



# DOPL Board Survey 2015

## Bureau 3 Responses

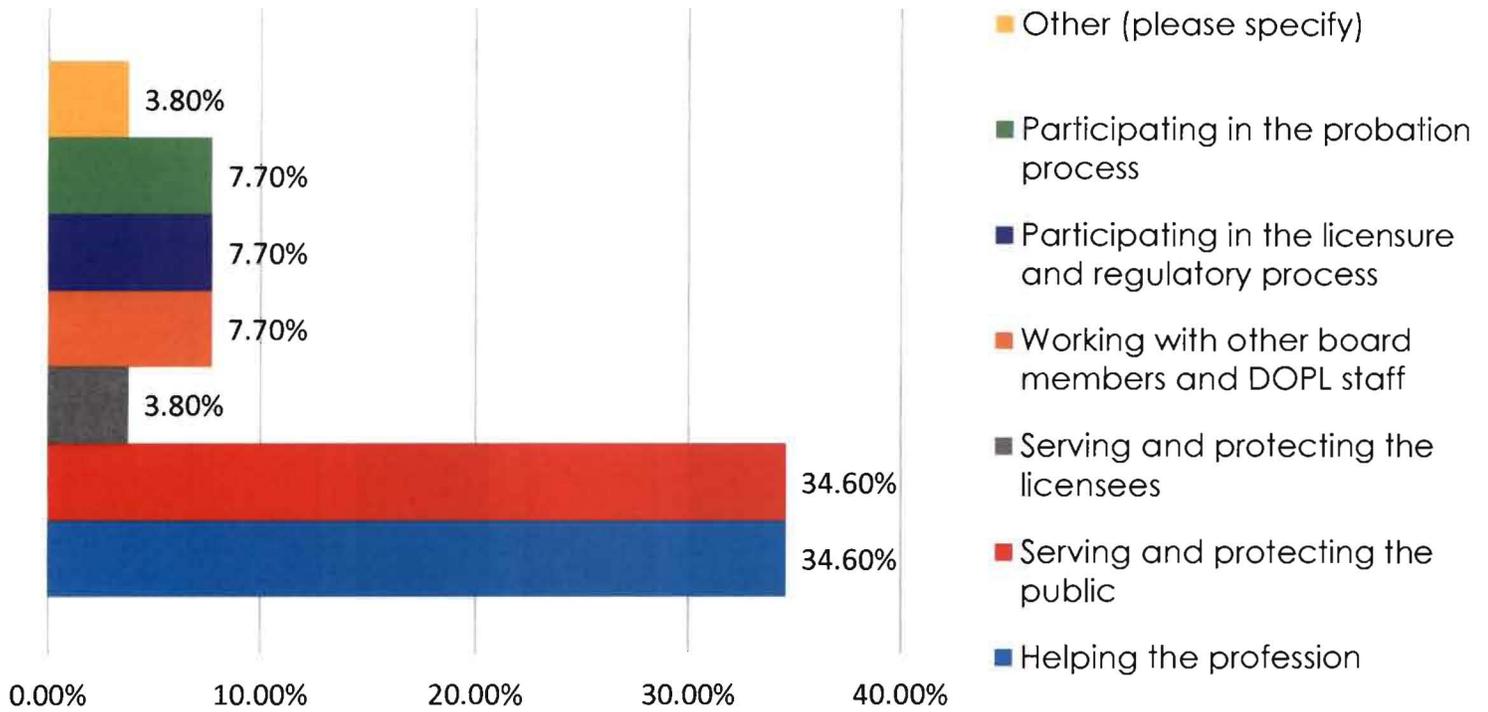
# 26

## Total Responses

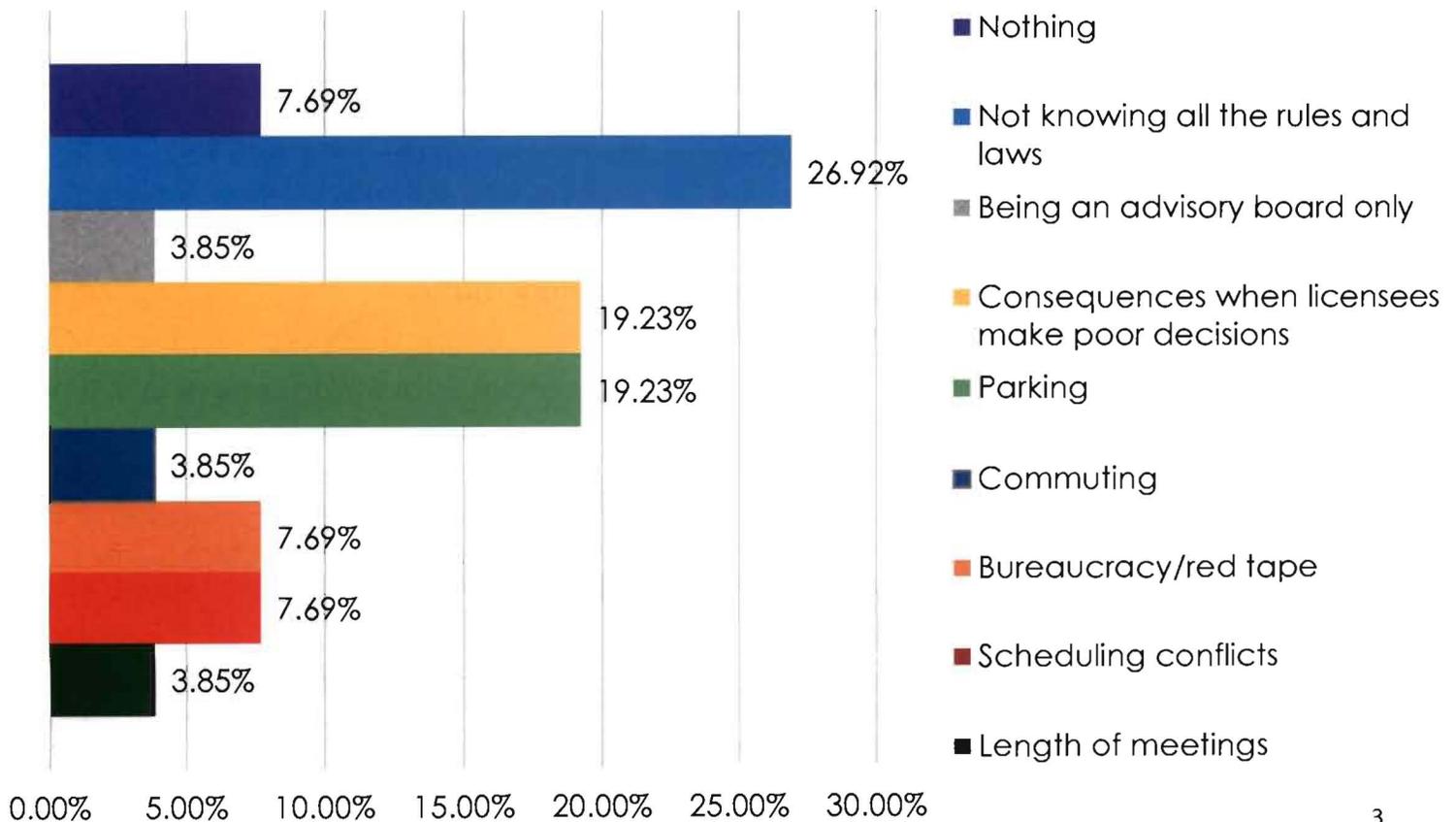
### Bureau 3 Professions *(Current Licensees)* :

- Clinical Mental Health (1,637)
- Genetic Counselor (135)
- Marriage & Family Therapy (796)
