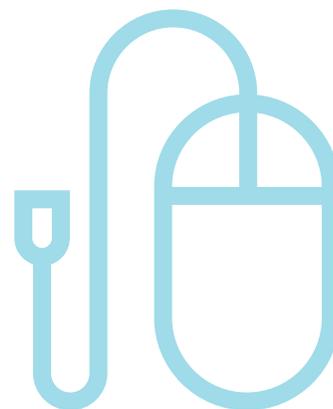




CarePoints

NEW! Omniview[®] Customer Training Opportunities

We are excited regarding our April launch of Omniview customer training opportunities. Omniview customers are invited to participate in a series of training courses designed to help clinical and financial staff in an effort to optimize use of Omniview to help them save time, manage pharmacy costs and provide superior care to residents. Training courses are offered Tuesdays, Wednesday and Thursdays via webinar at various time slots in an effort to accommodate customer time zones and shift changes. Below is information for our June courses. Feel free to ask your Omnicare Representative for more information or visit the Policies/Regulations section of the Omniview Reference Library for details.



June 2017 Courses Offered (all times are Eastern Time)

Course Title	Users	Dates	Times
Omniview 101: The Basics	All users	June 13 June 27	2:00-2:30 PM
Refill Medications and Order Status	Clinical	June 8 June 22	11:00-11:30 AM
		June 14 June 28	12:00-12:30 PM
Invoice Review Process	Financial	June 14 June 28	12:00-12:30 PM
Omnicare Communication Connection (OCC)	All users	June 13	2:00-3:00 PM
		June 27	10:00-11:00 AM
Resident Discharge/Leave of Absence	Clinical	June 15	2:00-2:30 PM
Product Destruction>Returns	Clinical	June 22	2:00-2:30 PM

The Omnicare Communication Connection course is one hour. All other courses are 30 minutes.

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Customer Satisfaction

At Omnicare, our purpose is to build trust among you our valued customers and keep your residents healthy through excellence in pharmacy service.

Our teams appreciate the opportunity to service you and our shared residents. We are looking for your feedback on the performance of services to your facility! As you are aware, we have partnered with a third-party company skilled in measuring satisfaction and driving improved service based on your feedback. Our goal is to solicit feedback from every facility four times a year via an online survey which is emailed to DONs, administrators and other key team members.

Our ask of you is to encourage your teams who receive this survey to participate, respond and provide honest feedback. Our commitment to you will be to understand, analyze and trend the responses and then proactively take action in those areas that require our attention.

In addition, we will be expanding our Account Manager field resources to manage local relationships and serve as the key point-of-contact for driving customer satisfaction.

We are looking for your feedback on the performance of services to your facility!



Interactive Reporting to Support Your Antimicrobial Stewardship

This spring we will be expanding our ability to support the Antimicrobial Stewardship Initiatives by providing timely access to antimicrobial utilization and prescribing patterns through an interactive reporting dashboard available on Omniview, our proprietary customer web interface. This new monthly report is designed to align directly with the utilization and outcome measurement methodologies outlined by the CDC Core Elements of Antibiotic Stewardship in Nursing Homes. The data and graphs that populate monthly will also include comparative data for the most recent months.

Data elements include:

- % of residents receiving antimicrobials
- % of new admissions receiving antimicrobials
- Rate of new antimicrobials starts in the nursing home
- Rate of Antimicrobials days of therapy
- Antimicrobial Utilization Ratio

Providing convenient access to data critical to monitoring the impact of your activities is just one of many ways Omnicare can support your Stewardship activities. To learn more please contact your Omnicare representative.



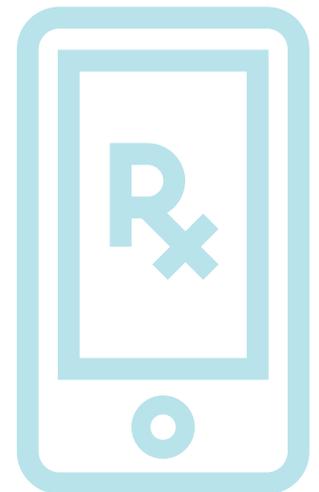
COMING SOON

Omnicare® Mobile Pharmacy App Enhancements



OmniviewRx, our Mobile Pharmacy App* enables clinical staff to manage key pharmacy activities conveniently from a mobile device; saving them time and providing immediate access to the information they need to effectively manage patient care.

