

# Identifying Drug Diversion and Steps to Take to Improve Tracking Controlled Substances

Presented by:

**Assistant Chief Richard Scott.**

Bonita Springs (FL) Fire-Rescue

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## Course Description

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We will present ways to understand what drug diversion is, and the ability to identify if your school/department has a problem. We will review the necessary steps you can take to better track and secure your controlled substances, while better managing the inventory of your narcotics and supplies.

# Learning Objectives

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1. Understanding what drug diversion is
2. Identifying if your department has a problem
3. Steps to take to better control your controlled substances
4. Using RFID to track narcotics inventory

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# Welcome Our Presenter

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## **Assistant Chief Richard Scott** Bonita Springs Fire District

*Chief Rich Scott is responsible for the overall operations of the Fire District including Fire Suppression, EMS and Fire Prevention. He has been with the Fire District for 27 years.*

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# WHAT IS DRUG DIVERSION?

- **“Drug diversion”** is the tactful term used by the Drug Enforcement Agency for stealing medication.
- It is a misappropriation of controlled substances by providers for their own use.
- Controlled medications in EMS must only be used for patients in accordance with protocols.



# YOU MUST HAVE A PLAN

- Nationwide, more than 60% of 10 drug overdoses involve an opioid, such as fentanyl or morphine.
- Drug addiction can affect anyone — young or old
- Opioids are commonly used by EMS providers to treat patients in severe pain, and they can be diverted by anyone with access.
- Anywhere there is the administration and storage of narcotics the risk of theft is significant.
- While external theft is a concern, the real risk is from the people entrusted with those drugs.





# LEGAL IMPLICATIONS OF DRUG DIVERSION

## 1. THE DIVERTER

- Subject to criminal liability for theft and other crimes related to misuse of a controlled substance
- Termination from employment
- Loss of licensure or certification or other severe penalties

## 2. ADVANCED LIFE SUPPORT SERVICE

- Penalties and sanctions
- Loss or suspension of licensure
- Liability depends on adherence to strict requirements and whether appropriate action was taken upon learning about the diversion.



# LEGAL IMPLICATIONS OF DRUG DIVERSION

## 3. MEDICAL DIRECTOR

- Many ambulance services obtain/administer controlled substances through their EMS medical director's DEA number.
  - Typically the case when an ALS service doesn't have its own DEA number and the agency isn't from a state that grants the authority to ambulance services to obtain and administer controlled substances.
- Could face potential penalties if the ALS experiences a drug diversion
  - Sanctions against the medical director's license
  - Monetary penalties
  - Depends on whether the medical director adhered to applicable legal requirements and whether he or she took appropriate steps upon learning about the diversion.



# LOOK AT ALL THE FACTS

- Review all the data
- Ask questions
- Look for patterns of narcotic use/waste
- Look for overall performance patterns
- Look at attendance issues
- Interview all parties involved in an incident
- Work with your Medical Director to determine adherence of protocols



# A Few Important Takeaways

## 1. CONTROL, LIMIT AND MONITOR ACCESS TO NARCOTICS

- The safeguards that are currently in place – locked cabinets, two-person access, tamper-proof containers – may not be adequate to the risk medics are willing to take to access narcotics.

## 2. ACT ON YOUR HUNCHES AND SUSPICIONS

- When a drug-diversion is exposed and reported there are almost always co-workers that come forward to say they were suspicious, had a hunch or saw some clues that something was amiss.
- Have systems to report suspicions.
- Trust your instincts.

## 3. MAKE IT SAFE FOR PARAMEDICS TO ACKNOWLEDGE AND TREAT THE ADDICTION

- For treatments and interventions to succeed through employee-assistance programs medics need to be safe to access those programs without fear of reprisal.



# Controlled Substances

## Where we started:

- Paper sheets that could be altered by anyone
- No control: all employees had access
- No oversight/visibility
- No real security
- Various forms of disposal



# Controlled Substances

## Challenges:

- Tracking: Cradle to grave documentation
- Access: Two forms of authentication (Knox MedVault)
- Documentation: Paperless tracking software
- Disposal: various forms of disposal with no documentation.
- Reduce diversion



# Controlled Substances

## Solutions:

- Paperless chain of custody software
- KNOX MedVault: secure, two forms of entry/authentication
- KNOX Connect software: tracks every time a vault is open by who and when.
- RFID creates real visibility of medications
- DEA compliant disposal company



