



**California State Board of Pharmacy**  
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Business, Consumer Services and Housing Agency  
Department of Consumer Affairs  
Gavin Newsom, Governor



**COMMUNICATION AND PUBLIC EDUCATION COMMITTEE  
MEETING MINUTES**

**Date:** January 8, 2019

**Location:** Department of Consumer Affairs  
DCA Headquarters Building  
1625 N. Market Blvd., First Floor Hearing Room  
Sacramento, CA 95834

**Committee Members Present:** Ricardo Sanchez, Public Member, Chairperson  
Ryan Brooks, Public Member  
Shirley Kim, Public Member  
Deborah Veale, Licensee Member

**Committee Members Not Present:** Valerie Muñoz, Public Member, Vice Chairperson

**Staff Present:** Anne Sodergren, Interim Executive Officer  
Julia Ansel, Chief of Enforcement  
Tom Lenox, Chief of Enforcement  
Laura Freedman, DCA Staff Counsel  
Kelsey Pruden, DCA Staff Counsel  
Debbie Damoth, Administrative Manager  
Laura Hendricks, Staff Analyst  
Bob Dávila, Public Information Officer

**1. Call to Order and Establishment of Quorum**

Chairperson Sanchez called the meeting to order at 10:03 a.m. A quorum was established.

**2. Public Comment for Items Not on the Agenda; Matters for Future Meetings**

Former board member Ramón Castellblanch said many pharmacists are confused about corresponding responsibility and need more education. He said he had developed a course on corresponding responsibility and would like to bring it to the next committee meeting.

**3. Discussion and Consideration of Proposed Language for a Policy Statement by the Board Regarding Proper Handling and Disposal of Oral Chemotherapy Drugs**

Chairperson Sanchez recounted efforts by Chapman University pharmacy students and faculty to raise awareness about the importance proper handling and disposal of oral

chemotherapy medications. He said the committee directed staff to develop a possible board policy statement regarding oral chemotherapy medications.

Staff presented draft language for a policy statement encouraging pharmacists to provide counseling to patients on proper handling and disposal of oral chemotherapy medications and to voluntarily affix a “hazardous drug symbol” to prescription labels when appropriate.

The committee requested a minor word change and clarification regarding an abbreviation for “oral chemotherapy.” The committee directed staff to work with the chairperson on the requested modifications and voted to recommend the board adopt the statement as modified by the committee.

M/S: Veale/Brooks

- Support: Sanchez, Brooks, Kim, Veale.
- Oppose: None.
- Abstain: None.
- Not present: Muñoz.

There was no public comment.

#### **4. Staff Report on the “Ask an Inspector” Program**

Chairperson Sanchez recounted the committee’s discussion of strategic goals at its October 2018 meeting. He said the committee directed staff to report back on the board’s Ask an Inspector program, including the number of calls received and the top 10 types of calls. Staff reported inspectors responded to a total of 3,257 inquiries between Jan. 1 and Dec. 20, 2018. The 10 most common types of inquiries:

<b>Type of inquiry</b>	<b>Count</b>	<b>Percentage of total</b>
Controlled substances	730	22
Pharmacy practice	398	12
Other	367	11
Compounding	216	7
Pharmacy	154	5
Licensing	127	4
Prescription requirements	110	3
Prescription form	104	3
Wholesaler	61	2
Sterile compounding	53	2

Ms. Ansel and Mr. Lenox provided an overview of the program. Staff said a duty inspector is assigned each week to answer phone calls 8 a.m. to 4:30 p.m. Tuesdays and Thursdays. In

addition, inspectors research questions all week and spend two to three days the following week responding to inquiries. Ms. Sodergren said office staff triages calls to inspectors. Ms. Sodergren suggested publishing frequently asked questions (FAQs) in The Script based on the most common types of questions to help reduce calls to inspectors. In addition, she said self-assessment forms could be augmented to address commonly asked questions.

