



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:
2/28/14

Agency: Oregon Board of Pharmacy

Facility: Portland State Office Building

[ ] New [X] Revised

This position is:

- [X] Classified
[ ] Unclassified
[ ] Executive Service
[ ] Mgmt Svc – Supervisory
[ ] Mgmt Svc – Managerial
[ ] Mgmt Svc - Confidential

SECTION 1. POSITION INFORMATION

a. Classification Title: Health Care Investigator/Advisor
b. Classification No: C5911
c. Effective Date: 7/1/07
d. Position No: 0000582
e. Working Title: Pharmacy Inspector
f. Agency No: 85500
g. Section Title: Compliance
h. Budget Auth No: 1001750
i. Employee Name:
j. Repr. Code: OA C5911 EA
k. Work Location (City – County): Portland/Multnomah
l. Supervisor Name (Optional): Gary Miner
m. Position: [ ] Permanent [ ] Seasonal [ ] Limited Duration [ ] Academic Year
[X] Full-Time [ ] Part-Time [ ] Intermittent [ ] Job Share
n. FLSA: [X] Exempt [ ] Non-Exempt
If Exempt: [ ] Executive [X] Professional [ ] Administrative
o. Eligible for Overtime: [ ] Yes [X] No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The mission of the Board of Pharmacy is to promote, preserve, and protect the public health, safety and welfare of Oregonians by establishing high standards in the practice of pharmacy and by regulating the quality and distribution of drugs in Oregon.

The Oregon Board of Pharmacy accomplishes its mission through the regulation of the practice of pharmacy and the regulation and control of drug outlets involved in the manufacture, production, sale and distribution of legend (prescription) drugs, over the counter (nonprescription) drugs, controlled substance (addicting) drugs, and devices and other materials as may be used in the diagnosis and treatment of injury, illness and disease.

“Practice of pharmacy” means the interpretation and evaluation of prescription orders; the compounding, dispensing, labeling of drugs and devices; the participation in drug selection and drug utilization reviews; the administration of vaccines and immunizations; the administering of drugs and devices and the maintenance of proper records therefore; the responsibility for advising, where necessary or where regulated, of therapeutic values, content, hazards and use of drugs and devices; the monitoring of therapeutic response or adverse effect to drug therapy; and the offering or performing of those acts, services operations or transactions necessary in the conduct, operation, management and control of pharmacy.

“Drug outlet” means any pharmacy, nursing home, shelter home, convalescent home, extended care facility, drug abuse treatment center, penal institution, hospital, family planning clinic, retail store, wholesaler, manufacturer, mail-order vendor or other establishment with facilities located within or out of this state that is engaged in dispensing, delivery or distribution of drugs within this state.

**b. Describe the primary purpose of this position, and how it functions within this program.**

**Complete this statement. The primary purpose of this position is to:**

The purpose of this position is to respond to consumer complaints; plan and conduct inspections and investigations of licensees. This requires an intimate and detailed understanding of the activities involved with the professional practice of pharmacy, and the laws and rules involved with regulating the practice for both individuals and drug outlets. This position also investigates the diversion of prescription drugs for illicit use.

**SECTION 3. DESCRIPTION OF DUTIES**

The employee in this position is expected to recognize their responsibility to act ethically at all times in accordance with the very highest standards of integrity.

Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

The incumbent is expected to perform position duties in a manner which promotes professionalism, customer service and excellent working relationships, including treating all persons courteously and respectfully; engage in effective team participation through willingness to assist and support co-workers, supervisors, and other work-related persons and organizations; develop good working relationships with agency staff and supervisors through active participation in group projects and in identifying and resolving problems in a constructive, collaborative manner; demonstrate openness to constructive feedback and suggestions, in an effort to strengthen work performance, and contribute to a positive, respectful and productive work atmosphere.

