

GROUP 4 (PHARMACY) BOARD DIRECTOR REPORT

February 2012

1.) Board Meetings Scheduled & Held

<u>Board</u>	<u>Scheduled</u>	<u>Held</u>	<u>Date</u>	<u>Reason Cancelled</u>
Pharmacy	February 13, 2012			Scheduled and Held

2.) # of Verifications Processed & Walk-ins Served

<u>Board</u>	<u># Verifications Processed</u>	<u># Walk-ins</u>
Pharmacy	0	35

3.) # of Complaints and Petitions for Summary Suspensions Filed by OAG

<u>Board</u>	<u># of Complaints</u>	<u># of Petitions for Summary Suspensions</u>
Pharmacy	9	1

4.) # of Full Board & ALJ Hearings and Personal Appearances (Disciplinary & Appeal)

<u>Board</u>	<u># of Full Board</u>	<u># of ALJ</u>	<u>Separate ALJ Day?</u>
Pharmacy	27	no	no
INSPECT	3	no	no
CSR Applications	5	no	no
EDI	0	no	no

5.) # of Discipline or License Actions Taken During Previous Month

<u># Censured</u>	<u># Emergency Suspension</u>	<u># Withdraws</u>
1	2	1
<u># of Licenses Approved</u>	<u># Warning Letter</u>	<u># INSPECT Complaints</u>
21	3	0
<u># of Defaults</u>	<u># Revocations or Closed</u>	
1	6	

7.) Concerns & Additional Information

- The Board utilized its new committee structure for the first time. We now have three permanent standing committees to help efficiently and effectively cover all business. They are as follows: 1. Administration & Licensing Committee, 2. Compliance & Law Enforcement Committee, and 3. Prescription Monitoring & INSPECT Committee. Two Board Members are assigned to each committee to vote and make decisions, and the Board President makes assignments and fills in as required.
- Staffing Update: Our sixth compliance officer, Wanda, will be returning back to work at the beginning of April 2012. We are continuing to work on integrating and training our newest compliance officer and compliance director – Lorena Sipe and Debbie Frye.
- **Ongoing Staff Needs/Development:** It is my strong belief that we need to add one additional position to the Board Of Pharmacy Staff and reclassify four other positions. The additional staff position I would like to add is an attorney position reporting to the Board Director. We continue to see complexity and increasing amount of regulation and need to rewrite old regulation. We unquestionably deal with more law, policy, and legal related questions than any other group in the Agency. The addition a full time attorney to our staff would greatly enhance our ability to better serve our Board Members, our internal customers, and most importantly the public and our external customers (licensees). Today, we rely on the fact that the Board Director is an attorney and can provide some of this analysis out of that office. In the future, this may not always be true. We need to create the structure to continue supporting our ongoing level of service and commitment. Regarding the reclassifications, I would like to reclassify the Litigation Specialist as a Paralegal or legal analyst. I would also like to reclassify the three case managers as licensing specialists. Our case managers perform similar core functions to other case managers in the agency, but are required to do a different type of work, have a higher level of sophistication and understanding, and deal with billion dollar businesses. I would like to change their work flow and focus. While their numbers may not be higher than other groups, the nature of their calls and questions is very different. When a pharmacy license isn't issued properly, it doesn't just impact one licensee, it instead impacts a community, a business, and a major employer. I've spoken with personnel and this is something we can do, and I think is worth pursuing. One size fits all is not always a sustainable policy.
- Staff Training Update: We are actively working on several training projects for staff. For our case managers we are sending them to state provided customer service and technology use classes. We are also offering them the opportunity to each attend a full board meeting as well as experience on ride along a quarter with a compliance officer. It is important they understand the impact of their licensure decisions and processing and the impact their level of professionalism has on the customers we serve. With the compliance officers we are bringing them each in for three days of case manager and ILS training where they will perform the functions of a case manager to better understand the front end of the process, information gathering, use of ILS, and effective use of the technologies and databases available to them. Later in the year, we will be

bringing them in a for a two day refresher. They will also be starting to use part of the Board Meeting Days to engage in separate team meetings to coordinate work and share ideas to promote efficiency and improve our system. Overall, members of the staff, including the Compliance Director, Lit Specialist, and Assistant Director, have been receiving site based training at Medco, IU Health, and Walgreens. Their understanding about pharmacy and use and integration of technology has vastly improved as a result.

- Board Officer Update: At the February Board Meeting Del Fanning was installed as President of the Board for his first meeting, and Sara St. Angelo was installed as Vice President of the Board. Both terms will last through January of 2013.
- Records Boxes Update: We are down to approximately 15 litigation boxes that are still remaining in the office, 8 of which still need to be re-scanned and indexed. Following indexing they will be marked for a destruction date five years from the newest dated document in that box. With regards to renewal boxes, we have four remaining boxes to scan. Regarding current files we have what amounts to approximately 3-4 boxes of material, but it is not ready to yet be moved from the filing cabinets into scanning boxes. Additionally, we have two boxes that need indexing (that have already been scanned), and we have 6 boxes that have been scanned, indexed, and are awaiting imaging and destruction by ICPR.
- Rules Update: All of our rules are still a work in progress. We are working on impact statements and the four different memos for our take back rule. We are also working with one of our board members on our technology rules. At some point, the Board would like to begin discussing the eprescribe regulations and updating those.
- Legislative Update: Our pharmacy overhaul legislation passed out of both houses and has been sent to Conf. Committee for a final vote and adjustments. Synthetic drug bills were passed in both houses giving the Board additional authority, in conjunction with State Police, to ban certain substances. SB 407 is in conference committee now and makes changes to the ratio requirement, the audit law, the 90 day dispensing rules and restrictions, as well as some language concerning who hospitals can serve.
- Renewals Update: We are currently starting renewal for our pharmacist interns, and will begin renewal of all pharmacists and pharmacy technicians starting on May 1st.
- Major Projects Update: We are working on multiple projects. The big ones include updating all individual files to include an eprofile number. We are also working on our website and eventually restarting our newsletter and DEA 106 tracking. Finally, we will be working on policy manuals for two of our core areas of service: Administration & Licensing, and compliance & Law enforcement. We are also considering starting a litigation manual. Eventually, these will be put forth as official board guidance after working with the Board to approve individual policies and resolutions.

- Outreach Update: Here is the outreach conducted by the Board of Board staff over the last month:
 1. Spoke at the monthly IPA meeting
 2. Presented at Butler University to a pharmacy class
 3. Continued participation with the NABP PMPi Steering Committee
 4. Participation with the Mitre Workgroup on Business Agreements for Intermediaries focusing on integrating PMP data with HIEs
 5. Meet w/officials from Marsh pharmacy concerning take back events and regulations