



**BLUESIGHT**  
THE MEDICATION INTELLIGENCE COMPANY

# 2022 HPOR

THE STATE OF HOSPITAL PHARMACY OPERATIONS

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# INTRODUCTION



At Bluesight<sup>®</sup>, we help our customers solve the problems that matter most by bringing visibility, simplicity, and predictability to the complex world of care. A key component of Medication Intelligence<sup>™</sup> is utilizing multiple streams of data to provide actionable analytics so our customers can make easy and streamlined decisions. The Hospital Pharmacy Operations Report (HPOR) allows us to gain insight from our key stakeholders and to provide a comprehensive view of industry trends.

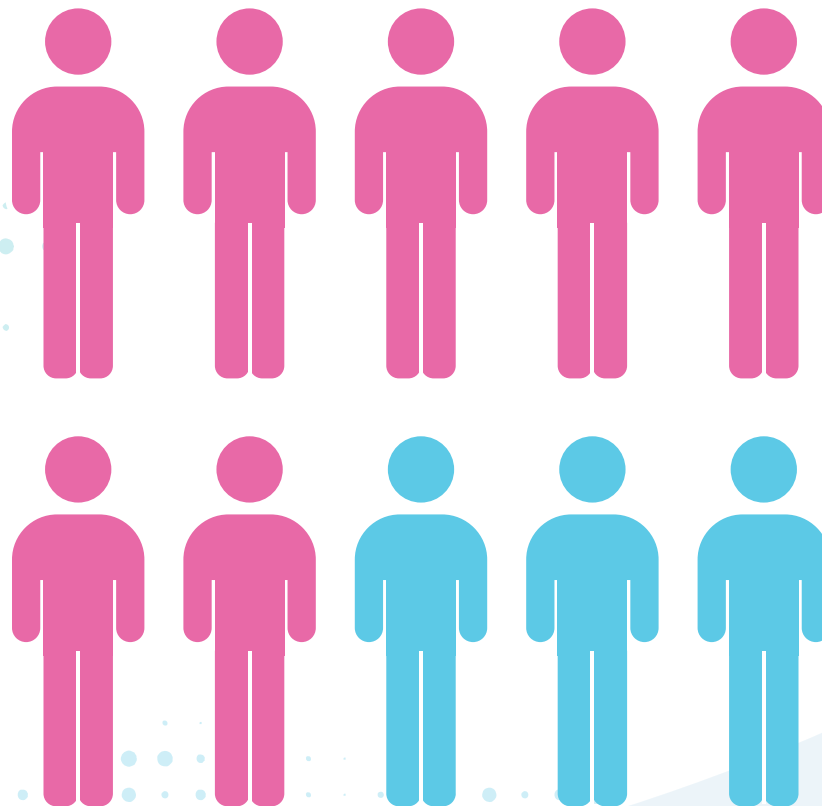
Now entering its 9th consecutive year, the 2022 HPOR gives us insight into the everyday issues the hospital pharmacy faces as well as a look ahead at the future of pharmacy. This report will focus on drug shortages, budget constraints and the upcoming Drug Supply Chain Security Act (DSCSA) deadlines as well as a positive trend in the diversion space thanks to the adoption of technology.

# METHODOLOGY

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The survey was based on 112 responses from stakeholders across the hospital pharmacy industry including high-ranking roles such as Director of Pharmacy, Pharmacy Manager and Chief Pharmacy Officer. These responses stretched across 31 states and represented a wide range of hospitals, including large IDN hospitals and small singular hospitals.

Over **70%** of respondents have worked in the pharmacy industry for over **10+ years**



# KEY THEMES



## THEME 1



**DSCSA is Coming Due**

## THEME 2



**Staff and Drug Shortages Continue to Strain Hospitals**

## THEME 3



**Diversion is Becoming a High-Priority Issue**

## THEME 4



**Hospitals are Looking to Technological Solutions to Solve Their Complex Problems**

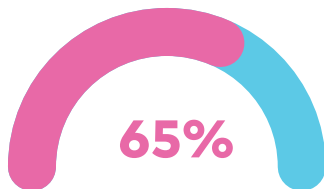
# TECHNOLOGY ADOPTION TRENDS

The healthcare industry is known for its outdated technologies and being slow to implement new solutions compared to other industries. However it seems the field is starting to change. Now more than ever, hospitals need new technology solutions. This is due to a number of factors including changing and stricter regulations, the need to reduce staffing shortage burdens, increased interoperability between medical devices, etc. HPOR 2022 found over 75% of respondents are looking to implement a new technology initiative in the next year.

