

Queenan, James

From: Joshua Alonzo <joshua.alonzo@avhnh.org>
Sent: Sunday, February 7, 2021 10:11 AM
To: Queenan, James
Subject: NH loss of controlled substances form and DEA 106
Attachments: drug diversion cmte 020521.pdf

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

Good morning Jay, We unfortunately had a loss of controlled substances discovered on 2/4/21 due to internal theft. I did send the NH loss form via email on 2/5/21 within 24 hours of discovery. I wanted to send you the rest of our documents from an internal investigation for your review/info. I have also included the DEA 106 form. If you have any questions or need clarification, please reach out to me.

Joshua Alonzo
Director, Pharmacy Department
Androscoggin Valley Hospital
59 Page Hill Road
Berlin, NH 03570
603-326-5863

Queenan, James

From: Joshua Alonzo <joshua.alonzo@avhnh.org>
Sent: Monday, February 8, 2021 1:22 PM
To: Queenan, James
Subject: Fwd: NH loss of controlled substances form and DEA 106
Attachments: drug diversion cmte 020521.pdf

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

Hi Jay, my supervisor reached out to Caitlyn via phone call/voice message on Friday to attempt to have her come in to interview regarding the loss of controlled substances. Caitlyn has not responded to this request and has "quit" her position via text message on Friday PM.

We were able to secure video footage on 1/29/21 showing her in the safe for something else, and grabbing the oxycodone 15mg tablets. Based on watching her video, she has done this before (maybe check with CT), she took extra steps to "cover her tracks". It let's me to believe that she knew a camera was on her and did it anyways.

Joshua Alonzo
Director, Pharmacy Department
Androscoggin Valley Hospital
59 Page Hill Road
Berlin, NH 03570
603-326-5863

----- Forwarded Message -----

From: "joshua alonzo" <joshua.alonzo@avhnh.org>
To: "James Queenan" <James.M.Queenan@oplc.nh.gov>
Sent: Sunday, February 7, 2021 10:11:00 AM
Subject: NH loss of controlled substances form and DEA 106

Good morning Jay, We unfortunately had a loss of controlled substances discovered on 2/4/21 due to internal theft. I did send the NH loss form via email on 2/5/21 within 24 hours of discovery. I wanted to send you the rest of our documents from an internal investigation for your review/info. I have also included the DEA 106 form. If you have any questions or need clarification, please reach out to me.

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603-326-5863



Type of Report: (check one box only) New Report Amendment Key (prior report dated): 3EU07B4IYBJ2

1. DEA Registration Number: AA4261400
Name of Business: ANDROSCOGGIN VALLEY HOSPITAL INC
Address: 59 PAGE HILL RD
City: BERLIN State: NH ZIP Code: 03570
Point of Contact: JOSHUA ALONZO
Email Address: JOSHUA.ALONZO@AVHNNH.ORG Phone No.: 6033265863

Date of the Theft or Loss (or first discovery of theft or loss): February 04, 2021 Number of Thefts and Losses in the past 24 months: 0

Principal Business of Registrant: HOSPITAL/CLINIC

2. Type of theft or loss: EMPLOYEE THEFT (OR SUSPECTED):

3. Loss in Transit. (*Fill out this section only if there was a loss in transit, or hijacking of transport vehicle.)
Name of Common Carrier: _____
Telephone Number of Common Carrier: _____ Package Tracking Number: _____
Have there been losses in transit from this same carrier in the past? No Yes (If yes, how many, excluding this theft or loss?): _____
Was the package received and accepted by the consignee? No Yes (If yes, the consignee is responsible for reporting the theft or loss.)
If the package was accepted by the consignee, did it appear to be tampered with? No Yes
Name of Consignee / Supplier: _____
*Enter the Name of Consignee (if reported by the supplier), or the Name of Supplier (if the package was accepted by the consignee).
If the consignee does not have a DEA Registration Number, e.g. if this was a shipment to a patient, or a nursing home emergency kit, enter "Patient" or "Nursing Home Kit."*
DEA Registration Number of Consignee / Supplier: _____
Enter the DEA Registration Number of Consignee (if reported by the supplier), or DEA Registration Number of Supplier, (if the package was accepted by the consignee). If the controlled substances were shipped to a non-registrant, leave blank, unless a registered pharmacy shipped to an emergency kit held on-site at a nursing home. In this case, the supplying pharmacy is required to report the theft or loss.

4. If this was a robbery, were any people injured? No Yes (If yes, how many?): _____ Were any people killed? No Yes (If yes, how many?): _____

5. Purchase value to Registrant of controlled substances taken?: \$ 24

6. Were any pharmaceuticals or merchandise taken? No Yes (Est. Value): 24

7. Was theft reported to Police? No Yes (If yes, fill out the following information):
Name of Police Department: _____ Police Report number: _____
Name of Responding Officer: _____ Phone No.: _____

8. Which corrective measure(s) have you taken to prevent a future theft or loss?
 Installed monitoring equipment (e.g. video camera). Provided security training to staff.
 Increased employee monitoring (e.g. random drug tests). Requested increased security patrols by Police.
 Installed metal bars or other security on doors or windows. Hired security guards for premises.
 Secured Controlled Substances within safe. Terminated employee.
 Other (Please describe on last page).



