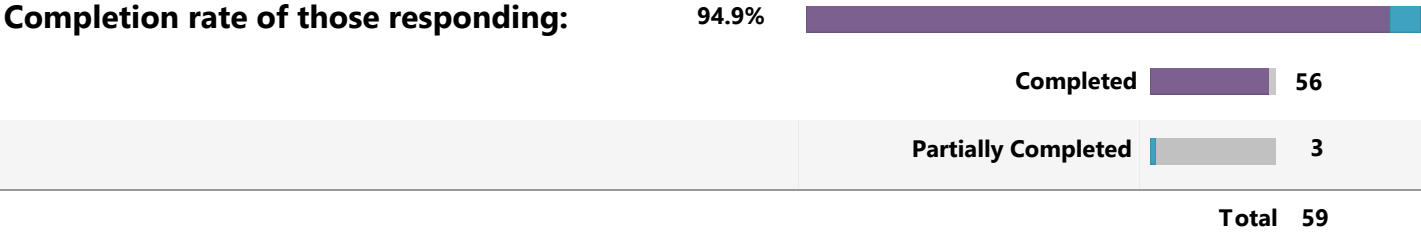


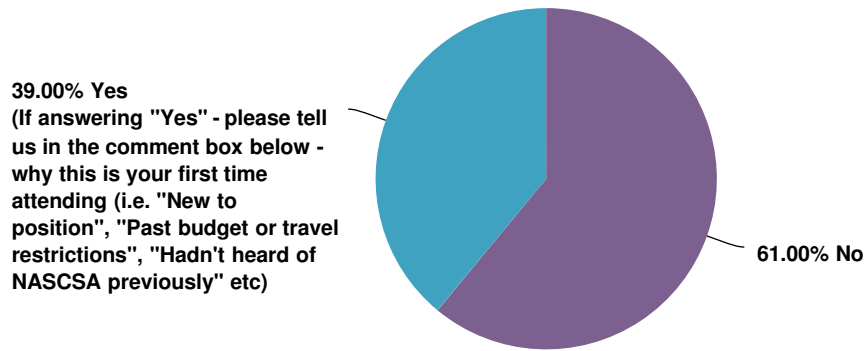
2016 Conference Survey Report

November 20, 2016

Surveys emailed 161 / Surveys completed 59 = 36.64% Response rate



1. Was this the first time you have attended a NASCSA Conference?

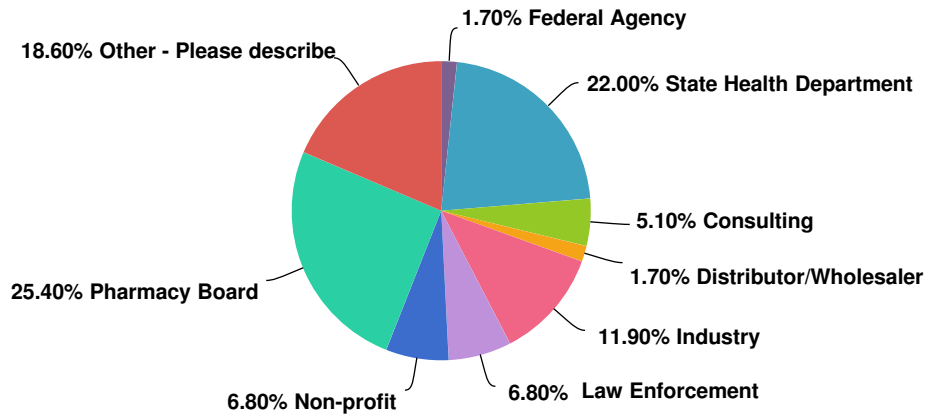


| Value | Percent | Count |
|---|---------|-----------|
| No | 61.0% | 36 |
| Yes (If answering "Yes" - please tell us in the comment box below - why this is your first time attending (i.e. "New to position", "Past budget or travel restrictions", "Hadn't heard of NASCSA previously" etc) | 39.0% | 23 |
| Total | | 59 |

1a. Was this the first time you have attended a NASCSA Conference? - comments

| Count | Response |
|-------|---|
| 4 | New to position. |
| 3 | New position |
| 3 | New to position |
| 1 | Attended in the absence of a newly created PDMP Program Coordinator |
| 1 | Filling in for the person who normally attends |
| 1 | I was presenting at the conference. |
| 1 | I wasn't entirely aware of NASCSA previously; I sought out approval to attend to get to a conference re: controlled substances as our staff nears retirement. |
| 1 | Invited for panel, no previous involvement. |
| 1 | New to Position |
| 1 | New to position as a vendor |
| 1 | Past budget but hope to have budget for future meetings. |
| 1 | Rotation of agents to various conferences. |
| 1 | Speaker |
| 1 | new position |