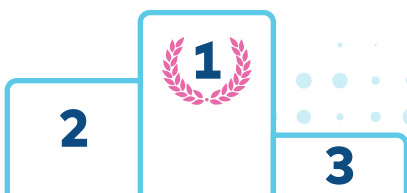
## HPOR 2022 found:



**90%** of respondents use some type of diversion software



**65%** of respondents use some type of inventory management software



The **top 3** tech initiatives for 2023 are controlled substance tracking software, IV prep tracking software and smart pumps

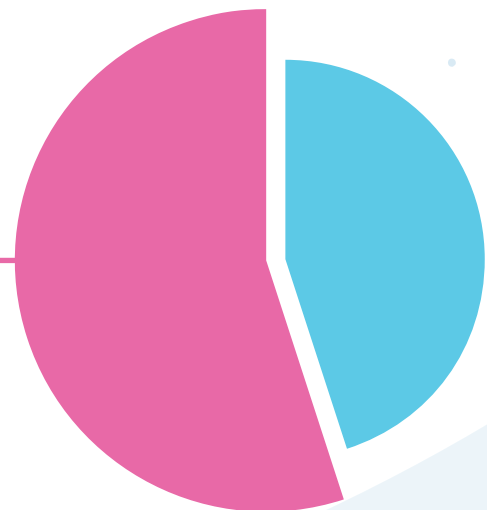


# PREPARING FOR DSCSA

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In 2013, to help prevent illegitimate and counterfeit drugs from entering the drug supply chain, the FDA passed the **Drug Supply Chain Security Act (DSCSA)**. DSCSA established a framework for federal traceability of drugs and regulations for dispensers, which include hospital pharmacies. The deadline to meet federal regulations is November 2023 and many pharmacies are feeling the pressure – 83% of respondents predict their hospital's operations will either be extremely or moderately affected by the regulations. As for preparedness, 48% responded they are in the planning stage while 17% responded they have yet to start the process of meeting DSCSA. Hospitals that fail to comply with the regulations could face serious penalties such as fines or even potential imprisonment.

Over **55%** of respondents say they are relying on a software solution to meet the requirements



# FOR THE 5TH CONSECUTIVE YEAR, DRUG SHORTAGES CONTINUE TO BE A TOP ISSUE FACING HOSPITAL PHARMACIES

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Shortages of drugs like Adderall and Amoxicillin made headlines in 2022, but drug shortages have been a long-standing issue for hospital pharmacies. While last year 76% of participants responded that they were experiencing 10 or more drug shortages, this year that number rose to 79%, showing a 3% increase from 2021 to 2022.

Shortages can often be time-consuming, taking staff away from higher-priority issues. Among large hospitals (750+ beds), 83% found 30+ hours of staff time were devoted to managing shortages. Overall, all hospitals are experiencing some type of drug shortage, which affects their operational effectiveness.



