

# Memorandum

To: Board Members

Date: October 16, 2005

From: Communication and Public Education Committee

Subject: Report of the Meeting of October 14, 2005

The Communication and Public Education Committee met in a public meeting in Sacramento on October 14, 2005. A meeting summary of this meeting is provided in this tab section as Attachment 1.

## **ITEM A: Update on the Development of Consumer Fact Sheet Series with UCSF's Center for Consumer Self Care**

Background: Over one year ago, the board approved a proposal to integrate pharmacy students into public outreach activities. The project chosen was the development of a consumer fact sheet series by student interns. This project is being coordinated by the UCSF Center for Consumer Self Care.

By January 2005, the program had been initiated. By July, four fact sheets were developed, and a fifth was undergoing work by the board. The fact sheets contain general information on the topic, and contain questions consumers can discuss with their pharmacists on making wise decisions in the subject area.

At the July 2005 Board Meeting, the board agreed to establish a joint Web site with the Center for Consumer Self Care to house the many fact sheets that should soon be developed through this collaboration because 11 students had agreed to develop three fact sheets each during this school year. The Center for Consumer Self Care will develop and maintain the Web site. The board will appear as cohost. As of this time, no work has yet begun on this Web site.

At the October committee meeting, the committee reviewed three new fact sheets. According to the Center for Consumer Self Care, several additional fact sheets are under development and will be shared with the board shortly.

The committee will review this joint project with the Center for Consumer Self Care at the January 2006 committee meeting.

Throughout the meeting, the committee identified topics for additional fact sheets, including the new labeling requirements that mandate a description of the medication be placed on a prescription container, the Beers list of drugs that should not be prescribed to individuals over 75 years of age, and the importance of

information found on a container's label.

The committee also discussed the public health issues that exist surrounding a feared global pandemic of the Avian flu. Staff will gather information about what the Centers for Disease Control is doing in this area for the next meeting. The seriousness of this illness is a concern for health care policymakers as well as the public.

## **ITEM B: Update on Activities of the California Health Communication Partnership**

Background: Last year, the board voted to become a founding member of California Health Communication Partnership. This group is spearheaded by the UCSF's Center for Consumer Self Care to improve the health of Californians by developing and promoting consumer health education programs and activities developed by the members in an integrated fashion. The function of the group is to develop or disseminate integrated public information campaigns on priority health topics identified by the partnership members.

While there have been no meetings of the partnership since the July 2005 Board Meeting, the partnership has a campaign underway on screening tests for cancer (October and November 2005). The Center for Consumer Self Care received a grant to help promote these public service announcements. The materials are provided in Attachment A.

The next campaign will again focus on generics. During the winter months at public outreach events, the board will also promote the materials developed and disseminated on antibiotic misuse and resistance, the subject of the first partnership's project last year.

## **ITEM C: Update on *The Script***

The next issue of the board's newsletter, *The Script*, is currently being printed and should be distributed by mid-October to pharmacies and drug wholesalers.

Articles in this October issue promote the new recognition program for pharmacists who have been licensed for 50 years, as well as the Subcommittee on Medicare Drug Benefit Plans recently formed by the board. The bulk of the newsletter's articles will provide amplifications of Pharmacy Law, and the requirements of the board's new omnibus regulations (that took effect October 7, 2005).

The Pharmacy Foundation of California will again print and mail this issue to California pharmacists.

Staff is now initiating work on the next issue, a January 2006 issue that will focus on new pharmacy laws.

## **ITEM D: Update on *Health Notes***

*Background:* *Health Notes* is a monograph, produced by the board that contains up-to-date drug therapy guidelines for a specific subject area. Because the board produces *Health Notes*, it conveys what the board believes is current drug treatment in a particular area. Pharmacists can earn continuing education credit by completing a test published at the back of the monograph. Thus the board provides information and actually is sponsoring CE in an area of importance to the board. Seven issues have been produced since 1996. Regrettably, no issues have been published in the last two years due to lack of staff resources to commit to this project.

Under development are two issues:

1. Pain Management Issue
2. Pharmacy Emergency Response to Patients in a Declared Disaster Area

Neither publication is yet ready for publication, but articles for both have been written. Likely publication date may be late spring or summer 2006. The board will encourage outside funding once the manuscripts are finalized.

## **ITEM E: Update on Public Outreach Activities**

The board strives to provide information to licensees and the public. To this end, it has a number of consumer materials to distribute at consumer fairs and attends as many of these events as possible, where attendance will be large and staff is available.

Additionally, the board has several PowerPoint presentations on the board, on new pharmacy law and on requirements for prescribing and dispensing controlled substances it presents as continuing education courses or information presentations where a number of individuals will be present. These presentations are provided by board members or senior staff.

Public and licensee outreach activities performed since the last report to the board that have include:

- Supervising Inspector Nurse presented information about the board and how it investigates cases to a group of United States Attorneys on July 20.
- Supervising Inspector Nurse participated in a training module for federal investigators who will be monitoring fraud in the Medicare Prescription Drug Plan programs in San Diego on September 20.
- The board staffed a public information booth the City of Sacramento Public Safety Public Fair on September 24.
- The board staffed a public information booth on October 15 at the UCD Healthy Aging Fair.
- Supervising Inspector Ratcliff will present information on pharmacy law changes at an UFCW-Orange County Pharmacist Association continuing education conference on October 16.

- The board will staff an information booth at CSHP Seminar on October 21 and 22. Also several board members and the Executive Officer Harris will present information at this association meeting.

## **ITEM F: UCSD Study on Non-Prescription Syringe Sales**

The board has been asked to assist in a study being conducted by UCSD researcher Richard Garfein, PhD, MPH.

The study is being conducted in conjunction with the Department of Health Services' Office of AIDS, to evaluate Senate Bill 1159 (Vasconcellos, Chapter 608, Statutes of 2004) that allows local health jurisdictions to authorize nonprescription syringe sales by pharmacies to prevent HIV and Hepatitis.

Dr. Garfein has requested the board's assistance in several areas. Executive Officer Harris has agreed to provide this assistance in an August 3, 2005, letter (Attachment B):

- The board agreed to share a mailing list of pharmacies and pharmacists for the survey that will be planned for mid-2006.
- A copy of a survey document used previously in New York will be modified for this study. The board will have an opportunity to review the survey document before it is released.
- The board will also draft a letter supporting participation in the survey as part of the survey packet.

## **Other Informational Items From the October Committee Meeting:**

The minutes of the Communication and Public Education Committee meeting (Attachment 1) contain information about other topics discussed by the committee not specifically included on the board meeting's agenda. These include:

- Dr. Schell will draft an article for publication in mid-2006 for the *American Journal of Health-System Pharmacy*. This is in response to a request from this publication regarding how boards view disciplining and investigate pharmacists for prescription errors. A draft of the article will be developed for review at a future committee and board meeting.
- The committee notes the important consumer safety impact that will be available in January 2006, when all prescription containers must contain a physical description of the medication. Consumer alerts will be developed to make certain consumers learn this information will soon be on prescription containers.
- October is Talk About Prescriptions Month.

# Attachment A

*California Health Communication  
Partnership*

*Fall 2005 Campaign  
Public Service Announcements and  
Articles on Cancer Screenings for  
Adults*

# **Breast and Prostate Cancer Awareness Campaign Fall 2005**

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**NAPS Results AUG 18, 2005:  
Newspaper Article  
Breast Cancer PSA  
Prostate Cancer PSA**

**R. William Soller, PhD**  
Executive Director, Center for Consumer Self Care  
UCSF School of Pharmacy  
for  
The California Health Communication Partnership

# Newspaper Article

## Breast Cancer Awareness

**“Mammogram Saved My Life”**

by  
**Candi Cohen**

### **Women's Health**

#### **Mammogram Saved My Life**

*by Candi Cohen  
Information Officer, Medical  
Board of California*

(NAPSA)—Here's a story of how vital it can be to take medical tests.

Not long ago, a mammogram saved my life. I never thought I'd get breast cancer. I had no history of it in my family—no lump. I wasn't a smoker, didn't drink and watched what I ate.

**It's your life: If you're a woman over 40, get an annual mammogram.** 

Thankfully, each year since I was 40, I got a mammogram (special x-rays of the breast that can detect cancer). At 51, my mammogram showed I had a problem. I had a needle biopsy to remove a little bit of tissue to test it for cancer. My doctors found a tiny, aggressive cancer in my breast—so small it was actually removed by the biopsy itself. Because I'd caught it so early, my doctors think I'll be fine.

If you're a woman over 40, please get an annual mammogram. If you can't afford one, call your state department of health or 1-800-4 CANCER.

Here's an added tip. Early screening is also good for men. It's worth asking the men in your life who are over 50 if they've been screened for prostate cancer.

*\* This message comes from the California Health Communication Partnership, which is supported by the Oliver and Jennie Donaldson Charitable Trust.*

# Newspaper Coverage

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- As of August 18, 2005, this newspaper release generated:
  - 64 newspaper articles in 2 different states (MN,MT) with a readership of 1,371,888.
- The cost of buying this space would have been \$2,227.83

# Radio PSA

## Prostate Cancer Awareness

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**RADIO ROUNDUP**  
a collection of features, oddities,  
and helpful tips



**NORTH AMERICAN  
PRECIS SYNDICATE, INC.**  
350 Fifth Avenue, 65th Fl.  
New York, N.Y. 10118-0110

70 WORDS, 30 SECONDS

### BEAT BREAST CANCER

MAN: HEY, DID YOU SEE DOCTOR PHIL?

WOMAN: YES.

MAN: AND, DID YOU SEE OPRAH?

WOMAN: OF COURSE.

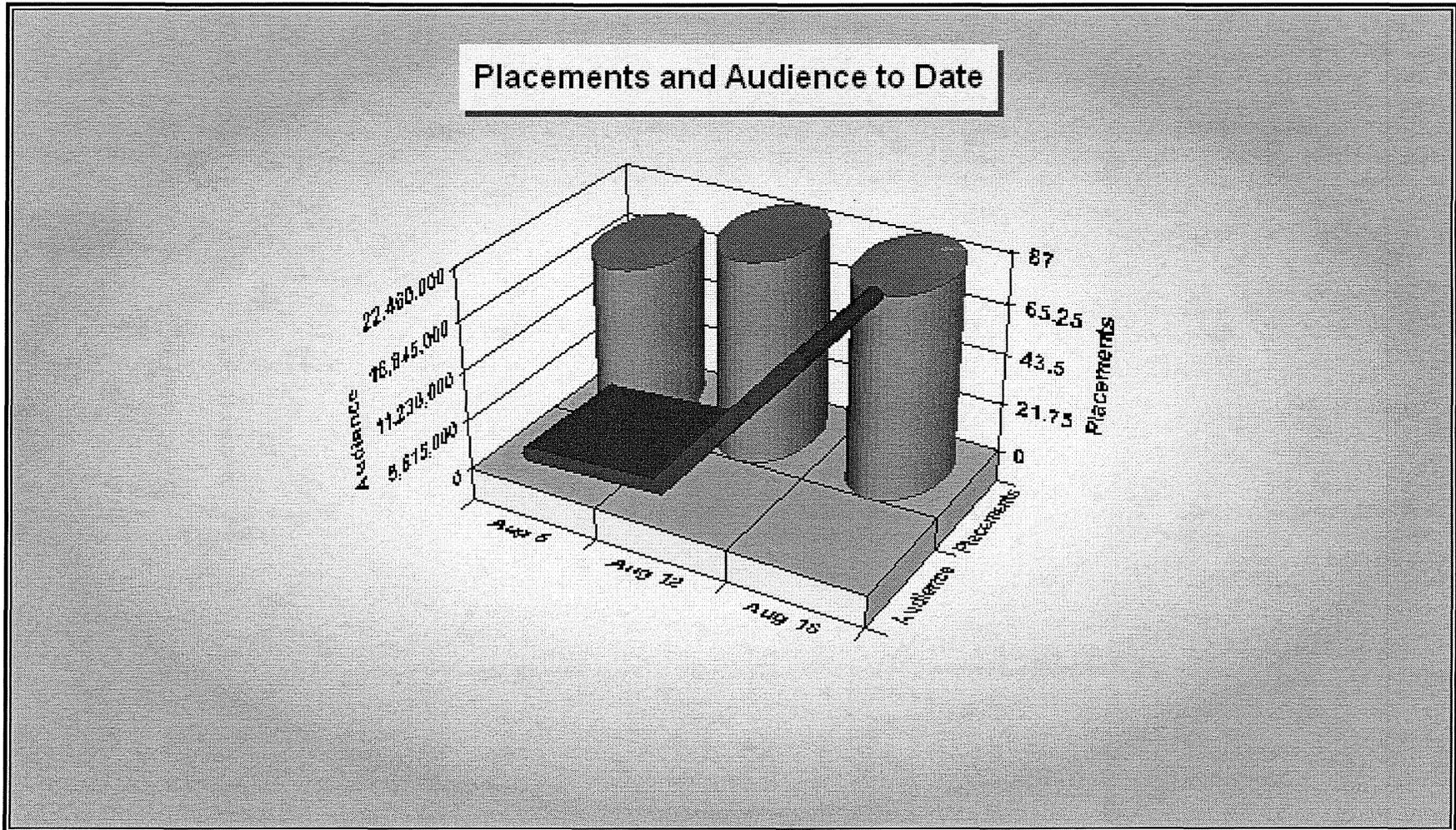
MAN: DID YOU SEE YOUR DOCTOR ABOUT BREAST CANCER?

WOMAN: UMMM.

