

DIVERSION MANAGEMENT

Intelligence Driven Monitoring Built to Detect and Prevent Drug Diversion

Diversion Management is Omnicell's cloud-based diversion monitoring solution, designed to empower healthcare organizations to proactively detect, investigate, and prevent diversion through advanced analytics and collaborative case management. Designed by clinicians, the platform is intended to support comprehensive tracking of controlled substances and staff access across care locations, technologies, and workflows.

As part of the broader Omnicell medication intelligence ecosystem, Diversion Management is designed to complement Inventory Optimization Service (IOS) and the OmniSphere platform, helping organizations connect medication inventory insights, operational intelligence, and diversion oversight within a unified enterprise approach.

See Risk Earlier. Act with Confidence.

Diversion Management combines advanced analytics, workflow-driven investigations, and enterprise-wide visibility in an effort to help organizations move from reactive review to proactive prevention. The software is designed to help diversion investigation teams:

- Detect unusual access, waste, and administration patterns of controlled substances earlier, meant to support patient safety
- Prioritize higher risk behaviors using individual user risk indicators, enabling consistent review processes
- Reduce reliance on manual chart review and spreadsheet-based investigations
- Establish more consistent, defensible diversion oversight practices

Diversion Management is intended to help diversion teams spend less time gathering data and more time focusing on resolution and prevention.



One View Across the Medication Use Journey

Diversion Management is designed to bring together disparate medication data sources into a unified, enterprise view of diversion risk across units, roles, and care settings. For pharmacy, compliance, and executive leaders, this is intended to enable:

- Centralized monitoring of controlled substances across dispensing activity, administration, waste, and overrides
- Collaborative case management to collate investigation notes, communications, and evidence in one place
- Waste assay and reconciliation tracking to help prioritize higher risk waste discrepancies
- Executive-level dashboards designed to support ongoing oversight and reporting

This holistic visibility has the potential to help organizations identify risk earlier—before isolated signals escalate into more serious incidents.

Guided Investigations That Seek to Reduce Manual Work

Diversion Management is designed to support more standardized investigations through:

- Collaborative workflows that guide consistent, defensible case reviews
- Centralized documentation to support audits and regulatory inquiries
- Investigation status tracking, outcomes, and follow-up actions
- Exportable reports to share internally with compliance and leadership teams

The intended results are faster resolution and clearer accountability.

Built for Compliance and Scalability. Designed for Trust.

Diversion Management is designed to support regulatory readiness and engineered to scale as programs mature. Key capabilities include:

- Clear audit trails documenting review activity and decisions
- Data-driven insights intended to support compliance, HR, and leadership discussions
- An enterprise-wide deployment framework designed to minimize operational and IT overhead

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