

STATE OF MARYLAND

Department of Health and Mental Hygiene

# BOARD OF PHARMACY



## FISCAL YEAR 2018 ANNUAL REPORT

July 1, 2017

through

June 30, 2018

Vision:

*Setting a standard for pharmaceutical service which ensures safety and quality healthcare for the citizens of Maryland.*

Mission:

*To protect Maryland consumers and to promote quality health care in the field of pharmacy, through licensing pharmacists, registering pharmacy technicians and student interns, issuing permits to pharmacies and distributors, setting standards for the practice of pharmacy through regulations and legislation, receiving and resolving complaints, and educating consumers.*

## FY 2018 BOARD COMMISSIONERS

President

**Kevin Morgan**

*Chain Drug Store Representative*

Secretary

**Zeno St. Cyr, II**

*Consumer Representative*

Treasurer

**Rhonda M. Toney**

*At-Large Representative*

**Daniel Ashby**

*Acute Care Hospital Representative*

**Efstratios (Steve) Bouyoukas**

*Chain Drug Store Representative*

**Karla Evans**

*Acute Care Hospital Representative*

**Mitra Gavgani**

*Home Infusion Representative*

**Jennifer Hardesty**

*Long Term Care Representative*

**Neil B. Leikach**

*Independent Representative*

**Brenda Oliver**

*Consumer Representative*

**Roderick Peters**

*Independent Pharmacist Representative*

**Ellen H. Yankellow**

*At Large Representative*

## BOARD COUNSEL

**Linda Bethman, AAG**

**Brett Felter, Staff Attorney**

**Fiscal Year (FY) 2018 BOARD STAFF 410-764-4755**

**EXECUTIVE**

<i>Speights-Napata, Deena</i> - Executive Director	Board Operations, Board Units, Board Members and Board Minutes, PIA requests
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**DATA INTEGRITY PROCESSING AND ASSESSMENT**

<p><i>Jordan, Nakia</i> – Manager of Program Intake, Assessment, and Evaluation  <i>Ayers, Christopher</i> – Licensing/Customer Service Specialist  <i>Christine Chew</i> - Acting Management Associate  <i>Goodman, Rhonda</i> – Customer Service Lead Specialist  <i>Jackson, Leroy</i> - Customer Service Specialist  <i>Lane, Joy</i> - Customer Service Specialist  <i>Seeds, Janet</i> - Public Info/Education/Communication/Training Coordinator  <i>Tates, Lawrence</i> – Customer Service Specialist  <i>Valerio, Lauren</i> - Customer Service Specialist/Secretary</p>	Scans all documents into licensee files. Answers Incoming Calls and Emails
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**COMPLIANCE**

<p><i>Evans, Thomas</i> – Director of Compliance  <i>Sanderoff, Lisa</i> – Investigations Supervisor  <i>Collins, Jada</i> – Investigator  <i>Goodman, Kimberly</i> - Investigator  <i>McLaughlin, Heather</i> - Compliance Coordinator  <i>West, Shiela</i> – Investigator  Pasay, Jered-Laboratory Scientist</p>	Complaints, Pharmacy Practice, Disciplinary, Investigations and Pharmacists Rehabilitation
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**INSPECTION**

<p><i>Richard, Nancy</i> – Inspection Supervisor  <i>Barefield, Amanda</i> - Pharmacy Inspector  <i>Johnson, Cheryl</i> - Pharmacist Inspector  <i>Lin, Emory</i> – Pharmacy Inspector  <i>Weigley, Kerri</i> - Pharmacy Inspector  <i>Young, Shanelle</i> - Pharmacy Inspector</p>	Inspections, Pharmacy Practice
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**LEGISLATION & REGULATIONS AND LICENSING**

<p><i>Brand, Etzion</i> – Licensing Manager  <i>Logan, Brian</i> – Legislative Liaison  <i>James, Doris</i> – Licensing Specialist  <i>Ayers, Christopher</i>-Licensing Specialist  <i>Lanteon-Edmonds, Darchelle</i> - Licensing Specialist Lead  <i>Wise, Keisha</i> - Licensing Specialist</p>	Licensing, Permits, and Registration, Reciprocity, and Scores
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**MANAGEMENT INFORMATION SERVICES**

<p><i>Fields, Edward</i> – Deputy Director and Operations Manager  <i>Green, Jacqueline</i> - Database Specialist  <i>Partin, Janey</i> – Computer Specialist</p>	Computer, Database and Website and On-line Renewals
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# Maryland Board of Pharmacy

## Year in Review

**FROM THE EXECUTIVE DIRECTOR**

**Deena Speights-Napata**



### **Information/Technology Development**

- An electronic Distributor application was developed to ensure an easy distributor application process.
- An electronic inspection form was developed which cut by 50% the time needed to conduct and document an inspection
- Development of Fraud Detection protocol to increase efforts at protecting personal identifier information of licensees

### **Board of Pharmacy Collaborations**

- Maryland Governor's Opioid Operational Command Center member
- UMES and Howard University pharmacy student presentations
- Internship/preceptor agreement with UMES established University of Baltimore Law School internship agreement in progress
- Maryland Society of Health-System Pharmacy member
- Maryland Office of Controlled Substances Administration
- Maryland Medicaid
- MDH Career Day
- MDH Office of Infectious Disease in promotion of syringe sales in pharmacies
- DEA Annual Drug Take Back Day promotion
- Regional Opioid 7 Substance Abuse Summit—Meeting with Washington DC, Virginia, and MD opioid epidemic strategists
- National boards of pharmacy annual regional and national meetings
- Maryland chain pharmacies

- USP 800 Director of Compliance certification
- Maryland Hospital Association—Naloxone Prescribing and Dispensing and Hospital Role in Addressing The Opioid Crises, Overdose Survivors Outreach Project, and Alcohol and Drug Use Screening webinar series
- Pharmacists Prescribing Contraceptives Workgroup
- Maryland Behavioral Health Administration, Prescription Drug Monitoring Program
- East Coast Regional Controlled Substances Coalition
- FDA Annual meeting

### **Procurements**

- Software engineering contract to develop and monitor digital inspection form
- New Rehabilitation Committee contract developed and posted for bid. The new contract expands the scope of work, increases funding, and extends the term of service to up to 5 years.

