



**Stacks Pharmacy**  
caring for you

**1<sup>st</sup>**  
Pharmacy to partner  
with epicCare

**Trusted Nationally**

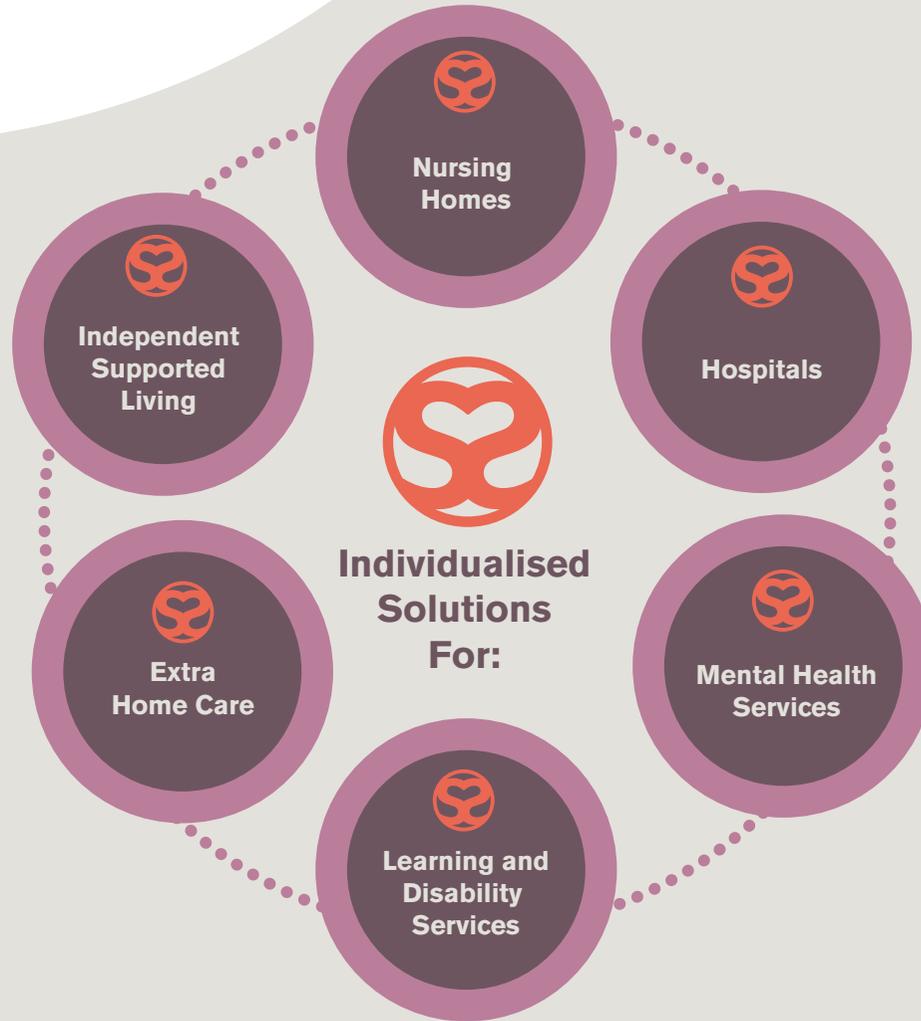
**Delivered Personally**

**Managed Locally**

# Stacks Pharmacy

Delivering Daily Nationwide

24 hours a day



7 days a week

364 days a year for over 15 years

# Why Stacks Pharmacy?

## Discover our Integrated Seamless Service

### A trusted pharmacy nationwide 24/7

With over 2,500 patients nationwide, we have the right team to bring you the care your residents deserve. Like you, we are there 24 hours a day.



### Safety

There is no safer pharmacy with an error rate of less than one in 20,000 doses. We use state-of-the-art digital photo identification systems and automated packing machines to free our pharmacy team to focus on patient care and supporting you.

### Making medication administration simple

Stacks Pharmacy provides everything your care home needs. We provide one easy-to-learn and simple-to-use system, including all equipment, I pads, software and licences and ongoing training.

# Better medication administration

**We know that over one-third of a nurse's day is spent on medication management. Our system guarantees the nurses will have more time with residents.**

**Stacks Pharmacy's integrated care system helps to support more efficient and safer ways of working.**

Nurses can access important clinical information at the point of care so they can make timely, informed decisions and have full access to full medicine information.

Staff can scan and upload any paper documentation, videos and photos to a resident's file.

