

In the Know with...



Hudson Regional
LONG-TERM CARE PHARMACY

August 2023 • Issue #032

STREAMLINED CARE: *STREAMLINING THE MUNDANE TASKS*



PLUS

- **Hydration Best Practices for Your Residents**
- *Inside the World of Medication Administration & Management Practices*



There are many long-term care and residential agencies that use retail/neighborhood pharmacies for their residents' prescription needs. While every pharmacy serves an important role in providing healthcare services, long-term care pharmacies truly understand the culture and the needs of the facility agencies.

Long-term care pharmacies provide specialty services such as prescription processing, dispensing and delivery, medication administration records and management, and the ability to respond to emergencies to fill prescriptions 24/7.

Hudson Regional LTC Pharmacy truly understands the needs of ID/DD residents, and we are committed to supporting the agencies that care for these individuals. This includes our staff working directly with residents' physicians; residential nursing staff is provided with all the medication records including the benefits, side effects, and possible interactions; and all deliveries are made on time to ensure evening and bedtime routines are not interrupted.

*Call us today to Discover the Difference
in your pharmacy care.
845-341-2714*

Staff Spotlight



Name: Kelly Maurer **Title:** Date Entry Tech & DME Specialist
Kelly started working at Hudson Regional LTC Pharmacy in February 2020.

What do you enjoy most about working with us? I enjoy working with this big happy family. It's just a fun place to work.

What do you enjoy when you are not at work? She enjoys baking cookies and whipping up tasty snacks for work.

About Kelly! She loves knitting and camping with her family!



A Letter From Our CEO Summer of Twenty-Three

A sweltering heat wave has taken over the Hudson Valley and the New York City area with two of the hottest days since the history of keeping weather records began. Please take extra precautions when taking your residents out on these extremely hot days. Make sure that you are staying hydrated, applying sunscreen and checking for ticks.

As the summer holidays approach, we know that many residents will leave to spend time with their families. We want to ensure that everyone has the medications they need to stay healthy while away.

Hudson Regional Long-Term Care Pharmacy can help by providing travel kits with everything you need to stay on schedule. We can also work with your residents' families to ensure they have the supplies to administer the medications while away. Please let us know how we can help make this holiday season a success without interruption.

We want to encourage Administrators, Operation Directors, RNs, AMAPs, DSPs, and

any staff to think of ways to implement and use technology as an answer to the staffing crisis. Does your staff have the information they need directly at their fingertips?

At HRLTCP, we're all about finding innovative solutions. We're using technology and automated systems to improve our operations and make everything more efficient. That means you get personalized attention and the comprehensive support you need.

Thank you for being a part of our HRLTCP community. We're here for you, and we'll keep communicating, innovating, and making sure your needs are met every step of the way.



***Yours in Health,
Angelo Angerame***

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

Streamlined Care: Inside the World of Medication Administration & Management Practices

1. Printing Med. Admin. Records (MARs):

Use a computer-based program or facility-specific software to generate MARs.

Once generated, you print the MARs on paper for each resident. This process involves accessing the software, selecting the appropriate resident, and generating a printable document.

2. Tracking Medication Inventory:

Rely on systems or spreadsheets to track medication inventory.

- Physical inventory sheets: Record medication quantities and update them as medications are administered or restocked.

- Spreadsheets: Utilize programs like Microsoft Excel or Google Sheets to create and maintain inventory records.

3. Managing Prescription Med Inventory:

Check medication stock, reorder supplies, and update inventory records.

Perform tasks such as:

- Counting medications: Physically count the remaining medication quantities in storage to determine if any need to be reordered.
- Paper-based records: Maintain separate records or logs where you document medication orders, receipt of supplies, and adjustments to stock levels.

4. Finding Drug Data Sheet:

Refer to various sources to access drug fact sheets, including:

- **Drug reference books:** Have physical books or manuals that provide detailed information about different medications, including dosage, indications, contraindications, and potential side effects.

- **Online searches:** Use search engines to find drug fact sheets from reliable sources such as pharmaceutical websites, medical databases, or government health websites.

5. Retrieving Past Medication Information:

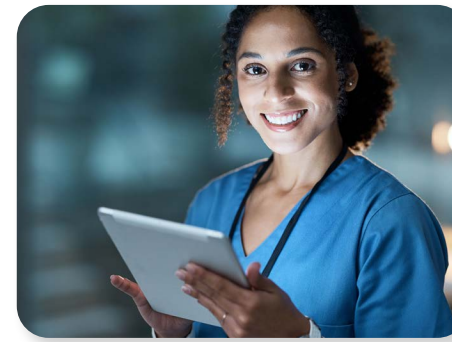
To access past medication information for each resident, you may rely on:

- Paper-based records: Have physical charts or folders containing past medication details, including medication names, dosages, administration dates, and any documented observations or incidents.

