

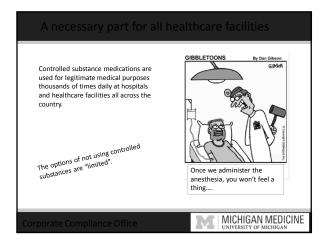


This presentation will cover

- The "Wake-up call"
- How we incorporated data analytics into our diversion detection and prevention program
- The constantly evolving process of diversion detection, prevention and response in healthcare
- Speaking up

Corporate Compliance Offi

MICHIGAN MEDICINE



A Wake-up Call to Action

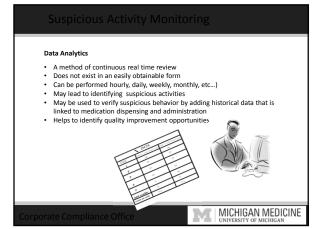
Drug thefts at U-M hospital: A nurse's death, a doctor's overdose and 16,000 missing pills

"On a single day in 2013 a nurse and doctor both overdosed on stolen pain medication in different areas of the sprawling University of Michigan Health System."

> By John Counts | johncounts@mlive.com The Ann Arbor News October 26, 2014

MICHIGAN MEDICINE

Pre-2014 2014	Controlled Substance Management Timeline 2015 2015 Met treater Met
ACCOUNTABILITY STRUCTURE	Creation of CS Safety & Transition CS Consultant Review Creation of CS Safety & Management to Program
2001 Privileged Practitio DEVELOP CS-RELATED POLICY & PROCEDURES	ner hegulement Policy
ESTABLISH SYSTEMS TO MONITOR & REVIEW CS HANDLING	Expanded Camare Placements Complexes Risk Expansion of Planmacy Reconstitiation (I) ON Applexication of Alternative Stream St
ENHANCE DIVERSION PREVENTION/ DETECTION PROGRAM	s auf cl CS prachibit to lidetly high-outure preschers <u>https://table.cl.asty.kc.asty</u>
RESPONSE	EAP & HPRP monitoring of practitioners wi post issues Code N° case determination Formalize MRO (Medical Review Officer) in FCT process PCT as proceeding of the statistical service of
2011 OCA White Paper on Managing Impairment COMMUNICATE/ EDUCATE Opicial Conum Workshop	CAU Software Software Software Model training Port relation Doct Mathematical Software Doct Mathematical Software Newskiter Bod Software Software Doct Mathematical Software Doct Mathematical Software Newskiter Bod Software Software Software Doct Mathematical Software Doct Mathematical Software Non But Staff Bod Software Software Mathematical Software Doct Mathematical Software Non But Staff Doct Mathematical Software Doct Mathematical Software Doct Mathematical Software Non But Staff Doct Mathematical Software Doct Mathematical Software Doct Mathematical Software





- Michigan Medicine experiences approximately 3 million patient visits per year
- . Licensed as ~ 1,000 bed hospital
- Averaging 75,000 transactions / month from ADC (Automated Dispensing Cabinets)
- About 1,000 dispensing transactions per day from our 4 retail pharmacies
 Averaging 150 surgery cases per day
 Over 280 emergency department visits per day

- Approximately 26,000 employees including: 5,500 Nurses 1,300 House officers (physicians)
- 1,300 House officers (physicians) 1,400 Resident physicians
- 200 Pharmacists 200 Pharmacy technicians 180 CRNA's 270 Anesthesiologists

- 200+ Researchers

Direct access employees =~ 6,300 Indirect (physicians, Rad Techs, MA's, EVS...) =~ 5,000

Monthly Totals (approximates)

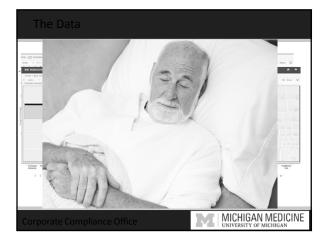
- 75,000 ADC transactions
 100,000 eMAR Transactions
- 6,000 prescriptions (~ 30% of all scripts are CS) •



MICHIGAN MEDICINE

The risk!!! CDC indicates that ~ 12- 16% of healthcare workers may have a substances abuse issue sometime in their career.





On the occasion that data findings indicate an unexplainable outlier or activity

- Actions that follow include:
- A deeper dive into supporting data ٠ .
- Meeting with impacted management • Meeting and evaluation with cross function team
- Meeting and interview with the responsible employee, HR, representation

Outcomes range from



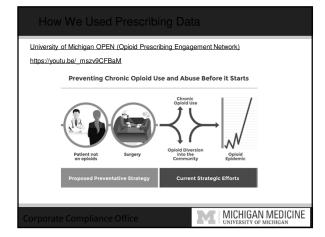
М

Identifying improvement opportunities

- I wasted 50 of fentanyl in the Omnicell along with a co-worker RN My co-worker forgot to push the "waste med now" button, he said afterward he didn't know that was his responsibility to do so. After 1 got the notice of this issue, my co-worker clearly stated that he did in fact witness me waste the medication.
- I helped the assigned RN to repositioning the pt. Afterward, we found a pill in pt's bed. RN looked up pill online, determined it was an Oxycodone, We notified charge RN, who then notified security and the Unit manager. Security picked up the pill
- The housekeeper was sweeping under the patients bed and found two pills. RN was at bedside and the housekeeper gave the meds to the RN. The meds were brought to pharmacy and identified as SO mg transdol and O.S mg Ativam. The patient has an order for both of these medications PRN. Security was notified and came to 8C to take the meds.
- I took out one ampule of fentanyl and one vial of versed, from the Omnicell, for first case of the day. There was a delay in getting the Pt to the procedure room. I put the drugs in the top drawer of our nurse cart -out of sight, during the procedure. We did not use these meds. I failed to return the drugs to the Onnicell. They were found later, that day.

M

MICHIGAN MEDICINE





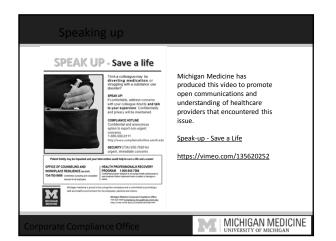




There are 2 types of activity monitoring taking place

- 1. Data Analytics includes transactions from the ADC (automated dispensing machines), the patient medical records and anesthesia tracking system. • This monitoring is 'desk top" and looks at transactional data from the
 - dispensing units along with administration data from medical records. It helps to detect outlier transactions, high frequency transactions,
 - wasting transactions and other transaction types.
- 2. Behavioral monitoring includes observations made by coworkers, supervisors, managers, patients and visitors. •
 - These are observations made pertaining to the activities of people inside of the facility (patients, employees and visitors).
 - . Also noted during Risk Rounds and Audits Data analytics are used to support each investigation

MICHIGAN MEDICINE M



Concernentiation Concernentiation Concernentiation Statistic expression A team of cross functional departments including Pharmacy, Nursing, Security, Safety and Compliance all contribute to the data analysis and outcome recommendations of the investigations Discoveries from these investigations may lead to opportunities that improve our systems and upgrade our skill sets while also helping to detecting diversion