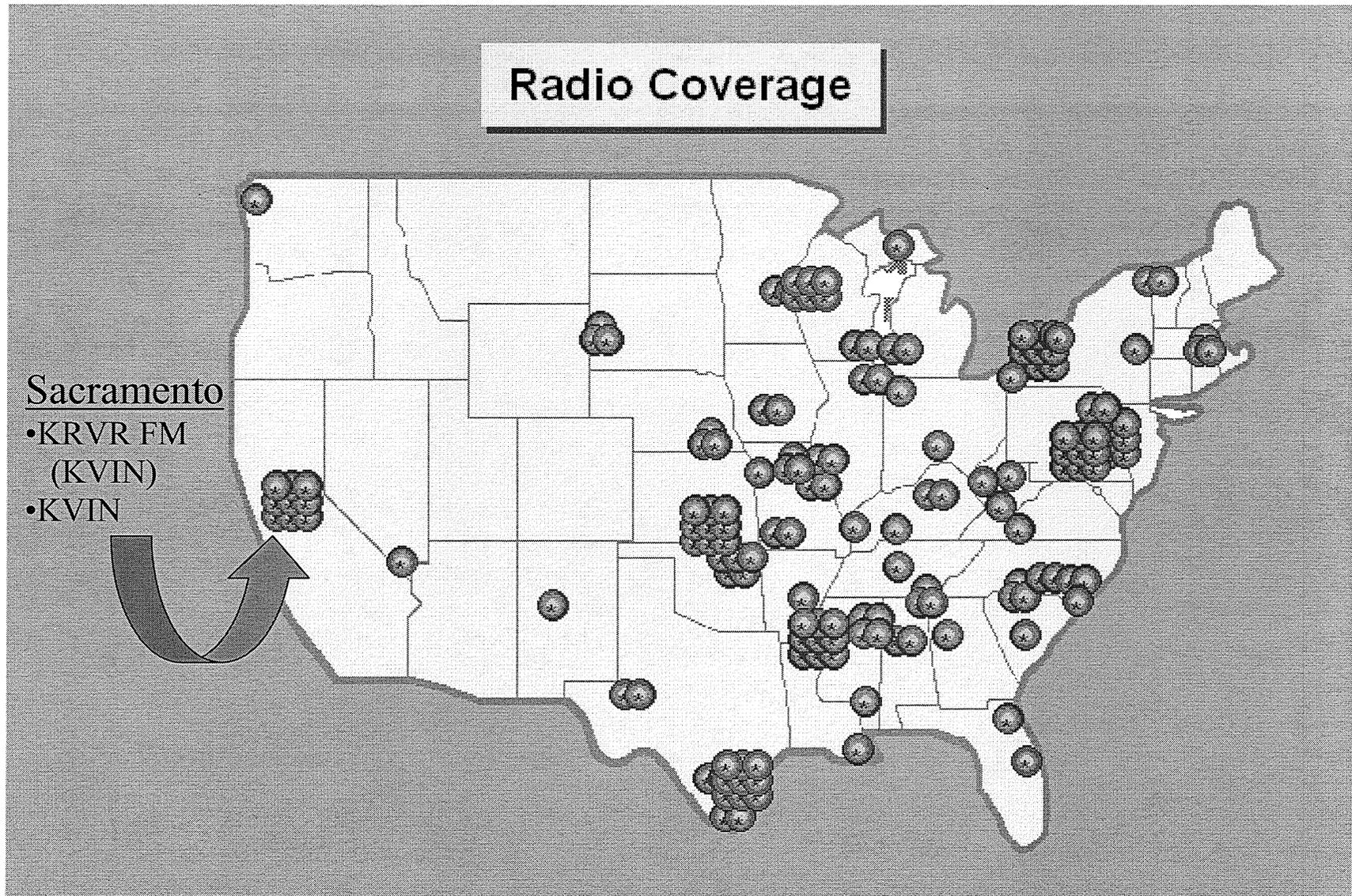
IT'S YOUR LIFE. IF YOU'RE A WOMAN OVER FORTY, IT MIGHT BE WISE TO ASK YOUR DOCTOR ABOUT GETTING SCREENED FOR BREAST CANCER. ADVISES THE CALIFORNIA HEALTH COMMUNICATION PARTNERSHIP, WHICH IS SUPPORTED BY A GRANT FROM THE OLIVER AND JENNIE DONALDSON CHARITABLE TRUST. FOR MORE INFORMATION, CALL 1-800-4-CANCER.

# Breast Cancer PSA: August 18, 2005

Results AS OF THIS RELEASE HAD BEEN BROADCAST 87 TIMES  
IN 34 DIFFERENT STATES WITH AN AUDIENCE OF 22,456,576.  
VALUE AT AD RATES FOR THIS RELEASE IS \$ 142,599.

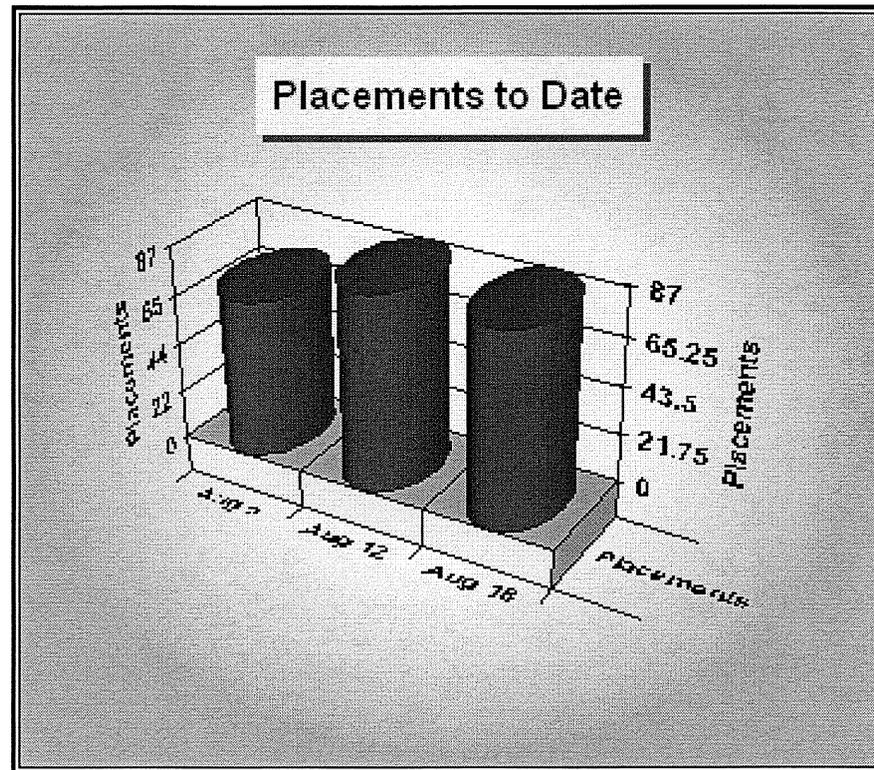


# Radio PSA/Breast Cancer Awareness Aug 18, 2005



## Breast Cancer PSA: August 18, 2005 Results

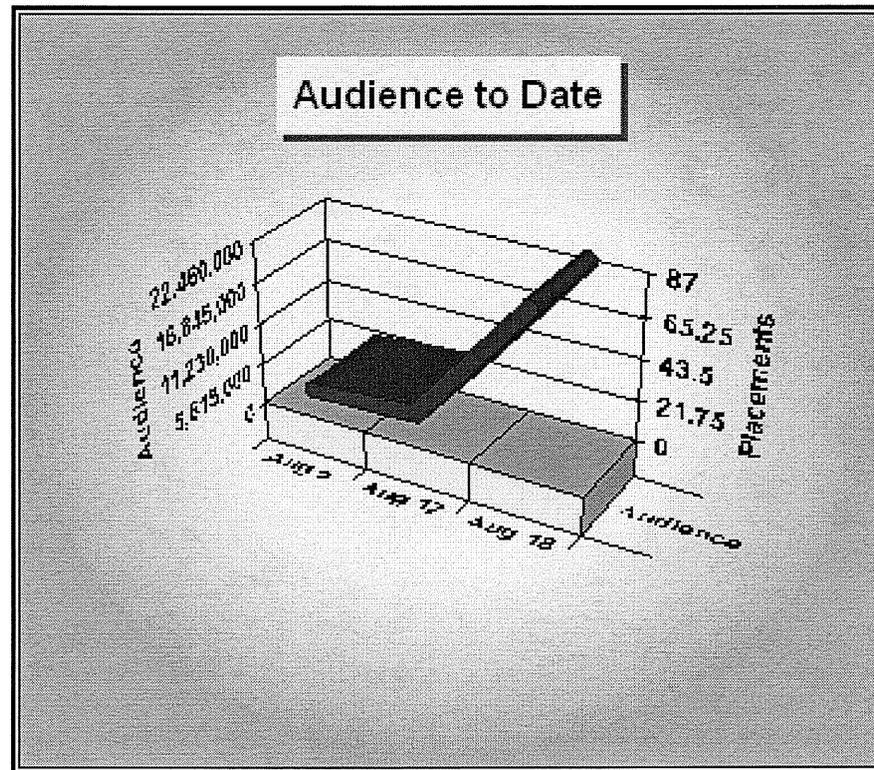
There were 70 placements recorded by 08/05/2005 ; 87 by 08/12/2005 ; 87 by 08/18/2005 . Other placements, appearing both before and after these dates, will be recorded and reported later.



## Breast Cancer PSA: August 18, 2005 Results

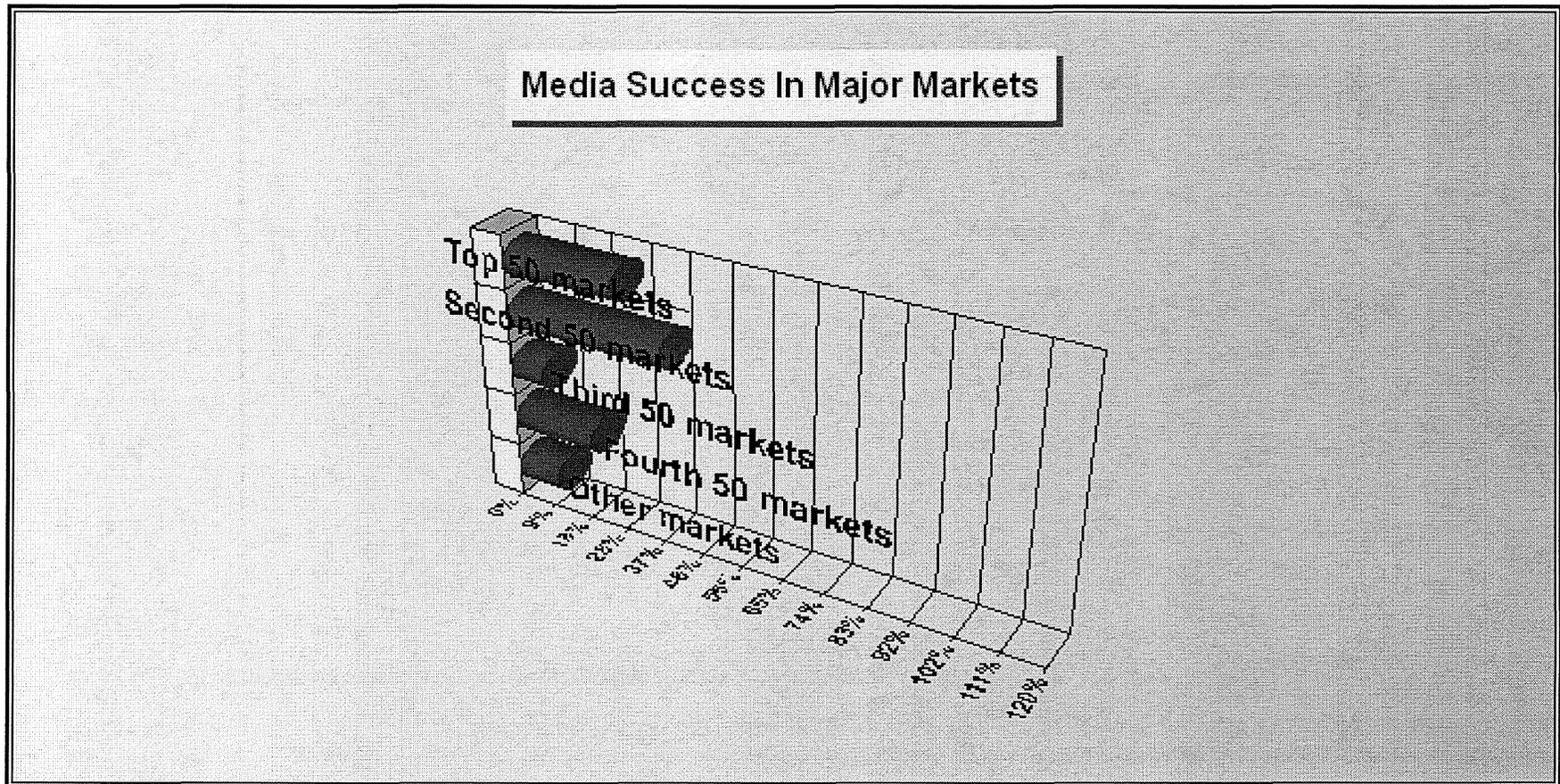
There was a cumulative audience of 3,949,480 recorded by 08/05/2005 ;  
4,910,380 by 08/12/2005 ; 22,456,576 by 08/18/2005.

Additional audience, occurring both before and after these dates, will be  
recorded and reported later.



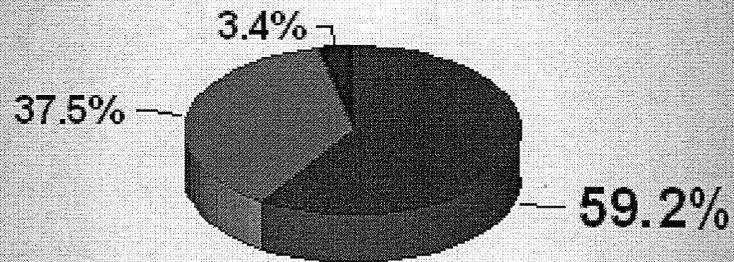
# Breast Cancer PSA: August 18, 2005 Results

Approximately 26% of the placements are from the top 50 markets; 37% from the second 50 markets; 8% from the third 50 markets; 19% from the fourth 50 markets; 10% from other markets.