**List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.**

% of Time	N/R/NC	E/NE	DUTIES
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.</i>			
30%		E	<p><b><u>CONDUCT INSPECTIONS BY:</u></b></p> <ul style="list-style-type: none"> <li>• Travelling to various inspection locations as assigned.</li> <li>• Examining labeling procedures and expiration dates of medications.</li> <li>• Evaluating pharmacy practices, record keeping, equipment, inventory and security. Assure proper drug handling, storage and use.</li> <li>• Interpreting and evaluating physician's orders and prescriptions for accuracy, completeness and appropriateness.</li> <li>• Verifying that medications are dispensed only in accordance with the prescriber's legal authorization.</li> <li>• Directing pharmacists to correct identified deficiencies in the pharmacy and provide written reports of identified deficiencies to the Chief Investigator and Compliance Director.</li> <li>• Verifying the appropriate use of pharmacy technicians.</li> <li>• Conduct inspections of pharmaceutical manufacturers</li> </ul>

			<p>and wholesalers for compliance with Food and Drug Administration and Board of Pharmacy rules.</p> <ul style="list-style-type: none"> <li>Occasionally supervise the destruction of controlled substances.</li> </ul>
40%	R	E	<p><b><u>CONDUCT INVESTIGATIONS:</u></b></p> <ul style="list-style-type: none"> <li>Investigate licensees based on information received from other health professional regulatory boards, physicians, nurses, dentists, police, Oregon Attorney General's office, Drug Enforcement Administration, US Attorney's Office and the Food and Drug Administration, etc.</li> <li>Investigate allegations of diversion of controlled substances and the inappropriate use of drugs.</li> <li>Investigate consumer complaints related to pharmacy practice and distribution of drugs.</li> <li>Produce investigative reports for presentation to the Compliance Director, Executive Director and the Board.</li> <li>Provide testimony regarding investigations at Board meetings, Contested Case Hearings and civil or criminal cases as required.</li> <li>Prepare legal notices, orders and other required documents for Board disciplinary actions.</li> <li>Evaluate probationers who are non-compliant with ordered conditions of probation, and produce report for presentation to the Chief Investigator, Compliance Director, Executive Director and the Board.</li> <li>Assist police agencies in investigating, identifying and apprehending prescription forgers, drug diverters, etc.</li> </ul>
30%			<p><b><u>EDUCATION &amp; RESEARCH</u></b></p> <ul style="list-style-type: none"> <li>Respond to questions from pharmacists and the public regarding pharmacy practice and interpretation of laws and rules. (Rotational Phone Duty as assigned)</li> <li>Research and evaluate professional literature to provide information to the Board for purposes of rule making.</li> <li>Participate in rule review, research necessary changes and assist with new rule making.</li> <li>Maintain current experience and competence as a pharmacist including appropriate continuing pharmacy education.</li> <li>Audit Board approved continuing education programs as assigned.</li> <li>Prepare and present continuing education presentations for pharmacists on the subject of pharmacy and drug law, including monthly PIC training classes.</li> <li>Assist with the OBOP Intern Program.</li> <li>Develop the Oregon Board of Pharmacy's question bank for the NABP Multi-State Pharmacy Jurisprudence Examination. Attend item writing workshops as required.</li> </ul>

			Other work as assigned.

## SECTION 4. WORKING CONDITIONS

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

Fast-paced office environment. On-going working conditions require repetitive use of hands and fingers (e.g., use of a computer keyboard).

May require lifting and carrying light loads (up to 30 lbs.), including boxes, equipment, and stooping or kneeling (e.g., to pick up items from the floor, to remove and replace items on lower shelves, and to file documents in lower file drawers). Sitting, walking, or standing for long periods of time (4-8 hours) may be necessary.

Involves use of computer/work processor, digital recorder, calculator, camera and digital projector. May require public speaking to large groups. Regular travel statewide; requires inspection trips and potential unscheduled investigations. Stands for extended periods during inspections, investigations and audits. Work may be physically demanding at times and may require a relatively high level of physical endurance.

This position requires active, energetic and motivated pharmacists who can work independently and with minimal supervision with irregular schedules for days and up to a week away from home. Investigations sometimes place the employee in situations that can range from disagreeable to threatening. There are risks involved in the investigation of the diversion of prescription drugs for illicit use which requires special skills, training (CLEAR, etc.) and aptitude to assess and diffuse the situation. In order to counsel pharmacists, physicians, and consumers, pharmacy inspectors must have professional practice expertise, a command of the appropriate laws, rules and the nuances of current pharmacy practice and pharmaceutical care.

This position requires working with highly sensitive and confidential information. Maintaining confidentiality is essential; trustworthiness and honesty are absolutely necessary.

Employees of the Oregon Board of Pharmacy are required to meet the highest standards of professional conduct and ethics while on the job, and also to maintain those same high standards when taking actions in their personal lives that could reflect on the agency.