- Online Internet Facilitator (2)
- Pharmacy (13,592)
- Psychologist (1,164)
- Recreational Therapy (632)
- Social Work (6,827)
- Substance Use Disorder (429)

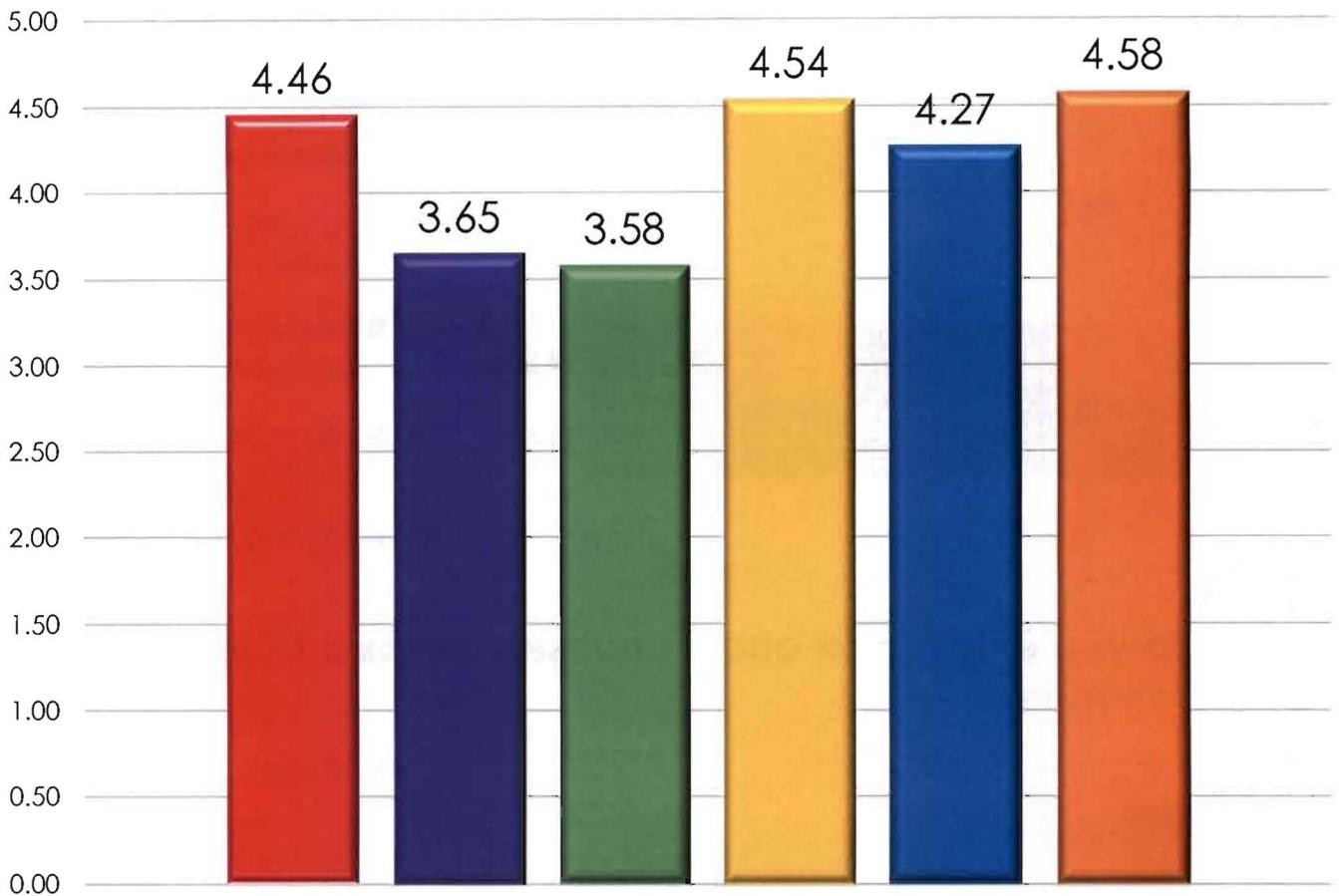
## What do you enjoy most about your service as a DOPL board member?



