

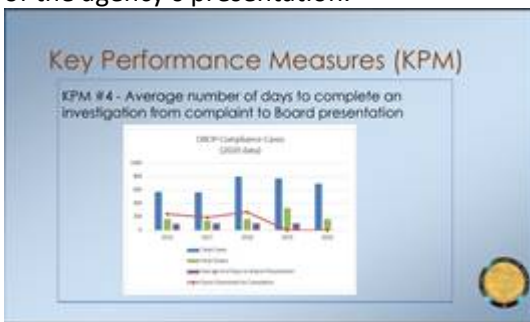
## To Kim

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**From:** To Kim  
**Sent:** Wednesday, February 3, 2021 6:45 PM  
**To:** Sen Frederick; Rep McLain; Sen Dembrow; Sen Thomsen; Rep Alonso Leon; Rep Levy; Rep Reschke; Rep Ruiz  
**Cc:** Wilson Doug  
**Subject:** Board of Pharmacy 2/1 Budget Presentation Follow-up  
**Attachments:** Pharmacy Response to 2.1.2021 Budget Hearing Inquiry.pdf

To the Members of the Education Subcommittee of the Joint Committee on Ways and Means:

Attached please find a letter from the Board of Pharmacy in answer to Senator Frederick's questions regarding slide #14 of the agency's presentation.



As you may remember, this slide provided information on KPM #4 tracking the average number of days to complete an investigation from complaint to Board presentation. Senator Frederick asked the agency to explain the drop illustrated by the red line representing cases generated by complaints. The agency answered that this reflected the agency's decision to include only consumer complaints (that is complaints initiated by outside the agency) for this KPM starting in 2019. Senator Frederick followed up by asking if the agency was able to normalize the data so that there is a way of seeing if consumer complaints has truly gone up or down from 2018-2019. The attached letter from the agency updates slide #14 with only consumer complaint data.

In addition to the letter, the Board provided the following information about total complaint cases broken out into more detailed categories for more context:

In addition to complaint cases initiated by stakeholders outside the agency, the agency also tracks cases that are initiated by the agency. Agency initiated cases are prompted from activities such as inspection results, licensee application cases, drug diversion and theft cases, impairment cases, fraud/misrepresentation cases.

2019 Cases initiated by stakeholders outside the agency = 240 (KPM #4)

2019 Cases initiated by the agency = 531

**2019 Total Number of Cases = 771**

2020 Cases initiated by stakeholders outside the agency = 331 (KPM #4)

2020 Cases initiated by the agency = 365

**2020 Total Number of Cases = 696**

For 2019: Source of the 240 complaints received from outside the agency:

106 consumer

10 government agency

22 Other

39 pharmacist  
20 pharmacy/drug outlet  
38 practitioner  
5 technician

For 2019: Source of the 531 complaints initiated by the agency:

101 Applicant/Application  
225 Board Initiated  
41 Associated Case  
131 Deficiency Notification  
33 Non-Compliance Notification

For 2020: Source of the 331 complaints received from outside the agency:

183 consumer  
5 government agency  
31 Other  
51 pharmacist  
11 pharmacy/drug outlet  
25 practitioner  
25 technician

For 2020: Source of the 365 complaints initiated by the agency:

104 Applicant/Application  
108 Board Initiated  
105 Associated Case  
35 Deficiency Notification  
13 Non-Compliance Notification

Please let me know if you have any questions or would like additional information.

**Kim**

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Kim To  
Senior Legislative Analyst  
Fiscal Impact Supervisor and Lead Analyst  
[LEGISLATIVE FISCAL OFFICE](#)  
**503-779-5619 *during Stay Home, Stay Healthy***



# Oregon

Kate Brown, Governor

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February 3, 2021

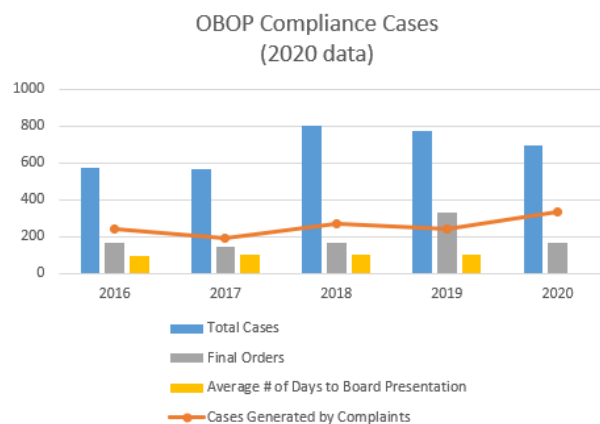
The Honorable Senator Lew Frederick, Co-Chair  
The Honorable Representative Susan McLain, Co-Chair  
Joint Committee On Ways and Means Subcommittee On Education  
900 Court Street NE, H-178  
State Capitol  
Salem, OR 97301-4048

RE: HB 5027 - Budget Hearing Follow Up

Dear Co-Chairs and Committee Members:

During the agency's budget hearing on February 1, 2021, there was a question about the Compliance Case chart presented on slide 14, which was missing "cases generated by complaints" information for 2019 and 2020. Hearing the importance of this detail from the Committee, we were able to work with our database vendor to pull a report identifying all cases generated by complaint for those years. In 2019, there were 240 cases generated by complaints and in 2020 there were 331. This data has been collected since the implementation of our database in 2003 and we will ensure that it is reported separately going forward. As mentioned during the hearing, the "average # of days to Board presentation" field will be completed for the 2021 annual performance report.

Here is an updated chart for slide 14:



Respectfully submitted,

Joseph Schnabel, Pharm.D., R.Ph., BCPS  
Executive Director

Karen S. MacLean,  
Administrative Director