



CALIFORNIA STATE
BOARD OF PHARMACY

2021 Environmental Scan

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Introduction

One of the first steps in developing a strategic plan is to conduct a scan and analysis of the environment in which an organization operates. This analysis allows us to look at the factors that impact the organization's success. This is a summary of the environmental scan recently conducted by SOLID Planning (SOLID) for the California State Board of Pharmacy (Board) in the months of March through July of 2021.

The purpose of this environmental scan is to provide a better understanding of stakeholders, board members, board management, and board staff's thoughts about the Board's performance in the following goal areas:

1. Licensing
2. Enforcement
3. Legislation and Regulation
4. Communication and Public Education
5. Organizational Development

This document outlines areas where board members, board management, board staff, and stakeholders agree and disagree, while providing additional insight to assist the Board in developing goals and objectives for the upcoming strategic plan.

Please review this information carefully in preparation for the upcoming strategic planning session. At this planning session, we will discuss and evaluate this information as a group to help us identify new strategic objectives the Board will focus on during the new strategic plan period.

If you have any questions about this report, please contact Trisha St.Clair with SOLID Planning at Trisha.St.Clair@dca.ca.gov.

Acronyms

Acronym	Definition
3PL	Designated Representative (License Type)
503b	Food and Drug Administration, defines an outsourcing facility, in part, as "a facility at one geographic location or address"
AB 2859	Assembly Bill 2859, would require a pharmacy that dispenses Schedule II, III, or IV controlled substances to display safe storage products in a place on the building premises that is located close to the pharmacy
ACHC	Accreditation Commission for Health Care
ACPE	Accreditation Council for Pharmacy Education
ADD	Automated Drug Delivery System
AG	Attorney General
AI	Artificial Intelligence
AMA	American Medical Association
APDS	Automated Patient Dispensing System
Aph	Advanced Practical Pharmacist
APhA	American Pharmacists Association
APP	Advanced Practice Pharmacist
ASHP	American Society of Health-System Pharmacists
ATT	Authorization-To-Test
AUD	Alcohol Use Disorder
B&P 4052.6	Business and Professional Code, Pharmacists' scope of practice
BCP 4312	Business and Professional Code, the licensee transferring the dangerous drugs and controlled substances or dangerous devices shall immediately confirm in writing to the board that the transfer has taken place
BOP	Board of Pharmacy
BPCs	Business and Professional Code
BRN	Board of Registered Nursing
BUDs	Beyond Use Dates
CABOP	California Board of Pharmacy
CCR	California Code of Regulations
CDPH	California Department of Public Health

Acronym	Definition
CE	Continuing Education
CFR	Code of Federal Regulations
cGMP	Good Manufacturing Practices
CHA	California Hospital Association
CHOW	Regulatory process that must be followed when a licensed/certified health care provider undergoes a change of ownership
CII/C2	A drug that has been accepted for medical use with severe restrictions
C-II-C-V	Digital improvements across state line e-scribe
CLIA	Clinical Laboratory Improvement Amendments
CMM	Comprehensive Medication Management
CMS	Centers for Medicare and Medicaid Services
CPE	Continuing Pharmacy Education
CPhA	California Pharmacists Association
CPJE	California Practice Standards and Jurisprudence Examination for Pharmacists
CPOE	Computerized Provider Order Entry
CSHP	California Society of Health Systems Pharmacists
CSP	Compounded Sterile Preparation
CURES	Controlled Substance Utilization Review and Evaluation
DCA	Department of Consumer Affairs
DDS	Doctor of Dental Surgery
DEA	Drug Enforcement Administration
DHHS	United States Department of Health and Human Services
DIR	Direct and Indirect Remuneration
DMV	Department of Motor Vehicles
DOJ	Department of Justice
DR	Designated Representative
DRE	Drug Room Exempt
DUI	Driving Under the Influence
ED/ER	Emergency Room
EHR	Electronic Health Records

Acronym	Definition
eIVF	Fertility-specific workflow automation tool and lab e-witnessing platform
EMR	Electronic Medical Record
FDA	U.S. Food and Drug Administration
GI	Gastrointestinal
H1B	Type of visa, this nonimmigrant classification applies to people who wish to perform services in a specialty occupation
HCP	Health Care Provider
HIPAA	Health Insurance Portability and Accountability Act
HS	High School
HSCs	Health and Safety Code sections of the Business and Professions Codes
HSP	Hospital
IT	Information Technology
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
L&D	Labor & Delivery
ICD 10	International Classification of Diseases
LSC	Sterile Compounding
LTC	Long Term Care
MBC	Medical Board of California
MD	Doctor of Medicine
MPJE	California Multi-State Jurisprudence Pharmacy Examination
MTM	Medication Therapy Management
NABP	National Association of Boards of Pharmacy
NAPLEX	North American Pharmacist Licensure Examination
NCPDP	National Council for Prescription Drug Programs
NP	Nurse Practitioner
NSC	Sterile Compounding Nonresident
NSF	Outsourcing Facility Nonresident
OBRA	Omnibus Budget Reconciliation Act
OBRA 90	Establishes standards for state Medicaid programs
OD	Organizational Development
OR	Operating Room
OSF	Outsourcing Facility

Acronym	Definition
OTC	Over-the-Counter
P&P	Policies & Procedures
PA	Physician Assistant
PBMs	Pharmacy Benefit Managers
PCAB	Pharmacy Compounding Accreditation Board
PeP	HIV postexposure prophylaxis
PHY	Pharmacy
PIC	Pharmacist In Charge
PR	Public Relations
PREP	HIV preexposure prophylaxis (PrEP)
PSA	Public Service Announcement
PT	Pharmacy Technician
QA	Quality Assurance
RD	(Licensing Program)???
RPh	Registered Pharmacist
SI	Special Investigator
SSM1	Staff Services Manager I
SSM2	Staff Services Manager II
STD	Sexually Transmitted Disease
Title 22	Refers to the California Code of Regulations allowing a pharmacy to furnish a dangerous drug/device to a licensed healthcare facility for storage in a secured emergency pharmaceutical supplies container
USP	United States Pharmacopeia
USP 800	Hazardous Drugs - Handling in Healthcare Settings
USP 797	Pharmaceutical Compounding - Sterile Preparations
USPS	United States Postal Service

Licensing

The Board promotes licensing standards to protect consumers and allow reasonable access to the profession.

Licensing Effectiveness Rating	External Stakeholders	Board Members	Board Management & Staff
Very effective	17 %	29 %	0 %
Effective	54 %	71 %	69 %
Poor	20 %	0 %	28 %
Very poor	9 %	0 %	3 %
Total	100 %	100 %	100 %

Licensing Strengths

1. Stakeholders praise the Board’s move to an online platform to handle the licensing process and appreciate the easy online renewal process as well as the ability to pay online.
2. Stakeholders and board members appreciate the licensing exams, describing the exams as well-rounded, strong, and challenging.
3. Stakeholders cite communication as a licensing strength, saying the Board keeps them informed in a timely way via emails and the newsletter.
4. Stakeholders, board members, board management, and board staff agree licensing maintains high standards in the pharmacy profession through exams, continuing education requirements, and a strong vetting process.

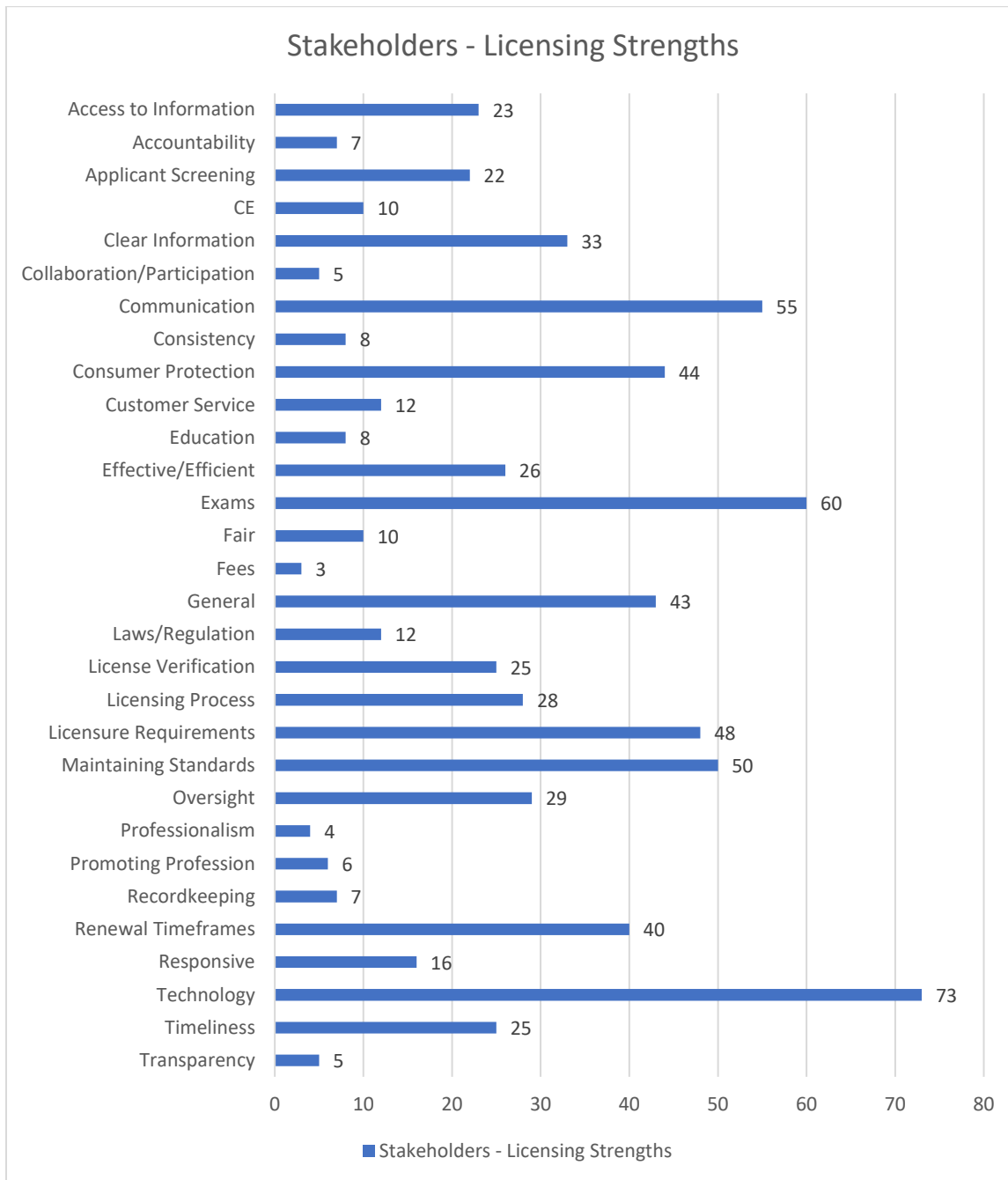
Licensing Weaknesses

1. Stakeholders and board members agree that licensing processing times need to improve, saying the process takes too long whether it is an initial application or a renewal.
2. Stakeholders disapprove of the increase in licensing fees, calling the increases excessive and unjustified.
3. Stakeholders express concern that the pharmacy exams are vulnerable to cheating.
4. Stakeholders, board members, board management, and board staff cite timeliness of licensing turnaround, exam results, and responses to questions as an issue and suggest the licensing process needs to be streamlined, perhaps through greater use of online services.

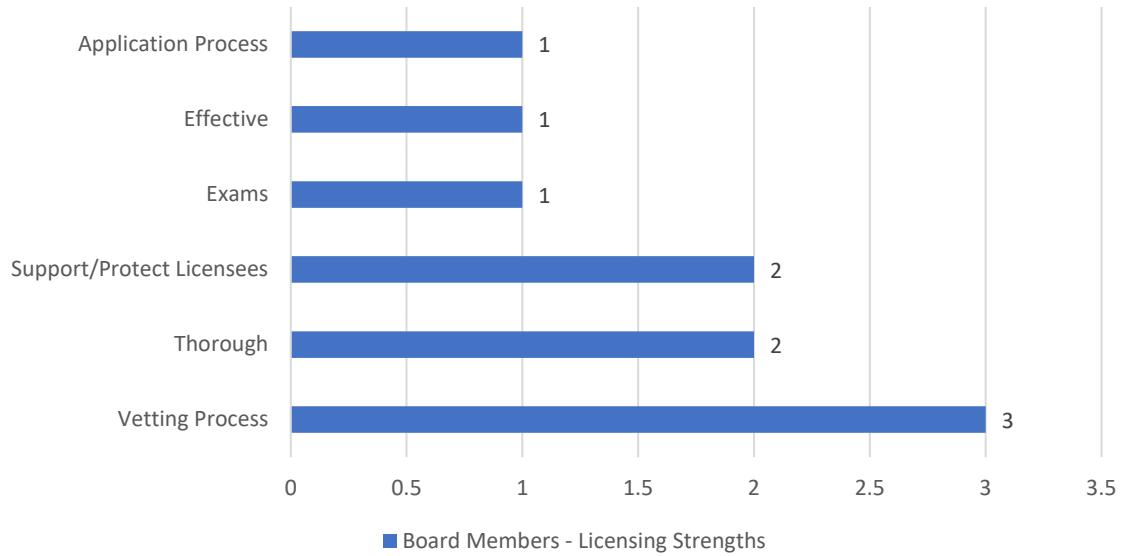
Possible Licensing Objectives

1. Decrease licensing processing times to improve customer service and support applicants and licensees.
2. Streamline the licensing process to improve efficiency and staff performance.
3. Migrate the entire licensing process online to promote timeliness, reduce staff workload, and provide better customer service.

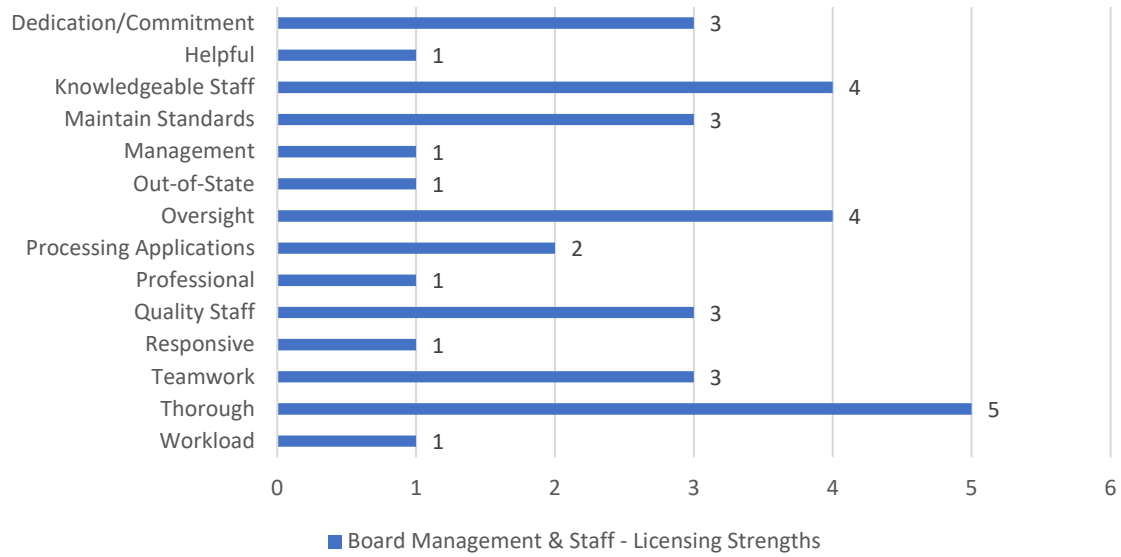
Licensing Strengths – Trends



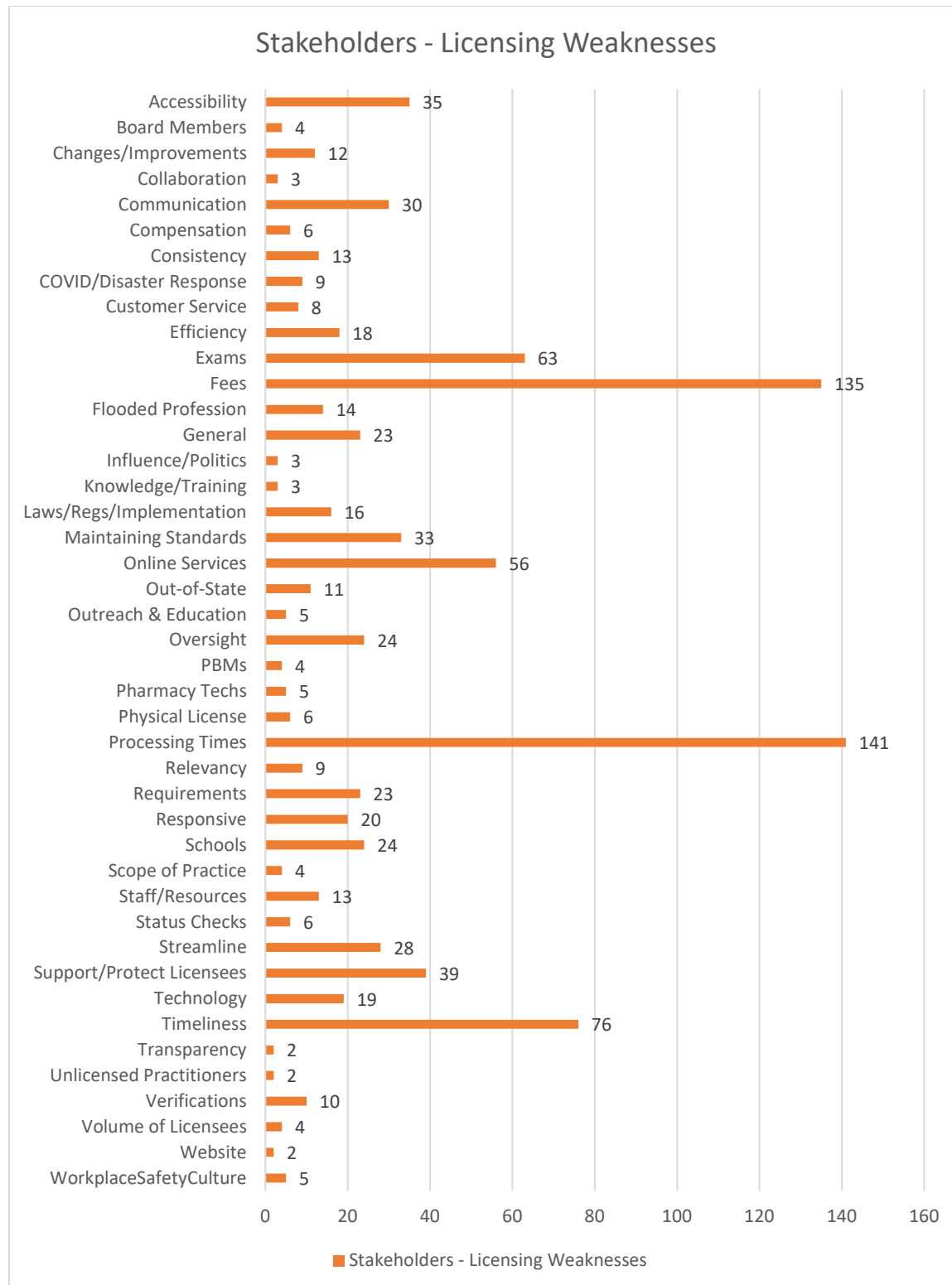
Board Members - Licensing Strengths

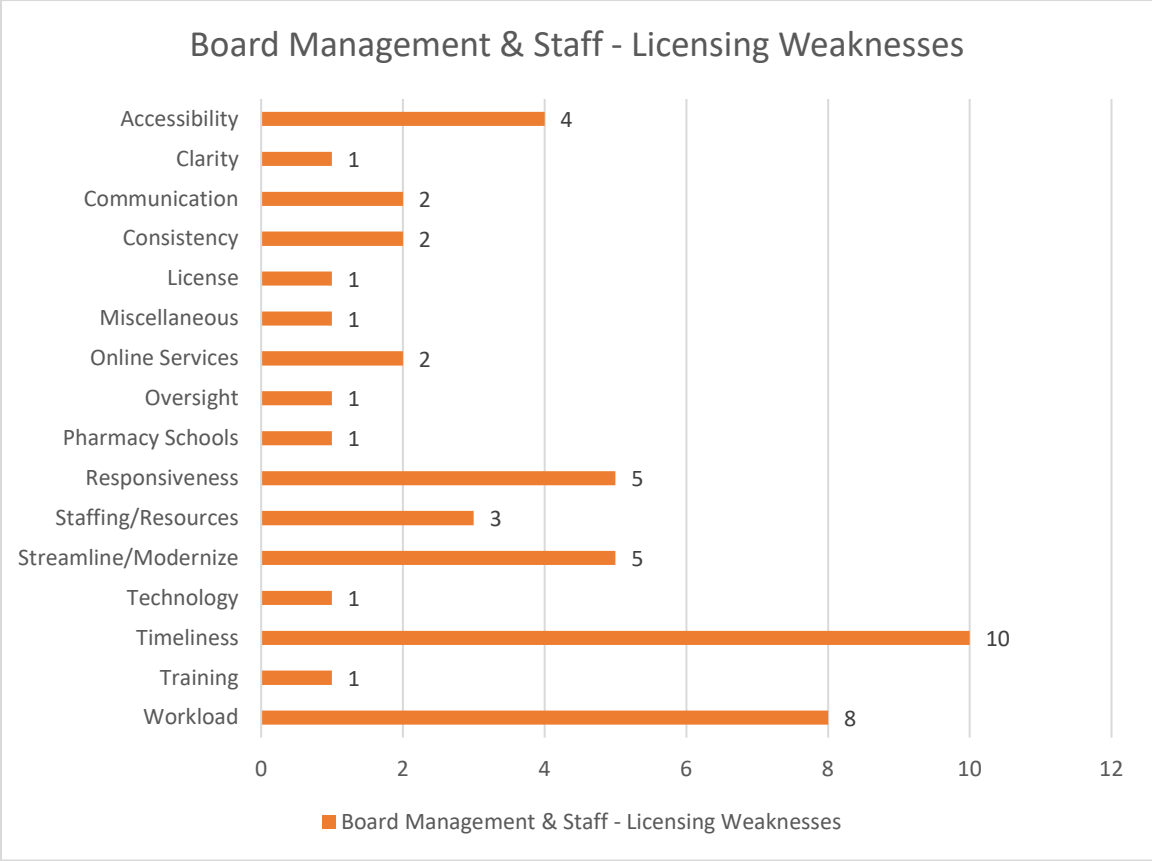
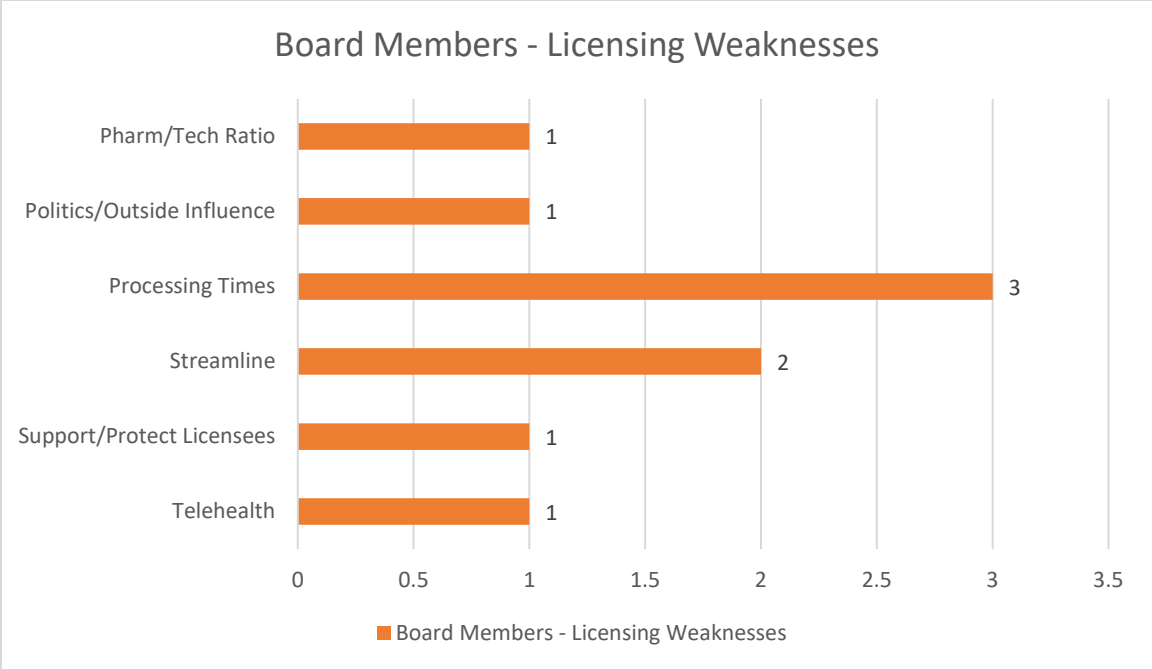


Board Management & Staff - Licensing Strengths



Licensing Weaknesses – Trends





DCA Active License Statistics

To ensure that the Department of Consumer Affairs (DCA) and its stakeholders can effectively execute the department's core mission of consumer protection, the department has established a transparent set of measurements to track licensing activity. The chart below shows the number and types of licenses issued in current and prior years and year-over-year change for each category.

Data Definitions

License Application – An application for first licensure received by a DCA entity at any time during the period July 1 through June 30 of the year selected.

Active License – A license issued by a DCA entity that was active at any time during the period July 1 through June 30 of the year selected.

New License – A license issued by a DCA entity to a first-time licensee at any time during the period July 1 through June 30 of the year selected.

Renewed License – A license that was renewed by a DCA entity at any time during the period July 1 through June 30 of the year selected.

Licensing Measures	SFY 2017/2018	SFY 2018/2019	SFY 2019/2020
Active Licenses	139,640	139,473	141,741
Licensing Statistics - Licensing Applications	16,086	15,776	14,622
Licensing Statistics - Renewed Licenses	64,644	64,474	67,405
Licensing Statistics - New Licenses	11,064	10,671	11,722

The data contained in this table is compiled from the Open Data Portal which uses monthly statistical reporting from DCA Boards and Bureaus. Years are based on California's fiscal year (sfy), which runs from July 1 through the following June 30.,

Enforcement

The Board protects consumers by effectively enforcing laws, codes, and standards when violations occur.

Enforcement Effectiveness Rating	External Stakeholders	Board Members	Board Management & Staff
Very effective	14 %	43 %	10 %
Effective	58 %	43 %	83 %
Poor	21 %	14 %	7 %
Very poor	7 %	0 %	0 %
Total	100 %	100 %	100 %

Enforcement Strengths

1. Stakeholders, board members, board management, and board staff agree the Enforcement Unit's inspections and inspectors are a major strength, saying inspections ensure regulations are followed and keep consumers safe while inspectors help educate the pharmacists/pharmacies.
2. Stakeholders, board members, board management, and board staff describe the Enforcement Unit as efficient and effective, praising Enforcement's solid regulatory framework, clear prioritization of tasks, and prevention of criminal activity.
3. Stakeholders, board members, board management, and board staff cite communication as a strength, saying the Board provides clear guidance on what pharmacists and pharmacies should be doing as well as regular updates on changes and publishing disciplinary actions.
4. Stakeholders appreciate the Board's oversight, stating it investigates complaints and checks pharmacies regularly, enforcing rules and regulations.

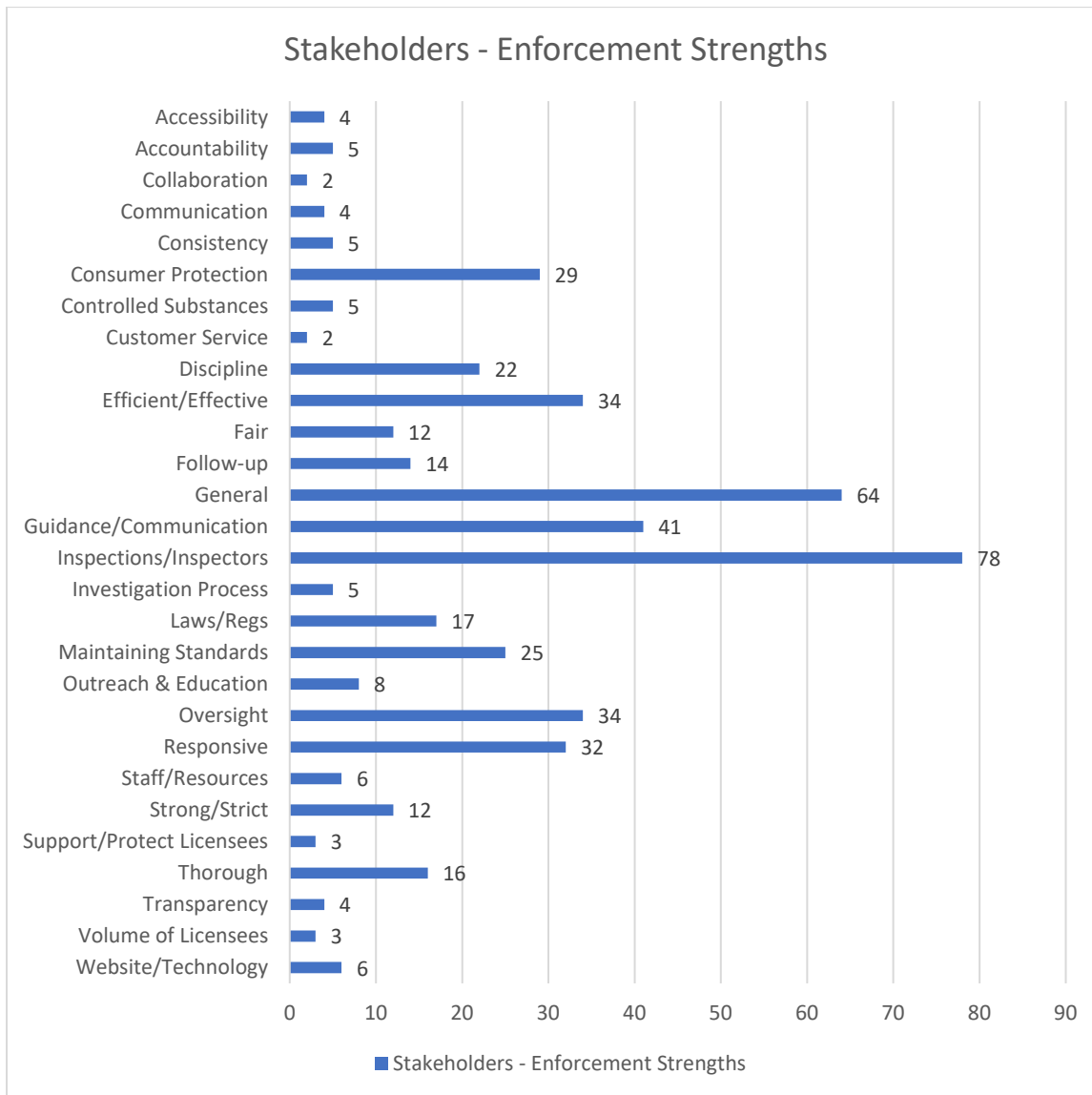
Enforcement Weaknesses

1. Stakeholders, board management, and board staff say more staff is needed to complete necessary inspections and keep up with the case workload.
2. Stakeholders describe inspectors as punitive, getting caught up in minutiae that does not threaten public safety, as well as being inexperienced and lacking in knowledge/training.
3. Stakeholders, board management, and board staff cite consistency from one inspector to another as a problem, with no uniform interpretation of laws and regulations and varying degrees of strictness.
4. Board members, board management, and board cited timeliness as a weakness, wanting to see more regular inspections and faster case processing times.

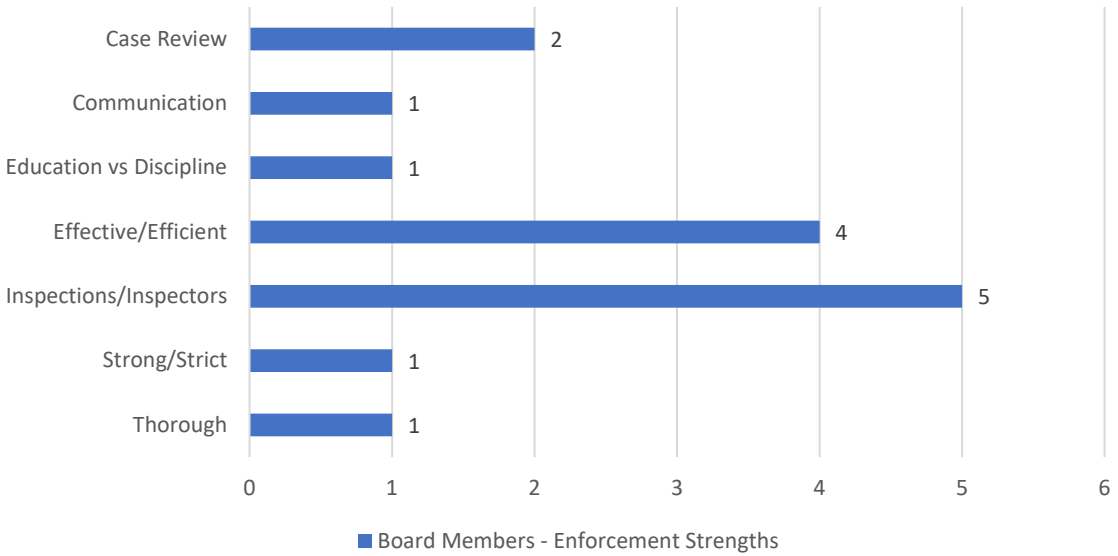
Possible Enforcement Objectives

1. Establish greater consistency in how inspectors interpret the law and carry out inspections to improve compliance and support licensees.
2. Write a BCP to increase the number of enforcement staff to ensure more regular investigations and improve case processing times.
3. Educate licensees about enforcement to prevent violations and build relationships.

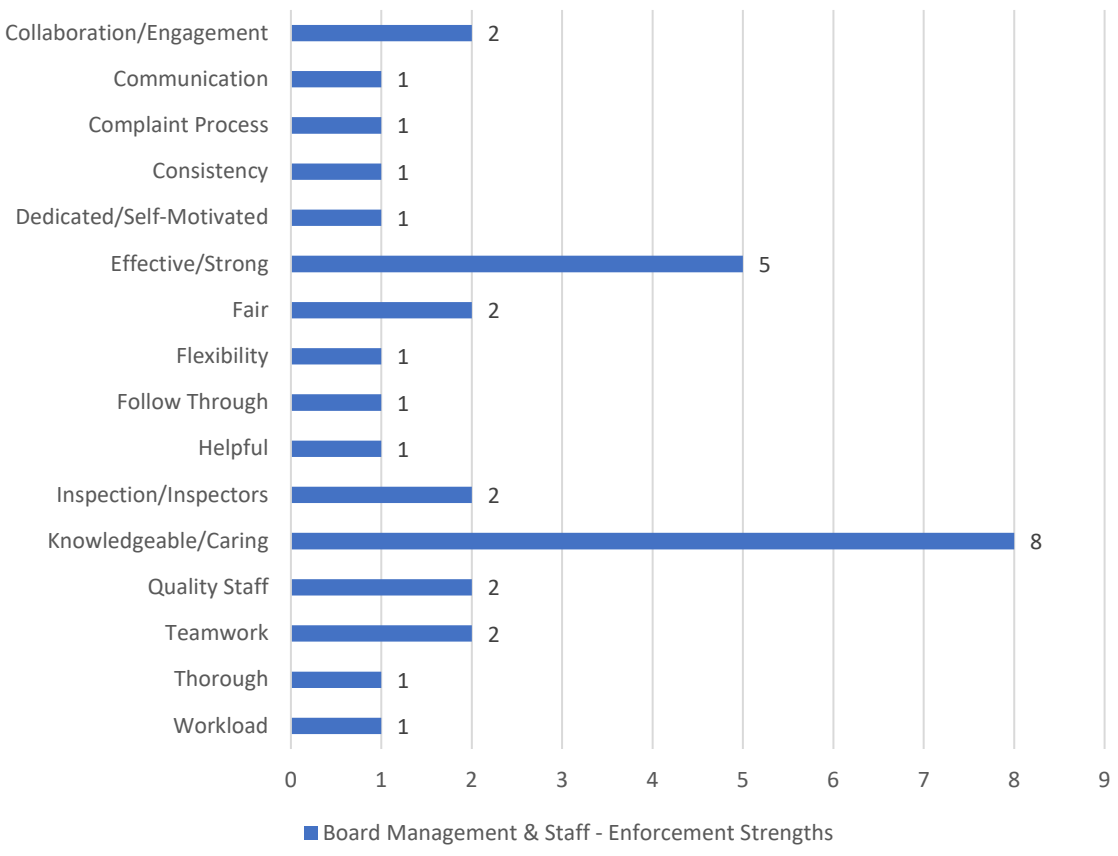
Enforcement Strengths – Trends



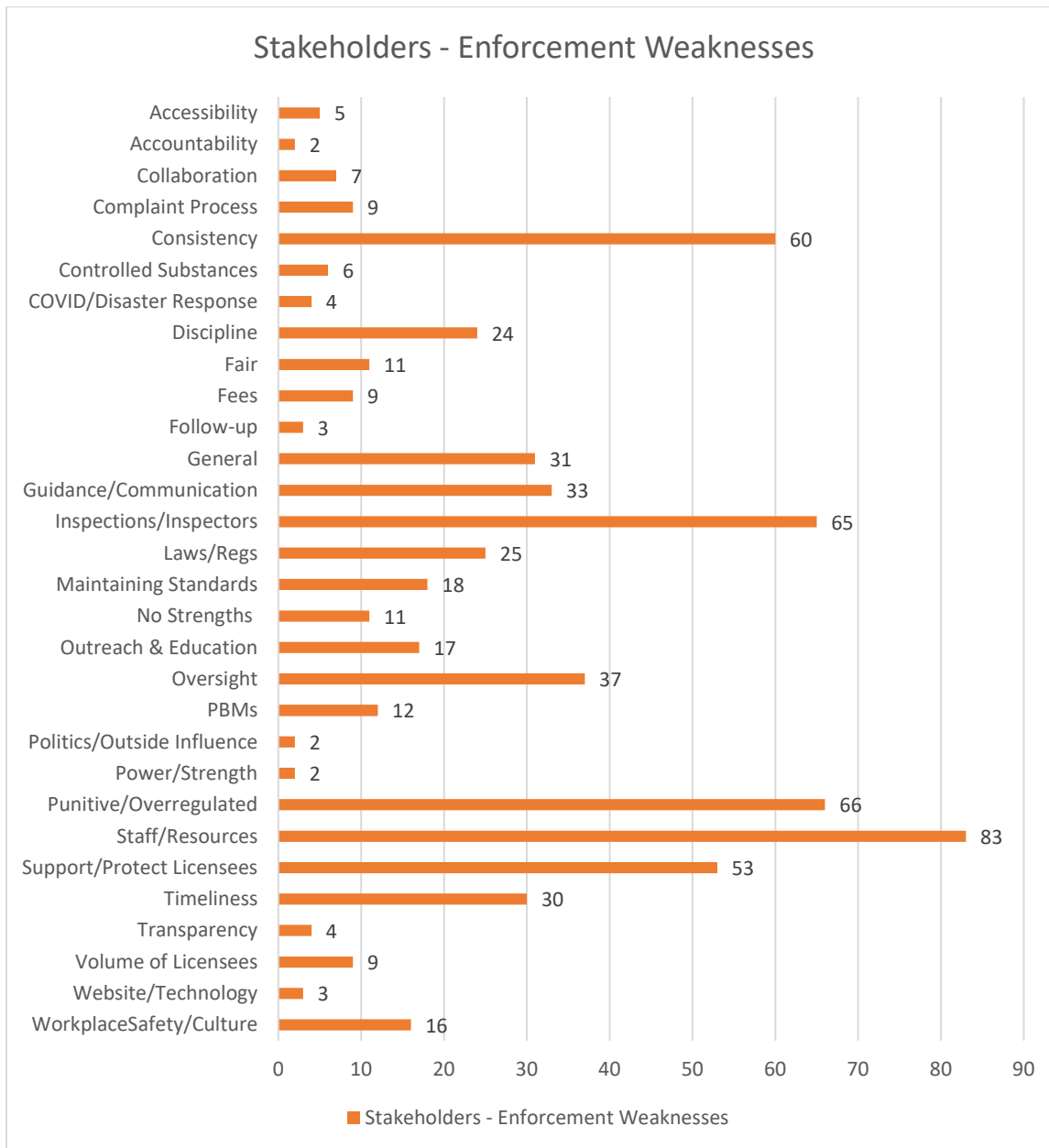
Board Members - Enforcement Strengths



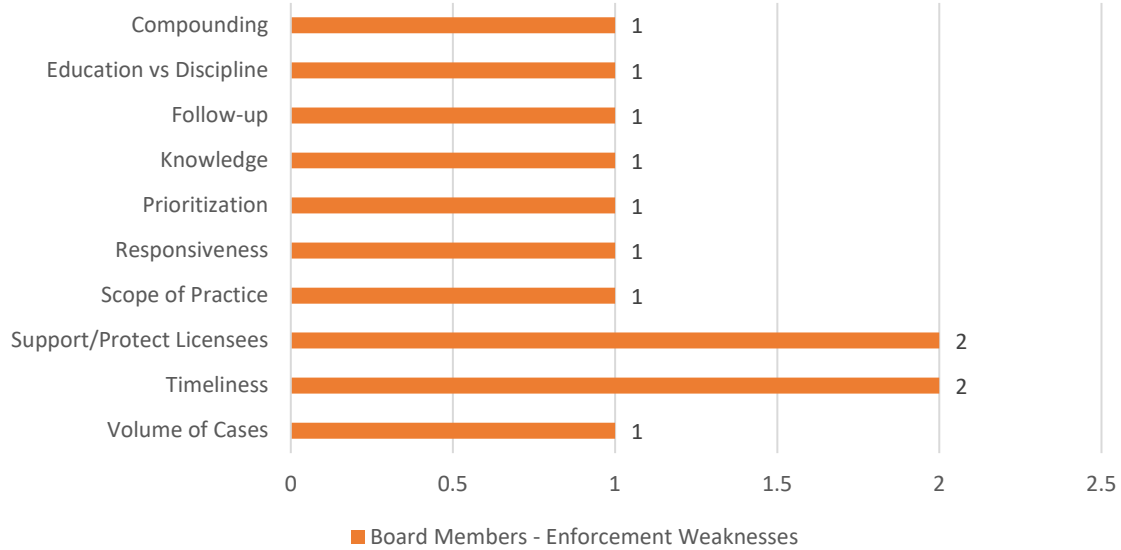
Board Management & Staff - Enforcement Strengths



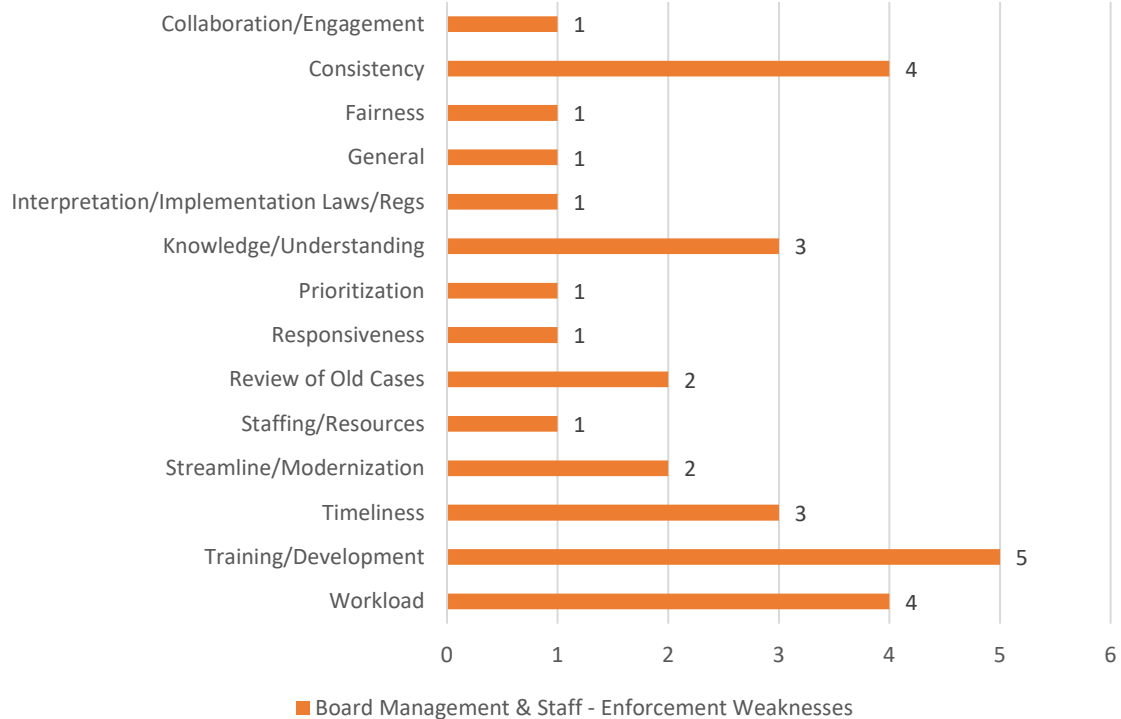
Enforcement Weaknesses – Trends



Board Members - Enforcement Weaknesses



Board Management & Staff - Enforcement Weaknesses



DCA Performance Measures Summary

The performance measures demonstrate DCA is making the most efficient and effective use of resources. Performance measures are linked directly to an agency's mission, vision, strategic objectives, and strategic initiatives. The chart below shows the number of days between the stages of investigating a consumer complaint for the Board. The column labeled "target" is the goal the Board established for itself. The remaining columns show the actual number of days to move a complaint from one step of the investigative process to the next.

Glossary of Performance Measure Terms

Volume – Number of complaints and convictions received.

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 investigative process. Does not include cases sent to the Attorney General or other forms of formal discipline.

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 Attorney General.)

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

Probation Violation Responses – Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Enforcement Performance Measures	FY 2019 Q3	FY 2020 Q3	FY 2021 Q3
Complaint Volume	392	584	664
Complaint Intake (days) Target	10	10	10
Complaint Intake (days) Actual	23	12	13
Investigation (days) Target	210	210	165
Investigation (days) Actual	236	273	247
Formal Discipline (days) Target	540	540	540
Formal Discipline (days) Actual	874	808	822
Probation (days) Target	30	30	23
Probation (days) Actual	7	7	7

The data contained in this table is compiled from the Open Data Portal which uses monthly statistical reporting from DCA Boards and Bureaus. Years are based on California’s fiscal year (sfy), which runs from July 1 through the following June 30.

Legislation and Regulation

The Board pursues statutes, regulations, and procedures that strengthen and support the Board's mandate and mission.

Legislation & Regulation Effectiveness Rating	External Stakeholders	Board Members	Board Management & Staff
Very effective	13 %	57 %	11 %
Effective	57 %	43 %	86 %
Poor	23 %	0 %	3 %
Very poor	7 %	0 %	0 %
Total	100 %	100 %	100 %

Legislation and Regulation Strengths

1. Stakeholders, board members, board management, and board staff cite communication as a strength, saying the Board regularly alerts licensees of new/changed laws and regulations and shares its position on laws/regulations.
2. Stakeholders praise the Board for being responsive to laws and regulations, describing how the Board adapts quickly and acts promptly whenever laws or regulations are passed or changed.
3. Stakeholders, board management, and board staff compliment the Board for being proactive, saying the Board tries to anticipate the direction of pharmacy practice and provides regulations and clarifications in a timely manner.
4. Stakeholders, board management, and board staff agree the Board is strong in legislation and regulation, saying the Board keeps public health and safety as its goal.

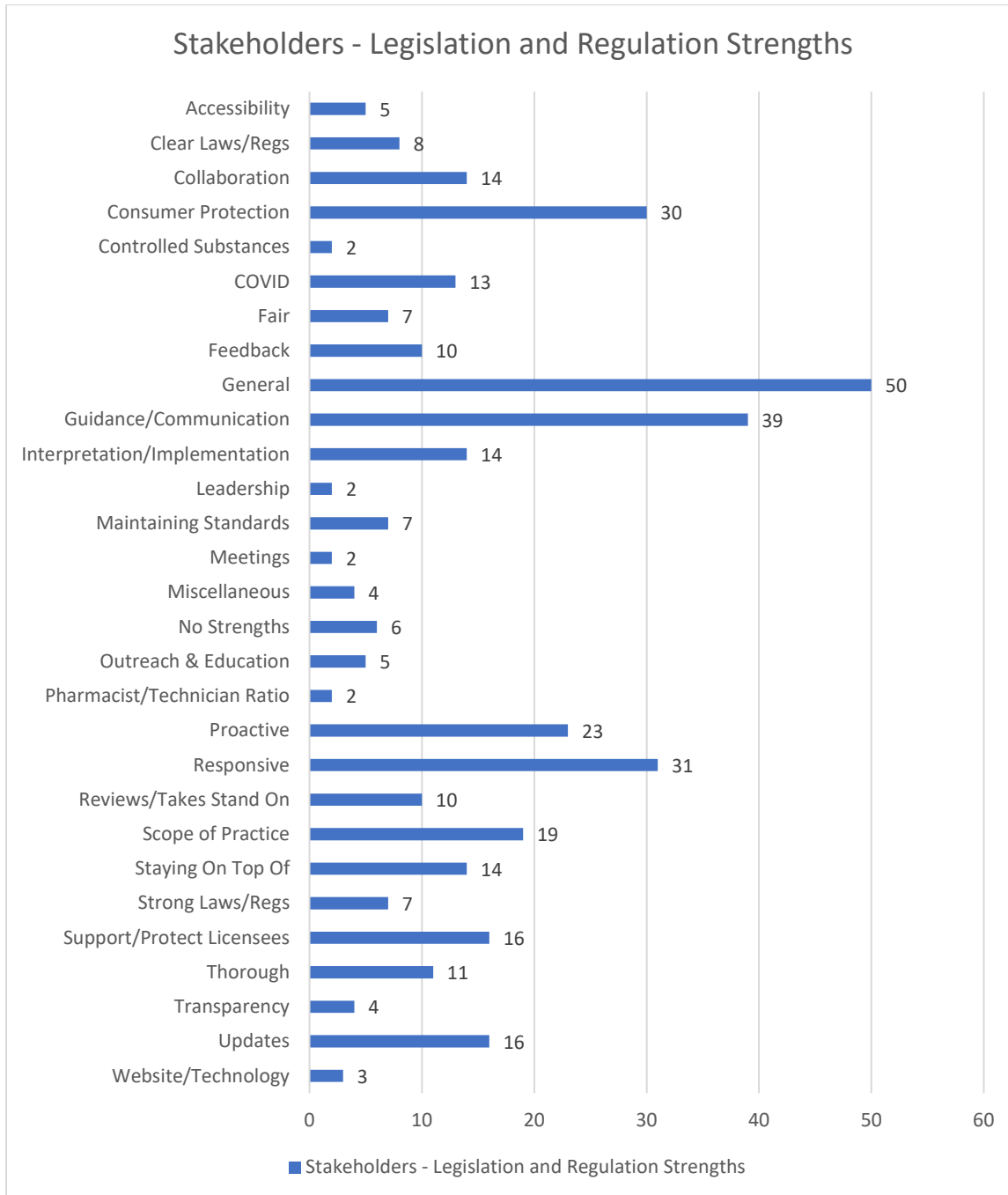
Legislation and Regulation Weaknesses

1. Stakeholders, board management, and board staff agree that legislation and regulations need clarification, saying the laws and regulations currently allow too much independent interpretation and need to be simplified.
2. Stakeholders point to overregulation as an issue, saying the laws are too restrictive and ineffective.
3. Stakeholders would like to see legislation and regulations that support them and the pharmacy profession, suggesting laws for compensation for clinical services and provider status.
4. Board members, board management, and board staff identify timeliness as a legislation and regulation issue, saying the regulation/legislation process is extremely long.

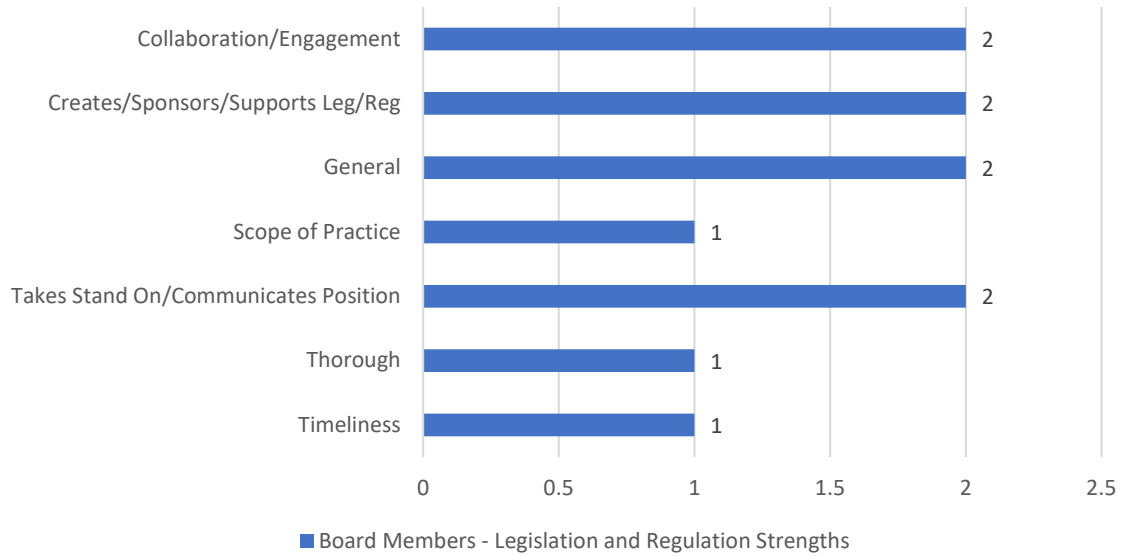
Possible Legislation and Regulation Objectives

1. Review, and update if necessary, existing regulations to clarify them and prevent misinterpretation.
2. Support legislation that increases scope of practice for pharmacists and pharmacy technicians to empower licensees.
3. Promote legislation that ensures pharmacists are adequately provided with appropriate help to improve working conditions and protect consumers.

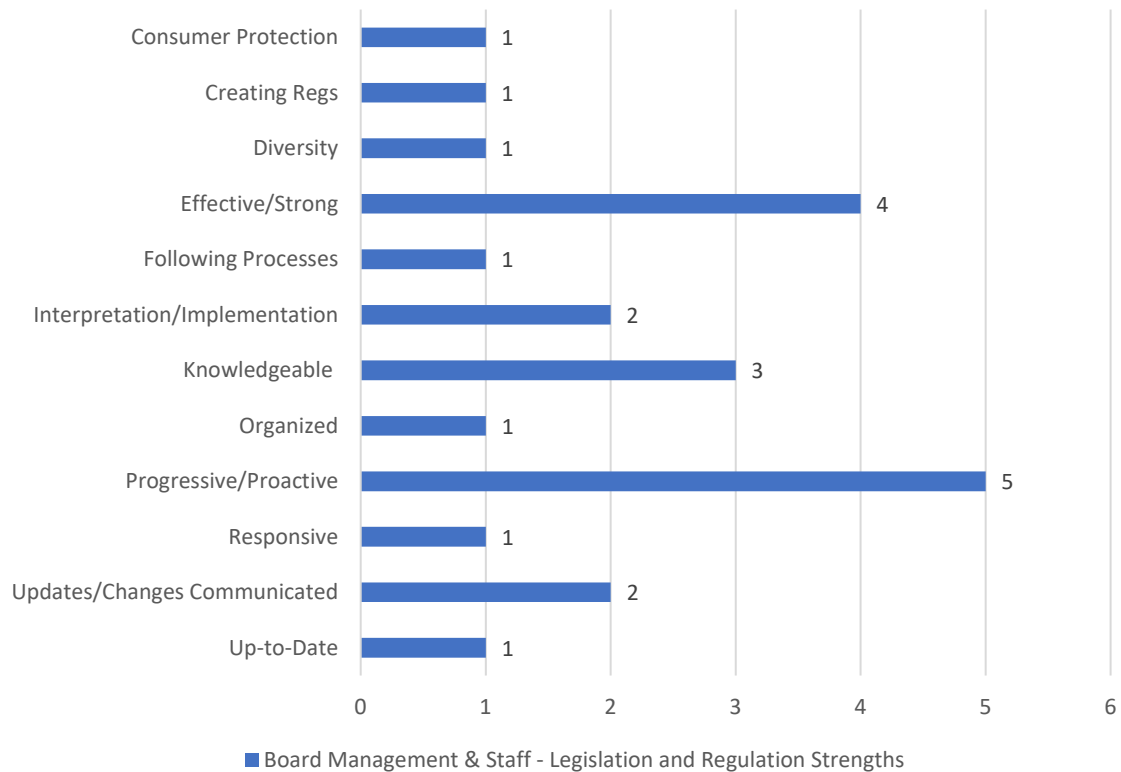
Legislation and Regulation Strengths – Trends



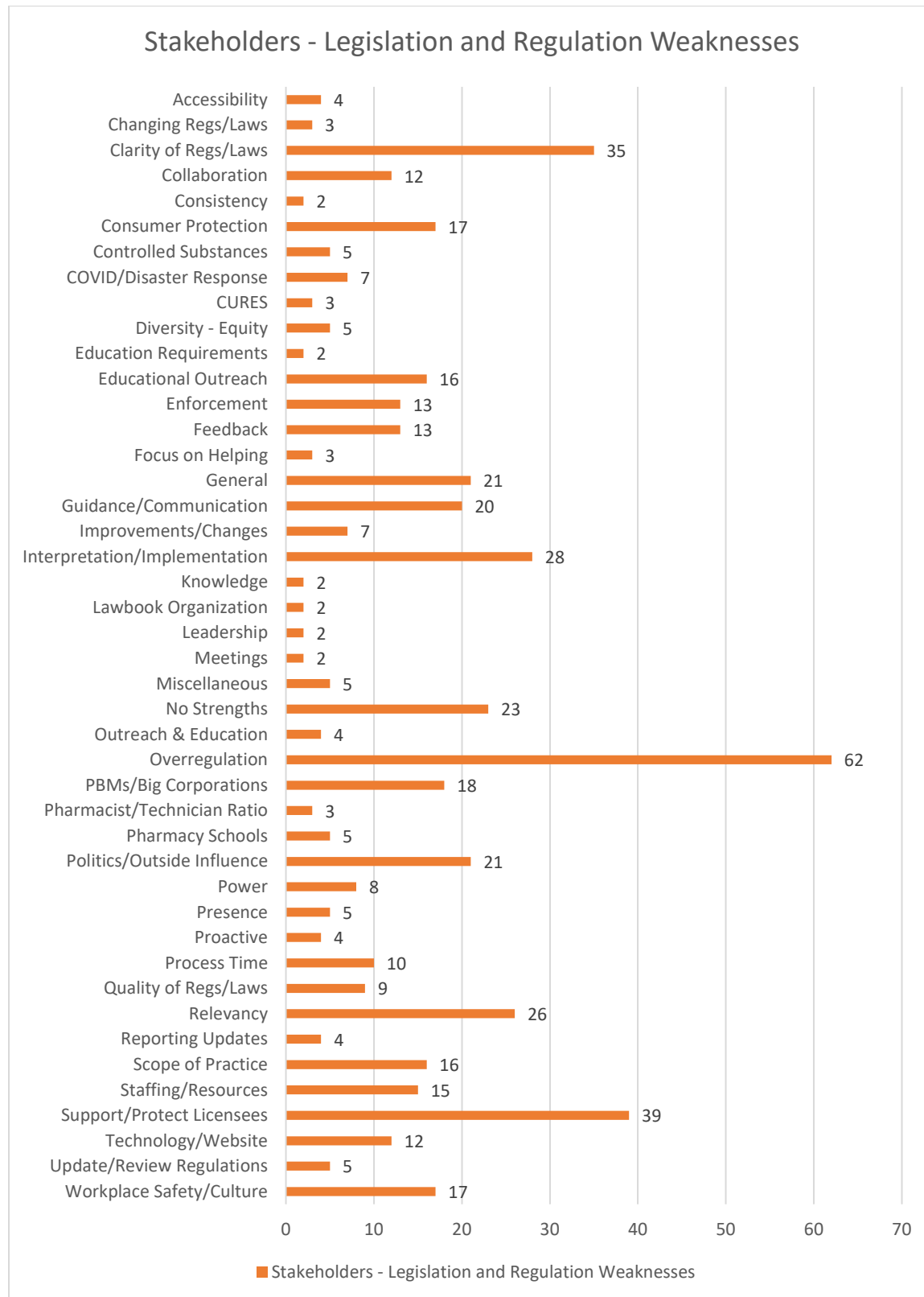
Board Members - Legislation and Regulation Strengths

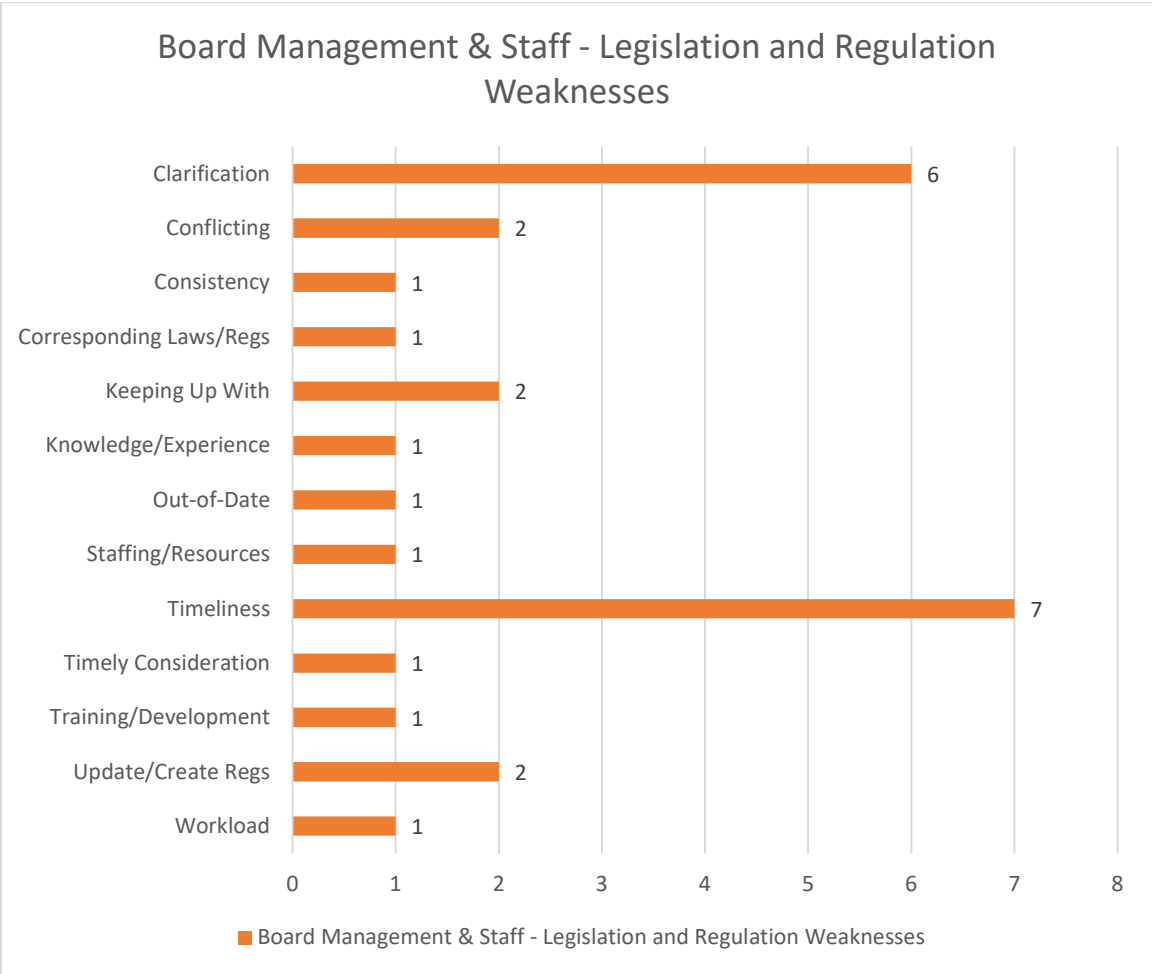


Board Management & Staff - Legislation and Regulation Strengths



Legislation and Regulation Weaknesses – Trends





Communication and Public Education

The board educates consumers, licensees, and stakeholders about the practice and regulation of the profession.

Communication & Public Education Effectiveness Rating	External Stakeholders	Board Members	Board Management & Staff
Very effective	13 %	25 %	4 %
Effective	53 %	63 %	73 %
Poor	26 %	12 %	23 %
Very poor	8 %	0 %	0 %
Total	100 %	100 %	100 %

Communication and Public Education Strengths

1. Stakeholders, board management, and board staff list email communication as a strength, describing email as a good mode of communication and rating emails as informative.
2. Stakeholders, board members, board management, and board staff appreciate *The Script*, the Board's newsletter, calling it helpful, interesting, and informative.
3. Stakeholders, board members, board management, and board staff cite the Board's website as strength, calling it easily accessible, informative, and regularly updated.
4. Stakeholders call the Board's communication in general effective, saying it is timely and adequate.

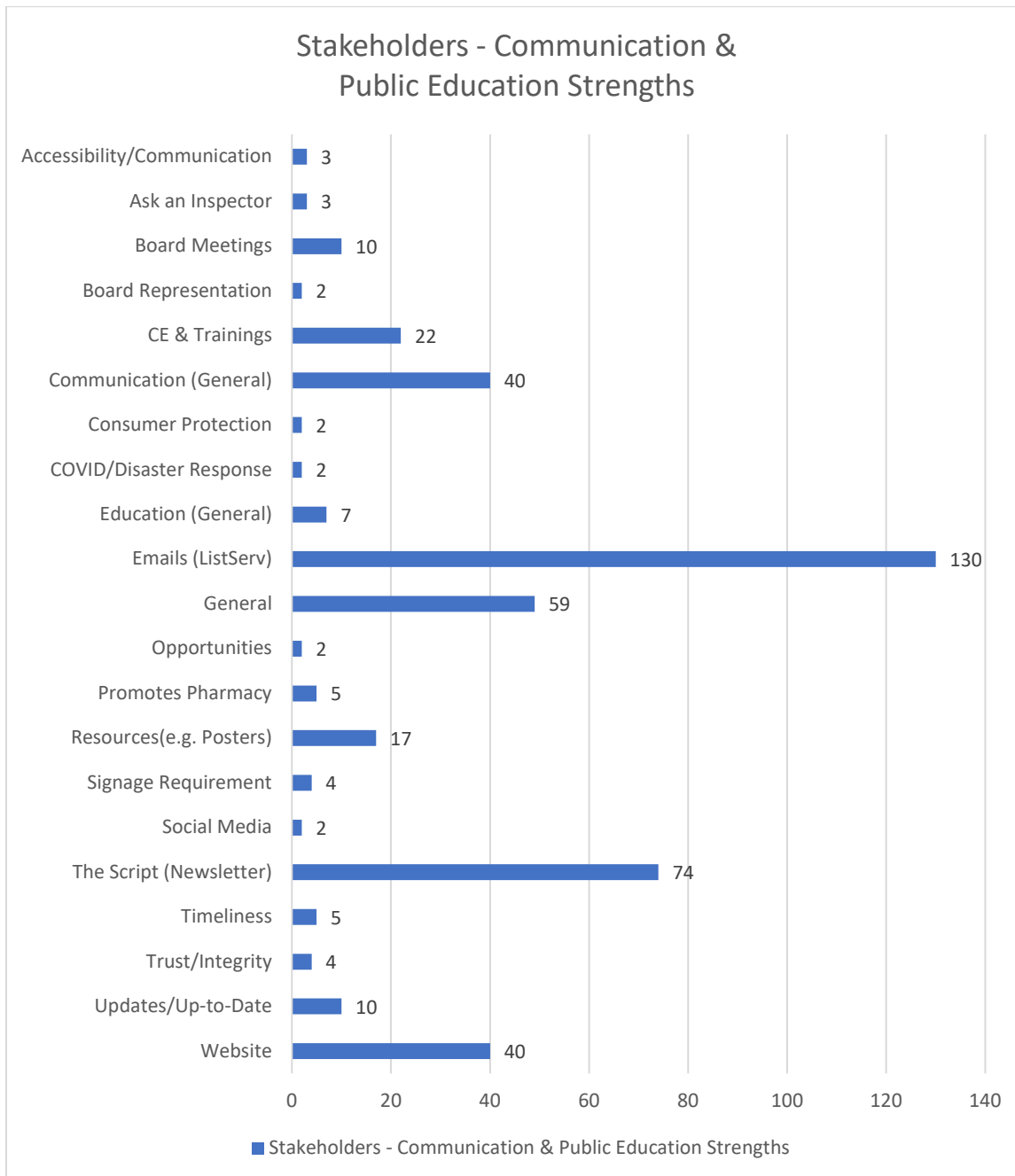
Communication and Public Education Weaknesses

1. Stakeholders and board members would like to see less wordy, personal, and specifically targeted emails.
2. Stakeholders, board management, and board staff identify accessibility as an issue, with stakeholders struggling to talk to Board staff or get questions answered and staff wanting to use online platforms to communicate as effectively as possible.
3. Stakeholders, board members, board management, and board staff suggest increasing outreach and education so that the public understands what pharmacists do and the services available to them.
4. Stakeholders and board members encourage the Board to explore communication delivery options to improve engagement with licensees and the public.

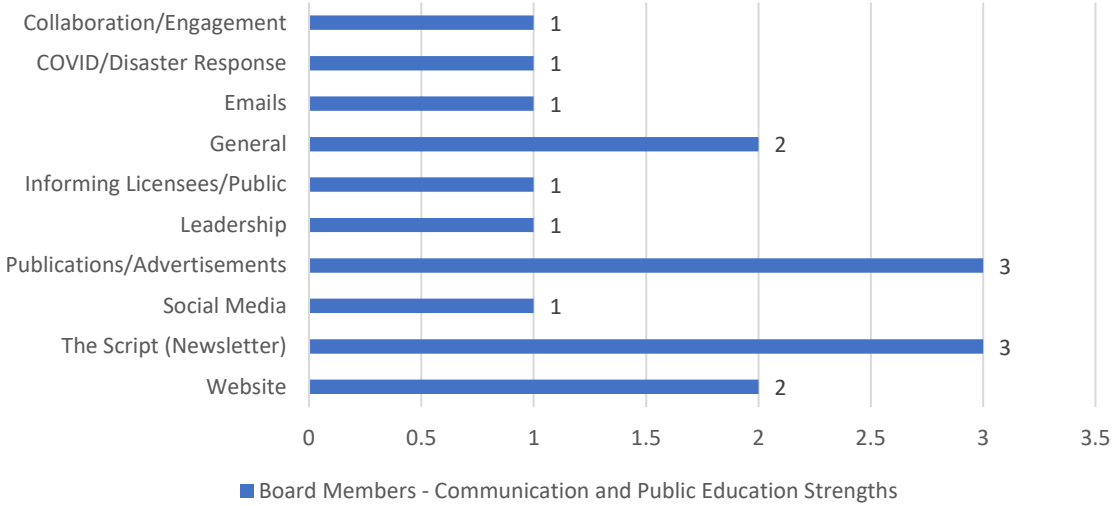
Possible Communication and Public Education Objectives

1. Increase outreach and education to the public and licensees to promote the profession, enhance consumer protection, and give the Board a bigger presence.
2. Create more webinars to post on the website to disseminate basic information.
3. Improve communication to licensees by personalizing it and decreasing verbiage to encourage licensee engagement.

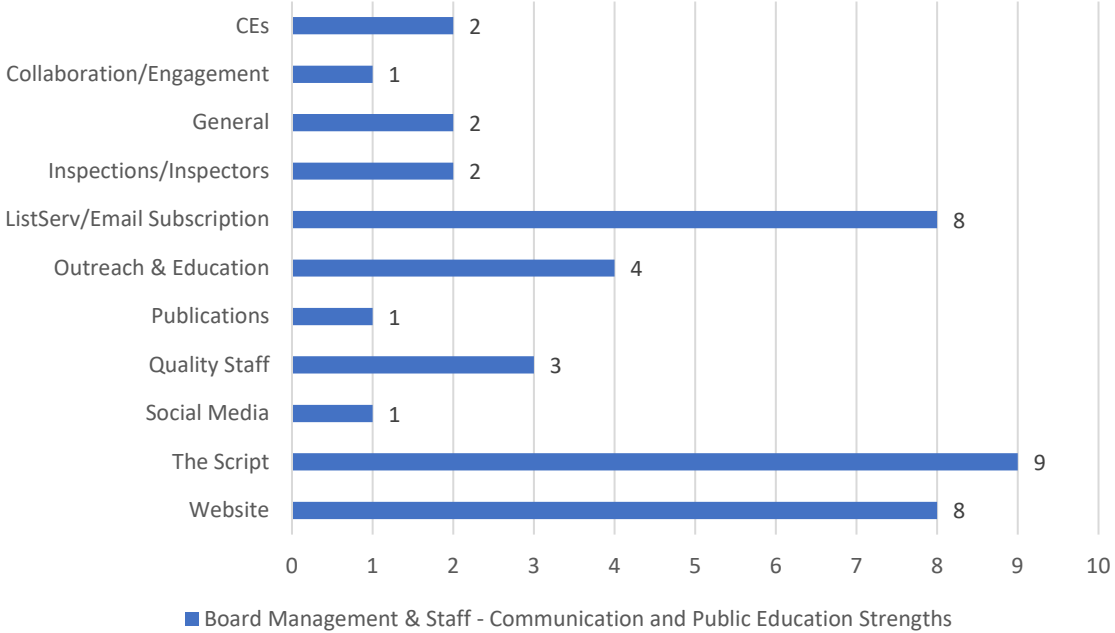
Communication and Public Education Strengths – Trends



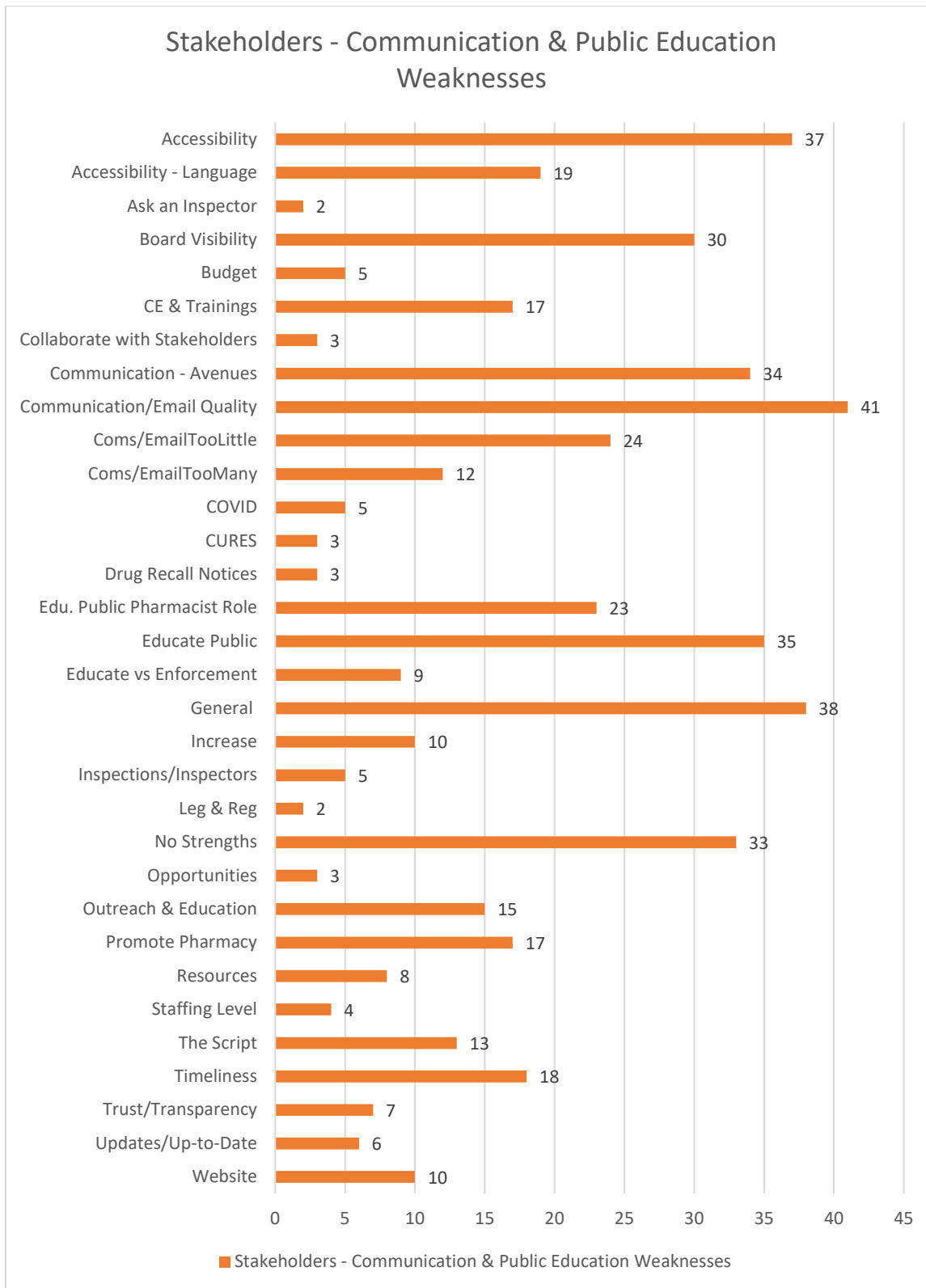
Board Members - Communication and Public Education Strengths



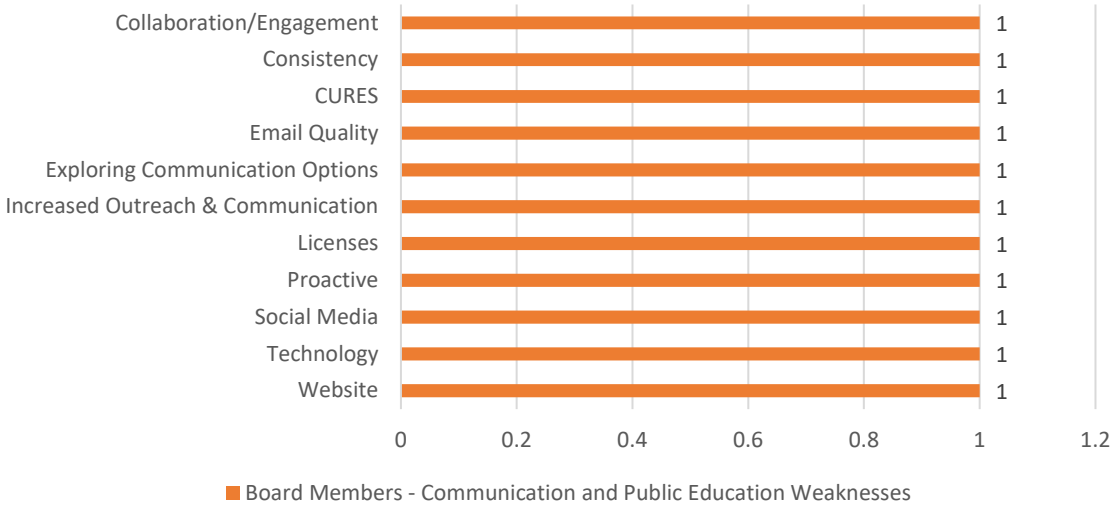
Board Management & Staff - Communication and Public Education Strengths



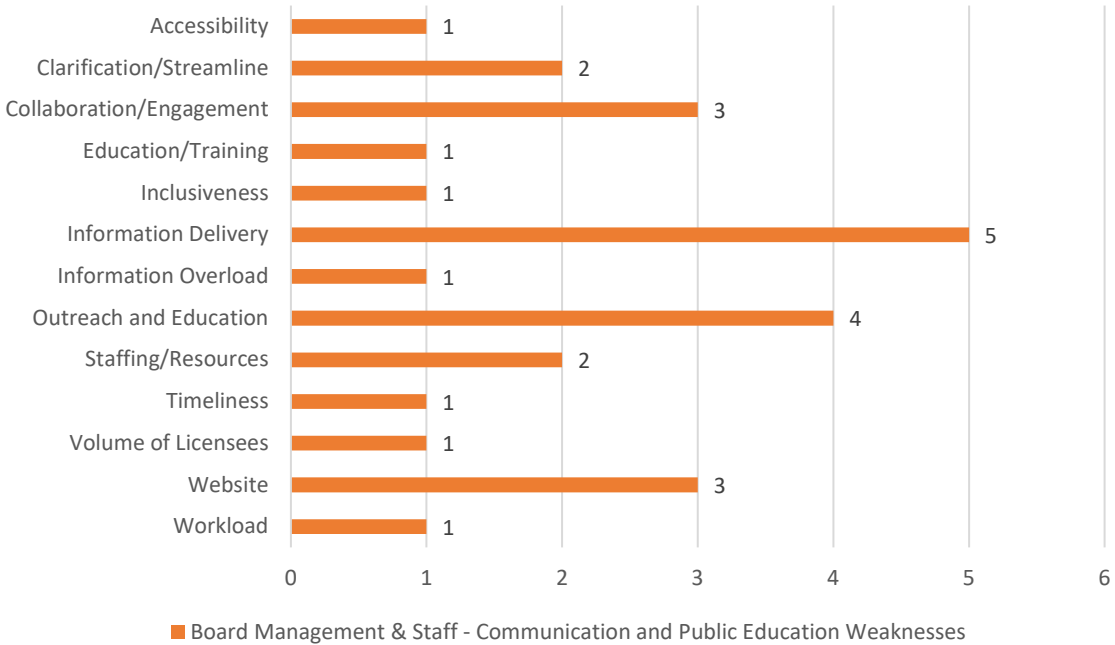
Communication and Public Education Weaknesses – Trends



Board Members - Communication and Public Education Weaknesses



Board Management & Staff - Communication and Public Education Weaknesses



Organizational Development

The board provides excellent customer service, effective leadership, and responsible management.

Organizational Development Effectiveness Rating	External Stakeholders	Board Members	Board Management & Staff
Very effective	9 %	43 %	8 %
Effective	52 %	57 %	58 %
Poor	28 %	0 %	21 %
Very poor	11 %	0 %	13 %
Total	100 %	100 %	100 %

Organizational Development Strengths

1. Stakeholders, board members, board management, and board staff praise the Board leadership, saying it is strong with a clear vision.
2. Board members, board management, and board staff describe Board staff as dedicated and committed.
3. Stakeholders call Board staff responsive, providing fast responses to inquiries and adjusting quickly to changing needs.
4. Stakeholders, board management, and board staff appreciate the board staff's competency, saying management is efficient and staff is knowledgeable.

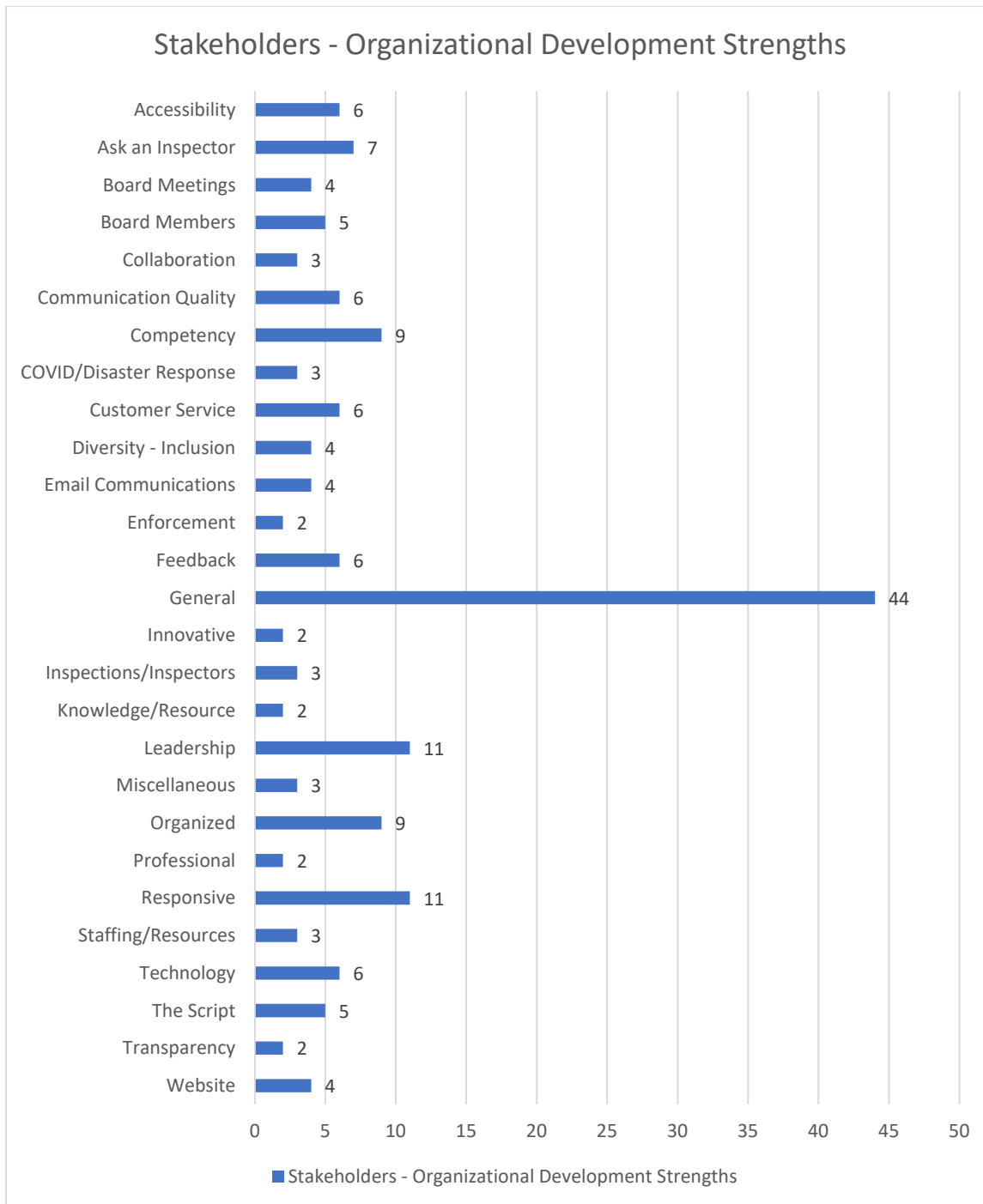
Organizational Development Weaknesses

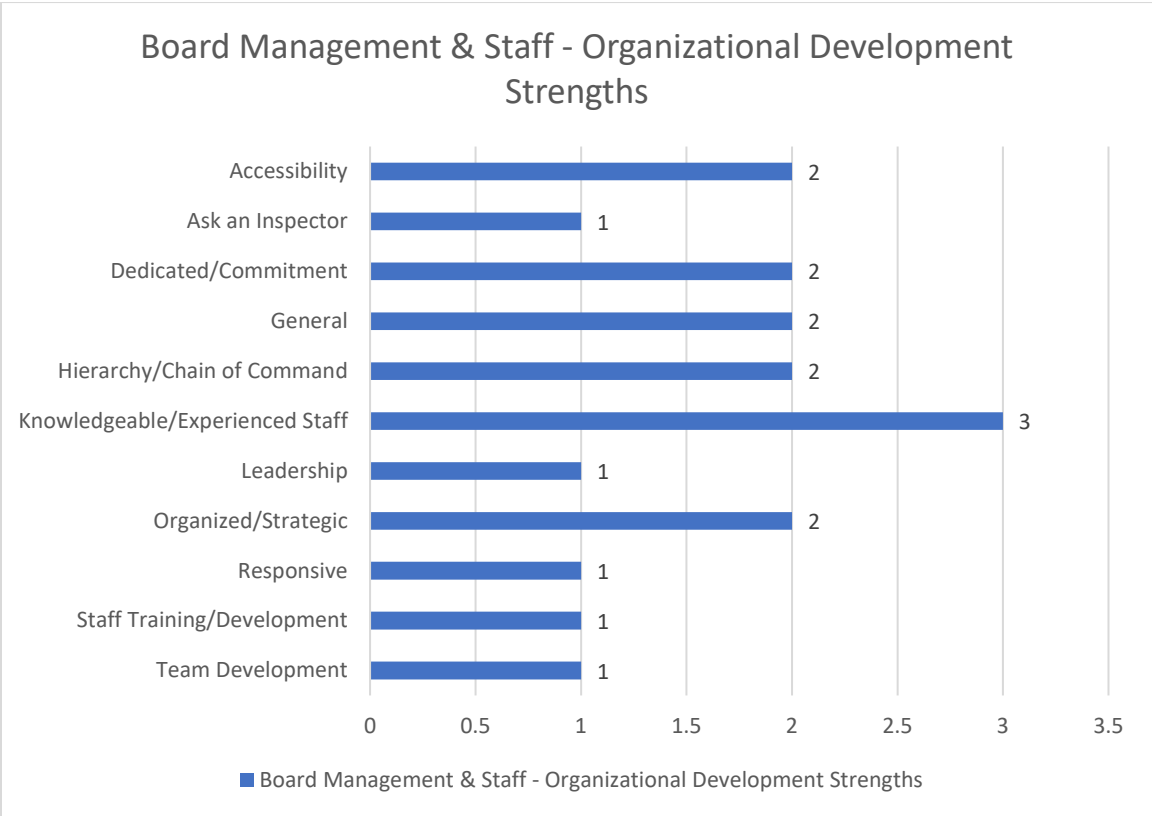
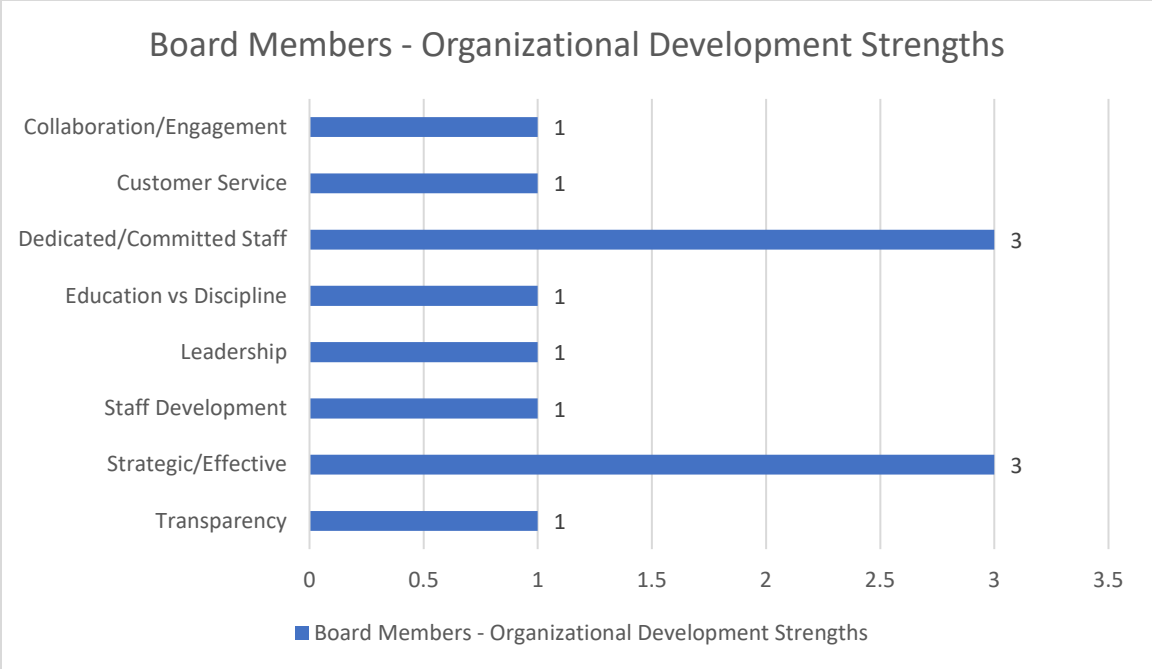
1. Stakeholders, board management, and board staff agree that accessibility is an issue, with Board staff being extremely difficult to reach via phone outside the Ask an Inspector program.
2. Stakeholders, board management, and board staff agree customer service needs improvement, citing long hold times and rude responses from staff as issues.
3. Stakeholders, board members, board management, and board staff identify staffing and resources as an issue, mentioning a need for better staff retention and hiring more quality staff.
4. Stakeholders wish to see greater support for licensees in the form of inviting greater involvement from licensees and building relationships with them.

Possible Organizational Development Objectives

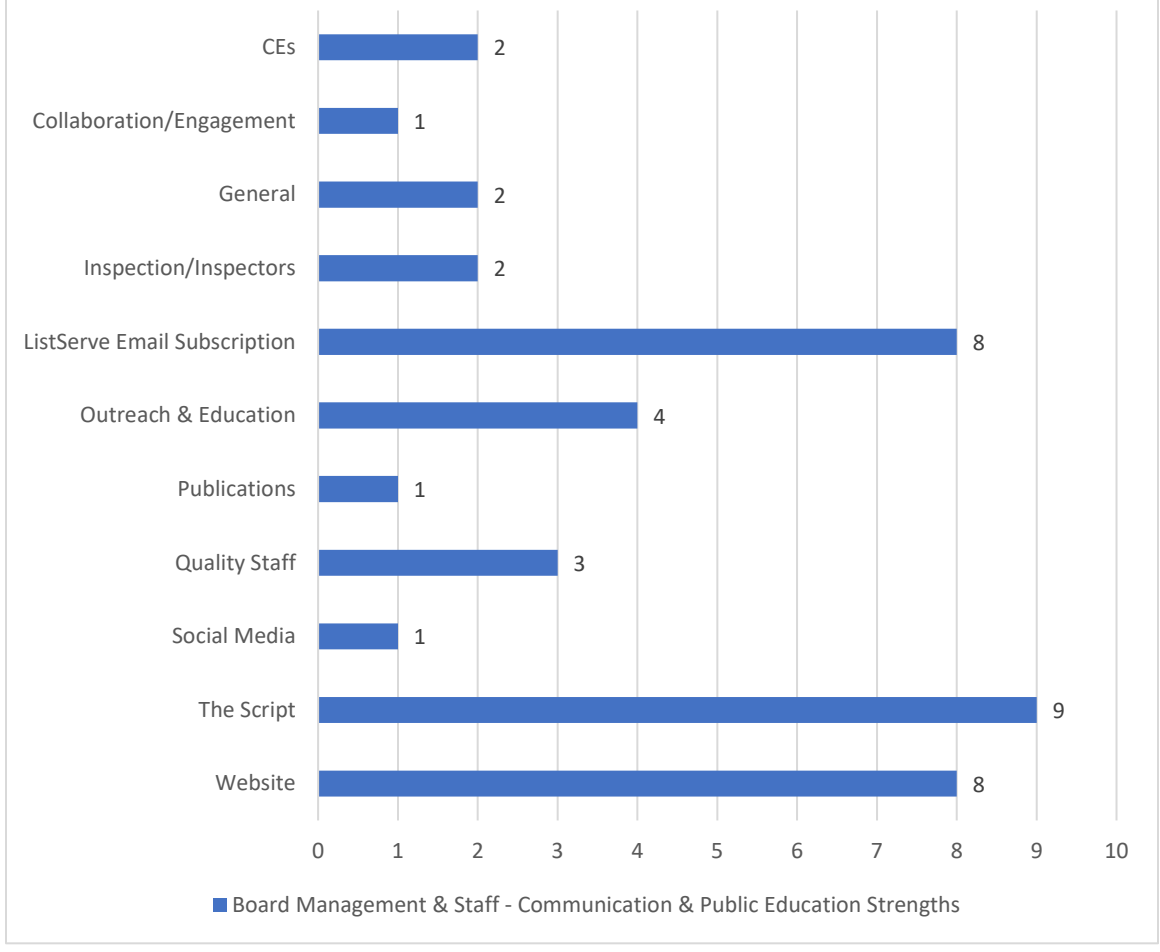
1. Develop staff through training and setting clear expectations to increase staff retention and support staff.
2. Improve public and licensee access to staff to provide better customer service and support licensees.
3. Strengthen communication with board members regarding day-to-day operations and by seeking more feedback from board staff.

Organizational Development Strengths – Trends

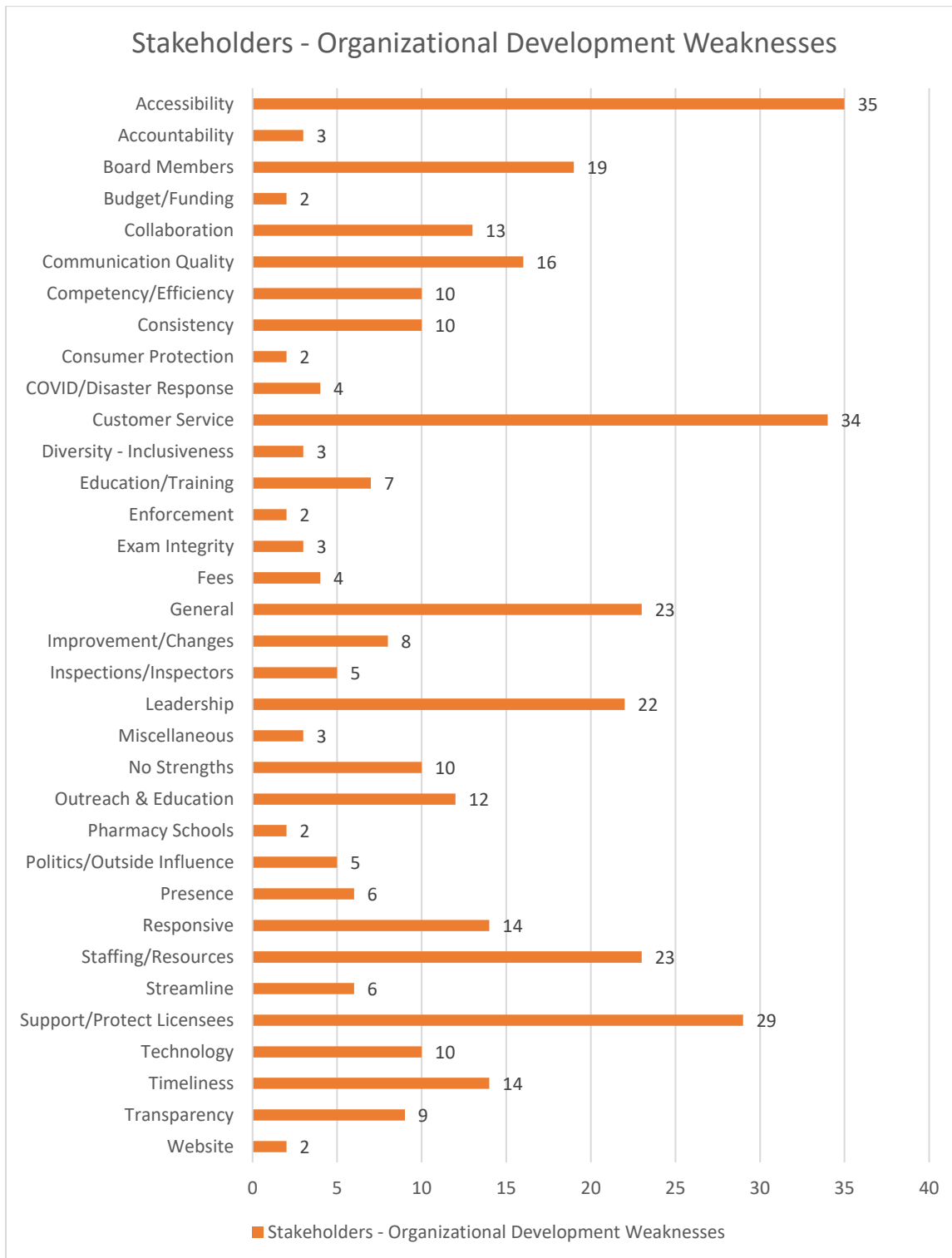


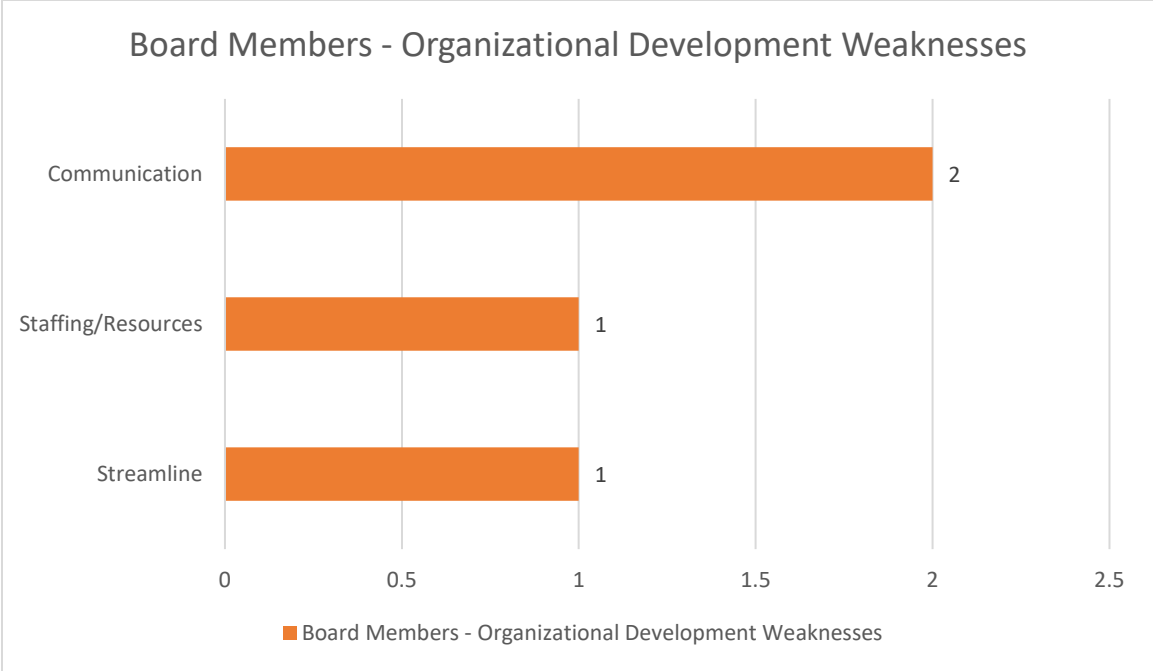


Board Management & Staff - Communication & Public Education Strengths



Organizational Development Weaknesses – Trends





Appendix A

This appendix contains qualitative data relating to the Board strengths and weaknesses collected during the surveys (stakeholders and board staff) and interviews (board members and executive staff).

The comments in this appendix are shown as provided by stakeholders. Comments that appear similar or on a specific topic have been organized into categories. Comments that were repeated multiple times are grouped with the amount shown in parentheses. The comments have not been edited for grammar or punctuation to preserve the accuracy, feeling, and/or meaning the stakeholder intended when providing the comment. Some comments were redacted due to either personal information revealed or their offensive nature.