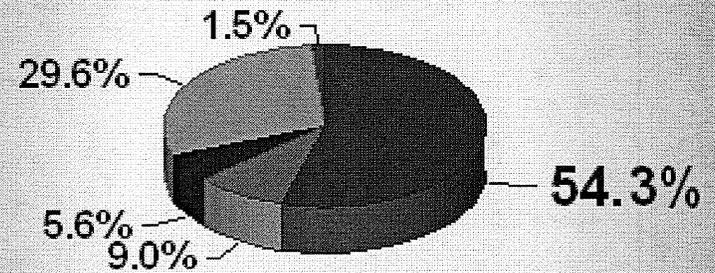
# Breast Cancer PSA: August 18, 2005 Results

## Media Success Where the People Are



- MOST POPULOUS THIRD OF STATES PROVIDED 59.2% OF THE PLACEMENTS
- MIDDLE THIRD OF STATES PROVIDED 37.5%
- LEAST POPULOUS STATES 3.4%

## Media Success Where the Money Is



- WEALTHIEST 20% OF STATES PROVIDED 54.3% PLACEMENTS
- SECOND WEALTHIEST 20%: 9.0%
- THIRD WEALTHIEST 20%: 5.6%
- FOURTH WEALTHIEST 20%: 29.6%
- LEAST WEALTHY 20%: 1.5%

# Breast Cancer PSA: August 18, 2005 Results

## **SUMMARY**

**As of Aug 18, 2005, the PSA for breast cancer awareness has appeared:**

- **87 appearances**
- **99 radio stations**
- **22,456,576 listeners**
- **34 different states**

**In the top 100 markets:**

- **167 broadcasts**
- **16,659,776 listeners**

**Value at ad rates for this radio feature release is \$142,599.**

**Note: For those stations which have a zero value for audience, the information is not available. The total audience is actually higher than what is reported because of the missing data for those states.**

# Radio PSA

## Prostate Cancer Awareness

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**RADIO ROUNDUP**  
a collection of features, oddities,  
and helpful tips



**NORTH AMERICAN  
PRECIS SYNDICATE, INC.**  
350 Fifth Avenue, 65th Fl.  
New York, N.Y. 10118-0110

68 WORDS, 30 SECONDS

### PREVENTING PROSTATE CANCER

WOMAN: HEY, DID YOU REMEMBER THE TICKETS?

MAN: SURE.

WOMAN: AND THE UMBRELLA? DID YOU REMEMBER THE UMBRELLA?

MAN: YES.

WOMAN: DID YOU REMEMBER TO GET SCREENED  
FOR PROSTATE CANCER?

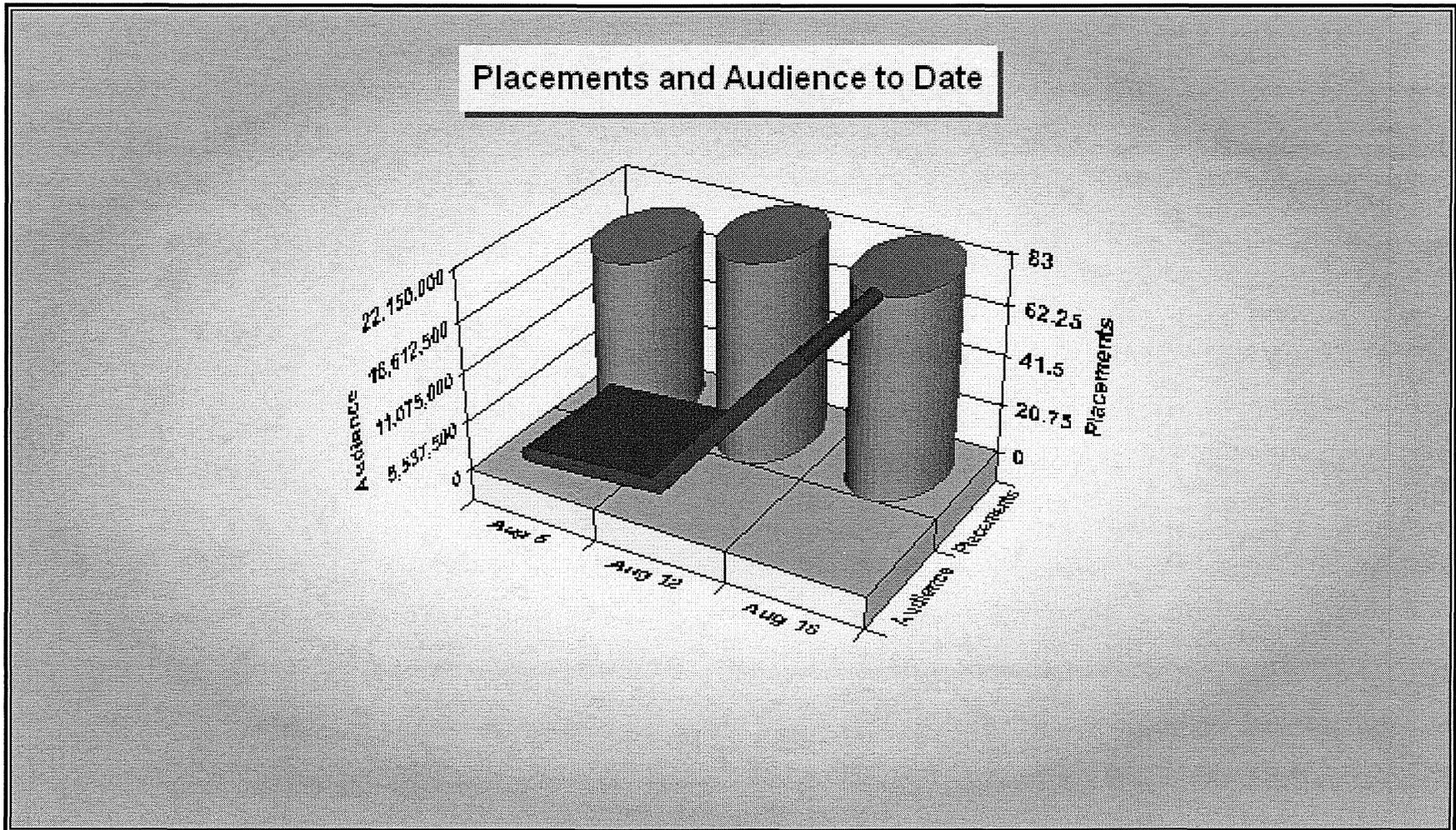
MAN: UHHH.

IT'S YOUR LIFE. IF YOU'RE A MAN OVER FIFTY, ASK YOUR DOCTOR  
ABOUT GETTING SCREENED FOR PROSTATE CANCER, ADVISES THE  
CALIFORNIA HEALTH COMMUNICATION PARTNERSHIP, WHICH IS  
SUPPORTED BY A GRANT FROM THE OLIVER AND JENNIE DONALDSON  
CHARITABLE TRUST. FOR MORE INFORMATION, CALL 1-800-4-  
CANCER.

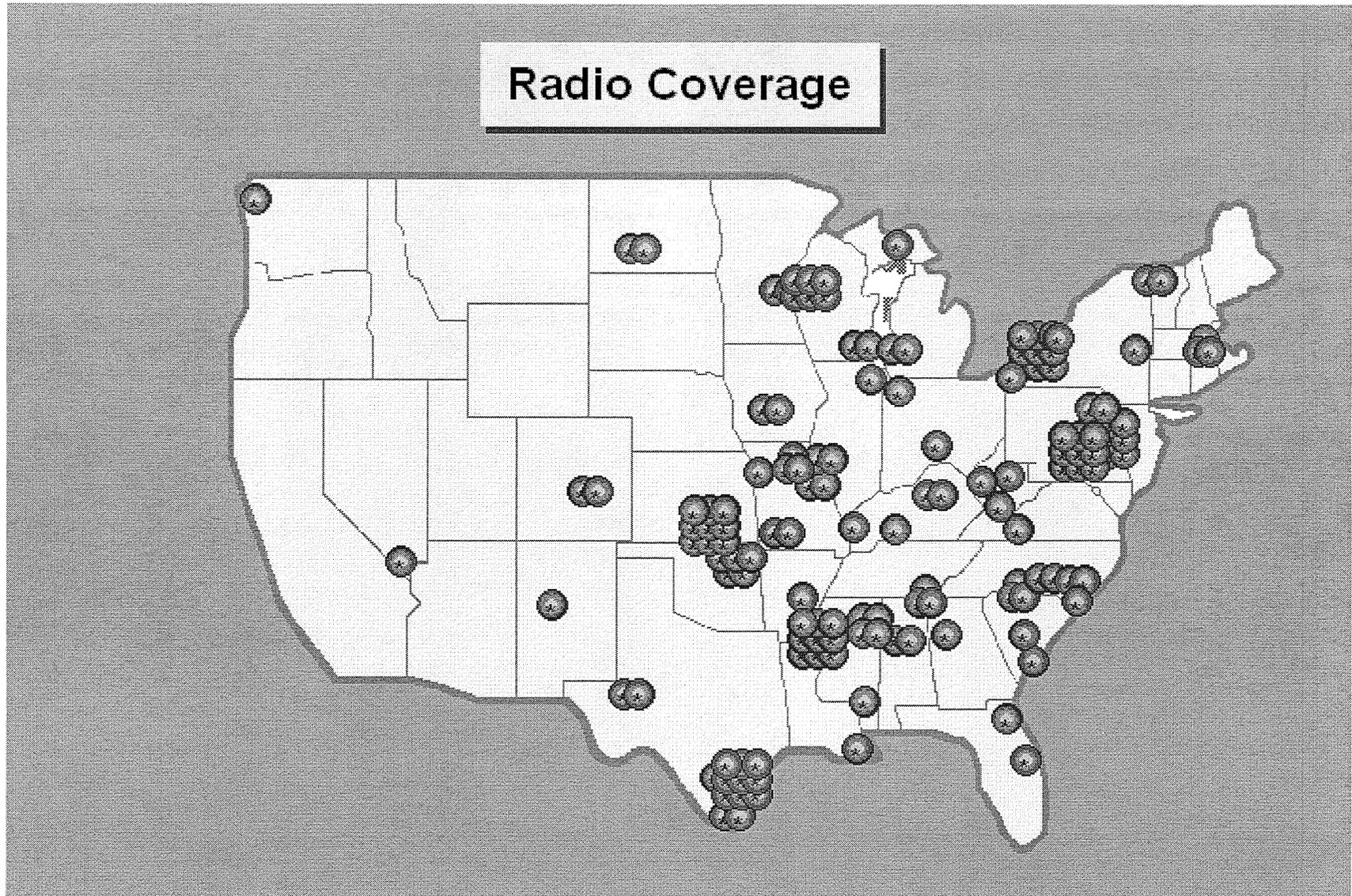
# Cumulative Placements

## Radio PSA/Prostate Cancer Awareness

AS OF AUG 18 2005, THIS RELEASE HAD BEEN BROADCAST 83 TIMES  
IN 33 DIFFERENT STATES WITH AN AUDIENCE OF 22,141,576.  
VALUE AT AD RATES FOR THIS RELEASE IS \$ 140,599.

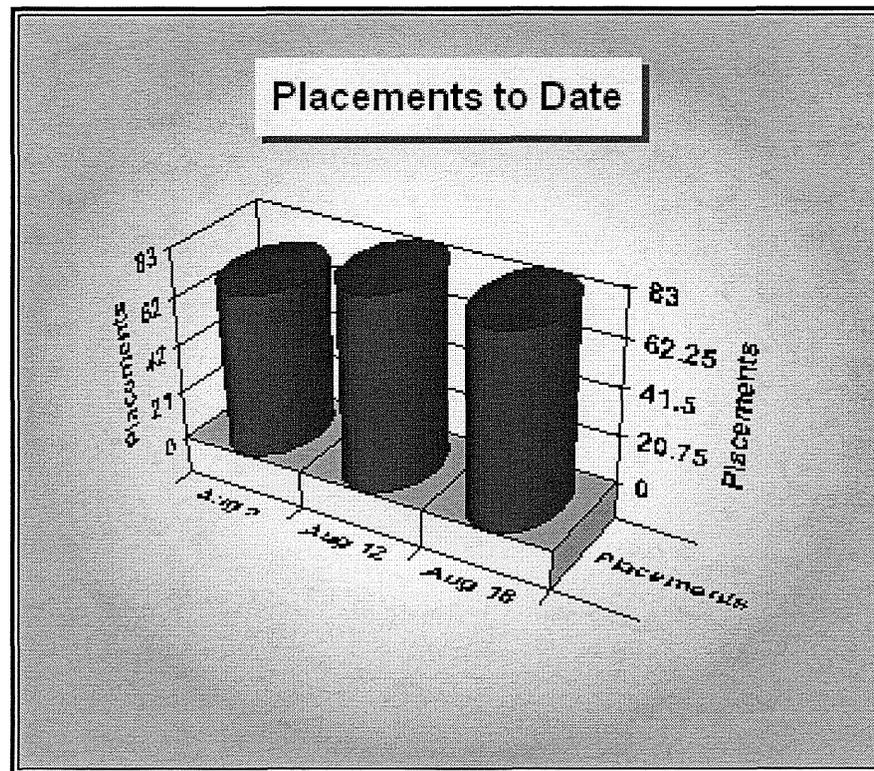


# Radio PSA/Prostate Cancer Awareness Aug 18, 2005



## Prostate Cancer PSA: August 18, 2005 Results

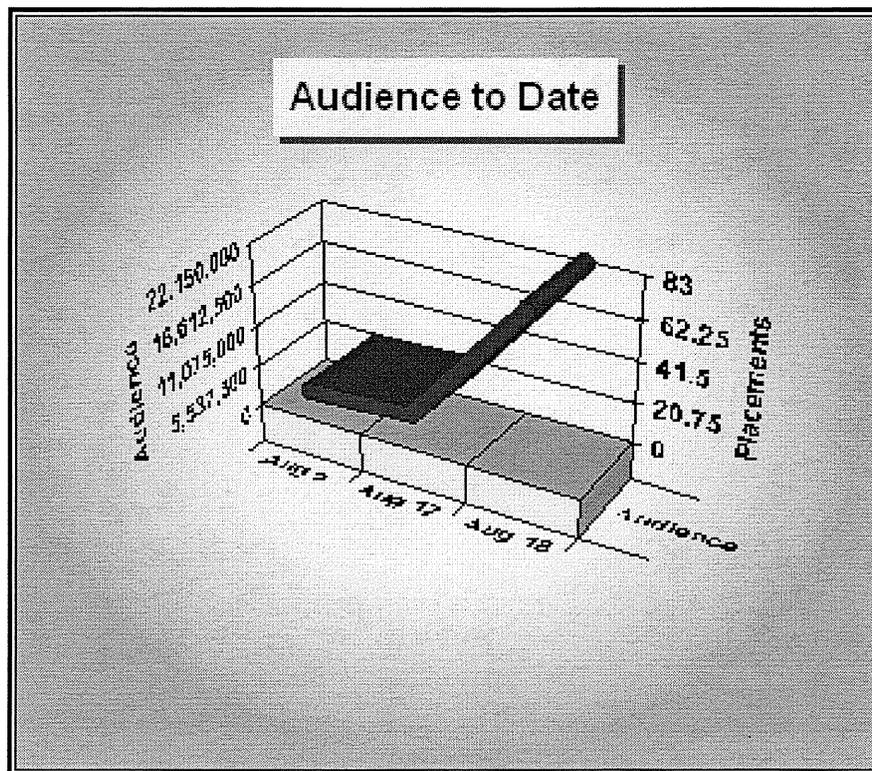
There were 70 placements recorded by 08/05/2005 ; 83 by 08/12/2005 ; 83 by 08/18/2005. Other placements, appearing both before and after these dates, will be recorded and reported later.



