Loss Prevention in Healthcare

Bill Hapner
Director of Healthcare, G4S
Objectives for this session include:

1. Define loss prevention in healthcare.
2. What are the types of loss?
3. Where are my most vulnerable areas?
4. Who is creating the loss?
5. How are they creating the loss?
6. What can be done to mitigate the loss?
What is Loss Prevention in Healthcare?

Healthcare Loss Prevention is any action taken to reduce the amount of theft, breakage or wastage in a hospital, clinic or physician practice.

Loss Prevention may also include:

- Risk Management
- Worker’s Comp
- Patient Safety
- Employee safety
- Crisis mitigation
- Hazardous events and more
▪ John Dwyer, formerly an executive with Cardinal Health, Stryker and now currently National Director for CONMED
▪ Kevin Weeks, FACHE, formerly Director of Healthcare at Tyco, Director of Strategic Marketing at McKesson and currently Director of Industry Engagement at Change Healthcare
▪ COOs and CFOs from several large healthcare organizations
▪ Supply Chain consultants
Best Educated Guess from Experts?

15-35% of all consumable and hard inventory in a hospital is either: stolen, not used in time, lost or misused.
“Supply chain costs represent the second biggest expense after labor and can consume as much as 40 percent of the operating budget”
What are the different types of losses?

**Patient Loss**

1. Cash
2. Credit Cards
3. Personal Information / Identity
4. Jewelry
5. Laptops / tablets
6. HIPAA
7. Life
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15,000 X-rays stolen, likely for the silver inside, Mich. report says
What are the different types of losses?

Hospital Loss
(Consumables)
1. IV bags
2. Syringes
3. Prescription and Non-Prescription drugs
4. Dressings
5. Surgical Staples
6. Heart Catheters
7. Linens
8. Scrubs
Hospital Loss

Hospital Cath Lab Supply Room Left Open and Storage Cabinets Left Unlocked

Cost range from $1,500 to $25,000 per box
Hospital Loss

Riverside Community Hospital Worker Sentenced for $3M Theft

By City News Service

Published May 7, 2019 at 12:38 AM | Updated at 2:24 AM PDT on May 7, 2019
Hospital Loss

Canadian hospitals reported 138 cases of lost fentanyl in one 15-month period, federal records show
Hospital Loss

Does this hospital look like yours?
Pre-Op area with local anesthesia left out to use “as needed”
Is this where the public or employees can get to it freely?
Cyber Security

- Identity Theft
- Phishing
- IoT
- Medical Devices connect to the network

Depending on who you ask, in the U.S., there are on average 10-15 medical devices connected to the network per hospital bed.
Hospital Loss (Hospital Equipment)

1. Wheelchairs
2. Pumps
3. EKG Machines
4. Endoscopy Scopes
5. Patient Beds
6. Surgical Staples
7. Operating Room instruments
Hospital Loss

Pentax EC38-i10F2 HD+ i10 Video Colonoscopes Colonoscopy Lower GI
Pre-Owned

$5,000.00
or Best Offer
+$27.16 shipping

Watch
Hospital Loss

Used surgical instruments waiting to be sterilized in a public hallway.
Lot 30 Carefusion Alaris (20) 8100 Infusion Pumps (10) Controller Module 8015 IV
Pre-Owned

$6,000.00
or Best Offer
+$150.00 shipping

3 Watching
❤️ Watch
Hospital Loss

Bed Boneyard: Specialty beds can cost upwards of $10,000
Hospital Loss

OLYMPUS CV160 CLV160 BF160 Bronchoscopy Tower Bronchoscope
Pre-Owned

$14,500.00
or Best Offer
Freight
❤️ Watch
Hospital Loss
(Non Hospital Equipment)

1. TVs, Monitors
2. IT equipment (routers, switches, phones)
3. Laptops, Computers
4. AV Equipment
5. Food
6. Supplies
7. Office furniture
Hospital Loss
Hospital Loss

Police: Woman Broke Into Hospital On Multiple Occasions To Steal Soda
Hospital Loss
Other Losses

1. Public Relations / Reputation
2. Disasters (Man-made and Non Man-Made)
3. Workers Comp
4. Intellectual Property
5. Life
6. Self Insurance
7. Ambulance
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Solutions to Loss Prevention?
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Awareness

- Become aware of easy pickings
- Look at your facility through a thief’s eyes
- What can the public get to
Solutions to Loss Prevention?

Education

• Educate your security staff to look for targets
• Educate your clinical partners on how to secure their supplies
• Work with your Materials Management team to identify discrepancies
• Educate your administration on how much potential loss there is in your facility
Solutions to Loss Prevention?

Technology

- CCTV Systems
- Access Control
- RTLS (Real Time Location Services)
- Asset tags
Solutions to Loss Prevention?

Low cost, No cost

- Inventory controls
- Basic investigation work
Solutions to Loss Prevention?

LP Team

- Security Director
- Investigator
- COO
- Pharmacy (if drugs stolen)
- Materials Management
- BioMed
- Facilities Director
THANK YOU FOR YOUR TIME!

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