



**California State Board of Pharmacy**  
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STATE AND CONSUMER SERVICES AGENCY  
DEPARTMENT OF CONSUMER AFFAIRS  
ARNOLD SCHWARZENEGGER, GOVERNOR

March 2, 2006

**TO:** California State Board of Pharmacy Stakeholders  
**FROM:** Organizational Development Committee  
**SUBJECT:** Survey of Stakeholders

The California State Board of Pharmacy is beginning a review and update of the board's Strategic Plan. We are requesting your participation in the following survey to collect critical information that will be used in the strategic planning process. Your responses are very important in the strategic planning process. Your knowledge and comments will enable the board to refine its strategic plan and maintain its efforts in creating a visionary organization and a leader in the consumer protection.

Your responses should be mailed our consultant, Dr. Lindle Hatton, to ensure confidentiality. He will aggregate and generalize responses across the organization.

The survey questions are designed to assess three primary areas. First, we request your comments and feedback on the critical issues that may impact the board's regulatory jurisdiction. Second, we seek your assessment of our strengths, weaknesses, opportunities, and threats in the SWOT section. Finally, we request you review our five goals for currency and any seek suggestions for future goals.

Please complete the survey questions and mail them to our consultant at the address below. Also, please feel free to add comments to any item.

Dr. Lindle Hatton  
1834 Sunningdale Drive  
Roseville, CA 95747

Responses received by March 12<sup>th</sup> will be aggregated and generalized for a staff strategic planning session on March 15<sup>th</sup>. Responses received by March 31<sup>st</sup> will be included in the data set to be reviewed and considered by the Board of Pharmacy at its April 27<sup>th</sup> Board Meeting in Sacramento. The public is invited to attend this public session – the agenda will be posted on the board's Web site by April 16 (<http://www.pharmacy.ca.gov/about/meetings.htm>).

Thank you for your participation. If you have questions, please contact Dr. Lindle Hatton at (916) 223-9477 or email: [lhatton@surewest.net](mailto:lhatton@surewest.net).

**Board of Pharmacy  
Strategic Planning Scanning Survey**

**Based on your knowledge and experience with the California State Board of Pharmacy (Board), please complete the following survey questions. Your feedback is very important to the board in framing the strategic plan that will guide the board over the next five years.**

**Strategic Issues**

In the past, the Board collected data on issues that may impact the organization. Listed below are the most critical issues identified. Please review and offer your comments, based on your knowledge, of their potential impact, importance to the board and its public protection mandate. If you feel there are other issues not identified that should be considered, then please add them.

1. Cost of medical/pharmaceutical care
2. Aging population
3. Pharmacists' ability to provide care
4. Changing demographics of California patients
5. Laws governing pharmacists
6. Legislative issues for pharmacies
7. Electronic prescribing/automation
8. Internet issues
9. Disaster planning and response
10. Qualified staff

Comments:

## **SWOT Analysis (Strengths, Weaknesses, Opportunities, and Threats)**

Based on your knowledge and experience with the California State Board of Pharmacy please complete the following questions. The data will be reviewed by the board without individual identification.

1. What are the board's strengths that contribute to its effectiveness as a dynamic, consumer protection organization?
  - 1.
  - 2.
  - 3.
  - 4.
  
2. What constrains the board's effectiveness in protecting the public?
  - 1.
  - 2.
  - 3.
  - 4.
  
3. What are the future opportunities in the pharmacy profession that the board should be prepared to meet to achieve its consumer protection mandate?
  - 1.
  - 2.
  - 3.
  - 4.
  
4. What are the threats that will impact or limit the board over the next five years?
  - 1.
  - 2.
  - 3.
  - 4.

## **Goals**

The board has five specific goals that have guided the organization over the past five years. Please review the five goals and comment on their currency for guiding the strategic direction of the board for the next five years. Specifically, which ones remain relevant and which ones are not. In addition, please offer suggestions for additional goal(s) that the board should consider for inclusion in its strategic plan.

Goal One: Exercise oversight on all pharmacy activities.

Goal Two: Ensure the professional qualifications of licensees.

Goal Three: Advocate legislation and promulgate regulations that advance the vision and mission of the Boar of Pharmacy.

Goal Four: Provide relevant information to consumers and licensees.

Goal Five: Achieve the board's mission and goals.