Stacks Pharmacy is fully integrated into your epicCare so with one log on you can access all your records and care plans.

No more transcribing or typing of kardexes when a patient's prescription is changed. The patient's MAR is automatically updated so there is no need to manually update for new medication.

With Stacks Pharmacy, you can review bowel charts or behaviour care plans, while administering medication.

Psychosocial interventions which are suitable for each resident can be included on the kardex in the PRN section.

There are no space restrictions with our electronic kardex system.

You can track 'as required' PRN medications with greater efficiency.

A detailed history log for each resident provides staff with greater visibility over previously administered PRNs as well as declined PRNs. Sedatives can have individual cut-off time for each resident.



# Better medication ordering

## Drive greater efficiencies with pharmacy messaging system

Free up your phone line by using our online messaging system. All communications, including notes and other records, are recorded and accessible for audit purposes.

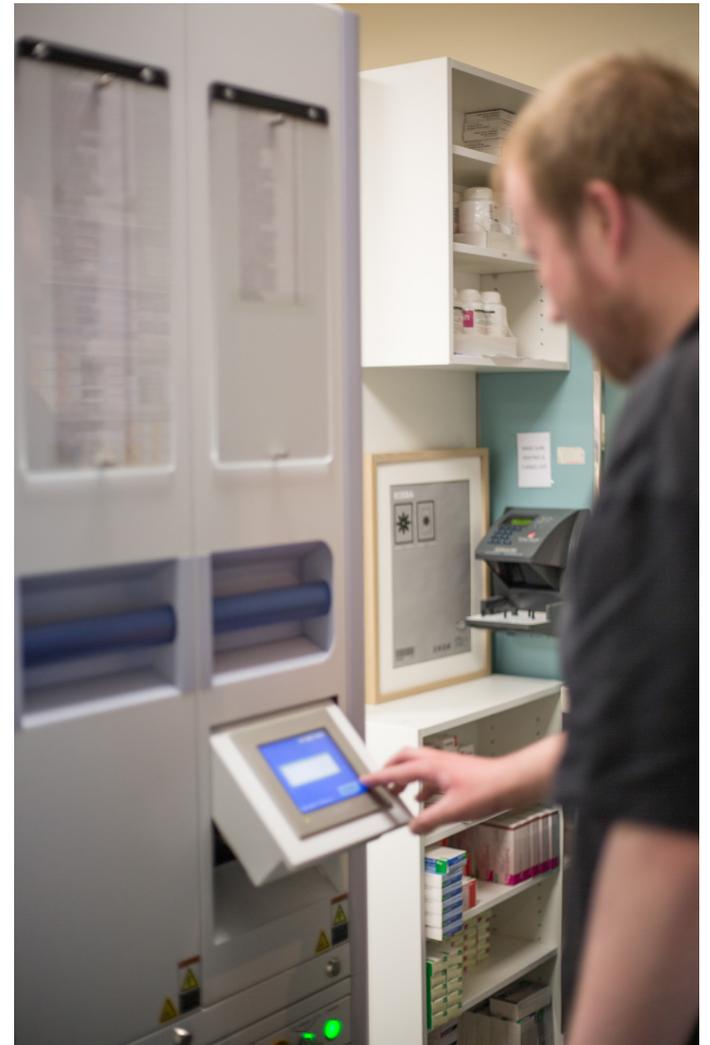
We eliminate redundant information transferred by phone or fax between nurses, GPs and pharmacists all have access to the same information. When there is a medication change or admission, the system updates everybody at the same time.

Stacks Pharmacy offers more efficient medication stock control. When the doctor changes the kardex, the system it automatically generates an order that can be sent to the pharmacy by email.

Over 99% of medication is delivered the same day. Our system means that you have a late afternoon cut-off time for same-day delivery.

The system creates a suggested monthly order saving valuable nursing time.

The software incorporates the tools to efficiently manage stock audits and medication recording to streamline inventory management processes for you.



# Better management reports

## Manager's dashboards

Stack Pharmacy gives you access to management reporting tools that facilitate decision support.

Managers feel in control of medication administration in their care home.

For the first time, managers can run reports at any time, even live during the medication round.

Spot missed medications fast and deal with them quickly.

Having the right information at the right time will allow for more proactive decision-making.

Check the progress of new staff so support can be provided during the rounds.

Real time information and reports at the touch of a button.

