

# 6 Benefits of an LTC Pharmacy Partnership for I/DD Service Providers

Contrary to its name, long-term care (LTC) pharmacy encompasses much more than serving nursing homes. These specialized pharmacies offer a comprehensive range of services and support that bring remarkable advantages to service providers who support individuals with intellectual and developmental disabilities (I/DD). By recognizing the multifaceted nature of LTC pharmacies, service providers can tap into a wealth of benefits to enhance their care provision and amplify the overall well-being of the people they serve.

People with I/DD have a wide range of health profiles, prognoses, personal needs, and wellness goals. Achieving optimal outcomes can be complex and requires each member of the care team to have specialized I/DD experience and expertise. That's why it's important for service providers to choose an LTC pharmacy services partner with a strong background in supporting I/DD communities.

The benefits of an LTC pharmacy extend far beyond standard medication dispensing provided by mail-order and retail pharmacies. LTC pharmacy staff collaborates closely with service providers to develop tailored solutions that address the specific challenges faced by individuals with I/DD. This collaborative approach not only improves health outcomes and enhances the quality of care for individuals, but also boosts the fiscal and operational performance of the I/DD community. By working together with an LTC pharmacy, service providers can achieve better overall results in terms of care quality and organizational efficiency.

## BENEFITS OF PARTNERING WITH AN LTC PHARMACY

### 1 | 24/7 Pharmacy Access with Local Deliveries and Emergency Service

LTC pharmacies understand the unique operational complexities of I/DD communities and tailor their services to specifically support them. With 24/7 customer service and after-hours and emergency deliveries, providers can count on these specialty pharmacies to be available when needed. In contrast to retail pharmacy service, an LTC pharmacy's local delivery model with routine and emergency deliveries improves turnaround times for critical medications and guarantees they are delivered on time and to the right place.

### 2 | Expert Clinical and Regulatory Support

LTC pharmacies, along with their team of pharmacists and nurses, provide a range of valuable clinical and regulatory support services that aim to enhance care and ensure compliance. These services offer significant benefits to both service providers and the individuals they support.

For example, regular medication regimen reviews help improve adherence and therapeutic outcomes, while on-site medication storage reviews enhance regulatory compliance. The LTC pharmacy team also serves as an educational resource, providing tailored training and education to meet the specific needs of the provider and the individuals they care for. Additionally, the availability of on-site vaccination clinics adds an extra layer of safety. These comprehensive support services contribute to better overall care, compliance, and safety.

### 3 | Technology to Enhance Coordination of Care

LTC pharmacies leverage cutting-edge integrated technologies to enhance communication and coordination of care. These advanced tools include web-based pharmacy portals that provide real-time order tracking, on-demand access to clinical reports and medication lists, and a single log-in for all communities, benefiting leadership teams. Additionally, secure text messaging, e-prescribing, and advanced data analytics offer enhanced operational efficiency, medication safety, and oversight by regional clinical staff.



## DELIVERING MORE THAN MEDICINE TO I/DD SERVICE PROVIDERS

- 24/7 medication access
- eMAR integration
- Dedicated billing specialists
- On-site account management
- Secure customer web portal

We understand your unique clinical, operational, and regulatory needs. That's why our experienced pharmacy teams are committed to ensuring you have what you need, when you need it, so you can get back to doing what you do best... providing amazing care.



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These technologies enable LTC pharmacists to have a comprehensive view of each individual's medications across multiple prescribers, optimizing therapeutic regimens. By harnessing these innovative solutions, LTC pharmacies and service providers can collaborate seamlessly, streamline workflows, and improve overall coordination of care, resulting in enhanced clinical and operational outcomes.

#### 4 | Smart Packaging Improves Med Pass Safety and Efficiency

LTC pharmacies offer multiple smart packaging options specifically designed to promote safety, medication adherence, and empower individuals to maintain their independence. By partnering with a single pharmacy, providers can benefit from standardized packaging solutions. These packages are conveniently pre-sorted based on administration time and consistently labeled, increasing med pass efficiency and reducing the risk of medication errors. Such standardized packaging enhances the overall safety and effectiveness of medication management.

#### 5 | Cost Management and Savings

LTC pharmacies understand the cost-management priorities of I/DD service providers. They offer a range of cost-saving solutions that save time for staff and help providers manage expenses effectively, such as smart packaging that reduces med pass times and dedicated billing specialists who provides prior authorization assistance and Medicare plan guidance. Ultimately, these strategies help minimize out-of-pocket costs and ensure that medications are covered,

alleviating financial burdens while optimizing medication management processes.

#### 6 | A Partner in Improving Quality and Outcomes

The right pharmacy partner becomes an extension of the care team, integrating into the workflow and creating a seamless medication management process which ultimately leads to improved care quality and outcomes.

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With their expertise and resources, a pharmacy partner can serve as a valuable first line of defense in preventing medication errors and medication-related hospitalizations. LTC pharmacies employ nurses and pharmacists who streamline processes, simplify medication regimens and identify medication-related risks early. This proactive approach can reduce the risk of errors and other adverse medication events, which can lead to emergency department visits and hospitalizations.

Service providers can expect to receive valuable data and analytics that measure the clinical impact of their pharmacy's services. This includes gaining visibility into the clinical decisions and interventions the pharmacists make every day before dispensing medications to safeguard individuals. Analyzing this data can help identify high-risk areas and improve overall care.

#### HOW TO CHOOSE THE RIGHT PHARMACY PARTNER

- Ensure there are service-level agreements for routine and emergency deliveries and 24/7 pharmacy accessibility
- Identify a pharmacy with established I/DD partnerships, who understands the rules and regulations, and has a proven track record of helping providers improve their medication management processes
- Verify that the pharmacy can provide advanced technologies to integrate with the eMAR, support e-prescribing, and communicate electronically with care staff
- Expect a pharmacy partner to deliver robust data analytics and insights that can help drive clinical and financial outcomes
- Evaluate the pharmacy's ability to serve as a true partner and extension of the organization's care team

Choosing the right pharmacy partner is a crucial decision for I/DD service providers. It can significantly impact the success of the community and the wellbeing of the individuals they support. By partnering with an LTC pharmacy, service providers can leverage expertise, tools, and resources to optimize medication management, enhance care coordination, and streamline medication management processes.

A strong pharmacy partner can help improve medication adherence and promote the highest level of independence for individuals. They can also provide visibility and oversight with financial and clinical reporting, which can improve regulatory compliance and quality outcomes. Ultimately, this leads to improved well-being and a better quality of life for individuals with I/DD.

Exceptional pharmacy services for I/DD service providers with advanced technologies and expert support at every step.  
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