## Prostate Cancer PSA: August 18, 2005 Results

There was a cumulative audience of 3,949,480 recorded by 08/05/2005;  
4,888,380 by 08/12/2005 ; 22,141,576 by 08/18/2005.

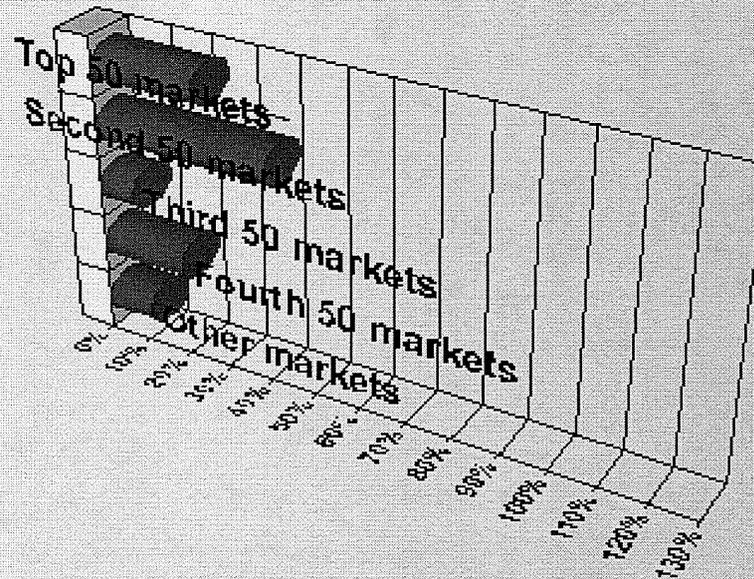
Additional audience, occurring both before and after these dates, will be recorded and reported later.



# Prostate Cancer PSA: August 18, 2005 Results

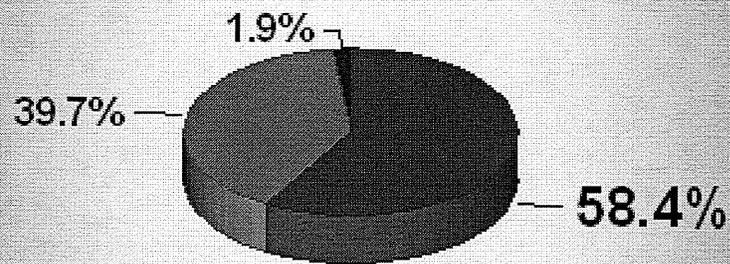
August 18, 2005: Approximately 23% of the placements are from the top 50 markets; 39% from the second 50 markets; 8% from the third 50 markets; 19% from the fourth 50 markets; 11% from other markets.

Media Success In Major Markets



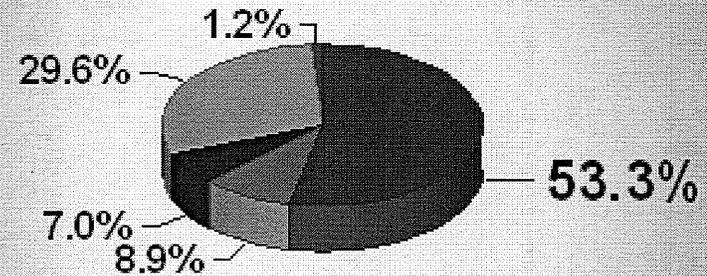
# Prostate Cancer PSA: August 18, 2005 Results

Media Success Where the People Are



- MOST POPULOUS THIRD OF STATES PROVIDED 58.4% OF THE PLACEMENTS
- MIDDLE THIRD OF STATES PROVIDED 39.7%
- LEAST POPULOUS STATES: 1.9%

Media Success Where the Money Is



- WEALTHIEST 20% OF STATES PROVIDED 53.3% PLACEMENTS
- SECOND WEALTHIEST 20%: 8.9%
- THIRD WEALTHIEST 20%: 7.0%
- FOURTH WEALTHIEST 20%: 29.6%
- LEAST WEALTHY 20%: 1.2%

# Prostate Cancer PSA: August 18, 2005 Results

## **SUMMARY**

**As of Aug 18, 2005, the PSA for prostate cancer awareness has appeared:**

- **83 appearances**
- **95 radio stations**
- **22,141,576 listeners**
- **33 different states**

**In the top 100 markets:**

- **161 broadcasts**
- **16,331,776 listeners**

**Value at ad rates for this radio feature release is \$140,599.**

**Note: For those stations which have a zero value for audience, the information is not available. The total audience is actually higher than what is reported because of the missing data for those states.**

# Overall Summary

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## **As of Aug 18, 2005, PSAs for Prostate & Breast Cancer Awareness:**

<b>Appearances</b>	<b>87</b>	<b>83</b>	<b>170</b>
<b>Radio stations</b>	<b>99</b>	<b>95</b>	<b>194</b>
<b>Listeners</b>	<b>22,456,576</b>	<b>22,141,576</b>	
<b>Different states</b>	<b>34</b>	<b>33</b>	<b>35</b>

## **In the top 100 markets:**

<b>Broadcasts</b>	<b>167</b>	<b>161</b>	<b>328</b>
<b>Listeners</b>	<b>16,659,776</b>	<b>16,331,776</b>	

## **Value at ad rates for this radio PSA feature release:**

	<b>\$142,599</b>	<b>\$140,599</b>	<b>\$283,198</b>
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## **As of Aug 18, 2005, News Article for Breast Cancer Awareness:**

<b>64 newspaper articles</b>	<b>64</b>		
<b>States</b>	<b>2 (MN,MT)</b>		
<b>Readership</b>	<b>1,371,888</b>		
<b>Cost to buy space would have been</b>	<b>\$2,227.83</b>		

# Attachment B

*Letter of Support for the UCSD  
Study of Nonprescription Syringe  
Sales*



**California State Board of Pharmacy**

400 R Street, Suite 4070, Sacramento, CA 95814-6237  
Phone (916) 445-5014  
Fax (916) 327-6308

STATE AND CONSUMER SERVICES AGENCY  
DEPARTMENT OF CONSUMER AFFAIRS  
ARNOLD SCHWARZENEGGER, GOVERNOR

August 3, 2005

Richard S. Garfein, PhD, MPH  
Associate Professor  
Division of International Health & Cross Cultural Medicine,  
Department of Family and Preventive Medicine,  
University of California San Diego School of Medicine,  
9500 Gilman Drive, mailstop 0622  
San Diego, CA 92093

Dear Dr. Garfein:

I am pleased to learn that the University of California, San Diego in collaboration with the California Department of Health Services Office of AIDS, is planning to conduct an evaluation of Senate Bill 1159 (Vasconcellos, Statutes of 2004, Chapter 608) that allows local health jurisdictions to legalize nonprescription syringe sales as a means of HIV and hepatitis prevention. I understand that the results of your evaluation will be included in a report to the Governor and Legislature as mandated by this law. I also understand that as a part of your evaluation, you plan to survey a random sample of pharmacists throughout the state regarding their knowledge, attitudes and practices towards over-the-counter syringe sales and other facets of this law.

The California Board of Pharmacy is willing to assist you in your evaluation. First, we can provide you with a statewide list of registered pharmacists and their address of record, which you can use to select subjects for your pharmacist survey. Second, we would be happy to review and provide comments on your survey instrument. And third, we may be able to improve the response rate for your survey by providing you with a cover letter expressing the Board of Pharmacy's endorsement of this study.

This new law, which makes syringes available without a prescription, has many potential direct and indirect influences on public health in California. The Board of Pharmacy is interested in assisting you in your study.

Sincerely,

A handwritten signature in cursive script that reads "P. J. Harris".

Patricia Harris  
Executive Officer  
Board of Pharmacy

# Attachment 1

*Meeting Summary of the October 14,  
2005 Public Meeting of the  
Communication and Education  
Committee*



**California State Board of Pharmacy**

400 R Street, Suite 4070, Sacramento, CA 95814

Phone (916) 445-5014

Fax (916) 327-6308

www.pharmacy.ca.gov

STATE AND CONSUMER SERVICES AGENCY

DEPARTMENT OF CONSUMER AFFAIRS

ARNOLD SCHWARZENEGGER, GOVERNOR

**Communication and Public Education Committee  
Meeting Summary  
October 14, 2005**

**400 R Street, Suite 4080  
Sacramento CA 95814  
9:40 – 11:40 a.m.**

**In Attendance:**     **Andrea Zinder, Chairperson**  
                          **Bill Powers, Board Member**  
                          **Richard Benson, Board Member**  
                          **Kenneth Schell, Pharm.D., Board Member**  
                          **Patricia Harris, Executive Officer**  
                          **Virginia Herold, Assistant Executive Officer**

**Also Present:**     **Stanley Goldenberg, Board President**  
                          **John Jones, Board Member**  
                          **Judi Nurse, Supervising Inspector**  
                          **Robert Ratcliff, Supervising Inspector**  
                          **Jan Perez, Legislative Coordinator**

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Chairperson Zinder called the meeting to order at 9:40 a.m.

**Development of Consumer Fact Sheet Series with UCSF's Center for Consumer Self Care**

The committee reviewed the three new fact sheets developed by UCSF pharmacist interns. Ms. Herold stated that these fact sheets had only been recently received by the board and had not yet been reviewed.

Of special interest to the committee is the "Don't Flush Your Medicines Down the Toilet!" fact sheet. Chairperson Zinder stated that it conveys important information not frequently known by the about the public about the improper disposal of prescription medication down toilets or in landfills. This fact sheet will be sent to the Department of Health Services for its comments on the disposal technique listed.

The committee discussed the need for future materials on flu shots in light of recent articles questioning the value of flu shots. The committee suggested that encouraging pneumonia shots may be a worthwhile fact sheet.

Ms. Herold added that a fact sheet on the Beers list of drugs that should not be prescribed for those over 75 years of age will be done by the UCSF interns.

Ms. Herold added that since the July Board Meeting, there have been no further discussions with the Center for Consumer Self Care on the joint Web site for housing the consumer fact sheet series. This project will be pursued in the future as more fact sheets are developed. The goal of the Web site is to make it easier for the public to find the fact sheet they want from the many that the board and center hope will be housed there.

### **Activities of the California Health Communication Partnership**

There have been no meetings of the partnership since the July Board Meeting. The next partnership meeting is planned for the end of October.

The committee reviewed the most recent project of the partnership, a campaign stressing the need for cancer screenings for men and women. Copies of the public services announcements and consumer articles developed were shared. A grant was obtained to permit wider distribution of these materials.

The next project will be a renewed campaign highlighting generics. Also the board may resume promotion of the antibiotic misuse campaign initiated last winter.

The committee discussed the emerging health issues surrounding the virulent avian flu. Health advocates are looking with concern for the potential for a global pandemic of this disease. Staff will bring this issue to the partnership. Staff will also contact the Centers for Disease Control to see where this agency is in terms of developing public information, and how public health organizations will be directed to respond.

### **New Labeling Requirements for Prescription Containers Begins January 1, 2006**

The committee reviewed an article that will appear in *The Script's* October 2005 edition on California's requirements that medication labels contain a description of the appearance of the medication beginning January 1, 2006.

The committee suggested that this become another consumer fact sheet developed by the pharmacist interns.

### **Article on Prescription Errors for the *American Journal of Health-System Pharmacy***

The committee discussed the opportunity offered to the board, specifically to Dr. Schell, to write an article on the board's philosophy of disciplining pharmacists for prescription errors.

The editor of the *American Journal of Health-System Pharmacy* has asked several boards to respond with articles on whether pharmacists should be disciplined for prescription errors, or repeated medication errors, how these matters are investigated and the priority given to investigating such complaints. Also at what point does the board consider a pharmacist, rather than a system, to be at fault?

The article is not desired for publication until mid-2006, so Dr. Schell will develop a draft and bring it to a future committee meeting. Discussion is also likely to occur during the October Board Meeting on the topic.

### **Update of *The Script***

The committee reviewed preprints of the October 2005 *The Script*. The newsletter will be mailed to pharmacies and wholesalers in mid-October. A copy will be online before the October Board Meeting. The issue focuses on pharmacist and wholesaler education about new laws.

The Education Foundation of California is mailing the issue to all California residing pharmacists.

The next issue is planned for January 2006, and will focus on new pharmacy law.

### **Update of *Health Notes***

Two issues of *Health Notes* are underdevelopment, but neither issue has a completed and edited manuscript. Production of "Pain Management" and "Disaster Response by Pharmacy" is not likely before the summer of 2006.

### **FDA's Useful Written Consumer Medication Information**

The committee discussed the FDA's July *Federal Register* notice (and deadline) seeking comments about the usefulness to consumers of written information that accompanies prescription medication. The committee

also discussed the NABP's response that was shared with the committee, which was essentially a resolution that NABP work with interested stakeholders, including manufacturers, to encourage that all prescription labels contain a pictorial representation or description of the appearance of the medication.

In California, the appearance of the medication must be provided on a container's label in January 2006.

However, the committee expressed the need for more work in this area since according to a national survey conducted in 2001, only 50 percent of the 89 percent of the people who receive written information with their medications find the written information useful.