Run your HIQA reports on Laxatives, Pain Relief or Oral Nutritional Supplements at the touch of a button.

Print off up-to-date reports for hospital admissions or appointments, showing all changes since admission, real medication reconciliation.



# The 10 rights

As medication administration is probably the highest risk task a nurse can perform (Anderson and Webster, 2001), many policies and guidelines have been devised to help prevent medication errors occurring.

The ten rights of medication administration were proposed by HIQA in 2015

## Right Resident

On-screen photo identification plus multiple first names can be included so Margaret (Betty) can be included on the system to prevent confusion and to assist new staff.

In one study, there was an alarming 36% of medication doses which were administered without any valid verification of the patient's identification.

## Right drug

A reduced risk of medication errors with the pharmacy immediately able to detail any changes to prescriptions, including dose, on a centralised database.

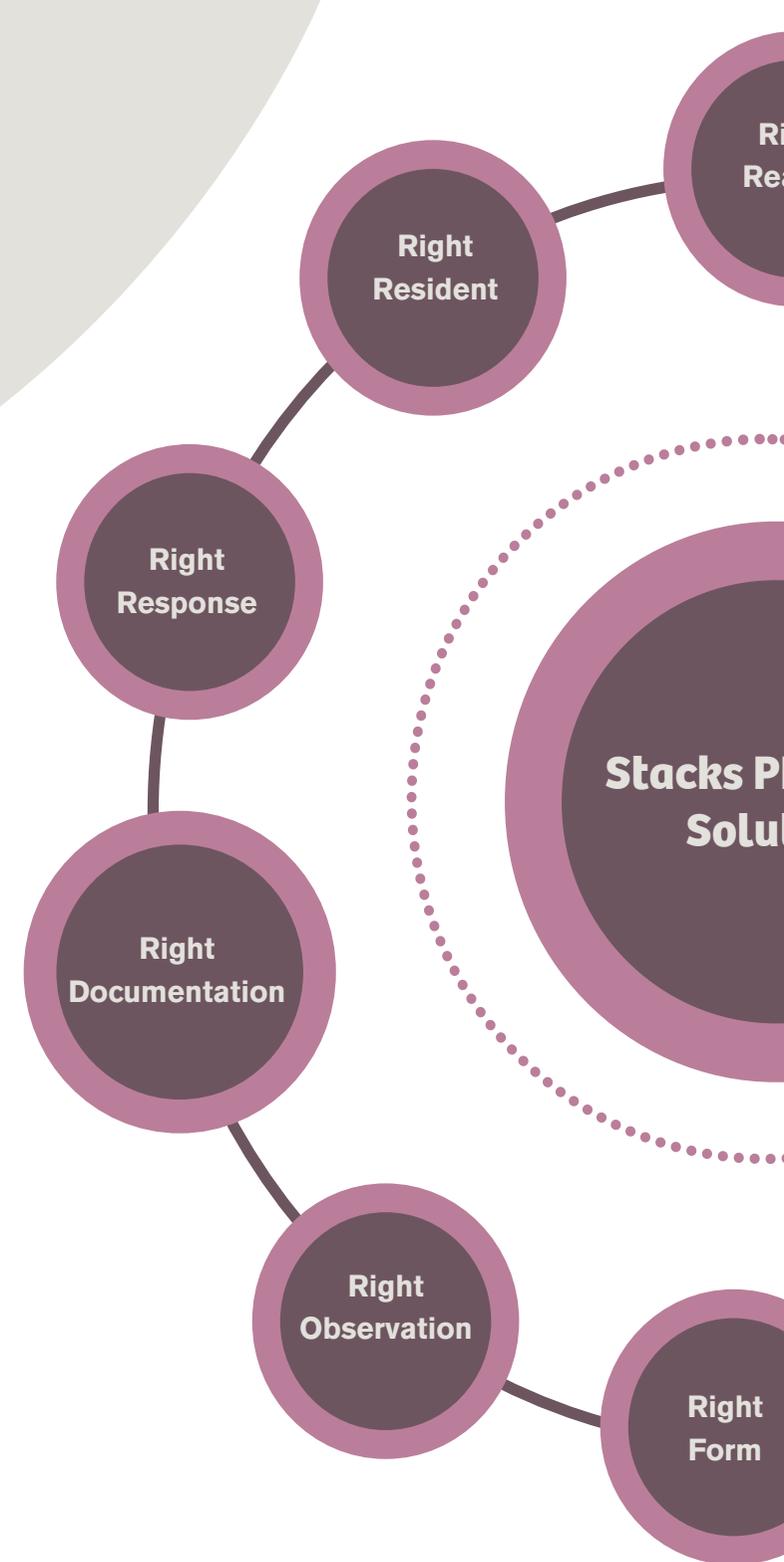
We warn when newly prescribed medication conflict's with a resident's known allergies.

