



BLUESIGHT
CONTROLLED SUBSTANCES

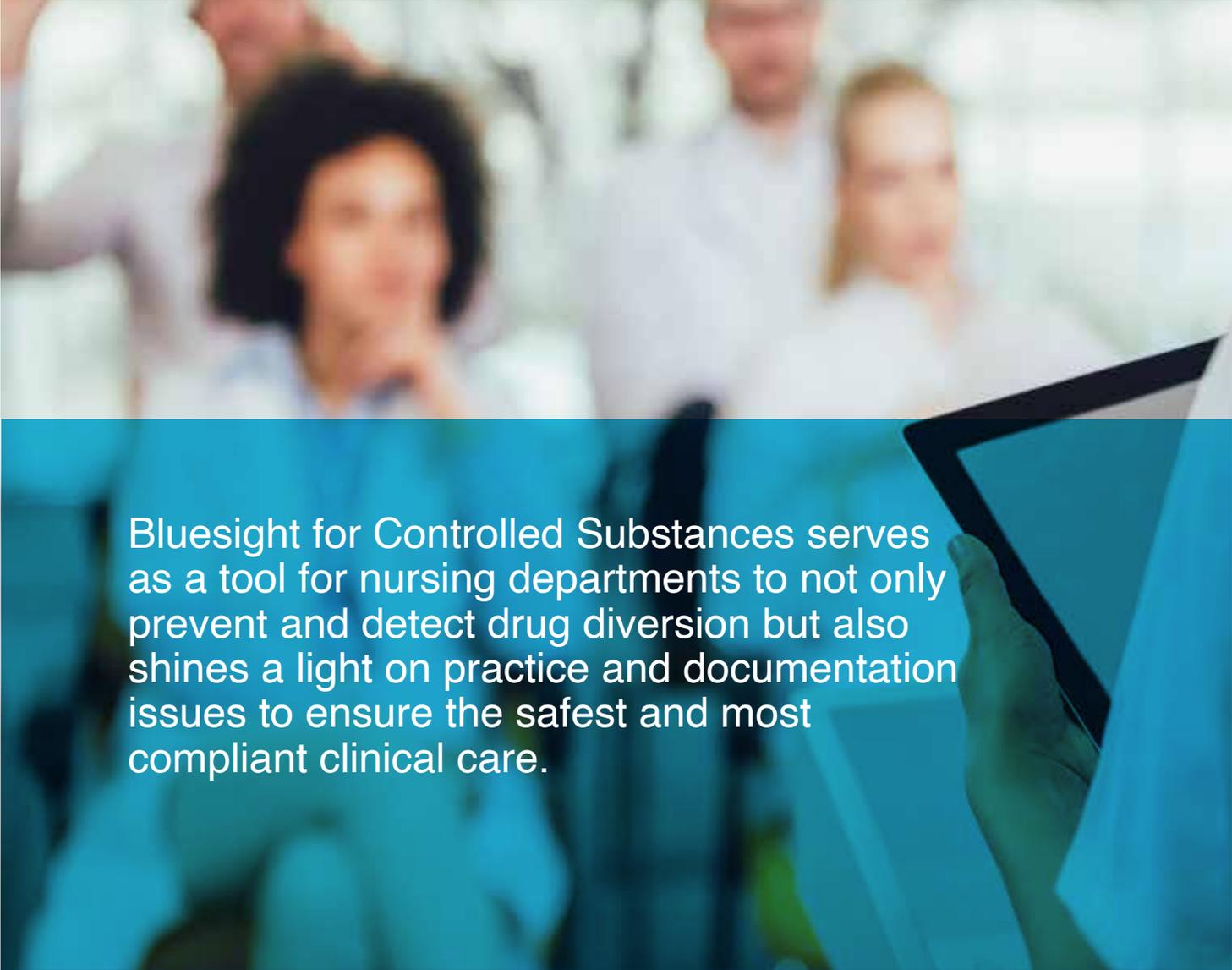


Community Memorial
Health System



PennState Health

Nursing Practice Improvement **Case Study**



Bluesight for Controlled Substances serves as a tool for nursing departments to not only prevent and detect drug diversion but also shines a light on practice and documentation issues to ensure the safest and most compliant clinical care.