Licensing Strengths – Stakeholder Responses

Responses	Categories
Able to contact	Access to Information
able to search for people and pharmacies on line	Access to Information
access to information	Access to Information
accessibility	Access to Information
Availability of online choice	Access to Information
Board meetings and members accessible to licensee's	Access to Information
Ease of access.	Access to Information
ease of the online system	Access to Information
easy access to information	Access to Information
easy access to licensure info	Access to Information
Easy to navigate website	Access to Information
Forms can be completed with ease.	Access to Information
I can easily find professional license information such as requirements and other info that I often need to perform my jobs and upkeep my license.	Access to Information
I like the ask inspector feature.	Access to Information
impartial access to licensing maintenance.	Access to Information
Information available on line (2)	Access to Information
Most info is available online.	Access to Information
online access to information	Access to Information
Readily available licensure information on the web site	Access to Information
the board's actions are made public.	Access to Information

Responses	Categories
The ease of looking up regulations.	Access to Information
There were videos and content available to aid me in the application process.	Access to Information
Website is efficient.	Access to Information
Accountability (2)	Accountability
By maintaining validity and and accountability for the licensee's that are licensed to prescribe	Accountability
Ensuring competent and ethical pharmacists	Accountability
Provides accountability standards	Accountability
trustworthy.	Accountability
Very ethical	Accountability
and continued educational requirements to assure continued growth in knowledge and skills	Applicant Screening
Ability to screen for the highest qualifying candidates to perform the pharmacy functions.	Applicant Screening
Assess professional competency.	Applicant Screening
Care in screening applicants	Applicant Screening
careful screening to make sure only qualified individual are licensed.	Applicant Screening
Comprehensive review and credentialing of licensees	Applicant Screening
Enforce pharmacy and ethics for all pharmacist in CE credit.	Applicant Screening
Ensures a basic level of knowledge and proficiency prior to issuing a license. Reviews those licenses in light of regulatory and/or legal concerns as they arise.	Applicant Screening
Ensures competence	Applicant Screening
Ensures requirements are met, cash checks quickly	Applicant Screening
Ensuring integrity and competency of licensees	Applicant Screening
Good background check, less likely for criminals to obtain an RX license.	Applicant Screening
Good job in screening applicants to weed out individuals with criminal convictions with the background check	Applicant Screening
Good job screening applicants to weed out those with criminal convictions.	Applicant Screening

Responses	Categories
I feel the Board does a great job with making sure people meet requirements for licensing. Proof of training, background checks, fingerprints, etc.	Applicant Screening
It monitors and assesses a person's knowledge in the area of pharmacy and their ability to work safely in that field.	Applicant Screening
Requiring background checks and biometric scans. Strict license application requirements.	Applicant Screening
The Board also tries, through licensing, to establish minimum competencies to help assure the public safety.	Applicant Screening
The Board does a good job screening applicants to ensure there are not potential licensees who could put patient safety at risk	Applicant Screening
The Board is extremely strict and diligent in getting all the details of a license individual and/or business keeping consumers safe.	Applicant Screening
Verifies a person's qualifications to apply for state licensing.	Applicant Screening
very thorough in determining qualification for the licensing- ensures public safety	Applicant Screening
CE	CE
CE requirements seem fair	CE
having continuing education for pharmacists	CE
Maintaining continuing education standards of licentiates.	CE
no live CE's required.	CE
Offering a free law webinar	CE
Required CE	CE
The board is able to certify those with approved education	CE
The Board is keeping me informed with providing CE to satisfy my licensing requirements. It's very convenient for my busy schedule.	CE
Updates continuing educations every two years	CE
Application for pharmacy technician license is clearly written and easy to understand	Clear Information
Board's website contains useful and helpful info.	Clear Information
Clear definition of law in our state.	Clear Information
clear expectations.	Clear Information
Clear guidance on what requirements	Clear Information
clear instruction for renewal	Clear Information
Clear instructions	Clear Information

Responses	Categories
clear instructions for requirements	Clear Information
Clear licensing requirements	Clear Information
Clear requirements for licensure and renewal.	Clear Information
Clear rules for maintaining a license	Clear Information
Clearly worded questions on license applications	Clear Information
define standards	Clear Information
Detailed and informative	Clear Information
Directions are always clear.	Clear Information
Is able to provide accurate information	Clear Information
Licensing fees are clearly stated	Clear Information
Licensing is self explanatory.	Clear Information
Most of the rules and processes are understandable	Clear Information
Policies and workflow to maintain license are clear	Clear Information
Provides an abundance of resources and references.	Clear Information
Provides clear written guidance re: licensing process on website.	Clear Information
Providing detailed guidance on what is needed.	Clear Information
straightforward process.	Clear Information
the application for licensure is straightforward.	Clear Information
The application instructions are very detailed and clear.	Clear Information
The board's strength lies in the clarity (of directions)	Clear Information
The instructions are clear	Clear Information

The licensing process has clear instructions in the packet	Clear Information
Very Clear instructions	Clear Information
Very clear instructions on maintenance	Clear Information
Very thorough and detailed application	Clear Information
Website has clear information.	Clear Information
Collaboration with sterile compounding inspectors	Collaboration/ Participation
Community involvement.	Collaboration/ Participation
Full authority with input from both professional and non-professionals	Collaboration/ Participation
Opportunities to review and comment on potential regulatory changes.	Collaboration/ Participation
Team working	Collaboration/ Participation
Automated email responses	Communication
Communicates	Communication
Communication	Communication
Communication has improved.	Communication
Communication of changes to licensees	Communication
Communication of recalls to the stakeholders is much more effective than all other States.	Communication
Communication to the licensees via email.	Communication
Communication via email	Communication
Communication.	Communication
Email communication	Communication
Email group distribution is easy to sign up for Rph licenses	Communication
email notifications	Communication
Email.	Communication
emails	Communication
Emails updates occasionally	Communication
frequent email updates	Communication
Good communication	Communication
Good communication on what needs to be completed in order to be licensed	Communication
Good communication via emails and bulletins.	Communication
Good communications	Communication

Holds open sessions regarding licensing and practice issues e.g. sterile compounding	Communication
i feel the communication through emails and newsletters is very good at keeping me informed especially as I am an out of state licensed tech!	Communication
informative emails & newsletter.	Communication
Informative newsletters and emails.	Communication
keeping pharmacist informed	Communication
Keeps licensees informed on Pharmacy issues, updates on new laws, revisions, and drug recalls and new through the Script	Communication
Keeps licensees well informed of any possible delays in processing of license renewals and gives licensees a heads up to apply early and/or online.	Communication
license renewal requests come in the mail when renewal is due	Communication
Mailing good. Licensing good. Pre-Covid CE good (now video). Communication good.	Communication
New laws are published in The Script, so we know about them.	Communication
Notice to licensees	Communication
notification ahead of expiration date is good,	Communication
notification to licensee when license due	Communication
publication of the Script	Communication
Quarterly Newsletter is educational and informational. Provides us with prompt recall information. Get recall info from BOP before I get it from my wholesaler.	Communication
Reminders for license renewal and updating on changes in pharmacy profession	Communication
Responds to licensing questions through a variety of means.	Communication
Secure, professional communication and licensing services.	Communication
Sending regular general communications out via email is helpful and appreciated.	Communication
sending renewal notification.	Communication
Strong communications	Communication
The board communicates adequately and frequently with licensees	Communication
The board communicates frequently via email on any state disasters or emergencies affecting pharmacy law/policy.	Communication
The Board is keeping me informed with emails	Communication
The Board keeps license holders up to date with current rules and regulations via email.	Communication
The communication is good and Anne makes herself available to keep us informed.	Communication
The emails that I receive because I signed up suggest that the board is sensitive to issues and timely in communicating about them. (thinking about how various test issues and licensing issues during the pandemic were handled.)	Communication

The website is updated regularly & the script is updated routinely as well. That provides further licensing updates as well as email blast.	Communication
They keep pharmacist aware of new information.	Communication
Timely response to disasters in terms of posting waivers and providing education/resources.	Communication
Tries to keep licensees informed about changes in the requirements of the profession	Communication
Updates, examples of the law	Communication
Updating consumer on current policy.	Communication
Updating on legal changes promptly.	Communication
Very informative information presented consistently to licensees.	Communication
Consistency	Consistency
Consistency in processes and procedures.	Consistency
consistency in the profession	Consistency
Consistent	Consistency
Consistent licensing requirements and standards	Consistency
Consistent structure	Consistency
Standardization	Consistency
The analysts are consistent.	Consistency
Assures pharmacist competence and thus public safety	Consumer Protection
Be sure our rule is to safeguard the patient medications regimens	Consumer Protection
Board controls and powers over professional function, as well as understands the governing laws and regulation and has the standards of public health, safety and welfare	Consumer Protection
California Board has always aggressively pursued safety of the public in its area of licensing, consistent with its legal charge.	Consumer Protection
Compliance Public protection	Consumer Protection
Concerned for public safety	Consumer Protection
Consumer protection (2)	Consumer Protection
Developing and enforcing regulations to help ensure quality and protection to consumers	Consumer Protection
Ensure public safety.	Consumer Protection
Ensuring safety of the public, protecting consumers	Consumer Protection
Good protection for patients and consumers	Consumer Protection

Heavy focus on consumer protection.	Consumer Protection
I do appreciate that the board focuses on keeping patients safe.	Consumer Protection
I think the Board of Pharmacy's strength is it's commitment to patient safety.	Consumer Protection
Insure integrity of drug supply.	Consumer Protection
keep the public safe	Consumer Protection
Maintaining that people r following rules and regulations for patient safety	Consumer Protection
PROTECT BOTH PHARMCISTS AND CUSTOMERS	Consumer Protection
protecting consumers	Consumer Protection
protecting consumers from incompetent pharmacist, protecting consumers from substandard products, promoting health etc.,	Consumer Protection
Protecting patient safety	Consumer Protection
Protecting public interests	Consumer Protection
protecting the consumer (2)	Consumer Protection
protecting the public.	Consumer Protection
Protection of the public (2)	Consumer Protection
Protects consumer.	Consumer Protection
Protects Consumers	Consumer Protection
Protects the public from out of state pharmacists who do not meet California standards.	Consumer Protection
Protects the public.	Consumer Protection
safeguards our communities from drug diversion.	Consumer Protection
Safety	Consumer Protection
Strict rules and regulations to protect consumers	Consumer Protection

THE BOARD DOES GOOD JOB, MOST OF THE TIME PROTECTING THE PUBLIC.	Consumer Protection
The Board does a good job of protecting consumers by researching all complaints against pharmacies.	Consumer Protection
The Board emphasizes high quality care and ensuring patient safety. In all my interactions, the patients have been first priority.	Consumer Protection
The Board has a dedication to patient safety.	Consumer Protection
The board is dedicated to patient safety.	Consumer Protection
The board of pharmacy maintains the protection for consumers rights and values their insights for the profession.	Consumer Protection
The board truly has the consumer at the center of everything they do. I appreciate the diligence in testing and ultimately licensure to make sure the public is protected.	Consumer Protection
The boards make sure consumers are protected	Consumer Protection
They issue licenses in compliance with standards to protect the public from harm.	Consumer Protection
They protect the public very well	Consumer Protection
- professional expertise	Customer Service
Experienced	Customer Service
flexible during the pandemic	Customer Service
Friendly staff.	Customer Service
Helpful	Customer Service
Lots of options in CA - Advanced Practice, Regular RPh. Also offer guidance on collaborative practice.	Customer Service
open to assist facilities in obtaining licensure.	Customer Service
staff is helpful	Customer Service
The Board has a group of dedicated individuals who take their role very seriously.	Customer Service
The CA BOP is friendly accommodating & helpful.	Customer Service
When you can get a hold of the department they are knowledgeable in helping problem solve.	Customer Service

When you can reach someone directly, staff are friendly and willing to help.	Customer Service
An effort is made to provide education through the CEs provided. Could be improved upon.	Education
Education for licensees.	Education
Education of current/new laws	Education
Informing of the new laws.	Education
Insuring licensed professional are adequately knowledgeable in their field	Education
supports education on new standards that will be reviewed during the survey	Education
The surveyors I have worked with pursue knowledge and understanding of the intent of regulations to apply them with sound reason.	Education
There is an inspection required and I have found the inspectors to be educational, which allows us to run a better business. Our BOP is more interested in dining for the smallest infractions (Remington that expired 6 months ago when it comes ot every 10 years, jotting down room temperature 10 minutes short of the 8 hour interval in the regs, etc.). That behavior caused pharmacists to fear the Board instead of depending on it as a resource to offer consumers better service. My lawyer is literally afraid tomasknanwuestiin told our Board for fear of being targeted. I am comfortable with the California Board and have learned a lot from their inspectors.	Education
A good sense of urgency when time constraints become an issue.	Effective/ Efficient
accuracy of licensing	Effective/ Efficient
effectiveness	Effective/ Efficient
efficiency (2)	Effective/ Efficient
Efficient (5)	Effective/ Efficient
Efficient proceessing (2)	Effective/ Efficient
Efficient, precise	Effective/ Efficient
Fast (3)	Effective/ Efficient
I cannot speak to the strengths because I believe I got my license before Covid. But from what I remember the process was fairly streamlined	Effective/ Efficient
Managing thousands and thousands of licensees and facilities fairly efficiently.	Effective/ Efficient
Quick action on changing environment during emergencied.	Effective/

	Efficient
Somewhat efficient.	Effective/ Efficient
Strong leadership and competent staff.	Effective/ Efficient
The ability to process all expiring licenses before the expiration date if mailed on time	Effective/ Efficient
The Board process of managing licenses, renewal, and CE are very efficient and the simplicity is appreciated	Effective/ Efficient
Very effective (2)	Effective/ Efficient
very efficient	Effective/ Efficient
Good sterile compounding inspectors	Enforcement
ADMINISTERING EXAMS	Exams
Allowing students to take the test more often per year than old days.	Exams
Appropriate level of difficulty on examinations	Exams
Board exam	Exams
Board exams	Exams
California has some of the most rigorous testing standard to become licensed.	Exams
California Pharmacists prepare, take and pass state licensing exam(s) appropriate to practice pharmacy in the state of California. The board supports these actions.	Exams
Challenging exams allow for better pharmacists.	Exams
Challenging pharmacy license examination	Exams
Challenging testing is giving in order to receive individual licensing	Exams
CJPE in addition to the NAPLEX exam to make sure licensees are competent to practice pharmacy in CA.	Exams
Conducting standardized exams for new graduates	Exams
Easy testing and on line testing center	Exams
Ensuring competence through preparing exams meant to test understanding of standards of care and legal requirements of pharmacy practice.	Exams
Exams (2)	Exams
Exams to ensure licensed pharmacists are competent.	Exams
Frequent test dates	Exams
Good exam process	Exams
Good licensing exam that helps to ensure only qualified pharmacists can practice in the state of California	Exams
Good testing procedures to ensure competencies of those seeking licensure	Exams

Has maintained a strong CJPE to assure that candidates have a solid clinical knowledge base (frankly, the legal is not that important)	Exams
Having a strong and secure licensing exam to become a Pharmacist or Technician	Exams
having an exam for everyone to pass	Exams
licensure testing	Exams
Maintaining a high standard of professional knowledge to pass the CA. Jurisprudence exam.	Exams
making and managing the state board exam	Exams
No compounding exam required	Exams
provides tests to assess an individuals readiness to practice	Exams
Requiring passage of a California-specific exam portion that requires the applicant to exhibit good clinical judgement.	Exams
Rigor of exams	Exams
rigorous exam process	Exams
Rigorous testing requirments	Exams
robust examination ensures protection of the public	Exams
Robust testing of applicants to ensure competence and practice standards.	Exams
RPh Board exam is challenging	Exams
running fair licensing exams	Exams
Shortening the waiting period for retaking the exam after failing to pass the first time;	Exams
Standardization of knowledge base requirements and testing	Exams
Standards of testing are equal to all.	Exams
Strengths = most challenging Board exam (CPJE) to protect customers/patients	Exams
Strict standards in testing for a license	Exams
Testing (5)	Exams
TESTING THE APPLICANT'S COMPETENCY IN ALL AREA OF PHARMACY SERVICES IN THE PHARMACIST LICENSE EXAMINATION	Exams
The board exam is well rounded	Exams
The board sets a reasonable level of difficulty for licensing exams to ensure competence	Exams
The Board uses nationally accepted examinations such as the NAPLEX.	Exams
The CPJE exam more than enough to make sure we have pharmacists that fully understand the law. Keep the inspectors working to inspect pharmacies, providing a list of revoked drs licenses	Exams
The CPJE is a well designed assessment that ensures competent pharmacist are licensed.	Exams
The licensing exam accurately reflects the knowledge necessary to practice.	Exams

The pharmacist license exam is known for being tough, which I think is a good reputation.	Exams
The use of technology to take the boards, such as the Naplex and the CJPE	Exams
Thorough state exam	Exams
Tough exams means knowledgeable pharmacists	Exams
traditionally strongest exam for licensure.	Exams
You've increased access to testing since I was a student--well done.	Exams
Equal enforcement for all members	Fair
Fair (5)	Fair
Fair and balanced.	Fair
Fair and complete.	Fair
integrity, fairness	Fair
Licensing is fair and just.	Fair
increasing licensure fees	Fees
Seems to collect enough money to keep the board operating.	Fees
You will get criticism for high fees, but I believe the fees are reasonable for the work required of the Board. Yes, they're high. They're needed to support staff and functions of the Board, I assume.	Fees
A robust licensing program for Wholesalers, 3PL and RD	General
Adequate	General
Board otherwise handles affairs well. Pandemic transitioning to virtual contact only needs to end soon & get back to business in person.	General
Collecting fees	General
ease of use	General
Excellent	General
Extremely good	General
Fine	General
Good (3)	General
Great (3)	General
I believe that licensing department is good	General
I think they are strong in all areas to license the pharmacies.	General
It very crucial that every individual get approves to deliver the best high-quality quality health care by this institution. Thank you all for being there.	General
Keep providers in regulations.	General
light years ahead of all other Brds of Pharmacy	General
Making sure people are licensed	General
Ok (2)	General
Pefect (2)	General
Pharmaceutical	General
regulate a profession in order to ensure the competency of its practitioners	General
Rules	General

Somewhat organized	General
State Law Backs the Board's activity.	General
strong	General
The board is very strong in the area of licensing, however the board is not strong in other areas.	General
The board of pharmacy is well funded with licensing fees.	General
There the government	General
They give out licenses.	General
This is a valued function and the board has been doing it for years.	General
Top quality and security noted.	General
Very few strengths	General
Very good (3)	General
Very strong (3)	General
Defining the Law	Laws/Regulation
Laws which directly work to protect the consumer.	Laws/Regulation
letting the tech vaccinate	Laws/Regulation
promote the integrity of the drug supply.	Laws/Regulation
Protecting the chain of custody on Controlled medications. Cures program	Laws/Regulation
Regulate the profession.	Laws/Regulation
regulations to be adhered by /updated/communicated	Laws/Regulation
Regulatory Compliance	Laws/Regulation
Setting rules	Laws/Regulation
standardize operating policies for licensed entities	Laws/Regulation
They write good rules	Laws/Regulation
Updating laws in reasonable time frame to match industry leader recommendations (USP) and current events (white bagging)	Laws/Regulation
Can look up is a person or facility has an active license or any issues pending licensure.	License Verification
Central location for licensing information/verification,	License Verification
Ease of checking validity	License Verification
Easy ability for public or employer to track license	License Verification
Establish practice standards for licensing	License Verification
Easy access to database of licensed professionals.	License Verification
Easy access to license verification	License Verification
Easy lookup on line	License Verification
Easy to look up whether license is clear and active.	License Verification

electronic verification process	License Verification
Excellent ease of access to verification of licensure online	License Verification
I can find active license easy,	License Verification
It is relatively easy and efficient to obtain license verifications.	License Verification
License lookup is easy.	License Verification
license verification	License Verification
Maintains a list of active licensees	License Verification
Maintains on-line data base of verified active licensees	License Verification
Online License look up	License Verification
Online services such as a searchable database for licenses.	License Verification
Online services such as license renewal	License Verification
Posting valid licenses online.	License Verification
Simple verification	License Verification
The status of any license issued by the Board can be verified on-line.	License Verification
They post licensee updates online, eliminating the wait for USPS to deliver renewals.	License Verification
Updated website for license verification	License Verification
website allows for verification, view exp date licenses	License Verification
easy renewal process.	Licensing Process
Controls the licensing of pharmacist, technicians, pharmacies in both hospitals and retail settings.	Licensing Process
Ease of renewal	Licensing Process
Ease of renewing licenses.	Licensing Process
Easy renewals	Licensing Process
Good application process	Licensing Process
Issues licenses.	Licensing Process
It has a very comprehensive yet varied range of license available.	Licensing Process

Keeping up with the update licensing	Licensing Process
Licensing	Licensing Process
Makes sure all professionals are licensed	Licensing Process
Meticulous and comprehensive licensing process.	Licensing Process
Process is clear and precise.	Licensing Process
process is detailed	Licensing Process
Process is fairly straight forward	Licensing Process
Processing applications	Licensing Process
Processing of applications & getting individuals registered in their professions.	Licensing Process
PROCESSING RENEWALS	Licensing Process
Provide license so we can find a job	Licensing Process
Renewal	Licensing Process
Renewal process is not cumbersome	Licensing Process
The board provides the license.	Licensing Process
The board's strength lies in the relative ease of becoming licensed	Licensing Process
The ease of renewal.	Licensing Process
The process is reasonably controlled and is not a burden to the licensee.	Licensing Process
They issue the licence	Licensing Process
Well documented process	Licensing Process
your able to register at time of your registration	Licensing Process
assurances of minimal level of competency for entrants into the professional	Licensure Requirements
Assure knowledge based competency.	Licensure Requirements
Background checks required for licensing.	Licensure Requirements
CE requirements (2)	Licensure Requirements
CE requirements appear to be fair and timely.	Licensure Requirements
CE requirements are reasonable and the board does not require CE submission as requirement for license renewal.	Licensure Requirements
CME requirements ensure continued proficiency in the practice of pharmacy.	Licensure Requirements
Elevating qualification criteria for advancing clinical practice by expanding residents programs and raising the bar to pass Pharm.D. exam	Licensure Requirements
ensure adequate licensure for safety	Licensure Requirements
Ensuring Pharmacist have the right knowledge and skill set to take good care of Patients	Licensure Requirements
Examinations of candidates, insuring that pharmacists are competent	Licensure Requirements

Fairly rigid requirements to uphold & maintain the quality & integrity of the professional standards	Licensure Requirements
Fingerprint verification	Licensure Requirements
Good at maintaining a minimal level of knowledge for new licensees.	Licensure Requirements
I like the new law requirement and that the Board provides easy access to get the required CEs in law.	Licensure Requirements
Insures appropriate licensing to practice pharmacy	Licensure Requirements
Insuring a minimum competency for pharmacists	Licensure Requirements
It does require CPJE	Licensure Requirements
Maintaining continued competency by requiring CE	Licensure Requirements
Maintains CE course requirements	Licensure Requirements
Making sure pharmacists are competent	Licensure Requirements
Making sure that every Pharmacy Technician has the required education.	Licensure Requirements
minimum 30 hours of continuing education	Licensure Requirements
Ongoing CE requirements to help pharmacists remain current.	Licensure Requirements
Passing nation exam and state law exam requirements qualifies legitimacy of practicing licensee	Licensure Requirements
Required Continuing Education	Licensure Requirements
requirements are reasonable	Licensure Requirements
requires CE to maintain/update knowledge/skills	Licensure Requirements
Requires continuing education	Licensure Requirements
Requires high level of skill and expertise to ensure similar level of practice	Licensure Requirements
Rigid requirement mandates experience or schooling to be licensed and work in pharmacy setting	Licensure Requirements
Rigor of licensing requirements and exams	Licensure Requirements

Rigorous testing, licensing	Licensure Requirements
Satisfactory based on a licensing exam and prerequisite intern hours	Licensure Requirements
Solid guidelines for obtaining licensing.	Licensure Requirements
Standardize requirements	Licensure Requirements
Testing requirements for licensing	Licensure Requirements
The Board establishes requirements and ensures that all licenses adhere to those standards.	Licensure Requirements
The board has continued to insist on strong clinical knowledge as a requirement for licensure in the state	Licensure Requirements
The Board provides for a summative evaluation of pharmacy knowledge, abilities and skills.	Licensure Requirements
The licensing requirements create a reasonable level of education and or knowledge of the scope of practice to ensure competence is held in the field.	Licensure Requirements
The program requires a comprehensive understanding of the regulations for manufacturing and sale of licensed medical products	Licensure Requirements
The public knows that in order to practice each pharmacist has taken the courses and passed the test and should know enough to be competent .	Licensure Requirements
The structure and scope of its requirements.	Licensure Requirements
They specify standards for obtaining a license	Licensure Requirements
very restrict on requirements	Licensure Requirements
You have to pass two exams to get your license.	Licensure Requirements
All the requirements, all the steps to get the license are very professional and change by time to maintain the high standards which are required by the board of pharmacy.	Maintaining Standards
Board has ultimate authority to hold pharmacists to be accountable for high standard of patient care	Maintaining Standards
BoP does a great job on holding high standards before issuing licenses.	Maintaining Standards
Enforcing licensing standards	Maintaining Standards
Ensures that all licensees are qualified and continue to remain in good standing.	Maintaining Standards

Ensuring qualified professionals are licensed.	Maintaining Standards
Good standard	Maintaining Standards
Has high standards to guide pharmacists and hold them to a high quality, legally and morally.	Maintaining Standards
Has higher standards than other states for licensing applicants.	Maintaining Standards
High professional standards	Maintaining Standards
High standards (2)	Maintaining Standards
high standards are expected and not lowered.	Maintaining Standards
HIGH STANDARDS FOR LICENSED PROFESSIONALS	Maintaining Standards
High standards for licensing	Maintaining Standards
High standards for Pharmacist competency to obtain a license.	Maintaining Standards
Holding the Bar of Standards effective in maintaining applicants' ability to meet the standards required to enter the profession.	Maintaining Standards
Licensing qualified individuals, setting standards.	Maintaining Standards
licensing standards should be maintained high in order to protect consumer while still allowing reasonable access to the profession for new pharmacy students.	Maintaining Standards
Maintaining a standard of a certain training level is a good thing.	Maintaining Standards
Maintaining the integrity of the pharmacy license in the State of California.	Maintaining Standards
Maintains a high standard with difficult testing.	Maintaining Standards
Maintains high standards.	Maintaining Standards
maintains inspections to maintain high standards	Maintaining Standards
Maintains professional standards.	Maintaining Standards
Mandatory licensing	Maintaining Standards
minimum standards upheld	Maintaining Standards

protecting the standards for liscensing	Maintaining Standards
Rigorous standards and requirements	Maintaining Standards
Set standards for licensing	Maintaining Standards
Set the standards and regulations	Maintaining Standards
Sets high standards for licensing	Maintaining Standards
Sets minimum standards for licensing	Maintaining Standards
Standard	Maintaining Standards
Standards	Maintaining Standards
Standards developed over many years select best practices that pharmacist should and must adhere too .Using their professional judgement, the pharmacist will use their skills within the scope of their licence to care for the patient.	Maintaining Standards
Strict system that allows accredited licensees to work in the state.	Maintaining Standards
The Board does clearly set minimum standards of knowledge, abilities, and skills necessary to assure the public safety.	Maintaining Standards
The Board has tried to keep standards high through the jurisprudence part of the exam.	Maintaining Standards
The Board maintains a high standard.	Maintaining Standards
The board's strengths is to support and advocate for standards of practice that protect consumers - like ensuring clean compounding pharmacies and a venue for consumers to report pharmacy practices that are not in best interest of patients.	Maintaining Standards
The state board upheld a the laws and standards of the profession	Maintaining Standards
They are important in the ensuring that we meet the requirements of the law.	Maintaining Standards
They promote high standards in pharmacy practice.	Maintaining Standards
Thorough in making sure those licensed meet the standards of the profession	Maintaining Standards
Tough srNdards	Maintaining Standards

Upholds a licensure process to help assure that pharmacists demonstrate the competencies to provide pharmacy services to the public. This includes the required education, experience and the examination process.	Maintaining Standards
Upholds standards of quality and ethics for licensing within the profession.	Maintaining Standards
weeds out the bad apples of the profession	Maintaining Standards
When I mention I hold a California RPh license to other pharmacists in addition to pharmacy licenses in other states it's always the California license they are impressed by and I think that is because of the continuous and progressive standards set by the California Pharmacy Board	Maintaining Standards
Addressing the changing needs of the profession.	Miscellaneous
Agree, but California is overly strict with this. one example is around the USP standards. BOP should align 100% with USP standards.	Miscellaneous
Assuring pharmacists are aided in serving the public	Miscellaneous
Barriers to entry	Miscellaneous
Broad coverage of all pharmacy providers. Tech, pharmacist, distributor, whole sale etc	Miscellaneous
California bop is closely watched	Miscellaneous
Caught cheaters	Miscellaneous
expansion of professional activities	Miscellaneous
Finally removed our personal addresses from its website	Miscellaneous
I like to renew my license as soon as possible	Miscellaneous
it eventually gets done.	Miscellaneous
It keeps foreigner's out	Miscellaneous
It used to be unique to the licensing process, and not fall into the "national board".	Miscellaneous
meets needs	Miscellaneous
necessary	Miscellaneous
NOT SURE IF LICENSING IS EVER MONITORED OTHER THAN IF RENEWED.	Miscellaneous
Organization	Miscellaneous
Patients	Miscellaneous
Peer review	Miscellaneous
Processing the checks.	Miscellaneous
Real good at raising our licensing fees and collecting them.	Miscellaneous
strong presence	Miscellaneous
That's already been answered	Miscellaneous
The board of pharmacy is like my hammer in my tool box...	Miscellaneous
They get licenses out eventually I suppose	Miscellaneous
They have lots of responsibilities to ensure opportunities for others and to make hard decisions when needed.	Miscellaneous
Too paternalistic	Miscellaneous
Uhhh gives them out if we pay enough money?	Miscellaneous

Up to date, practical.	Miscellaneous
We used to have a California license only. That seemed to keep a number of out of state and county Nablex test persons from easily obtaining a California license. Law section is good.	Miscellaneous
. (3)	None
? (4)	None
cannot think of any	None
Cant think of any.	None
Considering the minimal return on the "investment" (licensing fee), I don't see the Board's strength in this area.	None
Don't know	None
Dont have knowledge to describe/answer this question	None
I cannot think of any special strength.	None
I can't identify any particular strenghts	None
I can't think of any. (2)	None
I don't find any strength when it comes to licensing compared to other boards of pharmacy.	None
I don't know (2)	None
I don't know the Board's strengths because I am currently retired and haven't practiced in the state since 1986. I keep my license current in case I want to go back into practice. The Board should be conducting inspections of facilities to ensure pharmacists are following the licensing standards enacted. This should be their primary goal and hence their strength.	None
I don't think the board has any strengths. This is an average organization.	None
I have no concerns	None
I only have experience as far as paying for my license and having it sent to me in the mail and I haven't had any major issues with the process thus far	None
IDK	None
I'm not sure	None
n/a (16)	None
no comment (3)	None
No opinion ... all is going just fine	None
No real strengths come to mind.	None
No strength (2)	None
No strengths. Licensing is part of their duty.	None
None (26)	None
not able to answer	None
not sure (3)	None
Nothing	None
nothing comes to mind	None
Nothing I can think of.	None
pass	None

unable to think of any	None
Unaware of any strengths. Seems pretty routine.	None
Unfortunately I can not think of any strengths at this time	None
unknown	None
Unsure	None
x	None
Administration and oversight	Oversight
Audits	Oversight
Authorities, governmental, public	Oversight
Controls and maintains all aspects of pharmacy licensure	Oversight
Diligent monitoring of licensed professionals	Oversight
Effective in its administration	Oversight
Ensures all pharmacy personnel has appropriate licenses in good standing.	Oversight
Hold the authority to set requirements and withdraw licenses	Oversight
In rare occasions they will pull the licenses of people who do horrible things. I believe that their inspections of businesses can catch some bad practices.	Oversight
Investigators sift thru the complex issues of dispensing medications to millions of non English speaking residents and the flow & accounts of Pharmacies and are able to identify and charge bad players.	Oversight
Keeping on top of the license expiration dates. So that no one practicing with an expired license.	Oversight
Keeping track of expiration dates of licenses,	Oversight
Keeping track of licenses.	Oversight
Making sure rules are followed	Oversight
Making sure that licensed professionals are on track	Oversight
Managing all the licenses being the largest state for the pharmacy profession.	Oversight
Monitoring all professional working in state	Oversight
Monitoring compliance with pharmacy laws/regulations.	Oversight
Monitors the the profession to eliminate "bad apples."	Oversight
oversight	Oversight
Regulates the availability/training of licensees.	Oversight
regulating the profession	Oversight
surveyors for the inpatient setting with some working experience in this area are the best at evaluating this setting.	Oversight
The Board does provide licensing for individuals and businesses. They are responsible for total oversight of the pharmacy profession	Oversight
The board has a long list of licentiates and monitors them well.	Oversight
The board has the ultimate authority per licensing	Oversight
The Board of Pharmacy is doing a much better job of visiting pharmacies to assure compliance with regulations.	Oversight

They come on site to check on the state of the pharmacy and the working conditions	Oversight
watching for infractions of licensees	Oversight
Professional (2)	Professionalism
VERY PROFESSIONAL	Professionalism
Very professional (2)	Professionalism
Advocates of advancing pharmacist practice	Promoting Profession
Expanding pharmacists's role	Promoting Profession
I think Board strength in licensing is promoting role of pharmacy profession	Promoting Profession
Lobbying and advocating for our profession	Promoting Profession
Promotes high quality pharmaceutical services to the public	Promoting Profession
The allowed techs to vaccinate	Promoting Profession
Accurate record keeping	Recordkeeping
Keeping the recorders.	Recordkeeping
Keeps accurate records.	Recordkeeping
Maintenance of records, following procedures	Recordkeeping
The Board is always accurate in its record keeping of the licensing process	Recordkeeping
They maintain accurate and up to date licensing documentation.	Recordkeeping
very diligent paperwork	Recordkeeping
able to renew license early	Renewal Timeframes
always get My renewal Months in advance so it gives me time to get my licence renewed in ample time so it does not expire	Renewal Timeframes
consistent management of renewals	Renewal Timeframes
Early notice of renewal	Renewal Timeframes
Early renewal notice	Renewal Timeframes
Fast license renewals	Renewal Timeframes
Getting renewals done.	Renewal Timeframes
Good in sending the renewal reminder on time	Renewal Timeframes
it is an easy process to renew	Renewal Timeframes

I've never had an issue with licensing. I've always done it early and received it before my expiration date.	Renewal Timeframes
License renewal notices sent out in a timely fashion	Renewal Timeframes
License renewal was on time	Renewal Timeframes
License renewals usually sent out on time	Renewal Timeframes
Licensee notified ahead of their license's expiration date	Renewal Timeframes
Mail in certification is quick and easy	Renewal Timeframes
Notifications for renewal are mailed early enough to make renewal easy.	Renewal Timeframes
Operational level. Notifications for renewal are sent out in a timely manner	Renewal Timeframes
Processing license renewals in timely manner	Renewal Timeframes
Provides timely notice to renew licenses.	Renewal Timeframes
Quick licensing renewal	Renewal Timeframes
reasonable time allowed between renewal notice and actual renewal date for licensing	Renewal Timeframes
Regular, predictable pharmacy LSC relicensing annual window.	Renewal Timeframes
renewals always with enough time to send in for renewal	Renewal Timeframes
Renews every two years instead of every year	Renewal Timeframes
Requirements to renew every 2 years	Renewal Timeframes
SENDING THE LETTER FOR RENEWING LICENSE AHEAD OF TIME	Renewal Timeframes
Sends out notifications well ahead of time	Renewal Timeframes
sends renewal reminders	Renewal Timeframes
The renewal notice is sent on time.	Renewal Timeframes
They have a reasonable turn around time for processing renewal licenses	Renewal Timeframes

They sent my renewed license in a timely manner.	Renewal Timeframes
Timely distribution of license renewal	Renewal Timeframes
Timely notice of license renewals	Renewal Timeframes
Timely notice of the need to renew is sent.	Renewal Timeframes
TIMELY NOTIFICATION OF RENEWAL	Renewal Timeframes
Timely processing of license renewals	Renewal Timeframes
timely processing of renewals	Renewal Timeframes
timely renewal notices	Renewal Timeframes
timely renewals	Renewal Timeframes
Two year renewals	Renewal Timeframes
addressing changing needs with pandemic	Responsive
answering licensee questions	Responsive
Can call and leave a message and hear back from an Rph inspector The same day.	Responsive
during the pandemic allowed for waivers that helped out the profession	Responsive
Good response to emergency situations	Responsive
Keeping current on the education of professionals involving pharmacy.	Responsive
phoneline and access to inspectors for answering questions	Responsive
promptness	Responsive
Quick to respond to my questions that I have asked in the past.	Responsive
relatively responsive to email and phones	Responsive
responsive but overworked (not enough staff for workload)	Responsive
The Board is able to quickly and effectively alter laws and guidelines to better serve the community. I.E. Covid vaccinations.	Responsive
The board is responsive via email to regulatory questions.	Responsive
The BOP continues to use national standards for licensing rather than the old state-specific standards.	Responsive
The BOP keeps up with a multitude of licenses and licensing and stays current despite being subject to state (lack of) funding in a state that wastes money.	Responsive
They respond promptly to all complaints by public.	Responsive

1.Providing online license renewal process. 2. Providing a way for hospitals to submit relicensing documents online prior to the visit	Technology
Ability to renew online	Technology
Ability to renew online.	Technology
Able to pay renewal online....best thing yet	Technology
Able to renew and verify licenses online.	Technology
able to renew license online	Technology
Advance technology enable expedite licensing and checking license over the web.	Technology
Allowing everything to be done online	Technology
Available online	Technology
Can now renew online (2)	Technology
Dealing with renewal online	Technology
Ease of license renewal.	Technology
ease of use of website	Technology
Easy renewal	Technology
easy renewal process	Technology
Easy to renew	Technology
Easy to renew license online.	Technology
Electronic licensing is available.	Technology
Electronic processing for renewals is in place	Technology
Electronic renewals	Technology
Finally able to pay for license via website. RNs been able to do it for many years	Technology
Finally moved to electronic renewal for personal licenses	Technology
I haven't had to renew, but I understand that we can now do it on-line. That is a good move.	Technology
I like the online renewal availability	Technology
Improved with online renewal	Technology
keeping up with the internet allowing access to renew online.	Technology
License renewal is easy	Technology
Moved to online platform.	Technology
New online renewal system is a big win.	Technology
Now offering online renewals	Technology
Now online renewal & online payment is available, which makes process easier and quicker.	Technology
Now that online pay is available it's a faster process than it was previously	Technology
Online application now available.	Technology
Online availability	Technology
Online functionality	Technology
Online license lookup	Technology

Online license serve is easy to use	Technology
Online licensing	Technology
on-line payment	Technology
online payment	Technology
online payment system	Technology
Online presence	Technology
Online processing of renewals has been cool	Technology
Online registration	Technology
Online renewal (4)	Technology
Online renewal for Licenses	Technology
Online renewal is easier/quicker now.	Technology
Online renewal option	Technology
Online search	Technology
Online service helpful	Technology
permitting online renewal	Technology
Recent addition on online renewals.	Technology
Renewal available online.	Technology
Renewal can be done online now is a welcomed change.	Technology
renewal can be done online;	Technology
renewal online	Technology
Streamlined method, available online.	Technology
Strength include creating online access to renewal to ease burden on mailing	Technology
Strengths- easier for licensees to renew licenses if we are out of state. Online capabilities are strong.	Technology
The inclusion of online renewals makes the process much, much easier.	Technology
The new online service is fairly quick and easy.	Technology
They enable me to practice pharmacy. Online payment for licensing is a plus.	Technology
To be able to renew a license online and there is no display residential address of the licensee	Technology
We can license renew online.	Technology
website	Technology
Website is convenient	Technology
Website makes licensing requirements easy to understand.	Technology
You can renew on line with cc	Technology
Accuracy (3)	Thorough
Accurate (3)	Thorough
Accurate processing	Thorough
Accurately complete application/renewal process.	Thorough
Attention to details	Thorough
Board staff are very detailed when handling license changes.	Thorough

Have been able to be nimble during this last year to provide guidance on those things that are able to be part of a waiver program	Thorough
The board is very thorough in its approach to licensing.	Thorough
The board is very thorough in this regard.	Thorough
Thorough	Thorough
thorough checking of candidates before issuing licenses	Thorough
Thorough inspections for licensing	Thorough
Through	Thorough
Very precise and accurate	Thorough
Very thorough (4)	Thorough
Answers questions quickly & efficiently.	Timeliness
Approving licenses in a timely manner.	Timeliness
Fees and applications processed quickly once received	Timeliness
Issues license back on a timely manner	Timeliness
licensed us pretty quickly	Timeliness
Licenses are issued in a fairly timely manner.	Timeliness
My check gets deposited right away.	Timeliness
processed in timely way	Timeliness
Prompt	Timeliness
Prompt mailing of renewals and issuing licenses.	Timeliness
Quick licensing process	Timeliness
quick response to issues	Timeliness
Quick to send license.	Timeliness
quick turn around time	Timeliness
Rapid response during disaster and pandemic.	Timeliness
Reasonable turn around time	Timeliness
The Board of Pharmacy works in a prompt and efficient manner in the area of Licensing.	Timeliness
Timely	Timeliness
Timely reaction to submitted documents.	Timeliness
Timely with covid exemptions and disaster emergency to streamline helping the public	Timeliness
Timely, electronic renewal process	Timeliness
Turn around time is acceptable.	Timeliness
very prompt in turning around paperwork during covid	Timeliness
Website of licensed pharmacists updated in a timely manner.	Timeliness
Well their process to send license is pretty fast.	Timeliness
Publicly available information is important to ensure transparency.	Transparency
The script newsletter, provides transparency for the standards	Transparency
Transparency	Transparency
Transparency of facilities and personal licensure.	Transparency
transparent	Transparency

Licensing Strengths – Board Member Responses

Response	Categories
The application process is strong.	Application Process
The Board promotes good business. It is very candid and does a good job.	Effective
The skills test to become a pharmacist has been updated.	Exams
Licensing does a good job of helping pharmacists and technicians practice at the top of their license or certificate.	Support/Protect Licensees
Especially around the pandemic, waivers were sent out from allowing techs to provide vaccinations to many other waivers, and these were done in a very timely manner and enabled pharmacies to provide service to communities during these difficult times.	Support/Protect Licensees
Licensing does a very good job of taking on/viewing licensing topics very thoroughly, gathering feedback from all the stakeholders to get to the right decision. Policy wise, Licensing identifies areas that need to be reviewed, for example, pharmacists being allowed to do clia wave testing and technicians having more nondiscretionary jobs to assist the pharmacists.	Thorough
The Licensing Unit provides detailed reports.	Thorough
The vetting process is good.	Vetting Process
The Board addresses the important issues that need to be addressed. One of the biggest issues going forward has to do with working conditions. They are hoping to get a survey out concerning working conditions. In talking with pharmacists, I hear them complain about how many hundreds of prescriptions they are behind in and then they're giving the vaccinations on top of this, and they're not given adequate help. Our mandate is public protection, and this is a Board issue.	Vetting Process
Compared to other state boards and states, the Board is very thorough in ensuring everyone is well-equipped to be a great candidate and great pharmacist as well as a great facility. The Board does an excellent job ensuring everyone who is licensed is cleared to do a great job.	Vetting Process

Licensing Strengths – Board Management and Staff Responses

Responses	Categories
Dedicated staff in the different areas of licensing	Dedication/ Commitment
Staff is diligent in working to process and issue a large number of licenses on a weekly bases, with the outdate computer programs provided.	Dedication/ Commitment
Staff is willing to go the extra mile when it is needed.	Dedication/ Commitment
They're also always eager to help. Staff I approach with questions are always eager to help and answer my questions. Their willingness to help allows me to be comfortable when approaching them.	Helpful
All staff is very knowledgeable in their pertaining areas.	Knowledgeable Staff
Good knowledgeable staff	Knowledgeable Staff
Knowledgeable staff	Knowledgeable Staff
Subject matter expertise from individuals who have worked in Licensing for a number of years.	Knowledgeable Staff
Self funded entity which advocates for California Consumers given the current dynamic changes in science development & research.	Maintain Standards
The Board has been able to maintain a high practicing standard through licensing	Maintain Standards
The multiple license types that the Board issues I feel are beneficial for the effective regulation of certain business models.	Maintain Standards
The SSM 1s are professional, and make their staff feel valued. They are a good buffer between the SSM2 and staff.	Management
No comment.	No Comment/ Opinion
Licenses out of state providers to our consumers	Out-of-State
Some of the surveillance and guardrails that are involved prior to issuance of licensing is also good.	Oversight
Strong consumer protection	Oversight
Strong regulatory oversight.	Oversight
The policy making Board reviews emerging practices.	Oversight
Processing apps	Processing Applications
Staff works hard to process licenses as quickly as possible.	Processing Applications
Staff works hard to maintain professionalism and provide great customer service even though time always available.	Professional

Responses	Categories
Staff working in licensing. Angie Acosta is the best.	Quality Staff
The licensing staff is the greatest strength the board has. They work tirelessly every day to review, approve, and issue licenses.	Quality Staff
The team members are awesome to work with and that's the only strength I can list because do believe they must work so hard and it seems as hard as they work, they are always behind.	Quality Staff
Responsive	Responsive
The licensing staff ability to work well as a team and assist each other when needed.	Teamwork
The licensing team work very well together and work together for the common goal. They are willing to help each other out and show respect for each other.	Teamwork
the team	Teamwork
I am not a long time employee of the Board but in my limited experience, they seem to be very thorough in their review and approval of licensing.	Thorough
Strong vetting process	Thorough
The Board staff is very comprehensive in its review of current licensing standards in evaluating and issuing licenses.	Thorough
Thorough licensing process	Thorough
Thorough review of applications to ensure minimum legal standard met.	Thorough
The Board does very well managing the volume of licenses they have. They have over 30 different licenses. The licensing team does a great job on that.	Workload

Licensing Weaknesses – Stakeholder Responses

Responses	Categories
accessibility	Accessibility
can't reach anyone by email or phone.	Accessibility
Difficult to call or deal with the board	Accessibility
Difficult to contact anyone to answer questions about licensing.	Accessibility
difficult to contact board	Accessibility
Difficult to contact board and get an answer in a timely manner. Long lead time in receiving license	Accessibility
difficult to reach anyone/ask questions.	Accessibility
Difficult to talk to a human or get assistance vs other states BOP	Accessibility
hard to contact	Accessibility
Hard to establish communication with the Board of Pharmacy when questions arise.	Accessibility
Hard to get ahold of BOP staff over the phone.	Accessibility
Hard to reach someone at the Board for phone assistance (long wait times, limited operating hours)	Accessibility
How long it takes to get a facility and personal license through the BOP.	Accessibility
I wish we can contact the board by email for issues instead of calling on the phone.	Accessibility
Impossible to talk to someone to find out status of license, never received renewal info in mail	Accessibility
In addition, it is very difficult to speak with someone at the office regarding licensing issues or questions.	Accessibility
Inability to provide timely help when there is a problem.	Accessibility
Incredibly difficult to call and get questions answered.	Accessibility
It is impossible to talk to anyone by phone or email.	Accessibility
It is not always possible to contact member of the Board or employees of the Board to discuss a issue.	Accessibility
lack of availability when paying customers are trying to reach out	Accessibility
Lack of personnel answering phone calls.	Accessibility
Lack of responsiveness. Very bureaucratic	Accessibility
Licensing or relicensing pharmacies can be challenging	Accessibility
No one answers the phone, returns emails or phone calls. Excuses of "working from home" or "COVID" are not acceptable for a state board.	Accessibility
None, never has been helpful. Driven to Sacramento before cause I wasn't able to get help online or via phone.	Accessibility
Not offering licensees or applicants a reasonable communication method. Emails that get responded to weeks after they are sent, usually with an incomprehensible few lines that do not address the issue and require back	Accessibility

Responses	Categories
and forth that spans weeks or months. Acting as if people are wasting your time by just existing is not a very professional way to treat your people.	
Not personally but I've heard that it's hard contacting someone from licensing by phone.	Accessibility
Slow emailing response, difficult to speak to someone via phone due to lack of support, most things are done via mail when it would be much more efficient if it was online.	Accessibility
The inability to access staff for help.	Accessibility
The licensing has become less challenging but at the same time there are more applicants	Accessibility
There is no one to call when you have a question regarding the application process. Non of the videos I watched applied to my specific situation.	Accessibility
they don't answer the phone	Accessibility
very v ery very very slow responding to inquiries, and never picks up phones.	Accessibility
We have been trying now for six months to add a secondary designated rep to our organization and the guidance and assistance has been lacking.	Accessibility
BOP members should always have their cameras on during meeting. Perception of hiding behind their titles. BOP President (during my last virtual attendance) could not have looked more bored.	Board Members
Diversification of board members in different area of profession or different location. Such as children, pet pharmacy, women pharmacy in different state.	Board Members
Most board members have lost	Board Members
Touch with practicing pharmacy	
Recruiting Board members.	Board Members
the BOP doesn't keep records updated, even though updates are submitted, the BOP will only speak with a licensee, not an agent (ie, consultant pharmacist in the case of clinics), a different department is in charge of the payment, so the BOP may not know that your check was cashed for a renewal, lots of licensing issues.	Changes/ Improvements
I think the license renewal form needs drastic improvement. In fact, I feel that as it is almost "antique". Areas marked A,B,C... are not in an particular order and leaves us a possibility of missing a section. Also the space provided to handwrite data in is extremely small. It is time to open it up to modern technology so that it can be submitted online and paid by credit card with NO extra charges imposed on the licensees as the renewal fees are already WAY TOO HIGH.	Changes/ Improvements
Improvements of online licensing, lower fees , faster services	Changes/ Improvements

Responses	Categories
Inefficient, outdated, expensive, labor intensive driven infrastructure.	Changes/ Improvements
Instructions on how to obtain a license are not clear in that they do not address the varied nuances of facility types (such as a non-profit corporation vs. a for-profit license / permit holder).	Changes/ Improvements
laws and regulations are becoming very complicated to the point that it is difficult for licensees to stay abreast of all of the changes	Changes/ Improvements
License issuance and renewal not being tied to an inspectional process.	Changes/ Improvements
Need to also recognize and integrate national certification into licensing.	Changes/ Improvements
Poor processes	Changes/ Improvements
The board needs to look at what a pharmacist needs to do in a day, and all the regulations that the board requires the pharmacist to do, and realize how the responsibility of a pharmacist is changing by an increase in regulatory manner, but because of economic reasons he can't just hire another pharmacist, unlike the board of pharmacy that has doubled the number of inspections in the last 8 years because of the increased scope in what they have to regulate	Changes/ Improvements
The Board still makes it too easy to get a RPh license in California. They need to get rid of the NABPLEX.	Changes/ Improvements
The license application form might be confusing to some people.	Changes/ Improvements
Get more involve in partnership with training centers and school.	Collaboration
No strengths. Merge with Oregon and Washington Board of Pharmacy to lower barriers for reciprocity.	Collaboration
They don't work collaboratively with their licensees to promote the practice of pharmacy. It's all punitive and protects no one.	Collaboration
And communication if there is a problem with their application. For example, there was an issue with a technicians fingerprints but that was not communicated to them for 2 months. Once it was fixed, her application was processed in 1-2 weeks. Better and more timely communication.	Communication
BOP has draft updates that it expects you to follow, but are not published anywhere - will then reject your application because it doesn't meet their intended update and expect you to resubmit to their intended update, which you can only find out about by miraculously reaching a manager level after several dozen phone calls and insistence.	Communication
Communicating with licentiates about new regulations.	Communication
Communication	Communication
Communication difficult.	Communication

Responses	Categories
Communication if necessary and support	Communication
Communication is a big challenge. Every licensing application process requires mail communication when a good use of technology can make the process timely and convenient for both the applicants and the board. Phone lines are also not reachable most of the times.	Communication
communication related to pharmacy license applications (or lack thereof)	Communication
Communication with the Board on issues pertaining to licensure is often difficult. Understanding where candidates stand in the process is often difficult as it takes time for email or phone responses.	Communication
Communication. Board has ALWAYS made it abundantly clear they are NOT in the position to clarify information for practicing RPhs.	Communication
comunication	Communication
Effective broadcasting and general lack of FAQs when it comes to licensing procedures	Communication
Generally poor communication, both in quality and quantity.	Communication
Giving sufficient warning of upcoming changes.	Communication
I think the challenge during the Last year and till now is how to communicate and inability to have in person webinars so couldn't find answers to important questions.	Communication
Lack of communication	Communication
lack of direct communication is frustrating.	Communication
Listening to its members, especially those working in the retail environment for the big chains	Communication
Need early reminders for renewal, need expedited shipping with tracking	Communication
notification of special requirements	Communication
Opaque and arbitrary enforcement of sterile compounding rules that have not been discussed in an open, public forum.	Communication
poor communication (2)	Communication
Poor correspondence related to renewals.	Communication
Provide informations and updates as much as it can	Communication
Soliciting regular input from licensees concerning prioritization of tasks.	Communication
The amount of time it takes to get an answer if often poor. And the. Is often inaccurate. Meaning the answer is not to the question I asked and does not help one interpret the law. For example, if I can the Idaho state board of pharmacy and ask about interpretation of a law, they will call you back and actually discuss it with you. Our board here will email you a law code. Well I can obviously read or would not have succeeded in pharmacy school but I am not a lawyer so sometimes need clarification. Also, when someone does call, don't test them rudely for not understanding when it's written terrible. For example the bar codes on the controlled substance pads that were NOT included in your original emails. It's very frustrating to sift thru so many links when we are busy!	Communication

Responses	Categories
The board staff is also very poor at communicating with applicants. I deal with applications for pharmacy licensure in all 50 states plus the District of Columbia, and California is by far the most difficult board to deal with.	Communication
The challenges I see is keeping up with and getting notices and licenses sent out to an increasing number of licentiates in a timely manner.	Communication
Timely communication with license holders, effective communication.	Communication
Having to research different pays offered by local pharmacies and push for us to be a profession making the local pharmacies up out wages.	Compensation
Supporting reflective pay scale for pharmaceutical technicians in relation to the amount of work they do	Compensation
The BOP has also authorized too many pharmacy school, resulting in more graduates than jobs available. This in turn has led to corporate pharmacies taking advantage of the surplus by reducing wages/eliminating full time staff leading to loss of health benefits/overworking pharmacists & techs knowing there is nowhere else they can get a job to pay off all the accumulated student debt. Pharmacists in particular who are graduating now take on more financial burden because of these missteps.	Compensation
The has never gone after insurance reimbursement. Because reimbursement is so low pharmacies have to cut staff to stay in business. This makes the pharmacy unsafe. We have to give shots, consult with customers, fill prescriptions etc. The board must go after the reimbursement so we can have a safe environment.	Compensation
The new graduates have a hard time finding jobs and it's pushing the compensation rate down.	Compensation
The rate per hour for the amount of work expected	Compensation
Clarity & consistency with expectations.	Consistency
consistency	Consistency
consistency in directives and thoroughness and thoughtfulness when approving regulations and supporting legislation.	Consistency
Consistency with licensee adherence to consumer education.	Consistency
different surveyors with different interpretations of the law, surveyors who never practiced or little experience actually working in the setting they are surveying	Consistency
inconsistent interpretation by BOP representatives. Late or prolonged follow up	Consistency
It seems as though each employee of the board runs their own show and interpretation is left up to each agent rather than a set of rules and uniform process	Consistency
Limited expertise depending upon to whom you speak .to	Consistency

Responses	Categories
The Board does not hold ALL areas of pharmacy equally accountable. I.E. Prison pharmacies are not held to the same level of accountability as other pharmacies. Further, CEOs are not licensed by the Board of Pharmacy; and, have nothing to lose when they direct Pharmacists to do things in conflict with patient safety or the law. Pharmacists end up being placed between a "rock and a hard place" to subject their careers to termination because of the "whims" of CEOs and trying to follow the law to do what is in the best interest of patient safety.	Consistency
The Board does not seem cohesive and depending on who you talk with at the Board you can receive several different answers to the same question.	Consistency
The interpretation of the processes are inconsistent and seem random.	Consistency
they are not reliable, and take little ownership in processes and tasks that "belong" to them	Consistency
With in person review of licensing by Inspectors for LSC there is variance in interpretation of laws by inspectors.	Consistency
Challenges this year was dealing with COVID; adjusting to virtual communication	COVID - Disaster Response
Covid 19	COVID - Disaster Response
Deal with any situation during covid 19	COVID - Disaster Response
During Covid, difficult to inspect. Sometimes you have a propensity to go after the good guys and miss the bad ones.	COVID - Disaster Response
I'm not really sure, the process was fairly simple and easy to understand. I'm sure COVID-19 posed a challenge though for new licensees.	COVID - Disaster Response
Lots of delays are longer with COVID.	COVID - Disaster Response
Pandemics	COVID - Disaster Response
Timeliness to receive licenses - may be due to Covid	COVID - Disaster Response
We are in 2021/ Poor job done dealing with the class of 2019 and the cpje. A pathetic job was done by the board. It cost applicants thousands in foregone wages or salary	COVID - Disaster Response
Customer service Addressing issues and complaints.	Customer Service
Customer Service was lacking when my payment was lost in the mail for my license renewal. I had difficulty getting Customer service in the license renewal department.	Customer Service
Interactions are often rude and short. I would rather not deal with this board at all but I have no choice.	Customer Service
Lack of customer service skills.	Customer Service
Most every interaction has been difficult with the board	Customer Service

Responses	Categories
The people who answer the phones always seem annoyed that they are being contacted. Poor attitudes.	Customer Service
The staff a rude.	Customer Service
Usually rude or cold, and occasionally very rude.	Customer Service
they lose things, they take a long time to complete tasks, they do not adequately communicate with license holders or applicants.	Efficiency
A bit behind on updating license status. Mistakes were made previously.	Efficiency
efficiency in processing applications (recommend enhanced electronic process)	Efficiency
Efficiency which can cause delays	Efficiency
Efficient, reliable service, team work	Efficiency
Inefficiency, speed	Efficiency
inefficient; disorganized	Efficiency
Largely, but not always, incompetent.	Efficiency
Loses applications, very slow.	Efficiency
Losing paperwork that is mailed to the board.	Efficiency
Losing records (background checks, paper license renewals)	Efficiency
New facility applications are cumbersome and take longer then expected.	Efficiency
-not very efficient or rapid in responses to questions/concerns	Efficiency
Oftentimes, information sought through the issuance of a deficiency has previously been provided, and oftentimes the information sought is not required as part of the laws or regulations governing licensing.	Efficiency
Processing is inefficient.	Efficiency
Very slow,inefficient process.	Efficiency
Very weak in getting licenses to licensees in an efficient manner. Very weak compared to Nevada in accepting online credit cards and then getting renewals automatically done and imaged for us and immediately taken care of. For the amount of money paid, nothing is being done to get things to us on time and then you are saying work is outsourced when it could easily be taken care of. If it is outsourced then we expect faster return of paperwork.	Efficiency
Well proper spelling of names on licenses would be a starter. Then hiring competent people that can possess basic requests in a timely manner. What can I expect? This is abysmal California, do we ever get proper help without some red tape?	Efficiency
It is the only state that uses a test other than the MPJE, which then takes weeks to process and release the results, while the MPJE is processed in 3-5 business days and is released online	Exams
Absolutely nothing. Yet questions that people don't even use in real practice.	Exams
Academic Integrity	Exams

Responses	Categories
Board examination is very nuanced. It does not major on the areas that are most often encountered in practice but seems to select for very nuanced scenarios that most practicing pharmacists rarely encounter and would need to investigate action on.	Exams
Board exams	Exams
Board should go back to old system of clinical exam and have Ca board Exam the way it used to be BEFORE 2003 rather than going for NAPLEX	Exams
Cheatin	Exams
Cheating	Exams
Cheating on exam and not having a tough enough exam	Exams
Cpje cheating	Exams
CPJE does not focus on pharmacy laws, focus on brand names is outdated and unnecessary.	Exams
CPJE doesn't focus on law practice. Cheating to pass exam. Theres not a good resource to study.	Exams
CPJE omits law to a point that it doesn't make the applicant competent in California law. Sure the exam is more challenging in a clinical aspect, but because the preparation for CPJE is mainly clinical aspects, I found myself very unversed in California law once I started practicing.	Exams
Delay in NAPLEX results, delay in NABP application, delay in licensing	Exams
Dependence on highly archaic measures to gauge an individual's eligibility to hold a license. Neither CPJE nor NAPLEX are good measures of whether someone will be a good pharmacist. It's disheartening to see so many RPH with so little common sense, whereas they are able to find any of the information required to be memorized, they offer terrible quality service to patients, are unable to discern unethical practices, or promote positive change. Perhaps it's important to contend with the idea that in this day and age, information is at the fingertip of ALL pharmacists, and the ability to memorize everything does not make a good pharmacist.	Exams
Exam too easy. Constant increases in fees with no consideration of how the overall wages of pharmacists are decreasing because of increased schools and graduating students.	Exams
Exams	Exams
Failure to maintain security of law portion of exam was wasteful & hard on those who took exam legitimately & employers who were delayed in hiring.	Exams
Giving an exam that doesn't get withdrawn	Exams
Has weakened example given the cheating with the last round of testing . NO action or or any penalties to the wrong doers.	Exams
Having a secure test, a test that is applicable to clinical practice (test seems outdated and old when I took it), very expensive- probably the most expensive state to have a pharmacy license in.	Exams

Responses	Categories
Having systems that are "cheat proof" and yet fair.	Exams
I had always thought that the major strength of the board was the unique test requirements for those seeking licensure in California, since my initial license exam this has been eliminated turning a strength into mediocrity. Not that graduates from other states are not as qualified or competent but they did have to meet California standards, that is no more.	Exams
incidents of cheating/sharing of questions from licensure examinations	Exams
It lacks strengths as it messed up the board exam last year.	Exams
Leadership turned a blind eye cheating on standardized test.	Exams
Licensing is too extensive as far as after graduation. Just because a person can pass the test doesn't mean they can practice correctly. Testing should be based on certain focus not general.	Exams
Licensing test passing rate unreasonably high creating deluge of licensee.	Exams
Make the exams more challenging to improve the profession's skill set and knowledge overall. (i.e. medical board)	Exams
Making sure the exams are administered fairly, secure from cheating.	Exams
Monitoring and reducing Licensing exam cheating. Maintaining qualified and competent pool of pharmacists (License renewal should require some type of examination every 4 - 5 years to keep practicing pharmacists up to date)	Exams
Moved away from state specific requirements and allowed NAPLEX test takers to further dilute states job market. Cost now for licensure has also increased well beyond current inflation	Exams
Need more oversight on exam cheating and the quality of candidates that go on to become licensed	Exams
Passing the written exam doesn't really mean that the individual is proficient in the different areas of pharmacy	Exams
Poorly written CA Law exams	Exams
Posting timely results of board exams	Exams
preventing cheating	Exams
Providing an ample number of testing times, dates, locations.	Exams
PROVIDING EXAM IN MULTIPLE LOCATIONS MORE FREQUENTLY	Exams
recent issues with board testing integrity	Exams
Should have not gotten rid of the way it use to do the California State Pharmacy Board Exam. Which was exclusive to California only. It allowed less pharmacists from other states and countries to practice in California.	Exams
Test integrity	Exams
Testing	Exams
Testing requirements for licensing	Exams
the board had great strength when it made up its own pharmacist license testing. naplex detracts from the california Board's strength.	Exams

Responses	Categories
The Board is stuck in the 1990's with the belief that the National Board isn't good enough for California and that we must have a "clinical" test of our own. I think it is time for the Board to turn its attention to ensuring that the NAPLEX is rigorous enough to meet the needs of our state rather than to continue to be insistent that we must have our own.	Exams
The Board licensing examination can be capricious and arbitrary. I don't know that there is any effort made to allow for cultural differences in taking the exam.	Exams
The board of pharmacy needs to change the CPJE and make it a strait forward law exam if they want "reasonable" access to the profession and allow out of state pharmacists to have a chance.	Exams
the california pharm law exam is outdated and the state should use the Naplex and the national law exam rather than it own law exam.	Exams
The cheating that occurred at some exams in the past.	Exams
The CPJE does very little in terms of actually reflecting ones ability to practice effectively. It's over emphasis on outdated brand names is inappropriate. Exam needs a serious overall to make it more useful.	Exams
The CPJE exam is weak in security and should not be the same test given the fiasco of 2019. Schools of pharmacy and fraternities all email each other the questions once a test is given	Exams
The CPJE testing process is too skewed and doesn't really test on the law.	Exams
The integrity of the CA licensing exam has been compromised 3 times in 15 years.	Exams
The pass rate for the CPJE which should be a minimum competency to practice pharmacy exam seems low.	Exams
The pharmacist exam has been "dumbed down" over the years and does not prove competency.	Exams
There is a perception that unless you are from a select couple of pharmacy schools in California, who have insider information or access with the board, you will have to wait on getting your exam scheduled, and there is a bias against out-of-state applicants.	Exams
They don't maintain the integrity of the law exam	Exams
They should not have adopted the NAPLEX	Exams
Timing of exam result availability, they take months to be returned to test takers.	Exams
Watered down Board exam that even our best technicians could pass	Exams
Weaking of licensing testing	Exams
writing a fair exam.	Exams
increased licensing fees	Fees
Renewal fees keeps increasing. Renewals online requires a charge for using a credit card.	Fees

Responses	Categories
Although all fees were paid the board did not process our permit license and the facility almost received a citation. Huge price increases this year felt unjustified.	Fees
annual license fees are too high	Fees
Board's license fee keeps going up.	Fees
Charge too much	Fees
charging fee to pay online, extreme high re-newel fee	Fees
Cost (5)	Fees
cost is unjustifiably high.	Fees
Cost of licenses is also astronomical	Fees
cost of licensing renewal	Fees
Cost of licensure needs to be controlled; last fee was enormous.	Fees
Cost of renewal	Fees
Costly.	Fees
Doubling fees, with no justification.	Fees
Dramatic price increases for license renewal	Fees
Excessive increases to cost of licensure.	Fees
Excessive recent increases in the cost of the license	Fees
Expensive	Fees
Expensive and time consuming.	Fees
Expensive fees.	Fees
expensive to renew.	Fees
expensive, racked with fees compared to other states	Fees
fee increased a lot	Fees
Fees	Fees
Fees are increasing at an alarming rate and these increases are unreasonable	Fees
Fees are too high.	Fees
Fees for licensing and timely posting of renewal	Fees
Fees increase a lots.	Fees
fees just always increase	Fees
fees too expensive	Fees
Fee's, and a fee for using online renewal.	Fees
Fees... student debt impact	Fees
Finding other ways to making money other than licensing fees and punitive penalties.	Fees
For some reason, the CA license is obscenely expensive. What exactly do we pay for other than arrogance and incompetence.	Fees
Frequent license fee increase.	Fees
Greatly increased fee to renew 370 from 115 yikes!	Fees
High cost and rising licensing fees	Fees

Responses	Categories
High cost for license renewal	Fees
high cost of renewal license for PHY	Fees
high personal license fees	Fees
High taxes and costs for California licensed professionals while unclear where all these funds go	Fees
High/higher costs for relicensing. Since the LSC licenses are based on "rooms" not space/square feet if I had one very large IV room with only one license the fees would be significantly less than having multiple small IV rooms at the same address. I was told that fees went up because of travel costs for inspectors (this year inspectors did not travel and instead did remote inspections). The fees do not seem to meet the current inspection process. Also, the travel costs for these multiple LSC licenses are limited as the inspector completes inspection of all locations with the same one trip or the same one virtual inspection.	Fees
I feel fees for licensing and renewals prevent some people from continuing on that path.	Fees
Increased costs, and requiring institutions to obtain a LSC for more than just a clean room is excessive	Fees
increased fees (2)	Fees
increased prices with not much benefit to licensees	Fees
Increasing costs	Fees
Increasing costs to maintain the license because of increasing fees.	Fees
increasing fees	Fees
Increasing fees annually	Fees
It is one of the most expensive, if not the most, in the country	Fees
its ridiculous that you cant pay online without extra fees.	Fees
Keep cost down. I am an active license retiree.	Fees
Keep raising the price of the license	Fees
KEEPING FEES AT A REASONABLE RATE	Fees
Keeping fees equitable.	Fees
keeping fees LOW	Fees
Keeping license costs down	Fees
Keeping the processing fees to reasonable amount for licensees	Fees
Lic Fee is excessive, while health professionals were working in harms way last year the lic branch services were not accessible as easily as should have been.	Fees
License is excessively expensive	Fees
License renewal fee has been increased drastically.	Fees
License renewal fees are very high.	Fees
License renewal fees becoming excessively expensive for pharmacists and technicians - especially techs as they have considerably lower wage compared to pharmacists.	Fees

Responses	Categories
Licenses fee has gotten out of control ...	Fees
Licensing fees are extraordinarily high especially given the difficulty for many pharmacists to secure full time work.	Fees
Licensing fees are too high and continue to increase despite stagnant earnings for licensees in the current job market.	Fees
Licensing fees have increased year over year and are becoming prohibitive.	Fees
Need to lower fees	Fees
No online fee payment makes process extremely inconvenient.	Fees
No strength to be mentioned. The fees is going up	Fees
No strengths. Very skilled in forcing pharmacists to pay an astronomical amount of money which serves no benefit to grow the pharmacist professional or pharmacy profession	Fees
Not sure, very expensive dues required for unknown value	Fees
Onerous and arbitrary fee increases and additions.	Fees
Out of touch with focusing on the pharmacist profession and where things are headed. Demanding such a large amount of money to hold a pharmacist license in California yet they do nothing to advocate to keep pharmacist pay from dropping way below the rate of inflation. Inappropriately using pharmacist renewal fees for some website offering birth control services etc without pharmacist's consent. Focus on finding the inappropriate opiate prescribers use the renewal fee to find and stop inappropriate opioid prescribing	Fees
Outrageous fees for licensing and nothing in return, lack of quick response, do away with paper license	Fees
pharmacist license cost increased DRAMATICALLY without much transparency regarding why.	Fees
Price increased tripling in price within 2 cycles	Fees
Prices are skyrocketing	Fees
Processing license renewal fee not budgeted accordingly	Fees
Raising fees so much the last few years- very unfair in a pandemic and when jobs are condensing. The board is contributing to this profession becoming one that an individual can not work for an extended career	Fees
Raising our fees to one of the highest in the professional arts.	Fees
Raising the license fees.	Fees
Raising the price of simply maintaining our licenses is tough enough, especially if we're nationally certified and have to do CEU's to keep up said certification.	Fees
Recent increases in fees (nearly doubled) for all types of licensing amounts to undue taxes without representation & are unwarranted.	Fees
Renewal fee too expensive.	Fees
Renewal fees keep going up so much.	Fees

Responses	Categories
renewal license fee went up too fast and too high.	Fees
rise of license renewal fees	Fees
Rising cost	Fees
Seems to be an imbalance in the fees charged for licensing (historically there was a shortage of pharmacists in this state but our licensing fee was reasonable; now there is an abundance of pharmacists in this state, but our licensing fee has skyrocketed; also since the process is computerized, to collect and process licensing fees should be less expensive that it was in the past)	Fees
since the Pandemic the price of licencing has gone up	Fees
The fee is high	Fees
The board just keeps raising the COST for renewals of my Pharmacy license!	Fees
The board's strengths are to take peoples money for the name of protecting consumers but in reality they do NOTHING for the consumers!	Fees
The cost has increased exponentially to renew the license.	Fees
The cost keeps increasing every 2 years or so.	Fees
The cost of annual renewal continues to go up.	Fees
The cost of the technician license doubled!! it went from \$70 to \$140 instantly. I am on hourly salary and feel that's excessive. Why so much? Maybe gradual increase.	Fees
The cost to renew is too expensive.	Fees
The exorbitant increase in renewal of license fees.	Fees
The expense is excessive.	Fees
the fee is high	Fees
The fees associated with renewal seem to be increasing exponentially.	Fees
The increase in fees have also been completely astronomical with the last few cycles of renewal.	Fees
The inspections are quite costly. With diminishing reimbursements and higher costs, this becomes burdensome.	Fees
The license fees are exorbitant	Fees
the license fees have increased at an inappropriate rate to an amount that is too high. A license fee of over \$500 is not right, considering there are many more pharmacists paying for registration fees in the last 5 years. The fees need to come down. Since the cost increases do not match with any new services, representation, or quality of communications with the board, I have to give a rating between effective and poor in the next question so I choose poor for now.	Fees
The licensing fees are way to expensive.	Fees
The pharmacy technician licensing is extremely high for the amount we are being paid in the local pharmacies.	Fees
The price is outrageous!	Fees

Responses	Categories
The price of renewal of a pharmacy license in California is nothing short of obscene.	Fees
The prices are so high, and keep getting raised to keep the license. Why is a pharmacy tech license so expensive?	Fees
The prices for pharmacist license renewal the Board is now charging are nothing short of obscene. The average annual salary of a surgeon in CA is \$447,826. They pay \$783 every other year for license renewal. The average annual salary of a pharmacist in CA is \$154,901 - 34.6% of what a surgeon earns. A pharmacist pays \$517 every other year for license renewal - 66.03% of what a surgeon pays. So, a pharmacist is paying, in essence, double what a surgeon pays for license renewal in CA.	Fees
The rate at which renewal fees are increasing is ridiculous, especially given the piss poor wages being offered by the industry.	Fees
They have raised fees substantially and they have increased wait times. Pharmacists pay more for their license and get reduce service in return.	Fees
They seem to be in the business of trying to generate revenue by being very stringent with ce violations and increasing the cost of a pharmacy license, it may be because the increased scope in what pharmacy inspectors have to do these days.	Fees
They want to keep raising the license fees on renewals!	Fees
Too expensive	Fees
Too expensive to renew	Fees
Too expensive! The BOP almost doubled the license renewal fees. It's absurd and outrageous considering the BOP is a monopoly and we have no choice.	Fees
Too expensive,	Fees
Too EXPENSIVE. It seems that the Board is for the Consumer but makes the Profession pay for all the extra requirements. I know that a reasonable "extraction" from the profession is acceptable however open ended unlimited onerous burdens should NOT be borne by the Profession when other entities and stakeholders should be held accountable and responsible.	Fees
Unfortunately, pharmacies are following the rules, costing a lot of money to follow the rules and losing out financially while other non licensed operations (physicians' offices) are prosperous.	Fees
Very expensive (2)	Fees
very very expensive.	Fees
We pay more for a worse relationship with our board sadly.	Fees
why charge extra to have pay for license online.	Fees

Responses	Categories
Also, the Board needs to create more jobs for pharmacists, not create more pharmacists. The pay has been stagnant and in some areas the market is so competitive, the pay has decreased for pharmacists! That is horrible management by the board on the supply of new pharmacists.	Flooded Profession
Board is putting out too many pharmacists who are at risk of not getting a job with hugh debt in the near future	Flooded Profession
For profit schools flooding the market with grads, driving down standards and wages.	Flooded Profession
Many pharmacy schools open more licensing fees, but unfortunetly profession may not be as forward moving	Flooded Profession
Now we have more pharmacists than available jobs. I am a pharmacist with 10 years of experience, it took me 7 months to find a new job. It is very disappointing!	Flooded Profession
processing licenses/renewal notices, year over year increasing number of licensees seeking licensure	Flooded Profession
Produce too many pharmacists which may lead to less quality pharmacists	Flooded Profession
The number of pharmacy schools and pharmacist graduates increased exponentially for 20 years.	Flooded Profession
Too many license issued, too many pharmacist in California now	Flooded Profession
Too many licensees.	Flooded Profession
Too many licenses given. Oversaturated. Some new licensees don't even know simple things	Flooded Profession
Too many new pharmacists are being licensed, the profession is being diluted.	Flooded Profession
Too many people passing. Too many pharmacy schools. Ruining profession.	Flooded Profession
Too many registered pharmacists. Need to find a way to slow the number of new licensees.	Flooded Profession
Challenges in the area of licensing are little to none.	General
Everything	General
everything else	General
Excess professional	General
Fair	General
I believe it is difficult for the board to find problems before the fact; and it is only after licensees or permittees have abused the system that the board steps in	General
I genuinely cannot think of one thing that the board does right when it comes to licensing.	General

Responses	Categories
I have no idea.... I imagine that there are a lot of t's to cross and i's to dot.... which may be hard to keep track of.	General
In my experience, none.	General
It's a tremendous task to correlate everything regarding licensing.	General
Minimum	General
None, the Board is basically the poster child for how not to handle things.	General
Ok	General
Pharmacists	General
Poor	General
Poor in my case	General
Processing our applications and CPJE test results.	General
The Board of Pharmacy seems to have become a money generating agency rather than a quality agency through cite and fine.	General
The Board should live and act by his own principle, like the Justice part in the Georgetown Mantra.	General
The only DCA Board with so many types of licensees and for not only people and facilities but also for functions.	General
They must be correct because they have the power to take the livelihood away from a professional or business.	General
Ver challenging	General
Very challenging	General
Board loses its independence to protect the consumers and to defend the public welfare because of political and corporate influence.	Influence/Politics
Government	Influence/Politics
the licensing boards are frequently run by people with a vested interest in the occupation and sometimes even by the same people who lobbied for a license's creation. This can be a problem if someone has too much power and are excluding others to have an opportunity.	Influence/Politics
Know how in the space	Knowledge/ Training
The analysts tend to not understand what they are looking for, or ask for the same things over and over that do not exist.	Knowledge/ Training
The diversity of practice areas requiring specialization, balanced with general knowledge for all.	Knowledge/ Training
Additional some of the recent changes related to opioid controls seem a little too heavy handed and a "one size must fit all" approach. For example, if you don't work in area that deals with opioids, it makes no sense to have to maintain access to the system and change your password regularly. The result is that the only time you access the system, is to change a password. That seems a bit silly.	Laws and Regs - Implementation

Responses	Categories
law exam is too clinical; Board website needs to be simplified and less wordy to find solutions quickly; CURES is unnecessary since I'm not involved in direct patient care; too much regulation over IV compounding results in wasting paper, wasting more time spent per order, too many toxic substances required for cleaning surfaces, excessive garbing that restricts breathing and vision, etc	Laws and Regs - Implementation
All the laws are grey. If you ask a question the answer is look at the law book and we will decide later if you are correct.	Laws and Regs - Implementation
I feel that a lot of the new regulations do not improve patient safety and/or safety of pharmacists and technicians which should be the main focus of the board.	Laws and Regs - Implementation
Law	Laws and Regs - Implementation
One problem we had was when we called for clarification on a law the representative could not help us. Just told us to read the law book. It was NOT HELPFUL. Then we have fear that we are doing something wrong... or maybe not? We want to follow the law but when it isn't clear in the law book and nobody from the state board can clarify, that is extremely frustrating.	Laws and Regs - Implementation
Opioid regulation should be pushed to the Medical board, DEA and MDs who are still not being held accountable for their prescribing practices. It should not be left to a pharmacist who gets berated and belittled for trying to protect the public and patients.	Laws and Regs - Implementation
Poor track record of publishing clear, unambiguous and functional interpretations of pharmacy law and regulations.	Laws and Regs - Implementation
practicality of implementing the rules for independent pharmacy example: new rule which states the pharmacy has to give phone number for weekend consult is not practical for pharmacies closed on weekends	Laws and Regs - Implementation
Setting out clear expectations of the laws. Sometimes I feel it's hard to get clear expectations of the grey areas of the law. The law book is written in too much legalese. I learn much from the twice yearly Script publication.	Laws and Regs - Implementation
Some of the rules and regulations are set to make compliance very difficult without costly or near impossible changes without time and guidance. Since many pharmacies and health systems are on different electronic medical records, it's hard to obtain compliance if the private EMR companies will not make changes rapidly in response to orders of correction. It would be interesting if the board of pharmacy had more influence in the EMR capability realm.	Laws and Regs - Implementation
Stop passing stupid laws. Apply some common sense approach. You are making it difficult to practice my profession.	Laws and Regs - Implementation

Responses	Categories
The board adopt and enforce regulations that are inconsistent across different areas of pharmacy practice. The challenges faced by retail pharmacies are different from mail order. For example, the way board inspectors pick on pharmacists in community setting for providing patient consultation and rarely hold mail order business to the same standards.	Laws and Regs - Implementation
The required law ce does not interface with NABP to collect CE hours. That needs to be fixed please!	Laws and Regs - Implementation
There is not enough explanation/discussion around new laws. Reading the law without interpretation isn't helpful. There needs to be more interpretive guidelines provided. More like The Joint Commission. The Board dose not adequately support and promote the profession.	Laws and Regs - Implementation
They will not give advice in writing or over the phone on issues of the interpretation of the law or regulation.	Laws and Regs - Implementation
Aim at improving patient care using licensed pharmacists	Maintaining Standards
ARE THEY GIVING THE RIGHT LICENSING TO THE RIGHT PHARMCISTS	Maintaining Standards
Assuring all licensed pharmacists are capable of practicing without jeopardizing patient care	Maintaining Standards
Assuring that the programs presenting graduates for licensure are providing a competent education.	Maintaining Standards
Becoming too lenient.	Maintaining Standards
Being fair and just to all citizens of the state of California	Maintaining Standards
Ensuring that successful applicants truly meet the standards required to practice in any professional environment, and that once licensed, pharmacists continue to meet that standard.	Maintaining Standards
I think licensing should be stricter, too many people getting a license isn't necessary. Their needs to be more evaluations to gain a license, including pharmacists who are on probation need to have extended probation or completely revoked licensing.	Maintaining Standards
its been too long that i spoke with someone at the Board. I used to communicate with Hope Tamraz. Board is too liberal in issuing license	Maintaining Standards
I've noticed in the last several years, new resident grads are not capable either with clinical judgement nor pharmacy operations (order verification, dispensing, overseeing techs). I believe the requirement for internship hrs actually in a pharmacy is inadequate to prepare for practice.	Maintaining Standards
Keeping quality high	Maintaining Standards
Keeping the quality of our new licensees up to our high standards for patient care.	Maintaining Standards

Responses	Categories
lets see let non citizens with no drivers licence give them a license??? you have no strengths	Maintaining Standards
licenses should on.y be given to qualifiedd candidated	Maintaining Standards
Licensing qualified quality pharmacists with integrity.	Maintaining Standards
Licensing unqualified new pharmacist with no experience and very weak communications skills.	Maintaining Standards
Maintaining a standard of excellence in the licensing of Phaarmacy Techs	Maintaining Standards
Maintaining high standards and not succumbing to the equity movement and demand quality to protect consumers.	Maintaining Standards
Maintaining the standards of liscensing. Audits of facilities and follow up on complaints.	Maintaining Standards
Make sure, all the candidates are qualified.	Maintaining Standards
Mandate school education and national certification for pharmacy technicians. There needs to be a position that exists between traditional pharmacy technicians and pharmacists. In comparison to the medical field, there is nearly as much difference between a certified nursing assistant to a physician, as there is between a pharmacy technician and a pharmacist. There needs to an in-between comparable to a nurse in the medical hierarchy.	Maintaining Standards
Need to protect the public by ensuring that pharmacists maintain their skills and dont know if this is done consistently since ce requirements dont represent skills.	Maintaining Standards
Not able to handle the influx of foreign trained Pharmacists and still maintain the quality of the profession. Doing a very poor job upholding Pharmacist standards in California.	Maintaining Standards
Not sure how to answer. Since 2005 I've been dismayed at the low level of competence shown by newer licensees. California used to have the highest standards in the country.	Maintaining Standards
our new grads have no clue about regular pharmacy medications - they are too busy with statistics or possibilities. We need to get back to basics - like what Permethrin is used for and how. Experience is not sufficient.	Maintaining Standards
quality of candidates	Maintaining Standards
The bar for licensing seems to have been lowered over the last several decades...perhaps the Board should examine whether or not just graduating from any School of Pharmacy is sufficient for sitting for the licensure exam...other methods of screening for licensure should be considered. We are held (or at least we have been) in the highest level of	Maintaining Standards

Responses	Categories
public trust, and the public should be given the very highest level of ethics and professionalism in the pharmacists that serve them.	
Their challenge is to make sure they're approving licenses to correct individual	Maintaining Standards
They are licensing too many pharmacists with lower skills	Maintaining Standards
This board does not promote standards. Equity is equality. The medical profession should not promote equity and put consumers at risk. This is not a strength nor should you suggest this is to "protect consumers." This is an embarrassment to our profession.	Maintaining Standards
To be fairly set up the standard.	Maintaining Standards
Upholding standards of excellence and competence for those seeking a license to practice. A number of years ago standards were lowered and the results of that sometimes can be seen today in day to day operations.	Maintaining Standards
upholding the high standards of the profession	Maintaining Standards
Allowing too many foreigner's in	Miscellaneous
Assuring that there are enough people who speak languages Other than English, who are also fluent in English.	Miscellaneous
Being able to understand the challenges of each practice site and how to best meet the mission of the Board of Pharmacy without making the practice sites complete tasks that may not provide a meaningful contribution to furthering the mission	Miscellaneous
Businesses are not licensing management and those people are ultimately responsible for safety of the public.	Miscellaneous
California Board of Pharmcy wishes to expedite licensing for pharmacists from foreign countries . This seems a dangerous goal. Many countries have doubtful agencies and boards. Degrees can be purchased. Records are destroyed by wars and disasters. The language of CALIF has been English & Spanish. Electronic communications assist information transfer among pharmacies. A certain competency of English and Spanish is necessary. Or a electronic mechanism or protocol mandated to expedite transfer of prescription information in a timely less confusing manner. Issuing a license with out verification English or Spanish skills is placing a dangerous road block to the mandate of the Board to Protect & Serve the Public. We cannot continue to rely on new label laws.	Miscellaneous
Demanding more accountability from boards of other professions	Miscellaneous
Difficult to assess common sense, ethics.	Miscellaneous
English language proficiency of new licensee	Miscellaneous

Responses	Categories
English proficiency	Miscellaneous
Equity for all learning groups	Miscellaneous
Going back to the unique level.	Miscellaneous
Hand tied with legal requirements for Advance Placement License. No provisions for grandfathering practitioners with extensive experience.	Miscellaneous
In person service	Miscellaneous
Is there a national database to ensure standards?	Miscellaneous
Language skills of applicants is not formally assessed.	Miscellaneous
Length of time for license for facility	Miscellaneous
License term. I think it should be longer.	Miscellaneous
lots foreign riff raff	Miscellaneous
Lots of crazy stuff going on with the opiod crisis	Miscellaneous
No rationale for continuing to use CPJE.	Miscellaneous
Oral interview of candidate.	Miscellaneous
Out of state pharmacies	Miscellaneous
Pharmacy boards	Miscellaneous
Properly evaluating foreign graduates.	Miscellaneous
Security and compromising by outside agencies.	Miscellaneous
Sometimes the Board over emphasizes the true risk to the public of certain pharmacy procedures/practices. Unlike other Boards they do not consider how their beliefs may affect the publics access to pharmaceutical services or the overall cost of their opinion of safe verses other options of safe.	Miscellaneous
The board has no chalkange	Miscellaneous
the diminishing profession of pharmacists	Miscellaneous
There is no baseline evaluation process in speaking and understanding English when applicants are licensed.	Miscellaneous
Too late to renew the licenses	Miscellaneous
Trying to comply with all of California's medical needs	Miscellaneous
Unable to do deliveries due to medical conditions	Miscellaneous
Unable to meet demand due to restricted hours of operation resulting in reduced and compromised access of care for communities.	Miscellaneous
volume	Miscellaneous
No comment (3)	No Comment/ Opinion
N/A (17)	Not Applicable
Ability to do tasks online, system relies on paper too much still, timely communications via email, phone.	Online Services
All license renewals should be able to renew on line via electronic payment	Online Services
Allowing online renewal	Online Services

Responses	Categories
Antiquated renewal process - should be much easier to renew online and not be charged a convenience fee for doing so. Also still waiting to receive our ADDS official license (initial inspection was done 5/2019)	Online Services
Cannot renew license online; Online license lookup results are not printer-friendly	Online Services
Computer system/program. No online license renewal	Online Services
Designated Representative licensing: Training Affidavit forms require a wet signature. DR Trainers have to mail these forms to each trainee. This is 1970's technology. It is 2021, please convert this form to an electronic signature by all DR training providers that would enable electronic transmission to the trainee. If I had a dime for every lost training form (either by the recipient or USPS, FedEx, or UPS) I would be rich.	Online Services
don't accept American express on website	Online Services
Easy payment protocol. My payment card was hacked after paying for my license renewal.	Online Services
Electronic licensing services available.	Online Services
Electronic notification of personal licenses needed.	Online Services
electronic renewal would be helpful, as a license holder	Online Services
Everything is in paper (no online submission)	Online Services
Getting everything set up for credit card renewals	Online Services
I wish renewal the Board can accept electronic request of renewal and electronic signatures for all types of licenses including clinic licenses to go paperless.	Online Services
improvement in online functions	Online Services
Inability to handle credit cards transactions. Slowness of handling payments.	Online Services
inability to submit forms or documents online	Online Services
It will be best if the board can add electronic services for renewal of licenses where payments and forms are all filled online	Online Services
It would be nice if online option was available as the USPS option is quite slow.	Online Services
Lack of ability to submit certain paperwork digitally	Online Services
lack of online self assessments and pharmacy and compounding license renewal.	Online Services
large volume to process, needs online system for applications and renewals	Online Services
Logistically the application and renewal process is heavily reliant on a paper process. I would like to see a transition to an electronic renewal/application process in order to expedite the process and so that licensees can see where in the process their status is.	Online Services
Mail in renewal and initial licensing is cumbersome and often delayed. It is online and much more streamlined in the other states I am licensed.	Online Services

Responses	Categories
Moving to online services - application processing, dissemination of exam results will help.	Online Services
Need to move to online renewal for more efficient renewals	Online Services
Needs to update on how to apply and receive license online.	Online Services
no online applications for licenses (snail mail is just that...snail pace), not helpful what so ever. Getting licensed in CA was the worst licensing experience I have ever had. The most expensive and disorganized	Online Services
no online filing	Online Services
No online processing, it's all done via mail and paper and no online payments.	Online Services
no online renewal	Online Services
No online services.	Online Services
Not able to pay online	Online Services
Not having online availability for renewals	Online Services
on line license renewal should be available	Online Services
On the other hand, I don't think I should have to pay a large credit card fee for renewing on line.	Online Services
Online payment for crying out loud	Online Services
Online renewal available at least four months in advance, straightforward ethics and law CE continuously updated and maintained on their website would vastly improve licensing. I hold another license in another state and they have had this available for YEARS.	Online Services
On-line renewal is best. I believe I did this last year. paper and waiting for the post office to deliver mail is not the most reliable method and is slower than online renewal.	Online Services
Online renewals and logging of CEs	Online Services
other states offer online license renewal which is much more convenient	Online Services
Paperwork control, although in some cases I am sure it is the prospective licensee that has not sent in all required documents. Electronic filed applications would be a great addition. That would include for our business, accepting digital signatures on Training Affidavits.	Online Services
Providing timely updates to licenses as well as options for payment are lagging behind most other states. Online services should be more plentiful and processing of license renewals needs to be sped up with better technology.	Online Services
Recent electronic renewal	Online Services
redundant and outdated paper-based processes, not offering online NAPLEX and CPJE results, using CPJE rather than MPJE.	Online Services
Renewing should be easily done online.	Online Services
Report back to licensees about progress in the licensing process should be made available online. I only know that the payment has been received	Online Services

Responses	Categories
when I see the payment process online through my bank. There could be more transparency online in this process	
Should be able to pay online and renew online	Online Services
Some automation in terms of renewal would be good. Also, have had trouble getting online license information to match actual current information.	Online Services
Still no online licensing services	Online Services
The Board requires reporting through NABP to the CE Monitor for renewal, but does not use that system to report issuing CE for attending Board meetings. That's beyond ridiculous.	Online Services
The challenges are many. In connection with a simple application for pharmacy licensure, reams and reams of paper needs to be generated and sent to the board. There is no ability to submit the information electronically.	Online Services
The main challenge is that renewal process is still by paper and takes upto 6 weeks or longer. Other states have gone online, and renewal is instant.	Online Services
The whole system needs to be online, time to get with the 21st century.	Online Services
Using technologies: paperless communication, apps, inquires respond time length.	Online Services
Has been inconvenient to renew license (no credit card renewal online as of my last license)	Online Services
Allowing out of state pharmacists who aren't licensed in California to manage California pharmacies. They are coming from degree-mill schools in Florida.	Out-of-State
challenges with livescan coming from out of state	Out-of-State
Foreign grads, grads from new schools, older out of state grads - all represent knowledge challenges in terms of keeping our state standards high.	Out-of-State
I think a challenge already being met by other states and since I am currently out of state practicing would be to perhaps look at some of the pharmacy curriculum and link it to a physician assistant degree or if grades were suitable link it to getting into n med school	Out-of-State
I think the biggest challenge is allowing pharmacies from out of state to ship into our state without those pharmacies having to fully comply with our state's laws.	Out-of-State
I think the board should be more progressive in allowing licensees in other states an easier path for reciprocation into the state. The current process does not allow a simple path for those licensees to enter practice in CA. These outdated attitudes deprive the state of potential excellent practioners without creating any additional safety for the public	Out-of-State
No national Out-of-State on pharmacy licenses	Out-of-State

Responses	Categories
No reciprocation for out of state	Out-of-State
Out-of-State! get rid of it! go back to the california test, not naplex. get 3rd party test vendors out of the process.	Out-of-State
Too difficult for experienced, licensees to relocate into CA with the current system thereby discouraging potential licensees from coming to CA to practice pharmacy	Out-of-State
Will not permit pharmacists to obtain license by transfer like other states.	Out-of-State
Continue to develop programs for the pharmacist for helping patient and give them more services	Outreach & Education
Ethics and law webinars need to have the year or date listed	Outreach & Education
The board should assist the licensee to understand rules and regulations which are sometimes vague and subject to interpretations.	Outreach & Education
There could be more widespread training opportunities that are widely available and accessible across the state, including the hard to access locations. There could be greater alignment with other state organizations such as CDPH and CHA.	Outreach & Education
Training of professionals in respect of the new programs	Outreach & Education
Ability to monitor all licensees	Oversight
Actually fixing the 'profession' that you regulate.	Oversight
As populations increase, so too do the needs for more licensed pharmacists and techs. Policing those already licensed has always been a challenge and will be increasingly so.	Oversight
As with any currently operating enforcement organization the number of license holders far exceeds the current boards ability to adequately monitor competency and performance. Both individually (pharmacists themselves) and the pharmacies/wholesalers etc. that they license allowing again for wide range of compliance from those that make adherence to the rules a culture issue to those that think the rules do not apply to them. Self assessment has repeatedly been shown not to work. One only has to go as far back as the 737 MAX debacle to see a more recent and deadly failure of this policy. Certainly there are many other examples. The Board itself would be unnecessary if self assessment and compliance were a valid concept.	Oversight
California is a huge state, challenge to oversea all areas.	Oversight
challenges maybe if the pharmacies don't comply with regulations.	Oversight
I believe, the board of pharmacy needs to do more checking in terms of the pharmacy internship.	Oversight
Increasing the board's challenge in allowing more professional output in diagnostic authority and prescription decision making.	Oversight

Responses	Categories
Inspectors can't be everywhere, so the board must expect that self-inspections are complete and timely as well as the pharmacist maintain and exceed continuing education requirements.Licensing does not measure integrity.	Oversight
interpertation	Oversight
Keeping track ?	Oversight
keeping up with many new drugs/side effects/recalls and inspections of pharmacy premises	Oversight
Lacking the ability to constantly monitor the quality of the facilities or individuals for practicing Pharmacy	Oversight
Maintaining and verification of licensees.	Oversight
Massive amount of facilities to monitor	Oversight
Monitoring continued performance by said licensees...	Oversight
Monitoring pharmacists who have gone off the rails.	Oversight
Often times, everyone looks good on paper. Some "bad apples" slip through	Oversight
Oversight of new licenses	Oversight
Regulatory authority	Oversight
The board lacks strength to monitor unqualified individuals to obtain a license.	Oversight
Understanding areas of public need.	Oversight
Unfair targeting of chains or other monetary resources	Oversight
When there's certain things get unnoticed like rph refusing to fill any controls even when it's a proper therapeutic use it's title is a control they won't do it	Oversight
Lacks power against giant corporations	PBMs
Large entities seem to get a pass on the same rules a small operator or individual would get crushed	PBMs
The board let the chain stores do whatever they want to the pharmacy profession	PBMs
The board of pharmacy needs to protect pharmacy's and consumers from unfair practices of PBMs. The principle of a patients health and safety and being jeopardized by profits of PBMs	PBMs
A pharmacy technician can do all the tasks without all these new rules and licensing	Pharmacy Techs
By not allowing the pharmacist to tech ratio one to one. This would not only protect the consumer but the RX staff. Or also setting a maximum number of rxs that can be processed in an 8 hour work day per Pharmacist and Tech	Pharmacy Techs

Responses	Categories
If I knew at the beginning of my education and training that I would not be paid well, I would never had entered the field of pharmacy. As a long term pharmacy technician, you are treated very poorly by the pharmacist. You either take it or you won't get your hours to work the next week. I can't tell you the many times that I have been made to cry from being yelled at or made to look like a mistake is mine, instead of another employee. In summary, you are treated like a dog. There is no one to help you.	Pharmacy Techs
the continued increase cost to tech license. Technicians do not make NEARLY as much as a pharmacist and these incremental increases are a financial hardship. The percent increase and frequency of increases should be SUBSTANTIALLY lower for pharmacy techs than pharmacists.	Pharmacy Techs
While understanding a lot has changed in the last twenty years and adjusting laws to protect the community the State Board has done a commendable job but I'm not sure why so much focus recently has been on the Pharmacy Tech License since they are still under the supervision of a registered pharmacist, seems the requirements of ASHP need to focus on the process (Processing and filling and proper communication) more than the substance that a Pharmacy graduate would learn.	Pharmacy Techs
Licenses are still paper and easy to defraud. Other states issue licenses that are harder to fake.	Physical License
need to consider issuing a credit-card type of license instead of paper	Physical License
none other than maybe a better license than a paper one	Physical License
Physical license is still a non-durable piece of paper.	Physical License
Possibly put picture of licensee on license.	Physical License
would be nice to issue a plastic id instead of paper	Physical License
approving applications in a timely and efficient manner	Processing Times
As time consuming as it is, feedback and licensing process seems to be slow at its best.	Processing Times
Back log of licensing , very slow in processing	Processing Times
Board takes too long to register licensing pymts.	Processing Times
Can be a lengthy process	Processing Times
Currently due to Covid there is a big delay with license processing.	Processing Times
Currently, the wait time is 60 to 90 days.	Processing Times
delay between collecting payment and issuing kicense/renewal.	Processing Times
Delay in processing	Processing Times
Delay in processing license renewals.	Processing Times
Delayed processing	Processing Times
Delayed, QA periods in peak times	Processing Times
delays in license processing	Processing Times
delays in renewals	Processing Times
Delays in the processing of licensing	Processing Times
Delays/inefficient processing time	Processing Times

Responses	Categories
Everything takes forever. Nothing is electronic	Processing Times
Extended lag times occur frequently for new and renewal license applications	Processing Times
Extensive time period it takes to process license renewals. I recently received a letter that was dated 3/17/21, but was not postmarked until 3/26/21.	Processing Times
Extremely slow in licensing.	Processing Times
Getting new licensees licensed in a shorter time.	Processing Times
Hospital and Sterile Compounding renewals take way to long to post leaving us wondering up until the last day of licensure if we will be licensed.	Processing Times
I feel it takes longer than necessary to receive my license by mail and I wish there was a way to print out the license online that is valid until you receive your hardcopy	Processing Times
I'm not sure if turn around time is still slow?? I always pay early when renewing my license and I paid on-line most recently so I have not experienced issues. Rumor is that it can take a while to get a response from the board.	Processing Times
I'm not personally aware of any but several of my colleagues have complained about the time it takes to get licenses for opening up or taking over pharmacies.	Processing Times
Initial licensing can be a slow and painful process, especially for those coming from out of state. My own experience was about 6 years ago, so hopefully this has improved.	Processing Times
It takes a significant amount of time to get licensed in CA compared to any other States.	Processing Times
It takes forever to renew a license.	Processing Times
It takes months to get licensed in this state. The system is outdated having to wait for a mailed result of the CPJE. Most states give you your score immediately after the test. It took me almost 10 months to get licensed in this state and i had to email the governor. Plenty of employees not working is my assumption.	Processing Times
It took me over 100 days just to be able to be approved to take my licensing exam. Once I took my exam it took over a month to receive results. Other states have a much quicker system of getting licensed. Communication with the board is ridiculous as well. I couldn't even receive a response to my email until after 45 days since I turned in my application. I called multiple times and was redirected and never got to even speak to a person.	Processing Times
Lag time in processing licenses	Processing Times
Laggard in the processing of licensing	Processing Times

Responses	Categories
Length of processing amount of information needed seems excessive compared to other states	Processing Times
Length of processing time on applications.	Processing Times
lengthy processing times	Processing Times
Licensing is slow.	Processing Times
Long delay in processing and responding	Processing Times
Long delays in new license applications	Processing Times
Long Time of processing	Processing Times
long wait time to become licensed	Processing Times
Long wait times for license	Processing Times
long wait/return times	Processing Times
Long waits	Processing Times
Multiple issues. Time to process is number one issue. Took multiple months to hear back on my license, it should not take so long.	Processing Times
None. I'm not sure why it takes the BOP so long to issue licenses considering some other states have a 24 hour turnaround after the law exam has been taken.	Processing Times
Often times they are behind in processing.	Processing Times
Process is too slow. Especially for new graduates.	Processing Times
processing and turnaround time	Processing Times
Processing applications and payments of same - takes Months!	Processing Times
Processing licenses can be slow.	Processing Times
processing of payment can be delayed sometimes	Processing Times
Processing takes longer	Processing Times
Processing time	Processing Times
Processing time for applications and retesting experiences many time delays although this has improved significantly in recent years.	Processing Times
Processing time.	Processing Times
processing times	Processing Times
Processing times are too long.	Processing Times
Prolonged processing time once licensing fees are paid and necessary paperwork submitted	Processing Times
Renewal process takes far too long for HSP & LSC.	Processing Times
Renewals take forever	Processing Times
services not improving it takes too long to renew a license.	Processing Times
Slow and ambiguous processing times	Processing Times
Slow in licensing process	Processing Times
Slow process (2)	Processing Times
slow process for applications	Processing Times
slow processing (3)	Processing Times
Slow to issue licenses	Processing Times

Responses	Categories
Slow to issue pharmacy permits when time is of the essence	Processing Times
Slow turn around times for applications, infrequent testing	Processing Times
Slow turnaround (2)	Processing Times
Slow turnaround time for renewals.	Processing Times
Sometimes slow processing times	Processing Times
Sometimes the process is so long that a potential license holder leaves and the process was for nothing.	Processing Times
Speed of licensing.	Processing Times
Speed of processing	Processing Times
Takes too long	Processing Times
takes too long to get license once you renew	Processing Times
takes too long to get licenses.	Processing Times
Takes too long to process licensing	Processing Times
Taking forever to issue license for new pharmacist, even they pass the board exam.	Processing Times
taking too long for processing	Processing Times
The amount of time it takes the Board to respond to appeals to denial of permits is way too long. These need to be addressed quickly, so that pharmacies who are trying to help serve the public are able to either open or have a final determination. Having an appeal pending for a year and a half with months of lack of response is unacceptable.	Processing Times
The Board is extremely slow at issuing licenses.	Processing Times
The board is still very slow in processing licenses and until recently had a very outdated snail-mail only delivery.	Processing Times
The board is very slow to review applications, and application deficiencies are often issued without any basis. License applications sit for months before there is any communication from the licensing analyst. The licensure process takes many months from the time of application to the issuance of a license.	Processing Times
The board takes way too long to do such a simple task	Processing Times
The CA BOP is incredibly slow at licensing	Processing Times
the lead time to process license renewals	Processing Times
The length of time it takes the board to license new pharmacists is too long	Processing Times
The length of time to release test results and process new licenses can be extremely long.	Processing Times
The quickly evolving health care environment is fast moving. Would like to request more resources so the licensing (new and renewals) can be completed on a shorter timeline.	Processing Times
The slow release of new licenses.	Processing Times
The time it takes for licensing is quite long	Processing Times

Responses	Categories
The time it takes to apply for and renew licenses by mail is a bit too long. The online option is a great tool.	Processing Times
The time it takes to get licensed in the state is completely unacceptable.	Processing Times
The time it takes to process new/renewals of licenses.	Processing Times
The turn around time and responsive to license applications, renewals, etc. is poor. Inspections for sterile compounding license are always done late, immediately before license expiration, placing undue stress on the licensees.	Processing Times
The turn around time for new licensing of technicians, pharmacists and interns.	Processing Times
Their turn around time for responding is not done in a timely manner	Processing Times
they take too long to renew licenses	Processing Times
Time frame for license applications poses challenges for new pharmacists. Frequently our residents have described long wait times with lack of insight in stage of process. Proceas appears to have heavy reliance on paper documents vs paper only when required.	Processing Times
Time it takes to receive paper license. Not sure but can someone pay by debit/credit card online currently? If not, that is an inefficiency.	Processing Times
Time to process licenses including renewals, cost of license and not seeing what benefits are available with those increases	Processing Times
Time to process payments too long, should have gone to online payment capability long ago	Processing Times
Time to receive a license	Processing Times
timeline of approval can be faster	Processing Times
Timely processing of any facility or personal license	Processing Times
Timely processing of renewals	Processing Times
Timely turnaround of renewals . I have a license in other states and turnaround is 10 business days usually	Processing Times
Too long processing time	Processing Times
Too much time in processing applications.	Processing Times
Too much time month to complete a certification	Processing Times
Too slow for licensing techs and RPh. Stop blaming your incompetence on Covid. We pharmacists go to work everyday because we have to make money and perform (unlike you money grubbing government leeches)!	Processing Times
too slow in processing exam results	Processing Times
Too slow in response - need to hire more staff	Processing Times
Took to long	Processing Times
Turn around time (2)	Processing Times
Turn around time for initial licensing	Processing Times
Turn around time for issuing licenses.	Processing Times
Turn around time in processing license renewals. A 2 week turn around time to submit renewal and receive hard copy would be ideal.	Processing Times

Responses	Categories
Turn around time is much too long for responses on applications as well.	Processing Times
Turn around time of receiving renewed licenses	Processing Times
Turn around time. Total online system for renewal, payment and tracking. Requirement to preferentially process non-US resident applications ahead of US residents (Should be FIFO only).	Processing Times
turn around times	Processing Times
Turnaround time	Processing Times
Turnaround time for payment and approval and license renewal	Processing Times
turnaround time on new licenses and renewals	Processing Times
Turnaround time on processing licenses and renewals has been problematic for years, long before COVID. Also the appeal process for applicants with any background issues is lengthy, and the cumulative fees are beginning to not make sense vs. the average pharmacy technician wage in the community.	Processing Times
Very long processing times.	Processing Times
very slow at renewal	Processing Times
Very Slow in processing applications.	Processing Times
Very slow process of reciprocating license. Poor survive when contacted about licensure.	Processing Times
very v ery very very slow compared to other states in processing applications	Processing Times
Wait times for licensing and renewals are also a challenge.	Processing Times
Waiting time for Board approval to apply for a professional license is too long	Processing Times
Weak. Takes forever to process application	Processing Times
Asking questions that are relevant to the practice of pharmacy	Relevancy
Do not represent RPh's in current practice.	Relevancy
Keeping up with new practice	Relevancy
Keeping up with the changes in the profession.	Relevancy
Maintaining up to date regulations and forms (eg. Self-Assessment Forms) since changes to regulations can cause delays. Individual variation in BOP Inspector expectations, which add interpretation and add variable "best practice" recommendations, especially in regard to LSC annual inspections. (eg, Three different inspectors have given 3 different expectations for air testing in Segregated Compounding Area)	Relevancy
NOT UPDATING THE INFORMATION OR PROCESSING THE RENEWING THE LICENSE OR CERTAIN PROCEDURES SUCH AS PIC CHANGE	Relevancy
The fast paced changing of pharmacy practice sites and opportunities	Relevancy
The practice of pharmacy is becoming more complex. Regulations often cannot keep up with the changing standards of practice in the profession.	Relevancy
The world of medicine is revolving so quickly	Relevancy

Responses	Categories
A lot of licensing and a lot of requirements that are NOT necessary.	Requirements
CE requirements	Requirements
CE requirements complicated	Requirements
CE requirements for ongoing licensing should be more stringent.	Requirements
CE requirements not always validated, may have slow service for changing an address for a pharmacy license.	Requirements
clarity of requirements	Requirements
Constantly changing and increasingly strict regulations.	Requirements
Difficult for individuals to navigate license requirements.	Requirements
Difficult for individuals to navigate the license requirements	Requirements
Expanding with too many regulations that distracts from the primary mission of patient safety and therapeutic efficacy	Requirements
Keeping up to date on CE requirements	Requirements
License requirements can be overly complex and difficult to navigate	Requirements
Numerous clerks in my area who are qualified to become techs based on meeting the 240hr requirement and receiving an affidavit from their respective pharmacy have yet to become licensed and are facing major delays	Requirements
Over reaching in this current climate of over regulation. Working with CDPH, TJC and other agencies to come up with common sense regulation and not multiple variations on the same regulation or laws	Requirements
Pharmacy technicians should have the option or requirement to become certified and as such, be allowed further responsibilities to help free up additional pharmacist time.	Requirements
Require a demonstration of true clinical competence as part of the process	Requirements
sufficient differentiation from other state board of pharmacy licensing requirements that substantiate California's reciprocity limitation	Requirements
The board does not require updated CE on updates to the law or professional practice.	Requirements
The board needs to tighten the requirements for a pharmacist license.	Requirements
There does not seem to be a great resource for any new CE licensure requirements.	Requirements
There is absolutely NO education required to complete this stupid license, only a background check and a lot of money forked out so honest people can work. Is the Stupidest system EVER!	Requirements
Too many rules/regulations, pharmacists should be allowed to use more judgment	Requirements
too stringent for new license	Requirements
Board does an extremely poor job of returning emails/phone calls.	Responsive
Delayed responses	Responsive

Responses	Categories
It takes way too long to receive correspondence from BOP. It should not take 2-3 months on average to receive a notice/license or make it difficult to call a representative for urgent matters.	Responsive
Rapid response to questions from licensee	Responsive
response to questions about licensing	Responsive
responsiveness	Responsive
slow and not responsive.	Responsive
Slow in response to questions and to emails	Responsive
slow responses	Responsive
Slow to review, process, and respond.	Responsive
Staff are very slow to repond and they have no sense of urgency or care for the licensee.	Responsive
Taking a long time to answer any renewal questions	Responsive
The amount of time it takes to get responses to submissions to meet its requirements.	Responsive
The Board is not responsive to inquiries.	Responsive
The board lacks in responding to people's requests in a timely manner.	Responsive
They don't respond in a timely manner. They offer no assistance when you can get someone to respond.	Responsive
Time in response	Responsive
Timeliness and response when in progress. Especially for facility licenses	Responsive
Very, very slow to respond to email.	Responsive
Well my license has never been renewed late so that's a positive but the California board performs poorly especially when compared to other state boards of pharmacies in answering emails, law questions, ATT, original licensing problems or their fees.	Responsive
It needs to limit the number the quantity of pharmacy schools in the state. The lack of action by the board has resulted in the dumbing down of the pharmacy profession. It has allowed the creation of a pharmacy school on every corner just like a Starbucks coffee store. As long as someone is willing to take out enormous loans to attend one of these schools, they will get accepted and granted a license. The board needs to go back to a more challenging exam then the Naplex exam.	Schools
Allowed too many pharmacy schools that causes decreases in the quality of pharmacists by causing pay to fall.	Schools
Allowing too many new pharmacy schools to open. The schools are degree mills at this point. Board should impose limits on licenses for new schools.	Schools
allowing too many pharmacy schools to open in California, and allowing too many California pharmacists	Schools
I see a lot of weakness than strength. They opened up so many pharmacy schools that now it is hard to find a job as a pharmacist.	Schools
let too many pharmacy schools open up.	Schools

Responses	Categories
limited. Have allowed far to many schools to open diluting the profession, and leading to job weakness.	Schools
Need to make licensing more difficult and close down pharmacy schools in California to ensure that pharmacists being licensed are of high quality	Schools
Pressures from the multiple schools and their students to lower the standards for licensure	Schools
REQUIRE HIRE STANDARDS FOR PHARMACY SCHOOLS	Schools
Stop license more pharmacy schools	Schools
The board allows too many schools of pharmacy and allows for too many seats in the pharmacy schools. The caliber of students is decreasing. As a preceptor, I see that the students from the newer / lower ranked schools are not that great and really not ready to face the challenges in a clinical setting.	Schools
The Board has done nothing to prevent the issuance of new pharmacy schools. As a result from this obvious ignorance of understanding the simplistic laws supply and demand, the profession's task force is now severely diluted and thus we see a shift away from pharmacy.	Schools
the BOP approved too many pharmacy colleges/universities in the state of California. to many graduating pharmacist for the amount of jobs available.	Schools
There are too many pharmacy schools and some just only study to pass the exam but the students lack the knowledge to fully function in a pharmacy to promote complete safety. Some of these schools are not accredited after years of trying and should not be allowed to take the exams.	Schools
They have provided too many accreditations to schools creating a surplus of incoming pharmacists to the state and profession. There will soon be too many licensed individuals wishing to practice in the state.	Schools
They opened up too many pharmacy schools. Why?	Schools
Too many college of pharmacies are opening, diluting the profession heavily.	Schools
Too many pharmacy schools that produce many pharmacist candidates with a varying degree of knowledge, skills, and ability to communicate. It doesn't appear that the quality of candidates coming out of many pharmacy schools is sufficient to practice safe and effective pharmacy practice.	Schools
Too many pharmacy schools.	Schools
Too many pharmacy schools. No CMS provider status to be able to bill CMS for clinical pharmacy services provided by APP pharmacists	Schools
Too many schools with no capabilities to educate pharmacists	Schools
unmonitored growth of new pharmacy programs are concerning for the profession of pharmacy.	Schools

Responses	Categories
You are not holding pharmacy schools to a high enough standard for licensing purposes it's turned into a business for them & students are getting short changed the Boards getting bombarded with licensing request. It's a shame 10-20 years ago it was hard to get in harder to pass harder for board exams ect. Am not talking about BCPS or specialty licensing DME ect just Rph	Schools
Getting bogged down in work with the pharmacists who don't play by the rules, leading to an inability to help expand the practice of pharmacy.	Scope of Practice
scope of authority	Scope of Practice
The board need to help pharmacies and clinics go beyond our current scope of the practice. BOP may in fact hold us back as the health care system evolve into more advance state.	Scope of Practice
The increased roles of pharmacy services specifically in the outpatient services that include infusions and injections.	Scope of Practice
Enough manpower to process renewals in a timely manner	Staff/Resources
Enough manpower to inspect compounding facilities and retail pharmacies	Staff/Resources
Financial backing and staffing.	Staff/Resources
I think there is great benefit from CURES program. But some things have to give. There aren't enough board inspectors.	Staff/Resources
Lack of funding	Staff/Resources
Lack of staff answering inquiries.	Staff/Resources
not enough manpower	Staff/Resources
Not enough support in the office	Staff/Resources
perhaps lacks resorces to fully maintain our professional standard in face of our states growing population	Staff/Resources
Poor response times (maybe not enough staff?)	Staff/Resources
Slow on changing PIC and licensing, possibly due to not enough staffing.	Staff/Resources
Staffing (largely related to COVID challenges recently)	Staff/Resources
They don't have the teeth and person power to enforce it	Staff/Resources
Understaffed and overwhelmed	Staff/Resources
After mailing in the application, it's a black box with no status updates until the end.	Status Checks
Cannot track your license application Cannot track your renewal license process	Status Checks
Does not show when license was actually shipped, took longer than expected.	Status Checks
It's hard to know what step my license process is at.	Status Checks
no real-time tracking of status	Status Checks
uncertain status	Status Checks

Responses	Categories
<p>In addition, the process of applying for a license is unnecessarily slow and entirely opaque. While most states can process a license application in days or a week or two, California is known to take months. It is difficult-to-impossible to arrange to speak with anyone from the Licensing department to resolve any issues. The Board needs to make this process much simpler and more transparent.</p>	Streamline
<p>Application process too redundant. Same questions and information throughout the application process.</p>	Streamline
<p>Applications are very unclear, and I'm an extremely educated person. These applications aren't reviewed by those that are completely understanding of the processes. The Board unilaterally made a decision to not post Pharmacy addresses during the riots this led to DEA issues where they would not license without the address verification. There was a lack of reason with the addresses as most people can find a pharmacy with a simple web search, they aren't going to pharmacy.ca.gov. The turnaround and follow through on licensing is very, very long despite the reported day turnarounds from the board which I've seen, I'm sorry but your licensing is not a simple and fast process I've worked through many licenses and it is not fast nor easy.</p>	Streamline
<p>Clear-ish requirements but non-intuitive (requires careful read of documents)</p>	Streamline
<p>Concerning licensing change and issue of a new license is long and confusing process</p>	Streamline
<p>cumbersome application process in terms of required documentation.</p>	Streamline
<p>It requires multiple time-consuming steps, including livescan pingerprints, a self-query, and passport photos, that take lots of time for the board to process</p>	Streamline
<p>It's not the simplest process there needs to be a feedback process on CE there needs to be a link on the licensing forms to where the money goes.</p>	Streamline
<p>Licensing process could be a little more streamlined.</p>	Streamline
<p>Licensing process is tedious</p>	Streamline
<p>Many redundant info on paper forms and little insight on status</p>	Streamline
<p>My coworker said she had a hard time getting licensed as she was "grandfathered in" I feel that with as impacted as pharmacies are, I feel like there should be a seperate online log in where a grandfathered person can track their hours. Sometimes it's hard for techs to get pharmacists to sign off. One pharmacist made the designated hitter work more than the hours allotted before he even signed the paperwork.</p>	Streamline
<p>My understanding is that the time period for initial licensure is long and the process is cumbersome</p>	Streamline

Responses	Categories
Out of date application processes and license renewal options. Other states have online application processes, online renewal, online payment, online document and license retrieval options. The board is extremely slow in the areas of application approval and examination score results. The board is very slow, much slower than other states, at just about everything. The board needs to provide its licensees easily retrievable resources, especially regarding pharmacy law.	Streamline
renewal process is not easy, extra charge to do it online is not good.	Streamline
So NAPLEX results are released to the applicant directly in most states except a few, including ours, where the applicant's score is actually withheld for a couple of weeks so that it goes first to CPB until it has the time to then type up a paper with the same results and MAIL IT to the applicant!!??? Just so we are clear, this is an unfathomable practice that literally puts on hold the lives and livelihoods of people as if they are not worth anything and for no good reason.	Streamline
Still a paper system for Pharmacy permit renewals. Checks get lost then found. Have to wait until last day of current license to see renewal has been approved. Pharmacy Permits should have a two year expiration to cut down on paperwork etc. Also inconsistencies between inspectors during Sterile Compounding inspections for licensure.	Streamline
The CPJE needs to be overhauled and the overall licensure process needs to be streamlined.	Streamline
The entire licensing process takes too long. I'm also licensed in Arizona and the process is much more streamlined and efficient. The board also needs to create a better online system for license renewal.	Streamline
The process for new and transfer licenses is much too arduous. The process for personal licenses should be completely reworked with a focus on efficiency, timeliness, and customer service.	Streamline
there should be an option to pay for 2 or 3 years of licensure at a time. The board can continue to inspect annually etc but eliminate the busy work of submitting payment.	Streamline
They are good at making the process overly beaucroatic and difficult. They are especially good at revoking a license after writing so many regulations that it becomes impossible to do this and not violate something.	Streamline
they should subcontract out routine licensing ... anyone could do it better ... like the DMV	Streamline
Too complicated	Streamline
Too many steps and documents need to be submitted for initial licensing. The Board needs to allow more use of online resources for licensing purposes.	Streamline

Responses	Categories
Unwieldy, confusing processes for application and making any changes to existing licenses.	Streamline
Very inefficient. Many of the processes, including licensing exams and payments, should be done electronically and instantly. Pharmacists should not need to wait 6-8 weeks for licensing exams and they should not have to mail in checks. Waiting periods for these processes is no longer acceptable in this day and age.	Streamline
Your processes are notoriously onerous and on a level unlike that of any other board. While attention to detail is appreciated and important, from the perspective of someone having to do the forms, its almost its own job.	Streamline
An influx of new graduates who are not fully employed	Support/Protect Licensees
As a responsible licensee with solid morals and in good standing it feels like the bop is punitive and looking for reasons to blame, punish and fine liceness instead of enable us to provide for the patients. In other states if a pharmacist reaches out to the bop for interpretation the pharmacist does not feel like it puts a bullseye on his/her license for wanting to do to do the right thing but being a bit confused by the wording of the law or codes.	Support/Protect Licensees
At some point, you'll realize that you can't continually antagonize the people you are supposed to be helping and need to actually educate them in addition to regulating them	Support/Protect Licensees
Board action seems punitive rather than helping pharmacy improve.	Support/Protect Licensees
Callused lack of regard of licensee safety by releasing licensee private residences	Support/Protect Licensees
does not protect as professionals against the mighty insurance companies. They over run us with dir fees, they under pay us for our services (pay us based on cost of ingredients not our professional knowledge and skills)	Support/Protect Licensees
Don't see the board as an advocate. Mainly as a very strict disciplinarian	Support/Protect Licensees
Furthering to profession of pharmacy and support for pharmacists to ensure that chain pharmacies allow enough time for pharmacists to safely prepare and dispense medications	Support/Protect Licensees
Instead of focusing on punitive approach board should focus on empowering professionals to better serve the consumers.	Support/Protect Licensees
More concerned about fees and technicality rather than advancing the profession though licence education.	Support/Protect Licensees
more resources,economic assistance	Support/Protect Licensees

Responses	Categories
Not having enough regulated help for pharmacist is really putting patient's health and safety at risk. Need a formal training and test for technicians that is required before working in a pharmacy.	Support/Protect Licensees
Not supportive to a Pharmacist !! That should be important part of Board duty... ... its more protective (if?) to a public and consumers. Not available for a direct contact if any questions, nothing is done in timely manner...	Support/Protect Licensees
obviously make it fair your job is not to support people who did not pay 250,000 dollars to get a degree you of course okd 9 pharmacy schools right??? where do those people work??????	Support/Protect Licensees
Only protects consumers	Support/Protect Licensees
Penalizing licensees to the point of baseless needling for the sole purpose of collecting fees. The Board has become absolutely punitive and hostile towards licensees.	Support/Protect Licensees
Pharmacists seem to be scared of you. Not a good thing in my opinion, but it seems to be your intention	Support/Protect Licensees
Poor recognition of substance use disorders as a medical issue, as demonstrated by not supporting opportunities for remediation via a model of "diversion " that allows a non punitive path for correction.	Support/Protect Licensees
Protecting the license holders.	Support/Protect Licensees
Protecting the pharmacist	Support/Protect Licensees
provide consultations to professionals on the interpretation of regulations	Support/Protect Licensees
providing pertinent services to license holders, eg applicable CEs	Support/Protect Licensees
Public access to licensees home address	Support/Protect Licensees
Punitive actions taken against licensees regarding violations	Support/Protect Licensees
Restrictive and biased against licensee	Support/Protect Licensees
Should be more proactive to allow lic holders to pursue their own path and not be dependent on big retail or hospitals for employment. Big retail is being swallowed by amazon soon. The profession is dying and nobody is advocating a path of sustainability.	Support/Protect Licensees
Significant adversarial relationship with individual licensees and pharmacies. You don't see this with ANY other medical licensing boards. No other licensing board treats their licensees with such disdain and	Support/Protect Licensees

Responses	Categories
disrespect. Incompetence and unprofessionalism appear to the current culture within the BoP	
Sometimes the licensing process seems to align more with the business interests of pharmacy entities.	Support/Protect Licensees
Support physicians and other health professions over pharmacists	Support/Protect Licensees
The address for each licensee available on the public should NOT list licensee's home address as that is subject for potential harm for the licensees from others seeking unreasonable "revenge"	Support/Protect Licensees
The board does not assist me as a professional in any manner other than cashing my check every 2 years and slowly mail my license to me	Support/Protect Licensees
The Board needs to advocate for more residency sites and more residency spots so more students have a place to complete residency.	Support/Protect Licensees
The board seems to view its mandate as protecting consumers FROM pharmacists rather than working together with pharmacists to promote consumer health and safety.	Support/Protect Licensees
They do not always have the best interest of the profession or pharmacist in mind.	Support/Protect Licensees
They provide licensing to protect consumers at the same time they use that opportunity to harass and extort money from license holders. Why is a pharmacist license so expensive? Why is it so complicated to get one? Why does the Board of Pharmacy hate pharmacists so much they make laws to make life extremely difficult for pharmacists. Do they care about the conditions pharmacists work under?	Support/Protect Licensees
They provide licensing to protect consumers at the same time they use that opportunity to harass and extort money from license holders. Why is a pharmacist license so expensive? Why is it so complicated to get one? Why does the Board of Pharmacy hate pharmacists so much they make laws to make life extremely difficult for pharmacists. Do they care about the conditions pharmacists work under?	Support/Protect Licensees
Too much protection of consumers on behalf of pharmacist license. I never seen a board that does not protect its own profession. This board has more weakness/challenges in protecting its on professional. Board overdues by issuing citation, nameshaming instead of resolving overall issues. There is lots of grey area with profession but instead of fixing those areas board takes pride in issuing citation and lowering the standard of pharmacy profession in the eyes of pharamcist.	Support/Protect Licensees
Variable education and focus of LSC inspectors. Discontinuity of regulations, USP guidance documents, and FDA guidance documents	Support/Protect Licensees

Responses	Categories
You all come in like predators. Have no idea how pharmacy functions. You flash your business cards and show your power. Bunch of intimidating peons. Very envious how other people are successful. No strength just behind the 8 ball.	Support/Protect Licensees
Archaic system.	Technology
Creating legal guidance with technology and Covid	Technology
Done via mail and not electronic	Technology
Everything is still manual and still utilize mail.	Technology
keeping up with changing technology, changing demographics	Technology
lack of current computerized processing systems create major delays and issues.	Technology
Online hacking	Technology
out of date postal mail only method.	Technology
Paper-based licensure applications, really!!? MAIL-based communication only, REALLY!!!?	Technology
poor use of technology	Technology
Slow communication and outdated systems; still uses snail mail.	Technology
Slow to catch up technology on licensing logistics. Need to update technology	Technology
So much interaction could be eliminated with technology. The time to get a new license is prohibitive from an employer perspective.	Technology
technology issues in timely delivery of licenses	Technology
The Board has been extremely slow to adopt modern technology. The fact that it is still not possible to apply for a facility license online, or even to renew a facility license online, is inexplicable in the state that is the home to Silicon Valley.	Technology
The slow adoption of technology by the Board in the simple area of online license renewal and timely updating of status is embarrassing. It should not take 6 weeks to process a renewal.	Technology
They have yet to learn how to Use available technology that could make the process easier to use.	Technology
Utilizing technology - delays in submitting applications, receiving CPJE scores, etc. because everything is done by mail	Technology
Way behind technologically, applications should be 100% online... It's 2021.	Technology
Access to renewals of liscenses in a timely maner.	Timeliness
behind on sending license renewal forms and updating license expirations online	Timeliness
Being timely	Timeliness
CA takes longer than any other state to get licensed.	Timeliness
Can't think of any. Slow.	Timeliness

Responses	Categories
Challenges include timeliness of response to changes in licenses. I am always worried that licenses I am responsible for won't be renewed on time.	Timeliness
delay for licensee to receive paper license	Timeliness
Delay in mail delivery	Timeliness
Delays for new graduates to take exams and get licensed, affecting their job opportunities (lost to those who were not delayed) and ability to start earning much needed income post-graduation.	Timeliness
expediency	Timeliness
Expediency in issuing licenses	Timeliness
Getting license renewals out in a timely manner.	Timeliness
Getting the licenses to the individuals and businesses in a timely manner has been one of the biggest challenges.	Timeliness
its slow	Timeliness
late issue of renewal forms in mail	Timeliness
Length of time	Timeliness
Licensing is slow. Responses to questions are slow.	Timeliness
Long delays in response to inquiries.	Timeliness
long time to process	Timeliness
Long wait time	Timeliness
Maintaining timeliness during a very trying time during the pandemic. As we have faced all of the restrictions that were imposed by the CDC and individual states and counties.	Timeliness
More timely follow up/send out of letters for licenses needing renewal to ensure there is no gap in licensure.	Timeliness
Not timely with reviewing paperwork. Deficiency submittals take too long to review.	Timeliness
on time performance	Timeliness
Once approved it takes a long time to received the certificate in the mail.	Timeliness
Pharmacists license examination results do not get to individuals in a timely fashion.	Timeliness
Response time, timely feedback	Timeliness
Slow (2)	Timeliness
Slow with everything.	Timeliness
Slow.	Timeliness
Slowness, turnaround time is over six months	Timeliness
Some delays on updates	Timeliness
Sometimes questions regarding results are delayed	Timeliness
speed	Timeliness
Speed. Incredibly slow	Timeliness
Staff doesn't always respond in a timely manner and some things take a long time to process.	Timeliness

Responses	Categories
Take to long to get the license, still dealing with mail while other boards communicate through email and faster in services	Timeliness
Takes to long and charges too often	Timeliness
The board also does not seem to place any emphasis on timely response to pharmacists inquiries or licensing needs.	Timeliness
The Board warns to apply in a timely manner due to backlogs which sometimes seems impractical.	Timeliness
The length of time it takes is the largest challenge in the area of personnel licensing.	Timeliness
The speed of receiving my license upon renewal	Timeliness
The staff does not get back to you in a timely fashion to answer questions	Timeliness
The wait period	Timeliness
time frame	Timeliness
Time frame improvements	Timeliness
Time it takes to license someone.	Timeliness
Timeline	Timeliness
Timeline as when the renewal information is sent which is very close to license expiration dates.	Timeliness
Timelines are unreasonably long	Timeliness
timeliness (3)	Timeliness
Timeliness & promptness with licensing process.	Timeliness
Timeliness in processing renewals.	Timeliness
Timeliness of licensing process.	Timeliness
Timeliness of review and license issuance. Lack of manpower in that department.	Timeliness
Timeliness reporting exam results.	Timeliness
timeliness, efficiency, getting new residents licensed quickly	Timeliness
Timeliness. Many recent examples of license renewal applications submitted in a timely manner by the licensee but processed by the BOP at the last minute.	Timeliness
TIMELY AND EFFECTIVE	Timeliness
Timely notification of license renewal notification and turn around for sending renewed license out.	Timeliness
Asked for fingerprint info 10 years lat.	
Timely processing of licensee applications.	Timeliness
Timely renewal	Timeliness
Timely response of results	Timeliness
Timely response to licensee infractions	Timeliness
Timely responses to licensing challenges or questions	Timeliness
Timing, delays to receive license	Timeliness

Responses	Categories
To provide renewals in a timely manner.	Timeliness
To slow	Timeliness
Turnaround time for applications and communications.	Timeliness
very slow response time-problematic at times	Timeliness
Very slow, always behind. We know this because that's always their excuse when you call or email.	Timeliness
When applying for a new license (retail pharmacy) it is taking for ever!	Timeliness
When mailing in the renewal, it takes a long time.	Timeliness
I think more transparency would be appreciated. Often the access to testing was limited or results delayed without any information on how long the delay would last which makes it very hard for those moving here to work or learn.	Transparency
Lack of transparency	Transparency
.	Unknown/None
? (2)	Unknown/None
Can't think of any at moment	Unknown/None
Don't know	Unknown/None
From my view I can not identify the Board's challenges.	Unknown/None
I am not sure what the Board's Challenges are. Except following through on any consumers complaints.	Unknown/None
I cannot think of something at this moment.	Unknown/None
I do not know	Unknown/None
I don't know (3)	Unknown/None
I have not experienced or seen any challenges	Unknown/None
I have not had any problem	Unknown/None
I HAVEN'T RUN INTO ANY	Unknown/None
No answer.	Unknown/None
No idea	Unknown/None
None (17)	Unknown/None
None that come to mind	Unknown/None
None that I can think of	Unknown/None
None to my knowledge	Unknown/None
not able to answer	Unknown/None
NOT AWARE OF ANY SIGNIFICANT CHALLENGES AT THIS TIME	Unknown/None
Not aware of challenges	Unknown/None
not sure (3)	Unknown/None
Nothing	Unknown/None
TBA	Unknown/None
Unknown.	Unknown/None
unsure (2)	Unknown/None

Responses	Categories
Vant think of any	Unknown/None
big chains tries to allow unlicensed individuals to do challenging work that undermines licensed professionals & reduces safety	Unlicensed Practitioners
There are more non-pharmacists practicing pharmacy dispensing drugs and counseling patients about drugs. It doesn't make sense to license pharmacists and pharmacies when the consumer has little contact with pharmacists. I work in a hospital in the basement and spend 90% of my time fixing Doctors and nurses orders and answering drug questions for all the healthcare providers in the hospital, while the health care providers including Dieticians who council the patients about drugs, and get paid for counseling the patient. The Board of Pharmacy has no licensing of these providers and thus the Consumer is not protected by a Board of Pharmacy or by licensed Pharmacists.	Unlicensed Practitioners
Back ground check	Verifications
make sure review the background for every candidate to applying for a license	Verifications
More background checks on individuals	Verifications
not enough background check into pharmacy techs and pharmacists	Verifications
Online privacy of licensees while also allowing verification of license.	Verifications
Reviewing ce	Verifications
THE BOARD SHOULD SPEND MORE TIME IN PROTECTING THE PUBLIC, INSTEAD OF WASTING TIME CHECKING PHARMACY PROCEDURE MANUALS.	Verifications
Verification process is weak	Verifications
verify all background of applicants	Verifications
Verifying credentials,	Verifications
Keeping up with all licensed personal. Qualifications specialty. Change of address, etc.	Volume of Licensees
Keeping up with all the new technicians and pharmacists is time consuming and harder to process licenses in a timely manor for both those renewing and completing their training.	Volume of Licensees
Maybe volume of licensees?	Volume of Licensees
The sheer number of licenses and the complicated regulations are a major challenge for the Board.	Volume of Licensees
I wish it was easier to lookup a specific law or regulation. A better website interface that used key words to locate sections would be helpful.	Website

