



## An Interview with Susque-View Home

### Six Questions and Answers with Charlotte Bletz, Director of Nursing

Susque-View Home is a 146-bed, long-term care facility located in Clinton County, Pennsylvania. The facility switched to Millennium Pharmacy Systems in July 2006, taking advantage of Millennium's Just-In-Time dispense method and electronic system for ordering, administering, and documenting medication and clinical care activities. Charlotte Bletz, the Director of Nursing, spoke about Susque-View's experience with Millennium.

#### 1 Why were you looking for a new pharmacy service?

**Ms. Bletz:** "It boiled down to a lack of customer service—late deliveries, issues with medication accuracy, and a general lack of responsiveness. The former pharmacy service felt that they could dictate how things were going to be. This was unacceptable to us."

#### 2 What challenges are you facing today?

**Ms. Bletz:** "We are facing the same challenges as most of the industry. Maintaining a high level of quality care and staff productivity and satisfaction are a big focus for us, as is maintaining compliance with regulations. Also, reimbursement and cost issues are always top of mind, especially in this climate."

#### 3 Is Millennium helping you meet those challenges? If so, how are you benefitting from Millennium's pharmacy service?

**Ms. Bletz:** "Yes, Millennium is helping us address many of our challenges. We have enhanced our regulatory compliance with Millennium. Revised regulations are constantly coming out, and new regulations are being introduced. With Millennium, we have accurate and complete documentation for our medication administration records, which is critical for demonstrating compliance. For example, Millennium's pharmacy system prompts our nurses with required guidance for PRN pain medication. Nurses easily document courses of action taken, standards of practice, etc. Other systems rely on the person to remember it all and then write it down. Our nurses are fantastic, but with everything that's going on, it's great to have an easy-to-use system that not only provides the guidance but automatically documents everything. It really helps for demonstrating compliance and maintaining high-level quality care."

"With Millennium, our medication costs are much more predictable every month, and medication waste has decreased dramatically because of Millennium's dispensing method. We receive smaller quantities more frequently, so we have virtually eliminated the medication waste and return hassle from unused medication. Reducing costs in a smart way is a big part of the equation when reimbursement reductions are right around the corner."

"Having complete and accurate medical records also helps ensure we get reimbursed. As you know, reviewing documentation is an important part of the reimbursement process by state and federal regulators. It's critical that the documentation is accurate and complete."

“When it comes down to it, Millennium is our partner in pharmacy services. They have made a big impact on our ability to enhance our compliance, reduce costs, and improve and maintain high-level quality care.”

## 4 Why did you switch to Millennium?

**Ms. Bletz:** “We were looking for a pharmacy service that not only delivered what they promised, but was responsive to our needs. We were looking for a partner rather than a vendor. Millennium delivered all that and more.”

“Only Millennium offered the advantages of their dispensing method combined with an electronic system that provides guidance and documents everything from entering orders to medication and treatment administration.”

“At first, I was very nervous about using an electronic system for order entry and med pass, but we found Millennium’s system to be extremely easy to use. I felt that if I could do it, my nurses could do it. And that was the case.”

## 5 What do you like most about Millennium’s pharmacy service?

**Ms. Bletz:** “The fact that we have accurate and complete documentation is great because it’s important for compliance, quality care, and reimbursement.”

“The electronic documentation has a big effect on how we spend time with our pharmacy consultant. In the past, the pharmacy consultant would spend most of his time pouring through paperwork. With Millennium, we now spend the time reviewing every patient’s medication regimen. The electronic MAR makes it so easy to pull up the right records. Now during our medication review meeting, the medical director, pharmacist, nurse, dietician, and other members of the team have the right information available to make recommendations on patient care instead of spending the time on paperwork.”

“We also love how easily Millennium’s pharmacy system can incorporate protocols specific to our facility. For example, with the emphasis on pain management, we have incorporated prompts for the nurses so they ask the residents questions about pain at the end of every shift. We can then monitor through reports to make sure the nurses are following the protocol accurately. It’s the same with monitoring side effects for specific psychoactive medications, and other facility-specific protocols.”

“Our customer advocate is great. Having a single point of contact to bounce ideas off of, to help us get the most out of our service, and to contact for any issues or concerns is a big benefit to us.”

“One more point I’d like to mention. Millennium doesn’t work the way other pharmacy services do. You can see it right away. Millennium was built with the facility and nurse in mind. The dispensing method, the way the system is organized, how easy it is to use, what it does; everything makes it easier for us to do our jobs easier and more productively.”

## 6 What stands out most about Millennium, the company?

**Ms. Bletz:** “When it comes down to it, Millennium is really our partner in pharmacy services, not just another vendor. They are responsive to our needs and concerns if we have them. They have made a big impact on our ability to enhance our compliance, reduce costs, and improve and maintain high-level quality care.”