OREGON MORTUARY AND CEMETERY BOARD

TO: **INTERESTED PARTIES**
FROM: **DAVID KOACH, EXECUTIVE DIRECTOR**
DATE: **MARCH 31, 2006**
SUBJECT: **INSPECTION PROCESS for LICENSED FACILITIES**

Prior to 1997, the product of facility inspections was typically a hand-written receipt containing a subjective one-word evaluation, e.g.: poor, good, excellent, or superior. Recognizing the lack of value in such limited and subjective assessments, the Board implemented a more comprehensive and objective inspection process. The aim was to improve compliance through education while at the same time building a constructive rapport with licensees.'

With the exception of egregious or continuing violations, deficiencies noted during routine inspections rarely lead to formal disciplinary action. Deficiencies are documented by means of a hand-written Inspection Receipt signed by a facility representative and the Inspector. Before requesting a signature, the Inspector explains the violations noted, answers questions and negotiates a reasonable time frame for voluntary corrective action. In order to insure that licensees are aware of the objective basis for inspection findings, specific references to pertinent rules and statutes are included in the Inspection Receipt for each violation noted. A copy is provided to the facility representative upon conclusion of the inspection.

Upon return from the field, the Inspector sends the facility manager an inspection follow-up letter reiterating the violations noted and the due dates for correction. When price lists or forms are found deficient, corrected copies are requested. For other violations, written confirmation that corrective action has been taken is requested. Follow-up on-site inspection may also be conducted if there is any question as to whether corrective action has actually been taken.

Licensees are encouraged to contact the Inspector if they have further questions about the inspection or the inspection follow up letter, need additional time to complete corrective action or require technical assistance.

Inspection Receipts, follow-up letters and corrective action confirmations are retained in permanent facility inspection files. In order to identify continuing violations and verify that corrective action has been taken, these inspection records are reviewed prior to the next regular inspection.

By law, inspection results are confidential. An inspection report is presented to the Board during closed Executive Session at each regularly scheduled bi-monthly meeting. Upon review of an inspection summary, the Board may request an investigative report concerning the violations noted or otherwise direct staff to take further action.

Inspectors do not have the authority to compel corrective action. In the event a licensee declines to take voluntary corrective action, the matter is presented to the full Board for a decision. If the Board decides to initiate discipline to compel corrective action, the licensee is informed of the particulars by means of a formal notice which includes an explanation of the licensee's right to contest the Board's proposed action.