

CAREKINESIS®
A Tabula Rasa HealthCare Company

Case Study

McGregor
PACE

Innovative PACE Medication Management Services:

Pharmacy Solutions for a Growing Organization

The Partner

In 2010, the A.M. McGregor Group, with more than a century of experience with nursing facilities, was selected to manage the local Program of All-Inclusive Care for the Elderly (PACE) and McGregor PACE was born.

McGregor PACE aims to resolve the shortage of affordable senior housing, train and educate the workforce in aging services, and improve the quality of life for seniors. Their mission is to support seniors in need and those who serve them. Currently, McGregor PACE provides services to more than 300 participants at its Cleveland and Cleveland Heights centers.

The Challenge

McGregor PACE staff are keenly aware of the need for PACE in the community. "I credit much of our early growth to our medical staff—especially Dr. DeGolia—for being in the community, witnessing how much PACE was needed, having big goals, and actively recruiting," explains Dr. Balina. With an enthusiastic marketing and intake department and a community reputation as a high-quality organization, McGregor has achieved a 70% growth rate in just three years. Of course, such growth can bring challenges.

Pharmacist consulting was one of these. According to Dr. Balina, medication ordering was very transactional: "With so many new participants, we always need on-demand clinical pharmacist input into the care plans." McGregor needed a pharmacy partner with high availability, with whom they could build a trusting relationship.

Another challenge was medication delivery. "We used to get two to six calls a day about medications from participants, and when these calls happened at 10pm on a Friday night, it

was somewhat difficult to address the problems," says Dr. Balina. Also, nursing staff was spending too much time receiving, sorting, repackaging, and organizing medications which detracted from real caregiving. Transportation staff constantly juggled medication deliveries with participant transportation needs.

The Solution

"Above all, we wanted good customer service—someone on our team." In CareKinesis, McGregor PACE found pharmacy staff who share its passion for taking care of the elderly.

"CareKinesis really understands PACE," says Dr. Balina. She appreciates that pharmacy staff understands geriatric pharmacology, and is knowledgeable about the complicated world of PACE and the needs of PACE participants.





At a Glance

McGregor PACE
Cleveland, OH
www.mcgregorpace.org

Challenges

- Pharmacy provider overly transactional
- Lack of geriatric pharmacy expertise
- Medication sorting and delivery burden

Solutions

- Dedicated pharmacy partners
- PACE specific pharmacy
- Adherence packaging and cycle-fills
- Custom packaging & home delivery for medications

Results

- Increased caregiving time
- Improved communication across Care Continuum
- Reduced participant confusion



The Results

"We went from about 25 participant medication calls per week to zero," says Dr. Balina. She attributes this reduction to the CareKinesis system, in which participants' refills are sent directly to homes in customized packaging, according to their preferences.

After nearly two years of partnering with CareKinesis, the McGregor PACE management team reports success:

- The continuity among the care team that the CareKinesis system facilitates is extremely valuable. Staff appreciates having their own personal pharmacy representatives.
- The customized packaging options make determining compliance so much easier for nurses when they visit participants' homes.
- Time spent caregiving has definitely increased. Before CareKinesis, nurses did so much administrative work with medications - sorting, repackaging, arranging, and delivering.



Conclusion

McGregor PACE staff is pleased with the relationships they've developed with their CareKinesis pharmacy team. The pharmacy focus on customized medication management complements the McGregor philosophy of providing personalized, patient-centered services.

"CareKinesis is the safe alternative that maximizes compliance. They bring their pharmacy experience and expertise to our PACE team in a creative and passionate way," says Dr. Balina. "We look forward to embarking on additional quality improvement endeavors with CareKinesis."