



# CarePoints

## Focusing on the Right Resident

Today, it's hard even to make a dental appointment without providing your date of birth. Since 2007, the World Health Organization has emphasized the importance of Resident identification. The major processes where Resident misidentification occurs in long term care are medication dispensing, medication administration, and phlebotomy. Selecting the wrong resident is more likely to occur when husband and wife live in the same room or apartment.

While no one wishes to return to the days of wrist bands, there are several approaches to assuring the RIGHT Resident is identified in an age of advancing technology and too little standardization.

### What can facilities, communities and pharmacies do to enhance the first of our five rights, The Right Resident?

- Always include a Resident's date of birth on new admission paper work. Providers receiving admission paperwork who notice a missing date of birth, should phone the discharge provider for a date of birth.
- Use technology, such as bar coding and digital persona, where available to identify residents before procedures and medication administration. Assure agency staff understand the facility policy for resident identification.
- Emphasize to nurses, aides, and pharmacy staff their responsibility to match Residents to their care and medication orders.
- Encourage the use of two identifiers, such as name plus date of birth to verify Resident identity.
- DO NOT use the Resident's room number as an identifier.
- Encourage the use of date of birth as a second Resident identifier during every type of communication between providers.
- Engage Residents in their care by asking them their date of birth before medication administration or other procedures. Many residents who have lost cognition are able to tell you their date of birth.
- Have the resident's date of birth available whenever making a telephone call to another provider.
- Always place the resident's date of birth on new medication orders to minimize the risk of a medication filled for a resident with the same or similar name
- Even when we are familiar with the resident, use a second identifier to assure the right resident receives the right care.



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# **NEW!** OCC Enhancements Help Customers More Efficiently Manage Non-Covered Drug Charges

In an effort to help post-acute facilities more efficiently and effectively manage non-covered drug charges and requests for prior authorization, we've made enhancements to the Omnicare Communication Connection in Omniview. In addition to expanding access to the OCC through our Mobile App (Omniview Rx)\*, OCC users will now benefit from receiving more informative and actionable messaging within the OCC and advanced notification capabilities.

### Recent OCC enhancements include:

- Improved visibility to non-covered drugs from the Financial Connection landing page
- Issue notifications in the OCC portal on Omniview will now include the specific drug name, cost and a direct link to resolve the issue in the OCC in an effort to make messages more actionable and to streamline workflow for users
- Omniview Rx App users will now be able to respond and resolve order issues via the app in addition to Omniview
- Users will be able to sign up for direct message alerts to order issues via email, text, or push notification via Omniview Rx
- Users can establish alert preferences based on charges exceeding a specific dollar amount or time frame to be notified of issues that go unresolved.

Please contact your Omnicare Account manager for more information.

**OMNICARE COMMUNICATION CONNECTION**

17 Needs response  
Amount not covered: \$6,556.75

Other open alerts:

Unread 7

In process 42

[View OCC](#)

Unread	Last Update	Created On	Patient	Prescriber	Non-Covered Medication	Action Requested Description	Non-Covered Price
•	7/20/2017 4:30 AM	4/20/2017 11:46 AM	Wachsmuth, Doreen/Estergang	TortPV, J, Paul	STELAZINE 2 MG TABLET	IR Request - Need Clinical Information - 2nd Attempt	\$0.00
•	8/8/2017 8:27 AM	4/20/2017 11:38 AM	Slagter, Popkewitz/Popkewitz	Hickok, Mary	ALUMINUM HYDROXIDE SODIUM 10 MG TAB	IR Request - Need Clinical Information - 1st Attempt	\$0.00
•	8/1/2017 12:24 PM	5/1/2017 2:13 PM	HARRIS, MARJOR	Hickok, Mary	CARTOPRIL 12.5 MG TABLET	Covered Alternative - Approved	\$0.00
•	7/25/2017 3:14 PM	6/7/2017 2:58 PM	Hickok, Kelly, Vanessa/Julian	Hickok, Mary	SCOPROPOL 102N, EYE DROPS	Covered Alternative - Recommended, Need Order	\$0.00
•	8/2/2017 7:45 AM	7/16/2017 10:35 AM	Wachsmuth, Doreen/Estergang	CHRISTINA, CHRISTINA	ABUFY 20MG TABLET	IR Request - Need Clinical Information - 1st Attempt	\$347.84
•	8/8/2017 9:23 AM	8/3/2017 1:42 PM	Wachsmuth, Doreen/Estergang	CHRISTINA, CHRISTINA	ACUPRIL 18 MG TABLET	IR Request - Need Procedure Signature - 1st Attempt	\$2.50
•	8/2/2017 3:01 PM	5/7/2017 4:24 PM	HARRIS, MARJOR	Hickok, Mary	CARTOPRIL 12.5 MG TABLET	Covered Alternative - Approved	\$0.00
•	7/21/2017 7:28 AM	7/20/2017 4:30 PM	ALLEN, L, TESTER	Hickok, Mary	ACUPRIL 20 20 MG TABLET	IR Request - Need Clinical Information - 1st Attempt	\$2.50
•	8/8/2017 8:39 AM	5/1/2017 5:39 PM	Zubackowski, Mirona/John	Hickok, Mary	FULCANIDE ACETATE 100MG TAB	IR Request - Need Clinical Information - 1st Attempt	\$0.00