9. What identifying marks, symbols, or price codes were on the labels of these containers that would assist in identifying the products?:

10. If Official Controlled Substance Order Forms (DEA-222) were stolen, give numbers:

Describe any other corrective measure(s) you have taken to prevent a future theft or loss:
CURRENT INVESTIGATION IS ONGOING HIGHLY SUSPICIOUS OF EMPLOYEE THEFT

Enter remarks, if required. Description of how theft or loss occurred. Attach a separate sheet, if necessary:
EMPLOYEE TOOK NARCOTICS FROM THE LOCKED SAFES AND WROTE FALSE ENTRIES IN THE PERPETUAL INVENTORY LOGS. THIS WAS DETECTED ON ROUTINE 30 DAY CONTROLLED SUBSTANCES COUNT

The foregoing information is correct to the best of my knowledge and belief: By signing my full name in the space below, I hereby certify that the foregoing information furnished on this DEA Form 106 is true and correct, and understand that this constitutes an electronic signature for purposes of this reporting requirement only.

Signature: JOSHUA ALONZO

Title: PHARMACY DIRECTOR

Date Signed: February 05, 2021

NOTICE: In accordance with the Paperwork Reduction Act of 1995, no person is required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this collection of information is 1117-0001. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

Freedom of Information: Please prominently identify any confidential business information per 28 CFR 16.8(c) and Exemption 4 of the Freedom of Information Act (FOIA). In the event DEA receives a FOIA request to obtain such information, DEA will give written notice to the registrant to obtain such information. DEA will give written notice to the registrant to allow an opportunity to object prior to the release of information.

Privacy Act Information

AUTHORITY: Section 301 of the Controlled Substances Act of 1970 (PL 91-513).

PURPOSE: Reporting of unusual or excessive theft or loss of a Controlled Substance.

ROUTINE USES: The Controlled Substances Act authorizes the production of special reports required for statistical and analytical purposes. Disclosures of information from this system are made to the following categories of users for the purposes stated:

A. Other Federal law enforcement and regulatory agencies for law enforcement and regulatory purposes.

B. State and local law enforcement and regulatory agencies for law enforcement and regulatory purposes.

EFFECT: Failure to report theft or loss of Controlled Substances may result in penalties under Section 402 and 403 of the Controlled Substances Act.



State of New Hampshire Board of Pharmacy

Office of Professional Licensure & Certification

7 Eagle Square - Concord, NH 03301

Tel.: (603) 271-2350 | Fax: (603) 271-2856 | Website: www.oplc.nh.gov

Sent 2/5/21

0930

NEW HAMPSHIRE CONTROLLED DRUG LOSS

PROSECUTION EXHIBIT

2

NH Pharmacy Rule Ph 703.03 requires the pharmacist-in-charge or pharmacist on duty report controlled substance loss within 1-business day to the Board of Pharmacy. Complete both pages either fax to 603-271-6847 or preferably by email to Pharmacy.Compliance@o...

[X] Initial Report of Loss [] Final / 30-Day Report on Loss

[] Revision to Initial Report of Loss - Date Initial Report Sent To Board: _____

Name & Address of Pharmacy

Androscoggin Valley Hospital
59 Page Hill Rd
Berlin, NH 03570

NH Pharmacy Permit Number

0040

DEA Number

AA4261400

Pharmacy Phone Number

603-326-5863

Name of Pharmacist-In-Charge:

Joshua Alonzo

Name of Pharmacy District Manager:

N/A

Date of Loss

02/04/21

Number of Losses by Pharmacy In Past 2 Years

0

Type of Theft or Loss:

- [] Night Break-In [] Customer Theft [] Lost In Transit
[] Armed Robbery [X] Employee Theft [] Misfill / Overfill / Miscount
[] Shortage in Mft / Supplier Bottle [] Spillage / Accidental Disposal / Destruction
[] Residual Viscous Liquid from Stock Bottle Unrecoverable or Liquid Measurement Issue

Describe Reason (or Suspected Reason) for Loss (Field Cannot Be Left Blank or Marked N/A):

During routine monthly controlled substance count on 2/4/21 it was determined that 3 strengths of oxycodone were short of what they should be - This could not be solved by the end of day on 2/4/21. Suspicion of employee theft as only employees have access to the narcotic safes - night supervisors do not.

If armed robbery, was anyone:

Killed? [] No [] Yes - How Many? _____

Injured? [] No [] Yes - How Many? _____

Value of Drugs Lost / Stolen

\$ 23.50

What security measures have been taken to prevent future thefts or losses?

Ongoing investigation - No changes have been determined yet

If Drugs Lost In Transit, Complete the Following: ↓

Name of Common Carrier:

Name of Consignee

Consignee DEA #

Was the carton received by the customer?