# RFID Inventory Management

Radio Frequency ID





# The District

- 7,800 emergency calls per year
- 7 locations: 400 items each
- 9 apparatus: Fire Engines/Rescue/Boat
- Advanced Life Support units carrying over 160 items
- Master Supply room at HQ: 2,500 items
- Fixed Assets \$750+ in value: 1,500 items



# Challenges

## Inventory

- Lack of visibility
- Manual counting/user errors
- Hoarding
- Decrease inventory waste & time spent
- Expiration dates: **Penalties**



# The Solution: RFID Technology



- RFID partner: *Silent Partner Technologies*
- Organizing
- Packaging
- Labeling
- Tagging
- Implementing



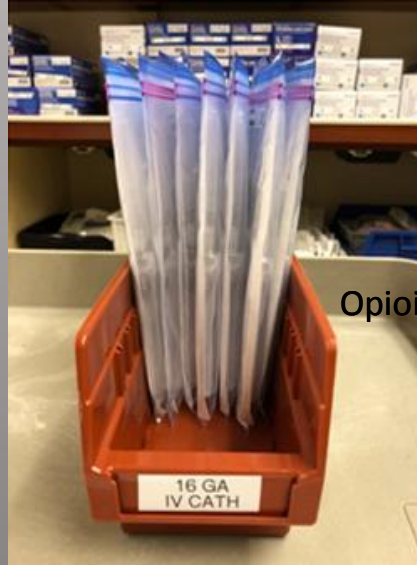
# Fire Station Supply Room



- Real-Time
- Smart shelves
- Passive tags
- Organization



# Organization



Opioids



# The Software

The screenshot displays the 'Bonita Springs Fire Assets Management System' interface. At the top right is the 'IntelliView' logo with the tagline 'FROM SILENT PARTNER TECHNOLOGIES'. A navigation menu includes 'Home', 'Dashboard', 'Map', 'Management', 'Service Module', 'Events', 'Settings', 'Reports', 'AVL', 'Help', and 'Logout'. The main title is 'Bonita Springs Fire Assets Management System'. Below the title, there is a filter section with 'By: Current Location' (a dropdown menu), 'Set as Default', and 'Select Columns' buttons. A search bar labeled 'Search Asset...' is also present. A blue header bar indicates the current location is 'ST1 - Med'. The main content area shows four asset cards, each with a unique ID and details:

Asset ID	Description	Current Location	Last Seen	Status	Expiration Date
BA128929	Medication - Epinephrine ...	ST1 - Med	2020-09-05 4:21:43 PM	OK	2021-03-31
BA128939	Medication - Epinephrine ...	ST1 - Med	2020-09-05 4:21:43 PM	OK	2021-03-31
B0127411	Medication - Epinephrine ...	ST1 - Med	2020-09-05 4:21:43 PM	OK	2021-03-31
B0127468	Medication - Epinephrine ...	ST1 - Med	2020-05-20 1:21:47 PM	MISSING	2020-05-31



# The Software

## Pick Ticket for ST6 - Med

Ticket Number: T-20180327-1010

Created by Natalie on: 2018-03-27 08:46:42

Email

Print

Save

Finalize Ticket

Part Number	Description	Par Level	Count	Quantity Needed	Pick Location(s)	Quantity Picked
Serialized Consumables						
11130 EMP	Airway - ETT 3.0	1	0	1	Master Supply	1
Quadmed #EDI-321712	IV - Admin. Set (Drip)	10	9	1	Master Supply	1
VID9018-VC-005 LEE	IV - EZ-IO Needle - Pink (Pediatric)	1	0	1		1
Leesar# 2016364	IV - J-Loops (bag 5)	4	3	1	Master Supply	1
Leesar# 2033500 \$5.31	Medication - Epinephrine 1:10,000	5	3	2	Master Supply	2
MCK# 226057	Misc - Mask - Face/Fluid Shield (box)	1	0	1	Master Supply	1
Zoll 8900-0701	Zoll - Electrodes - Adult	4	3	1	Master Supply	1

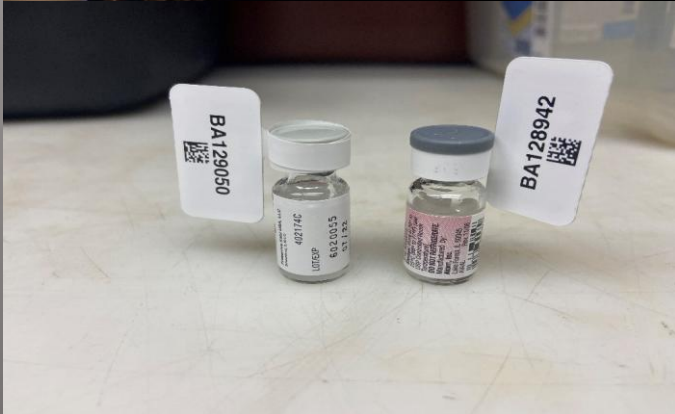
Expired (red) and soon to be expired (yellow) items.