Chairperson Sanchez suggested changing the program to have an inspector available five days a week but fewer hours per day – for example, 9 a.m. to noon. The committee directed staff to report back with recommendations on the possibility of changing the hours.

Danny Martinez of CPhA said CPhA also triages Ask an Inspector inquiries by answering questions from members. He said it is important that questions are answered promptly. He said CPhA is willing to help the board improve communication and trust with licensees.

Mr. Brooks stepped out at 11:04 a.m.

Chairperson Sanchez ordered a 10-minute break. The committee returned in session at 11:15 a.m.

## 5. Staff Report on Surveys Performed after Pharmacy Inspections

Chairperson Sanchez recounted the committee’s discussion of strategic goals at its October 2018 meeting. He noted the committee directed staff to report back on follow-up surveys of licenses that supervising inspectors perform after inspections.

Staff reported supervising inspectors surveyed 67 licensees after inspections in 2018 – including 41 pharmacies, two hospital pharmacies, 20 sterile compounding pharmacies, three nonresident sterile compounding pharmacies, and one wholesaler. Licensees were asked to rate their inspectors in five areas. The responses are summarized below.

<b>The board inspector was ...</b>	<b>Agree or Strongly Agree</b>	<b>Disagree or Strongly Disagree</b>	<b>N/A*</b>	<b>Total</b>
Courteous and professional	65 (97%)	2 (3%)	0	67 (100%)
Knowledgeable and demonstrated expertise	64 (95.5%)	2 (3%)	1 (1.5%)	67 (100%)
Educational and helpful	65 (97%)	1 (1.5%)	1 (1.5%)	67 (100%)
Organized and well prepared	66 (98.5%)	1 (1.5%)	0	67 (100%)
Reasonable and fair	62 (92.6%)	4 (6%)	1 (1.5%)	67 (100%)

Staff also provided comments from licensees on the inspection process and reported most of the comments were positive. Ms. Ansel and Mr. Lenox said supervising inspectors review and discuss negative comments with the inspectors.

Committee members asked how many inspections are done annually and by each inspector. Ms. Ansel said about 2,500 inspections were performed in 2018 fiscal year. Mr. Lenox said the numbers performed by inspectors depends on their inspection team; for example, the compliance team may perform more than compounding team.

Committee members discussed the need to standardize the inspection process and to provide a way for licensees to report problems or complaints without fear of retaliation by the board. Ms. Lenox said there has never been any evidence of retaliation in response to licensee complaints.

Ms. Sodergren said staff could develop a fact sheet for licensees and post information online about the inspection process. It could discuss how to prepare for an inspection and documents to have ready; what licensees should expect during the inspection; what the board expect of licensees; and how to report problems or complaints about inspectors. In addition, the board could provide an online CE course on preparing for inspections.

Ms. Sodergren said the board also could solicit anonymous feedback from licensees through Survey Monkey or another third-party resource. She said licensees with complaints would be encouraged to contact supervising inspectors or the enforcement chief. She also noted that DCA has an online process for receiving and handling public complaints about any DCA board and bureau; this information could be provided to licensees.

There was no public comment.

## **6. Discussion and Consideration of Current and Potential Public Educational Materials and Activities in Preparation for 2020 Sunset Review Report**

Chairperson Sanchez said staff is anticipating the 2020 sunset review process and reviewing possible communication and public education activities and initiatives to highlight in the sunset report. Staff provided a list of possible activities and materials for the report:

- Revised/updated brochures– Notice to Consumers, point to your language, etc.
- New brochures or videos – How to dispose of unwanted medications, how to prepare for a declared disaster, etc.
- Additional social media accounts – Facebook, Instagram, YouTube, etc.
- Additional CE webinars.
- A PowerPoint overview of the board for public outreach events.
- Staff presence with consumer brochures and other materials at community health fairs, senior events, other public gatherings.

Mr. Brooks recommended a focus on educational and innovative activities and materials. Ms. Veale recommended making the board's website more user-friendly.