[] No [] Yes

Did the carton appear to be tampered with?

[] No [X] Yes

Have you experienced a loss with this carrier before?

[] No [] Yes

For Board Office Use Only:

- [] NFA [] CI Follow-Up Required [] Immediate Action Required by Compliance

Initials of CCI / BA

NEW HAMPSHIRE CONTROLLED DRUG LOSS FORM

Trade Name of Drug	Name of Controlled Substance Involved	Dosage Strength & Form	NDC #	Quantity
Example: <i>Robitussin AC</i>	Example: <i>Codeine Phosphate</i>	Example: <i>2 mg/ml liquid</i>	Example: <i>00121-0775-16</i>	Example: <i>12 pints</i>
Roxicodone	Oxycodone	5mg tablets	00904-6966-61	30
Roxicodone	Oxycodone	10mg tablets	10702-0056-01	6
Roxicodone	Oxycodone	15mg tablets	68094-0005-61	30

I certify that the foregoing information is correct to the best of my knowledge and belief.

Printed Name of Pharmacist Submitting Form: Joshua Alonzo

NH Pharmacist License #: R3154

Best Tel. # for Board Staff to Contact You with Questions: 603-326-5863

Certified By: Joshua Alonzo Date: 02/05/21

Signature of Pharmacist

RECEIVED
FEB 05 2021
STATE OF NH
OPLC - TECH

**Drug Diversion Committee
Emergency Meeting
February 5, 2021
10:00AM Via Zoom**

Present:

**Jessica Remillard, PharmD
Andrea Tupick, RN**

Karen Smith, RN

Brian Ohearn, CNO

Guests:

Joshua Alonzo, PharmD

Sue Landry CPCO

Stacey Pelkey, CPHQ

1. The drug diversion committee met emergently per protocol on Fri 2/5/21 as a result of a loss of controlled substances discovered in the pharmacy on 2/4/21.
2. On 2/4/21, Kayla Gill, CPhT, was doing a routine monthly controlled substances inventory when she discovered that oxycodone 5mg tablets were missing.
 - a. Further investigation led to a total of 66 tablets missing
 - i. Oxycodone 5mg – 30 tablets
 - ii. Oxycodone 10mg – 6 tablets
 - iii. Oxycodone 15mg – 30 tablets
 - b. Previous monthly controlled substances audit took place on 1/4/21
3. During the time of initial discovery, one employee became particularly unhinged and extremely anxious
 - a. Her behavior became erratic, she left for lunch and never returned
 - b. She “quit” via text message on 2/5/21
4. Upon follow up on 2/5/21, it was discovered that this particular employee logged out oxycodone 15mg tablets from the perpetual inventory log and never entered them into a Med Dispense cabinet. (please see attached documentation) –
 - a. Notice the two logged out quantities on 1/14/21 and again on 1/29/21
 - b. Also notice the erratic signature compared with the previous one above
 - c. Also, review the Med Dispense sheet for oxycodone 15mg and notice that it was never added to a cabinet.
5. The pharmacy has learnt of a potential loophole between Med Dispense and the perpetual controlled substances inventory
 - a. It is now evident that we need to go back and cross reference the “log-outs” and ensure they match entries into Med Dispense
6. DEA 106 has been filed with the DEA and a NH controlled substances loss form has been filed with the Board of Pharmacy – per requirements
 - a. Mike Peterson, Power of Attorney, has been made aware of the situation.

Androscoggin Valley Hospital
PHARMACY DEPARTMENT

Controlled Substances Inventory Record

DRUG: Oxycodone IR 15mg tabs ^{u/d}					
Date	Nursing Unit	Dispensed	Balance	Pharmacy Dispensing Signature	Verification Signature
9/2/20	MSW	-20	100 80	Kayla Fin	
9/3/20	inventory	—	80v	Kayla Fin	
9/4/20	MSW	-40	40v	Cole	
9/4/20	MSW	+40	80v	Cole	
9/8/20	Cardinal	+100	180	Kayla Fin	8935923
10/9/20	inventory	—	180	Kayla Fin	
11/24/20	inventory	—	180v	Cole	
12/4/20	inventory	—	180v	Kayla Fin	
1/4/21	inventory	—	180v	Cole	
1/4/21	MSW	-10	170	Cole	
1/29/21	MSW	-10	160	Cole	

G:\Sec\FORMS\PHARMACY\Inventory

DRUG INFORMATION

Generic Name Oxycodone (Short Acting)

Charge Code OXY15

Brand Name Roxicodone *IR*

NDC 68084018401

Form TAB

DEA Class 2

Strength 15

UOM MG

Type	Quantity	User Count	System Count	Operator Name	Witness Name	Patient Name Account Number	Entry Date
EOS	0	20	20	LUNNEY, MEAGAN	NEIL, JORDAN		1/4/2021 7:02:39
							TranID 13966409
EOS	0	20	20	GUNTERMAN, VICTORIA	HORNE, DONNA		1/11/2021 5:47:05
							TranID 13979097
EOS	0	20	20	GILL, KAYLA	TAYLOR, CAITLIN		1/13/2021 11:54:58
							TranID 13984372
EOS	0	20	20	RANCLOES, MARIE	LUNNEY, MEAGAN		1/18/2021 4:54:21
							TranID 13990875
EOS	0	20	20	RANCLOES, MARIE	LUNNEY, MEAGAN		2/1/2021 6:48:53
							TranID 14011470

