

Facility profile

Christian Care Centers, Inc. (CCC) is the largest not-for-profit provider of senior care, housing, and services in the Dallas-Fort Worth Metroplex. The organization, which has provided quality elder care services in northern Texas for more than 60 years, consists of three Continuing Care Retirement Community (CCRC) campuses: Christian Care Center in Mesquite, Hilltop Haven in Gunter, and Lakewood Village in Fort Worth. CCC currently serves 1,200 residents and 600 employees.

CCC services include:

- Skilled Nursing Facilities
- Assisted Living Facilities - including a state of the art Alzheimer's Assisted Living
- Independent Living
- Home Health
- Hospice

Christian Care Centers, Inc. received the Texas Association of Homes and Services for the Aging award for innovation at the 2008 annual conference.

Challenges

- Time management for formulary issues
- Transcription/legibility issues

Solution

eScribing®

eScribing automates the prescription drug process by providing electronic communication between payers, facilities, physicians, and pharmacies through features such as a comprehensive drug database, immediate patient-specific information, clinical drug alerts for allergies, drug interactions and duplicate therapies, real-time formulary benefits checks, and speedy, legible, accurate transfer of data.

Results

- Transcription errors reduced
- Legibility of orders increased
- Cost savings for Medicare Part A and Private Pay residents
- Medicare D Provider cost savings

In an effort to increase efficiencies in the prescription drug process, Christian Care Centers, Inc. chose MDI Achieve's eScribing software, an electronic prescribing system. "It did not make sense NOT to transition to eScribing," states Kim Cook, AVP of Clinical Services at Christian Care Centers. Prior to implementing eScribing, they were using the standard fax and call system for orders and transcribing orders. Cook explains, "The order was received from the prescriber and a nurse called or faxed the order to the pharmacy. The pharmacy would call the nurse back with any questions or issues. The nurse then had to call the MD to clarify and the process would start all over again." eScribing automates this process by providing electronic communication between facilities, payers, pharmacies and physicians, and alleviates many of the challenges facing facilities across the country.

Benefits extend beyond the facility

Christian Care Centers experienced the benefits of electronic prescribing when they implemented eScribing in three of their skilled nursing facilities and in an Alzheimer Assisted Living facility in May 2007. According to the Institute for Safe Medication Practices, 25% of all medication errors result from illegible prescriptions. "The legibility of the doctor or nurse orders was often a challenge for the pharmacist, resulting in further time spent on clarification rather than on resident care," says Cook. "With eScribing, nurses enter orders in real-time eliminating legibility issues and reducing transcription errors, saving time for both the nurse and the pharmacy." This means staff can spend less time on the phone clarifying and renewing prescriptions, and more time helping patients.

But even before the automated order gets to the pharmacy, eScribing offers further benefits. Like most long-term care organizations, the many Medicare Part D plans with their individual formularies and drug coverage levels make it difficult to prescribe accurate medications in a timely, cost-effective manner. "Before eScribing, formulary issues presented a challenge as there was an increase in follow-up calls by the nurse to and from the prescriber and the pharmacy," says Cook. "Now eScribing, with its real-time built-in formulary check for all Part D providers, recognizes the plan the patient is on and points the providers to the most cost-effective medications covered by that plan. This is a significant cost savings for Medicare D providers as well as for Medicare Part A and private pay residents."

“ This is a significant cost savings for Medicare D providers... ”

In addition to the formulary checks, eScribing uses a comprehensive drug database which contains all medications and strengths, and allows users to set up alerts that inform caregivers of adverse interactions. “The built-in drug-to-drug, drug-to-allergy and drug-to-condition checks prior to completion of order is key for resident safety,” says Cook.

Safer for residents and easier for staff

“Our staff at Christian Care Centers believes that electronic prescribing is the wave of the future,” states Cook. “The training and support from MDI Achieve enabled nurses who didn’t have computer experience to effectively use the system. There is no desire from any of our staff to return to previous paper methods. It’s safer for patients and we can easily trace issues that we couldn’t with old paper methods.”

Messages Resident Processes Bill Mgmt Reports Facility

Drug Search

Cross, David

Klonopin Oral Select an Alternative:
Therapeutic
Generic/Brand Equivalents

There are 8 dispensable drugs.

Or enter medication name:

View Warning Messages

Klonopin Oral Tablet

[Klonopin Oral Tablet 0.5 mg](#)
Schedule IV

[Klonopin Oral Tablet 2 mg](#)
Schedule IV

[Klonopin Oral Tablet 1 mg](#)
Schedule IV

Drug Search

Messages Resident Processes Bill Mgmt Reports Facility

Drug Reconciliation

Cross, David

Cozaar (Losartan)
09/23/2008 - Open Ended
[Cozaar \(Losartan\) Oral Tablet 25 mg](#)

Cozaar (Losartan) Customized
09/15/2008 - Open Ended
[Cozaar \(Losartan\) Customized Oral Tablet 25 mg](#)

The drug Cozaar Oral Tablet 25 mg was used in place of this customized order.

Cozaar Custom
09/15/2008 - Open Ended
[Cozaar Custom oral tablet -](#)

The drug Cozaar Oral Tablet 25 mg was used in place of this customized order.

Dalmane (flurazepam)

Drug Reconciliation

Messages Resident Processes Bill Mgmt Reports Facility

View Safety Alert Acknowledgements

Cross, David

Cozaar (Losartan) Oral Tablet, 25 Mg - Safety Alerts

This medication order contains safety alerts that were acknowledged on 09/15/2008 03:56 PM by Robin Hood, RN, with the following override reasons.

Contraindicated	
Alert Type:	Duplicate Ingredient Alert
Alert:	Use of Cozaar Oral Tablet 25 mg and Hyzaar (losartan-hydrochlorothiazide) Tablet; 50-12.5 mg; amt: 1 tab; Oral represents duplication in ingredient based on their common ingredient Losartan Potassium.
Override Reason:	Prescriber is aware of this potential risk, the resident's condition will be monitored
Comments:	
Alert Type:	Duplicate Therapy Alert
Alert:	Use of Cozaar Oral Tablet 25 mg and Hyzaar (losartan-hydrochlorothiazide) Tablet; 50-12.5 mg; amt: 1 tab; Oral may represent a duplication in therapy based on their association to the therapeutic drug class Angiotensin II Receptor Antagonists (ARBs).
Override Reason:	Prescriber is aware of this potential risk, the resident's condition will be monitored
Comments:	
Alert Type:	Duplicate Therapy Alert
Alert:	Use of Cozaar Oral Tablet 25 mg and Hyzaar (losartan-hydrochlorothiazide) Tablet; 50-12.5 mg; amt: 1 tab; Oral may represent a duplication in therapy based on their association to the therapeutic drug class Angiotensin Inhibiting Agents.

View Safety Alert Acknowledgements