### **Staffing**

- National certification for staff inspectors and investigators
- National certification in sterile compounding inspections

### **Legislation and Regulation**

- Implementation of Maryland Contraception prescribing legislation
- Investigational Drugs, Biological Products, and Devices - Right to Try Act
- Licensed Pharmacists - Risks of Opioid Addiction - Notifications
- State Board of Pharmacy - Registered Pharmacy Technicians - Exemption for Pharmacy Students
- Oncologists – Dispensing and Insurance Coverage of Orally Administered Cancer Chemotherapy
- Health Care Providers - Opioid Prescriptions - Limitations and Requirements
- Pharmacists - Administration of the Influenza Vaccination - Age Requirement
- Pharmacists - Substitution and Dispensing of Biological Products
- Courts - Criminal and Civil Immunity - Prescribing, Dispensing, and Administering Opioid Antagonists
- Public Health - Expedited Partner Therapy - Trichomoniasis and Pharmacist Dispensing
- Health Insurance - Specialty Drugs - Authority to Dispense
- Health Insurance - Prescription Drugs - Dispensing Synchronization

### **Events**

- Annual Continuing Education Breakfast—Record number of over 300 pharmacists receiving continuing education credits

- Annual reception for departing board commissioners
- Annual staff appreciation luncheon

## OPERATIONS UNIT REPORT

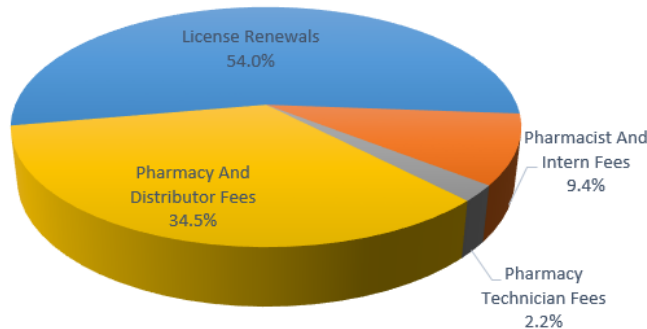
### Overview

The Operations Unit (OU) of the Maryland Board of Pharmacy (Board) is responsible for managing the fiscal and procurement key administrative functions at the Board. OU also makes recommendations regarding the Board's annual budget and audit functions. The Board derives its revenue through payments for licenses, permits and other applicable fees. Expenditures are made based on submission of an annual budget request that must be approved by the Secretary of the Maryland Department of Health, the Governor's office and subsequently by the State Legislature. Funding to support new program areas, personnel, purchases and/or purchases contract procurements are routinely included in the Board's budget request.

The unit's fiscal functions include management of revenue, expenses and budget reconciliation activities. Also, the OU unit is responsible for procuring equipment and supplies, paying invoices and travel requests, processing expense reports and vehicle mileage reports, and inventorying and archiving documents for the Board. Administration activities include reviewing proposed legislation and preparing fiscal notes. All approved training requests for Board employees are processed by the unit.

### Board Revenue

#### **FY 2018 Board of Pharmacy Revenue**



Revenue	Amount	Percent
License Renewals	1,928,768.37	54.0%
Pharmacist And Intern Fees	335,396.89	9.4%
Pharmacy Technician Fees	78,108.00	2.2%
Pharmacy And Distributor Fees	1,231,610.00	34.5%
<b>Revenue 2018</b>	<b>3,573,883.26</b>	<b>100.0%</b>

### Board Revenue

The above chart reflects the four (4) revenue types collected by the Board. The Board was directed by the Legislative Auditors to discontinue directly processing checks or money orders and in FY 2018 payments of

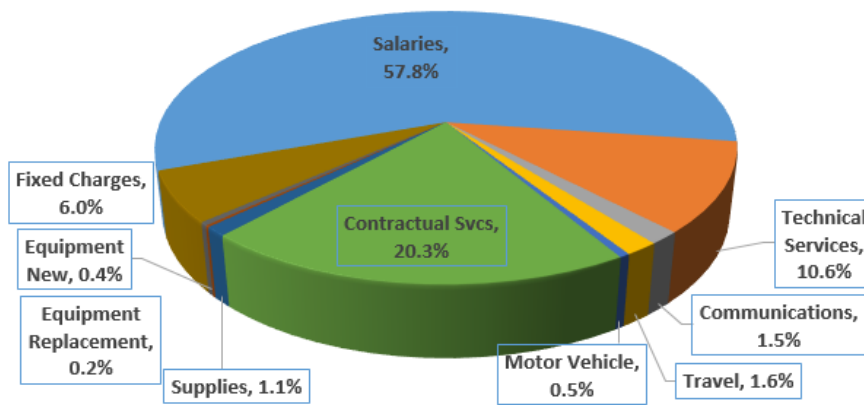


these types were made directly to a bank lockbox which reduced the number of categories license fees are distributed to. Payments made by check or money order via the lockbox are segregated in the categories of Pharmacists & Interns, Technician or Pharmacy and Distributors. Payments made by credit card for license renewals are reflected as License Renewals for Pharmacists, Interns, Technicians or Distributors.

The Board collected \$84,400 of fines related to inspections that are transferred directly to the State of Maryland General Fund and not utilized for operation of the Board. The Board also transferred \$138,788 related to the Pharmacists license renewal fee to the Maryland Health Care Commission, which represented \$36 of the \$261 license renewal fee.

**Board Expenses**

FY 2018 Board of Pharmacy Expense Activity



Expense Category	Percent	Amount
Salaries	57.8%	2,030,770.00
Technical Services	10.6%	371,011.00
Communications	1.5%	51,364.00
Travel	1.6%	56,949.00
Motor Vehicle	0.5%	17,319.00
Contractual Svcs	20.3%	713,710.00
Supplies	1.1%	39,298.00
Equipment Replacement	0.2%	6,509.00
Equipment New	0.4%	12,903.00
Fixed Charges	6.0%	210,979.00
<b>Totals</b>	<b>100.0%</b>	<b>3,510,812.00</b>

## **Board Expenses**

The above chart reflects the ten (10) expense categories for expenditures by the Board in FY 2018. Most of the categories of expense are self-explanatory but we would be providing additional information related to some of the major expenses incurred by the Board:

- **Technical Services** - Contractual employees costs and Per Diem payments to Board Members
- **Contractual Services** - Attorney General legal cost share from the Maryland Department of Health for legal expertise related to Board decisions, Bank account charges for Lockbox activity related to license payments, Software Maintenance contract for licensing software, Indirect costs from the Maryland Department of Health for centralized costs, Printing costs for Maryland Pharmacy Law Book, Software updates for Licensing application.
- **Fixed Charges** – Rental costs for Board of Pharmacy space

## **MANAGEMENT AND INFORMATION SYSTEMS UNIT REPORT**

### **Overview**

The MIS Unit is responsible for implementing and maintaining automated systems that enhance Board operations and help accomplish its mandate to protect pharmacy patients and assure quality pharmacy health care in the State of Maryland. The unit is comprised of full-time staff members, including a Computer Network Specialist and Database Specialist.

