



DRASTICALLY REDUCES NURSING AUDITING TIME FOR MERCYONE IOWA DRUG DIVERSION

OVERVIEW

MercyOne Iowa operates four not-for-profit, Catholic medical centers and two specialty hospitals, providing a total of 965 licensed beds.

With over 7,000 medical personnel and 1,000 physicians across multiple facilities, MercyOne Iowa sought a drug diversion analytics solution to effectively monitor, address and resolve diversion cases while maintaining compliance with strict substance monitoring policies.

MercyOne Iowa elected to address these needs by implementing Rx Auditor Investigate to its fullest extent and capability in August 2021.

THE CHALLENGE

COVID-19 continues to exacerbate already overwhelmed nursing and medical personnel across the United States and MercyOne Iowa is no exception. The current public health situation requires real-time solutions to help hospitals and healthcare organizations accurately track and monitor their prescription medicines.

With a strong leadership team of 20 directors across their 180 units to assess drug diversion, MercyOne Iowa required a modernized and sophisticated drug diversion analytics solution that would save time, maximize efficiency, adhere to controlled substance monitoring policies, and protect patient safety.

MEDACIST SOLUTION

Candace Jordan, PharmD, BCPS, MBA, Market Director of Pharmacy MercyOne Iowa Division, saw major improvements in drug diversion capabilities with RxAuditor Investigate. One immediate improvement observed was the significant increase in the number of nurses the team was able to review each month. Prior to RxAuditor Investigate's Region Risk Dashboard and Key Performance Indicators, Jordan's team was limited in the number of personnel it could monitor and review. "It has drastically cut down on our nurse's time to review our narcotic diversion, which is huge, especially now with our nurse shortages going on," said Jordan. "It's just been instrumental in keeping us alert of those diversion potentials, but not having it be such a cumbersome process for our nurses."

Additionally, the nursing staff found the case management feature helpful to ensure accountability for all team members. Said feature proposes questions that the team can leverage to identify diversion, as well as providing a statistical analysis of at-risk individuals. Questions such as 'did the nurse waste?' and 'were they working a lot of evening shifts?' are noteworthy contributors in identifying diversion.

For example, this feature helped MercyOne Iowa identify and address a potential diversion issue at its facility. The nurse was not flagged for being statistically higher

per their shift or clinical care area. However, this was flagged at the hospital level. And, after further review, found that the diversion was happening across four different units and clinical care areas. The case management questions for this diversion incident were crucial to the nursing leadership team to ensure accountability for every unit and shift.

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Since its implementation, RxAuditor Investigate has helped the MercyOne Iowa team adhere to controlled substance monitoring policies, save time and maximize efficiency.

"That's the biggest win for us," said Jordan. "It definitely has allowed us to feel more confident that we are reviewing at-risk individuals in a more appropriate way."

While staffing shortages continue throughout medical facilities, RxAuditor Investigate has contributed as an ally to MercyOne Iowa nurses and the Iowa community by ultimately protecting staff and patient safety.