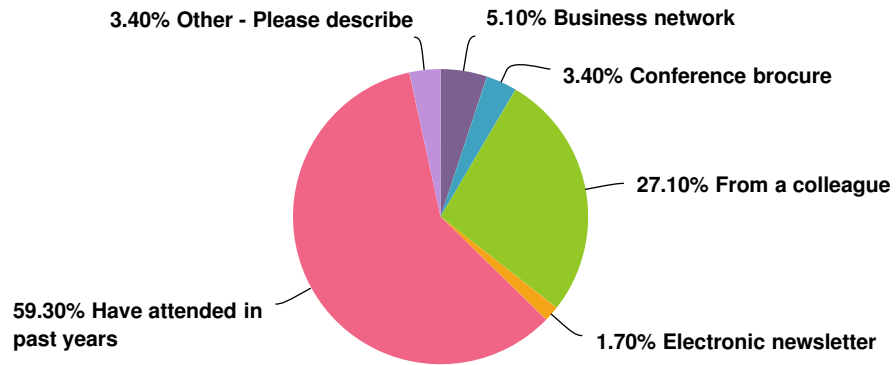
2. Where are you employed? (please choose best match)



| Value | Percent | Count |
|-------------------------|---------|-----------|
| Federal Agency | 1.7% | 1 |
| State Health Department | 22.0% | 13 |
| Consulting | 5.1% | 3 |
| Distributor/Wholesaler | 1.7% | 1 |
| Industry | 11.9% | 7 |
| Law Enforcement | 6.8% | 4 |
| Non-profit | 6.8% | 4 |
| Pharmacy Board | 25.4% | 15 |
| Other - Please describe | 18.6% | 11 |
| Total | | 59 |

| Other - Please describe | Count |
|---|--------------|
| Law Enforcement Training Company | 1 |
| Pharma Company | 1 |
| State Agency | 1 |
| State Department of Consumer Protection | 1 |
| State Licensing Agency | 1 |
| State Occupational Licensing | 1 |
| State agency | 1 |
| Vendor | 1 |
| Vendor - HID | 1 |
| Total | 9 |

3. How did you learn about our Conference?



| Value | Percent | Count |
|-----------------------------|---------|-----------|
| Business network | 5.1% | 3 |
| Conference brochure | 3.4% | 2 |
| From a colleague | 27.1% | 16 |
| Electronic newsletter | 1.7% | 1 |
| Have attended in past years | 59.3% | 35 |
| Other - Please describe | 3.4% | 2 |
| Total | | 59 |

| Other - Please describe | Count |
|-------------------------|----------|
| Supervisor | 1 |
| invited to panel | 1 |
| Total | 2 |

4. Please rate the following criteria concerning topics presented at the Conference

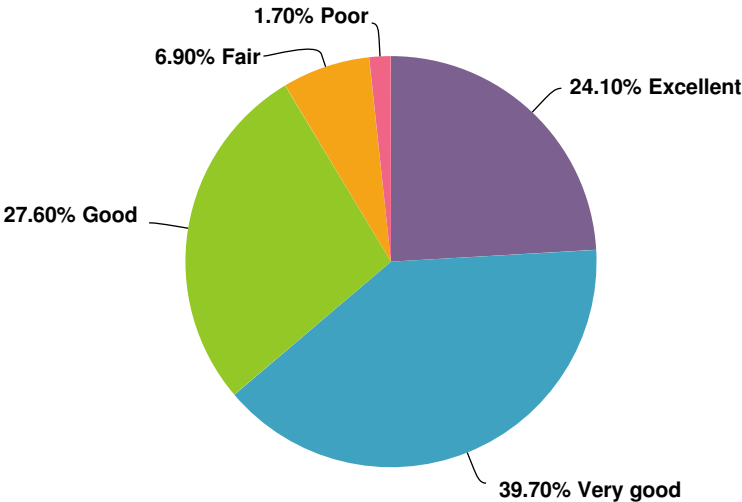
| | Excellent | Very good | Good | Fair | Poor |
|------------------------------|-------------|-------------|------------|-----------|-----------|
| Overall timeliness of topics | 31 54.4% | 16 28.1% | 6 10.5% | 4 7.0% | 0 0.0% |
| Overall usefulness of topics | 27 47.4% | 15 26.3% | 9 15.8% | 4 7.0% | 2 3.5% |
| Presentation of topics | 24 42.1% | 23 40.4% | 8 14.0% | 2 3.5% | 0 0.0% |
| Topics were interesting | 25 43.9% | 22 38.6% | 7 12.3% | 3 5.3% | 0 0.0% |

