

BOARD MEETING MINUTES

OREGON BOARD OF PHARMACY STRATEGIC PLANNING MEETING ODS Tower 601 SW 2nd Ave, Portland March 8- 9, 2011

TUESDAY, MARCH 8, 2011

Board President, Ann Zweber called the meeting to order at 9:00 AM.

Roll Call

The following members were present for all or part of the meeting:

Ann Zweber, President	Larry Cartier, Vice President
Lee Howard	Ken Wells
Linda Howrey	Christine Chute
Dianna Pimlott	

The following staff was present for all or part of the session:

Gary Schnabel, Executive Director	Chrisy Hennigan, Office Manager
Gary Miner, Compliance Director	Tony Burt, Project Manager
Karen MacLean, Administrative Director	

Board Counsel – Tom Cowan

MOTION

Motion to approve the agenda was made and unanimously carried (Motion by Cartier, second by Howard).

Director's Report:

Executive Director, Gary Schnabel provided a brief overview of the Board's achievements in 2010. He mentioned the projects completed, rulemaking activities, administration and budget. The agency was consistently staffed throughout the year; however two pharmacist positions have now been eliminated. Highlights included the introduction of credit card payment for license renewal, the workforce data collection project and the improvements in IT security. He also reviewed NABP programs that he was involved in or that impacted the agency, and gave an overview of the JCCP Vision of Pharmacy Practice Action Plan.

Financial Sustainability Report:

Administrative Director, Karen Maclean gave a report on the agency financial situation and the outlook for the next few years.

Legislative Update:

Project Manager, Tony Burt provided an update on legislative measures that were of interest or concern to the Board. Cartier noted that it was important that the Coalition be kept informed if the Board adopts a position on any bill.

Review Existing Strategic Plan:

Project Manager, Tony Burt reviewed the existing plan and identified the segments that will be the subject of discussion during the meeting. The Board agreed to delete the line titled "BOP processes". It was noted that the Multicultural initiative was an ongoing activity.

Evolving Practice Settings:

Compliance Director, Gary Miner presented an overview of the different practice models that are being seen in out-of-state pharmacies that do business in Oregon. These are grouped as: Central Fill, Central Processing and Consulting. The Board discussed the need for pharmacist licensure in the different models and invited comments from visitors, Dennis McAllister, Medco and Lillian Russell, Prescription Solutions.

Dennis said that that Board could hold the corporate entity responsible for actions of staff. The Board should trust the home state board to discipline a licensee.

Lillian said that companies want to follow law but seek consistency among states and policies that will last for several years as technology changes.

Other issues discussed included: the need to define traditional DUR; MTM billing; DRR; hope for the NABP accreditation program; where patient records are kept; traditional mail order pharmacies.

Decision:

- Staff to form a Board Stakeholder Group (including Board members Howrey and Cartier) to: look at other state models, consider how far corporate responsibility can be relied on; propose practice model definitions; and report back to Board.

Communication to the public and licensees:

The Board discussed a number of issues and possible communication strategies to encourage patients to be more aware of their medication regimen. These included: pharmacy month in October; encourage patients to be their own advocates; educating patients on their medication lists; partnering with other health boards; explaining information on prescription label; the role of counseling; needs of seniors in particular; use of the Board's newsletter; require outreach in Q&A plan in lieu of discipline; develop capability to do email blasts; possible involvement of AARP.

Decisions:

- Take concepts to the Professional Practice Roundtable and stimulate action by professional associations;
- Make outreach a part of discipline in relevant situations;
- Include discipline summaries in newsletter;
- Use state library list-serve for email blasts;
- Require PICs to provide a current email to the Board and possibly require them to be on a list-serve;
- Continue to talk with other health boards (possibly at staff – not director level);

Medication Error Reduction

Compliance Director, Gary Miner reported that last year there were 111 cases involving medication errors. The Board discussed getting additional data on the key issues from, for example, ISMP, and tracking whether there is a noticeable change after the new CE rule has been in effect for a year. The Board discussed the problem of getting meaningful data from the Oregon Patient Safety Commission (OPSC) and the problems associated with trying to “incentivize” error reporting to that Commission. The Board also discussed the limits on a clerk’s duties, and how workload issues limit a pharmacist’s time for counseling.