## What do you enjoy least about your service as a DOPL board member?



**Please rate the importance of the following board duties.**  
*(1 being least important, 5 being most important)*



■ Rulemaking

■ Policy and budgetary matters

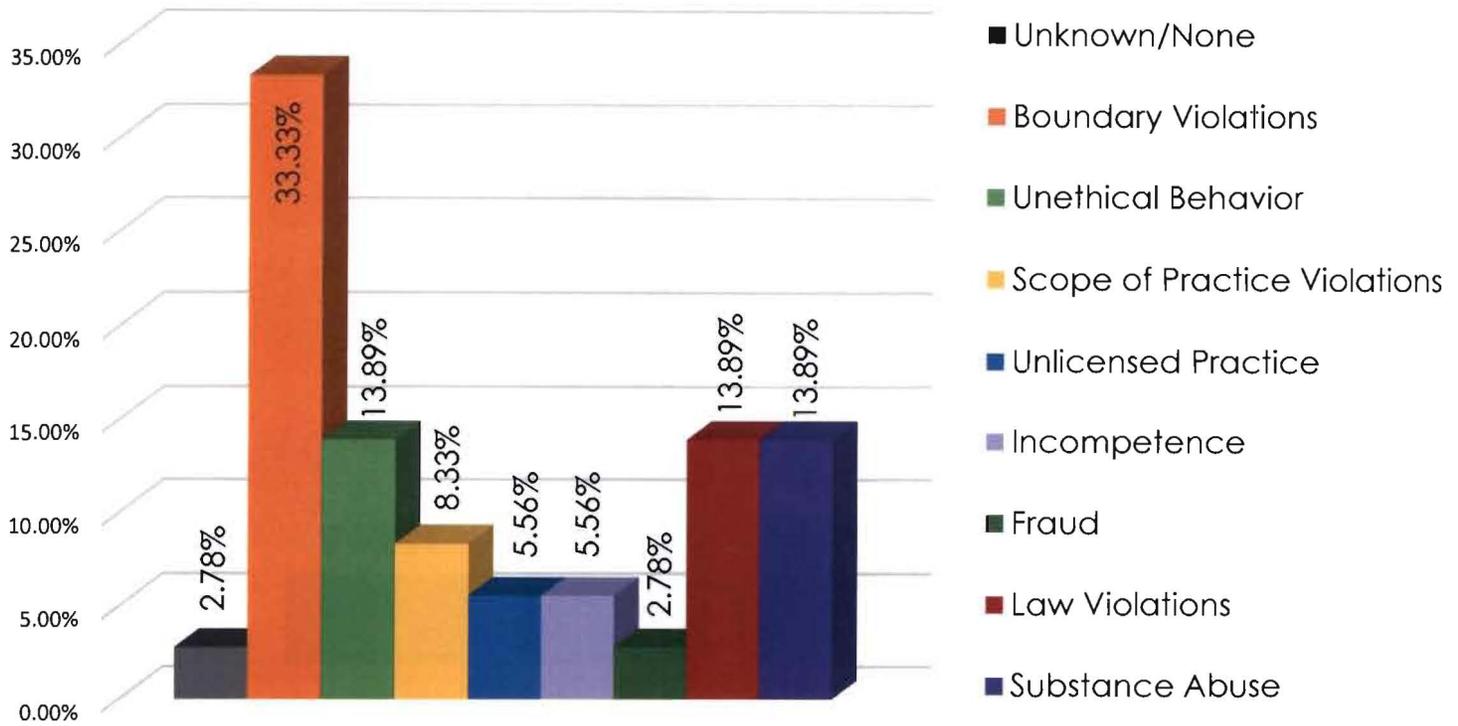
■ Establishing a passing score for applicant examinations