4a. Please rate the following criteria concerning topics presented at the Conference - comments

| Count | Response |
|-------|----------|
|-------|----------|

| | |
|---|---|
| 1 | Actually was disappointed with both presentations / sessions that DEA participated in. What we all do is so dependent on what is going on federally and they really didn't provide much in the way of current activity. |
| 1 | Great selection of Presenters/Speakers and topics! The topics were very current and appropriate. |
| 1 | I really appreciate the coordinated efforts to stay punctual but not rushed at the same time. |
| 1 | I really enjoyed the conference and the speakers were very high quality. The interactive workshops were very useful. |
| 1 | I thought the topics were largely less than helpful for State Controlled Substance Authorities. The topics failed to address the largest issues facing the PDMP community including - data quality, entity resolution, privacy, and high risk patient modeling. It also seemed like a waste of resource to spend so much time on criminal enforcement which took up at least 3 sessions which I can immediately think back to. Finally, I thought the presentations from Pharma, without any counter-programming were ridiculous. Those presentations were essentially lobbying presented in the guise of education. That's fine, but if that type of presentation is given, then there should be counter-presentations to show the dangers of such pushed for actions. |
| 1 | Since I am primarily focused on the Prescription Monitoring Program some of the topics were not as applicable to my responsibilities but still interesting. |
| 1 | Support to your speakers started very weak, it got better as it went, however you at least need a short intro for your speakers, poor form on that. |

5. What is your overall rating of the Conference facility?



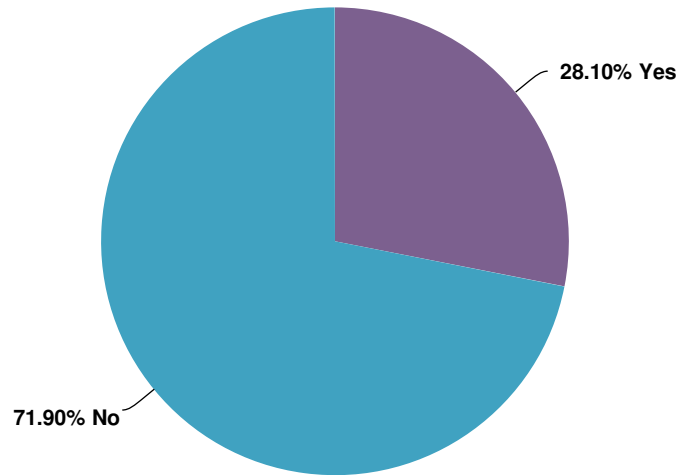
| Value | Percent | Count |
|--------------|---------|-----------|
| Excellent | 24.1% | 14 |
| Very good | 39.7% | 23 |
| Good | 27.6% | 16 |
| Fair | 6.9% | 4 |
| Poor | 1.7% | 1 |
| Total | | 58 |

5a. What is your overall rating of the Conference facility? - comments

Count Response

| | |
|---|--|
| 1 | Air conditioning was a bit on the cool side and at times the room was cramped when all attendees were present |
| 1 | Being right by the entrance of the hotel was very loud and distracting. |
| 1 | Conference Room was next to hotel lobby and at time the noise from the people in the lobby was distracting. |
| 1 | Don't recommend having a conference in a first floor room right next to the entrance of the hotel |
| 1 | Hotel had poor support |
| 1 | It did not appear the facility accommodated networking easily. The accommodations were nice and in a good location. |
| 1 | It was cold. |
| 1 | It would have been better if the conference room was not off the lobby. It was noisy and somewhat distracting if a door was opened or you sat towards the back of the room. |
| 1 | Layout not conducive to conversation or mixing with other attendees. Scottsdale was much better in this regard. |
| 1 | Location was too noisy. The conference room was poorly situated and thus noisy. You had to hike to get to the bathroom. The food provided by the hotel was skimpy for as much as I know you pay. They didn't even serve iced tea or water at the opening buffet. They only had a couple of people for check-in despite the long lines. I know this is minor, but the toilet paper was so flimsy, it disintegrated upon use. However, the room was nice, the bed comfy and the shower great. Plus hotel access to restaurants was good. |
| 1 | Noise from lobby was an issue. |
| 1 | Not enough tables. |
| 1 | Quality of servicing the meeting room was not as good as usual. I did not stay in the conference hotel so I don't know about the rooms. Food quality was unimpressive. \$5.00 for water at the reception was absurd. |
| 1 | The lobby was *way* too cold!!! |
| 1 | The meeting room was very awkward, especially for discussion purposes. The shape and orientation made getting in and out of the chairs difficult. There were multiple housekeeping issues with my room and other attendees reported similar issues. |
| 1 | Too much noise in hotel lobby. Meeting room too small |

**6. Do you have suggestions for changing the meeting format?
(e.g. more breakout sessions / more interactive format etc)**



| Value | Percent | Count |
|-------|---------|-------|
| Yes | 28.1% | 16 |
| No | 71.9% | 41 |
| Total | | 57 |

