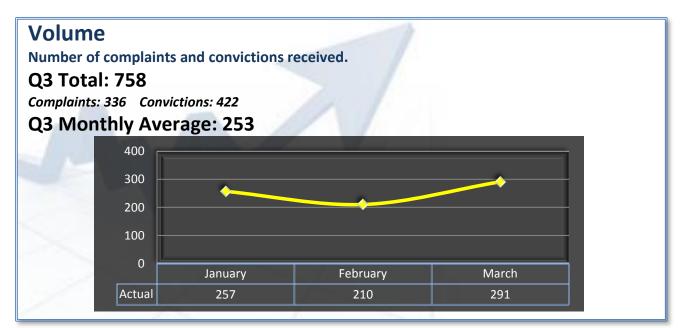
# Department of Consumer Affairs California State Board of Pharmacy

# **Performance Measures**

### Q3 Report (January – March 2011)

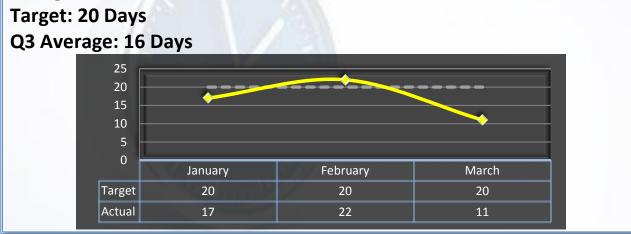
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.



### Intake

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



## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

# Target: 210 Days

Q3 Average: 221 Days

250					
200	······································				
150					
100	100 50				
50					
0	January	February	March		
Target	210	210	210		
Actual	215	220	226		

# **Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

### Target: 540 Days Q3 Average: 970 Days

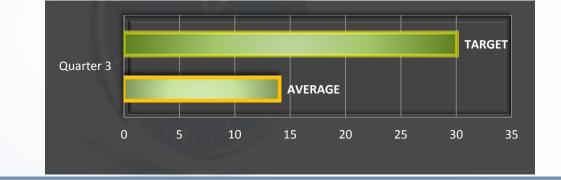
1200 1000 800 600 400 200 0	· · · · · · · · · · · · · · · · · · ·		
	January	February	March
Target	540	540	540
Actual	973	934	983

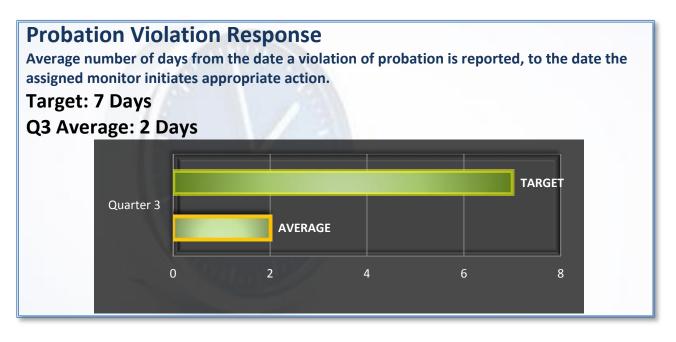
# **Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

### Target: 30 Days







**Note:** Due to the budget crisis, Board of Pharmacy currently has 24 enforcement unit vacancies which cannot be filled. This has adversely affected enforcement cycle times.