



## senior SCRIPTS

**INDUSTRY:** Medication Management for Long-term Care Facilities

### PRODUCTS AND SERVICES:

Pharmaceutical Services, Consulting Services and Nursing Support, Medical Records

### BACKGROUND:

Senior Scripts is headquartered in Chesterfield, Missouri and offers medication management for long-term care facilities, as well as consulting services, nursing support, and medication administration and treatment records. As with many other industries, pharmacies are experiencing a labor shortage, and Senior Scripts was searching for a solution to best utilize the limited workforce available to the organization.

### CHALLENGES:

Preparing manual emergency kits (e-kits) is time consuming and labor intensive. Also, the e-kits are prone to human error at both the pharmacy and long-term care facilities. In an effort to mitigate these inherent issues, only a small inventory of medications is supplied, but that means stat prescriptions outside of the emergency kit inventory interrupt the pharmacy workflow, causing unpredictability, interruptions, and avoidable expenses from single medication stat deliveries (especially on nights and weekends). Some nursing staff contribute to the dilemma by way of their habit of continuous dosing from the e-kit without informing the pharmacy, which depletes the medications and is also a regulatory concern.

Upon return and subsequent auditing of the manual emergency kit, missing medications and a lack of documentation result in time spent communicating to the facility in an attempt to investigate what resident needed the medications, additional charges to the facility, and possibly missing out on revenue from unidentified chargeable events. Typically, there are also medications that are not utilized in a timely manner and expire, and worse, may have been administered to patients. Since anyone on staff was able to access a manual e-kit, missing scheduled doses of medications is a big concern as well.

“ StatSafe is a labor and cost savings solution! We have a StatSafe in each of our 29 facilities, and it takes just one FTE to manage them all! ”

Senior Scripts, Tracy Lashbrook, VP of Operations

## OUR SOLUTION:

There are now 29 Phoenix StatSafe units installed in 29 Senior Scripts facilities being managed by one FTE (full-time equivalent). StatSafe allows the equivalent number of manual emergency-kit labor hours to manage a dramatically larger inventory, which reduces the number of stat deliveries that interrupt pharmacy work.

The StatSafe units also allow the communications of Senior Scripts to be streamlined, saving even more labor hours. StatSafe has proven itself to be indispensable, with additional benefits such as monitoring inventory and expiration dates, providing real medication security, accountability, and reporting (including real-time inventory counts). The system can also be used as a combination ADS and e-kit system, allowing for continuous dosing with an override option for stat doses. Each transaction is documented and communicated via interface with the pharmacy software further reducing the burden on staff. The security provided by StatSafe is a diversion deterrent, and is vital for audits, investigations, and regulatory compliance.

## OUTCOME:

By using Phoenix's StatSafe for its 29 facilities, Senior Scripts saves over \$200,000 annually, reduced our daily delivery routes from two a day to just one! This amount does not include the additional cost of hours that would've been spent on inefficient communications that were occurring before installing StatSafe. Considering almost 50% of the facilities are over 2 hours away from the pharmacy, we saw a dramatic decrease in stat deliveries.

The impact of the labor shortage has been mitigated due to streamlined communication, and the various capabilities of StatSafe have increased security, made accountability much easier, there are far fewer stat orders being placed (lowering expenses), medication inventory is managed more effectively, staff is better utilized, and regulatory compliance is under control.

With over 200 medications on hand to be provided in emergencies or first-dose admissions, StatSafe has relieved stress, pressure, and concerns on the staff at the 29 facilities.

“ Our facilities are much happier with StatSafe. With the hundreds of medications on-site, StatSafe has been so helpful with daily reports, ordering refills, auditing, and troubleshooting. The nursing leadership appreciates being able to make staffing changes remotely, and the administration values the security and reporting features. ”

Senior Scripts  
Tracy Lashbrook, VP of Operations



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