Monument Health boosts patient safety, automates drug diversion monitoring, and improves compliance

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

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MONUMENT HEALTH

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

Monument Health is a community-based healthcare delivery organization (HDO) with over 5,000 physicians and caregivers, serving 12 communities across western South Dakota. The system includes five hospitals and more than 40 medical clinics and specialty centers.

Monument Health has been using Imprivata OneSign® and Imprivata Confirm ID® to provide clinicians with fast and secure access to a variety of healthcare applications and systems. But they realized they required help in another area: combatting drug diversion. They needed a solution and support to enhance medication dispensing visibility and remediation, 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.

"We conduct regular training exercises for our frontline clinical staff to review drug diversion repercussions and symptoms," explains Dana Darger, Director of Pharmacy at Monument Health Rapid City Hospital. Along with a sharp focus on best practices, his instruction highlights the importance of awareness via three top signs: absence, mood swings, and unusual waste.

Even with the best awareness training, 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.
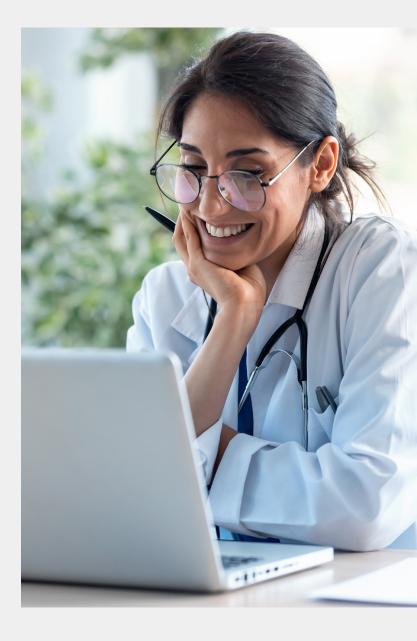
"Most automated dispensing cabinets and EHR systems provide only rudimentary reports and basic audit trails," explains Darger. "You can't easily spot activity that deviates from the norm or actions that might indicate diversion. It's all manual. You have to analyze data by hand across different systems, comparing one nurse's actions to another's, looking at pain scores, dosing levels, and so on. I enjoy the hunt, but manually, it takes too long."

The problem came to a head when Darger 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.

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>
> **Dana Darger**
> Director of Pharmacy
> Monument Health Rapid City Hospital

The solution: Automate discoveries and streamline investigations

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

"We narrowed down our list to two vendors based on product capabilities," recalls Darger. "We ultimately selected Imprivata because they were a trusted partner with whom we already had a solid relationship."

Using artificial intelligence and behavioral analytics, Imprivata FairWarning Drug Diversion Intelligence automatically identifies suspicious activity. It aggregates and correlates data from EHR and timekeeping systems, as well as automated dispensing cabinets, 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.

Also helping Darger and his team save additional time and effort is the support of his Imprivata Drug Diversion Monitoring Services analyst. This dedicated Imprivata analyst serves as the first line of investigation, examining alerts, researching potential issues, and opening cases on the team's behalf. The analyst meets with Darger's team on a regular basis to review discoveries and discuss individual cases.

The results: Better visibility, greater productivity

Monument Health has increased insights, improved compliance with DEA regulations and guidelines, and reduced risk by leveraging 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.

The HDO also simplified pharmacy operations and made more efficient use of internal resources by leveraging Imprivata Drug Diversion Monitoring Services. "The Imprivata analyst acts as an extension of our internal team," remarks Darger. "They do most of the legwork for us, so we can focus on more strategic activities including delivering the best possible patient care."

Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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