

A Healthcare Facility responds to Opioids and Substance Use Disorder



- Diversion Prevention, Detection and Response
- Quality Improvement
- Changing the Culture

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This presentation will cover

- The "Wake-up call"
- How we incorporated data analytics into our diversion detection and prevention program
- The constantly evolving process of diversion detection, prevention and response in healthcare
- Speaking up

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A necessary part for all healthcare facilities

Controlled substance medications are used for legitimate medical purposes thousands of times daily at hospitals and healthcare facilities all across the country.



The options of not using controlled substances are "limited".

Once we administer the anesthesia, you won't feel a thing....

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## Opioid Related Projects and Research

Opioid Solutions

The University of Michigan is a leader in addressing the opioid epidemic, which is the single deadliest drug epidemic in United States history, affecting people of all races and socioeconomic sectors across the nation.

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## Suspicious Activity Monitoring

There are 2 types of activity monitoring taking place

1. **Data Analytics** includes transactions from the ADC (automated dispensing machines), the patient medical records and anesthesia tracking system.
  - This monitoring is 'desk top' and looks at transactional data from the dispensing units along with administration data from medical records.
  - It helps to detect outlier transactions, high frequency transactions, wasting transactions and other transaction types.
2. **Behavioral monitoring** includes observations made by coworkers, supervisors, managers, patients and visitors.
  - These are observations made pertaining to the activities of people inside of the facility (patients, employees and visitors).
  - Also noted during Risk Rounds and Audits
  - Data analytics are used to support each investigation

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## Speaking up

**SPEAK UP - Save a life**

Think a colleague may be diverting medications or struggling with a substance use disorder?

**SPEAK UP!** If comfortable, address concerns with your colleague directly and talk to your supervisor. Confidentiality and privacy will be maintained.

**COMPLIANCE HOTLINE**  
Confidential and anonymous hotline to report non-urgent concerns.  
1-888-900-0111  
<http://www.compliancehotline.umich.edu>

**SECURITY** (734) 936-7090 for urgent, immediate concerns

Patient Safety may be impacted and your information could help to save a life and a career

**OFFICE OF COUNSELING AND WORKPLACE RESILIENCE**  
734-763-8489 - assistance, counseling and confidential services for all employees

**HEALTH PROFESSIONALS RECOVERY PROGRAM** 1-800-543-7384  
www.healthprofessionalsrecoveryprogram.umich.edu

Michigan Medicine is proud to be a drug-free workplace and is committed to providing a safe and healthy environment for its physicians, patients and visitors.  
Michigan Medicine Corporate Compliance Office  
734-763-8489 | [compliance@umich.edu](mailto:compliance@umich.edu)  
<http://med.umich.edu/compliance>

Michigan Medicine has produced this video to promote open communications and understanding of healthcare providers that encountered this issue.

<https://vimeo.com/135620252>

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**Conclusions**

**Collaborative Investigations**

- Multiple types of investigations and observations are needed to detect controlled substance diversion and abuse in healthcare. Data analytics and behavioral observations lead the list and are codependent and co-supportive.
- A team of cross functional departments including Pharmacy, Nursing, Security, Safety and Compliance all contribute to the data analysis and outcome recommendations of the investigations
- Discoveries from these investigations may lead to opportunities that improve our systems and upgrade our skill sets while also helping to detecting diversion

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**Questions**



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