



Report of the Incoming President

NABP 113th Annual Meeting
May 20-23, 2017
Orlando, FL

Presented by:

Jeanne Waggener, RPh, DPh



Good afternoon.

I am pleased and honored to stand before you today as your incoming president. As

you heard from the speeches of my fellow Executive Committee officers, it is an exciting time to be participating in the National Association of Boards of Pharmacy® (NABP®). While NABP has always been in the forefront of innovation with regard to pharmacy regulation and the protection of public health, now more than ever we are endeavoring to accomplish new feats.

Imagineering may not have been a word we have used before, but it is one that has been at the core of this membership for many years. Imagineering is exemplified by the Executive Committee members and officers who came before me to lead this excellent organization. And it plays out in every state through the board of pharmacy members and staff. These committed people are constantly challenged to come

up with new ideas to overcome seemingly insurmountable obstacles so that they may protect public health. And yet you still find the energy and imagination to participate in and fuel the innovation and growth of NABP.

Now I know that we have quite a few first-time attendees at this meeting. In fact, we have quite a large number of new members overall. And after hearing Sue's speech on Sunday, some of you may be thinking that NABP offers so much to its members that it's too overwhelming to think about with all the other things that you have on your plate. Well let me tell you, there are probably some people who have been coming here for years that are thinking the same thing. We know this because of Hal's member survey and we are prepared to do more to provide you with information that is relevant to you.

But the member survey also showed us that people want knowledge beyond NABP program offerings. Through open-ended comments we saw that members and staff alike were interested in getting more

information and training about a variety of topics. From the operational aspects of programs to the program benefits to certifications, they want to know more.

I was excited to see these findings because they are in sync with one of my own interests. And it's a passion that I have embraced my entire tenure on the Texas State Board of Pharmacy. That passion is recognizing the complementary and necessary role that education plays in supporting state boards of pharmacy and the mission to protect the public health.

Therefore, as my initiative, I am seeking the Executive Committee's support to develop essential tools to help boards of pharmacy message and educate pharmacists, technicians, and students about the importance of the boards regulating the practice of pharmacy.

The educational programs and messages will be designed to foster a greater understanding of the multi-faceted structure of the state boards of pharmacy and how regulations are developed and implemented to

improve compliance and patient care.

Enforcement and regulation alone cannot advance the greater challenge of effectively protecting our patients. Through my experiences on the Texas State Board and my years of practice as a pharmacist, I have learned some valuable lessons. I have found that when people understand WHY something is done, it is easier to gain their support and commitment. That is the reason it is so important that we educate licensees and patients on the roles of the boards of pharmacy and regulation. Too often, the perception of state boards of pharmacy—sometimes self-fulfilling—is a stark, regulatory and enforcement agency that is quick to take punitive measures, but offers little in terms of support and education for pharmacists who are eager to learn and practice appropriately. Such perceptions lead to little recognition of the other ways that boards of pharmacy make a difference in the lives of pharmacists, technicians, students, and most importantly, patients.

A perfect example of this is from one of the responses to Hal's member survey regarding medication errors.

“I believe that many boards still take a punitive approach to medication errors. It would be good to provide education and guidance on best practices related to medication use, process improvement, and a systems approach to medication safety.”

Medication errors represent a complicated and complex challenge to boards of pharmacy because they include a host of varying and often conflicting perspectives. Often, the perception for the patient, family, or caregiver is that when there is an error and an injury someone needs to be disciplined. However, for the pharmacist, the question is whether it is more effective for boards to be punitive or to provide guidance. I believe the boards of pharmacy must respond to both perspectives exercising Solomon-like judgement and avoiding the need to “split the baby.” NABP can greatly assist in educating pharmacists on the boards' role as an educator in such matters.

NABP has long been seen as a source of knowledge and information for those who practice pharmacy. I believe my initiative is a natural progression of what NABP already provides through this Annual Meeting, the Interactive Forums, the state newsletter program, *Innovations*, the weekly email newsletter, and so many other touchpoints the Association has with its members and other pharmacy stakeholders. Through my initiative, we will more formally provide different types of education to inform about the significance of state boards of pharmacy and their impact on stakeholders.