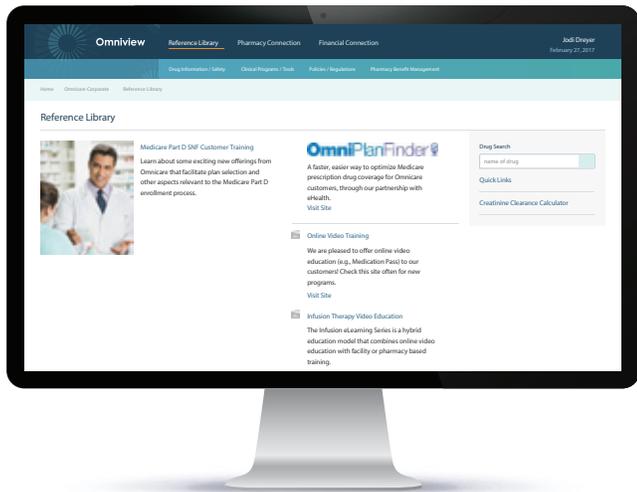
The app was initially released in the fall of 2016 with functionality that afforded users the ability to scan and submit medication refills from an android or iPhone and receive instant order confirmation. To further enhance the user experience, we will be extending the app functionality to include real-time order status, which will provide users complete visibility to **all medication orders** including overall status, delivery schedule, and notification of any order issues. In addition, we will be adding a Quick Login feature to make accessing the app throughout the day easier, without compromising security. The Quick Login feature will allow users to reestablish a connection to the app using a 6 digit PIN for up to 12 hours after a login using full credentials. Look for additional information coming soon!



*OmniviewRx is not appropriate for customers currently refilling medications through EMR systems, have Token Pass access to Omniview or users with access to more than 9 facilities through Omniview.

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Omnicare's Infusion Therapy eLearning Video Education Series Now Available!

As your pharmacy partner, we are excited to present this new infusion education option! The Infusion Therapy eLearning Video Education Series is a **HYBRID** education model that combines online video education with facility or pharmacy-based experiential training. The development of the Infusion eLearning Hybrid Education Series represents our commitment to collaboration and innovation, with a focus on streamlining processes so that your staff can spend more time with our shared patients.

Omniview®, Omnicare's customer web portal, serves as the gateway to the eLearning videos with links found on the Reference Library Home page and the Infusion Reference Library.

Computer-based education provides a cost effective solution to facilities that face staffing challenges when scheduling nurses to attend traditional live infusion education programs.

Because of the complex nature of infusion therapy, education must include a comprehensive didactic and experiential component. The didactic component of the infusion education series is presented as a virtual learning option. Upon successful completion of the online didactic component, the nurse is scheduled to attend an on-site, or pharmacy-based, experiential component to complete the learning process.

Why is infusion-specific education needed?

The *Infusion Nurses Society (INS) 2016 Infusion Therapy Standards of Practice*, Standard 3. Scope of Practice, Practice Criteria 5, recommends "Registered Nurses complete an organized education program on infusion therapy due to lack of or inconsistency of Infusion Therapy in basic nursing curricula."

The *INS 2016 Infusion Therapy Standards of Practice*, Standard 3, Scope of Practice, Practice Criteria 6, recommends "Licensed Practical/Vocational Nurse (LPN/LVN), complete an organized educational program, including supervised clinical practice on infusion therapy, as required by many states. In states without such requirements, completion of an infusion therapy education program is recommended prior to performing any infusion therapy procedures."

Computer-based education options assist facilities to overcoming barriers to traditional live training programs. Benefits of eLearning include:

- IV education can be scheduled more conveniently to minimize staffing challenges
- Eliminates the need to schedule replacement shift coverage
- Eliminates travel related expenses
- Computer time to complete programs can be scheduled in short sessions to minimize the impact on staffing
- Facilitates easier access to infusion education, allowing facilities to provide IV education to a greater number of nurses
- Increases accessibility to IV education for remote facilities

We are excited to offer you this new hybrid style of learning. To learn more about how you can access the Infusion Therapy eLearning Video Education Series contact your account representative today.

Virginia's Managed Long Term Services and Supports (MLTSS) Initiative

Commonwealth Coordinated Care Plus (CCC Plus) is a new statewide Medicaid managed long term services and supports program that will serve approximately 214,000 individuals with complex care needs, through an integrated delivery model. CCC Plus focuses on improving quality, access and efficiency. CCC Plus is scheduled to launch August 1, 2017 and **enrollment into CCC Plus is required for qualifying populations.**



CCC Plus Populations

- 65 and older
- Adults and children living with disabilities
- Individuals living in Nursing Facilities (NFs)
- Individuals in Tech Assisted Waiver
- Individuals in EDCD Waiver
- Individuals in the 3 waivers serving the DD populations for their acute and primary services
- *CCC and Medallion 3 ABD populations transition to CCC Plus

Enrollment

All CCC Plus eligible individuals will be enrolled in a participating managed care health plan. CCC Plus members will have a choice between at least 2 health plans per region.

Enrollees will receive an “Initial Assignment Letter” with an initial assignment into an MCO and a comparison chart of all the MCOs in their region. Enrollees can change their MCO by contacting Maximus by the “call by date” in their Initial Assignment Letter.

Please direct all questions to: CCCPlus@dmas.virginia.gov