Welcome to

The Opioid Crisis: An Update for Safety Leaders

December 15, 2016
Anonymous Polling Questions

"I am interested in an update webinar on DRUG DIVERSION topics and BEST PRACTICES"

88% Agreed and 73% Strongly or Very Strongly Agreed, and 62% Very Strongly Agreed

DRUG DIVERSION topics I would like to be covered include:

- Accuracy when pt. is seen at different facilities/healthcare systems
- All topics are great
- Best practices re: policy & procedure to address patient request to amend medical records
- Charting by drop down" and no narratives"
- Claims trends related to EHR accuracy common root causes for EHR errors.
- Handling of suspected diversion by hospitals
- Holding providers responsible for accurate documentation
- How to get records corrected.
- Identity theft
- Investigate physician reason for this documentation and whether the information is thought to be accurate by the provider.
- Just would like this addressed as there can be multiple inaccuracies
- Med rec
- Medical record errors and how to reconcile those errors.
- None in particular
- Patients being held accountable and educating them on the importance on truthful histories
- Signs of inaccuracy in one's own records or our patients
- Transparency; MD notification; how to tell patients
- We want to hear about programs that have formally been started to help med records be corrected
- What to do if it happens
- Who is responsible for fixing the error and what is the risk for the organization when they are not addressed

Anonymous Polling Questions

I believe Healthcare Institutions SHOULD PROVIDE HELP TO PATIENTS when their medical records are contaminated or are in error.

97% Agreed and 81% Strongly or Very Strongly Agreed, and 76% Very Strongly Agreed

"The topics regarding MEDICAL RECORD accuracy I want to see addressed in future webinars are:"

- All new material
- Alternative therapy
- Components of efficient monitoring; drug testing: all employees or none as a practice?
- Current topics of interest especially involving healthcare workers
- Diversion in acute care settings - HR policies
- Diversion in healthcare facility
- Healthcare education in prescribing pain meds, national standards to decrease diversion
- How to conduct an investigation and the risk to the organization
- How to tell patients that this happened to them; this is MUCH needed please!
- How to watch colleagues without compromised relationships and turning the unit into a police state"
- Managing someone in recovery
- No preference
- Prescribing habits
- Prevention and appropriate response
- Proactive reporting to identify potential diversion
- Recidivism in health care employees; employment screening
- Recognizing signs of diversion both in the person and the documentation.
- Reconciliation of narcotic waste
- Serotonin syndrome and other adverse effects due to use of opioids
- Street drugs
- Street drugs patients are abusing in addition to the prescribed medications.
- Successful strategies to avoid opiates for healthcare pain relief
- Supporting staff who divert; compassionate response
- Synthetic fentanyl
- Things to look for in my staff
- Those that can used in an inpatient setting
- We need to know what role patient safety leaders need to know