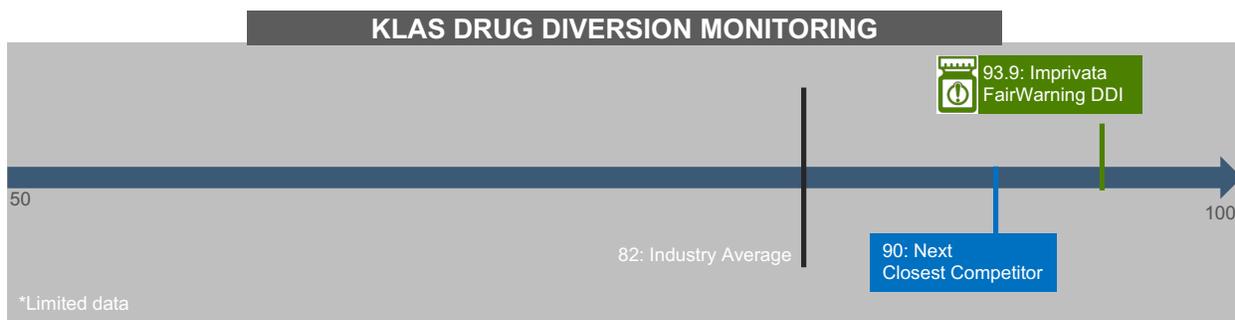**imprivata®**

KLAS report: Imprivata FairWarning among best at meeting customer expectations for Drug Diversion Monitoring

In a recent KLAS report, issued in March of 2021, Imprivata FairWarning Drug Diversion Intelligence received high scores across all Drug Diversion Monitoring areas of evaluation with ratings well above industry averages.

KLAS DRUG DIVERSION MONITORING

50 · 100

93.9: Imprivata FairWarning DDI

82: Industry Average

90: Next Closest Competitor

*Limited data

Imprivata FairWarning Drug Diversion Intelligence assists healthcare delivery organizations (HDOs) with detecting and remediating drug diversion by using behavioral analytics, in conjunction with artificial intelligence modeling from EHR and HR data, as well as by monitoring dispensing systems (i.e. Pyxis, Omnicell). Imprivata FairWarning Drug Diversion Intelligence helps HDOs identify, investigate, track to its source, and mitigate drug diversion to keep the organization, patients, and community safe.
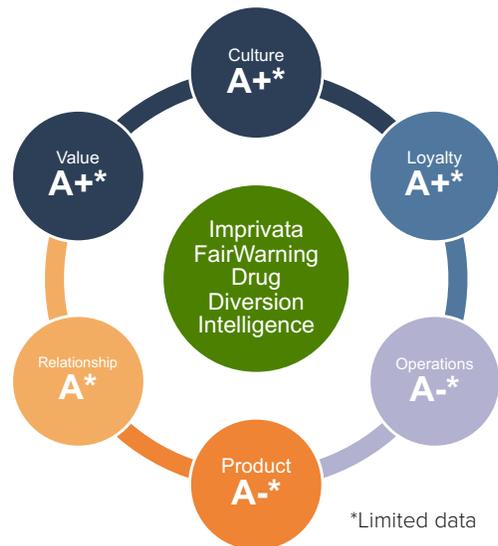
"[Before FairWarning] a lot of the documentation and investigation work was done manually. We didn't have a whole lot of integration. It was hugely time consuming..." outlined one Pharmacy Director before speaking to the post-implementation benefits of the FairWarning solution "Time management has been huge, and having one place where everybody documents everything has also been huge."

> **I couldn't be happier with what FairWarning has done.. They have anticipated and answered questions we wouldn't have known to ask. We can use the dashboard FairWarning created and see unresolved discrepancies across our system related to COVID-19 medications...From my perspective, FairWarning dropped everything and, from the top down, paid attention to our organization. They helped us build the daily updated population of MRNs to COVID-19-infected patients. They helped us put special protection around how we monitor those patients and extend that protection to the narcotic divergence.**

Pharmacy director

Customers look to Imprivata FairWarning because of healthcare expertise and a customer-first approach that differentiates the solution among competitors. Additionally, KLAS research found Imprivata FairWarning to excel when it came to meeting customers' expectations for Diversion Monitoring with high scores in product functionality, proactive service, driving tangible outcomes, and support for investigation workflows.

According to the KLAS report, Imprivata FairWarning's dedication to customers and their needs also played a large role in the unique value the product and organization brings to the Drug Diversion Monitoring market. KLAS research rated Imprivata FairWarning high across all six of the Customer Experience Pillars including: Culture, Loyalty, Operations, Product, Relationship, and Value.

Other areas that drive customers to choose Imprivata FairWarning Drug Diversion Intelligence as their monitoring solution of choice include:

- **Time management** and workflow improvement: With Imprivata FairWarning, customers can automate the time-intensive and error-prone manual processes associated with drug diversion monitoring

- **Centralized documentation** for investigation and audit compliance: Imprivata FairWarning allows organizations to take advantage of dashboards, quick reports, and alerts functionality in a single application for quick-and-easy reporting without manual effort

- **Improvements to medication wasting workflows:** Imprivata FairWarning provides comprehensive monitoring and reporting to granularly monitor and flag potentially suspicious medical wasting activity including excessive wasting, delayed wasting, other risky behavior

Culture **A+***

Loyalty **A+***

Value **A+***

Imprivata FairWarning Drug Diversion Intelligence

Operations **A-***

Relationship **A***

Product **A-***

*Limited data

66 **Time management has been huge, as has having one place to document everything. Before, everything was on Excel spreadsheets. Everything was shared from person to person, and sometimes multiple copies of a spreadsheet got created, and that was cumbersome. Now, with the vendor's portal, everybody documents in the same place. We can very quickly show any investigator what the outcome of an investigation was. The solution keeps everything very nicely organized. That has been immensely helpful.** 99

Inpatient pharmacy director

imprivata®

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700 or visit us online at www.imprivata.com