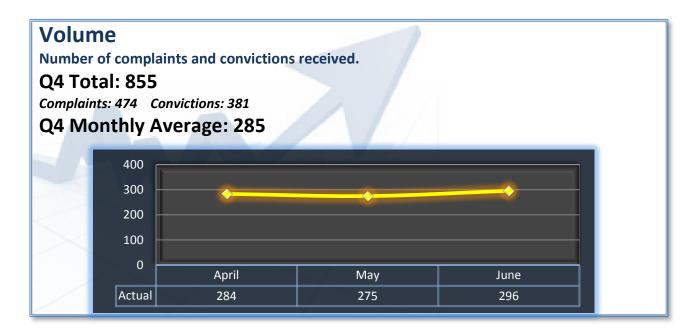
Department of Consumer Affairs California State Board of Pharmacy

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

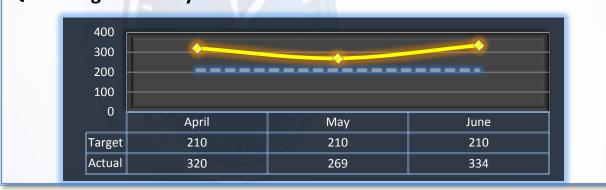
Q4 Average:	20	Days
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30 25 20 15 10 5					
0	April	May	June		
Target	20	20	20		
Actual	22	24	14		

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.

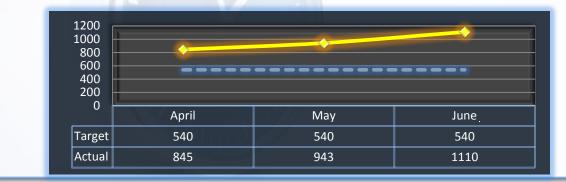
Target: 210 Days Q4 Average: 306 Days



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