- Filing systems: Use filing cabinets or storage systems to organize and retrieve the necessary paper-based records when needed.

If you're already adopting these practices, you're doing well. Yet, these tasks can be laborious if done manually.

Hudson Regional Long Term Care Pharmacy's Portal allows you to efficiently automate these functions in one place.



Empowering Nurses: Streamlining the Mundane Tasks with HRLTCP's Online Portal

Hudson Regional LTC Pharmacy's Online Portal Technology is your key to streamlining and automating tedious tasks. Our user-friendly web-based tool provides secure and personalized access to real-time information, ensuring efficient communication between RNs, AMAPS, DSPs, and internal pharmacy staff. With role-based access and protected profiles, you can confidently manage prescriptions and access essential data. Experience the freedom to focus on what truly matters—spending quality time with each resident.

1. Printing Medication Administration Records (MARs):

Our portal simplifies MAR generation, allowing you to quickly create printable records for each resident with just a few clicks, and giving you the ability to give them to families so when the resident goes home, they know when and how to take the medication.

2. Tracking Medication Inventory:

Our portal automates medication inventory management, providing real-time visibility into quantities, anticipated replenishment dates, and eliminating the need for manual tracking systems.

3. Managing Prescription Medication Inventory:

Easily order prescriptions, update inventory records, and track stock levels within our portal, streamlining the management of prescription medication inventory.

4. Finding Drug Data Sheets:

Instantly retrieve detailed and current drug information from our comprehensive online database, replacing the need for physical reference books or online searches.

5. Retrieving Past Medication Information:

Simplify the retrieval of past medication information with our portal. Easily access comprehensive digital records, saving time and ensuring seamless continuity of care.

**We'd be delighted to Demo
Our Easy-to-Use Portal.**

**We'll also provide tips on streamlining
your medication management process
to enhance patient outcomes.**

**No matter if you're working with another pharmacy or ours...
we're here to offer help and support.**

Contact Us: 845.341.2714

All consultations and meetings are strictly confidential.

*Online Portal
for patients & caregivers*



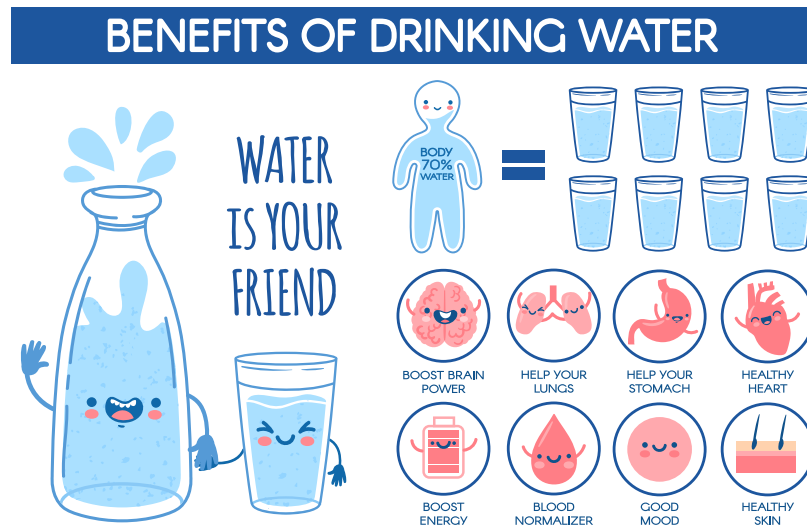
Hydration Best Practices for Your Residents



There are many benefits to ensuring your residents are properly hydrated. Three of the most important benefits of having proper Hydration Care include strengthening the immune system, preventing disease and lowering the risk of infections. Good hydration is linked to both physical and mental health. A stronger resident is a more independent resident, able to enjoy a higher quality of life. A healthier, less dependent resident population eases work load for the whole staff and lowers cost of care.

5 Things You Can Do to Make A Difference in the Care of Your Residents

1. Make sure there is always a water pitcher within a resident's reach, along with cups/glasses and straws.
2. Keep a resident's water pitcher filled, but not so heavy that it can't be easily lifted and poured.
3. Each time you pass a water fountain when walking with a resident, encourage him or her to have a drink.
4. If a resident doesn't like water, offer decaffeinated tea or other liquids.
5. Encourage residents to eat foods high in water content-such as soups, pudding, and ice cream.



