

Assessment of Controlled Substance Security and Diversion Mitigation



With the societal prevalence of abuse of prescription medications, controlled substance diversion within the hospital setting is a well-recognized risk. Due to the secretive nature of diversion and internal culture of healthcare organizations, diversion activities are often undiscovered and/or underreported.¹ Poorly constructed processes, the high stress level of the healthcare setting and opportunities for activity that is not always supervised all contribute to diversion in the healthcare setting. The results can be devastating:

- Several people at a cancer center developed infections when a diverting hospital worker replaced narcotics with water and injected patients²
- An academic medical center paid a \$4.3M settlement to the Drug Enforcement Administration over diversion³
- A hospital medical technician was sentenced to 39 years in prison after his diversion infected dozens of patients with hepatitis C⁴

Turn to experts at JCR

Joint Commission Resources medication management experts have a methodology for evaluating policies, processes and compliance. Our experts advise on the use of software and interpretation on the data of that software with the goal of being more efficient and effective in identifying potential diversion activities. With a comprehensive approach to evaluating the controlled substance system, hospitals will learn from their JCR expert where gaps exist and how to address those gaps. The cost of diversion should be a consideration for all hospitals, not just in terms of monetary penalties, but in terms of costs to patient safety and employee safety. Let our medication management experts help you address risks through proven strategies.

Questions to Ask

- How strong are your hospital's controlled substance processes and policies?
- Have you evaluated your diversion reporting to assess opportunities to improve or inadequate processes to identify diversion?
- Is there a chain of custody at each step of the purchasing, receiving, distribution, administration and wastage process?
- What type of auditing is performed?

To learn more, visit www.jcrinc.com/products-and-services/advisory-services/ or call 630.268.7400 and ask to speak to a Client Relations Manager about Medication Management and Safety Advisory Services.

¹ Vanderveen C. Hospital drugs leading to hospital highs. KUSA TV, May 23, 2016. ² Roswell Patients Infected after Worker Swaps Narcotics for Water in Syringes, The Buffalo News, 27 Sept. 2018. ³ Michigan Medicine Agrees to \$4.3M Settlement over Drug Diversion Case, Becker's Hospital Review, 31 Aug. 2018. ⁴ David Kwiatkowski Gets 39 Years for Causing Hepatitis C Outbreak, CNN, Cables News Network, 3 Dec. 2013

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