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# Omniview Training Opportunities Available for Customers

Omnicare customers are invited to participate in Omniview webinar training courses throughout 2017. Courses have been designed to orient new users AND help existing users optimize use of Omniview to save time, reduce pharmacy costs and provide superior care to residents. The monthly course schedule is available in the Omniview reference library or by contacting your account manager. A series of subject-specific job aids, recorded training modules and reference materials are also available in the Omniview Reference Library to support self-paced learning.

## New! Enhancements have been made to make accessing Omniview training materials easier.

1. A direct link to all Training Materials in the reference library has been added to the Pharmacy and Financial Connection landing pages
2. A direct link to the monthly training course calendar is highlighted in the News Feed

The screenshot displays the Omniview Pharmacy Connection interface. The top navigation bar includes 'Reference Library', 'Pharmacy Connection', and 'Financial Connection'. Below this, there are sub-sections for 'Facility Actions', 'Resident Actions', 'Product Actions', and 'Reports'. The main content area is titled 'Pharmacy Connection' and contains several modules: 'RX ORDER STATUS Past 72 hours', 'ADMISSIONS RX STATUS', 'ADMISSIONS ALERTS', 'ADMISSIONS PREVIEW', 'REFILLS As of 6/5/17 9:10 am', 'RETURNS, DESTRUCTIONS AND DONATIONS', and 'PROOF OF DELIVERY'. A sidebar on the right contains 'Drug Search', 'Training Materials', 'News', and 'Quick Links'. The 'Training Materials' and 'News' sections are highlighted with yellow boxes and numbered '1' and '2' respectively. The 'News' section contains the text: 'Omniview Training Opportunities in August Training curriculum and calendar are available to view!'.

# Admissions Dashboard Now Available in Omniview!

The Admissions Dashboard provides nursing staff complete visibility to medication status for all new admissions in a single, easy to access location. Using the Admissions Dashboard, nurses can monitor status of pharmacy orders in real-time, view alerts related to orders status issues and savings opportunities and even adjust their communication preferences to personalize their experience. Providing access to this tool will help to empower nurses, giving them greater control over the admission experience for their residents.

## Summary of all admission orders

**ADMISSIONS RX STATUS**

Here's a summary of your current admission orders.

<span style="color: red;">⚠</span> <a href="#">Require immediate action:</a>	3
<span style="color: orange;">ⓘ</span> <a href="#">Information Only:</a>	1
<span style="color: green;">✅</span> <a href="#">In-Process/Completed:</a>	6

## Resident specific details

1. Resident demographic information
2. Status of medication order
3. Alert to order issues\*
4. Notification of medication available onsite through Omnicell
5. Ability to resolve medication issues electronically

\*Order issues may include; potential clinical concerns or billing issues such as prior authorization required

Resident Actions

Admissions Rx Summary

Resident Profile

MAR

Leave of Absence

Resident Discharge

Resident Discharge Education

### Resident Details

[Back to Admissions Rx summary](#)

**DVNTSTPAT, FORTWET** 1

Nursing Station: 100N    DOB: 01/01/1969    Admission Date: 05/12/2017  
 Room & Bed number: 2 / 31    Gender: F    Prescriber: Xgeljipoleeg, Kniuxhmbvm

Delivery: New

✅ **Approved** 2    CLARINEX 5MG TABLET

On-site availability? No

ⓘ **Adjudication Review**    ABILIFY 20MG TABLET

On-site availability? No

⚠ **Adjudicate Hold** 3    ABILIFY 20MG TABLET 5

On-site availability? No 4    Resolve in OCC

RxNumber: R50022757

Qty: 6

NDC: 59148001013

Directions: 1 TAB BY MOUTH THREE TIMES DAILY

Order status details:

05/15/2017 05:46AM	Order Entered
05/15/2017 05:46AM	Fill Entered
05/15/2017 05:46AM	Order Verified
05/15/2017 05:46AM	Adjudication Review
05/15/2017 06:03AM	Fill Changed
05/15/2017 07:03AM	Adjudicate Hold