Responses	Categories
The website is still a mess - difficult to navigate, outdated design, and online payments still aren't accepted.	Website
I wish it was easier to lookup a specific law or regulation. A better website interface that used key words to locate sections would be helpful.	Website
Allowing chain pharmacies to institute unreasonable metrics which puts unreasonable and unhealthy stress on pharmacists which puts the public in harms way. Not protecting the public is what the Board's silence is doing.	WorkplaceSafety Culture
Also, most of the retail pharmacies are short staffs, they push pharmacists to work harder and harder to reach the corporate goals; which leads to putting patients at risk and it is not healthy for pharmacists. Why doesn't board of pharmacy do anything about it?	WorkplaceSafety Culture
Doing anything to combat the general degradation of workplace conditions due to new diploma mill pharmacies and general public misunderstanding that pharmacies aren't fast food style establishments.	WorkplaceSafety Culture
Identifying licensed individuals challenges at their place of employment.....The board lacks the ability to assist pharmacists when they are in the middle of a political struggle at their place of employment.....This is very important as their ability t manage staff for safe practices may be compromised.	WorkplaceSafety Culture
Relating to the working environment	WorkplaceSafety Culture

Licensing Weaknesses – Board Member Responses

Response	Categories
The pharmacist to technician ratio needs to be reviewed in all practice settings. Licensing might be too conservative in this area.	Pharm/Tech Ratio
Stakeholders wield a lot of power. Licensing has great ideas, but sometimes stakeholders aren't ready to go there.	Politics/Outside Influences
The Board needs to shorten the application processing time. The Board is making strides in that direction already. In general, the Board is doing a pretty decent job.	Processing Times
The turnaround time for processing new applications and renewals could be improved.	Processing Times
Licensing takes a long time. Going forward, the Board needs to work on this. The Board's application times are longer than other states. The Board needs to figure out a way to make the application process a little faster. This will not happen overnight. The Board needs to try to attain to a application processing higher standard.	Processing Times
Applications need to be electronic to streamline the process and provide a paperless option.	Streamline
The renewal process could be more streamlined.	Streamline
The pharmacist in charge, the PIC, is not being given enough resources to perform the job and responsibilities they're given. The pharmacist in charge needs to clearly know what their responsibilities are.	Support/Protect Licensees
Licensing needs to make sure it modernizes along with the industry so there's a lot of telehealth services available. It is not certain Licensing has moved forward in understanding and protecting the consumers in the area of telehealth.	Telehealth

Licensing Weaknesses – Board Management and Staff Responses

Responses	Categories
They're not easily accessible to the public. Meaning, when consumers, licensees, or applicants call/email with questions they're met with voicemails or automatic replies. Which in turn makes the public contact anyone else at the Board they can get a hold of. When we do not know the answer they seek, it sometimes puts us in frustrating position.	Accessibility
Difficult for licensees to get answers from the licensing unit at the board	Accessibility
Members of the public are unable to reach individual staff by phone or email.	Accessibility
Analysts do not respond to licensee emails and phone calls	Accessibility
Pharmacy laws pertaining licensing aren't always clear and staff is not always able to obtain the Board's interpretation of the laws. Laws tend to be applied on a case by case base, not allow staff to have a full understanding of the law and able to analytically apply their knowledge and understanding. Lack of training when there is a better understanding of circumstances with licensee/applicants.	Clarity
Lack of direct communication (response to inquiry vs generic response template)	Communication
Communication between management and staff is not clear and concise and not properly documented.	Communication
Constant changes on procedures seem to change on the whim of upper management which does not allow the staff to be effective since there is not consistency as to how to move forward with issues. The solutions seem to change from case to case.	Consistency
Licensing management changes the way applications need to be processed and procedures, causing distress for staff. Training is not consistent.	Consistency
Time to change to plastic license like the DRE	License
Increase application submission	Miscellaneous
online applications	Online Services
Move processing to online full time to speed up payment and fees	Online Services
Tracking the history of pharmacy ownership to potentially find any suspicious pattern, such as evading detection of fraudulent activity	Oversight

Responses	Categories
<p>Due to a high number of newly opened pharmacy schools in California with very low academic/professional standards of student acceptance , the pharmacy profession (including licensed pharmacists) became flooded with low integrity pharmacists who may actually hurt consumers. Additionally, foreign pharmacy schools (not all, depends on the country) have programs specifically set up to help to obtain pharmacy licenses in USA. Then low quality professionals (for the wrong reasons) join the ranks to defraud the system (insurance, Medicare/Medicaid). Unfortunately, the Board has no way to prevent it, it is out of control in California. "Schools" in foreign countries are corrupt, they fake diplomas most of the time for money. I think if these types of professionals were decreased/removed, the amount of fraudulent activity a would be decreased. Basically decreasing the low quality/low integrity professionals from obtaining the license in the first place, rather than punishing good pharmacists with years of "track record". My primary concern with licensed pharmacists/technicians not pharmacy owners who are not pharmacists, owners by default are in "business", it is a different perspective.</p>	Pharmacy Schools
<p>responding to questions from applicatns/licensees/inspectors</p>	Responsiveness
<p>response time to inquiry</p>	Responsiveness
<p>Analysts have no sense of urgency when processing applications/responding to licensees</p>	Responsiveness
<p>Staff lack a sense of urgency.</p>	Responsiveness
<p>Response time to licensees</p>	Responsiveness
<p>lack of employees</p>	Staffing/ Resources
<p>Lack of staffing. There are nearly 20 different license types (individual and site) and not enough analysts or additional support staff to handle the workload and respond to applicant questions. Many applications take over a year to complete because there are too many applications and not enough people to For example, there are only three analysts to work on hundreds of pharmacy applications. Also, there is only one person who processes pharmacy technician applications, which is one of the largest number of licensees licensed by the board.</p>	Staffing/ Resources
<p>Licensing is a little bit overwhelmed in volume. We need a few more analysts to process the volume.</p>	Staffing/ Resources
<p>Also, the Board is still heavily paper-based and has a lot of documents and forms to be filed. Applications are confusing to the applicants, just as the laws are confusing. Computer systems, such as Exel are being used to track applications, these tracking sheets crash and information get lost. Too many tracking systems to track different information, only taking up more time from actually processing the applications.</p>	Streamline/ Modernize

Responses	Categories
The licensing department has a few challenges. Licensing is working with outdated programs, and logging processes that are redundant.	Streamline/ Modernize
The computer programs are outdated. Staff is using programs such as Exel to track applications, tracking logs crash and are not always accurate. Staff have to spend time updating information in multiple programs. This is not efficient and it is time consuming.	Streamline/ Modernize
As an inspector some of areas of opportunity are the ability to have real time insights into the status of licenses and renewals. There are instances where there is non-value added time spent fielding inquiries from licensees on simple topics such as will my license be posted on time? The change of ownership process also leads itself to a lot of non-compliance as well. Often times CHOW's are completed to give the license a new opportunity in the face of pending enforcement. Perhaps newly issued licenses can have a probationary period? Or some equivalent mechanism to non-renew or revoke by a process other than an accusation?	Streamline/ Modernize
Extreme delays in licensing. Many redundant requirements.	Streamline/ Modernize
technological issues.	Technology
Processing apps timely	Timeliness
Again, in my limited time with the Board, I have become aware of backlog in the area of review and approval of licenses.	Timeliness
license approval timeline (renewals completed too close to expiration dates)	Timeliness
Long processing times	Timeliness
Application review times	Timeliness
timeliness in updating licensing information in the system and processing	Timeliness
some licenses don't get renewed until the very last date of expiration date	Timeliness
The number of applications with deficiencies and working through those deficiencies for timely processing	Timeliness
The Board needs to find a way to decrease the time in processing licenses.	Timeliness
Given the dynamic nature of the Board and its jurisdiction, its policy review at times is not as timely as the marketplace may dictate.	Timeliness
Untrained and uninformed staff who are not educated to understand all the ramifications of the license	Training
The workload is high for the analyst and instead of hiring more OA and OT to help support staff the Board continues to hire managers. The workload is also not evenly distributed throughout staff.	Workload

Responses	Categories
<p>Work load changes on available staff yet the processing times expectations do not change. With Covid the time it takes to scan and processes an application has increased yet the time allowed to process an application was not increased. Staff does not feel like their SSM2 is approachable and open to their opinions. Staff feels as if they are micro managed which makes for an uneasy work environment. There is a shortage of support staff to keep up with all the scanning, filing, logging etc. that is required with licensing.</p>	<p>Workload</p>
<p>The legislature and the board members continue to create new license types, reporting requirements, etc. without considering the impact on our current staff. Staff are continuously given additional duties with the expectation they complete their work and the additional work on time with no problems. Additionally, staff are required to spend much of their day accounting for themselves, taking away from the time they could be actually completing their tasks. All of this leads to an overwhelming feeling of stress and frustration. As a result, staff don't like their jobs, don't want to come to work and actively search for other employment. In order to attract and retain staff in the future, the board will have to add additional staff and/or prioritize tasks. As it is now, staff are burned out and it will get worse without some changes.</p>	<p>Workload</p>
<p>Keeping up with the number of new licensing categories and the applications that come with those.</p>	<p>Workload</p>
<p>Increase in workload and expectation, no increase of staff and unrealistic processing timeframes. The Board is a paper-based agency that requires applicant to mail applications, forms, documents, and fees. There is minimal assistance with hiring staff to handle the paperwork filing and maintenance to allow analyst to work doing analytical work, instead the Board is hiring more managers.</p>	<p>Workload</p>
<p>This is just my opinion. I "feel" they may have too much of a workload that they can't manage to stay on top. As a member of the Complaint Unit I must say we get numerous calls daily for people wanting to complaint about the licensing department. We hear it all. Our licensees/applicants complaint that the voicemail is full, no one returns their calls after sending emails/voicemails. Sometimes when I as well send an internal email it can take days (honestly, it can sometimes take several weeks) to get a response).</p>	<p>Workload</p>
<p>work load on staff.</p>	<p>Workload</p>
<p>Too many applications and not enough staff</p>	<p>Workload</p>

Possible Licensing Objectives – Stakeholder Responses

Responses	Categories
Answer the phone with a live person, faster responses to questions (72 hours is reasonable),	Accessibility
answer the phone, contract out their jobs	Accessibility
Answering phones immediately and answering online inquiries within 1-2 business days.	Accessibility
Be able to speak to a person if there's a question.	Accessibility
Easier access	Accessibility
Expand the number of experts available to answer questions clarify Intent	Accessibility
have more people & longer hours dedicated to the phone lines	Accessibility
I think that they should go back to basics and actually be there to 'help' the professional pharmacists when we have legitimate needs. The fact that I would never expect to be able to talk to a person on the phone is sad. Most of us are very, very good people that have a need that only the Board can help us with.	Accessibility
make more staff available to respond to inquiries.	Accessibility
No strengths. Merge with Oregon and Washington Board of Pharmacy to lower barriers for reciprocity.	Accessibility
Response capabilities if questions	Accessibility
Some licenses can be renewed on-line while others cannot. Add the others for ease of use.	Accessibility
staffing the department appropriately with individuals who can respond timely to submissions and be available to answer questions.	Accessibility
The board should look to expand the accessibility of quality pharmacy health care, this can be done by looking at the regulatory requirements that an independent pharmacist has to do and come up with a more workable and less time consuming employment and regulatory requirements that the pic has to deal with. To day to run an independent pharmacy and to deal with all the requirements and policies you basically have to work too many hours for it to make since when you ad in the liability and the draconian fines of the bop. Basically the bof is limiting health care by it adversarial relationship with independent and all pharmacy's	Accessibility
Majority of pharmacists practice in retail - and the push and influence the large corporations have over the working conditions of California pharmacists will lead to potentially dangerous outcomes for the safety of the public. The board should be free of this influence	Board Members
Replacing members with pharmacist from all aspects of the profession	Board Members
Better continuing education	CE
Continue education very important. Violations to the practice important too for the safety of consumer	CE

Responses	Categories
Continue to promote continuing education.	CE
continuing education (2)	CE
EXPAND THE CATEGORIES OF CE AVAILABLE	CE
Free ce	CE
maintaining a system to verify completed CEs through NCPDP.	CE
Making CE more readily available and clear in terms of requirements	CE
Managing the CE requirement so that both the licensee and the board can find the information easily.	CE
perhaps broadening scope of what subjects are necessary for CE (which would push up the cost for the CE!)	CE
Providing home study CE credits would e hepful	CE
Add a credit card payment option.	Changes/ Improvements
Additional pharmacy license types (e.g. mail order, specialty, non-dispensing, etc.) California is far behind other states in this regard.	Changes/ Improvements
Better processes	Changes/ Improvements
Change the mailing system that takes forever to reach us	Changes/ Improvements
decreasing the frequency of renewals. This does not serve the public/consumer nor pharmacists' best interests.	Changes/ Improvements
develop clear application, change of status instructions that make clear the processes for varied organization types.	Changes/ Improvements
do not allow pharmacy residents to start their residency until AFTER they are LICENSED pharmacists; stop requiring all pharmacist to periodically review their CURES account	Changes/ Improvements
Ease of application some of the terms are confusing and not standard when it asks for "title" there needs to be a definition for what that is. There are so many pharmacists that have been tripped up with this little piece of information, and I'm sure those that review the applications could point out the common mistakes	Changes/ Improvements
Ease of renewing licenses	Changes/ Improvements
Extending the license period to every 3 years.	Changes/ Improvements
For Sterile Compounding - Establish practice type allowances for requirements to increase safety (pediatrics). Providing guidance for expectations to regulations, and more clearly defining the role of "best practice" to inspections and requirements. A consideration of the implication of cost, along with safety or quality concerns for struggling healthcare systems.	Changes/ Improvements

Responses	Categories
get rid of reciprocity and nablex, more RPhs on the board.	Changes/ Improvements
Give more time, at least 3-4 months for license renewal time.	Changes/ Improvements
I suggest you have an option for retirees to keep their license by doing CE but not having to pay the full fee. The license could then be activated by paying the fee if the retiree decides to volunteer or work. It can be a hardship to pay \$500+ for a license that may not be used. With COVID, there were special rules to go back to work, but why not allow us an option to volunteer in the future by continuing to do CE but not having to pay so much? I believe Colorado had a regulation whereby pharmacists licensed in the state for 50 years were given free licenses from then on. Don't you want to keep us available?	Changes/ Improvements
I think it would be easier if there was a division for applying for licensing and another division for renewing, as well as better resources for advancing techs.	Changes/ Improvements
I think the license renewal form needs drastic improvement. In fact, I feel that as it is almost "antique". Areas marked A,B,C... are not in an particular order and leaves us a possibility of missing a section. Also the space provided to handwrite data in is extremely small. It is time to open it up to modern technology so that it can be submitted online and paid by credit card with NO extra charges imposed on the licensees as the renewal fees are already WAY TOO HIGH.	Changes/ Improvements
improving advanced practice and promoting tiered pay scale	Changes/ Improvements
improving infrastructure to process licenses	Changes/ Improvements
Improving its licensing practices to align with national standards and better leveraging current technologies to improve the experience of licensees and the public	Changes/ Improvements
Increasing the Sterile Clean room license to be valid for two years. Yearly renewals are excessive.	Changes/ Improvements
Lengthening the length of the license period	Changes/ Improvements
Make a new category for licensees with lower fees for those that are volunteering using their license to responde to volunteer/emergency response (as in state Medical Reserve Corps). Physicians have this from the medical board and pharmacists should have this as well.	Changes/ Improvements
Making the renewal and payment easier.	Changes/ Improvements
Modernize licensing process	Changes/ Improvements

Responses	Categories
More effective renewal	Changes/ Improvements
More personal to update licensing information.	Changes/ Improvements
more user friendly application and renewal process.	Changes/ Improvements
New pharmacist, technician licensing.	Changes/ Improvements
Provide checklists for each license type	Changes/ Improvements
Provide checklists for each license type to aid in license application process	Changes/ Improvements
Set up the applications and instructions in a manner that explains how to complete the forms going up an ownership chain. Also, why do we, outside of California, have to explain the California Secretary of State forms to the California analysts.	Changes/ Improvements
There needs to be a position that exists between traditional pharmacy technicians and pharmacists. In comparison to the medical field, there is nearly as much difference between a certified nursing assistant to a physician, as there is between a pharmacy technician and a pharmacist. There needs to an in-between comparable to a nurse in the medical hierarchy.	Changes/ Improvements
Updating protocols for IV compounding	Changes/ Improvements
work on spreading out QA periods	Changes/ Improvements
Collaborating with PICs that are demonstrating intent to comply with the laws and regulations. Too hard to hire experienced pharmacists into the role right now due to the burden of the role.	Collaboration
Helping the state join the NABP PMP	Collaboration
Improving its relationship with licensees. It should be a partnership, not an adversarial relationship. There's too much of a toxic culture with the Board in the way it views the pharmacy profession.	Collaboration
Learn ways to enhance a culture of partnership with licensees to avoid the negative aspects of an adversarial posture.	Collaboration
More coordination with other boards	Collaboration
Partner with pharmacies to learn about challenges to patient access and find ways to enhance both safety and access where there are needs in the community. Stop treating pharmacies acting in good faith as enemies but as potential partners in protecting patient health and safety.	Collaboration

Responses	Categories
PARTNERING WITH ACCREDITATION COUNCILS FOR PHARMACY SCHOOLS TO DECREASE SATURATION OF THE PROFESSION AND MAINTAIN HIGH CALIBER STUDENTS.	Collaboration
Shifting of focus from one of accountability to that of supporting the pharmacies to be the best we can be through education rather than citations only, perhaps working with other organizations such as CDPH, CHA, and CSHP to become more integrative and collaborative.	Collaboration
Soliciting input from licensees concerning professional challenges.	Collaboration
Work with medical board on control substances. Board needs to back its profession and work towards that. Win trust of its own profession.	Collaboration
Work with pharmacies to advance our workflow. Currently, BOP is using stick approach and forcing pharmacies to change. I would like BOP to become more advanced.	Collaboration
Be more clear when special hours are needed in order to obtain license	Communication
Better communication	Communication
better communication and licensing of new pharmacists -- seems to often be a significant delaying in getting results of pharmacist licensure exam. in the past it has been difficult to speak with Board of Pharmacy staff to determine if there are issues with the application/exam info.	Communication
Better communication and response time to licensees.	Communication
better communication.	Communication
Better communication... not just copy & paste the law book in their responses...but actually "explain" what they mean or want in common language.	Communication
Clearer communication with licensees on license/renewal requirements. Should each licensee have a user profile to personalize their communication experience based on their license and occupation?	Communication
communication	Communication
Communication over new regulations.	Communication
COMMUNICATION WITH LICENSED PERSONNEL	Communication
Continue to send out renewal notifications in a timely manner.	Communication
easily to communicate through phone or email.	Communication
Email reminders of when to renew.	Communication
Emailing the results of CPJE instead of mailing it. It will cut down on wasting paper and be more efficient. My results were lost in the mail.	Communication
Expand from sterile compounding to patient centric communications	Communication
Expanded information for current licenses in the area of best practices.	Communication
Get the information out to those seeking a license so they are prepared and not delayed.	Communication
Improve email communications on updates or changes regarding licensing requirements and provide direct links to how or where such requirements can be accomplished	Communication

Responses	Categories
Increased access to communication with board of pharmacy by licensed professionals	Communication
Informing licensees pf law changes. Stress changes.	Communication
More communication to licensee regarding licensing issues.	Communication
Open window for dialogue to listen from both licensees and consumers	Communication
Posted information on the Calif Board of Pharmcy showing each pharmacist's degree origin.	Communication
Providing direct communication to licensees	Communication
Providing more specific recommendations in writing so that PIC's may use that to gain support for compliance from superiors.	Communication
Revamping of regulation guidelines making them more user friendly.	Communication
showing what we are getting for the increased fees	Communication
That pharmacists can effectively communicate with their patients.	Communication
Increasing Reimbursement.	Compensation
Pay scale	Compensation
Technicians are running a lot of the day to day pharmacy business and would like to be considered a profession with higher wages	Compensation
Common sense approach to every aspect of pharmacy. If you keep bullying the pharmacy there won't be any left then you have to deal with the big box . You don't apply the same standard to corporate then independent	Consistency
Consistent survey procedures by inspectors.	Consistency
Creating a more predictable, reliable schedule so new graduates can make plans for their new jobs and not be left in limbo.	Consistency
Getting pharmacies on the same page and not doing things different	Consistency
Getting surveyors to be on the same page and keep subjective interpretation to a minimum	Consistency
I would like to see a focus on educating everyone in licensing on the process so there are not just certain people that can answer certain questions.	Consistency
Provide clear and uniform interpretation of the law to all board inspectors.	Consistency
Renewal process for facilities. Consistency.	Consistency
Training of their teams for consistency in knowledge, communication, and interpretation of the regulations.	Consistency
- opiate dispensing - cures access	Controlled Substances
Controlled substances and medications reconciliation processes	Controlled Substances
Excess use of antibiotics and opioids,	Controlled Substances

Responses	Categories
Allowing technicians to administer covid injections and other vaccines that will assist the pharmacists.	COVID
Continue with current course, look for gaps due to circumstances such as the pandemic	COVID
Control of licensing fir technician administration of all vaccines including Covid.	COVID
Cutting back it's expenses and stop wasting energy in policies for some stupid COVID shit. This is ludicrous why you people are asking us what to do for a job.	COVID
Improving vaccine/immunization access in retail pharmacies if another pandemic or need for mass vaccination is required. There should be more organization to distribute and administer in the retail/community setting.	COVID
New information and treatment on COVID-19.	COVID
obtaining CMS provider status especially since pharmacists are playing such a big role in COVID vaccination roll out	COVID
Better customer service. They are rude and condescending when you are just trying to follow their rules.	Customer Service
Boosting professionalism of technicians that interface with patients. Too lax in customer service verses personal conversations. Pharmacists must encourage more professional interaction between staff and customers.	Customer Service
Customer service (2)	Customer Service
I would also like to see the licensing staff at the Board be more communicative with licencee's and helpful in the licensing process.	Customer Service
Increase resource to improve customer service and reduce wait time.	Customer Service
increasing focus on customer/licensee experience.	Customer Service
More personal to answer phone questions	Customer Service
Professional, patient, and slow to anger staff. More staff to reply promptly to emails and voicemails? I left a voicemail back in March 2021 that still has not been returned (today's date is 04/14/2021)..	Customer Service
Staffing and customer relations. Could be more helpful, informative and kind.	Customer Service
The person. Not everybody is capable of handling the public and be professional at the same time	Customer Service
They need to be more responsive and provide more service to licensees. Pharmacists have grown accustomed to poor service levels from this government entity.	Customer Service
Train current and future staff in basic professional, polite, and compassionate communication.	Customer Service
Again as in previous question evolving the pharmacy curriculum. When I started out there was little of no type of specialization. Today I work mainly with operating room staff (genersl OR. L&D. G I) my wife also an	Education

Responses	Categories
RPh does oncology (mainly peds on oncology) sometimes this goes beyond board certification	
As a pharmacist I find that we have little resources to improve performance. We have attended university and private courses in the area of compounding and have found that they too often misinform. There are also no official instructional courses or videos for technique on sterile and non sterile compounding. So we read the regulations and conform, but surely courses for best practices demonstrated by an expert compounder can only enhance our performance and I would gladly pay for this refresher/ enhancing experience from a properly qualified professional. Too many people out there calling themselves pros that aren't.	Education
CLINICAL TRAINING	Education
Education (4)	Education
Education for licensee.	Education
Education. Young license holders have a lot to learn in school and still need experience, laws and knowledge can be forgotten, and they may be taken advantage of by criminals.	Education
Expanding scope of practice for advanced practice licensure. Collaborating with institutions to offer progressive educational resources for advanced practice (assessment, procedures, and furnishing prescription medications outside of CPA).	Education
Focus on having education system upgrade to meet current state of healthcare.	Education
Increase resources for education and CE	Education
Increasing the knowledge we our a professional and focus educating our associates they should get paid based on their knowledge	Education
Mandate school education and national certification for pharmacy technicians.	Education
On education of things that the pharmacy tech will do. Reduce the difficult requirements of licensing and keep the scope and tasks of the regular pharmacy tech without the need for more certifications	Education
Provide free continuous education	Education
Efficiency (5)	Efficiency
Efficiency,	Efficiency
Efficiency, modernization, security	Efficiency
Efficient and timely processing of licensing	Efficiency
Efficient process for license renewals	Efficiency
Expertise, efficiency. (Not necessarily more staff - more competence and efficiency)	Efficiency
Fast - efficient service	Efficiency

Responses	Categories
Fast and efficiency	Efficiency
Getting more efficient in getting notices and licenses sent out in a timely manner. Since this is a computer function it may require a computer update. The huge increase in the number of licentiates and increase in dues and fees should be used efficiently to get this done.	Efficiency
getting organized	Efficiency
I think the board does a good job, it's the current situation that is hindering the effectiveness of submission and approval of licensing	Efficiency
Improve efficiency in time management for licensing.	Efficiency
Improved efficiency	Efficiency
improving efficiency and quality	Efficiency
Increasing its efficiency in meeting the goals and requirements of its program.	Efficiency
increasing processing efficiency,	Efficiency
Making the license renewal process more efficient	Efficiency
more efficient on line process	Efficiency
Reduce paper work gotcha moments	Efficiency
speed and efficiency	Efficiency
Develop a way to assess the ability of applicants to verbally communicate effectively in English prior to issuing license.	English Language
Ensure the licentiates are fluent in spoken English	English Language
language problems with licensees	English Language
Evaluation of the clinical portion of the exam. What is the objective of the clinical questions on this exam? Is it duplicative to NABPLEX? If there are nuances to clinical practice in CA that are not represented in the NABPLEX, the clinical questions on this test should reflect and test this.	Exams
Adopt MPJE for pharmacy law.	Exams
Again, make tests more competitive.	Exams
Allowing applicants the ability to take the board exam at least monthly,	Exams
Assuring the integrity of the testing, reinstating intern hour completion prior to being able to sit for the Boards	Exams
Automation, the CPJE should give a passing or failing score when submitted.	Exams
being more effective in having CPJE examinations, offer more dates and quicker grading.	Exams
Better and more difficult test to license future pharmacists.	Exams
Better testing. The type of RPh that is passing the California board tests are embarrassing. The pass rate is a true reflection. The "belt" should be tightened and more quality candidates should only be passing.	Exams
Clinical pharmacy practice exams, immunization certification	Exams

Responses	Categories
Consider reconstitution of the Competency Committee for the CPJE, both for development of examination questions and pre- and post-examination analysis. Do NOT accept reciprocity with other states. This is not the right time.	Exams
Consolidating with the rest of us and using MPJE and speeding up the process for everyone, not just select groups	Exams
Create their own exam instead of using the NAPLEX	Exams
Creating a wide variety of questions and decreasing the time to give exam takers their results	Exams
Creating better exams	Exams
Eliminating the state exam and going with the national standards.	Exams
Ensuring the licensing exam is fair, balanced, effective and offered timely and results are available as quickly as possible.	Exams
Exam difficulty	Exams
exam security	Exams
Exam security and making sure the institutions offering up graduates are providing them proper training.	Exams
fast and effective examinations	Exams
fix the CPJE issues and increase pass rate; increase processing time	Exams
Focus on making the exam less difficult and cheaper.	Exams
focus on more law topics in law exam	Exams
Focus on the licensing requirements and re-evaluating the tests that go into licensing	Exams
hands on competencies	Exams
Having a reliable and applicable law exam- we already have the Naplex for the clinical portion and the ca clinical aspect of the exam is outdated.	Exams
I think the have to make the test for technicians a little bit easier and affordable.	Exams
Increase CPJE testing opportunities. Additionally, given low pass rate consider decreasing time someone has to wait to re-test if there is a fail.	Exams
Increase the rigor of the exam. It seems to be adequate for retail but does not adequately address clinical issues or test for ability	Exams
Integrity of the licensure examination process.	Exams
Invest in outside consulting to improve the CPJE. It doesn't actually test one's ability to practice pharmacy at all.	Exams
licensing exams	Exams
Maintain a stringent exam to work in our state	Exams
Maintain exam integrity and clean house.	Exams
Maintaining the quality of the CPJE and find a way to provide results more expeditiously. Continue to monitor for any problems with the exam.	Exams

Responses	Categories
Making a more stringent licensing exam that does not rely on the national exam or at least providing a very stringent exam in addition to the law portion of the exam	Exams
Making it easier to sit for the boards, and removing bias against out-of-state graduates	Exams
Making sure exams are monitored for cheating.	Exams
Making sure the testing is reflective of the current pharmacy practice environment	Exams
Making testing more competitive	Exams
More strict testing of knowledge, ethics, and character to make sure only the best are licensed	Exams
More testing	Exams
pharmacy school interim exam after 2 years (like med school)	Exams
Prepare a more challenging exam than the Naplex test. It needs to make sure each licensee is actually qualified enough to have a license. It needs to limit the amount of times someone can retake the exam, get rid of the foreign graduate challenge exam. Make sure licensees are proficient in English.	Exams
Preventing cheating, ensuring that pharmacists are competent with more than just the ability to memorize test questions	Exams
Proctoring of licensing exam.	Exams
Promoting secure testing for new licensee's but one that is balanced with transparency and efficiency wherever possible	Exams
Raise licensing standards so the exam actually reflects what a pharmacist needs to know in the work force.	Exams
Restructure the antiquated eligibility criteria that see memorization as the 100% category, especially when in the past decade, all pharmaceutical software already churn out relevant data, and acknowledge the need for common sense, ethics, troubleshooting, and other integral soft skills as important factors.	Exams
return to the two test date scenario like it was in the past (versus multiple testing dates) for efficiency and reduced cheating, take credit cards	Exams
Review of CPJE testing questions to ensure that content is up to date and still fair for all who take it.	Exams
Securing the CPJE and ensuring Pharmacy Schools keep the standards	Exams
Security of exams for licensing.	Exams
SELECTION OF QUESTIONS IN THE TEST - TO MAKE SURE IT COVERS ALL THE AREA OF PHARMACY PRACTICE	Exams
Standards of examination	Exams
Start a new exam of its own rather than using Naplex	Exams

Responses	Categories
Streamlining the Pharmacy CPJE exam to be in line with the most common pharmacy practice scenarios. The exam should focus on the majors of pharmacy practice not minor rarely seen scenarios.	Exams
Strengthen the examination for licensure; both pharmacist and pharmacy technician. Strengthen standards for continuing education.	Exams
Stricter licensing examinations.	Exams
Switching to the MPJE to accelerate the process; each MPJE is customized for every state so I'm not sure why the CPJE can't be simply converted over so it is administered by the NABP and is called the CA MPJE, like 48 other states currently do	Exams
Switching to the national law exam, creating a better feedback mechanism so individuals know where they may be weak and then take ce to strengthen those areas.	Exams
Test people on practical materials.	Exams
Testing alternatives	Exams
Testing and Licensing	Exams
testing for relevant current practice.	Exams
Testing should be more strict to raise quality.	Exams
The board also needs to justify that a separate licensing exam is providing a measurable, objective benefit to the state that could not be achieved by the NAPLEX and MPJE. The extra stress, expense, delays and headaches caused by this extra exam do not appear to be justified by evidence of clear substantial benefit to the best of my knowledge.	Exams
The Board may wish to consider a mini-reexam every five to ten years to make sure that pharmacists are keeping up adequately with their profession. Perhaps the pharmacist should be allowed to choose between a hospital mini-reexam or a retail one, and perhaps separate licensure should be considered for each career path.	Exams
The process and issues with CPJE testing.	Exams
Transitioning to a law only state test (perhaps the multi-state)	Exams
Ensuring that the NAPLEX is rigorous enough for our needs	
Updating CPJE questions to be more relevant to pharmacy laws.	Exams
Ways of better evaluating licensees for ongoing competence that go beyond basic CE requirements.	Exams
WORK ON EXAM SUBJECTS, THAT THEY REFLECT YOUR ENFORCEMENT PRIORITIES	Exams
Write an exam with questions about CA pharmacy laws. Better mandatory videos.	Exams
Licensing fees have gone up WAY out of proportion to the cost of living or reasonable levels- should be more reasonable.	Fees

Responses	Categories
Lowering fees.	Fees
allow online payment without fees	Fees
Another is not increasing the renewal fee	Fees
charge less	Fees
Cheaper licensing	Fees
check on rising cost	Fees
Coming up with a solid plan on renewal and issuance fees for the future with acceptable increases that reflect inflation for administrative costs, not whatever other programs you are generating funding for with these recent increases.	Fees
decrease cost	Fees
Decrease licensing fees, increase accessibility for licensee to the board	Fees
Decrease pharmacist license cost.	Fees
decreasing fees	Fees
decreasing license fees	Fees
Decreasing licensing fees	Fees
Fee reduction	Fees
Fees should be standardized across the board.	Fees
finding ways to reduce licensing fees for technicians rather than increasing them. Most technicians in California make close to minimum wage and can't afford the \$195 renewal fee.	Fees
Free online renewal, without extra fees	Fees
Holding off on any new renewal fees	Fees
How to not increase price again	Fees
I would suggest making the licensing a more affordable option. The cost of licensing vs wage has not increased proportionally.	Fees
Keeping fees low and increasing methods to pay for it	Fees
Lessen fees .	Fees
lower cost for renewals	Fees
lowered fees	Fees
Lowering fees for licenses	Fees
Lowering license fees.	Fees
Lowering license renewal prices.	Fees
Lowering licensing fees	Fees
Lowering or keeping licensure fees the same.	Fees
lowering the cost	Fees
Lowering the cost to renew licenses. It's getting ridiculously expensive.	Fees
lowering the outrageous costs for licensing	Fees

Responses	Categories
Lowering the price	Fees
Lowering the price of the license	Fees
Maintaining a budget so that state licenses for pharmacy techs and pharmacists doesn't need to be raised every other year.	Fees
Making a sliding fee schedule on renewing licenses. E.g...someone who's been practicing for under 10 yrs pays a proportional fee vs someone who's practiced 40 yrs.	Fees
Minimizing costs/ fees.	Fees
Not raising fees.	Fees
Not relying on fines. The Board should be funded by the state of California, not the license holders.	Fees
Payment assistance	Fees
Please do not change new or renewing license fees.	Fees
price control, as a technician I do not make as high of a wage as a pharmacist. The renewal pricing for technicians is extremely high.	Fees
Pricing	Fees
Processing and keeping the fees steady, please no price increases anytime soon	Fees
processing licensing online without additional fees	Fees
Reduce costs (2)	Fees
reduce fees	Fees
Reduce licensing fees (2)	Fees
Reduce personal fees	Fees
Reduce pharmacist renewal fees back to \$200 maybe \$300. Requiring over \$500 to renew a license every two years where the licensee's pay in California has reduced to less than \$40/hour is impossible. I need my job but my job doesn't pay me enough to subsidize this ridiculous increase in fees. REDUCE RENEWAL FEES.	Fees
reduce renewal fee!	Fees
Reduce the renewal fees as that is just way too high right now (consider the average pharmacist' salary does not go up and is becoming lower).	Fees
Reduce your fees. Ridiculously high now.	Fees
reducing cost	Fees
Reducing costs	Fees
Reducing fees (3)	Fees
reducing licensure fees across the board and using funds better, provide an online method for payment processing of renewals that does not cost any money to use (50 cent postage vs % of renewal cost (\$10 - 20\$).	Fees
Reducing punitive fines on licensees	Fees
Reducing the cost for licensees without compromising the integrity of the profession.	Fees

Responses	Categories
Reducing the cost of operations, freezing license fee increases for 10 years for pharmacies and pharmacists.	Fees
Reducing the licence fees	Fees
seeing that the California Pharmacist license fees do not keep being elevated for each pharmacist! Learn how to do business without constantly raising the pharmacists annual fees! Quit raising salaries for people working for the California Pharmacy Department!	Fees
Seems the board charges pharmacies yearly fees that keeps going up. The board finds justification for existence by citing pharmacies for minor infraction, for not doing tedious compliance. I have no respect for the board	Fees
So now that you doubled your licensing fees to the practicing pharmacist ... you want me to tell you how to do your job?	Fees
stop increasing licensing fees when not responding to complaints by pharmacists nor attempting to combat pharmacy staff working conditions	Fees
Stop increasing the rates! There is too much supply of pharmacists now and we are not getting raises (neither are we getting bonuses).	Fees
stop raising the cost of renewal	Fees
The cost of a license has double in the last cycle and that seems to be a burden for many pharmacists.	Fees
The cost of licensing has grown exponentially.	Fees
The cost.	Fees
Increasing the standards to become licensed or reducing / limiting the number of new licenses issued.	Flooded Profession
Instead of licensing individuals requesting a license perhaps showing proof of employment to ensure the market isn't saturated and we are over licensing people who can't find work	Flooded Profession
Less pharmacists. The market is already flooded	Flooded Profession
Limit new licenses, new school accreditation for over saturated market.	Flooded Profession
Limit number of student in Pharmacy school. Now is too many Grad and not enough jobs for them. Pharmacy School makes tons of money from student enrollment where student has large loan to paid but not enough jobs.	Flooded Profession
Limit the number of licensees	Flooded Profession

Responses	Categories
Limiting the number of pharmacists. Creating more jobs for pharmacists	Flooded Profession
Reduce the number of licensees (job market is too saturated)	Flooded Profession
Reduce the number of licensees.	Flooded Profession
Reducing pharmacy licenses and students. Saturation and decreased pay is unjust in a state with rising cost.	Flooded Profession
Slow number of licensees. It's becoming more and more difficult to find jobs.	Flooded Profession
Stop graduating more pharmacists than there are jobs. The high debt burden and poor job prospects are destroying what little value the profession has left. The constant refrain I hear from interns is, "I'd quit and do something else if I didn't owe so much money."	Flooded Profession
Stop oversaturation of pharmacists.	Flooded Profession
The Board should focus on strengthening the pharmacy profession by limiting the number of low-quality pharmacy schools and maintaining high standards for licensing.	Flooded Profession
Become stronger with licensing now too weak	General
Competency	General
Ethics	General
everything is great.	General
Everything seems to run smoothly for licensing renewal	General
Fine as is	General
I feel they have been doing a great job	General
I really don't know, I hold licensure in CA and FL. I would say CA process is more advanced than Florida's as I had more difficulty with Florida in regards to getting my application in and process steps such as that. However, CA licensing application was not as challenging and was more straight forward.	General
Issues that effect all of us in pharmacy.	General
Keep going as is	General
Licensing	General
Ok	General
Renewal	General
Trust	General
value	General
Yes	General
Do away with paper licenses (be able to look online or digital licenses) carry with you at all times	Going Paperless

Responses	Categories
Limit the amount of paper it requests. I cannot imagine where all of the paper received by the board is stored. Review the application process, and critically examine whether all of the information the board routinely requests is truly necessary in order to protect the public. Improve communication, and specifically improve the way the license analysts communicate deficiencies. Work harder to ensure that the approach from analyst to analyst is consistent.	Going Paperless
paper renewal is outdated	Going Paperless
Empower pharmacists to be the professionals they once were vs staying as verification machines for chain pharmacies.	Maintaining Standards
A sustainable and viable way to reasonably assure a minimum competency and performance of current license holders.	Maintaining Standards
Allow only those who have superior knowledge of the profession to be eligible to receive a license. Too many pharmacists with a lack of knowledge who currently practice pharmacy.	Maintaining Standards
are older r.ph. competent ie. seniors need current driving tests so do rph	Maintaining Standards
Candidate's character.	Maintaining Standards
Closer alignment with federal standards,	Maintaining Standards
Closer evaluation for foreign trained Pharmacists ability to keep the high standards of the profession.	Maintaining Standards
continue ensuring competency of pharmacy providers	Maintaining Standards
Continue professional, clinical competence as the prime goal.	Maintaining Standards
Don't give licenses to people that don't know basic pharmacy knowledge. Make test harder	Maintaining Standards
Ensure pharmacist competency in expanding pharmacists patient care activities and payment for these activities.	Maintaining Standards
Ensure that the new California Schools of Pharmacy have a proper curriculum.	Maintaining Standards
Ensuring continued competency and support growth for greater clinical involvement in the community	Maintaining Standards
ensuring licensed individuals can practice.	Maintaining Standards
Ensuring new licensees are qualified and adhere to rules	Maintaining Standards
Ensuring facilities are well supervised and adhere to rules	Maintaining Standards
Ensuring pharmacies are meeting the standards of the professional practice of pharmacy	Maintaining Standards

Responses	Categories
Ethics. Realistic expectations.	Maintaining Standards
Focus on competency of pharmacists especially in their clinical skills and knowledge	Maintaining Standards
Focus on reviewing pharmacist applicants, as it is the fault for the board/government allow so many pharmacy school open in California or otherwise don't need to spend extra effort to do all this.	Maintaining Standards
Helping the regulated community identify and meet standards that improve the practice of pharmacy.	Maintaining Standards
Highest quality standards and best practices for all technicians and pharmacists.	Maintaining Standards
Hiring *qualified* technicians	Maintaining Standards
Holding PICs and CEOs accountable for their decisions and directions.	Maintaining Standards
How to uphold pt safety against corporate greed	Maintaining Standards
Improving the quality of technicians before licensing including background checks. The quarterly reports from the Board seem to show a large number of violations by techs.	Maintaining Standards
Improving the screening process for quality candidates	Maintaining Standards
Insure that pharmacists are improving their professional judgement through training and education.	Maintaining Standards
Insuring that the quality of licensee candidates achieve a specific level of knowledge, ability to communicate, and practice pharmacy.	Maintaining Standards
keep up the good work	Maintaining Standards
Keeping Californians safe	Maintaining Standards
Licensing qualified applicants via more rigorous testing	Maintaining Standards
Maintain status quo	Maintaining Standards
maintaining higher than average (national) standards	Maintaining Standards
Make it so the staff has to be up to par that is teaching the students.	Maintaining Standards

Responses	Categories
Make licensing , new and renewal , as priority	Maintaining Standards
Make sure pharmacists are really qualified to do what they are supposed to do	Maintaining Standards
Making it harder to get a license	Maintaining Standards
Making sure that high standards for entry to practice is upheld	Maintaining Standards
Making sure that the Pharmacy Technician and Pharmacist are double checking each other for errors.	Maintaining Standards
NOT issuing licenses to those not qualified just because there is a shortage of pharmacists.	Maintaining Standards
Pharmacist and technicians ethical practice	Maintaining Standards
Practical knowledge, clinical skills.	Maintaining Standards
Prepare current professional standards.	Maintaining Standards
Protect the public by requiring demonstrable competence from applicants.	Maintaining Standards
QUALIFICATIONS; AND NOT GIVE THE PHARMACISTS too much authority over some patients, especially when they need their medications, If a doctor gives a prescription and it is verified what is the problem in filling that prescription	Maintaining Standards
Quality people, quality work, integrity	Maintaining Standards
Raising the standard of knowledge new pharmacists need to practice in California	Maintaining Standards
regulating the quality of pharmacists graduation and quality of pharmacy education	Maintaining Standards
restoring the quality and standing of the pharmacy profession	Maintaining Standards
The DR is a representation of the business get all upper management to hold license for ultimate accountability to the state	Maintaining Standards
To make sure pharmacists are well qualified to license to practice	Maintaining Standards
Upholding professional standards.	Maintaining Standards
We are lucky we are employed because the BOP keeps licensing inadequate pharmacists and makes us disposable commodities!	Maintaining Standards
Well-rounded Pharmacists	Maintaining Standards

Responses	Categories
Better marketing and the considering keeping the hero pay	Miscellaneous
Certification	Miscellaneous
Complete atop	Miscellaneous
controlled substances	Miscellaneous
Covering knowledge of consumer preferred medications, not just patent medications, but nutraceuticals and herbal preparations.	Miscellaneous
Do customers really want to talk to a pharmacist or is that not really important?	Miscellaneous
Don't put so much emphasis on quickly licensing foreign graduates. There should be stricter licensing requirements for these individuals. Foreign individuals should not be prioritized.	Miscellaneous
End the tyranny.	Miscellaneous
Expanding Pharmacy Specialties	Miscellaneous
Facilitating the RpH's become Board-certified	Miscellaneous
Focus on clinical knowledge	Miscellaneous
Focus on minimizing automatic opioids prescribing w/o patient assessment, especially by DDS and surgeons.	Miscellaneous
increasing participation of pharmacists in patient treatment and care	Miscellaneous
Language skills (spoken and written understanding of English)	Miscellaneous
Licensing of pharmacies that have continued changes in board of directors very cumbersome.	Miscellaneous
national certification requirement.	Miscellaneous
Obra adherence as far as medication evaluation and utilization, for excessive dose, duplicate therapy, appropriate indications and other Obra mandates Medicaid adopted as well as many Brds adopted but didn't enforce. malfeasance	Miscellaneous
Outpatient Pharmacy Services including medication preparation and infusions; sterile compounding; and nonsterile compounding.	Miscellaneous
Pharmacy is such a board profession; specialty licensing need to be an option.	Miscellaneous
Practical aspects of sterile compounding	Miscellaneous
Promoting union activity.	Miscellaneous
separting the LTC pharmacy from Retail license and changing staff rations for LTC pharmacy	Miscellaneous
Stop licensing individuals from other countries	Miscellaneous
Technicians, other licensed ancillary personnel	Miscellaneous
Getting the new graduates' licenses in time and making sure there are security features in place so there are not breaches or delays in this process.	New Graduates
Give back to the students, the profession to foster the next generation of professionals	New Graduates
increasing safety standards for new graduates	New Graduates

Responses	Categories
Make the process to become licensed more timely and easy for new graduates.	New Graduates
no comment (3)	No Comment/ Opinion
no opinion (2)	No Comment/ Opinion
No suggestions.	No Comment/ Opinion
N/A (9)	Not Applicable
ability to pay online using credit card more timely license renewal mailed out more timely license expiration updated online	Online Services
Addition of online renewals	Online Services
All licensing applications should be able to be submitted online; reduce time in posting exam results by posting them online; Invest more in online/technology advancement to process applications, posting exam scores and license renewal process for quicker turnaround time.	Online Services
Allow online communication of scoring and sending of applications.	Online Services
Allow these electronic resources: 1) CPE monitor by NABP to be used and hard copies for proof of CE (for the CE that can't be sent to CPE monitor but count for CPE). 2) Allowing full on online registration/license renewal/ first payment for new licensee. (we did this during the pandemic, lets continue this and get better at going electronic)	Online Services
allowing online renewal	Online Services
allowing payment online for renewal.	Online Services
Also please make your application and interfaces more digital; waiting for a letter to see if I passed or failed my entrance exams is nerve racking.	Online Services
automating licensing renewal	Online Services
automation of license renewal process and verification of CE completions, so staff can focus on in person audits of facilities.	Online Services
Automation, allowing on-line updates via password protected databases, modernization of the whole process	Online Services
Automation, use of technology and electronic verification techniques instead of mailed paper transcripts, receipts from background checks, fingerprints, etc. A complete packet should be processed in days, not months.	Online Services
Avenue for digital submissions	Online Services
becoming more digital with licensing	Online Services

Responses	Categories
Bring the process online. The California Department of Consumer Affairs has already created the BreEZE system that other DCA boards use.	Online Services
Building an online application process	Online Services
Changing everything to online. Applications included.	Online Services
Convert all licensing to online only to further streamline the process. Even sending out licenses digitally would be extremely helpful.	Online Services
Copy on-line renewal processes like the State of WA utilizes.	Online Services
Covert all applications to be electronic submission	Online Services
Creating an online infrastructure to complete licensing tasks efficiently online. Arizona has a system in pieces already with online profiles and it works rather well.	Online Services
Creating an online process to apply for a license and being able to track a new license or renewal.	Online Services
Creating an online system to apply for licenses and fix your workflow to make things quicker	Online Services
Develop effective online renewal system.	Online Services
Developing an online renewal program	Online Services
Digitalizing applications and responses	Online Services
Ease of licensure renewal on the website.	Online Services
Electronic renewal	Online Services
electronic resources, less paper submission	Online Services
Electronic score results	Online Services
electronic validation of CE requirements, online renewal	Online Services
enabling an effective on-line licensing process	Online Services
E-payment	Online Services
expand online services	Online Services
Free online renewal. Email renewal notices.	Online Services
Getting an online system for license renewal and expediting the process of licensing and adding more revenues of communication.	Online Services
Going online for instant renewals, like other states.	Online Services
Here's a crazy idea! Create an online system that enables applicants to submit their applications and monitor their status ONLINE as opposed to subjecting them to unnecessary time delays by use of antiquated snail mail communication. Do better. There is no reason why you don't already.	Online Services
I think it should use resources to make licensing accessible online as well as being able to print the actual certificate at the moment of payment online.	Online Services
I think that allowing on-line payment and renewal for pharmacists has made a huge difference. That was a major obstacle for licensees in the past as the mail was not always spot on and we had to Certify/reciept to assure our renewals arrived at the Board	Online Services

Responses	Categories
If possible, an online version for updating or adding permits.	Online Services
Implement online services.	Online Services
improved electronic submission of documents without fees associated with electronic payments	Online Services
Improving infrastructure, automating	Online Services
Increase online	Online Services
Integrated online system for all licensing activities.	Online Services
Invest in electronic data services. Online applications only, updated website, online portal for licensees, etc.	Online Services
It's 2021. It's time to transition all applications and licensing materials to an online database. It's embarrassing your organization is still using pen and paper.	Online Services
Make all applications online.	Online Services
Make everything online, including the notifications	Online Services
Make it easier to renew license electronically.	Online Services
Making all applications and renewals of licenses possible online	Online Services
Making the renewal automatic and over the internet.	Online Services
Modernize licensing process by utilizing secure, efficient electronic systems, instead of relying on outdated mail systems that often cause delays.	Online Services
Modernizing its processes with focus on providing its licensees and applicants with online resources and options.	Online Services
More effective renewal system online	Online Services
More efficient and secure online system for renewal process & payment.	Online Services
More efficient renewal process. Maybe online renewal process with credit card.	Online Services
more online renewals. (2)	Online Services
more utilization of online methods and resources for licensing.	Online Services
Move to an automated plat form where renewals can be paid and resolved through an online platform (eg. The Board's website).	Online Services
Moving to a digital platform. Cost saving measures Speed of processing renewals	Online Services
On line renewal	Online Services
On line renewal and verification	Online Services
Online (2)	Online Services
Online application process.	Online Services
Online Automation, real time updates	Online Services
Online license renewal	Online Services
online License renewals. Paying the fee online	Online Services
Online payment	Online Services
Online payment for facility renewals.	Online Services

Responses	Categories
Online payments. (2)	Online Services
Online portal for payment and application submission	Online Services
online processing.	Online Services
Online renewal (3)	Online Services
Online renewal and CE always available on their website, categorized. AND links to free CE.	Online Services
Online renewal and CE logging	Online Services
On-line Renewal process.	Online Services
Online renewals and payment	Online Services
Online renewals and printing your own licenses online. Other states already have this.	Online Services
Online services	Online Services
Online testing, application, and license renewal.	Online Services
Open an online portal for submitting documents and paying fees, model other states programs such as North Carolina (it takes two weeks to get a license)	Online Services
Optimize electronic renewing and cut the cost - we paid more two years ago for processing electronically and we HAD to process electronically at that point because the paper notification to renew was never mailed out. Poor form!	Online Services
perhaps more automation for the licensing process so there is less dependence on additional staff which could cut back on delays.	Online Services
Real-time tracking of renewal status, waive fee for online payment, issue credit-card type license or electronic license and eliminate the paper license	Online Services
Revamping electronic procedures to make it easier for licensees and save time and money for the board.	Online Services
Shifting things online. How much is spent printing and sending licenses?	Online Services
Start doing automatic renewal	Online Services
Switch to an online only application system.	Online Services
The Board should implement a free online payment system. Also, make it easier for us to hide our home addresses.	Online Services
Transition to a more digital processing fee. It would cater to the younger generation and alleviate the pressures on the current staff.	Online Services
Transitioning to a completely online services for renewal	Online Services
Transitioning to an online system for renewal, updates, communications, etc.	Online Services
Transitioning to web based. Much faster and easier for applicants	Online Services
update licensee electronically when payment is received, and the date paper license will be sent out or received by licensee.	Online Services
Updating systems to speed up the process.	Online Services

Responses	Categories
Upgrades to online services for licensees to renew licenses. More online services for quicker turnaround of license renewals.	Online Services
Using online processing and today's technology, instead of solely relying on mails.	Online Services
Utilizing electronic/on line for application process and processing more efficiently (not 4-6 month turn-around time).	Online Services
All pharmacists that are involved in education or management should be licensed in California. Reduce out of state influences.	Out-of-State
Being able to process out of state pharmacist licenses in a more timely fashion. Especially if it's during the months of new graduates licensing processing, new out of state pharmacists tend to have lower priority than new grads. Or there needs to be more staff to accommodate higher volume months.	Out-of-State
Do away with reciprocity.	Out-of-State
Focus on relationship with out of state licensees.	Out-of-State
Making it easier/quicker to transfer license from states	Out-of-State
Older licensees able to reciprocate to out of state	Out-of-State
Advancing the practice of pharmacy further	Outreach & Education
Consider refresher training especially for organizations that have experienced deficiencies. From our experience people "forget" some details covered in training. I know it is up to them to be current, refresher training would be helpful.	Outreach & Education
Consumer awareness of rights to consultation.	Outreach & Education
Educating on requirements/laws/regulations. Even if it seems like an "old" law, it's great to have CE's or presentations to review licensing.	Outreach & Education
Education r/t initiatives like opiate stewardship	Outreach & Education
Giving guidance to professionals about current issues	Outreach & Education
Helping pharmacies obtain compliance's, helping pharmacists develop appropriate skills	Outreach & Education
Making pharmacists providers and giving the Consumers direct access to the the services pharmacists provide. Look at the list of Licensees in Consumer Affairs. Only the Pharmacists on the list give out free information and services, but very little to Consumers in comparison to the support given to other professionals so that these professionals can practice pharmacy and get paid for it.	Outreach & Education
Making sure pharmacists understand regulations and not enter a pharmacy as if it were a raid.	Outreach & Education

Responses	Categories
More on-line training and testing.	Outreach & Education
Out reach to patients about what pharmacists can provide.	Outreach & Education
Provide more access to educational materials	Outreach & Education
Providing interpretative guidelines so people know what is expected.	Outreach & Education
Since we have no real contact with the board, we should some events or activities for the new licensed person learning the current laws changing...	Outreach & Education
Since you're consumer driven, the pharmacist has no one for guidance.	Outreach & Education
System for providing feedback for changes/upgrades	Outreach & Education
Teaching pharmacists and technicians through webinars and educational events.	Outreach & Education
To be more visible to the public, especially when the news are damaging to the image of the profession.	Outreach & Education
Useful guidance	Outreach & Education
Vaccine education within the community; opioid epidemic awareness in the communities. Explaining the parallels of pandemics and epidemics and how each person is responsible.	Outreach & Education
With the landscape of the cannabis industry being new and robust, a fully comprehensive resource of how to legally navigate that business would make sense for the board to understand and take a position upon.	Outreach & Education
Adequate oversight of non hospital based compounding pharmacies	Oversight
Ensure the rules/review standards connected to individual licenses are actually the direct responsibility of the licensee.	Oversight
Knowledge in the field, passion towards the public health,	Oversight
legality of pharmacies and dispensing protocols	Oversight
justice for pharmacists and workloads	Oversight
Licensing new pharmacist, and make sure they are qualified to practice pharmacy, and overseeing pharmacy schools.	Oversight
Licensing of pharmacists abd pharmacies	Oversight
Maintenance	Oversight
Public safety	Oversight
Training and regulating technicians, ensuring pharmacist have adequate help and not adding additional duties on the pharmacist without the additional help already ascribed to perform additional duties.	Oversight

Responses	Categories
Who owns and buys pharmacies.	Oversight
Board is listening more to corporates, other agencies more than its profession. Board needs to look into improving the working conditions of pharamcist at retail chains, abuses by consumer at pharmacies when consumer come to pick up control substances, focus more on grey areas.	PBMs
Expand control over PBM rampid, out of control policy that detract from quality pharmaceutical care to the consumer.	PBMs
Keeping a closer watch on the big chains and insurance companies trying to ruin the small pharmacy	PBMs
Protect the public from the harms of retail chain environments	PBMs
protecting the public. Protecting the profession also as PBMs have squeezed the profession into also non-existence. The Board should work with the CPhA to institute a minimum dispensing fee for all prescriptions dispensed at retail. Also attempt to pass legislation of the companies that issue Prescription discount cards (ex. Good Rx) as these are hurting the profession. Allow the free market to establish prescription prices.	PBMs
quick sleeping with the big chain pharmacy companies, for approving so many pharmacy colleges/universities. AS A CVS CORPORATE SUPERVISOR STATED, CA BOP CAN'T TELL US HOW TO OPERATE OUR PHARMACIES.	PBMs
The current monopoly by Express Scripts and CVS/Caremark has forced retail pharmacies to cut staffing to a level which makes it impossible to comply with the Board's mandate to counsel patients on every new prescription. In the pharmacy where I work we dispense 800-1000 prescriptions per day. In a twelve hour period that can be up to a prescription every 43 seconds. We have two pharmacists on duty during 4 hours of overlap each day. We barely have enough time to ensure each prescription is accurately filled, let alone counsel patients.	PBMs
With PBM's almost decimating small businesses and even large enterprises like large chains, the focus should be on mail order closed door facilities cranking out billions of rx to customers the attention to public safety thru education and patient counseling must shift toward closed door companies providing drugs.	PBMs
Develop a wallet card that is the correct size and laminated	Physical License
Have an electronic license ID card that you can add to phone wallet or have on app	Physical License
Issuance of plastic license cards (not paper)	Physical License
Issue licenses with pictures on plastic like a driver's license.	Physical License
Picture of license holder on their license like a drivers license.	Physical License
Provide secure plastic license card in place of the paper license	Physical License
revise the cjpe. provide something besides a paper license - like a professional picture and water proof ID CARD.	Physical License
faster turn arounds.	Processing Times

Responses	Categories
increase speed	Processing Times
And review time should be much less. Other state board takes maximum 5-10 days to process the applications. Here it is 5-6 months.	Processing Times
And when an expedited app is submitted....still taking 6-8 weeks is ridiculous	Processing Times
Better turn around time	Processing Times
Continue to shorten the time to license for new pharmacies as there are still too many areas without a local pharmacy.	Processing Times
decrease processing time	Processing Times
decrease time it takes to obtain authorization to test letter	Processing Times
Decreasing application process times especially for pharmacists seeking licensure to practice in areas with few healthcare resources and for incoming pharmacy residents.	Processing Times
Decreasing the time it takes for renewals.	Processing Times
Decreasing the time it takes to get licensed	Processing Times
Dedicating more resources to issuing licenses in a faster manner	Processing Times
Expedite licensing process.	Processing Times
Expedite online renewal	Processing Times
Expediting licensure	Processing Times
Faster on line processing like other states	Processing Times
Faster processing of renewals	Processing Times
faster production	Processing Times
Faster release of exam results and processing of new licenses.	Processing Times
Faster turnaround (2)	Processing Times
Faster turnaround on renewals and new licenses	Processing Times
faster turnaround time (3)	Processing Times
Faster turnaround times for processing applications.	Processing Times
faster turnover	Processing Times
Finding a way to get license renewals and submissions processed in a more timely manner	Processing Times
Get people their license in a quicker time	Processing Times
If you take 2-4 years, that is too long. Nevada can get their licenses out immediately online by paying by Credit card. Seek a better e commerce way of doing business and getting us licenses or if we pay online, immediately renew license online and say its done by moving expiration date and then you can mail it later if you want or have us print a copy.	Processing Times
Improve processing and response time.	Processing Times
Improve processing time. Have one address to mail renewals and changes. The PO box takes way too long to process.	Processing Times
Improve processing times	Processing Times
Improve speed of processing renewals.	Processing Times
Improving speed of new license processing	Processing Times

Responses	Categories
Improving turn around time for licensing.	Processing Times
Improving turn around time for new licenses, renewals, and responding to questions.	Processing Times
improving turn around times	Processing Times
Increasing the speed of processing ALL paperwork	Processing Times
increasing turn around times to get a license	Processing Times
It could improve the time frame of the application process, i.e., shorten the turn around time.	Processing Times
lowering processing times	Processing Times
Make licensing process faster.	Processing Times
making it faster	Processing Times
More efficient and quick way to process the first license.	Processing Times
More staff to help expedite licenses.	Processing Times
processing applications quickly	Processing Times
Processing licenses in a timely fashion.	Processing Times
quicker turnaround times	Processing Times
Rapid processing and an online system.	Processing Times
Rapid processing of applications.	Processing Times
Realistic applications. Realistic time frames for processing all forms licenses from individuals, to especially site/pharmacy applications. It took the boards almost 6months to process my pharmacy license and i even paid \$400 extra to have it expedited which was a scam to get more money and nothing was expedited.	Processing Times
Reducing the time from application to issuing a facility license.	Processing Times
renewing license as soon as they receive payment	Processing Times
Shorter turnaround times.	Processing Times
Speed of processing of licensing	Processing Times
Improve outreach to consumers	
speed of renewal	Processing Times
speed up process of exam results	Processing Times
speed up processing and response times for everything.	Processing Times
Speeding up license processing	Processing Times
speeding up processing times especially for students.	Processing Times
Speeding up renewal processing when it is mailed in.	Processing Times
Speeding up the process to get a license. The time it takes is crucial and when there is so many application changes and there is a lot of time taken to even get an application accepted. This issue could be alleviated if there was an online process.	Processing Times
The BOP takes too long to process things. Ridiculous compared to every other state.	Processing Times
Timely application processing.	Processing Times

Responses	Categories
Timely processing of renewal license for facilities and personal license.	Processing Times
To be more faster in renewing license ,	Processing Times
To process the applications and checks in a timely matter	Processing Times
To renew licenses ASAP	Processing Times
Turn around times	Processing Times
Turnaround time	Processing Times
Be intouch and aware with the current pharmacist workload and challenges	Relevancy
Getting up to speed.	Relevancy
Keeping up to date with what other State Boards of Pharmacy are doing.	Relevancy
Keeping up with new practices	Relevancy
keeping up with the changes in Pharmacy and being proactive	Relevancy
Staying current	Relevancy
I would like to see veteran CA pharmacists continue to be held to the same CE requirements as any other licensee but perhaps receive a tiered, renewal discount based on years of practice.	Requirements
Review requirements for Advanced Practice Pharmacist	Requirements
Focus on quicker responses to email, phone calls, etc.	Responsive
Giving information ASAP for any changes in licensing or law related info	Responsive
more responsive	Responsive
more responsiveness to communications	Responsive
prompt response.	Responsive
Prompt responses to applications and appeals of denial of applications.	Responsive
Quicker response to licensees need rather than just look for errors and fine	Responsive
Rapid response to questions	Responsive
responses to inquirees	Responsive
Responsiveness to questions and/or concerns of pharmacy personnel.	Responsive
The board also needs to be better at responding to inquiries either by mail or email communications within a reasonable amount of time.	Responsive
Cutting out a pharmacy school and capping the profession in California.	Schools
Helping stabilize job market, and limit more school openings. Should be requirement for schools to place certain % of grads in jobs once they graduate	Schools
If possible, do not approve of new pharmacy schools. Too many unqualified pharmacists that are being pumped out of these new schools.	Schools
Increase scrutiny on the present and future schools of pharmacy in the state of California. Graduates are lacking practical knowledge and experience due to the lack of intern requirements and lack of oversight on IPPI and APPI expertise.	Schools
Limiting pharmacy school openings to not over saturate the profession.	Schools
Limiting the number of pharmacy schools	Schools

Responses	Categories
Make sure that schools are fully accredited before a license can be issued.	Schools
Prevent the establishment of new pharmacy schools (easiest part in my opinion). Find a way to reduce the amount of existing pharmacy schools (hardest part because big money has been invested into the schools). Literally these are the TWO tasks that the Board should ONLY focus on because if they don't fix this, the profession will continue to deteriorate exponentially. There are a myriad of other important things that the Board could potentially focus on, but because they dug themselves in a huge hole currently with the oversaturation of the pharmacy market/profession, they must amend this or face the consequences of the very profession they "sought to protect".	Schools
Reevaluating schools P&P cut down on new pharmacy school approvals.	Schools
Rejecting for more pharmacy schools to open.	Schools
Set a ceiling limit on the number of pharmacy schools.	Schools
Stop authorizing new pharmacy schools	Schools
Stop over certifying unqualified schools and students.	Schools
the abundance of graduating pharmacy students annually. The board need to be actively involved with the opening of pharmacy schools	Schools
advanced practice in the profession	Scope of Practice
Allowing Pharmacist & Technicians to expand their scope of practice to help in delivering "pharmaceutical care" and general public health.	Scope of Practice
Also fight to get pharmacist more authority.	Scope of Practice
Broaden our scope of practice and allow remote work	Scope of Practice
Collaborative practices, expanding roles of pharmacists, nutritional food as medicinal opportunity	Scope of Practice
Defining how the profession can meet the needs of patients.	Scope of Practice
Ensuring, whenever possible, that pharmacists are practicing at the full level of their licenses.	Scope of Practice
Expand practice areas for pharmacists: vaccination for kids, collaborative agreement, test and treat, consultant pharmacist required license, more restriction on opening pharmacy schools.	Scope of Practice
Expanded privileges	Scope of Practice
Expanding both pharmacist roles and pushing for certified pharmacy technicians as a licensure type to allow expanded roles in pharmacy.	Scope of Practice
Expanding duties of pharmacy techs to continue to allow for vaccine and flu shot administration	Scope of Practice
Expanding representation of other pharmacy practices like specialty, infusion, etc.	Scope of Practice
Expanding scope of practice for Advanced license holders	Scope of Practice
Expanding scope of practice for pharmacists and techs	Scope of Practice
expanding scope of practice to advance practice pharmacists	Scope of Practice

Responses	Categories
Expanding the duties that can be delegated to technicians (e.g. vaccine and test administration); expanding the pharmacy technician ratio; reviewing requirements for advance practice pharmacist	Scope of Practice
Expanding the duties that may be delegated to technicians (i.e. taking new Rx, transfers, immunizations and testing administration)	Scope of Practice
Expanding the duties that may be delegated to technicians (vaccine administration, new rx, transfers, clarifications, tech check tech)	Scope of Practice
Expanding the expertise in medicines by concentrating on the area of drug therapy as well as scope of prescribing medications	Scope of Practice
Get techs immunizing	Scope of Practice
Increasing scope of practice of pharmacist to administration of drugs	Scope of Practice
Letting pharmacy technicians vaccinate all vaccines it takes pressure of rph having to do consult verify scripts dr calls verify with dr change in rx new rx they do vaccines they can't do all of that	Scope of Practice
Promote Pharmacy professionals and seek opportunities to expand scope and practice to ensure and promote public safety.	Scope of Practice
The board must find a way to Allow pharmacists to use the Knowledge they possess for payment while moving away from putting pills in bottles in a environment that is built for robots. Board must expand the legal capabilities of pharmacists. The profession is shackled to enforcing laws centered around the buying and selling of a commodity. It is imperative that a new path must be taken.	Scope of Practice
Working with state legislators to expand the role of pharmacists	Scope of Practice
Adding more personnel to reviewing of applications to speed up licensing for potential applicants.	Staff/Resources
Adequate staffing to process new applications and renewals	Staff/Resources
Board should hire more inspectors.	Staff/Resources
Find alternative streams of income.	Staff/Resources
Get its budgetary act together.	Staff/Resources
Getting more resources	Staff/Resources
Have dedicated people to reach when there are questions	Staff/Resources
Hire more people to offset any current shortages that do not allow people to respond in a timely manner.	Staff/Resources
Hiring more and more competent employees.	Staff/Resources
Hiring someone to assist candidates in completing the applications correctly and in a timely manner.	Staff/Resources
Hiring staff to streamline the licensing process	Staff/Resources
Increase clerical staff to expedite licensing (back office)	Staff/Resources
Increase staff and training.	Staff/Resources
Increase staffing	Staff/Resources
Increase staffing	Staff/Resources

Responses	Categories
improve online license approval as well as other functions	
Improve customer service	
Increase your staff to be able to answer questions. They can also work on email etiquette for responses.	Staff/Resources
Increasing staff to check for compliance	Staff/Resources
Increasing the number of inspectors to monitor pharmacies and pharmacists.	Staff/Resources
More employees to process applications or at least expedite those reapplying before new grads	Staff/Resources
More staff to ensure professionals are able to renew licenses in a timely manner.	Staff/Resources
More tech resources	Staff/Resources
Recruitment and budget.	Staff/Resources
Staffing	Staff/Resources
Staffing.	Staff/Resources
a way to check license status or application receipt prior to approval	Status Checking
Improve application tracking and post application volume and throughput metrics publicly on a weekly basis.	Status Checking
Response to keep applicant notified of licensure status.	Status Checking
Submittals and progress updates should be available online.	Status Checking
Ease of licensing facilities	Streamline
Ease the process.	Streamline
Efficiency of the application/renewal process.	Streamline
Make it easier	Streamline
Make licensing simple and cheap.	Streamline
Make the licensing process more smooth.. fight for the already licensed one as we have a lot of challenges today to find a job	Streamline
making the process easier. currently as a pharmacist I feel so completely bogged down by everything, more laws, more responsibilities, I want the easiest, fastest renewal process.	Streamline
Optimize the workflow to process licensure applications in a timely manner, modernize licensing processes using software technology	Streamline
reviewing why we need to have so many facility licenses	Streamline
Simplifying, streamlining the application process. Also if you could submit a lot of the information online and see the progress that would be helpful	Streamline
streamline regulations	Streamline
Stream line and increase efficiency in the licensing process.	Streamline
stream lining effective days to prepare for requests for licensing rather than be reactive.	Streamline
Streamline the new facility process for timely processing of applications.	Streamline
streamlining licensure process for all licenses	Streamline

Responses	Categories
Streamlining organizational relicensing process	Streamline
streamlining renewal process.	Streamline
Streamlining the CE and renewal process. I have a license in Nevada and renewal is seamless.	Streamline
Streamlining the processes.	Streamline
Streamlining the requirements for hardcopy applications that are mailed in. This not only takes time and resources, but it is no longer necessary in the age of technology and electronic processing. No more paperchecks and long waiting periods that cause significant, unnecessary delay.	Streamline
Ways to streamline the process.	Streamline
allowing more time for the pharmacist to renew their license.	Support/Protect Licensees
Also, I'm glad the board quit listing personal addresses online. whoever decided in the first place that was a good idea should be extensively personally doxed. listing professional's private address online was a huge invasion of privacy and set up many professionals to be at risk for targeted stalking or crime. I heard from a PT in person that she was stalked by one of her patients at her home.	Support/Protect Licensees
As pharmacy practice expands to better serve the healthcare of the California public, they need to be much more cautious about transferring pharmacist practices to other licensees (pharmacy technicians) and more concerned about pharmacy corporations and their tendency to try and maximize their income, minimize their expense without adequate controls over their staffing and workload expectations. Also the Board needs to be more protective of traditional and nontraditional pharmacy practices in relationship to the Board of Medicine and Board of Nursing who appear to be much more lenient in their regulations of their licensees.	Support/Protect Licensees
Be there for Pharmacist with guidance, be kind to a Pharmacist, not punitive for every little detail... that many times makes no sense....	Support/Protect Licensees
Being a great resource and advocate for pharmacist and the work load being expected of them per chain pharmacies. This is a safety issue.	Support/Protect Licensees
Being a more community pharmacy focused entity.	Support/Protect Licensees
Encourage the licensing of more independent pharmacies and try to enable growth of this branch as opposed to putting laws in places to treat independents like mail order pharmacies. Independent pharmacies have a more solid connection with and therefore provide a higher level of care to the consumers.	Support/Protect Licensees
Enforcement and support of licensees, including staffing ratios and other methods to ensure licensees are not abused by employers	Support/Protect Licensees

Responses	Categories
Ensure that licenced pharmacists from all backgrounds are able to communicate with the patients they serve.	Support/Protect Licensees
Ensure that new pharmacists are not thrown into positions of management that are beyond their abilities	Support/Protect Licensees
ensures safety and protection of licensee	Support/Protect Licensees
expanding opportunities for pharmacist. Lord knows we have enough of them now with the increased numbers of schools	Support/Protect Licensees
Expanding the profession.	Support/Protect Licensees
Having insurances recognize pharmacists as providers, not just the state.	Support/Protect Licensees
helping pharmacists find jobs	Support/Protect Licensees
Helping their licensees succeed in their professions and business	Support/Protect Licensees
I feel the Board has been through so much with a pandemic and having to deal with making sure licenses are up to date as well and doing what is best for everyone. Focus on making the people happy and more understanding of the decisions that have to be made on a daily basis.	Support/Protect Licensees
I would like to see all stare boards emphasize safety of the public through work load guidelines. There was a recent NBC News article on overworked and understaffed pharmacies and the potential for fatal errors by pharmacists. It's not a question of if but, when someone will be killed by some poor overworked and stressed out practitioner. I've felt for decades that state boards should step in and make employers address this issue. It only seems to get worse.	Support/Protect Licensees
Impartiality, Fairness.	Support/Protect Licensees
Let us do our job and help our patients without fear of repercussions and loss of license.	Support/Protect Licensees
Lots of licenses holders have not chances to get job in pharmacies Board is responsible for license's	Support/Protect Licensees
Make the licensees feel valued	Support/Protect Licensees
Monitor pharmacy schools and corporation from over working and exploiting pharmacists	Support/Protect Licensees
More opportunities for pharmacy techs	Support/Protect Licensees
More representative	Support/Protect Licensees

Responses	Categories
Non-punitive corrective interventions, relationship building, positive inspection experiences to support licensees	Support/Protect Licensees
Offering job postings to technicians	Support/Protect Licensees
Promoting advanced care	Support/Protect Licensees
protect and respect licensees	Support/Protect Licensees
Protect the profession, advocate for your licensees facing challenges in the workplace.	Support/Protect Licensees
Protecting pharmacist just like board of medicine or board of nursing	Support/Protect Licensees
protecting pharmacy profession. Come up with middle ground solution.	Support/Protect Licensees
Protecting the license holders.	Support/Protect Licensees
Provide more guidance and less punitive	Support/Protect Licensees
reducing narcotic use	Support/Protect Licensees
Restoring the image and practice of pharmacy instead of destroying it and making pharmacists out to be simply a revenue source through fines	Support/Protect Licensees
Stop exploiting pharmacists, help them , be an ally instead of a bully ready to punish but never ready to assist and help	Support/Protect Licensees
Support PIC for Enforcing pharmacy owners to more easily allow their PIC to enforce more regulatory compliance by providing sufficient hours and protecting their PIC from retaliation.	Support/Protect Licensees
Supporting pharmacists similar to medical board.	Support/Protect Licensees
Supporting the RPH to be successful	Support/Protect Licensees
taking care of the pharmacist who paid for and graduated a school of pharmacy here in the united states	Support/Protect Licensees
Tech support to make processing more efficient	Support/Protect Licensees
The board should do more to seem less like a DMV or post office. Licensees need to feel like they can rely on the board for change in the pharmacy profession and not a barrier for change in terms of increased scope of practice.	Support/Protect Licensees

Responses	Categories
<p>The board should focus on protecting the professionals it represents (pharmacists and technicians). All professional associations (dental, medical, law, etc) have the best interests of the group they represent. However, the board of pharmacy's primary focus is the consumer. The primary focus should be protecting and guiding the professionals. The professionals in turn will have the best interest of the consumer. The next few years, time and money should go into positively growing the profession of pharmacy, helping and guiding pharmacists and technicians.</p>	<p>Support/Protect Licensees</p>
<p>The real treatment (behind the scenes) of the technicians.</p>	<p>Support/Protect Licensees</p>
<p>to improve the career of the pharmacist</p>	<p>Support/Protect Licensees</p>
<p>treat us like professionals and not potential felons to keep an eye on. turn your attention to the patient care services that professionals can perform to improve health especially in underserved communities. When I note services I am not talking about robotic services (count, type, lick and stick) that can and should be performed by a tech. I am speaking about ambulatory care services such as chronic disease management and prescribing for the same.</p>	<p>Support/Protect Licensees</p>
<p>Understanding employer politics to better assist pharmacist that are stuck in the middle....Example would be union interventions when there is a political motive.....This may not concern the board, however, it is vital that pharmacy managers have a clear mind so that they can best serve the public without fear of some type of unfair decisions instigated by the Union.....</p>	<p>Support/Protect Licensees</p>
<p>work more to protect its licensees from the machinations of corporate greed. Overworked pharmacists & techs will obviously lead to med errors & mistakes. In this industry that can be fatal. This is something we've complained to the BOP for years, but the BOP doesn't seem to understand that protecting the licensees will ultimately protect the consumers.</p>	<p>Support/Protect Licensees</p>
<p>You should focus on helping us protect our license and our patients. We need to have additional laws in place to cap out the amount of work in a given day.</p>	<p>Support/Protect Licensees</p>
<p>Helping Community (independent) Pharmacies become more compliant by adding an additional technician to the ratio to free up more time for the Pharmacist to engage with customers and/or daily business operations. I spend more time reading updated insurance requirements, compliance policies, negative reimbursements, drug pricing, personnel compliance, etc. Having independent Pharmacies help with situation like we had last year with the pandemic and running an independent takes a lot more time than a corporate because of all the behind the scenes</p>	<p>Technician Ratio</p>

Responses	Categories
paperwork we are inundated with and to make a long story short it would be nice to have an extra set of eyes the pharmacist could rely on without having to bring in an additional licensed pharmacist	
Licensing more techs, making it easier for people to enter the profession. Covid has made trained tech in demand	Technician Ratio
lowering the ratio to 1 pharmacist to 1 technician	Technician Ratio
One issue is the pharmacist to tech ratio. California is creating an unfair competitive advantage by not expanding the pharmacist to technician ratio.	Technician Ratio
Technician ratio expansion	Technician Ratio
Technician ratio expansion	Technician Ratio
Setting up guidelines for ratios of pharmacists and techs to prevent burnout and errors. The profession is suffering.	Technician Ratio
pharmacist:clerk:technician ratio 1m	Technician Ratios
adding technology to assist staff in processing applications and renewals.	Technology
Adoption of technology for online services, payments, and timely processing.	Technology
Automation	Technology
automation to be more efficient and timely	Technology
-become more technologically advanced -use technology -become faster and more efficient	Technology
Electronic application	Technology
Electronic notification of license renewal. Mailed copies can be delayed or lost.	Technology
How to make the renewal process electronic	Technology
Integrating technology to make processes for licensing automated. A way to see where you're at in the process for new licensees would be helpful as well.	Technology
Interoperability and access to data throughout the supply chain and between the various Federal and State agencies.	Technology
Investing in softwares that would make the licensing process more efficient and appropriate and relevant	Technology
Maintain top security and encryption technologies.	Technology

Responses	Categories
Modernization	Technology
Modernization. Why are we still renewing via mail? The internet has been around for quite some time now...	Technology
Modernize for accuracy and efficiency.	Technology
Modernizing the renewal process.	Technology
Move to online, digitize, everything. That will make your and the end user's life much easier. Your PMP website aaicures is pretty amazing, I'd ask that vendor to assist if they have the ability. If they can take your attention to detail and make that online and a smoother process, I think you can have your cake and eat it too.	Technology
new technology and its relationship to pharmacy	Technology
Technology (2)	Technology
Technology as above	Technology
The world of pharmaceutical dispensing has is changing dramatically. New guidance needs to be developed around electronic/remote prescribing, dispensing, counseling, and robotic fulfillment and delivery.	Technology
Updating itself to new technological processes are Communication strategies	Technology
use of technology	Technology
Utilizing technologies to streamline individual license renewal, improve speed.	Technology
Decreasing turnaround time and fees	Timeliness
Expediency	Timeliness
Faster shipping	Timeliness
Getting the folks who are ready to be inspected for a license to get inspected.	Timeliness
Improve turn around time of responses.	Timeliness
Improving timely services to licenses	Timeliness
Look to improve lag time and any delays.	Timeliness
mailing out renewal forms in a timely manner, issuing renewed licenses in a timely manner	Timeliness
more timely renewal	Timeliness
On renewals work on prompt response to mail in renewals	Timeliness
On time performance	Timeliness
One of which is mailing the license on time.	Timeliness
Quicker turn around time and response time via email	Timeliness
Reduce the time between taking the exam and the results.	Timeliness
reducing wait times for licensing and renewals	Timeliness
Reply to emails in a timely manner.	Timeliness
Respond to I queries in a timely manner and stop using pathetic excuses	Timeliness
Response and timeliness	Timeliness

Responses	Categories
Response time	Timeliness
Send the notices out sooner. If unable to mail the actual paper pocket license out in a timely manner, at least sound out an email notification the the licensee could printout and use	Timeliness
Shorter waiting times	Timeliness
Speed	Timeliness
Speed up the process	Timeliness
Time efficiency of license and license review	Timeliness
Time frame	Timeliness
Timeliness (2)	Timeliness
Timeliness of initial licensure is critical. This can be difficult for residents and new grades to get through the process timely.	Timeliness
Timeliness of response.	Timeliness
timely processing of board results	Timeliness
Timely processing of licenses, communication of pharmacy laws via emails/newsletters	Timeliness
Timely review of hospital issues so that patients can be cared for with the expanded needs of related to the pandemic.	Timeliness
Better transparency	Transparency
Equity and transparency.	Transparency
Greater transparency when established turnaround times are not met. (Provide specifics to applicant.)	Transparency
licensing fees are going up without adequate communications to licensed professionals, transparency towards what our licensing fees are going towards	Transparency
more transparency	Transparency
More transparency and more accountability by the BOP to pharmacists and pharmacies.	Transparency
More transparency to perspective licensees	Transparency
Transparency	Transparency
.	Unknown/None
? (2)	Unknown/None
Answered in #3	Unknown/None
Can't think of anything	Unknown/None
Don't know. (3)	Unknown/None
From my view I can not identify the Board's challenges.	Unknown/None
I am keep very informed and updated so i would say nothing at this time	Unknown/None
I can't think of anything	Unknown/None
I don't know (3)	Unknown/None
I have insufficient information to guide the board's direction over the next 2-4 years.	Unknown/None
I'm not sure	Unknown/None

Responses	Categories
Idk	Unknown/None
No answer.	Unknown/None
no changes	Unknown/None
none (3)	Unknown/None
not sure (8)	Unknown/None
Nothing	Unknown/None
Please see the answer to questions 2.	Unknown/None
TBA	Unknown/None
unsure	Unknown/None
Ensure physicians or families with physicians are not allowed to own, operate, and open pharmacies as I see physicians doing their best to start this and I know of one personally that has a current application with the board for a location in Imperial County for Vo Medical Center or something similar. Vo Medical Center is located in Calexico, El Centro, and Brawley.	Unlicensed Activity
fraudulent licensing credentials submitted to board and focus on the intent of the applicant to commit rampant fraud [not an easy task; but if board oversees legal loopholes skirted or skipped by pharmacy owners then rampant fraud will hit consumers, insurances, taxpayers etc.] I personally tried to alert board inspectors during Jan 2018 in Fresno, CA but the pharmacy owners got away by hiring a darn good team of attorneys and by harassing & forcing the whistle blower to leave the US	Unlicensed Activity
Fraudulent credentials created with the use of the dark web.	Unlicensed Activity
background checks	Verification/ Background Checks
Background checks	Verification/ Background Checks
Background checks on pharmacy retail stores.	Verification/ Background Checks
Fast ID VERIFICATION of Pharmacy to Pharmacy calls. Medication transfers and new verbal RX's are almost a leap of faith.	Verification/ Background Checks

Responses	Categories
Making it easier for hospital pharmacies to renew their licenses when there have been changes in the corporate officers identified on the renewal forms.	Verification/ Background Checks
more detail in candidate applying to checking their background	Verification/ Background Checks
Qualification & Id verification	Verification/ Background Checks
research before licensing a facility	Verification/ Background Checks
Verification	Verification/ Background Checks
Improving their website	Website
Keep the website up to date	Website
make the website less wordy & more simplified for finding solutions quickly	Website
Updating the website allowing easier access to laws and regulations divided up into different business. The current laws and regulations are for lawyers to follow, not any pharmacist or technicians.	Website
User friendly website. Finding answers quickly online.	Website
Website capabilities	Website
Adequate staffing and space of pharmacies but not holding the PIC responsible for these things that are controlled at a higher level.	WorkplaceSafety/ Culture
Better working environment for pharmacists and their professional status to provider status.	WorkplaceSafety/ Culture
Maintaining the status quo. Make some safety restrictions a part of daily routine for employee safety. Not the most drastic safety precautions, but the most common sense ones.	WorkplaceSafety/ Culture
Making sure the industry's employers have reasonable job standards and working conditions	WorkplaceSafety/ Culture
Prevent overworking of pharmacists	WorkplaceSafety/ Culture
Protecting pharmacists who face increased pressure in their jobs (lean staffing from large pharmacy chains, long hours, dealing with overburdened drs who are difficult to reach). Also, more education regarding dealing opioid rx. I hate feeling like I'm putting my license on the line every time I fill an rx.	WorkplaceSafety/ Culture
STAFFING regulation especially in outpatient pharmacy settings to prevent non-pharmacist ownership requiring professional pharmacists to	WorkplaceSafety/ Culture

Responses	Categories
handle business transactions without help & taking away from patient care.	

Possible Licensing Objectives – Board Member Responses

Response	Categories
The Board can continue to work on shortening the application processing times.	Processing Times
Making sure regulations are modern and not outdated.	Review/Update Leg/Reg
Embracing & selling advanced technicians, allowing pharmacists to work at the top of their licenses.	Scope of Practice
If the Board wants to see a regular pharmacist and regular pharmacy be able to do more, they need to expand the scope of practice. For example, pharmacists have started doing HIV prep medications. They could do so much more in terms of testing and working with patients.	Scope of Practice
The scope of practice for licensees is going to take a turn. There's a lot of pharmacy economics on the horizon. We must streamline pharmacy can so communities can access services. We need to take some of the monotonous tasks away that can be done by technicians, etc.	Scope of Practice
There is an increasing number of applicants, so the Board needs to make sure applications are streamlined. The Board still uses PDFs for applications and the process itself is really complicated, so they need to improve the licensing process.	Streamline
More improvements need to be made on automating the licensing process. The Board has only recently offered licensees the ability to process renewals online with a credit card.	Technology
Working conditions.	Workplace Safety/Culture

Possible Licensing Objectives – Board Management and Staff Responses

Responses	Categories
Being more accessible to consumers, applicants, and licensees. Maybe even offering outreach opportunities for staff. I know from previous experience how effective outreach can be.	Accessibility
A contact information for licensee to contact regarding their license as they always contact the inspector's line for licensing questions.	Accessibility
Making staff available to public by phone and email.	Accessibility
Improve communication with parties involved	Communication
Work on having better management communication and understanding.	Communication
Consistency,	Consistency
Going paperless.	Going Paperless
Less paper based system for applications	Going Paperless
Continue to identify changes in pharmacy practice that may require a different license type. Some licenses also require a greater deal of effort to regulate. IE: a typical PHY is very low maintenance on the BOP where as a NSC / LSC / OSF / NSF or HSP with multiple affiliates is more challenging. Perhaps Board licensing fees and / or internal resources can be considerate of those nuances.	License Types
Less oversight of staff who don't require it.	Management
No comment	No Comment/Opinion
Online applications	Online Services
Applying and renewing online.	Online Services
allow applicants to submit applications online, create an online tracking system so applicants can see what items are deficient and need to be submitted without necessarily having to contact the board for a status update.	Online Services
Processing. Move the platform to online and reduce the paper processing	Online Services
Follow up with newly licensed pharmacies to ensure they are in operation and not just holding/renewing the license indefinitely (BPC 4312)	Oversight
Research the background of potential licensees/owners	Oversight
The Board needs to evaluate the emerging changes in practice settings and evaluate the use of technology to determine if such changes are in the best interest of patients as well as identify if law changes are necessary to facilitate appropriate changes.	Oversight

Responses	Categories
Main challenge is we have almost legal challenges with illegal/hidden ownership. Analysts work on these things. There are rules about who can own pharmacies and sometimes this is hidden.	Oversight
Focus on priorities - nothing is a priority if everything is a priority.	Prioritize/ Strategize
being able to answer questions, responding to inquiries	Responsiveness
Hire more OA and OT to assist with licensing staff to allow the analyst to do analytical work.	Staffing/ Resources
Manpower	Staffing/ Resources
More help for staff. Increased funding, increased staffing.	Staffing/ Resources
more employees	Staffing/ Resources
Hiring more staff to handle to increasing workload and increasing expectations of management. Hiring staff to handle the tremendous number of papers needing to be filed.	Staffing/ Resources
I can't pin point one thing in particular. I just really feel for the department because ever since I've worked for the Board, I have been aware they are always behind. Maybe more staffing....and DEFINITELY someone to manage and be there to answer public calls. I think they could benefit from having their own receptionist. The lack of being able to stay on top of their workload not only affects licensing, but also affects the reception and the complaint department.	Staffing/ Resources
hire more staff	Staffing/ Resources
Increase staffing (analysts and office technicians)	Staffing/ Resources
More staff	Staffing/ Resources
increase staffing	Staffing/ Resources
Analysts using their time more effectively More effective filing/analysts spending some time filing each week instead of letting it pile up	Streamline/ Modernize
Up to date computer systems. Systems that allow staff to review applications and simultaneously track the workload.	Streamline/ Modernize
Improving efficiency. Improving staff performance.	Streamline/ Modernize
Speed/efficiency - either equipment upgrades or staffing, dependent on the root cause currently	Streamline/ Modernize

Responses	Categories
Streamlining the process. Making the process electronic and easier for applicants. .	Streamline/ Modernize
streamline application processes	Streamline/ Modernize
streamline processing or application	Streamline/ Modernize
Improving technology.	Technology
License processing times	Timeliness
Improving on time to get a license	Timeliness
Reducing processing times.	Timeliness
more timely completion of tasks	Timeliness
Faster processing times	Timeliness
staff and the training of staff. reward outstanding staff and remove ineffective ones.	Train/Develop
Better education of staff and stronger management	Train/Develop

Enforcement Strengths – Stakeholder Responses

Responses	Categories
Accessible to ask	Accessibility
Consumer friendly	Accessibility
Easy to get in contact with BOP enforcers.	Accessibility
The actual agents are relatively easy to get ahold of.	Accessibility
holding licensees accountable for inappropriate actions/conduct and taking action.	Accountability
Accountability	Accountability
holds responsibility / accountability for Pharmaceutical operations.	Accountability
Seems to be holding people/institutions accountable with violations	Accountability
they do seem to hold naughty folks accountable.	Accountability
Board does well cooperating with other regulatory agencies/police.	Collaboration
They work with pharmacy's and pharmacists/licensees to correct deficiencies that may be hazardous to the public.	Collaboration
Communicated well through the Script	Communication
Communication good.	Communication
Documented Standards	Communication
Sharing frequent/most common violations on Script Newsletter	Communication
Apply the same rules to every licensee	Consistency
Are enforcement laws, codes and standards applied equally regardless of race, creed, color? Is this a Boards strength? Ask yourselves? Is everyone treated equally?	Consistency
For run-of-the-mill common violations, the standards seem to be evenly applied and enforced.	Consistency
Regular	Consistency
They are consistently changing the laws to align with current day technologies and standards of practice	Consistency
Board is doing fantastic job towards the public protection. Wish board will protect the licensees as well	Consumer Protection
Board needs to be patient safety advocates.	Consumer Protection
board protects consumers	Consumer Protection
Consumer safety	Consumer Protection
Dedicated to protecting the public	Consumer Protection
good at protecting the consumers	Consumer Protection
High focus on consumer safety	Consumer Protection
I believe the Board does have at its core the mission to protect the average public consumer of pharmacy services and drugs.	Consumer Protection

Responses	Categories
I do believe the board protects the consumers and that is foremost in the Board's mind	Consumer Protection
I think the board of pharmacy has the public health in mind and this is good.	Consumer Protection
I think they do well with protecting patients when it comes to pharmacy laws.	Consumer Protection
It takes patient safety seriously.	Consumer Protection
It works well in protected Patients (customers) and Pharmacy Personnel.	Consumer Protection
It's a wonderful thing. It does prevent life and death.	Consumer Protection
keep the background checks on going to keep the people with bad pasts keeping them from getting licened	Consumer Protection
protect the consumer	Consumer Protection
Protecting consumers	Consumer Protection
protecting the consumer	Consumer Protection
Protects Consumers	Consumer Protection
Protects public health.	Consumer Protection
seems to have the public's best interest at heart	Consumer Protection
Stopping criminal activity (2)	Consumer Protection
The Board appears to focus primarily on protecting consumers. Consumers should feel confident in the oversight of Pharmacies to maintain safe operations.	Consumer Protection
The Board does a good job in protecting consumers.	Consumer Protection
The Board goes after pharmacists for anything and everything to protect the consumer.	Consumer Protection
The Board is a strong advocate for consumers and sends out emails of providers with suspended licenses regularly.	Consumer Protection
The board protects the public by prosecuting pharmacists for negligence or misconduct. I think this is important to an extent.	Consumer Protection
the board's mandate is to protect the public, and it works towards this.	Consumer Protection
Very strong consumer protections but often way to complicated to keep pharmacies in compliance	Consumer Protection
Able to audit pharmacies with issues especially in dispensing controlled substances and penalizing unethical prescribers who write Rx's for non medical reasons	Controlled Substances
Controlled drug locked out of accessibility without special prescription.	Controlled Substances
controlled substances efforts; going after pharmacies filling any controlled Rxs	Controlled Substances
Keeping track on the volume of control substances ordered by all pharmacies.	Controlled Substances

Responses	Categories
Opioid laws, pretty good	Controlled Substances
Professional	Customer Service
Very professional and understanding when handling deficiencies.	Customer Service
able to detect and prosecute fraud	Discipline
Able to pull anyone license	Discipline
Able to punish licensees	Discipline
Able to remove or discipline licenses when necessary	Discipline
Board hearings and actions to enforce regulations.	Discipline
Citation for issues following the regulations	Discipline
citing the pharmacies that do not follow standards.	Discipline
Closures on many compounding pharmacies	Discipline
Discipline	Discipline
Discipline of those who jeopardize the status of our profession by violating the high standards that those of us who have worked so hard for decades to earn and maintain; High public opinion of pharmacy and pharmacists is the currency that is vital to our role in administering health care to the communities that we serve.	Discipline
Effective disciplinary actions	Discipline
Effective disciplinary measures	Discipline
Fees and disciplinary action	Discipline
Fines seem appropriate for violations	Discipline
Inspections discipline	Discipline
Investigates and fines and/or revokes license of pharmacy if wrongdoing is proven	Discipline
probation	Discipline
sanctions pharmacists, technicians, and pharmacies that are not in compliance	Discipline
Sometimes finds those engaged in illegal activity.	Discipline
The board discipline to enforce the law are being followed	Discipline
The Board takes action against poor performing licensees to prevent possible harm to consumers.	Discipline
To protect public safety, the board is responsible for discipline actions or hearings when needed	Discipline
Again has the power	Efficient/ Effective
Appears individuals are adequately and timely identified.	Efficient/ Effective
Catches violations efficiently	Efficient/ Effective
Clear prioritization of tasks	Efficient/ Effective

Responses	Categories
diligent in enforcement	Efficient/ Effective
Doing effective work.	Efficient/ Effective
effective (2)	Efficient/ Effective
Effective field inspections	Efficient/ Effective
Effective in analyzing safety issues, narcotic control, and regulations.	Efficient/ Effective
Effective response to out of state compounding issues and requirement for inspection and licensure of outside pharmacies.	Efficient/ Effective
Effectively enforces laws	Efficient/ Effective
Enforce the rules effectively	Efficient/Effective
Generally effective	Efficient/Effective
Has aided in reducing "pill mills"	Efficient/Effective
It seems that the Board has adapted well to the new challenges posed by COVID-19.	Efficient/Effective
Methodology and procedures are its strengths	Efficient/Effective
pretty on top of things here i guess	Efficient/Effective
Staying current with respect to national trends, including compounding	Efficient/Effective
strict disciplinary action	Efficient/Effective
Taking action against pill mills pharmacies is effectively.	Efficient/Effective
The Board is diligent and has the resources to inspect the facilities on a regular basis	Efficient/Effective
The board seems to catch most of the bad guys.	Efficient/Effective
They are very strong in this area, probably the strongest in the Country.	Efficient/Effective
Very effective	Efficient/Effective
Very effective in forcing laws and codes	Efficient/Effective
Very good at finding violations.	Efficient/Effective
Very strict	Efficient/Effective
VERY STRONG	Efficient/Effective
Yes the board makes good effort in enforcing the above	Efficient/Effective
You do catch many pharmacists who do unethical practices	Efficient/Effective
You do well getting rid of the bad members of the profession.	Efficient/Effective
Ability to have due process	Fair
allows time for input into the process	Fair
Diligent and Fair	Fair
Ease and opportunity to appeal enforcement decisions.	Fair

Responses	Categories
Effective and fair punishment it infractions.	Fair
Enforcement is fact based.	Fair
fair	Fair
Fair and helpful when infractions occur.	Fair
Not sure. I'm hoping fairness.	Fair
Seems to be fair and reasonable	Fair
The inspectors, and particularly the supervising inspectors, are reasonable in evaluating the circumstances of an alleged violation.	Fair
Very fair	Fair
Citing and follow up on enforcing laws that have been broken.	Follow-up
complaint follow up	Follow-up
Follow up for complaints	Follow-up
Follow up in inspections	Follow-up
Follow up to complaints	Follow-up
Follow up to consumer complaints	Follow-up
following up on complaints	Follow-up
following up on complaints; unannounced inspections; recommendatios on ways to improve	Follow-up
Following up on consumer complaints	Follow-up
following up when a consumer or patient contacts them	Follow-up
following up with patient complaints	Follow-up
Follow-up	Follow-up
Frequent visits	Follow-up
Knowledge of the law - follow-up on legitimate violations	Follow-up
Adequate	General
Amazing job!	General
As good as it gets	General
Authority to prosecute criminal actions.	General
Average. (2)	General
Bad elements in our profession are weeded out.	General
Doing a good job with enforcement of regulations.	General
Enforcement	General
Enforcement has continued to be adequate.	General
enforcement is more than adequate, but process is very slow	General
Enforcement is where it needs to be.	General
Enforces the law	General
Enforcing law and codes	General
Excellent (2)	General
excellent work in this area	General

Responses	Categories
From my experience, the board is pretty good at doing investigations and enforcing the laws.	General
Good (8)	General
Good at detecting enforcement violations.	General
Good job enforcing the Pharmacy laws and ensuring Public safety	General
Good overall	General
great (2)	General
Great. Very much needed service	General
I don't have personal experience in this area but from what I have observed the Board seems to be doing a good job in this area.	General
I like how they enforce the law	General
I think they are doing it so far enforce their laws	General
Nothing special	General
Okay (4)	General
Perfect	General
Proactive (2)	General
Proper licensing.	General
Seems doing good job (2)	General
strong	General
SUFFICIENT ENFORCEMENT THAT I AM AWARE OF	General
The Board continues to do the best that they can do.	General
THE BOARD DOES A GOOD JOB ON ENFORCEMENT.	General
The Board does a great job at enforcement. I have no recommendations in this area.	General
The board does a great job of this	General
The board focuses more on licensees who does not follow the law	General
The board is doing a good job in enforcement.	General
The board is doing well in this area.	General
The Board must remain constant on enforcing the rules and conduct of the licensed professional.	General
The board seems to have adequate authority to take appropriate action on a licensee.	General
The self assessment instrument is a good process.	General
Very good (2)	General
Very good in enforcing standards.	General
They seem pretty good.	General
You are actively engaged in the sterile compounding regulations.	General

Responses	Categories
You can only protect consumers if you allow the professionals to sell their knowledge not a commodity. An informed consumer is a protected consumer.	General
You make the rules AND enforce them. Things could not be any better.	General
Alerts to prescribers with poor practice	Guidance/Communication
And the information about enforcement is adequately distributed.	Guidance/Communication
Authority to keep pharmacies and licensed personnel aligned with new and current laws	Guidance/Communication
Available to answer questions related to the practice of pharmacy and how best to follow the rules and regulations.	Guidance/Communication
Board Inspectors are available for pharmacist to ask questions and seek guidance in interpreting standards and regulations	Guidance/Communication
clear consequences	Guidance/Communication
Clear directions	Guidance/Communication
Clear guidance for standard/laws.	Guidance/Communication
Communicates new laws and regulations to be aware of	Guidance/Communication
communication of violations	Guidance/Communication
Continual updates on Prescribers who have made violations	Guidance/Communication
Electronic notification to those subscribed to list serve	Guidance/Communication
Email updates	Guidance/Communication
Enforcement guidelines are strong.	Guidance/Communication
From the e mails I get they seem to be getting the job done	Guidance/Communication
I like the notifications I receive about providers losing their privileges, such as controlled drug prescribing	Guidance/Communication
informing everyone of new changes	Guidance/Communication
Informing licensees.	Guidance/Communication
It seems like the emails are timely in reminding pharmacists of the issues around enforcement.... but otherwise I have no idea.	Guidance/Communication
Not really sure other than seeing the actions taken that are listed in the Script and online	Guidance/Communication
Pharmacy law is clear and robust in what pharmacy practitioners have to adhere by	Guidance/Communication
Posting of violations	Guidance/Communication
Provides clarity of requirements	Guidance/Communication
Provides clear guidance of what pharmacists and pharmacies should be doing.	Guidance/Communication
Provides methods of understanding the potential violation.	Guidance/Communication
publication of pharmacists revoking of pharmacist licence and impaired pharmacist	Guidance/Communication

Responses	Categories
Publishing disciplinary records online, with details available to the public in pdf format	Guidance/Communication
Reasonable communication	Guidance/Communication
Recall Notices	Guidance/Communication
Script newsletter only once a year, unclear	Guidance/Communication
Secure communications	Guidance/Communication
SENDING EMAILS IN REGARDS TO CHANGES IN LAWS AND SPECIFICALLY REGARDING THE COVID-19 CHANGES	Guidance/Communication
Sending updates in laws reg through email having rules on website that can be looked up easy	Guidance/Communication
Sharing information.	Guidance/Communication
The Board does a great job of sending out notices of policies and/or policy changes.	Guidance/Communication
The board's defined language detailing enforcement.	Guidance/Communication
The BOP is always informative, helpful & insightful. They are not out to get you, but are their for the public's safety.	Guidance/Communication
The script is a good tool to display the discipline of the Board	Guidance/Communication
The Script newsletter gives regulatory updates, as well as emails and offered CE	Guidance/Communication
Ummm...The Script. Although it should be published more frequently.	Guidance/Communication
Using email as a means of communicated very effective compared to before. Webinars have been great also.	Guidance/Communication
Annual inspections. (2)	Inspections/Inspectors
auditing, inspection	Inspections/Inspectors
auditing, inspection, penalty.	Inspections/Inspectors
Audits (2)	Inspections/Inspectors
Board has annual inspections and surprise inspections.	Inspections/Inspectors
Board Inspections occur regularly	Inspections/Inspectors
Board inspectors are becoming more knowledgeable.	Inspections/Inspectors
Board inspectors are typically straightforward and helpful	Inspections/Inspectors
Board Inspectors seem to track a good number of violators.	Inspections/Inspectors
Board inspectors.	Inspections/Inspectors
Board of pharmacy visits very helpful with establishing rules and regulations	Inspections/Inspectors
can always rely on the board to come and inspect	Inspections/Inspectors
Diversion trained inspectors do a great job.	Inspections/Inspectors
Encouraging Board pharmacy inspectors to advise of issues they've seen in other inspections/other locations to help coach better overall compliance with Board rules and regulations.	Inspections/Inspectors
Excellent inspectors.	Inspections/Inspectors
good inspections by our Board inspectors.	Inspections/Inspectors

Responses	Categories
good inspectors	Inspections/Inspectors
Good inspectors and knowledgeable people working in the enforcement area	Inspections/Inspectors
has large inspector pool	Inspections/Inspectors
Have actually showed up to pharmacies for on site inspections	Inspections/Inspectors
inspection is competent.	Inspections/Inspectors
INSPECTION OF PHARMACY IN THE COMMUNITY AND IN THE HOSPITAL - AND PROVIDE POSITIVE FEED BACK ON DEFICIENCY	Inspections/Inspectors
Inspections (2)	Inspections/Inspectors
Inspections can be educational, and inspectors can offer suggestions on ways to interpret and be more compliant with regulations.	Inspections/Inspectors
inspections of pharmacies	Inspections/Inspectors
Inspector	Inspections/Inspectors
Inspector visits to ensure that pharmacists are practicing in a safe manner to the consumer	Inspections/Inspectors
inspectors	Inspections/Inspectors
Inspectors and feedback	Inspections/Inspectors
Inspectors are mostly very professional and work with the licensee	Inspections/Inspectors
Inspectors are Pharmacists.	Inspections/Inspectors
Inspectors are trained and spend adequate time to investigate	Inspections/Inspectors
Inspectors have been much more collegial during inspections over the last few years.	Inspections/Inspectors
Inspectors provide good guidance during inspections.	Inspections/Inspectors
Knowledgeable inspectors	Inspections/Inspectors
Lots of visits to pharmacy locations.	Inspections/Inspectors
Maintaining inspectors of facilities to verify laws are followed.	Inspections/Inspectors
Make there rounds checking in on pharmacies	Inspections/Inspectors
Making valuable suggestions at inspection times. Answering questions regarding new laws and their applications in The Script.	Inspections/Inspectors
None. The inspectors know nothing of the real world practice, only reciting book knowledge.	Inspections/Inspectors
On sight inspections frequent enough.	Inspections/Inspectors
On site visits	Inspections/Inspectors
Onsite auditing & online schedule med utilization accountability monitoring	Inspections/Inspectors
onsite inspections for Sterile compounding is a strength.	Inspections/Inspectors

Responses	Categories
Performs annual pharmacy inspections and investigates complaints.	Inspections/Inspectors
Pharmacy inspections to assure all meet the current laws	Inspections/Inspectors
Pharmacy visits	Inspections/Inspectors
Prioritization to conduct thorough inspections for sterile compounders and outsourcing facilities. Board inspectors are its best assets.	Inspections/Inspectors
Randomly coming in to inspect us and answer questions.	Inspections/Inspectors
Regular inspections	Inspections/Inspectors
Remote inspections work well.	Inspections/Inspectors
Routine annual compounding inspections and inspections upon complaints.	Inspections/Inspectors
Routine Inspections (2)	Inspections/Inspectors
Sending inspectors	Inspections/Inspectors
Some inspectors are willing to take the time to talk and address concerns.	Inspections/Inspectors
Some surveyors emphasize their role in assisting.	Inspections/Inspectors
store visitation	Inspections/Inspectors
Supervising inspectors are very professional. We are able to have open and productive dialogue developing good relationships.	Inspections/Inspectors
Surveyors are so much more knowledgeable in sterile compounding than previously and provide great guidance.	Inspections/Inspectors
The board does go to most pharmacies annually.	Inspections/Inspectors
The board of Pharmacy has licensed pharmacists as its inspectors and upon hearing of a problem will send an inspector	Inspections/Inspectors
The board seems to take a long time making a decision after beginning an investigation. I assume this means they are very thorough in their investigations which is commendable.	Inspections/Inspectors
The board tries to get inspectors out to the sites regularly.	Inspections/Inspectors
The fact that on-site inspections are conducted is important.	Inspections/Inspectors
The inspectors I have worked with have been knowledgeable and reasonable.	Inspections/Inspectors
There are some long term inspectors that really have a good feel for the practice of pharmacy and are very helpful with education to pharmacies	Inspections/Inspectors
They also inspect pharmacies to ensure that all applicable regulatory issues are complied with.	Inspections/Inspectors
They have expanded their enforcement and inspections practices over time.	Inspections/Inspectors
They perform routine inspections.	Inspections/Inspectors
Traditionally clear interpretation of the law and regulations.	Inspections/Inspectors
Using pharmacists as inspectors.	Inspections/Inspectors

Responses	Categories
We're all scared of them! Inspectors I have dealt with have all been very professional	Inspections/Inspectors
Well trained inspectors	Inspections/Inspectors
While active, BOP personnel were good. Inspectors efficient/fair.	Inspections/Inspectors
Has the power to investigate complaints from consumers (some are frivolous and don't warrant investigation) Others need immediate attention. Ability to detect and investigate unethical and illegal activities	Investigation Process
Investigates complaints	Investigation Process
investigating violations	Investigation Process
Responding to complaints and investigating fairly the merits of those complaints.	Investigation Process
Strong investigators	Investigation Process
Developing laws to protect the public from licensees who do not meet the high standards.	Laws/Regs
Drug laws	Laws/Regs
Excerpts in The Script that provide insight on new laws/regulations	Laws/Regs
Good laws	Laws/Regs
has worked on many initiatives to promote consumer safety	Laws/Regs
Having codes be able to be readily found	Laws/Regs
I value that there are policies that need to be followed to prevent fraud, waste and abuse.	Laws/Regs
involved with laws	Laws/Regs
Making rules	Laws/Regs
Restrict laws	Laws/Regs
rules	Laws/Regs
Strong license requirements and e-scribe laws	Laws/Regs
the board is always updating new laws to help everyone involve in the pharmacy world	Laws/Regs
They are constantly changing and updating laws as seen fit.	Laws/Regs
They have created MANY laws and standards.	Laws/Regs
To help pass laws to protect the pharmacists and the consumers.	Laws/Regs
You have the power to guide this profession through regulation.	Laws/Regs
Board is diligent in preventing cheating & fraud.	Maintaining Standards
catching cheating	Maintaining Standards
Checks for safety, rule following.	Maintaining Standards
Enforcement is taken seriously.	Maintaining Standards
Enforces standards strictly and thoroughly to protect consumers.	Maintaining Standards
Ensure practice is ethical and sterile.	Maintaining Standards
Ensuring that individuals and pharmacies have update license	Maintaining Standards
Ensuring that licensees are sober and law abiding citizens	Maintaining Standards

Responses	Categories
Ensuring that pharmacists and other licensed personnel practicing in traditional settings adhere to applicable laws and regulations.	Maintaining Standards
Ensuring the right thing is done by pharmacists and pharmacies	Maintaining Standards
Experienced inspectors to evaluate pharmacies and to make sure the pharmacies and their staff are in compliance with the laws and regulations.	Maintaining Standards
Having set standards as to what pharmacists and pharmacy techs can and cannot do for their patients help to keep things clear-cut and simple.	Maintaining Standards
HIGH STANDARDS FOR DISPENSING MEDS	Maintaining Standards
Insisting on consultation on all new Rx's and enforcing it	Maintaining Standards
Maintaining high standards for its licensees	Maintaining Standards
Monitoring they field for prescribing errors as well as following up on controlled changes and seeking out those who choose to disregard the dangers of ignoring new laws and practices at forth by the Dea and board policies	Maintaining Standards
Notes discrepancies for pharmacies to fix	Maintaining Standards
Prevent fraud	Maintaining Standards
respected by employers	Maintaining Standards
Setting standards for the practice environment	Maintaining Standards
Sites areas that are not compliant with the laws.	Maintaining Standards
That you take diversion and regulatory compliance seriously!	Maintaining Standards
The board is very powerful in enforcing laws and srandards	Maintaining Standards
The mandatory ethics and law CE provides a nice baseline on what's expected of pharmacy staff from a legal and ethical standpoint.	Maintaining Standards
Very ethical and strict adherence to laws	Maintaining Standards
annual surveys for sterile compounding	Miscellaneous
I have no comment. (2)	No Comment/Opinion
no comment (7)	No Comment/Opinion
No opinion (2)	No Comment/Opinion
Not sure.	No Comment/Opinion
nothing to comment	No Comment/Opinion
N/A (33)	Not Applicable
N/A - little interaction	Not Applicable
N/A... don't currently practice in California	Not Applicable
"Ask an Inspector" program	Outreach & Education
As stated before, there is an abundance of resources and references.	Outreach & Education
Informing the professionals and consumers	Outreach & Education

Responses	Categories
More education to prescribers on control substance requirements	Outreach & Education
My experience is that the board educates licensees when possible prior to enforcement action that affect individual and institutional licenses.	Outreach & Education
Outreach to consumers by informing them of their rights	Outreach & Education
Provides educational opportunities via the script and website information	Outreach & Education
providing Education on requirements for new laws and Opioid epidemic info	Outreach & Education
Adequate over seeing of compounding/opiate issues	Oversight
Authority	Oversight
Being on top of violators	Oversight
Big fines, increased inspections when required, continuing education requirements appropriate to practice of Pharmacy.	Oversight
Continuous monitoring for violations.	Oversight
effective monitoring of outliers	Oversight
enforce regulatory compliance	Oversight
Enforcement is pretty good as long as mistakes are identified	Oversight
Enforcement of CSP P&P's and records.	Oversight
enforcing activity probably. being. done fine	Oversight
Enforcing the rules and regulations of compounding pharmacy.	Oversight
ensures all licensed entities operate within the framework of the regulations	Oversight
Ensuring pharmacy law is followed	Oversight
evaluation of events	Oversight
Good monitoring	Oversight
Good patrol of local pharmacies	Oversight
Has authority to ensure compliance with standards	Oversight
Identifying misconduct	Oversight
Like I mentioned, they can pull or suspend licenses from people and businesses that do horrible things and need to be punished.	Oversight
Not familiar. I think most of the time the board has to take action when there is complaints. Monitoring the practice all the time unlikely	Oversight
Overseeing enforcement	Oversight
Overseeing illegal activity	Oversight
Overseeing pharmacist performing their duties and following the law.	Oversight
Power to force corrections and patience to hear out explanations and field inspectors ability to educate.	Oversight

Responses	Categories
Require every 2 years C2-C5 inventory. Require C2 quarterly reconciliation. Require adoption of SB to leave no RPh alone. Require adequate security. Require consistency on different prescription forms, and consistency in filing. Require licences to be posted as well as additional training to provide services. Require quality control (near misses, errors). Require proper filing for invoices. Require counseling on new prescriptions and those requiring professional judgement. Many more imp requirements.	Oversight
Stopping illegal operations	Oversight
Supervise all the licensed pharmacist to complete CE.	Oversight
That they come to the side and review the standards being performed in the department	Oversight
The board investigates all complaints and checks pharmacies regularly. Good job on this part!!	Oversight
The board is able to monitor practices	Oversight
The BOP does a good job of enforcing laws and explaining the reasoning behind those laws when a violation occurs.	Oversight
There has been an increased focus on curbing counterfeiting of controlled medication prescriptions.	Oversight
They are definitely enforcing the various laws that govern the practice of pharmacy	Oversight
They seem to process and oversee licensing fairly efficient	Oversight
Always alerted in a timely manner of updating license.	Responsive
Board does respond to complaints.	Responsive
Board handles most complaints decently.	Responsive
board inspectors are very responsive to email inquiries	Responsive
BOP has become prompt in replying to inquiries regarding compliance, and easier to contact.	Responsive
Consumer concerns are addressed in a timely manner.	Responsive
Does look into complains	Responsive
Finds offenses	Responsive
Good response to complaints	Responsive
Inspectors response to public concerns	Responsive
Promptly answers concerns at potential violations	Responsive
Proper and quick handling of misconduct	Responsive
Public announcement of violations and actions of board published in a timely fashion.	Responsive
quick response to complain from customer and drug recalls	Responsive
QUICK RESPONSE TO VIOLATIONS, REEDUCATION	Responsive
Quick responses (timely).	Responsive
responding to patient and other health professionals complaints	Responsive

Responses	Categories
response to complaints	Responsive
Response to consumer input	Responsive
swiftness	Responsive
Takes allegations seriously	Responsive
The board reacts well to consumer complaints	Responsive
The board respond when there are complaints	Responsive
The board seems responsive to reports from consumers and enforces the laws, codes and standards.	Responsive
The board takes on public complaints and does investigations into the allegations	Responsive
They are quick to research the issue	Responsive
They are usually swift in responding.	Responsive
They respond quickly to complaints.	Responsive
Timely	Responsive
Timely follow up with consumer complaints etc	Responsive
Timely response to complaints.	Responsive
Very responsive to complaints and law enforcement	Responsive
Ability to spread its resources thin covering such a vast industry.	Staff/Resources
Knowledge	Staff/Resources
Provides large source of revenue for Board	Staff/Resources
The board has more strength through raised fees. More people are hired.	Staff/Resources
The board is knowledgeable about all the laws that need to be followed	Staff/Resources
Unsure. The board seems to have a lot of resources for enforcement.	Staff/Resources
Enforcement is strong. I've personally worked with an auditor from the board (believe his name was Chris Woo) It's good to know that all issues get taken care of by CA board of pharmacy	Strong/Strict
I am licensed in many states and to my knowlebe, California is strict. Among the toughest, if not the toughest in the country, to satisfy. Luckily we have done well on inspections, and as Insaid, the inspectors usually leave my place a better operation due to their feedback.	Strong/Strict
Strict enforcements	Strong/Strict
strict high standards	Strong/Strict
stricter than BRN and MD	Strong/Strict
Stringent check	Strong/Strict
The board of pharmacy is tough in enforcement and should continue improving its relationship with current license holders.	Strong/Strict
They definitely have the individual and small pharmacies in fear	Strong/Strict

Responses	Categories
They hold all the power stupid question	Strong/Strict
Very strong (3)	Strong/Strict
Pharmacist's recovery program	Support/Protect Licensees
Restricts diversion of opportunistic individuals and companies for ill gotten gains at the expense of the profession.	Support/Protect Licensees
The self-assessment is an excellent tool that the board has created for pharmacists to assess their regulatory compliance and execution of important safety measures to protect the public.	Support/Protect Licensees
thorough	Thorough
Diligent	Thorough
Doesn't just cover pharmacists; I've heard stories of physicians receiving enforcement and punishment from the board when they abuse public trust, and I think that's an important power	Thorough
Every little thing gets fined	Thorough
Precise	Thorough
The Board is diligent in enforcing laws and regulations pertaining to pharmacy practice.	Thorough
The Board is so patient about investigating all complaints or any situation wether simple or complicated and always finish it very professionally	Thorough
They are thorough in paper trail	Thorough
They are thorough.	Thorough
Thorough investigations.	Thorough
thorough.	Thorough
Thoroughly investigates issues, works to resolve them with parties involved	Thorough
Very detail oriented.	Thorough
Very detailed investigators who care about public safety.	Thorough
very diligent in investigation and response	Thorough
Very particular.	Thorough
I believe the Board is very transparent	Transparency
Public posting of actions and documents on website. Transparent processes.	Transparency
transparency with board actions posted on website	Transparency
Transparency, communications	Transparency
-	Unknown/None
. (7)	Unknown/None
? (4)	Unknown/None

Responses	Categories
Because of my position, I have not had direct experience with this in several years so not sure.	Unknown/None
Can't say?	Unknown/None
Cant think of any (2)	Unknown/None
Do not have much exposure to State Board Enforcement deficits.	Unknown/None
Don't know (2)	Unknown/None
Have not found any issues. Not familiar with any issues.	Unknown/None
Honestly cannot mention any strengths.	Unknown/None
I am not sure.	Unknown/None
I am unable to comment. No experience in this field.	Unknown/None
I am unaware	Unknown/None
I don't know (2)	Unknown/None
I don't have any experience with the board in this regard.	Unknown/None
I don't know of any.	Unknown/None
I have had very little experience with enforcement and none of it is recent.	Unknown/None
I have limited knowledge	Unknown/None
I have no experience in this area so I cannot comment one way or another	Unknown/None
I have not interacted with the Board in over three years, so I have no current information.	Unknown/None
I haven't participated in the process	Unknown/None
I honestly cannot list specific strengths	Unknown/None
I know very little about this	Unknown/None
I lack the experience to respond	Unknown/None
I never had any contact so only know what I read	Unknown/None
I'm not aware	Unknown/None
no answer	Unknown/None
no clue	Unknown/None
No experiences	Unknown/None
No idea (2)	Unknown/None
No knowledge of this topic.	Unknown/None
No response	Unknown/None
None (20)	Unknown/None
None that come to mind	Unknown/None
None that I can think of.	Unknown/None
Not all that familiar with the Board's enforcement activities.	Unknown/None
Not known	Unknown/None
Not sure (6)	Unknown/None
not sure, I've never had to deal with enforcement issues.	Unknown/None
TBA	Unknown/None

Responses	Categories
Unable to comment as I have no experience of this.	Unknown/None
unable to determine	Unknown/None
Undecided	Unknown/None
Unknown (5)	Unknown/None
unknown - no interactions in this area	Unknown/None
Unknown (out of state)	Unknown/None
Unsure (5)	Unknown/None
Unsure. Have not had any experience with this	Unknown/None
x	Unknown/None
The board has a lot of enforcement responsibilities it seems to be better at enforcement than in past years	Volume of Licensees
The board has had to deal with many violations and has managed to do so.	Volume of Licensees
They do a lot of it.	Volume of Licensees
Cures program	Website/Technology
Easy accessible information on website.	Website/Technology
Postings on website easy to find: self-assessments, the Script.	Website/Technology
providing law on line	Website/Technology
Regular updates on the website.	Website/Technology
Regulations posted on website for easy access.	Website/Technology

Enforcement Strengths – Board Member Responses

Response	Categories
The Board is pretty good at taking care of cases. At one time it took too long for cases to be addressed, but the Board is better at this now.	Case Review
The Board receives a lot of cases and is very diligent in following through and determining the appropriate resolution. For example, in a lot of cases it is questionable what kind of disciplinary action to take. A number of times, cases adjudicated administrative law judge and then the Board end up overturning the decision. These are times the Board believes the suggested discipline is not appropriate for the circumstances.	Case Review
A lot of people are reported.	Communication
The committee reviews the outcomes of the cases handled directly by staff for citations and fines. Their thrust is for education rather than punishment.	Education vs Discipline
Board does a good job in enforcement, especially regarding administrative type cases. Marie's doing a good job as chairperson. She has a really good grip on things	Effective/ Efficient
The Board does a great job of making sure pharmacies are compliant.	Effective/ Efficient
The Board is very effective in enforcement.	Effective/ Efficient
The Enforcement Unit handles complaints in an effective matter.	Effective/ Efficient
I've seen an increase in inspectors visiting pharmacies. That frequency helps enforcement. They've become more effective and they manage well.	Inspections/ Inspectors
Inspectors are detailed and methodical in their approaches.	Inspections/ Inspectors
Inspectors are doing a great job in enforcement.	Inspections/ Inspectors
The Board's inspectors are excellent, well-trained, and thorough. The inspectors are very informative and very well-educated.	Inspections/ Inspectors
They do a vast amount of inspections.	Inspections/ Inspectors
For repeat offenders, the Board has no qualms about being strict. For example, when the Board see cases of death by medication error, they won't let that be a cite and fine. Such cases get turned over to the AG.	Strong/Strict
The Enforcement committee chair has done an outstanding job of methodically going through every topic, for example, compounding. Now the committee is looking at how the Board handles enforcement cases. When the Enforcement committee addresses topics, it makes sure to have all the information it needs. The Enforcement committee has done a very	Thorough

Response	Categories
good job of addressing compounding, understanding it and getting the right regulations in place.	