Decisions:

- Take another look at incentives to self-reporting (either to Board or OPSC)(review BON program);
- Encourage patients to check medicines before leaving pharmacy (relates to discussion on communications also);
- Staff to gather additional data from ISMP and OPSC;

Recap – Day One

Project Manager, Tony Burt reviewed the issues discussed as they related to the Strategic Plan.

The Board thanked pharmacist Robin Richardson from ODS for hosting the Board at ODS.

MOTION

Motion to adjourn at 4:00 PM was made and unanimously carried (Motion by Cartier, second by Wells).

Wednesday March 9, 2011

Board President, Ann Zweber called the meeting to order at 9:00 AM.

Roll Call

The following members were present for all or part of the meeting:

Ann Zweber, President	Larry Cartier, Vice President
Lee Howard	Ken Wells
Linda Howrey	Christine Chute
Dianna Pimlott - excused absence	

The following staff was present for all or part of the session:

Gary Schnabel, Executive Director	Chrisy Hennigan, Office Manager
Gary Miner, Compliance Director	Tony Burt, Project Manager
Karen MacLean, Administrative Director	

Board Counsel – Tom Cowan

Technicians

The Board discussed the following issues raised in the Research Council report:

- Education and training (PTCB and ExCPT), and confusion caused by different certification and license cycles;
- Need for Oregon schools to pre-screen students for potentially disqualifying issues;
- Technician duties including: What information they can gather; transfer of prescriptions; don't cross "judgment" line; Med reconciliation; the renewal cycle for licensure.
- Consider dropping law CE requirement and adding law review to annual PIC report;
- Tech-check-tech;

Decisions:

- Staff to contact ACPE regarding accreditation and oversight of national programs;
- Staff to develop outreach to Oregon schools regarding pre-screening;
- Staff to develop proposals for: tech-check-tech for hospitals only; drop law CE; techs to transfer prescriptions electronically or by fax only;
- Staff to explore possible changes to tech and certified tech license duration and cycle;
- Clarify for licensees the limits of a technician's duties;
- Board to consider, later this year, if there is a need for a standing committee for technicians.

Research Councils and Stakeholder Groups

The Board discussed the current policy and Board Counsel clarified the Public Meetings Law requirements. He reminded the Board that the presence of two Board members at a meeting always constitutes a quorum unless they are there in a private capacity. It was recognized that there may be occasions when a research council is asked to make recommendations, however more often, research should be completed to enable the Board to decide if a stakeholder group is required. This needs to be identified in the charge. There may be a need for standing committees for such continuing topics as medication error reduction and technicians.

Workload/Workforce issues

The Board discussed the safety issues raised by staff shortage and extended working hours. They determined that although the Board can set standards (such as requiring a closure for lunch), they have a limited ability to regulate workforce issues. They discussed using discipline against the entity rather than the licensee when an error can be attributed to a workforce issue. It was suggested that compliance investigators analyze staffing issues in all medication error cases.

Decisions:

- Staff is to conduct a survey of pharmacists
- Establish two Board Stakeholder Groups to discuss the Board's concerns, review the results of the survey; look at the patient safety issues involved with staffing and workplace issues. One group must involve senior management in the chain pharmacies the second group should involve staff pharmacists to get an impression of what's happening day to day.

Strategic Plan Reconciliation

Project Manager, Tony Burt reviewed the issues discussed as they related to the Strategic Plan. The Board agreed on where changes should be made, including:

- Adding new topics to technician line;
- Add Workforce Stakeholder Group to Medication Error Reduction line;
- Adding the out-of-state license stakeholder group as a new line.

MOTION

Motion to adjourn at 2:58 PM was made and unanimously carried (Motion by Cartier, second by Wells).

Accepted by:



Gary A. Schnabel, R.Ph., R.N.
Executive Director

**2011 – 2013
Objectives,
Tasks &
Timeline**