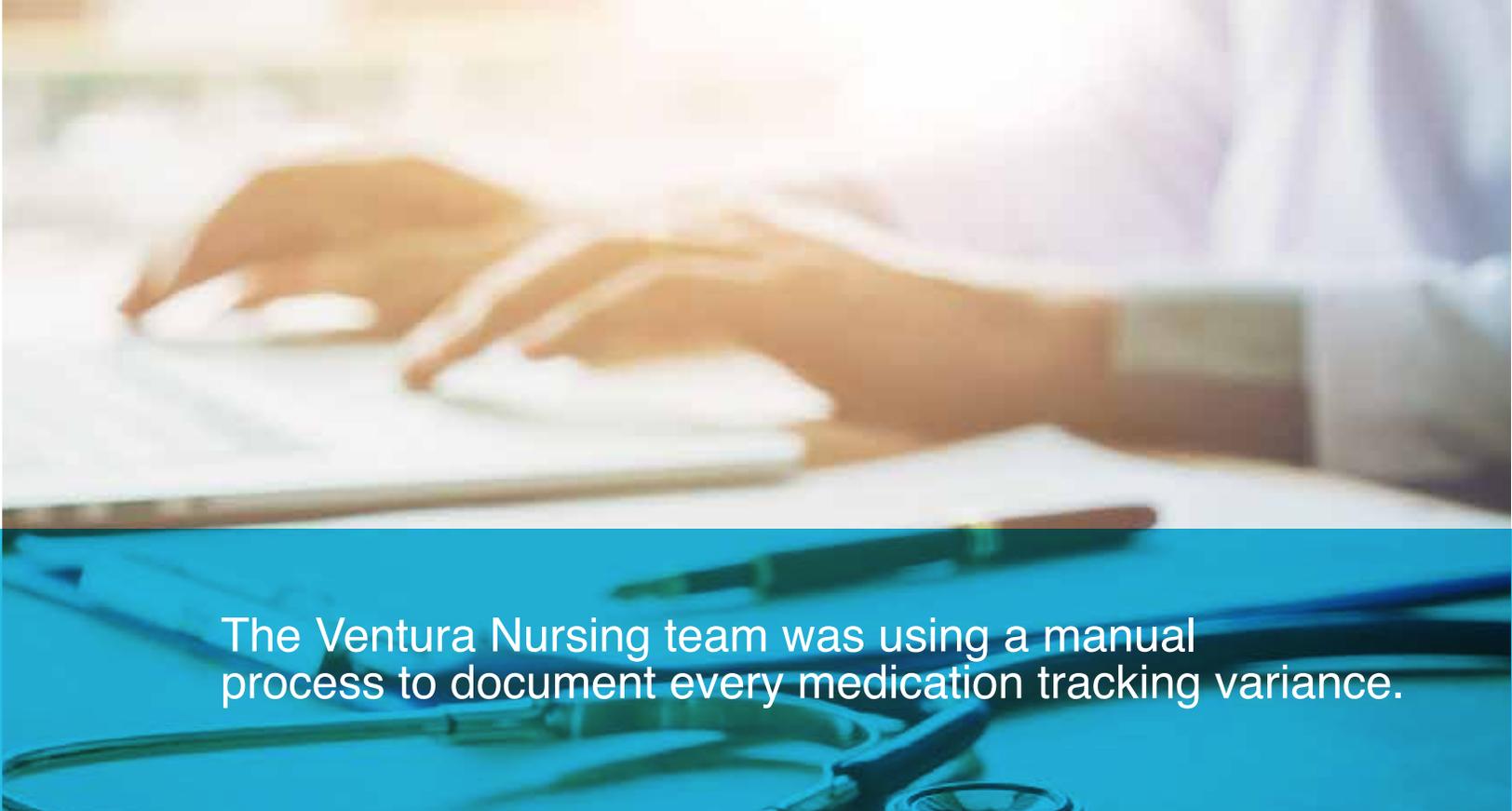


BLUESIGHT
CONTROLLED SUBSTANCES



CMHS Ventura Nursing **Case Study**

In an effort to streamline processes and communications, standardize practice, and gain better visibility into medication use, Community Memorial Health System of Ventura, CA pivoted to Bluesight for Controlled Substances from their previous EHSQ (Environmental Health & Safety and Quality Management) solution in September, 2018. This change has resulted in workflow changes that have shown substantial decreases in time spent on daily tasks, so Nursing staff can focus on patient care.



