



# LONG TERM CARE HOME MEDICATION INVENTORY COUNT

**Case Study:** Healthcare – Care Home

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## Case Study: Healthcare – Care Home

A provider of short-term post-acute, rehabilitation, skilled nursing and long-term care services required the support of RGIS. The company operates approximately 500 skilled nursing centres and assisted senior living care homes in states across the US. The company also supplies rehabilitation therapy to approximately 1,700 healthcare providers in 47 states, and have distribution centres with approximately 80,000 employees.



### REQUIREMENT

The leading provider of long term elderly care homes needed a **solution to count all medications within all the care homes**, so that staff could focus on patient care.

The care home provider required RGIS to provide the following:

- To have **reach, responsiveness, and reliability**
- **National coverage** to cover all care homes in 47 states and distribution centres (DCs)
- Final data had to be delivered electronically **within 24 hours**
- A new program design was required to streamline the **medication counts**



### SOLUTION

The care home provider partnered with RGIS to complete the **care home medication count**, and RGIS provided the following:

- **Reviewed** the customers' existing medication count process
- RGIS teams **developed a new, streamlined program**
- The new program allowed the client to **flag thresholds by cost**
- RGIS' experienced scheduling team worked to **minimise disruption to patient care**
- RGIS Managers visited the care home facilities, **educating the staff to help ease the transition** over to the new software
- To aid with in-house follow-up audits, RGIS auditors posted **detailed area printouts**



### RESULTS

The care home provider found by outsourcing the **care home medication count** to RGIS, the following results were achieved:

- The customer now has a **scalable, efficient inventory process** preventing millions of dollars of shrink
- **RGIS targeted audits** of the drugs with **top sales and highest shrink**
- RGIS introduced **new check points and custom reporting**
- Tighter inventory time frame **eliminated cut-off issues**
- **Financial reporting** abilities were improved



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Medication Inventory



New Software  
Developed



Identified  
Product Surplus



Accurate Reports



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