



California State Board of Pharmacy Environmental Scan Stakeholders 2021

Dear Valued Stakeholder,

The California State Board of Pharmacy (Board) is beginning the development of its new Strategic Plan. The Department of Consumer Affairs, SOLID Planning Solutions (SOLID) is assisting the Board with its strategic planning process.

As a stakeholder involved with the pharmacy profession, you have an important perspective and stake in the success of the Board. Your completed survey will provide input as to how the Board is doing by identifying strengths, challenges, and current trends to consider for the future direction of the Board.

Thank you for taking time to participate in this short survey. All responses are anonymous. This will allow us to add your feedback to our analysis as we prepare our strategic plan.

Anne Sodergren
Executive Officer
California State Board of Pharmacy

1. * Which best describes your relationship to the Board of Pharmacy?

- I hold a professional license issued by the Board.
- I am a consumer/member of the public.
- I represent a professional association in the pharmacy profession.
- I represent a school or college.
- Other (please specify)



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Licensing

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

2. Describe the Board's **STRENGTHS** in the area of Licensing.

3. Describe the Board's **CHALLENGES** in the area of Licensing.

4. Overall, how would you rate the Board's effectiveness in the area of Licensing?

- Very effective
- Effective
- Poor
- Very poor

5. In the area of Licensing, what should the Board focus its time and resources on over the next 2-4 years?



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Enforcement

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

6. Describe the Board's STRENGTHS in the area of Enforcement.

7. Describe the Board's CHALLENGES in the area of Enforcement.

8. Overall, how would you rate the Board's effectiveness in the area of Enforcement?

- Very effective
- Effective
- Poor
- Very poor

9. In the area of Enforcement, what should the Board focus its time and resources on over the next 2-4 years?



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Legislation and Regulation

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

10. Describe the Board's STRENGTHS in the area of Legislation and Regulation.

11. Describe the Board's CHALLENGES in the area of Legislation and Regulation.

12. Overall, how would you rate the Board's effectiveness in the area of Legislation and Regulation?

- Very effective
- Effective
- Poor
- Very poor

13. In the area of Legislation and Regulation, what should the Board focus its time and resources on over the next 2-4 years?



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Communication and Public Education

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

14. Describe the Board's STRENGTHS in the area of Communication and Public Education.

15. Describe the Board's CHALLENGES in the area of Communication and Public Education.

16. Overall, how would you rate the Board's effectiveness in the area of Communication and Public Education?

- Very effective
- Effective
- Poor
- Very poor

17. In the area of Communication and Public Education, what should the Board focus its time and resources on over the next 2-4 years?



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Organizational Development

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

18. Describe the Board's STRENGTHS in the area of Organizational Development.

19. Describe the Board's CHALLENGES in the area of Organizational Development.

20. Overall, how would you rate the Board's effectiveness in the area of Organizational Development?

- Very effective
- Effective
- Poor
- Very poor

21. In the area of Organizational Development, what should the Board focus its time and resources on over the next 2-4 years?



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Major Trends or Changes

What trends or changes do you see impacting the pharmacy profession that the Board should consider when developing its new strategic plan?

Please consider the following areas of focus:

- professional practices or techniques
- continuing education and/or educational standards
- health care system
- law and regulation
- economy
- national or state politics
- technology
- other

22. Please state any trends or changes in the pharmacy profession the Board should consider when developing its new strategic plan.