



# Report of the Executive Committee

116<sup>th</sup> NABP Annual Meeting  
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## ***Presented by:***

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This is an historic time for the National Association of Boards of Pharmacy® (NABP®). Though NABP membership

has consistently embodied the vision of innovation and collaboration as an organizational family, in recent months, we have again demonstrated our agility and responsiveness in the face of a challenge. As the coronavirus disease 2019 (COVID-19) pandemic began impacting the public and tens of thousands of patients across the United States, NABP has served as a voice for boards of pharmacy during this public health emergency, taking several actions to support the state boards in upholding their mission of public protection.

One of the most difficult decisions during this time has been the cancellation of the in-person NABP Annual Meeting; however, your Executive Committee recognized that this decision was necessary to protect the public health by complying with mandates on social distancing and the need for the boards to focus

on their duties to the citizens they protect. Not since World War II has an NABP Annual Meeting been cancelled. We are fortunate to live in a time when technology allows us to hold the business sessions in a virtual format so that the essentials of the annual processes of the Association can be carried out. These include electing members to serve in the open officer and open member Executive Committee positions, discussing and voting on proposed resolutions, and discussing and voting on proposed amendments to the Constitution and Bylaws.

Hopefully, many of you will remember that my presidential term was built on the foundation of the house of NABP and its growth in the form of the expansion of our headquarters. In my Annual Meeting address last year, I spoke to you about “Our House,” drawing reference from the verse of a song: “a very, very, very fine house.” In this report, I will share – on behalf of the Executive Committee – a number of incredible additions made to our house in the past year, as well as changes in process. I am privileged as NABP chairperson to provide an update of our ongoing “home improvements.” NABP’s vision statement, “Innovating

and collaborating today for a safer public health tomorrow,” remains the foundation for all that we accomplish together as the NABP team: members, Executive Committee, and staff.

Our meeting theme states, “When members unite, ideas ignite.” And through NABP resolutions, task forces, programs, and services, our ideas are put into action. This progress is driven by the undeniable energy of this Association. And, it is that energy, along with our mission and vision, that has sustained NABP as a dynamic organization for over 115 years and positioned us for a future of continued member value.

This dynamic nature is reflected in the Association’s rebranding, which was implemented beginning in August 2019. The rebranding process gave us an opportunity to refocus the image of NABP that is projected to all of our stakeholders. We wanted to ensure that we continue to illustrate our dedication to protecting the public health, while also presenting NABP as a trustworthy, authoritative source that uses data to drive decisions and innovation, and has the technology and expertise to implement those

decisions. Though the brand may have received a renovation, our foundation, the NABP mission to support the boards of pharmacy in protecting public health, remains unchanged. NABP clarified its brand position as serving “to protect patients with objective trust by providing standards, uniformity, and ethics.”

The most visible result of the rebranding is the redesign of the NABP logo. The new, modernized logo retains elements from the original design that connects us to our roots, but has a more contemporary feel, showing how the Association continues to adapt and change for its membership. The updated logo is a primary branding element for the Association, making it easier for audiences to tie together all the programs and services that we offer. This is especially key to the Association’s many accreditation offerings.

To better communicate the newly streamlined accreditation offerings available to our customers, these program areas also underwent a rebrand. We implemented new names and seals for the programs to better communicate that all the accreditations are NABP services. This will make it easier for businesses to promote and maintain their accreditations, but also help consumers more easily identify these entities as NABP accredited. More importantly, this rebranding strategy provides enhanced flexibility for future growth of accreditation offerings. On behalf of the Executive Committee, I extend our deepest gratitude to the NABP marketing department for their creative and innovative efforts related to the NABP rebranding.

We also expanded the accreditation portfolio of offerings. Last year, NABP launched an accreditation service tailored for pharmacies that handle specialty drugs. And more recently, NABP began offering accreditations for compounding pharmacies and home infusion therapy pharmacies. The addition of these compliance offerings enables us to provide current and new customers with a comprehensive set of accreditation options, including bundled packages designed to deliver our offerings in a streamlined and cost-effective way. NABP also began accepting applications for inspections from businesses engaged in prescription drug and device distribution. This service, known as our supply chain inspection service, supplements inspections required by the states. The inspections give regulators an additional tool to protect the public health and another “set of eyes” on facility inspections.

These enhancements also lay the foundation for what we plan to deliver to the boards of pharmacy – more data. Data is king and a commodity much valued and needed by our customers. We experienced firsthand the versatility of the NABP data rich platform when the pandemic required swift response to the needs of the states. Our strategic plan continues to focus on identifying ways to provide our member boards with more meaningful data, collated in a manner that is efficient and of practical use. Similar to the actions taken to streamline the data we collect on pharmacists, technicians, and students, our goal is to bring data from entities that

apply for NABP accreditations and verifications into the same data warehouse. This includes license numbers, employment information, pharmacists-in-charge, registration information, permits, inspection reports, accreditation dates, and disciplinary information. By bringing this data into the system, state boards will have the power to cross-reference all data profiles, further enhancing your decision-making processes.

Collaboration with our valued partners remains one cornerstone of our house, enabling us to explore new paths for public protection using the synergy resulting from shared perspectives and teamwork. Examples of this in the past year include the realization of a regulatory focused standing committee within the International Pharmaceutical Federation (FIP), as well as exploring a partnership with FIP and World Health Organization to ensure the integrity of the drug supply. I wish to extend my sincerest gratitude to two NABP housemates, CEO Carmen Catizone and esteemed Past President Malcolm Broussard, for their years of fostering these relationships and creating cooperative opportunities for NABP to have a larger, international imprint on public health. Our strong relationship with the Federation of State Medical Boards and National Council of State Boards of Nursing through the Tri-Regulator Collaborative resulted in an invitation to participate in a task force to support timely and safe patient care during the challenge of the COVID-19 pandemic. A collaborative initiative with fellow pharmacy stakeholders on what is often

referred to as “burnout” led to an opportunity for us to explore the role of professional licensing boards with practitioner wellness as it relates to the safety of health care delivery.

