MADE FOR PHARMACY: The benefits of a workflow management solution designed for the LTC market

THE CHALLENGE

PayLess Drug Stores, Inc. Long-Term Care (LTC) Pharmacy is a progressive LTC pharmacy. The founders were able to license a respected retail pharmacy name and apply its excellent service and quality of care to the LTC market. Darwin Pond, Vice President of Operations and one of the founders of PayLess says, "Now, as people enter community-based or nursing home care, they can welcome back an old friend in the prescription drug delivery business – a friend they know and trust."

PayLess LTC had a corporate vision for LTC of how the prescription workflow processes should work in order for employees to be efficient and happy while providing excellent customers service. Pond and his Chief Information Officer, Jeffery Rutz, set out to achieve this vision using technology as a base for efficient LTC Pharmacy workflow.

The first step was to develop an application to control the prescription filling. They nicknamed this back-end application "Workflow." Workflow and their pharmacy information system brought efficiency to the back-end process but did little to automate the front-end of the process of triaging prescriptions. As the pharmacy grew, order entry became a limiting factor to expansion. Pharmacy technicians and pharmacists were shuffling paper and labels from one desk to another. "The noise level was extremely high and fifty percent of a person's hour was spent running around processing paper," said Pond.

THE SOLUTION

To combat these problems, Rutz researched off the shelf software that was designed for automating the paper based front-end of their business. He found a promising application, but it was designed for another industry. "The vendor basically did not know anything about LTC pharmacy," said Rutz. "My people did their best to force fit the application into the LTC environment, but it just did not work."

During their research, PayLess discovered Integra's LTC pharmacy workflow product, DocuTrack. "The concept of DocuTrack automating the front-end was very exciting," said Pond. "But given our experience with the other application, our big question was would DocuTrack fit into the PayLess system with our varied and unique customer base and our back-end Workflow application?" PayLess did an extensive due diligence investigation on both the Integra and DocuTrack, and decided that DocuTrack, a product dedicated to the LTC industry, was the solution they needed.

About PayLess LTC Pharmacy

Oregon-based PayLess LTC Pharmacy was founded in 2004. Formerly a licensed retail pharmacy, they now serve over 12,000 beds in LTC and correctional facilities in Oregon and Washington.

Interfaces:

- HBS

About DocuTrack

DocuTrack is a workflow and content management system that organizes, routes, stores, and retrieves content. Experience instant order access, a convenient audit assist workspace, intelligent archiving, automated routing, and eRx functionality.

About Integra

Integra is a pharmacy software company whose suite of products – DocuTrack, DeliveryTrack, Logix, and Integra Cloud Fax – reduce pharmacy costs, increase productivity and profits, and enable the highest levels of customer service. Talk to Integra today to see how our products can help your pharmacy: (866) 257-4279 or sales@integragroup.com, or visit www.integragroup.com

RESULTS

"I was very impressed with the LTC pharmacy knowledge of the Integra Group and especially the account manager," Pond said. "The account manager came into the facility and visited every department, took notes and asked questions about workflow. I even noticed that she would remind our people about steps they might have missed in their discussions of workflow processes.

"When the Integra Group people returned with the draft application, they were very close to our process requirements even down to the color coding of our departments like the color folders we had grown accustomed to in present system. The fitting of DocuTrack into some of our habits was a great assistance in training our staff."

Storage

Once DocuTrack was implemented, the paper storage demands at PayLess dropped from 40 boxes of paper stored every three months to 15 boxes every five months. "We still have some processes to be automated," Pond explained. "But, DocuTrack has allowed us to work on futures and now we will get to a point where we do not use paper much faster."

Reduced Man-Hours

Payless also noted a drastic reduction in the man hours needed to complete major Board of Pharmacy audits. These audits once consumed 100 or more hours, which, thanks to DocuTrack, were reduced to 5 man hours.

"DocuTrack has allowed us to grow and maintain the high level of quality and customer service that is the reputation of PayLess LTC."

Pond noted many other benefits of DocuTrack, which included streamlining and reduction in staff time needed to process STAT orders, and a reduction in orders getting filled twice due to lost documentation.

Customer Service

DocuTrack has allowed PayLess LTC to operate their business efficiently, and in the way they know is best to satisfy their customer base. "DocuTrack has allowed us to grow and maintain the high level of quality and customer service that is the reputation of PayLess LTC. With DocuTrack and our internally developed back-end Workflow application, I now have a true picture of the total operational workflow without walking around querying my people, interrupting them, and adversely affecting their efficiency.

"When I see a problem coming via my DocuTrack reports and I do not see a positive response, I can proactively call the supervisor and ask them how they are going to prevent the problem. When I am selling PayLess LTC to potential customer care providers on the advantages of contracting with us, I now demonstrate DocuTrack as an advantage and why they should contract with PayLess LTC."

BENEFITS OF DOCUTRACK:

- Customizable workflow
- Integration with other technologies
- Document search
- Complete audit history
- Barcode processing

Contact Integra today to see how DocuTrack can improve your pharmacy's workflow operations.

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