Enforcement Strengths – Board Management and Staff Responses

Responses	Categories
The BOP overall has a very strong reputation of being ahead of the curve in terms of enforcement as well as collaboration with other agencies. This is extremely important as it allows for cooperation and achieving a common goal, it also provide the opportunity for advancement in terms of understanding and learning different areas of enforcement that may be beneficial to specific scenarios.	Collaboration/ Engagement
We do a good job working with AG on complicated cases.	Collaboration/ Engagement
Communication with licensees	Communication
Board has many ways for violations to be reported	Complaint Process
It's very complicated and we do well in consistency through the case process.	Consistency
All staff is very reliable and self-sufficient.	Dedicated/Self- Motivated
It has a strong enforcement side.	Effective/Strong
Solid regulatory framework.	Effective/Strong
Keeping consumers safe.	Effective/Strong
The Board services in terms of enforcement comes highly revered. Lets the Board focus more on the education of licensees.	Effective/Strong
The Board remains steadfast in its consumer protection mandate.	Effective/Strong
Fair decision-making	Fair
I feel the Board is very lenient in enforcement actions. It takes into consideration multiple factors of mitigation and provides licensees with multiple opportunities for rehabilitation of the license(s). Other agencies like the DEA carry much more weight in their civil fines for the same violations when related to controlled substances	Fair
Staff is flexible	Flexibility
Complaints are investigated	Follow Through
Staff is always available to help any with any issue. When approached with questions from other staff or consumers, staff is quick to solve any issue at hand.	Helpful
inspectors/analysts manage and carry a huge workload. Inspectors are largely self sufficient when the same case at another agency would be worked on by numerous agents/analysts together and take as long or significantly longer.	Inspections/ Inspectors
Inspectors frequently go to locations to find violations	Inspections/ Inspectors

Responses	Categories
Very knowledgeable people who care very much about protecting the consumers and also working with those who have been disciplined.	Knowledgeable/ Caring
Knowledgeable staff	Knowledgeable/ Caring
Staff is also very knowledgeable. Management is also very knowledgeable. Management in this particular area is by far the strongest when it comes to how their units flow.	Knowledgeable/ Caring
Happy, long-tenured, knowledgeable, staff.	Knowledgeable/ Caring
Enforcement unit has a great support system from senior management. The staff is well knowledgeable of their duties and laws.	Knowledgeable/ Caring
Knowledgeable inspectors and staff	Knowledgeable/ Caring
Subject matter experts	Knowledgeable/ Caring
strong knowledgeable inspector and enforcement staff	Knowledgeable/ Caring
Staff, Tina and Taydene are amazing!	Quality Staff
The inspecting staff	Quality Staff
Units seem to work well together.	Teamwork
Enforcement is a great team! Staff are really good at working together and manage their workload effectively.	Teamwork
enforcement is thorough with their review	Thorough
We do well in managing the volume of cases opened up.	Workload

Enforcement Weaknesses – Stakeholder Responses

Responses	Categories
Availability	Accessibility
DIFFICULTY REACHING OFFICE PERSONAL REGARDING ISSUES.	Accessibility
The board should be more assessable in a timely manner to answer those questions that are in the grey according to the law.	Accessibility
When a pharmacy calls to speak with the inspector they need to be give a specific answer; instead of generic answer referencing to the particular section in the law book and saying they aren't lawyers etc. WE are all here to protect to consumer. So answer the question as how you would apply the law you reference if you were at the pharmacy inspecting the pharmacy. Give more clear and through answer.	Accessibility
Would like the board to be more available when pharmacists reach out for help.	Accessibility
Force prescribers to take responsibility for their role in promoting opioid dependence. Prescribers should handle appropriate documentation on their end and not force pharmacies to chase them down.	Accountability
Self assessment accountability.	Accountability
Before implementing or requiring changes in practice areas (such as sterile compounding) which require construction and electrical changes to buildings that are already in place and built to specific building codes of the State, the Board should work with the building code enforcement agency to determine time and feasibility of construction changes, etc. before demanding a deadline. The Board should try to align it's own requirements with Federal requirements in order to simplify enforcement	Collaboration
Better coordination with other professional licensing boards to publicly respond to a pharmacy concerns around other professions.	Collaboration
Getting more stricter & utilizing the DEA more often.	Collaboration
Need to be much closer to institutions	Collaboration
Soliciting input from licensees.	Collaboration
The board sees itself and needing to protect consumers from pharmacists, a more effective approach would be to work with pharmacists in this common goal.	Collaboration
The board should not just "automatically" and with a knee jerk response accept the Consumer's version of events. It should at a minimum at least solicit the opinion of the Professional before coming to a judgement or allegation.	Collaboration
Complaints are not addressed in a timely manner	Complaint Process

Responses	Categories
Complaints are not followed up on logically. I had two separate inspections during COVID when only one would have sufficed. this was due to a lack of communication between inspectors.	Complaint Process
I'm sure it is a challenge to weed out frivolous complaints from the public before actually sending an investigation member to the site.	Complaint Process
Not understanding collateral issues which lead to enforcement	Complaint Process
<p data-bbox="203 470 316 512">Oh, boy!</p> <p data-bbox="203 554 1084 659">Licensee X sees several illegal and unethical practices, some of which have likely lead to the death of patients and that can be proven taking place in month (y).</p> <p data-bbox="203 701 690 743">Reports it to the board and gets fired.</p> <p data-bbox="203 785 1031 848">People in the pharmacy have witnessed that licensee X reported non-compliance and was fired as a result.</p> <p data-bbox="203 890 1084 1310">Board fails to investigate properly, and some of the reasons they provide: a) because they only investigated the time period (y) month + 6-8 months and did not go back to the relevant reported period, but surely if they were "really" doing that thing, they would still be doing it 6-8 months later, b) they asked the accused and they denied, and even though it makes sense that they would want to protect themselves and they believe they're not honest, there's really nothing else the board can do c) they did not pull relevant records for all reported practices, and d) because they (board) feels like accused have worked hard to get their license so they (board) are reluctant to add blemishes or take it away.</p> <p data-bbox="203 1352 1063 1625">Board issues a letter indicating they did not find the accused practiced any of the reported issues, vindicating the accused and, brilliantly, showing the rest of the staff that they should NEVER report any non-compliance to the board because they will be fired, the pharmacy/PIC/pharmacists WILL get away since the burden of proof is so high, and they will lose. So better to shut up and say nothing.</p> <p data-bbox="203 1667 251 1709">OR</p> <p data-bbox="203 1751 1071 1898">Board actually issues citations to individuals who were actually coerced to do something or did not do something AND not to the individual who was the culprit. Then when the board was contacted and realized their records were not accurate, promised they will</p>	Complaint Process

Responses	Categories
<p>raise it up, investigate it, and correct it, and that there will be someone who will follow up. Spoiler alert! Nothing happened. The innocent were cited and the guilty got away.</p> <p>All of these are LITERALLY TRUE and I have proof, so let's recap:</p> <p>Patients who were harmed --> so what.</p> <p>Patients who are being harmed --> not protected</p> <p>Employee who reported --> screwed</p> <p>Colleagues of employee who reported --> learned that they should not report.</p> <p>Guilty pharmacists and pharmacy --> got away without any issues</p> <p>Illegal and unethical practices --> still going on</p> <p>So if you're not there to protect patients and whistleblowers and ensure practices are conducted according to law and best practices but instead alienate those who speak up or think about speaking up, the question is not just whether you are actually doing ANY good but how can you justify your practices given the immense harm you are causing?</p>	
Processing all the negative claims against licensees	Complaint Process
Relies too much on self-audit & poor record keeping by licensees.	Complaint Process
Stop encouraging and enable frivolous complaints	Complaint Process
Understanding the problem being reported before investigating and reporting nothing is wrong ie: HIPAA violations in retail pharmacies	Complaint Process
<ul style="list-style-type: none"> - consistent enforcement - formulation of interpretable regulations 	Consistency
Being too black and white in the area of enforcement on licensing with a large variation of interpretation and action by the various board of pharmacy inspectors	Consistency
Broad discretion/inconsistency in interpretation by inspectors leading to citations and fines	Consistency
Consistency - different messages from inspectors that make the law up as they go. I have been afraid to complain to the board about it due to the likelihood of retaliation.	Consistency
consistency amongst inspectors	Consistency

Responses	Categories
Consistency between inspectors. The conundrum of conflicting regs in compounding and changes to USP.	Consistency
Consistency in enforcement	Consistency
Consistency of interpretation amongst inspectors	Consistency
Consistency with enforcement interpretations not only between inspectors and their supervisors and managers but with the history of Board policy.	Consistency
Different Board inspectors have different standards despite pharmacy law being uniform. The Board should have more consistency among inspectors when inspecting and citing violations. The Board should also take a more cooperative approach with pharmacies to help pharmacies solve issues in regards to pharmacy law, before citing.	Consistency
Different inspectors different opinions of laws	Consistency
Discrepancies in the law understanding between one inspector to the other.	Consistency
Each auditor is different and varies in strictness.	Consistency
Each board member has a different answer to The same question, most important of the time enforcement is subject to board inspector	Consistency
Ensuring all inspectors have the same interpretation of the compounding regulations	Consistency
Equal enforcement and interpretation of regulations from one inspector to the next	Consistency
Every inspector has a different opinion or "nit pick". More consistency amongst inspectors is needed.	Consistency
From a facility standpoint and looking at sterile compounding licensing not all the inspectors are equal in knowledge and it makes it very difficult at times to make sure we are doing the right thing because the variation of interpretation can be large and not always consistent.	Consistency
I think that enforcement of the Regulations and Code sections of CA law with regard to pharmacy practice can be capriciously enforced. Some institutions and people get a sledge hammer come down on them while others get a warning for what is essentially the same behavior or action(s).	Consistency
Inconsistencies between inspectors.	Consistency
Inconsistent disciplinary actions	Consistency
Inconsistent disciplinary actions, focus on punitive actions rather than supportive corrective intervention	Consistency
Inconsistent enforcement	Consistency

Responses	Categories
Inconsistent enforcement is extremely prevalent within this Board. Inconsistencies exist in an inspector's interpretation of the laws as well, subjecting some licensees to severe disciplinary action and no action against some licensees who had committed the same so called violation.	Consistency
inconsistent interpretation	Consistency
Inconsistent interpretation of regulations by different inspectors.	Consistency
Inconsistent practice of inspecting facility versus retail pharmacies.	Consistency
Independent pharmacies seem more unregulated than large chains	Consistency
Inspections and inspectors can be quite inconsistent, and can seem to have a more punitive purpose.	Consistency
Inspector interpretation of the laws, codes and standards seem to vary. It would be nice to know what is expected and have that be consistent across all inspectors.	Consistency
Inspectors are not all on the same page and interpret laws, codes and standards differently. It's very confusing when you have an inspection and are told one thing, then the very next inspection, you're told something different.	Consistency
Inspectors have no guidance in interpretation of pharmacy laws. They have individual discretion to interpret regulations which result in citations which other inspectors would not cite. They need better management or oversight	Consistency
Inspectors seem to have differing opinions on what the state board's regulations mean. Interpretation is different for different inspectors.	Consistency
Inspectors should be liaisons between the board (the law) and organizations/professionals. We have encountered green inspectors who seem to deem authority exertion superior than liaisons.	Consistency
Inspectors should not be there to punish and intimidate when they make visits. Many times each inspector interprets the law differently. No consistency or clear guidance.	Consistency
Inspectors vary too much and do not site the worst hospitals	Consistency
It is difficult for consistency and interpretation of inspectors.	Consistency
It seems like two different inspectors will have two different views on a situation. It's frustrating to have this dynamic.	Consistency
lack of consistency in enforcement	Consistency
Lack of standardization and interpretation by inspectors that lead to citations and fines.	Consistency
No uniform interpretation of the law. Each inspector has his/her own interpretation, hard to be compliance with the law. Website difficult to navigate to specific law. Compounding section of the law, especially to BUD is per each inspector interpretation. 3 inspectors provided 3 different interpretations, required our pharmacy to	Consistency

Responses	Categories
change master formula to their own interpretation, create a lot of confusion, shorter dating on sterile compounded formulations lead to increase in medication waste and copay cost to patients. Please provide a uniform and clear instruction and interpretation to the law so all pharmacy can be compliance.	
Not all state board inspectors are conducting business with the same level of fastidiousness during facility inspections.	Consistency
Our experience has been that the inspectors have too much leeway in their own opinion of the interpretation of the regulations. We see inconsistencies in their interpretation and this makes it difficult to address areas of concern consistently across all of our stores. Additionally, the communication following an investigation or inspection is lacking. This is particularly challenging when it may be years before you know the outcome of an investigation.	Consistency
Sometimes inspectors have preferences that they would like to see, but not necessarily part of law or regulations	Consistency
Sterile compounding inspectors are often like IRS auditors in the 1980s, who you get is more important than the law as some enforce their own opinions as law and fighting it is futile.	Consistency
subjective opinions from inspectors	Consistency
The administration of the Board decides, arbitrarily, where and how it will pursue enforcement, often to the surprise of pharmacies and pharmacists and many of their positions have never been discussed publicly.	Consistency
The Cite and Fine process needs to be looked at. The process places pharmacists and pharmacies in a difficult position of having to decide whether to contest Citations that the board does not consider to be discipline, but which are considered to be discipline by other states. Also, the board often reports citations to the national database, even though citations re not intended to be discipline. the citations also always include a statement that the conduct at issue is a violation of pharmacy law, and there is no true due process to contest citations. Office conferences are handled by other inspectors, who rarely, if ever, overturn the decision made by another inspector. Enforcement is also very inconsistent from inspector to inspector.	Consistency
The inspectors are inconsist. They also do not know the laws, codes and standards they are enforcing.	Consistency
The inspectors are vigilante single unit operators. Every inspector has their own interpretation of the law. The law is written by people who know what the intent of the law was and the RESPONSIBILITY of	Consistency

Responses	Categories
the inspector is to enforce the law the way that the board intended it to be and that is not the case with many of the inspectors.	
The variation in Inspectors is too vast. Some pick ridiculous small wording issues to focus on while others do not even do a complete inspection. Cleanroom compliance is an example where some Inspectors raise the bar extremely high on hospitals that are USP compliant, while other hospitals that don't even have a cleanroom are not looked at closely.	Consistency
There are inconsistencies in interpretation of the law	Consistency
There does not seem to be a standard when it comes to inspectors. Different inspectors interpret the laws differently. Some inspectors are purely punitive and have no interest in helping pharmacies and pharmacist interpret new and existing laws.	Consistency
There is some inconsistencies that I have heard of in terms of regulatory interpretations. Some of the state regulations appear to be too difficult to practicalize due to language that can be overly restrictive and prescriptive. And some of the issues are around trying to comply with the letter of the law and yet losing the spirit and intent of the law.	Consistency
There is variance among auditors and whether they will point out a violation, or put it formally on the report.	Consistency
They are open to interpretation by individual inspectors, they do not follow the letter of the law/code/standard. There are no strengths in this area	Consistency
Unequal enforcement by different board inspectors; Different interpretations of laws by different board inspectors; Unclear and different views on pharmacy technician scope of practice	Consistency
Unequal enforcement with regard to individuals versus corporate store owners.	Consistency
Variable education and experience level of inspectors in the sterile compounding environment	Consistency
Variation in interpretation by its inspectors that lead to citations and fines. Need for consistency amongst its inspectors in enforcing its policies and regulations.	Consistency
Continue to monitor and audit control substance prescribing and dispensing in problematic areas due to the shortage of manpower and midst of pandemic	Controlled Substances
Control illegal rx's from getting on street. Control border entry of illegal drugs.	Controlled Substances

Responses	Categories
figuring out how so much legal drugs are still on the streets and tracing the source.	Controlled Substances
Have not seen any in the last 30 years. yet We have a massive drug problem facing the nation. The DEA has failed to hold anybody accountable	Controlled Substances
Illegal drug activity through pharmacies	Controlled Substances
My personal opinion was that Consumer Affairs and DOJ mis-handled the administration of controlled drug prescription blanks and placed additional responsibilities and liability on pharmacies and pharmacists	Controlled Substances
COVID-19 restrictions, workforce reductions and shutdowns resulting in less whistleblowers available.	COVID-Disaster Response
During Covid-19 the board relaxed some of the less important laws and I think those should be removed as they are more of a hinderance than they are protective for consumer safety.	COVID-Disaster Response
Not available for on site audits due to COVID restrinctions	COVID-Disaster Response
The pandemic	COVID-Disaster Response
Defining problems and issues	Discipline
Disciplinary action and fines: I don't think the Board seems to backup our pharmacist.	Discipline
Disciplinary actions of the BOP appear punitive and excessive in cases.	Discipline
Enforcing discipline	Discipline
Equitable probation durations.	Discipline
I think they should give constructive criticism instead of rushing to fine facilities	Discipline
I work at a very large and well known Hospital. We had 2 different pharmacists do something illegal and they are both working other places now. They should of both had their licenses taken away and never had it returned.	Discipline
I've seen so many weird things. Fines for things that were ridiculous and people allowed to practice that definitely should not be. Maybe you need more pharmacists to sit on your board and help decide?	Discipline
lack of Obra enforcement	Discipline
_____ something made my boss pay a fine out of spite	Discipline
minor negative consequences to pharmacist, PIC and owner of pharmacy. Need to make the PIC and owner more responsible for violations they were aware of and should have been aware of. Ban them for longer period of time not just 1-5 years of probation, take	Discipline

Responses	Categories
away their license or if owner do not them to opportunity to own any pharmacy now or in the future.	
Move away from assessing fines to individuals in hospitals and other organizations that are own by corporations.	Discipline
need to enforce Opra	Discipline
No helps but want to fine	Discipline
Punishing those who actually blantly break the law?	Discipline
Punishment must be appropriate with the corresponding violation.	Discipline
Some of the remedies used might need to be reviewed for length and severity. Theft and Diversion are not exactly the same as other breaches yet the same remedy is applied to all.	Discipline
Strength? There are doubts. The Script shows actions against professionals . Removal , suspension and probation of licenses. The actually dissemination of easily read facts behind the actions would lead to a better answer of strength vs need to improve. I am shocked when reading a cursory explanation of what is happening in Pharmcy.	Discipline
The Board is more frequently rejecting settlements that the EO has approved. The Board has also started to include requirements in stipulated settlements which have nothing to do with the allegations in the Accusation.	Discipline
The board needs to enforce harsher penalties for controlled substance prescribing violations.	Discipline
The Board of Pharmacy refreshes the list of licensees monthly with licensees that have stopped being licensed. Since the Board of Pharmacy is a state agency, the information is always captured high up the list of google searches. Licensees who had a problem years ago are haunted by this information long after it is relevant. There should be an end to displaying disciplinary findings after they are removed from being licensed. There have been people committing suicide because they can not move past past issues.	Discipline
Too much emphasis on fines vs prevention	Discipline
Well you have to figure out the truth and I'm sure that's difficult but again, paperwork and thousands of missing pills don't lie. That does not deserve fines. It deserves the revocation of license in my opinion. There is zero chance that happens by accident and only a lazy PIC would not notice	Discipline
You give derelicts quite a number of chances before a complaint is filed to revoke or discipline even when cocaine and sales are involved. Was praying I'd see justice when my peer got busted for	Discipline

Responses	Categories
sales and distribution but she still shows up to work everyday, probably high on God knows what.	
Ability to remain somewhat subjective	Fair
being fair to the pharmacist the profession you are not	Fair
Equal treatment of all pharmacies, big and small, to the same enforcement reviews (why does Kaiser always get opted out of things)	Fair
Equity punishment for infractions. I think that punishment for infractions should reflect whether there was harm or potential harm to a consumer by the actions of the institution or individual. If the infraction would not cause harm, then the punishment should be less severe...if the infraction had the potential to cause harm, then the punishment should be more severe.	Fair
fairness again f-you	Fair
Need to be considerate to unique situations	Fair
Other than the sheer number of violations, I think the biggest challenge is being fair with licentiates who can effectively be rehabilitated without losing their licenses.	Fair
Some decisions have in the past impacted innocent parties. When it was found there has been cheating on the board exam there appeared to be little attempt made to find and punish those responsible. Instead the entire graduating class suffered that year.	Fair
The board does not have fair due process. board members are not aware of why people are being prosecuted till case is over. board has no have oversight. they need an alternative disciplinary process with qualified board members to review if the case should go to the ag not just send them to a judge that have excessive legal bills.	Fair
There aren't any significant consequences for large companies that violate the law. If a company is making billions a year, a few million in fines changes nothing.	Fair
They must be correct. They can't mistakenly punish someone who is not doing something wrong.	Fair
All the BOP does is assess fines to try to squeeze every single penny out of everyone! STOP this nonsense!	Fees
finest that discourage reporting (e.g. reporting potential diversion early but still getting a fine).	Fees
Getting Money, Getting Money, Getting Money.	Fees
I have heard many times that ANY time a BoP investigator comes onsite, it costs the pharmacy a \$1,000-2,000 at a minimum. It is as if they are trying to make sure the BoP is paid back for their time	Fees

Responses	Categories
there. It also gives a negative view of the BoP to many practicing pharmacists.	
The Board excels in issuing fines and citations and can be better marketed as a for-profit organization, while it does little to nothing to improve pharmacy working conditions and the wellbeing of pharmacists and pharmacy technicians.	Fees
They take TOO MUCH time on petty offenses!! Just trying to make MONEY for themselves!!	Fees
Too much increases in the fees for pharmacy employees	Fees
You collect a lot of money	Fees
you steal money in fines that have nothing to do with protecting the consumer did somebody put you in charge of revenue for the state gov grwsome maybe???	Fees
follow up /illegal drugs flowing into the USA	Follow-up
Follow up communications	Follow-up
follow up on complaints.	Follow-up
accuracy	General
Challenges	General
Continuing high level	General
Enforcement (2)	General
Focus more on issues in the pharmacy that could lead to dangerous problems for consumers	General
focus on reported failures	General
_____ you	General
good	General
Horrible	General
If this survey is any indications of what they are doing. They should close shop	General
interpertaion	General
Minimum	General
Need to spend more time in the field.	General
No strength. Just empty words.	General
Not very good	General
One of the challenges is to make sure pharmacies are in compliance with state law	General
Perfect (2)	General
Precise	General
The Board creates too much busywork without improving the safety of medications.	General
The scope of the endeavor is vast.	General
The strengths of the Pharmacy Board is not that great.	General

Responses	Categories
There are many challenges for enforcement with diversion from a nursing level to the pharmacy level.	General
There's no challenges- just sheer laziness on the BOP's part since you guys are guaranteed a paycheck from the liberal monopolistic government.	General
Too complicated	General
Very challenging	General
Very weak	General
Weak	General
Weak in all departments.	General
Who dares challenge the board?	General
ambiguous, verbose laws, conflicting statements, federal vs local requirements as well	Guidance/ Communication
Answering licensure questions	Guidance/ Communication
Broadcasting of things that are being enforced,	Guidance/ Communication
communication of current laws	Guidance/ Communication
Defining when new laws can properly be implemented.	Guidance/ Communication
efficient communications	Guidance/ Communication
Guidance is not always clearly based on code.	Guidance/ Communication
If you ask the BOP a question about regulations the emails are not answered in a timely fashion. Maybe add FAQs or a licensing compliance telephone or dedicated email.	Guidance/ Communication
Inadequate communication with pharmacies.	Guidance/ Communication
It is very hard and time consuming to slog through the meeting minutes/attachments to find useful information. It takes too much time for those that do not want to weigh in. After a regulation becomes active, please give summary very soon afterwards.	Guidance/ Communication
It would be worthwhile to develop a reference for enforcement terms and outcomes.	Guidance/ Communication
Laws are so complex and non intuitive at times. Not sure they help consumers.	Guidance/ Communication
Making the laws and standards easy to understand.	Guidance/ Communication
More efficient and effective means for notifying stakeholders of disciplinary actions related to licensing.	Guidance/ Communication

Responses	Categories
Need to be more forth coming on retail chain violations	Guidance/ Communication
Need to better communicate outcomes	Guidance/ Communication
Need to disseminate new laws more effectively.	Guidance/ Communication
Not allowing the BOARD members to publicly discuss enforcement policy as the issues above arise.	Guidance/ Communication
Often the advice in regards to pharmacy law is vague, so you have varied responses from pharmacies. As an example the change in secure prescription forms a few years ago created a lot of confusion with pharmacies and doctors offices. Communication from the board should anticipate questions and provide a clear message.	Guidance/ Communication
Operationally, the Board does not seem to be able to keep published self-assessment forms, etc current with new regulations. For example, the currently published Compounding self-assessment form points to incorrect 1735 regulation references.	Guidance/ Communication
Provide informations digitally and written information esp for older people	Guidance/ Communication
Regulations sometimes not clear and can work both sides	Guidance/ Communication
Relay of information and rulings to impacted Pharmacies and PIC	Guidance/Communication
The board does not provide clear and readily retrievable information regarding pharmacy law.	Guidance/ Communication
The Board is challenged with providing laws that are clear and concise. It leaves to much "judgement" for what the "right thing to do" would be.	Guidance/ Communication
The current enforcement is rather harsh and lacks support for those in leadership. There is great pause in those interested in leadership, specifically becoming a DOP or PIC. The Board's inability to provide responses or interpretations of questions pertaining to laws leaves leaders struggling to do the right thing. There should be an opportunity to have questions answered and directions provided.	Guidance/ Communication
There are still some grey areas about billing for C-II meds.	Guidance/ Communication
Too strict causing licensees to work out of fear, very broad definitions. More clarification needed.	Guidance/ Communication
verify all elaborate information	Guidance/ Communication
Very poor communication.	Guidance/ Communication

Responses	Categories
We need more detailed guidelines published in the board website for hat address the board requirements more clearly.	Guidance/ Communication
When action has been taken against someone it should show on their license as Action Pending or something to alert employers that an action has been taken and that we should consider this before hiring someone.	Guidance/ Communication
While the legal records are publicly available, perhaps adding a page summary at the beginning in plain language would be beneficial	Guidance/ Communication
At times, the field inspectors are not well versed with the requirements, regulations or the contents in a license application form. Response times by the Board is very slow.	Inspections/Inspectors
Bad inspectors protected by the union. For the past few years, inspectors seem to operating under the assumption that pharmacies/pharmacists are intentionally cutting corners and putting the public at risk in order to increase profits. Unable to have any meaningful dialogue nor develop relationships.	Inspections/Inspectors
Board inspectors come only when inspection due.	Inspections/Inspectors
Board may not employ sufficient inspectors to provide oversight of pharmacies, pharmacists and pharmacy practice.	Inspections/Inspectors
Certain inspectors are rogue and bullies. There appears to be no filter for their accusations that turn into citations, even though their legal basis is absent.	Inspections/Inspectors
challenges in inspection	Inspections/Inspectors
detailed investigations are needed, but are not completed in a regular periodic manner to all pharmacies. Need to focus on more in person visits which are unannounced.	Inspections/Inspectors
Different inspectors for sterile compounding have different levels of knowledge regarding regulations which makes it difficult to show you are in compliance.	Inspections/Inspectors
Enforcement as difficult to micro-manage. Would help to have more frequent cleanliness visits to maintain standards. Staff claim they do not have time to keep things clean, but somehow, they have time to engage in social media.	Inspections/Inspectors
Enter a pharmacy as part of the pharmacy team and not as a raid on the pharmacy. Also should come when more than one pharmacist is on duty in busier stores to allow better communication with inspector.	Inspections/Inspectors
Firms receiving citations from field inspector do not always understand why they received a citation. This is in part because those being inspected do not want to ask. Perhaps inspectors can make sure the recipient understands the basis of the citations. This was several years ago, a wholesaler functioning as a broker received	Inspections/Inspectors

Responses	Categories
an citation because they did not have a returned goods vault. The broker explained to me that all returns go directly to the manufacturer or wholesaler, never to them. Realizing that the law is the law, exceptions cannot be made unless made a part of the regulations/laws.	
Getting experienced inspectors. Require several years of experience	Inspections/Inspectors
Having a Board Inspector visit annually for sterile clean rooms - in established pharmacies with zero changes over the past year that have not had any issues is excessive.	Inspections/Inspectors
I think there is a level of fear of inspectors, but perhaps increases in the number of inspectors could make them more of a consistent presence	Inspections/Inspectors
I wish that the BOP would do more frequent pharmacy inspections. Years ago, we knew our inspectors and saw them on a routine basis.	Inspections/Inspectors
I've heard stories of unreasonable, out of touch inspectors. I haven't personally seen this, but I've heard from others that the BOP can be unrealistic and hold grudges.	Inspections/Inspectors
inadequate communications and explanation for interpreting laws and changes, inadequate checks on corporate companies on staffing	Inspections/Inspectors
inadequate resources, inconsistent inspectors, inspector knowledge, training of inspectors, oversight of inspectors and inspections	Inspections/Inspectors
Infrequent inspections of pharmacies	Inspections/Inspectors
Inspection cycles	Inspections/Inspectors
Inspections feel punitive instead of helpful.	Inspections/Inspectors
Inspections happen fairly infrequently	Inspections/Inspectors
inspections of pharmacies	Inspections/Inspectors
Inspections seem to gloss over big problems, like repeated growth in clean rooms , inadequately remediate fridge/freezer temperature excursions, etc.; and scrutinize less consequential issues like missing multidose vial BUD stickers on unopened products.	Inspections/Inspectors
inspections, compliance, advance the profession	Inspections/Inspectors
Inspectors are not leveraged much compared to administrative staff	Inspections/Inspectors
Inspectors are sometimes reluctant to put suggestions in writing.	Inspections/Inspectors
inspectors need to have experience working with type of pharmacy they are inspecting	Inspections/Inspectors
Inspectors not following state law or pharmacy regulations when recommending or writing up pharmacy infractions.	Inspections/Inspectors
Inspectors that make things up (Require action when SCA has positive air samples), enforce findings that aren't in the law. Exceedingly punitive when have findings. Not a Just Culture in any sense of the term.	Inspections/Inspectors

Responses	Categories
Lack of inspection on pharmacy sites	Inspections/Inspectors
Lack of qualified manpower in this area. Many inspectors have had no experience in retail pharmacy and have no idea of the challenges that occur in the retail setting.	Inspections/Inspectors
Little effort to assess individual competency of pharmacists. Inspectors only concerned with cleanliness, integrity of records and inventory.	Inspections/Inspectors
Make sure the inspectors are properly trained. I had one give me incorrect info on DEA drug check-in procedure. I knew she was wrong and could have proved it if she had shown up the next day when the order arrived. Didn't say anything because it was futile to argue the point--inspectors are never wrong. :(Inspections/Inspectors
Many board inspectors are known to be rude, unprofessional, and power-tripping. Please remember, innocent until proven guilty. We are tired of the rampant abuse of "power"	Inspections/Inspectors
Many over zealous board inspectors.	Inspections/Inspectors
more inspectors, surprise visits	Inspections/Inspectors
Most pharmacies rarely inspected and when they are the emphasis seems to be almost all on diversion, not fraud.	Inspections/Inspectors
Need more frequent, less intense visits. Focus on questions and answers more than policing.	Inspections/Inspectors
Need more investigations and visits	Inspections/Inspectors
Need respectfully personal to investigate the violations	Inspections/Inspectors
newbie inspectors who do not have practice experience do not always find a violation that is in front of their faces	Inspections/Inspectors
Only show when there is a customer complaint or a change in business license	Inspections/Inspectors
Overzealous inspectors	Inspections/Inspectors
pharmacy inspections must be mandatory every 2 years; pharmacy owners in central valley are engaging in rampant fraud with the invisible but consistent support of prescribers and blatantly riding on legal loopholes; pharmacy owners at castle health care centers in merced county got away by bungling 4 to 5 bottles of generic norco 10 325 mg pills [1000 count bottles]; when questioned by employee during a follow up c-2 inventory the pharmacy manager shrugged it off casually by saying the inspectors will be "OK" and also stated that mandatory control substances inventory every 3 months or every 6 months was never done in the last 15 or 16 years; employee was wrongfully terminated once documentation was initiated of all the narcotic mess and forged narcotic prescriptions by "in house and in the bed prescribers"; 340 B billing fraud was also rampant and	Inspections/Inspectors

Responses	Categories
involved "in house and in the bed prescribers" in the 6 months that the employee barely survived	
Pharmacy Inspectors need to be vigilant and acknowledge pharmacists for quality in the practice setting.	Inspections/Inspectors
Quality inspections, meeting sterile compounding standards prove very costly to ensure and maintain public health scrutiny, Pharmacy perceptions and trust in medications	Inspections/Inspectors
Receiving actual answers to question from board inspectors, rather than just receiving a reply with only "Please refer to B&PC 4036" as the response. Not very helpful at all.	Inspections/Inspectors
Remove human interpretation from inspectors. Don't try to enforce non-CA codes.	Inspections/Inspectors
routinely checking all pharmacies, reporting out to all the impacts of reports	Inspections/Inspectors
Some inspectors make it up as they go	Inspections/Inspectors
Some of the inspectors have never practiced in the hospital setting. Some come in with an attitude that they are going to write you up.	Inspections/Inspectors
Sufficient staff to regularly inspect all pharmacies. There is a sense of surveyor variability when inspections occur - personal suggestion instead of based on regulations.	Inspections/Inspectors
The board needs to send out more inspectors to monitor if outpatient pharmacy have enough staffs so pharmacists avoids making mistakes due to poor working condition.	Inspections/Inspectors
The knowledge base of board inspectors.	Inspections/Inspectors
There are a few inspectors that are extremely hard to work with and their interpretations of sterile compounding regulations are not consistent with other inspectors	Inspections/Inspectors
There could be better alignment in the inspection process. Inspections go well when it follows the format of the self-assessments. There are often surprises when the inspections are not following the Self-assessments. Faster turn-arounds might be helpful for self-assessment updates. It would clarify the intent of new laws, etc.	Inspections/Inspectors
There is a need for more in person inspections by pharmacy board inspectors and less emphasis on self inspection	Inspections/Inspectors
They actually have to visit pharmacies to see their practices.	Inspections/Inspectors
They don't regularly check pharmacies.	Inspections/Inspectors
They universally make everyone uncomfortable during facility visits.	Inspections/Inspectors
To make sure that the rules passed are followed by enforcing them with unexpected inspections, so people will follow them all the time.	Inspections/Inspectors
Too long between inspections	Inspections/Inspectors

Responses	Categories
too many inspectors do not know the laws they are inspecting with, a number of them are condescending and unprofessional.	Inspections/Inspectors
You also have a very bad inspector by the name of _____. I have never met a more unprofessional, rude, power hungry and disrespectful person in my life. I actually get along with her because I've had to, but she has been outright mean to many of our staff members. I also believe she has a drinking problem and I don't understand why the Board has allowed her to continue working as an inspector. At the last inspection with one of our pharmacies, she actually asked the PIC if he would send an email to her boss, telling her boss what a positive experience it was with her. She's a bully and should be dealt with.	Inspections/Inspectors
Actually make pharmacy law plain and clear so that there are fewer areas of ambiguity. The goal is to have pharmacy practice standardized, optimized, and safe for the general public. Every pharmacist wants to obey the law, which is a challenge to do so if the Board remains adamant about being vague.	Laws/Regs
Ambiguous regulations and/or interpretations.	Laws/Regs
Antiquated laws that are inefficient when internet information is available.	Laws/Regs
Board needs to simplify codes, regulations, and streamline better ways to have pharmacies keep in compliance	Laws/Regs
Changing guidelines effect enforcement.	Laws/Regs
Clarifying the grey areas in the law	Laws/Regs
Complicated regulations force licensees to take shortcut measures to attempt compliances.	Laws/Regs
Current pharmacy law important and effective for the most part but needs revisions for areas that are less important to be removed.	Laws/Regs
Does not take into account that laws need to be adapted to current technological advancements	Laws/Regs
Enforcing the laws	Laws/Regs
Enormous task regarding the challenges due to constantly changing laws .	Laws/Regs
Laws must be designed in the interest of pharmacists and profession of pharmacy in general. Also, the effectiveness of the laws and what it actually accomplishes must be evaluated. Many a times I feel the extra laws are unnecessary burden and does not accomplish anything significant in a practical world	Laws/Regs
Laws very wordy and specific. Leaves less room for pharmacist to use own judgment	Laws/Regs

Responses	Categories
Not changing the sterile compounding requirements so often, as hospitals are struggling to interpret and implement the many agencies that have an interest in this area.	Laws/Regs
Promulgating regulations related to non-traditional practices in concert with other professions, and ensuring that pharmacists are able to practice in such settings, and as a result, ensuring that those practices adhere to the applicable laws and regulations.	Laws/Regs
provide proof that continued and ongoing increases in regulatory standards improve care	Laws/Regs
The challenges of prescribers following new script laws and recommendations and pharmacies need to meet those laws when drs aren't complying on timely manors	Laws/Regs
The new law in regard to Narcan, Cures, schedule drugs quarterly reporting place unnecessary burden on pharmacy staffs and prescribers. Especially with the required dispensing of narcan, unnecessary increase in medication cost , burden for state and private insurers. This law place a lot of unnecessary time burden on pharmacy, when valuable time should be spend on drug counseling and medication management. Patients should be responsible for their own health and wellness. In this 21th century, with information readily available online, this burden should not be place on pharmacy nor prescriber.	Laws/Regs
The regulations are very tedious not really focusing on patient care, pharmacists and techs are more focused on some regulation and not on the actual drug and its use in the patient.	Laws/Regs
There are practices that require a new look or revision of the law and it is not easy for us to push any of the changes forward. We have no idea how to request a change or development of new law.	Laws/Regs
Unclear regulations.	Laws/Regs
<p>USP 797 and now USP 800 are very stick regulations. many problems with implementing measures to meet those standards caused pharmacy's many headaches and cost significant \$\$.</p> <p>It would be helpful if the board was more clear in what the expectations are esp in regards to USP. Can we +/- the amount we pull out of non-narcotic drips and call it good? Do we really need to try to achieve 99-100% conc accuracy as listed on the label for products that are admixed on site? If it is a titrateable drip and made in the same standard way each time, it doesn't matter. Or if it's something to be 100% infused, just change the VTBI.</p> <p>Sometimes USP seems to be a obstacle that makes everyone's</p>	Laws/Regs

Responses	Categories
practice more \$\$ and difficult for the mistake of a handful of individuals. I'm ok with sig fines and license revoking for deliberate negligence or fraud.	
USP 800 requirements for double-gowning and "room temp" requirements set at 68 are way too hot for an IV room.	Laws/Regs
We need more regulations about Pharmacy labor protection specifically forcing pharmacists to overwork (risks for error) and standing on their feet all day every day.	Laws/Regs
Why do we have laws which give prescribers so much power yet pharmacists have to be punished and share blame for prescriptions they did not write? Why does the Board of Pharmacy spend time making laws which clearly show they are being influenced and are doing more than just seeking the interest of the consumer	Laws/Regs
Actually determining who gets a pass and whom doesn't. We need to keep people alive and quazi-healthy so they keep coming back for more drugs.	Maintaining Standards
Ban retail pharmacies from issuing monetary rewards to patients (for example, giving gift cards when patients are angry that an early narcotic refill is denied).	Maintaining Standards
Board of pharmacy has to make sure that chain community pharmacies follow the laws, and provide safe environment for pharmacists to work and not make mistakes.	Maintaining Standards
Does the pharmacist possess adequate clinical knowledge and judgement. eg. pathology, pharmacology, pharmacokinetics	Maintaining Standards
Holding pharmacy owners accountable for understaffing and overworking staff.	Maintaining Standards
Honest and Integrity of Pharmd Candidates	Maintaining Standards
inspections are based on self reporting. Board needs to do more than pick a few prescriptions to view. Basic tests to staff about law would be helpful.	Maintaining Standards
It is irresponsible to not have methadone clinics report to CURES.	Maintaining Standards
Maintenance of professional integrity	Maintaining Standards
Making sure that the licensing standards and investigations make sense and truly protect the public. There are so many potential issues/challenges to making sure good pharmacists/pharmacies are not unduly burdened by regulations and that bad pharmacists/pharmacies are identified and corrective action is taken.	Maintaining Standards
More thorough background checks, stricter licensing requirements. The board makes it too easy to get a pharmacist license.	Maintaining Standards
need to stringent manufacturing process and material quality to reduce too many recalls daily.	Maintaining Standards

Responses	Categories
The board lacks strength in assuring applicants who apply for a license are actually qualified. The proof of this is in the numerous pages of disciplinary actions against pharmacist and technicians.	Maintaining Standards
the challenge is not having others obey the laws and codes that need to be enforced.	Maintaining Standards
There's no field enforcement	Maintaining Standards
Too many Pharmacists with low moral character allowed to practice making it more difficult to enforce Professional Standard regulations.	Maintaining Standards
Too many substandard pharmacists are currently in practice. Perhaps the Board should tighten up enforcement	Maintaining Standards
Trying to get pharmacists to comply to updates and CEs required to renew	Maintaining Standards
Designated Representative High School or equivalent documentation. Many Designated Representatives received their high school from outside of the USA. Yet, they have gone to college and have a college diploma from a USA based college or university. A change to the law to accept a minimum of HS, or HS or college as evidence of education would greatly reduce the stress for applicants.	Miscellaneous
After standard 9 to 5pm business hours, enforcement in 24h chain pharmacies of SB 1442 and no matter the amount of volume (no overtime is allowed to stay in compliance)	Miscellaneous
Enforcement of robots and computers will be minimal.	Miscellaneous
E-scribe verification across state lines and BOP inspections are infrequent.	Miscellaneous
Expanding scope	Miscellaneous
for ADDS machines in LTC facilities, it is not practical for board inspectors to inspect them.	Miscellaneous
Having more on rph creating a way techs can help pharmacists in a bigger role like vaccinate taking orders	Miscellaneous
How would board has challenges? Challenges are only to the licensees.	Miscellaneous
I feel that all pharmacy laws with subsequent enforcement should be federally based	Miscellaneous
Medical board	Miscellaneous
Naturally occurring community practice catering to rural patients should not be construed as diversion (early refill).	Miscellaneous
Promote equality vs equity.	Miscellaneous
Regulatory burden that may negatively impact the cost of care. Such as adoption of USP797/USP800	Miscellaneous

Responses	Categories
The Boards major challenge is the compounding committee. They do not seem to understand what compounding means to thousands of patients. The focus is on regulation and not about patient health. They are quickly regulating compounding pharmacy out of business because they do not understand what compounding risks are not acceptable and which ones are. The Board needs compounding pharmacists on the compounding committee to help all one the Board understand what is going on. A three minute public comment is not long enough to educate the uneducated. The Boards compounding pharmacy committee needs to become educated especially understanding the MOU and why signing the MOU is absolutely critical to fulfill patient's needs	Miscellaneous
The PIC can't be responsible for ALL operations, instead, any pharmacist on duty that was responsible should be investigated.	Miscellaneous
Tom Lennox is fantastic not sure what happened to him	Miscellaneous
no comment (5)	No Comment/Opinion
no opinion	No Comment/Opinion
few	No Strengths
In my experience, none.	No Strengths
No strength points	No Strengths
No strengths identified (2)	No Strengths
-none, they fail to practice enforcement against Pharmacy Benefit Managers, Retail Pharmacy Companies, or other Medical Organizations for their overuse and abuse of power on pharmacy practice, rather the Board enforces all of its force on individual pharmacists with unnecessary and unrealistic expectations and responsibilities that are unjust.	No Strengths
None. The board let too many drug-mill pharmacy and physician operate. Too punitive on individual pharmacist's mistakes. No enforcement on chain drug stores' violation of technician / RPh ratios...	No Strengths
N/A (36)	Not Applicable
N/A - little interaction	Not Applicable
And many pharmacy's violate pharmacy laws. Need more providing information for pharmacist violations.	Outreach & Education
Clearer education on the laws/codes/standards for licensees to prevent violations in the first place. Consistencies across different inspectors.	Outreach & Education
Education about enforcement. I've been told stories by my managers and supervisors about the board interpreting rules in specific ways and enforcing them, but the interpretation of those rules can be	Outreach & Education

Responses	Categories
subjective. I think explanation of how rules will be applied can be expanded	
Helping licensees avoid infractions instead of fund raising off of acts of ignorance. Be more proactive in helping licensees understand the laws and regulations.	Outreach & Education
I think the Board should spend more time educating and communicating with pharmacists about potential issues and as long as the issue the pharmacy is not directly concerning public health, they should be more educating and less punitive. For example, if a an employee is not wearing a name badge, they should be issued a warning but not fined. If they are making a sterile compound and are in violation of protocols and the environment is not clean, they should sanction the pharmacy and stop the process. I also think the inspectors should be upfront and honest and should share concerns they have with the industry on each inspection. They should offer suggestions on how to do a particular task better. I have had inspections like that where the inspector gives lots of suggestions and I have had inspections where inspectors are only there looking for something with very little interaction. I prefer the inspector to take time to learn about our business and our issues before making judgements.	Outreach & Education
I've heard of plenty of people being afraid to practice pharmacy because of how unclear the CA laws are	Outreach & Education
Keeping pharmacists informed of new laws. Helping to make sure they are doing things right.	Outreach & Education
More education needs to be done before enforcement. Ie, being warnings instead of fines. The board may consider online education materials and more open dialogue with BOP laws. Clarify when needed. The BOP should also consider the tremendous effects of lower reimbursements leading to overworked and understaffed pharmacies. Rather than focusing just on enforcement, we need to have a BOP that focuses on education first.	Outreach & Education
More resources, education, programs, awareness	Outreach & Education
Need to be more helpful and educational and provide teaching moments. Don't make it punitive unless it's blatant disregard for law.	Outreach & Education
Rather than use the site visit as a teaching understanding and development session it is turned into how much can the board find the individuals in practice	Outreach & Education

Responses	Categories
Reach out to more pharmacy staff, whom may not be aware of certain issues, policies & procedures that should be enforced. Maybe through an app?	Outreach & Education
Reaching to prescribers to abide with the new requirements	Outreach & Education
Reinforcing education in drug abuse.	Outreach & Education
Teaching and conveying "real world knowledge" to students and practitioner about the rules, regulations, and laws.	Outreach & Education
The challenge is how to apply and enforce new rules in a short time in such a big state with high population Sometimes I feel that we do things differently as we are not really sure what is the perfect way to do it. I mean as a pharmacist we need to learn more and that will help the area of Enforcement	Outreach & Education
The DOJ enforces extreme cases but I'm unsure in how lesser cases are handled. Maybe with local law enforcement	Outreach & Education
Being on top of violators	Oversight
Board needs to look into pharmacists dispensing long acting medications and allowing nurses crushing them like nifedipine LA in nursing home facilities. There are lots of terrible practices in nursing homes or board and care facilities and some pharmacists turn a blind eye.	Oversight
Catching unscrupulous prescribers who break the law.	Oversight
Differentiating between real and frivolous complaints,	Oversight
Discovering all of the areas that would require action. Rely on consumer contact which might not be enough	Oversight
Discovering and reporting medical doctors that over prescribe controlled substances and fraud	Oversight
Doesn't find enough of the offenses	Oversight
Fraud and abuse	Oversight
How to better understand patient safety issues for patient's receiving medications administered without pharmacists oversight in an infusion center setting	Oversight
I doubt that all violations are being reported and subsequently processed.	Oversight
I feel the chain pharmacies need to be better monitored to ensure patients are counseled and the pharmacists aren't working under abhorrent conditions	Oversight
I have been working as a pharmacy technician for 28 years and yet to have seen the Board in a local pharmacy to enforce much.	Oversight
identification of those who are not playing by the rules	Oversight

Responses	Categories
Identity theft or fraud by licensees	Oversight
It's very hard to catch the really problem people	Oversight
Maintaining top notch surveillance of those who are licensed.	Oversight
MANY AREAS OF ENFORCEMENT	Oversight
Need more enforcement over the chains	Oversight
Need to re-focus on the big picture - not tiny inconsistencies.	Oversight
Not addressing all the places where drugs and vaccines are stored, e.g. medical, dental, offices etc.	Oversight
not enough surveillance	Oversight
Not looking into pharmacist not filling controls	Oversight
Outwitting the scam artists.	Oversight
People can be clever about breaking the law and not getting caught.	Oversight
pharmacy practice is becoming much more complex so that compliance can be more difficult to achieve	Oversight
Policing all the new methods of dispensing medication to the consumer.	Oversight
Reducing their power	Oversight
Sometimes the enforcement reach may extend beyond what is manageable i.e. enforcing sterile compounding regs outside of the state.	Oversight
The board does not monitor major chain retailers of excessive narcotic dispensing	Oversight
The board seems to focus on minor offenses instead of going after bigger issues	Oversight
The Board spends too much time fining people after mistakes happen, but should be considering how they happen in the first place & how to prevent it.	Oversight
There is never a board member actually checking things in the pharmacy	Oversight
They seem to not be interested in labor violations and staffing violations by employers	Oversight
To ensure pharmacies and pharmacists do NOT break or bend the law just for the convenience of prescribers.	Oversight
Vetting out bad actors in the drug supply chain and quickly informing the appropriate upstream and/or downstream facilities of such.	Oversight
with new laws being created -enforcement should be much better	Oversight
WITHOUT COMPLAINTS FROM THE PUBLIC, THE BOARD HAS A BIG JOB FINDING PROBLEM PHARMACIES	Oversight
AFRAID TO STANDUP TO CORPORATE PHARMACY IN THE AREA OF PHARMACY WORKLOAD, STAFFING, AND PRESCRIPTION ERRORS. VERY EASY TO SITE THE PHARMACIST FOR ERRORS, THE ROOT CAUSE IS UNDERSTAFFING AND INCREASE DAILY METRICS	PBMs

Responses	Categories
Allowing big chain pharmacies to get away with violations with only a monetary fee while holding no one person accountable.	PBMs
Board of Pharmacy needs to look into big corporations that are allowing pharmacists and technicians to keep doing more with less help. It is a huge patient safety issue and a direct concern that everyone needs to addressed. Staff is constantly overworked and companies are cutting technician hours while increasing workload.	PBMs
Encroachment by PBM rules creating confusion between Board rules and PBM rules.	PBMs
EXCELLENT JOB PROTECTING THE CONSUMER AND COHABITATING WITH CORPORATE PHARMACY CHAINS. IE; CVS AND WALGREENS	PBMs
In the community setting the large pharmacy chains have too much power and are using it to undermine patient safety by understaffing in an attempt to be more profitable.	PBMs
Less collusion with corporations. Don't misconstrue facts exposed in a claim.	PBMs
Not sure retail pharmacies actually report all the false or altered scripts they receive	PBMs
Protect the public by protecting pharmacists from predatory actions by employers and PBM's. Pharmacists would be less inclined to misbehave in a fair market.	PBMs
Really lacking in the prevention of corporate chain pharmacies racing each other to the bottom of workplace safety through neglect and abuse of their employees.	PBMs
The large chains have ways to hide mistakes/malfunctions.	PBMs
Watching the larger pharmacies	PBMs
You are bought and paid for by large retail pharmacies. Instead of going after individual pharmacist for minor errors, you should be making sure there is a work environment where it is even possible to not make mistakes.	Politics/Outside Influence
You need less political appointees and more board members with extensive experiences in large city large volume , different demographic experience and so forth. Montecito is Different than Montrose and Mill Valley or Modesto.	Politics/Outside Influence
The Use of a Narcan Ratio would show when a reversion to irregular professional responsibility or Doctor's participation. MD USAGE OF CURES is questionable in hi volume opioid dispensing areas.	
Limited power causing a lot of criminals able to avoid judgements.	Power/Strength
use of illicit drugs by pharmacist, pharmacy law violations by pharmacist, pharmacist arrested for DUI and other criminal charges, pharmacist drug diversion for profit MUST be dealt more strictly by	Power/Strength

Responses	Categories
the board. The board is very lenient NOW. I am a pharmacist for over 31 years now	
can be too harsh.	Punitive/Overregulated
Area of enforcement can be stronger	Punitive/Overregulated
Authoritarian style. If I see an inspector come to my pharmacy, I have the fear of God in my soul. They dole out and enforce regulations like an angry King. There is CLEARLY no confusion that the board is not there to support and help ME, the licensee; they are strictly there for the consumer.	Punitive/Overregulated
Board inspections are tense and nerve racking. I wish the situation was more educational based and felt less punitive.	Punitive/Overregulated
Board's enforcement can be overly severe, not following intent of the law/regulation	Punitive/Overregulated
Dinging pharmacies for minor law infractions to collect fine money. Caving to the AMA by not investigating crooked MD's and where they obtain their controlled substances via BoP licensed wholesalers. Diluting the profession of pharmacy so much via laws and regulations that we're just glorified home depot employees. Making your inspectors basically the pharmacy gustapo that we all fear that one mistake will cost us our livelihood.	Punitive/Overregulated
Don't need to find something wrong every time on a site visit. Most of us want to do the right thing, so explanation and education helps.	Punitive/Overregulated
Enforcement appears to be overly paternalistic when dealing with individual pharmacists with minor offences.	Punitive/Overregulated
Enforcement is similar to traffic enforcement. Pharmacy is over regulated.	Punitive/Overregulated
Enforcement posture by the board is too heavy handed. For example – some inspectors will cite and fine for things where the intent of the regulation is being followed.	Punitive/Overregulated
Excessive consequences. Pharmacists having to go through years of Maximus and testing for issues never impacting their professional work	Punitive/Overregulated
extremely stick, and not very lenient to allow for rebuttle against charges.	Punitive/Overregulated
From the top down, it is clear that Board staff views their enforcement role from the perspective that the entire licensed community is trying to scam the public and the staff must do everything to find something wrong. Enforcement staff is unpleasant to deal with, slow, and biased. Inspectors treat their role not as an inspector but as an investigator, trying to seek out every	Punitive/Overregulated

Responses	Categories
technical problem rather than spend their energies on responding to genuine reports of possible harm to the public.	
Further, the enforcement posture of the board is heavy handed. For example - some inspectors with cite and fine for items when the intent of the regulation is still being followed	Punitive/Overregulated
Harrassment only thats the only strength you have.	Punitive/Overregulated
Heavy handedness	Punitive/Overregulated
I find the Board very punitive. Pharmacists as healthcare workers and as humans can sometimes make mistakes due to process breakdowns or increase workloads but not intentional.	Punitive/Overregulated
I understand the need for enforcement but BOP needs to be less punitive for human error especially when there is no malicious intent or pattern for repeated occurrences.	Punitive/Overregulated
issues that could be dealt with via education vs making pharmacists feel like they are being policed.	Punitive/Overregulated
It seems like the Board is focused on punishment versus education/correction.	Punitive/Overregulated
Maybe a bit nit-picky? Consider focusing less on letter of the law, more on intent or likelihood to cause harm. But to be honest I only hear rumor, and maybe this IS your philosophy.	Punitive/Overregulated
needs to be more engaged with the profession and less focus on enforcing the too large a number of rules	Punitive/Overregulated
Nitpicky or tries to make money off minor violations rather than educating and warning.	Punitive/Overregulated
None, although I suppose if being overbearing and unreasonable is a strength, then it's good.	Punitive/Overregulated
Not excessively punishing license holders for criminal activity they were not involved in. The board's actions in enforcement are often not fair, biased due to executive powers granted them. Second chances should be given.	Punitive/Overregulated
Not excessively punishing license holders who are not involved. It would be nice to give them a second chance before crushing their livelihood.	Punitive/Overregulated
Not great. The focus needs to be on patient care and not on minor accidental oversights that would have no effect on patient care and wellbeing.	Punitive/Overregulated
Often over-zealous in the enforcement of laws getting caught up in minutia rather than focusing on what keeps the public safe.	Punitive/Overregulated
Over the board of rules and regulations.	Punitive/Overregulated
over the top. Our licensure and schooling mean little to the board anymore. We must provide evidence of how we do our job now such that an untrained chef could just follow instructions on how to make	Punitive/Overregulated

Responses	Categories
medication. The board yet to provide any evidence that continued and increasing regulation has helped improved medication safety	
Overbearing	Punitive/Overregulated
Overboard	Punitive/Overregulated
Overzealous enforcement, too punitive, drives good pharmacists and managers out of the profession/state with single mistakes, poor knowledge of inpatient pharmacy operations, inspectors are inexperienced in practice of pharmacy.	Punitive/Overregulated
PUNITIVE AND UNFAIR! WAY TOO MUCH ON THE SIDE OF DISGRUNTLED CONSUMERS. MAKES IT HARD TO DO OUR JOBS, WHICH SOMETIMES MEANS SAYING NO.	Punitive/Overregulated
Really hate to say it, but all pharmacists think of when they hear, or all they talk about when they discuss BoP is "Enforcement". The BoP is seen as the strong arm and there is a "got you" mentality.	Punitive/Overregulated
Since I was in high school, the view of the California Board has been one of the toughest and least forgiving in the nation.	Punitive/Overregulated
Some enforcement personnel act like police and are antagonistic upon arrival.	Punitive/Overregulated
Sometimes too focused on technicality of the law - nitpicking to cite for things that do not create a risk to public safety	Punitive/Overregulated
Strict	Punitive/Overregulated
The Board appears to be quite effective at citing licensees and employing inspectors that strike fear into the hearts of all PIC's in the state.	Punitive/Overregulated
The Board creates too much busywork without improving the safety of medications.	Punitive/Overregulated
The Board has become like a dictatorial nazi in enforcement.	Punitive/Overregulated
The board is a punitive and it is not very easy to get any answers from the BOP regarding regulations. When asking questions, you mainly get a copied text back with the "law" but in all other states I am licensed in you can talk with someone to discuss the law as not all laws are made for the current situation and thus PIC, pharmacists and facilities at times need to work through how to operate in the law.	Punitive/Overregulated
the board is overly punitive from self reporting	Punitive/Overregulated
The board is very punitive. PIC's cannot be responsible for EVERYTHING that occurs in their pharmacy. The board is way too stringent when it comes to disciplinary actions against PIC's just because they are PIC's. The board is making it more and more difficult to continue practicing the profession.	Punitive/Overregulated

Responses	Categories
The Board needs to examine a non-punitive, collegial approach to enforcement of regulations meant to protect public safety. Adoption of high reliability concepts in healthcare practices, including regulation, are known to dramatically improve overall patient safety versus the previous punitive style of a blaming culture.	Punitive/Overregulated
the board takes an adversarial and punitive stance to its members	Punitive/Overregulated
The legislation the drives the rules and regulations can be cumbersome and confusing.	Punitive/Overregulated
The visits are intimidating and accusatory. Fines can be a bit harsh.	Punitive/Overregulated
There is no strength in board. It is more enforcing and punishing instead of having any strenght	Punitive/Overregulated
They are too regulatory about things that pharmacist have handled in their own way, ie. mistakes. (notes in a computer should be sufficient why do pharmacist need to use your format) both pharmacist and tech have licenses to protect its not like they are not going to try to not make mistakes	Punitive/Overregulated
They have a big hammer and are happy to use it.	Punitive/Overregulated
Things being inforced are an overreach of what was intended by the law. Sometimes we feel that the sole purpose of an inspector that comes in is to generate fees for the board when it should be enforcement through education.	Punitive/Overregulated
To enforce Pharmacy law without "sting" operations. This makes the idea of enforcement negative.	Punitive/Overregulated
Too complex Overbearing Overreaching Inspectors that are rude, unhelpful, and always on a power trip Inspectors that "read between the lines".	Punitive/Overregulated
Too detailed and too many regulations	Punitive/Overregulated
Too Harsh on pharmacists, pharmacies and owners. Pharmacist s feel un-supported by their board.	Punitive/Overregulated
Too heavy handed	Punitive/Overregulated
Too much emphasis on finding vs	Punitive/Overregulated
Too nit picky.	Punitive/Overregulated
too rigid	Punitive/Overregulated
way too overregulated and expensive	Punitive/Overregulated

Responses	Categories
When pharmacies or pharmacists report violations, in good faith, to help the BOP and the public, those same pharmacies and pharmacists are punished. The BOP does not go after the person with the fake script or the staff member stealing meds, they go after the pharmacist or pharmacy who reported the instance. This is completely misdirected and not helpful when the reporter is being punished. BOP needs to figure out how to actually go after the perpetrator, whether it has the authority to do it or needs to partner with law enforcement.	Punitive/Overregulated
Writing so many regulations that they have the ability to sanction everyone with a license. They have been exceptionally talented at this. The number of enforcement actions now versus 10 years ago is evidence of their incredible success.	Punitive/Overregulated
you exercise too much power	Punitive/Overregulated
You have become overly bureaucratic and impractical with Sterile Compounding rules. It takes just as many compliance pharmacists as operational ones to conduct business.	Punitive/Overregulated
Are there enough inspectors to meet the needs of the state?	Staff/Resources
Big state needs more personnel	Staff/Resources
Board doesn't have enough inspectors.	Staff/Resources
Challenge is having enough inspectors to follow up on allegations. Scheduling hearings to hear cases.	Staff/Resources
Challenges would be limited workforce to enforce compliance with the law	Staff/Resources
Completely understaffed	Staff/Resources
Do you have enough inspectors?	Staff/Resources
Doing a good job but need more staff to monitor facilities	Staff/Resources
Enough inspectors to ensure enforcement.	Staff/Resources
Enough inspectors to review compliance	Staff/Resources
Funding and staff	Staff/Resources
Having enough people to properly inspect	Staff/Resources
Having more inspectors in the field	Staff/Resources
Having more inspectors with more than 7-8 years PIC experience. CA is huge go check out all the other pharmacies make some fun trips out of it.	Staff/Resources
High more inspectors.	Staff/Resources
how to curve understaffing in pharmacy, many pharmacists are working in understaffed situations with transitioning technicians while the laws are changing, our mental health and work& life balance almost don't exist. pharmacists are trying to also check the accuracy of controlled prescriptions but doctors don't call back,	Staff/Resources

Responses	Categories
patients are complaining if you are going to enforce something please also enforce staffing requirements	
I would describe this topic as a weakness rather than a strength. My observation through my career is that there are not enough inspection events and inspectors.	Staff/Resources
Increasing current services	Staff/Resources
Insufficient manpower to do its job.	Staff/Resources
Insufficient staff	Staff/Resources
lack of inspectors	Staff/Resources
Lack of staff to cover the state as well as interacting with other enforcement agencies.	Staff/Resources
Lack to resources to execute appropriate enforcement when required. Having to deal with a vast variety of different and difficult situations to enforce the laws	Staff/Resources
large state with lots of pharmacies and the independent pharmacies popping up all the time, not enough staff to adequately monitor	Staff/Resources
Like the other state I am licensed in, having enough staff (inspectors) to conduct inspections seems to be the primary challenge. In Washington State the goal was to inspect all pharmacies once every two years. This was never accomplished and in California during my work in hospital pharmacy and nuclear pharmacy from 1980-1986, I never saw a board investigator inspect the facilities I worked at. Otherwise, the other area I saw as a challenge for the Board was adding specific CE requirements, ie ethics for example and getting these requirements to the individual practitioners was lacking several years back. I get regular emails from the Board as required by law so, that helps.	Staff/Resources
limited inspectors	Staff/Resources
Limited resources	Staff/Resources
limited resources	Staff/Resources
LIMITED RESOURCES	Staff/Resources
Lots of pharmacies to investigate and not enough staff to investigate all complaints thoroughly	Staff/Resources
Low staff numbers. overworked employees	Staff/Resources
manpower	Staff/Resources
Manpower to cover all pharmacies.	Staff/Resources
many to mention, lack of man power	Staff/Resources
More staff	Staff/Resources
More Staffing and funding for enforcement activities	Staff/Resources

Responses	Categories
Need more in person audits of facilities	Staff/Resources
Need more inspections	Staff/Resources
Need more inspectors	Staff/Resources
Need more personnel to respond to violations in a timely manner.	Staff/Resources
Needs staffing to complete more timely pharmacy audits.	Staff/Resources
Not enough compliance officers	Staff/Resources
Not enough inspectors (5)	Staff/Resources
Not enough inspectors doing a thorough job at all the sites that are licensed	Staff/Resources
Not enough inspectors or time to adequately do basic compliance checks and/or complaint investigations.	Staff/Resources
Not enough man power	Staff/Resources
Not enough people	Staff/Resources
Not enough personnel for pharmacy audits.	Staff/Resources
Not enough personnel to complete inspections in a timely manner?	Staff/Resources
Not enough personnel to make in person inspections.	Staff/Resources
Not enough pharmacist inspectors and inspectors in total.	Staff/Resources
Not enough Pharmacy Board inspectors to fully watch over the large number of pharmacies currently operating in California. Further, there is widespread abuse of California patients, some potentially endangering California patient lives, by Out of State mail order pharmacies operating from outside the state of California who are not able to be inspected nor follow prudent patient care and regulations California pharmacies must follow.	Staff/Resources
not enough staff	Staff/Resources
Not enough supervision / investigation	Staff/Resources
Not immediately clear. High volume of actions may require more resources.	Staff/Resources
note enough manpower	Staff/Resources
Number of licensed entities in California versus available staffing.	Staff/Resources
possibility of not enough staff to meet challenges of enforcement	Staff/Resources
Possibly not enough inspectors	Staff/Resources
Previous challenges were having enough inspectors available to cover the state and provide timely replies and response.	Staff/Resources
Probably not enough staff to effectively monitor pharmacy practice locations.	Staff/Resources
Resources	Staff/Resources
Resources to enforce and educate all of its licensees	Staff/Resources
Shortage of staff	Staff/Resources
Staffing (3)	Staff/Resources
staffing equivalentents	Staff/Resources
Staffing, resources	Staff/Resources

Responses	Categories
That there are not enough inspectors nor enough time to be able to sanction everyone, I believe that is their goal and that they will not rest until all licenses have been revoked and suspended.	Staff/Resources
The answer is the same. Without staff pharmacists will make mistakes. The board needs to take this into consideration.	Staff/Resources
The biggest challenge is and I think will always be having enough resources to investigate and discipline every pharmacist/pharmacy that is not following the rules.	Staff/Resources
Their has always been shortage of staff but let's have yearly or 2 yearly checking of all Pharmacies	Staff/Resources
There are not enough inspectors to meet the Board's goal of inspecting all pharmacies on a regular basis	Staff/Resources
There is too little oversight due to a dearth of inspectors. Most inspections happen as a result of a complaint	Staff/Resources
too few inspectors	Staff/Resources
too much to do and so few officers; perhaps pay?	Staff/Resources
upholding standards with limited resources	Staff/Resources
You lack resources to enforce the law	Staff/Resources
Allowing pharmacies / pharmacists to correct violations before the Board uses a big hammer.	Support/Protect Licensees
Apply and enforce laws and regulations in a manner that ensures public safety but practically feasible for the licensee.	Support/Protect Licensees
at times, perhaps has forgotten the challenges faced by pharmacies to implement the many new standards - do they promote consumer safety as the risk of pharmacy safety	Support/Protect Licensees
Authoritarian style. Supporting the consumer is a great tenet. HOWEVER, you should also support those who pay your fees and you are named after. A collaborative relationship would probably get a lot more accomplished.	Support/Protect Licensees
Being understanding of some of the challenges licensees face in order to comply	Support/Protect Licensees
Board is degrading the pharmacy profession by bullying and making uncomfortable for pharmacist to practice the profession because there is absolutely no protection from board towards its pharamcist, issuing citation left and right without even doing proper investigation or undertanding the issues,	Support/Protect Licensees

Responses	Categories
<p>Board of pharmacy should have protections for pharmacist and technicians. Rethink the regulations when it comes to time sensitive medicine in relation to pharmacy and physicians prescribing or wanting to have a 72 hour supply for office use. When things like this can't be given to a physician they tend to look toward outside non resident pharmacy to fill there patients needs. When it comes to non sterile compounding the office use capacity should be determined on the physicians case load or client load not by a conservative amount that falls under what is called " manufacturing"</p> <p>One doctor may have 200 patients and another may have 800 patients</p> <p>Compounded time sensitive drugs shouldn't be shorted based upon California's regulations. The appropriate thing to do is to base it on how many patients approximately will be using the medication prescribed for patient in office use.</p>	Support/Protect Licensees
Chains store do not have enough qualify help for Pharmacist or hire enough Pharmacist. Assembly line work flow endanger patient well being. Pharmacy Board do not care about patient safety. Any problems blame the Pharmacist.	Support/Protect Licensees
Does not seem to be in the protection of pharmacist on pharmacy tech	Support/Protect Licensees
Enforcement actions never are deleted from the pharmacy files. This results in former licensees being publicly shamed forever. There should be an end time.	Support/Protect Licensees
Enforcement of new laws and rules should be approached as a learning opportunity.	Support/Protect Licensees
Fails to recognize sometimes people make mistakes and those mistakes should not cost them their careers	Support/Protect Licensees
Focuses too much on consumer protection to the detriment of licensees.	Support/Protect Licensees
Harrassment. Maybe you need to change your approach on teaching laws you pass	Support/Protect Licensees
Helping pharmacist and technicians understand the law who are trying to do the right thing	Support/Protect Licensees
I feel like the board plays the role of police for pharmacists, specifically in the case of consumer complaints. The board of pharmacy should support us in these instances rather than investigate and fine the licensee.	Support/Protect Licensees

Responses	Categories
I think there is a careful balance between appearances to the profession as a police agency and one that actively and should promote pharmacists to provide clinical services.	Support/Protect Licensees
Impractical and out of touch with real world pharmacy practice. Creating policies and procedures that do not best serve the Pharmacy profession, professionals or our patients.	Support/Protect Licensees
Juggling what is controllable by pharmacists vs what is controlled by owners/corporations. More actions against corporations for staffing and space issues	Support/Protect Licensees
Lack of equality compared with other professions	Support/Protect Licensees
Need to assist pharmacists in the practice of pharmacy instead of always punishing them.	Support/Protect Licensees
no effective enforcement of pharmacists working alone; too many chains allow 12 hour shifts with many hours without a tech; pulling help from market side is not realistic;unavailable	Support/Protect Licensees
Often putting pharmacy members at a disadvantage.	Support/Protect Licensees
Only protects consumers	Support/Protect Licensees
Pharmacists are not protected from many aspects against medical doctors, consumers if any issues as doctor shopping, pill mill doctors, racial slurs from customers.	Support/Protect Licensees
Pharmacists need an expanding role as medical practitioners and it would help if the board of pharmacy help to bridge the gap of perception.	Support/Protect Licensees
Protecting law abide pharmacy versus non licensed operators.	Support/Protect Licensees
Protecting the consumer while aiding pharmacists	Support/Protect Licensees
Support PIC for Enforcing pharmacy owners to more easily allow their PIC to enforce more regulatory compliance by providing sufficient hours and protecting their PIC from retaliation.	Support/Protect Licensees
Take it easy on pharmacists but stricter on hospitals intravenous preparations everyday processes	Support/Protect Licensees
The autonomy of the Pharmacist is now non existent. Everything the pharmacist does has a law behind it. No other professional has a job that dictates every move or decision they make based solely on a law. They say to "use your own judgement" but fail to give guidance on the ambiguities of the law. They say consult an lawyer.	Support/Protect Licensees
The board acts as a fundraiser and tends to over prosecute pharmacists compared to other boards (nursing and physician)	Support/Protect Licensees

Responses	Categories
The Board is too busy worry about looking good and not enough in support the pharmacist in the work environment to make sure it's safe to practice.	Support/Protect Licensees
-the board needs to change it's point of view from harming pharmacists and pharmacy practice, rather ENFORCE RETAIL PHARMACY CORPORATIONS for unethical practice standards against pharmacists that can increase risk of harm, and overuse/abuse of power against pharmacist and then putting their practice at risk. It's disturbing to see how the Board uses all of its force on individual pharmacists rather on the large entities that are the SOURCE of all the problems. The board is quick to slap laws and regulations against pharmacist, but shy's away from doing the same and being even harsher to PBMs, and the Retail Chains for putting PHARMACISTS at risk. It's disgusting. There needs to be change. The board doesn't support or stand with pharmacists to ensure proper care of patients/consumers, rather it sides with the problem causing agencies including the PBMS and Retail Chain Corporations to hurt pharmacist in the name of the consumer. Rather than working hand in hand with pharmacists to enhance pharmacy practice to further reduce risk to any consumer, the board stands against pharmacists. The medical board and nursing boards, don't do that. what a shame.	Support/Protect Licensees
The Board of Pharmacy comes off as anti-pharmacist.	Support/Protect Licensees
The Board of Pharmacy excels at issuing fines and citations to pharmacists while working conditions deteriorate and patient health outcomes suffer. The Board of Pharmacy is great at advertising itself as a consumer safety agency, while the opposite is actually true.	Support/Protect Licensees
The board punishes pharmacists for not being able to catch fake controlled prescriptions when we're in overworked conditions. Instead of punishing the pharmacists it should be the companies held accountable for placing staff in conditions where there is no way to properly check for all that is asked for in a timely matter.	Support/Protect Licensees
The inspectors are not forthcoming to provide guidance or recommendations on how best to interpret the law so we can follow without ambiguity.	Support/Protect Licensees
The inspectors main goal is to generate revenue for the board. The board does not protect the profession from big chain pharmacies creating unsafe and hostile work environments. The chain drug stores own the state board!!	Support/Protect Licensees
The relationship is excessively adversarial and toxic with licensees. Practitioners shouldn't be more worried about a hostile board instead of prioritizing the treatment the patients/customers. And it's	Support/Protect Licensees

Responses	Categories
no answer to say if licensees are putting patient safety first then they have nothing to fear, because that's not true in the slightest.	
Too many frivolous consumer complaints. I heard one person filed a complaint against a pharmacist because he thought his medication was too expensive. Many times, pharmacist are presumed guilty unless proven innocent	Support/Protect Licensees
<p>Too many regulations! The board has many regulations that I feel could be used, but just makes more rules and regs. Let's face it Quarterly Reconciliation, is just another regulation that pulls pharmacists away from providing patient care! Pharmacists are already required to inventory controls do we really need to do more, it's quite funny that soon after initiation the Quarterly Inventory the board started talking about what is a "reasonable loss to report", I mean does anyone really look at why you are getting too many reports of #1 lost tab of Ambien. We have regulations on top of regulations and they pull us away from the basics, the most important pieces like a clean environment, staff education, and Patient Care. Compounding Regulations have made it so expensive for pharmacies that are already running narrow margins that you've, yes you have, effectively disproportionately disadvantaged the poor communities. Imperial County has "0" Compounding Pharmacies outside of the 2 licensed hospitals, so a county with an SVI of 0.996 making it one of the most disadvantaged counties in the entire USA cannot afford to provide sterile injectables to it's community because they can't afford it so patients pay more and have to go to the hospital or they don't get care. On top of that the Cali Medical Board doesn't enforce USP797 so why are we pushing so hard to make it impossible for our pharmacies to comply all the while Physician offices offer IV Vitamins and Infusions on wheels, does anyone really think about this?? We need to think about the laws we create because they've made it to where we can even utilize our clinical experience and education to make a decision, we have recipes for everything where we used to be able to use literature and make a change from a 250mL bag to a 100mL bag if the package insert allowed and literature supported it but now we need a recipe. I could go on, but it just boggles me while the MD's down the street compound in regular rooms with or without laminar hoods, and not even Isolators all the while we are certifying, testing, building out \$500,000 rooms etc etc</p>	Support/Protect Licensees
Too much pressure put on independent pharmacies that don't have the same resources as chain stores	Support/Protect Licensees

Responses	Categories
treatment of licensees is not good by inspectors-bullying and rudeness occurs too often	Support/Protect Licensees
Understand the position of pharmacists in the healthcare system and how little we actually are responsible for in terms of why a certain med is prescribed.	Support/Protect Licensees
Understanding the every day challenges of pharmacists.	Support/Protect Licensees
Very few Pharmacies are owned by pharmacists. The owner can hire and fire. A lot of pharmacists are forced to do unlawful things like dispense out-dated drugs, provide known drug addicts with drugs, not report unlawful practice. Pharmacy is always working around the laws and regulations of pharmacy, because they can. The owners should retain ultimate liability for pharmacies.	Support/Protect Licensees
Very much a come in and ding you anything and everything. dedicated your resources to go after bigger players rather than small pharmacies. Go after coporations for major understaffing and dont punish individual pharmacists for that	Support/Protect Licensees
what about protecting the professional themselves. Do a better job looking out for us as professional	Support/Protect Licensees
While strict enforcement for the purposes of consumer safety is appreciated, it would be nice to feel like the board is also a partner in helping achieve compliance	Support/Protect Licensees
Why do we have laws which give prescribers so much power yet pharmacists have to be punished and share blame for prescriptions they did not write? Why does the Board of Pharmacy spend time making laws which clearly show they are being influenced and are doing more than just seeking the interest of the consumer	Support/Protect Licensees
Without proper evidence, the burden of guilt shouldn't always be on the pharmacist when the technician is at fault and the pharmaclst is ignorant of the issue	Support/Protect Licensees
You enforce laws etc while failing to provide adequate interpretation and to set appropriate expectations. Have inspectors that can answer questions when called. Have people available to answer questions in a timely manner.	Support/Protect Licensees
Another point of frustration is the length of time it takes to make the pending actions public. As a hiring manager, I might find out after the onboarding process that I've hired someone who either has an accusation of diversion or something else that will risk our patients.	Timeliness
Again, the time needed for enforcement to occur is too long. Enforcement is not effective if it's not timely.	Timeliness
Citations not issued timely	Timeliness

Responses	Categories
Delay in licensure of pharmacists or pharmacies may in turn hurt consumers because there aren't enough pharmacists or pharmacies to support healthcare needs.	Timeliness
Delays in review, hearings, rulings.	Timeliness
Difficulty in prompt enforcement, completion of investigations.	Timeliness
Enough Time to inspect all pharmacies	Timeliness
It takes so long for someone to be proven that they're diverting or have suspicious behaviors.	Timeliness
LAg time for citation and fine process	Timeliness
Lengthy process	Timeliness
Long periods of time to enforce disabling for members that hold higher licensing	Timeliness
Not inspecting timely or resolving complaints timely.	Timeliness
Not proactive. Too much enforcement after the fact	Timeliness
Note that the above statement is a reactionary solution to protections consumers. It would be a lot better to be proactive about protection. In the previously mentioned 737 MAX example the actions were all reactionary, not until several hundred people die was action taken and then only reluctantly. Reactionary enforcement tends to overcompensate for a problem and does little for those already affected.	Timeliness
Reacting quickly when they have an enforcement issue	Timeliness
Reduce lag time for when enforcement of deficiencies when these occur.	Timeliness
slow	Timeliness
Slow response to complaints. Sometimes see audits for complaints from years ago, and neither the PIC or the staff RPH even work at the pharmacy anymore.	Timeliness
Speed of review process	Timeliness
Takes a very long time to get decisions/responses back from an investigation. When you self report you will get action taken against you when we know that many pharmacies have the same violations but do not self-report and therefore do not get action taken against them. This actually discourages self-reporting.	Timeliness
The length of time it takes for a matter to be fully resolved is too long.	Timeliness
the turn around on investigating potential violations. Up to six months seems extensive.	Timeliness
They take a long time to review	Timeliness
timeliness in response/investigation/enforcement/disciplinary action	Timeliness

Responses	Categories
timely response	Timeliness
Timeliness of activities.	Timeliness
Too slow to react and enforce penalties.	Timeliness
Too slow to react and enforcement is weak.	Timeliness
When the board makes a mistake in accusing a licensee of actions that are not borne out by evidence and are eventually rescinded or removed, the licensee's entire career trajectory and livelihood are jeopardized, again by the extreme delays (2 - 3 years to address an unfounded accusation has severe consequences in being able to achieve employment or further training, work and earn a living, pay back student loans, etc.). Delays of this sort should not be allowed, and the board should be responsible for the enormous economic and financial consequences due to the unfounded accusations.	Timeliness
WHEN VIOLATIONS ARE NOT REPORTED PROMPTLY AND PPROPERLY	Timeliness
Better transparency and accessibility to BOP inspectors. There is a culture of fear with licensees due to not seeing an inspector unless there is a complaint. This does not allow pharmacists to be transparent with the board due to fear of fines or disciplinary actions. This can cause harm to the public because pharmacists do not reach out to the BOP for guidance if they are uncertain of a regulation therefore they may not adhere to the standards the board has put forth to protect the public	Transparency
Lack of transparency and accountability.	Transparency
Not transparent with those in the profession. For example, if there is a prescriber who has been reprimanded or limited in their prescribing ability, there needs to be a way for pharmacies to be notified or be able to look up this information. We received one email about this from the Board of Pharmacy. However, changes and updates do not get communicated with pharmacists. Can there be a way to look up this updated information without the Board of Pharmacy always emailing it out?	Transparency
Other than an on-site inspection itself, the whole process takes place behind closed doors where it is impossible to know what is happening or to speak with someone to address whatever issues the Board has. If staff would make the process more transparent they would find that in most cases, the licensed community is doing their best to serve their patients and do not need heavy-handed enforcement to do the right thing.	Transparency
-	Unknown/None
. (8)	Unknown/None
? (4)	Unknown/None

Responses	Categories
again, i'm not sure.	Unknown/None
As above.	Unknown/None
Because of my position, I have not had direct experience with this in several years so not sure.	Unknown/None
Can't say?	Unknown/None
Don't know (3)	Unknown/None
I am not sure. (2)	Unknown/None
I am unable to comment. No experience in this field.	Unknown/None
I am unaware	Unknown/None
I cannot think of any	Unknown/None
I don't know (3)	Unknown/None
I don't have any experience with the board in this regard.	Unknown/None
I have limited knowledge	Unknown/None
I have no idea. I notice that the newsletter list of problematic pharmacists is fairly short. That made me happy, but I have no idea if it is actually good or bad.	Unknown/None
I have not had to deal with this. In my experience they have had us present corrective action which we complied with immediately. Once a pharmacy is aware of a better way of carrying out a task, any pharmacy that is conscientious will comply and institute or adjust policies.	Unknown/None
I haven't experienced this yet so I can't comment	Unknown/None
I really don't know, it seems like the Board has done well in this area.	Unknown/None
Little personal experience with this - none noted	Unknown/None
No answer. (2)	Unknown/None
no challenges	Unknown/None
no clue	Unknown/None
No experiences	Unknown/None
No idea. (2)	Unknown/None
No knowledge of this topic.	Unknown/None
Non that I can see	Unknown/None
None (18)	Unknown/None
None identified.	Unknown/None
None immediately come to mind from personal experience.	Unknown/None
none that i can think of	Unknown/None
None to my knowledge	Unknown/None
NONE	Unknown/None
Not aware of challenges.	Unknown/None
Not sure (10)	Unknown/None
nothing to change.	Unknown/None
nothing to comment	Unknown/None

Responses	Categories
nothing to contribute from my limited experience	Unknown/None
really the same as before	Unknown/None
Same	Unknown/None
TBA	Unknown/None
Unable to comment	Unknown/None
Unable to comment as I have no experience of this.	Unknown/None
Unknown (2)	Unknown/None
unknown - no interactions in this area as I practice in federal government facility	Unknown/None
Unknown (out of state)	Unknown/None
Unsure (4)	Unknown/None
ability to inspect all licensees	Volume of Licensees
difficult to enforce with so many licensees	Volume of Licensees
Keeping up with the monitoring of the professionals in this field.	Volume of Licensees
large number of professionals	Volume of Licensees
Possibly the ability to reach all the Pharmacies in a large state such as California.	Volume of Licensees
The overreaching scope of monitoring the enormous amount of licensees	Volume of Licensees
The size of the state and the number of pharmacists	Volume of Licensees
Too many individuals may be flying under the radar to avoid detection. It's difficult to identify all the perpetrators.	Volume of Licensees
Too many licensees to enforce.	Volume of Licensees
BEING ABLE TO FIND CERTAIN PAPERWORKS ON THE WEBSITE	Website/Technology
Ineffectiveness of webpage search engine.	Website/Technology
Please figure out a way to flag all appropriate prescribers in cures any prescriber with multiple complaints. If I'm paying so much for cures, it should be linked to ALL 50 states or boarding states. Can the board not negotiate with other states?	Website/Technology
Combination of professional judgements, compliance with work procedures and work loads and standardized practices...	Workplace Safety/Culture
Cannot punish corporations who pushes licensees to do busy work to sell medication instead of care for safety of patients	Workplace Safety/Culture
Chain Pharmacies are under staffed, pharmacists are force to work under conditions that are dangerous for patient care .	Workplace Safety/Culture
Challenges are that pharmacies run more independently and get away with over working technicians	Workplace Safety/Culture
Focus entirely on consumers. When mistakes are made or in the case of pharmacy inspections the Board does not seem to care about working conditions or enforcing rules that may protect and enhance the treatment and safety of pharmacists and technicians. More work	Workplace Safety/Culture

Responses	Categories
should be done to determine why and under what type of working conditions was a mistake made.	
Getting inspections done on-site due to large numbers of pharmacies in CA. Interpretation of the law for CA might be muddled by the requirements of the employer which might exceed CA law leading to frustration and employee burn out which could potentially compromise patient safety. More and more responsibilities are being placed on pharmacist s(managed care tips, immunization reach outs(shingles, pnem, flu, etc, birth control, nicotine-- those are great opportunities, but little to no time to accomplish -- board doesn't go after chains day whoa! I would have said yes to board's request, we do birth control, nicotine and travel but due to lack of labor support, a real possibility of not being able to fill regular rd exist. So Walgreens in Crescent City doesn't accept faxes for transfers Fri - Sun. Those patients who can't get their opiates from them due to poor staffing go to CVS Crescent City who now get penalized for dispensing too many opiates(CVS gets mixed messages from CVS Corp increase business dispense more opiates) Customers don't understand and ultimately suffer.Don't even mention Wal-Mart who is so concerned about red flags, they send opiates away.	Workplace Safety/Culture
Is unable to address chain pharmacy practices of understaffing due to conflict of interest on behalf of the board of staff. Not able to make change that would improve workplace practices to reduce strain on licensed pharmacy staff.	Workplace Safety/Culture
large retail chains work like robots. Pharmacists have to choose over reporting discrepancies or doing their job. Bad working conditions in retail pharmacies	Workplace Safety/Culture
Not enough regulation of corporations and making sure pharmacists are not over worked and understaffed as is the case in the majority of pharmacies	Workplace Safety/Culture
Not understanding the current work practices demanded by corporations. Written policies of Corp are great, unwritten policies are demanded.	Workplace Safety/Culture
Stop tolerating overworked, understaffed, abused licensees In various practice settings. You constantly have pharmacists taking about unscrupulous, unsafe working conditions in retail settings. Do something to help them.	Workplace Safety/Culture
The Board provides little to no value in addressing the terrible, dangerous, and understaffed working conditions in retail pharmacies. Big companies like CVS and Walgreens get away with	Workplace Safety/Culture

Responses	Categories
this, while its pharmacists are suffering as the Board punishes them with heavy fines.	
There are so many Pharmacist's who have given the Keys of the Pharmacy's to their Techs along with their sign on codes . If you raise an issue you get fired and Board does not do anything . Many chains are using 7 tech per 1 Rph in different roles and Board does not care	Workplace Safety/Culture
They need to be much more aggressive in establishing and enforcing reasonable workload practices for the profession. While pharmacists have scientifically demonstrated their ability to perform many more healthcare functions, the Board has be impotent in supporting pharmacists over pharmacies.	Workplace Safety/Culture
They should focus more on the employer and not the PIC, because often the PIC is not provided the control to operate the business.	Workplace Safety/Culture
Too much focus on staffing ratios and not enough on excessive workloads	Workplace Safety/Culture

Enforcement Weaknesses – Board Member Responses

Response	Categories
<p>First, the Board needs to make sure it figures out the right balance for compounding. The last 10 years have been really restrictive in regard to compounding, and the Board need to make sure it does not go too far. Traditional pharmacies were able to make people’s lives better. People need to be able to obtain medications. The Board needs to figure out a balance in how it can make compounding safe, work with FDA, and other states – find the balance of what’s appropriate. Perhaps a national approach to compounding would be best?</p>	Compounding
<p>The Board needs to focus on how it can empower licensees to do the right thing. A lot of them (pharmacists) are just confused. The Board needs to use more carrot and less stick, to help the licensees – be proactive and have a way to communicate changing laws to pharmacists.</p>	Education vs Discipline
<p>The Board could work on a little more follow up on filing cases in different counties with different district attorneys.</p>	Follow Up
<p>I hope the Board can acquire someone who can really figure out what’s going on, like an on-staff lawyer, which would help inspectors more. Inspectors seem to be overworked – the Board needs to hire more, so they can really help the licensees.</p>	Knowledge
<p>I don’t know how really critical a couple of compounds need to be and how does it really affect the community and how big of a deal is it? Some agenda items perhaps should not come to the enforcement committee. So relevancy of agenda topics.</p>	Prioritization
<p>The Board should provide better support for licensees with questions and concerns. Response times are erratic and sometimes responses vague.</p>	Responsiveness
<p>Pharmacists in charge aren’t given enough authority to do what they need to do. The Board needs to empower the licensees overall. Inspectors are too overworked to help.</p>	Scope of Practice
<p>Our mission is public protection, so the Board needs to make sure pharmacies are not losing business to out-of-state entities as a result being too harsh.</p>	Support/Protect Licensee
<p>There is a new regulation that no pharmacist is to be left alone, but there have been many complaints of pharmacists being left alone. Not sure how the Board is going to handle this. Pharmacists are afraid to complain because of retaliation. It should be a high priority for the enforcement unit that pharmacists receive the help they need when they’re assigned to work alone.</p>	Support/Protect Licensee
<p>Sometimes takes a long time for some cases to get to the Board. The Board did get the authority for a cease and desist order that can be done while a case is being decided. The need to work on decreasing the time from inspection to ultimate review by the Board.</p>	Timeliness

Response	Categories
The Enforcement Unit should have a routine interval between inspections for all licensed locations.	Timeliness
They get 50 or more cases a month to review and vote on.	Volume of Cases

Enforcement Weaknesses – Board Management and Staff Responses

Responses	Categories
The board is not considered a law enforcement agency and certain police departments and/or courts will not release documents that are necessary to conduct an application or licensee criminal complaint investigation, despite the fact that there are laws in place authorizing the board to receive this information. Many law enforcement agencies will disregard these laws and refuse to release information, which necessitates an intervention by a Deputy Attorney General on behalf of the board and causes unnecessary delays in an investigation.	Collaboration/ Engagement
Consistency in outcomes (ie citations, discipline), determination of citation vs discipline, opportunity for settlement in discipline cases in advance of hearing (not the week or days before)	Consistency
inconsistent inspections by inspectors	Consistency
consistency in enforcement across the different inspector teams.	Consistency
The weakness is the continuing challenge to keep consistent in enforcement because of the volume and making sure they strive for consistency in processing enforcement cases.	Consistency
At times anecdotal evidence may be considered in deliberations.	Fairness
Many small infractions	General
Interpretation of the law.	Interpretation/ Implementation Laws/Regs
The Board and Executive Management don't seem to understand the difficulties of an investigation or how an investigation works, especially in how long it can take. Cases coming from a diversion style team versus a compliance style team are more likely to be sent to the AG office for the same case. Settlement terms for PIC's not directly related to the case can be harsh/unfair or maybe more aggressive on independents.	Knowledge/ Understanding
staff understanding all the different issues that come up in our licensees.	Knowledge/ Understanding
The seemingly over handedness of the Board needs to be tempered with the education of licensees	Knowledge/ Understanding
I can not speak to this	No Comment/ Opinion
Board/Management is mostly interested in closure times rather than appropriate results. Inspectors are expected to not put opinions into AG case settlement/outcomes, but they are the most knowledgeable about the case. Executive management does not seem to support staff	Prioritization

Responses	Categories
Very little sense of urgency in responding to licensees	Prioritization
Analysts are unresponsive to emails/phone calls from licensees	Responsiveness
Repetitive review of old cases.	Review of Old Cases
The constant review of old cases sent by the licensing unit. Constant review of repetitive cases.	Review of Old Cases
Need more staff as more licenses are being issued	Staffing/Resources
There are outdated and inefficient databases and processes for distributing information to clients/licensees Lack of updated procedures for training and continued reference	Streamline/Modernization
Centralized database	Streamline/Modernization
Time - The time it takes for simple enforcement (cite and fine) as well as complex enforcement. I understand the due process may take a significant amount of time for complex enforcement, but there is a lot of non-value added time spent trying labor over simple issues that are of citation / fine criticality.	Timeliness
Case processing time, AG processing times	Timeliness
The length of time to present the enforcement to the licensee	Timeliness
Cross training would help when workloads are heavy	Training/Development
need more resources/tools/training	Training/Development
Staff doesn't always know how other units in Enforcement particularly work. Meaning, some staff isn't cross-trained in other areas. I understand this isn't a requirement, but it allows staff to understand how the Board works as a whole. Allowing this will only allow staff to do their work correctly. Knowing what our counterparts work on allows staff to know who to go to without always seeking Management's guidance.	Training/Development
Is anyone ready to replace Susan when she retires?	Training/Development
inspector training,	Training/Development
none	Unknown/None
I honestly do not notice challenges of the other units, but in the Complaint Unit our challenge is getting the closure letters done. Our fulltime OT has had her workload shifted to assist the licensing department and as a result the workload of the analysts have been stretched to assist in the OT's workload. HOWEVER, we are getting a new fulltime OT and our Manager has been shifted to just manage the Complaint Unit recently so with these new changes I am confident we will soon be able to get it under control.	Workload
The intake of all notifications and complaints generating struggles in case load and management of completion of a very large case load. This increases times of completion. Limited field staff to investigate cases and limited reviewers of cases to drive completion.	Workload

Responses	Categories
too many cases. some cases should not be opened because non jurisdictional, customer service issues or lack evidence	Workload
The Board is experiencing an increase of probationers and monitoring these – this is an increasing challenge.	Workload

Possible Enforcement Objectives – Stakeholder Responses

Responses	Categories
And have staff available to answer inquiries.	Accessibility
Being more assessable.	Accessibility
Better access for licensees to call the Board	Accessibility
easier access to important laws, for example separating between what a retail vs a hospital pharmacist should be concerned with, and have those easily accessible.	Accessibility
MAYBE HAVE A CALL CENTER.	Accessibility
<p>More availability of board inspectors to assist pharmacists/pharmacies with guidance</p> <p>Consider prioritization application processing for any pharmacists who will be employed as a pharmacist in an area of California with health care resource challenges.</p>	Accessibility
<p>There needs to be an email and hotline to a supervisor inspector that is actually interested in quality control of the BOP's inspectors, one who would listen and be an advocate for licensees. This person would not be overwhelmed with other duties, as their sole purpose would be quality control and as an educational resource that appeared helpful and supportive of licensees, one that is actually approachable. There needs to be a person to contact at the BOP for regulatory related questions that does more than copy/paste sections of the law back in the emails. For decades pharmacy students have been taught "the board of pharmacy is NOT your friend" and this is an opportunity for the BOP to change. Their responsibility is to the public, but that does not mean they have to avoid a supportive relationship with licensees who want to perform well and who hold patient safety to #1. There also needs to be a person available to receive reports from the field from PICs and pharmacists to report instances of inspectors performing below the expected standard that an inspector should be, from both attitude and knowledge base. Licensees should not be terrified of inspectors and hope to always fly under their radar. There should be quality control and there should be interest by the BOP to have such quality control. The BOP is always pushing for transparency with its licensees for the public, so there should be transparency with how effective and knowledgeable the inspectors are if their mandate is to protect public safety.</p>	Accessibility
Board has to start paying attention to chain retail pharmacies and how they operate	Big Corporations

Responses	Categories
Enforcement over the chain stores CVS/Riteaid/Walgreens/Walmart These chains are hurting pharmacy	Big Corporations
Fining big corporations like Walgreens more than a slap on the wrist. They are happy to pay to play. Walgreens has a technician working as a Rph for a long long long time counseling! do to a mistake on Walgreens part and they don't get fined over 100 million dollars they are billion dollar company but you'll gladly shut an independent down.	Big Corporations
Going after major corporations for chronic understaffing and working conditions (CVS, Walgreens)	Big Corporations
Holding large pharmacy chains accountable for horrendous working conditions.	Big Corporations
Limit the power of PBM and chain drug stores over the pharmacists' work ethics and safety.	Big Corporations
Making sure corporate entities are held to health and safety standards in regards to their employees wellbeings.	Big Corporations
Making sure the larger pharmacy chain corporations are not understaffing pharmacies.	Big Corporations
More clear rules when it comes to area PBM controls. PBM is known to go after gray area of Board rules during audits.	Big Corporations
More policing of larger chain pharmacies	Big Corporations
REGULATE PBMS AND RETAIL CORPORATIONS AGAINST UNFAIR, UNETHICAL, PROBLEM CAUSING WORK /HOSTILE WORK ENVIRONMENTS FOR PHARMACISTS	Big Corporations
Regulations of large pharmacy corporations and ensure worker protections and establishment of a union	Big Corporations
Resist the temptation to cave in to big pharmacy chain lobbyist who are more concerned with squeezing profits over public safety.	Big Corporations
Stop the retail chains from pursuing script volume at the expense of following proper policies and procedures.	Big Corporations
Clean up the cite and fine process. Use inspections as a vehicle for driving compliance and protecting the public, without resorting to citations for every violation.	Cite and Fine Process
Develop a list of liabilities that the owners of pharmacies should be responsible for and fines to go with them.	Cite and Fine Process
Get the licensees up to date rather than just fine , fine , fine	Cite and Fine Process
Not fining practicing pharmacists for small mistakes	Cite and Fine Process
not holding pharmacist responsible for balancing the state of calif budget thru your fines the majority of pharms you fine have no job!!!!	Cite and Fine Process

Responses	Categories
Reassess fines	Cite and Fine Process
<p>1) Better ability to work with local inspectors when questions arise</p> <p>2) get in alignment with CDPH around regulations so that the PIC and facilities know which rule they are following. The two agencies at times are not following the same rules making it very difficult to ensure you are in compliance.</p>	Collaboration
ability for pharmacists and pharmacies to be able to help the Board with their enforcement.	Collaboration
Actively interact and form meaningful relationships with 'sister' enforcement agencies.	Collaboration
Also board of pharmacy should work more with the AMA to stop doctors from furnishing drugs in house since that is more dangerous to the patient, as general physicians don't have a doctorate in pharmaceuticals and therefore shouldn't be trying to make revenue at the expense of there patients.	Collaboration
Build relationships with consumers and pharmacists to improve overall relationships.	Collaboration
Collaborate with licensees when developing new regulations.	Collaboration
Establish better relationship with the pharmacist profession. The Board of Pharmacy should not be anti-pharmacist.	Collaboration
FIGURING OUT HOW TO WORK WITH VARIOUS MEDICAL BOARDS TO ROOT OUT BAD DOCS	Collaboration
I think they should focus on more interaction with the profession. I think the board should try and get pharmacists on the board from every part of pharmacy. I think the board of pharmacy should not be relying on inspectors to teach them about aspects of pharmacy. They should be telling the inspectors what they should do and not the other way around. We should have representation from Hospital, Chain, community, sterile, clinical, compounding as representation on the Board so that the Board is more informed with each discipline of pharmacy.	Collaboration
It would be nice to have a more collaborative approach. Pharmacist are working hard every day to help patients, work with providers, and manage drug inventories. It would be nice to have a working relationship with the board of pharmacy where regulators and pharmacist can effectively communicate to troubleshoot problems and come up with and share solutions to common misunderstandings. Currently, pharmacist and directors live in fear of inspectors and work to hide as much as possible. the goal is to get the inspector of site as soon as possible. I would exist with the board where we can work together and solve problems to make	Collaboration

Responses	Categories
patients safer together. Many other industries have learned that by sharing information, outside of a punitive environment, a lot of professional growth can take place. The pharmacy industry existing in silos of silence, is not best for patients or good for the profession.	
Onsite inspectors should be more collaborative and educational to help guide fixing issues.	Collaboration
Partner with the DOJ to monitor drug related problems.	Collaboration
Soliciting input from licensees.	Collaboration
Try to be in touch with the staff pharmacists. Get their input rather than from PIC's.	Collaboration
Trying to form a working and collaborative relationship with the licensees instead of a police state over pharmacies.	Collaboration
utilize federal resources of having DEA officials assisting with the enforcement department.	Collaboration
Work with pharmacist with trust and understanding as a team to achieve a common goal to protect the consumers.	Collaboration
Work with the medical board to control narcotics instead of blaming pharmacists. Fine chains for understaffing pharmacies.	Collaboration
Work with them the medical board and help combat the opioid crisis	Collaboration
Working with board of medicine to ensure teamwork mentality regarding controlled substances prescribing & dispensing as well as clear, concise, & consistent expectations regarding hard prescription elements	Collaboration
Working with pharmacies and hospitals on collaborative computerized inventory systems as a deterrent to theft and drug diversion.	Collaboration
Working with Pharmacies and Pharmacists to improve Pharmacy overall.	Collaboration
Differentiating complaints into categories, that can be resolved over phone, Zoom call and in person. Majority of complaints can be resolved remotely, Inspectors visiting is time consuming and expensive for all.	Complaint Process
The Board and its inspectors should understand that not all complaints are made in good faith.	Complaint Process
The board should not just "automatically" and with a knee jerk response accept the Consumer's version of events. It should at a minimum at least solicit the opinion of the Professional before coming to a judgement or allegation.	Complaint Process

Responses	Categories
Compounding - it is impossible for pharmacies to do basic compounding and this puts patients at risk for poor outcomes because simple compounds are not available.	Compounding
Better control over inspectors so that they surveys are conducted equitably.	Consistency
Consistency and clear laws and oversight of inspectors.	Consistency
Consistency	Consistency
Consistent enforcement	Consistency
Consistent inspection between different types of pharmacies.	Consistency
consistent interpretation, send interpretations of the law to everyone	Consistency
develop consistent practices	Consistency
Developing consistency between inspectors - shouldn't matter which inspector visits a pharmacy the outcomes should be similar regardless of the inspector.	Consistency
educating Inspectors so surveys are consistant	Consistency
Ensuring a consistent level of evaluation occurs. Many auditors have varying degree of skills and not all monitor in a consistent manner.	Consistency
Getting all inspectors on the same page. They should be strict and firm but consistent. This is where they need cohesiveness amongst the group.	Consistency
high variances observed during facility inspections instigating suspicions among competency of inspectors	Consistency
I think there should be focus on getting all the inspectors on the same page when it comes to laws and codes.	Consistency
I think they should make sure their inspectors are consistent in their inspections.	Consistency
Improve the consistency of each inspector to apply the law in the same manor. There is too much self interpretation of the law by inspectors which creates inconsistencies during routine inspections.	Consistency
More consistency among inspectors in enforcing Board's regulations	Consistency
More consistency/education about enforcement	Consistency
More consistent understanding of the law	Consistency
Regulatory FAQs for inspector consistency.	Consistency
Standardize how enforcement is implemented	Consistency
Standardize the inspection process to allow for less inspector opinion. Conduct more regular inspections.	Consistency
Standardizing inspection checklists for inspectors so the inspection process across inspectors is more uniform.	Consistency

Responses	Categories
Sterile compounding inspections should not be as inconsistent per which inspector is surveying	Consistency
The Board really needs to be consistent in its enforcement actions and not abuse its power to victimize licensees. Plus, it should not lose sight of the reason for a disciplinary action... which should be towards rehabilitation of a licensee and not victimization. Punishment should not be harsher than the violation.	Consistency
Train the inspectors to be more consistent with their inspections.	Consistency
Trying to ensure a more consistent and realistic approach to enforcement taking into account patient safety and patient care when the approach or action being cited does not negatively impact either one during a critical event that is outside the immediate control of the pharmacist/management for a fairly long timeframe.	Consistency
Controlled substance diversion	Controlled Substances
Developing a plan to help pharmacists and technicians recover from addiction. The current process is not working.	Controlled Substances
Discovering prescription writers who over prescribe narcotics	Controlled Substances
Diversion (3)	Controlled Substances
Drug diversion	Controlled Substances
Fentanyl	Controlled Substances
Fighting/preventing counterfeit drugs; monitoring compounding facilities.	Controlled Substances
Focus on drug diversion and aiding pharmacies and pharmacists to stop physicians who over prescribe narcotics	Controlled Substances
Go after inappropriate opioid prescribers.	Controlled Substances
illegal dispensing of controlled substances, physical conditions of some of the dispensing pharmacies	Controlled Substances
Illegal drug use	Controlled Substances
monitoring of all controlled substances	Controlled Substances
more strict enforcement of pharmacist who commit fraud claim processing, drug diversion, self use of narcotics, filling opioids prescriptions which are not medically appropriate, pharmacist arrested for illicit drug use, pharmacist arrested for DUI, etc	Controlled Substances
Most of the people I know have had their doctor reduce or eliminate narcotics prescriptions /work with DEA / local police and audit more pharmacies and wholesalers and hospitals for accountability.	Controlled Substances
Opiates	Controlled Substances
opiates abuse, and counterfeit drugs coming in from outside of the country	Controlled Substances
opioid misuse, narcotic overuse and diversion	Controlled Substances

Responses	Categories
Pharmacies that fill excessive amounts of controlled substances putting the public in danger	Controlled Substances
Pharmacy misuse and diversion of drugs	Controlled Substances
Practical application and implementation of controlled substance regulations.	Controlled Substances
Questionable prescriptions from pharmacies with high control substance dispensing and providers who cannot produce reasonable chart notes or records for prescribing certain controlled substances especially narcotics.	Controlled Substances
Track the sale and dispensing of narcotics.	Controlled Substances
Assist and educate during pandemic and other public health emergencies to help with compliance	COVID
Covid-19 related laws.	COVID
The board should focus on Covid related issues	COVID
discipline	Discipline/ Decisions
Disciplining those responsible while sparing those not responsible.	Discipline/ Decisions
Enforcement through severe punishment (as a deterrent) to those who choose to violate the expected standards and ethics of the profession.	Discipline/ Decisions
Focus on areas of greatest offense that detrimentally affect people's lives and repeat offenders	Discipline/ Decisions
fraudulent billing which does not match pharmacy inventory purchases and the board should come down on pharmacist, PIC, and owner since they knowingly do this and profit from it and the penalties are SO meaningless it continues.	Discipline/ Decisions
Illegal schedule II,III,IV,& V Dispensing. Also through legal channels disciplining the physicians to knowingly write many of these unnecessary prescriptions.	Discipline/ Decisions
Increase the terms of discipline especially with respect to repeat offenders; consider adding more Inspectors and promoting the use of a Board hotline for perps.	Discipline/ Decisions
Make your state board inspectors punish those who have blatant and deliberate disregard for the laws and regulations.	Discipline/ Decisions
Pharmacies that are blatantly violating the law. Not nitpicking minor offenses.	Discipline/ Decisions
potential licensees must swear in person in front of the board or via digital video recording that they will never engage in fraud nor allow or tolerate pharmacy employees and owners fraud and coercion; current fines and revocation fees have to be immediately increased by "ten fold"	Discipline/ Decisions

Responses	Categories
Prosecution of criminal activity? (Theft/diversion.)	Discipline/ Decisions
Really holding the pharmacy accountable for any wrong doings and maybe having the PIC's responsibilities split amongst the owner or/and technicians. Owners of pharmacies are the ones that put pharmacists licenses at risk. Simply refusing to do what the owner wants isn't an option these days especially with the lack of jobs available. The non-pharmacist owner needs to be held accountable and perhaps barred from doing any kind of business or participation in anything related to owning and operating a pharmacy.	Discipline/ Decisions
Re-evaluate severity of penalties.	Discipline/ Decisions
Since we have an excess of pharmacists (but not a lot of good ones) maybe they should consider being harder on negligent pharmacists. I see so many cases of blatant theft or diversion and they get slapped on the wrist and fined. Why allow them to practice at all? There is no way you're missing thousands of pills and don't know it! Working WITH diligent pharmacists would be a huge bonus too! It would be awesome to feel like we work together to strengthen our profession instead of us against you. Pharmacists do not feel supported by the California board. However in Idaho and Nevada I always felt supported by them when I had questions. People are literally afraid to ask the California board questions	Discipline/ Decisions
Stop going after honest people who make a mistake.	Discipline/ Decisions
The board needs to be more of a law enforcement agency that deals with insurance fraud, narcotic diversion, although all pharmacy's should be inspected, not all complaints warrant a visit, a phone call with a course of action should work	Discipline/ Decisions
The Board should focus on enforcement actions that truly serve the public interest. Stipulated settlements should not be overreaching and include requirements that have nothing to do with allegations in the accusation.	Discipline/ Decisions
To correct deficiencies rather than discipline pharmacists when the intent is to follow all laws and regulations. Disciplining the pharmacy manager when an employee violates the law is unfair and discourages good pharmacists from seeking more responsibility.	Discipline/ Decisions
Apply the laws. Fairly and thoroughly invest claims.	Fair
Appropriate to scope of practice	Fair

Responses	Categories
Be thorough but be fair and understanding.	Fair
Enforcing law fairly to all compounding providers, not just pharmcises	Fair
Equitable probation terms.	Fair
Fair and balanced	Fair
Fairer penalties for pharmacists with minor violations	Fair
fairness	Fair
Fairness, reasonableness, inspectors that are in touch with the actual practice and revamping laws that don't make sense and are out dated compared to the technology available today.	Fair
Hit the big guys equal to the small individual/pharmacies	Fair
Punishment equity	Fair
to be fair.	Fair
USP compounding standards and creating a fair and equal inspector tool. Specialty pharmacy and how they are operating, especially when the BOP has allowed white bagging to occur which does not align with other regulations.	Fair
Less enforcement so we can have lower licensing fees. The BOP doesn't protect patients. The BOP simply exists to charge people and corporations excessive amounts of money.	Fees
Monetary gains by licensee....If none then have leniency.....	Fees
The pointes I have identified above and most importantly consider REDUCING the license renewal fees. It has reached a choking level.	Fees
cherrypicking	General
Continuing to do their jobs!	General
current status is ok	General
Diligence	General
Enforcement (3)	General
Enforcement is important, but so are many other aspects to the boards function.	General
Enforcement procedures	General
Focus more on success than failure.	General
Focus on new and emerging areas of practice.	General
Fraud	General
Getting us Good reimbursement so there wouldn't be mistakes.	General
I think the BOP should focus on less is more---overly strict regulations do not improve patient care but definitely impact pharmacists and techs satisfaction with their jobs.	General
I would focus within the state, with an emphasis on meeting patient needs, i.e. counseling.	General
Identity theft, fraud, scams	General
Keep doing the same	General

Responses	Categories
Loss control	General
Making sure that the California consumer gets the best Pharmaceutical care.	General
Professional Excellence, and AI	General
see above; provide proof that what you do makes a difference. The rest of the profession has been demonstrating our value to patient care for decades	General
status quo seems fine	General
The Board does a great job with Enforcement. I have no recommendations.	General
The growing number of actions against Registered RX and Techs indicate greater control. The question is now how good are the inspections?	General
this is pretty good. no comment	General
Yes	General
* Clarifying/expansion of technician scope of practice to support non-traditional clinic support roles * Improved feedback and review of sterile compounding regulations	Guidance/ Communication
A better methodology to alert members of changes in regulations that is easy to follow and timely. The Script is not published often enough and the meeting minutes are way too time consuming.	Guidance/ Communication
Better communication with parties involved	Guidance/ Communication
Better communication with pharmacists and pharmacies.	Guidance/ Communication
But, also become a resource for questions and clarifications. The current practicing RPh is too afraid to ask any type of question incase of reprisal.	Guidance/ Communication
Clarity of guidance	Guidance/ Communication
Clear and easy to understand resources to learn about pharmacy law from FAQ and areas that are most current	Guidance/ Communication
Communicating to all stakeholders when new laws become effective.	Guidance/ Communication
Continue to advance in network notifications.	Guidance/ Communication
documentation	Guidance/ Communication
Give more details about the legislations	Guidance/ Communication

Responses	Categories
Improved dissemination of laws and regs that pertain to each specialized segment of the drug supply chain. Too much broad communications that are not relevant to each channel without a lot of effort to sort through it all.	Guidance/ Communication
Improving communication between inspectors, so that redundant workload is reduced.	Guidance/ Communication
Keeping the pharmacies and pharmacist informed of upcoming changes in law/codes.	Guidance/ Communication
More guidance on new laws, such as USP 800	Guidance/ Communication
Programs to notify pharmacies where improvements are needed before the next inspection.	Guidance/ Communication
Provide clear focused expectations that can be quickly accessed by licensees.	Guidance/ Communication
Provide clear guidelines on all profession requirements in the board website	Guidance/ Communication
Revising ambiguous language (hard to understand & therefore cause interpretation).	Guidance/ Communication
Share some of the informations with the plaintiff, when requesting by their lawyer, to prosecute the criminals.	Guidance/ Communication
Standards and communication of new laws	Guidance/ Communication
Telling everyone what they will focus on so we know what they want from us. Tell us which rules are BS that we can stop killing ourselves to comply with.	Guidance/ Communication
The board needs to balance access with safety. The hard lined and often arbitrary approach to enforcement has legitimately harmed patients. When these concerns are brought to the board by pharmacists, patients and doctors, they are largely ignored. The Board needs to do a better job of listening to these stakeholders and be open to the possibility that they may have something useful to offer to help the Board be more effective at fulfilling their mission.	Guidance/ Communication
Useful, summarized information to promote compliance	Guidance/ Communication
A more streamlined process with updated procedures, be more reasonable and fair. Don't try to revoke everyones license, have more leeway and train/ teach people. Encourage development.	Improvements/Changes
Be more flexible in education.	Improvements/Changes
Better processes	Improvements/Changes
change the process to more pharmacist development in areas found to be our of compliance	Improvements/Changes

Responses	Categories
Do away with cures system, safe money and resourse. Do away with new schedule drugs prescriptions requirements. It only serve to limit access for legitimate use, punish pharmacy and prescriber, not provide any help to community. Money should be spend on prevention, counseling, rehabilitation programs.	Improvements/Changes
Finding better ways to check in on all pharmacies, just because	Improvements/Changes
Focus on enforcement of consultation as in the 80's. Work with local district attorneys to alert them of recurring violations for failure to consult posing an imminent danger to the public for failure to consult by way of litigation. Several chains don't allow time for pharmacists to perform consultation.	Improvements/Changes
Focus on other less effective processes	Improvements/Changes
Focus on the big issues. Not rules that don't protect anybody. For example: Rewriting a faxed control prescription. It can only be transcribed right or wrong, not better. Leave the original as is.	Improvements/Changes
Improve enforcement and licensure process.	Improvements/Changes
improve investigations with clear outcomes	Improvements/Changes
Improve relationships with licensees and pharmacist professional organizations	Improvements/Changes
Improving the inspection process by eliminating what can be dropped and increasing the number and quality of inspectors	Improvements/Changes
looking into Ekits and allowing more flexibility in refill checking	Improvements/Changes
moving responsibility away mainly from the PIC to each Pharmacist. Each licensed professional should be responsible for actions not only the PIC.	Improvements/Changes
Organization to streamline processes	Improvements/Changes
Process improvement and helping the profession advance and improving patient safety.	Improvements/Changes
Provide sufficient time for remedies	Improvements/Changes
Ask front line staff about workflow/current state before implementing changes	Improvements/Changes
reducing the focus on small problems and increaing emphaiss on larger issues	Improvements/Changes
Reduction of paperwork.	Improvements/Changes
Relax enforcement.	Improvements/Changes
Review disciplinary guidelines. In compounding any violation is considered for discipline no matter how minor the violation. Board should use corrections instead of violations and probation accusations. The letter of reprimand in rarely used instead of probation. They should not use fines to fund the board operations as was done for the last 10 years. This creates bias. Place a	Improvements/Changes