Chairperson Zinder and Board Member Benson both stated that their organizations would be interested in sending out the mass mailings of the completed fact sheet describing the importance of reviewing the physical description of medication that will be required to appear on the label.

The committee also suggested that in addition to a fact sheet highlighting looking for the description of the medication on the label, that another fact sheet be done on advising patients about the usefulness of other information on a prescription container's label.

### **UCSD Study on Legalizing Nonprescription Syringe Sales**

Richard Garfein, PhD., MPH, has asked the board's help in conducting a study of pharmacist's perceptions to the legalization of syringe sales without a prescription as a means to prevent the spread of disease. Board Member Powers stated that he encourages the board's support and participation in this study which is also being done in conjunction with the Department of Health Services' Office of AIDS.

Executive Officer Harris has agreed to assist this study by providing a list of pharmacist and pharmacy addresses and review of the survey document. A letter was also mailed providing the board's encouragement of the study.

### **Miscellaneous Consumer Articles in the Media**

The committee reviewed consumer articles appearing in the media recently.

The committee also noted that October is Talk About Prescriptions Month, and reviewed recent public information from the National Council on

Patient Information and Education (NCPiE) that was an originator of Talk About Prescriptions Month.

The board hopes to be able to participate in promoting Talk About Prescriptions Month in the future. The partnership will be approached about initiating activities for next year's event.

### **Update on the Board's Public Outreach Activities**

The committee reviewed the public outreach activities of the board and board staff. The activities reported are:

- Supervising Inspector Nurse presented information about the board and how it investigates cases to a group of United States attorneys on July 20.
- Supervising Inspector Nurse participated in a training module for federal investigators who will be monitoring fraud in the Medicare Prescription Drug Plan programs in San Diego on September 20.
- The board staffed a public information booth the City of Sacramento Public Safety Public Fair on September 24.
- The board will staff a public information booth on October 15 at the UCD Healthy Aging Fair where 750 people will attend.
- Supervising Inspector Ratcliff will present information on pharmacy law changes at a UFCW-Orange County Pharmacist Association continuing education conference on October 16 to approximately 200 pharmacists.
- The board will staff an information booth at CSHP Seminar on October 21 and 22.  
Several board members will present information at this association meeting.
- Supervising Inspector Ming will present information about pharmacy law to a group of UCSD pharmacy students in mid-November.
- Assistant Executive Officer Herold will present information about the board to a group of UCSD pharmacy students on November 28.
- Supervising Inspector Ming will present information about sterile compounding to a group of pharmacy technician students at Santa Ana College on November 30.
- Board Member Jones will present information about pharmacy technology at the NABP Fall Conference in December.

### **Adjournment**

There being no additional business, Chairperson Zinder adjourned the meeting at 11:40 a.m.



**California State Board of Pharmacy**

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STATE AND CONSUMERS AFFAIRS AGENCY

DEPARTMENT OF CONSUMER AFFAIRS

ARNOLD SCHWARZENEGGER, GOVERNOR

## Meeting Summary

### Subcommittee on Medicare Drug Benefit Plans

October 14, 2005

1-3:30 p.m.

Board of Pharmacy  
400 R Street, Suite 4080  
Sacramento, California

Present: Stanley Goldenberg, Board President  
Bill Powers, Board Vice President  
Andrea Zinder, Board Member  
John Jones, Board Member

Patricia Harris, Executive Officer  
Virginia Herold, Assistant Executive Officer  
Jan Perez, Legislative Coordinator  
Judi Nurse, Supervising Inspector  
Robert Ratcliff, Supervising Inspector

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President Goldenberg called the meeting to order at 1:05 p.m.

He explained that the purpose of the meeting is to discuss the implementation of the Medication Prescription Drug Act, and specifically the Part D Benefit. These changes, which will begin January 1, 2006, represent an enormous change in the Medicare benefit program. These changes will affect Medicare beneficiaries, their families and caregivers as well as pharmacists, physicians, nurses and patient advocates. Additional changes will affect Medicaid patients and their caregivers. Because of the complexity of the new law, significant learning will need to take place so that beneficiaries and providers understand how to use the new benefits.

President Goldenberg stated that his hopes are that the regulatory agencies will take a strong lead in educating their licensees about the new provisions. Patients and their families will seek information from their health care providers, and lack of knowledge by the health care providers will place additional strains on patients and health care advocates to obtain and provide this information. He added that patients in skilled

nursing homes have special needs and expressed concern that this group is adequately cared for in roll-out provisions.

Lucy Saldana, PharmD, Centers for Medicare and Medicaid Services provided a PowerPoint Presentation on the federal Medicare Prescription Drug Act. Dr. Saldana's PowerPoint presentation is added as an attachment to this meeting summary (Attachment 1).

Information was mailed to beneficiaries in October about selecting a plan. Several corrections have been made to this material, and the corrected version of the manual is available from the CMS Web site ([www.cms.gov](http://www.cms.gov)).

In California, there are 160 plans available. On October 17, consumers will be able to identify the specific medications that will be offered by each plan. Dr. Saldana stated that there is a calculator available online that will help individuals identify the best plan for them based on the medication they take.

Teri Miller, PharmD, Senior Pharmaceutical Consultant, MediCal Policy Division of the California Department of Health Services, next provided an overview of the where the state is with respect to those 1 million individuals who are duly eligible for Medicaid and Medicare programs. Dr. Miller's presentation focused on the plan's major provisions and implementation challenges for California.

Dr. Miller and Dr. Saldana answered a number of questions from those in the audience.

Betty Thurman, representing HICAP and John Gallapaga asked questions regarding specific coverage of the new plan. HICAP is doing significant public outreach and assistance to educate individuals about the new plans.

Kim FitzGerald, Public Affairs Specialist, Social Security Administration, stated that her agency continues also to do beneficiary outreach and education for the Medicare Prescription Drug Plan. There is one outreach coordinator in each Social Security Office.

Ms. FitzGerald stated that Medicare beneficiaries whose income and assets may qualify them the enhanced coverage for low-income individuals should be directed to [www.socialsecurity.gov](http://www.socialsecurity.gov) or to call 1-800-772-1213 or 1-800-MEDICARE.

Many questions centered on issues from patients' perspectives revolving around how to select the best plan for any individual patient.

Scams have appeared to "help" individuals learn about the new benefits that could result in identity theft or just outright theft.

This is a new process, and pharmacists and physicians will need to become knowledgeable about the plans to become successful in securing an appeal of a denied

drug. However, this information is not yet available. Dr. Miller stated that backup contingencies are being developed that will help direct providers with questions to useful sources after the January 1 implementation.

President Goldenberg thanked the presenters and advocated for future meetings where California's health care provider regulatory boards would be active participants. He also again emphasized that patients need access to clear and accurate information about selecting a plan. Many participants in this meeting are developing or working on this component.

President Goldenberg thanked those present for their participation and adjourned the meeting at 3:15 p.m.

# Attachment 1

*Modernizing Medicare: Prescription  
Drug Benefit – Part D  
An Update*

*A PowerPoint Presentation Prepared by  
Lucy Saldana, Pharm.D.,  
Centers for Medicare and Medicaid  
Services*

*October 14, 2005*



## Modernizing Medicare: Prescription Drug Benefit - Part D *An Update*

Lucy Saldaña, Pharm.D, Region IX  
Centers for Medicare & Medicaid Services  
California State Board of Pharmacy  
October 14, 2005  
Sacramento, California

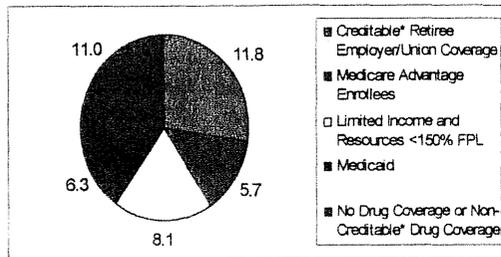
CMS

## Medicare Prescription Drug Coverage Background

- > Today, ~24% of people with Medicare DO NOT have prescription drug coverage
- > Estimated 43 million people with Medicare will be eligible for Medicare prescription drug coverage in 2006
  - ~91% (39 million) will receive drug coverage through a Medicare drug plan or through an employer/union retiree plan that is eligible for retiree drug subsidy

CMS

## Overview of Medicare Populations in 2006 (in millions)

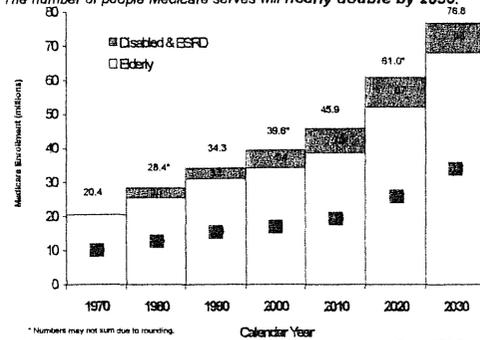


\* Coverage that is, on average, at least as good as standard Medicare prescription drug coverage

CMS

## Future Demographics

The number of people Medicare serves will **nearly double** by 2030.



\* Numbers may not sum due to rounding.

Source: CMS, Office of the Actuary

Section III.B.1, Page 3



## Eligibility and Enrollment

CMS

## Medicare Review

- > Part A
  - Hospital insurance that pays for inpatient hospital stays, care in a skilled nursing facility, hospice care and some home health care
- > Part B
  - Medical insurance that helps pay for doctors' services, outpatient hospital care, and other medical services that are not covered by Part A
- > Part C
  - Managed care (enacted as Medicare + Choice in 1997)
- > Part D
  - Prescription Drug Benefit (1/1/06)

CMS

## Eligibility and Enrollment

- > Must be eligible to Medicare Part A and/or enrolled in Part B
- > Reside in plan's service area
- > Enroll in Medicare drug plan, higher premium for delay in enrollment
- > Initial enrollment: Nov 15, 2005 – May 15, 2006
- > Enrollment 2006 and beyond: Nov 15 – Dec 31

CMS

## Eligibility and Enrollment

- > Eligible individuals may enroll in a
  - Prescription Drug Plan (PDP) or
  - Medicare Advantage Prescription Drug plan (MA-PD plan)
- > Individuals enrolled in an MA plan must receive prescription drug coverage from the MA-PD plan
- > Employee Coverage

CMS

## Auto-Enrollment

- > Medicaid prescription drug coverage for people with Medicare and Medicaid ends 12/31/05
- > People with Medicare and Medicaid who *do not* enroll in a plan by 12/31/05
  - CMS will enroll them in a drug plan with a premium covered by the extra help
  - Their Medicare prescription drug coverage will begin 1/1/06
- > People with Medicare and Medicaid have a SEP
  - Can change plans any time

CMS

## Special Enrollment Period

- > Permanent move out of the plan service area
- > Individual entering, residing in, or leaving a long-term care facility
- > Involuntary loss, reduction, or non-notification of coverage as good or better than Medicare
- > Other exceptional circumstances

CMS

## Creditable Coverage

Creditable Coverage is defined as coverage that is, on average, at least as good as standard Medicare prescription drug coverage

Examples:

- Group Health Plan (GHP)
- VA coverage
- Military coverage including TRICARE

Note: The source of the current drug coverage will send a notice telling the person if it is at least as good as Medicare prescription drug coverage

CMS

## Postponing Enrollment

- > Higher premiums for people who wait to enroll
  - Exception for those with prescription drug coverage at least as good as a Medicare prescription drug plan
- > Assessed 1% of base premium for every month
  - Eligible to enroll in a Medicare drug plan but not enrolled
  - No drug coverage as good as a Medicare prescription drug coverage for 63 consecutive days or longer

CMS

## 2006 Standard Benefit

\$32 monthly premium then

### Coverage Ranges

Benefit Stages	From:	To:	% Covered by Benefit	TrOOP
Annual Deductible	\$0	\$250	0%	(\$250)
Initial Coverage	\$250.01	\$2,250	75%	(\$500)
Coverage Gap	\$2,250.01	\$5,100 <sup>1</sup>	0%	(\$2,850)
Catastrophic Coverage	\$5,100.01	No Maximum	95% <sup>2</sup>	(\$3,600)

<sup>1</sup> Catastrophic coverage begins when the beneficiary satisfies the \$3,600 TrOOP requirement.

