

In the Know With



Hudson Regional
LONG-TERM CARE PHARMACY

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- PLUS**
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Ask The Pharmacy!

If you are the Director of Nursing for a long-term care facility, you know that one of the most critical parts of your job is ensuring the residents get the medications they need.

- ✓ Are you tired of deliveries running late?
- ✓ Do you dread when you have to call your pharmacy?
- ✓ How quickly does your pharmacy address a problem?
- ✓ Are you sick of your patients' medications not arriving?

No pharmacy provider is perfect, and there will be things outside anyone's control, but your Long Term Care Pharmacy should address problems and take ACTION when things go sideways!

Hudson Regional Long Term Care Pharmacy understands that and is here to help. We will work with the agencies we serve to ensure that all of your residents' medications are delivered on time and that any problems are addressed as quickly as possible. We want your nursing staff to focus on providing quality care for your residents and know that their medication is delivered in a timely fashion.



We want to hear from YOU!
Submit online your biggest headaches or most challenging problems you have or currently are facing with your LTC pharmacy provider, and we will tell you how we would handle them.

www.hrltcp.org



A Letter From Our CEO

How Hudson Regional LTC Pharmacy Can Help Set Apart Your Agency

Whether you have been around Hudson Regional Long-Term Care Pharmacy for a while or are new here, one thing you will notice is that our primary focus is **to provide the most reliable and accurate pharmacy care for the developmentally disabled.**

We do this in many ways, but one differentiator that sets our pharmacy apart is our commitment to assuring **deliveries are made before residents are in bed.** Deliveries before residents are in bed, are a game changer for agencies, residents, and the staff that cares for this community. Why?

Late deliveries can interrupt the nighttime flow of the residents living in the homes. We want to ensure our job and services support the agency staff members we serve, not cause them stress or more work. That's why you can always **count on reliable prescription deliveries before residents are in bed** when you work with our long-term care pharmacy.

Trust me it makes a difference in your agency and with your residents.

Maybe your facility is considering improvements and a switch in long-term care pharmacies, and you are worried about partnering with a long-term facility outside your local region.

Let me reassure you that when your organization changes to Hudson Regional Long-Term Care Pharmacy:

We do all the heavy lifting for you.

- ♥ We make the switch as painless as possible for your staff and agency.
- ♥ We ensure everyone has the proper tools and training to tend to their patients' pharmacy needs.
- ♥ As a result, your residents are in the best care!

When you work with us, you have a partner in providing quality care that sets your agency apart and brings a smile to your residents.

Yours in Health,
Angelo Angerame

**CEO, Hudson Regional
 Long Term Care Pharmacy**



Because, It's the Right Thing to DO!



Industry News

Updates to Medication Administration Training Curriculum for Direct Support Professionals (DSPs)

On August 11, 2022, The New York State Office for People With Developmental Disabilities (OPWDD) released updates to the Medication Administration curriculum. The new updates are to improve training efficacy, increase focus on the tasks associated with medication administration and provide a more efficient process for instructors. In addition, there are significant updates in OPWDD's Tube Feeding curriculum, and standardized training is available for Colostomy and Diabetes Care for Direct Support Professionals (DSPs).

Each noted training and use of the standardized curriculums is required for any DSP responsible for performing any of these delegated nursing tasks to ensure patient care's safety and effectiveness.

This ADM is effective ninety (90) days from the date it is issued (i.e., November 11, 2022), which allows providers time to review and implement them.

Overview of the Medication Administration curriculum

- This curriculum is part of a comprehensive training program for direct support professionals in state and/or voluntary agencies that provide services for people with developmental disabilities.
- It is an excellent option for those looking to get into the industry. It's comprehensive and can stand alone, but it also integrates well with other programs or courses if you want more advanced skills.
- Completing this course will give you the skills to be an Approved Medication Administration Personnel (AMAP).
- AMAP staff play a vital role in meeting the health care needs of individuals with intellectual and developmental disabilities.

Medication Administration Required Training Upon Hire

During the hiring process, when a provider agency is hiring a DSP or other eligible title currently certified as an AMAP and before passing any medications, a provider agency must:

1. Administer the entire Medication Administration training program in compliance with OPWDDs current Medication Administration curriculum; **OR**
2. Accept the AMAP certification from another provider agency. Please reference ADM # 2021-06 Allowance to Transfer Approved Medication Administration Personnel (AMAP) Certifications between Provider Agencies for more specific information and guidance.

Visit opwdd.ny.gov for more information and to download all of the associated documents.



Service That Means A Smile

When searching for a long-term care pharmacy to support your facility, there are various factors to consider. Perhaps your administrative team or board of directors are leaning toward working with a company closer in proximity, despite sacrificing quality service. We wanted to share some essential pieces of long-term pharmacy care that provide loved ones with the best possible care.

