

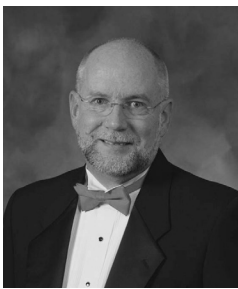


NABP 101st Annual Meeting
May 21-24, 2005
New Orleans, LA

Remarks of the Incoming President

Presented by:

Dennis K. McAllister, NABP President-elect



Good afternoon! I am excited to have this opportunity to lead your Association – an organization that has consistently developed innovative new programs focused on public service that will sustain our work for years to come. As I prepared my remarks for today, I thought of those individuals who came before me and contributed their time and talent in making NABP a successful organization. I hope to follow in their footsteps as I assume the tremendous responsibility of becoming your president. I will draw inspiration from the excellent NABP presidents who came before me, including three who hailed from Arizona: Newell Stewart, Alfred Duncan, and Llyn Lloyd. I also want to thank y fellow members at the Arizona State Board of Pharmacy and colleagues at the Midwestern University College of Pharmacy-Glendale for their support and encouragement. A special thanks to my wife Cathy

for her unwavering confidence and support.

As a member of the Executive Committee, treasurer, president-elect, and soon president over the past five years, I have witnessed an amazing evolution and revolution within NABP. The remarkable changes in the Association, unprecedented growth in all of the major areas, and responsive introduction of new programs and services has been astounding.

On Sunday, you heard Chairperson Donna Wall speak enthusiastically about her passionate drive to instill patient safety as a tenet upon which NABP, its philosophies, and programs are built; NABP's perseverance to begin the process of collaborating with other organizations on a Continuing Professional Development opportunity for pharmacists, the launch of the Pharmacist Self-Assessment Mechanism™; and our new headquarters. At many points along the way to accomplishing these goals, we stopped to assess if we were doing the right thing for the state boards of pharmacy, the public we protect, and NABP.

Sometimes when we stopped there was doubt, concern, and resistance from other groups or individuals that caused us to pause and reassess what needed to be accomplished. Each time we looked to NABP's Strategic Plan and what you, the members, were telling us had to happen. Similarly, when Donna Horn spoke about reducing medication errors in community pharmacy practice and introducing the Verified-Accredited Wholesale Distributors™ program, it demonstrated for me NABP's serious concern for the public health and our realization that the Association must continue to supplement the resources lost by the states with innovative programs and increased services.

As I sat and listened to the presentations Donna (D2), and Donna (D1), and Larry (just Larry), delivered on Sunday, I could not help but reflect on some of the events of the past five years that tested NABP's resolve and pushed us to where we are today. When we learned of the breach in the Foreign Pharmacy Graduate Equivalency Examination® program, uncertainty and

concern gripped the Executive Committee. However, not only did we recover from the breach and begin administering examinations in record time, but the program became stronger and the number of foreign graduates certified by NABP reached all-time records. When we partnered with Pharmacy Technician Certification Board (PTCB) to establish a national definition, recognition, and assessment of technicians, we wondered if the course we chose was right. Unquestionably, the collaboration with PTCB was the right choice.

It's rather nice to stand here today and celebrate with you the successes we have had over the past five years. But that wouldn't sit well with the other members of the Executive Committee and me. As president, I want to look at what has happened, what has worked, and what has not worked and refine NABP's strategic direction.

You might recall this movie (*Journey to the Center of the Earth*); I've always remembered its focus on science and exploration and it is one of the classics. Just as the explorers in the *Journey to the Center of the Earth* journeyed into the Earth's core, we, the Executive Committee and members of the state boards of pharmacy, are ready to venture into the very core of NABP and into the center of what NABP does. However, prior to attempting this adventure, we must first ask, "Where are we now?" and "Where are we going?". We are looking for our "gateway" to the core of our Association.

Throughout the past few years, this Association has grown in its programs and services, in media attention, in the relationships we enjoy with other pharmacy associations, and even in size! How was all of this possible? It has been possible mainly through the steadfast involvement of the boards of pharmacy, the guidance of NABP's Executive Committees, and commitment of NABP staff.

Communicating to the Media, Educating the Public

NABP's immense growth in national recognition and involvement with the media over the past few years illustrates the Association's growing role as a trusted resource on Internet drug sales, drug importation, and patient safety. A few examples include:

- discussing the unsafe and illegal practice of drug importation on CNBC in September 2003;
- speaking out on the dangers of counterfeit drugs in the "Looks Can Be Deceiving" campaigns in states across the country in 2004;
- appearing on a June 17, 2004 episode of The Today Show to converse on the risks of obtaining prescription medications via suspicious pharmacy Web sites;
- being featured on a July 25, 2004 segment of Dateline NBC, where NABP was interviewed as an expert resource for a

segment on the dangers of Internet drug buys; and

- assisting MSNBC in the fall of 2004 in an undercover investigation of anabolic steroids sold on eBay.