Fun Activities with Residents



- Start a **"Beverage Brigade"** by delivering drinks room to room, giving manicures and hand massages, and playing bingo and other games.
- **"Happy Hour"**- Residents are allowed real liquor if they have a doctor's order and it doesn't interfere with current meds. If not (and most don't), they order a "Virgin Margarita" or other non-alcoholic beverage from the bartender (Administrator). They have chips, dip and finger foods. Sometimes entertainment is provided. Families are invited to join in the fun!
- **"Beverage Carts"** - Offer a variety of beverages to meet resident preferences. HINT: add a bit of lemon or other flavor to water to make more palatable.
- **"Smoothie Tastings"** - Activity Directors host "smoothie tasting" events where residents get to try a variety of smoothies and shakes.

Ways Nursing Assistants Can Help with Hydration Care

With the 2023 Staffing Crisis raging on, here are some ways Nursing Assistants can help with hydration care.

- Report observations and warning signs to nurse and dietitian.
- Encourage resident to drink every time you see the resident.
- Offer 2-4 ounces of water or liquids frequently.
- Be sure to record fluid intake and output.
- Offer ice chips frequently (unless the resident has a swallowing problem).
- Check swallowing precautions, then if appropriate, offer sips of liquid between bites of food at meals and snacks.
- Drink fluids with the resident, if allowed.
- Make sure a pitcher and cup are near enough and light enough for the resident to lift.
- Offer the appropriate assistance as needed if the resident cannot drink without help.

Signs of Dehydration in Residents

- Drinks less than 6 cups of liquids per day
- Dry mouth
- Cracked lips
- Sunken eyes
- Dark urine
- Needs help drinking from a cup or glass
- Has trouble swallowing liquids
- Frequent vomiting, diarrhea, or fever
- Is easily confused/tired



Summer Vacations

Tips for A Smoother Trip for Resident Families

It's summer and we are all excited and can't wait for summer vacations with our loved ones. Here are a few tips on being proactive, identifying potential challenges to make your vacation more enjoyable.

Pre-fill Your Pharmacy Prescriptions

Don't forget to take along prescription medications. Pack medications in carry-ons so they don't get misplaced if luggage gets lost.

Mode of Transportation to Your Destination

Many vacations require several modes of transportation. Are you driving, flying, or taking the train to your destination of choice? Different modes of transportation can be tricky and some have better accessibility features than others. Check with your travel agents or call the company directly to inquire about the needs of your family.

Accommodations at Your Destination

Are you staying in an accessible AirBNB, enjoying time with close friends or family? Discussing needs in advance of travel will help identify the challenges of a new place.

Summer Vacation Ideas for Families with Disabilities

- Smugglers Notch, Cambridge, Vermont
- Morgan's Wonderland, San Antonio, Texas
- Disney, All locations
- Shared Adventures, Santa Cruz, California
- Splore, Moab, Utah
- Dollywood, Pigeon Forge, Tennessee
- Royal Caribbean Cruises
- Park City Resort, Park City Utah

Switching Long Term Care Pharmacies Can Seem Daunting.

We understand that if your facility is at a place to make the move, things aren't going the way they should be. Our team members are experts at prescription transferring, facility/pharmacy transitioning, training, and ensuring your pharmacy needs are met with excellence and consistency.

These are improvements your facility will notice when making the switch to Hudson Regional LTC Pharmacy.

There is no delay.

Your residents will receive your prescriptions when needed and on time.

A friendly voice.

We listen to your problems and do our best to solve them immediately.

LTC nurses can focus on patient care, not pharmacy issues.

We want your medical staff to do what they do best, care for patients. Your nurse administration staff shouldn't have to worry about pharmacy problems or worry if prescriptions will be delivered.

Positive pharmacy experience.

Our team is here to serve your facility, your staff, and your residents. It's hard to put a value on excellent care until you don't have it.

Staff time is spent with residents.

We don't want your staff stuck on the phone trying to figure out where Medication Administration Records are, or when you will receive them. You can count on MARs to show up the same day every month with Hudson Regional LTC Pharmacy.

Training Provided.

We know the process of reordering medications can be burdensome. That's why we supply all of our new facility partners with an ample amount of training on our web portal to fit your needs. Here's what you can expect during the training process:

- Connecting our nurse consultants with your agency's nurses and staff on a Zoom call to introduce one another and the web portal.
- Weekly, monthly, or as-needed trainings.
- A training manual with detailed step-by-step directions of the web portal.
- Access to our nurse consultants and team to troubleshoot any questions.

With Hudson Regional LTC Pharmacy's Web Portal, reordering medications can be done in only 15 minutes each week!

Call Us Today to Discover the Difference in Your Pharmacy Care.

► **(845) 341-2714**



Hudson Regional
LONG-TERM CARE PHARMACY

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