



# Navigating the Future of Long-term Care: Leveraging Technology and Trends to Future-Proof Operations

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# Pharmacist and Technician Learning Objectives

1. Identify emerging technology trends impacting the long-term care space.
2. Discuss new technologies for improving communications between LTC facilities and LTC pharmacies.
3. Summarize strategies for collecting and interpreting data to make informed business decisions in an LTC pharmacy.

# Speaker



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# Increasing Need for Innovative Solutions

- Improve patient outcomes
- Operational efficiency
- Address staffing shortages
- Free up staff time for other duties
- Rising costs, decreasing margins
- Increasing complexity of medication management
- Enhance patient safety and outcomes
- Data-driven decision making



EMERGING TECHNOLOGY TRENDS  
IN PHARMACY

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# Emerging Technology Trends in the Pharmacy and in the Facility

- Pharmacy: Moving beyond “traditional dispensing systems”
  - Workflow automation
  - Robotics
  - Packaging (including blisters and pouches)
- Telepharmacy integration
- Cloud-based solutions
- Artificial Intelligence (AI) and Machine Learning (ML)
  - Automated documentation
  - Predictive analytics
  - Personalized care plans
  - Chatbots and virtual assistants

# Emerging Technology Trends in the Pharmacy and in the Facility

- Facility:
  - Electronic Health Records (EHR) and Electronic Medication Administration Records (eMAR)
  - Smart medication carts equipped with sensors are emerging to track inventory, monitor temperature, and provide alerts for potential errors
- Barcode Technology
- Electronic EKit
- Wearable devices and sensors
- Voice activated technologies and smart home technology
- Virtual Reality
- Robotics

# There are so many options! Where do I start?

- Assess current needs and workflow
    - Identify pain points
  - Define your objective and desired outcome
    - Decreased cost to fill
    - Error reduction
    - Competitive advantage
  - Research and evaluate different options
    - Return on investment
    - Integration capabilities
    - Scalability and flexibility
    - Reliability, uptime, and maintenance
    - Vendor support and training
    - Ease of use
    - Space requirements
  - Get references and Demos!
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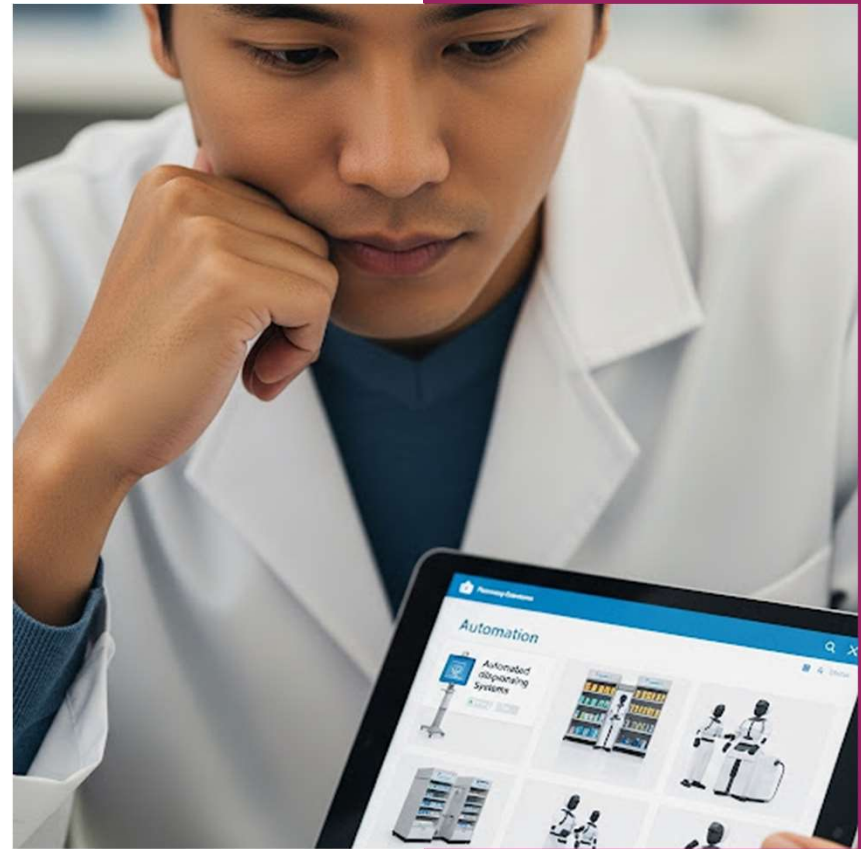


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# Integration and Interoperability

- Bidirectional flow of information between the pharmacy system and facility EHR/eMAR
  - Strong technological partnership between pharmacy and facility leads to safer, more efficient, and higher quality care
  - Various digital solutions, including mobile apps, web platforms, and integrated
  - Examples:
    - PointClickCare
    - MatrixCare
    - Eldermark
    - Carevoyant
    - MANY MORE!

# Technologies for Improving Communication

- HIPAA Compliant Communications
  - Various digital solutions, including mobile apps, web platforms, and integrated systems, to address the communication and coordination needs of the senior care ecosystem
  - Share the common goal of improving connectivity and care delivery for older adults and their support networks
  - Examples:
    - Cubigo
    - LifeLoop
    - Serenity Connect
    - PointClickCare
    - Carefeed
    - HUCU.AI
    - MANY MORE!

# There are so many options! Where do I start?

- HIPAA Compliance: NON-Negotiable
- Level of integration
- Specific communication needs
- What features are available and what features do you NEED
- Ease of use
- Cost and support
- Get references and demos!



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# Challenges and Considerations

- Cost of technology implementation and maintenance
- Ensuring digital literacy and training for staff, residents, and families
- Maintaining human connection and preventing technology from replacing personal interaction
- Data privacy, security, and ethical implications of using technology in care settings
- Choosing the right technology that meets specific needs and integrates well

# Strategies for Collecting and Interpreting Data in LTC Pharmacy

# Where do I start?

- Effective Data collection
  - What information is valuable?
  - How can I capture it RELIABLY?
- Identify Key Performance Indicators (KPIs)
  - What matters most?
  - What directly impacts your pharmacy's business health and quality of service?

## Examples of relevant KPIs:

- Dispensing volume and trends (overall, by facility, by medication type)
- Medication error rates (overall, by type, by facility)
- Order turnaround times (from receipt to delivery)
- Delivery performance (on-time delivery rate)
- Inventory turnover rate and carrying costs
- Reimbursement rates and denial rates by payer
- Cost of goods sold and dispensing costs
- Gross and net profit margins
- New facility contracts and retention rates
- Customer satisfaction scores (from facilities)
- Staffing levels and productivity metrics
- Adherence rates for specific medication classes (if trackable through eMAR)

# Data Analytics and Interoperability

## Impact on LTC:

- Break down the data silos!
- Gaining insights into resident health trends and facility performance
- Improving care coordination by ensuring all providers have access to necessary information
- Identifying areas for operational improvement and cost savings
- Supporting value-based care models

**Discussion Points:** Importance of data standards, challenges of integrating disparate systems, using data to drive decision-making

# Challenges and Considerations

## **With collection:**

- Data quality issues due to inconsistency and no standardization
- Data volume, velocity and variety
- Legacy systems
- Strong data governance policies to mitigate privacy concerns.

## **With interpretation:**

- Data literacy and analytics skills
  - Even if you use AI you need to be able to understand and justify accuracy
- IS IT ACTIONABLE?



# Questions?

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