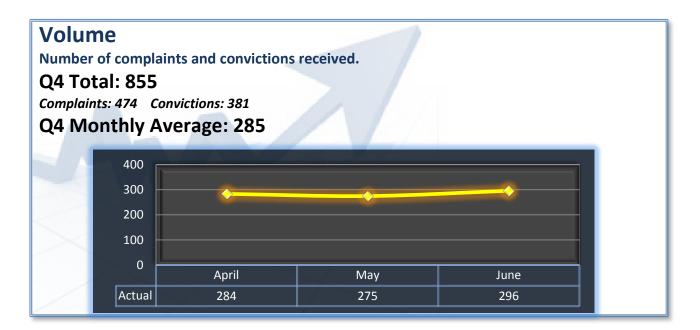
# Department of Consumer Affairs California State Board of Pharmacy

# **Performance Measures**

#### Q4 Report (April - June 2013)

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.



### Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

## Target: 20 Days

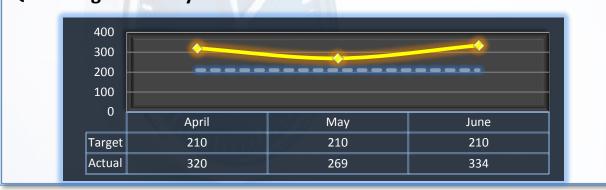
Q4 Average:	20	Days
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30 25 20 15 10 5					
0	April	May	June		
Target	20	20	20		
Actual	22	24	14		

## Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does <u>not</u> include cases sent to the Attorney General or other forms of formal discipline.

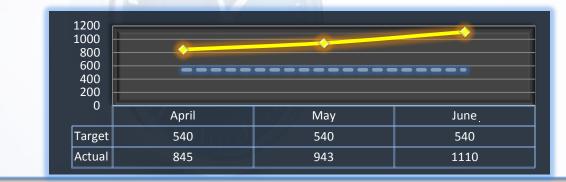
#### Target: 210 Days Q4 Average: 306 Days



## **Formal Discipline**

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

#### Target: 540 Days Q4 Average: 932 Days



## **Probation Intake**

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

#### Target: 30 Days Q4 Average: 30 Days