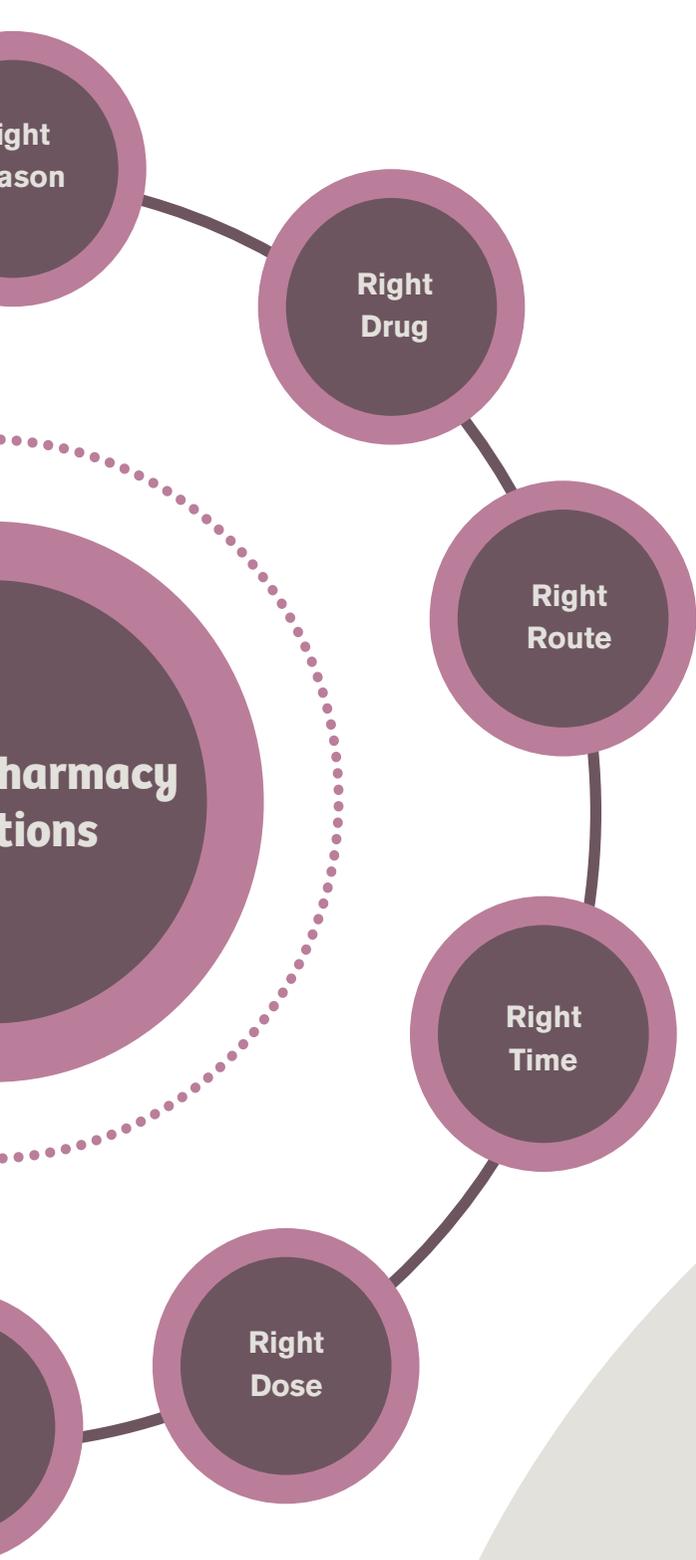
The system links to the TICTAC™ system of photo identifications and comprehensive up-to-date clinical information.

## Right Action

In a study of adverse drug events among older patients, inadequate patient monitoring after medication administration occurred in 36% of adverse drug events. Side-effects, adverse effects and allergic reactions must also be monitored.

Follow-up reminders can be set up for each individual drug. Stacks Pharmacy can help you set these parameters.