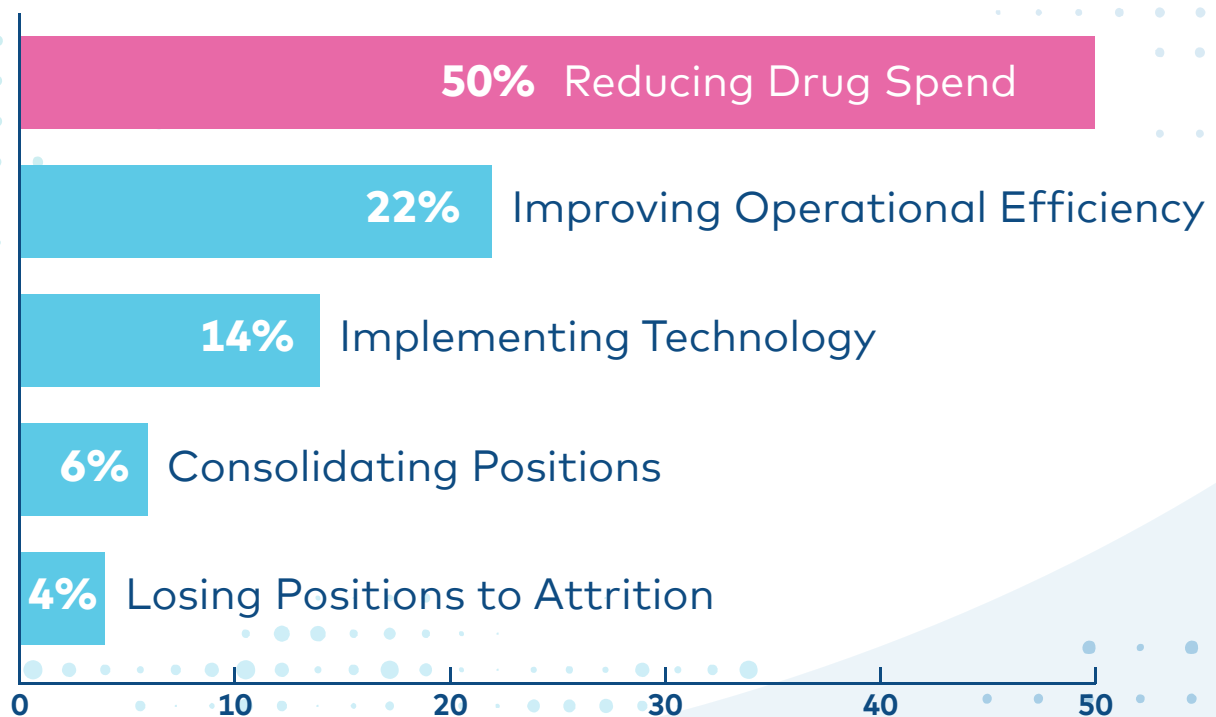
**1/4th** of respondents reported over **30+ drug shortages** are currently impacting their pharmacy



# E-COMMERCE IS AN EMERGING TECHNOLOGY IN THE PHARMACY SPACE

The demand for an e-commerce solution continues to stay steady compared to last year's report. Pharmacies are feeling pressure to both work within constricted budgets and combat a volatile pricing environment. An e-commerce platform would allow pharmacies to compare drug prices and buy the best value drug for their hospital, similar to other e-commerce platforms like Amazon. Over 50% of respondents would find an e-commerce solution "extremely helpful" or "very helpful" when it comes to achieving their budget goals. Reducing drug spend is now the top cost-saving initiative for 2022.