■ Screening applicants for licensure, renewal, or reinstatement

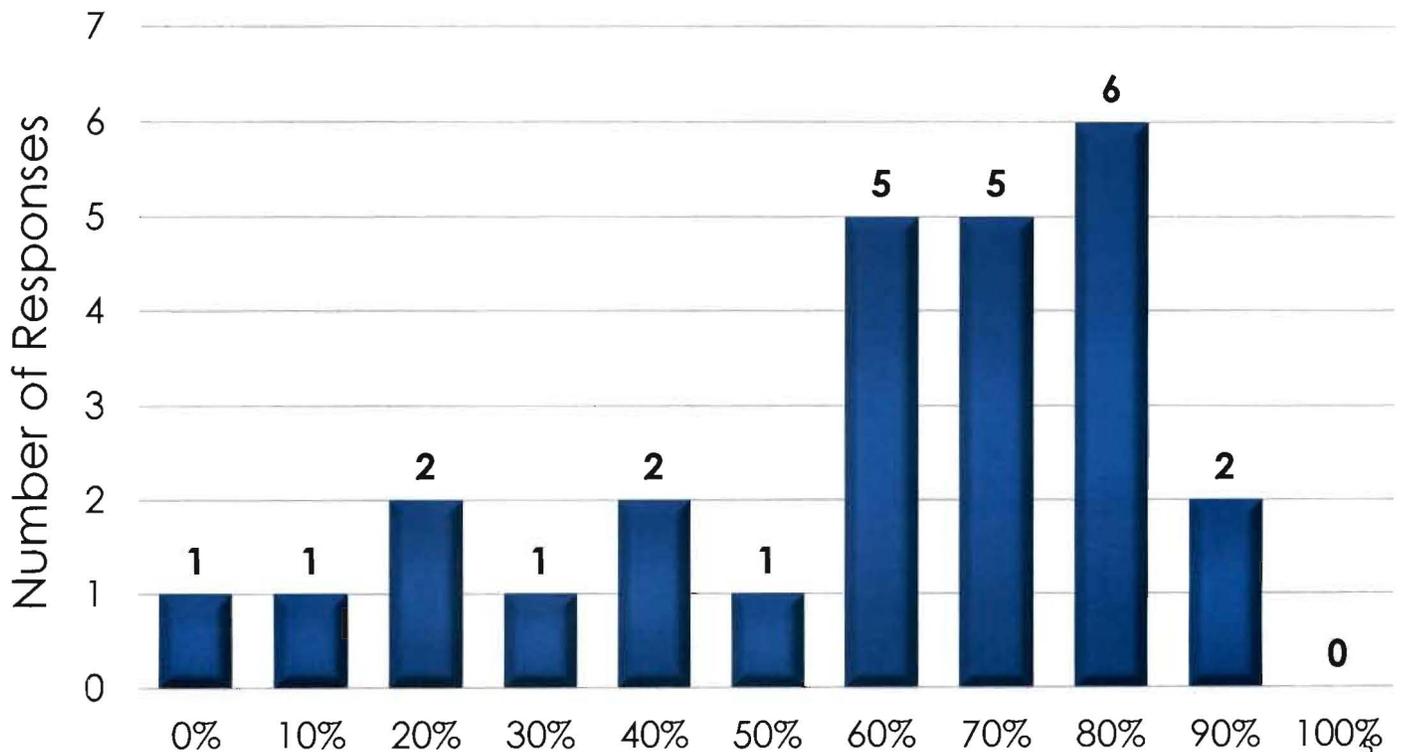
■ Establishing training supervision standards

■ Presiding over disciplinary hearings

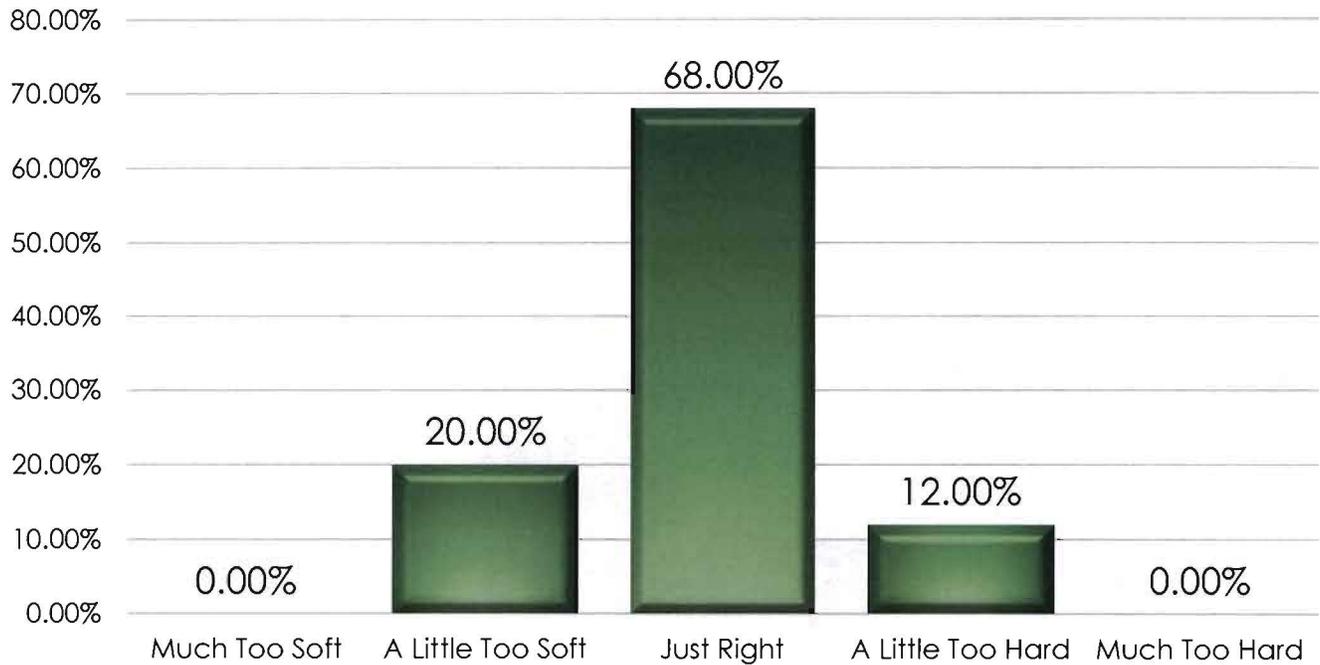
## What behaviors by individuals in your profession are most harmful to the public?