End of Shift = Nursing counts

Type Legend:

ADD = Add Item to Inventory	ADE = Adverse Drug Event Dispense	AFM = Add an Item into the Formulary	AOP = Add Operator	APT = Add Patient
AVT = Add Patient Visit	CAO = Cancel an Open Drawer	COR = Correct Count (On Hand)	CRC = Nurse Controlled Substance Revi	CRS = Nurse Controlled Substance Revi
DFM = Delete an Item from the Formular	DPT = Discharge Patient	DRO = Drawer Open	DSO = Dispense Profile Override	DSP = Dispense from Patient Profile
DSR = Dispense From Rx to Restock St	DSS = Dispense a Supply Item	DVT = Delete Patient Visit	EOS = End of Shift Count	MFM = Modify a Formulary Item
MOD = Modify Inventory Item Drug Quar	MOP = Modify an Operator	MPT = Modify a Patient	MVT = Modify Patient Visit	NTE = Nurses Notes
OPF = Operator Sign Off	OPO = Operator Sign On	PTD = Open a Patient Assigned Drawer	PWD = Operator Password Changed	REO = Re-Open a Drawer

<u>Type</u>	<u>Quantity</u>	<u>User Count</u>	<u>System Count</u>	<u>Operator Name</u>	<u>Witness Name</u>	<u>Patient Name</u> <u>Account Number</u>	<u>Entry Date</u>
MEDSURG WEST							
EOS	0	20	20	JOHNSON, AMIE	GILL, KAYLA		2/4/2021 13:52:05
Notes							TranID 14018483

PROSECUTION
EXHIBIT

5

NIC

RECEIVED

FEB 11 2021

OPLC-FINANCE

2/8/21

Jay,

Please find the video from the internal theft of narcotics by Caitlin Taylor on 1/29/21. From reviewing records, the only entry into this safe should have been to receive 4 boxes of morphine syringes, which you can see Caitlin log in and put in the safe. Please note that the morphine resides on the top shelf of that safe while the oxycodone 15mg tablets reside on the 4th shelf from the top (about midway down). You can see that she fidgets around with the C2 log and purposely places herself to the side with her back facing the camera. She moves back and forth multiple times to the book and eventually uses white out to erase something. I believe she is stalling and "buying-time" for the right opportunity as people are moving around her.

You will see that Caitlin eventually bends down and touches the oxycodone box. She then bends all the way down to make it look as if she dropped something. After closing the door she proceeds to take the invoice in the back, which I assume is when she brought the pills to her locker. After this is complete, she opens the other safe (no reason to do so) and grabs a box cover for fentanyl injectable. She then flips the wrong way in the book; fentanyl would be towards the front, but she moves back in the book to oxycodone. It is my opinion that this was to make it look like she was really logging something (trying to cover her tracks). This was well thought out and she went to extra lengths to avoid being caught.

Kindly,



Joshua Alonzo

Director, AVH Pharmacy

HC012

PROSECUTION
EXHIBIT

6

RECEIVED

FEB 22 2021

NH BOARD OF PHARMACY

To: Jay Queenan, RPH, NH Board of Pharmacy

From: Joshua Alonzo, PharmD

Re: Caitlin Taylor

Date: February 16, 2021

Mr. Queenan, thank for informing me that Caitlin Taylor has confessed to stealing 20 tablets of Oxycodone 15mg from Androscoggin Valley Hospital. We now have video footage, which I have included, that proves without a doubt that Caitlin Taylor is responsible for the theft of all 30 tablets of oxycodone 15mg that are missing. On three separate occasions, January 14, 15 and 29, Caitlin can be seen stealing 10 tablets. The incident on January 15 is one that is the clearest to see. You can physically see Caitlin taking the tablets into the middle bay and returning without them in site. On this day, she did not log the tablets out of the book as she previously did on January 14 and 29, 2021. On January 15, she had no reason to be in the safe as no orders came in and no reports called for inventory at the cabinet level.

In regards to the 6 missing tablets of oxycodone 10mg, I am without a doubt certain that Caitlin is responsible for this. We only stock bulk oxycodone 10mg tablets for one particular employee that fills a prescription every 30 days for 60 tablets. Caitlin was the last person that counted the prescription on January 12, 2021. She even indicated that the back-count was correct in the book. When doing the monthly audit, the other pharmacy technician noted that the bottle was 6 tablets short. Caitlin informed the Berlin Police officer, Nathan Roy, that she told Kayla Gill that she dropped some tablets while counting and "apparently could not find them all". Kayla Gill states that this conversation never happened. The inconsistencies in Caitlin's stories as well as the lies regarding the situation are enough to confirm that she did indeed take the 6 tablets that are missing.