## Top Cost Savings Initiatives for 2023

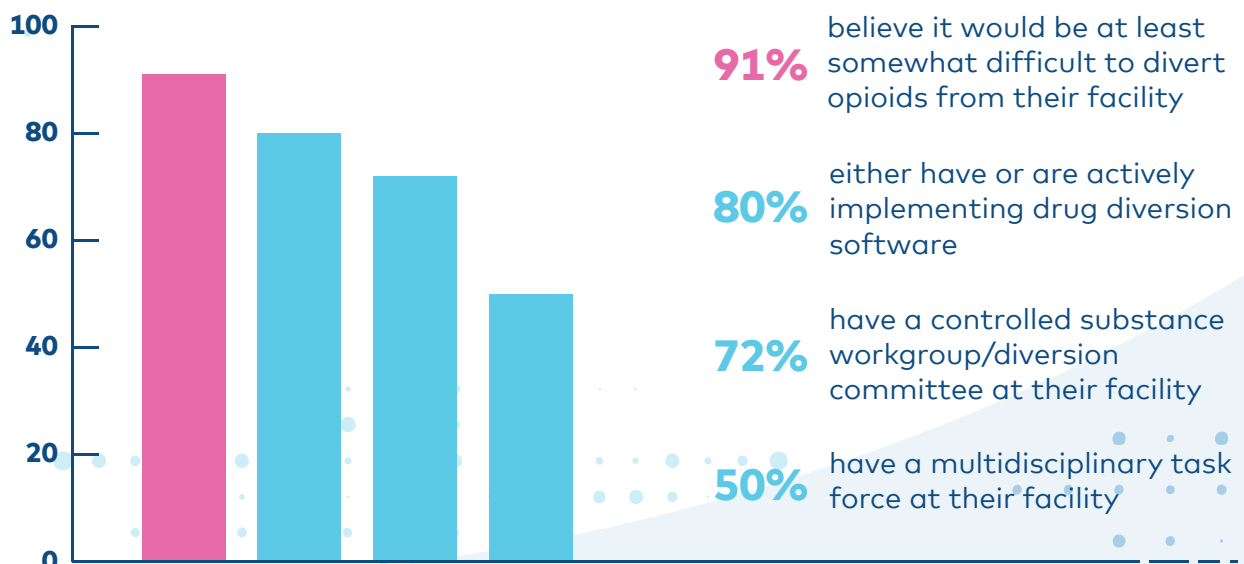


# HOSPITALS ARE BECOMING MORE PROACTIVE WITH DIVERSION DETECTION

Over 30% of respondents know of a colleague who diverted opioids. This is almost a 20% increase from last year's report. However, there are signs that this may be due to better reporting habits and catching more potential diverters than an actual increase in the rate of diversion. **The 2022 Diversion Trends Report** found that the average hospital is conducting twice as many investigations, showing that more organizations are noticing anomalies and variances in behavior.

Last year, HPOR found that controlled substance tracking software was the #1 technology initiative. These results may be coming from hospitals implementing this software over the last year.

## Of the respondents who answered "yes" to whether they were aware of a colleague who diverted opioids:



# HOSPITALS WANT DIVERSION EDUCATION

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This is the second year in a row that hospitals have ranked patient safety as their top reason for implementing a drug diversion monitoring solution. Nurses and pharmacists alike require more training in running an effective drug diversion monitoring program and being able to benchmark their results with their peers. 80% of respondents said they would find a drug diversion prevention learning plan helpful, with best-practice examples gaining the most interest.



Over **60%** ranked patient safety as the most important factor when choosing a drug diversion monitoring solution

# STAFF SHORTAGES CONTINUE TO BE TOP OF MIND

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As hospitals entered their third year since the onset of the COVID-19 pandemic, HPOR found that respondents consider staffing shortages a "very important" issue that needs to be addressed. Now, even as the COVID-19 pandemic has waned, staffing shortages continue. This year, it's no surprise that 60% of participants ranked staffing shortages as the "top issue to address". Among hospitals with 750+ beds, the rate of hospitals with 5+ or more unfilled pharmacy positions is at 83%.

There was a large exodus from the industry during the pandemic due to factors such as stress and burnout, often compounding staff shortages. These issues will only be exacerbated as fewer people are entering the profession. **The American Association of Colleges of Pharmacy** found that the application rate to pharmacy school is about a third lower than a decade ago.

Over **1/4th** of hospitals  
have **5+** unfilled pharmacy positions



# A LOOK AHEAD

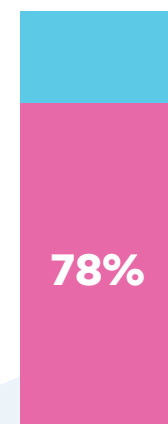
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When it comes to implementing new technologies, budget constraints can often be a huge hurdle in adopting new solutions. Of the participants who responded no to implementing new technology in the next 12 months, over 40% responded that it was due to budget constraints.

When looking forward, it's obvious issues that intensified during the pandemic such as drug and staffing shortages will continue to echo in the coming years. As technology continues to advance, hospitals will continue to demand solutions. It's inevitable that new innovations will be focused on the healthcare space.

ChatGPT and other AI platforms that have come to market in the past year may help drive innovation exponentially. This evolution may lead to more automatization of administrative functions while also serving as a tool for faster workflows such as summarizing patient information or **medical imaging**.

**78%** of participants say they are "somewhat" or "very likely" to implement a new technology initiative in the next 12 months.



# ABOUT BLUESIGHT®

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Bluesight solves supply chain inefficiencies and reduces risk by providing actionable analytics for every step of the medication lifecycle. Through our suite of Medication Intelligence™ solutions, Bluesight brings simplicity, visibility, and predictability to the complex world of medication management.

To date, more than 1000 U.S. and Canadian hospitals utilize Bluesight solutions to optimize their hospital's efficiency.

Bluesight focuses on providing comprehensive, item-level data that empowers providers to make informed, accurate decisions. These solutions include RFID-enabled inventory management, controlled substance diversion prevention software, and medication purchasing optimization.

To learn more about Bluesight's suite of Medication Intelligence solutions, visit us at [bluesight.com](https://bluesight.com).



1800 Duke St.  
Suite 108  
Alexandria, VA 22314

P: (786) 548.2432  
[Bluesight.com](https://bluesight.com)