### **Next Year at a Glance**

The Board is a part of the State's new initiative to combine the needs of multiple State licensing agencies, to find a single vendor for new licensing systems for each agency. The Board has submitted an extensive system requirements list that will provide the Board with the best possible outcome for our system needs. This is being curated by the Maryland Department of Health.

While this initiative is being developed, the Board is working with Systems Automation (SA) to enhance the current licensing program inclusive of moving the Board to the most current program versions available, hosting the licensing software on SA's server environment and starting discussion to revise a number of online applications to make their easier for the licensees to navigate

## **PUBLIC RELATIONS**

### **Overview**

The Public Relations Unit (PR) of the Maryland Board of Pharmacy (Board) is implemented by staff, but is driven by the Board's Public Relations Committee. This Unit is responsible for managing four key functions at the Board, which include: public relations; education; communication; and training. PR represents the Board at professional and community events throughout the state. This unit makes recommendations regarding the Board's marketing, media, educational, and awareness campaign endeavors.

PR staff promotes the Board by consistently focusing on the Board's mission statement.

## **Accomplishments**

Unit personnel were assigned to staff the Emergency Preparedness and Public Relations Committees, as well as coordinate Board training and Public Relation events around the state. These functions were necessary to encourage patient safety, to keep the communities informed of how the Board works to protect Maryland's consumers, and to ensure continuous communications between the Board, its licensees, other governmental agencies, and the public.

### **FY 2018 Summary of Pharmacist Training & Education**

- MPhA conferences: April 14, 2018 and June 29, 2018
- Continuing Education Breakfast, Towson Sheraton, Towson, MD, October 2018

### **FY 2018 Summary of Emergency Preparedness Activities**

- Participated monthly in the State SNS Partners meeting.
- Worked with MDH on the RSS operations and helped set up the new RSS site
- Coordinated with MDH and other State agencies in preparing state emergency management plans that included pharmacists as active participants in protecting the citizens of Maryland during emergency situations.
- Conducted emergency preparedness exercises at schools of pharmacy

### **Next Year at a Glance**

PR will continue previously assigned responsibilities and tasks as well as incorporate others that may be established.

- Continuing to offer support to the Public Relations Committee;
- Continuing to provide Emergency Preparedness Task Force support;
- Creating written publications, brochures, and notifications;
- Providing e-mail blasts to licensees, staff, and constituents;
- Incorporating social media into communication with licensees;
- Suggesting educational trainings or staff to attend;
- Partner with more Maryland agencies that could benefit from pharmaceutical legislation; Attending and planning on-going conferences and trainings.

## **LICENSING UNIT REPORT (Etz updates)**

### **Overview**

The Licensing Unit is responsible for all activities related to the issuance of new, renewal, and reinstatement of licenses, registrations, and permits to qualify pharmacists, pharmacy technicians, pharmacy interns, pharmacies and wholesale distributors (WSD) that operate in Maryland. The Unit also processes applications for the Prescription Drug Repository and Drop-Off Programs, pharmacy technician training programs, and pharmacist vaccine certifications for those pharmacists who wish to administer Influenza, Herpes Zoster, Pneumococcal Pneumonia, and other vaccines.

The Unit staff consists of a manager and three (3) licensing specialists. They perform the following functions:

- process, analyze, and review applications
- contact applicants for any missing information
- refer certain applications to the Licensing Committee for review
- approve and issue licenses/registrations/permits
- update applications, forms and the content of the Board's website
- 

The Licensing Unit works closely with the Licensing Committee. The Licensing Committee is responsible for reviewing applications that may not meet certain licensure requirements or that indicate an applicant/licensee has had problems with their license/permit/registration in another state. The Committee also reviews requests from applicants/licensees to waive requirements or fees due to special circumstances. Another important responsibility of the Committee is the review and development of licensure requirements and procedures resulting from the promulgation of new laws or regulations or changes to the existing laws or regulations.

The Licensing Unit staff responded to applicants within one (1) day of receipt of application more than 95% of the time. In instances where applications were complete, licenses/permits/registrations were issued on the same day. Additionally, the Licensing Unit replaced several forms, made significant improvements in applications and forms, and updated the content of the Board's website to ensure accurate information.

#### **Licensing Processing Statistics (see Figure 1)**

In FY2018, the Licensing Unit processed 15,404 licenses, permits, and registrations for pharmacists, pharmacy interns, pharmacy technicians, pharmacies, prescription drug drop-offs and repositories and WSDs. This number includes new applications, renewals and reinstatements, and represents an increase of approximately 40% over the previous fiscal year.

In FY2018, the Licensing Unit processed 279 new pharmacy permits, an increase of 36% from FY2017. Additionally, the Unit processed 1,971 pharmacy renewals during the renewal period which occurred in FY2018.

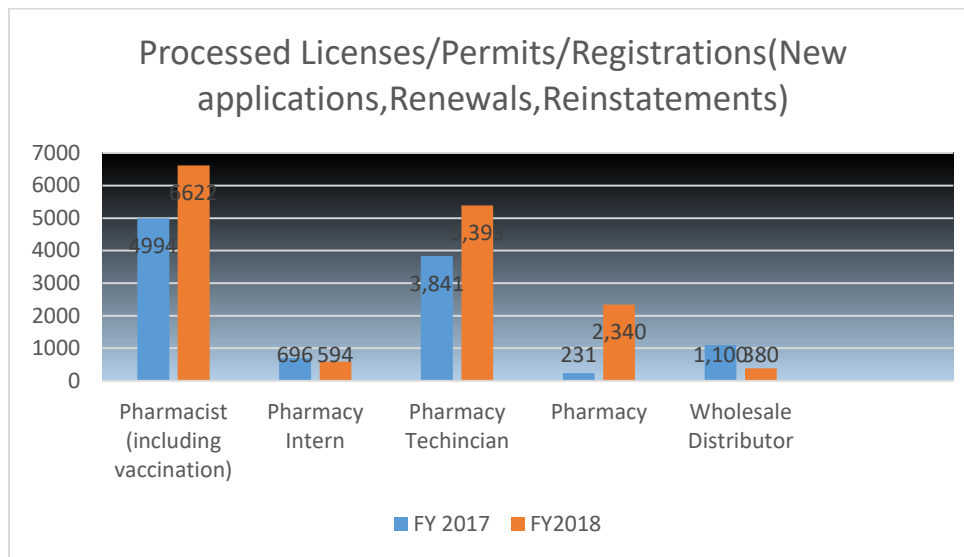
In FY2018, the Licensing Unit processed 6,622 pharmacist licenses (initial and renewal, including vaccine certifications), a 32% increase compared to FY2017.

