Drug Enforcement Administration

Drug Theft Prevention
Chicago, Illinois - June 2013
Disclosure Information

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No Financial Relationships to Disclose
Learning Objectives

Upon completion of this presentation, participants will be able to:

• Detail the steps that prevent pharmacy burglaries, robberies, and employee thefts.
• Discuss procedures for reporting thefts and losses of controlled substances.
Topics

• Theft Data
• Sources of Drug Thefts & Loss
• Prevention
• Tips
• Reporting
Number of Pharmacy Thefts
Nationwide
January 1, 2010 – May 31, 2013

Employee Pilferage
3,887 Thefts

Night Break-In
2,396 Thefts

Armed Robbery
2,259 Thefts

46%
28%
26%

Source: DTL
Date Prepared: 06/19/2013
**Nationwide Pharmacy Thefts in Dosage Units**

January 1, 2010 – May 31, 2013

- **Employee Pilferage**: 16,478,745 Dosage Units
- **Armed Robbery**: 4,166,952 Dosage Units
- **Night Break-In**: 16,838,088 Dosage Units

44% 

11% 

45%

Source: DTL
Date Prepared: 06/19/2013

Drug Enforcement Administration, Office of Diversion Control, Pharmaceutical Investigations Section, Targeting and Analysis Unit
Number of Pharmacy Thefts in Illinois
January 1, 2010 – May 31, 2013

- Employee Pilferage: 100 Thefts (63%)
- Armed Robbery: 29 Thefts (19%)
- Night Break-In: 29 Thefts (18%)

Source: DTL
Date Prepared: 06/19/2013
Illinois Pharmacy Thefts in Dosage Units
January 1, 2010 – May 31, 2013

Employee Pilferage
426,486 Dosage Units

Armored Robbery
37,016 Dosage Units

Night Break-In
187,100 Dosage Units

Drug Enforcement Administration, Office of Diversion Control, Pharmaceutical Investigations Section, Targeting and Analysis Unit

Source: DTL
Date Prepared: 06/19/2013
Nationwide Reported Thefts
(Armed Robbery, Employee Pilferage and Night Break-In Only)
January 1, 2010 – May 31, 2013

Pharmacies
8,542 Thefts

Hospitals
1,349 Thefts

Practitioners
474 Thefts

Remaining Business Activities
138 Thefts – 1%

Source: DTL
Date Prepared: 06/19/2013
Active Registrants
1,429,519 total

- Practitioners: 1,126,084
- Researchers: 6,890
- Other: 8,619
- Mid-level Practitioners: 204,591
- Hospitals/Clinics: 15,805
- Pharmacies: 67,530 (4.7% of Registrant Population)

Total Active Registrants: 1,429,519
Sources of Diversion

- Burglaries
- Employee Theft
- Armed Robberies
- Illegal & Improper Prescribing
- Prescription Forgery
- Doctor Shopping
- In Transit Losses
Drug Theft Prevention

A cooperative effort involving the Drug Enforcement Administration, other Federal, state and local regulatory and law enforcement agencies, the pharmacy community, and the public.
Drug Theft Prevention

Principal Objectives:

1. Deter criminals from committing the crime

2. Make the crime of pharmacy theft unproductive

3. Accomplish the goals without jeopardizing lives
Drug Theft Prevention

Immediate Goals:

1. Deterrence

2. Make it difficult for a theft to occur

3. Minimize product and financial losses

4. Increase probability of apprehending the thief
Pharmacy

1. Improve physical security
2. Increase awareness of security requirements
3. Develop written security procedures
4. Train employees
5. Seek assistance from law enforcement
6. Communicate with other pharmacies
Burglary Prevention Tips

• Install an alarm system and test it often
• Install video cameras
• Communicate with local law enforcement
• Invite the local police to tour your store
Burglary Prevention Tips

• Leave some lights on after closing
• Ensure there is adequate outside lighting
• Train your employees
• Change locks, alarm codes and safe combinations when an employee leaves
Robbery Prevention Tips

• Have at least 2 employees open or close the store
• Install hold-up/duress alarm buttons
• Keep a minimum amount of controlled substances
• Keep the pharmacy area uncluttered
Robbery Prevention Tips

• Stay alert to your surroundings
• Watch for people hanging around and not buying anything
• Beware of suspicious activity outside your business
• Call the police if you see something suspicious
If You Are Robbed

• Cooperate and remain calm
• Comply with robber’s demands
• Don’t talk except to answer questions
• Don’t stare directly at the robber
• Don’t make sudden moves
If You Are Robbed

• Make mental notes of the robber’s description
• If you can safely do so, activate the alarm
• Don’t touch anything
• Don’t chase the robber
• Once the robber leaves, lock the door
• Keep witnesses on site
Tips For Preventing Employee Theft

- Screen applicants
- Properly train and supervise employees
- Institute a zero tolerance policy on employee theft
- Develop and provide written guidelines (SOPs)
- Set the example
- Conduct surprise audits
- Personally look into customer complaints
Tips For Preventing Employee Theft

• Be alert to disgruntled or stressed employees
• Be aware of unexplained rises in employee’s living standard
• Inspect employee’s bags, lunch bags and backpacks
• Limit access
• Open lines of communication
Reporting Thefts or Losses

• Must report thefts and significant losses to the DEA within one business day upon discovery (1301.76)

• Should report all thefts to the local law enforcement agency and board of pharmacy

• Must complete the DEA Form 106
Reporting Thefts or Losses

- To report a theft or loss of controlled substances on-line, visit the DEA’s Office of Diversion Control website at www.DEAdiversion.usdoj.gov

- The electronic version of the DEA Form 106, Report of Theft or Loss of Controlled Substances

- Complete the form and submit it electronically
Report Suspicious Internet Pharmacies

1-800-RX-ABUSE
1-800-792-2873
Section 1: Authentication and Report

Section 2: Theft/Loss Details

Section 3: Lost/Stolen Product Entry Page

Section 4: Signature

Section 5: Theft/Loss Summary

Section 6: Controlled Substance Summary and Certification

Section 7: Submit Report

Section 8: Print
DRUG THEFT LOSS SYSTEM - Electronic DEA-106

Section 1: Authentication & Report

Drug Theft/Loss Login Screen
The Login Confirmation Screen will be displayed, showing the registrant’s name, address, and business activity.

This is a sample of the login confirmation page, with registrant name and address information removed.

New Report will open a blank report for completion

Cancel will terminate the application without transmitting any data

Add/Amend Report will allow registrants to change data on previously submitted reports after verifying user credentials.
Section 2: Theft Loss Details

In this section you will provide background information relating to the theft or loss incident including:

- Date, place, and time
- Type of incident
- Estimated value

Responses to the type of incident may require additional information.

Previous - Return to Login Confirmation page;

Cancel - Terminate the application without transmitting any data;

Next will proceed with the application
Questions ?