B0113717	Medication - Atropine Sulfate 1mg	2018-02-28	2018-02-25 16:59:52
B0114968	IV - 100 ml Dextrose 5% (D5W)	2018-03-31	2018-03-06 13:52:34
B0114965	IV - 100 ml Dextrose 5% (D5W)	2018-03-31	2018-03-06 13:52:38
B0113087	Medication - Sodium Bicarb 4.2%	2018-04-01	2018-03-25 11:51:13
B0113086	Medication - Sodium Bicarb 4.2%	2018-04-01	2018-03-25 11:51:13



# Controlled Substances

- RFID enabled KNOX MedVault
- Real time visibility
- Two codes to open
- Alerts any time a vault is opened and if a medication moves
- Individual identification of each medication





**Wendy Fecteau**  
Territory Sales Manager



**Higher Education Campuses**



# A Need for Knox

## 3 Injured in Local School Shooting

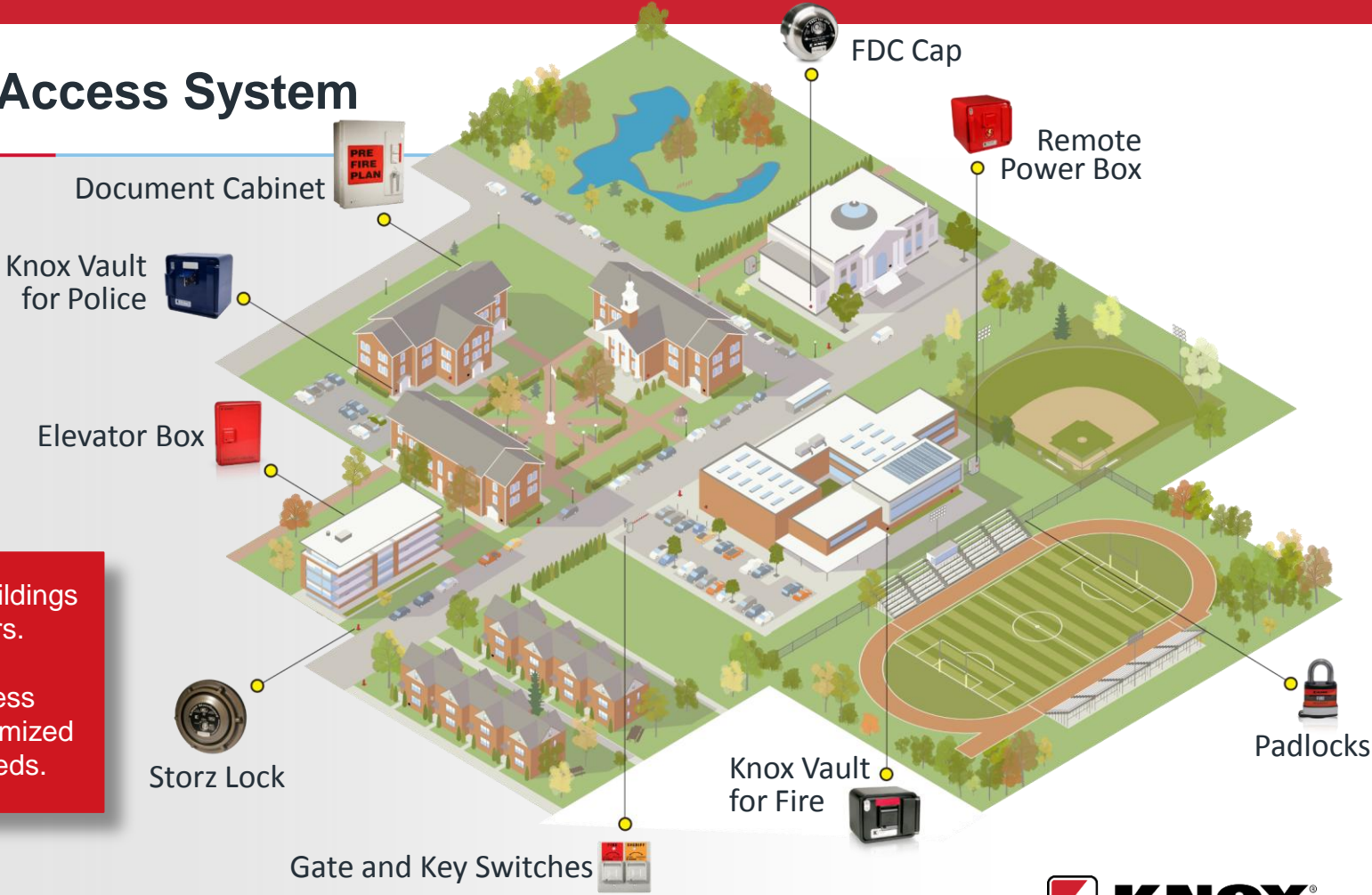
Active shooters account for the highest percentage of targeted attacks on schools