In FY2018, the Licensing Unit issued 41 Pharmacy Intern Graduate and 553 Pharmacy Intern Student registrations (initial and renewal), a decrease from the previous fiscal year.

In FY2018, the Licensing Unit processed 380 WSD permits (193 new permits and 187 renewals) compared to 1100 permits in FY2017 (235 new permits and 865 renewals). The large disparity in renewals is attributable to the WSD renewal period which occurred in FY2017.

In FY2018, as in previous years, the Licensing Unit processed more technician renewal applications than initial applications. The Licensing Unit issued 5,363 technicians registrations (initial, renewal, and reinstatement), an increase of almost 40% from the previous fiscal year.

#### **Figure 1. Licenses/Permits/Registrations (New applications, Renewals, Reinstatements) Processed in FY2017/FY2018**



**Next Year at a Glance**

For Fiscal Year 2019, the Licensing Unit plans to:

- update applications and other forms
- update the content of the Board’s website
- implement the registration of pharmacists to prescribe contraceptives

**COMPLIANCE UNIT REPORT**

**Overview**

The Compliance Unit protects the public health of Maryland’s citizens by enforcing compliance with state laws and regulations regarding the practice of pharmacy. Unit staff consists of a Pharmacist Compliance Director, a Pharmacist Investigations Supervisor, three (3) Compliance Investigators, a Compliance Coordinator/Investigator, a Laboratory Scientist Surveyor, a Pharmacy Technician Compliance Inspection Supervisor, one (1) half-time Pharmacist Compliance Inspector, and three (3) full-time Pharmacy Technician Compliance Inspectors.

Compliance Investigators perform the following functions:

- receive, investigate, and respond to questions and complaints
- monitor licensees and permit holders who are under Order by the Board
- report disciplinary actions to national databases

Compliance Inspectors perform the following functions:

- inspect pharmacies and wholesale distributors

- forward inspection infractions for investigation

The Unit experienced a few personnel changes in FY18. The Unit saw one half-time Pharmacist Compliance Inspector retire, promoted a Technician Compliance Inspector to Compliance Inspection Supervisor, and promoted a pharmacy technician from an administrative position to a position as a Compliance Investigator.

### Complaints

The Compliance Unit receives complaints from a variety of sources and is charged with addressing each complaint. Individuals may obtain a complaint form by mail or from the Board of Pharmacy’s website at [www.health.maryland.gov/pharmacy](http://www.health.maryland.gov/pharmacy) and submit the completed form via fax, mail, email, or in person. All information related to each complaint is investigated and the results presented to the Board’s Disciplinary Committee for review and recommended action for follow-up by Compliance Unit staff and/or to the full Board for further review and vote. If the nature of the complaint is outside the Board’s purview, it is referred to the appropriate authority.

Figure 1, below, provides the number of complaints received in the past six fiscal years. There were 389 complaints filed in FY18, compared to 472 complaints in FY17. Complaints received by the Board may include, but are not limited to, an actual complaint made by the public, referrals from other state or federal agencies, or deficiencies found during inspections.

**Figure 1**                      **Complaints Processed from July 1, 2017-June 30, 2018**

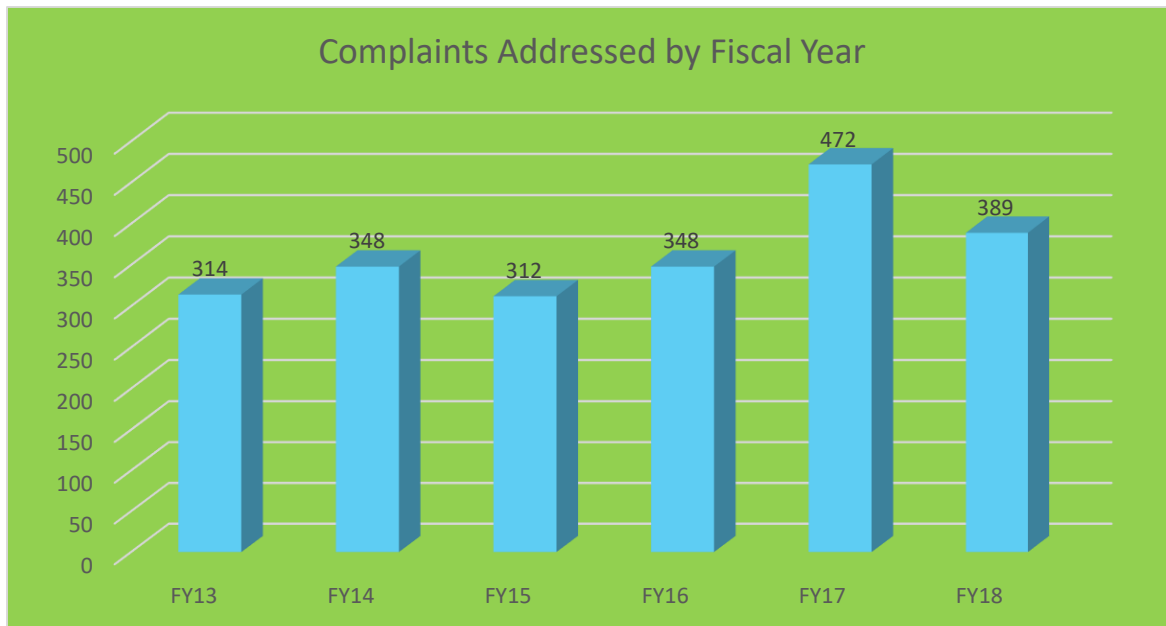


Figure 2, below, reveals that for FY 2018, the greatest number of complaints is still attributed to the establishments followed by complaints against pharmacists. There is a decrease in the number of complaints this year, which is reflected in number of complaints for the pharmacists and establishments; however the number of complaints against technicians rose slightly compared to the last fiscal year.