Responses	Categories
pharmacist in upper management. Place a compounding pharmacist with experience on the board. Board is very weak here.	
Simplify compliance measures	Improvements/Changes
simplifying/stream lining regulations	Improvements/Changes
Standardizing interpretation and focusing on education of pharmacy leaders.	Improvements/Changes
Streamline auditing	Improvements/Changes
STREAMLINING VIOLATIONS' DOCUMENTATION	Improvements/Changes
Stricter licensing requirements for pharmacist and technicians. Control the arbitrary interpretation of pharmacy law during inspections.	Improvements/Changes
THE BOARDS SHOULD FOCUS ON PHARMACIES THAT ARE OVER BILLING MEDICARE, MEDI-CAL AND INSURANCE COMPANIES	Improvements/Changes
this shouldn't be the main focus	Improvements/Changes
Updating self assessment to be more current	Improvements/Changes
You need to enhance the enforcement of dispensing errors!	Improvements/Changes
Actively investigate and take action against licensees violating professional standards.	Inspections/Inspectors
Addition of pharmacist inspectors. Increased routine inspections of all licensed facilities to a minimum of once per year.	Inspections/Inspectors
Aligning inspectors on interpretation and allowing more freedom for pharmacists to utilize their professional judgement in the management of a pharmacy.	Inspections/Inspectors
Auditing and inspecting independent pharmacies	Inspections/Inspectors
Bring live people to actually see the pharmacy enforcing the rules	Inspections/Inspectors
Bringing all sterile compounding inspectors to the same level of competence. Add an oversight committee to quickly handle licensee complaints and reeducate inspectors as needed.	Inspections/Inspectors
Checking on pharmacies to make sure they are operating lawfully	Inspections/Inspectors
Decreasing the board inspector visits to every two years for sterile clean room license unless there are reported issues.	Inspections/Inspectors
Field Inspectors responsible for inspecting facilities for licensure need more education.	Inspections/Inspectors
Go after criminals. More emphasis on major problems such as drug diversion and less emphasis on making sure a label has 12 point font. The inspectors look for small issues to generate fines. Nobody wants to step up and become a PIC anymore because of the potential fines that result from a poor inspection reports	Inspections/Inspectors

Responses	Categories
Have more pharmacy inspections focusing on a few specific items which takes less time ... less time but more often...creating a relationship with the pharmacist and inspector.	Inspections/Inspectors
Hiring more compassionate inspectors who have working pharmacy experiences. The point is not to fail organizations but to help them implement and meet the regulations.	Inspections/Inspectors
In person business including pharmacy audits.	Inspections/Inspectors
In person inspections that emphasize education of rules and laws.	Inspections/Inspectors
Increase inspections	Inspections/Inspectors
Increased regulatory inspections that are not precipitated from a complaint to the BOP	Inspections/Inspectors
Increasing the frequency of inspector unannounced visits.	Inspections/Inspectors
Increasing the number of inspectors AND building quality control into expanded CLINICAL roles in the community	Inspections/Inspectors
Inspection of proper policies	Inspections/Inspectors
Inspections (4)	Inspections/Inspectors
Inspections and understanding of problems	Inspections/Inspectors
Inspections of facilities and license holders.	Inspections/Inspectors
Inspections should be done regularly and assist pharmacies in meeting all standards	Inspections/Inspectors
Investigators	Inspections/Inspectors
Keep investigating	Inspections/Inspectors
Make regular audits possible.	Inspections/Inspectors
Making sure inspectors are clear on the board's intentions and have similar interpretations as a group rather than requiring pharmacies to change things based on what that inspector feels the board intended the regulation to mean.	Inspections/Inspectors
More frequent inspections	Inspections/Inspectors
More frequent visits to maintain contact, especially at the retail chain level.	Inspections/Inspectors
More inspections. (2)	Inspections/Inspectors
More inspectors needed to inspect and visit how pharmacies operate.	Inspections/Inspectors
more pharmacy inspections	Inspections/Inspectors
more site visits	Inspections/Inspectors
More surprise inspections. You should never announce when you're coming.	Inspections/Inspectors
People in the field	Inspections/Inspectors
Perhaps more inspectors and follow-up inspections of problem individuals and/or facilities and pharmacies.	Inspections/Inspectors

Responses	Categories
ramping up the inperson audits for enforcement of laws, codes and standards. providing more educational opportunities, which allows pharmacies to connect to the Staff at the BOP	Inspections/Inspectors
Regular inspections	Inspections/Inspectors
Regular visit to ensure compliance	Inspections/Inspectors
routine inspections of all licensed pharmacies	Inspections/Inspectors
site visits	Inspections/Inspectors
Strive to create a more positive experience during Inspections. Perhaps focus on constructive feedback with and understanding of how consumer safety is affected, and issue a formal citation only when no remediation efforts or progress are made.	Inspections/Inspectors
THE INSPECTORS SHOULD CHECK OUT COMPLAINTS FROM THE PUBLIC AND STOP REQUIRING USELESS PAPERWORK FROM PHARMACIES.	Inspections/Inspectors
The retail pharmacies onsite inspections	Inspections/Inspectors
Though challenging, inspections of all pharmacies on a routine basis. More frequently than every 5 years, though I agree yearly should be for risk and potential cause.	Inspections/Inspectors
Visiting/auditing high narcotic volume pharmacies	Inspections/Inspectors
<ul style="list-style-type: none"> • Board needs to address changes to compounding regulations – removal of QA testing for simple compounds • Update the compounding regulations as discussed to carve out flavoring and compounding kits, mixed per labeled instructions 	Laws/Regs
address changes to compounding regulations (removal of QA testing for simple compounds) and update compounding regs to exempt flavoring and compounding kits, mixed per label instruction	Laws/Regs
Adoption of high reliability concepts for regulation and enforcement.	Laws/Regs
Aligning state and federal regulations, particularly in compounding. Pharmacists are health care professionals and they should be treated as such. Move toward standard of care.	Laws/Regs
Board needs to address compounding regulations- address inconsistencies with USP. Removal of QA testing for simple compounds, carve out for flavoring and compounding kits to not be considered compounding	Laws/Regs
Consistency between inspectors and a greater education focus	Laws/Regs
Board should set rules and ratios for pharmacies the abided by	Laws/Regs
BOP needs laws that regulate how much a pharmacist and technician can do if it directly relates to patient safety!	Laws/Regs
Clean up pharmacy regulation and modernize it for the times.	Laws/Regs
complicated and numerous laws combined	Laws/Regs

Responses	Categories
create and enforce legislation to prevent white bagging	Laws/Regs
Creating laws and codes that enhance the practice of pharmacy together with pharmacists, don't	Laws/Regs
Deregulate to make it simpler to operate facilities in California.	Laws/Regs
Determining when USP797 is enforceable.	Laws/Regs
enforcing laws/regs re pharmacists working alone	Laws/Regs
Following current laws and policies.	Laws/Regs
For compounding not making more regs than USP.	Laws/Regs
Gutting the law book. Follow the lead of Idaho and Washington to allow pharmacists to run their business without living in absolute fear of you people,	Laws/Regs
Laws	Laws/Regs
Less regulations	Laws/Regs
Make the law clear so it's easier for everyone to understand it and apply it	Laws/Regs
Make the laws black and white instead of grey.	Laws/Regs
Making laws and regulations clearer. Not so vague	Laws/Regs
Please stop making ridiculous laws and unreasonable legal requirements. Help pharmacists, so you can help the consumer	Laws/Regs
Realistic laws that are attainable by the pharmacies that if not followed would truly have a negative effect on consumers. They should focus on diversion, safety, and written in such a manner to help the licensee to succeed, NOT hinder their ability to provide top care to its consumers	Laws/Regs
Revising non sterility compounding regulations to make time sensitive office use medicine more readily available and safe enough for patients. possibly allowing pharmacists to inspect doctors offices making sure regulations and policies are met with the board of pharmacy.	Laws/Regs
Rewrite the law with current and future landscape in mind.	Laws/Regs
Scale back sterile cmpding regulations to what's safe and practical, backed by scientific data.	Laws/Regs
Should focus on implementing a law to increase a minimum wage for pharmacy technicians	Laws/Regs
Simplify the code	Laws/Regs
Stricter enforcement of laws	Laws/Regs
USP 800 requirements for double-gowning and "room temp" requirements set at 68 are way too hot for an IV room.	Laws/Regs
all professionals maintain valid license and adhere to all requirements	Maintaining Standards
assure competence	Maintaining Standards

Responses	Categories
Being aware of the publics needs , and not constantly restricting patients access to drugs and services	Maintaining Standards
Being diligent and staying with the coarse	Maintaining Standards
catching the bad apples	Maintaining Standards
Continue doing a good job with enforcement	Maintaining Standards
Continue in the direction they are currently taking.	Maintaining Standards
continue to enforce good pharmacy practice	Maintaining Standards
Continue to have enough competent inspectors and supervisors to maintain the quality of pharmacy in CA., especially in light of the newer laws allowing pharmacists to practice CE to extent of their training.	Maintaining Standards
Developing new tools to identify pharmacists/pharmacies that are willfully (not even negligently) not complying with the established standards. Give the PICs more authority police themselves by deputizing them. Many times organizations put the pressure on their PICs regarding regulatory compliance or patient safety issues. Arming PICs with some extra authority might help pharmacist do the right thing when the organizations have other ideas.	Maintaining Standards
Enforcing compliance with laws	Maintaining Standards
Enforcing consultation on all new Rx's	Maintaining Standards
Ensuring that all practice standards are up to par if not better than other states.	Maintaining Standards
Finding problems and ensuring standards are met	Maintaining Standards
Finding trends to ensure compliance of law and better way to inspect a pharmacy.	Maintaining Standards
focus on fraud	Maintaining Standards
Forcing compliance with prescribers following script laws and recommendations work the Dea and prescription changes with controlled medications	Maintaining Standards
Fraud, waste, & abuse in all pharmacy transactions.	Maintaining Standards
Further increase requirements such that at all times a licensed pharmacy technician must be present whenever a staff pharmacist is on duty. Chain pharmacies bend the rule by relying on unlicensed personnel with access to pharmacy records. This concerns me.	Maintaining Standards
Have a thorough review of the standards that are being enforced and the value to said enforcement. The cost that is being transferred to overhead for the department is it constant and preventative measure from the clinical development pharmacy in general	Maintaining Standards
Holding owners/corporations accountable for safety	Maintaining Standards

Responses	Categories
I think the Board should look at the massive amount of prescriptions coming into our state making sure that these pharmacies follow California's laws.	Maintaining Standards
I think they have to enforce that technicians have at least their certificate from an accredited school	Maintaining Standards
improving medication therapy by requiring pharmacy to comply with Obra	Maintaining Standards
Keep on keeping on	Maintaining Standards
keeping the wrong people from getting a licence	Maintaining Standards
Maintaining focus.	Maintaining Standards
Maintaining high but realistic standards	Maintaining Standards
Make sure compliance.	Maintaining Standards
Make sure Pharmacist have times to preform all requirement of the job. Right now is too much expectations and not enough time to do it.	Maintaining Standards
MAKE SURE THAT EVERYONE FOLLOWS THE PHARMACY LAW	Maintaining Standards
Patient consulting compliance.	Maintaining Standards
Patient safety, medication reconciliation, controlled drug inventory reconciliation including checks on staff	Maintaining Standards
Poor. Significant number of pharmacies are clearly over prescribing controlled meds & BOP does not have good processes to shut them down.	Maintaining Standards
Proper licencing & scheduled drug inventory. Help to identify the misuse of CII prescriptions, both from the physician & the dispensing pharmacy.	Maintaining Standards
Pt safety	Maintaining Standards
putting through a drug pedigree and checking pharmaceuticals manufactured outside of the USA	Maintaining Standards
Quality and equality, not equity. Focus on consumer safety first.	Maintaining Standards
quality control	Maintaining Standards
Rooting out the bad apples in the pharmacy profession. Specifically the pharmacist and pharmacies that are involved in criminal activity.	Maintaining Standards
Rooting out the bad apples in the pharmacy profession. Specifically the pharmacist and pharmacies that are involved in criminal activity.	Maintaining Standards
routinely reviewing all pharmacies every 2-3 years.	Maintaining Standards
Same as above. Patient care. Patient safety. Having more person to person interaction is a much better way to educate licensed practitioners on new rules and regulations and the purpose of those.	Maintaining Standards

Responses	Categories
See notes above, overhaul the whole system, and train inspectors. It's entirely unacceptable. Just do better, at the very least, it's okay if you don't help but don't harm	Maintaining Standards
Set the limit number of prescriptions per day for pharmacists can be filled and not allowed to rush pharmacists to fill prescriptions.	Maintaining Standards
Signing for received rx's and counseling for same. Pressure from chain management to use wholesaler inventory automatic ordering systems that send out short-dated items that can't be returned or used before expiry. Liability to the PIC as a result	Maintaining Standards
That electronic prescriptions are generated by properly licensed staff and not office staff. Seems to just as many calls for clarification in e -mailed rxs as when they were hand written	Maintaining Standards
They should catch fraud more aggressively. This makes the profession look bad when it occurs. Plus, it is horrible to steal money from anyone or company.	Maintaining Standards
weed out the bad ones	Maintaining Standards
Weed out the really poor performers vs. picking on good performers who make minor infractions.	Maintaining Standards
Weeding out all the bad apples that give the profession a black eye	Maintaining Standards
Controlling overseas internet operations bringing medications illegally into the country. EIVF is one of those establishments.	Miscellaneous
Drug storage environments in all settings. Too many people are at risk from deteriorated drugs and VACCINES!	Miscellaneous
filling high cost prescriptions for low income or homeless people and the customer never gets the medicine or sells it back to the pharmacist.	Miscellaneous
IV admixtures	Miscellaneous
New marijuana issues as they arise especially as it affects DUI.	Miscellaneous
Non-resident mail order pharmacies.	Miscellaneous
Outpatient pharmacy services	Miscellaneous
patient counseling often compromised	Miscellaneous
Pharmacy Technicians	Miscellaneous
recycling medications	Miscellaneous
i have no comment	No Comment/Opinion
No answer. (2)	No Comment/Opinion
No comment at the moment	No Comment/Opinion
No comment. (3)	No Comment/Opinion
No opinion	No Comment/Opinion
no preference.	No Comment/Opinion
nothing to comment	No Comment/Opinion

Responses	Categories
N/A (24)	Not Applicable
Again, the board should focus time and resources on learning and guidance opportunities for its professionals it represents. The professionals should be the boards number one focus in protecting and educating.	Outreach & Education
Better education and expectations.	Outreach & Education
bridging gap between consumer and licensees	Outreach & Education
CE programs for new laws	Outreach & Education
Constructive criticism	Outreach & Education
Continue to reach out to help educate and dialog for improved systems.	Outreach & Education
Continuing education for board employees.	Outreach & Education
Educate PICs , create easy to understand rules & regulations that don't require a lawyer to understand	Outreach & Education
Educating pharmacy licensees on rules, regulations, laws.	Outreach & Education
education (2)	Outreach & Education
Education in Compounding Pharmacy and what it means to thousands of California Patients.	Outreach & Education
Education of existing practitioners	Outreach & Education
Education of the Pharmacy	Outreach & Education
Education on regulatory issues to prevent violations due to ignorance or misunderstanding.	Outreach & Education
Education to improve compliance with laws and regulations. Simplify the laws and regulations to make them understandable by laypersons.	Outreach & Education
Education.	Outreach & Education
Education. License holders have a lot to learn. Laws and knowledge can be forgotten, experience can be lacking. Second chances would be better than crushing people's livelihood.	Outreach & Education
Explaining best practices for pharmacists.	Outreach & Education
Find a way to make others realize the importance of what enforcement really means. Have more of these surveys to get others opinions.	Outreach & Education
Focus on gross misconduct- educate instead of fining for small infractions	Outreach & Education
Focus on prescriber education. Go to the source of enforcement problems	Outreach & Education
Focusing on educating consumer, working with other boards, winning trust with its own profession by backing them up for grey	Outreach & Education

Responses	Categories
area issues with control substances..I think there is a lot board needs to work to win trust of pharmacist	
Have seminars, online courses given by the Board, relating to new laws and regulations.	Outreach & Education
I think the safety of the public might be better served with a more educational approach to enforcement - particularly for 1st offenders.	Outreach & Education
Increase education on law changes	Outreach & Education
Let the Licensees know of the new laws and policy's as they come up.	Outreach & Education
Making sure that the proper protocol is following. So mistake are less likely to happen	Outreach & Education
Maybe becoming the educators rather than be a bully	Outreach & Education
minimize inspection and more educating licensees, especially major retailers in areas of narcotic, immunization safety standards	Outreach & Education
More CE	Outreach & Education
More educational processes and fewer "site and fine" penalties, unless they are the result of serious or habitual violations.	Outreach & Education
Perhaps better education on how to go about staying licensed when moving to another state	Outreach & Education
Perhaps create video/audio content about the enforcement processes for those unfamiliar	Outreach & Education
pharmacist training/CE for new laws	Outreach & Education
Prescribers mandatory CE on controlled substance requirements before renewal of license	Outreach & Education
Provide education on the process of enforcement to the professionals	Outreach & Education
Provide free continuous education	Outreach & Education
Provide ongoing educational opportunities regarding Board of Pharmacy changes in Enforcement.	Outreach & Education
Providing appropriate and meaningful education.	Outreach & Education
Providing education on enforcement and how it is applied	Outreach & Education
Reduction of regulations! Increase the information you put out! If you create a regulation for USP800 then you should also educate us, I mean the inspectors should be educating and not just enforcing. Other boards of pharmacy may enact USP800 but they then put out entire informational resources on how to comply with the regulation. I've used other Board of Pharmacies newsletters and other materials in the past year or so and found them to be much more helpful. We need to be partners in ensuring the safety of our consumers, pharmacists are clinicians that care and we need	Outreach & Education

Responses	Categories
to do our best to empower each other with the knowledge needed to provide the Best Care to all of our patients and all Californians	
School of pharmacy outreach.	Outreach & Education
Teaching us so we will be aware of the simple things and continuous changes That will help us to be more efficient and the Enforcement will be more effective	Outreach & Education
Tools to teach pharmacies what they need to be looking out for and mindful of before an inspection happens and having more work shops available to licensed professionals	Outreach & Education
While protecting the consumer is number one priority, there should be more education and preventive measures for pharmacist.	Outreach & Education
Work to help pharmacies, pharmacist, and technicians to do better.	Outreach & Education
Would appreciate California law education/review resources. Thank you!	Outreach & Education
Auditing and penalizing pharmacies, especially the retail pharmacies like CVS.	Oversight
Avoid overlapping other CDPH department inspections. Hospitals are over-inspected by different CDPH dept on the same standards.	Oversight
Checking on rphs who over and under fill controls there's both out there some won't touch them if it's a control some don't care and just fill them like candy	Oversight
Continuous enforcement	Oversight
Control prescriptions	Oversight
Enforcement of obvious and major situations of breaking the pharmacy laws.	Oversight
Focus on big items- sterile compounding and ensuring that big box corporate are held to patient safety standards.	Oversight
Focus on the "bigger" issues of non-compliance with IV compounding, etc.	Oversight
focusing on more serious infractions	Oversight
I wish there was more oversight over unscrupulous drs. In spite of all the publicity, etc, we still encounter mds who prescribe liberally. It's hard to figure out which drs are shady and which are legit when presented with an narcotic rx. Patients can be quite pushy, leading	Oversight

Responses	Categories
to unpleasant interactions. More guidance for these situations would be appreciated.	
Illegal activity.	Oversight
Increasing oversight, especially when intelligence becomes available on off-label compounding/uses	Oversight
Major violations	Oversight
Maybe the ratio of immunizations/opioids/antibiotics/antivirals dispensed per licensed pharmacist?	Oversight
monitor schools curriculum.	Oversight
More board surveyor	Oversight
More enforcement of consultation with patients	Oversight
More enforcement of pharmacist consultation laws in chains & through mail order. More enforcement of MTM by pharmacists by freeing pharmacist from business operation details due to intentional understaffing.	Oversight
Once again policing compound pharmacies and new methods of dispensing medications to the consumer.	Oversight
Online monitoring	Oversight
Proactive licensing/control of abuses due to legalizing marijuana, especially DUI.	Oversight
Really lay down the law on hospital everyday processes in intravenous drug preparation.	Oversight
Regulating on line pharmacies or other entities that offer 'prescriptions'	Oversight
Surveillance of potential violations....	Oversight
True pharmacy violations	Oversight
Unscrupulous practitioners.	Oversight
A sustainable, reliable way to be proactive in enforcement decreasing the need for reactionary enforcement. Certainly the failures of reactionary enforcement are in the news every day.	Proactive
Adopt a more proactive approach to public health and safety rather than punitive and reactionary measures.	Proactive
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Proactive
Being proactive and encouraging remediation.	Proactive
Focus on prevention/ deterrence of illegal behavior. In the olden times we got a hard copy of pharmacists that were in trouble. The blurbs sent out by the computer do not have the same deference value.	Proactive

Responses	Categories
Proactive communication of new hot topic issues that state board is expecting assess during upcoming facility inspections.	Proactive
Based on past experience the BOP has become more of a punitive force, trying to force compliance. When I started to practice as a pharmacist I felt that I could approach Board Inspectors as mentors, now they are not as approachable.	Punitive/Overregulated
Be less punitive. Expect all inspectors to follow the regs.	Punitive/Overregulated
Center regulatory responsibilities away from adversarial persecution of the practice of pharmacy.	Punitive/Overregulated
End the tyranny.	Punitive/Overregulated
Get off our backs with your ridiculous sanctions	Punitive/Overregulated
It is now over enforce already, with inspector not here to help improve compliance, but to simply punish, especially to independent pharmacy.	Punitive/Overregulated
less punitive on pharmacist as an individual, more strict on control meds regulations.	Punitive/Overregulated
Non-punitive corrective interventions, relationship building, positive inspection experiences to support licensees	Punitive/Overregulated
Not be as nit-picky about many things...really focus on patient care.	Punitive/Overregulated
Reform or remove overzealous inspectors. I understand that investigating licensees falls under the scope of an inspector. However, better training should be provided to inspectors so they are more in tune with their biases so they can conduct their investigations dispassionately. Inspectors and their supervisors (including the Board) should be satisfied with a thorough, high quality investigation regardless of the outcome. The Board and its inspectors should consider all possibilities when investigating complaints; not just the possibilities that can support an enforcement action or accusation.	Punitive/Overregulated
Stop issuing unnecessary citation, name shaming its professional for things that pharmacist do not have control over especially with control substances.	Punitive/Overregulated
take into account the punitive action when licensees self-report.	Punitive/Overregulated
Adding more quality inspectors	Staffing/Resources
Additional resources to monitor pharmacy practice	Staffing/Resources
also looking into staffing levels of retail chain pharmacies	Staffing/Resources
Awariness, resources	Staffing/Resources
Balancing resources to conduct investigations	Staffing/Resources
cutting costs & not wasting healthcare dollars on unnecessary requirements (for example, excessive IV room regulations-temps under 69, shortened stability without supportive data)	Staffing/Resources
Decrease the administrative overhead of the Board	Staffing/Resources

Responses	Categories
Effectively studying the understaffing issues at pharmacies, especially chains, and changing policies to make it a safer workplace.	Staffing/Resources
Expanding the number of inspectors.	Staffing/Resources
FOCUS ON STAFFING ISSUES AND DAILY METRICS. PRESCRIPTION ERRORS ROOT CAUSE, DECREASE PROFITS EQUALS LESS STAFFING IN THE PHARMACY.	Staffing/Resources
Getting more personnel in the enforcement department	Staffing/Resources
Having mandatory staffing level requirements and enforcing them. Enforcing break requirements.	Staffing/Resources
Hire more inspectors to expedite application and inspections...	Staffing/Resources
Hire more inspectors, I don't think I've seen an inspector in the last 10 years!	Staffing/Resources
Hiring more enforcement officers to investigate cases for faster resolution times	Staffing/Resources
Hiring more inspectors.	Staffing/Resources
How many agents do you have? What is the average age, operational experience level, country and degree of origin, what are your qualifications for inspectors, who teaches them, are they competent with one on one field investigations vs topic of the quarter	Staffing/Resources
I'm guessing more resources since the problems continue?	Staffing/Resources
Improvement in the ratio of staff - especially in retail settings	Staffing/Resources
Increase funding in hiring inspectors	Staffing/Resources
Increase staffing. My organization has had one visit in over 5 years	Staffing/Resources
Increasing inspectors available to perform inspections/investigation of complaints.	Staffing/Resources
Increasing its staff	Staffing/Resources
increasing the number of inspectors so that they are doing a more thorough and expeditious job at each site	Staffing/Resources
increasing work force	Staffing/Resources
Maintaining workforce and/or adding employees to better serve the safety of the consumers.	Staffing/Resources
Making sure pharmacists have adequate support staff especially at chain pharmacies	Staffing/Resources
More boots on ground staff	Staffing/Resources
More inspectors (7)	Staffing/Resources
More inspectors and Routine inspections	Staffing/Resources
More inspectors to review and handle problems when there are molehills and not mountains.	Staffing/Resources
More pharmacy inspectors	Staffing/Resources
more resources and staffing	Staffing/Resources

Responses	Categories
More staff (3)	Staffing/Resources
On the retail side, hire more inspectors who know and understand the retail pharmacy profession.	Staffing/Resources
Send more people in the field to actually visit pharmacies.	Staffing/Resources
Staff (2)	Staffing/Resources
Staffing ratios	Staffing/Resources
Staffing.Technology and funding	Staffing/Resources
Try to figure how to budget	Staffing/Resources
Allowing pharmacists to practice more freely and not having to worry about laws/regulations	Support/Protect Licensees
Backing the pharmacists rather than backing the customer	Support/Protect Licensees
balance consumer protection and licensee protection	Support/Protect Licensees
BOP needs to figure out how to actually go after the perpetrator, whether it has the authority to do it or needs to partner with law enforcement. The pharmacists and pharmacies need to be protected.	Support/Protect Licensees
Concentrate on growing the profession of pharmacy and not penalizing good pharmacists and or pharmacies!!	Support/Protect Licensees
Customer relations. Building the relationship with Pharmacies which harbors coaching rather than policing	Support/Protect Licensees
enforce more pharmacist. provider practices and support the profession's advancement clinically	Support/Protect Licensees
enforcements should be redirected to protect the licensees too	Support/Protect Licensees
enhancing the intregation of the pharmacist into the healthcare team	Support/Protect Licensees
Extending benevolence when violations occur and assisting with the pharmacist/pharmacy on how to remedy and fix a violation while considering equity and financials.	Support/Protect Licensees
give credit where credit is due and don't pick on the professional just to justified your job. You don't always have to find something wrong instead praise the individual for doing a good job. Our their customers happy with their pharmacist, if so give him credit.	Support/Protect Licensees
Give the Pharmacist more autonomy, and respect their best judgement. Understand that Pharmacists are now being pushed to the brink with more work and less help for less pay.	Support/Protect Licensees
Go after the pharmacists and technicians that are flagrant. However, protect the ones that need your help.	Support/Protect Licensees
Helping pharmacists with addiction.	Support/Protect Licensees

Responses	Categories
I wish the board of the pharmacy would also defend the pharmacists against all abuses from the employers and the consumers.	Support/Protect Licensees
Maintain individual rights while investigating.	Support/Protect Licensees
Make sure that the pharmacy profession is protected and the pharmacists can do their job safely without too much pressure to finish a quota of RXs or do many administrative jobs while working on the bench.	Support/Protect Licensees
Mistakes and overworked pharmacist and technicians	Support/Protect Licensees
More protection over the licensees	Support/Protect Licensees
protect it's licensees	Support/Protect Licensees
Protect the public by protecting pharmacists from predatory employers and PBM's	Support/Protect Licensees
protect the public while also advocating for the pharmacy profession and understanding the financial burned and third party actions on staffing and actions required of the pharmacists and staff. the law is onerous in terms of documentary requirements and it is a burden on the pharmacy profession to comply given lack of financial compensation to allow adequate staffing and time	Support/Protect Licensees
PROTECTING PHARMACISTS. CORPORATIONS (BIG CHAINS) ARE ABUSING PHARMACISTS.	Support/Protect Licensees
Providing pharmacies with more resources in regard to pharmacy laws and information on how to be fully compliant.	Support/Protect Licensees
Remember - and we've all learned this in pharmacy school - the SYSTEM is often the root cause of medication errors, NOT the individual. The Board punishes INDIVIDUALS but does NOTHING to change the system. Because of this, working conditions in pharmacy have become incredibly unsafe to work in. Rather than issue fines to pharmacists, have the Board issue major fines to corporations as they are the true PICs who control everything in the pharmacy, NOT the pharmacy manager in the store.	Support/Protect Licensees
Stand up to the AMA and stop allowing pharmacy to be the meat shields of the crooked doctors.	Support/Protect Licensees
Stop targeting the PICs in Hospitals, since they cannot control RNs/MDs behavior and start going after the Hospitals themselves when there are issues inside Hospitals. While the BOP feels the PIC has jurisdiction, the reality of it is that the PIC has no true ability to control MDs/RNs. The BOP needs to hold the HOSPITALS	Support/Protect Licensees

Responses	Categories
accountable, not the PIC for anything outside of the physical pharmacy or issues by non-pharmacy department staff.	
SUPPORT PHARMACISTS, STAND WITH PHARMACISTS TO MAXIMIZE CONSUMER BENEFIT FROM PHARMACISTS. NOT STAND AGAINST THEM AND LEGISLATE LEFT AND RIGHT ON ABSURD REGULATIONS. LOTS OF WORK NEEDS TO BE DONE.	Support/Protect Licensees
The Board needs to reevaluate its treatment of licensees, and really think what kind of environment and atmosphere it wants to cultivate with the pharmacy profession. Enforcement of issues should be done at the top level, not harassing the individual pharmacists and technicians who are struggling with a system stacked against them	Support/Protect Licensees
The board should be more accepting about pharmacists refusing to fill prescriptions for pill mills. If medical board won't prosecute these prescribers, then the board of pharmacy should take a stand and allow pharmacists to provide a blanket tulle to legally refuse to dispense for these prescribers who have lost their moral compass.	Support/Protect Licensees
They need to increasingly support pharmacist practitioners in the area of government and third party payers in renumeration for professional services. They need to protect CA pharmacies form unfair out of state practices taking advantage of weaker Pharmacy laws and regulations. Equity across state practices is needed.	Support/Protect Licensees
Work with licensees not against them	Support/Protect Licensees
Cures management to monitor over prescribing MDs	Technology
Develop advanced software systems to achieve the enforcement.	Technology
Digital improvements for across state line e-scribe (C-II-C-V)	Technology
Electronic applications, digital training affidavits, more clarification on citations issued in the field. Sorry some of my comments may not always be in the right area but I do not know where my comments will fit.	Technology
How to amend application and enforcement with current advancements in technology so as to allow for leeway when it comes to remote activities	Technology
I'm really not sure, it seems like technology like being able to meet digitally will increase the Board's efficiency. So I hope that the Board continues to utilize digital media to save time and resources.	Technology

Responses	Categories
On line databases	Technology
Online renewal access and space out time for renewal	Technology
Same thing. Make everything online to make process must faster.	Technology
Better timeliness for sterile compounding inspections well ahead of license expiration.	Timeliness
Decreasing the amount of time an investigation takes	Timeliness
Ensure that enforcement issues are concluded in a timely manner	Timeliness
Expediting swiftly offenders	Timeliness
Faster resolution of cases/disciplinary action,	Timeliness
Faster turnaround for complaints.	Timeliness
I do not know if it is legally possible to accelerate enforcement of bad actors and dangerous practice, but it should be a priority	Timeliness
Improving the response time to phone calls.	Timeliness
Increasing timeliness of enforcement.	Timeliness
MORE TIMELY ENFORCEMENT	Timeliness
Need quicker responses	Timeliness
Quicker responses	Timeliness
Review cases faster to get enforcement.	Timeliness
See above. Timeliness is key, as is evidentiary hearings in a timely manner with the accused.	Timeliness
shorten the investigation period	Timeliness
speed	Timeliness
Time Efficiency	Timeliness
Timely inspections and issuance of violations; inspect every facility licensed by the Board on a regular basis	Timeliness
Timely response to serious violations and less focus on frivolous consumer complaints	Timeliness
Timing	Timeliness
improve education for your inspectors, and ELIMINATE THEIR OPINIONS.	Training
Increase and Standardize level of training of the inspectors so they all survey to the same expectations	Training
Inspector training. Effective supervising inspectors. Visibility.	Training
Provide more training opportunities to build confidence in our leaders. Create Liaisons to provide more available support for Pharmacies.	Training
Train an adequate number of staff.	Training
Train board surveyors so they all be consistent	Training
Train inspectors to focus on the intent of the law and help PICs with practical ways to make things safer for patients.	Training
Training	Training

Responses	Categories
Training and employing more knowledgeable inspectors, pharmacists should be treated as humans making mistakes and not criminals with ill intent. Sensitivity training for inspectors and board employees. Improve communications.	Training
Training auditors to be more uniform	Training
Training board employees on how to do investigations to ensure a standard of enforcement	Training
Training inspectors on compounding. And realizing it's about the patient	Training
Training inspectors to be knowledgeable and consistent. Educating Licensees on common pit-falls in enforcement.	Training
Training more people to go into the field.	Training
Training of inspectors to be consistent and hold CEOs, PICs, and Prisons accountable for their actions and behaviors. Further "Directors of Pharmacy" should be held accountable for the "Policies" implemented whereas they expect others to be held accountable for questionable directions. There is little to no protection for pharmacists that try to report issues. The Board needs to hold people accountable for retaliation.	Training
training of inspectors, oversight over inspection reports	Training
Training of personnel.	Training
Training of the inspectors, send out clear interpretations to everyone	Training
unified training and understanding of the law both for providers and inspectors.	Training
As noted, more awareness of the penalties, citations and fines as well as other lesser known enforcement terminology. More transparency into the process.	Transparency
Improved transparency and accessibility to inspectors.	Transparency
Make the laws more transparent and easier to follow.	Transparency
Make the process more transparent and provide sufficient staff to communicate openly with the licensed community. Reserve enforcement actions for egregious cases, and use alternative resolutions for more technical noncompliance.	Transparency
Make the whole enforcement process more transparent	Transparency
The more transparency, the better. We learn from others mistakes.	Transparency
Transparency	Transparency
Transparency with the laws and rules.	Transparency
Unknown enforcement other than reading Script newsletter suspensions and license revocations, will need to build transparency for compounded products and standardizing all facility conduct compliance and enforcement	Transparency

Responses	Categories
25%	Unknown/None
-	Unknown/None
. (6)	Unknown/None
? (4)	Unknown/None
Addressing the aforementioned challenges.	Unknown/None
Can't say?	Unknown/None
Do not have a suggestion	Unknown/None
Don't know (5)	Unknown/None
I am not sure.	Unknown/None
I am unable to comment. No experience in this field.	Unknown/None
I am unaware	Unknown/None
I cannot think of anything to suggest	Unknown/None
I do not have any insight on this matter	Unknown/None
I do not have input in this area based on personal interactions with board investigators and/or enforcement actions.	Unknown/None
I don't have any experience with the board in this regard.	Unknown/None
I don't know. (2)	Unknown/None
I don't think the board has any role in the re of environment	Unknown/None
I have not experienced any level of enforcement from the board.	Unknown/None
I'm not sure	Unknown/None
no advice	Unknown/None
No experience with this	Unknown/None
No idea	Unknown/None
None (6)	Unknown/None
Not clear	Unknown/None
Not sure (11)	Unknown/None
same as above	Unknown/None
See above (2)	Unknown/None
see notes above	Unknown/None
See number 7 above.	Unknown/None
See other answers	Unknown/None
See previous comments	Unknown/None
See question 2	Unknown/None
Since I consider the Enforcement efficient it is difficult to pinpoint an area of improvement.	Unknown/None
TBA	Unknown/None
The two challenges previously mentioned.	Unknown/None
Unable to comment as I have no experience of this.	Unknown/None
unknown (3)	Unknown/None
Unknown (out of state)	Unknown/None
unsure (9)	Unknown/None

Responses	Categories
Checking a greater number of pharmacies.	Volume of Licensees
IMPROVE THE WEBSITE FOR THE PHARMACIST TO FIND INFORMATIONS AND PAPERWORKS NECESSARY FOR THE PHARMACY TO PERFORM	Website
Updating the website to include a compendium of regulations.	Website
Creating better conditions for pharmacists so mistakes don't occur. Advocating for more staffing so that there is less of a chance of medical errors.	Workplace Safety/Culture
Better overseeing of pharmacist & technician vaccine administration making sure protocols in place so that RPh is not overburdened with walkin vaccine administration without proper staffing to carry on other normal professional functions resulting from providing normal prescription services	Workplace Safety/Culture
Big chain pharmacy increases the workloads of pharmacist and pharmacy tech. This is not safe for the consumers	Workplace Safety/Culture
Big patient safety issues with regard to compliance; pharmacist participation and compliance with acquiring and utilizing and keeping up certifications (ex furnishing PREP, HCPs). And making sure big companies like CVS are not abusing or impeding these privileges.	Workplace Safety/Culture
Continue standardizing care across pharmacies. Hold corporate leadership responsible to provide adequate staffing. Work with PBMs for more equivalent pricing. Let the pharmacist be able to easily discover the true costs and provide alternatives to patients . Check and see if really there is a clerk to help the pharmacist.	Workplace Safety/Culture
Do not be lobbied by the big pharmacy chains to allow dangerous work conditions (1 Rph 1 tech to fill 400 rx and 30 vaccinations and 20 covid tests) it's not safe for the patient and it's jeopardizing the overworked pharmacist	Workplace Safety/Culture
Extra help in the pharmacy is not always good especially in a stressful, high volume location since the pharmacist can't be watching everybody and narcotics can be easily stolen	Workplace Safety/Culture
Focus on work environment in the retail setting. Go after the large retail pharmacies at a company level.	Workplace Safety/Culture
Get in touch with the real world of pharmacy practice and get tough on the PBMs which destroy pharmacy as a health profession. Start serving and promoting the pharmacy profession	Workplace Safety/Culture
Hold employers responsible for putting their pharmacists under undue pressure	Workplace Safety/Culture
I work at Walgreens. I have contemplated suicide multiple times. I have almost passed out at work from the sheer amount of stress	Workplace Safety/Culture

Responses	Categories
and anxiety. Please do something to address the retail pharmacy working conditions	
Labor and staffing violations	Workplace Safety/Culture
Labor protection	Workplace Safety/Culture
Pharmacist workload.	Workplace Safety/Culture
Practices of large chain pharmacies that place undue strain in pharmacists for quantity rather than quality	Workplace Safety/Culture
Public safety in regards to community pharmacy staffing and virtual verification (by which the pharmacist mans the register and reviews the image of the med on screen, while the tech fills, takes a pic, then bags the med ... all while behind the pharmacist, who no longer has direct view or supervision of the tech and control substances) as the pharmacist transitions to the position of main cashier	Workplace Safety/Culture
Safe return of expired control substances to reverse distributors, maybe even requiring pharmacies to take back drugs from public that they currently do not; including diabetic needles/syringes.	Workplace Safety/Culture
Support PIC for Enforcing pharmacy owners to more easily allow their PIC to enforce more regulatory compliance by providing sufficient hours and protecting their PIC from retaliation.	Workplace Safety/Culture
True, non punitive observation of real world working conditions of pharmacists. De facto Supervisory role of techs upon pharmacists enforced by corporations. Verification of company unwritten rules by taping corporate phone calls and meetings.	Workplace Safety/Culture
Understand the environment that the pharmacist works in and what is expected of the pharmacist in the real world.	Workplace Safety/Culture
work conditions in retail pharmacies - not enough staff to safely fill prescriptions, provide vaccinations, etc	Workplace Safety/Culture
Work on preventing situations in the workplace that could result in errors.	Workplace Safety/Culture
Working conditions and best practices in retail pharmacy in particular.	Workplace Safety/Culture
Working with retail employers to make sure job conditions are ok	Workplace Safety/Culture

Possible Enforcement Objectives – Board Member Responses

Response	Categories
more communication with the licensees	Communication
The Enforcement Unit definitely needs to pay attention that so many cases that deal with DUIs. The Board needs to do something to address this.	DUIs
A self-evaluation (retail assessment) needs to be online, having that data, and data mining of responses from each licensee, then finding what the administration should focus on. A lot of answers will be very honest, giving the administration and committee a very clear picture of what needs to be focused on. Right now, it's about who spoke. Getting a bigger picture and having data to get meaningful results is very important.	Informed Decision Making
The way the Board handles cases is very thoughtful and efficient, but stakeholders don't necessarily agree with that. Perhaps the Board needs to educate stakeholders or tweak the enforcement process?	Outreach & Education
More public education is needed about the findings and results of enforcement activities in general.	Outreach & Education
providing more education opportunities	Outreach & Education
empowering pharmacists	Scope of Practice
Hiring more inspectors	Staffing/Resources
The Board need to figure out white bagging.	White Bagging

Possible Enforcement Objectives – Board Management and Staff Responses

Responses	Categories
Proactively reaching out to law enforcement agencies and courts to establish the board's authority to receive criminal conviction information.	Collaboration/ Engagement
have staff work more with inspectors or SI to see what we do.	Collaboration/ Engagement
The Board needs to continue to collaborate with other state and federal regulators and appropriately monitor for practice changes that are inconsistent with legal requirements.	Collaboration/ Engagement
Improving communication to licensees	Communication
Regular communication	Communication
I think the board needs to be consistent on the enforcement side among same type of licenses and violations meaning, big chains should have the same repercussions and independent pharmacies for same violation.	Consistency
Establishing consistency with inspections.	Consistency
consistent routine inspections would increase visibility of the Board	Consistency
Find a balance between fines for licensees and continuing education in lieu of fines. Some items are not as serious and remedial education should be provided in lieu of fines.	Education vs Enforcement
solicit enforcement staff feedback in discipline cases when appropriate	Feedback
inform the Board/Executive staff about how investigations work rather than just closure numbers	Knowledge/ Understanding
I can not speak to this	No Comment/ Opinion
Creating a better system to reduce the repetitive review of old cases.	Old Case Review
Improving education to licensees	Outreach & Education
The typical pharmacist and the public I firmly believe will welcome transparency on areas of enforcement. Basically if the public knows if you do this _____ the BOP will do this _____. Also as the business models become more complex which we are seeing that trend, we will have to continue to collaborate to accomplish patient safety goals.	Outreach & Education
Public outreach	Outreach & Education
provide more education to more licensees, acts of prevention	Outreach & Education
The education of licensees	Outreach & Education
Focus on more severe investigations	Prioritization
Focus on real issues and diversion.	Prioritization

Responses	Categories
Requiring additional attention to growing probationer population.	Probation
Increase staff numbers	Staffing/Resources
More inspectors for random inspections?	Staffing/Resources
Hiring	Staffing/Resources
Increasing field staff	Staffing/Resources
Creation of one stop databases which incorporate information from multiple needed sources for work production. Creation of efficient automation for information distribution to clients	Streamline/Modernization
Cleaning out/reorganizing the file room. Currently some of the files are on the floor and the complaint unit has begun keeping box loads of cases in a cubicle.	Streamline/Modernization
More staff or better processes or both	Streamline/Modernization
streamline the report writing process	Streamline/Modernization
support staff more- inspectors have to perform enforcement and should be supported as such rather than diminished	Support/Respect
technology (searchable, shared and secured database)	Technology
Continued training	Training/Development
More in-depth crossover training of all staff by providing staff with detailed descriptions of how all of Enforcement works. Knowing how the entire unit works will only empower staff and give them more confidence in their particular areas.	Training/Development
Prepare to replace Susan?	Training/Development
reduction of fraud	Violation Reduction
Reasonable workloads	Workloads
consider limitation of what types of cases are opened to reduce case work	Workloads
There are more regulations being approved that will lead to non-compliance and additional enforcement cases open.	Workloads

Legislation and Regulation Strengths – Stakeholder Responses

Responses	Categories
Access to care	Accessibility
ACCESS TO LEGISLATION AND ENFORCEMENT IS READILY AVAILABLE	Accessibility
Accessibility to regs	Accessibility
Easy access to legislators and an understanding of the process	Accessibility
Easy to see updates on website and through emails.	Accessibility
Clear concise rules and regulations	Clear Laws/Regs
clear direction	Clear Laws/Regs
Clear manner for pharmacy practitioners to practice	Clear Laws/Regs
Has regulations in place that everyone can refer to.	Clear Laws/Regs
Law and regs are clear	Clear Laws/Regs
Regulations are clear and available	Clear Laws/Regs
The board is clear on legislation & regulations, with clear consequences for those who do not comply	Clear Laws/Regs
The legislation and regulation around sterile compounding is very prescriptive. This is helpful and makes sure there is consistency in how this is interpreted.	Clear Laws/Regs
very concise	Clear Laws/Regs
Alliances with other healthcare boards to foster change and implementation of legislation and regulation.	Collaboration
board meeting, meeting with legislation, lobby	Collaboration
Can work with the legislature	Collaboration
Continual reinforcement of relationships with state and national politicians	Collaboration
Cooperation with legislature	Collaboration
Coordinates with drug enforcement administration.	Collaboration
Good relationship with the legislature	Collaboration
Working with organizations such as CPHA to help grow the profession of Pharmacy.	Collaboration
working with consumer groups, schools of pharmacy, and professional associations come up with legislation that can improve patient care and make the provision of care more efficient.	Collaboration
Working with government officials	Collaboration
Working with legislative analysts to protect the citizens of California.	Collaboration
Working with pharmacist organizations on regulations related to explanation of scope of practice.	Collaboration
Working with various groups to get input and support.	Collaboration
Works with government to support their requests	Collaboration
consumer protection	Consumer Protection

Responses	Categories
consumer protection initiatives	Consumer Protection
Continue to pass regulations to keep patients safe	Consumer Protection
covers basic core of pharmacy practice through the eyes and words of consumer protection.	Consumer Protection
Creating new rules for safety of pt	Consumer Protection
Desire to protect consumers	Consumer Protection
Do a nice job protecting the consumers	Consumer Protection
Does keep some harmful drugs from being diverted.	Consumer Protection
Focuses on regulations that protect consumers	Consumer Protection
Getting legislation to protect the California consumer.	Consumer Protection
I do see a focus on supporting initiatives that can keep consumers and pharmacists safe.	Consumer Protection
I think the Board has taken the areas of concern from across the country and attempted to make regulations for the safety of our patients	Consumer Protection
Keeping the public safe	Consumer Protection
Keeps public safety as a goal.	Consumer Protection
Laws I place to protect patients	Consumer Protection
Legislations and regulations are intended to ensure consumer safety.	Consumer Protection
My experiences with them have been productive. They keep the public's health in mind as they develop regulations to enact the laws that are passed.	Consumer Protection
New laws that safe guard Public safety and reduce incidence of fake prescriptions	Consumer Protection
Passing regulations to protect the public	Consumer Protection
Promoting patient safety	Consumer Protection
Protecting consumers	Consumer Protection

Responses	Categories
protecting patient safety	Consumer Protection
Protection of consumer	Consumer Protection
Protection of the consumer	Consumer Protection
Regulation to protect consumers	Consumer Protection
The board does a good job on their mission to protect the consumer.	Consumer Protection
The BOP has kept sight of consumer protection and professional advancement in its support for legislation and enacting and adapting rules and regulations.	Consumer Protection
The legislation and regulations enacted keep consumers safe.	Consumer Protection
Usually made in the best interest of the consumers.	Consumer Protection
Very consumer driven	Consumer Protection
CONTROL SUBSTANCES NEW REGULATIONS REENFORCEMENT	Controlled Substances
Increasing opioid Rx regulations/restrictions to curb abuse in prescribing	Controlled Substances
Adapting to the global pandemic to patient access to care and remove barriers to allow licensees to practice at a higher level	COVID
Covid vaccinations for techs was a great move by the board!	COVID
During Covid it seems they were quick to adapt	COVID
During the pandemic, the Board was able to be flexible and co-operative re: regulations.	COVID
Getting updates on COVID in a timely manner to better the public's health.	COVID
I think the Board did a good job of changing some regulations due to covid.	COVID
Relaxing of onerous codes/use of waivers during COVID pandemic response.	COVID
response to covid was helpful	COVID
SEEMED TO RESPOND TO PANDEMIC QUICKLY	COVID
The board has been fairly responsive to relaxing requirements in light of the pandemic.	COVID
The Board has been particularly responsive to pandemic concerns.	COVID
The Board has done an outstanding job during the COVID and California disasters.	COVID

Responses	Categories
The Board's response to the COVID19 pandemic was prompt.	COVID
Appropriate	Fair
Considerate and fair.	Fair
fair	Fair
Fair and justly	Fair
Fair and straightforward	Fair
Fair regulations.	Fair
The regulations seem reasonable	Fair
Holding meetings regularly with pharmacists.	Feedback
Process allows for opportunity to comment and provide feedback.	Feedback
Allows for feedback period prior to incorporating new regulations	Feedback
Being proactive and gathering input from the public and professions	Feedback
Holding regular meetings and allowing for comments from licenseholders.	Feedback
I admire the Board's receptiveness to public comment and input before promulgating legislation and regulations.	Feedback
Review and comment period available for proposed regulations.	Feedback
The Board has been good about soliciting stakeholder input related to legislation and regulation.	Feedback
The committee meetings gives every stakeholder an opportunity to voice their opinion on the subject.	Feedback
The process allows stakeholders to comment/offer feedback to Board	Feedback
Ability to run bills, because regulation takes too long.	General
adequate	General
All	General
Authority to change pharmacy laws	General
Basically the same as the previous two areas.	General
Consistent	General
Creating the laws.	General
Do legislation as required	General
Doing a good job from my perspective.	General
Doing great	General
effective	General
Enforcement	General
Excellent	General
good (5)	General
Good job.	General
Good overall	General
Good, there is always improvement	General
Great (2)	General
Great job of regulating overall!	General
Has many	General

Responses	Categories
I don't think Board needs to make regulations better	General
I feel the Board does provide the right amount of continuing legislation and regulation.	General
I think this is one area that the Board is doing a great job.	General
I'm not sure what the strengths are in this area. Just be the best you can be at making this are strong.	General
Integrity	General
it's fair	General
Knowledge	General
Many important pharmacy-specific rules/regulations are in place.	General
Mostly describes what each licensee is licensed to do	General
Needs better support but doing great with what they must work with	General
new laws are coming out all the time	General
ok	General
Okay	General
Overall good	General
Perfect	General
Pharmacy is a highly regulated profession in the view of independent owners; the chain pharmacy has more resources to perform the compliance.	General
Solid as is.	General
The Board regulates the practice of Pharmacy effectively.	General
There are a lot of them.	General
They focus on the retail side of the profession.	General
This is your job duty. If you weren't good at it then anarchy would result :/	General
Very good (2)	General
You get a lot passed	General
You make the regulations.	General
BOP does a good job in communicating new laws and issues with members.	Guidance/ Communication
BOP is good at communicating new regulations and legislation in its emails. I am always well informed.	Guidance/ Communication
clarification of statues and laws.	Guidance/ Communication
communicating out new legislation	Guidance/ Communication
communication (4)	Guidance/ Communication
Communication good.	Guidance/ Communication
Communication with stakeholders	Guidance/ Communication

Responses	Categories
Constant communication to all stakeholders.	Guidance/ Communication
email communications	Guidance/ Communication
Emails	Guidance/ Communication
Emails about waivers are instant and informative	Guidance/ Communication
Emails and online updates.	Guidance/ Communication
Exceptionally qualified resouces	Guidance/ Communication
Frequent communication about new laws and regulations	Guidance/ Communication
Great source of information	Guidance/ Communication
Highlighting changes in The Script	Guidance/ Communication
I think the communication via email from the Board comes out timely and regularly. It is helpful to get this information.	Guidance/ Communication
Improved communication with licensees.	Guidance/ Communication
Informative via e-mails for licensees on every aspect.	Guidance/ Communication
It does very well informing the new and updates in this area.	Guidance/ Communication
Newsletters. Ask an inspector	Guidance/ Communication
Notification in timely manner	Guidance/ Communication
Online publishing	Guidance/ Communication
Proactive & responsive (especially with COVD-related emergency orders). Good communication via email/newsletters.	Guidance/ Communication
Provides a law book which is very effective in finding the legislation or regulation required.	Guidance/ Communication
Provides rules and regulations that help licensed stakeholders ensure a safe and effective medication regimen for their customers.	Guidance/ Communication
Providing clarification	Guidance/ Communication
Script newsletter (2)	Guidance/ Communication

Responses	Categories
Summaries are concise, yet thorough	Guidance/ Communication
The annual red line of changes to California Pharmacy Law is the best document ever. THANK YOU! A very fast response to Covid-19, wild fires in 2020 regarding local natural disasters.	Guidance/ Communication
The creation of a special form for control drugs	Guidance/ Communication
using emails to send out information in a timely manner	Guidance/ Communication
Very effective by sending SCRIPT to all the pharmacists.	Guidance/ Communication
Very effective in communicating changes in legislation and regulation.	Guidance/ Communication
you do a great job keeping the public and stakeholders informed. I think you stand out among other BOP's for that.	Guidance/ Communication
Enacts wavers	Interpretation/ Implementation
Enforcement of all rules onto technicians and pharmacists, although standards should apply to fraudulent negligence on prescribers and providers as well including NP, PA, MD, DDS	Interpretation/ Implementation
I feel that the board does put forth some new reasonable legislation.	Interpretation/ Implementation
Inspections and upholding the regulations. Compounding and Outsourcing national oversight	Interpretation/ Implementation
Interpret law for easier understanding for those inquiring	Interpretation/ Implementation
Interpretation of passed bills	Interpretation/ Implementation
It looks to me like the board is pretty good about implementing the new laws....	Interpretation/ Implementation
Law enforcement is done okay	Interpretation/ Implementation
many regs are fine but unable to enforce them	Interpretation/ Implementation
Pharmacy visits	Interpretation/ Implementation
Providing sufficient lead time for EHR systems to implement changes required for compliance	Interpretation/ Implementation
The Board regularly inspects pharmacies to keep them in compliance.	Interpretation/ Implementation
The board regulates effectively	Interpretation/ Implementation

Responses	Categories
They are considering an alternative disciplinary model. This will save millions of taxpayers money and speed up cases.	Interpretation/ Implementation
A leader in change along with states like New York and Ohio	Leadership
Diverse group of board members	Leadership
Build standards	Maintaining Standards
Good impact on Legislation and Regulation	Maintaining Standards
HIGH PROFESSIONAL STANDARDS	Maintaining Standards
I think the rules and regulations that the board of pharmacy have implemented are necessary and I agree that this if they're broken, they should be answered for.	Maintaining Standards
Legislation good. Regulation of industry good. Better staffing regulations for safety of consumer.	Maintaining Standards
nothing to change	Maintaining Standards
The board has good intensions by maintaining higher standards than other states.	Maintaining Standards
Meetings and materials so pharmacists can provide input regarding proposed changes.	Meetings
REGULAR MEETING OF PHARAMCY BOARD MEMBERS	Meetings
Enforces licensure and fees	Miscellaneous
I'm finished with answering your questions!	Miscellaneous
It was positive for the Board to sponsor time and communication on white bagging at a board meeting.	Miscellaneous
Sorry, this is getting too long. Instead of quitting, I will place this into the boxes.	Miscellaneous
No comment (12)	No Comment/ Opinion
No opinion (2)	No Comment/ Opinion
No opinion what I read shows that there is much going on behind the public scene	No Comment/ Opinion
nothing to add	No Comment/ Opinion
I don't know (2)	No Strengths
none (5)	No Strengths
Nothing I can think of.	No Strengths
N/A (28)	Not Applicable
CE offered	Outreach & Education

Responses	Categories
Education of licensees	Outreach & Education
I think that CE regulations are good with pharmacists and nationally certified technicians.	Outreach & Education
Law CE	Outreach & Education
Online meetings. Instructional videos and pamphlets.	Outreach & Education
Allowing the technician/pharmacist ratio to be increased	Pharmacist/ Technician Ratio
Rules and ratios for pharmacists and techs	Pharmacist/ Technician Ratio
Always ahead of the curve pro active.	Proactive
Always seems like there is a lot of movement in this arena	Proactive
BOP is scanning the horizon and ensuring that pharmacy services best meet community's needs	Proactive
Constantly coming up with new rules and laws	Proactive
Constantly coming up with something new.	Proactive
continually revising or making more stringent control of secure prescription requirements to prevent fraud/abuse	Proactive
forward thinking	Proactive
Great, progressive	Proactive
I'm not an expert; the board seems to be proactive in supporting legislation involving pharmacists	Proactive
Many which are ahead of other states standards	Proactive
Progressive and always current	Proactive
Progressive and moved pharmacy forward Pep , prep, advanced practice	Proactive
Progressive when it comes to the clinical role of a pharmacist compared to other states	Proactive
Seem very proactive in lobbying the legislature on the profession.	Proactive
Strategic	Proactive
Tackling expeditiously new problems as they come along.	Proactive
That your team is always looking out for ways to make the system better	Proactive
The board initiates programs and focus on topical issues	Proactive
The Board is an early adopter of improved safety and compounding regulations as well as expanded provider roles for pharmacists.	Proactive
The board tries to anticipate the direction of pharmacy practice and provides regulations and clarifications in a timely manner in most instances.	Proactive
The board tries to be an innovator, not just a follower.	Proactive
They put out a lot of Legislation and Regulations	Proactive
Usually on the forefront of new legislation and regulations.	Proactive

Responses	Categories
Act swiftly to change pharmacy laws.	Responsive
Active in influencing legislature and lobbying	Responsive
Adapts to emergencies very well.	Responsive
Adjustments to regulations are done immediately to fit the situation.	Responsive
Certainly the board is willing to look at legislation and regulation as one answer to current issues facing the practice of pharmacy and does so relatively quickly.	Responsive
Changes as appropriate	Responsive
Creating amendments to the legislation as it relates to specific emergency situations	Responsive
Effective, timely updated.	Responsive
Evolves with the profession.	Responsive
excellent job in emergency operations	Responsive
Following Dea recommendations	Responsive
Following up on a patient complaint to the board quickly	Responsive
good responsiveness to current issues (example pandemic response, remote pharmacies)	Responsive
I'm not really sure, the Board seems to adjust legislation fairly quickly in light of new issues.	Responsive
It seems like the Board is very active in this area per the BOP newsletter and pharmacy organizations.	Responsive
only strengths you have is what you do in emergency situations fires earthquakes pandemics etc	Responsive
quick adaptation to legislation and regulation	Responsive
Quick response to disaster	Responsive
Quickly responds to declared emergencies	Responsive
Rapid response to critical areas such as sterile compounding and opiate abuse	Responsive
Secured updated rules and regulations, especially with regards to the pandemic	Responsive
The ability to address current issues	Responsive
The Board acts promptly to introduce, change or modify regulations based on the current times and the challenges.	Responsive
The board seems responsive to emergency situations with reasonable guidance and accomodations.	Responsive
the inspectors are quick to quote law sections when asked	Responsive
The strengths are that you have the ability to adapt as needed	Responsive
Timely.	Responsive
very effective and prompt	Responsive
Vocal representation & strong support at the state legislative level.	Responsive
Willingness to reassess licensing regulations during emergency times	Responsive

Responses	Categories
With any unusual situations or with any emergency the Board always so quick in understanding the situation and find the right way to change and apply new laws that matches the change	Responsive
Active in lobbying for positive changes in legislature	Reviews/Takes Stand On
Does reviews. Sets standards for compounding etc	Reviews/Takes Stand On
Good focus on USP 797 and 800 and intent to make enforceable.	Reviews/Takes Stand On
lots of regulations; promoted the PreP and PeP which was good; technicians being able to provide vaccinations	Reviews/Takes Stand On
Proposing and advancing suitable legislation.	Reviews/Takes Stand On
Regular input to legislature	Reviews/Takes Stand On
Reviews feds rules and applies where possible. California has high standards.	Reviews/Takes Stand On
Somehow managing the ten of thousands (seemingly or more) of regulations for every single aspect of pharmacy conducted in the state. I know of these as a person in charge of our pharmacy's QA program in a clean room environment.	Reviews/Takes Stand On
They are good at writing new regulations	Reviews/Takes Stand On
They have supported many good laws and regulations.	Reviews/Takes Stand On
always expanding the role of a pharmacist	Scope of Practice
California is a leader in legislation and regulation to assist the public by allowing pharmacists to practice to their abilities and background.	Scope of Practice
encourage the proper introduction of legislation to meet the increasing responsibilities of pharmacists	Scope of Practice
Expanding responsibilities of pharmacists	Scope of Practice
expanding the legal role of the pharmacist	Scope of Practice
Getting pharmacists to provide more clinical services - MTM, ambulatory care clinics, vaccinations	Scope of Practice
I appreciate BOP support for improved scope of practice for pharmacists. You have done well.	Scope of Practice
I do like that pharmacists can administer vaccines and initiate certain actions without the need for a physician.	Scope of Practice
Increasing the role of pharmacists in patient care	Scope of Practice
Legislation to expand patient care responsibilities eg immunization, prep, travel, smoking cessation, oral contraceptives, wtc.	Scope of Practice
Letting techs vaccinate	Scope of Practice

Responses	Categories
moving pharmacy practice forward in areas of advanced practice.	Scope of Practice
passing several bills to strengthen practice	Scope of Practice
Pharmacists have providers status which is good	Scope of Practice
Pursues laws that expand pharmacist's scope of practice.	Scope of Practice
The Board of Pharmacy has continued to be an advocate for expanding the Pharmacy Practice Scope of Practice.	Scope of Practice
The Board supports legislation that appears to make sense in terms of ensuring or enhancing patient safety while increasing or clarifying the practice of pharmacists.	Scope of Practice
The California BOP is one of the most progressive and successful state boards of pharmacy in the nation when it comes to legislation and expanding scope of practice within the profession.	Scope of Practice
They have done an adequate job in expanding the area of expertise for pharmacists.	Scope of Practice
addressing real time concerns	Staying On Top Of
Ahead of other states and the FDA for compounding regulations.	Staying On Top Of
Good focus on relevant needs of pharmacy and the public.	Staying On Top Of
I think the board is on top of most situations and takes action that is appropriate	Staying On Top Of
Keeping on top of current trends and legislating when needed.	Staying On Top Of
Keeping up with evolving landscape of medication	Staying On Top Of
Keeps an eye on actions being contemplated in Sacramento	Staying On Top Of
Keeps up with changing landscape	Staying On Top Of
OBRA90 enforcement. C2 quarterly reconciliation. Provider status. 1 pharmacist alone, clerk support. COVID support.	Staying On Top Of
On top of things	Staying On Top Of
Pretty much stays current in my opinion	Staying On Top Of
Staying on top of all restrictions	Staying On Top Of
The Board makes consistent changes to keep up with the practice..	Staying On Top Of
Up to date on new national standards.	Staying On Top Of
California is the strictest state in the country. I think everyone is aware nationwide.	Strong Laws/Regs
Good strong legislation and regulation in place.	Strong Laws/Regs
Many rules.	Strong Laws/Regs
strict laws and regulations	Strong Laws/Regs
very strick	Strong Laws/Regs
very strong (3)	Strong Laws/Regs
Advancement of profession	Support/Protect Licensees
Advancing the pharmacy profession	Support/Protect Licensees

Responses	Categories
Advocating for pharmacists	Support/Protect Licensees
Again board could show strength in having a hand in helping to evolve pharmacy curriculum	Support/Protect Licensees
Board, represents pharmacy background, has criteria for membership, has power to regulate the pharmacy profession...	Support/Protect Licensees
BoP is successful in passing law that benefit the pharmacy profession and the public.	Support/Protect Licensees
Generally well aligned with the needs of the profession	Support/Protect Licensees
Has insights into the needs of Pharmacy for the citizens of California	Support/Protect Licensees
Lowering extreme pressure on pharmacist to avoid mistakes.	Support/Protect Licensees
Some efforts to increase pharmacist provider status	Support/Protect Licensees
Supporting Pharmacists and technicians to fulfill their roles in healthcare.	Support/Protect Licensees
The Board clearly understand that their role is not to advocate for the profession but rather to protect the public.	Support/Protect Licensees
The labor laws that mandate a lunch break and overtime after 8 hours. Other states do not necessarily do that.	Support/Protect Licensees
try to align with best practices, like USP 797	Support/Protect Licensees
Trying to advance pharmacy profession -- such as naloxone authority, PrEP authority, etc.	Support/Protect Licensees
Understanding the individual pharmacists challenges and setting limits on how many techs a pharmacist can oversee	Support/Protect Licensees
covers many topics	Thorough
detail	Thorough
detailed regs	Thorough
efficient	Thorough
I believe the board does a very thorough job in this area.	Thorough
It lays out a lot of details.	Thorough
Seems to be fairly prudent in supporting legislation and developing regulations-much thought and research done before support or enactment. Concerns about Public Members, not being knowledgeable R: the Profession, creating irrational proposals	Thorough
The BOP maintains independent analysis abd does not engage fully in the cult of USP797 /Critical Point which, if you really look at them, are not evidence based	Thorough
They are comprehensive.	Thorough

Responses	Categories
very ethical and thorough	Thorough
very very comprehensive	Thorough
web based meetings make information more available to all	Transparency
The Board does a relatively good job of holding regular meetings of the Legislation/Regulation Committee and making its position on open issues available to the public.	Transparency
The process is transparent, and provides opportunities for public input.	Transparency
Transparency in amendments to laws and regulations.	Transparency
Unknown at this time.	Unknown
. (7)	Unknown
? (3)	Unknown
As a retired pharmacist, I am not fully aware of the Board's current activities in this area.	Unknown
Can't say?	Unknown
Can't think of any.	Unknown
Don't know (4)	Unknown
don't know any	Unknown
I am not knowledgeable enough in this area to comment	Unknown
I am not sure what the board does regarding regulations to promote health and safety	Unknown
I don't know of any.	Unknown
I don't really know	Unknown
I have no knowledge of any actions taken by the board regarding legislation or regulation	Unknown
I have not had enough current contact to reply.	Unknown
I lack the necessary knowledge base to respond	Unknown
I'm not well versed in this area.	Unknown
Limited knowledge in they area.	Unknown
Nc	Unknown
No basis for comment	Unknown
No idea	Unknown
No knowledge of this topic.	Unknown
Not familiar	Unknown
not familiar with this process, but new regulations are constantly coming out	Unknown
not known	Unknown
Not sure (7)	Unknown
same	Unknown
See my comments on enforcement.	Unknown
see previous comments	Unknown

Responses	Categories
See previous.	Unknown
See question 2	Unknown
TBA	Unknown
They do?	Unknown
To me this is same as previous question	Unknown
Unable to comment as I have no experience of this.	Unknown
Unable to comment.	Unknown
unknown (7)	Unknown
Unknown (out of state)	Unknown
unsure (4)	Unknown
x	Unknown
Board notify and describes what's new with Legislation and Regulations.	Updates
communicates new legislation and regulation regularly	Updates
constant update to the board mission	Updates
Continual updates that keep our practice current, safe, and patient oriented.	Updates
frequent emails and website updated with alot of info	Updates
Informing pharmacists of changes in a timely manner	Updates
Issuing updated provisions according to the current needs especially during the pandemic.	Updates
keep up to date	Updates
Post the legislation regularly so we could be updated	Updates
publishing timely updates of changes in regulations	Updates
Regular updates in changes in legislation/regulation	Updates
Sending emails with updates big improvement	Updates
Up to date information that reflect the change in the professoin	Updates
Updated codes and regulations	Updates
Updates according to current situations	Updates
Updates to laws are communication via email	Updates
Robust website and easily accessible information.	Website/ Technology
The improvement in the CURES system expanding the availability of legend items in underserved communities	Website/ Technology
The laws are updated on the website	Website/ Technology

Legislation and Regulation Strengths – Board Member Responses

Response	Categories
The Board does a good job evaluating and communicating with legislators who are writing bills and having writers amenable to making amendments that increase effectiveness.	Collaboration/ Engagement
The Legislation and Regulation Unit has a good relationship with all the stakeholders to discuss issues and find sponsors when legislation is needed.	Collaboration/ Engagement
The Board develops and sponsors legislation. The Board supports legislation and does some advocacy too, working with the authors' offices to make suggestions about amendments.	Creates/Sponsors/ Supports Leg/Reg
The Board does a great job of promoting legislation that needs to be sponsored by an author to make changes.	Creates/Sponsors/ Supports Leg/Reg
There are various bills out there where Board has done fairly well with. The Board is doing a very good job.	General
The Board does an excellent job.	General
The Board has at least approved the proposed legislation to conform to COVID19 regulations. They've stepped up to expand the roles of various staff members in pharmacy to allow more flexibility to administer the COVID vaccine and other vaccines beyond COVID. The Board has moved on legislation that requests to make these changes permanent.	Scope of Practice
The Board determines positions on legislation and communicates these positions well to the public.	Takes Stand On/Communicates Position
Greg is doing a really good job and staff too, of explaining, and all deciding what the boards's position will be on it. Very effective.	Takes Stand On/Communicates Position
The Legislation and Regulation Committee is a great committee. It is very thorough, reviewing all the legislations, really working to ensure all laws for public safety.	Thorough
Get most of the information as fast – Staff adequate at taking care of it the way it's supposed to be.	Timeliness

Legislation and Regulation Strengths – Board Management and Staff Responses

Responses	Categories
In considering legislation, the Board remains focused on its impact to consumers.	Consumer Protection
creating compounding regs	Creating Regs
Diverse Board members	Diversity
The board has strong in the area	Effective/Strong
Legislation and regulation is often strict on practitioners to protect patients	Effective/Strong
Active in leg and regs.	Effective/Strong
Keeping Californians safe.	Effective/Strong
Legislation and regulation follows all rulemaking processes	Following Processes
Enforcing current regs	Interpretation/Implementation
Approval and implementation of new laws and regulations	Interpretation/Implementation
Extremely knowledgeable Executive Officer	Knowledgeable
Experienced staff	Knowledgeable
Our EO does a terrific job working with the legislature and is very well versed in this area – very knowledgeable in the whole process, how leg affects the Board of Pharmacy.	Knowledgeable
No comment (2)	No Comment/Opinion
Lori's ability to keep all organized	Organized
Legislation is often progressive and timely	Progressive/Proactive
When an issue is noticed/arises I am aware the Compliance SI team (that is the team I most work with) is quick to make note/comment and bring it to the attention of the Executive team. The Board strives for consumer protection and I believe management/executive/board members do their best to make changes where needed.	Progressive/Proactive
The BOP has done well to create legislation on many areas where other BOP's are essentially silent or have nothing. A good example would be ADD's / OSF / Advance practice / Drug take back etc. I understand there may be some gaps in some of those regulations, but at least we have something that can be built on / modified.	Progressive/Proactive
Keeping up with changes in the market place	Progressive/Proactive
The Board is very dynamic. The Board has been known to lead nationwide in terms of adopting and modification of laws	Progressive/Proactive
Responsive and open to suggestions	Responsive
All Legislation and Regulations are always up to date. There is never a question on accuracy of the verbiage. Always reliable.	Up to Date

Responses	Categories
Any changes to law/regulation are quickly alerted to our licensees. Our staff also has access to receive these notifications. I believe the Board does an awesome job in this area.	Updates/Changes Communicated
Communication with licensees	Updates/Changes Communicated

Legislation and Regulation Weaknesses – Stakeholder Responses

Responses	Categories
Ease and speed for getting a response to questions on the law.	Accessibility
Law book is sometimes difficult through which to navigate	Accessibility
Make Board more readily accessible for questions regarding this topic, ability to call with a regulatory question and get an immediate answer so as to have minimal impact retail pharmacy patients	Accessibility
Refocus on helping to develop community based ambulatory care services especially in underserved areas. This includes free clinics.	Accessibility
Constantly changing rules ,regulations, and laws	Changing Regs Laws
One of the bigger challenges for the board (besides the lack of people power) is the ever changing rules/regulations/procedures that often put the board at odds with licensees. Before any changes in statues are made a very careful evaluation of what the board expects to happen versus what will probably really happen and how it will affect all concerned versus it's likely beneficial affect for the public	Changing Regs Laws
The challenge for the BOP will be to act quickly in our fast changing world.	Changing Regs Laws
<p>*Unclear legislation and regulation that allows too much independent interpretation by inspectors</p> <p>*Unclear and different views on pharmacy technician scope of practice</p> <p>* Regulatory burden that may negatively impact the cost of care. Such as adoption of USP797/USP800</p> <p>* Adopt distinction between different types of sterile compounding producers (manufacturers vs infusion clinic). These producers should not be regulated the same.</p>	Clarity of Regs/Laws
Again...the laws and regulation and even waivers are so vague that it makes it too easy for them to say someone is going against the BOP	Clarity of Regs/Laws
Areas outside sterile compounding at times are not as clear as it is believed to be at times. For instance when the quarterly CII inventory was approved it seemed very clear but did not necessarily reflect hospital practice as much as retail. Manyof the requirements (open/close of business, etc) were much more difficult in a continously open hospital practice. This is not saying this should be done but that some of the way the reg was written seemed like more closely related to retail practice. Making sure legislation/regulations accurately reflects practices in all areas would be very helpful.	Clarity of Regs/Laws

Responses	Categories
At times the regulations are ambiguous and accurate interpretation becomes a challenge for the licensee.	Clarity of Regs/Laws
clarification of statues and laws	Clarity of Regs/Laws
Clear objectives	Clarity of Regs/Laws
confusing sometime	Clarity of Regs/Laws
Confusing wording in the law, leading to multiple interpretations.	Clarity of Regs/Laws
Having regulations and legislation that the pharmacy can easily follow. Pharmacist used to be the highest rated medical professional. Sometimes I think the board gets to focused on the revenue generated by a visit to the pharmacy, and forgets the real reason they are visiting our pharmacies	Clarity of Regs/Laws
It is very hard for a normal person to understand all of it, it requires a lawyer to read through.	Clarity of Regs/Laws
Lack of simplification in this area. Or the impossibility of simplification in this area.	Clarity of Regs/Laws
Lawbook is long and hard to navigate and not even comprehensive for pharmacy law. There are multiple sources for laws that an RPH needs to go through. There's CCRs and HSCs and BPCs. Someone needs to make a single lawbook that contains all pharmacy relevant CCR's and HSCs and BPCs and whatever else like other states have.	Clarity of Regs/Laws
Laws and regulations should be written in laymen's terms, not legalese. Pharmacists are afraid to be PIC because of the complexity and fear of punishment.	Clarity of Regs/Laws
laws are clear	Clarity of Regs/Laws
laws too complex and confusing	Clarity of Regs/Laws
Maintaining clarity in the changing environment	Clarity of Regs/Laws
Make regulations easier to interpret. Pharmacist are not attorneys.	Clarity of Regs/Laws
Make the laws and regulations easier to interpret. Further, allow for utilization of professional judgement more often.	Clarity of Regs/Laws
Making things easy to understand and implement.	Clarity of Regs/Laws
May not make sense	Clarity of Regs/Laws

Responses	Categories
Providing clarity about what is enforceable by the State Board of Pharmacy	Clarity of Regs/Laws
Simplify the language and minimize potential ambiguity	Clarity of Regs/Laws
Simplifying and harmonizing all regulations to ensure clear understandings of the expectations and compliance.	Clarity of Regs/Laws
Simplifying the regulations.	Clarity of Regs/Laws
Some of the state regulations appear to be too difficult to practicalize due to language that can be overly restrictive and prescriptive. The legislation and regulations are so complicated it has become difficult to focus on the true meaning and real patient safety issues that are being addressed.	Clarity of Regs/Laws
The flurry of temporary changes to the regs as a result of Covid-19 are vague to the point of useless. I don't see how any PIC can figure out what is supposed to be done, how, and how to catch with record keeping after this is all over.	Clarity of Regs/Laws
The legislative process can lead to contradictory and confusing regulation	Clarity of Regs/Laws
The regulations in the current version can be very confusing for licensees (more in answer 13).	Clarity of Regs/Laws
Too complicated	Clarity of Regs/Laws
Too many unclear and poorly worded legislations and regulations. Use WA state's legislative terminology	Clarity of Regs/Laws
Too wordy and lengthy....hard to decipher what actual law is quickly	Clarity of Regs/Laws
Unable to interpret law clearly	Clarity of Regs/Laws
Use of legal language open to various interpretations (as laws and regulations tend to be)	Clarity of Regs/Laws
write laws that are in easy to understand language instead of lawyer's language.	Clarity of Regs/Laws
Writing legislation clearly in simple, understandable language.	Clarity of Regs/Laws
Also, the BOP has created an atmosphere of fear and intimidation with licensees, when it should be a spirit of collaboration, cooperation and work together as a team for the good of our communities. Instead we're constantly afraid to do anything for fear of getting in trouble with the BOP.	Collaboration
BOP does not really have enough support from the state	Collaboration
Getting people to agree ...	Collaboration

Responses	Categories
Getting the legislature to understand the problems	Collaboration
Greater focus on working with California legislators to promote pharmacy practice. The Medical Board & Nursing Board are much more active and effective in promoting, protecting, and advancing their professions.	Collaboration
Legislation is only workable and achievable with the licensee holders input. The biggest challenge is for the board to open their ears and listen to what licensees have to say when these laws are being proposed. When we say the impact of this law to our pharmacy would only cripple our ability to perform and bottom line without any real clear benefit to patient care or safety then the board should reconsider that proposed legislation. After all, we are the ones in the trenches.	Collaboration
Need to run the legislation and regulations by the pharmacists that actually work.	Collaboration
Need to work with AMA to reduce number of illegitimate opioid RX's written by physicians.	Collaboration
Needing more pharmacists to guide in the drawing up of new laws and regulations pertaining to pharmacy	Collaboration
Resistance from the Profession and other stakeholders i.e. Pharma, Wholesalers, etc.	Collaboration
The Board should not make decisions in Isolation. Even though California is a State, Consumers move freely about in the USA. The board needs to have an acute understanding of national standards.	Collaboration
working with other stakeholders	Collaboration
Differences in interpretation by members of the Board.	Consistency
Regulations are interpreted differently by different inspectors. These inspectors should all interpret the regulations the same way	Consistency
Change of trends in pharmacy business focusing on patient safety	Consumer Protection
Endangering public	Consumer Protection
I think that the Board believes that the only way to protect the public is continue offering the CPJE as a "gate keeper" to licensure. Efforts would be better spent ensuring that the NAPLEX is rigorous enough to meet the needs of the State as it relates to protecting the public.	Consumer Protection
Long term care facilities area. Patients are not getting quality care from pharmacists	Consumer Protection
Making laws that allow us to break the letter of the law in every single action that we do every single day.	Consumer Protection
Making sure Rph isn't blocked from counseling (tech bypasses, or patient doesn't pay attention). Making sure communication between medical board requirements and pharmacy board requirements mesh so the patient isn't left out.	Consumer Protection

Responses	Categories
Needs to pivot to items that impact safety of public.	Consumer Protection
Passing legislation that is in best interest of public	Consumer Protection
Pharmacy Board do not take patient safety seriously. Not enough time to do the job safety.	Consumer Protection
Produce legislation that does not reduce and impact access to care for the citizens of CA. Currently the Board is producing Legislation that is cumbersome and inhibitory to the profession resulting in reduced access to care.	Consumer Protection
Promulgating regulations that actually protect the public	Consumer Protection
Protect and serve well in the past but not as well in the present state of affairs	Consumer Protection
Specific legislations and regulations may negatively affect operations and employee safety.	Consumer Protection
The board of pharmacy needs to more involved with this area to protect consumers.	Consumer Protection
The Board should be more concerned how legislation and regulations affect the public	Consumer Protection
The profession has become so complicated, more and more regulations are required in order to make the profession safe for all parties involved.	Consumer Protection
We have a duty to keep people half alive so they keep coming back in the revolving corporate door. We need to stop putting metrics 1st and profits over human lives. We ABSOLUTELY NEED WORK PLACE STANDARDS SO CORPORATE AMERICA DOESN'T KILL HALF THE POPULATION VIA ERRORS!	Consumer Protection
6 months for a controlled substance to expire is just too long. I wish for a law where controlled substance for acute purposes shall not be dispensed past, say, 7 days. At my pharmacy we received many patients with promethazine-codeine prescriptions dated almost a month ago, and knowing the social stipulation behind meds like these makes it just wrong to dispense them at this point.	Controlled Substances
It still seems like there are many pharmacist and pharmacy techs abusing narcotics. I am not sure what else what can be done in this area.	Controlled Substances
monitoring of controlled substances	Controlled Substances
None. Every time controlled substance prescribing pads change that means more money for whoever is printing and they never inform the prescribing board well in advance. Pharmacists are left to deal with incompetent prescribers who just heard about the law change a month or two before.	Controlled Substances

Responses	Categories
<p>Probably some competency. However the Opioid Addiction Arrived after Darvon Ruling by FDA allowed Norco , Lortab et al to be favored and promoted with higher addiction tendencies to be prescribed and dispensed by professionals.</p> <p>In a State sending 39 language forms and attempting to be politically correct with duplication of common names and no way for a inspector to verify the staff at any location by pictures on a license from DCA there are doubtful strengths.</p>	Controlled Substances
<p>Again, the challenge is the rapidly changing standards pf practice of the profession. It is difficult to keep pace with all of the changes in practice standards as they evolve so quickly. Particularly during the pandemic. (The Board has done as GREAT job with issuing waivers to accommodate challenges posed by the pandemic).</p>	COVID/Disaster Response
<p>continuing emergency situations</p>	COVID/Disaster Response
<p>COVID19</p>	COVID/Disaster Response
<p>Emergency situations in the future</p>	COVID/Disaster Response
<p>One of the challenges is because of pandemic technicians and pharmacist are working remotely. So that would be a challenge</p>	COVID/Disaster Response
<p>Post pandemic, it will be challenging to return to prior regulations.</p>	COVID/Disaster Response
<p>The board did a MARVELOUS job responding to natural disasters with reasonable waivers. Work towards better CE of regulation, new and old, and re-examine the necessity of older regulations.</p>	COVID/Disaster Response
<p>I don't see the value of CURES reporting. It has not for the amount of money and time spent paid off as an enforcement tool.</p>	CURES
<p>Ridiculous to charge pharmacists for CURES</p>	CURES
<p>equal regulation</p>	Diversity - Equity
<p>I think the board needs more integration in the profession of pharmacy so that they can discuss important matters, making informed decisions that effect pharmacist's lives and patient's lives.</p>	Diversity - Equity
<p>Proper representation of all practice areas, especially compounding. I have heard this from facilities, pharmacists and inspectors.</p>	Diversity - Equity
<p>The Board has too many non pharmacists on the board and hospital pharmacy is not equally represented. Focus is too strong on Retail pharmacy.</p>	Diversity - Equity
<p>Whatever suits a certain community may not be the best for others. Legislation and regulation need to consider the work flow</p>	Diversity - Equity

Responses	Categories
Need national certification requirement.	Education Requirements
Required pharmacists hold a Bachelor science to complete more training courses to become Pharm.D otherwise they will have limits in the area of practice.	Education Requirements
Advising or helping guide practice based on legislation when questioned about legislation. The answers are vague and basically state read the statute without any recommendations for best practice.	Educational Outreach
disseminating education to prescribers when changes occur (eg quantity checkbox requirement delay);	Educational Outreach
Educating and protecting pharmacists	Educational Outreach
Educating independent pharmacy owners.	Educational Outreach
ensuring competence of all practitioners to the changes in regulation and expanded levels of service	Educational Outreach
How to be sure that everyone gets the information in this area.	Educational Outreach
I think the challenge is informing and explaining new regulations	Educational Outreach
More advice and guidance needed when new laws are implemented.	Educational Outreach
not well communicated to license holders	Educational Outreach
<p>Once a piece of legislation has passed, not making it well known in medical community. For example, CII security prescription blanks, when new legislation passed, many physicians did not complete the blanks correctly. Many physicians, to this day, do not know the requirements. It should not be the pharmacist's job to inform/advise.</p> <p>The board needs to work with the Medical Board to make sure new regulations are communicated to physicians and other medical practitioners.</p>	Educational Outreach
Provide interpretive guidance to pharmacists/pharmacies on implementation of new legislation.	Educational Outreach
Provide scientific, financial, and safety reasons for changes to workflow or records keeping.	Educational Outreach
providing more insight into the legislation. Attending board meetings can be long and not clear what's "important" to the public/pharmacies	Educational Outreach
Some people are not fully informed	Educational Outreach

Responses	Categories
The Board should be more forthcoming in providing training of regulations. We are all trying to ensure full compliance. Having less support from the Board in interpreting regulations creates unnecessary anxiety.	Educational Outreach
There is apparently not enough communication to doctors when something changes, even if it's been in the works for years.	Educational Outreach
assuring those laws and regulations are followed	Enforcement
Consider adopting less new rules and focus on enforcing existing rules.	Enforcement
Corporations that defy proposed/current rules and regulations and determine the fine is less expensive than implementation	Enforcement
Enforcement of its regulations	Enforcement
Enforcing legislation and regulation.	Enforcement
Enforcing the existing laws and regulations.	Enforcement
Getting the medical board to discipline providers	Enforcement
Inspectors need to be vigilant in their inspections of outpatient services	Enforcement
Need to hire an few more inspectors.	Enforcement
Should have a board inspector go along with JACHO	Enforcement
Some BOP inspectors feel that they have not completed their LSC inspection unless they find something. They come in with a "gotcha" perspective. Last survey prior to COVID, the BOP inspector was here for >5 hrs and was unable to find a single deficiency and was visibly annoyed by our level of compliance. Finally, he resorted to our badge and cited us because he felt that our titles were in the wrong font size. (Which was actually incorrect... RPh was in correct font size, but he was insisting that PharmD also had to be in the larger font size...). He just could not go home until he found something. It was clear an obvious. Pathetic is the only word to describe this.	Enforcement
The Board is not good at holding PICs, CEOs, and directors accountable for failing to align with laws and regulations.	Enforcement
Ability to pass laws and regulations is a given. Perhaps more Input from community and hospital pharmacists in the writing of regulations and proposed legislation would give a positive impact...i.e. end user input.	Feedback
Collect feedback about appropriate go live dates of new legislation from pharmacists/pharmacies.	Feedback
Getting feedback from front-line practitioners.	Feedback
Input from practioners	Feedback
Need to make sure they get input from all parties that will be affected	Feedback
New regulations usually has minimal feedback from practicing pharmacists that are fully exposed to daily patients needs	Feedback
Not being heard in Sacramento.	Feedback
should have a voice in the legislative process	Feedback
Soliciting input from licensees regarding prioritization of legislation.	Feedback

Responses	Categories
Sometimes it seems as if the public comments are not seriously acknowledged or considered.	Feedback
Tedious discussions.	Feedback
The board doesn't solicit sufficient input from stake holders prior to making changes. Which results in the tendency to enact changes that may sound good on paper but do little to protect the public and result in significant increases in the cost of providing healthcare. The board could use questionnaires like this one to solicit stake holder feedback	Feedback
Unwieldy processes for allowing input by licensees.	Feedback
focus more on job at hand than creating more rules	Focus on Helping
To promote and enact regulations that help rather than harm the profession.	Focus on Helping
Too focused on punishing pharmacy rather than helping pharmacy succeeded with pharmacy friendly laws. For example, the ratio for pharmacist to tech needs to be changed. We should be allowed 1 pharmacist to 2 tech and 2 pharmacist to 5 tech ratio. This will make a safer pharmacy for the public. Otherwise, you will have a pharmacy that is overworked and more prone for errors.	Focus on Helping
Cannot legislate everything.	General
Discovery of the real important issues	General
HORRIBLE- NEEDS ADJUSTMENT	General
I'm not sure what the strengths are in this area. Just be the best you can be at making this are strong.	General
In some cases CA exceeds federal standards, although, in recent times I haven't seem this as a problem.	General
Medical board	General
None. The BOP has more than enough money and resources. Unfortunately, government agencies are inefficient and ineffective because they can be!	General
Not over reaching	General
Not seeing how effective they really are or aren't in a pharmacy setting	General
nothing to Change	General
Nothing. They are an abomination of rules and regulations	General
Ok	General
Perfect	General
Pharmacy metrics	General
Resources and knowledge	General
same	General
Staying on coarse	General
To use common sense when evaluating pharmacy at "the store level" (my background is retail) when legislation and regs.	General
Very challenging	General

Responses	Categories
Very focus	General
who can you trust	General
communication of changes in the law,	Guidance/ Communication
Answering questions regarding law	Guidance/ Communication
communication (2)	Guidance/ Communication
For new legislation or regulations implemented supply readable interpretation of the new law.	Guidance/ Communication
I do not know anything about the Board's role in legislation, so a challenge may be communication of these activities.	Guidance/ Communication
inspectors do not help explain laws and regulations enough. It makes it difficult to follow.	Guidance/ Communication
It has become extremely difficult to understand and keep track of all the regulatory requirements. It is very difficult for a PIC to manage, plus take care of the department and employees. Each pharmacy should have a regulatory compliance officer, but no one will pay for that.	Guidance/ Communication
Making the pharmacy lawbook more "readable" and easy to understand. The way the lawbook exists now is way too open to interpretation.	Guidance/ Communication
Need more defined guidance	Guidance/ Communication
not well communicated to license holders	Guidance/ Communication
Poor communication about the regulatory priorities of the Board to pharmacies and pharmacists.	Guidance/ Communication
Prices and fees keep increasing without transparency and representation	Guidance/ Communication
Receiving too many updates on the COVID changes. Having it in chart form would have been beneficial when receiving the COVID updates via email.	Guidance/ Communication
Same as prior responses related to concise and focused communication as related each stakeholder rather than mass communications to all, irrespective of their industry segment.	Guidance/ Communication
The Board needs to fill in the holes in current Regulations and Rules. Examples: Non-resident mail order pharmacies, no real current regulations for Shared Services, clarify what the Board means by "Pharmacist" throughout the current regulations (is this a "California Licensed Pharmacist" or is this a non-resident licensed pharmacist working in a California licensed non-resident pharmacy) and lastly, look to expand current Pharmacy Technician roles (certified technicians).	Guidance/ Communication

Responses	Categories
The language of law are still open to interpretation in certain subject, ie dispensing whole packages for insulin pen	Guidance/ Communication
Unable to register with board email	Guidance/ Communication
USP guidance, I would like to see a lot more. Not just evaluating for compliance but how to be compliant at a very micro level.	Guidance/ Communication
your communications are overly verbose and too frequent. Try to condense things. Easier said than done, but you also stand out among other BOP's for that.	Guidance/ Communication
Advanced practice accreditation needs to be focused on more while in pharmacy school.	Improvements/ Changes
Make them consistent with national norms.	Improvements/ Changes
Needs to get done more, so Technicians can get pay more.	Improvements/ Changes
Needs to get done more, so Technicians can get pay more.	Improvements/ Changes
Real Verifiable Licenses. Real methods of verifying foreign degrees. Monitoring the 10 or more Pharmcy schools . Monitoring drug use of pharmacists, techs, wholesalers, instructors. Requiring night time lighting of parking lots and store personnel must have routine random drug tests	Improvements/ Changes
Should consider pilot programs to modernize the practice while safely and effectively delivering healthcare to Californians.	Improvements/ Changes
They need to address issues surrounding cannabis. The public is hearing from cannabis advocates and the information they receive is not consistent with the safety guidelines long established by the BOP	Improvements/ Changes
Afraid to enforce Obra requirements	Interpretation/ Implementation
allowing relaxed enforcement of fax prescriptions patients can get from multiple pharmacist for the same prescription because pharmacists are not required to verify the prescription with the physicians office nor is the patients required to give the pharmacy the hard copy of the prescription.	Interpretation/ Implementation
Almost everything is vague & open to interpretation. And usually you don't know if you've interpreted something incorrectly until you get fined for it	Interpretation/ Implementation
Changes in pharmacy laws should be reasonable in regards to pharmacy operations, rather than making it more difficult for pharmacies to do their jobs on a daily basis.	Interpretation/ Implementation
Deciding when to implement laws.	Interpretation/

Responses	Categories
	Implementation
Enforcement (3)	Interpretation/ Implementation
enforcement of regs is lacking	Interpretation/ Implementation
Enforcing said legislation and regulation	Interpretation/ Implementation
Even with expanded scope, it is difficult to implement new practices given pharmacists' lack of ability to bill for services.	Interpretation/ Implementation
Implement regulations	Interpretation/ Implementation
Inspectors knowledge,	Interpretation/ Implementation
Interpretation and execution of new regulations	Interpretation/ Implementation
Interpretation of legislation	Interpretation/ Implementation
Interpretation of regulation is very difficult when it's not the same understanding between all parties.	Interpretation/ Implementation
interpretation of the law and regs has no gray area	Interpretation/ Implementation
Legislation and regulations have not always considered the impact on hospitals.	Interpretation/ Implementation
None. You let mail order pharmacies operate without the same requirements of retail pharmacies.	Interpretation/ Implementation
not in sync with USP797 - clean room positive air pressure differential misinterpreted in BOP regs	Interpretation/ Implementation
temperature ranges for clean room and med storage not in sync with USP797 and Title 22	
often best practices are not realistically feasible with staffing and budgetary challenges pharmacies are facing, especially in the area of sterile compounding	Interpretation/ Implementation
regulations come out so frequently and quickly, then they are postponed , very confusing trying to comply	Interpretation/ Implementation
Some regulations are burdensome to businesses and results in either the business closing its doors or making compromises in other areas of business such as wage budget or employees resulting in lack of personnel or overworked employees that eventually results in poor patient care.	Interpretation/ Implementation

Responses	Categories
The board's calculations of economic impact on pharmacy practice don't seem to take into account small pharmacies that do not have departments of non-pharmacy staff dedicated to audit defense, legal defense, and other aspects that allow for the unencumbered practice of pharmacy by licensees. While reconciliation of controlled substances may not take long for a pharmacy that only has to do the count and pass it on to a corporate entity for pulling wholesaler reports, destruction reports, wastage reports, etc. A single-independent pharmacy requires a dedicated staff member to perform this task instead of normal operating practices for multiple hours. This affects workflow, efficiency, etc, unless the pharmacy increases staffing costs to account for the extra body needed to accomplish the new requirements. The board considers that cost insignificant, but as independent pharmacies are laid waste to corporate giants, the costs are not insignificant to them.	Interpretation/ Implementation
The burden of regulatory compliance had made the Inpatient managers jobs much more burdensome	Interpretation/ Implementation
There is clear legislation. I don't think it's so much as a challenge in legislation as it is of interpretation.	Interpretation/ Implementation
To follow the regulations and enforcement	Interpretation/ Implementation
Truly understanding how legislative and regulatory changes will impact the profession and making sure they can be operationalized.	Interpretation/ Implementation
Trying to keep up with 797 changes.	Interpretation/ Implementation
Board members should have some pharmacy knowledge.	Knowledge
They don't have a full breadth of expertise on the BoP to fully assess the variety of issues that come up.	Knowledge
The law book is fairly difficult to master; it is difficult to locate specific laws. There should be a better index	Lawbook Organization
The Lawbook is cluttered and seems unorganized. It is easily accessible but hard to find specific information. I feel that there must be a better way to organize it.	Lawbook Organization
lack of direction	Leadership
Leading the way. The state is too conservative in evolving the practice of pharmacy especially when it comes to pharmacy tech practice. Allowing certified pharmacy technicians to be able to more such as receiving prescription orders from physician offices, transferring rx to other stores, immunizations to name a few. Other states are leading the way on this. CA is behind.	Leadership
Maybe include the Board minutes on yr website	Meetings
Too much time conducting meetings for the sake of conducting meetings.	Meetings
503b	Miscellaneous

Responses	Categories
Find a way to strike a balance between both pharmacist and consumer protection	Miscellaneous
Growing numbers of patients unwanted their drugs because it's very expensive and short expiration date. Who will pay for the waste ? Insurance or drug manufacture ??	Miscellaneous
OTC and supplements are not monitored by the board.	Miscellaneous
Probably the amount of professionals the board needs to reach?	Miscellaneous
Can't say?	No Comment/Opinion
can't think of anything	No Comment/Opinion
I can not add any comments at this time.	No Comment/Opinion
I don't have further answers	No Comment/Opinion
No answer.	No Comment/Opinion
No comment (8)	No Comment/Opinion
No opinion (3)	No Comment/Opinion
None at the moment	No Comment/Opinion
few	No Strengths
It doesn't appear that this is an area of strength.	No Strengths
No strengths. Just a terrible body with unsupervised oversight and unlimited power making life horrible for pharmacists all in the name of protecting the consumer	No Strengths
none (25)	No Strengths
None that I can think of.	No Strengths
None to comment on	No Strengths
Nothing making up stupid laws	No Strengths
There are no strengths in the legislation and regulation. Where is the oversight of these regulations. The pharmacists can do their best to support the legislation and regulation, but there is no consequence to the entity that owns the pharmacy. The pharmacist is fired if caught breaking legislation and regulation and easily replaced. Its a balancing act in a lot of pharmacies; judging doing right thing vs doing what the owner wants.	No Strengths
There are none !	No Strengths
N/A (27)	Not Applicable
Educating changes should have more CE	Outreach & Education

Responses	Categories
Having CE in all areas of the state to explain new laws.	Outreach & Education
Ignorance of the law is no excuse and nobody in their right frame of mind purposely commits wrongdoing but the demands of the job exceeds the ability of one person to accomplish	Outreach & Education
place more CE on the Script for pharmacists along with CE	Outreach & Education
A lot of red tape.	Overregulation
Again it seems like the BOP just wants more regulations not necessarily regulations that actually improve patient care.	Overregulation
avoid regulations that create burdens to providing care and create less efficiency	Overregulation
Balancing a multitude of refs and entities. Separating the regulations to cover very different entities- including inpatient vs outpatient pharmacies	Overregulation
Balancing the laws and regulations in a fair manner for all...consumer and professionals. The pharmacists and institutions are getting buried under regulatory paperwork and are spending less time taking care of patients.	Overregulation
Board had a problem with Significant overreach. Constantly changing the rules to make it more difficult to practice pharmacy	Overregulation
Burying the practice under more and more regulations is not helpful to anyone. Licensees shouldn't be spending more time and effort trying to comply with an ever expanding law book rather than treating customers/patients.	Overregulation
Controlling excessive regulation.	Overregulation
Creating too many rules and regulations that hinder the licensed professional to help their customer.	Overregulation
Easing the onerous encumbrments to practicing.	Overregulation
Ever expanding without any optimization or simplification	Overregulation
Overreaching	
Overbearing	
Almost never push anything through that is helpful, and when the Board does, they almost always refuse to acknowledge the benefit.	
Every time I turn around you all have made some almost unattainable new rule. It seems like the more safe we become, the longer and longer it takes for the patient to get their medication.	Overregulation
Has too many	Overregulation
I think it is unfortunate that our legislature keeps adding to the responsibilities of pharmacists.... when I am at the pharmacy for personal reasons, I see that pharmacists are often seemingly overwhelmed with so	Overregulation

Responses	Categories
much that only they can do. If anything,I think there should be less burden on pharmacists. Not sure if telling the legislature to back off would help???	
Inundated with regulations	Overregulation
Laws are not aligned with pharmacist's roles as health care professionals. Laws are too prescriptive and rule-based.	Overregulation
lets see who passes sky rocket fines ridiculous codes have you seen the law book lately its like a bible thick??	Overregulation
lots of regulations	Overregulation
Most new requirements are adding to the workload and hoops to jump through instead of streamlining or simplifying processes.	Overregulation
Need less regulation and give more autonomy to the professional - they are held liable for their actions	Overregulation
Needs flexibility in Medical coverage for specific patients needs as in regulation. (i.e. cancer patients and chronic suffers needs customized care in pharmacy).	Overregulation
No strengths, there is no common since to the overburden regulations that a pharmacist has to endure. This makes it less profitable to be a independent pharmacist which will reduce in quality and quantity of community pharmacy services	Overregulation
None. The laws are too restrictive and ineffective.	Overregulation
None. Stop legislating us!	Overregulation
Not creating too many laws that burden license holders, and considering unique situations	Overregulation
Over regulated bureaucracy	Overregulation
Over regulated. Pharmacies are drowning in paperwork over all the documentation required on a daily basis	Overregulation
Over regulation. When the font size of a name tag is regulated, you have overlooked the forest for the trees.	Overregulation
Overly willing to legislate.	Overregulation
Overreaching legislation. Strangles the ability to practice pharmacy with limited employee and financial resources.	Overregulation
Regulations on practice are overburdensome.	Overregulation
should reduce the detail in many regulations. Too many laws and regulation covering minute aspects of practice. Too rigid	Overregulation
Someone's way to many that are in conflict of one and another	Overregulation
Sometimes it seems as though certain mandates are an overreach, like AB-2859. Not all nice ideas require legislative mandates, which can snowball and become onerous. I also feel like the Board engages in some leftist activism.	Overregulation

Responses	Categories
Sterile Compounding Requirements- Some of the changes around the use of PPE are extremely wasteful and of little value in protecting the public especially in operations not seeking BUDs of more than 9 days	Overregulation
Stop the bullying	Overregulation
The Board also needs to look for ways to remove regulations and simplify the process to operate a pharmacy compliantly in the state.	Overregulation
The Board appears to have a lot of time to increase the regulatory burden.	Overregulation
The board creates too many regulations, and needs to focus on enforcing the current regulations while improving education. You can't expect your pharmacists to continue to keep up and provide the best care when they are bogged down by quarterly inventory and the myriad of challenges.	Overregulation
The board is too prescriptive and the only strength to the system is that it takes a long time to get from concept to effective legislation.	Overregulation
The profession is being regulated to death. Yet laws are not passed to support the health of your licensees. Pass regs that ensure that your licensees have a safe place to practice.	Overregulation
There are probably plenty of regulations and legislation already on the books. More is not necessarily better.	Overregulation
There are probably plenty of regulations and legislation already on the books. More is not necessarily better.	Overregulation
There are too many regulations governing pharmacy.	Overregulation
There should be a way to trim all the regulations regarding pharmacies.	Overregulation
They need to reduce the regulatory burden, give the pic more autonomy in how he/ she runs the pharmacy and not try to make it standardized so it's easier for the inspector to make an inspection. Common sense and economic sense will ultimately will benefit the consumer	Overregulation
To ease up	Overregulation
too many laws	Overregulation
Too many laws that don't do anything but create extra work	Overregulation
TOO MANY REGS.	Overregulation
Too many regulations (4)	Overregulation
too many regulations drive up costs for all parties involved. The board should rollback regulations that are ineffective and time consuming. Pharmacy is one of the most highly regulated professions.	Overregulation
Too many restrictive regulations making the practice of pharmacy difficult.	Overregulation
TOO MUCH TO READ	Overregulation
Very strict with the state licensing, with all that's going on. People moving, shortage of experienced pharm techs in some states. It would be great for the board to allow more flexibility with licensed tech and or	Overregulation

Responses	Categories
pharmacists working in different states without having to start all over with education or license process	
We have to follow regulations from all 50 states. It would be helpful if each state followed similar guidelines. Every state does something different and it is hard to a business to manager it all.	Overregulation
When a board inspector has to pull out a ruler to inspect your vial labels we've just gone over the top. Vial labels in Cali are difficult to comply with at times you compromise patient care because you can't fit the directions together with the name of the medication all while complying with the font size and placement, there's only so much you can fit on a label do we really need to continually go so far. One big challenge that the pandemic brought to the forefront is these overburdened regs were put on hold, we halted Quarterly inventory, we backed off on some of the compounding PPE etc etc. We need to take a step back and get back to the basics and hammer on those basics.	Overregulation
With the sheer amounts of rules and regulations, it is hard for individual licensees to keep abreast of everything!	Overregulation
You have legislated yourselves into a regulation quagmire	Overregulation
The Board has also not taken sufficient effort to regulate PBMs.	PBMs/Big Corporations
As above. Dealing with PBM controlling the narrative for their own good v/s Board assisting with Pharmacy operation. This in turn would improve quality of care to consumers. Pharmacies are more focused on keeping PBM happy v/s Consumers.	PBMs/Big Corporations
Big pharma , lobbyist for big chains.	PBMs/Big Corporations
Consumers are pushed to use specific pharmacies owned by PBMs and I don't see much efforts from the state boards to push back	PBMs/Big Corporations
Do something about the PBM's stranglehold on the profession	PBMs/Big Corporations
Evaluate laws to allow pharmacist time to perform safe med evaluation and dispensing esp. in the retail setting vs allowing corporate regulations to require pharmacists to do way more than is safe for patient care. (Expect to do MTM, Covid vaccines, oversee technicians and fill Rx with less staff).	PBMs/Big Corporations
focus on legislating against PBMS, and Retail Pharmacy Corporations that are the CAUSE of the problems faced in pharmacy to enhance consumer care. MANDATE against hostile consumers/ pbms/retail pharmacy corpotaions	PBMs/Big Corporations
Need more legislation controlling the chains and insurance companies	PBMs/Big Corporations

Responses	Categories
Need more regulation in retail pharmacies about understaffing to the point of being a safety concern.	PBMs/Big Corporations
Not enough regulation on PBM and chain drug stores	PBMs/Big Corporations
Not satisfactory when it comes to PBM legislation. Board looks other ways, be it staffing issues because of PBM Payments. PBM audits not conforming to Board's rules but their own rules.	PBMs/Big Corporations
Pharmacists are essential to the health and well being of patients. There needs to be improvement since there has been a large number of closures of independent pharmacy's which have not been protected from unfair practices of PBMs.	PBMs/Big Corporations
protecting pharmacists and pharmacy staff and the public from corporate entities	PBMs/Big Corporations
Pushback from large pharmacy chains when profit is put over patient safety.	PBMs/Big Corporations
The Board is out numbered by Big Pharma, and the corporations that own pharmacies. Money and Politics.	PBMs/Big Corporations
The Board needs to limit the control of big chains over legislation and protect the pharmacists.	PBMs/Big Corporations
Though the Board is consumer driven, they are missing that overall protection of the Pharmacies from a multitude of predatory business practices are hurting consumers. These should be addressed to strengthen Pharmacy as a whole in the state. For instances, PBM practices and large Pharmacies that own PBMs are pushing out critical access points for patients. Cryptic reimbursement or under reimbursement practices are harming Pharmacies in providing care the Board would want Pharmacies to provide. Prescription mill practices by large chain Pharmacies have turned Pharmacists into a machine and not able to provide proper pharmaceutical care and patient safety. The Board should address these areas in a more concerted effort.	PBMs/Big Corporations
too easy and favor too much on drug companies and insurance companies	PBMs/Big Corporations
Board should eliminate the technician ratio to expand support, create jobs and eliminate administrative workload.	Pharmacist/ Technician Ratio
Get rid of tech/RPh ratio. It is not helpful to the profession or public. Look at what other states are doing. Follow their lead. Be innovative And think technology advancements. New thinking and new faces.	Pharmacist/ Technician Ratio
The Board needs to require or mandate a higher tech to pharmacist ratio. Medication safety at the community or clinical level is a major concern.	Pharmacist/ Technician Ratio
Board should not approve accreditation for more pharmacy schools, since there are no jobs.	Pharmacy Schools

Responses	Categories
flooding of new schools and licenses that will dilute the opportunities of new grads	Pharmacy Schools
Limiting the number of new licenses issued and stopping the perpetuation of new schools opening.	Pharmacy Schools
Regulate number of schools of pharmacy	Pharmacy Schools
The Board also needs to limit the number of Schools of Pharmacy which has not been policed properly.	Pharmacy Schools
influence of chain pharmacy board members interferes with protecting the public and ensuring patient care comes first	Politics/Outside Influence
Board of Pharmacy is allowing the retail chains to create the rules, and these rules sacrifice clinical outcomes in favor of script volume.	Politics/Outside Influence
Can not overcome business opposition in the legislature	Politics/Outside Influence
Complexities are making it difficult for licensees to stay abreast of changes.	Politics/Outside Influence
External forces beyond the Board's control.	Politics/Outside Influence
I think there is concern that some highly ranking inspectors have too much say on regulation. The Board needs to be the experts not the inspectors.	Politics/Outside Influence
Making sure that professional strengths and abilities override single interest lobbies	Politics/Outside Influence
No voice or legislative efforts on pharmacist clinicians who work at clinic/physician's offices. The legislations are mostly focused and lobbied by the retail pharmacy	Politics/Outside Influence
Not allowing corporations tell our profession what is best for proper practice	Politics/Outside Influence
not sure, under pressure from corporations?	Politics/Outside Influence
Now very influenced by political appointment	Politics/Outside Influence
Opposition from other health professions	Politics/Outside Influence
overcoming outside interests influencing the profession.	Politics/Outside Influence
Politics and regulations are a quagmire.	Politics/Outside Influence
Recently, it is obvious that unions own the Board.	Politics/Outside Influence
Remaining neutral in a charged political environment.	Politics/Outside Influence

Responses	Categories
See prior complaint about board members being major pharma players.	Politics/Outside Influence
Sometimes competing interests have more resources than the BOP, such as the medical board and the manufacturers, who's interests don't always put the patient first.	Politics/Outside Influence
Special interest sponsored and biased	Politics/Outside Influence
staying out of the political arena	Politics/Outside Influence
The Union has too much influence on the board, which is counterproductive in the argument for patient safety and access to care.	Politics/Outside Influence
Minimum	Power
not doing enough, fast enough	Power
Regulations are too restrictive.	Power
The Board doesn't have any noteworthy strengths.	Power
The board has some influence but not enough to really matter to this legislature.	Power
Too lenient on pharmacists.	Power
Too weak (2)	Power
more involvement	Presence
More involvement and representation	Presence
Need to increase visibility and communication with the public.	Presence
Not as powerful as other lobbyists	Presence
Public view	Presence
Need positive action to stop "white bagging" in hospitals. Puts pharmacists in legal jeopardy when insurers require this.	Proactive
Need to be proactive as cities start to allow sales of legal marijuana as marijuana affects all drugs in vivo including Rx & OTC. Needs to be involved in the regulation of supplements for adulteration & potency issues.	Proactive
The Board has not made sufficient effort to promote legislation, and promulgate regulations, that promote new models of pharmacy. The Board is too focused on the old model under which pharmacies are either traditional retail or hospital. Unlike other states, there is no differentiation in California for other models, such as specialty, shared services, central fill, radiopharmaceuticals, etc. It also has not sufficiently promoted interstate practice, such as through joining NABP Interconnect (one of only two states not to do so) or participating in the MPJE as opposed to having a California-specific test. California is an innovative state; we should be at the forefront of the future of pharmacy.	Proactive

Responses	Categories
Too often regulations and legislation is proposed to “fix” da problem that would be better fixed with proactive enforcement of current regulations. Often these fixes add little to countering whatever the issue was but adds to the regulation and procedural issues that staff techs and pharmacist must deal with, driving up the cost and complexity of healthcare with, at best, minimal gains in safety.	Proactive
cumbersome	Process Time
Draft assessments have not been approved for over 2 years	Process Time
Getting legislation done on a timely matter	Process Time
Lag time to complete approval.	Process Time
process is too bureaucratic. Laws take too long to pass/modify.	Process Time
The regulatory process is too lengthy and does not consider the financial impact to organizations which may negatively impact the public.	Process Time
these changes take time	Process Time
These things take time.	Process Time
TIME CONSUMING PROCESS	Process Time
Time frame.	Process Time
A lot of unnecessary wasteful law that does not improve the practice of pharmacy. Cures, schedule drugs requirement, non uniform interpretation of compounding laws.	Quality of Regs/Laws
Does not enact actual lasting changes	Quality of Regs/Laws
I believe that some regulations, while in the pursuit of the public good can cause decreased access to important pharmacy services due to local pharmacies opting out of those services due to the regulatory complexity and potential costs for compliance. Specifically, the recent changes in compounding standards would be a great example of the regulations cause if a significant decrease in access to this important service by the public.	Quality of Regs/Laws
Many of the new laws and regulations do not increase patient safety. creating new laws just to make new laws, is not in the best interest of patients. Letting pharmacist spend more time interacting with patients and reviewing drug related issues is best. When a pharmacist spends more than 50% of their time navigating laws and regulations, its the patient that suffers in the end	Quality of Regs/Laws
None. Every time controlled substance prescribing pads change that means more money for whoever is printing and they never inform the prescribing board well in advance. Pharmacists are left to deal with incompetent prescribers who just heard about the law change a month or two before.	Quality of Regs/Laws

Responses	Categories
Regulations in general are too specific leading to additional operational costs for businesses. The intent could often still be achieved by accepting more feedback from stakeholders to minimize variations between states for companies that hold permits in many states.	Quality of Regs/Laws
Sometimes a little premature so ends of conflicting with federal eg. usp800, 797	Quality of Regs/Laws
Sometimes laws are too myopic and do not look at the big picture.	Quality of Regs/Laws
There are so many outdated, meaningless laws suppose to be updated as technology has improved, such as the documentation of a transfer prescription and stamping a red "C" for control substance, and many others.	Quality of Regs/Laws
addressing current issues	Relevancy
Again after the fact regs	Relevancy
As above. Board seems out of touch with what is happening in other states. Constantly making new laws and regulations that actually don't enhance patient care. Tech ratio is archaic compared to other states. Out of state pharmacies can ship products into California with an unfair competitive advantage. California pharmacists can't spend the necessary time for patient education and counseling because we don't have enough technician help. Especially burdensome for small independent pharmacies	Relevancy
Because Pharmacy has so many different practices it is important to remember that one size does not fit all. Sterile Compounding regulations have caused havoc because they were originally based more for Compounding Pharmacies and then hospitals had to fit into that model. It does seem that there is now some distinctions.	Relevancy
California has fallen behind other states in the advancement of pharmacy. Legislation should be focused on improving patient care, decrease burdening regulation and a more educational rather than punitive approach to regulation.	Relevancy
covering every aspect of the profession	Relevancy
Creating legislation & regulation that deviates from national standards such as compounding that appears to not make sense or provide any practical solutions that actually makes a difference in ensuring safety. My recommendation is to follow or conform to national standards without legislating specific CA laws whenever possible. It may not always be possible.	Relevancy
Keeping regulation changes current with the times.	Relevancy
Keeping some archaic regulations that are meaningless regarding today's technology	Relevancy
Keeping up with the challenges faced by practicing pharmacists.	Relevancy

Responses	Categories
Keeping up with the constant changes of pharmacy	Relevancy
Keeping up with the ever changing environment.	Relevancy
Legislation and regulation is behind the times compared to other states. California should be the forefront of the pharmacy not be behind. Need to also consider the pharmacists and the profession in addition to protecting the consumer.	Relevancy
Legislation and regulation that does not take into account pharmacy staffing issues and other real-life pharmacy challenges.	Relevancy
Modernize pharmacy law for the current times. Pharmacy has been taken over by big chains who deliberately place profits over patient welfare. Regulation should prohibit big chains from understaffing, which jeopardizes patient safety. They have the profits to add more technician hours and they should do so.	Relevancy
Need to be more forward thinking in terms of non-traditional roles within pharmacy.	Relevancy
Not keeping pace with the changes in pharmacy.	Relevancy
Not supporting pharmacists as HEALTH CARE PROFESSIONALS. Creating policies and procedures that are out of touch with what we as professionals do. Take a stand against PBMs and other State of CA Government practices that lead to decrease patient care, decreased career satisfaction and decreased support of the pharmacy profession	Relevancy
Outdated, slow to approve new changes to clean up contradictory regulations.	Relevancy
Passing any kind of popular, useful legislation and regulation.	Relevancy
Please update legislation to match our current practice time for example allowing work from home/remote verification.	Relevancy
relavence	Relevancy
Same as previous answer- fairness, reasonableness, modernization and becoming more in touch with actual practice.	Relevancy
some mandates are just extra work which do nothing to protect the consumer from harm	Relevancy
The state is so vast. It's difficult to have legislation and regulations that can apply broadly and be effective.	Relevancy
Too many people in legislation and regulation who have been out of practice. Board should require it's members to be practicing in specific fields	Relevancy
Keep the licensees abreast of upcoming laws	Reporting Updates
Legal and statutory changes that are hidden from public review by Sacramento. Eg: being blindsided by changes	Reporting Updates
More proactive communication of legislative and regulatory changes to pharmacists. It's gotten a bit better with the regular emails outlining agendas, etc., but could be more streamlines and succinct	Reporting Updates

Responses	Categories
Send the licensees email about the updates	Reporting Updates
Board needs to aggressively promote pharmacist practice advancement (e.g. fees for service)	Scope of Practice
Board needs to expand pharmacists role into knowledge fees.	Scope of Practice
Board should seek opportunities for advancement of pharmacy practice into the future; should consider pilot programs to modernize the practice while safely and effectively delivering health care to Californians; should expand the pharmacy technician ratio to support workforce and pharmacy teams	Scope of Practice
Continuing to expand scope of practice for the profession and pharmacist prescribing.	Scope of Practice
Continuing to increase the presence of pharmacists in the clinical setting with similar roles of nurse practitioners and PAs	Scope of Practice
Defining scope of practice	Scope of Practice
Getting pharmacist real prescribing powers. If we can do it in federal institutions why can't we do it here in the state	Scope of Practice
Help pharmacists be better recognized as providers and prescribers to be able to bill for services	Scope of Practice
Helping pharmacy expand our roles	Scope of Practice
Innovation to keep pushing the bounds of pharmacy.	Scope of Practice
Let the techs vaccinate everything. Flu season is going to be a rough one with the Covid booster	Scope of Practice
Limited avenues to amend laws for expanding scope of practice for pharmacy technicians	Scope of Practice
The practicality of the clinical model doesn't work. It's not billable and therefore there is low utilization	Scope of Practice
To continue to be able to expand pharmacy practice in tune with the education and experiences of today's pharmacists. Expand the use of experienced and certified technicians to free up pharmacists to expand their practice.	Scope of Practice
To let pharmacists be professionals. To provide oversight and assistance, not legislating every damn aspect of the profession.	Scope of Practice
Would like to see commercial insurances recognize pharmacists as providers, but this may be out of the board's jurisdiction	Scope of Practice
Better staffing ratio for safety of consumer.	Staffing/Resources
Ensuring consumer safety by focusing on adequate staffing for licensees	Staffing/Resources
Improve prescription monitoring program, help ensure proper staffing ratios.	Staffing/Resources
Lack of enforcing a minimum staffing level.	Staffing/Resources
LIMITED RESOURCES	Staffing/Resources
More staff to be available to talk the licensee	Staffing/Resources

