



Drug diversion program at TidalHealth transformed by technology and data

Customer Profile

TidalHealth Peninsula Regional is a 266-bed, level 3 trauma center non-profit hospital located on Maryland's Eastern Shore. It provides a multitude of specialties serving nearly 500,000 patients annually.

The Challenge

Like all health systems, TidalHealth experienced multiple drug diversion events over the years. Each department dealt with an incident of diversion in a siloed, reactive approach with no focused team. This made it internally difficult to determine if there was true diversion or simply instances of poor drug practice. In 2014, TidalHealth established an anti-diversion team to make recommendations for improvements and address concerns across the hospital system. In 2019, they realized they needed a new approach and wanted to evaluate and leverage available technology.

The Solution

The team researched automation and advanced software. The goal was to establish a medication inventory management program to reduce drug diversion incidents in any setting, specifically those involving controlled substances, through cross-discipline teamwork, education, monitoring, and follow-through. To meet their goal, TidalHealth invested in intelligent drug diversion monitoring software from Omnicell that provides:

- Visibility of medication inventory
- Closed loop for data feeds
- Data and analytics with tracking capabilities
- Secure access to software – on site or remote



TidalHealth Peninsula Regional Salisbury, Maryland

Challenge

- Manual processes
- Retrospective audits
- Gaps in chain of custody
- Lack of visibility

Solution

- Omnicell Intelligence Solutions

Impact

- Achieved nearly 92% automatic closure of matching cabinet dispenses to administrations
- Achieved documentation accuracy of nearly 98%
- Shortened medication dispense to administration time to 10 minutes
- Shortened medication administration to waste time to 46 minutes
- Able to conduct more real-time investigation into potential diversion

The Impact

TidalHealth noticed changes after deployment. Their drug diversion program was now based on actionable insights and fueled by new technology leading to:

- Improved visibility – closed loop with electronic medical record (EMR) and wholesaler
- More real-time investigation with greater engagement from nurses and anesthesiologists
- Monitored waste activity
- Conducted benchmarking and shared analytics through automatic reporting, which provides visibility to motivate engagement from the teams:
 - Achieved an average 91.6% automatic closure of matching cabinet dispenses to administrations, close to the goal of 93%
 - Achieved documentation accuracy that averaged 97.8%
 - Shortened medication dispense to administration time to an average of 10 minutes
 - Shortened medication administration to waste time to an average of 46 minutes
- Increased educational opportunities to promote compliance

“An active, diverse, and engaged drug diversion team is key to improving drug diversion in any setting.”

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- John Jordan, PharmD, BCPS
Senior Director of Pharmacy Services,
TidalHealth
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Procedure Area Focus: Anesthesia

At TidalHealth, Anesthesia has become part of a new anti-diversion team within the hospital. With their visibility into operations and daily involvement with medications used in the operating room and procedure areas, members of the Anesthesia department can effectively monitor for diversion compliance. This involvement includes:

- Use of Omnicell® Anesthesia Workstations and Automated Dispensing Cabinets to improve tracking of controlled substances
- Awareness of open transactions through increased data visibility; Chief of Anesthesia is aware of deficiencies in documentation
- Anesthesia diversion team members routinely communicating with pharmacy to increase accountability
- Having the Anesthesia team engaged in the diversion monitoring process: educated/trained one CRNA and Anesthesiologist (Chair) on the diversion software solution

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