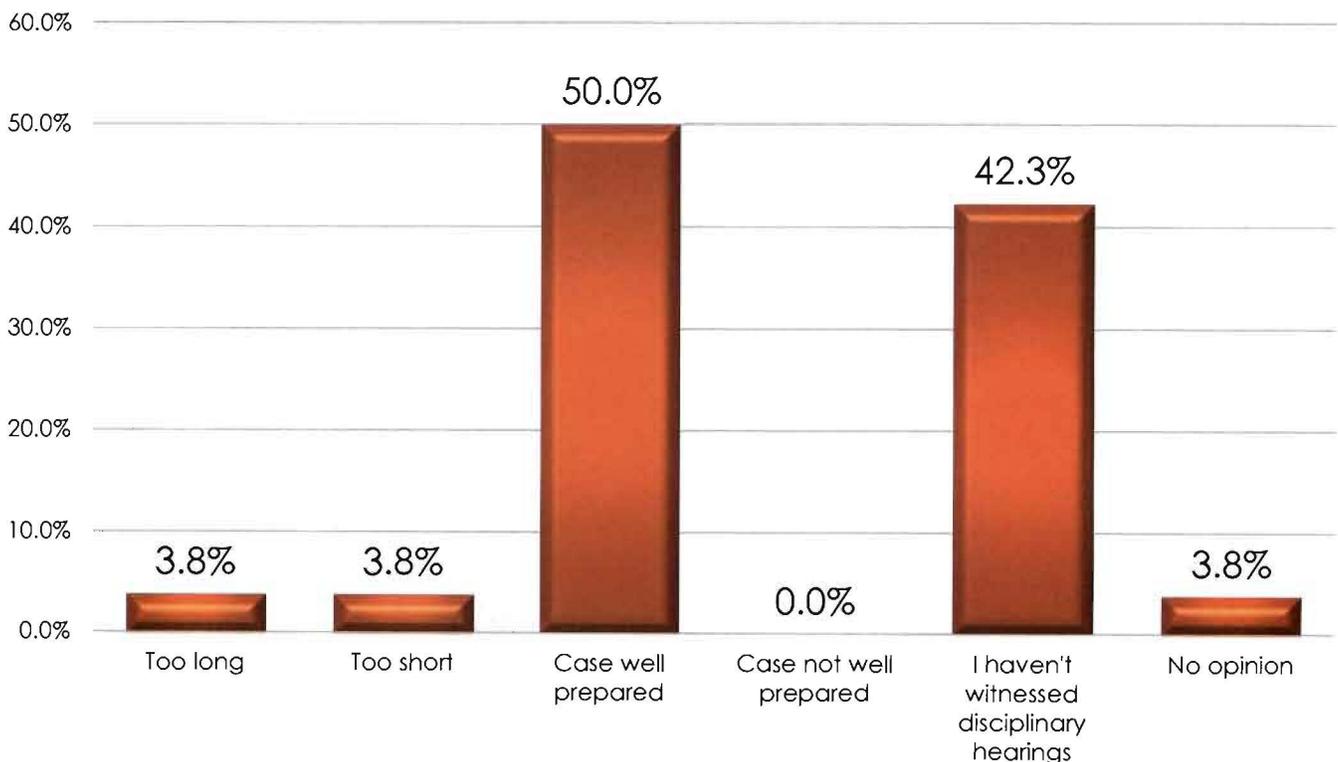
## What percentage of your board's time is focused on the behaviors that are most harmful to the public?