As for the oxycodone 5mg tablets, this is a frequent mover in our hospital. Unfortunately, it will be difficult to find video evidence that Caitlin Taylor took them, as it would be rather easy to sign it out of the book, and bring it to one of the machines. My suspicion is that Caitlin was taking extra out of the safe and actually filling the machines with inventory when called for, and then pocketing some extra along the way. Given the fact that Caitlin stole 36 tablets of other strengths of oxycodone, it is reasonable to believe that she also took the 5mg tablets.

I hope this helps to clarify everything for you and please review the video footage that I have included. Again, I can without a doubt say that Caitlin Taylor has taken 30 tablets of oxycodone 15mg (all confirmed on this thumb drive) and I can say with extreme certainty that she is responsible for the 6 missing tablets of oxycodone 10mg. I am highly suspicious that Caitlin also took the 30 missing tablets of oxycodone 5mg, but would have a hard time providing video footage of that.

Kindly,

Joshua Alonzo
Director, Pharmacy

HC013

STATE OF NEW HAMPSHIRE

In The Matter Of:
Caitlin Taylor
PhT-125458
Docket No. 2022-PHARM-004

AFFIDAVIT OF JOSHUA ALONZO, PHARM D

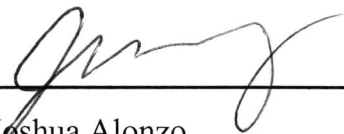
1. My name is Joshua Alonzo and I am currently the Pharmacist in Charge at Androscoggin Valley Hospital (“Androscoggin”) in Berlin, NH. At the time of this incident, I was the Pharmacist in Charge at Androscoggin.
2. I have been employed by Androscoggin Valley Hospital for 4 years and 6 months. Prior to that, I was employed by Rite Aid for 16 years. I have been a pharmacist for 15 years.
3. Caitlin Taylor was employed as a pharmacy technician at Androscoggin from November 2020 until she gave notice on February 5, 2021.
4. On February 4, 2021, a Certified Pharmacy technician conducted a monthly audit of schedule II-controlled substances and discovered a negative variance of oxycodone 5 mg tablets.
5. The technician informed me of the discrepancy, and I directed her to complete the audit.
6. Upon completion of the audit, it was discovered that the following Oxycodone tablets were missing:
 - a. 30 Oxycodone 5 mg tablets
 - b. 6 Oxycodone 10 mg tablets
 - c. 30 Oxycodone 15 mg tablets
7. Controlled substances are stored in large gun safe storage area (vault) in the licensed pharmacy area at the Androscoggin Valley Hospital. Medication for administration within the Hospital setting are stored in Automated Dispensing Machine (ADM) called Med Dispense Cabinet. The Med Dispense Cabinet is not linked electronically to the controlled substance vault. Controlled substance medications are signed out

manually either by technicians or pharmacist. Prior to this incident the Androscoggin Valley Hospital pharmacy did not routinely reconcile manually the withdrawal of controlled substances with replenishment of the Med Dispense Cabinet.

8. A review of the Med Dispense records revealed that on January 14, 2021, Caitlin Taylor signed out 10 Oxycodone 15 mg tablets but there is no entry of the tablets in the Med Dispense Cabinet.
9. A review of the Med Dispense records revealed that on January 29, 2021, Caitlin Taylor signed out 10 Oxycodone 15 mg tablets but there is no entry of the tablets in the Med Dispense Cabinet.
10. Upon discovery of the missing Oxycodone, Caitlin Taylor became extremely anxious. She left for lunch and never returned. Caitlin gave her notice of resignation the next day on February 5, 2021.
11. I reviewed security camera footage of the pharmacy area which I believe shows Caitlin Taylor stealing oxycodone tablets. I provided a copy of a video from January 29, 2021 to Inspector James Queenan, as well as a narrative description.
12. The video footage and the pharmacy logs lead me to conclude that Caitlin Taylor diverted 30 tablets of oxycodone 15 mg, and 6 tablets of oxycodone 10 mg.
13. Given the evidence showing Caitlin Taylor diverted 36 tablets, I feel confident stating that she took the 30 oxycodone 5 mg tablets as well.

Respectfully Submitted,

Date: 10/12/22



Joshua Alonzo

Pharmacy Director

Androscoggin Valley Hospital



*Affidavit of Joshua Alonzo
Pharmacy Director
Androscoggin Valley Hospital*



Sworn to and subscribed before me this 12th day of October, 2022

Monique M. Girard
Notary Public or Justice of the Peace
MONIQUE M. GIRARD, Notary Public
My Commission Expires November 22, 2022

Notary, Justice of the Peace

My Commission Expires: _____

OFFICE OF PROFESSIONAL LICENSURE & CERTIFICATION
ENFORCEMENT DIVISION
New Hampshire Board of Pharmacy
7 Eagle Square First Floor
Concord, N.H. 03301

PRIVILEGED AND CONFIDENTIAL

The information in this report is CONFIDENTIAL and exempt from the provisions of RSA 91-A. Its contents may not be disclosed except as permitted by Statute and the Administrative Rules of this Board. See RSA 318:30, I; Ph 204.08 (a).

