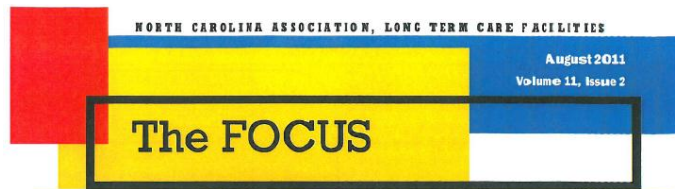


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Impact Your Census: Improve Quality of Care and Reduce Turnover

By David Whitlock and Marybeth Terry

The right pharmacy provider can have an impact on your census and should be an integral partner in any long term care community's efforts to improve quality of resident care and decrease staff turnover. No longer just about delivering medication, today's pharmacy offers a wide range of value-added services from help with accuracy and efficiency of medication distribution to educational seminars and CEU training.

An important part of your organization's business plan, consultant pharmacies provide the knowledge and training necessary to enable staff to focus on exceptional customer care for residents while ensuring that facilities are in compliance with government regulations.

What should you expect from your pharmacy partner?

Education: Well educated caregivers make fewer mistakes and provide an increased level of customer care. They are more confident and feel better about their job which translates into reduced staff turnover.

From onsite education where the pharmacy's nursing staff will train on the med pass and proper documentation to classes that qualify for CEU, you can expect pharmacy providers to partner with you in staff education saving time and money.

Training options often include, but are not limited to:

- Antibiotics overview
- Diabetes management
- Antipsychotics
- Narcotic documentation and rules
- Psychotropic medications
- Bloodborne pathogens
- Depression

Medication reviews: Consultant pharmacies should provide a drug regimen review of patient medications to minimize adverse reactions. This ensures patient safety and plays an important role in preventing the all too common trend of polypharmacy – where a resident is taking more medications than actually needed often as a result of seeing more than one physician – thereby reducing cost.

Compliance Packaging: Specialized, compliance packaging provides individually prepared, packaged, and properly labeled medications which reduce the risk of error and simplify the administration of medications for caregivers.

eMAR Compliance Systems: Take advantage of the technology your pharmacy offers for electronic medication administration records. Caregivers will have real-time data accessible at all times simplifying updating and ordering; a portable medication profile with previous history; timely information on changed, discontinued and new orders; as well as automated reporting to improve caregiver workflow. Among the benefits, automated paperless systems eliminate transcription errors and lower overall costs.

Audits for Survey Support: Regulatory requirements are stringent and compliance is critical for the success of your community. Look for a pharmacy partner to provide medication administration, med room, controlled substance and medication cart audits to increase your efficiency to facilitate compliance.

While this can vary by pharmacy, you should also expect routine and STAT deliveries; assistance with the execution, monitoring and maintenance of the Med-D program for eligible residents; and billing that tracks everything from copayments to cash charges – to name just a few examples of other services offered.

The key is to just ask your pharmacy because facility owners and their pharmacy providers have a common goal: To get the right medications at the right time to residents administered by a professional staff that has been properly trained.

This is the only way to ensure resident wellbeing. And that means a more satisfied customer.

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Pharmacy technicians filling "Bingo-cards", a type of compliance packaging. Use bar-code scanners to verify correct medication. Zebra printer produces label with lot number, expiration date and name of medication.