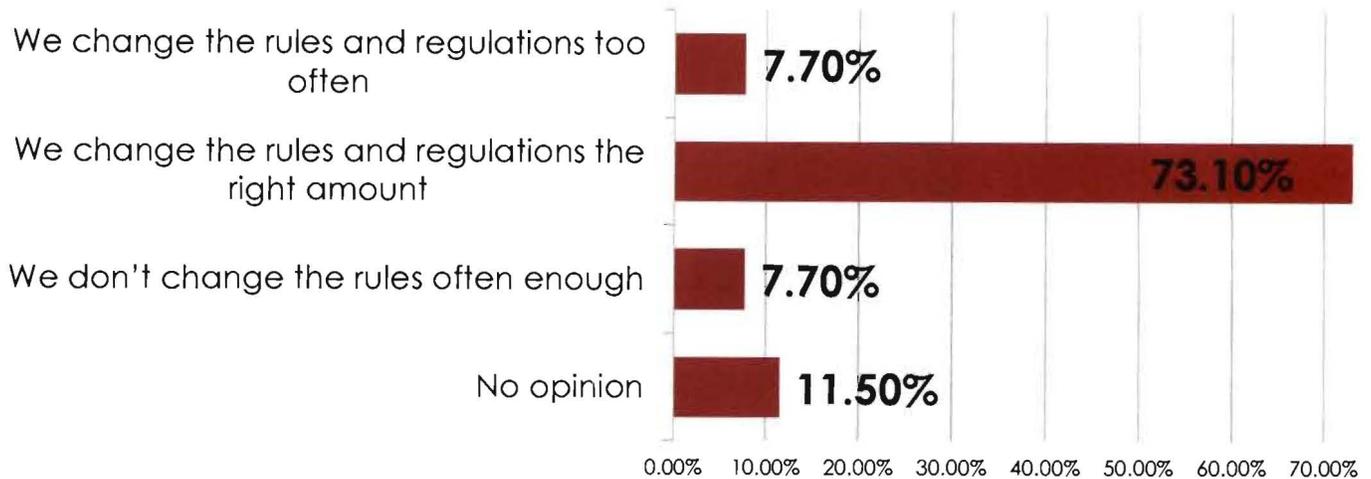
## What is your opinion of Board/DOPL discipline for law violators?



## What is your opinion of the board disciplinary hearings you have witnessed?



## What is your opinion of the frequency of changes to rules and regulations?

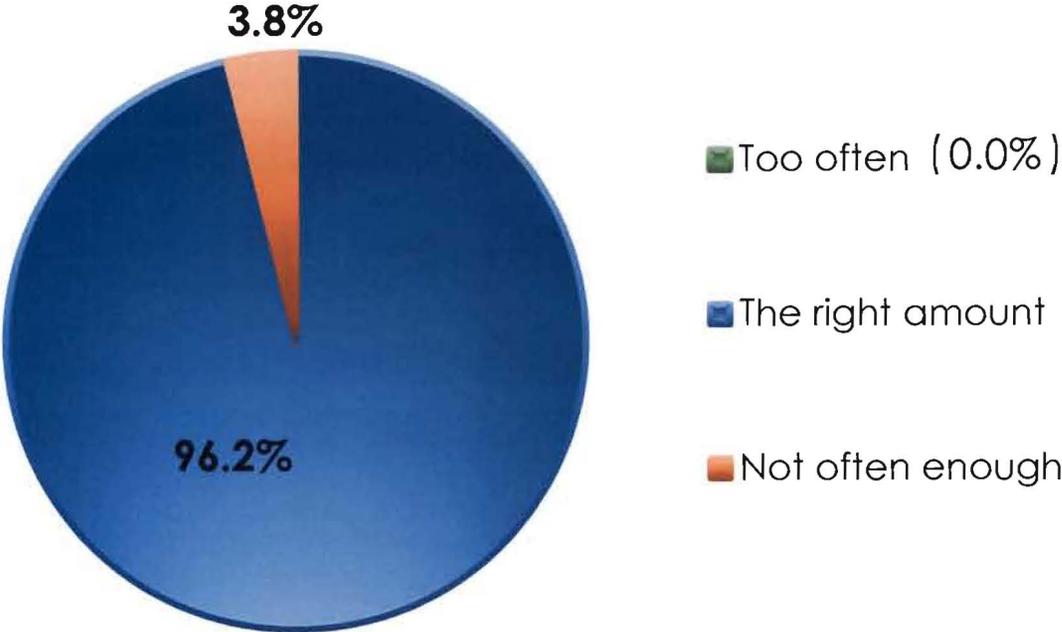


### Please rate the following statements

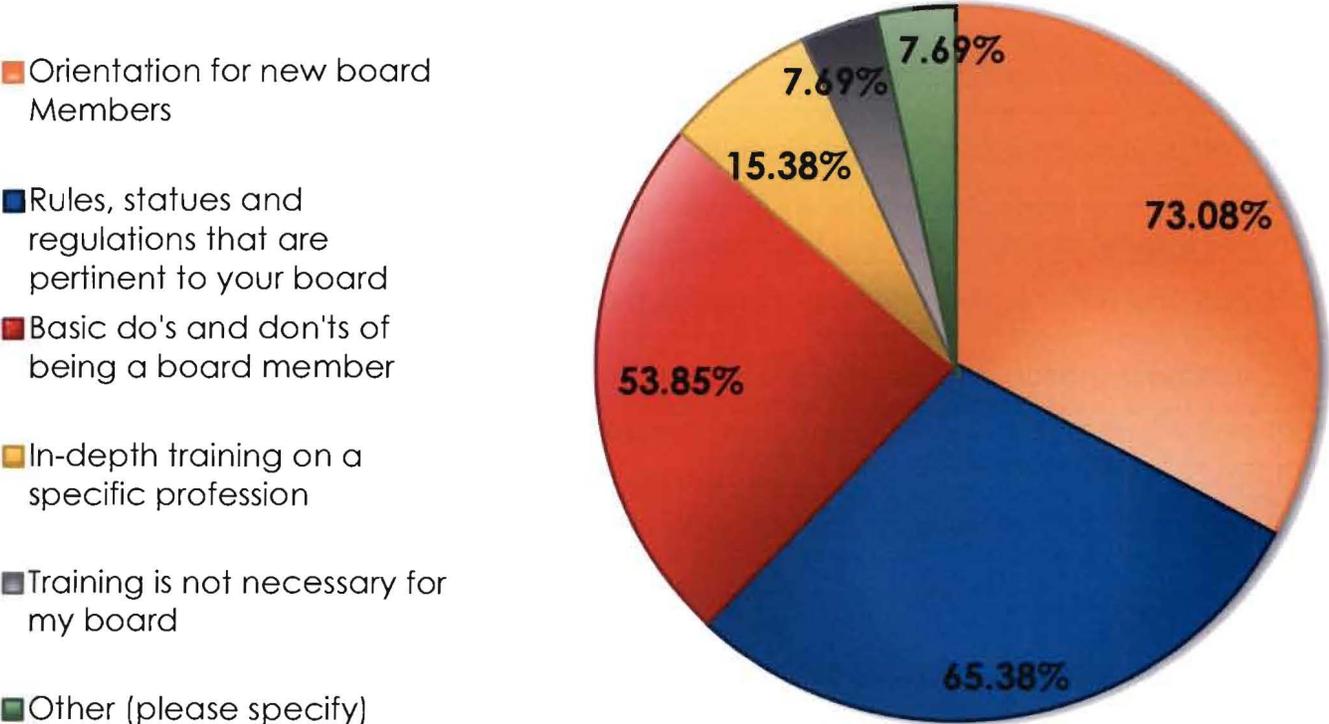
(1 being "Never", 5 being "Always")

