

## CASE STUDY

# How Senti7<sup>®</sup> Drug Diversion helped a large academic medical center improve drug diversion detection and save time on investigations



## OVERVIEW

### The Senti7<sup>®</sup> Difference

A leading healthcare facility integrated Senti7, an advanced software solution designed to enhance drug diversion detection and collaboration among healthcare professionals.

## CHALLENGE

This 1,207-bed facility is part of a prominent health system and serves as a leading academic medical center in the United States. Despite its reputation for medical excellence, the facility faced challenges in detecting and responding to drug diversion incidents. The goal was to reduce labor-intensive manual processes, decrease the time taken to identify and address drug diversion incidents, and improve coordination among different teams to facilitate communication and response related to drug diversion prevention. Ultimately, the facility sought a solution to enhance safety and outcomes for both staff and patients.

## SOLUTION

After assessing resources, needs, and available tools, the facility's Controlled Substance Surveillance and Compliance Team implemented Senti7 Drug Diversion. This software was chosen for its ability to integrate multiple data feeds, AI-driven capabilities, and robust vendor support. The introduction of Senti7 was widely supported by facility leadership.

During the initial implementation phase, protocols were established, and staff were trained to effectively utilize the system. According to the Controlled Substance Surveillance

and Compliance Team Manager, "The support and training we received during the implementation were invaluable. It empowered our team to fully utilize Senti7's capabilities, ensuring we are all on the same page."

The effectiveness of Senti7 quickly became evident as it improved the detection of drug diversion, enabling a more proactive approach to addressing such incidents. Automated alerts, heat maps, and peer comparisons enabled quicker, evidence-based detection, expediting investigation timelines. With automated detection and alerts, the compliance team



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—Team Manager

could interview staff while incidents were recent, rather than relying on manual document reviews.

Features like centralized documentation enhanced collaboration among pharmacy, nursing, and administration, fostering a unified response to drug diversion. The team found more time for staff and patient education initiatives, enhancing proactive education efforts and implementing assessment exams to benchmark progress and awareness. The Manager observed, “Before Senti7, our ability to detect drug diversion cases was hindered by slow manual processes. The automation and real-time alerts have allowed us to be proactive rather than reactive in our approach.”

Following the integration of Senti7 Drug Diversion, an increase in the facility’s successful identification and analysis of drug diversion patterns was noted, along with advancements in investigating and addressing incidents. Insights into the implementation process revealed that comprehensive training, clear protocols, and ongoing support were crucial to the successful integration of Senti7.

## RESULTS

The integration of Senti7 led to significant improvements, including increased detection capabilities and faster response times. Beyond improving patient and staff safety, the platform’s enhanced visibility enables more proactive education and improved collaboration across departments.

### Improved Detection

#### *44% Increase in Cases Detected*

The facility noted a 44% improvement in the number of cases caught, significantly enhancing its ability to identify and address drug diversion.

### Enhanced Efficiency

#### *98% Reduction in Investigation Time*

Previously, compiling and reviewing transaction data, electronic medical records (EMR), and other documentation took approximately 96 hours per case. The process now takes roughly 2 hours per case, allowing swift action. This reduction in manual processing has allowed the team to focus on education and diversion prevention efforts.

### Proactive Engagement

#### *Automated Data Flow*

Senti7 provides automated alerts with over 60 unique determinants of risk from seven distinct data sources, enabling quick responses to incidents. The availability of data has broadened discussions about diversion patterns and incidents. A Manager noted, “What Senti7 has brought



“Senti7 has not only enhanced our detection capabilities but has also instilled a culture of accountability among all staff members.”

—Supervising Pharmacist

*Controlled Substance Surveillance  
and Compliance Team*

us is a sense of urgency and efficiency. We can now respond almost immediately to potential issues, which is crucial when dealing with something as sensitive as drug diversion.”

### Better Collaboration

#### *Improved Multidisciplinary Teamwork*

The software facilitates better communication and coordination across departments, including pharmacy, compliance, and administration. The Supervising Pharmacist on the Controlled Substance Surveillance and Compliance Team stated, “The collaboration between departments has improved exponentially. Senti7 provides a common platform for everyone, breaking down the silos that previously existed.”

## CONCLUSION

The successful integration can be attributed to support from facility stakeholders and a commitment to ongoing staff education. Regular training sessions and process reviews based on data insights have been key to its success. The strategic implementation of Senti7 Drug Diversion significantly reduced the time and manpower needed to identify and address incidents, improving workflows and communication involved in preventing and responding to drug diversion. This solution has improved operational efficiency and continues to enhance safety and outcomes for both staff and patients.

*These results are based on data collected from January 2022 to May 2024.*