<sup>2</sup> Medicare is liable for 80% and the PDP is liable for 15%

CMS

## Medicare Drug Plans

- Must offer basic drug coverage
  - Standard benefit
- May offer supplemental benefits
  - Enhanced benefit
- Can be flexible in benefit design
  - May look different than standard benefit
  - May have different co-pay or co-insurance
  - Cannot change actuarial equivalence

CMS

## Information About Extra Help

- Must be eligible for Medicare prescription drug coverage
- Some groups are automatically eligible (deemed)
- Encouraged to apply before enrollment in PDP or MA-PD
- Income < 150% of FPL for family size
- Resources not exceeding \$11,500 (\$23,000 for married couples)
- Apply at State Medicaid Agency, local Social Security office, ssa.gov, mailings, community partners

CMS

## What Payments Count Towards TrOOP?

- In addition to the person with Medicare, payments counting towards TrOOP may be made by:
  - Another individual (e.g., a family member or friend)
  - A State Pharmaceutical Assistance Program (SPAP) as defined under §1860D-23
  - A bona fide charity, or
  - A Personal Health Savings Vehicle (Flexible Spending Account, Health Savings Accounts, and Medical Savings Accounts)

CMS

## What Payments Do Not Count Towards TrOOP?

Coverage by "insurance or otherwise, a group health plan or other third party" payer does not count towards TrOOP. These include:

- Group Health Plans (e.g., employer/retiree plans)
- Government programs (TRICARE, the V.A., etc.)
- State-run programs that do not meet the definition of SPAPs under §1860D-23
- Workers' Compensation
- Drug plans' supplemental or enhanced benefits
- Automobile/No-Fault/Liability

CMS

## Medicare Prescription Drug Coverage

- Prescription drugs, biologicals, insulin
- Medical supplies associated with injection of insulin
- When a drug is not FDA approved for an indication but it has clinical literature to support its use
- Vaccines not covered by Part B
- A drug plan may not cover all drugs
- Brand name and generic drugs will be in each formulary

CMS

## Excluded Drugs

- Drugs for
  - Anorexia, weight loss, or weight gain
  - Fertility
  - Cosmetic purposes or hair growth
  - Symptomatic relief of cough and colds
- Prescription vitamins and mineral products
  - Except prenatal vitamins and fluoride preparations
- Non-prescription drugs
- Barbiturates
- Benzodiazepines

CMS

## Medicaid

- States *may* still cover drugs not covered by a Medicare drug plan
  - SPAPs can cover non-formulary drugs
  - Medicaid may cover excluded drugs
- If Medicaid pays for those excluded drugs in its traditional Medicaid population then it **MUST ALSO** pay for them in the dual eligible population.
- Medicaid will need data exchanges if it is to coordinate drug coverage

CMS

## Medicare Benefit Claims Processing

- Standard Benefit Card
- Drug Plans are required to track TrOOP costs for beneficiaries enrolled in their plan
- Pharmacies, Drug Plans, Insurers, Employers, and CMS will work together electronically to coordinate benefits
- Allows pharmacist to perform a beneficiary LOOK UP to determine insurance coverage
- Informs the pharmacy in real time of primary and secondary payers
  - Including information to process claim
- Allows drug plan the best possible chance to accurately track TrOOP costs

CMS

## Waiving of Co-Payments

- Pharmacies are permitted to waive or reduce cost-sharing amounts provided they do so in an unadvertised, non-routine manner
- The co-pay may be waived after determining the beneficiary is financially needy or after failing to collect the cost-sharing portion
- For low-income subsidy individuals only, pharmacists can waive or reduce co-payments routinely (but cannot advertise as such)

CMS

## Medicare Part A and Part B Drug Coverage

- There **WILL** still be Part A and Part B drugs
- Part A drugs
  - Drugs bundled together with hospital payment
- Part B drugs
  - 1. Drugs delivered in MD office
  - 2. Drugs delivered in by medical equipment
  - 3. Few outpatient chemo and immunosupp's
  - 4. Hospital outpatient drugs billed separately
  - 5. ESRD drugs (i.e. EPO)

CMS

## Enrolling in a Plan

- Call the local HICAP 1-800 434-0222
- State Medicaid Office
- Visit [www.medicare.gov](http://www.medicare.gov) and get personalized information
- U.S. Administration on Aging at [www.eldercare.gov](http://www.eldercare.gov) or 1-800-677-1116
- Call 1-800-MEDICARE
  - TTY users should call 1-877-486-2048
- Contact the Plans themselves

CMS

## The Medicare Prescription Drug Plan Finder

- The Medicare Prescription Drug Plan Finder Will:
- Only be accessible through [www.medicare.gov](http://www.medicare.gov).
  - Provide plan cost, drug pricing and pharmacy network information for all PDPs and MA-PDs
  - Provide ranking of plan's net cost based on beneficiary's location, income level, drugs, and pharmacy selection
  - Update pricing information weekly
  - Live October 17, 2005

*CMS*

## Web Tools

[www.medicare.gov](http://www.medicare.gov)

- Medicare Prescription Drug Plan Savings Calculator
- Medicare Prescription Drug Plan Finder
- Medicare Personal Plan Finder

*CMS*

## Medicare Prescription Drug Plan Savings Calculator

- Allows user to enter in their monthly drug costs and state currently residing
- Estimated annual savings information by enrolling in a Medicare prescription drug plan
- Calculations based on defined standard benefit and lowest premium amount offered by plan in that region

*CMS*

## Medicare Prescription Drug Plan Finder

- Customized cost sharing information for Prescription Drug Plans
- MA-PD and Special Needs Plans based on an individual's eligibility
- Extra help based on individual's eligibility

*CMS*

## Medicare Prescription Drug Plan Finder

Three search options available

- Authentication route
- General Search route
- Enroll Directly Route (available 11/15/05)

*CMS*

## Medicare Prescription Drug Plan Finder

- Authentication Route
  - Enter HICN, Last Name, DOB, Medicare Part A or Part B effective date and zip code
  - Customize messaging regarding what actions they should take pertaining to Part D
  - Display current plan enrollment information and cost share information based on eligibility for LIS

*CMS*

## Medicare Prescription Drug Plan Finder

- General Search Route
  - Enter list of your medication
  - Detailed cost sharing information for available PDPs
  - Based on how you answer question rather than Medicare data for the individual

*CMS*

## Medicare Prescription Drug Plan Finder

- Enroll Directly Route
  - Available November 15, 2005
  - Know what PDP they will enroll
  - Easy access to the Online Enrollment Center to submit an enrollment form to the plan of their choice

*CMS*

## Medicare Prescription Drug Plan Finder

- Drill down to the level of detail for the plans
- Information includes: formulary, Networks, cost sharing, deductibles, premiums and prescription copays/coinsurance and whether or not will reach the coverage gap or catastrophic coverage level
- Spanish version available

*CMS*

## Medicare Personal Plan Finder

- Original Medicare, Medicare Advantage Plans (PFFS and Cost Benefit Plans) and Medigap plans
- MA-PD information added in October
- Links between Medicare Personal Plan Finder and the Prescription Drug Plan Finder

*CMS*

## Medicare Personal Plan Finder

- Ability to search by State, County or Zip Code
- Initial results proved high level coverage information for Original Medicare, MA plans and Medigap plans based on search criteria
- Drill down to coverage information

*CMS*

## Medicare Prescription Drug Coverage Timeline

- January 21, 2005 - Final Rule published
- June 6 - Bid submission
- July - Final pharmacy contracts
- September 23 - Drug plans announced
- October 1 - Marketing begins
- October 17 - Prescription Drug Plan Finder Tool
- November 15 - Enrollment begins
- January 1, 2006 - Coverage begins

*CMS*

## CMS Tools

- > CMS Pharmacist Website
  - Comprehensive Medicare information resource designed for pharmacists.
  - Medicare Rx Update
  - Patient Counseling Information
  - Patient Resource Materials
  - Special-Practice Pharmacies



## Contact Information

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Centers for Medicare & Medicaid Services  
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[lucy.saldana@cms.hhs.gov](mailto:lucy.saldana@cms.hhs.gov)



**Strategic Plan Status Report  
First Quarter 2005-06  
Communication and Public Education Committee**

<b>Goal: 4: Provide relevant information to consumers and licensees.</b> <b>Outcome: Improved consumer awareness and licensee knowledge.</b>
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<b>Objective 4.1:</b>	<b>Develop 10 communication venues to the public by June 30, 2006.</b>
<b>Measure:</b>	<b>Number of communication venues developed to the public</b>
<b>Tasks:</b>	<ol style="list-style-type: none"> <li>1. Convert <i>Health Notes</i> articles into consumer columns or fact sheets for wide dissemination to the public.</li> <li>2. Develop and update public education materials. <ul style="list-style-type: none"> <li><i>August 2003: Board finalizes purchasing drugs from Canada brochure and revises discount drugs available to Medicare beneficiaries.</i></li> <li><i>October 2003: Emergency Contraception fact sheet has suggested revisions to reflect new treatment guidelines. Four brochures targeted for translation into Spanish (Emergency Contraception, Purchasing Drugs for Less, Purchasing drugs from foreign countries and discount drug prices available to Medicare Beneficiaries) Board approves revised fact sheet at October Board Meeting</i></li> <li><i>February 2004: Nine translations of the Emergency Contraception fact sheet are place on board Web site.</i></li> <li><i>April 2004: Information about preventing fraud for those who are planning the purchase of Medicare Drug Discount Cards developed and put online. Board to consider project with UC schools of pharmacy to use interns to develop informational fact sheets for the public.</i></li> <li><i>October 2004: Informational fact sheet series that will be developed with UCSF pharmacist interns ready for development of the first three topics</i></li> <li><i>January 2005: Three fact sheets developed and distributed: "Generic Drugs," "Cut Your Drug Costs," and "Is Your Medicine in the News?"</i></li> <li><i>March 2005: Two additional fact sheets developed and undergoing revisions: "Antibiotics," and "Did You Know, Good Oral Health Means Good Overall Health!"</i></li> <li><i>May 2005: Board promotes consumer education materials on generics at all public outreach events and fairs.</i></li> <li><i>July 2005: Board receives translations of "Buying Drugs from the Internet" and "How to Reduce Your Drug Costs" in Spanish, Mandarin and Vietnamese. Committee begins development of extensive fact sheet series with UCSF. Within six months, more than 20 fact sheets should be ready.</i></li> <li><i>October 2005: Three new fact sheets developed by the pharmacist interns at UCSF.</i></li> </ul> </li> </ol>

	<p><i>The October 2005 <u>The Script</u> is mailed to pharmacies and wholesalers.</i></p> <p>3. <i>Maintain a vigorous, informative Web site.</i></p> <p><i>July 2003: Materials for public meetings, including board meetings and most committee meetings placed on Web site for downloading by the public.</i></p> <p><i>August 2003: New staff person assigned to revamp Web site, who completes Web site development training</i></p> <p><i>September 2003: Board completes pilot testing for integration of enforcement information into license verification portion of Web site. The board will add this look-up feature before January 1, 2004.</i></p> <p><i>October 2003: SB 361 enacted which will authorize verification of licensure when info is downloaded from the board's Web site.</i></p> <p><i>November 2003: Board adds information regarding new exam procedures and requirements to applicants for a pharmacist license</i></p> <p><i>December 2003: Enforcement status data undergoes pilot testing before full implementation and activation into license verification section of Web site.</i></p> <p><i>Address of records of board licensees added to Web site</i></p> <p><i>January 2004: Board updates Pharmacy Law and Index to reflect new laws. New pharmacy technician form placed online</i></p> <p><i>February 2004: Security printer applications and instructions placed online. Emergency contraception fact sheets in 10 languages now available online</i></p> <p><i>March 2004: Material explaining new prescribing and dispensing requirements for controlled substances placed online. California pharmacist examination Candidates' Handbook placed online. Sample test questions also developed and placed online. <u>The Script</u> March 2004 added to Web site. Legislative analyses on bills affecting the practice of pharmacy or the board's jurisdiction placed online.</i></p> <p><i>April 2004: Information about preventing fraud for those who are planning the purchase of Medicare Drug Discount Cards developed and put online.</i></p> <p><i>June 2004: Web site includes information on implementation of new prescribing and dispensing requirements for controlled drugs in California, including a Powerpoint presentation.</i></p> <p><i>October 2004: Web site being redesigned to comply with Governor Schwarzenegger's directives for state agencies, this process should be complete by January 1.</i></p> <p><i>December 2004: Redesigned Web site activated.</i></p> <p><i>January 2005: Three new consumer fact sheets added to Web site. Web link added to FDA materials on antibiotic misuse: "Preserve a Treasure."</i></p> <p><i>The board adds its own Pharmacy Law 2005 with updated index to Web site</i></p> <p><i>February 2005: the January 2005 issue of <u>The Script</u> added to the Web site.</i></p> <p><i>March 2005: Exact text of all changes to Pharmacy Law enacted</i></p>
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	<p>during 2004 added online in special area due to the large number of new laws enacted.  Board disseminates information prepared by the Department of Health Services about drug recall of compounded medication that could be contaminated.</p> <p>July 2005: Work begins on revisions to the board's Web site.  The board had 3.8 million hits to its Web site during the fiscal year 2004/05.</p> <p>October 2005: <i>The Script</i> put online.  Board creates area on web for information about hurricane Katrina and Rita relief efforts</p> <p>4. Sponsor "Hot Topics" seminars to the public.  July 2003: This series, sponsored by UCSF, the Department of Consumer Affairs and the board, concluded in May 2003. All parties are interested in resuming this project if staff are available to coordinate.  The first of consumer fact sheets developed from this series is drafted for board review by the Department of Consumer Affairs.</p> <p>5. Evaluate the need for public education for patients who need to request prescription labeling in a language other than English.  June 2004: committee discusses this topic as a possible fact sheet for the public. Patient literacy and its impact on medication compliance discussed by committee.  April 2005: board staff attend two-day seminar on patient literacy and its impact on developing useful public information on health care topics.</p> <p>6. Participate as founding member of the California Health Communication Partnership, to help integrate public information outreach campaigns among diverse health care providers and educators  July 2004: Board agrees to join this coalition of health care educators  September 2004: Board attends first meeting, the group elects to promote antibiotic misuse materials developed by the FDA  October 2004-January 2005: Board attends four meetings of the partnership.  January 2005: Board publishes "Preserve a Treasure" in <i>The Script</i>. This is the first coordinated project of the partnership. Plans begin for the May campaign on generic drugs.  February –April 2005: Three meetings of the partnership occur where plans for promoting generic medications in May are coordinated. Plans begin for campaign for November where cancer screening for women (mammogram) and men (prostate exams) will occur. Radio public service announcements are prepared.  May 2005: Generics campaign underway to promote these drugs as alternatives to more expensive, brand name drugs. Board and FDA produced materials on generics distributed at public fairs and events during Seniors Month.  Executive officer provides poster presentation at the National</p>
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	<p><i>Association of Boards of Pharmacy Annual Meeting on the Partnership.</i></p> <p><i>July 2005: focus of future efforts are to promote cancer screening (mammograms for women, prostate tests for men) aimed at the fall and again, generic drugs..</i></p> <p><i>Partnership begins seeking grants to more widely promote generic drugs as PSA or consumer health articles.</i></p> <p><i>September 2005: cancer screening PSAs and consumer articles released.</i></p> <p>7. Implement subscriber e-mail notification system to advise interested parties about additions to the board's Web site</p> <p><i>October 2004: implemented system</i></p> <p><i>January 2005: system promoted in the board's The Script newsletter.</i></p> <p><i>March 2005: system used to notify subscribers about recall of compounded medication that could be contaminated.</i></p> <p><i>June and July 2005: system activated repeatedly to alert subscribers about meeting agendas and packets available on the board's Web site for downloading.</i></p> <p><i>July 2005: Over 1,800 individuals now subscribe to this service. Approximately 75 new subscribers are added each month.</i></p> <p>8. Participate in the California Tobacco Control Alliance's Smoking Cessation Benefits Everyone campaign</p> <p><i>July 2004: Board endorses program.</i></p> <p>9. Participate in the Circle of Advisors, a group of the Pharmacy Access Partnership</p> <p><i>October 2004: Attend October meeting.</i></p>
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<b>Objective 4.2:</b>	<b>Develop 10 communication venues to licensees by June 30, 2006.</b>
<b>Measure:</b>	<b>Number of communication venues developed to licensees</b>
<b>Tasks:</b>	<p>1. Publish <i>The Script</i> two times annually.</p> <p><i>October 2003: The Script is published and mailed to all pharmacies. CPhA's Education Foundation will print and mail the newsletter to all California pharmacists</i></p> <p><i>November 2003: CPhA's Education Foundation mails October The Script to all pharmacists.</i></p> <p><i>January 2004: Articles for the next issue of The Script are completed and sent for legal review.</i></p> <p><i>March 2004: The Script is published and mailed to all California pharmacies.</i></p> <p><i>April 2004: The March issue is provided to CPhA's Pharmacy Foundation of California for printing and mailing copies to California pharmacists.</i></p> <p><i>Board begins contract solicitation for future issues.</i></p> <p><i>April 2004: Board agrees to work with UCSF to development and promote monograph on Atrial Fibrillation.</i></p> <p><i>June 2004: Contract for newsletter editor awarded for next two</i></p>

