

Healthcare Network  
Massachusetts



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## Case Study:

# Pharmaceutical Program



## Testimonial

*"The CNO (Chief Nursing Officer) stated that Triumvirate has done an excellent job with training and commented very positively about the training being delivered to the units. Very, very good training and implementation plan. Well done."*

*~Network Director of  
Materials Management  
Operations*

## Highlights:

- Tailored program set-up, training, and on-site support all under one provider
- Objective gap analysis between the current situation and full compliance scenario
- Subjective development, implementation, and continuation of a program unique to the institution
- Full understanding of EPA, DEP, and Joint Commission regulations
- Waste management program enhancements
  - ➔ Pharmacy formulary characterization
  - ➔ Waste stream profiling
  - ➔ Satellite accumulation area setup and collection
  - ➔ Training program
  - ➔ Consolidation and disposal

## Situation

A Massachusetts healthcare network consisting of two hospitals – one with over 90 beds, the other with over 250 – was struggling to build internal pharmaceutical waste programs. Its current provider lacked the attention to nursing staff that is fundamental to the success and sustainability of these programs. Additionally, the healthcare network had two different vendors for hazardous and universal waste disposal, and both were controlled by different departments within the hospital. Management was frayed on both the front and back end. The network therefore sought to consolidate outsourced services to one provider with the authority to dispose of pharmaceutical, hazardous, and universal waste as well as to manage onsite generation.

The healthcare network chose Triumvirate Environmental, its pre-existing provider of hazardous waste management and disposal, to oversee the program's implementation and ongoing success. Triumvirate's tailored solutions, robust environmental health and safety (EHS) training programs, customer-intimate culture, and drive to "WOW!" clients all situated us above other bundled service-providers.

## Action

Triumvirate's main focus when taking over management of the network's waste was the development and installation of a pharmaceutical waste program to compliment routine waste services. The account management and operations team worked with the pharmacy director at each hospital to first characterize respective formularies. This data was then inserted into Triumvirate's proprietary software program, ADVISE. The team used the software's formulary module to export a list of hazardous waste pharmaceuticals that each hospital would be required to collect and dispose of to have a compliant program. Triumvirate then conducted an onsite objective assessment of each hospital's waste generation process to put together customized profiles and waste collection sites (SAAs). Triumvirate compiled all of this information to develop a specialized program that would bring each hospital into full compliance with federal, state, and local regulations.

Triumvirate's operations team implemented this program by setting up containers and training pharmacy and nursing staff on the new procedure for pharmaceutical waste. This educational phase was crucial to the execution and sustainability of this program. Floor by floor, Triumvirate reconditioned over 200 employees to start utilizing the new pharmaceutical program. This personal training forged a relationship between Triumvirate and the nurses, giving internal staff members a point-person to direct questions to. Triumvirate recognized the nursing staff's focus on patient safety, and, as a result, brought the training process to them in order to maintain operational efficiency and avoid confusion and any potential breakdown in communication.

## Result

Triumvirate's implementation of the new pharmaceutical waste program brought both of the network's hospitals to EPA, OSHA, DOT, NFPA, Joint Commission, and DEP compliance. In addition to this, the hospital's consolidation of all waste under the management of Triumvirate cut disposal and transportation costs and simplified the training and oversight of compliance programs. This clarified program requirements and resources for the key personnel at both of the hospitals.

Today, Triumvirate continues to provide onsite support and disposal services for hazardous, universal, and pharmaceutical waste streams. While other vendors would have completed onsite services and disposal of these waste streams in three days per week, Triumvirate completes all services and conducts compliance inspections within one. Triumvirate has also implemented waste diversion initiatives at both hospitals to reduce costs by pushing to waste into lower-cost waste streams while maintaining compliance.

Our account management and operations teams now attend monthly Environment of Care meetings, where they use ADVISE to present compliance data and analytics. They also perform quarterly audits of the program to ensure that goals are being met. Triumvirate maintains constant communication with the healthcare network's director of materials management and continues to customize the program for each hospital as it grows over the years.