



**PHARMACY
VISION
20/20**

CSHP SEMINAR 20 • SEPTEMBER 24-27

Disneyland
RESORT

DRUG DIVERSION: PREVENTION AND RESPONSE

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UC DAVIS HEALTH



DISCLOSURE

I HAVE NO CONFLICTS OF INTEREST TO DISCLOSE

LEARNING OBJECTIVES FOR PHARMACISTS AND TECHNICIANS

1. Describe the medication diversion issue in health systems.
2. Describe the benefits of a controlled substance competency for all health system employees.
3. Explain what information is necessary for an effective controlled substance competency.
4. Explain the reporting avenues and assistance available for suspected medication diverters.

TEST QUESTIONS

1. What are possible patient impacts associated with drug diversion?

- A. Improved pain control
- B. Decreased pain control
- C. Increased infection risk
- D. Decreased infection risk
- E. B and C
- F. B and D

TEST QUESTIONS

2. Which years had the highest HCV infections related to drug diversion?

- A. 1992/2012
- B. 2004
- C. 2008
- D. 2009

TEST QUESTIONS

- 3. What is the most important benefit from having all employees take a controlled substance diversion competency?**
- A. Satisfaction of legal requirements
 - B. Increases hospital revenue
 - C. Empowerment of staff to report suspicious activity
 - D. Improves compliance
 - E. All the Above

TEST QUESTIONS

4. Who should I contact to report a suspected drug diverter?

- A. Immediate Supervisor
- B. Pharmacy Administration
- C. Compliance Hotline
- D. Department Manager
- E. Any of the Above

WHAT IS DRUG DIVERSION

- Drug diversion is the transfer of a prescription drug from a lawful to an unlawful channel of distribution or use.
- Challenged with alcohol and/or drug dependency among healthcare providers:
 - 15% of pharmacists
 - 10% of nurses
 - 8% of physicians

1. Center for Disease Control and Prevention, Opioid Overdose, 2020
2. Health and Human Services, Opioid Epidemic by the Numbers, 2020

THE DRUG DIVERSION ISSUE

The United States Department of Health and Human Services (HHS) and the Disease Control and Prevention (CDC) report that opioids killed more than 42,000 people in 2016.

- 66% of drug overdose death involved an opioid
- 40% of all opioid overdose deaths involved a prescription opioid

1. Center for Disease Control and Prevention, Opioid Overdose, 2020
2. Health and Human Services, Opioid Epidemic by the Numbers, 2020

THE OPIOID EPIDEMIC

The **OPIOID EPIDEMIC** by the number

IN 2016

116

people died every day from opioid-related drug overdoses

11.5 m

people misused prescription opioids¹



42,249

people died from overdosing on opioid²



2.1 million

people had an opioid use disorder¹



948,000

people had an opioid use disorder¹



170,000

people used heroin for the first time¹



2.1 million

people misused prescription opioids for the first time¹



17,087

deaths attributed to overdosing on commonly prescribed opioids²



19,413

deaths attributed to overdosing on synthetic opioids other than methadone²



15,469

deaths attributed to overdosing on heroin²



504 billion

in economic costs³

Sources: 1-2016 National Survey on Drug Use and Health, 2-Mortality in the United States, 2016 NCHS Data Brief No. 293, December 2017, 3-CEA Report: The underestimated cost of the opioid crisis, 2017

DRUG DIVERSION IMPACTS ON PATIENTS

Patients seeking care may be harmed by varying types of healthcare workers who are drug diverters.

- Patients may suffer increased pain if their medications are diverted
- Infections spread via tampered injectable controlled substances

