

Top 10 Tricks Diverters Use to Steal Medications From Your Hospital - And How to Catch Them Each Time

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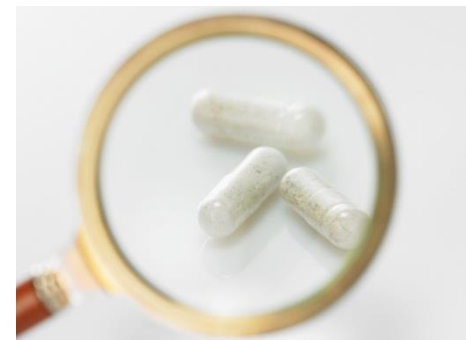
Diversion

- Diversion can't be prevented entirely
- Facilities must prevent what they can, detect diversion quickly and respond appropriately
- Goal: detect most diversion through analytics

Role of Analytics

Greatly Improve:

- Ease of audit
- Time required to audit
- Speed with which diversion can be detected
- Documentation of audit



Think Like a Diverter

- An effective surveillance program requires knowledge of common methods of diversion
- Be aware of the most commonly diverted drugs

Drugs of Choice

Injectables:

- Hydromorphone
- Morphine
- Fentanyl
- Propofol

Pills and liquids:

- Hydrocodone
- Oxycodone



Drugs of Choice

- Benzodiazepines (lorazepam, alprazolam, clonazepam)
- Drugs to ease withdrawal and enhance impact of opioid (ondansetron, promethazine, diphenhydramine)
- Barbiturates (phenobarbital)
- Non-scheduled (cyclobenzaprine, gabapentin)
- Anesthesia gases

one

Wasting Complete Doses

Detection:

- Anomalous usage reports
- Activity reports

Prevention:

- Educate staff to question this
- Policy to prevent early removal of medication in anticipation of pain
- Require that unused doses be *returned to a return bin*

11/10/	7:05 AM	0730457	0730457	2 TABS	Oxycodone/Acetamin 5/3 1tab TAB	W-WS	
Witness Name:							

11/05/	5:22 AM	0760587	0760587	1ea	Oxycodone Controlled Re 80mg TAB	I	H
	↓						H
11/05/	5:53 AM	0760587	0760587	1 tab	Oxycodone Controlled Re 80mg TAB	W-WS	H
Witness Name:							

01/06/	5:28 AM	0753103	0753103	2ea	Oxycodone Controlled Re 20mg TAB	I	M
	↓						C
01/06/							
01/06/	5:55 AM	0753103	0753103	2 TABS	Oxycodone Controlled Re 20mg TAB	W-WS	M
Witness Name:							

Drug of choice oxycodone 

02/11/	7:15 AM	0705780	0705780	2 mg	Hydromorphone 2mg SYRIN	W-WS	B	A
Witness Name:								

09/18/	8:58 PM	0771733	0771733	1ea	Hydromorphone 30mg/30ml 30ml INJ	I	P	MI
09/18/	↓							
09/18/								
09/19/								
09/19/	1:35 AM	0771733	0771733	30mg/30ml	Hydromorphone 30mg/30ml 30ml INJ	W-WS	P	MI
Witness Name:								

Drug of choice hydromorphone 

two

Removal Under the Sign-On of a Colleague

Detection:

- Anomalous usage reports
- Activity reports
- Witness buddy report

Prevention:

- Ensure staff know they must never walk away from the cabinet without logging out-including during a waste transaction
- Set cabinet timeout at the shortest workable interval
- Use actual examples in staff education



Date	Time	Transaction	Patient name	Medication name	User ID	User name	Witness ID	Waste comment
4/4/	3:16	Withdrawn	Jane Jones	Hydromorphone 2Mg 1Ml Injectable	1111	Sue Smith		
4/4/	4:41	Wasted	Jane Jones	Hydromorphone 2Mg 1Ml Injectable	2222	Bob Brown	1111	(Amt Wasted: 1.5 Mg)
4/4/	4:41	Withdrawn	Jane Jones	Hydromorphone 2Mg 1Ml Injectable	2222	Bob Brown		

Date	Time	Transaction	Patient name	Medication name	User ID	User name	Witness ID	Waste comment
4/18/	1:27	Withdrawn	Ann Adams	Hydromorphone 2Mg 1Ml Injectable	1111	Sue Smith		
4/18/	4:31	Wasted	Ann Adams	Hydromorphone 2Mg 1Ml Injectable	2222	Bob Brown	1111	(Amt Wasted: 1.5 Mg)
4/18/	4:32	Withdrawn O/R	Ann Adams	Hydromorphone 2Mg 1Ml Injectable	2222	Bob Brown		

Sue's would "witness" her own waste after Bob signed in. Bob trusted Sue, so as soon as he had logged in, he walked away to attend to other things

three

Dropping pills or breaking containers of injectables

Detection:

- Anomalous usage reports
- Activity reports

Drilling Down:

- Look at transactions for other medications (controlled and non-controlled)

four

Withdrawing Medication Without an Order

Detection:

- Anomalous usage reports
- User watch list report-compliance
- Activity reports

Miscellaneous Codes

DP	Transaction attributed to a Discharged Patient
MO	Item dispensed without required Med Order

Prevention:

- Ensure that wherever possible, cabinets are “profiled”
- Limit medications that can be removed by override
- Require meaningful comment when overrides must occur

01/06/	10:46 PM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO
01/06/	11:18 PM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO
01/06/	11:36 PM	0768192	0768192	2ea	Oxycodone 15mg LIQ	
01/07/	12:12 AM	0768192	0768192	2ea	Oxycodone 15mg LIQ	
01/07/	1:27 AM	0756437	0756437	6ea	Oxycodone Immed. Rel. 5mg TAB	IMO