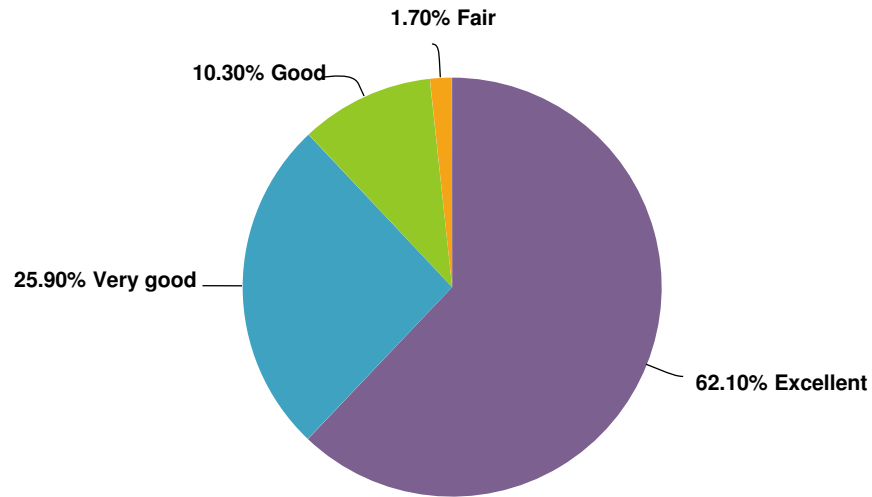
**6a. Do you have suggestions for changing the meeting format?
(e.g. more breakout sessions / more interactive format etc) - comments**

| Count | Response |
|-------|--|
| 1 | At a recent FDA meeting, they changed up the format that was very good. They had panel presenters, much like at NASCA, but, for a few sessions, the presentations were shorter and then we broke out into smaller groups to have state discussions. We had four groups of states and each breakout session was with the same set of states (pros and cons there). But, it was a great opportunity to learn more specifically what other states are doing in certain areas. Could be quite helpful in the CS arena. |
| 1 | Better microphone setup for comments. |
| 1 | Eliminate the free afternoon and shorten the meeting. Make sure the title of a breakout session accurately reflects the content. Example: the EHR session was only half EHR. The rest was e-prescribing which was completely unrelated. |
| 1 | For me the PMP panel discussion was one of the best sessions and I wish I had attended both times for that discussion. Would have rather seen that as an entire group panel discussion and not a breakout but my primary interest is PMP. |
| 1 | Great format and balance. |
| 1 | Have the interactive sessions in a closer, circle format like in Scottsdale. |
| 1 | I did really enjoy the breakout/open forum pdmp sessions and definitely would like these continued and maybe add an additional one. |
| 1 | I enjoyed the breakout sessions. This way you could attend the meetings that were of interest to you. |
| 1 | I think one set (3) of breakout sessions is appropriate for a three or four day conference. A more interactive format may be a function of the speaker and the topic, but is a great idea! |
| 1 | More PMP breakout sessions. More PMP presentations. |
| 1 | More PMP presentations that include law enforcement use, DEA involvement, information from states that have a heavy use of the PMP, like the states that have a mandate in place requiring prescribers to use it etc. Pharmacy reporting to the PMP. |
| 1 | More forums |
| 1 | More interactive / breakout. Diverse group of attendees, so most presentations were not relevant to at least some of attendees. |
| 1 | More interactive format would be great |

Count Response

| | |
|---|---|
| 1 | PMP is more and more related to DEA. Hopefully we have DEA officer who can answer our questions next year. |
| 1 | Some topics were very old and things we've already had for years....like all the meth stuff we've seen over and over. |
| 1 | Still a bit grueling; Afternoon off was a welcome change and I think a 9AM meeting start is plenty early. |
| 1 | The small group breakout sessions (e.g. PMP breakout) were conducive to facilitating an open dialogue and information sharing between states. |
| 1 | This is a good format. A lot of people stayed through the Friday talks. |
| 1 | You need to support your program better, breakfast was very poor at the start, your format other than presentations is poor for an organization with members that pay dues. |
| 1 | skip the afternoon off and shorten the meeting by a day. include the PMP presentations within the actual conference and not beforehand. |

7. How do you rate the attendee's opportunity to have asked questions of the Conference speakers?

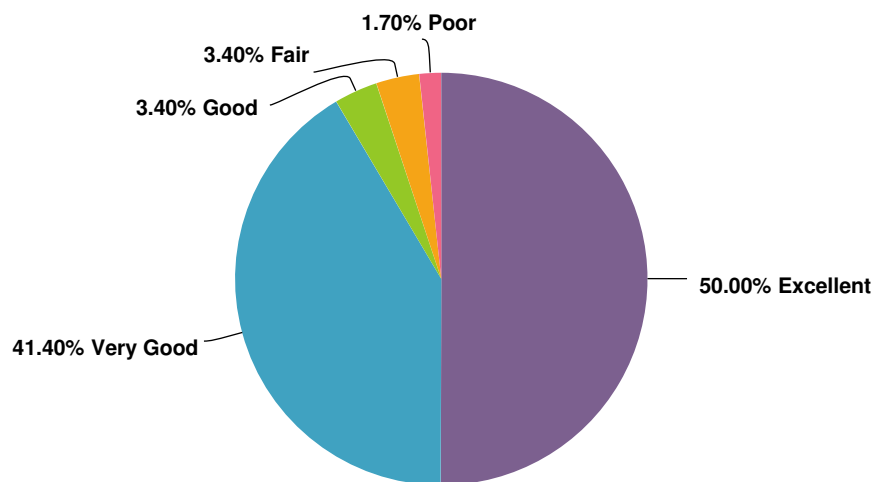


| Value | Percent | Count |
|--------------|---------|-----------|
| Excellent | 62.1% | 36 |
| Very good | 25.9% | 15 |
| Good | 10.3% | 6 |
| Fair | 1.7% | 1 |
| Total | | 58 |