11. Centers for Disease Control and Prevention, Risks of Healthcare-Associated Infections from Drug Diversion, 2020

DRUG DIVERSION IMPACTS ON THE HEALTH SYSTEM

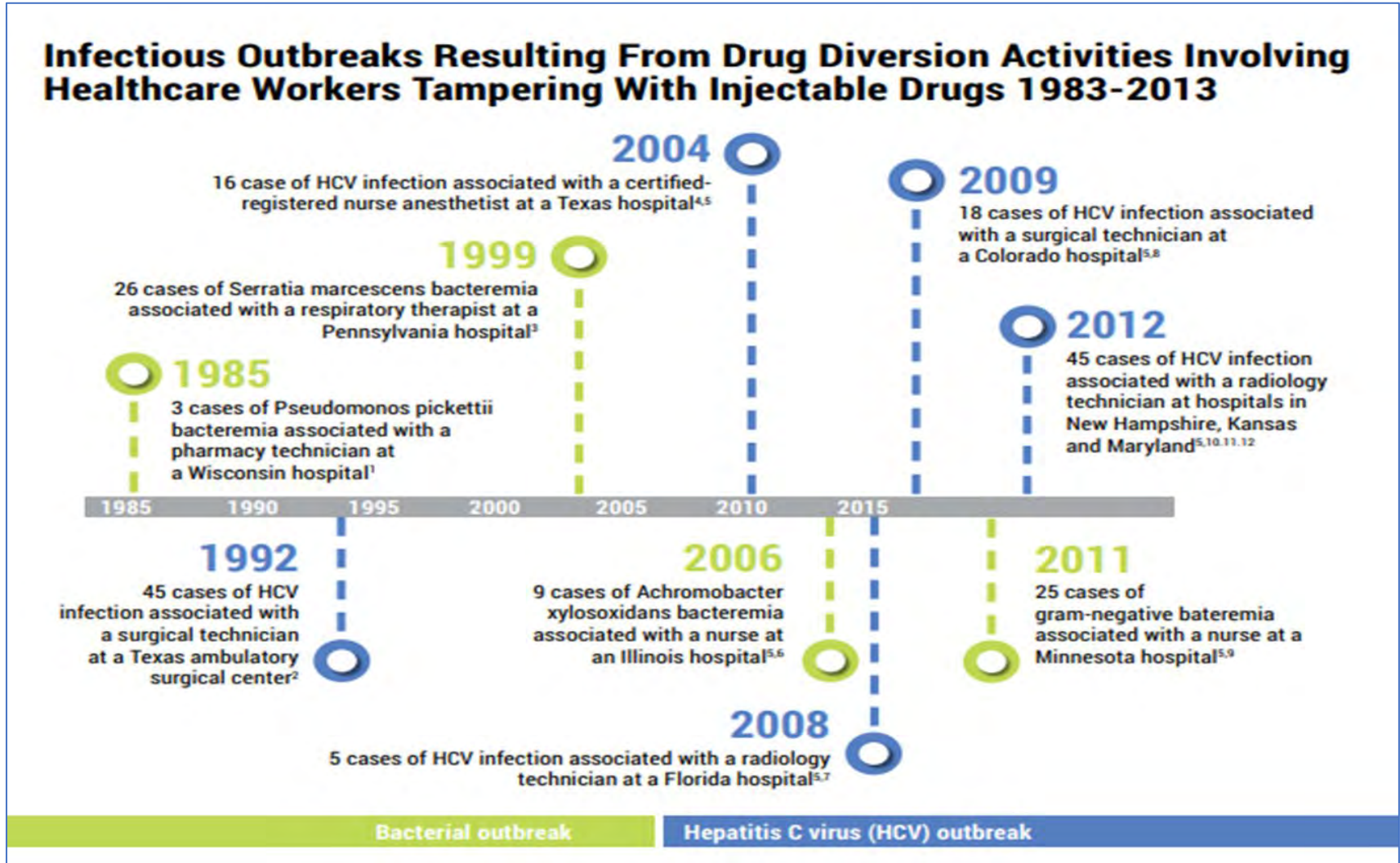
Many incidents of health workers diverting controlled substances have been reported in the news media and to regulatory agencies, resulting in large legal and regulatory penalties.

- September 2015 – Mass General \$2.3 Million
- May 2018 – Effingham Health System - \$4.1 Million
- August 2018 – University of Michigan \$4.3 Million

3. Modern Healthcare, UM Health System pays record \$4.3 million settlement in drug diversion case, 2018

4. Healthcare Dive, Georgia health system paying \$4.1M to settle opioid diversion claims, 2018

PUBLIC HEALTH OUTBREAKS ASSOCIATED WITH DRUG DIVERSION



12. Centers for Disease Control and Prevention, 2020

BENEFITS OF A COMPETENCY FOR ALL EMPLOYEES

All health systems that have controlled substances are faced with the reality of and need to safeguard against diversion. Thankfully, innovations by vendors, improved hospital policies, and increased security have improved the secure storage aspects of narcotics.

However, one critical area of diversion prevention that lacks attention is staff and nursing education regarding the recognition of diversion.