	Rating Average
DOPL staff help board members to understand their duties	4.58
DOPL staff come prepared for discussion items	4.69
DOPL staff are prepared for probationary interviews	4.68
DOPL staff allow the board chair to run the meeting	4.92
DOPL staff allow the board chair to approve and decide on agenda items	4.32
DOPL staff provide an update on enforcement actions for the board's review	4.58
DOPL staff consult with board members on industry issues that concern the board and work with the board to address the issues, if possible	4.54
DOPL staff and attorneys prepare well for hearings and present their cases well	4.63
DOPL staff become too involved in the board's discussions	2.23
DOPL staff inform board members in a timely manner of any date or time changes to scheduled meetings	4.72
DOPL staff conduct themselves in a professional manner during board meetings	4.92
Board meetings are a good use of time and effort	4.62
DOPL supports the actions and recommendations of the board	4.50

**Complete the following sentence: "In my opinion, my board meets..."**



**If DOPL were to train your board, which subjects would increase your board's effectiveness?**



\*Each board member could select more than one option. Percentages reflect the total number of board members who selected an option.

# Division-Wide Free Response Summary

The free responses from the 2015 DOPL Board Survey revealed five main themes: (1) board training, (2) information provided to boards prior to meetings, (3) meeting scheduling, (4) parking, and (5) increasing board involvement.

- Board training:

The comments indicated that new board members and seasoned board members need training. Popular training topics included statutes, rules, purpose of boards and DOPL, board responsibilities and authority, and hearings. It was suggested that trainings could occur in training meetings, at the beginning of each board meeting, or using online training modules.

- Information provided prior to meetings:

The survey results revealed that many board members feel unprepared for board meetings. Board members would like to know what will be discussed and receive relevant readings prior to board meetings. Suggestions for information that should be shared prior to board meetings included relevant statutes and rules, third-party research, potential statute or rule changes, and a summary of disciplinary actions, complaints, or investigations since the past meeting.

- Meeting schedule:

Many survey respondents indicated that we are not providing sufficient notice of meeting dates. It was also suggested that we are not offering enough flexibility to board members in choosing meeting dates and times. One suggested way to improve scheduling conflicts is to regularly provide the option of teleconferencing.

- Parking:

There appears to be confusion about where board members should park and whether board members are being reimbursed for parking costs. Board members would like to use the north parking lot because of its convenient location. They also do not want to pay for parking.

- Increasing board Involvement:

Many board members feel their role is limited due to insufficient information, such as a lack of information about disciplinary actions or hearings. Some board members suggested that DOPL decision makers are underutilizing the board's expertise.

April 2016

	2014	2015	2016	Apr-16
Administrative Filings	52	33	6	3
Criminal Filing/Felony	0	3	0	0
Letter of Concern	146	98	34	22
Referred to Diversion	2	0	0	0
PR/Outreach	4	1	1	1
Cases Received	567	666	171	71
Case Assigned	555	659	169	71
Closed Cases	595	624	210	75
Citations Issued	60	64	16	2
Pharmacy Inspections	335	316	110	37
Pharmacy Alerts	261	220	80	30
Dr. Shopper Letters	571	1251	1100	367

**NOTES: Pharmacy Group**

## PR Outreach

The Pharmacy Investigators set up a booth at the Utah Pharmacy Association Convention in Southern Utah. Investigators met with, and answered numerous questions for attendees. They passed out swag, and information sheets on new Laws that were passed this year impacting the Pharmacy professions.

## Administrative

Pharmacy Tech, on multiple occasions, altered a prescription issued by a Utah prescribing practitioner for the controlled substance Percocet. The Pharmacy Tech signed a Stipulation and Order surrendering her license to practice for 5 years.

