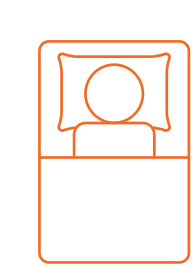


# Controlled Substance Management within hospitals

Drug losses and thefts

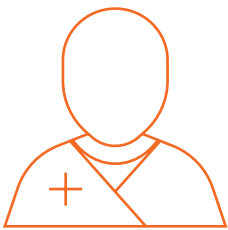
The bottom half of the slide features a decorative design with two overlapping teal shapes on a white background. On the left, a large teal triangle points towards the right. On the right, a smaller teal triangle points towards the left. These two triangles overlap in the center, creating a white triangular void. The overall effect is a modern, abstract graphic element.

# The severe consequences of diversion of controlled substances



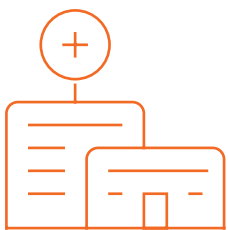
## Patients

- Diversion has resulted in multiple patients being infected with hepatitis C or other bacteria in North America.
- Patients’ pain can be left untreated.
- Falsified charts and impaired providers can lead to substandard care.



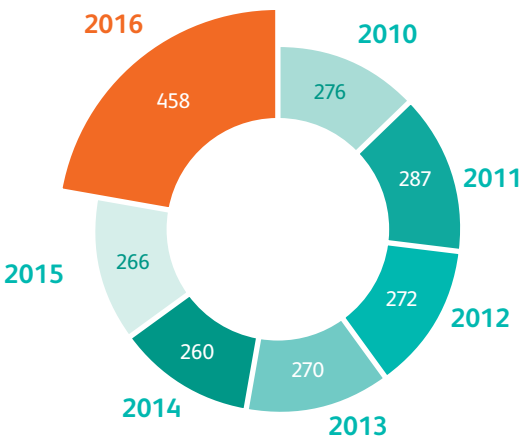
## Staff

- 1 in 10 healthcare workers are estimated to be suffering from a substance use disorder.
- Staff diverting drugs are at high risk of overdose or death.

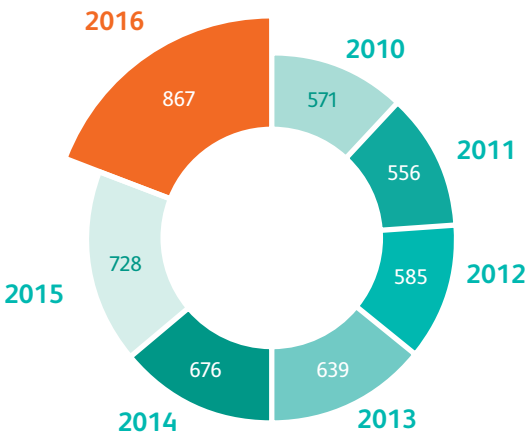


## Hospitals

- Hospitals absorb the costs of diverted drugs, investigations and harmed patients.
- The public can begin to distrust the healthcare system.
- Increased supply of diverted drugs and impaired individuals can harm the local community.
- The local community may be affected due to an increased supply of diverted drugs and impaired individuals.



Number of hospital drug loss reports to Health Canada (Ontario)



Number of opioid death reports to Public Health Ontario (Ontario)



## Most affected

## Gaps in our system

Patients	Staff	Hospitals		
			<b>Procurement and receiving</b> <ul style="list-style-type: none"><li>• Failure to audit purchasing records or check invoices against supplier’s shipments.</li><li>• Excess drug could be ordered and packaging slip could be removed or altered.</li><li>• Unusual peaks in medication ordering are not investigated.</li></ul>	<b>Potential safeguard:</b> Separate and rotate purchaser and receiver roles between staff and audit purchasing records or check invoices against supplier’s shipments.
			<b>Inventory security</b> <ul style="list-style-type: none"><li>• Drug containers can be tampered with and made look unopened.</li><li>• Bulk containers allow for drugs to be stolen without detection when regular auditing is not in place.</li></ul>	<b>Potential safeguard:</b> Periodically audit inventory to ensure security and monitor for tampering.
			<b>Prescribing</b> <ul style="list-style-type: none"><li>• Prescribers may order unnecessarily large doses or write prescriptions for themselves, friends or family.</li><li>• Prescription pads can be stolen and used to forge prescriptions.</li></ul>	<b>Potential safeguard:</b> Monitor unusual patterns in prescribing behavior.
			<b>Dispensing</b> <ul style="list-style-type: none"><li>• Automated dispensing cabinets may provide access to multiple controlled drugs at a time.</li><li>• Canceled transactions and surgeries, or discharged patients, can be used to obscure inappropriate drug withdrawals.</li></ul>	<b>Potential safeguard:</b> Limit unnecessary supply to patient areas and ensure documentation practices support audit trail and individual accountability (e.g., signatures).
			<b>Administration</b> <ul style="list-style-type: none"><li>• Drugs from prepared syringes have been diverted and replaced with saline.</li><li>• Healthcare workers have asked multiple colleagues to obtain drugs on their behalf or have falsified patient records.</li></ul>	<b>Potential safeguard:</b> Consider policies requiring the healthcare worker retrieving the drug be the one to administer it, to maximize accountability and security of drug.
			<b>Wastage or disposal</b> <ul style="list-style-type: none"><li>• It is not possible to visually ascertain what is actually being wasted when acting as a witness.</li><li>• Expired drugs may accumulate if not removed on a frequent schedule.</li></ul>	<b>Potential safeguard:</b> Consider assaying random samples of waste for integrity. Secure receptacles of expired or wasted drugs for proper disposal.



HumanEra ([www.humanera.ca](http://www.humanera.ca)), an applied human factors research team, has a grant funded by Becton Dickinson Canada to conduct research on drug diversion.

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