## SECTION 5. GUIDELINES

**a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.**

Oregon Revised Statutes and Administrative Rules  
Code of Federal Regulations  
U.S. Drug Enforcement Administration *Controlled Substances Act* & Regulations  
U.S. Food and Drug Administration *Food, Drug and Cosmetic Act* & Regulations

Joint Commission on Accreditation of Health Care Organizations Manual  
 National Association of Boards of Pharmacy Guidelines (NABP)  
 Nursing, Medical, Dental and Veterinary Practice Acts  
 Drug Facts and Comparisons: Approved Drug Products With Therapeutic Equivalence  
 Evaluations  
 AHFS Drug Information  
 Pharmacy Law Digest  
 USP NF  
 Remington Pharmaceutical Sciences  
 OBOP Intern Program Manual  
 Agency and State Policies and Procedures  
 OBOP Affirmative Action Policy  
 Oregon Driver's Manual

**b. How are these guidelines used?**

Used daily in order to complete the assigned tasks.

**SECTION 6. WORK CONTACTS**

**With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?**

Who Contacted	How	Purpose	How Often?
Licensees, registrants, other health care professionals, and general public Patients & Consumers Students and faculty of pharmacy schools/colleges Police, DEA, FDA and other law enforcement agents Attorneys NABP Regulatory Boards		These contacts are made on a daily and ongoing basis via phone, in person or by letter to gather and provide information, conduct investigations, prepare reports and participate in activities of mutual and overlapping regulatory interests.	

**SECTION 7. POSITION RELATED DECISION MAKING**

**Describe the typical decisions of this position. Explain the direct effect of these decisions.**

The types of decisions likely to be made by individuals in this position include: application approval/denial; whether or not practicing pharmacists are appropriately and accurately dispensing prescriptions pursuant to lawful drug orders and prescriptions; and whether pharmacists, pharmacy technicians and drug outlets remain in compliance with pharmacy practice and drug distribution laws and rules.

This individual also makes decisions about whether to recommend disciplinary action against a registrant or licensee for violations. These decisions can have a significant effect on patients, practicing pharmacists, other health care providers who prescribe drugs and students of the health professions. This may have economic as well as personal impact upon the person or entity who is disciplined. For example, discipline may include: civil penalty and license suspension or revocation or probation (which may include UA's).

## SECTION 8. REVIEW OF WORK

### Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Compliance Director	0000574	Employees in this position work independently with general supervision from the Compliance Director and the Chief Investigator as needed. Work is reviewed in writing annually for the purpose of evaluating the quality of work for the designated time period, and to review and update individual goals.	Daily, Weekly & Monthly	For the purpose of planning investigation strategy, evaluating work quality, work load and appropriateness of assigned work, and providing ongoing feedback to the Inspector.
Chief Investigator	0000586			

**Note:** If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

## SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? 0
- How many employees are supervised through a subordinate supervisor? 0
- b. Which of the following activities does this position do?
- |  |   |
|--|---|
| <input type="checkbox"/> Plan work               | <input type="checkbox"/> Coordinates schedules                    |
| <input type="checkbox"/> Assigns work            | <input type="checkbox"/> Hires and discharges                     |
| <input type="checkbox"/> Approves work           | <input type="checkbox"/> Recommends hiring                        |
| <input type="checkbox"/> Responds to grievances  | <input type="checkbox"/> Gives input for performance evaluations  |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

**ADDITIONAL REQUIREMENTS:** List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This position requires a pharmacist registered in Oregon with a minimum of 5 years experience as a practicing pharmacist.

Strong organizational skills are imperative. Priorities constantly change due to workload, flexibility is essential. Accuracy and attention to detail is a must.

Confidentiality is imperative.

Familiarity with regulatory Administrative Law and Procedures.

Microsoft Office a must – especially Outlook, Word, Excel, Power Point

This position works closely with the Compliance Secretary and Compliance Assistant. This position also works with the Licensing Staff regarding applicant review and licensing matters that involve compliance issues.

Requires a Nationwide fingerprint criminal background check. Any history of criminal activity will be reviewed and may result in termination of employment.

**BUDGET AUTHORITY:** If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>		

This position has authority to commit agency funds including regular and routine expenses according to DAS guidelines for travel, meals and lodging per the Oregon Accounting Manual in the course of onsite inspections and investigations as assigned by supervisor.

## SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

## SECTION 12. SIGNATURES

_____	_____	_____	_____
Employee Signature	Date	Supervisor Signature	Date
_____	_____		
Appointing Authority Signature	Date		