5. Visante, Drug Diversion: Education is key to prevention and detection, 2019

BENEFITS OF A COMPETENCY FOR ALL EMPLOYEES

- Keeps patients safe
- Keeps staff safe
- Earlier detection of drug diversion
- Improved surveillance
- Provides fundamental training for non-clinical staff



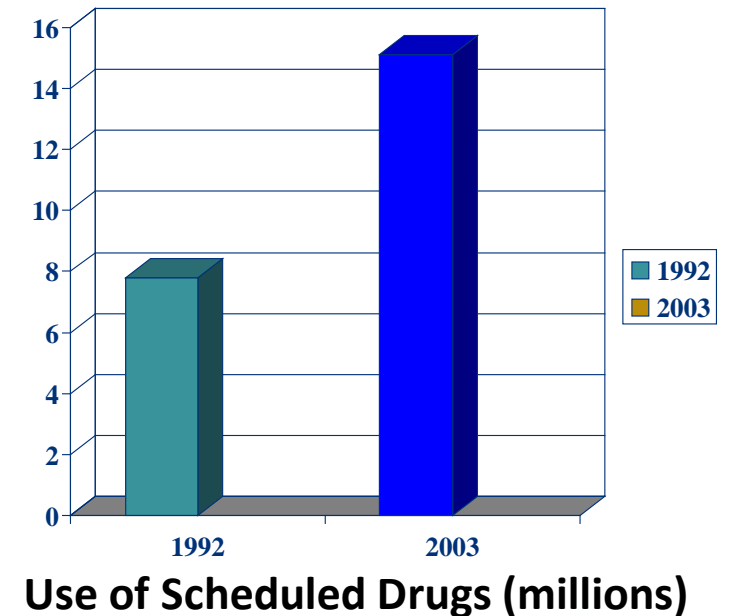
- **Empowers staff to report suspicious activity!!!**

INFORMATION FOR AN EFFECTIVE COMPETENCY

- What is diversion
- Scope of the problem
- Impact of Drug Diversion
- Who are drug diverters
- Why do staff divert
- Access to controlled substances
- High risk settings
- Occupational factors to drug diversion
- Drug diversion methods
- How to recognize a drug diverter
- How to prevent drug diversion
 - Proper wasting procedures
 - Proper storage
 - Proper administration procedures
- How to report drug diversion
- Assistance program available to staff

WHAT IS DRUG DIVERSION & SCOPE OF THE PROBLEM

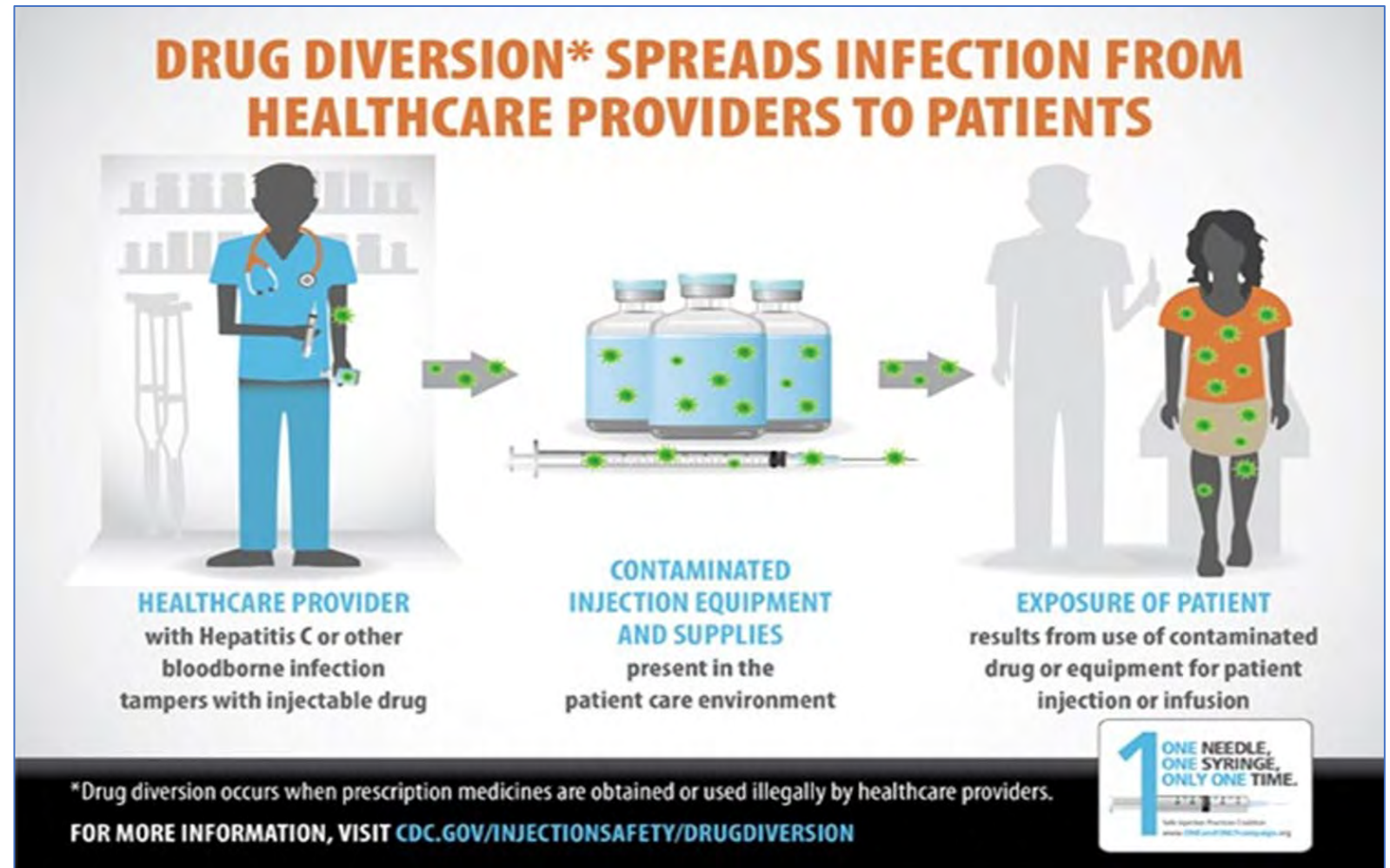
- Provide a basic definition of drug diversion so that non-clinical staff can understand.
- How many controlled substances are utilized (Past vs Present)