## Right time

Medications must be administered at the correct time to ensure therapeutic levels. The system shows the last time a medication was given at the point of administration. In one study, administration at the incorrect time accounted for 31% of all medication errors. By only showing the medications due on the administration screen, this substantially reduces the likelihood of a wrong time administration.

## Right dose and route

Illegible handwriting is the most significant risk to a nurse administering an incorrect dose.

Font size can be made bigger or smaller in one touch.

## Right Response

Reminders can be set up on our system to ensure the right action is being observed with any change in medicine.

## Right reason

By having the medical information and other clinical notes available at the point of administration, this means that the reasons can be reviewed by the nurse, e.g. crushed or covert medication. The inclusion of patient-specific psychosocial interventions means that there is a reduced likelihood of chemical restraint.

## Right form

A further potential source of error is when medications must be crushed to be administered (via PEG tube, for instance). The approval of crushing by both the doctor and the pharmacists are tracked through the system and fully auditable. This also assists with the management of covert administration.

## Right documentation

When a nurse administers a medication, they must sign the medication chart. If a medication is not recorded as administered, it is highlighted to the nurse during the round and highlighted on the real time management report.

# Our knowledge shared

**Our pharmacy expertise enables us to update your policies and procedures in light of recent inspections or revised guidelines.**

**We provide the most comprehensive audits in Ireland. Our 28-page document includes digital photos and recommended actions for every observation made.**

**We suggest training topics based on audit results and nursing management feedback.**

**We can provide specific training based on feedback from inspectors.**

We train from 6am in the morning to 11pm at night so as to best facilitate your staff, especially night staff who are often unable to attend daytime training programmes.

We provide a workbook for each training session which is filled in by the staff and left in the personnel/training file.

- Certificate – on passing the training course, each member will be awarded a certificate
- Accessed in-house – no training or travel costs and minimal back fill of staff





# Our training portfolio

## Induction Medication Management Training Preparation for Inspection

Stacks Pharmacy provides the training on its centre-specific policy and procedures medication management, including how and when to crush medication, covert administration and PRN decision-making.

We go through the standards individually and ensure that your team is aware of what information the inspectors are looking for and what the standards require of them.

We train on how to approach an inspection from a learning and improvement perspective.

## Constipation Management

We discuss the medical definition of constipation, the misconceptions and provide assessment tools.

We discuss the causes of constipation and the key issues in residential care including diet and hydration.

We review how laxatives work, their correct administration and how to choose the right laxative.

## Pain Management

We review the different types of pain assessment tools available and how to choose an appropriate pain assessment. We also review non-medication approaches to pain.

We review how the most common pain medication works. We discuss the side-effects of the common pain relief medication and how to choose the right medication.

We increase the awareness of pain relief dependency and how to recognise it.



## Fall Risk/Psychotropic Medication

We review the key fall risk indicators and assessments.

We discuss the geriatric dose restrictions particularly in anti-psychotics, and go through some of the common high-risk fall medication.

We review the importance of onset of action and half-life in commonly used medications.

## System Approach to Error Prevention

We provide guidance on how to create a systems approach.

We help to promote an open culture with the use of open reporting and inclusion of errors/near-misses on the agenda of routine meetings.

It is also important to document the review of any audits (internal and external) plus error and near-miss reporting as this is seen as a key part of the quality improvement programme.

## Competency Assessments

Establishing competency prepares increasingly important role for managers. Stacks Pharmacy prepare the competency assessment appropriate for the unit, they must be site-specific and adapted depending on whether they are new members of staff or long standing member of a team.

The key areas for competency assessment are professional practice (what does the law say etc), critical thinking and analysis (evidence-based and professional development etc), provision and co-ordination of care (assessments, establishing the target aims of treatment etc) and collaborative and therapeutic practice (able to input into medication usage reviews etc).

We perform the initial competencies in conjunction with the managers and train managers in how to assess competency regarding medication but the principles can be applied across the full spectrum of staff.



# Switching is simple

Our expert team of nurses, pharmacists and IT specialists have an approach that is simple, scalable, and based on a trusted methodology. We will make sure that there is minimum disruption to your day-to-day resident care.

## Engaging

We will spend time listening to you. We will observe your team, your day-to-day operations and do a GAP analysis of your medication management.

## Implementing

Your dedicated key contact from Stacks Pharmacy will configure the system for you. If you are switching from an existing software system, we will transfer the data for you. We upload all of the data from your manual system to be ready to go live.