7a. How do you rate the attendee's opportunity to have asked questions of the Conference speakers? - comments

| Count | Response |
|-------|---|
| 1 | It would be excellent if DEA officer could answer our questions. |
| 1 | Some presentations had ample time to do Q&A whereas others had no time or only a couple of questions before being cut off |

8. How do you rate the attendee's opportunities for networking during the Conference?



| Value | Percent | Count |
|--------------|---------|-----------|
| Excellent | 50.0% | 29 |
| Very Good | 41.4% | 24 |
| Good | 3.4% | 2 |
| Fair | 3.4% | 2 |
| Poor | 1.7% | 1 |
| Total | | 58 |

8a. How do you rate the attendee's opportunities for networking during the Conference? - **comments**

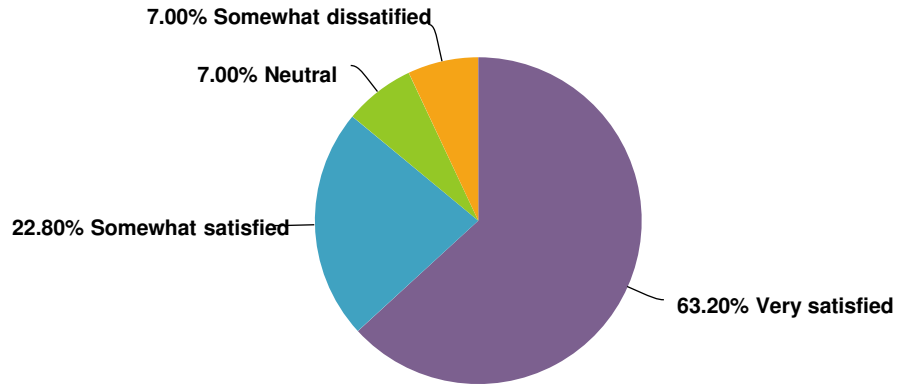
| Count | Response |
|-------|----------|
|-------|----------|

| | |
|---|--|
| 1 | Hospitality room was a great opportunity for networking. |
|---|--|

| | |
|---|---|
| 1 | Maybe some other opportunities for more networking could be breakout sessions and/or more social opportunities outside the conference. Not to expect an elaborate event, but even picking out a particular opportunity (such as a specific tour, etc.) that then each participant could be responsible for signing up themselves, but something that is identified for folks to do. |
|---|---|

| | |
|---|--|
| 1 | Name badges could have BIGGER PRINT and clearly identify your agency |
|---|--|

9. What was your overall level of satisfaction with the 2016 Conference?



| Value | Percent | Count |
|-----------------------|---------|-----------|
| Very satisfied | 63.2% | 36 |
| Somewhat satisfied | 22.8% | 13 |
| Neutral | 7.0% | 4 |
| Somewhat dissatisfied | 7.0% | 4 |
| Total | | 57 |

10. Please rate the importance of the factors below in influencing your attendance at NASCSA Conferences

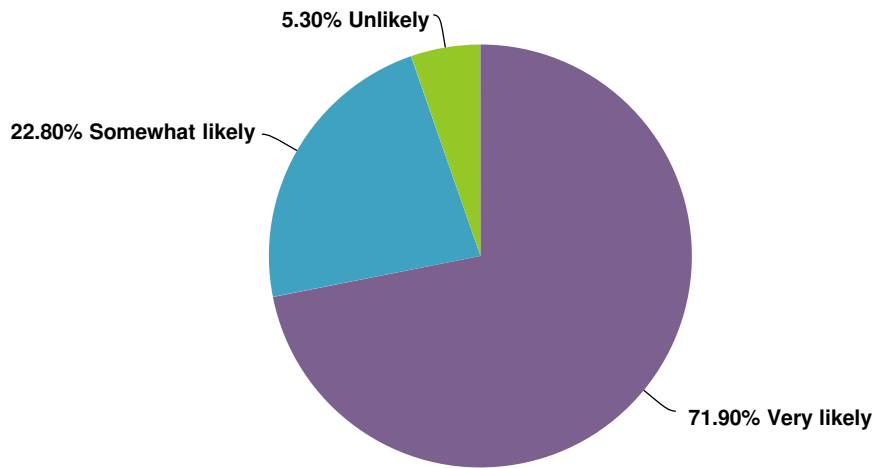
| | Important | Somewhat Important | Neutral | Somewhat Unimportant | Unimportant |
|------------------------------------|------------------|---------------------------|----------------|-----------------------------|--------------------|
| Geographic Location | 19 33.3% | 17 29.8% | 13 22.8% | 2 3.5% | 6 10.5% |
| Ease of transportation and parking | 18 31.6% | 17 29.8% | 15 26.3% | 3 5.3% | 4 7.0% |
| Length of event | 21 36.8% | 23 40.4% | 11 19.3% | 2 3.5% | 0 0.0% |
| Topics and speakers | 48 84.2% | 7 12.3% | 1 1.8% | 1 1.8% | 0 0.0% |
| Profile of other attendees | 14 24.6% | 22 38.6% | 18 31.6% | 1 1.8% | 2 3.5% |

