

## CUSTOMER NAME

State Board of Pharmacy

## INDUSTRY

Licensing and Regulation

## LOCATION

Texas

## SOLUTION HIGHLIGHTS

- Eliminated the need for a physical file room
- Enabled agency to increase amount of work performed with same personnel

## BENEFITS

- More effective use of agency resources
- Increased bandwidth without adding head count or physical storage space
- Reduced risk of loss

## IMAGING SOLUTION HELPS PHARMACY BOARD KEEP UP WITH GROWTH

### BUSINESS PROFILE

The mission of the State Board of Pharmacy (TSBP) is to promote, preserve, and protect the public health, safety, and welfare by fostering the delivery of quality pharmaceutical care to the citizens of Texas, through the regulation of the practice of pharmacy, the operation of pharmacies, and the distribution of prescription drugs in the public interest.

One of the oldest agencies in Texas, the Board of Pharmacy is a health regulatory agency that serves the public by licensing pharmacies, pharmacists, and pharmacy technicians.

### OPERATIONAL OVERVIEW

The Licensing and Administrative Services Division oversees approximately 75,000 pharmacists and pharmacy technicians throughout the State of Texas, a population that is growing daily. The Division also oversees approximately 6,600 pharmacies in Texas, including community pharmacies and those in hospitals and clinics, as well as national retail chains like CVS and Walgreens, where drugs are dispensed to the public.

### BUSINESS NEED

Every pharmacist or pharmacy technician must fill out an application to receive their original license, and after receiving their license, they must apply for a renewal each year. Traditionally, TSBP staff members would physically file each new paper application when it was received. As subsequent renewals came in, these were also filed along with the historical record. During the agency's hundred-year history, it accumulated over forty 5-drawer filing cabinets, storing the thousands of licensees' records.

As Texas faced a fiscal crisis in recent years, this paper process was put to the test. "First, agencies receive less and less money," said Cathy Stella, Administrative Services and Licensing Division Director. "And, we also had the issue of running out of space." Additionally, with the large number of historic records stored in paper form, TSBP faced the risk of losing files. "We could have lost them to disaster or just sprinklers coming on," said Stella. "And, due to age, some of the paper files were just disintegrating by themselves."

According to Stella, agency leaders also knew that their resources would be tested further in coming years if nothing was done to improve the process. The continued occupational growth of pharmacy technicians and the increasing demand for pharmacists in Texas were posing serious problems for the agency's limited capacity to handle applications and renewals. Without a more efficient means of getting their job done, TSBP would need to add space and resources to support the expected increases.

Agency leaders decided in 2004 to start scanning license application and renewal forms. They found that Neubus services would enable them to scan and digitize records, allowing the agency to maintain current office space, while handling the additional volume of documents expected.

## **SOLUTION**

The State Board of Pharmacy worked with Neubus to scan all historic application files for licensed pharmacists, and then completed the same process for pharmacy technicians.

Today, with the imaging services in place, Neubus scans the documents and converts them to digital images and detailed index files, then returns the files to the agency via File Transfer Protocol (FTP).

"The system is pretty seamless to use," said Stella. "We box [the files] up, put them together, and send them to Neubus, and then we get them back electronically."

Since the project began, the agency has scanned all historical application files, adding up to approximately one million images.

"It is definitely worth it," said Stella.

## **BENEFITS**

### ***SPACE AND COST SAVINGS***

While most of the imaging impact is behind the scenes, space and resource savings have provided indirect benefits to pharmacists and pharmacy techs, as well.

Neubus services have allowed the agency to free up office space previously used for storage and filing. "We were able put three FTEs in that space," said Stella.

### ***REDUCED RISK***

In addition to cost savings, Neubus services have helped the agency reduce risk and provide a disaster recovery plan.

"It reduced our risk of losing everything if something goes wrong," said Stella.

### ***INCREASED EFFICIENCY***

According to Stella, Neubus services have made the agency more efficient. "Everything is in the database now, so we don't have to go look them up."

This added efficiency means that as the number of licensed pharmacists and pharmacy technicians in Texas grows, the Board of Pharmacy will be able to support the additional workload without having to add storage space for these types of files.

## **SUMMARY**

Using Neubus services, the State Board of Pharmacy was able to digitize the majority of its license applications and renewals, saving space, reducing risk, controlling costs, and increasing efficiency.

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