6. Drug Enforcement Administration, Follow-Up Review Of The Drug Enforcement Administration's Efforts To Control The Diversion Of Controlled Pharmaceuticals, 2017

What is the impact of drug diversion

- Medical costs
- Spreads infection
- Psychological toll on staff and patients



11. Centers for Disease Control and Prevention, Risks of Healthcare-Associated Infections from Drug Diversion, 2020

WHO DIVERTS MEDICATIONS

- ANYONE
- Approximately 1:10 healthcare workers are diverting controlled substance



7. Drug Enforcement Administration. Controlled Substance And Legend Drug Diversion; A Law Enforcement And Regulatory Perspective, 2017

THE WHY

The two major factors impacting incidence of drug misuse by healthcare professionals are:

- Access to controlled substances
- Availability of controlled substances



HIGH RISK AREAS

- Anesthesia
- Pharmacy
- Home Health
- Hospice
- Emergency Rooms
- Transporting
- Procedure areas



13. UCDH Internal Committee Analysis, 2020

OCCUPATIONAL FACTORS

- Suppression of feelings and emotions
- Vicarious trauma
- Physical demands of job
- Ease of access to medications
- High achievers
- New graduates
- Knowledge and sense of control



14. Transform Healthcare, 2020

DRUG DIVERSION METHODS

- Give basic descriptions of the methods without giving employees ideas
 - Taking the ‘waste’ for personal use
 - Stealing controlled substances from the patients
 - Tampering with patients-controlled substance medications



14. Transform Healthcare, 2020

HOW TO RECOGNIZE AN IMPAIRED EMPLOYEE OR DIVERTER

- Increasing personal and professional isolation
- Personality change - mood swings, anxiety, depression
- Progressive deterioration in personal appearance and hygiene
- Heavy "wastage" of drugs
- Excessive amounts of time spent near a drug supply



HOW TO PREVENT DRUG DIVERSION

- Never leave controlled substances unattended.
- Secure and sign out of Pyxis when transaction is completed.
- Dispose of controlled substance waste properly, according to policy.
- Be aware of your surroundings always.
- Report any unusual and suspicious activity to your supervisor right away.



13. UCDH Internal Committee Analysis, 2020

HOW TO REPORT DRUG DIVERSION

- Immediate Supervisor
- Department Manager
- Nursing Supervisor
- Pharmacy Administration
- Compliance Hotline
(Anonymous):



13. UCDH Internal Committee Analysis, 2020

HOW TO DEAL WITH AN IMPAIRED OR DIVERTING EMPLOYEE

- If you recognize symptoms in a co-worker, demonstrate concern
- Encourage employee to seek drug treatment assistance.
- Your action could affect the safety and welfare of the employee AND those patients who encounter them.



13. UCDH Internal Committee Analysis, 2020

WHAT ASSISTANCE IS AVAILABLE FOR A DIVERTING EMPLOYEE

- Employee assistance program (if available)
- Board of Registered Nursing (BRN) Intervention Program
- Board of Pharmacy (BOP) Recovery Program
- Physician Assistant Drug and Alcohol Recovery Program



THE ENDING

**We are in
this
together!!**





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12. Cdc.gov. 2020. *U.S. Outbreaks Associated With Drug Diversion By Healthcare Providers, 1983-2013 | Injection Safety | CDC*. [online] Available at: <https://www.cdc.gov/injectionsafety/drugdiversion/drug-diversion-2013.html>. Accessed 27 August 2020.
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