Licensee: Caitlin Taylor Reg. Pharmacy Technician
License No.: Permit # PhT-125458
Complaint No.: 2021-ENF-TAYLOR-0186 (ROI 563-21)
Hearing Counsel: TBD
Investigator: James (Jay) M. Queenan, R.Ph. MBA
Date of Report: April 7, 2022

REPORT OF INVESTIGATION

I. Origin and Nature of Allegations

While working as registered pharmacy technician at Androscoggin Valley Hospital 59 Page Hill Road Berlin N.H. 03570, Caitlin Taylor allegedly diverted 66 oral dosage forms of Oxycodone tablets of various strengths.

II. Sources of Information

Documents

- 2/5/21 Androscoggin Hospital to NH BOP (Drug diversion Task force minutes)
- 2/5/21 DEA 106 Loss of Controlled substances (Androscoggin Hospital)
- 2/5/21 NH Loss of Controlled Substance report (Androscoggin Hospital) & Controlled Substance removal log and ADM replenishment report
- 2/7/21 Email Form J. Alonzo to J. Queenan Follow up to Controlled substance loss at Androscoggin Hospital
- 2/8/21 Email from J. Alonzo regarding Controlled substance loss and Caitlin Taylor employment termination notice
- 2/8/21 Email from Attorney Mike Porter to Colleen Griffin to open an ROI
- 2/9/21 Email from Attorney Mike Porter to J. Queenan & Attorney R. Medley / Taylor admits to diverting 20 tablets Oxycodone
- 2/9/21 Email from Mike Porter to Caitlin Taylor requesting a Preliminary Agreement for Practice Restrictions.
- 2/11/21 Letter from J. Alonzo and video evidence of diversion by Caitlin Taylor

- 2/22/21 Another Letter from J. Alonzo and additional video evidence of diversion by Caitlin Taylor
- 5/4/21 Email from J. Queenan to Caitlin Taylor outlining disposition choices of CPHT registration
- 5/4/21 Email response from Caitlin Taylor disposition choices
- 6/9/21 Email from J. Queenan to Caitlin Taylor to again outline disposition choices requesting Voluntary Surrender
- 6/9/21 Email from Caitlin Taylor to J. Queenan agreeing to sign a Voluntary Surrender but never signed
- 6/21/21 email from J. Queenan to Erin Radebaugh seeking address of Caitlin Taylor

Visual effects

Video surveillance (2) at the Androscoggin Valley Hospital was submitted.

III. Background

Caitlin Taylor (29 years old) was hired by the Androscoggin Valley Hospital as a pharmacy technician in November 2020. She became registered with the New Hampshire Board of Pharmacy on November 5, 2020, and gave notice of employment on February 5, 2021, at approximately 10:00 PM.

Controlled substances are stored in large gun safe storage area (vault) in the licensed pharmacy area at the Androscoggin Valley Hospital. Medication for administration within the Hospital setting are stored in Automated Dispensing Machine (ADM) called Med Dispense Cabinet. The Med Dispense Cabinet is not linked electronically to the controlled substance vault. Controlled substance medications are signed out manually either by technicians or pharmacist. The Androscoggin Valley Hospital pharmacy does not routinely reconcile manually the withdrawal of controlled substances with replenishment of the Med Dispense Cabinet.

IV. Results of Investigation

During the monthly audit of schedule II-controlled substances at the Androscoggin Valley Hospital on February 4, 2021, Certified Pharmacy technician Kayla Gill discovered a negative variance of oxycodone 5 mg tablets. She reported the loss to the pharmacist-in-charge Joshua Alonzo. Alonzo instructed Gill to complete the entire audit. Upon completion of the monthly audit, it was discovered the following Oxycodone tablets were missing.

- Oxycodone 5 mg tablets #30
- Oxycodone 10 mg tablets #6
- Oxycodone 15 mg tablets # 30

On January 14, 2021, Caitlin Taylor signed out 10 Oxycodone 15 mg tablet but there is no entry of the tablets in the Med Dispense Cabinet. Again, on January 29, 2021, Caitlin Taylor signed out 10 Oxycodone 15 mg tablet but there is no entry of the tablets in the Med Dispense Cabinet.

According to the pharmacist-in-charge Joshua Alonzo, upon the discovery of the missing Oxycodone, Taylor became “unhinged and extremely anxious...she left for lunch and never returned.” She gave her notice of employment resignation the following day Friday February 5, 2021, at 10:00 PM.

Androscoggin Valley Hospital management wanted to meet with Caitlin Taylor but there is no evidence that a meeting occurred.

