

Customer Story

Enhancing Care Through Streamlined Processes With Pharmacy Connect

PointClickCare Pharmacy Connect helps communities reclaim valuable time through simple, streamlined medication order management and efficient staff training



The implementation of Pharmacy Connect has not only streamlined our medication management processes but also enhanced staff satisfaction and improved communication with our pharmacy partners. Ultimately, by spending less time on documentation, our staff can dedicate more time to patient care. These changes have allowed our staff to better focus on providing care and engaging more effectively with our residents.

Jennifer Geis, System Analyst

Clinical Informatics at
Watermark Retirement Communities



70

Over 70
communities



Independent living, assisted
living, memory care,
rehabilitation and skilled
nursing, and short-term stays



Locations
across
20 states

The Challenge

Watermark Retirement Communities, a senior living organization dedicated to innovating senior living, continually seeks excellence in the care it delivers to seniors who need it.

They understood that efficient medication management was an important part of meeting their goal of delivering excellent care. They found their previous systems to be cumbersome and confusing, especially in the area of medication management. This inefficiency not only slowed down processes, but also made it challenging for staff to manage their tasks effectively. Compounding these issues were significant communication gaps with pharmacies, which further impacted order management and overall operational efficiency.

These challenges necessitated a search for a solution that could streamline processes and improve communication lines, ultimately leading to the implementation of Pharmacy Connect. This medication management solution simplifies medication order management and enables easy collaboration with pharmacies for timely medication availability. A streamlined workflow and better communication with partner pharmacies would allow improved, efficient resident care.

The Solution

Pharmacy Connect standardizes and simplifies medication order management by providing integration to a preferred pharmacy, reducing multiple medication order workflows, and enabling wellness staff to easily track and confirm orders. In doing so, it enables senior living teams to collaborate more easily with the pharmacy, reducing unnecessary steps and improving the timeliness of medication availability.

These improvements in medication workflows also mean that senior living organizations are supported in safe and compliant medication management. Pharmacy Connect provides medication-related notifications including alerts for medication warnings and notifies the pharmacy when status changes occur, keeping records synchronized between the senior living community and pharmacy. This helps ensure that residents receive the correct and optimal medications for their needs at the right time, avoiding duplication or drug interactions and keeping them safe, healthy, and happy.

The Outcome

Watermark Retirement Communities has significantly improved its operational efficiency with the implementation of Pharmacy Connect, achieving a significant reduction in order management time. This considerable time savings has allowed staff to focus more on resident care, streamlining processes and reducing frustration.

Jennifer Geis, System Analyst for Clinical Informatics at Watermark, describes how in one large community with manual workflows and three levels of care, "Keeping the eMARs up to date, because there were so many changes throughout the month, was difficult. So, for this community to be able to move to electronic with the Pharmacy Connect platform and the integration really streamlined their work, and especially the ordering process."

Geis further detailed the system's impact, stating, "With Pharmacy Connect, we've dramatically reduced our order management time by 40%." Additionally, she mentions that the time required for training new staff has been cut from two hours down to ten minutes with the user-friendly, quality, comprehensive system. "The ease of use is fantastic," Geis notes. "I can see how quickly they are able to get up to speed and how the user interface is just so intuitive. This [training] was less than 30 minutes, and just so streamlined." These improvements have liberated staff from cumbersome administrative tasks, enhancing their ability to attend to the needs and well-being of the residents.

Learn More

If you're interested in implementing Pharmacy Connect to help your organization achieve results like those experienced by Watermark Retirement Communities, contact our team for more details.

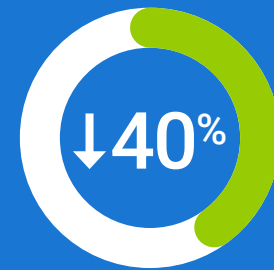


Scan or click QR code
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How Pharmacy Connect Helped



Reduction in training
time for new staff



Reduction in order
management time

About PointClickCare

North America's Most Comprehensive Care Collaboration Network

PointClickCare is a leading healthcare technology platform enabling meaningful collaboration and access to real-time insights at every stage of the patient healthcare journey. More than 27,000 long-term and post-acute care providers, 3,600 ambulatory clinics, 2,800 hospitals, 350 risk-bearing providers, 70 state and government agencies, and every major U.S. health plan use PointClickCare for care collaboration and value-based care delivery for millions across North America.

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