SUCCESS STORY

Managed Healthcare Pharmacy Gains Productivity and Data Insight with FrameworkLTC

CUSTOMER PROFILE

BEDS SIZE:
3,200+

PHARMACY LOCATIONS:
1

NUMBER OF EMPLOYEES:
25

YEAR FOUNDED:
1991

CUSTOMER FOCUS:
Long-Term Care Facilities

PRODUCTS:
FrameworkLTC,

CUSTOMER SINCE:
2021

Company Overview

Managed Healthcare Pharmacy (MHP) is a long-term care pharmacy located in Eugene, Oregon, serving various facilities in and around Oregon and Washington. Along with providing pharmacy services for patients in long-term care settings, MHP also provides medical supplies, handles insurance billing, creates pre-printed medication administration records (MARs), and delivers medications.

With customer service that's second to none, MHP continually goes above and beyond to ensure the right medication gets to the right patient at the right time. In fact, that's even their motto - Providing the Right Medication to the Right People at the Right Time

The Challenge: Lack of Flexibility, Data Insight, and Support

Pharmacy management software is an integral part of what MHP does, but MHP's previous software simply wasn't making the cut. The pharmacists and pharmacy technicians at MHP ran into roadblocks with the other system, finding it wasn't helping them do what was necessary to best serve their customers.

In addition to lacking key features, MHP's previous software vendor failed to provide great customer support, often not responding to requests about problems, fixes, updates, and enhancements.

> "We went up and visited the other pharmacy for a couple days and the things that we saw up there just absolutely blew us away. Their productivity was so far beyond where we were at that time. They were able to do things that we had repeatedly asked our old software to see if they could provide to us that kind of functionality.

RANDALL KLEMM
Owner, CEO

"We just got to the point where we felt the software wasn't being supported as much as we would like," explained Owner, CEO Randall Klemm.

MHP knew it was time to look for a more modern solution, and the pharmacy's wishlist was simple: better access to more data. At the end of the day, data enables MHP to achieve better care outcomes for patients at the facilities they service. With access to real-time data and dashboards, MHP could enhance reporting and gain greater insight into daily operations.

The Solution: FrameworkLTC

To solve these challenges, MHP began looking for alternative pharmacy management solutions to replace the existing software. MHP reached out to a colleague who was using FrameworkLTC at their long-term care pharmacy and heard great things about the platform's capabilities.

The MHP team visited the other pharmacy to see FrameworkLTC in action, and they were immediately blown away by the efficiency and productivity gains. They also loved how easy it was to train and incorporate a new employee into the system. Once they saw how efficient and productive FrameworkLTC was, they decided to make the switch—and the rest is history.

Switching from one software to another can be a daunting task, especially without causing a gap in patient care. Fortunately, the FrameworkLTC team made the entire process seamless, working behind the scenes to adapt MHP's processes to FrameworkLTC so MHP wouldn't have to reinvent the wheel to get started. Instead, MHP leveraged FrameworkLTC's flexibility to implement ideal processes.

"The onboarding and training were phenomenal. They were able to implement the new system while keeping the old system working to avoid any downtime in medications processed," said Brie, Workflow Coordinator.

> **FrameworkLTC brought MHP from organized chaos to actual organization. … Things can be tracked efficiently throughout the pharmacy. If a prescription is canceled, we don't have to go around searching and getting multiple people involved in order to locate those orders. We just know what's going on at all times. It's easy to track. It's easy to look things up".**

ELI DAILY
Pharmacist in Charge

The Results: Streamlined Operations and Improved Productivity

FrameworkLTC is a much better fit for MHP than the pharmacy's previous solution.

Making the switch has allowed MHP to streamline operations and greatly improve productivity in several ways:

1. What took three days in the previous pharmacy management system **only takes 30 minutes** in FrameworkLTC.

2. Using FrameworkLTC has **decreased out-the-door errors**, helping MHP achieve greater accuracy and improving patient safety.

3. Newly enhanced data and reporting capabilities enable **more objective decision-making** regarding how MHP staffs.

4. FrameworkLTC is really conducive to MHP's products and **makes implementing National Drug Code (NDC) changes easy.**

Getting Started

Transform your operations with FrameworkLTC, industry-leading pharmacy management software specifically designed to support the unique needs of long-term care by optimizing workflows and streamlining pharmacy operations.

To see if FrameworkLTC is a fit to help achieve your pharmacy goals, connect with us or email sales@softwriters.com. We look forward to speaking with you!