Figure 2

Complaints against Licensees, Registrants, and Permit Holders

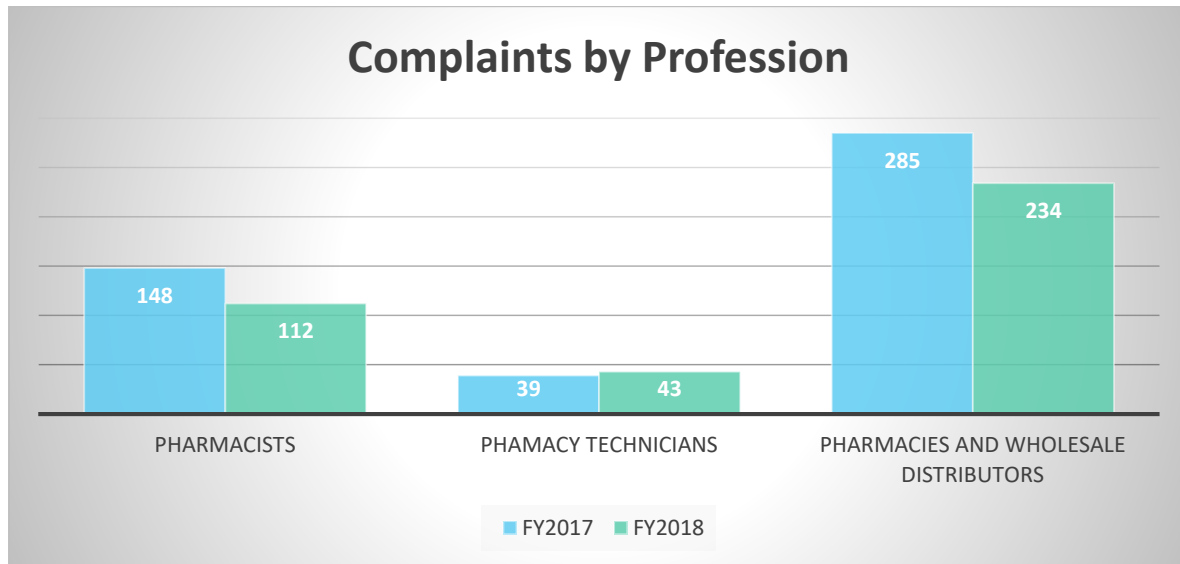
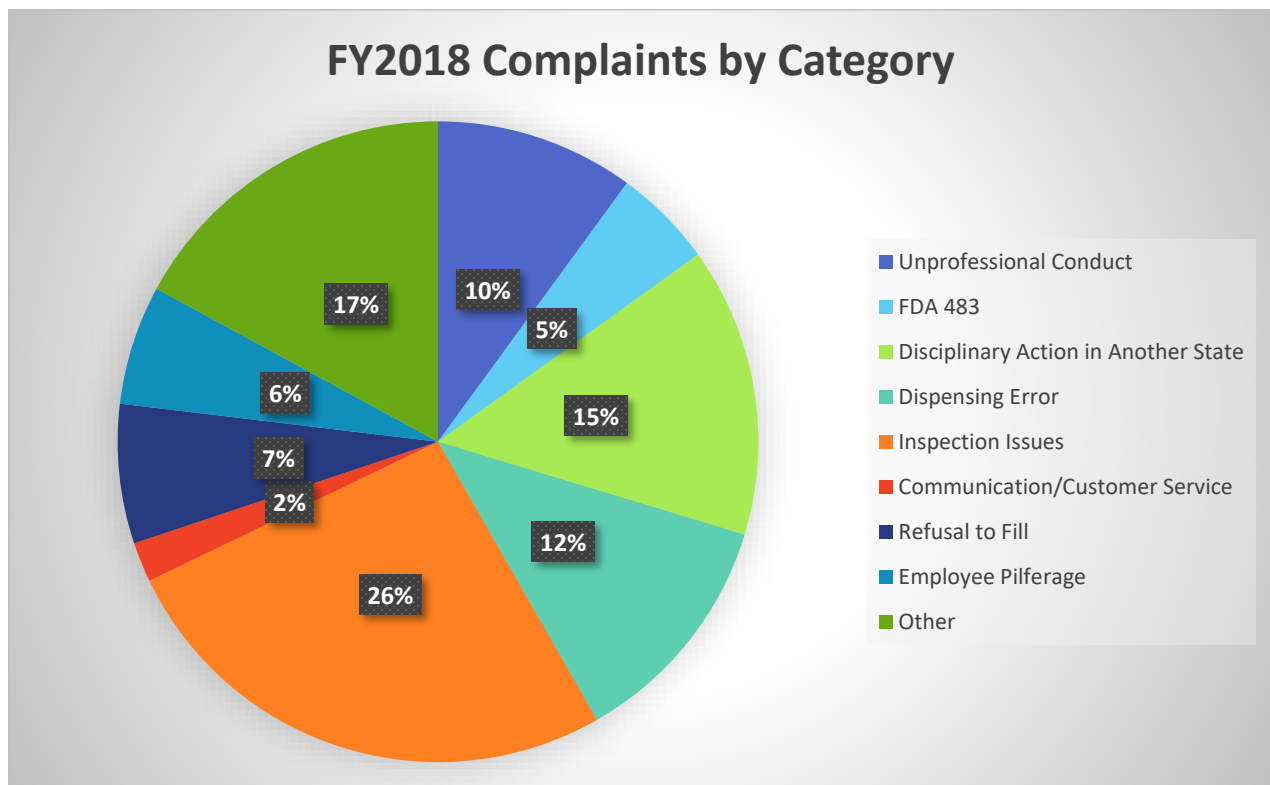


Figure 3

Types of Complaints from July 1, 2017-June 30, 2018



The types of complaints received are broadly categorized (see Figure 3). The majority of complaints are violations noted on annual inspection. The types of violations most commonly seen on inspection are related to vaccinating pharmacists not having valid CPR certification and unlicensed personnel working in the pharmacy. Other examples of inspection violations noted in FY18 are improper labeling, food in the refrigerator, CII discrepancies, failure to notify the Board of remodel or relocation, not having a licensed pharmacist on duty during posted hours. Other types of complaints commonly seen are dispensing errors, FDA 483/sterile compounding violations, refusal to fill, and communication/customer service complaints.

