

Arizona State Board of Pharmacy

Board did not fulfill several regulatory responsibilities, base its fees on the cost of providing services, enforce compliance with State Controlled Substances Prescription Monitoring Program (CSPMP) requirements, and provide accurate and complete information to the public

Audit purpose

To determine if the Board issued licenses and permits to qualified applicants in a timely manner, followed its procedures for investigating and resolving complaints and doing so in a timely manner, based its license and permit fees on the cost of providing services, enforced compliance with State CSPMP requirements, and provided required information to the public about licensees and permit holders.

Key findings

- Board did not verify the validity of fingerprint clearance cards for all but 1 of the pharmacist license applicants we reviewed; did not ensure that licensees met continuing education requirements; has not always investigated complaints with similar allegations; and did not meet required inspection time frames.
- Board's license and permit fees are not based on the cost of providing services, resulting in a large and growing fund balance.
- State may not be receiving the full benefits of the CSPMP because the Board has not enforced or helped to enforce compliance with CSPMP requirements.
- Board did not provide required public information on its website or in response to our anonymous phone calls.

Key recommendations

The Board should:

- Ensure that initial pharmacist license applicants possess valid fingerprint clearance cards before issuing licenses.
- Ensure license renewal applicants meet continuing education requirements by conducting continuing education audits.
- Consistently determine complaint jurisdiction and document these determinations.
- Consistently meet established inspection time frames by developing and implementing processes for tracking and monitoring the completion of facility inspections.
- Conduct a review of its license and permit fees consistent with government fee-setting standards and guidelines and adjust its fees accordingly.
- Ensure that its licensees and permit holders follow State CSPMP requirements and provide other Arizona professional licensing boards with the information they need to investigate and enforce noncompliance with these requirements.
- Provide complete and accurate information to the public on its website and over the phone.