## Administrative

During a Pharmacy Inspection the following violations were found: 1-Pharmacy compounds items that are regularly and commonly available from a manufacturer, Thyroid 30, 60, and 90 mg, stated there was a shortage and they compounded the item for patients, but did not stop compounding because patients said that it worked better than the ready-made version; 2-Pharmacy failed to record the date of receipt on items that did not have an expiration date; 3-Master compounding sheet is missing evaluation and testing requirements, storage requirements, description of final preparation, packaging and storage, quality control procedures and expected results; etc. The Pharmacy was fined \$10,500, and signed a Stipulation and Order with the Division.

## Administrative

The Pharmacy was disciplined by another State. Their license was placed on Probation, with that State for dispensing a prescription for medication error. The patient died a month or so later. The Pharmacy was issued a \$500 fine, and signed a Stipulation and Order with the Division.

Citation

During a Random Inspection the following violations were found, the Pharmacy's controlled substance inventory in 2012 and 2013, were over the one year and four day requirement, 2011-20115 anduall controlled substance inventories were missing whether it was taken at the opening or closing of business, and 212 medications were found that had expired dates in the normal stock. The Pharmacy was issued a Citation with a \$500 fine.

Citation

During a Random Inspection a total of 33 medications were found in the pharmacy's regular stock that were either expired or had indetermined expiration dates. The Pharmacy was issued a Citation with a \$1,050 fine.

Title	Priority	Status	Owner	Due Date	Last Action Date	Relevant Law & Rule	Notes
Charitable Prescription Drug Recycling Program	5	Planning	DOPL	10/1/2016		<u>HB 236</u>	<a href="http://idph.iowa.gov/ohds/rural-health-primary-care/repository">http://idph.iowa.gov/ohds/rural-health-primary-care/repository</a>
Third Party Logistic Providers	4	Planning	DOPL	None		<u>R156-17b-102 (55)</u>	<u>DSCSA Implementation</u>
Central Processing	4	Planning	DOPL	None		<u>58-17b-102 (9)</u> <u>R156-17b-102 (7) &amp; (8)</u> <u>R156-17b-614f</u>	
Medication Therapy Management	3	Planning	DOPL	None		Undefined	
Prescription Misfills	3	Planning	DOPL	None		Undefined	
Veterinary Pharmaceutical Facilities	3	Planning	DOPL	None		<u>58-17b-102 (73)</u> <u>R156-17b-302 (2) (g)</u>	
Volunteer Health Care CE	3	Planning	DOPL	None		<u>HB 186</u> <u>R156-17b-309</u>	
Name, Ownership & Location Change	3	Planning	DOPL	None		<u>R156-17b-618</u>	
Nuclear Pharmacy	1	Planning	DOPL	None		<u>58-17b-102 (11) (b)</u> <u>58-17b-102 (41)</u> <u>R156-17b-614d</u>	
Hospice Facilities	1	Planning	DOPL	None		<u>R156-17b-102 (30)</u> <u>R156-17b-302 (2) (f)</u>	
Methadone Clinics	1	Planning	DOPL	None		<u>R156-17b-302 (2) (c)</u>	

# State Newsletter Program

## Editorial and Production Guidelines

The following guidelines summarize the schedule for the State Newsletter Program. The information specifies the months in which state boards are scheduled to produce newsletters, the deadlines for state boards to provide mailing list updates to NABP, and the deadlines for state boards to submit copy to NABP staff. State boards are encouraged to retain this information for future reference. Please note that those boards who only produce the e-newsletter can submit copy on the 15<sup>th</sup> instead of the 1<sup>st</sup>.

### **First Month of the Quarter**

#### **Scheduled States:**

Alaska (e-newsletter; runs in January, April, and July), Arizona (e-newsletter), Louisiana (e-newsletter), Massachusetts (e-newsletter), Minnesota (e-newsletter), Montana (e-newsletter + printed), Nevada, New Jersey (e-newsletter), North Carolina (e-newsletter), Oklahoma (e-newsletter), South Dakota, and Washington (e-newsletter).

<u>Issue Month</u>	<u>Newsletter Copy/ Mailing List Deadline*</u>
January	December 1
April	March 1
July	June 1
October	September 1

\*Those boards that produce e-newsletters may submit copy on the 15<sup>th</sup> instead of the 1<sup>st</sup> of the month.

### **Second Month of the Quarter**

#### **Scheduled States:**

Alabama, Arkansas (e-newsletter), Delaware (e-newsletter), Guam (e-newsletter), Illinois (e-newsletter), Nebraska (runs in May and November), Ohio (e-newsletter), Oregon (e-newsletter + printed), South Carolina, Utah (e-newsletter), and Virginia (e-newsletter).

<u>Issue Month</u>	<u>Newsletter Copy/ Mailing List Deadline*</u>
February	January 1
May	April 1
August	July 1
November	October 1

\*Those boards that produce e-newsletters may submit copy on the 15<sup>th</sup> instead of the 1<sup>st</sup> of the month.

### **Third Month of the Quarter**

#### **Scheduled States:**

District of Columbia (e-newsletter), Idaho (e-newsletter + printed), Iowa, Kansas (e-newsletter), Kentucky (e-newsletter + printed), New Mexico (e-newsletter), North Dakota, Tennessee (e-newsletter), Vermont, West Virginia, and Wyoming.

<u>Issue Month</u>	<u>Newsletter Copy/ Mailing List Deadline*</u>
March	February 1
June	May 1
September	August 1
December	November 1

\*Those boards that produce e-newsletters may submit copy on the 15<sup>th</sup> instead of the 1<sup>st</sup> of the month.