The Ventura Nursing team was using a manual process to document every medication tracking variance.

This was very time consuming. Nurses from different units tended to follow different documentation processes, the manual audits took several hours a day to complete, and all discrepancies needed to be manually reviewed and reported. It was difficult to verify and close all documentation variances due to the sheer number, and the amount of time elapsed between when the documentation was completed, when it was audited by pharmacy, and when it was reviewed and addressed by the nurse managers. Their previous audit process sometimes took weeks or longer to complete. When a discrepancy is that old, it is often too late for the nurse involved to even recall what happened.

Using Bluesight, Nurse Managers can now check variances every day, follow up immediately, and quickly close the case. “We are already seeing changes in behavior after using Bluesight for just a few months,” said a Peri-operative & PACU Nurse Manager.





Implementing Bluesight for Controlled Substances also highlighted the need for re-education around timely documentation policies. Most of these items would be addressed in Nursing staff meetings, but until the Nurse Managers were able to see the magnitude of the problem, CMHS Ventura really had no way to address the issues as a whole.

Nursing Department	% Reduction in Average Time to Waste (TTW)	% Reduction in Average Time to Admin (TTA)
Critical Care Unit	24%	
Main OR Preop	15%	45%
MORPACU	16%	30%
Mother Baby Unit	33%	45%
PEDS	42%	-56%
4th Floor	21%	26%
5th Floor	11%	0%
6th Floor	12%	6%
AVERAGE	22%	13%



Bluesight highlighted opportunities to improve late documentation in many nursing departments. With better visibility into documentation delays and errors, the Nurse Managers were able to identify opportunities to review policies with their nurses to ensure everyone was in compliance. One nursing department saw a 45% decrease in the average time to document administration, and another noted a 42% decrease in the average time to waste. On average, the hospital saw a 22% decrease in the average time to waste, and a 13% decrease in the average time to document administration, across all departments.

✓ **22% Reduction**
in average time to waste across all departments

✓ **13% Decrease**
in the average time to document administration
across all departments



**From 13% to 6%
after 3 months**

Additionally, the variance rate across all departments went from 13% to 6% after just three months of Nursing engagement with Bluesight.

“Having Bluesight has really helped paint a bigger picture of what’s going on with nurse documentations, and to be more compliant at the same time,” said a Peri-Operative & PACU Nurse Manager.



BLUESIGHT

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Penn State Health Milton S. Hershey Medical Center

