



# Report Highlights

## Regulation of the Practice of Pharmacy Louisiana Board of Pharmacy

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### Why We Conducted This Audit

We conducted this audit because even though the Louisiana Board of Pharmacy (LABP) is created under the authority of the Louisiana Department of Health (LDH), neither LDH nor any other entity provides oversight of LABP's operations. In addition, the dispensing of addictive medications such as opioids and sedatives, as well as overdose deaths from prescription drugs, has increased in recent years. In 2016, Louisiana was one of the top states for the number of opioid prescriptions dispensed, averaging 98.1 prescriptions per 100 persons, with the national average being 66.5 prescriptions.

### What We Found

Overall, we found that LABP has established licensing, inspection, complaint, and enforcement procedures that comply with state law and conform to most regulatory best practices. However, we identified the following areas where LABP could strengthen its oversight processes:

- **Although LABP conducted most of its required inspections in a timely manner, it did not inspect 505 (9.7%) of 5,229 pharmacies and CDS licensees according to required timeframes during fiscal years 2013 through 2017. Additionally, 42 (9.1%) of 464 CDS licensees were not inspected at all during a four-year period.** According to LABP, this was because it did not have enough compliance officers and prioritized inspections of high-risk licensees over low-risk licensees.
- **LABP's policy does not specify which violations require follow-up inspections or require compliance officers to document follow-up inspections.** We found that LABP did not conduct follow-up inspections on five (45.5%) of 11 pharmacies placed on probation during fiscal years 2013 through 2016. As a result, management cannot ensure that follow-up inspections are conducted when required and that violations are corrected.
- **LABP's enforcement process helps ensure violations are addressed in a consistent manner. However, LABP did not complete investigations for 152 (10.8%) of 1,410 enforcement cases in accordance with its internal timeliness goal of 180 days during fiscal years 2013 through 2016.** LABP should establish formal timeframe requirements for its enforcement process, including completing investigations and closing enforcement cases, to help mitigate potentially dangerous situations for the public.

Entities Regulated by LABP Fiscal Year 2017	
Credential Type	Number
CDS License - Facility or Person	20,193
Pharmacy Technician	8,613
Pharmacist	5,372
Special Activity Permit	2,934
Pharmacy	1,983
Equipment Permit*	1,487
Pharmacy Intern	1,094
<b>Total</b>	<b>41,676</b>
*Includes emergency drug kits, durable medical equipment, etc. <b>Source:</b> Prepared by legislative auditor's staff using information provided by LABP.	

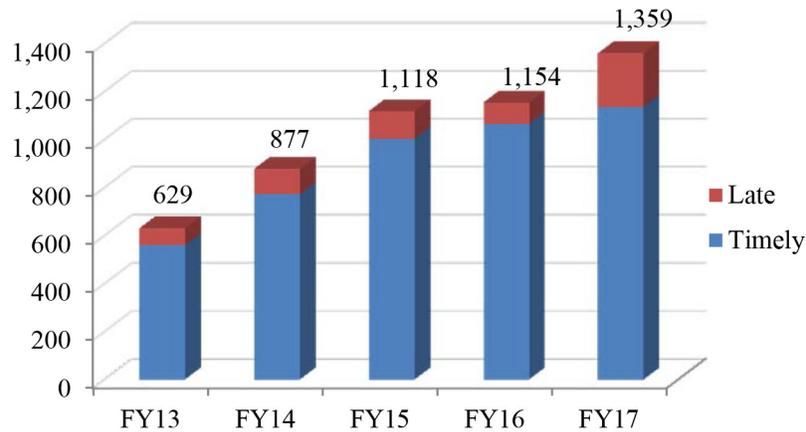
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# Oversight of the Practice of Pharmacy

## Louisiana Board of Pharmacy

### What We Found (Cont.)

Pharmacy and CDS Licensee Inspections Conducted  
Fiscal Years 2013 through Year 2017



**Note:** While it appears that LABP’s performance regarding the timeliness of inspections was declining in FY17, compliance officers were catching up on inspections that were not completed as required in previous years. In addition, LABP revised its inspection criteria in FY17 to be more stringent.

**Source:** Prepared by legislative auditor’s staff using information from LABP’s eLicense system.