01/11/	5:53 AM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO
01/16/	7:33 PM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO

01/31	12:05 AM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO
01/31	1:46 AM	0756874	0756874	6ea	Oxycodone 5mg/5ml LIQ	IMO

02/02/	1:42 AM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO
02/02/	3:46 AM	0768192	0768192	2ea	Oxycodone 15mg/15ml LIQ	
02/02/	5:54 AM	0765115	0765115	2ea	Oxycodone/Acetamin 10/3 1tab TAB	IMO

five

Giving Less than Ordered More Frequently

Detection:

- Anomalous usage reports
- Activity reports

Rationale:

- Dividing doses maximizes waste



12/08/	15:52	0705780	0705780	I-UN	1 EA	B HYDROmorphone 2mg INJ
12/08/	15:54	0705780	0705780	I-UN	1 EA	B HYDROmorphone 2mg INJ
12/08/	16:19	0705780	0705780	W-WS	3.8 mg	HYDROmorphone 2mg INJ

Witness Name:

One time order for additional hydromorphone for patient because of “break through” pain.
Removed two 2 mg hydromorphone syringes for a one time order for 0.2 mg



six

Cancelled Transactions

Detection:

- Anomalous usage reports
- User watch list report-compliance
- Activity reports
- Helpful when diversion of opioids suspected

N-WE	Wrong bin opened during Expiration/Recall
N-WI	Wrong bin opened during Issue/Return
N-WM	Wrong bin opened during Modify Bin.

Rationale:

- Medications used to ease symptoms associated with opioid misuse
- May be used to dilute opioids that have been tampered with

1	Date	Time	Quantity	Transaction	Patient name	Medication name	User ID	User name
2	3/13/	3:19	0	Cancelled O/R		Ondansetron Odt 4Mg Tablet		
3	3/15/	20:05	0	Cancelled		Promethazine 50Mg 1MI Vial		
4	3/15/	21:10	0	Cancelled O/R		Ondansetron Odt 4Mg Tablet		
5	3/21/	23:12	0	Cancelled O/R		Ondansetron Odt 4Mg Tablet		
6	3/23/	1:14	0	Cancelled O/R		Ondansetron Odt 4Mg Tablet		
7	3/27/	0:34	0	Cancelled		Ondansetron Odt 4Mg Tablet		
8	3/27/	1:56	0	Cancelled O/R		Ondansetron 4Mg 2MI Vial		
9	3/27/	1:57	0	Cancelled		Promethazine 25Mg 1MI Vial		
10	4/5/	4:22	0	Cancelled O/R		Ondansetron Odt 4Mg Tablet		
11	4/6/	21:59	0	Cancelled O/R		Ondansetron Odt 4Mg Tablet		

Multiple cancelled transactions for drugs used to ease withdrawal or dilute opioids

seven

Duplicate Doses

Detection:

- Anomalous usage reports
- Activity reports

Watch for:

- Toggling between drug cabinets

Patient:		MRN:			Omni: 1		
Date/Time	Item ID	Charge ID	Type	Quantity	B / N	Item Description	User Name
06/01/ 21:03	0765115	0765115	I-UN	1 EA	B	Oxycodone/Acetamin 10/325mg 1tab TAB	
06/02/ 05:11	0765115	0765115	I-UN	1 EA	B	Oxycodone/Acetamin 10/325mg 1tab TAB	

Patient:		MRN:			Omni: 2		
Date/Time	Item ID	Charge ID	Type	Quantity	B / N	Item Description	User Name
06/01/ 21:40	0765115	0765115	I-UN	1 EA	B	Oxycodone/Acetamin 10/325mg 1tab TAB	
06/02/ 05:07	0765115	0765115	I-UN	1 EA	B	Oxycodone/Acetamin 10/325mg 1tab TAB	

Duplicate doses and toggling
between cabinets 1 and 2

eight

Removal for Discharged Patient

Detection:

- Anomalous usage reports
- Activity reports

Miscellaneous Codes

DP	Transaction attributed to a Discharged Patient
MO	Item dispensed without required Med Order

Prevention:

- Review CPOE order entry processes
- Ensure that patients are removed from the system as quickly as possible

nine

Picking a Noncompliant Witness

Detection:

- Anomalous usage report
- Activity report
- Witness buddy report



Prevention:

- Educate staff about requirement that they must physically witness waste
- Require incident report when waste isn't witnessed

ten

Withdrawing Medications for Patients Who Don't Need Them

Detection:

- Anomalous usage reports
- Activity reports
- Patient safety report
- Medical record entries re: pain/pain relief, vital signs, nursing notes re: patient condition
- Look for contradictory notes

Conclusion

- Surveillance and auditing require dedicated resources, but yield substantial benefits in terms of safety, institutional reputation and liability
- Detecting diversion quickly is essential to patient safety
- Staff that are caught early have a greater likelihood of successful return to practice, and a decreased chance of social consequence

Questions?

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Upcoming Diversion Webinars:

Webinar 3: November 4, 2014

Crisis Control: How to Handle Diversion Incidents at Your Hospital

Webinar 4: December 2, 2014

Save Lives, Money, and Reputation – Take the Driver’s Seat on Medication Diversion

Additional Presentations At The ASHP Midyear 2014:

- Intelligent Pharmacy Pavilion, Tuesday December 9th, 2:20 PM
- Omnicell Exhibit, Booth #589

Register at www.omnicell.com/TLSWebinars