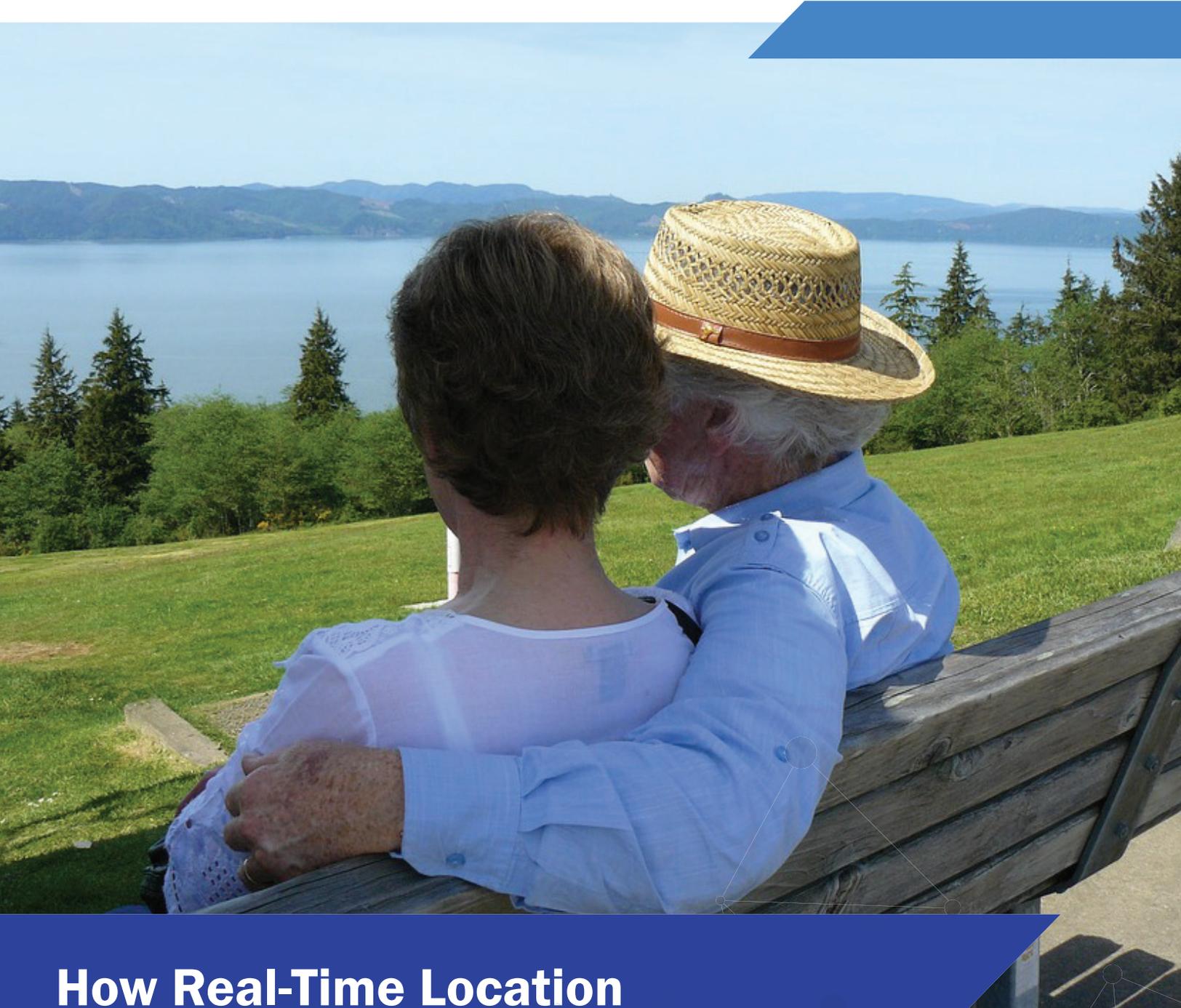




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# How Real-Time Location Systems for Senior Living Enables Efficient Med Pass



# How Efficient is The Med Pass Process in Your Community?

## Charlie Rodriguez CNA

I have worked over 5 years as a CNA in two Senior Living Communities and my experience in working with senior living communities and their residents is what inspires me to come to work every day. In my first position in a senior living community, I was responsible for passing medications to the residents. In a thriving and busy community, many of the residents are on the move and my biggest challenge was just finding them, particularly for time-sensitive medications or those on multi-dose per day regimens. I could look at the schedule of events, and try to guess where the residents were, or search all the room and activity areas, but it was not very efficient and took a significant amount of time. During a 10-hour shift, Med pass could take up to 8-10 hours each day, 4-5 hours in the morning and 4-5 hours in the afternoon. I estimated this took on average 9 hours to complete a med pass every day. I always felt there had to be a better way.





