



Allina Health heightens diversion visibility with drug diversion software

Customer Profile

Allina Health is an 1,872-bed, not-for-profit healthcare system serving patients in Minnesota and western Wisconsin. The health system is comprised of 11 hospitals, about 100 clinics, 52 rehabilitation locations, 15 retail pharmacies, and 2 ambulatory care centers.

The Challenge

Like many health systems, Allina Health has prioritized risk mitigation strategies to address potential drug diversions with the goal of keeping patients and staff safe.

Diversion can occur across all practice settings where medications are stored and used, and can involve anyone who can access/obtain those medications. Diversion events such as a CRNA diverting propofol from the OR, an EMS paramedic tampering with and replacing medications, and a patient's family member stealing a morphine bag prompted Allina to take action.

While their formal drug diversion program was initiated years ago, access and availability of controlled substances continued to be major factors that impact the incidence of drug diversion by staff.

The Solution

Allina standardized its approach across the health system. Pharmacy leadership and audit services formed a multidisciplinary team to transform medication management through best practice standards, monthly monitoring, and education and awareness. The program incorporated Omnicell technology, including intelligent software analytics, to support automated diversion monitoring systemwide.



Allina Health
Minneapolis, Minnesota

Challenge

- Access and availability of controlled substances contribute to drug misuse and abuse
- Diversion incidents included staff and patients' family members

Solution

- Omnicell Intelligence Solutions

Impact

- Achieved documentation accuracy of greater than 98%
- Reduced discrepancy audit time from two months to just over two days
- Shortened medication dispense to administration time to 12 minutes
- Shortened medication administration to waste time to 45 minutes
- Able to conduct more real-time investigation into potential diversion

The Impact

Omnicell intelligence solutions contributed to deliver:

- A full picture of medication inventory for automatic monthly monitoring with a documentation accuracy of greater than 98%
- Reduced audit time to assess discrepancies from two months to just over two days
- Improvement in medication dispense to administration time: In just over six months, the average delay was reduced to 12 minutes from the time a medication was removed from the cabinet to when it was documented as administered
- Improvement in administration to waste time: The average is down to 45 minutes, and visibility into these rates allows Allina to monitor the trend over time and identify gaps
- Recommendations to improve pharmacy operations, including variance documentation on controlled substances and invoices, identifying and resolving cabinet discrepancies, and using workflow tools to drive specific actions

More Robust and Proactive Monitoring

With an oversight committee and technology in place, Allina Health's drug diversion program has been able to focus on proactive mitigation, reactive mitigation, and education. The health system experienced significant improvements, including:

- Improved visibility of medication inventory across all locations
- More real-time investigation of potential drug diversion
- Reduction of manual auditing of waste activity
- The addition of ongoing educational opportunities

Assisted by intelligent software analytics, Allina Health has developed a robust diversion monitoring program over time to minimize organizational risk and improve their medication inventory management.

“Diversion is and will continue to happen in health systems, but by leveraging intelligent software to help streamline the process of monitoring for potential drug diversion across the health system, we have more peace of mind.”

- **JoAnne Myhre, CPht, FMSHP, BA**
Drug Diversion Program Manager,
Allina Health
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