



CASE STUDY

HDO boosts patient safety, automates drug diversion monitoring, and improves compliance with Imprivata

Imprivata solutions and services accelerate discoveries, streamline investigations, and free up staff to focus on strategic tasks

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ORGANIZATION SNAPSHOT

CHALLENGE

- Improve drug diversion visibility
- Eliminate manually intensive, time-consuming processes
- Identify anomalous behavior— quickly and efficiently

SOLUTION

- Imprivata FairWarning Drug Diversion Intelligence automatically detects suspicious activity
- Imprivata Drug Diversion Monitoring Services streamlines investigations and frees up internal resources

RESULTS

- **Holistic analysis** of Epic, OmniCell, and Workday events accelerates discoveries
- **Managed services offering** slashes time and resources spent investigating potential diversions
- **Significant productivity gains** allow pharmacy operations team to focus on more strategic activities

Overview

A community-based healthcare delivery organization (HDO) in the Midwestern US uses Imprivata drug diversion monitoring solutions and managed services to increase medication dispensing insights, improve compliance and patient safety, and optimize pharmacy operations.

The challenge: Monitoring drug diversion at scale

Drug diversion is a major concern for every HDO. Substance abuse can affect employee health and wellbeing, jeopardize patient safety, damage an organization's reputation, and lead to costly fines and lawsuits. The negative impact on patient care and safety alone is a deep, multifaceted problem. When drugs are diverted, patients may be delayed access to pain relief. And diversions can leave patients exposed to bloodborne pathogens from contaminated materials. In addition, care can be compromised by the falsification of medical records.

Even with the best awareness training and practices, drug diversion can still go unnoticed. Detecting drug diversion is a challenge for many hospitals. Identifying suspicious activity and gathering actionable evidence to support an investigation is a tall order, requiring a strong commitment and the right solution. Unfortunately, many pharmacy operations organizations squander valuable time and resources manually sifting through reports and analyzing raw data, trying to uncover irregularities.

“ I'm very pleased with the Imprivata product. I think it's a great value and the support has been outstanding. ”

– Director of Pharmacy Operations, Midwestern healthcare delivery organization

“Most automated dispensing cabinets and EHR systems provide only rudimentary reports and basic audit trails,” explains the HDO’s director of pharmacy operations. “You can’t easily spot activity that deviates from the norm or actions that might indicate diversion. It’s all manual. You have to analyze data by hand across different systems, comparing one nurse’s actions to another’s, looking at pain scores, dosing levels, and so on.”

The problem came to a head when the HDO discovered a nurse withdrawing unusually large quantities of fentanyl. The incident prompted a DEA visit, raising visibility of the issue, and highlighting the need for a more efficient, effective, and expeditious approach.

The solution: Automate discoveries and streamline investigations

Always concerned about patient safety, the HDO sought an automated drug diversion monitoring solution to increase medication dispensing visibility and accelerate discoveries. After evaluating several potential options, they selected Imprivata FairWarning Drug Diversion Intelligence to eliminate manually intensive, time-consuming processes, and improve detection capabilities. They also selected Imprivata Drug Diversion Monitoring Services to further simplify pharmacy operations and improve staff productivity.

Using artificial intelligence (AI) and behavioral analytics, Imprivata FairWarning Drug Diversion Intelligence can automatically identify suspicious activity. It aggregates and correlates data from multiple sources including Epic, OmniCell automated dispensing

cabinets, and Workday timekeeping systems, analyzing dosing levels, pain scores, clinician shift schedules, location information, and other data to automatically identify anomalous activity. The solution accelerates discoveries, proactively detecting inventory discrepancies, excessive withdrawals, and irregular behavior suggestive of theft, abuse, and potential patient safety risks.

Helping the pharmacy operations team save additional time and effort, the Imprivata Drug Diversion Monitoring Services provides a dedicated Imprivata specialist serving as the first line of investigation, examining alerts, researching potential issues, and opening cases on the team's behalf. The specialist meets with the HDO team on a regular basis to review discoveries and discuss individual cases.



The results: Better visibility, greater productivity

The HDO has increased drug diversion insights, improved compliance with DEA regulations and guidelines, and reduced risk with Imprivata FairWarning Drug Diversion Intelligence. The solution filters out false positives, weeds out extraneous alerts, and transforms raw data into actionable evidence, helping the pharmacy operations team avoid guesswork and inefficient manual processes, while speeding up investigations. Intuitive dashboards and summary reports make it easy to spot anomalous activity in near-real time, identify risk, and compare the behavior of suspected individuals with their peers. “I’m very pleased with the Imprivata product,” says the director of pharmacy operations. “I think the solution is a great value and the support has been outstanding.”

The HDO has also simplified pharmacy operations and improved productivity with Imprivata Drug Diversion Monitoring Services. “The Imprivata analyst acts as an extension of our internal team,” explains the director of pharmacy operations. “They do most of the legwork for us, so we can focus on more strategic activities including delivering the best possible patient care.”



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