

Drug diversion is a growing risk to hospitals & health systems

Stop abuse with an interdisciplinary controlled substance program



Addiction to prescription opioids has reached epidemic proportions and is a major driver of drug diversion. Hospitals aren't immune to the growing problem and the DEA is increasing scrutiny of drug diversion in healthcare organizations.

A nationwide menace

2015 – Mass. General Hospital agrees to \$2.3 million fine and Corrective Action Plan over drug diversion allegations

2015 – Indiana VA Hospitals investigated by DEA for oral narcotic purchasing volume

2015 – CDC reports multiple infection outbreak due to healthcare worker drug diversion

2014 – New York City former pharmacy director charged with stealing narcotic painkillers with black market value of \$5-6 million

2014 – Dignity Health agrees to \$1.5 million fine and Corrective Action Plan for mishandling controlled substances

Know Your Drug Diversion Risk

Hospitals can uncover drug diverters in their organization every year. Even hospitals that have taken measures to prevent, identify and respond to drug diversion activities find it isn't enough to stop the theft and misuse of controlled substances. **Identifying the gaps is key to uncovering vulnerability and developing a stronger program.**

Moving Beyond Trust

Our experience reveals the unfortunate fact that a controlled substance philosophy based on 'trust' can backfire when it comes to stopping diversion. The strategy to prevent and detect diversion must be based on a culture of accountability and safety, employing checks and balances across the medication use process. **Drug diversion should be countered with a formal multidisciplinary program that will protect patients, practitioners and employees and uncover any diversion attempts as quickly as possible.**

The Expanding Costs of Drug Diversion

Drug diversion costs aren't limited to medication costs. While those losses are significant and should be considered, safety risk to patients and employees is paramount.

- Patients suffer when medications are diverted – tainted needles cause infection and stolen or diluted medications result in sub-therapeutic dosing for pain management.
- Employees suffer. The healthcare delivery team can be greatly affected by coworkers under the influence and the coworker's resulting negative impact on patient care.
- Organizational reputation suffers, and fines and sanctions may be imposed by the DEA or other regulatory bodies.

Make it Difficult to Divert

The simple truth is that hospitals are significant sources of drug theft and abuse largely due to easy access and a lucrative street market. Even drug diversion programs considered compliant with applicable sections of DEA Title 21 Part 1300 find it's not enough to stop theft and misuse of controlled substances. Visante's experienced consultants have developed a unique, interdisciplinary drug diversion program that prioritizes patient and worker safety, secures physical risk points and helps assure compliant practices.

“Drug diversion is a hospital-wide issue and should be addressed as such. Visante's team of a pharmacist, a nurse and a pharmacy technician specialist is uniquely qualified to confront the very difficult and complex issues of drug diversion,” explains Jim Jorgenson, Visante CEO.

“Based on our experience, we expect to find 6-8 cases of drug diversion per year in a mid-size hospital,” explains Greg Burger, Visante. *“If you aren’t catching people, it’s because you’re not looking or your systems aren’t working. Visante’s systematic, interdisciplinary program can help minimize diversion risk and greatly improve patient and worker safety.”*

Visante consulting has the experience and expertise you need.

Visante’s drug diversion consulting team includes clinical executives that have developed and operated highly successful programs in some of the nation’s largest hospital and health systems. Our people are considered industry-experts, presenting and publishing extensively on drug diversion. We understand how hospitals work and we’ve been intimately involved with establishing best practices in drug diversion.

Visante Consulting Services for Drug Diversion

Risk Points for Diversion:

- Ordering and receiving process
- Storage in pharmacy
- Visual surveillance in pharmacy
- Wasting and return of controlled substances
- Special monitoring for Perioperative, Procedural, Pharmacy and Anesthesia services
- Discrepancy management
- Detection analytics
- Accountability culture and leadership oversight

- > **Drug Diversion Audit:** The Visante consulting team will conduct a comprehensive assessment of risk points throughout the chain of custody to validate system performance. Audit includes review of all policies, procedures, reports, and documentation related to management of controlled substances.
- > **Drug Diversion Program Assessment:** Visante consultants will conduct a comprehensive assessment of the existing drug diversion program, including controlled substance handling, diversion prevention, monitoring, detection, and management of diversion events. Assessment includes review of all policies, procedures, reports and documentation related to the management of controlled substances plus an on-site visit to observe and interview key people within the organization and identify areas of risk for potential diversion.
 - On-site visits provided for single site, multi-site, systems and ambulatory care. Daily debriefings given for each site visit.
 - Executive briefing at the end of the engagement to provide a high-level summary of risk points and opportunities.
 - Written report outlining key recommendations that will result in measurable improvements – financial, clinical and culture of safety.
- > **Drug Diversion Program Development and Implementation:** Visante will develop a customized program for your organization based on our assessment to provide a long-term strategy for success. We do not stop with the final report – our team will remain available to assist with implementing your program and to help you reach your goals.

» To find out more about Visante and Drug Diversion Prevention visit visanteinc.com, call (866) 388-7583 or email us at solutions@visanteinc.com.

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