**Disciplinary Cases**

All complaints are investigated by Board staff members. For the current fiscal year, the Board has taken formal or informal action on 554 complaint cases including the opened complaints that were carried over from the previous fiscal year. Examples of informal actions include letters of education, letters of admonishment, and letters of agreement, informal deficiency letters, and closures. Examples of formal actions include a license or permit being placed on probation, suspension, or revocation, and deficiency fines. Every year there is some carryover of cases from the previous fiscal year. This is due to investigations still pending, those pending action from the attorney general’s office, outstanding fines, suspensions pending revocation, probation and formal actions which involve licensee monitoring. At the end of FY18, only 174 cases were carried over from the previous year, dramatically down from over 350 the prior year. Figure 4, below, shows the number of formal and informal actions (excluding closures) taken for Fiscal Year 2018, compared to the previous 5 years.

**Figure 4                                      Disciplinary Actions-Fiscal Year Comparison**

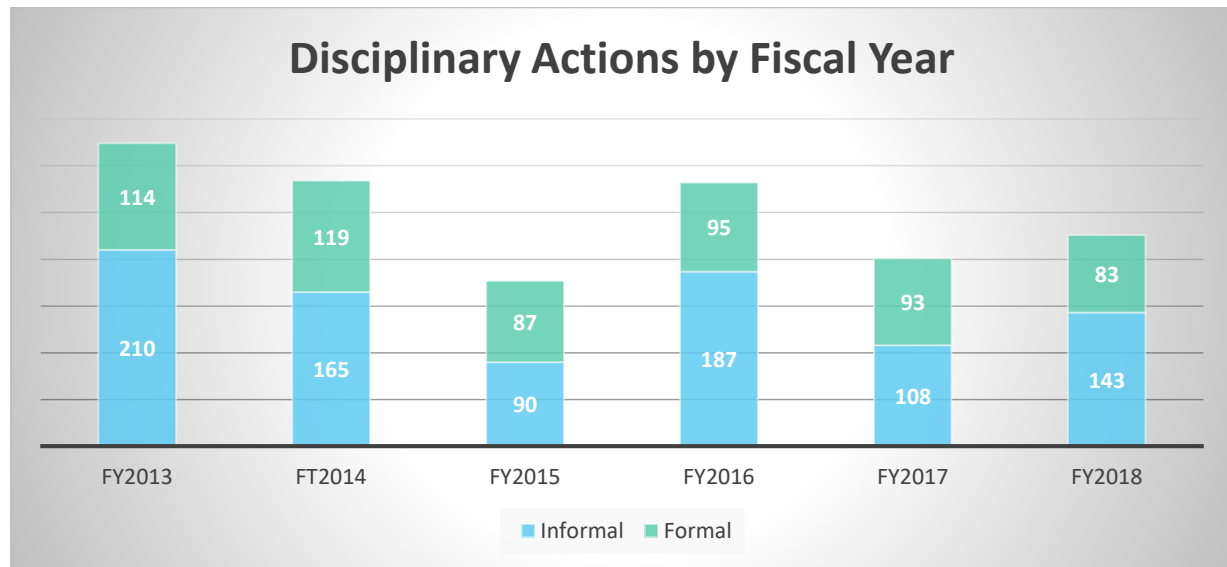


Figure 5 represents a categorical description of the various types of formal and informal actions taken against pharmacists, pharmacy technicians, and establishments in the most recent fiscal year.



**Figure 5 Board Action taken from July 1, 2017-June 30, 2018**

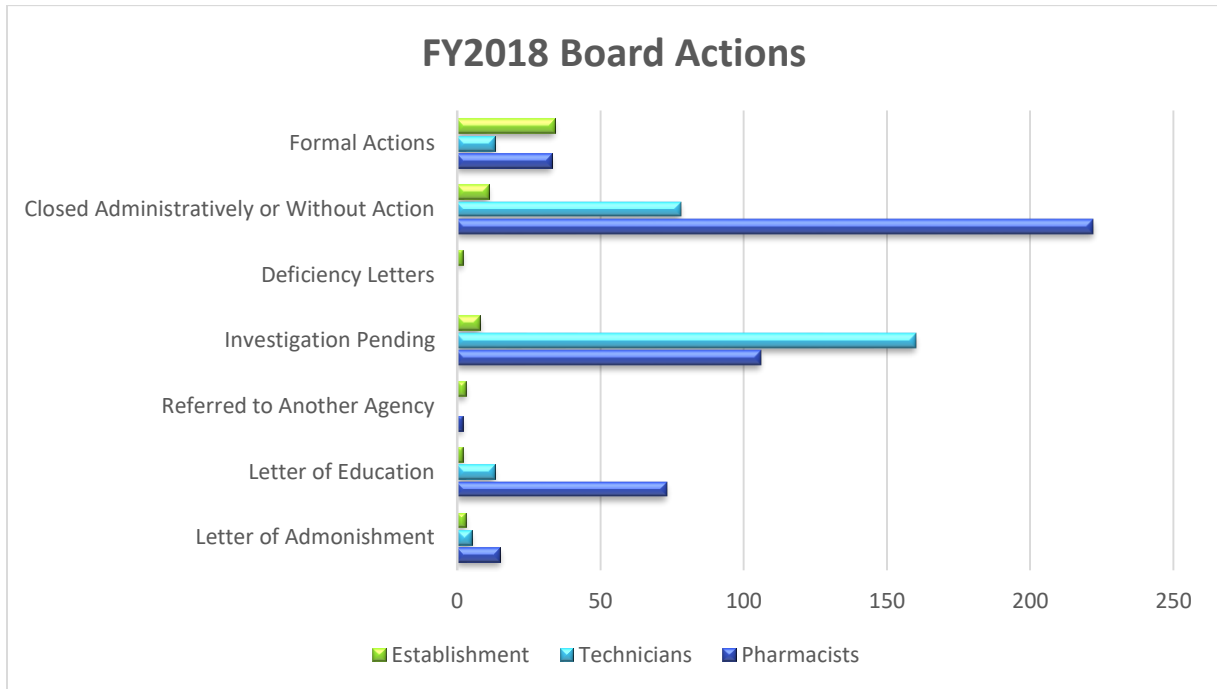
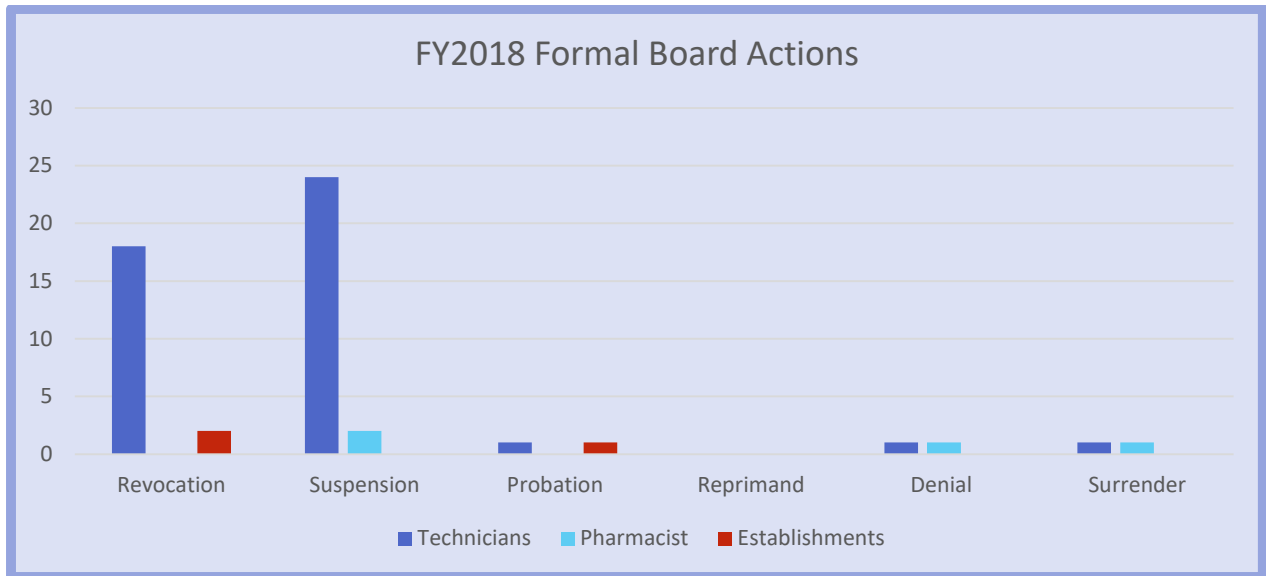