Responses	Categories
More support for pharmacists so they are not working alone without a pharmacy technician	Staffing/Resources
no of inspectors and attorneys is too small	Staffing/Resources
not enough inspectors	Staffing/Resources
Not enough staff to visit all the pharmacies and wholesalers	Staffing/Resources
Not sure. Probably you need more money to implement all of the rules and laws.	Staffing/Resources
PPE shortages, Short staffing of pharmacy with higher work burden	Staffing/Resources
Staffing	Staffing/Resources
Time, resources,	Staffing/Resources
Understanding needs of business operating in the space.	Staffing/Resources
adversarial relationship to license holders	Support/Protect Licensees
Advocating for pharmacist-driven serves with insurers	Support/Protect Licensees
again, to protect the licensees. Pharmacist are under attacks from different sources and not appreciated	Support/Protect Licensees
Board should seek opportunities for advancement of pharmacy practice into the future.	Support/Protect Licensees
Board's mandate should not only focus on consumer safety. What about the pharmacist's safety ?	Support/Protect Licensees
Drs following dea requirements and regulations	Support/Protect Licensees
Elevation of pharmacy practice	Support/Protect Licensees
Finding enough concerned practitioners that will be supportive of the efforts	Support/Protect Licensees
getting legislation to support better reimbursement for the clinical functions that community pharmacists do. they offer a HUGE support for the local community and are underpaid for their clinical services. this leads to understaffing for vital roles like MTM and immunizations	Support/Protect Licensees
Have not yet advanced pharmacist provider status, garnering billing for clinical services.	Support/Protect Licensees
I feel like there should be more legislation to protect techs and pharmacists instead of the retail "customer is always right" motto. With Covid, people are crazy....I mean even without Covid you get your pick of irrations...Covid has made things more...insane.	Support/Protect Licensees
In pharmacy the requirements are so challenging compared to neighboring states. It is difficult to get the needed upgrades to be able to continue work.	Support/Protect Licensees

Responses	Categories
It has been my experience that the Board always defaults to its core mission of protecting the consumer public rather than enhancing pharmacy practice and services.	Support/Protect Licensees
limited support for the profession of pharmacy. I do not feel that the board is concerned with the profession of pharmacy	Support/Protect Licensees
Looking more for things people are doing wrong than recognizing pharmacies that are trying to get it right	Support/Protect Licensees
More support	Support/Protect Licensees
Moving legislation forward that is actually helpful to the industry instead of benefiting lobby.	Support/Protect Licensees
No strengths. Just a terrible body with unsupervised oversight and unlimited power making life horrible for pharmacists all in the name of protecting the consumer	Support/Protect Licensees
Not handcuffing pharmacy owners that are trying to run a business and help consumers	Support/Protect Licensees
Profession still has an identity issue. Are we providers or well educated order fulfillment workers?	Support/Protect Licensees
Protecting PIC interests at the hands of non pharmacist executives who want to gain political points by disciplining or terminating a PIC for their political gain.....	Support/Protect Licensees
put forth regulations that allow the pharmacist to practice and be reimbursed for care	Support/Protect Licensees
Ridiculous how the Board wouldn't adopt 797 initially. The arrogance to determine that they needed their own standards as though they know more than USP. Many of these regs contradicted 797 which required a lot from pharmacists. And as though hospitals had endless supply of \$\$ for environmental testing.	Support/Protect Licensees
Smaller pharmacies and compounding pharmacies seem to be targeted even when public safety is not at all under threat.	Support/Protect Licensees
Stand up for pharmacy and lobby in Washington.	Support/Protect Licensees
Still only focused on the consumer. There is too little support for the professionals who are licensed by the board.	Support/Protect Licensees
SUPPORT pharmacists and pharmacy practice than threaten its existence by unnecessary rules/regulations, attacking individual pharmacists with the "PIC" laws. Holding one human being as responsible for anything/everything that COULD happen without their knowing or not.	Support/Protect Licensees
Supporting Clinical roles in community	Support/Protect Licensees
The BOP should have a pharmacy centric view and not just a consumer centric view. If we do that we will have a better pharmacy for the public.	Support/Protect Licensees

Responses	Categories
<p>The challenge is balancing the mandate of protecting the health and welfare of the public while being fair to licentiates who are under too much pressure to comply with the laws while they are forced by employers to increase the metrics. Most pharmacists feel they get no support from the board to help them do the job required by them. We are continually being asked to do more with less help.</p>	<p>Support/Protect Licensees</p>
<p>the regulations again when it comes to non sterile compounding make it difficult for pharmacies to provide the best care for critical time sensitive medicines that patients need to receive.</p> <p>The regulations also pose other issues when it comes to non pharmacist ownership. The non pharmacists should be at least be held 50% accountable for any illegal activity they push onto the PIC.</p> <p>There needs to be some sort of protection for pharmacist if they decide to report wrong doings within the pharmacy a law needs to be made for this.</p>	<p>Support/Protect Licensees</p>
<p>The state board is a consumer board which is hostile to pharmacists.</p>	<p>Support/Protect Licensees</p>
<p>There is one thing. There is a company called eIVF, Practice Highway. They have an EMR system that has come up with a legal setup we have not been able to overcome. Physicians have nothing to do with it as far as fault. The previous owner of the EMR system was in financial trouble because for years his prescription portal was sending prescriptions that did not fit the definition of an e script. He had to revamp his entire system and in order to do so he came up with a marketing idea. Basically, the pharmacies have to pay EIVF a percentage of the total cost of a prescription in order to appear in the system so that doctors and nurses can easily find you. If you do not appear on that "first page" (I haven't seen their drop down menu, it's all very secretive), supposedly they will not find your establishment. I have tried to challenge them legally and lost without going to court because they threaten to remove you from the program. I cannot believe this is legal, but we do not have the resources to prove otherwise and can't afford to fight them as I would love to. Practice Highway is Highway robbery. This scheme was thought up by the previous owner to be able to pay for the revamping of his erroneous system and now he has sold to a VC company. It's disgusting. I would love to see regulation prohibiting marketing for</p>	<p>Support/Protect Licensees</p>

Responses	Categories
pharmacies conducted through any EMR system. Really would love a federal law on this.	
They make the pharmacist in charge of educating doctors about the laws- this often leaves the patient not served and the pharmacist yelled at by the patient and the doctor	Support/Protect Licensees
too much pressure on profession and loosing trust with its profession.	Support/Protect Licensees
Very weak in justifying added costs and burdens to licensees with each biannual increase. There has been no added intervention like getting licensees license renewal done in a quicker manner. A reduction of fees should be warranted. There shall be no added introduction/launch and maintenance fee for e commerce platform. Fees should be reduced across the board by 25-30 percent to be equitable	Support/Protect Licensees
Weak in protecting the profession	Support/Protect Licensees
whistle blower license protection clauses have to be made more aware to licensees by publishing in Script newsletter every 2 or 3 years	Support/Protect Licensees
Work to support your licensees, not just greedy for profit chain drugstores and the Temperamental public.	Support/Protect Licensees
Digital applications.	Technology/ Website
Electronically things are changing so fast, hard to keep up	Technology/ Website
Find ways to improve and approve methods of telecommuting, such as having pharmacist perform RX consulting through venues such as "zoom" for patients who receive prescriptions buy mail order or who are reliant on caregivers to pick up their prescriptions for them. When developing new legislation or regulation, it is imperative the get input from as many pharmacies as possible, large hospital pharmacies in large cities operate differently than do small rural clinic pharmacies. Resources available to one may no be available to another. Find ways to determine minimum pharmacy staffing ratios based on not just prescriptions filled, orders entered, etc., but on additional	Technology/ Website
make their work available online in easily retrievable format	Technology/ Website
Making sure that nothing can be manipulated or altered, & also having a great IT infrastructure!	Technology/ Website
Need to promote Electronic prescriptions for all providers, and make all California prescriptions electronic only.	Technology/ Website
newer technologies and models	Technology/ Website
Reacting fast enough to technology changes	Technology/

Responses	Categories
	Website
Relying on virtual business model ongoing.	Technology/ Website
Searching for/locating pharmacy laws online and figuring out which rules changed and when	Technology/ Website
staying ahead of the ever changing technological landscape and updating older regulations to stay pertinent.	Technology/ Website
There will be few as computers replace pharmacists.	Technology/ Website
Described earlier in first section; Adopt a more timely process, so that regulations do not lag behind standards (USP/FDA). Assessment of the effect of leg/reg on all practices/health systems (eg pediatrics vs geriatrics)	Timeliness
Getting legislative approvals processed thoroughly and quickly	Timeliness
In non-emergency areas, the timeliness of the board's implementation of new laws and regulations is often slow. I am not sure if this is due to mandatory comment periods or lack of adequate resources for the board to work faster.	Timeliness
It takes a very long time for any decision to be made by the board.	Timeliness
It takes so long once a change is approved to go through all the administrative steps.	Timeliness
Regulations are developed slowly and lack sufficient input from stakeholders	Timeliness
Slow to make changes and keep up with the practice of pharmacy. Lag behind the nation and not progressive making the overall state fall behind.	Timeliness
There are a lot of different ways to look at a problem so that is a challenge. Also, the time it take to get something through the system may cause it to change in scope or not make it through.	Timeliness
Timelines for implementation should be practicable	Timeliness
Timeliness to have the Board members being informed and making KNOWLEDGEABLE decisions about proposed and pending legislation affecting the professions and drugs.	Timeliness
Timely changes and updates to regulations	Timeliness
Timely updates in associated forms as regulations are revised.	Timeliness
Very slow (2)	Timeliness
A thorough review of the regulations and their value to patient care needs to take place rather than layering one bit of regulation on to another	Tracking/Review Laws/Regs
I would assume keeping track of proposed legislation that might affect the practice of pharmacy could be time consuming.	Tracking/Review Laws/Regs

Responses	Categories
Legislation that has far reaching effects could be scrutinized more closely before taking effect. The regulations around sterile compounding have made it challenging for most hospitals to remain compliant. On the other hand, there is a paucity of outcomes data to support the drive for more stringent practice. Better communication with and engagement of stakeholders should happen going forward, with representation from a range of practice settings.	Tracking/Review Laws/Regs
-	Unknown
. (4)	Unknown
? (3)	Unknown
above	Unknown
Again I'm not really sure, because from what I've read the Board has done well in this area.	Unknown
As a retired pharmacist, I am not fully aware of the Board's current activities in this area.	Unknown
Data base here is limited.	Unknown
Don't know (5)	Unknown
I do not see any	Unknown
I don't know (4)	Unknown
I have no idea	Unknown
I lack the necessary knowledge base to respondI lack the necessary knowledge base to respond	Unknown
I would be hard pressed to cite a strength of the Board in either introducing or influencing legislation or regulation in support of pharmacy practice.	Unknown
I'm not well versed in this area.	Unknown
In my experience, none.	Unknown
Limited knowledge in this area.	Unknown
No knowledge of this topic.	Unknown
No more information from me!	Unknown
None. Isn't it the Board's obligation?.	Unknown
Not aware of challenges	Unknown
not known	Unknown
Not really sure	Unknown
Not sure (6)	Unknown
Nothing	Unknown
See my comments on enforcement.	Unknown
see notes above	Unknown
See previous answer	Unknown
see previous comments	Unknown
See previous comments in other two areas	Unknown
See previous.	Unknown

Responses	Categories
See question 2	Unknown
Sorry, this is getting too long. Instead of quitting, I will place this into the boxes.	Unknown
TBA	Unknown
Unable to comment as I have no experience of this.	Unknown
Unknown (5)	Unknown
Unknown (out of state)	Unknown
unsure (4)	Unknown
Challenges- time intensive to review regulations	Update Review Regulations
DIFFICULTY GETTING REGULATIONS REVIEWED OR CHANGED	Update Review Regulations
Need to expunge old and moribund laws for example signing of logbooks in this era of computer technology	Update Review Regulations
Unwilling to correct poor legislation or enact legislation to promote Pharmacy	Update Review Regulations
Very slow to change or update any of the older regulations.	Update Review Regulations
advancing consumer protection mandates by ensuring safe working conditions for pharmacy employees, which will promote patient safety	Workplace Safety/Culture
Board expects the profession to be at its best but pbm's are not paying reasonable fees causing excessive stress on the pharmacy personnel that can endanger the public. license PBM's to stop their abuse of our profession.	Workplace Safety/Culture
Corporations are constantly cutting hours, pushing pharmacists to greater stress levels, increasing risks if errors.	Workplace Safety/Culture
effective regulations promoting safe working environments particularly in large chain retail pharmacies	Workplace Safety/Culture
Fails to address systemic problems of retail chains creating hostile working environments and unrealistic productivity standards	Workplace Safety/Culture
If the board truly cared about health and safety they would regulate retail pharmacy working conditions.	Workplace Safety/Culture
Lacks common sense laws like do not talk on the phone while quality assurance . We cannot drive and talk on the cell because of safety issues. But licensees are required by larges corporations to talk on the phone while verifying medication. The workflow of pharmacies are unsafe and the board should go after big corporations instead of individual licensees	Workplace Safety/Culture
More legislation is needed to protect pharmacists in the profession from retail companies. We are at the breaking point trying to do too much with too little help. The laws are not protecting up leading to excessive burnout and mistakes. Even laws meant to protect us don't because big	Workplace Safety/Culture

Responses	Categories
retailers manage to find loopholes and don't allow us the help we need. Better legislation for tech ratios in CA are also needed.	
Not great. The board has allowed corporate pharmacy administrators to push pharmacists into dangerous situations by demanding too much with too little staffing. Very, very, very dangerous to patients. The vast majority of pharmacists are stressed to the breaking point by these pressures and its getting worse. There is a powerful need for legislation and regulation on staffing of pharmacies	Workplace Safety/Culture
Pass laws requiring proper staffing that does not put patients at risk by putting unreasonable working conditions on pharmacists. Extremely dangerous situations in many, many pharmacies especially the chains Walgreens, CVS, RITE AID, etc.	Workplace Safety/Culture
Protection of pharmacy employees to enhance protection of consumers	Workplace Safety/Culture
Regarding the new staffing regulations for pharmacies, there seems to be no punishment for employers who knowingly violate the law.	Workplace Safety/Culture
Retail PDM writing up employees for low work performance when in fact work loads are overwhelming	Workplace Safety/Culture
The board fails to recognize and protect consumers from the growing dangers of retail pharmacy today. Retail pharmacists are increasingly expected to do more tasks with less support. The board has not effectively addressed the danger of overworked and overstressed retail pharmacists and technicians. The board does not address the loopholes (ie "cashiers to pharmacist ratio") that retails chains exploit regarding staffing ratios and daily workload. The board does not address staffing requirements to workload/RX volume and clinical services provided (MTM requirements and vaccine administration).	Workplace Safety/Culture
The Board should be more concerned about the working conditions for pharmacists and their colleagues.	Workplace Safety/Culture
We have a duty to keep people half alive so they keep coming back in the revolving corporate door. We need to stop putting metrics 1st and profits over human lives. We ABSOLUTELY NEED WORK PLACE STANDARDS SO CORPORATE AMERICA DOESN'T KILL HALF THE POPULATION VIA ERRORS!	Workplace Safety/Culture
We need more regulations about Pharmacy labor protection specifically forcing pharmacists to overwork (risks of errors) and standing on their feet all day every day.	Workplace Safety/Culture

Legislation and Regulation Weaknesses – Board Member Responses

Response	Categories
The Board needs to make sure all parties are involved. When the Board does regulation hearings, a lot of times people who show up are corporate lobbyists – it would be nice to see more licensees. I'd like to see that the Board is really open to the people and that people feel that they can speak.	Collaboration/ Engagement
One area the Board needs to work on is defining sponsored legislation, providing very adequate support and testimony so the legislator fully understands what is going on. The Board needs to explain the rationale behind the legislation.	Education/ Explanation
As new board member it took me a little while to learn this process - a little bit more explanation of the process would be helpful – better onboarding for new board members in this area, like what Board can and can't do, would help.	Education/ Explanation
The Board needs to provide better sponsoring and better marketing of the laws to the legislators.	Sponsoring/ Promoting
The biggest challenge is timing committee meetings so the committee members know about legislation at right time and can react to it before it's too late.	Timeliness
Turnaround time for regulation changes and implementation – for new and changing regulations – could be improved.	Timeliness
The regulation/legislation process is extremely long.	Timeliness

Legislation and Regulation Weaknesses – Board Management and Staff Responses

Responses	Categories
some laws and regs unclear leading to interpretation and not enforceable	Clarification
The law may have been passed for a good intent but it's not clear in its terminology.	Clarification
Laws are not clear.	Clarification
Defining keywords in any new or edited regulations	Clarification
Some regulations are unclear or vague	Clarification
Regulations are unclear. It takes months to receive a response from legal, when staff needs clarification. causing frustration from applicants with pending applications.	Clarity
Harmonization is lacking in some instances that puts licensees in a position where there may be conflicting state / federal statutes.	Conflicting
conflict in laws	Conflicting
Laws are not consistent.	Consistency
When creating new licenses through the legislative process, there also need to be corresponding laws or regulations on the enforcement side. For example, the board creates a new license type through the legislative process but does not follow up with laws or regulations requiring the licensee to report a change of ownership, change of location, change of officers, etc.	Corresponding Laws/Regs
its hard as an SI to keep up with all the changes when they are not with my daily use.	Keeping Up With
too many issues	Keeping Up With
Legal expertise	Knowledge/ Experience
Not much highlighting of this information	No Comment/Opinion
no comment	No Comment/Opinion
Laws and regulations are not up to speed with current technology as it relates to pharmacy practice	Out of Date
Worried if EO were to leave us, we don't have a whole lot of backup – need additional people to help in this area, a succession plan.	Staffing/Resources
Slow	Timeliness
It takes too long for any legislations/regulation to get passed.	Timeliness

Responses	Categories
The time it takes to change regulation is also an issue. I think COVID presented a great opportunity in that we demonstrated that when there is a pressing need for regulation we can get it out. Even if it's a waiver scenario this at least allows for an initial practice evaluation of what it looks like dynamically and may serve as a point of reference prior to codifying the final regs.	Timeliness
Processing time for regulatory changes.	Timeliness
The inability to change regulations quickly.	Timeliness
Getting new regulations in a timely fashion	Timeliness
The Board needs to continue to partner with DCA to more timely effectuate regulation changes.	Timeliness
time for laws and regs to be discussed, approved, then implemented	Timely Consideration
Staff doesn't really know how the verbiage comes to be. Knowing the background and the timeline of how a Legislation and Regulation came to be, may be beneficial to some staff.	Training/ Development
Adapting/creating new regs to assist in diversion and patient safety areas	Update/Create Regs
Compounding and pharmacy practice. More work needs to be done	Update/Create Regs
The board's involvement in new legislation and regulation brings additional work with funding for little or now additional staff.	Workload

Possible Legislation and Regulation Objectives – Stakeholder Responses

Responses	Categories
Access to care	Accessibility
Better search function/ index for specific laws	Accessibility
EASIER ACCESS	Accessibility
make their regulations available online	Accessibility
Hold "non licensed" individuals (CEOs), Directors of Pharmacy, regional managers accountable for their direction.	Accountability
Holding non pharmacist owners at least 50% accountable	Accountability
Holding providers and facilities accountable for noncompliance, fraud, billing reimbursement policies	Accountability
make every rph in the pharmacy responsible for anything which happens at the store. right now only PIC is responsible which skews the responsibility to one person.	Accountability
Balancing patient safety and pharmacist workload	Balance
Legislation should be balanced with patient safety and impossible restrictions to practice. Ironically, too strict regulations drives clinicians to practice unsafely to take care of patients with pharmacy's limited resources.	Balance
Perhaps balance the needs of all involved, especially consumers, but also including those who operate within the pharmacies.	Balance
Think about both sides of the equation between public safety and pharmacy/pharmacist capabilities. There are so many woefully under served ares of CA - both in terms of geography and socioeconomic division - the Board should be stepping out with the Legislature to provide the ability for pharmacy to help fill access gaps across the state.	Balance
Regulating large retail pharmacies. It is impossible to promote health and safety in the retail environment with the way things are.	BPMs
Editing the law book to make it more user friendly	Clarity of Laws/Regs
Language used should be clear and streamlined as possible.	Clarity of Laws/Regs
Legislation and Regulations should be written in more consumer friendly language. An attorney is needed to interpret most of the current laws.	Clarity of Laws/Regs
Loosening up or simplifying the language of the regulations to capture INTENT of patient safety. Maybe even re-evaluating the many regulations so that they can be followed. There are so many that it is difficult to follow. There are too many sources of truth.	Clarity of Laws/Regs
Make a pharmacy lawbook that is easier and more effective to review pharmacy laws and regulations.	Clarity of Laws/Regs
Make regulations easier to interpret. Even inspectors interpret the regulations/laws all differently.	Clarity of Laws/Regs

Responses	Categories
Make the laws and regs much more "understandable" so that all of them are interpreted the same by everyone.	Clarity of Laws/Regs
making it easier for professionals and public to understand and learn them	Clarity of Laws/Regs
More definitive description of law	Clarity of Laws/Regs
Providing leadership in the re-writing of pharmacy law to remove ambiguity and improve clarity.	Clarity of Laws/Regs
Rewrite the pharmacy law about to make the intent of regulations clearer and more standardized.	Clarity of Laws/Regs
Simplifying the language of pharmacy law. I am licensed in other states where the lawbook is much easier to read and understand.	Clarity of Laws/Regs
simply the wording	Clarity of Laws/Regs
more understandable	
The regulations in the current version can be very confusing for licensees, and in the new version there should be more inclusion of stakeholders that are practicing in the field from retail and hospital to read the laws as they would be written, and have open discussion with the BOP writers for the BOP to determine if the laws are being understood correctly and if there is room for misinterpretation. This would also allow additional writing if new practices are discovered by the BOP representatives. While there are more formal ways for filing comments during an open comment period, that type of communication is one-way only and not as effective as a conversation and focus group. Laws are also not as responsive with keeping up with current practice. BOP should identify leaders in the field in retail and hospital settings and create an expert panel to help educate the BOP and inspectors of current practices since BOP inspectors and even supervisor inspectors are no longer practicing and do not see new things being done. They always appear adverse to change and new technologies, and this would be less frequent if they had their own expert panel to rely upon for education. They could also poll the expert panel for how things are being practiced and interpreted in the "real world" and what the general thoughts are from licensees so they can take that information and address that to all licensees.	Clarity of Laws/Regs
Advancing pharmacy to provider status for state law, partnering with national organizations to do the same.	Collaboration
Change the culture of the BoP. Work with pharmacists rather than work against them.	Collaboration
Continue to work with stakeholders.	Collaboration
Expansion of collaborative practice to allow for population based agreements with non-APP	Collaboration

Responses	Categories
Greater focus on working with California legislative staff and legislators.	Collaboration
Have a pool of specialists they can go to with help in writing/reviewing regs, so that they can truly get specialized input on important regulations.	Collaboration
More information gathering and sharing. More timely legislation and especially Regulation adoption. Using data to support decisions. Prompting more studies under its authority to allow waivers of regulations to determine their subsequent impact after adoption/enactment.	Collaboration
Need to include variety of stakeholders including pharmacists working at other areas (e.g. ambulatory care clinics) Also, focus on getting the pharmacy services being reimbursed no matter where they provide service. Currently this is only available only if you are providing clinical services out of a retail pharmacy, not at the clinic.	Collaboration
Reach out to the pharmacy community and review non-traditional roles. Consider developing regulations that would allow our pharmacists to practice at the top of their license.	Collaboration
Stop creating an atmosphere of fear and intimidation- work to make licensees partners with the BOP	Collaboration
WORK WITH PROFESSIONAL ORGANIZATION TO UPDATE LEGISLATION AND REGULATIONS.	Collaboration
Work with the Medical Boards to elevate the important position pharmacists have in identifying poor (not just harmful) medication prescribing and management. Require that all NP's/PA's get education and training regarding the expertise pharmacist possess and how pharmacists are the only ones in a position to judge their prescribing in a practical manner.	Collaboration
Working with AMA and DOJ to reduce opioid abuse and diversion	Collaboration
Working with Medical Board to decrease diversion	Collaboration
Working with the Medical board to fix the problems where they begin	Collaboration
advocate for your professionals to get better reimbursement	Compensation/ Billing
Expand payment for pharmacist services	Compensation/ Billing
Expanding patient care legislation for reimbursement and ensuring pharmacist competencies in these areas	Compensation/ Billing
Have pharmacists role shift to more of a clinical role in the retail setting and make it a billable service	Compensation/ Billing
Help pharmacists get paid for services. Pharmacy practice will not advance without being able to directly bill for services.	Compensation/ Billing

Responses	Categories
I want U.S. Congress to pass legislation that allows pharmacists to bill Medicare Part B for services provided to its beneficiaries in underserved area.	Compensation/ Billing
Increase opportunities for pharmacists to bill for their services.	Compensation/ Billing
insurance fraud,	Compensation/ Billing
May we please request more transparency and reasonable reimbursement from PBMs? TY for considering.	Compensation/ Billing
Regulations establish standards that are difficult if not impossible to comply with given lack of pharmacist standing as an advocate for their own profession -- we cannot bill medical insurance for clinical services and PBM's steal patients and underpay us for the patient that we do keep. laws that are written to reign in PBM abuses are too often defeated by PBM work-around practices. also see previous comments.	Compensation/ Billing
Reimbursement for pharmacist clinical services.	Compensation/ Billing
Compounding (2)	Compounding
Eliminate CA specific parenteral compounding regulations and adopt USP 797 and USP 800 standards without additional requirements. Base CA law on practical science on oral compounding requirements and stability based on national references such as ASHP, USP, and NF.	Compounding
Improved feedback and review of sterile compounding regulations	Compounding
offer educational courses in the compounding arena so as to increase quality, get rid of eIVF,	Compounding
Place a compounding pharmacist on the board. There are always many vacancies on the board. do a better job replacing retiring members.	Compounding
Sterile compounding and specialty medications including nuclear and contrasts	Compounding
Sterile Compounding is a hot topic that could be refined. Perhaps different categories of compounders. Requirements could be different the shorter the BUD	Compounding
Consumer Affairs needs to look at Cannabis regulations. No consistency between pharmacy and cannabis, it is hard to believe the same agency is involved.	Consistency
Improve consistency in goals, desired actions, and planning between the various Pharmacy organizations. The Medical and Nursing Boards speak with a consistent message while the various pharmacy organizations often contradict each other on objectives and communication.	Consistency

Responses	Categories
Teaching inspectors the intention of the board's regulations so they are consistent	Consistency
Advocating for consumers by inserting the boards in the decision making system	Consumer Protection
do what's good for Californians not what's good for the Pharm. companies	Consumer Protection
How to make laws that promote pt safety over customer service	Consumer Protection
Keeping consumers safe from bad compounding practices, drug diversion, cleanliness issues, mandatory consultation.	Consumer Protection
Maintaining patient access to medicinal needs in light of conservative political push to regulate science instead of heeding sciences advice.	Consumer Protection
Protecting the Consumer, and making sure the consumer gets the best Pharmaceutical care.	Consumer Protection
Scam	Consumer Protection
Unscrupulous practitioners.	Consumer Protection
Better focus on the prescribing of psychotropic drugs Changing from perhaps just internal medicine physicians prescribing to specialists CB only prescribing with subsequent monitoring by pharmacists. Why? Because how do we hear, watch on TV or read about incidents (crime overdoses, even death) where not only were controlled substances involved but also some form of psychotropic med too	Controlled Substances
Controlled substance regulations	Controlled Substances
Diversion	Controlled Substances
Diversion enforcement	Controlled Substances
I think the current emphasis on opiates and controlled substances has to be the top priority, but pharmacy conditions and presenting a professional image, both physically and professional.	Controlled Substances
Keep the pressure on the opiod front	Controlled Substances
Making time sensitive drugs more readily available to physicians offices directly coming from a pharmacy.	Controlled Substances
monitor of controlled substances	Controlled Substances
narcotic opiod overuse, increase fines and punishments for pharmacist who fill these prescriptions month after month for not an appropriate clinical/medical justification	Controlled Substances

Responses	Categories
Opioid crisis.	Controlled Substances
Clean up and restore order after Covid without unreasonable demands on PIC and rx staff. The stress on pharmacy staff is unimaginable	COVID/Disaster Response
Covid related issues	COVID/Disaster Response
Covid-19 related matters.	COVID/Disaster Response
<p>HOW pharmacists use their licenses.</p> <p>Volume of dispensed medications and classes.</p> <p>Volume of vaccines dispensed. In the next 4 years I foresee potential insurance 'billing problems.' Such as, purchasing 1,000 vaccines but billing for 1,100 vaccines - just as an example. The 'ghost' overfill presented in the media by certain drug companies got me tinking...overfill is a known thing & handled differently by different health systems & pharmacists. This could equate to LOTS of 'change in the jar,' that insurance pays out for vaccines.</p> <p>Handling of vaccines by pharmacists for remote clinics.</p> <p>Proper PPE usage aside from pandemics.</p>	COVID/Disaster Response
Keeping some of the great changes made during the pandemic, i.e., technicians administering vaccinations.	COVID/Disaster Response
More regulation on operations during Covid. One tech can only do so much. I feel like there should be distinct roles for techs. Like "Covid testing tech" , "Immunizing tech" , "Register tech" , "Filling tech" , "inventory tech" and that, the pharmacy should have one of each on any shift so that we are not running like wildlings	COVID/Disaster Response
As previously stated, further regulations of unscrupulous drs	Create New Laws/Regs
Consider converting to a practice standards based to regulatory system, like medicine and nursing.	Create New Laws/Regs
Develop regulations allowing for a blended physician's assistant-pharmacist role to treat patients, as in WA.	Create New Laws/Regs
develop meaningful, evidence based regulations	Create/Promote New Laws/Regs
Mandatory protocols to reduce confusion of copies by untrained pharmacists and technicians endeavoring to help confused staff. Pictures Required on professional license.	Create/Promote New Laws/Regs
Promote new legislation, and overhaul regulations, in light of new trends in pharmacy practice. The NABP model rules should be a starting place for this overhaul.	Create/Promote New Laws/Regs

Responses	Categories
Protect the public by creating new regulation that prohibits companies from overworking pharmacists and technicians. It is an issue if a pharmacist cannot even go to the bathroom during his or her work shift!	Create/Promote New Laws/Regs
Regulations for marijuana usage/distribution as cities implement sales.	Create/Promote New Laws/Regs
Switch to mandatory ascribing like NY, increase inspections, I know budget constraints on the Script, but it is such a valuable tool, Publish more frequently?	Create/Promote New Laws/Regs
We learned how important the pharmacy Tech is during covid. The board needs to evaluate the current technician education and increase the minimum requirements to be a pharmacy tech, but also increase their role and numbers. For example, a BS in pharmacy to be an advanced pharmacy Tech, and pharmacists can have 3 advanced techs for every one Rph.	Create/Promote New Laws/Regs
regulate to outlaw discount cards as the issuers of those discount cards do NOT have any stake in pharmacy or are NOT regulated.	Discount Cards
Drug manufacture, drug price, how to control or regulate pharmacy law for drug abuse, drug manufacture (good or bad), consumer trust...	Drug Manufacture/Price
Be thorough and fair.	Fair
Focus on quality, equality not equity. Protect consumers.	Fair
Keeping track of ways to fairly oversee permittees and licensees and being fair in its task	Fair
Actually listen to pharmacist and techs on a state and national level. The new pandemic shouldn't be cutting corners and covering up potentially fatal mistakes with cvs Extra bucks. Can't have the corporate mongers that have never stepped foot in a pharmacy see this. MAKE PHARMACY AN HONEST PROFESSION AGAIN! NO MORE CORRUPTION FROM THE LITTLE MAN ALL THE WAY TO CAPITOL HILL. SET THE STANDARD FOR AMERICA CALIFORNIA!	Feedback
Create a forum for us to ask questions regarding law and collect practical operational issues and provide guidance so we can best follow the regulations.	Feedback
Encouraging more pharmacists in practice to weigh in and seeking out how this may impact different areas (i.e. hospital, retail, compounding etc) to make sure it is applicable and able to be attained (as we all do want to do the right thing).	Feedback
Focus on creating an robust infrastructure to document public comments with corresponding responses/answers.	Feedback
Focus on getting frequent feedbacks from actual practicing pharmacists and technicians.	Feedback
Get more practicing pharmacists involved in creation of these regulations so they are relevant to practice	Feedback

Responses	Categories
Increase involvement and feedback from practicing members before regulations are passed	Feedback
Increased input from practicing professionals on pending legislation and ideas for potentially useful regulations.	Feedback
Proper representation of all stakeholders when policy and regulations are considered and implemented	Feedback
Soliciting input from licensees.	Feedback
By Making sure that the tasks are taken care of so the decisions can be made in a timely manner .	General
Common sense	General
Common sense based on outcomes and results	General
Continue current practice as the profession of pharmacy evolves	General
Continue developing regulations to help the workers help the public	General
Do your best and stay safe during this trying time.	General
Doing anything useful.	General
Doing things for the greater good.	General
everthings seems good	General
Everything!	General
Focus well	General
Just keep improving as they have in past	General
Keep eyes open	General
Keep on going	General
Law. Focus on law.	General
Laws and regulations	General
not known. Pharmacies are too broke to pay anymore fee.	General
Ok	General
REENFORCEMENT	General
Should be more aware of their impact, instead of being anal if a quantity has been circled on an invoice for example.	General
Yes	General
Better communication with other state boards on new problem areas	Guidance/ Communication
Clarifying and delineating what applies to inpatient care outpatient.	Guidance/ Communication
Clearer communication about law changes and timely communication about law changes.	Guidance/ Communication
Communicate better the Legislation and Regulations, so that licensees can adhere to them effectively	Guidance/ Communication
communication	Guidance/ Communication
Communication of standards and upcoming changes needs improvement and guidance	Guidance/ Communication

Responses	Categories
communication with actual pharmacist that work everyday filling prescriptions or hospital approval of physician orders	Guidance/ Communication
Continuing to provide lengthy (1+ years) notice of future requirements to allow healthcare systems to effectively incorporate in their IT and training roadmaps.	Guidance/ Communication
Give practical tips on how to apply the legislation and regulation	Guidance/ Communication
Improve communication for legislation and regulation.	Guidance/ Communication
Increase communication with prescribing physicians to be sure they are on the same page.	Guidance/ Communication
Learning to better communicate with other professional boards, medical, nursing etc. to relay new regulations and legislative pieces and subsequently make sure they are being followed. Possibly audit physicians offices as well in the area of prescription processes.	Guidance/ Communication
Make language more specific. The fact that you have to have an Ask An Inspector dedicated email means the laws & regulations are difficult to interpret	Guidance/ Communication
More interpretive guidance to help implement new legislation/regulation	Guidance/ Communication
More succinct communications regarding new/changed laws. Maybe create email headers that would help the reader know if applicable to their practice (e.g., Community vs institutional vs general/all)	Guidance/ Communication
Provide examples and better interpretations of the regulations. Provide a contact or a better method for having questions actually answered.	Guidance/ Communication
Recommend hiring a communications person to condense or summarize the important legislation. The language is complex and confusing.	Guidance/ Communication
Satisfied with the increase in electronic communications and building greater awareness of California State Board of Pharmacy Goals.	Guidance/ Communication
Updating all "Draft" versions of forms in use for years	Guidance/ Communication
Use more common language to communicate new laws (less legalese)	Guidance/ Communication
User friendly ability for distributing Legislation and Regulation.	Guidance/ Communication
USP help on guidance 797 and 800 and how to meet expectations and what those expectations are. Like % allowable error what is ok, what isn't	Guidance/ Communication
Come work in a high census hospital and try to do what you are asking us to do. While always keeping cost down. It seems like the people making the rules have no idea how almost impossible you make it for the people following the rules.	Interpretation/ Implementation
Continue to regulate	Interpretation/

Responses	Categories
	Implementation
Don't just audit pharmacists but their superiors, such as the District Managers and Regional Managers.	Interpretation/Implementation
Enforcement (2)	Interpretation/Implementation
Ensure the rules are applicable to various practice sights. Construct in such a way that actions can be implemented without decreasing patient care/customer service by inhibiting workflow.	Interpretation/Implementation
Interprate towards community, for the rule of practice not the fringe exception.	Interpretation/Implementation
Making sure enough time is allowed for laws to be implemented after foundation is laid.	Interpretation/Implementation
Obra compliance	Interpretation/Implementation
Regulate illegal Internet pharmacies,	Interpretation/Implementation
state inspections	Interpretation/Implementation
Understanding the impact of USP regulations on hospitals, and expanding regulatory power to include physician owned and stand alone infusion centers in order to enforce USP standards.	Interpretation/Implementation
Any loss, inventory reconciliation board discussed several years ago and didn't finalized	Inventory Reconciliation
Minimize the inventory reconciliation burdens on pharmacies for items of significant concern for CIII-V	Inventory Reconciliation
Expand renewal time	Licensing
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Limiting Schools
better qualifications for schools	Limiting Schools
Decrease the number of accredited schools of pharmacy with within the state.	Limiting Schools
limiting opening of new pharmacy schools	Limiting Schools
Update CS loss notification to significant loss as discussed in prior meetings	Loss Notification
Control prescriptions	Maintaining Standards
Focusing on setting regulations so whoever has had drug charges is not able to obtain a license or gets their license revoked	Maintaining Standards
Just making sure that all pharmacist and Technicians are following and double checking their work.	Maintaining Standards

Responses	Categories
Maintaining its effort with consistent enforcement	Maintaining Standards
Must have enough qualify help for pharmacist to do the job.	Maintaining Standards
National certification requirement and increased education requirement.	Maintaining Standards
Reconciling regulations to evidence based practices setting a minimum regulatory benchmarks	Maintaining Standards
Remain focused on compliance and high standards	Maintaining Standards
Requirements for licensure to insure the highest level of licensees.	Maintaining Standards
Being contemptuous	Miscellaneous
Breaking up Express Scripts and CVS/Caremark	Miscellaneous
Compromised doctors.	Miscellaneous
Inoculations	Miscellaneous
Just finalize the prescription paper requirements so MDs don't waste time changing their paper blanks every day and ordering and not getting it right	Miscellaneous
Medication regimen review	Miscellaneous
Not sure it is possible. Would require something radical such as patents being no longer enforceable for drugs or something.	Miscellaneous
not sure; possibly specialty titles and requirements	Miscellaneous
overseas candidates	Miscellaneous
Raw ingredients. Insuring supplies of raw ingredients are available, and that they are manufactured and tested according to specifications.	Miscellaneous
Retail marijuana	Miscellaneous
Training for inspectors for constant improvement	Miscellaneous
Universal Healthcare	Miscellaneous
No answer.	No Comment/ Opinion
no opinion (4)	No Comment/ Opinion
No preference.	No Comment/ Opinion
N/A (21)	Not Applicable
It would be great for the board to allow more flexibility with licensed tech and or pharmacists working in different states without having to start all over with education or license process	Out-of-State
The increased outpatient pharmacy services	Outpatient Services

Responses	Categories
continue with online meeting format, meet more frequently to address issues	Outreach & Education
Creating a way to provide more education to licensees ahead, instead of at the time of inspection.	Outreach & Education
educate major retailers to apply the law consistently in practice.	Outreach & Education
Educating stakeholders and public on existing law and regulation	Outreach & Education
Educating us	Outreach & Education
Education (3)	Outreach & Education
Education and communication of the Board's activities in this area.	Outreach & Education
education of new laws	Outreach & Education
Education of the legislature	Outreach & Education
Help licensees understand the new laws and regulations. Zoom meetings, CE hours, etc...	Outreach & Education
I think the Board should spend more time educating pharmacists and communicating with pharmacists. I think having Zoom reports on issues they are seeing quarterly would be great! I also think that Board Members should be encouraged to visit pharmacies on unofficial business to see what is going on in pharmacies. I just feel like they rely too much on what inspectors tell them. I think they should spend time during Covid training inspectors to be consistent.	Outreach & Education
Improve staff's knowledge and needs of its stakeholders	Outreach & Education
more CE in Legal Affairs for pharmacists	Outreach & Education
More free law CEs	Outreach & Education
More information to public	Outreach & Education
Most pharmacies want to be in good standing with the Board and take good care of their patients. Education and transparency have not been present with the current Board's communications.	Outreach & Education
Offer pharmacists education in specialized areas, not third parties, then offer a certification process	Outreach & Education
Outreach and engagement with practicing pharmacists that will be effected by major changes in legislation.	Outreach & Education

Responses	Categories
Provide free continuous education	Outreach & Education
PROVIDE MORE WEBINARS ON PHARMACY LAW AND ETHICS FOR PHARMACISTS	Outreach & Education
To add requirements and learning materials for tec and intern pharmacist so they can be more helpful to the pharmacist	Outreach & Education
Training	Outreach & Education
Visibility and communication with the public and licensees	Outreach & Education
Controlling excessive regulations.	Overregulation
DECREASING THE AMOUNT OF LAWS THAT PHARMACISTS HAVE TO FOLLOW. THEY ARE TOO MANY	Overregulation
Deregulation. California has more regulations than any other state and the outcomes are not improved as a result of this over regulation. The Board should focus on removing regulation and improving the ability of companies to innovate to allow for better patient care and greater patient access to that care. Additionally the Board should remove the antiquated pharmacist to technician ratio and look for ways to allow the technician to support the pharmacist such as making permanent administering immunizations, taking new prescriptions verbally, performing transfers between pharmacies, and seeking clarification on prescriptions that does not require professional judgement.	Overregulation
Excessive regulation is causing honest pharmacists ,not being able to compete with the prices of the pharmacies who do not follow the regulations and get away with it because of lack of enough inspectors	Overregulation
GETTING RID OF SOME STUFF	Overregulation
Gut them.	Overregulation
Less is more---would be nice.	Overregulation
Less of it. The profession is the most regulated already.	Overregulation
Less overall regulation, but more concern for patients access to required drugs, with enforcement geared toward obvious drug diversion	Overregulation
Less regulation - need more autonomy	Overregulation
Less regulations	Overregulation
More and more laws make it more and more difficult to practice.	Overregulation
More legislation makes it more difficult to provide quality patient care.	Overregulation
Needs to get lienancy. Too much control by board	Overregulation
reducing regulations and ensuring lower cost and lower time commitment for licensed professionals	Overregulation
reducing regulations on the practice of pharmacy.	Overregulation
Relaxing regulations	Overregulation

Responses	Categories
The board seems to be trying to regulate the role of a pharmacist to a point where their function can be replaced by a robot. Professional judgement has been largely set aside as important role of the pharmacist.	Overregulation
The rules are over killed for pharmacies compound per prescription, per patient with short dating.	Overregulation
To back off	Overregulation
Better control pharmacist consultation especially by mail order & chains. Control of vaccine administration by pharmacists & technicians. Better oversight of understaffing that can harm patients	Oversight
Better regulation of non-resident pharmacies and clarifying what the board means when using the term Pharmacist (....Only a Pharmacist.....).	Oversight
fax prescriptions received and if verifications were done	Oversight
Finding better ways to keep pharmacies in check and staffed better	Oversight
Finding more law breakers	Oversight
Get total standardization of paper prescriptions so the exceptions are few and far between (help move the non- medicare, non-medicare providers into the digital age. Is it really legal for a handful of providers to form out erectile dysfunction drugs to numerous young people with no co-morbidities. Legislation to provide Rphs to be the best at communicating adherence, addressing vaccine hesitancy, opioid crisis with their community, the patient and doctor.keep making corporate heads responsible .	Oversight
In prevention	Oversight
legal loop holes are being abused with blatant impunity; huge gray area but with background checks of applicants and their partners/accomplices/employees/investors/real estate rental or lease agreements and via connecting the dots; future fraudsters can be prevented from obtaining a professional license and hence cause irreparable damages; when red flags are raised or observed board inspectors must take cognizance even in the absence of a formal complaint and encourage anonymous reports; narcotics prescribing mess by a father and son owned MD clinic affiliated [not directly attached or owned or operated] to castle health care centers in merced county reported to medical board of california in October 2019 was never investigated as it was an anonymous report submitted on their website	Oversight
strong representatives from BOP	Oversight
Begin to regulate pharmacy benefit managers (PBMs) and other harmful health plan practices such as restricting patient choice	PBMs
Regulating PBMs, legislate minimum dispensing fees as many PBMs don't pay an adequate dispensing fee or in some cases pay the pharmacy LESS than what the medication costs the Pharmacy.	PBMs

Responses	Categories
Combating abusive big business trying to cut pharmacist and tech hours to nothing. There needs to be standards in place to limit the reduction of hours just because a company as one new feature to their system to give us a little more time. We need laws protecting us so we can protect the public. Working us to death because there are no laws guiding staffing ratios or the amount of work one person should be required to do in a shift is not helping our customers. It is hurting them.	PBMs/Big Corporations
Examining large corporations workload and demands on pharmacists that inhibit pharmacists to critically practice safe dispensing	PBMs/Big Corporations
Help retail pharmacy employees fight back against corporations taking every shortcut they can to save money	PBMs/Big Corporations
Join with public interest against self interest of corporations	PBMs/Big Corporations
Keep PBM in mind when creating rules.	PBMs/Big Corporations
Keeping on eye on the big companies	PBMs/Big Corporations
license PBM's.	PBMs/Big Corporations
PBM abusive practices	PBMs/Big Corporations
Prohibit big pharmacy chains from influencing legislation and regulations in regards to pharmacy law. The Board must create and develop a law that prevents chains from purposefully, knowingly, and willingly understaffing their pharmacies.	PBMs/Big Corporations
Regulation of pharmacy benefit managers should be an area of focus for the Department of Consumer Affairs. Whether regulated by the board of pharmacy or another entity is not my area of expertise. DIR fees are essentially a penalty on pharmacies because patients are allowed independence. I can think of no other industry where consumer non-compliance results in fees assessed on the business from which they purchase goods and/or services. While pharmacists and pharmacies can and should encourage compliance and perform their duty to consult, it should not be laid at the pharmacy's feet if patients, through their own actions and decision making process, are non-compliant. These fees to pharmacies serve no purpose other than to line the pockets of corporate middlemen while drowning pharmacy in unnecessary costs both in their prevention and/or reduction. It encourages waste as pharmacies are forced to enroll patients in autofill programs to noncompliant patients who then load landfills and drug destruction bins with unused pharmaceuticals pushed on them at the behest of insurance companies more for the purpose of prescription volume than for patient care or	PBMs/Big Corporations

Responses	Categories
compliance. Many states have already started this pushback. California should follow suit.	
should be fair to independent pharmacies to avoid monopoly by big chain and insurance companies	PBMs/Big Corporations
Though the Board is consumer driven, they are missing that overall protection of the Pharmacies from a multitude of predatory business practices are hurting consumers. These should be addressed to strengthen Pharmacy as a whole in the state. For instances, PBM practices and large Pharmacies that own PBMs are pushing out critical access points for patients. Cryptic reimbursement or under reimbursement practices are harming Pharmacies in providing care the Board would want Pharmacies to provide. Prescription mill practices by large chain Pharmacies have turned Pharmacists into a machine and not able to provide proper pharmaceutical care and patient safety. The Board should address these areas in a more concerted effort.	PBMs/Big Corporations
Get rid of ratio.	Pharmacist/ Technician Ratios
increase the tech:pharmacist ratio to allow number one to happen	Pharmacist/ Technician Ratios
Make Mandatory a pharmacist to always be working with a pharmacy technician	Pharmacist/ Technician Ratios
Mandate a higher tech to pharmacist ratio.	Pharmacist/ Technician Ratios
Pharmacist technician duties & ratio	Pharmacist/ Technician Ratios
Retail technician ratio	Pharmacist/ Technician Ratios
Technician duties and ratio (2)	Pharmacist/ Technician Ratios
Avoid union lobby groups	Politics/Outside Influence
CONTINUE TO LET CORPORATE PHARMACY INFLUENCE CA BOP LEGISLATION	Politics/Outside Influence
Polar politics.	Politics/Outside Influence
Protect Board members who are being harassed by non pharmacist Unions and Human Resource Directors.....Some HR directors want to keep the Unions content, so they may step over their boundaries to terminate an employee to appease the union.....	Politics/Outside Influence
Safeguarding this area of the board from any malicious activity from either internally or external problems.	Politics/Outside Influence

Responses	Categories
What the board decides affect the whole state. Please look inside the legislature body if it's intention is clear from any related monetary gain.	Politics/Outside Influence
Anything progressive, instead of always adding restrictions, such as CLIA-Waived testing, technician duties, collaborative practice that is not limited to APP, ratio...but ask the unions first.	Proactive
As stated above, taking care of other areas that are lacking should be addressed first.	Proactive
Enhanced forward thinking legislation and regulations.	Proactive
I don't know if the board of pharmacy is proactive towards legislation or is in a responsive mode to new legislation.	Proactive
Innovating all areas of pharmacy to include all pharmacists. Create pathways to allow all pharmacists to become board certified.	Proactive
It should really focus on patient care and regulations that enhance patient care and safety. I feel many of the regulations are just something the BOP wants to enforce and it does nothing to improve patient care or the working environment for pharmacist and techs.	Quality Laws/Regs
Make sure regs are useful and fairly enforced.	Quality Laws/Regs
Promulgating the right regulations; not regulations that add unnecessary work for the pharmacist	Quality Laws/Regs
Pharmacy practice and the pharmacy industry has been rapidly evolving for years. The Board has not kept up to adapt, ultimately resulting in fewer safeguards and options for consumers.	Relevancy/Modernization
pharmacy practice modernization	Relevancy/Modernization
Pharmacy practice modernization	Relevancy/Modernization
Regulations and legislation needs to be aimed at the root cause of problems. The opioid crisis needs to be addressed at the source; unscrupulous prescribers, not expecting pharmacists to play narcotic detectives with prescriptions. Pharmacy understaffing is a serious problem, but there's absolutely no legislation being done to address that issue. The board needs to evaluate what legislation would foster a positive atmosphere in pharmacy, not one that increasingly penalizes licensees for events beyond their control.	Relevancy/Modernization
Revamping laws to reflect today medical care environment, do away with law that create waste and unnecessary burden for prescribers and pharmacists.	Relevancy/Modernization
Rewriting rules/regulations to reflect changing practice opportunities, etc.	Relevancy/Modernization
Staying current amid the changing times of our current situation.	Relevancy/Modernization

Responses	Categories
A through review of current rules, regulations, laws to look at was is really effective and what is at best minimally effective at best but adds substantially to the complexity and cost of healthcare	Review/Update Laws/Regs
Clean room rules. Anything goes in the pandemic but other times it's an unobtainable standard.	Review/Update Laws/Regs
cleaning up existing regulations and laws. being more proactive and quicker	Review/Update Laws/Regs
Comprehensive overhaul and review of regulations	Review/Update Laws/Regs
Conduct a sunset review of existing regulations	Review/Update Laws/Regs
Eliminate laws that truly don't help patients. Legislate laws that create time for pharmacist to spend reviewing drug therapies. Remove barriers to pharmacist - patient interactions. Work on laws to increase collaborative practice agreements.	Review/Update Laws/Regs
Establish a committee dedicated to review laws at least once yearly	Review/Update Laws/Regs
Evaluate, document and publish the estimate financial impact of regulations.	Review/Update Laws/Regs
Examination of many laws that restrain, encumber or otherwise impede the practices of licensed professionals	Review/Update Laws/Regs
Fine tuning the USP797 and USP 800 content that allows compliance with the leg/reg.	Review/Update Laws/Regs
More regulation/leg to allow technicians to vaccinate in the event of a mass vaccination event.	
Make changes in pharmacy law and regulations to reflect advances in pharmaceutical health care delivery	Review/Update Laws/Regs
Please update legislation to match our current practice time for example allowing work from home/remote verification.	Review/Update Laws/Regs
Stand up for pharmacy and lobby in Washington.	
Protect RPH profession	
Re-evaluate laws and expunge old and moribund laws	Review/Update Laws/Regs
Review your laws, why should the California laws and regulations be so complicated and full of traps to punish pharmacists? Do better	Review/Update Laws/Regs
Revisit cost/needs of meds for critically ill patients. (i.e. treatment center that offers meds for long term care, under strong guidelines to monitor needs of patient).	Review/Update Laws/Regs

Responses	Categories
Spend time on removing the redundant legislation that is addressed in the Law and not work for Special Interests that influence poor legislation and regulation production.	Review/Update Laws/Regs
The Board should have pharmacy laws and regulations reviewed by a panel of current practicing pharmacists in the field to ensure fairness in the law.	Review/Update Laws/Regs
The board should look at cleaning up and updating its laws and regulations, particularly in the areas of technology, shared services, and central fill. The board also needs to review the regulations concerning "delays" in filling prescriptions. There have been citations issued when delays were associated with legitimate efforts by the pharmacist and pharmacy to verify prescriptions. There have also been citations issued in situations where delays were caused by forces outside the control of the pharmacist or pharmacy, including complying with health plan prior authorization requirements and mail service delays, as two examples.	Review/Update Laws/Regs
To follow it and see any amendments needed	Review/Update Laws/Regs
Try to reduce the archaic regulations and use today's technology and let's try to reduce paper waste	Review/Update Laws/Regs
Update current laws and regulation on an annual basis.	Review/Update Laws/Regs
Updated some old laws to become make sense in 2020s	Review/Update Laws/Regs
Updating and reviewing all current regulations to ensure relevance	Review/Update Laws/Regs
We have the mandatory CE in law ... have it more inclusive ... old and new laws	Review/Update Laws/Regs
Willingness to correct poor legislation and develop legislation to promote Pharmacy	Review/Update Laws/Regs
allow the professional to use his knowledge and not be burden with extra work that does nothing but raises the expense to dispense and run a business	Scope of Practice
Allowing pharmacists to practice pharmacy to the fullest degree	Scope of Practice
broaden pharmacist's role in healthcare - build on the COVID expansion and visibility of Pharmacists.	Scope of Practice
Clarifying/expansion of technician scope of practice to support non-traditional clinic support roles	Scope of Practice
CMS considers us clinical staff and not qualified healthcare providers. Other disciplines are growing in scope and new disciplines are created every year. Seems like pharmacists are stagnant.	Scope of Practice
Continue to expand pharmacist and technician practice laws as baby boomers continue to age.	Scope of Practice

Responses	Categories
Continue to open up new venues for Pharmacists and Techs to be able to work at the top of their licenses.	Scope of Practice
continued expansion of the role of the pharmacist in primary care	Scope of Practice
Continuing the efforts to increase responsibilities of pharmacy techs	Scope of Practice
Creating a role of RPH (with training) equivalent to PA for medication management	Scope of Practice
Elevation of pharmacist provided services	Scope of Practice
Empower licensees to make decisions based on their individual professional judgement. Utilize more practicing pharmacists to relay their experience to the board.	Scope of Practice
encouraging pharmacists to practice at the top of their license	Scope of Practice
Enhancing the practice of pharmacy technicians especially those that are certified pharmacy technicians.	Scope of Practice
Expand pharmacists role so that pharmacists can practice what they were trained for.	Scope of Practice
expanded pharmacist role	Scope of Practice
Expanding advance practice pharmacist scope of practice while maintaining high, strict standards for licensing.	Scope of Practice
Expanding scope of practice for pharmacy technicians	Scope of Practice
Expanding the Technician license to have technicians do more.	Scope of Practice
Expansion for provider services by pharmacists	Scope of Practice
expedite the establishment of ambulatory care services in the community (authorized under B&P 4052.6). It should not take another pandemic to realize what community pharmacists can offer.	Scope of Practice
exploring newer areas of pharmacy that have been proven safe but can further expand access to care	Scope of Practice
Extension of pharmacist role.	Scope of Practice
Focus on expanding the role of pharmacists and securing reimbursement for services	Scope of Practice
give pharmacies with compounding more leverage in helping the board regulate and help increase the need for this type of practice	Scope of Practice
Giving pharmacist more freedom	Scope of Practice
Giving pharmacists greater power to do the right thing- or being able to report non-compliant doctors to the board	Scope of Practice
I think continuing to support pharmacists' expansion of practice benefits society. Having worked personally with many physicians within ICUs, EDs, and many other settings, I know that sometimes they can be overwhelmed and may also have blindspots, that pharmacists can help fill. Expanding our practice benefits our patients and leads to better health outcomes	Scope of Practice
increase/broaden the scope of pharmacists (similar to NP and PA)	Scope of Practice
Increasing legislature to develop pharmacists roll in healthcare	Scope of Practice

Responses	Categories
Increasing roles for pharmacists by obtaining CMS provider status	Scope of Practice
Keeping professional strengths and abilities being utilized for better patient care.	Scope of Practice
Let techs vaccinate	Scope of Practice
More pharmacist prescribing and taking on am care roles	Scope of Practice
More pharmacist protocols to be more independent and increase provider status.	Scope of Practice
Passing legislation the expands CLINIC roles in the community...as we have done during Covid	Scope of Practice
Pharmacist prescribing	Scope of Practice
Pharmacist test and treat, expansion of CLIA testing Expansion of collaborative practice to allow for population-based agreements with non-APP Allowance of pharmacists to make minor adaptations to prescriptions Allow 90-day conversion for maintenance medications without call to prescriber	Scope of Practice
Pharmacist test and treat, expansion of CLIA testing; Allowance of pharmacists to make minor adaptations to prescriptions; Allow 90-day conversion for maintenance medications without MD call;	Scope of Practice
pharmacists test & treat; expansion of collaborative practice to allow for population-based agreements w/ non-APP; allow pharmacists to make minor adaptations to prescriptions; allow a 90-day conversion for maintenance medications without MD call; allow consultations to happen virtually; codify remote processing flexibilities; therapeutic interchange;	Scope of Practice
promoting pharmacists as care providers	Scope of Practice
Pushing legislation allowing pharmacists expanded scope of care in the medical arena.	Scope of Practice
put forth regulations that allow the pharmacist to practice and be reimbursed for care	Scope of Practice
Regulations that would allow technicians to do more.	Scope of Practice
Request legislation that allows more flexibility in Advance practice license.	Scope of Practice
request legislation that allows the profession to maintain and expand the role of the certified pharmacist to treat the public	Scope of Practice
Scope of practice expansion is important to better meet patient needs.	Scope of Practice
Stop expanding "provider status" and start focusing on improving working conditions IN the pharmacy. More working opportunities = more METRICS and a worsening mental health for everyone working in the pharmacy.	Scope of Practice
Supporting continued non-traditional roles for pharmacists, with an emphasis on direct patient care in interprofessional practice settings.	Scope of Practice

Responses	Categories
The community pharmacist needs more access to patient information. How can you fill a prescription for potassium, thyroid, warfarin, etc. without access to clinical lab results?	Scope of Practice
The expectations of what a pharmacist can actually do and correctly interpret laws	Scope of Practice
The focus is the board should be to help grow and protect the profession of pharmacy and the professionals it provides licenses to.	Scope of Practice
Transition toward a standard of care model for pharmacy practice. Legislation and regulations should promote access to pharmacist provided health care services for the citizens of California.	Scope of Practice
work to extend the pharmacist ability to practice	Scope of Practice
Would love to see pharmacists have more rights to practice in the future without so many blockades. It's basically impossible without residency yet functional medicine pharmacists exist now on other states with way more rights than Cali. We are behind the times!	Scope of Practice
again staffing	Staffing/Resources
Budget for staffing.	Staffing/Resources
enforcement - staffing is often so inadequate to risk patient safety as chains only care about profit not patient care	Staffing/Resources
Hire board officers with actual retail experience, vs newly grads with a god complex.	Staffing/Resources
hiring more staff	Staffing/Resources
increasing number of inspectors	Staffing/Resources
Minimum staffing levels in pharmacies to guarantee safety for staff and patients.	Staffing/Resources
Minimum staffing requirements beyond ratios. Consider ratios related to productivity metrics. # pharmacist hours per prescription volume, vaccination, etc. in order to enhance patient safety.	Staffing/Resources
Pharmacy staffing levels especially in retail chains (pharmacists work alone? Break coverage for staff? Adequate floats in case of illness/vacations?)	Staffing/Resources
Safe staffing levels in pharmacy. You know CVS, Walgreens and Rite aid run sweat shops which endanger the consumers and Rph health.	Staffing/Resources
staff	Staffing/Resources
Staff up and get the inspectors out in the field	Staffing/Resources
Staffing safety regulations	Staffing/Resources
Better processes	Streamline
Ensuring refs are easy to follow	Streamline
Focus on streamlining regulations to make things easier and cheaper for customers while strengthening efforts and communication around meaningful, practical initiatives to protect the public health and profession.	Streamline

Responses	Categories
Internal efficiency for updates as regulations change.	Streamline
Look at the Big Picture and growth, not the small stuff	Streamline
Making more uniform regulations with other states.	Streamline
no issues here. less paper were appropriate.	Streamline
Optimize and simplify. Work to create legislation that not only helps keep the public safe, but provides benefits to the profession while keeping a "common sense" approach to problems.	Streamline
Rectifying g the obsolete PIC system where one unlucky individual is responsible for the entire medications process and all medications in very complex systems.	Streamline
Simplification if possible.	Streamline
Simplify	Streamline
Simplify laws and regulations.	Streamline
Simplify the legislative and regulatory process and remove the many many regs. If you call the inspectors line they can't even give you answers. We have too many details within our lawbook, and all we are trying to do is care for patients. Notice how the ending of this statement is Legislation, Regulation and Enforcement, the board needs to make those the least important unless the legislation is pushing our profession forward "The Board of Pharmacy protects and promotes the health and safety of Californians by pursuing the highest quality of pharmacist's care and the appropriate use of pharmaceuticals through education, communication, licensing, legislation, regulation, and enforcement."	Streamline
simplify, and arrange law book by topics	Streamline
Simplifying requirements whenever possible and giving plenty of time for changes to be implemented.	Streamline
streaminling existing regulations to make it easier to understand processes and compliance	Streamline
Streamlining	Streamline
streamlining	Streamline
streamlining practice acts. Reducing the number of regulations that do not contribute to public health and wellbeing.	Streamline
Streamlining the regualtory mandates placed on the individuals	Streamline
Whenever possible, streamline and simplify existing laws.	Streamline
Drug diversion	Substance Abuse
Monitoring substance abuse among professionals.	Substance Abuse

Responses	Categories
Advance our profession to keep us at the table	Support/Protect Licensees
advocacy for pharmacy	Support/Protect Licensees
Advocating for pharmacists to receive payment for spending time with patients	Support/Protect Licensees
An understanding what a pharmacist can ask another Pharmacy to avoid call a doctor. Limit what you are doing or asking during a pandemic? The Board needed to assert more competency with vaccine and virus information rather than a 6PM tv reporter or a mega media mouth piece	Support/Protect Licensees
-CHANGE EVERYTHING TO SUPPORT PHARMACISTS TO ENHANCE PHARMACY PRACTICE FOR THE WELL BEING OF THE CONSUMER. QUIT ATTACKING PHARMACY SO THE PROFESSION CAN GROW POSITIVELY FOR ONCE.	Support/Protect Licensees
Continue to move pharmacy practice forward. Work on getting rid of archaic regulations that relate to prescription handling - C3-C5 Rxs in hard copy with back tags and Rph signatures; reducing transfer prescriptions to writing leading to chance of transcription error, etc.	Support/Protect Licensees
Corporate greed has taken over the pharmacy profession. It would be great if you can help restore that. We are not robots. Add more laws to protect us.	Support/Protect Licensees
Easing up on some of the regulations that overwhelmed the profession.	Support/Protect Licensees
Find away to protect the license holders.	Support/Protect Licensees
flexibility with respect to the amount of stress endured by licensees at workspace	Support/Protect Licensees
Getting in touch with what would really support the profession of pharmacy.	Support/Protect Licensees
Giving help when the inspections are done in order to help people be in compliance	Support/Protect Licensees
Helping out independent pharmacies by making DIR & PBM practices illegal and get retroactive \$ for independents that you can tax a part of. Pretty soon their won't be an independent pharmacy in business. Shame	Support/Protect Licensees
How about trying to work on curtailing the burn-out and repetitive motion job injuries, mental and physical stress that pharmacists endure.	Support/Protect Licensees
In protecting the consumers and pharmacists by investing resources in this area and not listening to much to the lobbyists from big corporations.	Support/Protect Licensees
Increase the presence of Pharmacists at the state legislation level.	Support/Protect Licensees

Responses	Categories
Legally allows pharmacists to refuse services to unethical doctors, nurse practitioners, physician assistants, and racial slurs consumers.	Support/Protect Licensees
Legislation that advances the pharmacy professions	Support/Protect Licensees
Look at ways to protect values of pharmacists in their ethics related to dispensing items such as morning after pills and birth control.	Support/Protect Licensees
Looking after your licensees	Support/Protect Licensees
More lobbyists	Support/Protect Licensees
Not create regulations that are too burdensome on Pharmacy businesses.	Support/Protect Licensees
Over the last 10years we've seen out of state pharmacies come into california and steal our patients and frankly our money. Their states have much more logically and licensee friendly laws and lower fees to operate their pharmacies and therefor have a competitive edge against pharmacies in california. For example every single other state other than california has a pharmacist to tech ratio that is more than california and a half dozen or so dont even specify a ratio, therefor out of state pharmacies can hire a dozen techs to process prescriptions and offer them to california residents at a fraction of the cost. The california pharmacist would have to hire 4 pharmacists to compete with that work force increasing our overheads by at least 10 times. There is no way california pharmacies can compete and the board has done nothing to either help its own caifornia pharmacies nor regulate or hold accountable to the same standards out of state pharmacies. That shows me the california state board of pharmacy does not care about its licensees or pharmacies	Support/Protect Licensees
Promote value of Pharmacy professionals as providers of healthcare services.	Support/Protect Licensees
Promoting and recognizing proper pharmacy practice rather than be on a mission to find a deficiency by all means necessary.	Support/Protect Licensees
Promoting pharmacy as health care providers	Support/Protect Licensees
Proposing and passing legislation that benefits both the pharmacy staff and the consumers. Should not be a win for 1 or the other.	Support/Protect Licensees
Protect pharmacists so that they do not harm the general public Example computer based training shall not be conducted at the same time as work production Pharmacist and staff should have solitary time to focus on learning without interruptions. We are expected to perform 40 vaccinations in addition to our regular	Support/Protect Licensees

Responses	Categories
<p>work load It is unrealistic to have 4 hours of additional vaccine work added on top of regular workload without additional help or hours. The pharmacy staff is not protected because the role of the board of pharmacy is to protect the public. Protect good work conditions so that the public is safe.</p>	
<p>protecting the profession of pharmacy</p>	<p>Support/Protect Licensees</p>
<p>Protections for pharmacist whistleblowers</p>	<p>Support/Protect Licensees</p>
<p>Provide Professional conscience protection</p>	<p>Support/Protect Licensees</p>
<p>Regulations over insurance involvement in health care Why are pharmacists responsible for making patients compliant with their medications? TIME for regulations against insurance companies TIME to stop insurance STAR RATINGS STAR RATINGS ARE UNCONSTITUTIONAL TIME to stop insurance companies from CLAW BACKS TIME to stop insurance companies dictating which drugs a doctore can prescribe for his patient</p>	<p>Support/Protect Licensees</p>
<p>Review their purpose and mission and begin to protect the pharmacist as well as the public from the illegal and and unprofessional actions of the third party payors.</p>	<p>Support/Protect Licensees</p>
<p>Stop mistreatment</p>	<p>Support/Protect Licensees</p>
<p>supporting pharmacist provider status and staff working conditions especilly for outpatient staff</p>	<p>Support/Protect Licensees</p>
<p>The Board to provide equal playing field for independents and chains. May be considering limiting the size of the chain. And limiting the size of a pharmacy, especially in the LTC space. It is not an equal opportunity. Certain ethic and religious group is controlling the practice, especially in the LTC,</p>	<p>Support/Protect Licensees</p>
<p>to protect the pharmacy profession. we are losing this battle to big chain mentality of running pharmacy business</p>	<p>Support/Protect Licensees</p>

Responses	Categories
To protect the public by promulgating regulations that improve and promote the profession rather than stifle and suppress it.	Support/Protect Licensees
Allowance for W@H for technicians within state permanently	Technicians
AI to monitor the daily operation	Technology
Automation	Technology
Complete online registration	Technology
Governing the new technology	Technology
I'm not really sure other than I like that the Board has utilized digital platforms where it can.	Technology
keep up with technology changes	Technology
Making an electronic chat available for increase accessibility	Technology
Making drug product track and trace as close to the standard set by the federal government using technology available to most.	Technology
Making sure that the current laws and regulations are keeping up with technology.	Technology
new technology	Technology
Regulations should take into account the numerous ways pharmacies are able to include technology to enhance efficiency and record keeping	Technology
Sorry to be redundant, and go digital whenever possible. US mail is not reliable enough and other carriers are expensive. Paper gets lost.	Technology
technology.	Technology
allow consultations to happen virtually; codify remote processing flexibilities; removal of telepharmacy mileage restrictions	Telepharmacy
Allowance for counseling to be performed virtually, in lieu of face to face counseling for required prescriptions; Removal of telepharmacy mileage restrictions	Telepharmacy
I think they have to allow technicians work remotely if they are working for specialty pharmacies solely since their work doesn't require to be face to face with patients. There is really no need for technicians to work at the pharmacy under pharmacist supervision physically when working for specialty pharmacy. If they have questions this is why we have tools like telephone and via chat to ensure everything is been done safely	Telepharmacy
Removal of telepharmacy mileage restrictions; Allowance for counseling to be performed virtually, in lieu of face to face counseling for required prescriptions	Telepharmacy
Codify remote processing flexibilities- Allowance for working-at-home for technicians within state permanently	Telework
Therapeutic interchange (2)	Therapeutic Interchange
Flagrant violations must be dealt with immediately.	Timeliness
More productive meetings to speed things along	Timeliness
speed	Timeliness

Responses	Categories
Timeliness	Timeliness
Timely addressing hospital issues so they (hospitals) can better handle pandemics.	Timeliness
Truncate the time to develop and implement regulations.	Timeliness
Try to implement changes in a more timely manner	Timeliness
25%	Unknown/None
-	Unknown/None
. (4)	Unknown/None
? (2)	Unknown/None
as answered in previos question	Unknown/None
Can't say?	Unknown/None
Choose to move onto next topic.	Unknown/None
Don't know (3)	Unknown/None
I don't know (4)	Unknown/None
I lack the necessary knowledge base to respond	Unknown/None
I'm not really sure what the board actually does.	Unknown/None
It beats me on what they should do!	Unknown/None
No comment (7)	Unknown/None
No experience with legislation or regulation.	Unknown/None
No idea	Unknown/None
No suggestions.	Unknown/None
None (6)	Unknown/None
Not sure (7)	Unknown/None
Nothing	Unknown/None
same	Unknown/None
See #11	Unknown/None
see above	Unknown/None
See above/ previous comment	Unknown/None
see answer above	Unknown/None
See comments	Unknown/None
See my comments on enforcement.	Unknown/None
See previous	Unknown/None
See previous answers	Unknown/None
see previous comments in other 2 areas	Unknown/None
See prior responses.	Unknown/None
See question 2	Unknown/None
Sorry, this is getting too long. Instead of quitting, I will place this into the boxes.	Unknown/None
TBA	Unknown/None
These questions seem to be redundant! Same as above	Unknown/None

Responses	Categories
Unable to comment as I have no experience of this.	Unknown/None
Unknown (2)	Unknown/None
Unknown (out of state)	Unknown/None
unsure (5)	Unknown/None
Use it's own licensees as more reliable resources rather than listening to lobbyists	Unknown/None
Working closer with prescribers and Dea changes when our comes to controlled medications	Unknown/None
Outlaw white bagging. This is a supply chain and storage nightmare.	White Bagging
regulation to prohibit white bagging	White Bagging
White bagging	White Bagging
White bagging, pharmacist role in transitions of care, safety	White Bagging
white bagging-patient safety issue	White Bagging
Areas related to staff workload to staffing ratios	Workload
Better laws specially in pharmacy workload	Workload
Getting more help with workload and less demands that are outta realm of pharmacy meeting it's goals	Workload
Insure pharmacies are adequately prepared to handle the increasing workloads.	Workload
mandatory hours required by employers to address Board requirements	Workload
Retail pharmacists are being worked to death. Focus on improving their working conditions and regulating staffing, max # of rx's filled, reviewed, and/or shots admin/per day (a ceiling) to protect the workforce not the corporation.	Workload
The board needs to address the workload requirements of retail pharmacists and technicians. It needs to impose workload restrictions on chains regarding RX volume and staffing (technician, Rph and cashiers), clinical services offered at a pharmacy with adequate Rph overlap, etc.	Workload
We need more regulations about Pharmacy labor protection specifically forcing pharmacists to overwork (risks of errors) and standing on their feet all day every day.	Workload
Allowing 2:1 or more ratio in retail pharmacy	Workplace Safety/Culture
Continuing to improve labor laws to improve working conditions for pharmacy staff you ensure a better safer pharmacy for the patients they serve.	Workplace Safety/Culture
Ensuring that pharmacies are adequately staffed for their workload, including script count, vaccinations, phone calls, and other tasks. Given the high number of under-employed pharmacy graduates, merely changing the pharmacist to technician ratio is inadequate.	Workplace Safety/Culture
Ensuring that pharmacists are provided with working environments that will allow them to provide actual patient care.	Workplace Safety/Culture

Responses	Categories
<p>Establish achievable productivity standards for pharmacists and technicians. improve pharmacy design to include safety and adequate work stations with a pre determined amount of space per employee. Establish maximum number of employees per pharmacy sq foot. Employers over crowd pharmacies and don't provide enough work space to safely prepare patients compounded products. Ensure more than one exit per pharmacy especially in compounding pharmacies preparing chemotherapy. Ensure chemotherapy hoods are not used as unintended eg. employer requiring two technicians to work in a hood designed for one while compounding hazardous drugs. Establish clear air quality requirements not only for compounding, but for employee safety eg Employees required to work in chemotherapy compounding areas filled with smoke during fires. Ensure employees are protected from chronic chemotherapy exposure by recommending use of chemical respirators . Standardized definition of chemo spills so that all employers have the same standards. Require employers to report and track, trend chemotherapy spills and employee exposure.</p>	<p>Workplace Safety/Culture</p>
<p>Evaluate work conditions for retail pharmacies.</p>	<p>Workplace Safety/Culture</p>
<p>Focus on making laws safe for PHARMACISTS TO HAVE DECENT WORKING CONDITIONS! Staffing ratios, force the big chains to hire more staff in the pharmacy. More trained clerks etc</p>	<p>Workplace Safety/Culture</p>
<p>Get pharmacist to work only 8 hours shifts.</p>	<p>Workplace Safety/Culture</p>
<p>Improve safety and workflow</p>	<p>Workplace Safety/Culture</p>
<p>improving working conditions in retail pharmacies, which will benefit the consumers by ensuring safe medication practices</p>	<p>Workplace Safety/Culture</p>
<p>Increase the number of staff employees needed to handle increased workload and unfair pressure from [especially corporate] employers. Penalize employers who violate employees rights.</p>	<p>Workplace Safety/Culture</p>
<p>Making political awareness of the need for pharmacies to function within the legislation and regulation for the safety of the consumers. Review the Legislation and Regulations for practicality and enforcement. Hold the owner liable for upholding the Legislation and Regulation and fines to the owner for not upholding them.</p>	<p>Workplace Safety/Culture</p>
<p>Mandated minimum staffing hours!! The retail chains continue to cut staffing hours while increasing responsibilities. It is not possible to work anymore. BoP should mandate a minimum number of pharmacists/techs in proportion to script volume. (And this number should NOT be determined by the chains).</p>	<p>Workplace Safety/Culture</p>

Responses	Categories
Maybe that the Rph's shouldn't be allowed to work over a certain number of hours (or alone) per day to prevent tiredness/fatigue/mistakes. Even with the overtime after 8 hours, tired is tired!	Workplace Safety/Culture
Regulate safety measures in the work environment	Workplace Safety/Culture
To protect consumers, they should focus on pharmacy workers to decrease medication errors by many different ways such as enforced breaks, longer lunch times, x amount of prescriptions per hour dispensed and more.	Workplace Safety/Culture
Unsafe working conditions, take licensee issues and complaints seriously, advocate for those working on the front lines of this profession.	Workplace Safety/Culture
Workload and Staffing of Pharmacies to ensure public safety	Workplace Safety/Culture
Workplace issues, stupid metrics, non pharmacy folks trying to develop pharmacy guidelines	Workplace Safety/Culture

Possible Legislation and Regulation Objectives – Board Member Responses

Response	Categories
Communicating during rule making	Communication
Educating the Board and members of public during discussion of regulations about the process and the timeline. Once change can put the process back at square one.	Outreach & Education
Obtain jurisdictional oversight over pharmacy benefit managers (pbms).	PBMs
The Board should work on increase the ability of pharmacists to do more clia waived, such as COVID testing	Pharmacist Scope of Practice
Sponsoring legislation with better selling	Sponsoring/ Promoting
Making sure licensees empowered	Support/Protect Licensees
Work on legislation to allow for advanced practice technicians with appropriate training and supervision.	Technician Scope of Practice
There needs to be some leg /regs to make sure pharmacists are adequately provided with appropriate help so working conditions can improve.	Workplace Safety/Culture

Possible Legislation and Regulation Objectives – Board Management and Staff Responses

Responses	Categories
Defining any keywords in new regulations, which might be misinterpreted by licensees, to reflect the intent of it.	Clarification
Compounding	Compounding
Having better interpretation of the laws and should be applied. Need more consistency.	Consistency
Focus on controlled substances and how to maintain their control in the pharmacy	Controlled Substances
Emergency pharmacist licenses for licensed pharmacists from other states in times of crisis (fires, floods, state of emergency, ect).	Disaster Response
seeking feedback from staff to try and update/create new legislation. For instance, pharmacies refusing to transfer out a prescription.	Feedback
Interacting with staff more. Asking for their feedback on what they believe the Board as a whole is missing.	Feedback
More input at the legislative level	Feedback
Flexible harmonization - It's super helpful to have the regulations that essentially allow for flexibility as other "senior" agencies make changes. For example - I would really like to inspect to a USP standard of current chapters <1000 or FDA guidance documents. FDA guidance documents are perhaps the most misunderstood documents. Essentially FDA guidance documents are intended to clarify the CFR which is codified. So although the guidance document in of itself is not enforceable, the CFR is which is what the guidance document helps to clarify.	Flexibility
Adapting to current schemes and problems	Keeping Relevant
Prioritizing laws and regs relevant to the current issues such as technology advances in pharmacy practice	Keeping Relevant
Focusing on priorities only	Keeping Relevant
More laws which protect consumers as related to retail pharmacy operations (lack of staff, too many scripts per pharmacist, no adequate breaks/staffing during work shift increases errors, etc)	New Laws/Regs
no comment	No Comment/Opinion
More proactive with changes and less reactive.	Proactive/Progressive
Prioritizing laws and regs relevant to the current issues such as technology advances in pharmacy practice	Proactive/Progressive

Responses	Categories
Possibly training additional staff members to help support the EO or others in this area so there is a succession plan.	Proactive/ Progressive
Creating a section of legal's interpretation of commonly question laws and regulations.	Resource
making sure additional funding is available to handle any increased workload.	Staffing/ Resources
online pharmacy	Telework
The Board should have focus on getting regulations passed more quickly	Timeliness
Reduce processing times.	Timeliness
Not sure	Unknown/ None
clean up old regs streamline new regs	Update Laws/Regs
As the Board continues to evaluate its licensing and enforcement, there needs to be follow through in making changes to the law that are appropriate.	Update Laws/Regs

Communication and Public Education Strengths – Stakeholder Responses

Responses	Categories
Communication in multiple languages	Accessibility/ Communication
Provide information on-line for public access.	Accessibility/ Communication
The board is easy to reach out to for consumers when they have concerns.	Accessibility/ Communication
Ask the inspector availability.	Ask an Inspector
However, a pharmacy inspector coming into a pharmacy and having conversations with the PIC and other staff pharmacists as well as technicians if by far superior and more effective	Ask an Inspector
The Ask the Inspector is a great resource. Thank you for starting that.	Ask an Inspector
Board and Committee meetings are very helpful. The Board does a good job of keeping stakeholders informed on the meetings.	Board Meetings
Holding meeting regularly	Board Meetings
Meeting are available online now that the pandemic has halted in-person meetings.	Board Meetings
more virtual meetings due to pandemic	Board Meetings
online access to the board meetings	Board Meetings
Open hearings are a strength.	Board Meetings
Opened meetings	Board Meetings
Public board meetings	Board Meetings
Public notice in timely manner	Board Meetings
Video conference meetings.	Board Meetings
Public members on Board is a capital idea.	Board Representation
The Board incorporates Consume representatives as members.	Board Representation
Board's commitment to educating licensees	CE & Trainings
annual ethics and law presentations,	CE & Trainings
availability of some free educational materials	CE & Trainings
Board is committed to education licensees	CE & Trainings
BOARD PROVIDES FREQUENT COMMUNICATIONS TO PHARMACISTS FOR PROPER GUIDANCE IN EMERGECY, PANDEMIC AND DISASTER	CE & Trainings
Ce courses	CE & Trainings
free law and ethics CE, opioid classes	CE & Trainings
free online CE on this topic	CE & Trainings
Good providing the Power-Pak program for CE classes	CE & Trainings
Holds CE classes.	CE & Trainings

Responses	Categories
I like the CEUs that are offered.	CE & Trainings
offers of continuing education.	CE & Trainings
Pleased with the public education activities	CE & Trainings
regular updates and CE courses	CE & Trainings
The Board has the required CE programming in law available on the website. T	CE & Trainings
The Board requires continuing education hours for pharmacists.	CE & Trainings
The fact that they care about education is great.	CE & Trainings
The one mandatory training last year was very good	CE & Trainings
There has been great education on proper disposal of medications.	CE & Trainings
using foreign languages on Rx labels	CE & Trainings
very good, continuing education is good	CE & Trainings
Webinars offered were informative	CE & Trainings
Ability to communicate	Communication (General)
ADEQUATE COMMUNICATION	Communication (General)
Board is more involved in communication/public education (COVID vaccination by pharmacists and pharm techs)	Communication (General)
Communicate thru media eg. tv, radio	Communication (General)
Communication is where it needs to be	Communication (General)
Communication to licensees is timely and very informative	Communication (General)
Communication to/from licensees has improved over the past 5 years.	Communication (General)
communication with pharmacists	Communication (General)
Considering the diversity of people living in this State, I think that the Board has done it's best to educate people about different programs, medications and what to ask the pharmacist.	Communication (General)
Consistent communication with the professionals	Communication (General)
Does a good job of public education	Communication (General)
Doing well keeping accredited staff informed	Communication (General)
From my perspective, communication is often and clear. I do not live in California so can't say I have any issue in this area.	Communication (General)
Good at relaying information	Communication (General)

Responses	Categories
Good communication	Communication (General)
Good communication. Pre-Covid programming good.	Communication (General)
Great communication to those licensed by the Board	Communication (General)
Great communication with licensees	Communication (General)
Have more information, weekly insights.	Communication (General)
I thought the collection of information on community pharmacy ambulatory care programs was an exceptional idea	Communication (General)
Increased Public awareness about Pharmacy laws that protect them	Communication (General)
Keeping the public aware of topics that affect the general public.	Communication (General)
licensees education/communication	Communication (General)
Posting of consumer notices of rights	Communication (General)
Press releases when appropriate	Communication (General)
Provide information for public to be aware	Communication (General)
Publish simple info for public	Communication (General)
quick announcement to public	Communication (General)
Regular communication	Communication (General)
Seems like a great avenue of information for licensee	Communication (General)
Strong communication	Communication (General)
Taking advantage of digital communications	Communication (General)
The Board has done a good job with communication with licensees and stakeholders	Communication (General)
The board seems to be doing a fine job in communication.	Communication (General)
The Board seems to have a lot of information about recalls and education for the public.	Communication (General)

Responses	Categories
They have been doing a better job of communication than in the past.	Communication (General)
Very effective with communications	Communication (General)
Very good communication related to COVID-19	Communication (General)
Written information	Communication (General)
Manufacturer recall notifications are great and frequent	Communication(General)
Again practicing in another state if I remember correctly the Board of Rxacy work department of consumer affairs which is a strength factor not do in state I currently work in. In California it's consumer 1st	Consumer Protection
Insuring the protection of the consumer.	Consumer Protection
Active role in Covid-19 and Opioid use	COVID/Disaster Response
Getting pharmacists and techs involved in COVID activities has been great	COVID/Disaster Response
Education	Education (General)
Education is where it needs to be.	Education (General)
how to's are the best. and how to get a licensing for specialties.	Education (General)
Strong education in this area.	Education (General)
The Board does a great job of educating the public on various issues, e.g. poison control information, COVID-19 information, day to bring in expired medications to be ezipred,etc.	Education (General)
The Board does an excellent job at making sure Pharmacists stay educated.	Education (General)
We are informed of what the board does to penalize violators of the laws.	Education (General)
Board emails are super helpful and informative.	Emails(ListServ)
California BOP has their own email listserv	Emails(ListServ)
effective communication through their email database	Emails(ListServ)
Effective email communication	Emails(ListServ)
Electronic communications is the Board's greatest strength.	Emails(ListServ)
Email (3)	Emails(ListServ)
Email blast.	Emails(ListServ)
email blasts	Emails(ListServ)
Email blasts from Board are appreciated.	Emails(ListServ)
Email blasts"IF" read are fast and effective	Emails(ListServ)
Email bulletins	Emails(ListServ)
E-mail chain is strong in content.	Emails(ListServ)
email communication	Emails(ListServ)

Responses	Categories
Email communication has greatly improved.	Emails(ListServ)
Email communication via the list serve is nice.	Emails(ListServ)
Email communication.	Emails(ListServ)
Email communications are continuously improving.	Emails(ListServ)
email communications are efficient, informative and concise	Emails(ListServ)
Email has been a very good addition	Emails(ListServ)
email is good	Emails(ListServ)
email is good. electronic communication is more needed compare to postal mail which can be lost.	Emails(ListServ)
email is plentiful	Emails(ListServ)
email list serv communication	Emails(ListServ)
Email list serve is good	Emails(ListServ)
email list serves	Emails(ListServ)
Email listserv to efficiently disseminate important information	Emails(ListServ)
Email listservs	Emails(ListServ)
Email notices	Emails(ListServ)
Email notifications to all licensees is quite effective.	Emails(ListServ)
email notifications to licensees are helpful	Emails(ListServ)
email outreach is very very informative	Emails(ListServ)
email updates	Emails(ListServ)
Emailing licensees about updates	Emails(ListServ)
Emailing us for everything	Emails(ListServ)
Emails (8)	Emails(ListServ)
emails about new and up coming laws and legislation.	Emails(ListServ)
Emails are a good mode of communication	Emails(ListServ)
emails are a good source of information	Emails(ListServ)
Emails are effective. The	Emails(ListServ)
Emails are informative	Emails(ListServ)
Emails are not overwhelming	Emails(ListServ)
Emails definitely deliver	Emails(ListServ)
Emails licensees with important information.	Emails(ListServ)
emails to pharmacists	Emails(ListServ)
emails, and texts are great.	Emails(ListServ)
Frequent email communication	Emails(ListServ)
Frequent email updates on shortages and recalls.	Emails(ListServ)
frequent emails (2)	Emails(ListServ)
Frequent emails with updates and	Emails(ListServ)
good communication via email (2)	Emails(ListServ)
Good communications thru e-mails	Emails(ListServ)
Good email communications	Emails(ListServ)
Good use of Email (2)	Emails(ListServ)

Responses	Categories
good via email	Emails(ListServ)
Good weekly/monthly emails.	Emails(ListServ)
good with email	Emails(ListServ)
Good, I get information every other week by email.	Emails(ListServ)
Great use of e-mail to inform and educate.	Emails(ListServ)
I also feel that the consistent email communication to the public and licensees is some of the best communication available from pharmacy regulatory boards.	Emails(ListServ)
I appreciate the regular updates via email.	Emails(ListServ)
I believe the e-mail system works well.	Emails(ListServ)
I do appreciate the board email updates.	Emails(ListServ)
I enjoy my emails but am unaware of communications to the public	Emails(ListServ)
I get lots of email	Emails(ListServ)
I get regular emails	Emails(ListServ)
I like the email listserv idea	Emails(ListServ)
I like the E-mails that I receive	Emails(ListServ)
I like the emails/updates the Board sends.	Emails(ListServ)
I like the periodic email notifications from the Board	Emails(ListServ)
I love the electronic communication	Emails(ListServ)
I really like to expanded e-mails that have been coming through since the pandemic started, and am hoping that they continue with other topics of interest.	Emails(ListServ)
I've only seen emails	Emails(ListServ)
Increased use of email for communications	Emails(ListServ)
Keep up the updates by e-mail	Emails(ListServ)
Lots of emails of what's going on	Emails(ListServ)
Lots of emails!	Emails(ListServ)
Many email notifications are sent.	Emails(ListServ)
Monthly emails to pharmacists with updates. Emails during the Civid pandemic regarding waivers.	Emails(ListServ)
Much better than before in email, blast communication	Emails(ListServ)
Newsletters timely	Emails(ListServ)
Obligatory email addresses for RPhs facilitate constant communication with its licensees.	Emails(ListServ)
Once licensees sign up for the email alerts, we receive very clear and timely email updates.	Emails(ListServ)
ongoing emails to licensees providing new information and updates to current events	Emails(ListServ)
Periodic emails are appreciated.	Emails(ListServ)
Pleased with the electronic communications	Emails(ListServ)
Provides informative emails.	Emails(ListServ)

Responses	Categories
Receive email communication.	Emails(ListServ)
Regular email communications about meetings and important information is great. And not excessive.	Emails(ListServ)
Regular email sent to participants	Emails(ListServ)
Regular emails (2)	Emails(ListServ)
Requiring ALL licensees to register their e-mail for BOP communications is an excellent method to ensure more communication.	Emails(ListServ)
Seems robust with email warnings and updates	Emails(ListServ)
Send out emails routinely.	Emails(ListServ)
SENDING EMAILS TO THE PHARMACY AND INFORMING THE PHARMACIST ABOUT CHANGES	Emails(ListServ)
Sending emails.	Emails(ListServ)
sending out email with changes	Emails(ListServ)
Sends emails regularly.	Emails(ListServ)
Strong use of electronic communication.	Emails(ListServ)
The availability of Anne and the email blasts.	Emails(ListServ)
The Board does a good job with sending out email updates to the licensed community.	Emails(ListServ)
The board has a good automated email system for alerts.	Emails(ListServ)
The Board regularly posts updates and sends emails	Emails(ListServ)
the electronic communication is adequate	Emails(ListServ)
The email blast are a very effective way to communicate with everyone.	Emails(ListServ)
the email communications form the board can be helpful when utilized correctly.	Emails(ListServ)
The email notification system works great - I'm here aren't I?	Emails(ListServ)
The e-mail system is effective	Emails(ListServ)
The email updates are helpful	Emails(ListServ)
The emails are sometimes helpful.	Emails(ListServ)
the emails are timely	Emails(ListServ)
The use of email to inform and update license holders	Emails(ListServ)
They email stakeholders	Emails(ListServ)
Thorough email communications	Emails(ListServ)
Utilization of emails	Emails(ListServ)
Weekly bulletins online.	Emails(ListServ)
Well if you are health care professional and if you are subscribe to board of pharmacy then you are able to receive any alerts	Emails(ListServ)
Well use of emails.	Emails(ListServ)
Adequate	General
all good	General
BOP is doing well in this regard.	General

Responses	Categories
Can work with the community	General
Competent dedicated staff!	General
consistent message	General
Does a good job.	General
Does a great job	General
drama free	General
effective	General
Excellent	General
exellent	General
fair (2)	General
Giving extension dates is a good thing that the board is providing when new laws are enacted.	General
Good (8)	General
Good outreach	General
government agency-access to media	General
great (2)	General
great effort in reaching out	General
Happy with public education	General
I don't know of any challenges the board has not met effectively	General
I feel like Covid was addressed well	General
I thought the BOP day with numerous speakers was excellent.	General
interpret regulations	General
Keep it up!	General
Keep up the good work	General
Ok (2)	General
Perfect (2)	General
Seems effective	General
Seems like this area is going pretty smoothly.	General
Strong	General
The board does a good job in this area.	General
The Board is active in this area.	General
The Board's public outreach and education efforts are well appreciated by Pharmacists in the field and well received by the general population.	General
they are doing a great job now	General
They communicate just fine	General
They do it extremely well	General
They seem to be very proactive.	General
Touchy subject	General
Understanding of issues.	General
very effective	General

Responses	Categories
Very good (3)	General
very strong	General
Very well	General
I'm done	N/A
N/A (22)	N/A
. (3)	No Comment
? (3)	No Comment
Don't know (3)	No Comment
Huh?	No Comment
I am unaware	No Comment
I am unaware of any public education efforts.	No Comment
I do not know of any strengths in this area	No Comment
I don't know how effective the Board's communication and education efforts are.	No Comment
No clue	No Comment
No comment (4)	No Comment
No idea (2)	No Comment
no opinion	No Comment
No opinion in this matter.	No Comment
not aware of any public education by the BOP other than mandatory signs in pharmacies	No Comment
Not aware of effective public education	No Comment
Not familiar with public education efforts.	No Comment
Not really sure.	No Comment
Not sure (8)	No Comment
See previous comment	No Comment
See prior responses.	No Comment
See question 2	No Comment
Sorry, this is getting too long. Instead of quitting, I will place this into the boxes.	No Comment
TBA	No Comment
There isn't much I can say about this	No Comment
Unaware	No Comment
Unaware of direct to the public communication and education	No Comment
Unsure(2)	No Comment
X	No Comment
I didn't know the board did any public education???	No Experience (to respond)
I lack the necessary knowledge base to respond	No Experience (to respond)

Responses	Categories
We have public education?	No Experience (to respond)
Most retail pharmacists do help educate the public and are very accessible for questions.	Opportunities
New eras of patient care for pharmacist.	Opportunities
he Board generally has a presence at both State pharmacy organization meetings.	Presence
Online presence	Presence
town halls	Presence
Has done a good job with the Pharmacist's image with the public.	Promotes Pharmacy
Promote the pharmacy profession	Promotes Pharmacy
Promotes pharmacy well	Promotes Pharmacy
promotion of pharmacists	Promotes Pharmacy
Publicize the role of pharmacists	Promotes Pharmacy
Attractive on-line publications.	Resources(e.g.Posters)
Easy to access publications.	Resources(e.g.Posters)
I'd give the board very high marks in this category compared to other government agencies. The logo adopted a few years ago is one example. The posters are another. People need more information about medications and disposal issues.	Resources(e.g.Posters)
INSTRUCTIONS FOR PHARMACISTS ON HOW TO EDUCATE THE PUBLIC	Resources(e.g.Posters)
lots of resources and references	Resources(e.g.Posters)
Much better than before in publications	Resources(e.g.Posters)
online publications	Resources(e.g.Posters)
Online publishing	Resources(e.g.Posters)
Online resources. Pamphlets and videos.	Resources(e.g.Posters)
pamphlets, advertising	Resources(e.g.Posters)
Patient friendly posters and resources	Resources(e.g.Posters)
Posters	Resources(e.g.Posters)
Posters in Pharmacy to the consumer.	Resources(e.g.Posters)
Provide good resources	Resources(e.g.Posters)
The Board is very progressing with providing tools for the practicing pharmacists to meet the needs of California's diverse population.	Resources(e.g.Posters)
There are useful resources	Resources(e.g.Posters)
Value in having available interpreters available to the public.	Resources(e.g.Posters)
Forcing pharmacies to post signs in their pharmacies	Signage Requirement
good signage requirements	Signage Requirement
requiring signage	Signage Requirement
Standardized signage in pharmacies	Signage Requirement
California BOP has their ownTwitter	Social Media

Responses	Categories
I see social media postings aimed at the public from the CABOP and the Script is a very good vehicle.	Social Media
Don't know. Public but I appreciate the monthly newsletter from the Board of Pharmacy.	The Script (Newsletter)
Email bulletins to pharmacists.	The Script (Newsletter)
Emails timely	The Script (Newsletter)
Enjoy reading The Script	The Script (Newsletter)
Good articles from script	The Script (Newsletter)
Good bulletin updating process.	The Script (Newsletter)
Good communication via bulletin	The Script (Newsletter)
good communication via newsletter to licensees	The Script (Newsletter)
good newsletter	The Script (Newsletter)
good with Script newsletter	The Script (Newsletter)
I appreciate the newsletters that are put out for additional education and resources	The Script (Newsletter)
I like the newsletters/updates the Board sends.	The Script (Newsletter)
I like The Script.	The Script (Newsletter)
I mentioned earlier, your newsletters are interesting and informative! i look forward to reading them quarterly	The Script (Newsletter)
Keep up the updates by the Script.	The Script (Newsletter)
Newsletter (9)	The Script (Newsletter)
Newsletter publication is very informative	The Script (Newsletter)
Newsletter via mail	The Script (Newsletter)
Newsletters (3)	The Script (Newsletter)
Newsletters are good	The Script (Newsletter)
newsletters are strong in content.	The Script (Newsletter)
Newsletters concise and informative	The Script (Newsletter)
Only thing is see is the newsletter	The Script (Newsletter)
Other than the monthly newsletter there are none?	The Script (Newsletter)
Periodic emails and newsletters are appreciated.	The Script (Newsletter)
publication of The Script	The Script (Newsletter)
Quarterly newsletter update "the script".	The Script (Newsletter)
Regular newsletters sent out to licensees by email	The Script (Newsletter)
Script	The Script (Newsletter)
SCRIPT is effective.	The Script (Newsletter)
Script is good	The Script (Newsletter)
Script newsletter (4)	The Script (Newsletter)
Seems robust with newsletters	The Script (Newsletter)
Sends newsletter regularly.	The Script (Newsletter)
The letter is useful	The Script (Newsletter)
The News Letters	The Script (Newsletter)

Responses	Categories
The newsletters are a very effective way to communicate with everyone.	The Script (Newsletter)
the script (8)	The Script (Newsletter)
The Script is a good source of information	The Script (Newsletter)
The script is a good starting place	The Script (Newsletter)
The Script is a nice overview document.	The Script (Newsletter)
The Script is a wonderful communication tool provided by the board.	The Script (Newsletter)
The SCRIPT is an excellent way of communication.	The Script (Newsletter)
The script is good	The Script (Newsletter)
The Script is super helpful and informative.	The Script (Newsletter)
The Script newsletter is good.	The Script (Newsletter)
The script publication is great.	The Script (Newsletter)
The Script very effective and better than other states	The Script (Newsletter)
There are good resources that you provide!! I have used some of the naltrexone info and I occasionally check out the newsletter when I am trying to figure out some new law issue.	The Script (Newsletter)
Through "The Script", I feel the board does communicate well current events in pharmacy laws, board changes, and many other areas pertinent to licensees. The quarterly updates have been a good addition to communicating with licensees and those subscribing to the listserv.	The Script (Newsletter)
Verify informational and educational newsletter	The Script (Newsletter)
Very professional and very effect newsletter.	The Script (Newsletter)
Very strong. The board puts out a newsletter which sums up what the board has been doing	The Script (Newsletter)
NUMEROUS AND FREQUENT	Timeliness
Prompt messaging	Timeliness
timeliness	Timeliness
Timely	Timeliness
very prompt	Timeliness
Notes available and emailed after each Board meeting have been extremely helpful and increases transparency	Trust/Integrity
Proceedings are open to the public for transparency.	Trust/Integrity
Reliable	Trust/Integrity
The board of pharmacy remains a trusted partner in the health care field	Trust/Integrity
Unknown (5)	Unknown
Unknown (out of state)	Unknown
BOP updates are good	Updates/Up-to-Date
Does a fairly decent job at informing pharmacists of changes.	Updates/Up-to-Date
getting out many notices regarding changes in regulations	Updates/Up-to-Date

Responses	Categories
Notices sent out as soon as there are changes	Updates/Up-to-Date
overall good public awareness and communication of updates	Updates/Up-to-Date
prompt communication on updates, etc	Updates/Up-to-Date
Providing basic information regarding updates	Updates/Up-to-Date
Providing live updates on significant law updates at professional meetings.	Updates/Up-to-Date
Up to date information	Updates/Up-to-Date
Updates are available frequently	Updates/Up-to-Date
BOP is good at relaying info to the public on it's website.	Website
California BOP has their own website	Website
Easy to access website	Website
EXCELLENT WEBSITE	Website
good via website	Website
Good website. (2)	Website
Great online resources available on the board's website.	Website
Lots of information available on the site	Website
moving to online platform ensures wider distribution of information.	Website
New website is helpful	Website
The board has a comprehensive website for people to look up questions.	Website
The Board of Pharmacy website access.	Website
The expanded duty web page was nice.	Website
The website is easy to find information	Website
They have a website which is very informative	Website
Things r avail on web easily if u know how to look	Website
Use of the Board's website and user notification.	Website
Web information is readily available	Website
web site visitation good	Website
website (4)	Website
Website access (3)	Website
Website access for public	Website
Website available to educate the public.	Website
website definitely delivers	Website
website information being updated	Website
Website is easy to access.	Website
Website is easy to read	Website
Website is great	Website
Website is informative	Website
website is up to date,	Website
Website provides info to consumers.	Website

Responses	Categories
website seems to have updates about COVID related matters timely	Website
website, etc	Website
Website.	Website

Communication and Public Education Strengths – Board Member Responses

Response	Categories
The Board does a good job. It is very open with the pharmacists, open to ideas, and exploring those ideas.	Collaboration/ Engagement
There has been a lot of communication because of the pandemic. When there's something that needs to be addressed, we open up where licensees can bring to the Board's attention to anything that needs to be addressed.	COVID/Disaster Response
The email notifications to the licensees are great. They do a good job of trying to explain what the Board is doing in terms of what they're updating.	Emails
The Board's outreach is pretty good.	General
The Board adopts stuff that benefits the industry and general public.	General
The committee tries very hard to communicate and educate licensees and the public on current topics as well as new legislation and statutes, things the licensees and public need to be aware of . It does a very good job.	Informing Licensees/Public
The Board runs very effectively.	Leadership
The Board provides signage for display in pharmacies notifying patients that don't speak English of what services are available for people who don't speak English and these signs are very informative. They have informative billboards as well. The Board provides a lot of communication about the opioid crisis.	Publications/ Advertisements
The Board is fantastic with some of things it posts online, such as material available for pharmacies to print and use to make the public aware of where they can dispose of medications, their rights, etc.	Publications/ Advertisements
They do participate in periodicals, written magazines, There's communication within pharmacies specifically.	Publications/ Advertisements
The Board is using social media more.	Social Media
The Communication and Public Education Unit publishes a script.	The Script (Newsletter)
Good in the sense of keeping the Script updated.	The Script (Newsletter)
The Script letter is really great, really thorough in explaining the latest develops.	The Script (Newsletter)
The website is well-done. It's been revised and includes a lot of information for pharmacists and the public	Website
Doing better. Good in the sense of keeping website updated	Website

Communication and Public Education Strengths – Board Management and Staff Responses

Responses	Categories
Requires and provides 2 hours of law and ethics CEs	CEs
free CE	CEs
DEA/BOP joint training	Collaboration/ Engagement
The board appears to be very active in this area	General
It good.	General
Inspectors	Inspections/ Inspectors
routine inspections;	Inspections/ Inspectors
ListServe email subscription	ListServ Email Subscription
Subscriber alert emails excellent method of communicating to licensees and public	ListServ Email Subscription
Improved outreach to consumers via listserv.	ListServ Email Subscription
Sends out subscriber alerts to licensees	ListServ Email Subscription
I think the mandate to require licensees receive our emails was a really good thing. Those that subscribe do pay attention to it more than if they didn't subscribe.	ListServ Email Subscription
Subscriber Alert e-mails	ListServ Email Subscription
Email notifications	ListServ Email Subscription
subscriber alert mandated	ListServ Email Subscription
outreach events (prior to COVID)	Outreach & Education
I believe the inspectors should be providing many more educational programs and providing educations to the Board.	Outreach & Education
The Board does a good job of educating its licensees.	Outreach & Education
Bob Davila does great job writing public communication.	Outreach & Education
handouts to pharmacies for routine inspections	Publications
Bob D. he is quick and very good.	Quality Staff
inspector staff	Quality Staff

Responses	Categories
good staff	Quality Staff
Improved outreach to consumers via social media.	Social Media
The Script (6)	The Script
Script good source of information	The Script
Script provides valuable information	The Script
The Board has consistent communication with licensees and public with The Script, an educational tool that goes out periodically.	The Script
CABOP website	Website
Board maintains updated website for consumers and licensees.	Website
BOP website good source of information	Website
Our website is quick to roll-out any updates or changes to the public and staff. The website is my go-to when it comes to all things Communication.	Website
The Board's website is easy to navigate and filled with information.	Website
Website (2)	Website

Communication and Public Education Weaknesses – Stakeholder Responses

Responses	Categories
Also need to have more accessibility when it comes to phone calls especially.	Accessibility
Very Hard to reach	Accessibility
Approachability	Accessibility
availability	Accessibility
better internet access to the board and postings	Accessibility
Can't reach to the majority	Accessibility
communication with all consumers, some without access to internet	Accessibility
Consumer ability to efficiently communicate with the Board	Accessibility
Difficult for licensees to get questions answered about license status or regulations	Accessibility
Easy to convey	Accessibility
Elderly don't go on the computer.	Accessibility
Hard to get a hold of someone on phone	Accessibility
Have phone ours available for communications every day of the week.	Accessibility
In terms of computer use, not all users are knowledgeable.	Accessibility
It is always difficult to reach all the licensees in terms of getting the message across in this age of massive digital information and overload.	Accessibility
It would be helpful for the board to provide clearer and more readily accessible resources.	Accessibility
Lack of central news page	Accessibility
Make seminars and web sessions more visible and accessible to the public.	Accessibility
Meetings are held only in cities that are major hubs for business and difficult for the rural communities to access.	Accessibility
More people to respond quickly to inquiries	Accessibility
Need more user friendly interface	Accessibility
No specific person to email the questions to. Most of our question was not answer by email but in verbal communication. It's better to have a clear message in writing.	Accessibility
Not alway available to speak to	Accessibility
Not every sector of the population is equally informed	Accessibility
Not everyone has access to the web, and many sites are not "user friendly" when you are looking for information	Accessibility
Not everyone is online	Accessibility

Responses	Categories
Overly complex documentation	Accessibility
phone always goes to voicemail. emails not returned for weeks, maybe this is a staff issue?	Accessibility
Relies too heavily on electronic communication. Not everyone has good access to internet services.	Accessibility
Should post all meetings online	Accessibility
Some patients may not have access to electronic communications and then not be made aware of what care they can get from a pharmacy	Accessibility
The meetings are mostly held in Sacramento and this restricts stakeholders from attending meetings that are of relevance and of interest to them.	Accessibility
There is no good way to get even basic questions answered.	Accessibility
They have a listed number but Rarely answer the phone when cold called on an issue.	Accessibility
To be heard.	Accessibility
Ways people can look up licensing and regulations in a shortcut matter	Accessibility
Well, based on what i have seen, their is a long way to go. Certainly I know the angst of the board if they reach out to the public as it is possible they would be overwhelmed with communication, but now, without some research by private individuals even contact is difficult.	Accessibility
Need to be more assessable, and more responsive in a timely manner.	Accessibility
Adjust language for public education to be easier to understand.	Accessibility-Language
California is a big state and has diversity in its populations. Language may be an issue in certain areas.	Accessibility-Language
Guidance issued by the board is rarely presented in an easy to read manner. Still too much reliance on physical mail in the licensing process.	Accessibility-Language
It would be helpful to give real world examples of confusing laws and grey areas in the law.	Accessibility-Language
Language is an issue. For many Designated Representative applicants English is their second language. Understanding regulations is difficult even for native English speakers. Education through explanation or clarification of requirements sometimes requires a restatement of what was the original legislative intent. I am trying to not use the word "interpret" here because that is the responsibility of lawyers.	Accessibility-Language
Lots of non-English speaking people in California.	Accessibility-Language
Making legal jargon understandable	Accessibility-Language

Responses	Categories
Making sure the language is easy for everyone to understand.	Accessibility-Language
Multiple languages in CA	Accessibility-Language
Need more education in various languages.	Accessibility-Language
need to be less technical terminology and explain more in detail with examples so public can comprehend the message.	Accessibility-Language
need to provide more direction and education on how we can comply. USP800 that's a big bear of a regulation and I guarantee there's a lot of misunderstanding with that one	Accessibility-Language
Pharmacy law is complex and difficult to understand for the lay person.	Accessibility-Language
The Board's website for prescription labeling translations into commonly spoken languages in California lacks translations into Farsi, spoken by a sizeable population of Persian immigrants throughout the state.	Accessibility-Language
The BOP provides a lot of information in the website and some is technical, with too much possibly beyond the public's understanding.	Accessibility-Language
The email/phone an Inspector is a great idea but I have received conflicting advice.	Accessibility-Language
the wording of communications are not always to easy to understand	Accessibility-Language
To communicate information in laman terms	Accessibility-Language
Too much legalese	Accessibility-Language
The "Ask an Inspector" sessions are ineffective, because the inspectors are inconsistent in how they view issues, and often are unwilling to provide guidance.	Ask an Inspector
The pharmacy law book is a mess- difficult to navigate and find regulatory answers.	Ask an Inspector
As a member of the public I can honestly say I have never had any connection with the board. If I wasn't a current licensee I wouldn't e even know you existed.	Board Visibility
As a professional, I hear and read about the Board. As a consumer, it has a pretty low profile— one rarely hears anything about it.	Board Visibility
As a retired pharmacist, I am not fully aware of the Board's current activities in this area.	Board Visibility
As a retired pharmacist, I am not fully aware of the Board's current activities in this area.	Board Visibility
BOP needs to provide more visibility on their role to the public safety.	Board Visibility
Consumers do not really know about licensing board	Board Visibility

Responses	Categories
Educating the public about the role of the Board-most citizens don't even know it exists or they expect the Board to get someone fired if they file a complaint against that person.	Board Visibility
Getting their message out to the public in regards to the Board's functions.	Board Visibility
Haven't seen any activity. If it is occurring, not visible to the average household.	Board Visibility
I didn't know they participated in public education.	Board Visibility
I do not believe the general public has - or ever has had - any knowledge of the Board's existence!	Board Visibility
I don't see the board as being particularly visible to the public.	Board Visibility
I don't think the general public may even know that the board offers great morsels of information on public health.	Board Visibility
I feel like I see the Board's public education because of my license. I am not sure I would be seeing these communications if I were an unlicensed citizen.	Board Visibility
I honestly don't think the general public understands what the Board does except handle complaints from disgruntled consumers	Board Visibility
If I didn't work in pharmacy I wouldn't even know you exist	Board Visibility
It's almost non-existent.	Board Visibility
Letting people know they exist	Board Visibility
Making the department known	Board Visibility
More presence at health fair	Board Visibility
Need a spokesperson	Board Visibility
Not enough presence.	Board Visibility
Not sure the public knows what the board does in general	Board Visibility
Nothing comes to mind in terms of Public Education. If there are Public Education initiatives, perhaps there is a better way to make them more visible.	Board Visibility
Public is unaware	Board Visibility
The public has no idea what you do.	Board Visibility
The public is largely unaware of the Board. License holders really only interact with the Board during application, renewal, and disciplinary procedures.	Board Visibility
The public probably doesn't know enough about the board of pharmacy	Board Visibility
There is no noticeable public perception of the Board	Board Visibility
We have public education?	Board Visibility
Budget constraints	Budget
Funding (3)	Budget

Responses	Categories
Funding to educate public	Budget
Likely budget constraints or not a perceived focus area.	Budget
As far as I have experienced they don't provide education to licensees.	CE & Trainings
Before the lockdown I learned a lot from webinars but last year there was none because of the COVID	CE & Trainings
Could offer more universal, free CE on major practice advances in CA	CE & Trainings
I am returning to the workforce after a 20 year break. I can get myself up to speed on medications but the law is very vague and many things have changed. Clear education with examples would be so helpful!	CE & Trainings
I would like to see more online opportunities to become educated on the intent of the laws and how to implement processes that will comply with the laws.	CE & Trainings
limited offering for online CE	CE & Trainings
make it more interesting with CE	CE & Trainings
N/A. Except to please offer courses demonstrating technique. I think people would gladly pay for them. Most experts out there are not reliable and do not demonstrate technique. The schools are worse.	CE & Trainings
Offer more Board CE opportunities	CE & Trainings
Provide more CE	CE & Trainings
recommend better CE for pharmacists and technicians	CE & Trainings
The continuing education hours should be increased.	CE & Trainings
Very limited in person educational communication	CE & Trainings
why dont you educate them on not filling phoney prescriptions or trying to obtain schdeuled drugs	CE & Trainings
Would like more live/online educational presentations regarding the law meant for pharmacy professionals.	CE & Trainings
You don't provide enough CE. I have to pay with my own money for CE. This should be provided for free (considering you guys are taking more than enough of my hard earned money)!	CE & Trainings
you education only consists of how consumers can report pharmacist. pharmacist education does not exist period. did you warn pharmacist not to fill excessive narcotics BEFORE it became a crisis????	CE & Trainings
Coordinate with other professions.	Collaborate with Stkds

Responses	Categories
<p>Understaffed to do much in way of public education. We used to see Poison Prevention, Diabetic guidelines & programs to promote better eating & lifestyles, involvement in helping patients see the need for medication adherence instead of relying on overly expensive (overpriced, especially insulin) pharmaceutical treatments.</p> <p>Board of Pharmacy should work with Biden, Congresses both federal & state, in any possible capacity to lower prescription drug prices. Drugs are of no use sitting on drug store shelves because they are unaffordable. More patient harm comes from patients trying to "conserve" or cut back on drugs they cannot afford.</p>	Collaborate with Stkds
Work to work together with it's licensees, rather than the consumer	Collaborate with Stkds
Look for creative ways to communicate - not always serious - comical sometimes	Communication-Avenues
-be technologically savvy	Communication-Avenues
Bi weekly reports on local media TV AND radio .	Communication-Avenues
Communicate via emails to licensees	Communication-Avenues
Communicate with the pharmacists in real-time and in the real world.	Communication-Avenues
Consider articles in major news outlets discussing what pharmacy in the state can provide and to contact their pharmacy with questions	Communication-Avenues
create easier way to communication with RPH like using social media/txt messaging/etc	Communication-Avenues
Developing meaningful communication mechanisms for ALL the public, not just the profession.	Communication-Avenues
Ensure all licensee receives all pertinent communication. Email may not be always the preferred communication platform	Communication-Avenues
Finding different ways of communication	Communication-Avenues
General public is not on the email list. Not sure what the best method of educating the public is.	Communication-Avenues
How to communicate to the public is very difficult since they are not getting professional emails	Communication-Avenues
I think it is huge. Social media is a huge outlet for promoting a profession.	Communication-Avenues
Infrequent use of virtual platforms (other than email) for communication and education.	Communication-Avenues
It may be nice to have a electronic repository/system where we didn't have to print the documents to acknowledge a pharmacist in charge or designee has seen the recall and acted upon it.	Communication-Avenues

Responses	Categories
Keeping up with a constantly changing means of communicating.	Communication-Avenues
Maintaining the various ways to communicate updates and bulletins, including social media. Keeping them equally attended to.	Communication-Avenues
More creative ways to increase awareness and public enlightenment	Communication-Avenues
More direct engagement with the public is necessary.	Communication-Avenues
More robust use of technology. Better outreach to community and licensees via TV, social media.	Communication-Avenues
Multiple venues for communication. Where to apply limited resources	Communication-Avenues
Need to digitize and have a public link Again hire tech support	Communication-Avenues
needs more direct communication with the public. Most is done through the pharmacist and the manufactures	Communication-Avenues
Not sure of the consumer notifications except through the Board of Pharmacy website	Communication-Avenues
Old systems, i.e. lots of paper and phone calls.	Communication-Avenues
One-on-one communication is important in some circumstances	Communication-Avenues
Opening up more areas of communication.	Communication-Avenues
Pharmacists are generally too busy to read alerts and communications from the Board, face-to-face education from inspectors during routine inspections would be more effective	Communication-Avenues
Possibly do zoom meetings	Communication-Avenues
Provide more ways to inform	Communication-Avenues
real-time two-way communication.	Communication-Avenues
Sending education only through email. Education materials should be mailed as well.	Communication-Avenues
The board could do a better job of explaining new laws and regulations rather than just quoting sections of legislation.	Communication-Avenues
Utilize the mainstream media and social media	Communication-Avenues
Be more detailed in updates.	Coms/Email Quality
Being pertinent.	Coms/Email Quality
Clear and understandable law with real life examples	Coms/Email Quality
Clear communication of issues to licensees.	Coms/Email Quality

Responses	Categories
<p>Communicate and educate on topics that actually matter to pharmacists for they are the only audience remotely concerned with what the Board has to say. The general public has better things to do. Pharmacist are more likely to care about the safety and welfare of the general public in regards to pharmaceuticals and pharmacy practice than CEOs of Wall Street. So, when pharmacists are telling the Board about what the chains are doing or failing to do such as purposefully understaffing their pharmacies or pestering the general public with multiple phone calls, the Board should take note and listen. Simply telling the pharmacists to deal with it is the Board's negligence to fail to deal with the issues at hand in regards to pharmacy practice as does a police officer who turns a blind eye to a purse-snatching thief stealing from an old woman who cries for help.</p>	<p>Coms/Email Quality</p>
<p>Communication >> Lousy!!</p>	<p>Coms/Email Quality</p>
<p>Communication is always vague when it comes to what the expectations are for starting a pharmacy. Almost as if they want you to mess up on a law or rule so they can catch you in a mistake. There often isn't a definite answer that has to stop.</p>	<p>Coms/Email Quality</p>
<p>Communication is very poor.</p>	<p>Coms/Email Quality</p>
<p>Content should be separate for pharmacists and technicians</p>	<p>Coms/Email Quality</p>
<p>Do more or make your communications more meaningful and effective.</p>	<p>Coms/Email Quality</p>
<p>Don't even know what they are doing which is bad since public education should reach everyone including the Pharmacy licensees.</p>	<p>Coms/Email Quality</p>
<p>Finding the balance between educating the public and licensees about their activities without boring them to sleep.</p>	<p>Coms/Email Quality</p>
<p>Getting information out to the public in a clear and concise manner is difficult due to the variance in education levels of the public/consumers</p>	<p>Coms/Email Quality</p>
<p>I never hear anything that is useful in my day to day practice from the board</p>	<p>Coms/Email Quality</p>
<p>If this is a function they are supposed to be performing, it needs a major makeover. The board in my opinion is poor at communicating with licensees, and even worse at communicating with the public.</p>	<p>Coms/Email Quality</p>
<p>Improve social media presence and create up to date or interesting content to reach the public.</p>	<p>Coms/Email Quality</p>
<p>Inconsistent how communication is implemented</p>	<p>Coms/Email Quality</p>
<p>It communicates just fine, it's just what it comes up with that's the problem</p>	<p>Coms/Email Quality</p>