We have accomplished so much in just a few years! While researching past activities, it was hard for even me to take in this wealth of information. I realized though that if NABP has the drive, courage, and passion and the boards- continued involvement and support, the organization could meet any challenge.

And, speaking of involvement, as I ask my next question, "Where is NABP headed?", I turn to you, the officers, members, and staff of the boards of pharmacy. It is the boards who can guide NABP in the right direction.

Member Satisfaction Survey

Just two hours ago, we conducted the Member Satisfaction Survey, which provided the state boards of pharmacy with an opportunity to review NABP's programs and services, enabling the boards to impart their own ideas and feedback. All executive officers and presidents of the state boards were invited to participate. NABP will also send the Survey to those boards who were not represented here in New Orleans, thereby providing them with the chance to still be involved.

During the session, members of the Executive Committee and I were available and discussed the Survey and how the results would be analyzed. Respondents

of this first Survey were asked to rate NABP overall – its attributes, functionality, and effectiveness – and to provide descriptions of the most valuable attributes of NABP as well as to propose changes and/or additions to NABP's operations. In addition, they were asked to rate the knowledge, experience, and level of service provided by NABP. Each individual program and service was then evaluated to obtain a satisfaction rating. The boards were also asked to critique the levels of opportunities available for board members to become involved in NABP's governance and policy development process.

Overall, the Survey is focusing on obtaining direction from the boards for improvements to our programs and services and how NABP and the boards can work together to improve the Association. It requests that the boards identify issues of importance and how NABP should deal with such issues. The Survey also requests that boards provide futuristic ideas of where NABP needs to be to service its members well. By utilizing the Member Satisfaction Survey, the boards will unveil the core of NABP, where we are now as an organization, and where we must go to continue to succeed. When the data is all in and compiled it will be the focus of the Executive Committee planning retreat in July. I will bring back to you the results of the Survey, and a summary of the Executive Committee response from the planning retreat, at the district meetings. If any of you have questions or comments please

feel free to share them with the other members of the Executive Committee and me as this will also be part of the Executive Committee retreat and strategic plan.

Data Management: Online Registration

The Association also understands and envisions a constant need for enhancing its databases to provide the best service to its member boards and customers. Two years ago, at the 99th Annual Meeting in Philadelphia, then President John Fiacco spoke about a dramatic and cutting-edge transformation in NABP's operations and data management systems. The new system will be simplified and unified – in balance with the Executive Committee's vision for a database containing both candidate and membership information.

To date, member board of pharmacy data as well as publication and subscription data have been loaded. As you saw in the Educational Presentation Area, NABP unveiled an online form for the use of candidates seeking to take the North American Pharmacist Licensure Examination™ (NAPLEX®), Multistate Pharmacy Jurisprudence Examination® (MPJE®), or those wishing to execute score transfers. This new format replaces the current bubble forms and allows for credit card payment at the time candidates are submitting their requests.

In addition, NABP is working to improve the timeliness of reporting disciplinary action

data to the Health Insurance Portability Database as well as updating the Pharmacist and Pharmacy Achievement and Discipline® database, for Achievement, Foreign Pharmacy Certification, and Clearinghouse information on a regular basis. The Association is also working feverishly to build an information technology architecture and support staff to ensure operations 24 hours a day, seven days a week. NABP recently converted publications to an online or electronic-based format. The ELTP applications, once printed and mailed to the boards for release to applicants, transitioned to an electronically based application that was posted to NABP's Web site in early March 2005. The application in Adobe PDF and Microsoft Word format allows for convenient access as boards are not required to mail the applications to candidates. Instead, boards may direct candidates to NABP's Web site, where the application can be downloaded. The NAPLEX/MPJE Registration Bulletin was posted to the Web site in December 2004, saving the boards postage expenses. This also enables NABP to update the Bulletin as needed, adding flexibility to production schedules for staff.

Conclusion

Since its birth, NABP has developed and implemented dynamic and mission-driven programs and services. In the past few years, the Association's reputation as a leader in health care information has increased tremendously through

collaboration with health care and regulatory organizations and through involvement with the media. As we look to our future, and take our first step into a second century of existence, I know there will be new challenges to face and additional risks that we must take to support patient safety and protect

the public's health. However, armed with the knowledge that the state boards of pharmacy stand firmly by us, confident in our Executive Committee, and aware that the Association is staffed by dedicated and loyal employees, I believe we will continue to succeed in our vision.

Now I would like to turn the podium back over to Donna Horn. We will continue with the business session where we will hear the names of the individuals who will serve as officers and members of the 2005-2006 NABP Executive Committee.
Thank you!