OPLC Attorney Mike Porter reached out to Caitlin Taylor and discussed the charges of diversion of 66 tablets of Oxycodone of various strengths. Taylor immediately stated “*it was only 20*” [tablets]. This statement supports the evidence of January 14 and January 29, 2021.

Joshua Alonzo, pharmacist-in-charge at Androscoggin Valley Hospital stated in writing “*Again, I can say without a doubt that Caitlin Taylor has taken 30 tablets of Oxycodone 15 mg (all confirmed on this thumb drive) and I can say with extreme certainty that she is responsible for the 6 missing tablets of Oxycodone 10 mg. I am highly suspicious that Caitlin also took the 30 missing tablets of Oxycodone 5 mg but would have a hard time providing video footage of that.*”

Taylor informed Porter that law enforcement was involved, and she agreed to sign a Preliminary Agreement for Practice Restrictions. The document was signed by Taylor on February 10, 2021 and accepted by the Board on February 12, 2021.

On May 4, 2021, CI Queenan reached out to Taylor to interview her to present a final disposition. Taylor refused to be interviewed stating, “*I no longer live in New Hampshire and am unable to drive over 24 hours for this.*”

On June 9, 2021, CI Queenan offered Caitlin Taylor the choice of signing a Voluntary Surrender Agreement or a Disciplinary Hearing. On June 9, 2021, Taylor agreed to sign the Voluntary Surrender Agreement, but it was never signed and returned.

Taylor did not provide a most recent address and CI Queenan reached out to the DEA Agent Radebaugh to seek this information.

A recent review of outstanding Reports on Investigation (ROI) identified that a final disposition was never completed with Caitlin Taylor.

V. LAWS AND RULES FOR CONSIDERATION:

RSA 318-B: 2 Acts Prohibited

- V. No person shall obtain or attempt to obtain a controlled drug:
(a) By fraud, deceit, misrepresentation, or subterfuge;

VI. RECOMMENDATION:

There is clear evidence and a statement of admission that Caitlin Taylor diverted 20 Oxycodone 15 mg tablets from Androscoggin Hospital Pharmacy. There is strong circumstantial evidence that all 66 missing tablets are attributed to Taylor.

Compliance recommends that the Board issue a **NOTICE OF ADJUDICARY HEARING** but will defer to the discretion of the Board.

Queenan, James

From: Queenan, James
Sent: Thursday, June 10, 2021 8:06 AM
To: Caitlin Taylor
Subject: RE: Request by NH Board of Pharmacy
Attachments: Caitlin Taylor PhT Voluntary Surrender Document.doc

Hi Caitlin

I am truly sorry for your stress and anxiety.

I have enclosed the document as an attachment to this email. If you cannot print it than I will send you a hard copy but I will need your current address

Respectfully yours

Jay

James "Jay" Queenan R.Ph. MBA

james.m.queenan@oplcnh.gov

Compliance Investigator/Inspector

OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION

STATE OF NEW HAMPSHIRE

DIVISION OF HEALTH PROFESSIONS (PHARMACY)

7 Eagle Square

Concord, New Hampshire 03301

Tel: (603) 271-7603

Cell (603) 892-5827

Fax: (603) 271-6847

www.oplc.nh.gov/pharmacy/

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From: Caitlin Taylor <ctaylor4232@gmail.com>
Sent: Wednesday, June 9, 2021 8:55 PM
To: Queenan, James <James.M.Queenan@oplcnh.gov>
Subject: Re: Request by NH Board of Pharmacy

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

That is correct. I do not wish to give my side of the story because I have been a certification pharmacy tech for 10 years now all of a sudden there is an issue, I no longer live in the sate because of the post traumatic stressed this situation has caused me. If filling out that form is what it takes then I will sign it as soon as you send it over
Thank you

On Jun 9, 2021, at 9:11 AM, Queenan, James <James.M.Queenan@oplcnh.gov> wrote:

Hi Caitlin

I have attached a VOLUNTARY SURRENDER of your pharmacy technician registration. This is a final document and should you choose to sign this document then your communication with the New Hampshire Board of Pharmacy regarding the Androscoggin Valley Hospital situation is concluded.

Should you choose not to sign the VOLUNTARY SURRENDER you will be issued a notice to appear before the Board of Pharmacy in Concord for a hearing. The hearing will allow you to give evidence and testimony on your defense. The hearing will also expose all the written evidence, video evidence and witness testimony that support the accusations of diversion.

You have made it clear that you do not want to be interviewed; however, should you decide to discuss this issue further my contact information is listed below. You may seek advice from counsel at your own expense.

In summary you have two choices:

- 1.) Sign the VOLUNTARY SURRENDER
- 2.) DISCIPLINARY HEARING with the Board of Pharmacy

If we do not receive a signed VOLUNTARY SURRENDER agreement within 10 days (deadline June 19, 2021) the Board will issue a hearing notice.

The signed VOLUNTARY SURRENDER can be mailed (USPS), emailed or faxed to the address below.