	<p>years</p> <p>August 2004: Board hires retired annuitant to develop newsletter.</p> <p>January 2005: Board publishes January 2005 issue of <i>The Script</i>.</p> <p>July 2005: Board writes articles for next newsletter which are undergoing review by staff.</p> <p>October 2005: <i>The Script</i> published and mailed to California pharmacies and wholesalers, and placed online.</p> <p>2. Publish one <i>Health Notes</i> annually.</p> <p>September 2003: Discussions begin to coordinate a major revision to "Pain Management" <i>Health Notes</i>, updating treatment information as well as new requirements for prescribing and dispensing controlled drugs in California enacted by SB 151, which will take effect in a series of stages throughout 2004.</p> <p>November 2003: Authors for "Pain Management" selected and commit to writing articles, which are due in late January.</p> <p>February – April 2004: board receives and edits articles from authors</p> <p>April 2004: Board agrees to work with UCSF to produce a future issue on smoking cessation. Outside funding will be sought for development of this issue.</p> <p>June 2004: Board Member Schell edits articles for new "Pain Management" <i>Health Notes</i>.</p> <p>October 2004: Board staff edits for "Pain Management"</p> <p>January 2005: Board approves development of "Pharmacy Disaster Response" which is targeted for publication later this year.</p> <p>3. Develop board-sponsored continuing education programs in pharmacy law and coordinate presentations at local and annual professional association meetings throughout California.</p> <p>July 2003: Board presents Powerpoint continuing education program to 35 MediCal staff in Los Angeles and 60 pharmacists at local association meeting in Santa Barbara.</p> <p>September 2003: presentation to 40 pharmacists at the Long-Term Care Academy. Board Member Jones attends the Indian Pharmacist Association Meeting to present board Powerpoint presentation.</p> <p>October 2003: Presentation and information booth provided at CSHP's Seminar 2003</p> <p>December 2003: Board provides continuing education to 80 pharmacists at Coachella Valley local association</p> <p>January 2004: Board provides compounding pharmacy information to 25 health directors of large hospital chain in U.S.</p> <p>February 2004: Board presentation to 125 pharmacists and students at USC's School of Pharmacy, and later in the month new pharmacy law changes presented to 125 students at UCSF's School of Pharmacy. Board CE presentation provided to Circle of Advisors Meeting of the Pharmacy Access Partnership</p> <p>March 2004: Board CE presentation provided to 125 students at UCSF</p>
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	<p><i>Presentation on quality assurance programs provided to the San Diego Association for Healthcare Risk Management.</i></p> <p><i>April 2004: Presentation of CE program and the new examination process for pharmacists to 115 students at Western School of Pharmacy.</i></p> <p><i>May 2004: Presentation of the board's CE program to the San Diego Pharmacists Association.</i></p> <p><i>Presentation of CE program and the new examination process for pharmacists to 200 UOP students, and 50 Loma Linda students, to 100 people at USC.</i></p> <p><i>June 2004: Presentation to the Department of Health Services on pharmacy issues.</i></p> <p><i>CE presentations made to the Korean Pharmacists Association (50 individuals) and the University of Santo Tomas' Alumni Association (50 individuals).</i></p> <p><i>Presentation to DHS' audit and investigation staff on pharmacy issues.</i></p> <p><i>Presentation to Sacramento Valley Health System pharmacists (25 individuals)</i></p> <p><i>October 2004: Presentation to Sacramento Valley Health System pharmacists on sterile compounding and quality assurance programs (25 individuals)</i></p> <p><i>Presentation about board to Indian Pharmacists Association (about 500 individuals)</i></p> <p><i>Presentation to California Primary Care Association's October meeting. Also, presentation to HICAP to train their staff about the board's jurisdiction for consumer complaints and when consumers should be routed to the board.</i></p> <p><i>November 2004: Supervising Inspector Robert Ratcliff gives the keynote address at CSHP's 2004 Seminar in Long Beach. Also President Goldenberg speaks on importation. Supervising Inspector Dennis Ming presents an "Update and What's New in Pharmacy Compounding." More than 500 people attend the CSHP's 2004 Seminar.</i></p> <p><i>January 2005: Supervising Inspector Ratcliff presents information on new pharmacy law to Phi Delta Chi at USC.</i></p> <p><i>February 2005: The board staffs an information booth for two days at CPhA's 2005 Outlook, over 500 pharmacists visit booth.</i></p> <p><i>Board President Goldenberg meets with deans from the California schools of pharmacy, CSHP, and CPhA to discuss pharmacy issues..</i></p> <p><i>Supervising Inspector Ratcliff presents information to 100 1<sup>st</sup> year students at UCSF's School of Pharmacy, and Supervising Inspector Ming and staff present information on pharmacy law and applying for the pharmacist licensure examination to 85 students at Western University.</i></p>
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	<p>March 2005: Executive Officer Harris presents information about the board to 1<sup>st</sup> year students at UCSF. Board Member Schell presents information on automated technology in pharmacies to pharmacy students during April 2005's Legislative Day.</p> <p>April 2005: Board Member Schell presents information about issues before the board to a group of 40 pharmacists at the Chico area Pharmacists Association, and information about automation technology in pharmacies to a group of UCSF faculty and students.</p> <p>May 2005: Board Members Goldenberg and Conroy present information about becoming involved and new pharmacy law to well over 100 UOP students Executive Officer Harris provides information about California's security prescription forms for controlled drugs at the National Association of Boards of Pharmacy annual meeting.</p> <p>July 2005: Supervising Inspector Nurse provides information about board investigation processes to US attorneys.</p> <p>September 2005: Supervising Inspector Nurse provides information about board investigations to federal investigators targeting Medicare Prescription Drug Plan</p> <p>October 2005: Supervising Inspector Ratcliff provides presentation on board and pharmacy law to over 200 pharmacists at UFCW-Orange County Pharmacist Association Meeting.</p> <p>Board hosts an information booth at CSHP's Seminar.</p> <p>4. Maintain important and timely licensee information on Web site.</p> <p>July 2003: All information packets for public meetings of the board placed on Web site in addition to agendas</p> <p>October 2003: The October 2003 The Script added to Web site</p> <p>November 2003: The board places information about new pharmacist licensure examinations on Web site</p> <p>January 2004: Web page modified to make it easier to find pharmacist licensure examination information Licensure verifications can be performed by printing license verification information from the Web site, eliminating need to obtain this directly from board</p> <p>Board updates Pharmacy Law and Index to reflect new laws. New pharmacy technician form placed online</p> <p>February 2004: Security printer applications and instructions placed online. Emergency contraception fact sheets in 10 languages now available online</p> <p>March 2004: Material explaining new prescribing and dispensing requirements for controlled substances placed online. California pharmacist examination Candidates' Handbook placed online. Sample test questions also developed and placed online. <u>The Script</u> March 2004 added to Web site. Legislative analyses on bills affecting the practice of pharmacy or the board's jurisdiction placed online.</p> <p>July-October 2004: additional material on prescribing controlled</p>
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	<p><i>substances in California added. Information about how exams are graded and reapplication procedures added to Web site. Modified emergency contraception protocol to reflect new manufacturers. Agendas, minutes, and meeting packets added to Web site of all public meetings held during this period.</i></p> <p><i>October 2004: information added from the Public Health Section of the Department of Health Services regarding priorities for distributing flu vaccines to Californians due to a shortage of the vaccines.</i></p> <p><i>November 2004 –January 2005: agendas, minutes, and meeting packets added to Web site of all public meetings held during this period.</i></p> <p><i>December 2004: information added to aid pharmacies in filling controlled substances prescriptions that may not fully conform with new security prescription forms.</i></p> <p><i>January 2005: revised 2005 Pharmacy Law with index put online.</i></p> <p><i>February 2005: updated questions and answers about filling and dispensing controlled substances added to the Web site. The January 2005 <u>The Script</u> added online.</i></p> <p><i>March 2005: emergency contraception fact sheet translated into Armenian, the 11th language version of this fact sheet, and added to the board's Web site.</i></p> <p><i>New section containing all new pharmacy laws enacted in 2004 added to Web site.</i></p> <p><i>March – April 2005: agendas, minutes and meeting packets added to Web site of all public meetings held during this period.</i></p> <p><i>May – July 2005: agendas, minutes and meeting packets added to Web site of all public meetings held during this period.</i></p> <p><i>July- October 2005: agendas, minutes and meeting packets added to Web site of all public meetings held during this period.</i></p> <p><i>Board creates area on web for information about hurricane Katrina and Rita relief efforts</i></p> <p>5. Create a consumer fact sheet series in conjunction with California schools of pharmacy on topics of interest.</p> <p><i>April 2004: Board agrees to work with UCSF's Center for Consumer Self Care to develop the fact sheets.</i></p> <p><i>June 2004: Committee meets with director of UCSF's Center for Consumer Self Care to begin work on the fact sheets. The goal is to produce three fact sheets per quarter, and reevaluate the project in one year</i></p> <p><i>October 2004: UCSF ready to work with students on the first three fact sheets</i></p> <p><i>January 2005: First three fact sheets developed and distributed. Efforts begin to seek translation of these fact sheets into different languages.</i></p> <p><i>March 2005: Two additional fact sheets developed, and undergoing review.</i></p> <p><i>July 2005: 11 interns sign on to develop three fact sheets each. Committee considers development of special and joint Web site with the Center for Consumer self care to house the fact sheets</i></p>
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	<p><i>once developed. Board approves creation of joint Web site during board meeting. October 2005: three additional fact sheets developed and submitted to the board for review.</i></p> <p>6. Create public education activities to educate prescribers, dispensers, patients and law enforcement about changes in law regarding dispensing of controlled substances.</p> <p><i>January 2004: Board develops Power Point presentation on new prescribing and dispensing requirements for controlled drugs, and revises its Powerpoint CE program on the board and pharmacy law. Board presents information on new prescribing and dispensing requirements for controlled drugs to 15 investigators at a FBI Drug Diversion Meeting. February 2004: Presentation of new controlled substances requirements provided to San Francisco Health Plan P &amp; T Committee. March 2004: Presentation of new controlled substances requirements to 60 members of California Coalition for Compassionate Care "train the trainers" meeting, to 60 members of the Northern California Pain Coalition meeting, the Medical Board of California's complaint handlers, and to groups of physicians in two events. April 2004: Presentation on prescribing and dispensing controlled substances under the new California requirements to a teleconference of pain management specialists, to the Academy of Long Term Care, to a meeting of 25 pharmacists in Sacramento, and to attendees at a DHS Public health grand rounds. May 2004: Presentation on new requirements for prescribing and dispensing controlled substances provided to 1,294 prescribers and pharmacists via teleconference. Also, the board advertised another teleconference presentation on its Web site and presented this information to a large number of pharmacists. Another presentation was made to the San Luis Obispo County Narcotic Task Force. June 2004: Presentation of the new requirements made to 150 physicians at Memorial Care Hospital in Anaheim. Presentation to 25 pharmacists at Sacramento hospital pharmacist association meeting, presentation to DHS auditors July 2004: Questions and answers added to board Web site. Presentation of the new requirements made to Sacramento Valley Health Systems Pharmacists (25 pharmacists), to physicians, pharmacists and law enforcement in San Luis Obispo August 2004: Audiotape of the board's Power Point presentation placed on the board's Web site. Presentation of the new requirements made to staff of the Department of Justice; to 40 pharmacists, physicians and other health care providers in</i></p>
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	<p>Sacramento; to staff of the Department of Health Services; to over 50 health care providers at an event hosted by the Pharmacy Foundation of California; to investigators of the Department of Justice; and to more than 600 individuals at CMA's annual pain conference.</p> <p>September 2004: Presentation of the new requirements made to staff of the UCSF Medical Center, to Department of Justice diversion investigators, to pharmacists at the San Diego Chapter of ASCP, and to 100 health care providers at St. Mary's Medical Center in Orange County</p> <p>October 2004: Presentation of the new requirements made to 50 health care providers in Redding via telephone conference, and to the Santa Clara County Medical Society</p> <p>November 2004: Supervising Inspector Robert Ratcliff gives the keynote address at CSHP's 2004 Seminar in Long Beach. Presentation to 80 pharmacists at the Orange County Chapter of the CPhA November 18 meeting.</p> <p>December 2004: Presentation to 70 pharmacists at a Indian Pharmacist Association Meeting in Artesia on December 10. Presentation to 164 health care providers via a telephone conference presentation to the Northern California Pain Initiative Executive Committee on December 14.</p> <p>January 2005: Presentation to 90 pharmacists at the South Bay Pharmacy Association meeting on January 6.</p> <p>February 2005: updated questions and answers about filling and dispensing controlled substances added to the Web site. Board Member Jones presents information on new dispensing requirements for controlled drugs at the CPhA's Outlook 2005 Meeting over 200 pharmacists. Supervising Inspector Ratcliff presents information on prescribing and dispensing controlled substances to approximately 90 pharmacists to the San Fernando Pharmacy Association.</p> <p>March 2005: Supervising Inspector Ming presents information about new prescribing and dispensing requirements for controlled drugs at the San Mateo County Pharmacists Association Meeting to 84 pharmacist and pharmacy technicians. Supervising Inspector Ratcliff presents information about new prescribing and dispensing requirements for controlled substances to about 20 physicians at High Desert Medical Center.</p> <p>April and May 2005: Supervising inspectors provided information about controlled substances dispensing requirements to DEA agents from Oakland, Sacramento, San Jose and Fresno.</p> <p>May 2005: Supervising inspectors provided information about new prescribing and dispensing requirements for</p>
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	<p><i>controlled substances to pharmacist members of the California Employee Pharmacist Association in Los Angeles and to hospital administrators and directors. Executive Officer Harris provided information about California's security prescription forms for controlled drugs at the National Association of Boards of Pharmacy annual meeting.</i></p> <p><i>June 2005: Supervising Inspector Ratcliff provides information about new prescribing and dispensing requirements for controlled substances to the Hollywood-Wilshire Pharmacists Association.</i></p> <p>7. Acknowledge pharmacists licensed for 50 years with the California board of Pharmacy  <i>July 2005: Nearly 450 pharmacists recognized who have 50 years of service to the public as licensed pharmacist. Each receives a letter and award. <u>The Script</u> will list their names. Each is invited to a future board meeting. Four of these pharmacists attend the July Board Meeting.</i></p> <p><i>October 2005: 49 more pharmacists complete 50 years as licensed pharmacists.</i></p> <p>8. Acknowledge pharmacists and other licensees who have provided services to the Gulf Coast Storm victims.  <i>October 2005: several pharmacists and pharmacies are commended for their extraordinary efforts in <u>The Script</u> and during the board meeting.</i></p>
<p><b>Objective 4.3:</b></p>	<p><b>Participate in 20 forums, conferences and public education events by June 30, 2006.</b></p>
<p><b>Measure:</b></p>	<p><b>Number of forums participated</b></p>
<p><b>Tasks:</b></p>	<p>1. Participate in forums, conferences and educational fairs.  <i>August 2003: Board staffs an information booth at Sacramento's Consumer Health Fair, co-hosted by Kaiser, AARP, Area 4 Agency on Aging and Congressman Matsui:</i></p> <p><i>September 2003: Board President Jones attends NABP's District VII and VIII annual meeting</i></p> <p><i>October 2003: Board staffs an information booth at CSHP Seminar 2003</i>  <i>Board staffs an information booth at Los Angeles County Health Fair and Senior Festival, over 2,000 people attend. Board staffs an information booth at Sacramento's Healthy Aging Summit</i></p> <p><i>January 2004: Board staffs an information booth at CPhA's Outlook 2004. Board presentations include information on new pharmacy law, board operations and new examination requirements.</i></p> <p><i>April 2004: Board members attend National Association of Boards of Pharmacy Meeting in Chicago.</i></p> <p><i>May 2004: Board staffs booth at Healthy Aging 2004 in Sacramento, 300 people attend.</i></p>