10a. Please rate the importance of the factors below in influencing your attendance at NASCSA Conferences - comments

Count Response

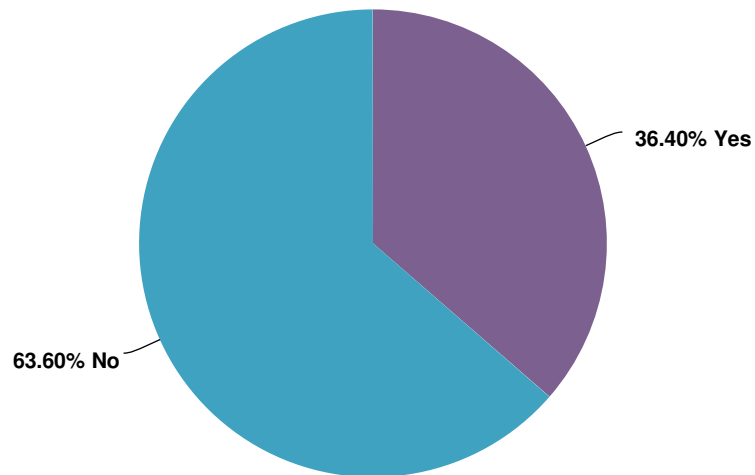
1 Location is not as important but the transportation (air/ground), accommodation cost are important if a high cost area is chosen as TN has to get the budget to attend meeting approved. The location was great this year as no transportation was needed to dine and that was a plus.

11. Based on your experience at this year's Conference, how likely are you to attend in the future?



| Value | Percent | Count |
|-----------------|---------|-----------|
| Very likely | 71.9% | 41 |
| Somewhat likely | 22.8% | 13 |
| Unlikely | 5.3% | 3 |
| Total | | 57 |

12. Were there topics presented at this Conference that you would liked to have seen covered more extensively?

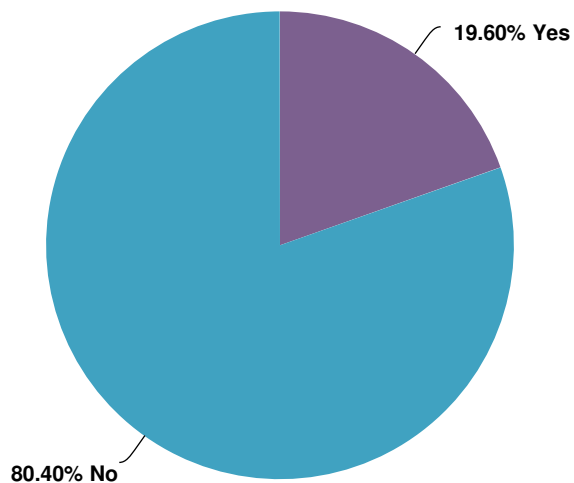


| Value | Percent | Count |
|-------|---------|-------|
| Yes | 36.4% | 20 |
| No | 63.6% | 35 |
| Total | | 55 |

12a. Were there topics presented at this Conference that you would liked to have seen covered more extensively? - **comments**

| Count | Response |
|-------|--|
| 1 | DEA current events / regulations and what is on the horizon. |
| 1 | DEA presentation was terrible-only gave us org chart info we already know. Did not address synthetic drugs or new disposal rules, or CARA laws |
| 1 | I think it would be helpful to learn more about the types of fentanyl (carfentanil) substances, the methods of illicit production, trafficking and distribution and the adverse health consequences and geographic areas impacted. |
| 1 | If given more time |
| 1 | Investigating a doctor or pharmacist for prescribing or dispensing violations. The presentation at the conference was investigation for homicide. Excellent but different from prescribing/dispensing. |
| 1 | New and emerging drugs |
| 1 | PDMP regulation and actions Big Data analysis |
| 1 | PDMPs, more detailed DEA updates |
| 1 | PMP's- Prescribing Physician and Pharmacist Dispensing flows - challenges between the two maybe. |
| 1 | Pharmacy practice diversion... |
| 1 | Prescription Monitoring Program - lessons learned (good or bad), exciting new functionality or any measures that other states believe are showing success in the problem against prescription drug abuse, misuse or diversion. |
| 1 | Research on pain management outcomes and effectiveness of State and CDC guidelines. Involvement, support or programs that drug manufactures were involved in or promoting to reduce addiction to their products. Effectiveness of REM (if any research outcomes or data is available). |
| 1 | State & Federal Level activity |
| 1 | Too much time was dedicated (a morning session) to PMP data errors/correction. Although the issue is not one to be ignored, it also is not a main focus of many states PMPs because staffing levels are minimal and the state's are reliant upon their PMP platform to identify major data errors. No data is 100% correct, but spending several hours talking about 0.4% of prescriptions which have errors is a lot of time, when there are other major issues that states are facing. |
| 1 | Unsolicited reports |
| 1 | how to improve PMP data quality. |
| 1 | items impacting the CSAs. Mare about what they can do and less about the current issues related to drug abuse |