As stated earlier, change is inevitable in any organization. But that does not always mean that it is welcomed or easy. Often it is bittersweet. As announced to the membership in 2019, NABP Executive Director Carmen Catizone will be retiring this year after 35 years of service to the Association. It is difficult to envision our organization without the leader whose name is as inextricably tied to our identity as the logo itself. At a past Executive Committee retreat, the branding concept of keeping NABP the “same” (defined as remaining true to the attributes that got us to this point), yet ever committed to becoming even “better” (current, competitive, relevant, and responsive) was coined. In planning for the transition to a new Executive Director, it was deemed imperative that NABP remain true to the founding and established attributes of the Association. We also knew it was critical to incorporate the most admired and successful attributes of the current CEO as an integral part of the executive search process in order to preserve the “good bones” of our house as it moves forward.

The Executive Committee was then charged with the singular most important decision to be made in 35 years, perhaps of the largest magnitude in the history of the organization. An expert consultant was hired and a search committee convened to assist the NABP Executive Committee with securing new leadership for the Association. A

call for applications was placed and a confidential process structured around published CEO search best practices was executed. As the chairperson of the Executive Committee, I would like to applaud all involved for their commitment to the integrity of the process and the dedicated teamwork shown during the interviews and deliberations and selection.

An equally challenging part of the upcoming transition was planning for the retirement of our CEO, Carmen A. Catizone. In addition to having to say goodbye to the man behind the title, how does one honor the patriarch of our organizational family and ensure that his contribution is sufficiently recognized and celebrated? A challenge no doubt, when honoring a man known for his humility and preference to remain in the background, allowing others to bask in the kudos. Unrelenting though, I worked with the Executive Committee and staff to secure a most deserved prominent location at the entrance of our NABP house for a formidable bronze plaque of Carmen’s likeness and signature that for generations to come will greet and inspire all who cross our threshold. To ensure his generosity of spirit will forever be remembered, the plaque contains a quote that reflects Carmen’s approach to his charge – service for others, not self. Plans for a formal plaque unveiling, with a family celebration befitting the significance of the installation and his tenure, unfortunately could not be realized prior to the Annual Meeting due to social distancing. Nonetheless, we included a photo of the

plaque with the Annual Meeting materials as a “virtual celebration” of his legacy, and we hope you will be pleased to see it in person on your next visit to NABP Headquarters.

In addition, since Carmen has always taken more joy in recognizing others than accepting accolades for himself, we thought it only fitting that an NABP Award be named after him. For those of us privileged to have served as president under Carmen’s leadership, we know that Carmen invests in our development, stands in the background allowing us to shine in the spotlight, and creates a personal bond with us, making our interests his interests as well. The Executive Committee therefore determined it most appropriate that from the 2020 meeting forward, the Honorary President Award be known as the Carmen A. Catizone Honorary President Award. The already prestigious award will now have an equally prestigious name and sentiment attached to it, celebrating each year both Carmen’s indelible mark on NABP as well as the recipient.

Carmen has always been so giving of his time, generous to a fault for the membership. So, it should come as no surprise that Carmen agreed to attend the 2020 district meetings as part of the Executive Director transition. Little did we know how important this would be when it was necessary to have a virtual Annual Meeting. No matter how the district meetings are conducted, in person or virtual, I welcome all of you to celebrate Carmen’s legacy and honor his service to you in a way unique and meaningful to your district. I cannot think of anyone more deserving of multiple

celebrations than Carmen, who spent his entire NABP tenure giving the credit to those fortunate enough to have worked with him.

As the representative of the Executive Committee, I will close with a few sentiments to our leader, NABP CEO Carmen A. Catizone. Though words in a written report will surely fail to paint the full portrait of reverence in which you are held, I cannot think of any greater honor for my last official duty as chairperson. I only wish it could be delivered in front of our NABP family.

Carmen, it takes a skilled architect to build a sound house, one that sustains the winds of change and looks as good, if not better, today than the day it was built. But it takes a truly exceptional human being to make that house a **home**, one embraced by all who inhabit it, one that evokes a strong sense of teamwork, loyalty, passion,

and purpose, one that makes all who cross the threshold feel welcomed and valued. Your legacy, never to be repeated, is this extraordinary leadership style. I would challenge that there is no other organizational CEO that has so deftly combined visionary business acumen and a consistent track record of ingenuity, growth, and success with a true sense of family, trust, and oneness with its mission. With your legacy as its cornerstone, the Association is well positioned for generations to come.

Eternal gratitude for setting the solid foundation of our house and for making it a **home**. I anticipate that NABP will forever be referred to as “the house that Carmen Catizone built,” and deservedly so. May you be blessed for all that you have willingly given and sacrificed with such sincerity and humility for the advancement of the

Association’s mission. Now is the opportunity to make new memories and share more time with your family. And so, with a heavy heart, your NABP family bids adieu, wishing the best of all so richly due. Please know we are forever better as a result of the example you have set and all we have learned from you. Your legacy of selfless service has become integral to the fabric of the Association, and will be a constant source of inspiration. They say that people are more often remembered for how they made others feel than what they did. Carmen, you are one of the rare people that will be revered for both. To your NABP family you leave a treasure trove of memories that when recalled will bring: a smile reflecting on your quick wit, admiration for those qualities so uniquely “Carmen,” and many a “remember when” story. To our respected leader, mentor, colleague, and friend, Sto Lat!