



Moundsville Pharmacy becomes model for synchronization and adherence

Moundsville Pharmacy is a retail pharmacy in Moundsville, West Virginia, about 75 miles southwest of Pittsburgh. Founded in 1981, the pharmacy today is a model for prescription synchronization and Medication Therapy Management (MTM). Additional services include compounding, DME, immunizations, diabetes education and a few long-term care contracts.

Owner Jason Turner, Pharm.D., began his training with pharmacy-mentor Roger Cole, R.Ph., at Moundsville Pharmacy where he realized his passion for independent pharmacy practice and business ownership. Today, the operation of Moundsville Pharmacy and the legacy of Cole continue through the efforts of Turner and his team of pharmacists and technicians.

The pharmacy utilizes QS/1's NRx[®] Pharmacy Management and Point-of-Sale Systems to manage operations.

In 2014, after expanding their prescription synchronization program and recognizing the importance of efficient pharmacy workflow, Turner's goal was to take the pharmacy to the next level. "At the time, I thought we may need a new pharmacy management system – one with more bells and whistles," said Turner. "But after looking at some other systems and talking with QS/1, I learned it wasn't the software that lacked the bells and whistles, it was the way we were using the system or, I should say, not using the system." With some support from QS/1, Moundsville Pharmacy developed a strategy for better workflow performance.



Jason Turner, Pharm.D., Owner
Moundsville Pharmacy

For the patient, you are offering a better model for the prescription refill process, which results in healthier outcomes, improved quality of life and convenience, as well as greater customer satisfaction.

CASE STUDY

7,300

Monthly Rx volume before synchronization

8,800

Current monthly Rx volume

22%

Increase in Rx volume

Using Technology Tools

Turner said a key to Moundsville's success was activating QS/1's Workflow platform. "The Workflow feature created dramatic changes in our pharmacy operation. It made us more accountable and much more efficient in tracking and solving problems, checking prescriptions and ensuring prescriptions are handled properly and efficiently."

Additionally, the staff quickly came to rely on QS/1's Pharmacy at a Glance dashboard that allows monitoring of pharmacy workflow at any workstation. The tool enables you to quickly spot bottlenecks in quality assurance, processing, error resolution – and a number of other pharmacy functions you have the ability to monitor.

Turner also commented that the pharmacy's increased use of QS/1's Tickler feature, to schedule prescription processing and patient related tasks, has centralized the random patient and prescription notes in their pharmacy. This has also allowed them to reduce the amount of clutter on their counters.

And to tie it all together, for over 10 years, Moundsville Pharmacy has relied on the seamless integration of QS/1's NRx Pharmacy Management and Point-of-Sale Systems. "I've found this integration to be very beneficial to the business in general, and to reporting in particular," Turner offered. "It makes operating and managing a pharmacy very simple."

Improving Outcomes

With Star Ratings and quality measures becoming increasingly important in the pharmacy, Turner set a goal for improved adherence for the patients of Moundsville Pharmacy, convinced the key was prescription synchronization. He was right.

As his prescription synchronization program expanded to more patients, it became obvious to Turner that synchronization created favorable outcomes for both the patient and the pharmacy. "It's clear that medication synchronization is the foundation to better patient adherence AND pharmacy growth. It seems every month we find more third parties looking for pharmacies to help improve patient adherence scores," he said.

For the patient, you are offering a better model for the prescription refill process which results in healthier outcomes, quality of life and convenience, as well as greater customer satisfaction. As he said, "Imagine the experience patients would have if conversations about lack of refills, out-of-stock medications, prior authorizations and insurance issues were replaced by recommendations for therapies, suggested immunizations and education regarding their health and disease states?"

For the pharmacy, it means greater efficiency and lower operating costs per prescription – specifically, fewer incoming calls, reduced checkouts, consolidated deliveries, improved scheduling of staff, and more effective inventory management. Even better, it also generates greater prescription volume. With prescription synchronization focused on strategic workflow, the pharmacy is also able to spend more time with the patient to review medications for chronic conditions and help them identify meaningful opportunities for improving their health.

Creating a Successful Program

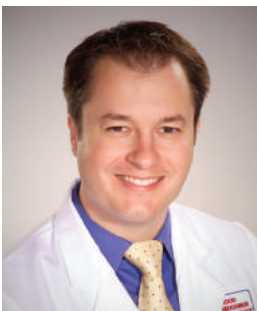
Turner said that one of the keys to a successful prescription synchronization program is to have the proper pharmacy workflow tools enabling the

pharmacy to process greater prescription volume more efficiently.

Moundsville relies heavily on the comprehensive tools of its NRx software to manage synchronization and the ensuing workflow. Two tools are Health-Minder® and InstantFill®. “Health-Minder tells us which refills are due, then InstantFill enables us to process those fills efficiently,” stated Turner.

With QS/1 technology handling workflow, Turner said his focus is on adherence scores and processes that will help improve prescription adherence. They are expanding their services as well as honing their counseling techniques to help patients experience the highest level of adherence and the maximum benefits from their medications.

To improve Five-Star Ratings, they review medication possession ratio (MPR) percentages in the pharmacy system’s patient record. The system provides reports on patients with less than optimal adherence. The Tickler feature enables scheduling of refills when they are due and Health-Minder contains a number of tools to monitor adherence, detect late refills and aid inventory management. The system also helps identify patients eligible for MTM.



Jason Turner on Synchronization

Turner offers these suggestions to pharmacies embarking on prescription synchronization:

- Re-define your workflow process for performance
- Define a process and train your team
- Leverage technology to increase your efficiencies
- Expand your program to a significant percentage of your patients

Seeing Results

After three years of focus on medication adherence, prescription synchronization and pharmacy workflow, Moundsville Pharmacy is a model for performance-driven workflow.

In 2013, Moundsville’s monthly prescription volume was 7,300. Today, its monthly volume has increased 22 percent to 8,800. By the summer of 2016, 850 patients were enrolled in the synchronization program. These patients account for 55 percent of the pharmacy’s prescription volume.

The pharmacy’s workflow has become a well-oiled machine. The staff processes synchronizations on Monday, completes Syncs on Tuesday, with delivery on Wednesday.

The pharmacy was recognized by *OutcomesMTM*® in 2014 as the “Top MTM Center in West Virginia” and completed 90 percent of Mirixa® CMRs in 2015.

Moundsville’s success led to the acquisition of a second location in the neighboring town of Sistersville in the fall of 2014. In the past year, Sistersville’s prescription volume increased 11 percent to 3,750 per month as it enrolled 340 patients in synchronization, representing 54 percent of its prescription volume.

Turner strongly encourages pharmacies to promote the pharmacy services that separate them from their competition, including prescription synchronization. Moundsville has used a variety of marketing vehicles to disseminate the message – from bag stuffers and indoor signage to traditional advertising and provider visits.

Poor adherence affecting your Five-Star Quality Rating?



Three things suffer when patients aren't compliant with their medications – their health, your profits and your Five-Star Quality Rating. QS/1® offers multiple tactics to keep all strong. Pharmacists benefit from Five-Star reports to identify non-adherent patients and tools for automating refills. Patients benefit from online, mobile and text refill and pick-up reminders to keep them on track. All of which lead to healthier patients, a healthier rating and a healthier bottom line.

Bring It On. Whatever your challenge, QS/1 has a solution.

To learn more about how QS/1 can help improve your patient adherence, visit www.qs1solutions.com/improve-adherence, call 866.590.7597 or scan the code below.

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