	<p><i>Board staffs booth at the Senior Health Fair in Yreka, over 150 consumers attend.</i></p> <p><i>June 2004: Former board president attends discussion session hosted by the Pharmacy Foundation of California on the importation of drugs into the US. Board inspector attends two-week drug diversion and investigation training sponsored by the Drug Enforcement Administration at the FBI's headquarters in Quantico, VA</i></p> <p><i>July 2004: Board endorses the California Tobacco Control Alliance's Smoking Cessation Benefits Everyone campaign Board staffs booth at Asian Community Fair</i></p> <p><i>August 2004: Board staffs a booth at the San Diego Better Business Bureau's "Consumer Expo"</i></p> <p><i>September 2004: Executive officer attends Clearinghouse on Licensure and Enforcement Meeting in Kansas, and presents segment on regulators doing more with less. Board staff provide information about the board and senior discount programs for drugs at Triple R program in Sacramento Board staff provide information at a senior fair in Yreka where nearly 450 attend. Board staff distribute information to consumers at the 6<sup>th</sup> Annual Los Angeles County Health Fair and at the Senior Exposition where 1,000 people attended, at the Healthy Aging Summit in Sacramento where 700 people attended.</i></p> <p><i>November 2004: the board staffs a booth at the Paso Robles Senior Center's Senior Health Fair where approximately 400 people attend.</i></p> <p><i>January 2005: Staff attend the California Prescription Drug Forum, sponsored by the California Policy Research Center, California Program on Access to Care. The board participates as a sponsor at a brown bag consultation event with pharmacists hosted by KCRA TV and Rite Aid in Sacramento, about 6,000 people attend this two-day event. Staff host an information booth at a Consumer Protection Day event in San Diego. Department Director Charlene Zettel was the keynote speaker.</i></p> <p><i>February 2005: The board attends CPhA's annual meeting in San Diego. Board Member Jones presents information about the new prescribing and dispensing laws for controlled substances. Supervising Inspector Ming presents information about compounding pharmacies.</i></p> <p><i>March 2005: The board staffs an information booth at UCD's Healthy Aging Conference in Sacramento; over 1,000 people attend.</i></p> <p><i>May 2005: Executive Officer and board members attend annual meeting of National Association of Boards of Pharmacy meeting. Board President Goldenberg provides information about</i></p>
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	<p><i>the challenges caused by the rising cost of prescription drugs at a Seniors Convention and Health Fair at the LA City Convention Center.</i></p> <p><i>Executive Officer Harris provides information about California's security prescription forms for controlled drugs at the National Association of Boards of Pharmacy annual meeting. She also presents information about the California Health Communication Partnership's activities during this meeting.</i></p> <p><i>June 2005: President Goldenberg represents the board at the founding meeting of the California Pharmacy Leadership Council.</i></p> <p><i>September 2005: Board staffs an information booth at City of Sacramento's Public Safety Fair</i></p> <p><i>October 2005: Executive Officer and board members attend NABP's Districts VI, VII and VIII meeting.</i></p> <p><i>The board staffs an information booth at UCD's Health Aging Fair where over 750 people attend.</i></p>
<p><b>Objective 4.4:</b></p> <p><b>Measure:</b></p>	<p><b>Respond to 100 percent of information requests from governmental agencies regarding board programs and activities.</b></p> <p><b>Percentage response to information requests from governmental agencies</b></p>
<p><b>Tasks:</b></p>	<ol style="list-style-type: none"> <li>1. By June 1, 2004, submit report to Legislature on statutory requirements for remedial education after four failed attempts on the California pharmacist exam. <ul style="list-style-type: none"> <li><i>April 2004: Draft report provided to board members at April Board Meeting</i></li> <li><i>December 2005: Final report submitted to Legislature, as required.</i></li> </ul> </li> <li>2. Provide information to legislators regarding board implementation of statutory requirements. <ul style="list-style-type: none"> <li><i>April – June 2004: Board provides substantial technical assistance to authors with pending legislation regarding implementation of importation of Canadian drugs, automated dispensing machines in skilled nursing facilities, and wholesaling requirements for drugs within and into California.</i></li> <li><i>January 2005: Board analyzes three ballot initiatives involving prescription drugs at the request of the Secretary of State's Office.</i></li> <li><i>January – April 2005: Board provides substantial technical assistance to authors with proposed or pending legislation regarding implementation of wholesaler licensing requirements, recycling of drugs from skilled nursing homes, sales of ephedrine products by pharmacists, provision of emergency contraceptives, prescription container labeling requirements, electronic transmission of prescriptions, automated dispensing machines, controlled substances prescriptions, tracking of drug sales from pharmacies and online pharmacies</i></li> <li><i>May 2005: Board staff identify all forms online so that these can be added to a "one-stop shopping" location on DCA's Web site.</i></li> </ul> </li> </ol>

	<p><i>June 2005: Board provides data regarding examination development and statistics to the department for its report to the Legislature.</i></p> <p><i>July 2005: Board provides information about its fleet of vehicles and laptop security features in response to legislative requests for information.</i></p> <p>3. Provide agency statistical data (ASP) information to the department.  <i>Sept. 2003: Board submits data to department as required.</i>  <i>Nov. 2003: Board provides information to department on impact of budget reductions in terms of funding and staff in response to request from Senate Business and Professions Committee</i>  <i>September 2004: board submits ASP data to department as required.</i>  <i>October 2005: board submits ASP data to the department as required.</i></p> <p>4. Board provides information to department on the Bilingual Services Program Survey due September 15, 2003.  <i>September 2003: data provided</i>  <i>January 2004: All staff collect data for survey of public contacts by the language of the individual</i></p> <p>5. Department of Consumer Affairs, Internal Audit of the Board released March 2003 as part of Sunset Review  <i>October 2003: Board compiles 180-day post audit report to the department</i>  <i>March 2004: Board compiles 360-day post audit report to the department.</i>  <i>April 2004: Department evaluates and submits final post-audit review of board activities; the board is in compliance.</i></p> <p>6. Software Inventory Report of all software in use by Board of Pharmacy  <i>December 2003: Board compiles this massive and detailed report.</i>  <i>March 2005: Board compiles this massive and detailed report</i></p> <p>7. Regulation Summary Report of all regulations enacted from 1999-2003, pursuant to Executive Order S-2-03  <i>January 2004: Report compiled and submitted timely</i></p> <p>8. Review of board operations, procedures, procedure manuals, applications, publications, etc., for underground regulations pursuant to Executive Order S-2-03  <i>January 2004: Report compiled and submitted timely</i>  <i>April 2005: Follow-up request from the Office of Administrative Law requires no further action on the board's part.</i></p> <p>9. Board meets with delegation from China Zhejiang Provincial Drug Administration at request of this agency in December 2003</p> <p>10. Board compiles self-evaluation and transition plan report on services and procedures for equal access for employees, applicants to assure no policies discriminate against persons with disabilities and the public</p> <p>11. Report backlogs and impacts of staffing and budget reductions on workload  <i>Sept. 2003: Report compiled and submitted.</i>  <i>Nov. 2003: Report compiled and submitted.</i>  <i>February 2004: Report compiled and submitted.</i></p>
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	<p><i>.March 2004: Report compiled and submitted</i>  <i>April: Report compiled and submitted.</i>  <i>May: Report compiled and submitted.</i>  <i>June: Report compiled and submitted.</i>  <i>July: Report compiled and submitted.</i>  <i>August: Report compiled and submitted.</i>  <i>September: Report compiled and submitted.</i>  <i>October: Report compiled and submitted.</i>  <i>Requests for these reports end after submission of the October 2004 report.</i></p> <p>12. Respond to requests for reports from the Department of Consumer Affairs or State and Consumer Services Agency.  <i>April 2004: Provided a compilation of all board applications available online for the Office of Information Services, and its Strategic Plan</i>  <i>Provided copies of four surveys used by the board to obtain satisfaction measures of the board's Web site, complaint processes, public education presentations and job analysis survey of pharmacists at the request of the Consumer and Education Division.</i>  <i>Compiled examination program review data for the California Pharmacist Jurisprudence Examination and North American Pharmacist Licensure Examination at the request of the Office of Examination Resources..</i>  <i>Compiled another report required by section 139 of the Business and Professions Code regarding examination validation for the California Pharmacist Jurisprudence Examination and North American Pharmacist Licensure Examination at the direction of the Office of Examination Resources.</i>  <i>Compiled data regarding manpower shortages of board licensees at the request of the executive office.</i>  <i>Compiled data describing all board application processing steps for the board's 12 major programs at the request of the department.</i>  <i>May 2005: Board staff identify all forms online so that these can be added to a "one-stop shopping" location on DCA's Web site.</i>  <i>June 2005: Board provides data regarding examination development and statistics to the department for its report to the Legislature</i>  <i>July 2005: Board provides information about its fleet of vehicles and laptop security features in response to legislative requests for information.</i></p>
<b>Objective 4.5</b>	<b>Respond to 100 percent of public information requests regarding board programs and activities.</b>
<b>Measure:</b>	<b>Percentage response to information requests from the public</b>
<b>Tasks:</b>	<p>1. Respond to public information requests.  <i>July – Oct. 2003: the board received 340 public inquiries and four subpoenas. Nearly 80 percent of the public inquiries were responded to within 10 days, and all four of the subpoenas</i></p>

	<p>were responded within required timeframes.</p> <p><i>Oct. – Dec. 2003: the board received to 253 public inquiries and three subpoenas. Nearly 65 percent of the public inquiries were responded to within 10 days, and all three of the subpoenas were responded to within required timeframes.</i></p> <p><i>Jan – March 2004: the board received 87 public inquiries, four subpoenas and 245 written license verifications. Nearly 72 percent of the public inquiries were responded to within 10 days, all subpoenas were responded to within five days, and 77 percent of the license verifications were performed within 10 days.</i></p> <p><i>April – June 2004: the board received 37 public inquiries, three subpoenas and 254 written license verifications. Seventy-four percent of the inquiries were responded to within 10 days, all subpoenas were responded to within five days, and 70 percent of the license verifications were performed within 10 days.</i></p> <p><i>July-September 2004: the board received 64 public inquiries, five subpoenas and 227 written license verifications. Seventy-eight percent of the inquiries were responded to within 10 days, all subpoenas were responded to within five days, and 64 percent of the license verifications were responded to within five days.</i></p> <p><i>October –December 2004: the board received 49 public inquiries, requests for 208 written license verifications, and four subpoenas. Seventy three percent of the inquiries were responded to within 10 days, 64 percent of the license verifications were performed within 10 days, and all subpoenas were responded to within five days.</i></p> <p><i>January – March 2005: the board received 75 public inquiries, requests for 198 written license verifications, and five subpoenas. Eighty-one percent of the inquiries were responded to within 10 days, 80 percent of the license verifications were performed within 10 days, and all subpoenas were responded to within five days.</i></p> <p><i>April – June 2005: the board received 78 public inquiries, requests for 301 written license verifications, and three subpoenas. Ninety percent of the inquiries were responded to within 10 days, 90 percent of the license verifications were performed within 10 days, and all subpoenas were responded to within five days.</i></p> <p><i>July – October 2005: the board received 83 public inquiries, requests for 223 written license verifications, and six subpoenas. Eighty percent of the inquiries were responded to within 10 days, 80 percent of the license verifications were performed within 10 days, and all subpoenas were responded to within five days.</i></p>
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