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CITIZENS SUMMARY

Findings in the audit of the Division of Professional Registration, State Board of Pharmacy

Inspections	The Board has inspectors on staff that perform inspections of pharmacies/drug distributors, but inspectors do not maintain documentation supporting requirements reviewed, and checklists are not used to ensure critical requirements are considered during inspections. Inspectors began using an electronic observation report, but this has prevented them from obtaining a signature from either the pharmacist-on-duty or permit holder acknowledging the completion of the inspection and any observations noted.
Board Appointments	As of June 30, 2014, the Board had three vacancies, dating from January 2011, January 2012, and April 2013. If any current member is absent from a Board meeting, the Board would not have a quorum and could not conduct business.
Board Meetings	The Board did not follow the Sunshine Law for email meetings held. The Board's policy is that meeting minutes be approved before being made available for public inspection, but our review noted Board meeting minutes were not approved for up to 12 months after the meeting was held. As such, documentation of business conducted was not available for inspection and review by the general public within a reasonable amount of time.

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.

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