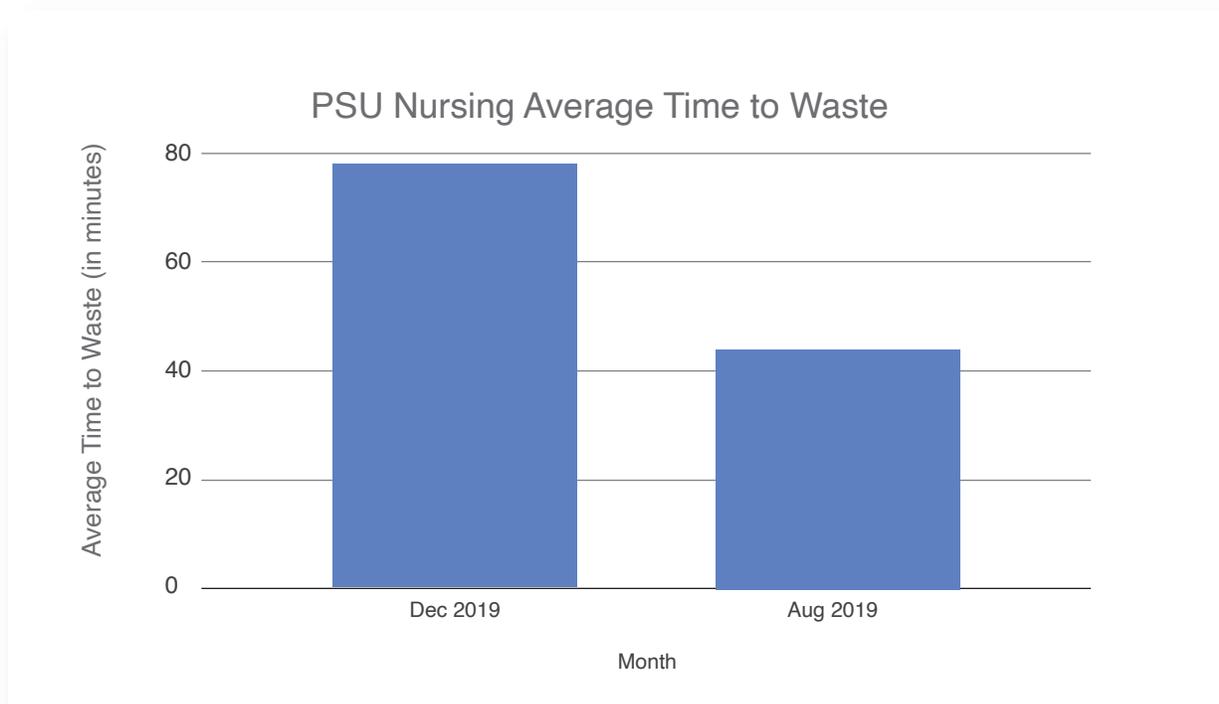
At Penn State Health Milton S. Hershey Medical Center, there was a multidisciplinary approach to diversion detection when implementing Bluesight for Controlled Substances. After frustration with limited insight into provider behavior that can lead to diversion, the Penn State Health Milton S. Hershey Medical Center team implemented Bluesight. The existing auditing practices in place only reviewed administration data once a month, and the Penn State team worried this was not doing enough to help members of their team who might be struggling with addiction.

Before Bluesight, EMR and ADC feeds were disparate and the manual controlled substance audit process would “take hours and hours and hours a month”, according to Nurse Manager on the Diversion Committee. This nurse would need to pull every patient chart, every ADC record for the previous month and then connect with each provider in-person to discuss every discrepancy.

Penn State Health Milton S. Hershey Medical Center rolled out Bluesight in August 2019 to keep a closer eye on behavior around controlled substances in real-time and avert future diversion in their facility. With the implementation of Bluesight nursing leaders were surprised to see so many variances, assuming perhaps it was an IT issue. They pulled Bluesight cases together with the diversion committee, including nursing, pharmacy, system informatics, and IT leaders, to dive deeper into the discrepancies. To everyone's surprise, documentation and practice issues were to blame for the high variance levels.

The two most frequent practice issues that were flagged in BCS as analogous behavior and potential diversion, were wasting controlled substances outside of the four-hour use window set as hospital policy, and not wasting a controlled substance dose at all. Nurse leaders at Penn State Health Milton S. Hershey Medical Center were able to use these behaviors as a teaching moment for their staff and focused on improving documentation practices using Bluesight. With department wide education initiatives, nurses are now much more cognizant about their practice. Penn State Health Milton S. Hershey Medical Center went from an average time to waste of 78 minutes in December 2019 down 43.6% to an average of 44 minutes for the entire hospital in August 2020.

✓ **43.6% Reduction**
in average time to waste controlled substance dose





✓ From 10% audit to 100% audit

of staff controlled substance transaction - in less time



The Nurse Management staff at Penn State Health Milton S. Hershey Medical Center focused on Bluesight discrepancies as an educational opportunity for their staff and allowed for real-time practice improvement before safety was impacted. Bluesight kept the team focused on the discrepancies that were actually concerning, as it automatically reconciled most discrepancies, allowing more time for patient care. Additionally, if any provider behavior was flagged as anomalous by Bluesight and could not be reconciled by manager review, a manager can open a cross-departmental investigation in the Investigation Portfolio feature of the application, entirely electronically in a fraction of the time of a manual, paper-based investigation.

" [Bluesight] is such a time saver! We used to do what the system is capable of manually. We would audit 10% of our staff every month, doing 30 days of activity. We couldn't capture everyone, so I feel confident that we are sharpening our practices because I'm able to follow up with everyone on a more consistent basis" said a Nurse Manager at Penn State Health Milton S. Hershey Medical Center.