There was no public comment.

## **7. Discussion and Consideration of Steps to Improve Emergency Response during Declared Emergencies**

Chairperson Sanchez recounted the states of emergency declared by Governor Gavin Newsom during California wildfires in November 2018. He noted board staff issued four subscriber alerts related to the emergencies – including relevant provisions of the Business and Professions Code, a reference to the board's declared disaster policy, and information about Emergency Prescription Assistance Program for patients displaced by disaster.

Tom Ahrens of the CDPH Emergency Preparedness Office informed the committee about challenges in providing health care and pharmacy services for residents evacuated during the Camp Fire disaster. He said issues included:

- Residents were forced to evacuate with little time to pack prescription medications.
- Community shelters were not prepared to care for evacuees who were sick or needed prescription medications.
- Evacuees staying in cars, tents, local fairgrounds and other locations did not have access to health care.
- Medical disaster teams and volunteer health-care professionals did not have security prescription forms on hand at evacuation centers.
- Pharmacies in outlying communities mistakenly believed that BPC sections 4062 and 4064 were "optional" or applied only in the disaster area. As a result, they declined to fill noncompliant prescriptions out of fear of being sanctioned by the board.
- Patients did not have money available or could not afford to cover copays for medications.

Committee members and staff discussed possible solutions the board could take to improve delivery of health care and pharmacy services during disasters, including:

- Create free CE for pharmacists on what to do before and during a disaster.
- Prepare fact sheets for consumers on how to prepare for a disaster.
- Create a specific website section for disaster preparation materials for licensees and consumers.
- Assign a supervising inspector to be available to answer questions from licensees during a disaster.
- Provide complete information in subscriber alerts about BPC sections 4062 and 4064. Remind pharmacies outside the disaster area how to handle nonsecure prescription forms.
- Utilize multiple channels to communicate emergency information – including email,

website, newsletter, social media.

- Invite CDPH, Office of Emergency Services and other agencies to add links on their websites to the Board of Pharmacy so that visitors can be directed to information about getting pharmacy services during a disaster.
- Reach out to major pharmacy chains and professional organizations to help disseminate information from the board to licensees and consumers.

The committee directed staff to report back with recommendations on implementing improvements to the board's communications during declared disasters.

Danny Martinez of CPhA said his organization would be happy to help the board disseminate information during a disaster. He also recommended Twitter as important medium of communication with the public during a disaster.

## **8. Update on Communication and Public Education Activities by Board Staff**

### **a. The Script**

Staff reported the newsletter was published online in December 2018 and work was underway on the next issue, which will focus on new pharmacy laws.

### **b. Projects Update**

Staff reported Outfront Media signed a no-cost contract on Jan. 8, 2019, for five billboards about prescription drug abuse. Staff said Outfront has informed staff that the proofs would be printed and shipped to billboard sites in two to four weeks.

Staff also reported the board established its first social media account in December on Twitter. The Twitter feed can be viewed at <https://twitter.com/CAPharmBoard>.

### **c. News Media**

Staff provided a list of news media organizations that contacted the board's executive officer and public information officer for interviews or background information.

### **d. Public Outreach**

Staff reported board inspectors and staff provided training at the board's Dec. 8, 2018, CE forum on prescription drug abuse and drug diversion at Santa Barbara Community College in Santa Barbara. A total of 94 pharmacists attended and received CE credit at the event. Staff said the board has tentatively scheduled the next forum for February 23 in Fresno and is working to schedule another in San Diego in April.

Staff also provided a list of other public outreach activities by board inspectors and staff.

## **9. Review and Discussion of News or Journal Articles**

Staff provided a list of news articles on pharmacy issues of possible interest to the board.

## **10. Future Meeting Dates**

Chairperson Sanchez announced the following dates for 2019 committee meetings:

- Wednesday, April 10, 2019
- Tuesday, June 25, 2019
- Wednesday, Oct. 9, 2019

The meeting adjourned at 11:52 a.m.