As just one example of how we can reach out to licensees, I'd like to show an informational video that NABP recently released to educate North American Pharmacist Licensure

Examination® and Multistate Pharmacy Jurisprudence Examination® candidates on the importance of following the rules of conduct for the exam. This topic is a serious one, but we wanted to be sure that the video offered the information in a friendly, helpful tone to encourage examination candidates to listen to the message and take it to heart. We feel that providing the information in this manner will make them more receptive to hearing about what misconduct is and how it can damage their future.

I'm looking forward to exploring the different ways we can provide information. Whether it be through a two-minute YouTube video, or a PowerPoint with voice over, there are many ways that NABP can assist boards of pharmacy in sharing important information.

In addition to the new initiative I laid out, I will carry on the work of my predecessors until their initiatives are completed. The majority of our current initiatives are specifically designed to improve and, where warranted, expand programs and services to better serve the changing needs of our member jurisdictions. NABP is involved in several activities to support boards' operational and enforcement efforts and they are proving invaluable to our members. In addition to all that NABP is doing to assist our member boards with their day-to-day responsibilities and emerging practice challenges, we are also impacting the opioid epidemic through the

NABP PMP InterConnect®, Stakeholders Coalition, the AWARE prescription drug safety program, and the Tri-Regulator Collaborative.

There is substantial reason to continue these efforts and the support for our programs and services. I believe that I can do so by working with my fellow members of the Executive Committee to allocate appropriate funding, serve as a conduit of information with our members, and emphasize the central role of state boards of pharmacy in protecting the public health. As president, I will continue this support and work with Hal and the other members of the Executive Committee to learn from the member survey to determine how we can improve NABP.

As Hal mentioned on Sunday, we have already begun addressing some of your concerns by adding information to the Member section of the NABP website about the Verified Pharmacy Program™ and the Multistate Pharmacy Inspection Blueprint. And if you've visited the site in the last six months you may have noticed some other changes. Not just that we've changed to a .Pharmacy site – from the web address to the email addresses – but also that as of the end of September 2016 the website underwent a major redesign.

With all the programs and services that NABP offers, we realized that it was time to streamline and condense information. Every piece of information on the site was reviewed for importance and relevance. Surveys were sent

out to confirm that proposed changes would work for users. After all the preparation, we launched a clean, easy-to-navigate website that allows visitors to quickly find the information they need. In addition, it is set up to grow and adjust as our members' needs change.

And of course we will look at a variety of mediums when it comes to providing information and education to our members. From our website, to social media, to email, to printed pieces, such as our award-winning member newsletter *Innovations*, to whatever new communication vehicle is imagined in the future we are keeping an eye out to see if it will work for you.

2017 Meeting Invites; Task Force and Committees

In addition to the educational tools I just mentioned, we have several face-to-face meetings that provide excellent learning opportunities to board members and staff. Each fall, NABP holds interactive forums geared toward executive officers, members, and compliance officers and legal counsel. This year two forums will be held, one for executive officers and one for board compliance officers and legal counsel. Held in conjunction with the interactive Executive Officer Forum is the New Executive Officers Orientation Program, which gives all new executive officers the opportunity to learn about NABP and all the support offered to their board.

Of course, the success of these

meetings is built around you and requires your participation and interaction. The content of the meetings is determined by responses to pre-meeting surveys asking what issues are most important to attendees. To support full membership participation, NABP provides funding for travel, meals, and accommodations for one attendee from each member board. I encourage all of you to attend these unique meetings and take advantage of yet another resource accessed by your NABP passport.

The Tri-Regulator Symposium will also be held this year. This is an excellent opportunity to interact with regulators on the medical and nursing boards and discuss shared challenges and solutions that can benefit all three professions. Information on meeting dates are in your registration packet and look for additional information on registering for the meeting to be released soon after the Annual Meeting. Registration is free, but space is limited so when you receive the information you will want to respond quickly to ensure a spot.

Another opportunity for you to exchange your ideas with fellow NABP members is to serve on a task force or committee. Getting involved in this way allows you an opportunity to contribute your expertise on important regulatory issues facing the boards.

I will be appointing members to task forces, as well as to standing committees, soon. If you want to help shape the future of NABP, please send a brief

letter of interest and a current resume to my attention at the NABP headquarters in Mount Prospect, Illinois, by June 2. Or, e-mail your letter of interest and résumé to me in care of ExecOffice@nabp.pharmacy.

At this time I want to take this opportunity to thank each and every one of you for your continued support and trust in me in this incredible journey as I begin serving as your president for the upcoming year, and I promise that I will serve you to the best of my ability.
Thank you!