### **Charlie Rodriguez** **CNA**

#### **Technology and Innovation = Efficiency!**

In my next position at a new community, I was introduced to Skynet Healthcare Technologies, a Quake Global company. Skynet Healthcare Technologies offers a real-time location system (RTLS) and presents the location data in the Skynet Care Center dashboard with maps to help locate seniors. Any time I needed to locate the seniors who needed medications, I could open the map and plan my day. As someone responsible for med pass, it was a game-changer! Every day when it was time to begin my job, I would start by checking the Skynet Care Center. I would plan my day around the actual location of the residents and focus on locating the residents on the most time-sensitive medications and work my way through the community. Residents who had left the community were identified as not available which meant I didn't waste time trying to find them and those who were not in the building could get their medications when they returned.

I did some time and motion studies at the new community to measure the time I spent passing medication every day using Skynet Care Center. This helped me understand the ROI for my community and I estimated the time I saved was on average 3 hours per day, which translated to over 700 extra hours a year just for my time alone.

Using Skynet Care Center, I was able to finish med pass on average in 6 hours total every day which allowed us to feel confident that the residents who were on a specific time based or multi-dose regimens got their medications on time.

As I learned more about the system, I was impressed with how well it was designed to support the staff and residents. Being able to provide a more efficient med pass gave all of us more time for high-quality hands-on caregiving and I was able to focus on the other important duties for staff CNA such as supporting residents with exercise, bathing and other activities of daily living. As a bonus, the residents expressed appreciation for the more personalized time I was able to spend with them.



## Kelly O’Sullivan Executive Director - Senior Living

I have worked in Senior Living for over 5 years as an Executive Director managing care teams and supervising the CNA’s and med pass technicians. I have had experiences in communities that use Skynet Care Center and some that don’t have any location systems. Having access to Skynet Care Center was a significant improvement for the communities for manage wander management, emergency call and med pass.

### Challenges with Med Pass Processes



Med pass is typically a very laborious process, mostly to find each resident and get them their medication within the required period to ensure the best outcome. Most residents are on 10 or more medications that require strict adherence for the best outcomes.



There are regulatory requirements anyone doing med pass must comply with, if a medication is due to be taken at 8 am, our team must administer medications between 7 and 9 am to avoid being out of compliance with the regimen and the regulatory agencies that oversee our community.



In a typical larger community, for example, one with 250 beds we might have up to 13 people administering medications, 5 for the first shift, 5 for second and 3 for overnight. If each of these staff members need to find residents, it can take an entire shift to get all medications administered, particularly in a community with multiple buildings and floors.

Medication Schedule	Doses
Early morning	Fasting doses
7 a.m. - 9 a.m.	Standard a.m. doses
11 a.m. - 1 p.m.	Standard lunchtime doses
3 p.m.	Standard afternoon doses
8 p.m.	Standard evening doses
Overnight	Medications as needed



## Kelly O'Sullivan Executive Director - Senior Living

### Why Real-Time Location Makes Med Pass More Efficient

With Skynet Care Center we could look at a map and find our residents to start the med pass, and didn't have to locate the residents that were not in the building or were busy, so the staff member could continue with med pass and come back when the missing resident was available.

Med pass without location visibility took up to 9 hours per day, with Skynet Care Center it was a much more manageable 5-6 hours. Also, with the staff spending less time with med pass, they were able to provide more support for activities of daily living. While we didn't reduce headcount, we were able to leverage those resources to increase the care provided for each resident. The Skynet Care Center allowed me to monitor that all medication administration was completed and create reports to show regulatory compliance. In addition, utilizing med pass resources for resident care meant I didn't need to hire extra staff.

### Time Saved Means Better Care

With just the two day shifts of 5 people each, I estimated I was able to add over 1500 hours of assistance with residents for showering, dressing, and other ADL. Providing more hands-on support increases resident satisfaction scores and ensures greater retention rates.

We used Skynet Care Center for location as well as the other features, which included emergency call and wander management for our memory care residents. Using community reporting and analytics-enabled my team to show compliance with regulatory audits with reports to provide response statistics for an emergency call and resident elopement.

I continue to be impressed with the dedication of the implementation and development teams at Skynet Healthcare Technologies and their parent company Quake Global. I enjoy going to work every day knowing I bring value and the highest quality of life for the residents we serve.



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