13. Would you like to recommend a speaker or topic for the Program Committee to consider for the 2017 NASCSA Conference

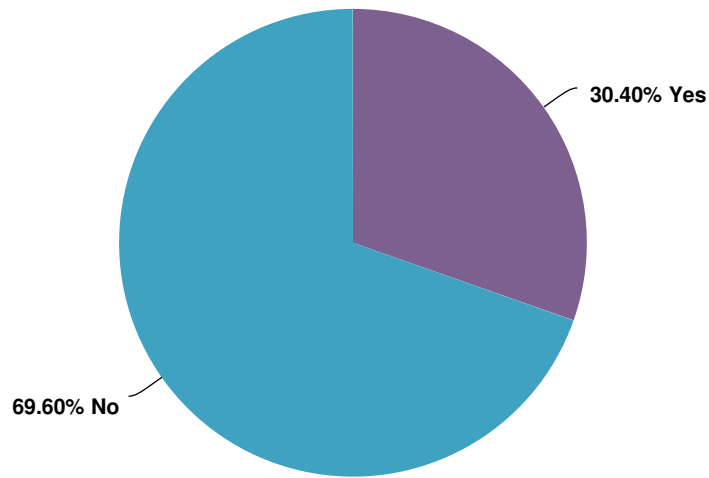


| Value | Percent | Count |
|--------------|---------|-----------|
| Yes | 19.6% | 11 |
| No | 80.4% | 45 |
| Total | | 56 |

13a. Would you like to recommend a speaker or topic for the Program Committee to consider for the 2017 NASCSA Conference? - **comments**

| Count | Response |
|-------|--|
| 1 | A pharmacist and physician from the same state that can discuss the positive or negative impact the PMP has had on their state. |
| 1 | Doctor Nicholas Goeders. He is an LSU Professor and an expert in Meth Related addictions. |
| 1 | I am interested in the topics related to PMP data accuracy. |
| 1 | Information security for CS monitoring systems, databases |
| 1 | Jake Kelton, MERIT Training Programs LLCC |
| 1 | Maybe the regional DEA Special Agents in Charge? They could possibly lead breakout sessions. The Disposal portion could use more information - there were questions from folks that have very little information or understanding of the DEA's "new" regulations. |
| 1 | None that I can think of at the moment |
| 1 | Not at this time |
| 1 | Ohio Board of Pharmacy has investigated/prosecuted a number of cases of prescribing/dispensing violations. |
| 1 | Privacy of PDMP data including both current legal issues and policies regarding best practices for how state's should use the data they maintain. |
| 1 | Someone from DEA to cover the impact of the new CARA laws and new disposal regulations. |
| 1 | Warren Samms, Ph.D., F-ABC Harris County Institute of Forensic Sciences Office: (713) 796-6914 Warren.Samms@ifs.hctx.net He gave an excellent series of talks at the Texas Narcotics Officers Association targeted toward field issues, but still covering a wide range of topics that could be tweaked for our group. As the manager of the toxicology department, he has a vast knowledge of synthetics and current trends. |
| 1 | Will think about possible speakers! |
| 1 | Would love to have possibility a panel where states would discuss their education efforts for prescribers and dispensers in their state. Do they travel and give live presentations, webinars, depending on paper, etc. As it appears that educating the prescribers, dispensers, law enforcement and the general public about the issue seems to be showing potential that it makes a difference. |
| 1 | sent to Kathy |

14. Do you have any general suggestion for improving future NASCSA Conferences?



| Value | Percent | Count |
|-------|---------|-------|
| Yes | 30.4% | 17 |
| No | 69.6% | 39 |
| Total | | 56 |

