Performance Measures

Q1 Report (July - September 2011)

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.

**Volume**

Number of complaints and convictions received.

Q1 Total: 834  
Complaints: 397  
Convictions: 437

Q1 Monthly Average: 278

**Intake**

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 20 Days  
Q1 Average: 24 Days
Intake & Investigation
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target:** 210 Days
**Q1 Average:** 216 Days

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<thead>
<tr>
<th>Month</th>
<th>Target</th>
<th>Actual</th>
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<tbody>
<tr>
<td>July</td>
<td>210</td>
<td>209</td>
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<tr>
<td>August</td>
<td>210</td>
<td>217</td>
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<tr>
<td>September</td>
<td>210</td>
<td>201</td>
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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
**Q1 Average:** 909 Days

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<th>Month</th>
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<tr>
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<td>August</td>
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<td>942</td>
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<tr>
<td>September</td>
<td>540</td>
<td>842</td>
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Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target:** 30 Days
**Q1 Average:** 8 Days
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
Q1 Average: 3 Days

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.