😊 On-Time Deliveries

All deliveries should be made before bedtime not to disrupt residents' nightly routine and to ensure consistency for nurses and DSPs.

😊 24/7 Support

Emergencies can happen at any time; it's paramount to work with a long-term care pharmacy with agency experience that staffs on-call pharmacists after-business hours and on holidays.

😊 Cost-Effective Solutions

Pharmacists should fill various prescriptions, from high-quality brand names to generic medications purchased directly from approved wholesalers and distributors.

😊 Customizable Medical Records

Save your staff time and decrease medication errors by working with a provider that offers electronic medical administration records (eMAR).

😊 LTC Experience

Working with a pharmacy that understands the needs of a long-term care facility makes all of the difference.

😊 Quality Assurance

There should be outstanding attention to detail when processing customer orders and technology to provide the utmost form of accuracy.

😊 Staff Training

Your LTC pharmacy should offer onboarding, weekly, monthly, and as-needed training for staff members and troubleshoot any questions.

😊 Exceptional Customer Service

When your staff contacts your pharmacy provider, agencies should be met with a pleasant experience that answers their question and solves any problems.

If your agency is ready to receive experience Service With a Smile from a long-term care pharmacy specializing in serving the intellectually and developmentally disabled community, contact us at 845.341.2714!

Thank You to All Direct Support Professionals

Philanthropy

2022 Roy A. Gonyea, Jr. Fall Golf Classic

Date: Monday, September 12th, 2022
Location: Wiltyck Golf Club
404 Steward Lane, Kingston, NY 12401



EFMNY's 10th Annual Walk to End Epilepsy

Date: Sunday, September 25th, 2022
Location: Pier 25 at Hudson River Park,
West Street, New York, NY, USA
New York, NY 10013

Spotlight your next ID/DD philanthropy event in our next newsletter or on our website!
Submit your information on <http://www.hrltcp.org>



17th Annual BILL VOLPE GOLF CLASSIC

The Arc Greater Hudson Valley is hosting its 17th Annual Bill Volpe Golf Classic in September to benefit the many programs and services it provides to over 2,000 people with intellectual and developmental disabilities in Sullivan, Orange, and Dutchess Counties. Bill Volpe was an outstanding advocate for the former Arc of Orange County since the 1960s. He was instrumental in helping acquire the first residence and the administrative center in Newburgh. He was also a member of The Board of Directors at The Powelton Club, where he and his family were long-time members. Unfortunately, Bill passed away in 2018, and this event is in his memory.

Date: Thursday, September 29, 2022, at 10:30 a.m.
Location: The Powelton Club, 29 Balmville Road, Newburgh, NY
For more information regarding registration and sponsorship opportunities: Contact Nicole Morris at 845-513-5720 or by email at nmorris@arcghvny.org.

Expect More and Worry Less!

What **You Need** is Less Time with Pharmacy Care and **More Time** to Provide **Direct Patient Care. WE CAN HELP!**

You Ask, We Answer!

- ✓ Are you constantly frustrated with your LTC pharmacy?
- ✓ Do your nurses dread calling your pharmacy with yet another issue?
- ✓ Can your pharmacy address a problem promptly?
- ✓ Are you sick of your patients' medications not arriving and there's no explanation?
- ✓ Are you ready for communication and customer service?

If you answered YES to any of the questions above, it's time to consider switching pharmacy providers. While no company is perfect, problems should be addressed, and action needs to be taken to correct the situation.

No More Excuses

We understand this and are here to help!

Hudson Regional LTC Pharmacy works with agencies to:

- ✓ Ensure that all deliveries happen on time
- ✓ Provide 24/7 service support for urgent needs
- ✓ Address any problems
- ✓ Ease your nurses and staff minds with medication delivery before residents go to bed
- ✓ State-of-the-art barcoding technology for the highest degree of accuracy

Switching is as easy as...

- 1 Have a Discovery Call with Us & Your Dir. of Nursing**
Call us at: **845-341-2714**
- 2 Allow Us to Schedule an On-Boarding Call with Our Transition Team**
- 3 Sit Back & Relax :)**

Because, It's the Right Thing to DO!



Hudson Regional

LONG-TERM CARE PHARMACY

Here's What **People** **Are Saying** About Our Pharmacy!

“One of the most **caring, attentive, and reliable pharmacies** I've ever worked for. A **welcoming and professional** environment where you're treated as family from day one. Highly recommended.”

– Heather D.

“**Best customer service** ever!!”

– Trish S.

“Never worry. **Always a solution.**”

– Kevin L.



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280 Rte 211 E, Suite 112, Middletown, NY 10940
www.hrltcp.org • info@hrltcp.org • P: 845-341-2700 • Fax: 845 341-2715