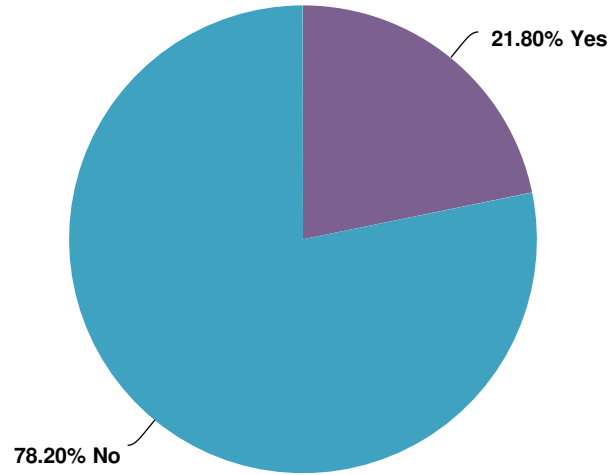
14a. Do you have any general suggestion for improving future NASCSA Conferences? - comments

| Count | Response |
|-------|--|
| 1 | Although it is nice to have a "free" afternoon during the conference, I would prefer that the conference end earlier rather than have an afternoon break in the midst of the conference. I would prefer that the conference end later on Thursday to provide the option of returning home Thursday night or sometime on Friday. Staying over to Friday would provide the option of enjoying the location for a period on Friday. |
| 1 | Clarification of a few items. When does the conference start. Tuesday morning? Tuesday afternoon? Who needs to attend the business sessions? What are the agendas for the business sessions. |
| 1 | Don't let sponsors have full time slots to support their lobbying efforts |
| 1 | I attended NASCSA several times, and I feel the conference is organized better. Thank you for your hard work. |
| 1 | Just what was above about carving out more social events for folks to get to know each other. Identifying an event or tour or dinner, etc. wouldn't need to take a large amount of time to identify and then leave it up to the attendees to sign up or register their participation on their own (not unlike the hotel reservation). |
| 1 | Less expensive beverages at the reception. At least have pitchers of ice water on the table if the bar prices are high. Always have 2 microphones for the audience, in addition to the speakers' microphones. Eliminate lanyards for the name tags. It is hard to see someone's tag when it is low on the chest or turned around backward. |
| 1 | Make sure all speakers have the necessary AV equipment. Better breakfast on first morning of conference. Sit down lunch with the president awards being given at lunch. |
| 1 | Maybe shorten it to 3 solid days of conference and 1 day for the business meeting. |
| 1 | Move the committee meetings to a single day at the start or end of the conference |
| 1 | Offer beverages at dinner. Bottled water was \$5 which was offputting. |
| 1 | Overall impression is important. The \$5 glass of water for dinner was a very hot topic and damaged the conference. I know that seems trivial, but it is true. |
| 1 | Perhaps limit to three days? |
| 1 | Please bring back the bound conference books. |

Count Response

| | |
|---|---|
| 1 | Please send someone from the DEA who is knowledgeable. This was a missed opportunity to interact with an important federal partner. Demetra Ashley's comments were not useful for meeting attendees and she was not informed enough about what her own agency is doing to be speaking at a meeting like this. I am also not sure of the relevancy of Jake Kelton's presentation at this meeting. I found the presentation informative in general but not relevant to the gathering and frankly disturbing. A disclaimer prior to the graphic nature of the content would have been appreciated. |
| 1 | Room is ALWAYS freezing cold. |
| 1 | You might want to hire a consultant to do the actual format of the program. |
| 1 | coffee and bottled water or in pitchers on tables throughout sessions. |
| 1 | see previous answers |

15. Are there reports, surveys or other forms of data that NASCSA could compile that would be useful to you?



| Value | Percent | Count |
|-------|---------|-------|
| Yes | 21.8% | 12 |
| No | 78.2% | 43 |
| Total | | 55 |

15a. Are there reports, surveys or other forms of data that NASCSA could compile that would be useful to you? - comments

| Count | Response |
|-------|--|
| 2 | Not at this time |
| 1 | A state by state analysis/comparison of the drug scheduling process. |
| 1 | As a new attendee it would have been helpful if someone would have explained the business processes and membership rules at the outset. |
| 1 | I think NASCSA and NAMSDL provide great resources and cannot think of anything, at this time, that I think would be useful to me. Thank you. |
| 1 | I would appreciate any feedback regarding the presentation I gave. Thanks |
| 1 | Just the bound books, I really missed them |
| 1 | Perhaps, but would have to think about it. |
| 1 | Possibly - if the program itinerary is known well enough in advance, surveys could be sent out ahead of time to gather information from the states about what they are doing in those particular areas and that information can be provided during the meeting. It would be possible to solicit such survey information from states even if they are not sending a representative to the conference, so you're getting more information than just from who is in the room during the conference. |
| 1 | Quick reference chart/grid that summarizes each state, commonwealth, districts and/or territories. |
| 1 | The presentations presented at the conference. |
| 1 | Yes, there is a lot going on in this space. Manufacturers seem to get a pass almost everywhere. Would like to hear from them what they are actively doing (other than lobbying) to reduce the hard caused by these drugs. |
| 1 | You should research this and provide that information to your members. |
| 1 | anything related to drug abuse, misuse, and OD's |