Figure 6, below, reflects the formal actions taken against pharmacists and pharmacy technicians in Fiscal Year 2017. Formal actions, including deficiency fines, issued are published in the Board of Pharmacy newsletter along with name of the licensee, registrant, and permit holder as well as posted on the Board of Pharmacy website.

**Figure 6 Formal Board Actions Taken from July 1, 2017-June 30, 2018**



**Inspections**

The Compliance Unit continues to work closely with the Office of Controlled Substances Administration (OCSA), formerly known as the Division of Drug Control (DDC), in performing inspections. The Board of Pharmacy conducts opening, most closing, relocation, change of ownership, and annual inspections of in-state pharmacies, while OCSA performs some closing inspections on behalf of the Board and the Department. The Board has a goal of inspecting all in-state pharmacies annually. The chart in Figure 7 reflects the total number of annual, opening inspections, closing inspections, miscellaneous inspections (relocation, change of ownership, investigative inspections), performed in Fiscal Year 2018. The Board completed 100% of annual inspections for all the facilities permitted in Maryland.

**Figure 7**

Annual Inspections	1511
Opening Inspection	74
Closing Inspection	33
Miscellaneous Inspection	135
Total Inspections	1753

The Board contracted and developed new software to accommodate and incorporate the mobile inspection component into its current software system. Inspections now have an electronic inspection tool with software that allows real time access to data and the upload of inspection reports. This has streamlined the inspection process and increased the level of customer service and satisfaction for permit holders and licensees.

**Practitioner, Substance Abuse and Compliance Monitoring**

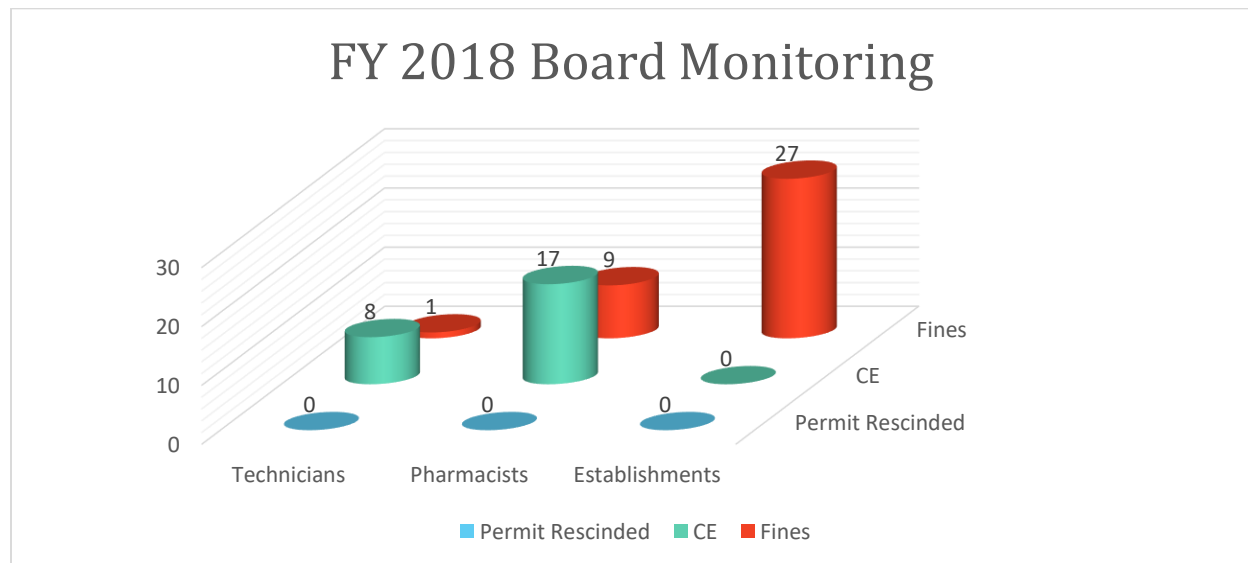
Chemical dependence among health care professionals has been observed over the years to be at least as prevalent as with the plague in society. In addressing disciplinary actions, the Maryland Board of Pharmacy may opt to mandate substance abuse treatment. If treatment is so ordered, Compliance Unit staff is assigned to monitor the mandated licensees to ensure compliance with the terms of their orders. Public Orders may require routine reports to be submitted from the various programs that provide services to the monitored licensee. Services directly monitored may include, but are not limited to, referrals for the following:

- random drug testing
- substance abuse treatment or psychotherapy
- participation in local NA/AA programs
- psychiatric evaluations
- employer reports
- continued education (CE) requirements
- any exams or courses as deemed necessary by the Board

Once disciplined, the licensee’s information is reported to NABP, who in turn reports the information to the National Practitioner Data Bank and/or the Healthcare Integrity and Protection Data Bank. Not only does the Board monitor pharmacists, but it also monitors registered pharmacy technicians who are issued public orders for actions involving substance abuse. In Fiscal Year 2018, the Board monitored 26 pharmacists and 9 technicians, which includes 6 pharmacists and 1 pharmacy technician who were under Orders that involved substance abuse.

The Board monitors pharmacists, pharmacy technicians, and establishments for compliance from the formal and informal disciplines sanctioned by the Board to include consent fines, CE requirements through Letter of Admonishment or Education, and rescission of permits/licenses. Figure 8, below, depicts FY2018’s Board monitoring.

**Figure 8 Board Monitoring from July 1, 2016-June 30, 2017**



The Maryland Board was temporarily using a few services to provide assessments, treatment referrals, and monitoring of pharmacists and pharmacy technicians that anonymously and voluntarily request substance abuse

assistance. On April 1, 2018, the Board contracted with the University of Maryland, Department of Psychiatry for rehabilitation and monitoring services. The University of Maryland program will provide treatment and monitoring for pharmacists, technicians, interns and pharmacy students in need of treatment for drug abuse, alcoholism, chemical dependency or other mental health issues.

Although the individual assistance provided to licensees is confidential, monthly aggregate reports are submitted to the Board. Each client monitored is required to sign a contract indicating that he or she understands that the Board of Pharmacy will be notified if the terms of their contracts are violated.

### **Next Year at a Glance**

For Fiscal Year 2019, the Compliance Unit plans to:

- provide additional training to staff in sterile compounding and other specialty pharmacy practices
- reduce number of investigation cases carried over into the next fiscal year
- have more uniform review and better defined categories for the different types of complaints
- update the policies and procedures for the investigative unit
- provide additional training to staff on performing investigations
- Upgrade the software system that is conducive to the business operations of inspections and investigations
- 

## **MANAGEMENT AND INFORMATION SYSTEMS UNIT REPORT (Ed updates)**

### **Overview**

The MIS Unit is responsible for implementing and maintaining automated systems that enhance Board operations and help accomplish its mandate to protect pharmacy patients and assure quality pharmacy health care in the State of Maryland. The unit is comprised of full-time staff members, including a Computer Network Specialist, Database Specialist and Administrative Specialist.

### **Next Year at a Glance**

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requirements list that will provide the Board with the best possible outcome for our system needs. This is being curated by the Maryland Department of Health.

While this initiative is being developed, the Board is working with Systems Automation (SA) to enhance the current licensing program inclusive of moving the Board to the most current program versions available, hosting the licensing software on SA's server environment and starting discussion to revise a number of online applications to make their easier for the licensees to navigate

### **CUSTOMER SERVICE (Nakia updates or Delete)**

#### **Overview**

The Customer Service Unit of the Maryland Board of Pharmacy (Board) is constantly a work in progress. Responding to concerns from the licensees and the public, the Board created a call center to address the phone concerns. The consensus was that questions were not being responded to in a timely manner and/or that the answers were not correct.

As a result of the Board hiring staff that they considered to be highly qualified to start a call center. The call center has been a success. Perceptions among the licensees and committee members have changed.

It has become evident, that the call center is needed and serves as a one stop shop for the public when they can't get questions answered by viewing the website or online FAQ'.

#### **Next Year at a Glance**

This unit is only going to continue to get more efficient by participating in the following:

- obtaining more training; specific to call center operations
- learning more about the operation of other units via quarterly cross training
- responding accurately to clients; and communicating with applicants when necessary.

### **PROGRAM INTAKE ASSESSMENT AND EVALUATION**

#### **Overview**

The data entry section of the Program Intake Assessment and Evaluation unit of the Maryland Board of Pharmacy (Board) has been created to provide a smoother transition for licenses needing to be processed. Rather than licenses coming directly into the Board, a new system has been created whereby the licenses are processed through a lock-box system and then sent to the Board. This alleviates the Board handling large sums of money.

The Board now only accepts credit card transactions; all other transactions (checks and money orders) have to be sent to the lock-box address. This makes for a smoother operation here at the Board office.

The mail goes through the Department of Health mailroom at 4201 Patterson Avenue, then comes up to the 5<sup>th</sup> floor Board office where it is separated for input into individual files by the staff in the data entry section.. All documents are scanned into licensee files and forwarded to the Licensing unit for processing.

The Board has devoted a significant amount of time and energy this year to systems improvement and personnel training and productivity. In order to fulfill our mission to serve the public we realized the importance of also improving services to our stakeholder community, so that they would be empowered to better serve the citizens of Maryland. Achievements have resulted in improved response times, a better informed stakeholder population, improved relationships with stakeholders, and more effective customer service.

### **Systems Improvements**

- ✓ **Call Center and Data Entry staff have been cross-trained** creating a more knowledgeable staff to be able to respond to the areas needing increased resources
- ✓ The State of Maryland changed their lockbox vendor from Citibank to Wells Fargo, to process license renewals **using a lock box system**. The use of the system has significantly reduced the number of processing errors and has improved our rate of speed in creating and mailing licenses
- ✓ **Weekly staff customer service trainings** using a nationally recognized on line library of training modules has produces a well trained staff focused on providing quality customer service. Call center in person and phone surveys administered to callers have indicated customer satisfaction rates with Board of Pharmacy customer service at excellent or good levels 99% of the time.

### **Public Relations/Communications**

- ✓ **Improved quarterly newsletter** that includes NABP articles, new Frequently Asked Questions column, and increased pharmacy articles of interest
- ✓ **3<sup>rd</sup> Continuing Education event offered in person and by web access**
- ✓ **Increased use of surveys**
- ✓ **Increased involvement in pharmacy conferences and events**

# STATE OF MARYLAND BOARD OF PHARMACY



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