Responses	Categories
Making sure the inundation of email notices we receive is relevant so the important things are not missed.	Coms/Email Quality
Making things crystal clear.	Coms/Email Quality
More aesthetically appealing	Coms/Email Quality
No one is listening to the board . Especially now with covid . You guys are behind the 8 ball. Or with cbd	Coms/Email Quality
non-specific email subscription list - should be further divided into lists for recalls, prescriber restrictions, intern/tech information, rph information, new laws/legislation/news to reduce spamming and notification fatigue	Coms/Email Quality
Poor communication to all	Coms/Email Quality
Poor in communication through phone or email	Coms/Email Quality
REPETITIVE	Coms/Email Quality
Some emails are irrelevant or hard to comprehend	Coms/Email Quality
Some emails are too lengthy or font is extremely small.	Coms/Email Quality
Sometimes the Emails are too verbose and the content is lost.	Coms/Email Quality
Spreading the word in concise packages	Coms/Email Quality
The board also sends excessive and over-worded communications that make difficult to not ignore the information overload.	Coms/Email Quality
The board communications often come across as aggressive and confrontational.	Coms/Email Quality
The Board does not have any strengths in regards to communication and public education. The only regular communication from the Board is The Script (which reads like an outdated newspaper) and a bombardment of emails, some of which are frivolous. How many pharmacists are actually concerned with when, where, and how the the Board and its subcommittees meet when they don't even have a voice in these meetings?	Coms/Email Quality
The Board has not been clear on communications and their actions towards improving the profession BASED on their actions of easily allowing accreditations to establish new pharmacy schools.	Coms/Email Quality
The Board of Pharmacy comes off as anti-pharmacist to other people and it should not be this way. Plenty of interdisciplinary colleagues have commented that the Board of Pharmacy seems anti-pharmacist at times.	Coms/Email Quality
There frequently seems to be an adversarial relationship between the Board and pharmcists.	Coms/Email Quality
Too little information, too late in the process	Coms/Email Quality

Responses	Categories
TOO MANY WORDS. We are BUSY. Don't write a novel, bullet-point your notices and tell us WHAT IS IMPORTANT. Keep it clear and short and simple.	Coms/Email Quality
too much useless information	Coms/Email Quality
Wordy	Coms/Email Quality
wordy emails	Coms/Email Quality
Communication has declined over the years.	Coms/EmailsTooLittle
Communication to the profession is lacking in my opinion	Coms/EmailsTooLittle
Communication to the Profession is solid. Communication to the Public needs work.	Coms/EmailsTooLittle
Few.	Coms/EmailsTooLittle
Haven't seen any messaging to the community from the Board.	Coms/EmailsTooLittle
I DONT SEE MUCH PUBLIC COMMUNICATION	Coms/EmailsTooLittle
I think our Board is starting to do surveys like this to get better. We need more communication and education.	Coms/EmailsTooLittle
I think this is the first time I have ever done a survey in 30 years. There needs to be more communication.	Coms/EmailsTooLittle
Increase the frequency of communications using various modes of communication.	Coms/EmailsTooLittle
Lack of communication to public	Coms/EmailsTooLittle
lacking communication	Coms/EmailsTooLittle
Monthly updates instead of quarterly may be better.	Coms/EmailsTooLittle
more communication	Coms/EmailsTooLittle
More consistent outreach to stakeholders both generally and/or in specific areas of interest.	Coms/EmailsTooLittle
NEED MORE, I GUESS	Coms/EmailsTooLittle
non existent	Coms/EmailsTooLittle
not enough	Coms/EmailsTooLittle
Not much communication to public otherwise we can control this pandemic better instead putting blame on others	Coms/EmailsTooLittle
reaching all professionals/ needs to send multiple emails on important topics and time sensitive requests	Coms/EmailsTooLittle
should have more frequent emails to licensees	Coms/EmailsTooLittle
Should send out communication more frequently, especially in the areas where the board see commonly and continuous violations.	Coms/EmailsTooLittle
There's barely any communication from the board. When the testing situation happened when all the exams were invalidated, there was hardly any communication on the issue. Just a "we are working on it" email every couple weeks when people's livelihoods were at stake. They don't care	Coms/EmailsTooLittle
too few messages	Coms/EmailsTooLittle
What communication with the public?	Coms/EmailsTooLittle

Responses	Categories
Don't overwhelm the pharmacy with too much communication.	Coms/EmailsTooMany
Inundated with too many notices.	Coms/EmailsTooMany
Reduce duplication of email communications.	Coms/EmailsTooMany
so many communications that managing new changes is very difficult	Coms/EmailsTooMany
so many emails, email fatigue	Coms/EmailsTooMany
The bombardment of emails from the Board is good to a point.	Coms/EmailsTooMany
The email communications are way to frequent	Coms/EmailsTooMany
The e-mail system is effective but getting 3-5 emails a day is overkill and getting all the market recalls from the BOP, and the manufacturer, and the wholesaler is a big waste of time. The BOP should step out of this notification as the others are already mandated to provide it and its usually sent to us based on what we ordered so we pay more attention to our supplier's notices	Coms/EmailsTooMany
There are a lot of emails that come daily regarding recalls, alerts, etc. It's hard to organize all the emails daily if there are other duties required for the day.	Coms/EmailsTooMany
Too many emails	Coms/EmailsTooMany
too many emails	Coms/EmailsTooMany
Too many emails with "updates"	Coms/EmailsTooMany
Better public communication of how pharmacists and techs have been bolstering the COVID efforts	COVID
Covid education and need for vaccinations/ongoing needs	COVID
Keeping up with the challenges from the pandemic	COVID
One word: COVID.	COVID
Very challenges as I didn't see much had been done during pandemic. Public needs to educate to handle the situation	COVID
CURES registration shouldn't be required for EVERY pharmacist. Some of us don't work in a clinical setting and don't need it.	CURES
requirement to have cures access for those that literally don't use it	CURES
Why is it so difficult to manage CURES access?	CURES
6 month paper retention of notices is out dated and a huge waste of paper. Also, drug recalls are often weeks old, I hear about recalls much earlier from my employer	Drug Recall Notices
I believe that each patient needs to have access to pharmacy news so they can also be alert of drug recall medications	Drug Recall Notices
I prefer not to receive recall notices from the Board of Pharmacy because of duplication with other notices received (wholesaler, manufacturer, etc).	Drug Recall Notices
Better communication about Pharmacist's roles and abilities to the community	Edu.PublicPharmacist Role

Responses	Categories
Consumers may not understand scope of pharmacy practice.	Edu.PublicPharmacist Role
educating consumers and stakeholders (ie physicians) about what pharmacists are capable of	Edu.PublicPharmacist Role
Educating public on what roles pharmacists play.	Edu.PublicPharmacist Role
Educating the public about what a pharmacist is and what a pharmacist can do	Edu.PublicPharmacist Role
Increasing public communication on how Pharmacists can support the community and promote medication safety.	Edu.PublicPharmacist Role
It has always been a challenge to get the public and sometimes other health professionals to understand what pharmacists can contribute to medical care	Edu.PublicPharmacist Role
need much more public education on the role of a pharmacist	Edu.PublicPharmacist Role
Need to promote visibility and role of pharmacist in patient care, need to be more active in doing this to public and other stakeholders	Edu.PublicPharmacist Role
No active promotion to educate consumers about the role of pharmacists and services in pharmacies	Edu.PublicPharmacist Role
Not enough communications and explanations about scope of pharmacy practices.	Edu.PublicPharmacist Role
Not enough public education to consumers on pharmacist responsibilities and issues unrelated to pharmacists duties.	Edu.PublicPharmacist Role
Perhaps keeping public aware of all things Pharmacist do	Edu.PublicPharmacist Role
Promoting the value of Pharmacy Professionals to the public.	Edu.PublicPharmacist Role
Public doesn't know a Pharmacist is clinical nor specialized	Edu.PublicPharmacist Role
Spreading the importance of a pharmacist's role to the general public and other health care providers.	Edu.PublicPharmacist Role
The board could do a better job of educating the public on the value of pharmacists.	Edu.PublicPharmacist Role
The Board will always be challenged by how to better communicate to the public what our role is as part of the health system especially in settings other than retail pharmacy	Edu.PublicPharmacist Role
The general public remains somewhat unaware of the importance of the pharmacy profession and the services it renders to the public.	Edu.PublicPharmacist Role
The general public, & even other healthcare workers, don't understand what pharmacies do other than count pills	Edu.PublicPharmacist Role

Responses	Categories
The need to communicate to the consumer the values of the pharmacists and what they have to offer.	Edu.PublicPharmacist Role
The public thinks pharmacists just put pills into a bottle. There needs to be more education on the many roles and workplaces of a pharmacists. Advocate for clinical roles such as ambulatory care. Obtain CMS provider status. Have the public see pharmacists as a member of the healthcare team. It was evident that the public does not see pharmacists as such since pharmacists were excluded as “essential workers” at the beginning of the pandemic	Edu.PublicPharmacist Role
You need to promote the pharmacist and set expectations on how the pharmacist protects patients from mistakes in prescribing medications. Again, let the public know these pharmacist are for the most part doctorate trained.	Edu.PublicPharmacist Role
Communication for medication drop off and destruction. Plus there is a lack of locations in rural areas.	Educate Public
Continue to increase the public awareness of issues in Pharmacy and with Pharmacists.	Educate Public
Definitely there’s a lot to improve! People need to be aware just to start with what does board of pharmacy does.	Educate Public
Does that Board have any public education activities?	Educate Public
Education is very poor.	Educate Public
Fact checking,minimizing fake inappropriate unfettered information, how to navigate political views and scientific truths,	Educate Public
Getting the word out to the general public.	Educate Public
Have more public service announcements to help educate the public that may be helpful to their health.	Educate Public
I am not aware of ANY public education that the board provides to consumers, such as my parents or my kids or other non-licensees.	Educate Public
I feel the board could do more to educate the public around medication safety as well as the services available to them through their pharmacists (Narcans prescribing, birth control, HIV PrEP, etc). I think that would be extremely valuable to public health and safety.	Educate Public
I haven't seen any education to consumers,	Educate Public
Messaging that enhances the knowledge of all Californians about the practice of pharmacy. Wide variation in health literacy across the state.	Educate Public
More public announcement	Educate Public
more public education	Educate Public
Need more consumer education on Pharmaceutical care.	Educate Public

Responses	Categories
Need to educate the public that they have a choice in choosing their pharmacy. Many doctors have kickback arrangements with certain pharmacies. Possible posters in doctors offices	Educate Public
need to have everyone receive news, updates.	Educate Public
Need to provide more public education. Readily accessible to licensed members.	Educate Public
Needs to address public education not professional education	Educate Public
Not enough information is going to the public on changes in the area of controlled medications	Educate Public
Not familiar with public education efforts.	Educate Public
Not really apparent with the public but very good with "The Script" for profession	Educate Public
Perhaps I'm just not looking but I don't see much in the way of education for the public. In order to get information from the Board you must "register" to receive emails as a licensee. Seems to me that some emails should be automatic to all licensees regardless of whether you register or not.	Educate Public
Picking an issue that resonates with public and which changing will improve patient care	Educate Public
Public education appears to be a low priority.	Educate Public
Public Education needs to be more widely advertised.	Educate Public
public education/communication	Educate Public
Public information	Educate Public
The board should educate the public about how bad the reimbursement is and they pharmacists are over worked.	Educate Public
There does not seem to be a Public Education that is well known	Educate Public
To help existing retail pharmacies educate the community not just feel prescriptions.	Educate Public
Truly educating the public in continuing fashion so that members of the public know what their rights are and what they should do as they move through their life cycle. Too many of today's seniors and new mothers don't know about such things as the programs to education were for previous generations and they have moved on.	Educate Public
Very much inadequate in supporting pharmacy practice in public education	Educate Public
What are they promoting for the public?	Educate Public
what public education?	Educate Public
A great deal of effort has been made in using the stick instead of the carrot to get their point across. If an issue is found more	Educate vs Enforcement

Responses	Categories
instruction visits should be performed before finding in public humiliation in their open newsletter	
advisarial potential should be diminished	Educate vs Enforcement
Board pharmacy personnel come to the pharmacy more regularly as educators, teaching manner, and more guidance attitude rather than coming as inspectors or investigators.	Educate vs Enforcement
I would love to see the board promote the pharmacists and pharmacies, not just be the enforcer.	Educate vs Enforcement
Need to address the issues, give the profession chance to update or correct, instead of a "get you" attitude .	Educate vs Enforcement
no strength. Not enough education but more enforcement/bullying by citation. Not working with enough	Educate vs Enforcement
nobody cares about your emails, all they about it you stop punishing and bullying and extorting money from pharmacists	Educate vs Enforcement
nobody cares about your emails, all they about it you stop punishing and bullying and extorting money from pharmacists	Educate vs Enforcement
Providing pro-active education to licensees, in areas of concern. Most learn of interpretations AFTER inspections.	Educate vs Enforcement
A lot of room for improvement.	General
all or nothing email blasts	General
Everything	General
Everything. Just everything. It's antiquated, inadequate, poor, rude, non-helpful.	General
Figuring what's important	General
Finding enough volunteers to support the board's mission	General
Getting a dead of the curve	General
Getting it right,	General
Getting the information out there	General
good	General
Guidance not always based on code	General
holding management accountable of helping communicate information	General
HORRIBLE	General
I don't feel that the board is very effective at all.	General
I feel too much requires improvement here.	General
Improve role of also protecting the licensee	General
It is poor.	General
Keeping licensees informed of the myriad of regulations is a major challenge.	General
Keeping up and making them applicable	General
Keeping up with the challenge	General
Limited	General

Responses	Categories
Maintain balance	General
Marginal	General
None that I am aware of, but I don't know what goes on behind the scenes.	General
Nuances of the law and interpretation of the law	General
Phone	General
providing examples of pharmacist diagnosis and prescribing as it relates to Obra compliance	General
relatively ineffective.	General
scope of the process	General
Strength of the BOP.	General
The Board must recognize the intrinsic conflict between the Boards desire for professional counseling by pharmacists and the corporate ethos that "talking to 'customers' is a waste of time."	General
The fact that I am unaware of the strengths of my Board in this area, indicates one of it's challenges/weakness	General
The focus is too much on retail practice. We're not all retail pharmacists.	General
The Profession often doesn't want to read about more regulation or changes involving time consuming work not being reimbursed for.	General
Public-only a small percentage read what is published	
There is not enough of either of these things	General
There is room to improve in this area	General
Very challenging	General
Weak	General
Frequency of interactiin	Increase
frequency of meeting to different regions not just in northern california	Increase
increase education on clinical areas of pharmacy practice	Increase
It should be more than signs in pharmacies. People don't read signs when they are preoccupied with illness, crying children, etc.	Increase
It's poor. Need to be done more.	Increase
Little money or time spent	Increase
Need to be more proactive	Increase
Need to be stronger	Increase
Not enough communication and public education	Increase
You don't have any to begin with. So stay of this lane	Increase
Assistance in interpretation is frequently unavailable and differs from inspector to inspector	InspectionsInspectors
Inspectors that refuse to respond in a timely manner.	InspectionsInspectors

Responses	Categories
Redundant again! Hire more qualified and trained inspectors and get them out in the field like they used to be. Technology is great, but, it just doesn't work like a person to person interaction for this type of communication. If necessary get more funding from the legislature to hire inspectors and get them out there.	InspectionsInspectors
The contact an inspection is occasionally helpful, mostly they won't give an answer for the question.	InspectionsInspectors
There is no challenge. They actually have to go out there and campaign for real education. Use the exorbitant fees they charge pharmacists and pharmacies and enforcement fees and create a real website or interact with pharmacies to help with education. Currently the only time the board interacts with its members is when they want money or you're face to face with an inspector. Maybe inspectors should change their pre-meditated thought process when they go to inspect pharmacies from one that is open, friendly and full of education, rather than "how much in fees can i get these guys for".	InspectionsInspectors
I think the board should spend less time developing special California laws or requirements and more time looking a federal standards and considering adopting those so that the message is clear. Have the educators on the Board plan out more classes to educate pharmacists and show them examples of bad practices.	Leg & Reg
Ratio of techs/pharmacists can be so high pharmacists do not have time to interact with the public as much as they should.	Leg & Reg
N/A (27)	N/A
I don't see any challenges.	No Challenges
No challenges seen here.	No Challenges
no known	No Challenges
None (36)	No Challenges
None come to mind.	No Challenges
none identified	No Challenges
None identified.	No Challenges
None. You have enough of what you need.	No Challenges
Not aware of any	No Challenges
. (5)	No Comment
? (4)	No Comment
Don't know (2)	No Comment
I am unaware	No Comment
I don't know (3)	No Comment
I don't have any input	No Comment
I'm done	No Comment
I'm not sure.	No Comment

Responses	Categories
No answer.	No Comment
No comment (10)	No Comment
No idea	No Comment
no opinion (3)	No Comment
Not known	No Comment
not sure (11)	No Comment
See prior responses.	No Comment
See question 2	No Comment
Sorry, this is getting too long. Instead of quitting, I will place this into the boxes.	No Comment
TBA	No Comment
Unaware	No Comment
Unsure (4)	No Comment
What?	No Comment
x	No Comment
I lack the necessary knowledge base to respond	No Experience (to Respond)
Can't think of any.	No Strengths
Does this exist? I am not aware of any such communication with the public.	No Strengths
Have not observed any	No Strengths
Haven't seen any.	No Strengths
I can't think of any.	No Strengths
No strength	No Strengths
None that I can think of.	No Strengths
None to comment on.	No Strengths
None, the Board is awful when it comes to communication.	No Strengths
Not so much.	No Strengths
Sorry, I don't see any strengths.	No Strengths
There are no real strengths in this area	No Strengths
Very poor - no strengths are apparent.	No Strengths
what strengths	No Strengths
nurses have great PR to public, pharmacists do not	Opportunities
Variables are education levels and the multiple ethnicities in California.	Opportunities

Responses	Categories
<p>We are in the midst of an opioid crisis in America, including CA. With that crisis has come a crackdown by the FDA and the CA Board of Consumer Affairs for both physicians and pharmacists with regard to the distribution of opioid prescriptions.</p> <p>Yet, the main culprit is Fentanyl hidden in illegal street drugs; with quantities of Fentanyl in a single pill that are lethal.</p> <p>Meanwhile, there are hundreds of thousands of Californians suffering from chronic pain conditions whose quality of life is enhanced by the availability of legitimate opioids - from Tylenol #3 to Norco.</p> <p>The challenge for the Board is to PUBLICLY increase the monitoring and surveillance of Fentanyl while at the same time de-stigmatizing the use of opioids by those who truly need them.</p>	Opportunities
as with any association - how do you engage those not interested in engaging?	Outreach & Education
Could see more PSA's letting public see how they are protected	Outreach & Education
Educational activities should be offered more frequently in more venues to allow for greater attendance.	Outreach & Education
I am not aware of any Pharmacy Board supported Public Education in my community. Doctors, Nurses and Dieticians are the primary providers of community education at the hospital where I work. A nurse at my church is giving regular community talks about diseases and drugs.	Outreach & Education
I can't say I was aware of this function. I see very little coming from the board in terms of public education. I don't see any strengths.	Outreach & Education
It is unclear how the board communicates and provides public education.	Outreach & Education
Need to do more outreach in this area.	Outreach & Education
Need to make public more aware of the Boards functions in helping the public	Outreach & Education
Not everyone utilizes the opportunities the Board has to offer.	Outreach & Education
Not much . Need to educate consumer more.	Outreach & Education
Our public school system is in disarray. I do not think that schools teach kids how to critically analyze anything anymore. There is so much "faulty information" circulating that it is often shocking to hear what people believe. How is the Board of Pharmacy supposed to educate and provide information to people who listen to whatever they read on Facebook or what cousin Joe	Outreach & Education

Responses	Categories
heard from someone he knows who knows someone. The greatest challenge to communication and education is the people themselves and how well they are able to understand the information presented to them and how well they can determine whether a statement is true or not. With so many people denying scientific principles and so much false information being spread, they need to be able to relate to and trust their sources of information. If the population doesn't want to listen to some of the best doctors and scientists in the world, it is almost impossible to imagine a program that the Board of Pharmacy could undertake, that would significantly affect enough of the population to counter-act the proponents of anti-enlightenment.	
public disinterest and apathy	Outreach & Education
The Board does not provide much help to those not licensed with how to address issues.	Outreach & Education
The only education to the public that ive seen from the board is how to report a pharmacist or pharmacy..that's it! Any other education is handed off to "ask for pharmacist".	Outreach & Education
They board has never offered me any education. They give no guidance.	Outreach & Education
again, need to strike balance in protecting and advertising the good of the profession to consumers	Promote Pharmacy
Focus more on promoting pharmacy services and pushing the profile as healthcare providers.	Promote Pharmacy
Good communication to the public! Well done. Perhaps re-examine the need for a billboard size area needed for Rx posters.	Promote Pharmacy
I have worked in hospitals for over 20 plus years. The public thinks it's the hospital job to know what the patient takes at home, not their own responsibility. Fix that	Promote Pharmacy
I would like to see the Board promote the profession to the public	Promote Pharmacy
Improving public view of pharmacy profession. The only news stories right now are about total burnout of pharmacists overwhelmed by COVID vaccinations/test + standard duties	Promote Pharmacy
Lack of focus on what is important to our profession	Promote Pharmacy
No public media support of the value of their pharmacists	Promote Pharmacy
Not enough protection for practicing pharmacists.	Promote Pharmacy
Patients view pharmacists as nothing more than pill dispensers.	Promote Pharmacy
Promote the pharmacist as a vital health professionals in the medical community	Promote Pharmacy
Promote the role of the pharmacist and pharmacy technician	Promote Pharmacy
Promoting role of pharmacists.	Promote Pharmacy

Responses	Categories
The public no longer respects pharmacists. Instead of health care providers you have made us gatekeepers.	Promote Pharmacy
The SCRIPT pamphlet is very helpful to practicing pharmacists, but pharmacists do so much more than counting medications. I would like to see some public education sent out about what a pharmacist does, and what it takes to become a pharmacist. We are the one health care provider that you can drive up to the pharmacy and talk to most of us without an appointment	Promote Pharmacy
There need to be an improvement with the medical field to see pharmacists as health care providers	Promote Pharmacy
What pharmacy does	Promote Pharmacy
LIMITED RESOURCES	Resources
Making sure that the interpretive resources are utilized.	Resources
More on- line resources that are easy to find. Direct answers to direct questions instead of- refer to this law or regulation.	Resources
More resources, assistance	Resources
need more resources via you tube	Resources
Posters are not public education.	Resources
Resources	Resources
Update and increase the quality and quantity of educational materials	Resources
As population increases they need more staff	Staffing Level
Lack of staff	Staffing Level
Not enough bandwidth?	Staffing Level
Probably the broad geographical size of California.	Staffing Level
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Support/Protect Licensees
Liscensees / PIC are scared to report employeer to BOP for violations due to loss of job and livelihood	Support/Protect Licensees
low paid or hourly paid pharmacy employees need legal help in order to report the pharmacy owners and prescribers and board of directors; white collar criminals are suppressing voices of whistle blowers by hiring expensive defense lawyers	Support/Protect Licensees
One sided enabling frivolous complaints and law suits	Support/Protect Licensees
Opposition from corporations because increase in safety will decrease profit	Support/Protect Licensees
Provide pharmacists with acess to pharmacy literature and textbooks at discounted rates.	Support/Protect Licensees
Stop opening of new Pharmacy schools since there are not jobs. Pharmacy scope of practice have not increased, thus no new jobs.	Support/Protect Licensees

Responses	Categories
The other healthcare providers are doing it and getting paid to do it.	Support/Protect Licensees
Violations of hipa (eg: AUD)with respect to public airing of licensee’s meetings with the Board.	Support/Protect Licensees
Communications. Consider pushing the Script out via email the same way recalls and notifications are. Send notifications with bullet point summaries on top and deeper explanations below.	The Script
good. the script helps. I would like the email with the script to stand out more. I receive many emails from the board every week and someone the script gets lost or isn't as eye catching...	The Script
It doesn't come out often enough and you need to scroll down to finish articles	The Script
It is harder to learn what went wrong or what not to do now that the “disciplinary actions” section of the Script only links to the court cases. No more summary provided? Maybe better for privacy?	The Script
low Script circulation	The Script
Makes newsletters more visually appealing. This will improve readability.	The Script
More editions of the script,	The Script
more frequent than the quarterly script. Example: new laws for 2021 was published in the march 2021 script.	The Script
Producing the Script regularly.	The Script
Review common citations in the SCRIPT.	The Script
The Script newsletter is published very infrequently compared to how often other states publish their newsletter. It should be done quarterly.	The Script
The script should be published more frequently	The Script
The Script should be published more regularly and consistently.	The Script
COMMUNICATION IN A TIMELY MANNER	Timeliness
Communication is slow	Timeliness
Delay in email response	Timeliness
Dissemination of info to practitioners in a timely manner	Timeliness
distribution in a timely manner	Timeliness
Everything is last minute. Be proactive	Timeliness
Large gaps of time between communications	Timeliness
LONG WAITING LINES MEAN NOT ENOUGH TIME FOR THE PHARMACIST TO GIVE ENOUGH INFORMATION TO PUBLIC	Timeliness
Making sure that most individuals receive the correct information quickly	Timeliness
More timely communication of changes and updates.	Timeliness
More timely communication.	Timeliness

Responses	Categories
Since pharmacy law changes rapidly, the Board doesn't disseminate these changes fast enough.	Timeliness
slow at responding to inquiries	Timeliness
takes time	Timeliness
The Script is a good publication, but seems to be published at random intervals.	Timeliness
The Script is good, however, it needs to be more timely and monthly or even weekly.	Timeliness
The Script publications are nice to read, but it would be nice to have them more often.	Timeliness
Would like to see Board minutes and monthly news appear more timely and consistently.	Timeliness
doing what medically correct and not what politicians want	Trust/Transparency
Following science instead of political interference	Trust/Transparency
I feel that the board does little to explain what the big increase in dues and fees, while at the same time a big increase in the number of licentiates has resulted in improved health and welfare of the public.	Trust/Transparency
Need to maintain high level of trust .	Trust/Transparency
politics	Trust/Transparency
The Board is awful at communicating with pharmacies and pharmacists about their priorities. They need to be transparent about their priorities and be open to unforeseen challenges to those priorities that may jeopardize patient access and patient care and make reasonable changes accordingly	Trust/Transparency
Winning trust of its profession	Trust/Transparency
not sure how the Board communicates the consumers	Unknown
unknkown (6)	Unknown
Unknown (out of state)	Unknown
Instructions on the website. Random changes on application forms.	Updates/UptoDate
Making sure to keep up with the latest education news.	Updates/UptoDate
More frequent emails/notifications on important changes	Updates/UptoDate
Need to improve communication of changes in regulation/legislation to other health / medical professionals.	Updates/UptoDate
Out of touch with the publics needs	Updates/UptoDate
Staying on top of changes that occur so frequently which need to be monitored so email correspondence are always sent out with the most up to date information.	Updates/UptoDate
find it harder to nevigat through board website for content	Website
HAVING CONSUMERS VISITING THE WEBSITE	Website

Responses	Categories
I feel the board relies too much on it's website for public education when the public, unless it has a complaint, is unlikely to know that the board of pharmacy exists.	Website
Improve website	Website
Keeping the website current.	Website
Make website more user friendly	Website
The website should be more user friendly and more tabs and areas to click so you can see everything the website as to offer. Some fields are only accessible if you want to find it.	Website
Too much info on board website	Website
website	Website
Website is not user friendly.	Website

Communication and Public Education Weaknesses – Board Member Responses

Response	Categories
Communication is the starting point to really engage with the licensees, so the Board needs to make sure they feel welcome and heard. The Board needs to make sure what's sent out to the licensees is actually read/viewed by licensees. The Board needs to figure out a way to amplify its voice to licensees and the public.	Collaboration/ Engagement
The Board could work on making things a little bit more regular – the script comes out irregularly. Maybe the Board could have set times for the script to go out.	Consistency
Probably going forward, the Board needs to make sure we have all the communications with CURES, pharmacists have to register with CURES, and somehow their computer system needs to update.	CURES
Email notifications could be more personalized and streamlined in communicating important things to the licensees, make them more accurate.	Email Quality
The Board needs to find new ways to communicate while being as educational and helpful as possible.	Exploring Communication Options
The Board could do more public education such as PSAs , billboards, etc.	Increased Outreach & Education
The Board needs to do more work updating computer technology. The Board is talking about pharmacist licenses having pictures on them.	Licenses
There is an overwhelming need and challenge to get in front of and educate all different kinds of people on hot topics.	Proactive
There could be a little more of a Social media program. Virtual world presence.	Social Media
The Board needs to do more work updating computer technology. The Board needs to be able to communicate with the pharmacists through email.	Technology
Overall, the website could be more consumer friendly, especially for senior citizens.	Website

Communication and Public Education Weaknesses – Board Management and Staff Responses

Responses	Categories
easier to locate new topics in the Script/Website/listserve	Accessibility
Application instructions should be more clear.	Clarification/ Streamline
The Board's application instructions are too lengthy and a bit complicated.	Clarification/ Streamline
licensees do not use resources available to them	Collaboration/ Engagement
Relationship with pharmacy schools	Collaboration/ Engagement
Licensees either have not subscribed to email notifications or not paying attention to the contents.	Collaboration/ Engagement
Not enough education on all other aspects of the Board, only certain types of licenses, exams.	Education/ Training
Not being about to speak freely at board meeting.	Inclusiveness
Getting information to those who are paying for and going to school for licenses authorized by the Board seems to be a challenge.	Information Delivery
The Board needs to use the online platform more effectively in communicating with its licensees as it related to new laws and waivers	Information Delivery
hard to reach public	Information Delivery
The Board has adopted the use of email. It needs to focus on sharing new laws and more through using licensees' email.	Information Delivery
We have a lot of opportunity to increase the amount of communication to our licensees through basic ongoing information. Covering some basic information to help people with day to day questions they might have.	Information Delivery
Too many subscriber emails causes licensees to ignore emails	Information Overload
Informing licensees that the Board does not have access to third-party CE monitoring information on our website	Miscellaneous
no comment	No Comment/ Opinion
Educating the public on a pharmacists job	Outreach & Education
I believe the public would welcome more opportunity to hear Board staff educate stakeholders on certain issues. For example, corresponding responsibility is a somewhat unique area where it's hard to describe what it actually is but you certainly know when and when it's not being done. So education around how to Board reviews corresponding responsibility may	Outreach & Education

Responses	Categories
be helpful for RPH's to better implement this in their practice. I understand the risks associated with Board staff giving education in a public forum, but there's always opportunity to course correct if something incorrect is presented.	
Education from Inspectors are limited to the pharmacies visited, limited reach.	Outreach & Education
More outreach is needed to educate licensees.	Outreach & Education
Not enough staff to handle the amount of calls and emails to answer simple questions which tends to frustrate the public.	Staffing/ Resources
The Board needs to secure additional resources to address consumer information development and revision of existing consumer information materials.	Staffing/ Resources
Timely information	Timeliness
not aware of current challenges	Unknown/None
Too many licensees therefore hard to communicate personally to each individual.	Volume of Licensees
I don't know much other than the website. Public Education is a factor I know really little about. I try to keep up with the times but this is a subject I don't know much about.	Website
Website is cluttered, hard to navigate, difficult to find items.	Website
Not enough and time to answer all calls and answer all questions.	Workload

Possible Communication and Public Education Objectives – Stakeholder Responses

Responses	Categories
accessibility	Accessibility
availability.	Accessibility
Greater education opportunities for sites who cannot drive to our state capitol via online platforms. Maybe even have a summary table of the laws on your website. A special training class for PICs would be great!	Accessibility
Improving accessibility	Accessibility
Provide more accessible	Accessibility
There needs to be greater access to the information Which is interactive to those in the pharmacy profession and ongoing basis not just at midyear	Accessibility
Add Farsi as one of the prescription label translations available on the Board website.	Accessibility-Language
Different languages written but not everybody is learned	Accessibility-Language
Verbalized information is needed	
Email in laman terms by giving real examples	Accessibility-Language
Improving language in the regulations to make it easier to understand	Accessibility-Language
Multilingual focus	Accessibility-Language
radio in Spanish and English.	Accessibility-Language
Do not use my license renewal fee ginormous increase to subsidize pet projects without consent	Build Trust &Transparency
Increase transparency.	Build Trust &Transparency
Trust	Build Trust &Transparency
Fostering a more open atmosphere. Meetings should be recorded and posted online, so more people can see the decision making process and participate.	Board Meeting Access
Hold more meetings in regions such as Orange County as there is a larger population of stakeholders in this region, and/or create a web based platform where stakeholders can participate in the meetings instead of just listening in.	Board Meeting Access
Holding meetings in "not so common" cities in rural California to encourage more attendance by consumers.	Board Meeting Access
Regular public meetings throughout state.	Board Meeting Access
simplify board meeting activity access	Board Meeting Access
Zoom all meetings	Board Meeting Access
Be more visible to the public/consumers	Board Visibility

Responses	Categories
Consumers should be more aware of the Board.	Board Visibility
I don't think the majority of the public is even aware there is a board of pharmacy.	Board Visibility
I feel the board could do better at educating the public of it's existence and the benefits it provides to them as a board under the department of consumer affairs. With an established public presence, it might then further educate the public on not only their rights, but the benefits they can receive from properly practiced pharmacy services.	Board Visibility
Let the public know what your roles are.	Board Visibility
Maintaining a higher profile in the public eye, in order to promote and enhance the profession	Board Visibility
Make it be known these programs are even in existence	Board Visibility
Making themselves known	Board Visibility
More active roles and be more visible to the public and pharmacists.	Board Visibility
The public has the right to report pharmacists in the community. That is a "service" offered by the board. If you get a misfilled prescription or feel that you haven't been counseled properly, or HIPAA is violated contact the board. I think this could be "advertised" better for 100% accountability.	Board Visibility
As stated previously, increase communication with other medical and health professionals of changes and issues in the field.	Collaborate w Stkd
Better interaction and collaboration with inspectors/ Board staff to help and guide licensees.	Collaborate w Stkd
Focus on involving more pharmacists to create communication and public education.	Collaborate w Stkd
Solicit input from licensees regarding communication strategies.	Collaborate w Stkd
work more with the medical board so as to be on the same page.	Collaborate w Stkd
work with it's licensee's	Collaborate w Stkd
Working in conjunction with pharmacies concerning what should be communicated to the public.	Collaborate w Stkd
Even more communication if that is possible.	CommunicateEdu-Increase
Getting information out to the general public more.	CommunicateEdu-Increase
Increased communication to licensees of Public Education initiatives.	CommunicateEdu-Increase
Increasing any public education efforts at all.	CommunicateEdu-Increase
Make written commo more frequent	CommunicateEdu-Increase

Responses	Categories
MORE COMMUNICATIONS TO PHARMACISTS AND COMMUNITY	CommunicateEdu-Increase
more education	CommunicateEdu-Increase
More frequent communication	CommunicateEdu-Increase
More frequent education to the general public.	CommunicateEdu-Increase
more public announcements-reach public through community pharmacists	CommunicateEdu-Increase
More PUBLIC communications.	CommunicateEdu-Increase
More public information	CommunicateEdu-Increase
More public PR	CommunicateEdu-Increase
Send out relevant emails more frequent.	CommunicateEdu-Increase
There needs to be more communication and public education	CommunicateEdu-Increase
Continue to put out writings for practicing pharmacists	CommunicateEduLicensee
Definitely need to educate people.we need to have doctors office and pharmacies provide with information ASAP.	CommunicateEduLicensee
Educate pharmacy on healthcare equity and find ways to support care delivery in a post-COVID environment	CommunicateEduLicensee
education to licensed members	CommunicateEduLicensee
Letting licensees know what they're doing	CommunicateEduLicensee
Outreach to licensees about educational needs.	CommunicateEduLicensee
What are the items that every licensee should receive?	CommunicateEduLicensee
Advocating for pharmacists to the public so the public is aware of all a pharmacist can do.	Communicate Pharmacist Role
Continue to work to educate the Public about the role of the pharmacists as part of all the health care team and all the variable roles that the pharmacists can play	Communicate Pharmacist Role
Educating the consumer of the importance of Pharmaceutical care and Pharmacist counseling.	Communicate Pharmacist Role
Education to the public of the incredible value of pharmacists	Communicate Pharmacist Role
Greater public education about the role of the pharmacist.	Communicate Pharmacist Role
Letting the public know more about the areas of expertise that pharmacists possess.	Communicate Pharmacist Role
occasional ads for the profession/expand public perception of what the trained pharmacist can do	Communicate Pharmacist Role
Promote pharmacies' abilities to serve Californians	Communicate Pharmacist Role
Promote the ability of pharmacies to serve Californians, leveraging demonstrated success of pharmacies' dedication to serve patients during COVID	Communicate Pharmacist Role

Responses	Categories
Promote the critical role of pharmacist in the medical field	Communicate Pharmacist Role
Promotion of pharmacy services provided by pharmacists while in the pandemic	Communicate Pharmacist Role
Providing the public with more info on how pharmacists are able to do more than provide recommendations in the drug store aisle	Communicate Pharmacist Role
Public awareness campaign about the role of pharmacists and pharmacy services	Communicate Pharmacist Role
Public view on pharmacists	Communicate Pharmacist Role
Raising awareness to all: pharmacists are providers as other health care fields.	Communicate Pharmacist Role
Spread the importance of a pharmacist's role to the general public and other health care providers.	Communicate Pharmacist Role
Tell people what clinical pharmacists do	Communicate Pharmacist Role
other pharmacist expanded roles	Communicate Pharmacist Role
Actually attempt to educate the Public in a forum they'll be exposed to outside of the BoP website.	Communication-Avenues
Be more active in social media.	Communication-Avenues
catch up and use today's technology	Communication-Avenues
Consider additional platforms for information	Communication-Avenues
Continue growing the avenue of email for the dissemination of information	Communication-Avenues
Creation of a real-time messaging forum board for two-way communication and perhaps a board for collaboration.	Communication-Avenues
Expanding inter-net use.	Communication-Avenues
Explore other methods of communications	Communication-Avenues
Find a way to communicate directly to the people	Communication-Avenues
Focus more on outlets (e.g. social media platforms) and emails	Communication-Avenues
Focus on communication via social media to educate public.	Communication-Avenues
Focus on outreach through other virtual forums (e.g. YouTube channel, social media, regularly scheduled Zoom Q&A, etc.)	Communication-Avenues
further investing in electronic communication and application (licensure) services.	Communication-Avenues
Get the message out to the public through all available media	Communication-Avenues
Greater number of personal visits to the retail setting	Communication-Avenues
Growing a social media presence	Communication-Avenues

Responses	Categories
Identify ways, other than BOP website, to communicate with public. It is pharmacists who are ensuring the public's safe medication use, not the board of pharmacy.	Communication-Avenues
Imaginative messaging using social media	Communication-Avenues
increase breadth of education - ie; more outlets	Communication-Avenues
Increase communication and public education via email	Communication-Avenues
Increasing direct communication with the general public.	Communication-Avenues
Keep the E-mails coming	Communication-Avenues
Leveraging social media and other electronic communication.	Communication-Avenues
Mailers, phone calls, etc	Communication-Avenues
Maybe have an email listing for public to sign up and receive quarterly emails of their rights and news pertaining to their safety.	Communication-Avenues
methods of communicating to public need to be thru channels that reach the target cohort	Communication-Avenues
More one-on-one communication with pharmacies	Communication-Avenues
More online resources to answer questions? Advertise public health, maybe partner with some large health care orgs to assist?	Communication-Avenues
more visibility on social media	Communication-Avenues
Online updates, news via YouTube	Communication-Avenues
Providing zoom workshops	Communication-Avenues
Public education via television	Communication-Avenues
Public forums (town halls)	Communication-Avenues
Reaching as much of the California population as possible. I am sure the budget is small for promoting the pharmacy profession, but social media is huge.	Communication-Avenues
reaching out to local news outlets	Communication-Avenues
Send email to. Communicate	Communication-Avenues
Simplify.	Communication-Avenues
Increase use of technology.	
Staying abreast of the ways people communicate and using what is available and necessary to communicate	Communication-Avenues
To inform public through media or internet. Education very important.	Communication-Avenues
Utilize mainstream and social media	Communication-Avenues
Better and more concise communication.	Communication-Quality
better communication	Communication-Quality
Brevity in emails, more practice pearls and more often in the Script	Communication-Quality
Clarity	Communication-Quality

Responses	Categories
Communicating better through email and on phone calls. Provide guidance.	Communication-Quality
effective communication and response	Communication-Quality
Giving facts	Communication-Quality
Improve telephone services	Communication-Quality
making information succinct	Communication-Quality
More concise communication	Communication-Quality
More concise dispersal of pertinent information	Communication-Quality
Much better communication to the pharmacists!	Communication-Quality
Provide more valuable communication.	Communication-Quality
Reduce communications or tailor the communications that are pertinent to one's setting, such as retail vs hospital.	Communication-Quality
simple and more detail explanation	Communication-Quality
The Board should be reminded about what kind of people constitute its audience and to communicate and educate topics that actually matter.	Communication-Quality
Work on communicating	Communication-Quality
All emails need to be replied in 24 hours	ComsResponsiveness
Faster email and phone responses.	ComsResponsiveness
Faster response	ComsResponsiveness
Improving the process in responding to questions from licensees	ComsResponsiveness
speed up response time	ComsResponsiveness
Creating regulations that they also provide thorough education on.	Educate- Laws&Regs
Give more BOP events in locations around the state with the emphasis on what the regulations mean to your practice. Could also be presented online.	Educate- Laws&Regs
Helping pharmacist do the right thing. There are hundreds of gray areas in the law and the board should be posting answers on how to deal with these scenarios.	Educate- Laws&Regs
Improve guidance for practitioners and offer plain language explanations of new regulations.	Educate- Laws&Regs
Providing a more meaningful way for license holders to get accurate information about how the board interprets its own laws and regulations.	Educate- Laws&Regs
Providing continuing education specifically focused on new regulations and those that are most frequently violated.	Educate- Laws&Regs
Simplify what can be simplified in regards to pharmacy law so consumers better understand what the rules governing pharmacy are.	Educate- Laws&Regs

Responses	Categories
Stop being vague about state laws no grey areas. Grey areas bring about unethical business behaviors making more pharmacies break the law.	Educate- Laws&Regs
The board needs to provide licensees with better resources for pharmacy law and expectations regarding controlled substance prescriptions. The board should provide training and examples on when and how to refuse a controlled substance order and how to resolve issues that arise when a controlled substance order does not meet legal requirements. Physicians and their representatives are extremely undereducated on controlled substance order requirements and laws.	Educate- Laws&Regs
Training pharmacists on how a law is to be enforced	Educate- Laws&Regs
When a new law or reg comes out, in addition to printing the law or reg in its original form, also give a practical as to what it means and exactly how to comply. Sometimes the legal language is too complex to truly understand what it expected	Educate- Laws&Regs
Better communication with how to complete law CEs. Very difficult to determine where to find and what to do now that it is mandatory. Love the idea, but we need more guidance.	Educate-CE and Training
Continue the existing methods along possibly live webinars sponsored by the Board that can be recorded and played again for licensees that cannot attend the live webinar.	Educate-CE and Training
continued CE offerings	Educate-CE and Training
educate pharmacy on healthcare equity and find ways to support care delivery in a post-pandemic environment	Educate-CE and Training
Have more board CE available	Educate-CE and Training
Increased variety in CEs for ethics/law changes.	Educate-CE and Training
Information Technology for improvements in computer use.	Educate-CE and Training
More CE for public health issues	Educate-CE and Training
More CE opportunity for pharmacists	Educate-CE and Training
More CE's	Educate-CE and Training
More continuing education	Educate-CE and Training
Pharmacy technicians getting credit for taking pharmacist only courses	Educate-CE and Training
Provide free C.E credits.	Educate-CE and Training
Provide free continuous education	Educate-CE and Training
Providing more CE as required in the law/ethics area.	Educate-CE and Training
recommend better CE for pharmacists and technicians	Educate-CE and Training
Supported webinars or speaking at conferences when COVID allows.	Educate-CE and Training

Responses	Categories
Transparency and open communication with pharmacists and pharmacies about how best to preserve patient safety without jeopardizing patient access	Educate-CE and Training
Webinars for pharmacists	Educate-CE and Training
again more direct public education and communication	EducatePublic
Board has focused on restrictions and not on access to drugs and services for the public	EducatePublic
Communicate better to the consumers	EducatePublic
consumer awarness	EducatePublic
Continue the same for professionals. Perhaps, public education could increase.	EducatePublic
Educate the public about their choice in picking their pharmacy. Inform the public that they have a right to price check over the telephone.	EducatePublic
Educate the public on the role of the pharmacists and pharmacy technicians - and how they can improve safe medication use; educate the public more on their rights as consumers, safe medication use and disposal of unwanted medications	EducatePublic
educate the public on whats legal and what is not	EducatePublic
Educating the public about the patient freedom of choice picking the pharmacy they choose , not the doctors choice ... Some doctors mandate specific pharmacies flat out because they get kickback	EducatePublic
Encourage people to communicate with the board	EducatePublic
How to communicate to the public	EducatePublic
Maintain good communication with licensees. If Public Education remains part of the board's mission, then it clearly needs some marketing campaigns related to pharmacy topics that reach the lay public.	EducatePublic
Making the public aware of their extracurricular practices	EducatePublic
more public education , more advertising	EducatePublic
Public awareness	EducatePublic
Public bulletins.	EducatePublic
Public education, definitely drug use. Also the importance of hygiene. Sad but true that this is necessary everywhere.	EducatePublic
Regular school programs for parents, teachers and all ages of students	EducatePublic
Teaching the PUBLIC that it's there own responsibility to know what they are taking.	EducatePublic

Responses	Categories
<p>The regular email notices are very good/helpful. The consumer community does not understand why there are some rules that affect them. Community Education would be a valuable resource around; proper disposal of Rx drugs, and the importance of pharmacist counseling. At the pharmacist level I recently heard from a friend how he was denied an emergency refill of insulin while traveling out of town. Educating the public through patient counseling and through Pharmacist CEU courses about emergency refill procedures can never hurt, much.</p>	<p>EducatePublic</p>
<p>There is not enough basic patient education on the site to help them understand what is being reported on about licensees. I do question how much needs to be on there. The Script is written for pharmacists but I do not know of any particular patient education that is available on the site, and that could be my own lack of knowledge or it reflects that the BOP needs to do more to advertise its public education to both the public and the licensees.</p>	<p>EducatePublic</p>
<p>develop a non-punitive approach for PICs; focus should be on how to fix a compliance issue and some feedback on what is being done correctly</p>	<p>EduLicenseevsEnforce</p>
<p>Education that can prevent loss of licensure, like diversion trends, etc.</p>	<p>EduLicenseevsEnforce</p>
<p>I do NOT think the Script needs to have the listings of all of the suspended and canceled licenses, as this has always appeared to celebrate the downfall of those licenses. Instead, there should be a summary of many of the incidences into actual case studies with de-identified information. The recent BOP's committee meeting with interest to make inspection citations publicly available information appeared to be celebratory in nature and misses the mark in trying to protect the public. There are some things that are public knowledge, there are other things such as citations with corrections pending that should not be public knowledge because they are beyond the public's understanding and sow distrust in the pharmacy profession and may lead people to not get the care they need by the most trusted profession. It is the BOP's mandate to protect the public but that idea and other public postings gives the perception that the BOP is more interested in putting out all the info about licensee's and letting the public decide... if that were the case, then the BOP would be primarily a publisher and not an enforcer (the public would be enforcing).</p>	<p>EduLicenseevsEnforce</p>

Responses	Categories
If privacy is needed, wondering if there is a way to summarize disciplinary actions without disclosing names & specific locations? We can still learn from the experiences.	EduLicenseevsEnforce
nobody cares about your emails, all they about it you stop punishing and bullying and extorting money from pharmacists	EduLicenseevsEnforce
Providing pro-active education to licensees, in areas of concern. Most learn of interpretations AFTER inspections.	EduLicenseevsEnforce
Real outreach program through pharmacies with fee reductions for those that participate. Website that educates on health topics and resources rather than one that focuses on punishment of pharmacies and pharmacists when a patient has a "normal" experience at a pharmacy	EduLicenseevsEnforce
We are on the front lines. We can make a difference in getting people access to quality medical care but the BoP's focus on minutia handcuffs pharmacists and pharmacies	EduLicenseevsEnforce
Improve role of also protecting the licensee	EduPublicSupportLicensees
Advocating for Pharmacy with public	EduPublicSupportLicensees
Better exposure to masses on Pharmacy to drive that Pharmacy isn't just retail Pharmacy. This is a great time with Pharmacy helping to lead the vaccine efforts.	EduPublicSupportLicensees
Continuation of public awareness of services available and priorities for the future.	EduPublicSupportLicensees
Continue to help pharmacists and technicians work to the top of their licenses. Utilize the profession to advance public health and safety and help the community recognize our contribution.	EduPublicSupportLicensees
educate public on our education and skills	EduPublicSupportLicensees
Educating providers and consumers about pharmacy/pharmacist services.	EduPublicSupportLicensees
Elevating clinical roles in the community	EduPublicSupportLicensees
Expanding community knowledge of pharmacy services with California	EduPublicSupportLicensees
Explaining the science	EduPublicSupportLicensees
Focus on educating the public on the value of pharmacists.	EduPublicSupportLicensees
Go on TV with us to tell the public to stop yelling at us when their prescriptions aren't ready or covered. We can only do so much with the limited staff we have.	EduPublicSupportLicensees
Improve public perception of pharmacists as providers and part of the healthcare team	EduPublicSupportLicensees
Inform the public how the increase in the number of better educated pharmacists has helped increase the health of the citizens of this state.	EduPublicSupportLicensees

Responses	Categories
Need more education to inform what a pharmacists can do for consumers beside filling their Rx. Pharmacists are professional with well equipped knowledge about medications.	EduPublicSupportLicensees
Promote the field to the public.	EduPublicSupportLicensees
Promote the profession instead of tearing it down.	EduPublicSupportLicensees
Promote the profession of pharmacy. Encourag an environment that expands the capabilities and roles of pharmacists.	EduPublicSupportLicensees
Promote the value of Pharmacy professionals.	EduPublicSupportLicensees
Protect the rights of pharmacists.	EduPublicSupportLicensees
Publicize the full range of patient care responsibilities that pharmacists may provide, and educate the public how best to seek out and receive these services. This must include an explanation of the value of these services and the appropriateness of payment for them.	EduPublicSupportLicensees
Spread the word that we're healthcare workers. We don't get the respect that other HCW receive, even during the pandemic many benefits excluded pharmacy workers because of lack of knowledge of what we do	EduPublicSupportLicensees
Support the working pharmacist and their duties	EduPublicSupportLicensees
Support your pharmacists	EduPublicSupportLicensees
Supporting the licensed practitioners and getting vital info out to them	EduPublicSupportLicensees
the importance of the relationship of the patient and pharmacist	EduPublicSupportLicensees
Work with members of the profession to create non invasive ways to explain to patients how to best use the services within a pharmacy.	EduPublicSupportLicensees
Promote the pharmacy profession	EduPublicSupportLicensees
Making sure that every profession in this field complies with any new requirement.	Enforcement
5 to 10 %	General
accountability	General
As pharmacy practice expands, it is important that this information be more widely disseminated.	General
avoiding politics	General
Awarness, education	General
communication to stakeholders	General
Commercials/advertising	General
Consistent and clear communication around application expectations and changes.	General
Consumer affairs should be just that.	General

Responses	Categories
Continue Public member Board involvement; perhaps create a CA Board advertising budget.	General
Continue to disseminate new information	General
Continue to work broadly in current issues of importance	General
current services are to be continued and expanded	General
Educate, educate, educate	General
Engagement	General
everything	General
Explaining what the board is reviewing and who is lobbying for or against new proposals	General
feedback from stakeholders	General
Feedback responses if questions	General
Focus on mutual goals of patient safety.	General
Focus on truths, not propaganda or political agendas. Protect consumers.	General
Getting out the notice that enforcement will not be sidelined amid the crazy times. Right is right.	General
I don't see how it can improve from what we have	General
I don't think the public is interested in hearing from the state board of pharmacy, there is already an information overload.	General
improving outcomes via Opra concepts and requirements	General
In Prevention	General
Keep improving on what is there.	General
Learn how to affectively reach out to a broader base	General
lots of thing board needs to work on	General
Maintain current levels of Public Education	General
More creative ways to increase public enlightenment	General
On Pharmacy	General
probably not a priority	General
public is part of the process	General
Purposefulness	General
reaching all members of public	General
Realistic expectations.	General
Start communicating	General
Stay away from this and let the feds take care of things and let the pharmacist practice their profession	General
Tech programming.	General
Yes	General
Does the board really have a place - or desire for - for Public Education? I simply do not know.	Improve Demeanor
We are trying to follow your rules, but get attitude from the board.	Improve Demeanor

Responses	Categories
advance pharmacist practice	Leg & Reg
Consumer complaints-increase /regulate Rx staffing limits to enhance safety	Leg & Reg
Fewer tech to each pharmacist.	Leg & Reg
Increase the number of continuing education hours.	Leg & Reg
MANDATE AT LEAST 5 MIN CONSULTATION TIME FOR EACH PATIENT	Leg & Reg
Mandating workplace standards that allow pharmacists to actually practice as clinicians (such as minimum staffing requirements).	Leg & Reg
Reduce CE requirements	Leg & Reg
State legislation promotion of the profession within a medical team approach	Leg & Reg
They should focus on a realistic policies that help both pharmacists and consumers by reducing the time consuming regulatory practices like employment policies, medical error policies and the requirements of translating any language on the planet	Leg & Reg
Improve website and renewal process	Licensing, Website
N/A (26)	N/A
TBA	N/A
. (5)	No Comment
? (5)	No Comment
Don't know (4)	No Comment
I am unaware	No Comment
I do not have any experience with the board on public education.	No Comment
I don't know. (2)	No Comment
I lack the necessary knowledge base to respond	No Comment
I'm done!	No Comment
I'm not sure.	No Comment
I'm unfamiliar with the board's activities with public outreach.	No Comment
No answer.	No Comment
No comment (10)	No Comment
No idea	No Comment
no opinion	No Comment
no recommendation	No Comment
not known	No Comment
not sure (9)	No Comment
See #15	No Comment
See above (4)	No Comment

Responses	Categories
See previous answer (3)	No Comment
See question 2	No Comment
Sorry, this is getting too long. Instead of quitting, I will place this into the boxes.	No Comment
The same	No Comment
There are so many different areas of pharmacy to focus on, I am not in a position to judge.	No Comment
Unknown (2)	No Comment
Unknown (out of state)	No Comment
unsure (4)	No Comment
x	No Comment
None (9)	None
None that come to mind.	None
nothing else	None
Continue the current path.	NoneGoodJob/Continue
Continued weekly bulletins	NoneGoodJob/Continue
DOING IT, I GUESS	NoneGoodJob/Continue
Effectiveness	NoneGoodJob/Continue
I think the board is doing a fine job as is and no need to change.	NoneGoodJob/Continue
Keep doing what your doing	NoneGoodJob/Continue
Keep going	NoneGoodJob/Continue
Keep up the good job! (2)	NoneGoodJob/Continue
Keep up the good work. (4)	NoneGoodJob/Continue
Keep up the good work. This is the best part of the CA BOP.	NoneGoodJob/Continue
ALL PHARMACIES ARE AVAILABLE FOR CONSUMER HEALTH QUESTIONS AND AT NO COST	Opportunities
arrange legal workshops for whistle blowers at least once per calendar year and also make the audio or the video recording available to public about how the board will aid, stand with or stand behind and shield whistle blowers	Opportunities
Communication with public regarding pharmacy related resources- drug take back days, clean needle exchange, sharps drop off locations	Opportunities
diabetes/COVID education primarily	Opportunities
Doing something about the opioid epidemic and diversion and making it known in a public way but sweeping it under the rug or ignoring it. not saying you do this.	Opportunities

Responses	Categories
<p>Educating the politicians.</p> <p>Gaining the public's trust. Increasing the staffing - especially in retail settings and hospital discharge settings so that the pharmacist has some time to talk to the patient about their medical condition and their meds. If they have time to know the person as a person, other than just by an RX number, there is a better chance that the pharmacist will be able to educate their patients.</p>	Opportunities
Education of how pharmacy will change for the better.	Opportunities
Education of seniors and new parents.	Opportunities
Education starts in grade school. There should be more of an emphasis on overall health related education in our public schools.	Opportunities
Elderly patients.	Opportunities
Encourage more local programs through Adult Schools and more info about groups like the PTCB. Provide a list of places that offer internships and/or externships.	Opportunities
Focus on the working conditions in the pharmacy. Communicate with your licensees what you have done to address them.	Opportunities
Having a representative available to help the pharmacists understand and solve problems better and more efficiently. BoP is representing understandably the consumers but there should be a person who is able to counsel and help pharmacists more.	Opportunities
Highlight all of the great work the pharmacy profession is doing lately around COVID vaccinations	Opportunities
Just holding upper management accountable for communication information to their pharmacies.	Opportunities
Make pharmacy one of the most trusted profession again	Opportunities
Make the pharmacists providers and get the same compensation for the pharmacists that the other healthcare providers get.	Opportunities
Make us the most trusted profession again	Opportunities
Mental health. Please mental health. Address the pharmacy working conditions. They are HORRIBLE! I know this because I have contemplated committing suicide multiple times due to the amount of stress on the job!!	Opportunities
More information on the changes to opioid prescriptions and requirements to get those.	Opportunities
More ways to advance in pharmacy field	Opportunities

Responses	Categories
Pharmacists are here to help.	Opportunities
picking a public health issue that the pharmacist intervention could change in a positive manner. diabetes??	Opportunities
Promoting pharmacy clinical services in the hospital & retail / community settings.	Opportunities
public education campaign re medication safety	Opportunities
Public should be encouraged to always ask Rphs for counseling rather in a hurry to get out of pharmacy (this applies to community practice) institutional practices also beefs to step up To patient admission and discharge med info. Again the board could advertise to public that they should expect and look for this	Opportunities
Public utilizing a single, non mail order pharmacy, for their medication needs.	Opportunities
pushing the advanced practice pharmacists (APh) concept	Opportunities
Reach out to all Californians on the current and upcoming issues in the area of pharmacy.	Opportunities
Safe use of medications. The importance of vaccines and keeping current with public health recommendations.	Opportunities
See what customers truly value. I think its speed and cost. Everything else is low priority.	Opportunities
STDs for health PreNatal and Baby care Narcan Local opioids programs Health Food plans and menus	Opportunities
That Pharmacists are acting as gate keepers for the state not by our own choice.	Opportunities
The value of the community pharmacy. So many community pharmacies and closing creating difficulties for consumers to get to a pharmacy.	Opportunities
Trying to save independent pharmacy's from closure by unfair business practices of PBMs and Chain pharmacy	Opportunities
use of AI to monitor	Opportunities
Vaccines, importance of maintaining an up to date medication list and co-ordinating these efforts with other agencies	Opportunities
Wellness- reducing consumption of nicotine, sugar, junk calories, etc.,	Opportunities
With the excessive recalls that we see and the board is aware of, I would like to see that impact the FDAs oversight of manufactures	Opportunities

Responses	Categories
Adding mandatory drug education curriculum to the school system at some level preferably junior high school	Pharmacy Schools
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Pharmacy Schools
cutting back on colleges of pharmacy & being upfront with students applying about how there isn't much demand anymore	Pharmacy Schools
I think that our Board should invest resources in working with schools of pharmacy on ethics and spend more time learning about what pharmacists do on a daily basis. One issue I've had is the Board only hears the bad stuff about pharmacy and rarely the good stuff. I think they should have pharmacists from every discipline give presentations on what they are doing that is successful.	Pharmacy Schools
Pharmacies stood ready and remained dedicated to serving Californians during COVID pandemic	Pharmacy Schools
Reduce pharmacy schools	Pharmacy Schools
regulate opening of more pharmacy schools	Pharmacy Schools
stop opening of new pharmacy schools	Pharmacy Schools
Support of pharmacy schools	Pharmacy Schools
Lifestyle decisions that affect the need for drug treatment. Novel ways to change unaffordable drug pricing. Better patient education for diabetes, weight management, lifestyle decisions that affect drug usage. More public service programs	PSA
More PSA's and language more aligned with the publics ability to understand.	PSA
Not familiar with public education efforts so I guess publicizing.	PSA
Public service announcements	PSA
some great PR re vaccinations, other key roles pharmacists play in public health	PSA
Expired meds and sharps disposal.	PSA-SafeDisposal
Information about proper medication disposal and the effects of the medications on the environment.	PSA-SafeDisposal
Promoting safe disposal	PSA-SafeDisposal
Yes, the public should be educated on what to do with expired meds. Can not tell you how many people have come to me personally asking how to dispose of their relatives or their own expired/unused medication. A problem that even now is only sporadically addressed. All pharmacies should be a disposal	PSA-SafeDisposal

Responses	Categories
site and NOT at their expense as this is a public health problem.	
Medication safety, compliance, polypharmacy, and destruction of meds to keep them out of the wrong hands and out of environmental waste.	PSA-SafeDisposal, PSA
Condense recalled drugs into a single once or twice daily email. An individual email is not needed for ever single recall.	Recall Notices
Figure out when a recall is important, now, they are so vuluminous as to become redundantly unimportant,	Recall Notices
Get rid of the 6 month paper retention which is a huge waste of paper and figure out a way to notify on drug recalls sooner.	Recall Notices
Stop sending recall notices.	Recall Notices
A more streamlined process for the "Public" to address issues. It shouldn't really take "months" to address a complaint.	Responsive/Proactive
Being more open and ready for a constantly changing society.	Responsive/Proactive
Preparing for another pandemic or emergency disasters	Responsive/Proactive
Educating staff and roh	Staff
Flrst educate your own, then the public	Staff
Hire more staff	Staff
Invest in infographic software and training.	Staff
Need more well-trained employees and more employees in general to be able to handle the huge number of requests and questions	Staff
perhaps more staff?	Staff
Recommend hiring a communication person.	Staff
Strengthening the department that oversees communication & public education.	Staff
They should add more people to answer phone or to reply to the emails	Staff
Developing a consistent community message on what pharmacists can provide.	Standardization
Have a dedicated outreach protocol	Standardization
MORE CENTRALIZE AND STREAMLINED. TOPICAL	Standardization
Standardize how communication/education is implemented	Standardization
streamlining and simplifying so easier to understand expected practices	Standardization
Develop a directory for consumers to seek out pharmacies that offer advanced services beyond just filling prescriptions (contraceptives, naloxone, PEP & PrEP, travel medications,	Stkd Resources

Responses	Categories
immunizations besides flu shots, smoking cessation, other services)	
developing additional resources via you tube	Stkd Resources
Digitized brochures for public	Stkd Resources
Especially resources.	Stkd Resources
more resources	Stkd Resources
More resources- more access to information	Stkd Resources
Perhaps videos to be played pharmacies to relate the services that pharmacists provide. The public is more likely to watch a video in a pharmacy than read a sign.	Stkd Resources
President Biden spoke to the power of pharmacy and 90% of Americans live within 5 miles of a community pharmacy	Stkd Resources
Providing material to the public that is timely and received by a large part of the California citizens.	Stkd Resources
Work on providing resources for pharmacists rather than keep taking their money	Stkd Resources
Consider an electronic system/site for documentation of response to urgent recalls.	Technology
Increase technology	Technology
Continue publishing The Script.	The Script
Expand newsletter.	The Script
Increase commitment to the Scripts regular publication.	The Script
Increase Script circulation	The Script
Maybe allow pharmacists to submit interesting articles to be published in the newsletter	The Script
More frequent newsletters.	The Script
Separate newsletters	The Script
distribution in a timely manner	Timeliness
getting information out faster, similar to how the recalls are sent out	Timeliness
Mail out Renewal notice a few months ahead	Timeliness
More efficient communication	Timeliness
More timely and easier to digest communication.	Timeliness
timeliness	Timeliness
Continue to inform the pharmacy profession of any changes and issues that relate to our services	Update Stkds
Keeping us all updated. Keep up the good work.	Update Stkds
Any changes of requirement's	UpdatesToAll-Laws&Reg
Ensure the community has access to updated legislation	UpdatesToAll-Laws&Reg
The Board needs to focus to how to maintain effective communication with licensees and also has the duty to inform	UpdatesToAll-Laws&Reg

Responses	Categories
and educate them on changes to pharmacy laws and regulations.	
I also remember not long ago the BOP posting everyone's personal addresses (then allowing places of work), and while the Board felt it was following state regulations, there was no realization by the BOP or questions about safety when posting the addresses - a safety risk for pharmacists in the times of a decades long opioid abuse epidemic. I was very relieved when the addresses were removed. Even with my address setup as my workplace on the site, it still did not protect me as people I wish not to know continued to find me and contact me. Going forward, I would like to see a better organized website, that is friendly to the public, I would like to see better resources for licensees too. Help the profession help the patients. Support the profession to help the patients. Show the public you are out there, helping the licensees, to help the public.	Website
Building more robust Pharmacy website with friendlier user interface.	Website
Continue to offer resources on website, it is very resourceful.	Website
Create a better-looking and easier-to-navigate website.	Website
develop new web site that is more interactive and informative. It can be an avenue to get questions answered quickly without taking up time from the board inspectors.	Website
Improve the website platform to be more user friendly.	Website
Making website more easily navigable	Website
more organized website	Website
Perhaps continue to expand information on the website, make the search engine smarter.	Website
Perhaps rebrand the website to modernize and make more user friendly.	Website
Reassess websites for accessibility and usability.	Website
Summarizing changes. Link us to CE and maintain that on your website on a specific page. Tell us about it each month. We want a list not a paragraph.	Website
website	Website

Possible Communication and Public Education Objectives – Board Member Responses

Response	Categories
A little bit of outreach needs to occur, like inspectors or any other staff being out there on some sort of media. I'm unsure of the Board's social media presence. The Board needs to look at best ways to reach out to upcoming generations to spread awareness. Perhaps the Board can partner up with stakeholders on this.	Increased Outreach
There needs to be a new focus on public relations and marketing.	Public Relations/Marketing
Improving the communication to licensees and personalizing it.	Public Relations/Marketing
Every changing list of hot topics. Staying ahead of, like diversion.	Staying on Top Of
Drug abuse. It's a major issue.	Substance Abuse

Possible Communication and Public Education Objectives – Board Management and Staff Responses

Responses	Categories
Updating application instructions for better communication.	Application Clarification
Creating a calling services in order to have simple questions answered.	Call-in Services
building communication with inspector staff (experts) and the Board.	Collaboration/Engagement
Ways to improve licensee engagement	Collaboration/Engagement
Improved communications,	Communication Changes
The Board needs to focus on reviewing, developing, and updating consumer information.	Consumer Information
Have a way to check if the board's has e-mail addresses to all licensees during renewal process so they can communicate to each licensee's effectively.	Contact Data Maintenance
Create more FAQs to include on website.	FAQs
Provide a section with FAQ for all departments and/or license types.	FAQs
increased exposure on new laws and law refreshers for pharmacy	Law/Reg Updates/Refreshers
I would also welcome additional opportunity to provide more education outside the arena of an actual inspection. You can certainly touch more licensees when you provide education in this fashion and the context in which its given is "safer" meaning it's non-punitive for licensees.	Live/Online Classes for Licensees
Create more webinar or educational sessions to educate applicants about other licenses/applications types.	Live/Online Classes for Licensees
Live monthly classes?	Live/Online Classes for Licensees
Detailed and interactive educational seminars for licensees - perhaps 2-3 hours and online courses for convenience.	Live/Online Classes for Licensees
Create more webinar sessions to educate applicants about other licenses/applications types.	Live/Online Classes for Licensees
maybe creating videos on different subjects that licensees/public could view on demand.	Live/Online Classes for Licensees
no comment	No Comment/Opinion
Internet resources such as website, mobile app, etc	Online Resources
Educating the public	Outreach & Education

Responses	Categories
More public outreach. Seminars, positive education opportunities would improve the Board's public perception.	Outreach & Education
outreach and resources for consumers.	Outreach & Education
It would be nice if we had a radio ad or commercial educating the consumers that our Board exists. Quite often we hear from consumers that previously they did not know we existed until they were told by pharmacy staff (usually complaining about another pharmacy evokes a conversation).	Public Service Announcement
Getting information to those paying for and going to school to get licenses that would inform them of possible license denial due to convictions/arrests.	Reaching Out to Students
I am of the opinion that the Board of the Board of Pharmacy could benefit from having additional education on complex issues at the BOP. The better the Board of BOP is informed the better they can interface with the public during open forums.	Staff/Board Member Training
Providing all staff with some sort of training as to where to become familiar with Communication and Public Education. This can only be beneficial to staff.	Staff/Board Member Training
Provide updates and communication to licensees through subscriber alerts	Subscriber Alerts
To ensure future pharmacists understand about the Board and the resources available. With the job market tightening up, newly licensed pharmacists take any job available, which could be a PIC position, and they should be aware and better equipped to take on the responsibilities.	Support/Protect Licensees
Continue to use technology in a more effective fashion	Technology
Online platform	Technology
Opportunity for additional use of technology through Board sponsored webinars. They have a couple on the website right now. We could do a video with some of this basic information to disseminate information.	Technology
not sure	Unknown/None

Organizational Development Strengths – Stakeholder Responses

Responses	Categories
Always available and accommodating	Accessibility
Confusing to finding phone and online info quickly	Accessibility
Increased telephone availability of inspectors.	Accessibility
It is easier to navigate information provided by the Board.	Accessibility
they answer the phone	Accessibility
Working more with the members internally rather than taking a distant approach	Accessibility
Adding Ask the Inspector.	Ask an Inspector
Ask an inspector.	Ask an Inspector
I like the addition of a pharmacy inspector being available to answer E-mail questions.	Ask an Inspector
Love the ask the board pharmacist line and FAQs.	Ask an Inspector
The "ask an inspector" line is very helpful	Ask an Inspector
The ask an inspector email elicits timely responses. Thank you for that.	Ask an Inspector
The daily ask the inspector availability is very helpful and a great change from just 2 days per week.	Ask an Inspector
board meetings	Board Meetings
lots of notice of meetings	Board Meetings
meetings	Board Meetings
Meetings are well organized	Board Meetings
Board members	Board Members
Multiple stakeholders on board which balances	Board Members
strong, effective and enthusiastic board members	Board Members
The Board representatives are selected in a fair manner.	Board Members
There are some very bright members on the Board	Board Members
Great board participation on committees and within professional organizations	Collaboration
Supports pharmacy organizations	Collaboration
There is collaboration with professional organizations that leads to impactful results	Collaboration
communication of events	Communication Quality
good communication (2)	Communication Quality
Lots of players, yet cohesive messages	Communication Quality
Only experience I might have is with the subscriber alerts. This shows the ability of the board to keep people who are DR licensed updated on any issues.	Communication Quality

Responses	Categories
Very effective in communicating	Communication Quality
Decent effectiveness.	Competency
efficient	Competency
Management is efficient	Competency
Management of the Boards core mission is successful.	Competency
Regulations have been implemented in timely manner	Competency
There are competent people working at the Board.	Competency
Understanding of priorities.	Competency
very strong	Competency
Well rounded	Competency
Good flexibility/waivers in setting of COVID pandemic.	COVID/Disaster Response
The board was extremely communicative during the pandemic. Anne was available and attentive to Californias pharmacy leaders together with inspector Christine Acosta. They were really doing their best to help and I thank them for that.	COVID/Disaster Response
You have done very well in the pandemic	COVID/Disaster Response
Cures Customer service to reset passwords	Customer Service
I can say I have had good interactions with the board of pharmacy staff when I have called with questions. I have also received good customer service from board inspectors when requesting information and or advice from them.	Customer Service
I have had too limited experience in this matter. However, when I have needed to clarify or respond to any issues, I was always able to connect with the right figure.	Customer Service
Recently been more concerned with customer service	Customer Service
the ability to provide excellence customer service	Customer Service
When contacting the Board everyone is very approachable and respectful	Customer Service
Board members a mix of professional and outside consumer members	Diversity - Inclusion
Diversity	Diversity - Inclusion
The Board has diverse representation for the various practice setting of pharmacy practice.	Diversity - Inclusion
Wide variety on the board.	Diversity - Inclusion
Emails are concise & organized.	Email Communications
Last two years the email communication services has been really good as well as pandemic Emergency communications	Email Communications
The Board does well with its email system	Email Communications

Responses	Categories
There are enough emails and newsletters and informative informations going out about board meetings and purposes. Allowing us to know what is in store and what is being planned for future issues	Email Communications
Focus on new licensees and protecting the public from people who should not be licensed.	Enforcement
The service that inspectors have is outstanding.	Enforcement
Allowance for public comment and public posting of the meetings and work of the board.	Feedback
Improving...they are listening	Feedback
Opportunity to reach out to the Board is good.	Feedback
Part of a larger agency, input from various background	Feedback
seeking input	Feedback
They are willing to listen.	Feedback
All is good	General
Appears to be excellent.	General
average	General
Controlled by the department of consumer affairs	General
declaration of purpose	General
Does what it needs to do	General
Don't know what the Board's action are in Organizational Development. Sounds Good.	General
Excellent work	General
Excellent!	General
good (9)	General
great	General
Great job in Organizational Development and mentorship	General
I believed there is always room for improvement	General
I have a license. I'm grateful for that.	General
It's growing constantly	General
Its okay	General
Ok	General
ok I guess	General
Perfect (2)	General
Seems as if it is where it needs to be.	General
Some service is ok.	General
state government resources	General
Stellar	General
Sure	General
The Board has an area of Organizational Development	General
The Law backs the Board's Organizational Development.	General
The organizational development is okay.	General

Responses	Categories
There are lots of positions.	General
there is a department	General
This seems to adequate currently	General
Very good (3)	General
Very good, but slowly.	General
Yes	General
forward thinking board	Innovative
inventive.	Innovative
DEA trained inspectors are great.	Inspections/ Inspectors
Inspections are done by pharmacists	Inspections/ Inspectors
The inspectors I have worked with really care about me as a leader.	Inspections/ Inspectors
large pool of experts to mine for information	Knowledge/ Resource
Updated C-E	Knowledge/ Resource
Anne Sodegren is a responsive and effective leader of the Board	Leadership
Good internal communication.	Leadership
Good leadership (2)	Leadership
Good leadership structure	Leadership
Strong Executive Officer leadership!	Leadership
The Board and it's executive leadership are excellent. Multiple committees of the Board bring strength and various points of view to the Board.	Leadership
The Board has had strong Executive leadership for several years now.	Leadership
The vision of the Board appears to be as clear as possible given an ever changing regulatory environment.	Leadership
WE FOLLOW THE BOARD'S LEADERSHIP UNQUESTIONABLY	Leadership
With new leadership, technologies have been applied to applications.	Leadership
Now this is really, really too long. I am placing this in the boxes until the end.	Miscellaneous
Organizational development? I'm not sure I want the board to turn into an organization. Unless it's a service organization? Stay small.	Miscellaneous
Who's who	Miscellaneous
Cannot comment at this time.	No Comment/Opinion
don't have any comments	No Comment/Opinion
I don't have any comments about this	No Comment/Opinion

Responses	Categories
No answer.	No Comment/Opinion
No comment (26)	No Comment/Opinion
no opinion (3)	No Comment/Opinion
No response (2)	No Comment/Opinion
N/A (45)	Not Applicable
Keeping tract of everything in such a large organization is challenging, and the strengths of this department are good.	Organized
Structure	Organized
The Board is organized well	Organized
The Board is sufficiently well-organized to respond quickly to disasters	Organized
The board seems very organized	Organized
There is a structure in place	Organized
very effective and organized	Organized
Very organized	Organized
WELL ORGANIZED	Organized
General motivation of Board and staff to protect the public and promote pharmacy	Professional
Very professional	Professional
Able to call and get a response from a pharmacist inspector. In other states, responses can take weeks. Sometimes there is no response at all.	Responsive
ALWAYS PROVIDES PROMPT ANSWER TO PHARMACISTS' QUESTIONS.	Responsive
Keeping up to date.	Responsive
My contacts with board inspectors has been easy with fast response.	Responsive
Quick response to most emergencies.	Responsive
Quick responses to public inquires about pharmacy activity.	Responsive
Responds to emails.	Responsive
responsiveness to inquiries	Responsive
That someone responded to emails during the pandemic.	Responsive
The Board has done a good job over the last year responding to the changing needs.	Responsive
Very responsive.	Responsive
Continue training of all personnel.	Staffing/Resources
increasing pharmacy fees, pharmacist fees, pharmacy tech feeds	Staffing/Resources
It seems that the board has managed to increase the number of employees needed to run the department.	Staffing/Resources
It's easier to renew licenses now that it can be done online	Technology
It's online presance	Technology

Responses	Categories
moving to a more electronic monitoring of CEs	Technology
on line access	Technology
online license renewal but the fee is discouraging.	Technology
With online renewal it goes way faster then mailing in payment	Technology
again the Script shows the licencees what is going on with the Board in planning and organization	The Script
newsletters are concise & organized.	The Script
The Board does well with its Script newsletter.	The Script
The Script	The Script
The Script is a nice newsletter which provides useful information.	The Script
The Board has Very high level of integrity and honesty	Transparency
Transparency	Transparency
. (8)	Unknown
? (8)	Unknown
As a retired pharmacist, I am not fully aware of the Board's current activities in this area.	Unknown
Being out of state practicing I don't think I can answer this effectively at this time	Unknown
Can not comment	Unknown
Cannot think of any	Unknown
Can't say?	Unknown
do not know	Unknown
Don't know (6)	Unknown
Don't personally know of any.	Unknown
Don't know of any.	Unknown
Have no idea	Unknown
Haven't seen any signs of this.	Unknown
I am not aware of this excellence	Unknown
I am not familiar with this so no answer.	Unknown
I am not in a position to comment.	Unknown
I am not sure, and I would guess not many California Pharmacists do.	Unknown
I am not totally abreast of the board's strengths in this area	Unknown
I am unaware	Unknown
I do not have a comment on this.	Unknown
I do not know enough about these efforts to intelligently comment.	Unknown
I do not know what this means.	Unknown
I don't know (6)	Unknown
I don't feel qualified to answer this.	Unknown
I don't have any input	Unknown
I have no idea	Unknown
I'm not aware of this area	Unknown

Responses	Categories
I'm not really sure.	Unknown
n/a no interaction	Unknown
No clue.	Unknown
No feedback available	Unknown
No idea (6)	Unknown
No knowledge	Unknown
No knowledge of this topic.	Unknown
None that come to mind	Unknown
Not enough knowledge to comment.	Unknown
Not familiar	Unknown
Not familiar. Probably need improvement	Unknown
Not known (2)	Unknown
Not qualified to answer this.	Unknown
Not sure (25)	Unknown
Not sure I know enough to comment.	Unknown
Not sure to be honest	Unknown
not sure, I do not follow	Unknown
Nothing I can think of.	Unknown
nothing to add.	Unknown
Nothing to report in this area.	Unknown
See question 2	Unknown
TBA	Unknown
unable to answer	Unknown
Unable to comment. (2)	Unknown
Unaware	Unknown
Unaware of structure.	Unknown
unknown (8)	Unknown
Unknown (out of state)	Unknown
Unsure (10)	Unknown
yes agree with above Statement	Unknown
I haven't seen any organizational developments.	Unknown/None
if so, largely unknown by licensees	Unknown/None
easy access to website.	Website
Website access and information	Website
Website is easier to use than previously.	Website
Your organizational website is nice.	Website

Organizational Development Strengths – Board Member Responses

Response	Categories
The Board collaborates with DCA, exploring different things to do in terms of efficiencies. Whenever there's anything in which the Board needs more direction, the Board discusses it.	Collaboration/ Engagement
The Board does a good job in customer service.	Customer Service
The Board has a dedicated, hardworking group of people who support the Board and public safety.	Dedicated/ Committed Staff
The staff does a really good job.	Dedicated/ Committed Staff
Staff seem to avail themselves to licensees very well. They've pivoted with some success during the Pandemic.	Dedicated/ Committed Staff
The Board reviews citations and fines to see that they're being handled in the direction they want them to be. They try to make it more an educational than punishment process primarily for first time offenders.	Education vs Discipline
The Board does a good job in leadership.	Leadership
When Anne stepped up to the EO position, she was more than 100% ready to hit the ground running. This shows that personnel development happens in the background and that it's effective. I've seen inspectors promoted, too. Same thing.	Staff Development
Currently, the Board's organizational development is more effective than in the past, very strategic in addressing upcoming issues and taking things head on.	Strategic/ Effective
This area is exclusive to president and vice president, mainly dealing with the budget and overall health of Board, from looking at reports, this is the area where they do a great job and they're very effective.	Strategic/ Effective
The Board is strong in planning for the future. The Board follows the vision of the Board and is realistic about following it.	Strategic/ Effective
The Board is very transparent and thorough. Meetings are schedule 1-2 years in advance so everyone can make it. Scheduling things in advance is crucial to the Board. The Board's budget is very transparent.	Transparency

Organizational Development Strengths – Board Management and Staff Responses

Responses	Categories
Easy to speak with/ get ahold of my manager	Accessibility
Reception is available to help the front desk	
The Board open meeting is an excellent resource for its licensees	Accessibility
Ask the Inspector program has been very effective. People have a connection and way to ask questions.	Ask an Inspector
Dedicated, long-tenured management	Dedicated/ Committed
The Board's leadership is engaged with the staff on monitoring operational issues, including its budget.	Engagement
Statement above is accurate to some degree	General
The Board has a lot of separate units and a lot of managers.	General
Organization chart and leadership roles	Hierarchy/Chain of Command
Organization is clear at the BOP. As an employee, I understand where I need to go for answers related to any work related topic.	Hierarchy/Chain of Command
Experienced staff	Knowledgeable/ Experienced Staff
Using pharmacists as inspectors	Knowledgeable/ Experienced Staff
The strengths are very knowledgeable people in the different areas – very knowledgeable in licensing and enforcement.	Knowledgeable/ Experienced Staff
Strong leader	Leadership
This Board is the epitome of Organizational Development. There is always a plan on how something will be learned. There is always a plan as to how we will overcome a challenge. With the help of Management, all tasks have been easily taken-on with such effectiveness that little-to none issues have occurred.	Organized/ Strategic
The Board's organization is excellent.	Organized/ Strategic
Responsive	Responsive
I am new to the BOP so I don't have a lot of feedback, but what I can say is that the BOP offers better onboarding support and ongoing training than most companies that I've worked for.	Staff Training/ Development
Creating new teams	Team Development
not sure	Unknown/None

Organizational Development Weaknesses – Stakeholder Responses

Responses	Categories
Also, accessibility. The email of ask an inspector is great...post that on your website and have several different types. ask about retail, ask about hospital, ask about SNF, ask about compounding. BE ACCESSIBLE just like you want the licensees to be accessible to their patients. Lead by example.	Accessibility
Access to inspectors to answer questions	Accessibility
Being able to take calls	Accessibility
Better telephone access	Accessibility
Calling the Board in an attempt to get information or solve a problem can be extremely frustrating.	Accessibility
Can't always get your answer to questions	Accessibility
Challenging to get questions answered about licenses or other regulations	Accessibility
Create an approachable enviroment.	Accessibility
Difficult to reach.	Accessibility
difficult to speak to anyone in person	Accessibility
Ease to contact the Board by phone.	Accessibility
Excellent service I don't think so, hard to get a hold of anyone at the board	Accessibility
getting information out about results of meetings	Accessibility
hard to get through on phone	Accessibility
hard to reach people of you have specific questions	Accessibility
I have not tried recently but often difficult to speak with someone about issues you may be having	Accessibility
I thought is was difficult to contact the board.	Accessibility
It can be near impossible to reach someone by phone or email.	Accessibility
It is nearly impossible to reach the Board by telephone and speak with a representative.	Accessibility
It is nearly impossible to contact the board for questions or problems that may arise.	Accessibility
It's incredibly difficult to get to the right person to provide assistance. Be clearer with how to get in touch with different areas	Accessibility
Let callers talk to a human.	Accessibility
Licensees should feel secure in asking questions without fear.	Accessibility
limited access	Accessibility
Need to change back to in-person business model soon.	Accessibility
needs improvement. Long wait times;	Accessibility
never answers the phone	Accessibility

Responses	Categories
Next to impossible to talk to a human at the board	Accessibility
No one wants to ask an inspector if the question leads back to their place of practice.	Accessibility
None. It is not possible to call the Board office and get a human being on the phone. The Board of Pharmacy has turned into the DMV.	Accessibility
Outside the ask the inspector it is difficult to get through to the board for other questions. Although the ask the inspector is great there are many times the inspectors are not able to answer the questions or do not seem confident in the answers.	Accessibility
There still needs to be more accessible personnel if the licensed entities or consumers has questions.	Accessibility
There was a time when a pharmacist could pick up the phone and call an inspector. Those days are long gone, which is a shame. I used to know my local board of pharmacy inspectors.	Accessibility
Waiting times are inexcusably poor. It should not take hours to speak to someone on the phone. The entire licensing process is unnecessarily long, and a borderline embarrassment compared to the rest of the nation when it comes to efficiency of licensing. And no, there is not more being done with the California board, it shouldn't cost more money to take longer.	Accessibility
You never pick up calls	Accessibility
Lack of accountability	Accountability
The Board fails to hold those individuals in higher levels of the "organizational development" chain of command accountable.	Accountability
Who actually works where and how accountable are they to public and practitioner request	Accountability
assuring members of board are always highly qualified	Board Members
board member without pharmacy experience	Board Members
Composition of Board is problematic. Too many members who do not understand or have a concept of direct patient services and the important role of pharmacists in medication management. Labor is overrepresented and contemporary pharmacy practice is underrepresented.	Board Members
Do the people who sit on the board really serve and represent the licensees and consumers? I don't think so. Lottery appointments should be made on half the board. You randomly select half the board every two years from the pool of licensees, just like jury duty.	Board Members
External perception of frequent turnover of board members.	Board Members
Finding a diverse number of people to serve on the board, not just ethnically, but from a wide range of different pharmacy practices. The biggest challenge is finding members of the board who can understand the current issues in a number of pharmacy practice types.	Board Members

Responses	Categories
I feel like the president should always be a pharmacist. There should always be a 75% majority of pharmacists to non-pharmacists on the board.	Board Members
It appears that very few of the professional Board members actually PRACTICE pharmacy. Maybe have a requirement that professional members actually practice one day per week.	Board Members
More pharmacist Board members	Board Members
More pharmacist Board members. I have never been if the opinion than non-pharmacists have a true understanding of our profession.	Board Members
No representation of Compounding Pharmacies.	Board Members
not sure , recruit good board members?	Board Members
Our Board needs to be more integrated to deal with today's complex issues. They need someone in IT that can speak on computer communication. They need a clinical pharmacist, they need a sterile pharmacist, they need a retail pharmacist, a chain pharmacist, a compounding pharmacist, perhaps a nuclear pharmacist, they need someone with business expertise so that as a team they can better regulate each complex discipline. I think if you have specific places on the board, each board member will be better prepared to make critical decisions that effect people's lives without prejudice and ignorance.	Board Members
Representation of all facets of the practice	Board Members
Roles of board members	Board Members
The board needs pharmacists as members, not political appointees who don't understand nor care about pharmacy.	Board Members
The Board representatives should include student pharmacists. This would be a great learning experience.	Board Members
The makeup of the board is too political.	Board Members
There are not enough opportunities for regular practicing pharmacists to join the board. Positions are very limited. There should be an area to govern electronic prescriptions or orders to stop health care entities from developing or designing programs that put patients at risk.	Board Members
Probably constrained by budgets and the ability to keep good staff.	Budget/Funding
Working within the increased budget is a challenge.	Budget/Funding
Although the boards ultimate goal is to protect the public at times a more collaborative practice would be helpful to institutions that are trying to do the right thing for patient safety and consultants are not always the best route (so some guidance would be helpful from the board).	Collaboration
Bringing hospital & community pharmacists together to solve issues	Collaboration
could be better and more of an asset to pharmacies, instead they are looked at as agitators and no helpers	Collaboration

Responses	Categories
Getting pharmacists to want to serve on the board or advisory committees	Collaboration
listen to consumer	Collaboration
Meetings with other consumer based entities	Collaboration
More public and professional participation	Collaboration
Motivating more members to participate	Collaboration
need to get more involve with other pharmacy organization, and protect their mission	Collaboration
No effort is made to openly communicate with licensed individuals and entities to resolve licensing or enforcement issues.	Collaboration
Overcoming the culture of the past of a punitive pharmacy board. Being partners with pharmacists first, and enforcement when needed.	Collaboration
Should incentivize more licensees to join	Collaboration
Soliciting input from licensees.	Collaboration
Communicate what you're trying to accomplish.	Communication Quality
Communication (2)	Communication Quality
Communication is extremely poor.	Communication Quality
customer service is lacking at times as it is very difficult to talk to someone directly. Either you have to email and wait for a return email a week later. Not good communications skills	Communication Quality
Don't just quote the law when asked a question, sometimes we need interpretation as to what the law is stating.	Communication Quality
Have more staff available for information and Q&A.	Communication Quality
How to communicate with the public on areas of better organization in CA	Communication Quality
Items that the Board agrees to place to a future agenda are often not agendized. Agendas are published in too much detail and the attorneys do not allow natural outgrowth.	Communication Quality
never a response from an email. The communication is a disaster to say the least.	Communication Quality
Poor communication	Communication Quality
Some people needs information about this	Communication Quality
Sometimes the information isn't as clear as is maybe could be as to what we can do to help our voices be heard.	Communication Quality

Responses	Categories
The board needs to be willing to provide black and white answers	Communication Quality
There is no organizational strength. Communication is long time with board. Lots of grey areas unaddress, there is no clarity on lots of things.	Communication Quality
you still use snail mail , usps when you charge so much money .	Communication Quality
becoming efficient	Competency/ Efficiency
Fees paid to the BOP doesn't post until months later	Competency/ Efficiency
How well are you performing your core responsibilities? What is your processing time for license applications and renewals?	Competency/ Efficiency
inefficiency: especially handling the new applications for new pharmacists.	Competency/ Efficiency
lack of efficiency	Competency/ Efficiency
Learn something about organization	Competency/ Efficiency
No clear goals for development	Competency/ Efficiency
The board is the most disorganized BOP I have dealt with	Competency/ Efficiency
The incredible incompetence of the licensure and inspection arms indicates a grave need for improvement	Competency/ Efficiency
Too chaotic, approving too many unqualified graduates with low demand in the job market	Competency/ Efficiency
Awful, inconsistent leadership	Consistency
Differing interpretation of COVID waivers amongst inspectors.	Consistency
Ensuring that the board inspectors and supervising inspectors apply the laws consistently and in a fair matter to protect the public not just based on the law, but when there are deviations because of uncontrollable situations requiring time to resolve, that they not be cited inappropriately.	Consistency
Inconsistent inspectors, unqualified inspectors inspecting hospitals and they don't have a clue what they are looking at.	Consistency
Inconsistent management and leadership	Consistency
Inspectors vary in their emphasis and what's isn't compliant.	Consistency
Needs to provide uniform interpretation of the law to inspectors .	Consistency
Please get the sterile compounding inspectors on the same page.	Consistency
Though the inspectors I have worked with have been great to work with, I hear stories that some inspectors are not as customer service focused.	Consistency

Responses	Categories
Try to get all answers to question to be the same across all inspections.	Consistency
Make sure public safety.	Consumer Protection
Policies and procedures that do not align with patient safety and the law should be under the supervision of Directors, CEOs, and PICs.	Consumer Protection
Covid has presented many public health challenges that the BOP could address	COVID/Disaster Response
COVID-19	COVID/Disaster Response
Develop organizations that can handle pandemic well	COVID/Disaster Response
I think is hard to organize plans and according with plan when you are under pandemic	COVID/Disaster Response
"The Board provides excellent customer service, effective leadership, and responsible management." - hahahahaha	Customer Service
absolutely no customer service strengths - every time i call i'm on hold forever and people. are very rude	Customer Service
As a customer, I am not getting equitable services for what I am paying.	Customer Service
Continue with level of customer support.	Customer Service
Customer service (3)	Customer Service
Customer service can sometimes be lacking.	Customer Service
Customer service could be more comprehensive.	Customer Service
Customer service could use improvement by being more accessible to licensees and the public.	Customer Service
Customer service for new personal licenses	Customer Service
Customer service in person is rude at times, unable to get a hold of anyone to answer questions. email responses are slow or inclusive answers given.	Customer Service
Customer service is awful. Every time you contact the board they act like it's a huge inconvenience. They should be our allies.	Customer Service
Customer service is nonexistent.	Customer Service
customer service is not good.	Customer Service
Customer service is terrible,	Customer Service
customer service is VERY SLOW and not helpful.	Customer Service
Customer service needs improvement.	Customer Service
DMV like attitude to customer service	Customer Service
I don't know what this really means, but I can say that the board's customer service is very poor.	Customer Service
I'm not so sure I agree with your premise statement above. I don't think the Board really has good OD skills across its team.	Customer Service
must improve customerm service skills, nobody likes to talk to rude people	Customer Service

Responses	Categories
Not clear who the customer is	Customer Service
Otherwise customer service and trying to reach the Board is spotty and many times hard.	Customer Service
Poor customer service	Customer Service
provide excellence customer service reliably - as an expectation or a norm, rather than the exception	Customer Service
see above need increased customer service at a lower cost; like the rest of the health profession	Customer Service
Terrible customer service	Customer Service
The biggest challenge will be for the Board to actually provide excellent customer service	Customer Service
The board does not provide excellent service / leadership to pharmacists.	Customer Service
The customer service received by people applying for a license is atrocious. Everything is essentially labeled "don't call us, we'll call you" and emails take days to receive a response. I have received better customer service from CVS.	Customer Service
They provide zero customer service.	Customer Service
Very poor. Various sections do not coordinate. No sense of customer service in helping the regulated community understand AND meet requirements	Customer Service
What exactly are we paying for? I have never heard of a single pharmacist say they were satisfied with the boards customer service.	Customer Service
-encourage younger pharmacists to join the board to help progress it to represent the consumers and pharmacists better.	Diversity - Inclusiveness
-promote diversity	
I think there needs to be more representation on the Board from every type of pharmacy	Diversity - Inclusiveness
representing all pharmacist	Diversity - Inclusiveness
Board staff is too disciplinarian and not educational enough.	Education/Training
COMMUNITY PHARMACY MEETINGS MUCH NEEDED TO UPDATE PHARMACISTS ON NEW REGULATIONS	Education/Training
I do not feel that there is education or development.	Education/Training
Increase education of board employees to publics needs and focus more on access to those needs	Education/Training
More programs to mentor young Pharmacists	Education/Training
Provide more education programs to licensed members.	Education/Training
Training inspectors to be less arcane	Education/Training
deviating from enforcement of Obra which has little enforcement activity as far as original goals when it was conceived	Enforcement

Responses	Categories
The Board's strength mimics that of a nazi dictator. Fine relentlessly without question because the Board knows that the licensee has no alternative nor reasonable avenue for appeal.	Enforcement
Fix the CPJE. Widespread cheating has apparently been going on for a long time and partial blame to to the board for making exams nearly identical. There is a reason the NAPLEX uses a massive test bank, because when given the chance people will cheat. This is a massive problem	Exam Integrity
This board has overseen 3 exams compromised in 15 years while having some the highest licensing rates in the state.	Exam Integrity
This board has overseen 3 exams compromised in 15 years while having some the highest licensing rates in the state. It is impossible to talk to someone and get answers.	Exam Integrity
Board sees itself more as regulators than leaders in public service. I personally don't see how the public is benefiting by all these fee doublings in most areas this year, notwithstanding issues that arose from stay at home orders issued by California's governor.	Fees
increasing fees. Seems we are getting less with more costs	Fees
The price increase was excessive!!	Fees
You guys already charge an arm and a leg for license renewal. The fees are insanely high.	Fees
all the above	General
being more focused on supporting public health and less focused on enforcement issues	General
Everything	General
Focus on the goals of what the organization needs and start working toward them.	General
Having organizational development	General
I believe the Board is failing in these three areas of service, leadership and management.	General
I don't see much innovation	General
I don't think the board itself is all that strong.	General
Maintaining superior level.	General
None. Too traditional	General
Not good	General
Ok	General
Part of a larger agency, goals and objective may be different than Board of Pharmacy because it's focus may be less board	General
Poor.(2)	General
Self-agrandissement	General
The Board thinks more of itself than warranted	General
The state is huge and the population has grown so fast.	General

Responses	Categories
THERE IS ALWAYS A NEED FOR IMPROVEMENT AS THE ORGANIZATIONAL DEVELOPMENT IS ONGOING	General
Too many to list	General
Very challenging	General
Weak	General
Who's who	General
Establish legislation that enhances patient care without denigrating the ability of pharmacists to perform their duties	Improvement/ Changes
Growth in health staffing	Improvement/ Changes
Have each pharmacy school contribute to a newsletter	Improvement/ Changes
Grass roots approach how the future direction of pharmacy will look like	
I would like to see some oversight of inspectors and some way to confidentiality report unprofessional behavior.	Improvement/ Changes
need new vision and members who will enforce violations instead of allowing minor penalties	Improvement/ Changes
Ongoing process of evaluation and updating organization.	Improvement/ Changes
The board should have the option to dismiss a complaint, or use a phone to address the complaint	Improvement/ Changes
to improve organizational development	Improvement/ Changes
Certain inspectors are rogue.	Inspections/ Inspectors
Having enough inspectors to perform oversight of the vast number of licensed pharmacies in CA.	Inspections/ Inspectors
Inspectors delay operations. Eg, we need an inspection for a new pharmacy and it takes several months to get an appointment.	Inspections/ Inspectors
inspectors need much better training before they enter the field. Too many in experienced people involved!	Inspections/ Inspectors
None. Most BOP inspectors seem to want to beat us down & establish their dominance over us during the annual inspections.	Inspections/ Inspectors
A good leader would lead by example. Once again, a lot of room for improvement.	Leadership
A pharmacist is not the leader of the board of pharmacy therefore is unaware of practical and legislative needs of pharmacists.	Leadership
Adopting Peter Drucker philosophies	Leadership
Being able to continue to maintain the excellence of the Board and its executive leadership.	Leadership

Responses	Categories
Creating community leaders in each area of practice, demographic, and diversity.	Leadership
effective leadership, and responsible management	Leadership
I do not feel that there is leadership	Leadership
I see no leadership	Leadership
Lack of direction	Leadership
Leadership and Responsible Management is a problem area	Leadership
Meetings and committees-bureaucratic method	Leadership
need more professional in organization to better lead the pharmacy profession	Leadership
No real oversight in pharmacy	Leadership
Over reaching and beaucroatic unqualified leadership members with special interests	Leadership
Overreaching and unqualified leadership members with bias	Leadership
President who isn't a pharmacist	Leadership
The biggest challenge will be for the Board to actually provide effective leadership, and responsible management.	Leadership
The Board organization seems fractured to me	Leadership
The Executive Officier is not a pharmacist	Leadership
There is a weakness in upper management. top 3 people in charge are non are pharmacist. place a pharmacist back in upper management where bob ratcliff was.	Leadership
USP requirements are too strict for room temperatures. Leadership is lacking in collaboration with the technician workforce.	Leadership
Very top heavy you need some young people and young mind with some common sense	Leadership
A clip on picture ID so consumer knows they are dealing with a professional.	Miscellaneous
Hmm... I hope someone actually reads my prior responses since this is becoming very repetitive. Wonder if this survey is trying to sway results cause of all the duplication questions?	Miscellaneous
It feels like we are over regulated and are put in constraints to provide good patient care	Miscellaneous
Can not comment	No Comment/Opinion
I do not have a comment.	No Comment/Opinion
I don't have any comments about this	No Comment/Opinion
No answer.	No Comment/Opinion

Responses	Categories
No comment (19)	No Comment/Opinion
No response	No Comment/Opinion
No suggestions	No Comment/Opinion
unable to comment	No Comment/Opinion
No opinion. (2)	No Opinion./Opinion
No comment - No strengths	No Strengths
None (49)	No Strengths
N/A (40)	Not Applicable
Build greater awareness of the Board's Organizational Development	Outreach & Education
explain to public the # of employees and what they do to run the board	Outreach & Education
I really don't know what the Board provides here to comment on it.	Outreach & Education
Law and Ethics CE IS A START. Do more to get out critical information.	Outreach & Education
more meetings	Outreach & Education
More of this. Reaching out to pharmacist via Law and Ethics 20 to 30 minutes classes	Outreach & Education
Needs more community involvement	Outreach & Education
Not much outreach.	Outreach & Education
Not sure what you do other than take our money for licensing.	Outreach & Education
One thing I can say about the board leadership is that I don't know them, or what it is they do. I feel if I don't know, few others may. How are leaders identified? Are they mentored? Are there checks against undue influence from entities governed by the board? I don't know the answers to these questions, but they either are challenges in the area of organizational development or they will be if not checked.	Outreach & Education
Overall, the Board appears to be behind the times in many ways and can come across as treating licensees as misbehaving children rather than the same team. Recommend more positive outreach and communication to licensees develop a collegial, professional relationship. We are on the same team!	Outreach & Education

Responses	Categories
Since I'm not sure, that might be the challenge	Outreach & Education
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Pharmacy Schools
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Pharmacy Schools
opposition from other healthcare professionals who feel threatened by pharmacist desire to practice at the top of their education	Politics/Outside Influence
Stop playing politics with the chain stores and PBM	Politics/Outside Influence
The board has been successful in helping chains own the profession.	Politics/Outside Influence
Watch unions	Politics/Outside Influence
yes your like a little club a little government if your on the inside fine ortherwise your screwed all paid for by us you cater to corporations only CVS wallgreens walmart how is that	Politics/Outside Influence
Be more widespread. Have satellite offices throughout the state.	Presence
Get some information to the public. The board is not only an enforcer, but a venue for the public to use. Not only as a negative tool, but an available source for positive information.	Presence
image of the board is not great	Presence
It's a big state, there should be more satellite offices.	Presence
Not visible enough.	Presence
PRESENCE NOT FELT IN RETAIL ORGANIZATIONS	Presence
Answering emails/inquiries timely and efficiently	Responsive
Being able to keep up to the fast pace pharmacy has and is developing in to.	Responsive
Changing as soon as needed	Responsive
communication on a timely manner	Responsive
Continue to respond as things continue to change over the next year.	Responsive
Good interdepartmental cooperation, but to combat challenges of illegal drugs, staffing, license response time must improve.	Responsive
I disagree with the statement "excellent customer service." As discussed earlier, I have left a voicemail in March 2021 that still has not been answered or returned as of 04/14/2021. The staff who answer the phones seem annoyed that they are being contacted.	Responsive
Lack of staff to respond to requests	Responsive

Responses	Categories
Lower levels in the organizational structure have ignored phone calls and emails, and sometimes require escalation to higher levels in the structure to get processes by the board followed.	Responsive
Sometimes very frustrating trying to talk to an individual regarding a specific issue requiring clarification - lack of responsiveness	Responsive
TheBoard needs to be more responsive to the profession it is commanded to govern.	Responsive
Time wise, it may take longer than necessary to accomplish an inquiry or process.	Responsive
When a question ask cannot get the answer promptly, how can it consider as good customer service? Whether I'm the consumer or licensee, I expect a question should have answer return by the end of same business day. It was never happened.	Responsive
When I send an e-mail, it frequently takes a week or more to get an answer. This type of customer service would be unacceptable in private business but it is the status quo in government.	Responsive
Better staffing to answer any questions	Staffing/Resources
Continuing to find quality members.	Staffing/Resources
Inadequate staffing	Staffing/Resources
Increase resources.	Staffing/Resources
Is staffing an issue? What is your ability to answer phone outreach? What is your turnaround time for call-backs? How can you document how responsive/responsible you are to the public, including licensees?	Staffing/Resources
Lack of manpower and funding	Staffing/Resources
LIMITED RESOURCES	Staffing/Resources
more manpower needed	Staffing/Resources
More people is needed	Staffing/Resources
More staff to meet increasing demand.	Staffing/Resources
need more at large voluntary members who can be peer educators, mentors for PIC	Staffing/Resources
Needs more staffing in the main office.	Staffing/Resources
No idea except hiring experienced inspectors	Staffing/Resources
Not enough resources	Staffing/Resources
Not enough staff.	Staffing/Resources
Resources	Staffing/Resources
Retention of great associates	Staffing/Resources
some of the staff/pharmacists have not really worked in a pharmacy for an extended time	Staffing/Resources
staff	Staffing/Resources
Staffing.	Staffing/Resources
There may be a lack of staff because it is very difficult to reach the Board over the phone	Staffing/Resources

Responses	Categories
Under staffed for the needs of the profession.	Staffing/Resources
you need more staff to answer questions	Staffing/Resources
Making thing too complex	Streamline
Streamlining processes takes time and ingenuity.	Streamline
Streamlining would be the ultimate goal. Which is ongoing.	Streamline
Way to complicated	Streamline
Way too much paper. Your pharmacy license should be a credit card like item that gets renewed electronically.	Streamline
You have to organize before you can develop	Streamline
Change the culture. You are a consumer protection agency, but your relationship with pharmacists and pharmacies has seriously deteriorated over the last few years.	Support/Protect Licensees
Consider widening the goal posts to allow all pharmacists to get involved in the full/ extended scope of practice.	Support/Protect Licensees
Develop opportunities for RPH jobs/professions.	Support/Protect Licensees
Does not fight against industry pressure that would lead to prescription mistakes.	Support/Protect Licensees
highly reprinted of chains and corporations. not watching out for individual pharmacists	Support/Protect Licensees
I suspect the Board, within the framework of CA State Agencies, operates in a fairly hierarchical fashion. I would hold up the mirror to you and ask "does this best serve the multiple customers of this Board?"	Support/Protect Licensees
I'm not sure if the Board needs to be involved in the development of organizations. I've been a member of ASHP and APhA, but am no longer. I wish pharmacy had a more cohesive and stronger community pushing for more legislation to expand pharmacists' scope of practice, but I'm not sure if the that's a reasonable expectation of the Board	Support/Protect Licensees
increase awareness of licensees	Support/Protect Licensees
legal help or legal aid to whistle blowers or employees who are too afraid to report the pharmacy owners	Support/Protect Licensees
limited support for pharmacist from the board	Support/Protect Licensees
Meeting the needs of Pharmacist- updates on laws and interpretations in all the different fields Pharmacist work in	Support/Protect Licensees
Most BOP inspectors seem to want to beat us down & establish their dominance over us during the annual inspections. I do not feel that there is leadership, education or development.	Support/Protect Licensees

Responses	Categories
Not seeing any impactful advocacy for the profession	Support/Protect Licensees
<p>Not sure how to word this....needs to evaluate companies time demands on pharmacists to perform more duties at same time of dispensing/multiple consulting duties (front store/drive thru) with less personal.</p> <p>I believe that no prescription bottle should be bagged without a physical inspection by a pharmacist (even if a camera did capture the fill)</p>	Support/Protect Licensees
Out of touch with pharmacy professional promoting what would promote us a health care professionals	Support/Protect Licensees
Pharmacies and Pharmacists don't see any support from the Board	Support/Protect Licensees
Poor. Pharmacists get walked on and over all the time. Nurses receive way more respect. Occupational therapist licensing board encourages each and every one of their members and even does fun raffles for renewing. (Air pods/beats headphones) the ca bop shows no respect or appreciation to ca licensed rphs	Support/Protect Licensees
Poor. Pharmacists get walked on and over all the time. Nurses receive way more respect. Occupational therapist licensing board encourages each and every one of their members and even does fun raffles for renewing. (Air pods/beats headphones) the ca bop shows no respect or appreciation to ca licensed rphs	Support/Protect Licensees
promoting and winning trust of its profession	Support/Protect Licensees
Quit being so nitpicking and let the pharmacists do their job without fear.	Support/Protect Licensees
Really understanding the effects of regs talked about in rooms on the user, the pharmacies and staff supplying medications	Support/Protect Licensees
Self interest and self dealing for members of the board that come from the private sector give the appearance of an uneven playing field for the average licence holder compared to corporations.	Support/Protect Licensees
Stop allowing retail chains and new schools to dilute the profession into pill counters.	Support/Protect Licensees
The Board shall find that if and when it actually cares to give pharmacists support rather than punishment, the Board may find that its mission to protect the health and safety of Californians is easily met. Pharmacists can spend more time on what they are trained to do	Support/Protect Licensees

Responses	Categories
rather than playing defense against the Board's punitive and hostile approach towards pharmacists.	
The board views itself as being in opposition to pharmacists.	Support/Protect Licensees
The Board will need to have the fortitude to stand up to huge Corporations that threaten the Profession and indirectly Consumers.	Support/Protect Licensees
The BoP has an adversarial relationship with its licensees. That is not a strength	Support/Protect Licensees
They should be working to unify the profession. Instead they discourage communication and openness. They are actually hindering growth, by suppressing our voices.	Support/Protect Licensees
You guys are making insane profit off pharmacists, the consumer benefits in no way. Change everything about the Board	Support/Protect Licensees
Electronic system described by board staff as "slow and archaic", as an excuse for slow licensing	Technology
Improvement on automation.	Technology
Increase online resources	Technology
Modernize the functionality of the day to day processes. License renewal, and any legal changes (change in PIC etc) should all be able to be done electronically	Technology
Need improved technology & more efficient platforms to communicate with customers & licensees.	Technology
Not modernized	Technology
Online FEE FREE payment option for license renewal. And still no option for online fee payment.	Technology
required state CE doesn't always record in your system	Technology
Upgrade systems to allow for more seamless updates to license renewals.	Technology
Why haven't you instituted online license renewals?	Technology
again, slow response times.	Timeliness
distribution information in a timely manner	Timeliness
Doing things in a timely manner	Timeliness
Hopefully it's been resolved now, but 6 years ago getting my license app approved took forever & the BOP kept losing my documentation.	Timeliness
incredibly poor timeliness of working through issues.	Timeliness
Lag time	Timeliness
Licensing delays are ridiculous compared to other states.	Timeliness
response time, can take several weeks up and sometimes months to get a response from someone	Timeliness

Responses	Categories
Slow to change	Timeliness
The aforementioned focus in reviewing applications becomes time consuming and can cause significant delays in licensure (including for interns, where they risk suspension from their degree program if they can't go to rotation sites).	Timeliness
timely response	Timeliness
turnaround time for communications is too long.	Timeliness
Very serious problem educating PUBLIC members of the Board so they can make valid decisions in a timely manner. It takes them years to be somewhat effective. Most never are and they just go along with the opinions of others - if they even show up!	Timeliness
You don't answer phone calls nor questions in a timely manner.	Timeliness
As noted in the answers to previous questions, Board staff conducts themselves in secrecy and with an attitude that everyone in the licensed community has bad intent.	Transparency
definitely need transparency	Transparency
Difficult to figure out who to contact with questions or issues. There should be a better mix of Pharmacy representation on the Board. If there is, not apparent to outsider. Seems like public members dominate Board leadership since the Pharmacists have to be active. That should change.	Transparency
I feel the board lacks transparency in this area.	Transparency
It can be difficult for leadership to be transparent about the Board's challenges as those challenges frequently are concerning confidential matters	Transparency
Keep improving and being open to the public.	Transparency
Need to be more transparent in their business operations, between fee generation & how it is spent for public benefit.	Transparency
nontransparent	Transparency
This area is fairly cryptic to those outside the organization	Transparency
. (8)	Unknown/None
? (9)	Unknown/None
As a retired pharmacist, I am not fully aware of the Board's current activities in this area.	Unknown/None
As above	Unknown/None
Canmore really answer this as I am not really familiar with this.	Unknown/None
Cannot think of anything	Unknown/None
Can't say?	Unknown/None
Choose to pass.	Unknown/None
do not know	Unknown/None
do not know of any	Unknown/None
Don't know (7)	Unknown/None

Responses	Categories
Don't know enough to say anything.	Unknown/None
I am not familiar with this so no answer.	Unknown/None
I am not sure.	Unknown/None
I am unaware	Unknown/None
I completely disagree with this statement.	Unknown/None
I disagree with the statement above	Unknown/None
I do not know enough about these efforts to intelligently comment.	Unknown/None
I do not know what this means.	Unknown/None
I don't know (5)	Unknown/None
I don't feel qualified to answer this.	Unknown/None
i dont see this happening	Unknown/None
I have no idea.	Unknown/None
I'm not sure.	Unknown/None
n/a no interaction	Unknown/None
No feedback available	Unknown/None
No idea	Unknown/None
no knowledge	Unknown/None
No knowledge of this topic.	Unknown/None
No strength	Unknown/None
No suggestions at this time.	Unknown/None
None at the moment	Unknown/None
None come to mind at this time.	Unknown/None
None seen	Unknown/None
None that come to mind	Unknown/None
None that I can think of. (2)	Unknown/None
None that I'm aware of currently.	Unknown/None
None, but what government agency in California has any?	Unknown/None
none, they keep their distance.	Unknown/None
nope	Unknown/None
Not aware of any.	Unknown/None
Not being familiar with the inner workings of the board i do not feel competent to comment on this subject assuming it pertains to the board only.	Unknown/None
Not enough knowledge to comment	Unknown/None
Not enough knowledge to comment.	Unknown/None
not known	Unknown/None
Not qualified to answer this.	Unknown/None
Not strong	Unknown/None
Not sure (21)	Unknown/None
Not sure at the moment.	Unknown/None

Responses	Categories
Not sure I know enough to comment.	Unknown/None
Now this is really, really too long. I am placing this in the boxes until the end.	Unknown/None
Once again I would be unable to answer this with any wisdom	Unknown/None
See previous comment (2)	Unknown/None
See previous question	Unknown/None
See question 2	Unknown/None
TBA	Unknown/None
unable to answer	Unknown/None
unaware	Unknown/None
Unknown (4)	Unknown/None
Unknown (out of state)	Unknown/None
Unsure (10)	Unknown/None
what strengths	Unknown/None
you have to be kidding	Unknown/None
zero	Unknown/None
Could begin with improving the Board's website	Website
Website	Website

Organizational Development Weaknesses – Board Member Responses

Response	Categories
A lot of things go on behind scenes – explain these things and the resources needed to finish them in a timely manner.	Communication
I wish there was a way for someone to explain to the Board how they're really doing. EO could maybe give updates on the health of the Board.	Communication
The Board could use a lot more resources.	Staffing/ Resources
One of things I brought to Board's attention is how having one of the inspectors online to take calls could be more effective than taking calls and getting back to the pharmacists.	Streamline

Organizational Development Weaknesses – Board Management and Staff Responses

Responses	Categories
Many times board management appears too busy to provide effective management/leadership	Accessibility
Board does provide contact phone or email information for individual staff to answer public inquiries.	Accessibility
Having so many managers make it difficult to find the right person to route problem issues to Managers do not return phone calls or emails to licensees/applicants, even if they inform employees they will provide resolution.	Accessibility
Staff do not answer their phones and do not respond to voicemails or emails in a timely manner.	Accessibility
Wish we had the Ask the Inspector program for other areas, like Licensing. We get complaints people call the Board and can't get through or have to leave a message. They get complaints they're not responsive.	Accessibility
Leadership communication with staff... regular staff meetings, inquiring as to product/process improvement, sharing of information	Communication
All staff isn't provided the same training. If staff were offered training in all Organizational Development related courses, the Board as a whole would be evenly proportioned to take on any desk.	Consistency
Reception can be harsh with callers they feel are not listening to them	Customer Service
Customer service is not great.	Customer Service
Effective delegation.	Delegation
The make-up of the Board could be more diverse with the representation of all practice settings. It could also be better representation of the community	Diversity
I think the challenge is getting the funding approved for development.	Funding/ Resources
Struggle in this area.	General
Having managed a large number of direct reports myself, I think the Board has an opportunity to improve on identification of talent to hire. For example in a typical pharmacy environment you hire and train & develop interns for the purpose of having an effective pharmacist ready to go upon licensure. I'm not necessarily suggesting we have interns, but we need to think about our pipeline of talent. Personnel actively working at the BOP should also be objectively evaluated for their performance and consideration should be placed if they are candidates for advancement or candidates for performance improvement plans. Managing in situation where I had people clogging the pipeline was never a good thing and a healthy amount of turn and management rotation led to better outcomes.	Hiring Process

Responses	Categories
Effective leadership.	Leadership
Several leaders are still learning they jobs make it hard to get direction in a timely manner.	Leadership
EO has poor management skills, is a micromanager and does not share information appropriately with other board staff. management is not proactive and staff are uncomfortable with the management staff at the highest level	Leadership
no comment (2)	No Comment/Opinion
response times are not great.	Responsiveness
Staff turnover	Staffing
Many changes in leadership over the last few years.	Staffing
Supporting staff	Supporting Staff
Managers do not lead by example. Managers lead by fear and intimidation. The only thing management want to see is the statistical numbers and don't provide support. When applicant complain, staff is expected to provide evidence with timelines and documentation. When staff complain of unrealistic expectations or unreasonable workload, they are told that there are other options out there. Managers show favoritism do not provide a environment for upward mobility.	Supporting Staff
I don't think the board provides enough development for leadership for employees who are not managers.	Supporting Staff
Effective teamwork.	Teamwork
Growth of organization may have led to less cohesiveness (one area does not know what the other area is doing and refers matter rather and take initiative to look into it)	Teamwork
Efforts need to be continued to replace legacy computer systems.	Technology
None	Unknown/None

Possible Organizational Development Objectives – Stakeholder Responses

Responses	Categories
Accessibility	Accessibility
Answer the phone at the same speed you correspond to emails.	Accessibility
Answering your phone calls.	Accessibility
Being more available to licensees and the public	Accessibility
Better telephone to supervising inspector to answer questions	Accessibility
Develop task force, using non board members, leaders in the profession to help and create the approachable environment when need help on answering questions or share ideas.	Accessibility
Difficult to figure out who to contact with questions or issues.	Accessibility
Expand office hours and become more available to licensees.	Accessibility
Have a way people can reach out and speak to someone easier	Accessibility
I would encourage the board to reach out to actual working pharmacist. Create a working relationship to help identify laws and regulations that are needed to help patients and pharmacist perform their job better.	Accessibility
Improve the ability of pharmacists to reach the Board for questions and answers of legal and procedural questions.	Accessibility
increase board accessibility	Accessibility
In-person business model.	Accessibility
Local board meetings in Central Valley.	Accessibility
Maybe part-time hours on the weekend or maybe one night open until 6 or 7pm for us workers?	Accessibility
Understand and change target of board from restriction to access	Accessibility
Ways to be easier to contact.	Accessibility
You never pick up calls, you still use snail mail , usps when you charge so much money . You guys are making insane profit off pharmacists, the consumer benefits in no way. Change everything about the Board	Accessibility
Hold individuals in positions of authority accountable.	Accountability
Increase accountability.	Accountability

Responses	Categories
Consider having student pharmacists as board representatives.	Board Members
Decentralization of board members.	Board Members
Ensure that there are more than 50% board members who are currently licensed in California pharmacists	Board Members
good board members	Board Members
Have a rotating member of the board from the faculty of the school of pharmacies so help with educational initiatives for practicing rx and for students who will be coming into the professional. Additionally should have at least two public members that are not there representing a particular association or organization.	Board Members
having more practicing members	Board Members
increase more board members that are pharmacists	Board Members
Maybe have a requirement that professional members actually practice one day per week. Have representation from independent (non-chain) community pharmacy, long-term care, and a pharmacy technician.	Board Members
more active pharmacist members who have better vision of future of pharmacy profession	Board Members
More personal on board	Board Members
More pharmacists on the board. The creation of panels of practicing pharmacists to bring operational needs into the the evolution of laws and regulations.	Board Members
Move away from political appointee system for BOP members.	Board Members
Reconfigure the Board. Add a pharmacy technician.	Board Members
shuffle board members via lottery	Board Members
Term limits	Board Members
The board should have a majority of practicing pharmacist who are in touch with reality of the practice	Board Members
Being more efficient with the money available. Our fees increase, but I don't see increases in services. We increasingly have to pay for increase in regulations on us. What is the public getting from this?	Budget/Funding
Budget and balancing distribution and Promote more Independent Pharmacies	Budget/Funding
I interpret "responsible management" with fiscal management and since the license fees have increased drastically over such a short time I would say this is a challenge that needs to be addressed.	Budget/Funding
Accepting suggestions	Collaboration/

Responses	Categories
	Engagement
Ask customers.	Collaboration/ Engagement
better relationships with practicing pharmacists	Collaboration/ Engagement
Board should focus on out reach to pharmacy liscensee, education and how we can work together to furthur Boards goals	Collaboration/ Engagement
Building cohesiveness across all areas of practice and advancing/developing new roles	Collaboration/ Engagement
Contact and ask help	Collaboration/ Engagement
Continue to get feedbacks from practicing pharmacists to improve the industry.	Collaboration/ Engagement
Continue to work with various groups.	Collaboration/ Engagement
Create PT positions for pharmacists to work as inspectors on their days off	Collaboration/ Engagement
Get more community input	Collaboration/ Engagement
getting more involve	Collaboration/ Engagement
Improving membership opportunities for pharmacy, like with CPhA	Collaboration/ Engagement
Increase involvement in the pharmacy related schools - ie link with schools of pharmacy or pharmacy technicians. I believe that they should have more knowledge of operation of the Board before they get their license.	Collaboration/ Engagement
involving more pharmacist in the decision making for the profession of pharmacy	Collaboration/ Engagement
LISTEN to your community pharmacists... not the Executives at CVS or Newsom, if you want to know what our profession needs. Serve your community	Collaboration/ Engagement
More pharmacist involent, not just Board Meetings. Maybe have member videos with a little blurb about each person. Short video clips of what is coming up (regs, changes, etc)	Collaboration/ Engagement
More pharmacist or tech committee recommendations	Collaboration/ Engagement
Need more input from front line pharmacist on how to improve patient safety. Front line workers knows what is needed, Not higher up who put profit over patient safety.	Collaboration/ Engagement

Responses	Categories
Outreach to organizations to partner on public issues	Collaboration/ Engagement
PARTNERING WITH PROFESSIONAL ORGANIZATION TO BE MORE CENTRALIZED	Collaboration/ Engagement
Recruiting more participants	Collaboration/ Engagement
Solicit input from licensees.	Collaboration/ Engagement
The cost of license renewal has double in the worst time during pandemic. We do not get to vote on such impactful events	Collaboration/ Engagement
work collaboratively with other healthcare boards	Collaboration/ Engagement
Working with other organizations	Collaboration/ Engagement
Working with pharmacies to improve, come up with workable regulations. Need input for working staff in the small, private and public areas	Collaboration/ Engagement
Be willing to provide black and white answers to legal questions	Communication
Better communication as to how the Board is involved with Organizational Dev	Communication
communication	Communication
Continual of communication is welcomed.	Communication
email communications	Communication
Examples of best practices and how for licensees to communicate with the board	Communication
FAQs	Communication
getting more printed notices to licencees	Communication
Improve on communication between the various departments to meet the goals of this narrative.	Communication
Improving communications skills. You expect us as pharmacist to communicate with our patient directly but you don't do the same at the board.	Communication
improving faq	Communication
Inform the pharmacists what your objective (i.e. Mission Statement is). The licensing enforcement and the opiate problems will continue and will need to be a priority.	Communication
Inter-department communication	Communication
Interdepartmental communication.	Communication
More direct communication with the licensed membership and their concerns within the profession.	Communication

Responses	Categories
More open communication	Communication
open communication, listen more to its profession people,	Communication
RELAYING IFORMATION	Communication
When laws are updated online there should maybe be a national texting service or app that all pharmacy licensees can sign up to for updated texts coming from the board of pharmacy.	Communication
Appoint Pharmaceutical Compounding representation	Compounding
bring a pharmacist in upper management and place a compounding pharmacist on the board with experience. hospital pharmacist do not fill this void.	Compounding
Sterile compounding inspectors and having an over-sight committee.	Compounding
Consistent communication among inspectors. I know they go through education but the consistency in which they inspect and cite can vary and more consistency there would be helpful.	Consistency
Ensuring consistency of the inspectors along with coinsistent supervision.	Consistency
Getting the overall vision and enforcement in line across the board. Consistency helps everything.	Consistency
create a high reliability organization (HRO)	COVID/Disaster Response
Ensure optimal operational efficiency for pharmacies to serve Californians during the pandemic and beyond.	COVID/Disaster Response
Fix CURES.	CURES
Improve on customer service from a licensee perspective.	Customer Service
	Customer Service
Customer service via telephone.	
Become less authoritarian and treat licensees like customers.	Customer Service
Better customer service (2)	Customer Service
Better customer service to licensees.	Customer Service
Customer service	Customer Service
Customer service training for customer facing staff.	Customer Service
Development of an efficient customer service.	Customer Service
easier to get customer service help.	Customer Service
From the top down, a complete re-direction of approach is in order. Most individuals and entities in the licensed community are working very hard to take the best	Customer Service

Responses	Categories
possible care of their patients. Staff's attitude that everyone must be doing something wrong is not helpful.	
improve attitude of board staff.	Customer Service
Improve customer service skills.	Customer Service
Improve relations via better customer service.	Customer Service
Spreading the word on customer service.	Customer Service
The purpose of business is to create and keep a customer	Customer Service
User friendly	Customer Service
Ensure representation on board and committees is adequately representative of both labor and the business community	Diversity - Inclusiveness
Getting more types of pharmacy represented	Diversity - Inclusiveness
Have a more wide range of licenses join and require it's current members to be practicing in pharmacy	Diversity - Inclusiveness
Let's face it. Pharmacy has become big business. We are more complex for sure. The Board needs great representation from every discipline. I think there should be term limits as well. I think Board members could be voted on by peers once they are vetted by the Board. I think the Board needs to have less political agenda. I think the Board executives should be limited to 4 years. Otherwise, I feel they become jaded and prejudiced. I think there should be Board mediated committees that discuss issues and further educate Board members. For example, each Board member should be involved in committees so that they can better understand the issues, problems and successes in our profession.	Diversity - Inclusiveness
There should be a better mix of Pharmacy representation on the Board. If there is, not apparent to outsider. Seems like public members dominate Board leadership since the Pharmacists have to be active. That should change.	Diversity - Inclusiveness
Communicate and teach pharmacists	Education/Training
Continue to train.	Education/Training
Educating pharmacists to ensure we have communication between the board and licensees to ensure we are complying with the requirements without fear of that communication turning into a punitive penalty	Education/Training
Education	Education/Training
Education /organization/communication--Webinars	Education/Training

Responses	Categories
Education of Board Members, licensees and public members, about the whole spectrum of issues. Even the pharmacist members are too narrow in the knowledge and experience about the vast areas of Board responsibility, and the other relevant aspects of health care, health care coverage and operations.	Education/Training
Invest in their employees	Education/Training
More Programs for New Pharmacists and Interns	Education/Training
Provide free continuous education	Education/Training
Send your employees to another BOP and train so they can see how things are suppose to be done.	Education/Training
Staff training and re-training	Education/Training
Take a business course	Education/Training
We had an incident in Kelseyville, Ca, where a resident Registered Pharmacist was allowing many unlawful and unethical practices to occur for 5 years before she was apprehended by the Board.	Enforcement/ Discipline
Cheating on the Board exam is an example of the Board failure in controlling the absurd number of unqualified schools	Exams
Fix the CPJE by making every single test unique	Exams
no fee for online license renewal	Fees
Continue the current path.	General
doing a good job	General
everything	General
Focus on previous areas	General
Get it done.	General
good	General
Keep up the good job!	General
no issue	General
Ok	General
Programs	General
The Board already did a pretty good job.	General
The Board has accomplished a great deal and should continue the path it is pursuing.	General
Yes	General
Create a methodology for asking an inspector a question that is truly anonymous. An inspector is seen as your friend and your enemy at the same time.	Inspections/ Inspectors
Hiring experienced inspectors	Inspections/ Inspectors
Inspecting the outpatient pharmacy services	Inspections/

Responses	Categories
	Inspectors
inspections	Inspections/ Inspectors
Just bring a live person to audit the pharmacy	Inspections/ Inspectors
Replace ego-driven BOP inspectors who seek finding deficiencies by all means necessary and replace with honest inspectors who truly want to guide and hold us accountable in a reasonable manner for compliance with pharmacy regulations.	Inspections/ Inspectors
Training their inspectors to be as supportive as the ones I have worked with.	Inspections/ Inspectors
develop leaders with HEART	Leadership
Develop leadership	Leadership
Get a pharmacist to run the CA BOP.	Leadership
Leadership is lacking in collaboration with the technician workforce.	Leadership
More leadership	Leadership
Work on actually providing excellent customer service, effective leadership, and responsible management...or create a new motto	Leadership
Maintaining level.	Maintaining Standards
Following through on what your Board has been asking for years now. Staff stop being the road block.	Miscellaneous
Involvement in new marijuana distribution.involvement in vaccine distribution & administration.	Miscellaneous
No idea. "Organizational development" means nothing. Organizations get larger and more difficult. They become locked in their own self-importance.	Miscellaneous
Not toot your own horn too much in the prompts for this survey.	Miscellaneous
on being fair.	Miscellaneous
PREVENTING	Miscellaneous
No answer.	No Opinion/Comment
No comment (16)	No Opinion/Comment
no opinion (4)	No Opinion/Comment
No preference	No Opinion/Comment
No response	No Opinion/Comment
N/A (31)	Not Applicable
n/a no interaction	Not Applicable
Be moreganized.	Organized/ Efficiency/Competency

Responses	Categories
become efficient	Organized/ Efficiency/Competency
Create a structure for escalating issues.	Organized/ Efficiency/Competency
Efficiency.	Organized/ Efficiency/Competency
Get better organized. Public safety very critical and be able to handle quickly when situations arise. Quick response	Organized/ Efficiency/Competency
If you are looking to organize pharmacy as a profession within an organization of the BOP it is a good idea. Again the Corporations, Big Pharma, and Politics and Money, may not want this for Pharmacy.	Organized/ Efficiency/Competency
Improve internal efficiency and positive communication to licensees.	Organized/Efficiency/Competency
Make the organization more effective and resilient.	Organized/Efficiency/Competency
More organization	Organized/Efficiency/Competency
Problems have been known for Decades but no attempt to correct them is evident to the members	Organized/Efficiency/Competency
Prudence	Organized/Efficiency/Competency
Focus on truths, not propaganda or political agendas. Protect consumers.	Outreach & Education
More powerful voice in aspects of public health	Outreach & Education
public education	Outreach & Education
Sponsor community educational programs where pharmacists can speak to the public about certain medication issues and receive CE credit for their assistance	Outreach & Education
Save the cheerleader	
A move towards a standard of care approach for regulating vs such specific, restrictive and overly complicated rules.	Oversight
I think in order to ensure that technicians and pharmacist are in compliance with their CE ,board of pharmacy should send individually when their CE is coming or to notify them when is time to renew their license individually.	Oversight
implementing Obra 90	Oversight
Reduce pharmacy schools	Pharmacy Schools
Stop allowing retail chains and new schools to dilute the profession into pill counters.	Pharmacy Schools

Responses	Categories
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Pharmacy Schools/Graduates
More control of how many qualified pharmacist are graduating.	Pharmacy Schools/Graduates
Stop cranking out and allowing new pharmacy schools to pop up overnight. There are too many pharmacists and the quality has gone down in all new grads	Pharmacy Schools/Graduates
ensure there are no conflicts of interest for members of the board.	Politics/Outside Influence
Be more widespread and have satellite offices throughout the state.	Presence
Creating satellite offices in each city.	Presence
Always have inspector answer email and phone at the office.	Responsive
Answering inquiries more	Responsive
be responsive	Responsive
increase board responsiveness	Responsive
Needs to be more responsive to licensees needs.	Responsive
responsive customer service	Responsive
Responsiveness to customer needs such as pharmacy operations.	Responsive

Possible Organizational Development Objectives – Board Member Responses

Response	Categories
Keeping staff up to date.	Communication
The Board needs to know a little bit more about what is taking place in administration.	Communication
The Board should expand annual IDP plans for staffs' individual growth and development.	Staff Training/ Development
Just hiring and having enough staff.	Staffing/Resources
Continuing to support the EO.	Support Leadership/ Management
Figuring out the world after COVID, what is really required in person meeting and what they can do virtually. Decide what are the things that are crucial to do in person and what they can do remotely.	Telework/Telehealth

Possible Organizational Development Objectives – Board Management and Staff Responses

Responses	Categories
Improving public access to staff.	Accessibility
Community education and responsiveness. How do we make it easier for licensees to get questions answered. There's been a discussion – so many technical and legal questions – there is a legal counsel assigned to the Board but they are not really theirs.	Accessibility
More management accountability.	Accountability
Hold staff accountable for customer service and responding to inquiries timely.	Accountability
strengthen communication	Communication
Management needs to listen to staff's suggestions for improvement then actively work to make those changes, if appropriate.	Feedback
Making the Board more robust	General
Hiring of more competent managers/leaders.	Hiring Process
hiring expert staff	Hiring Process
Fewer managers over units that have more clearly defined roles	Leadership
leadership being comfortable their rolls so they are able to make the hard decisions that are needed.	Leadership
Train the upper managers to be effective to motivate the staff and ensure new processes are instituted.	Leadership
no comment	No Comment/Opinion
no comment	No Comment/Opinion
Providing more training in this area to all staff. This kind of training is only beneficial to the Board as a whole and provide an extra skill set for staff to apply for upward mobility. It's a win-win.	Staff Training/ Development
leadership development for employees who are not managers.	Staff Training/ Development
We should have clear expectations on what we are being evaluated against as well as clear expectations on what good looks like. High performance should be rewarded and poor performance should be managed. Perhaps having "SMART" metrics for each job role would be beneficial. Specific, Measurable, Attainable, Relevant, Time bound.	Staff Training/ Development
Training	Staff Training/ Development
Increasing staffing	Staffing/Resources
More receptionists who can handle phone calls/DCA assisting in taking phone calls	Staffing/Resources

Responses	Categories
supporting staff with appropriate delegation and teamwork	Supporting Staff
leadership having faith in inspectors as experts.	Supporting Staff
team building	Teamwork/Team Development
We need to continue efforts with Biz Mod and conduct an audit of its fund and fees for appropriateness.	Technology/ Modernization
None	Unknown/None
not sure	Unknown/None
Creating an interactive website to work with the public's less complicated questions/concerns that may take some of the strain away from 1-800 line.	Website

Appendix B

Opportunities and Threats

This appendix contains the qualitative data relating to trends affecting the Board collected during the surveys and interviews.

