



NABP 113<sup>th</sup> Annual Meeting  
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# Report of the President

## ***Presented by:***

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Good afternoon. It has been an exciting year serving as the president of National Association of Boards of Pharmacy® (NABP®).

And as this year's theme instructs, I have been able to Explore, Discover, and Act as I've traveled to the district meetings and various other meetings. In these travels, NABP has been my passport allowing me to interact with the membership.

My NABP passport gave me the opportunity to meet more new people, hear your experiences and concerns, and bring back different perspectives to the Executive Committee. And just as I found value in NABP as a passport to interaction with members, I invite all of you to consider the ways in which NABP is your passport to services, programs, and resources that support your efforts to protect the public health.

### ***Membership Survey***

Those of you who attended last year's meeting may remember hearing about my initiative regarding the membership survey. And many of you here today may have even received and taken that survey. The survey not only asked what programs you utilize, but also sought feedback on your satisfaction levels and if our services provide value to you. We have spent months looking at the results and combing through the open-ended responses of executive officers, board members, and board staff.

Be assured we are not taking the responses at face value.

We have extrapolated the data to see how responses differ between board staff and board members. We recognize that while you share the same mission and work toward the same goals, you have different needs that must be filled.

In addition to having both board members and staff provide us with feedback, we were fortunate to receive responses from a broad cross section

of experience levels, practice types, and board structures. This diversity of respondents provides a true reflection of our membership and tells the story of differences and similarities.

We also asked members to rate their satisfaction with NABP governance and the membership's ability to participate. In addition, participants were asked to rank Association programs and services based on familiarity, utilization, importance, and satisfaction. Finally, survey respondents were provided the opportunity to answer open-ended questions on what they like best about NABP and what they thought could be improved.

It would take us hours to go through all the details of the results, so I'm just going to highlight the major findings. The June/July issue of *Innovations* will feature an article with more detail on the survey results.

Overall, NABP programs received high marks in satisfaction, especially for the North American Pharmacist

Licensure Examination® and the Multistate Pharmacy Jurisprudence Examination® This is excellent news, because as you would imagine these two examinations also received high marks for importance and utilization. CPE Monitor® also received high marks for satisfaction, which is significant in that it was highly rated in terms of importance.

When it comes to Electronic Licensure Transfer Program® (e-LTP™), another cornerstone program for NABP, we had some surprising results. Looking at the results as a whole, 62% of respondents gave the license transfer program a 4 or a 5 satisfaction rating. The scale was from 1 to 5, with 5 being Extremely Satisfied. But when we broke it down and looked at the ratings from board staff alone, that rating rises to almost 74%. Familiarity and utilization may play a role in this as only 32% of board members said they were very familiar with the program. In addition, when asked how often their board utilized e-LTP, only 27% of board members said very often compared to 50% of staff.

These numbers are very interesting to me because NABP was founded over 100 years ago on the premise of creating a uniform process to transfer a pharmacist's license from one state to another. Uniform licensure is the foundation on which the boards built NABP those many decades ago to maintain regulatory control for the protection of patient health. For this reason it was somewhat surprising to us to

see that the overall percentage of respondents who said that they were very familiar with e-LTP was only 37%. However, this just goes to show the necessity behind this survey and provides us with a roadmap for the work we need to do in the coming years.

I want to take a break from statistics for a moment to see what the survey said about NABP's attributes. We asked those surveyed what attributes they liked best about NABP. Since that doesn't involve giving you percentages, we've asked a few people from the audience for help. Let's see if our NABP members here today can guess what some of the top answers on our survey was.

I believe Nancy Tay, NABP associate executive director, is bringing up some members who are going to give it a try.

As I mentioned at the beginning of my speech, we were surprised by the results of ratings for e-LTP. We weren't as surprised, however, with the overall ratings of some of our newer programs like the Verified Pharmacy Program® (VPP®) and the Multistate Pharmacy Inspection Blueprint (Blueprint). And again, the difference between the board staff response and the board member responses were quite enlightening.