## Training

Training is an essential element of a successful implementation. Our dedicated team are the best trainers and provide comprehensive training support to give your staff the confidence they need. Ongoing training is provided on site at a time that suits your team.

Engaging

Implementing

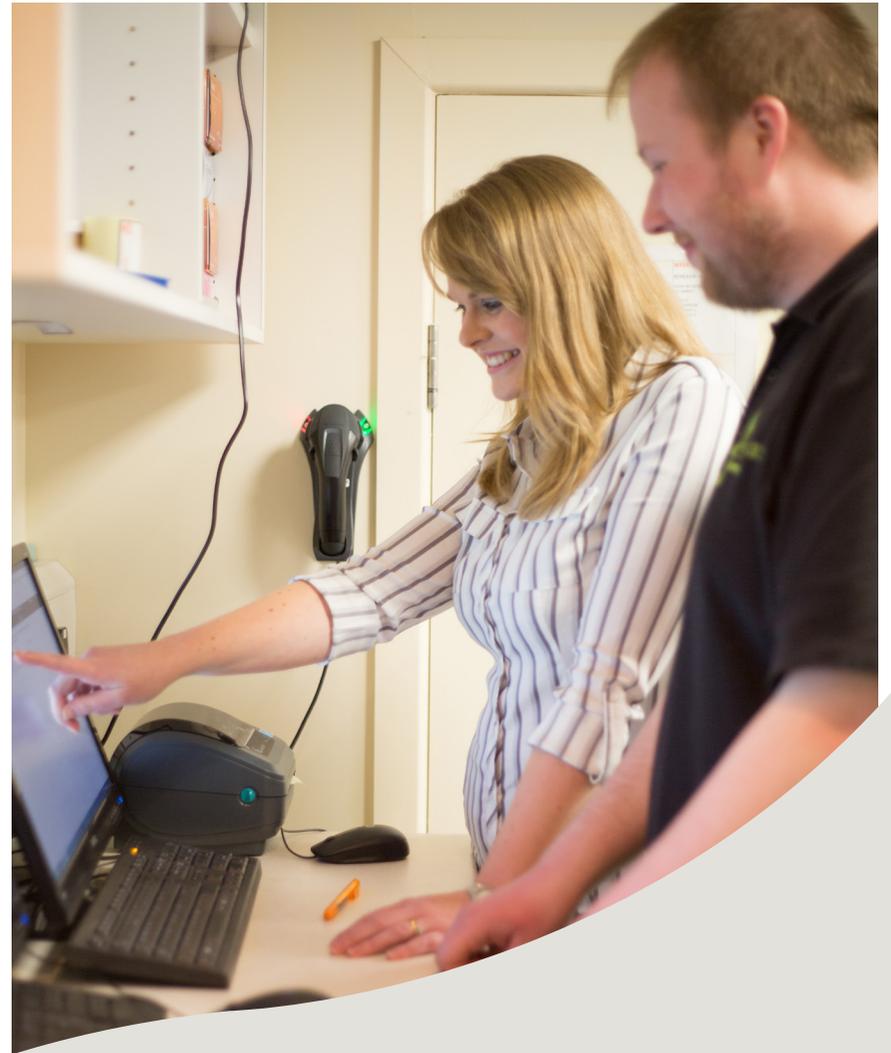
Training

## Live

We won't leave until you tell us to! Your dedicated member of Stacks Pharmacy training team will support you through-out your going live solution.

## Review

We provide ongoing support and undertake periodic reviews to see how we can help you.



Live

Review

# About Stacks Pharmacy

Adrienne Stack qualified as a pharmacist in 1995. Her mum Nora was a nurse who challenged her daughter to find a better way to manage medication in the nursing home where she worked. **7days a week**

Stacks Pharmacy now employs over 200 people across 16 pharmacies and focuses on how to manage medication to the betterment of patients, nurses and managers.

Outside of work, she was awarded a People of the Year 2015 for her work in the charity sector.



# Stacks Pharmacy

## Contact Information

16 Branches Nationwide

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# CHECK LIST

- ✔ **24/7 free on-call pharmacist support**
- ✔ **24/7 helpful and free technical support**
- ✔ **You'll love our ongoing clinical training-it's free!**
- ✔ **7 day delivery/364 days a year**
- ✔ **99% same day deliveries guaranteed**
- ✔ **Run your NF HIQA reports at the touch of a button**
- ✔ **Easy one step process to prescribe, order and administer**
- ✔ **All equipment supplied including Ipads**