Respectfully yours,
Jay

James "Jay" Queenan R.Ph. MBA
james.m.queenan@oplcnh.gov
Compliance Investigator/Inspector
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STATE OF NEW HAMPSHIRE
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From: Caitlin Taylor <ctaylor4232@gmail.com>
Sent: Tuesday, May 4, 2021 2:22 PM
To: Queenan, James <James.M.Queenan@oplc.nh.gov>
Subject: Re: Request by NH Board of Pharmacy

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

I apologize but I am unable to do an in person interview or sign any papers for inaccurate and absurd accusations that have been made in regards to myself. I no longer live in NH and am unable to drive over 24 hours for this. But please do whatever you need to in order to remove me from anything that includes me in regards to AVH so this harassment can end.

Thank you kindly
Caitlin Taylor

On May 4, 2021, at 1:44 PM, Caitlin Taylor <ctaylor4232@gmail.com> wrote:

I've already went through all of this months ago and signed paperwork in regards to my license

Sent from my iPhone

On May 4, 2021, at 1:13 PM, Queenan, James <James.M.Queenan@oplc.nh.gov> wrote:

Hi Caitlin
Sorry to be so late in my response.
You have signed a PRELIMINARY AGREEMENT TO PRACTICE RESTRICTIONS...which a temporary agreement. The Board needs to have final closure on the incident that occurred at the Androscoggin Valley Hospital in January and February of this year.

You have a couple choices

- 1.) You may have a face to face interview with me after which I will present a final document to the New Hampshire Board of Pharmacy for deliberation. Counsel may be present at your own expense. This may lead to a disciplinary hearing;
- 2.) You may sign a VOLUNTARY SURRENDER of your pharmacy technician registration.

If you do not plan to work in pharmacy again I can send you a VOLUNTARY SURRENDER document to look over and sign and return to me

Feel free to call or email

Jay

James "Jay" Queenan R.Ph. MBA
james.m.queenan@oplc.nh.gov
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From: Caitlin Taylor <ctaylor4232@gmail.com>
Sent: Wednesday, March 24, 2021 12:11 PM
To: Queenan, James <James.M.Queenan@oplcnh.gov>
Subject: Re: Request by NH Board of Pharmacy

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

Hello Jay,
Is it possible to ask me these questions via email ? As I will not answer any questions to this situation without legal advice support first. I can call you back with answers after I speak to someone. If this is possible please email me back.
Thank you kindly,
Caitlin Taylor

On Mar 23, 2021, at 3:27 PM, Queenan, James
<James.M.Queenan@oplcnh.gov> wrote:

Hi Caitlin

I am a New Hampshire Board of Pharmacy investigator.
I need to finalize a report for the Board regarding the incident that occurred at the Androscoggin Valley Hospital.

So I have some questions

I can be reached by phone 603-892-5827 or email
james.m.queenan@oplcnh.gov

Please let me know a good time when we can speak.

Thanks
Jay

James "Jay" Queenan R.Ph. MBA
james.m.queenan@oplcnh.gov
Compliance Investigator/Inspector
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CERTIFICATION
STATE OF NEW HAMPSHIRE
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<Caitlin Taylor PhT Voluntary Surrender Document.doc>

Porter, Michael

From: Porter, Michael
Sent: Tuesday, February 9, 2021 11:58 AM
To: Queenan, James; Medley, Rahkiya
Cc: Courtney, Lindsey
Subject: FW: Preliminary Agreement Not to Practice- Caitlin Taylor
Attachments: Caitlin Taylor, PhT Preliminary Agreement Not To Practice.pdf

I spoke with Caitlin over the telephone this morning. She was not pleased to have this discussion. She stated 2 detectives just left her house. When I explained the allegations to her, I mentioned we have been informed the quantity of Oxycodone was 60. She immediately stated, "It was only 20". She said she will not be renewing her license to practice as she is done with Pharmacies.

Either way, this will need follow up while I am away on vacation. If she does not return the Preliminary Agreement within 48 hours, I would recommend convening the Board for an emergency suspension.
(I sent this through encrypted email and regular email).

Thank You
Mike Porter

From: Porter, Michael
Sent: Tuesday, February 9, 2021 11:54 AM
To: ctaylor4232@gmail.com
Cc: Giffin, Colleen <Colleen.J.Giffin@oplcnh.gov>
Subject: Preliminary Agreement Not to Practice- Caitlin Taylor

Caitlin;

Per our telephone conversation, attached is the Preliminary Agreement Not To Practice pending the outcome of an ongoing investigation by the Board of Pharmacy. Please sign and date the agreement and email the agreement back to me and Colleen Giffin, who is attached to this email.

In the event you do not wish to sign the preliminary agreement, an emergency meeting of the Board may take place to determine whether your license to practice as a Registered Pharmacy Technician in the State of New Hampshire will be suspended on an emergency basis.

Please let me know if you will return the signed agreement.

Sincerely,

Michael Porter, Esq.
Administrator III
Enforcement
Office of Professional Licensure and Certification
7 Eagle Square
Concord, NH 03301
(Phone) 603-271-0140

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