The comments in this appendix are shown as provided by stakeholders. Comments that appear similar or on a specific topic have been organized into categories. The comments have not been edited for grammar or punctuation to preserve the accuracy, feeling, and/or meaning the stakeholder intended when providing the comment.

There are many factors that may impact the future direction of the pharmacy professions. These could be opportunities the Board may want to capitalize on or threats they need to mitigate.

External stakeholders, board members, board management, and board staff were asked to list potential opportunities and threats external to Board that they felt could impact the industry and Board's regulatory role. The following are commonly made responses and/or responses that Board might reference when considering its strategic plan.

Summary of Opportunities

Opportunities for the Board to capitalize on:

- Advancing the scope of practice of pharmacists and pharmacist technicians
- Supporting and protecting licensees by focusing on compensation and workplace safety
- Exploring technology to streamline and provide better customer service
- Expanding public and licensee accessibility to board staff
- Training and developing board staff

Summary of Threats

Threats for the Board to mitigate:

- Seeking to limit the number of pharmacy schools which are flooding the profession
- Protecting independent private practices from large corporations and retailers
- Decreasing pharmacist workload and increasing workplace safety to protect the public and support licensees
- Gathering lessons learned from the COVID pandemic to prepare for the future
- Updating technology to navigate an increasingly technological world and profession

Opportunities – Stakeholder Responses

Responses	Categories
Continuing to promote the stability and access of the pharmacy system in California.	Accessibility
Ensure all californians have a choice to great pharmacists everywhere with access to a variety of pharmacy services i.e. compounding. We need to ensure the BoP ensures "equity" by not creating laws that exclude the poor or disadvantaged from care.	Accessibility
find ways to reduce drug costs.	Accessibility
Making pharmacists more accessible to the Consumer. Also focus on making the pharmacists less accessible to other health care providers. When I answer questions in the hospital I have access to the patients labs and medications. A simple question can turn into changing a drug or seeing other drugs the Provider did not see as a drug interaction or need for renal dosing. The answers to providers questions for free are not beneficial to the patients/consumers. The pharmacists should be consulted as are other health care providers and given time to review the questions with the patient/consumer in mind. I get a lot of questions with "hurry my patient is going to leave the office in 5 min". With outside offices I don't have the patient's records and cannot make a good answer for the patient. A quick answer to the nurse or doctor may not be the right answer for the patient. There is no legal obligation for the pharmacists to support other healthcare providers in their practice and the consumers need good drug information. The Board needs to focus on Pharmacy providing information and services to the consumers.	Accessibility
more of human interact with patient and easier access to pharmacist rather than automated system	Accessibility
The board needs to offer readily retrievable and clearer online resources regarding RX law. The board needs consider moving prescribing to electronic RXs except in urgent care situations. The board needs to consider requiring providers to document on RX orders current weight for pediatric patients.	Accessibility
The roles of both pharmacists and pharmacy technicians in all types of pharmacies and how those roles help and/or hinder the public's ability to get their medications.	Accessibility
trying to make things as electronic and user friendly as possible	Accessibility
underserved populations	Accessibility
Include CEOs, Directors of Pharmacy accountable for EVERY policy and procedure. If the policy and procedure does not align with the law--- one of them should be made accountable	Accountability
C.E.	CE

Responses	Categories
CE	CE
Coming to different area of the state to provide CE.	CE
Consider extensions for CEs when emergencies such as the pandemic occur	CE
Con't education	CE
Continue high continuing education and educational standards	CE
Continue to offer CEUs for pharmacists especially the law updates. Those are always very helpful.	CE
continuing education (5)	CE
Continuing education allowing pharmacy technicians to take courses for pharmacists	CE
continuing education and/or educational standards (3)	CE
Continuing education need	CE
expanded CE for pharmacist to maintain and deminstrate competencies and skills.	CE
Facilitating access to continued education	CE
Focus on CE	CE
More Board provided CE.	CE
More continuing education offerings and requirements for pharmacy technician licensure to keep them more engaged and up to date on the pharmacy profession.	CE
offering free CE	CE
provide more information on where to receive credible online Continuing Educations hours esp with COVID pandemic	CE
Clinical pharmacy techs	Clinical Practice
Clinical practice options (2)	Clinical Practice
Continued emphasis on advancing clinical practice models (e.g. HIV prophalaxis furnishing).	Clinical Practice
Create tools and framework that makes it easier for pharmacists to provide clinical services to patients. As more and more dispensing becomes automated we should be looking to other areas for growth in the profession. The ability to provide immunizations is a perfect example and one that has been so essential to our response to the pandemic. Pharmacists can be a key member of the ambulatory care team in the same way nurses and nurse practitioners are today.	Clinical Practice
Ever expanding role of the hospital clinical pharmacist.	Clinical Practice
lobbying for an expansion of pharmacist's clinical responsibilities	Clinical Practice
More clinically, patient oriented, not just merchandising	Clinical Practice
Pharmacist clinical practice	Clinical Practice
Pharmacy & clinical services in general will be integrated into existing services (e.g. Amazon, grocery & retail stores).	Clinical Practice
Practice	Clinical Practice

Responses	Categories
Professional practices	Clinical Practice
Professional practices Law and regulation	Clinical Practice
raising the CLINICAL COMPETENCY requirements in the community	Clinical Practice
Actually taking the time by professionals that have current work history in this industry to review, assess, and strategically come up with something that has an ounce of common sense.	Collaboration/ Engagement
Consider creating a network of pharmacists over the age of sixty who might have to retire due to arthritis, repetitive motion injury, stress related illness, etc. Suggest to retailers and hospitals that these pharmacists could work part-time as discharge consultants, or consulting patients in retail during the busiest time of the year. Being able to hire an extra hand just to do consulting for two or three 4-hour periods of time during the week could really be beneficial to both the employer and the employee.	Collaboration/ Engagement
Consider engaging young and newly licensed professionals more.	Collaboration/ Engagement
Consider implementing new technologies. CA BOP should learn from other state boards like Texas Florida New York. Our BOP's process for applications is the worst than all others.	Collaboration/ Engagement
Feedback from stakeholders	Collaboration/ Engagement
Increasing collaboration with technicians and adding them to the board as equal leaders.	Collaboration/ Engagement
increasing participation of community pharmacists in health and welfare of patients	Collaboration/ Engagement
Keep aware, look around, ask the community for opinions	Collaboration/ Engagement
Make certain enough professionals are engaged to cope with changing health care system and technology.	Collaboration/ Engagement
More pressure on DOJ to have a larger share of diversion aimed at prescribing providers	Collaboration/ Engagement
New pharmacists--should be mentored properly before becoming PIC; partner with pharmacy schools for better training of new pharmacists	Collaboration/ Engagement
outreach to underserved communities	Collaboration/ Engagement
collaboration with other medical boards to promote teamwork in healthcare	
partnering with organizations, or through the BOP itself,	Collaboration/ Engagement
Pharmacist votes	Collaboration/ Engagement

Responses	Categories
Should have each pharmacy school input pros and cons like voting ballots with new strategic plans	Collaboration/ Engagement
<p>There are a lot of changes in the profession, and too many inspectors and supervisor inspectors are not aware of them. I do not want to go into detail as it would be pages, but my interactions with inspectors and supervisors have shown me that I can make an impact in sharing expertise, advise, and education with the BOP and inspectors, and I am interested in doing so, I just do not know if there is a person to contact about that, or if it would be received well. I think it would be great for the BOP to set up expert councils in all of the domains listed in the question to help provide education and independent audits and reviews of the various BOP committees in areas of regulatory, enforcement, compounding, licensing, communication, education, etc. This would keep the BOP informed, perhaps show new areas the BOP needs to address, and other areas that are unexpectedly reducing access to medications by the public, or anything else. This can be setup as an application process or by appointment. There should also be a better method to ask questions either anonymously but get an email response, or provide some kind of comfort zone for licensees to ask questions so that they may get understandable answers while not being in fear of implicating themselves to inspectors. I have encountered many PICs that do not want to ask out of fear they were doing something wrong and inadvertently trigger a citation, and therefore they could continue going on and on doing something wrong. The police are known for being both enforcers and giving outreach to help those wanting to be in compliance with the law. I would like to see the BOP become known for doing the same thing, and not just being the enforcement body that students are taught in school will "never be their friend".</p>	Collaboration/ Engagement
<p>BOP having more say in where vaccine should go in emergencies in local politics - more to dispel myths about vaccines. More control over inaccurate statements about efficacy of OTCs and websites that promote incorrect use of medications.</p>	Communication
Any new information regarding changes.	Communication
pay attention to new communication technologies ... answer the phone	Communication
PTCB and licensee renewal notice and testing notice	Communication
Social media for broader public communication	Communication
Ensure that pharmacists are reimbursed for their professional fees	Compensation/ Billing
Advancement of payment for clinical pharmacist services (ie: ambulatory care, CMM, etc.)	Compensation/ Billing

Responses	Categories
Advancement of pharmacy practice. Help pharmacists move out of retail pharmacies and hospital basements by helping them directly bill for services in ALL settings. This will help pharmacists be viewed as essential healthcare providers rather than luxury staff that can be cut when challenges arise (e.g. budget deficits, pandemics, mergers, etc.).	Compensation/ Billing
Advocate legislation to allow pharmacists to bill Medicare Part B for services provided to its beneficiaries in underserved area.	Compensation/ Billing
As pharmacy scope of practice expands to bring healthcare to patients it is important to look at compensation mechanisms. Continue to lead the country in progressive pharmacy practice.	Compensation/ Billing
Continue to establish reimbursement for cognitive services. Help to make it easier for all pharmacists to obtain the ability to provide cognitive services in the outpatient setting	Compensation/ Billing
Elevation and third party reimbursement of pharmacist provided services	Compensation/ Billing
enable billing for service.	Compensation/ Billing
ensure payment for services.	Compensation/ Billing
Evaluate reimbursement and the role of insurance companies.	Compensation/ Billing
Find more ways to reimburse Pharmacists for expanded clinical roles	Compensation/ Billing
Help advance legislation that allows pharmacists to bill for their services.	Compensation/ Billing
Increase salaries for Technicians.	Compensation/ Billing
Law and reg to allow for pharmacist to be recognized as health care providers so we can see patients and bill for services.	Compensation/ Billing
other - clinical pharmacist specialists and pharmacy residents are health care professionals and should be considered salaried professions in the hospital settings. if retail chain pharmacists want to stay non-salary, that is ok for that practice environment.	Compensation/ Billing
pharmacy compensation for clinical responsibilities	Compensation/ Billing
Pharmacy tech salary	Compensation/ Billing
Professional practice --advocate for the pharmacist practitioner who provides direct patient care and ensuring reimbursement of services by payers via legislation.	Compensation/ Billing
reimbursement if possible	Compensation/ Billing

Responses	Categories
reimbursements.	Compensation/ Billing
Single payer system	Compensation/ Billing
technology (remote clinical services) law and regulation (billing at an individual pharmacist level) national or state politics (ensure pharmacists can bill for their services at least via MediCal at an individual pharmacist level, not at a pharmacy level)	Compensation/ Billing
The trends are toward more advanced professional services. We need support for a more advance system of payment for these services, especially on a federal level.	Compensation/ Billing
PROCESSING THE PAPER WORK FASTER	Competency/ Efficiency
Compounding and vet products	Compounding
Educate and ensure pharmacists and pharmacies are able to compound Non-Sterile compounds, and even sterile compounds. You should be able to compound safely without the need of a clean room, and you should be able to utilize references for recipes without creating Steps 1-100 and listing 5mL syringe 25 gauge needle.	Compounding
Require ACHC/PCAB accreditation for a compounding pharmacy.	Compounding
Re-review of sterile compounding practices	Compounding
Enforce the regs in an even, consistent fashion	Consistency
Regarding law and regulation, it would be more effective if all your inspectors had the same take on rules and regulation. It seems to vary greatly between each	Consistency
Good Morning: The public is becoming more and more skeptical of BigPharma and pharmacists constantly pushing drugs and vaccines and remaining silent on the issue of diet and vitamins and supplements. It's becoming obvious to the public that the money is in treatment, not prevention. Prevention strategies help the public, treatment only help BigPharma in the long run. Thank You.	Consumer Protection
I would like the board to take a proactive approach in demanding that drugs we pharmacists dispense meet the same requirements that the Valisure pharmacy requires of the products it dispenses; that they are the labeled strength and that the active ingredient is bioavailable and that the makeup of the product not contain any excipients which might be harmful to humans or animals	Consumer Protection

Responses	Categories
Improving the quality of care provided to patients.	Consumer Protection
Protect consumers: Focus on truths, not propaganda or political agendas. Protect consumers.	Consumer Protection
Safety of consumers with regulations and laws	Consumer Protection
More geared towards covid and vaccines maybe having a site to go to that answers questions regarding covid vaccinations or FAQs regarding vaccines	COVID/Disaster Response
Pandemic planning	COVID/Disaster Response
Pandemic response and pandemic approvals.	COVID/Disaster Response
Post covid-19 forever changes the way people engage with each other including the way we practice medicine and pharmacy.	COVID/Disaster Response
Greater emphasis on customer service instead of simply a transactional engagement	Customer Service
Don't favor one group over another, the regulations should treat all the same, and benefit all equally.	Diversity - Inclusiveness
I think all of the topics should be covered. I see a Board made of representatives of every practice of pharmacy as well as educators, health care experts, technology experts.	Diversity - Inclusiveness
The board should insure that all groups are represented. I see more diversity in California over the last several years and I think it presents a problem at the retail level.	Diversity - Inclusiveness
Economic	Economy
economic impact of rural practice	Economy
economy (3)	Economy
economy are keys to me.	Economy
pharmacogenomics	Economy
Advanced practice pharmacists - not sure if just experience is enough in some cases, maybe need to show more education.	Education/Training
At academic level perhaps looking at linking pharmacist /physician assistant program and perhaps where academically appropriate linking RPh program. RPh /PA program to medical school admission	Education/Training
Compounding accreditation for pharmacists, please we need more technicians and pharmacists who are educated in this field	Education/Training
EDUCATE COMMUNITY PHARMACISTS	Education/Training
Education (2)	Education/Training
educational standards.	Education/Training

Responses	Categories
Find a better way for underprivileged students to be accepted into a Pharmacy Program. Not sure if this pertains to change. Have a plan for pharmacy success.	Education/Training
Improve the educational system	Education/Training
Increased education for health professionals	Education/Training
More focus on patient education.	Education/Training
Pharmacy field is expanding and education very important	Education/Training
Pharmacy student education in a COVID world	Education/Training
pharmacy technician certification for pharmacy techs who want to administer vaccines	Education/Training
provide more educational opportunities	Education/Training
The board needs to better train its licensees about its expectations regarding filling controlled substance orders and provide resources and training on how to handle common issues that arise when filling controlled substance orders.	Education/Training
training	Education/Training
We are one of the most regulated professions in the country. The way I see it, pharmacists have to score 100% all the time. Both from Boards and from PBM's. I have not addressed PBM's, but they are completely out of control and abusive to pharmacies. I keep thinking that more educational Resources from a reliable Board would be very beneficial.	Education/Training
We need to ensure corporations do not dictate patients access to pharmacists. Empower our pharmacists with good education on important rules and regs.	Education/Training
don't take punitive actions when people are trying to do the right thing. For example - PIC catches an employee diverting, PIC gets cited.	Education vs Enforcement
Provide more education instead of witch hunt.	Education vs Enforcement
consider freezing fines and the notion that the state budget be balanced on the backs of unemployed pharmacist	Fees
lowering license fees (cost keeps increasing and license holders aren't benefiting from increased cost)	Fees
Easy to follow	General
	Health Care System
Multisystem Health Systems and consolidation of pharmacy services	Health Care System
Changing health care system	Health Care System
Drug pricing to whatever extent the Board can cooperate & help with.	Health Care System
Health Care system (11)	Health Care System
healthcare	Health Care System
healthcare reform	Health Care System

Responses	Categories
Integration of pharmacy into the health care systems and inclusion of pharmacists in the structure and planning of health care systems.	Health Care System
More cost justification for regulatory changes that raise healthcare expense.	Health Care System
Move toward outpatient and home care of previously hospital based care.	Health Care System
Pharmacy development into healthcare system.	Health Care System
public health education initiative	Health Care System
the health care system generally	Health Care System
Find ways to use expired or near expired medications rather than putting them into the land fill or even incinerating them.	Innovation
The new professional practices should include an open untapped market into the natural supplement trend under doctors guidelines to prescribe to patients.	Innovation
Inspections should be completed in a timely and fair manner.	Inspections/ Inspectors
educational standards of the sterile compounding inspectors.	Inspections/ Inspectors
inspecting for safety of the patient	Inspections/ Inspectors
It would be nice to have an inspector tell us what they are looking for when they come in. Also, to explain new laws.	Inspections/ Inspectors
Who performs oversight of inspectors and reassess training and development of strong inspections processes and inspectors.	Inspections/ Inspectors
Align with other surveying bodies so there is not two standards	Maintain Standards
Develop a plan on how to evaluate the pharmacist's work so there is not an overload and stressful environment in the pharmacies. This way the pharmacist can be more focused on clinical aspect of the job which will decrease the number of errors and will keep the public safe.	Maintain Standards
Do not sway from order, law abidance, accountability. No matter what trends there are. Maintain the strict adherence to our guidelines that protect the safety, standards and integrity that the board has upheld to date. Do NOT cut corners.	Maintain Standards
Don't lower the standards of new pharmacy schools by allowing practicing pharmacist to teach without a teaching credential. Doctor of pharmacy means exactly that, and it doesn't include the patience to teach a class room of students but brief information snd not detailed	Maintain Standards
everything should be easier to follow thru.	Maintain Standards
Increase requirements for foreign trained Pharmacists to maintain the high level professional level.	Maintain Standards
KEEP ON WHAT YOU ARE DOING.	Maintain Standards

Responses	Categories
less emphasis on meeting quotas and more emphasis on patient care; preventing errors.	Maintain Standards
Looking into developing standards with regards to patient populations and pharmacist oversight.	Maintain Standards
Professional standards	Maintain Standards
The rapidly changing landscape of pharmacy is difficult to keep up with by regulation or legislation. Making the practice standards based like medicine and nursing remove the barriers to allowing the Board to keep pace with the rapidly changing environment.	Maintain Standards
To keep the pharmacy field progressing so that the Board in turn can remain in effect.	Maintain Standards
Use of high reliability concepts for regulation and enforcement.	Maintain Standards
Adding a mandatory component of "volunteering" at least once per licensing period , at a community health fair, health clinic serving underserved, senior center.	Miscellaneous
All of the above are important. Social/legal trends may end up affecting how we will need to respond	Miscellaneous
Allow technicians and pharmacists to wear nail polish and nails we wear gloves daily	Miscellaneous
As ACPE updates standards for pharmacy schools, or NAPLEX/MPJE updates and improves their exams, the board should ensure they are not creating unnecessary barriers or redundancies in their requirements.	Miscellaneous
Big Pharma and Insurance Companies should be paying part of the costs of educating the politicians.	Miscellaneous
Controlling the number of H1B visas.	Miscellaneous
distribution of meds by commercial carriers.	Miscellaneous
Is altruism dead in America? That's a question the Board needs to answer for itself as it governs the practice of pharmacy.	Miscellaneous
law and regulation for the enforcement of Obra 90	Miscellaneous
National trends	Miscellaneous
Be more flexible with licensed techs and pharmacists retaining credentials if moving to another state without having to re-certify or go through full licensing process again.	Moving to Other States
Make sure the graduates have more opportunities and less debt.	New Graduates
All out of state licenses must also be accredited.	Other States/Across States
central fill which would increase pharmacy access to patients, across state lines functionalities (counseling, ease of licensure)	Other States/Across States
Make it easier/quicker to transfer license out of state.	Other States/Across States

Responses	Categories
working with Schools of pharmacy to ensure education on pharmacy law is balanced at all the new pharmacy schools	Pharmacy Schools
I am concerned that you will hear many complaints that there are too many schools of pharmacy and therefore too many licensees but I strenuously object to gate-keeping, except when it comes to ensuring that anyone who wants a license is competent. I think the schools are facing a lot of competition for students and will end up closing on their own when jobs dry up. Let the market work. Don't hamper people who are driven to work in an expanding field. THANK YOU for creating a new license category, APh--WELL DONE!!	Pharmacy Schools
National and state politics.(3)	Politics
National Politics (2)	Politics
National politics, other states issues that may have implications on the profession as a whole	Politics
political considerations.	Politics
Politics	Politics
State politics	Politics
The political landscape.	Politics
The politics that will influence the laws and regulations.	Politics
Both professional practices and techniques	Professional Practices/ Techniques
improving professional practices	Professional Practices/ Techniques
Pharmacist profession practices.	Professional Practices/ Techniques
Professional practice (3)	Professional Practices/ Techniques
professional practices and new techniques	Professional Practices/ Techniques
Professional practices and techniques (2)	Professional Practices/ Techniques
professional practices or techniques (8)	Professional Practices/ Techniques
Professional practices or techniques, especially the people using those practices and techniques	Professional Practices/

Responses	Categories
	Techniques
Professional technique and practice.	Professional Practices/ Techniques
Technology will continue to advance. Law and regulations will increase. Professional practices will need to adapt to both.	Professional Practices/ Techniques
1st of all, they need to change or update all rule and regulations that were established over a decade ago. 2nd, they need to respect their licensees the way medical /nursing/ dental board treat their licensees.	Review/Update Laws/Regs
Adjusting USP interpretation and language. Adding national certification requirement.	Review/Update Laws/Regs
concentrate on evidence based regulations	Review/Update Laws/Regs
Consider stricter online regulation of supplements/herbals and prescription medications.	Review/Update Laws/Regs
Focus on PBM regulations.	Review/Update Laws/Regs
get federal and state laws to match. For example, Cannabis for medical use should be legalized federally so our state laws match up.	Review/Update Laws/Regs
I think with the requirements of a lot of insurances especially county insurance wanting Icd10 codes to approve medications, I think along with standard refills boxes and such there should be a place for those codes to be put in at least when sending escripts that is required or the script can't be sent until its filed in. As well s hand written on all prescriptions thar are given out. It would make for better documenting for both prescribers, insurancez and patients records as to treatment, diagnosis. And prognosis of patients health and histories	Review/Update Laws/Regs
Law and enforcement,	Review/Update Laws/Regs
Law and regulation (7)	Review/Update Laws/Regs
Law and regulation protecting pharmacist not consumer all time. Consumer are wrong so many times, they are abusing medications but there is no clarity from board on steps to follow.	Review/Update Laws/Regs
Law and Regulations (3)	Review/Update Laws/Regs
Laws and regulation	Review/Update Laws/Regs
laws and regulations (3)	Review/Update Laws/Regs

Responses	Categories
Less legislation.	Review/Update Laws/Regs
Look at the waivers to see if any should become permanent regulations or law to better serve the population. Look for allies to help you move your programs along. Thanks for sending this out and asking for input. That is a step in helping strengthen the profession.	Review/Update Laws/Regs
Re-evaluating regulations to be sure they are getting the desired result.	Review/Update Laws/Regs
Review and evolution of regulations (e.g. direct supervision in the virtual environment) that consider remote work as a corner stone of pharmacy tasks/activities.	Review/Update Laws/Regs
Technology has, and will continue to, quickly provide new ways of communication within and between healthcare systems. It would be helpful to review current legislation for possibly antiquated rules and have guidelines in place that allow for adjustments to future advancements. These adjustments will help pharmacy keep pace and continue to provide the service our patients expect and deserve.	Review/Update Laws/Regs
The practice of the profession is changing and the laws and support need to change as well.	Review/Update Laws/Regs
updating regs to be more relevant with CPOE in hospital settings	Review/Update Laws/Regs
Continue to increase the abilities of pharmacists to practice at their highest level including Point of Care testing, Immunizations (kudos to you on covid vaccines and Tech vaccines).	Scope of Practice
Advanced care	Scope of Practice
Advanced Practice options.	Scope of Practice
Advancement of pharmacist as "provider" for provider status.	Scope of Practice
Allow more autonomy to pharmacists that are thought leaders	Scope of Practice
Better support for expanded practices.	Scope of Practice

Responses	Categories
Broaden the scope of practice for clinical pharmacists...in many other states they can practice a much broader scope and are achieving great success in driving improvement in care.	Scope of Practice
Continue to promote and support scope of practice changes	Scope of Practice
COVID has turned the spotlight on the profession of pharmacy. We need laws/regulations that will allow pharmacists to practice at the top of their license in all settings. In order to accomplish that we must rely on technicians to take on many of the purely technical activities so that pharmacists are freed up to perform patient care activities. This is particularly true in community settings.	Scope of Practice
create opportunities for pharmacies to expand there reach in the community	Scope of Practice
creation of an "advanced" licensing for pharmacy technicians to expand their scope of practice. this would allow pharmacists more time to provide clinical education/interventions for patients. some tasks that could be done by an advanced licensed pharmacy technician would confirm medications for dispensing, take phoned in prescriptions with the exception of narcotics, provide vaccination services, education on the use of devices such as glucometers, blood pressure monitors, inhalers, insulin pens/syringes. Not all pharmacy technicians are created equal, but there are those who would be capable of increased responsibilities.	Scope of Practice
Develop and plan for Pharmacist Practitioners	Scope of Practice
Encourage advanced rph practice, promote responsibility	Scope of Practice
ensuring Pharmacists have a greater role in the healthcare system (to offset lack of physicians especially in rural areas);	Scope of Practice
expand pharmacists' role in healthcare. we are heading in the right direction, but there is much more that we can do. advocate reimbursement for pharmacists' services.	Scope of Practice
expand the scope of practice for the profession of pharmacy	Scope of Practice
Expanding roles	Scope of Practice
expanding scope of practice for RPh and techs	Scope of Practice
expanding the scope of pharmacy practice	Scope of Practice
Expansion of ambulatory care	Scope of Practice
Expansion of pharmacists roles and scope of practice	Scope of Practice
focus on expanding pharmacists role in healthcare	Scope of Practice
Function medicine. Let us do labs and interpret them without a collaborative practice! We already have doctorates and spend half our day fixing MDs mistakes!	Scope of Practice

Responses	Categories
Give pharmacist more authority on taking care of patients as they are required to do. We are working with both hands tied behind our backs with fear of laws/regulations coming for us if we mess up. The majority of pharmacist have the best intent for the patients, the small few have ruined the profession for the rest of us.	Scope of Practice
Greater autonomy and scope of practice for pharmacists.	Scope of Practice
Having pharmacists recognized as providers with insurance companies.	Scope of Practice
how pharmacists should be given opportunity to expand into niches to fill needs.	Scope of Practice
Improving professional practice opportunity beyond dispensing. Need different roles for pharmacists in light of the surplus seen now. Pharmacists are over-educated for community dispensing	Scope of Practice
Increased prescribing for pharmacists	Scope of Practice
increasing scope of practice beyond traditional inpatient and outpatient practices	Scope of Practice
increasing the scope of practice	Scope of Practice
More clinical role in hospitals, less dispensing.	Scope of Practice
New opportunities to provide more well rounded care beyond simply dispensing prescriptions.	Scope of Practice
Non-traditional roles of pharmacists in ambulatory settings, along with support teams.	Scope of Practice
Pharmacist are becoming prescribers as well as dispensers	Scope of Practice
pharmacist patient assessment and prescribing. Vaccine prescribing and administration. Pharmacists practicing ambulatory care in the community	Scope of Practice
pharmacist playing a more significant role in caring for the patient as a "provider" and not simply ensuring dispensing. Pharmacists are important in many aspects and want to ensure the pharmacists play a larger role in health care.	Scope of Practice
Pharmacist Provider Status especially in disparate areas	Scope of Practice
pharmacist provider status. expanding opportunities for not just pharmacists but rx techs.. pharmacists did not go to school to give vaccinations in retail all day. that's for nurses to do and that means techs can do it too.	Scope of Practice
Pharmacist scope of practice/role expansion	Scope of Practice
Pharmacists as independent practitioners with less restrictions similar in some aspects to nurse practitioners or physician assistants.	Scope of Practice
Pharmacists should be able to deal with more non-urgent medical issues. There are some medical conditions that may require a prescription drug product, but should not need a doctor to see the patient or take the time to write a prescription. When someone has a cold or flu and needs a suitable product to manage symptoms great	Scope of Practice

Responses	Categories
<p>than OTC products, why not have the pharmacist (yes more would be needed) prescribe that at the pharmacy? This would require working with Congress, HHS, AMA, pharmacy schools, etc.</p>	
<p>Pharmacy should move towards medication management and saving the health system money through these services instead of mainly dispensing. Pharmacists can do a great deal of good for patients and the health system if there was payment for services and ability to manage medications more effectively. If pharmacists were able to see the patient's chart, then pharmacists would not have to make clinic decisions pretty much blind (based solely on what is prescription provides).</p>	Scope of Practice
<p>Prescriptive authorities of pharmacists within their scope of practice.</p>	Scope of Practice
<p>Professional practice expansion</p>	Scope of Practice
<p>Provider status for Pharmacist to allow direct reimbursement.</p>	Scope of Practice
<p>Provider status for pharmacists</p>	Scope of Practice
<p>scope of practice</p>	Scope of Practice
<p>Scope of practice for both pharmacists and technicians.</p>	Scope of Practice
<p>Statewide protocols for advances practice pharmacists with ambulatory care board certification to manage diabetes, dyslipidemia, hypertension and asthma with referral system in place.</p> <p>Move pharmacist as profession that can be recognized by Medi-Cal as a paid provider.</p>	Scope of Practice
<p>Telehealth - separating the professional services of Pharmacists from the services of Pharmacies, Hospitals and other licensed facilities. Facilitating the ability of each pharmacist to practice at the highest level of his/her education, training, experience and ability rather that setting just an entry level and, by law, a ceiling and limit on the scope of services.</p>	Scope of Practice
<p>The board of pharmacy must allow pharmacies to deliver or ship medication with less regulation.</p>	Scope of Practice
<p>The board should consider allowing more authority for pharmacists to practice their profession, for example, anything that can help pharmacists to practice clinical pharmacy, such as ordering lab tests, set up protocol for different type of pharmacy practice, like ANTIMICROBIAL STEWARDSHIP.</p>	Scope of Practice
<p>The board should focus on supporting pharmacists as care providers.</p>	Scope of Practice
<p>The COVID pandemic emphasized the visibility, availability and cost efficient use of local pharmacists in the provision of primary care and</p>	Scope of Practice

Responses	Categories
testing. Pharmacists should evolve into independent professionals supported by regulations and guidelines	
The profession of pharmacy has changed the strategic plan should push for pharmacists to become an important part of the health care system. Luckily I work for an organization that values pharmacists but need to change what we provide most people still think pharmacists just count pills which is sad.	Scope of Practice
The role of the pharmacist in providing direct patient care within interprofessional health care settings, including payment for such services.	Scope of Practice
The utilization of the pharmacist in the expansion of access to health care. Insuring the qualifications of those who will have greater roles, beyond immunization, and into medication management of chronic diseases. Point of care testing for things like strep throat and treatment. Expand the present role of pharmacies into first stop for a broader range of self-care ailments.	Scope of Practice
There needs to be stronger development of collaborative practice agreements so pharmacists have more prescribing authority. And that covers just about everything you mentioned above from education right on through.	Scope of Practice
Transition of care and how the pharmacist can identify and correct mistakes. Work to get the pharmaceutical care aspects of pharmacy reimburseable, so that we can leverage this often overlooked service (e.g. disconnect payment from prescription bottles to interventions).	Scope of Practice
Unrestricted pharmacist prescribing	Scope of Practice
Open more fields for pharmacists to practice at.-especially with the increased numbers of licensees.	Scope of Practice
A move towards a standard of care approach for regulating vs such specific and overly complicated rules	Standard of Care
Adopt a standard of care model for pharmacy practice as it exists for other health professions. Pharmacists' expertise is grossly underutilized in ensuring the optimal and safe use of medications for California's citizens.	Standard of Care
Standard of care approach vs. specific, complicated regulations	Standard of Care
Try to keep things and requirements on your licensees simple. Streamline your staff, cut overhead, eliminate redundant laws, cut costs and pass the savings onto the licensees.	Streamline
Allow pharmacists to do their job. They are looking out for the public.	Support Pharmacy Profession
Development of more standardized and interoperability of data between the Federal and State agencies and all stakeholders, such that	Support Pharmacy Profession

Responses	Categories
redundancies and inconsistencies are minimized (e.g. best practices, modeling, reciprocities, etc.)	
Focus on the profession rather than the business aspect especially in retail areas.	Support Pharmacy Profession
How to support growth into the outpatient sector.	Support Pharmacy Profession
How to unify such a disparate profession	Support Pharmacy Profession
Look at what the pharmacy does not just policies and procedures and records	Support Pharmacy Profession
Resources in all settings of the profession.	Support Pharmacy Profession
See a few questions ago. Recognizing pharmacy specialization	Support Pharmacy Profession
should focus more on pharmacy practice, medication counseling, pharmaceutical care, clinical services.	Support Pharmacy Profession
The Board should attempt to keep the profession strong on an economic basis.	Support Pharmacy Profession
We need to better advocate for pharmacy profession as a provider of valuable medical services and we need access to patient information, provider status, and insurance reimbursement to reflect that fact	Support Pharmacy Profession
advocacy to media and exposure to the public,	Support/Protect Licensees
Allow for established rphs to hold a internship if they so chose to get out of retail.	Support/Protect Licensees
Be able to voice and represent pharmacists and pharmacy techs for their rights and roles regardless what industry they woo	Support/Protect Licensees
Be practical not an impediment to the profession	Support/Protect Licensees
Consider professional development for technicians	Support/Protect Licensees
CVS is starting a program where rph verifies Rx tablets via image and having techs bag rx's instead of pharmacists. If this is legal, would be good to require additional board regulated training/ certification for techs to go through to ensure the pharmacist is more protected. Also, on another issue, requiring pharmacies to close for lunch if only one pharmacist is best so any consults do not get missed, unless techs are going to have increased liability if they let an Rx go that did need a consult. This is a big question, so many possibilities!	Support/Protect Licensees
Develop stronger online Tools to help Pharmacist stay current with new laws	Support/Protect Licensees

Responses	Categories
Development of a union	Support/Protect Licensees
Encourage pharmacists to realize they are independent licensed health care professionals and stand up for them against the Medical Doctors.	Support/Protect Licensees
Have both consumers and pharmacy in mind.	Support/Protect Licensees
Just remember who you work for.	Support/Protect Licensees
Laws and regulation must reflect the importance of pharmacist care. Advanced Practice Pharmacist licence is a step in the direction.	Support/Protect Licensees
Laws and regulations that promote the health of the pharmacist (not getting overworked/burn out, fair practices from the employer, limiting scripts per hour per pharmacist).	Support/Protect Licensees
Making the pharmacist the valued professional in the pharmacy	Support/Protect Licensees
More protection for professionals.	Support/Protect Licensees
Protect your members!!!!!!	Support/Protect Licensees
Protecting license holders!	Support/Protect Licensees
Push for pharmacists' provider status and pharmacist rights. There is often lack of support from the board in terms of protecting the pharmacist industry.	Support/Protect Licensees
push for regulation adjustment to protect our profession	Support/Protect Licensees
Support for the professionals doing the day to day work within the punitive environment set forth by the board of pharmacy	Support/Protect Licensees
Support pharmacist value in healthcare in the media. That they are a integral part of the "healthcare" team	Support/Protect Licensees
The increase in the demands of a pharmacist's time should bring the discussion of adding more ancillary personnel into the conversation.	Support/Protect Licensees
The individual pharmacist and what is best for them, not what is best for quantity	Support/Protect Licensees
Working with politicians that will promote the health of the pharmacist so the pharmacist can better serve patients.	Support/Protect Licensees
Pharmacy techs are valuable in the profession. Increase their education requirements and make an advanced technician who can do more functions for patient care.	Technician Ratios/Scope
Board should consider letting Technicians help verify patient's own medications brought from home in hospital setting.	Technician Ratios/Scope

Responses	Categories
Changes to facilitate greater scope of practice for technicians in office based settings.	Technician Ratios/Scope
Developing something for pharmacy technicians. They are asked and required to do more and more. With either little or no training or education. And they are not compensated fairly.	Technician Ratios/Scope
Expansion of pharmacy technician scope of practice to support clinical pharmacists	Technician Ratios/Scope
I also think the Board should look at RPH to Tech ratio's again.	Technician Ratios/Scope
Let the technicians vaccinate all vaccines after covid it requires same training and sterile technique and most are im inj anyway takes a lot of pressure off rph so they can consult and screen interactions and reduce mistakes	Technician Ratios/Scope
Mandate allow for extra techs (increase rph:tech ratio) pharmacists are overworked and are at increased risk for errors without the needed help.	Technician Ratios/Scope
Need update to retail technician ratio and technician immunization in addition to COVID	Technician Ratios/Scope
Pharmacy tech and pharmacist ratio	Technician Ratios/Scope
Pharmacy technician ratio, roles & duties	Technician Ratios/Scope
Professional growth for pharmacy technicians.	Technician Ratios/Scope
Role of pharmacy techs needs to be expanded. Pharmacy techs have more education than MAs at doctors office but the Board has greatly limited their roles. This is wrong.	Technician Ratios/Scope
Technician roles and ratio	Technician Ratios/Scope
Technician scope of practice is expanding across the country.	Technician Ratios/Scope
The Tech to Pharmacist ration. Tech being recognized as a profession with mandates of pharmacies to up our pay.	Technician Ratios/Scope
Technology (2)	Technology
A lots of changes needed as we move forward . Need to use technology.	Technology
Automation	Technology
California Board of Pharmacy should push more technology and use of electronic prescriptions for all providers.	Technology
Certainly technology	Technology
Common sense technology to improve control substance integrity.	Technology

Responses	Categories
Cope with technological advancements	Technology
Current with technology	Technology
explore technology and its role in reducing workload for the pharmacist to allow for expanded duties	Technology
focusing on technology based development to help pharmacist reduce daily work challenges	Technology
Greater use of technology for consultations and other non-dispensing services	Technology
Implementing a Tech check Tech program that other states have already implemented.	Technology
Implementing technologies that help prevent errors (electronic health records and pharmacy databases being able to share information so that the pharmacist has the most up-to-date information on the patient).	Technology
Increase use of technology and the understanding of the technology in the community.	Technology
increasing the use of technology by the BOP	Technology
Keep updated on the new changes for pharmacy logistics and automation.	Technology
Make everything online and more effecient. Save paper, postage, time and energy this way . It is 2021 time to embrace the internet	Technology
More reliance on electronic interface	Technology
New technology	Technology
New technology and computer systems	Technology
Online prescription	Technology
Perhaps pharmacies should be required to have the ability to communicate with patients via video link.	Technology
Proper integration of technology into healthcare without sacrificing pharmacist intervention and judgement.	Technology
Remote order verification (controlling it to zero if possible) in hospitals/institutional system setting	Technology
Robotics. AI. Expanded tech functions	Technology
Role in health care system with technology linking the patient prescription profile	Technology
Support technology that automates record keeping and documentation.	Technology
Technology (31)	Technology
Technology - the pandemic has led to prescribers focusing on telemedicine.	Technology
Technology advances for physician visits and prescriptions	Technology

Responses	Categories
Technology allowing health care records to be more easily shared with other health care professionals.	Technology
Technology and its role in reducing workload for the pharmacist, to allow for expanded duties	Technology
Technology and pharmacy	Technology
Technology and tools available now	Technology
Technology changes,	Technology
Technology needs to be a bigger focus	Technology
technology, paper should be obsolete.	Technology
technology. (3)	Technology
Technology. Especially artificial intelligence and automation.	Technology
The board needs to continue to examine ways that technology can be leveraged to increase efficiency in the way prescriptions are dispensed and delivered.	Technology
the Board needs to modernize all its process in order to keep up with the current high tech world we are in.	Technology
The board needs to modernize its application process.	Technology
The Board should invest in technology so the inspectors don't have to travel to the sites, especially it is a routine visit. The other strategy is to develop a bulletin board for best practices because the inspectors have access to practices at various facilities.	Technology
the use of technology will have a huge impact on the profession	Technology
Updated Board technology needs.	Technology
use of social media	Technology
Use of Technology	Technology
We can leverage technology to provide remote access to patient care.	Technology
Align with telemedicine and allow for remote counselling in urban environment satellite pharmacies	Telehealth
Enabling telemedicine	Telehealth
increased ease of access to services via electronic/web means throughout the profession	Telehealth
increased telemedicine environment	Telehealth
Telehealth	Telehealth
Telemedicine (2)	Telehealth
the use of telemedicine.	Telehealth
Allow techs to work from home and possibly pharmacists.	Telework
I believe COVID has taught us all work can be done from different settings. I think the Board should allow remote processing.	Telework
I think for technicians who work solely at specialty pharmacies should have access to work remotely; maybe by allowing them to change their titles	Telework

Responses	Categories
More remote working technicians and making that standardized, not only a pandemic exception	Telework
Pharmacist remote work	Telework
Regulations that allow for technology and remote services to patients and pharmacies.	Telework
Remote pharmacist checking	Telework
Remote work and telecommuting	Telework
Remote work of licensees performing non-dispensing activities	Telework
remote working.	Telework
So much more remote verification of orders in hospitals, and soon remote IV compounding with IV Workflow Systems.	Telework
Telepharmacy.	Telework
This pandemic has taught us how to work with remote services, the board should ensure that regulations are adapted to allow pharmacies to continue remote practices outside of waivers to ensure efficient works	Telework
With the pandemic happening more people are working remotely and companies and hospitals need more remote entry. Make a CLEAR law and regulation about remote data entry so that pharmacies can still get the help and now extra help they desperately need.	Telework
drug price transparency	Transparency
Focus on transparency.	Transparency
Immunization tracing.	Vaccinations
New vaccine distribution outside of pharmacy channels & administration by pharmacists & technicians as an added duty to their normal daily functions.	Vaccinations
Pandemic/vaccine related support.	Vaccinations
PROVIDE DETAIL GUIDANCE TO PHARMACISTS ON VACCINATIONS AND NEW AREA OF PRACTICE IN PHARMACY PROFESSION	Vaccinations
Vaccine management, vaccination clinic management.	Vaccinations
IMPROVING THE WEBSITE	Website
more guidance/ process on how to specialize in an area of interest - may be a section on the boards website dedicated to that	Website
Compel the billion dollars corporations to open more locations, hire adequate staff	Workplace Safety/Culture
consider reasonable standards of staffing in assisting the pharmacist's increased responsibilities	Workplace Safety/Culture
Ensure sufficient Staffing inpatient and outpatient settings	Workplace Safety/Culture
Focus on the health and wellbeing of the pharmacy staff and make sure that rph/tch ratios are more aligned with reality. There can also be a	Workplace Safety/Culture

Responses	Categories
minimum volume per technician so that chain pharmacies and the like don't have to work in unsafe conditions.	
Improving working conditions for pharmacists. Mandating 8 hour shifts and no one works alone ever.	Workplace Safety/Culture
Influence/ mandate minimum levels of support of pharmacists for the practice of pharmacy. Retailers should not expect the pharmacist to perform auxiliary tasks if we are to succeed in pushing our professional profile as healthcare providers	Workplace Safety/Culture
Just Culture philosophy to deal with pharmacists/technicians similar to Boards of Medicine and Nursing.	Workplace Safety/Culture
Protecting the environment through promoting a decrease in waste and the recycling of plastics. Perhaps our wholesalers could collect daily all the empty vials and bottles we generate for a mass recycling program	Workplace Safety/Culture
Require a staff pharmacist have a licensed pharmacy technician on duty at all times the pharmacist is on duty. This would reduce potential errors from HIPAA violations or data errors from unlicensed cashiers with inadequate knowledge to uphold the boards standards in care.	Workplace Safety/Culture
Some type of workplace regulation	Workplace Safety/Culture
The board needs to consider new and better work load restrictions in retail pharmacies.	Workplace Safety/Culture
workforce balance	Workplace Safety/Culture

Opportunities -Board Member Responses

Response	Categories
Collaboration with other healing arts boards – suggest medical board and veterinary medical board. Possible periodic joint meetings.	Collaboration/ Engagement
The number one area to figure out is their interrelations with other medical systems in order to make the health care better. COVID is finally going to help them transform this. Doctors and nurses will hopefully realize the value pharmacists bring. The world needs to come together to make things more effective rather than worrying about duties being taken away. Think about including Medicare so pharmacists are empowered to do what they can do. Doctors need to be relieved of duties in an empowering way, so things are synergistic to make the whole medical system work better.	Collaboration/ Engagement
The Board is very responsive to emergencies, about meeting and making decisions right away.	COVID/Disaster Response
Anne’s doing a very good job. She’s always well-prepared and helping the Board members out.	Leadership
Public education regarding Internet drug information.	Outreach & Education
The Board should focus on social media and getting information on trends out to public.	Outreach & Education
The Board could pursue the issue with the PBMs – Pharmacy Benefit Managers – that determine what drugs they’re willing to pay for and how much they’re going to pay – Insurance companies use PBMs to determine what they’re going to pay for. A bill was going to give the Pharmacy Board oversight over PBMs but instead the oversight was given to the Dept of Managed Care. The Board could have used this oversight to help consumers obtain the drugs they need.	PBMs
Increase the pharmacist/tech ratios to enable pharmacists and advanced practice pharmacists to spend more time in areas only they are qualified to do such as consultations, patient assessments and drug therapy management in connection with collaborative practice agreements with physicians etc.	Pharmacist/ Technician Ratios
The Board needs to think about what’s going to be happening in 3-5 years to get ahead of movements in health care as opposed to reacting to them.	Proactive

Response	Categories
<p>The profession is at a turn. Pharmacists are more clinical, have better clinical knowledge, can take the practice to more clinical level. The Board needs to focus on how to empower each of the licensees to use their knowledge, which will help all Californians. <i>Pharmacogenomics</i>. How the pharmacists can get certified and how to encourage them to. Same thing for technicians - what else can they be trained to do to be safe practitioners out in the world.</p>	Scope of Practice
<p>The board's been successful in looking towards the future and the various professions what they are capable of and should be doing in the future.</p>	Scope of Practice
<p>Pharmacists need to figure out how to function outside the corporate world. How can the Board help licensees receive the power to do what they can do. The Board needs to figure out a way to ensure our corporate sponsors and colleagues are well-equipped and not overly using their authority. When employees are not empowered to do what they can do, this can be a consumer protection issue.</p>	Support/Protect Licensees
<p>Technology – Lots of technology can be used to better serve the consumers in CA. The Board does not even know what all those technologies are.</p>	Technology
<p>Technology – look at automation.</p>	Technology

Opportunities – Board Management and Staff Responses

Responses	Categories
continuing education/educational standards	CE/Education Standards
Requiring pharmacy technicians to complete CEs/pass a national exam to qualify in order to maintain the integrity of the practice.	CE/Education Standards
compounding continues to evolve.	Compounding
consumer safety	Consumer Protection
It needs to evaluate its response to pandemics to make sure it responds effectively and has robust tools.	COVID/Disaster Response
law and regulation	Laws/Regs
professional practices	Professional Practices/Techniques
professional practice and politics	Professional Practices/Techniques
The Board needs to focus on and anticipate where the practice of pharmacy is headed so it's proactive not reactive.	Professional Practices/Techniques
Outside pressures of expanding opportunities that pharmacists and pharmacies are looking for – being fluid enough to adjust to the changing environment of the pharmacy world.	Scope of Practice
Major technology changes today that are affecting pharmacy practice such as remote processes (processing, verification, etc); telehealth affecting how prescriptions are being prescribed and received; remote supervision of staff via cameras and not physical supervision; changes and increased responsibilities of RPH	Technology
Make the application process online where all documents can be uploaded electronically to speed up the processing time of applications and deficient mail. This will also eliminate time needed to scan applications/mail items and pair mail items together manually with files.	Technology
Electronic submission of documents, signatures	Technology
Technology in every aspect. Law and regulation/enforcement - in terms of communication/sharing with other agencies (e.g. MBC, DHHS, DEA, FBI, etc.).	Technology
More automation	Technology
Technology (5)	Technology
Teleworking	Telework

Threats – Stakeholder Responses

Response	Categories
Access and affordability	Accessibility
lack of access for the greatest in need for reasonably priced medications.	Accessibility
Regulating big box pharmacies more accountable to patient safety standards as the metric driven environment they foster is leading to patient harm.	Accountability
When it comes to inspections and if hypothetically an inspector sees an issue that problem shouldn't fall solely on a pharmacist in charge it should be shared with the non pharmacist owner. I'm seeing new trends with obgyn and dermatologists building there own negative pressure compounding rooms and hiring a pharmacist and technicians since as I stated before it is difficult to get time sensitive medicine to their patients due to stricter regulations from the board of pharmacy. The physicians offices who choose to have a non sterile lab in house needs to be held at the same standards as a traditional pharmacy or compounding pharmacy is.	Accountability
Don't let the small private individual practices go out of business. Many customers rely on the neighborhood pharmacies.	BPMs/Big Corporations
How will the BOP address cannabis? Currently consumers are receiving health-related advice from employees that lack any training and no licensing. There are strict guidelines for pharmacy personnel, why are there no guidelines for cannabis?	Cannabis
Marijuana control!	Cannabis
New marijuana legalization.	Cannabis
continuing education and educational standards must be made stronger.	CE/Education Standards
Degradation of standards in pharmacy education. Commoditization of pharmacy education.	CE/Education Standards
Make it harder for unqualified students to attain the license with such low education standards	CE/Education Standards
Many pharmacists hold multiple state licenses. It would be good if states considered standardizing CE requirements. Continued additional requirements are being added all the time from various sources (private & government payers, accrediting bodies), usually with little staffing change, making the practice of pharmacy more intense, increasing stress and likelihood of errors.	CE/Education Standards
The "body of knowledge" in pharmacy continues to grow exponentially. Entire classes of drugs have emerged since I was in	CE/Education Standards

Response	Categories
<p>pharmacy school when the earths crust was still cooling. Yet pharmacy school still consists of eight semesters; or somewhere around 128 semester units. That time is so precious. What influence is the Board bringing to the table with Schools to prioritize some of what graduates need to know "out of the box?" That will serve them not today, but ten years from now?</p>	
<p>No respect in between colleagues</p>	<p>Collaboration/ Engagement</p>
<p>billing. opporutnities for pharmacists services should. be highly prioritized. what's good if you give pharmacists ability to provide. services if tey cant bill for t hem and otherwise the money goes to the retailers?????? no law currently blocks retailers from taaking pharmacist services and they continue to decrease pharmacist pay. we need more. policies and regulations that block this and those that protect pharmacists.</p>	<p>Compensation/Billing</p>
<p>Decreased or negative reimbursement by payors/ PBMs.</p>	<p>Compensation/Billing</p>
<p>Decreased reimbursement</p>	<p>Compensation/Billing</p>
<p>implement some sort of wage limitations to protect pharmacists wages from dropping as a result of the market being saturated with licensees.</p>	<p>Compensation/Billing</p>
<p>inadequate reimbursements; preferred reimbursement)</p>	<p>Compensation/Billing</p>
<p>Lowering the hour wage</p>	<p>Compensation/Billing</p>
<p>Other trends, there are too many pharmacists. Employers take advantage by restricting pay increases and pharmacists have no leverage in negotiations with employers.</p>	<p>Compensation/Billing</p>
<p>PBMs and low reimbursement rates to pharmacies</p>	<p>Compensation/Billing</p>
<p>Pharmacy reimbursement has reached all time lows, so the solution to every problem the Board and it's members identify can not be "just hire more Pharmacists." Following this line of thought will cause more pharmacies to close due to the economics of the administrative burden vs. cash flow, which will negatively impact patient access and care.</p>	<p>Compensation/Billing</p>
<p>Technologies will take over the pharmacist dispensing which is good and more focusing on clinical services but those are free to consumers then it turns out to overuse and abuse services. The service should be a fee dependings on level of needs/tiers.</p>	<p>Compensation/Billing</p>
<p>This needs to be better regulated and ensuring that pharmacists can be reimbursed adequately for the clinical work that they are doing will incentivize companies to continue to let them do this vital work with better support and staffing. the current culture and climate in pharmacy is setting them up for failure and significant increases in errors and patient harm.</p>	<p>Compensation/Billing</p>

Response	Categories
Wages are going down	Compensation/Billing
Beyond use dates in non sterile compounding in 2017 have hindered therapy for many patients when it comes to compounds having water vs oil in them. Since allergies are an issue for most patients who seek out non sterile compounding the oil option wasn't an option. Again that falls under time sensitive and also it makes it a hassle to get a prescription twice for a 14 days supply.	Compounding
Please do not undermine what Compounding Pharmacists bring to this profession and to the community. When critical drugs are in short supply, without wee trained Compounding pharmacists our patient population will be put at high risk for no access to critical medications for procedures, treatment and overall well being.	Compounding
There seems to be a lot of confusion about what constitutes appropriate sterile compounding from a regulatory perspective. The board could put more of a focus on reinforcing and clarifying what should be happening in the area of compounding.	Compounding
Different regulations for medical offices sterile compounding vs manufacturers, distributors, etc	Consistency
vague and subjective enforcement regarding the opioid crisis	Consistency
Disaster SUPPORT for fires, temperature excursions, evacuations, repopulation, earthquake, and smoke inhalation and contamination.	COVID/Disaster Response
How imp really is national or state politics when we have seen the huge inequity in COVID vaccine distribution .	COVID/Disaster Response
Pandemics	COVID/Disaster Response
The. profession has been over stressed .Covid has brought a new dimension to pharmacist , their staff and customers. No one single pharmacy school has a staff that was prepared.	COVID/Disaster Response
The one area that I would like to see developed in a nationwide database for the CURES program for providers and pharmaists. We currently can only tap into the Ca CURES, but many patients travel state to state. The opiod crisis is real and pervasive, and the patients we see are very intelligent with regard to obtaining medications	CURES

Response	Categories
Regulations on use of new technologies need to be addressed by the board quicker, need to advise pharmacies on meeting criteria and law, especially if there is economic implications	Cyber Security/Tech Regs
technology and protection against hackers.	Cyber Security/Tech Regs
Technology and Safty of pharmacy data...Phone and system Safty from hacking .	Cyber Security/Tech Regs
the board needs to be more diverse in ethnic, demographic, and age - there need to be younger people on the board to reflect the changes in society , ideology of pharmacy, and future of pharmacy practice.	Diversity - Inclusiveness
Economic	Economy/Business Practices
Economy	Economy/Business Practices
Economy – several recent regulations have been directed to address “business practices” by chain pharmacies while the economic challenges of pharmacy remain unchanged based on the type of practice. Laws and regulations need to be set equally regardless of ownership	Economy/Business Practices
Please plan for the collapsing economy. Perhaps providing financial avenues of assistance to students or restrictions to the education requirements driving up education costs.	Economy/Business Practices
The economy is major	Economy/Business Practices
Watch Insurance companies as they take on more programs to strengthen their financial position with less regulations from State or Federal.	Economy/Business Practices
EDUCATIONAL STANDARDS IS A MORE RECENT ISSUE WITH THE INFLUX OF PHARMACY SCHOOLS	Education/Training
Fight the anti-enlightenment movement. Educate the politicians, the one who represent the people. If our representatives are uninformed or mis-informed they cannot honestly vote on certain issues. In fact, there should be mandatory CE units required for all State and Federal representatives, Senators and assemblymen. These CE units should cover some basic human, high school level biology, basic information on mental health, cancer treatments and subjects such as treating diabetes, cardiac and pulmonary function treatments along with some very basic immunology and microbiology. We cannot continue to be represented by person's of lesser knowledge.	Education/Training

Response	Categories
lower exam passing rate	Exam Quality/Integrity
Re-institute the written board exam from days gone by requiring the NAPLEX AND a written exam.	Exam Quality/Integrity
The CPJE needs to be created in a way that ensures competence takes priority and not an artificially high pass rate.	Exam Quality/Integrity
Costs, clinical need	Fees/Costs
Due to the supply increase in pharmacists and technicians in the job market, the Board should reconsider any increases to licensing fees as job opportunities are diminishing.	Fees/Costs
Fees are way too high compared to other states.	Fees/Costs
Pharmacy school is extremely expensive.	Fees/Costs
To control the level of fines. Many pharmacies are penalized and with reimbursements at a all time low, many pharmacies will suffer.	Fees/Costs
Automation and saturation of the profession.	Flooded Profession
Decrease the number of licenses per year. Decrease the supply of pharmacists so you can increase the demand and maintain wages.	Flooded Profession
limited job opportunities	Flooded Profession
Market saturation given so many new schools of pharmacy. Poor job aspects given high cost of employing pharmacists as compared to financial benefit to organizations. Extreme work environments in retail pharmacies leading to patient safety issues and professional burnout.	Flooded Profession
Market saturation of pharmacists and quality of education of new pharmacists graduating from institutions with low NAPLEX pass rates. Innovate and revise the CPJE to continue to uphold high standards of competence for professionals entering into practice within California.	Flooded Profession
Oversupply of pharmacists	Flooded Profession
Surplus pharmacists	Flooded Profession
the oversaturation of pharmacists and the authorization of an excessive amount of pharmacy schools. the supply of pharmacists exceeds the demand for jobs, resulting in lower wages and decrease in quality of graduating pharmacists.	Flooded Profession
There is a difficulty in finding jobs	Flooded Profession
There is a surplus of underemployed pharmacists despite the desperate need to meet increased workloads. The trend has been to enable technicians to take over pharmacists' tasks, because their	Flooded Profession

Response	Categories
salaries are lower, even though retail chains have enough money and pharmacists available to them.	
There is an excessive number of unemployed/underemployed pharmacists in the workforce.	Flooded Profession
There is an oversaturation of pharmacists and it is entirely possible that it will dilute the reputation of the profession.	Flooded Profession
too many licensed pharmacists and not enough available jobs.	Flooded Profession
too many pharmacists	Flooded Profession
Too many pharmacists and reducing pay in a state with increasing costs.	Flooded Profession
Health Care System trends towards increased automation	Health Care System
inequality in health care	Health Care System
Insurance issues (Mergers, White bagging, PBM etc)	Health Care System
Keeping up with quick changes in healthcare	Health Care System
Pending changes to purchasing/formulary of medications purchased for the state of CA (Medi-Cal, state employees, etc) and impact on reimbursement/billing/managed care	Health Care System
Pharmacists need better integration with other providers of the healthcare team. That means community pharmacists need more access to patient records. Most pharmacists work in an information desert compared to other providers.	Health Care System
the chaotic state of the health care system	Health Care System
the professional practices and health care system go hand in hand.	Health Care System
Add regulations for the pharmacist to write or refill Rx in certain areas. Also for their family members	Laws/Regs
Ban foreign importation of drugs. Ban OnLine pharmacies	Laws/Regs
C2 drugs should have even stricter laws not just the new code on the prescribers end but the prescribers need to have details of the patients cures sent in along with the prescription. When it comes to regulations, a pharmacy doing something wrong in another state shouldn't put tougher restrictions onto other states who do infact follow the law.	Laws/Regs
Decrease poor regulations	Laws/Regs
It is difficult for a practitioner to fully understand the impacts of new laws or regulations that do not impact their current practice setting.	Laws/Regs

Response	Categories
Lack of laws pertaining to patient safety in regulating work load and metrics in pharmacies	Laws/Regs
Make it illegal for a drug chain to own an insurance company. Require insurance plans to allow all pharmacies to enroll with equal reimbursement.	Laws/Regs
overly regulated	Laws/Regs
Revised USP 797 on the horizon but many pharmacies have experienced financial problems due to the pandemic. The board should give pharmacies plenty of time to be able to become compliant	Laws/Regs
the laws are unjust towards pharmacists, and the legal responsibility of a "PIC" must be changed, it is unfair and unjust. Laws against C-2's need to be reevaluated.	Laws/Regs
Senior level Pharmacy technicians should have a specific license for taking on more in the pharmacy and even take on some pharmacist duties such as (prescription transfers, calling in a rx to a doctor and otc consultations)	Licensing
Bigger pharmacies such as amazon and capsule pharmacy are somehow able to incorporate a online platform for physicians and patients, then independent small business owners should have the same rights with specific detailing from the board of pharmacy as to what is and isn't allowed.	Mail Order/Online Prescriptions
E-prescribing not working in current form as it is not 2-way to resolve issues back to prescribers or allows for e-transfers.	Mail Order/Online Prescriptions
How can smaller pharmacies compete with telepharmacy/mail order such as Amazon?	Mail Order/Online Prescriptions
mail order prescriptions;	Mail Order/Online Prescriptions
Mandate eScribing. Look into the ethical considerations of Rx coupons like Good Rx that allows pts to purchase large qtys of narcotics for pennies.	Mail Order/Online Prescriptions
Massive mail order pharmacy may be good for drug pricing, but its terrible for patients. Be careful in how we allow the profession be reduced to mail order factory in which our value is only our license, not our knowledge	Mail Order/Online Prescriptions
Promote more MTM, the mail order pharmacy, now amazon, will kill many retail pharmacy's, how do we protect against this.	Mail Order/Online Prescriptions
At one time California's Board was considered to be the most progressive. No longer. Other states have surpassed California	Maintain Standards
Board should prohibit non-pharmacists from owning pharmacies.	Maintain Standards
developing controls on pharmacist prescribers in case some are misusing this for profit.	Maintain Standards

Response	Categories
developing controls on fax prescriptions developing controls on the overuse of narcotics in the state	
None. Stop wasting my time and money. Stop licensing a lot of these new grads. You guys have really dumbed down the CPJE. I have new pharmacists that I work with that have no clue about controlled substances laws or what the difference between a C2 and C3-5 is!	Maintain Standards
the politization of professional endeavors. EX: in the 60' s there were two wing nuts in Australia that thought ulcers were caused by bacteria. The medical establishment thought a bland diet would cure the ulcers. They were wrong. We must continue to have open discourse about outlandish ideas and prove them with double/blind, placebo controlled trials, that are not structured to prove a predetermined fact.	Maintain Standards
We are being outpaced by national practice trends. We need to pay attention to national pharmacy associations and what other states are doing.	Maintain Standards
What constitutes a good pharmacist? Memorization in the era of readily accessible information might not be only criteria anymore. Sure it's a main one but so many of our pharmacists are so bad that it's incomprehensible how they were ever licensed.	Maintain Standards
Working to ensure physicians cannot dispense medications, it is unreasonable that they can dispense medications without following Board of Pharmacy rules and regulations including federal ones like USP797. Why should the BoP create rules that one clinical profession must follow while the other doesn't, we should in the least work together with our clinical partners.	Maintain Standards
aging of the population	Miscellaneous
Recent fraudulent trends, for example the pharmacies submitting false claims to insurance companies. The board is hyper focused on opioids but there are retail pharmacies that are involved in criminal activity ripping of insurance companies, Medicare and Medical. Go after those bad apples.	Miscellaneous
SODH specialty. Homelessness resolution strategies Unacceptable: https://ktla.com/news/california/san-francisco-paying-16-1-million-for-people-living-in-tent-camps-as-city-struggles-with-swelling-homeless-population/	Miscellaneous
the board is not up to date in anything in context of anything or National politics	Miscellaneous

Response	Categories
<p>This Board is an abject failure. The fact that this profession still tells me how many techs I can have and how long my lunch can be is a failure to create professional standards. Can you imagine telling a doctor how many nurses they can have, telling an accountant how many bookkeepers they can employ. This is ridiculously stupid.</p> <p>The board has to figure out what they really want to provide oversite to because right now, after seeing 15 pages of enforcements in the latest Script, they are failing, it isn't funny and it isn't right,</p> <p>I swear they won't rest until every license is revoked and stayed,</p>	Miscellaneous
Importation of drugs from other countries-	Out-of-State/Across State
Movement away from traditional pharmacy practice on a local level to centralized pharmacy services such as mail order, specialty pharmacy and centralized fill services that originate outside of the state of California	Out-of-State/Across State
Technology of remote verification will export pharmacy jobs out of state. California board need to address the issue of remote verification for medication going to the California public.	Out-of-State/Across State
The board needs to focus on out of state pharmacies just absolutely destroying california pharmacies. The board is creating a competitive advantage for these out of state pharmacies and in effect destroying their own california pharmacies and pharmacists. Stop the out of state pharmacies from flooding our state or at least level the playing friend and hold them to the same standards that we have to abide by as in state pharmacies.	Out-of-State/Across State
The interstate practice of pharmacy is growing and the Board needs to be at the forefront of what that should look like.	Out-of-State/Across State
With the cost to maintain pharmacy services in the State, more and more non-resident pharmacies (mail order pharmacies) are taking over and pushing in-state pharmacies out of business. A new strategic plan needs to be developed to combat this trend before in-state pharmacy services become history.	Out-of-State/Across State
Changes in overall pharmacy regulation and the move to small scale manufacturing at the community level is going to push the BOP hard in the upcoming years. The push to medicate the public in the sake of profit is a very real concern that will lead to further regulation when incidents happen. I would like to see the board adopt a firm stance on what is able to be done at the community level and what must be left up to larger scale cGMP facilities.	Patient Safety/Care
mandatory mail-order is extremely detrimental patient-focused care	Patient Safety/Care

Response	Categories
Negative impact of PBMs, corporate pharmacy chains on patient safety and access to effective pharmacy care.	Patient Safety/Care
patient safety	Patient Safety/Care
patient safety and adequate patient counseling to respond to chains squeezing pharmacists' staffing, tech staffing. who has time to counsel, or f/u with Rxers on Qs?	Patient Safety/Care
Pharmacists are so busy complying with new rules that they don't have time for patients.	Patient Safety/Care
sharing systems (more patients per pharmacist),	Patient Safety/Care
Somehow would love to see drive through pharmacies eliminated. They cheapen our profession and make getting a script that could kill you no big deal.	Patient Safety/Care
Stop making up different pharmacist classification to make more money for the Board. Board jobs is patient safety, not to create way to make money in the name of regulation	Patient Safety/Care
Technology allows for more Mail/delivery options, less contact.	Patient Safety/Care
The decrease in the number of PBM's means more and more retail pharmacies will be at the mercy of their pricing systems. Independent pharmacies don't stand a chance yet they consistently provide better and more personable service. To independents, a prescription means a person they know and care about, not just the 75 year-old diabetic with renal disease. Our profession truly suffers from chain store practices and pressures on professional staff most of whom are overtrained for what they get to do. We used to be the most trusted profession in America but not anymore. A real tragedy.	Patient Safety/Care
abusive PBM's must be regulated, they are consuming too much pharmacist time and preventing time for counseling	PBMs/Big Corporations
And I did not mention it earlier, but if BOO's truly wish to help consumers, then help us reign in PBM practices over pharmacies and consumers. PBM's act in the interest of profits. Period. They are the anti BOP's for our profession and have their own sets of over regulation to drive their profits up without any consideration for pharmacies or consumers. I wish California would spearhead this effort.	PBMs/Big Corporations
Attack on non-chain pharmacies by PBM and large chains.	PBMs/Big Corporations
Board should prohibit companies form owning pharmacies and PBMs if they want to do business in California. Board should allow pharmacies to refuse to fill prescriptions based on reimbursement. Board should prohibit PBMs from forcing pharmacies to take all or non-contracts meaning that pharmacies should be able to opt	PBMs/Big Corporations

Response	Categories
in/out of individual plans managed by PBMs. Board should prohibit PBMs from charging DIR fees or any other fees imposed on the dispensing pharmacy after the RX claim has already been adjudication. Board should support transparency for all.	
California is far behind in regulating PBM's and other things that care more about profits than consumer safety. Pharmacists being overworked will inevitably lead to more errors. The only thing an RPH can do to protest their unsafe situation is to quit? Unfortunately, pharmacists can't even open their own pharmacies anymore because PBM's owned by corporate pharmacies dominate the market. California has made some movements in regulating PBM's but not enough. I wonder if independent pharmacies will still be around by the time something is done.	PBMs/Big Corporations
Chain Drug store political power and the disappearance of independent pharmacies.	PBMs/Big Corporations
corporatization/metricization of pharmacy practice by large corporations that are driven by profits rather than patient safety and quality	PBMs/Big Corporations
DEATH OF INDEPENDENT PHARMACY	PBMs/Big Corporations
Ensuring PBM's are unable to manipulate the practice of pharmacy as they've done with white and brown bagging. Ensuring the vertically integrated pharmacies (pharmacy that owns PBM, Pharmacy, Insurance Plan) are unable to steer patients and disproportionately pay Independent pharmacies while they reimburse their pharmacies higher and steer patients towards themselves.	PBMs/Big Corporations
I would reiterate that PBM oversight and PBM policy and procedure affects on the safe practice of pharmacy should be taken into consideration as part of the board's strategic plan development	PBMs/Big Corporations
Lack of independent pharmacies, the retail chains are way to over reaching.	PBMs/Big Corporations
Limit the power of PBM and chain stores	PBMs/Big Corporations
Limiting the ability of large businesses or organizations to negatively influence the pharmacy profession and the protection of our consumers.	PBMs/Big Corporations
Lock out by payors/ PBM since they own pharmacies.	PBMs/Big Corporations
More independent pharmacies are going out of business. How can we save them?	PBMs/Big Corporations
PBM encroachment on Board's area	PBMs/Big Corporations

Response	Categories
PBM power and monopolies	PBMs/Big Corporations
PBM/health insurance plans (restricting patient choice and prescription quantities;	PBMs/Big Corporations
Pharmacy practice is changing rapidly, and the Board needs to take this into account. A focus on restraining predatory PBM practices is necessary, particularly now that the Supreme Court has open the door to more regulations of PBMs in the Rutledge case.	PBMs/Big Corporations
The board should be in opposition to DIR fees and the malicious practices of PBMs.	PBMs/Big Corporations
There is a very real need to monitor, and regulate, and inspect the corporate side of the equation. Overall pharmacists are doing an incredible job, however, they're doing it in spite of the heavy burden placed on them by corporate executives that are only concerned about profits. Many times the right thing to do may cause a decrease in profits. Corporate executives often don't want the right thing done if it cuts into profits. There is a giant conflict of interest between patient care and corporate profits.	PBMs/Big Corporations
unethical/hostile/unrealistic metrics that Retail Pharmacy Corporations and PBMs have caused pharmacist suicide, unfair low wages as not comparable to DEBT incurred from pharmacy school, the loss of money retail pharmacies that are independently owned due to PBMS.	PBMs/Big Corporations
We are being destroyed as a profession by chain pharmacies. They seem to be able to get away with anything. Support your licensees. Be more involved in defending and promoting the profession. In order to protect the people of California, you first need to look after and protect your licensees.	PBMs/Big Corporations
Why are the chains CVS/Walgreens taking over all the main insurance companies and trying to destroy the small independent	PBMs/Big Corporations
Again only focus on preventing the establishment of new pharmacy schools and figure out a way to reducing the current pharmacy schools that exist.	Pharmacy Schools
Control how many pharmacists are graduating each year. Way too many schools.	Pharmacy Schools
Control/ restrict number of accredited Pharmacy Schools in the state.	Pharmacy Schools

Response	Categories
Don't allow for any more new pharmacy schools in ca.	Pharmacy Schools
Fewer accredited schools. Look at possibly revoking accreditations for unnecessary institutions that are underperforming. Definitely halt issuing new accreditations.	Pharmacy Schools
Fewer pharmacy schools because California is already too saturated	Pharmacy Schools
limit number of schools and licensee	Pharmacy Schools
Limit the number of pharmacy schools or number of graduates per year	Pharmacy Schools
Limit the number of pharmacy schools. We do not need a pharmacy school on every corner. This has resulted in the dumbing down of the profession and over saturation of pharmacist in the state who can not find jobs.	Pharmacy Schools
limiting schools (which I know you can't do)	Pharmacy Schools
Monitor employment success for graduates and hold schools accountable for making sure that a job market exists before approving more schools.	Pharmacy Schools
More influence on controlling the for-profit pharmacy schools to ensure that they don't take more students than the need is (avoiding piling debt for students who can't get jobs).	Pharmacy Schools
No more pharmacy schools nor expanding class size.	Pharmacy Schools
Over saturation of Pharmacists in the State and too many Schools of Pharmacy.	Pharmacy Schools
Pharmacy diploma mills dilute the quality of Pharmacists and retail pharmacies are literal zoos. Get your shit together.	Pharmacy Schools
proliferation of schools causing over saturation,	Pharmacy Schools
Protect the profession and our jobs! Stop addition of new pharmacy schools.	Pharmacy Schools
Reduce pharmacy school	Pharmacy Schools
regulation on numbers of pharmacy schools and number licenses can be issues to help with overflow of pharmacists on the market.	Pharmacy Schools
Stop allowing more schools to open, this is a declining profession!	Pharmacy Schools
The trend that frightens me most is the explosion of pharmacy schools across the nation. I've practiced in CA and FL, and both are	Pharmacy Schools

Response	Categories
<p>saturated with pharmacists and pharmacy schools. I know several schools that have terrible reputations among preceptors; many preceptors refuse to accept students from specific schools, because the knowledge of their students is so poor.</p> <p>I don't think the Board can do much about this trend, but it terrifies me. CA has gone from 3 schools in 2000 to 14 schools today. It is cheapening our profession and putting pharmacists into the workforce that do not know what they're doing; I work with one of these pharmacists every week, and I've seen her make med errors that I have to fix and report. These schools that open with the sole purpose of turning a profit for their wealthy trustees is despicable. If the Board can find a way to help with this trend, I think it's the most important and devastating facing pharmacy today</p>	
There are too many new schools.	Pharmacy Schools
There are too many pharmacy schools. Then surplus of pharmacists is driving wages down. NOT OK. How did you let this happen?	Pharmacy Schools
THERE NEEDS TO BE A BAN ON NEW PHARMACY SCHOOLS OPENING, THERE ARE 15 IN CALIFORNIA, DEBT IS OVER 250K PER STUDENT, NO JOBS FULL TIME FOR NEW GRADS, SALARIES ARE ONLY GOING DOWN- STARTING SALARIES ARE UNDER 60\$/HR FOR PHARMMD. new graduate nurses with Bachelor's make a starting \$60/hr.	Pharmacy Schools
There so many pharmacy schools now churning out pharmacists while there are very few jobs. Make that make sense. Who is giving out these accreditation?	Pharmacy Schools
Too many pharmacy schools creating an oversupply of pharmacists. Not enough jobs for pharmacists outside of community retail pharmacy because CMS does not provide reimbursement for clinical pharmacy services. Medical plans need incentives from CMS to hire clinical pharmacists and right now they do not, so there are few ambulatory care jobs	Pharmacy Schools
Try to set limits on the number of pharmacy schools in the state and make all requirements consistent with the schools of pharmacy	Pharmacy Schools
All of the above mainly politics is playing a bad role	Politics/Outside Influence
Avoid politics.	Politics/Outside Influence
don't let politics influence decisions	Politics/Outside Influence

Response	Categories
Reduce and stop the influence of special interests. Patient care is impacted and the quality has been compromised.	Politics/Outside Influence
The knee jerk reaction of proposing a new law, regulation, procedure when an issue occurs without first carefully examining the situation and deciding if current regulations are sufficient and this is just a lapse in proactive enforcement.	Proactive
Professional practice	Profession Practice/Techniques
Professional practice.	Profession Practice/Techniques
professional practices or techniques are changing rapidly. Today's practices will be antiquated in 3-5 years.	Profession Practice/Techniques
we need provider status, or the profession is on a quick path to becoming obsolete.	Provider Status
And the laws and regulations need to provide for different models of practice besides just retail and hospital.	Review/Update Laws/Regs
Narrowing the scope of the practice per licensed individual in a given setting so that corporations don't exploit the pharmacists license into doing more than can reasonably be expected in a given shift on duty. Particularly with the misguided belief that covid-19 vaccination is a corollary to flu shots and that there is reasonable precedent to just throw it on top of regular workloads. Regulation needs to be made regarding the number of vaccinations and prescriptions that can be fulfilled by an individual pharmacist per hour, as companies are attempting to abuse the ability to administer vaccine as a mandate for the individuals to do more than they can reasonably handle and safety of patients is definitely not being put first.	Scope of Practice
Pharmacist becomes more clinical nowadays but we still get all kind of restrictions to using our knowledge. Should the board listen to the pharmacist organization such as CPhA to adopt new regulation and simplify process to expand the scope of practice for pharmacist? Current regulation virtually discourage pharmacists to expand practice to serve the public.	Scope of Practice
Somehow it would be good to stop the constant addition of duties to the pharmacist. Perhaps there should be increased compensation for pharmacists.... I don't know.	Scope of Practice
Adequate staffing for patient safety in filling RX's adequately	Staffing

Response	Categories
Companies continue to understaff their pharmacies and ask pharmacists to take on more and more clinical roles in the community.	Staffing
decreased pharmacist staffing levels	Staffing
Large chain pharmacies continually reducing staffing levels.	Staffing
Major issues with understaffing pharmacies. There should be a requirement of maybe 1 pharmacist, 1 tech and 1 clerk for every 100 prescriptions. Many pharmacists are pulled in 5-6 different directions at the same time, leading to errors. Something needs to be done. Too many pharmacy staff are having health issues and very little quality of life. Too many pharmacists leading to new graduates taking extremely low paying jobs. Too many pharmacy locations, all stocking meds... leading to shortages because they are not used and discarded due to expiration.	Staffing
Mandating adequate health care staffing for cleaning and maintaining the pharmacy instead of allowing a skeleton schedule. This would also help prevent errors.	Staffing
Pharmacies are not staffed well enough to accurately and responsibly fill as many scripts, vaccinate as many people, and make as many phone calls as they are expected to.	Staffing
pressure from big chain pharmacies to push pharmacy staff to do more with less staff leading to dangerous work conditions.	Staffing
Retail pharmacies are understaffed. What regulations can be done to ensure that errors are decreased and patient care is increased when businesses only care about the financial bottom line?	Staffing
Retail pharmacy is constantly understaffed. For example one Rph and one tech doing 250 scripts per day is a safety issue on accuracy. The board needs to step in and help introduce regulations to prevent this.	Staffing
Safety in the practice; don't allow pharmacies, whether retail or hospital, to operate with "skeleton crews".	Staffing
THE BOTTOM LINE IS PROFIT FOR ANY COMPANY. DECREASE REIMBURSEMENT FOR PRESCRIPTIONS, MANAGE CARE COST ISSUES, EQUALS DECREASE STAFFING FOR PHARMACIES.	Staffing
Transition to corporate pharmacies and the staffing that is not adequate and causing errors regularly	Staffing
understaffing of pharmacies	Staffing
Understaffing of retail pharmacies.	Staffing

Response	Categories
Continue to address the opioid epidemic and the pill mills that produce fentanyl containing pills	Substance Abuse/Controlled Substances
Focus on opioid crisis. Help assist the pharmacists to help rid our society of opioid abuse.	Substance Abuse/Controlled Substances
opioid and other drug abuse	Substance Abuse/Controlled Substances
The health care is in need of more professionals but need to make sure of the trend of substance abuse by the employees	Substance Abuse/Controlled Substances
The opioid crisis makes it too difficult for pharmacists to practice and for patients to get legitimate help. Pharmacies are turning new patients away if they have a C2 script as a rule, not just when the legitimacy of the script is in question. The crackdown should happen at the prescriber level, not when a patient has a script in their hand and they're trying to fill it.	Substance Abuse/Controlled Substances
\$4 generics and dispensing below cost has destroyed the profession. BOP has to take interest in what is happening to the profession where a plumber gets paid more than pharmacist!!	Support/Protect Licensees
blaming and fining licensees for issues beyond their control.	Support/Protect Licensees
Challenges faced by licensees.	Support/Protect Licensees
COVID 19 has changed the world, and profession of Pharmacy is no exception. That said, the economy will have an impact on this profession. We will need more well trained Pharmacists as Pharmacists are the most well rounded health care professionals. We are trained in drug therapy, immunizations, diagnosis, patient consultations, compounding etc.	Support/Protect Licensees
Folks are leaving and turning to other professions. You need to focus on working conditions and licensing to preserve the profession.	Support/Protect Licensees
Law and regulation, insurance, economy are all unfavorable to small business, including independent pharmacy. Should the board align with the other department in the state to help small business thrive?	Support/Protect Licensees

Response	Categories
Laws seem to be moving in an anti-pharmacist manner. Pharmacists should not be replaced with techs or machines.	Support/Protect Licensees
Medical centers don't recognize pharmacists as 'care providers'. I work as an amcare pharmacist and I routinely don't get recognized as a care provider. Nurses and Doctors are often mentioned. Even physician assistants, respiratory therapists, social workers, dieticians etc. are all mentioned, but hospital administrators forget that pharmacists are PROVIDERS.	Support/Protect Licensees
Other professions are growing and emerging. Pharmacists are not.	Support/Protect Licensees
Overall, since 2005 I have seen a general decline in the quality of life of pharmacists. The lucky ones have retired, the ones who must keep working are miserable.	Support/Protect Licensees
Pharmacists are under increasing pressure. Your inspectors come in looking for fines to assess. Pure bull _____!!!!	Support/Protect Licensees
Pharmacists will no longer be viewed as healthcare professionals, but registered "overly compensated technicians" who offer minimal value to the public. They are only there as required by law, and will only serve to meet the metrics of the company, not for the public health.	Support/Protect Licensees
Protect the pharmacist profession.	Support/Protect Licensees
Regulatory burden that may negatively impact the cost of care	Support/Protect Licensees
Stand up to the AMA. Stand up to the PBMs. Save this profession from being killed by the chains and the insurance companies.	Support/Protect Licensees
Support your licensees AND your consumers...you can do both.	Support/Protect Licensees
The Advanced Practice Pharmacist seems to be a failure of a new license. What is the difference between a pharmacist with a collaborative practice agreement and the Advanced Practice Pharmacist? The answer is: nothing. The Board of Pharmacy should help our profession gain provider status. Stop being anti-pharmacist and help your pharmacists gain provider status.	Support/Protect Licensees
the board MUST work to SUPPORT pharmacist, not threaten their existence.	Support/Protect Licensees
The viability of the profession. As we all know the Pharmacy profession is getting hammered by PBMs, discount cards, etc.	Support/Protect Licensees

Response	Categories
We need a board that partners with us, not penalizes us	Support/Protect Licensees
What a shame, the board doesn't work to support us but hinder us in every way possible, and only increase costs on licensing and what not on us. And impose new laws on US, when those should be used against the corporations making life miserable for pharmacists leading to Suicide, Mental Health issues, and drug abuse.	Support/Protect Licensees
Pharmacist scope is expanding across the country and this evolution of care is benefiting the patient to have more options to receive their care. This however poses issues, where more gets added to the pharmacist's task list. Without allowing technicians to be trained to do more, the pharmacist will become overloaded. The ratio of pharmacists to technicians in California is the most restrictive in the nation and is impeding care in the state.	Technician Ratio/Scope
Tech immunizers should be liable for their work. It is unrealistic to expect and/or assume the rph can supervise vaccine administration by techs when there are a million other things that need our attention, usually within a different space from the vaccination area.	Technician Ratio/Scope
The increase in filling errors made by technicians since adopting them into profession. Most are caught but not all.	Technician Ratio/Scope
Increase quality of technology to match the times and expected efficiency.	Technology
promote online residency, there is online pharmd, online residency should be an option. Just because I didn't choose to do a residency immediately after university doesn't mean I should be shut out of jobs. Why take a residency when a FT permanent job was available. Post residency many RPhs are struggling to find jobs. How do we keep our profession relevant? We need a 10-20 year plan.	Technology
Communication: It's incredibly unprofessional that you still rely and subject people to archaic snail mail communication systems when we have the ability to do things securely electronically and much more efficiently and quickly. The level of disregard for people's times and livelihoods is staggering	Technology
Efficient & reliable patient databases will be essential for providing safe medication management.	Technology
Every major provider of pharmacy services - inpatient and outpatient - in CA either currently have or are planning to have some "flavor" of Electronic Medical Record. Is the Board considering: a) What is its role in integration across all of these systems, so	Technology

Response	Categories
<p>regardless where the public goes for pharmaceutical services their records (allergies, drug/drug interactions, etc.) can be available to the dispensing pharmacy/pharmacist?</p> <p>b) Is the Board considering the potential for data mining in all of this collected information across CA?</p> <p>c) Is the Board considering the IMMEDIATE need for cybersecurity for all of this medical information?? America, in general, is an open book to the rest of the world in cyberspace.</p>	
<p>If we are to be relevant in medical practice pharmacists must be early adopters of technology.</p>	Technology
<p>Pharmacies are becoming more digitalized often hard copies are not needed for non controlled drugs. Some pharmacies have there own secured online prescribing system for doctors to prescribe and for patients to request refills.</p>	Technology
<p>Renewals should be processed on-line, not by paper mail in.</p>	Technology
<p>technological changes do not affect all practitioners the same.</p>	Technology
<p>Technology (lot more of process automated including time-pressure or skipping steps),</p>	Technology
<p>Technology, the future of pharmacy practice with AI potentially taking the less clinical roles.</p>	Technology
<p>The Board must stay updated on technological changes. Technology changes very quickly. Today's new is already tomorrow's old. Pharmacy practice must have guidance and adapt to these changes. An example is telemedicine and all the consequences that result from telemedicine's propagation within society.</p> <p>Before even considering new strategic plans, the Board must fix itself. No matter the number or extent of renovations, a house built on a weak foundation will fall.</p>	Technology
<p>The strategic plan should also focus more on the pharmacists role in informatics/information technology in healthcare as these systems should rely at their core on clinician direction.</p>	Technology
<p>mail order, internet pharmacies, automatic refills, lining up refills, public complaint line</p>	Technology
<p>more telemedicine where patients are not being seen in person.</p>	Telehealth

Response	Categories
telepharmacy (expansion and usage without regards to location of patient),	Telehealth
the rise of internet pharmacies and telehealth, Amazon pharmacy	Telehealth
increased workload and pressure in work environment based on metrics that are creating unsafe/suboptimal work conditions due to lack of staff/support	Workplace Safety/Workload
As there are more graduates, it is likely that employers will take advantage. They will overwork pharmacists, and lower the pay. I'm not sure if the BOP can do anything to help this.	Workplace Safety/Workload
Extreme Lean thinking (doing more with less) of community pharmacies.	Workplace Safety/Workload
Focusing on decreasing risk of medication errors in retail pharmacy due to unreasonable conditions	Workplace Safety/Workload
Help us pharmacists by providing rules and regulations for employers at the retail level. We are overworked and this profession has becoming a game of numbers and script count. It's not about Healthcare to These companies anymore	Workplace Safety/Workload
If you really want to protect the public, protect the pharmacists from horrific working conditions imposed on them by chains.	Workplace Safety/Workload
Increased services provided by pharmacy (ie COVID vaccination) and increased demands on pharmacist work/time without additional support leading to medication errors. Lack of applications to pharmacy schools degrading pharmacist quality and supply. Potential pharmacist shortage in the future.	Workplace Safety/Workload
Insulting, harshly criticizing, and discriminating pharmacists and technicians by customers and upper management will be accepted and embraced, and be viewed as part of the normal pharmacy workflow.	Workplace Safety/Workload
Major chains are pushing Pharmacists to the limit of what is safe. Our help (technicians and cashiers) is routinely being cut. Time metrics can be punitive to the Pharmacist. This needs to be addressed. This can be a public safety issue.	Workplace Safety/Workload
overworked pharmacy workers	Workplace Safety/Workload
Pharmacist are being asked to do more tasks and functions, in addition to a full workload, to the point where shortcuts in procedures may look attractive. Allowable and sufficient time needs to be taken into account and provided.	Workplace Safety/Workload

Response	Categories
Pharmacists are continuing to be asked to do MORE with the same resources.	Workplace Safety/Workload
Placing stricter limitations onto the expectations and workload of retail pharmacists.	Workplace Safety/Workload
Protect RPH labor abuse by corporations	Workplace Safety/Workload
Protecting public interest due to decreases in pharmacy staff and total volume (not just scripts filled but register transactions , phone activity due to time limit on response to counsel for mailed meds, amount of pending scripts to be filled, amount of pending refill/clarifications in call log to be completed, to also include work done like RTS if patient did not pickup meds but when deleted reduces reported script count between -10 to -25%+)	Workplace Safety/Workload
Rampant immigration fraud, labor law violations, workplace intimidation and harassment, forcing new hires to be complicit with long standing fraudulent practices of pharmacy owners and managers	Workplace Safety/Workload
Retail chains are [not]treating their employees well, to the point that the hostile work environment is causing errors.	Workplace Safety/Workload
Retail pharmacists are being treated incredibly poorly and a "mandatory lunch" isn't going to fix anything. We have real, systemic issues facing the profession including an oversupply of pharmacists. Consider how to empower pharmacists to take on more non-dispensing roles and advocate for recognition of provider status and reimbursement for pharmacist clinical services.	Workplace Safety/Workload
Retail pharmacists are forced to work in horrible conditions with decreasing pay	Workplace Safety/Workload
Retail pharmacists are mistreated & not appreciated	Workplace Safety/Workload
retail pharmacists are worked to death. Focus on working conditions so retail pharmacists don't feel like they are in a slave situation.	Workplace Safety/Workload
The over supply of pharmacists makes chains able to tell any dissatisfied pharmacist "If you don't like it, there's the door." Pharmacists are overworked and understaffed. Patients think they can verbally abuse pharmacists and complain to managers to receive gift cards. Pharmacists are held responsible for situations that were created by prescribers and are out of our hands.	Workplace Safety/Workload

Response	Categories
The profession of pharmacy is deteriorating with the opening of so many schools of pharmacy. The quality of work environments for pharmacists has gone down because many employers know that staff won't leave and will "suck it up" due to supply being significantly greater than demand... thus pharmacists are now having to work under poor work conditions.	Workplace Safety/Workload
There will be a major uptick in pharmacist and technician suicides in the next 5 years as worsening working conditions go unchecked.	Workplace Safety/Workload
WORKING CONDITIONS AT LARGE CHAINS	Workplace Safety/Workload
Working with corporate to make better standards for pharmacist. currently, working environment for pharmacist is horrible with staffing ration at chain pharmacy, customer are abusing all the time, listening more problems from pharmacy people, encouraging to promote more to become manager/leadership instead of citation left and right for unnecessary reason. Currently, all pharmacist are afraid of Board and there is no protection for manager or leadership from Board so nobody wants to be manager or leadership.	Workplace Safety/Workload

Threats – Board Member Responses

Response	Categories
Access to medications.	Accessibility
The Board needs to make sure there's plenty of access for consumers. There's vertical integration squeezing out independent pharmacies. Many independent pharmacies are struggling to stay alive and if they shut down, it's detrimental to consumers.	Big Corporations/ Retailers/PBMs
Consolidation is the biggest threat – the population will grow and can't afford to see pharmacies closing, especially the small pharmacies. If consolidation happens, existing pharmacies will be overwhelmed and graduating pharmacists won't be able to find work. This won't be fair to consumers who will then have to wait extra time to fill prescriptions. This is a known issue but nothing's being done.	Big Corporations/ Retailers/PBMs
Vacancies on Board. Overall, the Board is doing the job it's supposed to be doing and addressing the issues and discussing and acting accordingly.	Board Vacancies
public protection	Consumer Protection
Corresponding Responsibility. Just because a pharmacist gets a prescription, the pharmacist should not just fill it if trigger factors there, such as 1 – if it's a prescription for controlled substance, is it for a legitimate purpose? Where is the prescription coming from? Local or outside? Is the patient local or far away? Paying cash or with insurance? Does the purchaser look jittery or or like a potential addict? If the pharmacist has any reason to believe prescription is not right to be filled, the pharmacist has a duty to not fill it. Presidential decision that supports Board's actions on this. This is an area of enforcement they've been concentrating on.	Corresponding Responsibility
The Board needs to stay on top of the Pharmacy CPJE exam and student pharmacists and interns and making sure no cheating occurs, perhaps working with stakeholders and pharmacy colleges to do this.	Exam Integrity
For years, the pharmacy industry as well as doctors, dentists, etc. have been handcuffed by insurance companies. Boards need to collaborate to create a unified voice heard by local governments so that the issue is taken up to the federal level for something to be done about it. If a licensee wants to provide a service, but knows they will not get paid for it, the consumer gets the back end of it. Pharmacists would love to give 10 minutes of counseling to patients but won't make any money if they do this.	Insurance Companies
The Board needs to fight the Opioid crisis. They are doing things now to help through education and development of CURES, a website pharmacists use to determine if people are doctor shopping, getting prescriptions too soon, etc. Pharmacists must report when they dispense	Opioids/ Controlled Substances

Response	Categories
opioids, so other pharmacist can see when people get opioid prescriptions filled.	
The number one issue is drug abuse in this country.	Opioids/ Controlled Substances
The proliferation of pharmacy schools is a big threat to the pharmacy profession – overproduction of pharmacists in the next 10 years. How will the Board make sure when employers are so empowered, when they feel they can replace pharmacists so easily, standards are maintained.	Pharmacy Schools
The Board needs to act immediately in next 3 years in response to the proliferation of prescription delivery services. Usually, the pharmacy is the end oof the drug channel, out of the pharmacy’s jurisdiction, no longer part of the drug chain. We accepted the common carrier as an accepted delivery service. With businesses using contractors to do prescription delivers, how can they make sure Uber’s background check is really sufficient compared to what the Board does. Board needs to look at licensing for these couriers, these deliverers. Once they get busier, prescriptions will go missing and pharmacists will not be able to be sure if prescriptions were stolen or not. These drivers are not licensed by the Board, so can do whatever they want. The Board needs to look at this new world and be proactive.	Prescription Delivery Services
Get on top of AI and impact on patient safety. The whole thing of internet pharmacies and medications provided via illicit sources via the Internet. The drug supply chain and security.	Technology

Threats – Board Management and Staff Responses

Response	Categories
Certainly the Board is aware, but I foresee issues pertaining to the administering of Covid vaccines and boosters in the near future.	COVID/Disaster Response
The Board should definitely consider the economy when developing its new strategic plan. COVID-19 also being a major factor when developing its new strategic plan. I know it goes unsaid but, these are two major changes that I believe should be priority. Our health care system has been overwhelmed with these issues, which in turn should make us keep up with the times and make changes to allow our health care workers to have an easier time.	COVID/Disaster Response
immunization	COVID/Disaster Response
increasing max administrative fines to provide enforcement more strength	Enforcement
The number of applicants graduating from pharmacy schools/number of schools (major complaint from licensees is the job market is over-saturated).	Flooded Field
Hidden ownership	Hidden Ownership
Adapting to current schemes- refusal to transfer Rx's, insurance fraud	Oversight
how pharmacy benefit managers or insurance companies are effecting the practice of pharmacy	PBMs/Health Insurance
The biggest threat is pressures from outside influences to make decisions that are not in the best interest of consumers.	Politics/Outside Influence
The practice of pharmacy since it's tech world and the laws are outdated and does not address any of these issues such as remote work.	Review/Update Laws/Regs
Virtual wholesaling/manufacturers	Technology
A little off topic, but pharmacy and pharmacy services are becoming more complex. Organizations are getting bigger and offering a wider expanse of offerings. The internal BOP infrastructure in terms of data organization and data visualization is really lacking to understand these complexities. Again, being new at the BOP I've never worked at an organization in my ~20 year pharmacy career that has relied on tools such as Microsoft office or the like as much as us. There are some really inherent flaws in managing data in this fashion.	Technology
technology - Amazon and other delivery type services removing the face to face interaction of patient and pharmacist - considerations for controlled substance abuse facilitated by technology;	Technology
remote processing, APDS	Technology
We have outdated technology – computer systems – that work fine for us, but maybe they're vulnerable to complicated attacks out in the world	Technology

Response	Categories
today. Our internal processes are outdated. There's a plan to update this.	
public safety- current working conditions for pharmacists at most chains is completely unsafe for the public and the Board has stayed hands off in this arena.	Workplace safety/Culture
Rx volume vs Rph staffing	Workplace safety/Culture

Appendix C – Data Collection Method

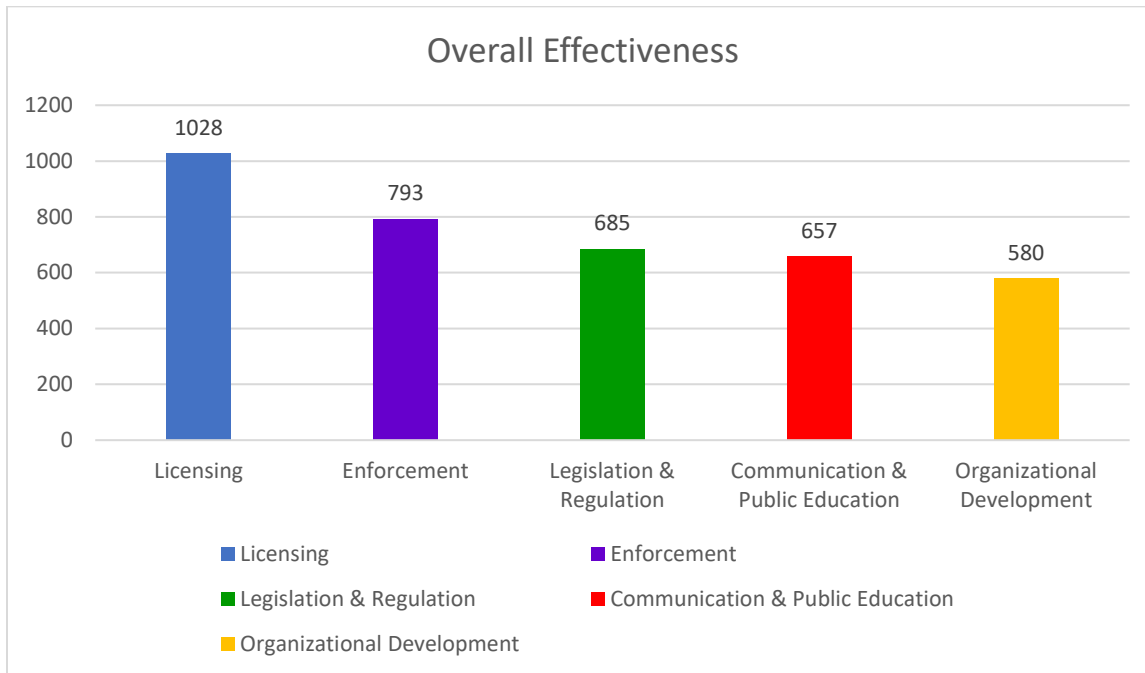
Information for this survey was gathered by surveying external stakeholders, board members, board management, and board staff using the following methods:

Interviews were conducted with nearly all board members and board executive management, completed during the months of March through July 2021, to assess the challenges and opportunities the Board is currently facing or will face in the upcoming years.

Online surveys were sent to board staff and stakeholders on April 4, 2021, closing on April 30, 2021. In the survey, employees and stakeholders provided anonymous input regarding the challenges and opportunities the Board is currently facing or will face in the upcoming years. A total of **31** employees and **2,261** stakeholders participated in the surveys.

Appendix D – Survey Data Reliability

A total of **2,261** stakeholder responses were received. Participants can skip questions; thus, each question has its own response rate. Survey data reliability per question is detailed below.



Goal 1: Licensing

Based on **1,028** external stakeholder survey responses regarding Licensing, we can be **95 %** confident their opinions represent all Californian stakeholders plus or minus **3 %**. For example, **62 %** of stakeholders rated the Board’s overall Licensing effectiveness as very effective or effective. Based on our response rate, we can be 95 % confident between 59 % and 65 % of stakeholders would rate the Board’s effectiveness the same way.

Goal 2: Enforcement

Based on **793** external stakeholder survey responses regarding Enforcement, we can be **95 %** confident their opinions represent all Californian stakeholders plus or minus **3 %**. For example, **72 %** of stakeholders rated the Board’s overall Enforcement effectiveness as very effective or effective. Based on our response rate, we can be 3 % confident between 69 % and 75 % of stakeholders would rate the Board’s effectiveness the same way.

Goal 3: Legislation and Regulation

Based on **685** external stakeholder survey responses regarding Legislation and Regulation, we can be **95 %** confident their opinions represent all Californian stakeholders plus or minus **4 %**. For example, **69 %** of stakeholders rated the Board's overall Legislation and Regulation effectiveness as very effective or effective. Based on our response rate, we can be 95 % confident between 65 % and 73 % of stakeholders would rate the Board's effectiveness the same way.

Goal 4: Communication and Public Education

Based on **657** external stakeholder survey responses regarding Communication and Public Education, we can be **95 %** confident their opinions represent all Californian stakeholders plus or minus **4 %**. For example, **66 %** of stakeholders rated the Board's overall Communication and Public Education effectiveness as very effective or effective. Based on our response rate, we can be 95 % confident between 62 % and 70 % of stakeholders would rate the Board's effectiveness the same way.

Goal 5: Organizational Development

Based on **580** external stakeholder survey responses regarding Organizational Development, we can be **95 %** confident their opinions represent all Californian stakeholders plus or minus **4 %**. For example, **62 %** of stakeholders rated the Board's overall Organizational Development effectiveness as very effective or effective. Based on our response rate, we can be 4 % confident between 58 % and 66 % of stakeholders would rate the Board's effectiveness the same way.

To help improve data integrity, the online survey did not provide a neutral option when asking about overall effectiveness. Instead, stakeholders completing the survey chose between a positive choice (very effective or effective) and a negative choice (poor or very poor). This allows the Board to better understand whether stakeholders have a positive or negative view of the Board in various areas.

Draft Objectives

Licensing		
ACTION VERB	WHAT?	WHY?
Assess	Marketplace	To ensure fair and equal pharmacy related services between resident and nonresident pharmacies.
Evaluation	Of authorized duties that can occur outside of a pharmacy	To determine if legal requirements are appropriate or changes are required to reflect the dynamic nature of pharmacy.
Consider	Various pharmacy practices setting	To determine if changes in the law are appropriate given the variances in the practice are appropriate.
Explore	Authorized duties of a pharmacy technician and potential expansion based on other jurisdictions	To determine if changes in the law are appropriate to expand authorized duties.
Determine	Application requirements for pharmacist-in-charge	Are appropriate to ensure sufficient KSA for individuals seeking to serve as a PIC.
Engage	With CalOSHA on pharmacy working conditions	To ensure sufficient resources and conditions exist to facilitate safe patient care.
Consider	Results of OPES audit of MPJE and pharmacy law requirement	To determine if changes in pharmacy law are appropriate.

NOTES:

Enforcement		
ACTION VERB	WHAT?	WHY?
Evaluate	The causes and effects of medication errors	To determine what actions may be necessary to reduce errors.
Analyze	Enforcement outcomes to identify trends	To educate licensees.
Complete	Routine inspections of all licensed pharmacies	To proactively assess pharmacy operations and provide education to licensees.
Determined	Barriers to timely investigations	To improve consumer protection.
Assess	If further use of a Standard of Care Model is appropriate	To determine if such a transition is in best interest of consumers.

NOTES:

Legislation and Regulation		
ACTION VERB	WHAT?	WHY?
Consider	If lack of reimbursement for patient consultation and other clinical services is a barrier to pharmacist-provided services	To understand the barriers and advocate for changes to resulting in improved patient care.
Review	Existing regulations to determine if changes are necessary	To keep Pharmacy law and its regulations current.
Evaluate	The unintended consequences of patient care driven by PBM practices	To remove barriers to prescription medications.
Identify	Opportunities to leverage pharmacist KSA and accessibility to create appropriate access points to care	To improve public health.

NOTES:

Communication and Public Education		
ACTION VERB	WHAT?	WHY?
Develop	Consumer education campaign	To educate consumers about the Board, the importance of pharmacy services (e.g., consultation, etc.).
Reevaluate	Educational materials related to pharmacy law	To assist licensees in operating in compliance.
Evaluate	The self-assessment process	To education licensees about the importance of the tool.
Create	An educational program for interns	To ensure an understanding of the Board and its consumer protection mandate.

NOTES:

Organizational Development		
ACTION VERB	WHAT?	WHY?
Secure	The necessary resources to fulfill the Board's strategic goals	To meet the Board's Vision.
Develop	A formal onboarding program for new members	To ensure new members are prepared.
Promote	Staff training and development	To ensure staff retention and a positive work environment.
Continue	Business Modernization activities	To determine technology needs.

NOTES: