

## CASE STUDY

# Multistate healthcare system improves drug oversight and patient safety with Imprivata

Drug diversion monitoring solutions and managed services automate inefficient manual processes, accelerate discoveries, and streamline investigations

### Challenge

- Improve visibility into drug diversion
- Eliminate manually intensive, time-consuming investigations
- Reduce patient safety risks

### Solution

- Imprivata Drug Diversion Intelligence automatically monitors and detects activity symptomatic of abuse, streamlining investigations, and freeing up internal resources

### Results

- **Rapid diversion detection** through intelligent analysis of ADC, EHR, and HCM events
- **Over 60% reduction** in null ADC transactions indicative of diversion
- **An approximately 30% increase** in waste compliance
- **At least one FTE savings** with dedicated Imprivata analyst

**“We consider our Imprivata analyst an extension of our internal team. They save us at least 10 hours a day, which is easily the equivalent of a full-time hire.”**

– Chief Pharmacy Officer

### Overview

A large US healthcare system with a presence in five states uses Imprivata Drug Diversion Intelligence to increase insights, improve patient safety, and optimize pharmacy operations at 11 hospitals across the country.

### Challenge: Detecting and remediating drug diversion

Prescription drug abuse is a major concern for every hospital and healthcare system today. It affects employee health and productivity and puts patients at risk. Addicted healthcare providers can deliver substandard care, deny patients essential pain medications, and unintentionally contaminate injectable drugs, infecting patients.

Drug diversion can tarnish a healthcare system's reputation and lead to steep regulatory fines and costly legal settlements, but detecting and remediating illicit activity presents a challenge for hospitals. Many pharmacy operations teams rely on manual processes to oversee automated dispensing cabinet (ADC) withdrawals, track medications, and identify suspicious behavior – an ineffective approach that squanders resources and hampers discoveries in an era of skyrocketing substance abuse.

"Like most other healthcare systems, we've seen a steady increase in drug diversion throughout the opioid crisis," explains the healthcare system's chief pharmacy officer (CPO). "Our homegrown diversion monitoring tools weren't keeping pace. We were spending too much time and effort reviewing records and analyzing data by hand. It all came to a head when a former employee gained access to a dispensing machine and withdrew pain medications without detection."

## **Solution: Automate discoveries and streamline investigations**

Always concerned about patient safety, the CPO sought an automated drug diversion monitoring solution to improve visibility and reduce risk. After evaluating several options, the organization selected Imprivata Drug Diversion Intelligence to eliminate manually intensive, time-consuming processes and increase insights into potential threats.

The sophisticated, AI-based solution analyzes data from multiple organization sources including Cerner, Allscripts, and Meditech EHR systems, OmniCell ADC systems, and Oracle Human Capital Management (HCM) systems. It examines dosing levels, pain scores, clinician shift schedules, location information, and other relevant data, automatically identifying inventory discrepancies, excessive withdrawals, and other behavior symptomatic of drug theft and abuse.



The solution helps the pharmacy operations team improve visibility across their facilities. They can easily generate system-wide summary reports for the leadership team, create custom reports for specific disciplines like nursing or anesthesia, see how an individual is performing compared to their peers across the healthcare system, and understand how one department or facility deviates from the norm.

The organization uses Imprivata Drug Diversion Intelligence monitoring capabilities to further simplify pharmacy operations and streamline investigations. A knowledgeable Imprivata analyst examines alerts and investigates potential issues, saving ADC administrators and pharmacy operations staff time and energy.

## **Results: Better insights and greater productivity**

Imprivata helps the pharmacy operations organization improve surveillance, satisfy regulatory requirements, and address insurance guidelines. The solution makes it easy to identify suspicious activity, provide evidence for auditors and insurance underwriters, and comply with incident reporting rules, which vary from state to state. The organization has reduced ADC null transactions (a common indicator of drug diversion) by over 60%, and increased waste compliance by about 30% (abusing providers routinely divert unused drugs).

The dedicated analyst assigned to the organization helps to reduce legwork and make more efficient use of internal resources. The analyst meets with the pharmacy operations team weekly to review discoveries and discuss potential remediations and process improvements. "We consider our Imprivata analyst an extension of our internal team," remarks the CPO. "They save us at least 10 hours a day, which is easily the equivalent of a full-time hire."

The analyst has helped uncover faulty practices, like dispensing nurses pulling medications for administering nurses, breaking the chain of custody. They also helped expose abusing providers, like a nurse who repeatedly requested temporary ADC access to conceal their identity and make untraceable withdrawals.

"Implementing a drug diversion solution does take some time and effort," says the CPO. "But the upfront investment pays off tremendously in the end. Imprivata has really opened our eyes to what we were missing."



Imprivata delivers simple and secure access management solutions for healthcare and other mission-critical industries to ensure every second of crucial work is both frictionless and secure. The Imprivata platform of innovative, interoperable access management and privileged access security solutions enables organizations to fully manage and secure all enterprise and third-party identities to facilitate seamless user access, protect against internal and external security threats, and reduce total cost of ownership.

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