As you can see on the screen, when viewing the combined total of all respondents, the percentage that selected Very Familiar as their response when rating VPP was 50%. However, when we compare board staff

response to board member responses we see that 28% more staff members rated the program as Very Familiar when compared to board members – 68% to 40%. We can see this play out in how board staff rate the importance of VPP in comparison to board members, with a 29% difference as shown on screen.

We see a similar scenario play out with the Blueprint, which is even newer to NABP's membership. 46% of board staff said they were very familiar with the Blueprint, compared to nearly 31% of board members. Again, you can see the difference in rating of importance between board staff and board members with ratings of 84% and 47%, respectively.

After reviewing the results we determined that we needed to get more information about these programs on our website for the member boards. Just as we look to provide programs and services that alleviate administrative burdens for board of pharmacy staff, we must also be sure not to put the onus of communicating NABP program benefits on the board staff. During the Interactive Member Forum in 2016 we heard a call for more information, and we think this was reflected in the results of the survey. I, and the rest of the Executive Committee, strongly believe that the we will see higher importance ratings from board members for these newer programs if we do a better job of making information accessible to board members. Therefore, we

have added information to the Member Services section of the NABP website. Now, board of pharmacy members can go online at any time and find out how these programs benefit the boards of pharmacy and public health protection. Rather than focusing on the operational aspects of the program, we wanted to make sure that you had basic information about these programs at your fingertips. We wanted to make sure you understand all the ways in which NABP is your passport to resources that support the mission to protect the public health. And of course our Member Relations/Government Affairs staff is happy to answer specific questions about how these programs can be customized for your board of pharmacy.

Just as we asked those surveyed what they liked about NABP, we also asked them what needed improvement. Suggestions that came out of the survey include:

- Expand consistency of pharmacy inspections across states. As you just heard from Ed, the Blueprint program was launched to do just that. And to date there are nine states participating.
- More webinars and education. This came up many times, and Jeanne will speak more about this on Tuesday.
- Interoperability between NABP databases and state databases. NABP has been working feverishly on a major overhaul of its databases and online

interfaces to serve you and your licensees better. We anticipate that you will see the results of these efforts in the second half of 2017.

There were many other suggestions and we will continue to evaluate and assess these ideas.

### ***International Task Force***

Another important question that was asked of the membership in this survey was whether they would support NABP expanding membership for international members. From the answers we saw there was interest in exploring the idea. There was also concern over how the differences in laws and regulations would affect the operation of NABP. As such, a task force was convened to explore the concept from every angle possible.

The Task Force on Expanding International Membership addressed a key initiative of my year. The proposed amendment set that came out of that Task Force has been withdrawn. The Executive Committee continues to support the inclusion and expansion of international members. We determined that withdrawing the amendment set would be beneficial so that we can fully engage the membership and it's international counterparts in studying this key issue.

We also convened the Task Force on the Regulation of Telepharmacy Practice and the Task Force on the Pharmacist Integrated Communication Skills Examination. You may also review the reports of these task

forces in the Publications and Reports section of the NABP website.

At this time, I want to acknowledge the work of the volunteer members who served on these task forces, as well as those who served on the committees you see listed on the screens. Through their commitment, leadership, and expertise, these task forces and committees addressed several significant issues of importance to the Association. Please join me in a round of applause to recognize the individuals who gave their time and expertise to serve the Association as members of these task forces, as well as those who served on this year's standing committees.

These task forces and committees are a true testament to what we can learn and achieve when we collaborate and learn from each others' own unique experiences. Myself, the NABP Executive Committee, and NABP staff hope you take the time during this meeting to interact with one another and share information.

### ***Conclusion***

I would like to thank the membership for providing me the opportunity to serve them on the Executive Committee, as both a member and an officer, over the past nine years. It has been an honor to serve as your president this past year. Thank you.