There have been at least **288** school shootings in the United States since January 1, 2009

By the end of 2019, there were **417** mass shootings in the U.S.



# Knox Rapid Access System



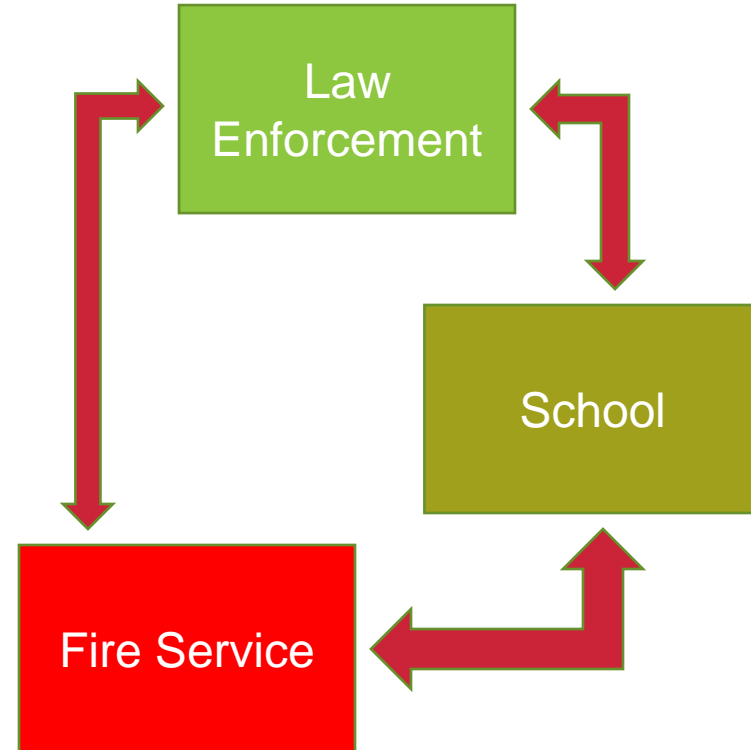
Rapid access into buildings and secure perimeters.

The Knox Rapid Access System can be customized to fit your specific needs.

# Keys to Success

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- Be collaborative
  - Must include leadership from schools, fire and law enforcement
  - Engage the box manufacturer early
- Make your Rapid Access program part of the risk assessment
- Rapid Access should be part of any active shooter drill
- Perform regular key audits to track keys
- Investigate new options such as the Knox e-Key which provides increased traceability/accountability measures and eliminates the worry of losing keys



# Options for Boxes on Schools

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1. Share the same key with law enforcement
2. Dual mastered boxes may be required
3. Separate boxes for fire and law enforcement (Blue Box)
  - Law enforcement only has access to schools
  - Boxes can be placed at strategic locations for tactical response
  - Boxes can be easily identified by law enforcement during a hostile event
4. eLock System



# Knox eLock™ System



KeySecure® 6



Knox eKey™



KnoxConnect™



Knox eLock Core™



KnoxDock™



Knox ePadlocks™

# eLock System Benefits

- The eKey elevates master key control by knowing and reporting where and when it's been used
  - Eliminates costly and time consuming rekeys
- Enhanced security features prevents unauthorized use
  - Ability to hold multiple lock codes
  - No cost for shared access with mutual aid partners
- Complete accountability audit trail
  - Saves time, money and resources when researching system access and usage
- Low-maintenance design
  - eLock is maintenance-free for dust, dirt, snow and ice





# For More Information:

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