Strongly Agree	 <b>5.89%</b>
Not Applicable	 <b>80.35%</b>

Customer Service Survey  
September 01, 2008 Through August 31, 2009

## Survey Items







515 - Texas State Board of Pharmacy

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

<b>Score:</b>	4.24
<b>Std. Dev.:</b>	0.989
<b>Number of Respondents:</b>	1245

Item Response	Count	Pct.
Strongly Disagree	43	3.45%
Disagree	39	3.13%
Neutral	86	6.91%
Agree	420	33.73%
Strongly Agree	571	45.86%
Not Applicable	86	6.91%

### Frequency Distribution

Strongly Disagree	 3.45%
Disagree	 3.13%
Neutral	 6.91%
Agree	 33.73%
Strongly Agree	 45.86%
Not Applicable	 6.91%

## Survey Items

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515 - Texas State Board of Pharmacy

The TSBP web site contained clear and accurate information.







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<b>Score:</b>	4.27
<b>Std. Dev.:</b>	0.953
<b>Number of Respondents:</b>	1246

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Item Response	Count	Pct.
Strongly Disagree	40	3.21%
Disagree	24	1.93%
Neutral	100	8.03%
Agree	416	33.39%
Strongly Agree	577	46.31%
Not Applicable	89	7.14%

### Frequency Distribution

Strongly Disagree	 3.21%
Disagree	 1.93%
Neutral	 8.03%
Agree	 33.39%
Strongly Agree	 46.31%
Not Applicable	 7.14%

Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items

515 - Texas State Board of Pharmacy

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

<b>Score:</b>	4.09
<b>Std. Dev.:</b>	1.030
<b>Number of Respondents:</b>	1200

Item Response	Count	Pct.
Strongly Disagree	8	0.67%
Disagree	3	0.25%
Neutral	43	3.58%
Agree	60	5.00%
Strongly Agree	91	7.58%
Not Applicable	995	82.92%

### Frequency Distribution

Strongly Disagree	0.67%
Disagree	0.25%
Neutral	3.58%
Agree	5%
Strongly Agree	7.58%
Not Applicable	82.92%



## Survey Items

515 - Texas State Board of Pharmacy

Overall, I am satisfied with my experience.







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<b>Score:</b>	4.29
<b>Std. Dev.:</b>	1.120
<b>Number of Respondents:</b>	1253

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Item Response	Count	Pct.
Strongly Disagree	78	6.23%
Disagree	38	3.03%
Neutral	56	4.47%
Agree	324	25.86%
Strongly Agree	722	57.62%
Not Applicable	35	2.79%

### Frequency Distribution

Strongly Disagree	 <b>6.23%</b>
Disagree	 <b>3.03%</b>
Neutral	 <b>4.47%</b>
Agree	 <b>25.86%</b>
Strongly Agree	 <b>57.62%</b>
Not Applicable	 <b>2.79%</b>

Customer Service Survey  
 September 01, 2008 Through August 31, 2009

## Survey Items

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515 - Texas State Board of Pharmacy

### Item Score Summary

Item Text	Score	Std. Dev.
The online registration and/or licensure application was clear and easy to use.	4.55	0.838
The online renewal process for registration and/or licensure is efficient.	4.57	0.858
Texas Pharmacy Rules and Laws are easily understood by licensees and registrants.	4.04	0.974
TSBP provides information and enforcement in a variety of ways to ensure that the regulated community knows what is expected of them.	4.14	0.908
The staff members were knowledgeable (able to answer my questions).	4.18	1.066
The staff members were helpful (demonstrated a willingness to assist me).	4.18	1.115
I received the information or service I needed.	4.28	1.094
My telephone call, email, or letter was routed to the proper person.	4.32	0.978
Material available online or in printed form provided thorough and accurate information.	4.30	0.976
My inquiry was answered in a reasonable amount of time.	4.18	1.184
If I filed a complaint, my complaint was addressed in a reasonable manner.	3.51	1.358
The TSBP web site was easy to use and well organized.	4.24	0.989
The TSBP web site contained clear and accurate information.	4.27	0.953
If I visited the TSBP office, it was clean and orderly.	4.09	1.030
Overall, I am satisfied with my experience.	4.29	1.120

## 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](http://www.survey.utexas.edu/tsbp)

and use this code: **672986**



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
<b>STAFF MEMBERS</b>													
1. Staff Knowledgeable	372	30.00%	249	20.08%	70	5.65%	29	2.34%	36	2.90%	484	39.03%	4.18
2. Staff Helpful	391	31.51%	231	18.61%	67	5.40%	24	1.93%	46	3.71%	482	38.84%	4.18
<b>COMMUNICATIONS</b>													
1. Provides Information and Enforcement	382	37.09%	439	42.62%	109	10.58%	31	3.01%	24	2.33%	45	4.37%	4.14
2. Routed to Proper Person	484	39.10%	275	22.21%	62	5.01%	23	1.86%	32	2.58%	362	29.24%	4.32
3. Received Service Needed	627	50.12%	342	27.34%	36	2.88%	40	3.20%	66	5.28%	140	11.19%	4.28
<b>TIMELINESS</b>													
1. Inquiry Answered in Reasonable Time	502	40.55%	258	20.84%	53	4.28%	40	3.23%	67	5.41%	318	25.69%	4.18
<b>INTERNET</b>													
1. Web Site was Easy to Use	571	45.86%	420	33.73%	86	6.91%	39	3.13%	43	3.45%	86	6.91%	4.24
2. Clear and Accurate Information	577	46.31%	416	33.39%	100	8.03%	24	1.93%	40	3.21%	89	7.14%	4.27
<b>COMPLAINT PROCESS</b>													
1. Addressed in a Reasonable manner	71	5.89%	60	4.98%	59	4.89%	12	1.00%	35	2.90%	969	80.35%	3.51
<b>FACILITY</b>													
1. Office Clean and Orderly	91	7.58%	60	5.00%	43	3.58%	3	0.25%	8	0.67%	995	82.92%	4.09
<b>ONLINE AND PRINTED INFORMATION</b>													
1. Online Registration/licensure Easy to Use	639	61.80%	231	22.34%	23	2.22%	17	1.64%	23	2.22%	101	9.77%	4.55
2. Online Renewal Efficient	613	59.57%	185	17.98%	21	2.04%	13	1.26%	25	2.43%	172	16.72%	4.57
3. Information was Thorough and Accurate	589	47.12%	377	30.16%	74	5.92%	31	2.48%	41	3.28%	138	11.04%	4.30
4. Rules and Law Easily Understood	351	33.91%	441	42.61%	121	11.69%	50	4.83%	30	2.90%	42	4.06%	4.04
<b>OVERALL</b>													
1. Satisfied with Experience	722	57.62%	324	25.86%	56	4.47%	38	3.03%	78	6.23%	35	2.79%	4.29

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  
FY2009 CUSTOMER SERVICE SURVEY

FY2009 Performance Measures  
Related to Customer Service Standards  
And Customer Satisfaction

	<b>FY2009 Survey Performance</b>
<b>Outcome Measures</b>	
Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	83%
Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	2%
<b>Output Measures</b>	
Number of Customers Surveyed	33,607
Number of Customers Served	87,209
<b>Efficiency Measures</b>	
Cost Per Customer Surveyed	\$0.12
<b>Explanatory Measures</b>	
Number of Customers Identified	87,209
Number of Customer Groups Inventoried	2

**TSBP FY2009 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

## **EXPLANTORY 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.