#### Department of Consumer Affairs

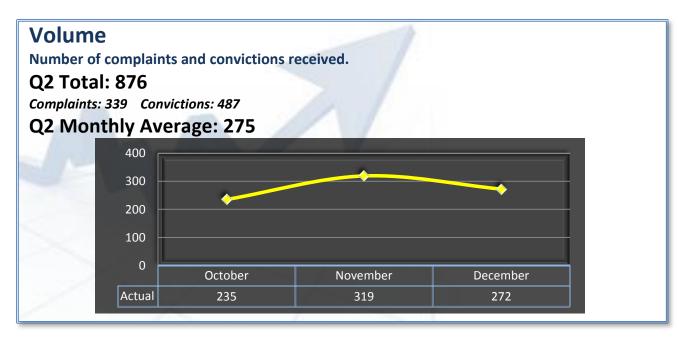
# California State Board of Pharmacy

### **Performance Measures**

Q2 Report (Oct - Dec 2010)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.



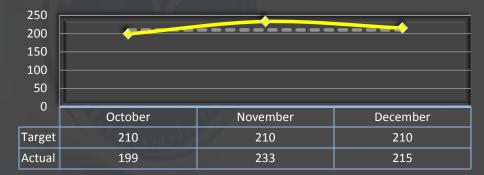
#### Intake Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator. **Target: 20 Days** Q2 Average: 35 Days 50 40 30 20 10 0 October November December Target 20 20 20 Actual 19 47 29

#### **Intake & Investigation**

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

Target: 210 Days

Q2 Average: 218 Days

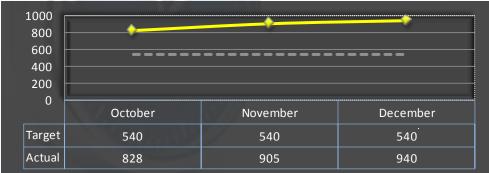


### **Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q2 Average: 900 Days



#### **Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

Target: 30 Days Q2 Average: N/A

The Board did not contact any new probationers this quarter.

## **Probation Violation Response**

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 7 Days Q2 Average: N/A

The Board did not report probation violations this quarter.

**Note:** Due to the budget crisis, Board of Pharmacy currently has 24 enforcement unit vacancies which cannot be filled. This has adversely affected enforcement cycle times.