

# Omnicare MultiDose

Improving safety, efficiency and storage

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**Omnicare**<sup>®</sup>, a **CVS Health**<sup>®</sup> company  
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## Nearly 1 in 5 medication doses in health care settings is administered incorrectly.

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In long-term care communities, the daily administration of medications is a time-intensive process that requires accuracy for residents' safety and quality of life. Nurses or medication technicians carefully check medications that have been sent by the pharmacy against the medication record for each individual resident to ensure that the right resident is receiving the right drug at the right dose along the right route at the right time.<sup>1</sup>

However, the administration of medications brings numerous opportunities for human error and system failures. One systematic review estimated that nearly one in five medication doses in health care settings is administered incorrectly. This occurs most often because of incorrect timing, but omitted dosage and wrong dosage are also among the three most common types of errors.<sup>2</sup>

For safe, streamlined medication administration and simplified storage, Omnicare<sup>®</sup>, a CVS Health<sup>®</sup> company, has introduced MultiDose technology. This system organizes a week's regimen of medications into a single, intuitive booklet with features such as color coding, printed pill images and eMAR-integrated QR codes that help staff to deliver medications to residents in the manner in which the prescriber intends.

### How Affinity Living Group uses MultiDose

The Affinity Living Group, a major provider of senior living, has incorporated Omnicare's MultiDose into its

broader strategy of applying innovation to generate improvements in staff efficiency and resident safety. Affinity is the ninth-largest assisted living provider and sixth-largest memory care provider in the country. CEO Charlie Trefzger said the group has used MultiDose to reduce medication administration time by approximately 35 to 50 percent. As a result, its staff can now spend more quality time with residents.



Multidose packaging creates efficiency in the care of seniors

“We are faced with an extraordinarily challenging time in our industry with the expected increase in the utilization of our communities simultaneous to an ever-shrinking size in the workforce,” Trefzger said. “In the face of these changes, we must begin using advances

## Decrease in time spent on med pass



MultiDose was shown to reduce medication administration time by approximately

**35 to 50%**

in technology like Omnicare MultiDose to create more efficiency in the care of seniors while also improving their quality of life.”

Affinity Living Group is realizing a variety of benefits from MultiDose after implementing it in over 20 communities and has plans to onboard a total of 68 communities.

### **Intuitive booklet for safety**

Omnicare MultiDose comes in the form of a compact booklet that arranges medications by color-coded med pass times, including morning, noon, evening and bedtime. The blister for each day includes an image of the rising and setting sun to further indicate the time of day. Omnicare also prints pill images on the inside of the booklet cover. These features allow medication technicians or other staff members to easily identify all of the medications they need to administer to the resident at the right time of day.

“Medication technicians have skills directed toward the dispensing of medications but not the understanding of the medications they’re providing, so they need straightforward direction with no ambiguity,” Trefzger said. “This multi-dose system from Omnicare is more intuitive and simpler for them to navigate than the traditional single-dose system.”

Before they are sent to a community, booklets are filled in Omnicare pharmacies where they are subject to multiple layers of accuracy and quality assurance.

### **Improved organization**

By delivering an entire week of medications in a single, intuitive MultiDose booklet, Omnicare has also made it much easier to store and organize medications. Each booklet contains a week’s regimen of medications, with 28 compartments arranged into four med pass times for each day of the week. Each blister is perforated and detachable for convenience and portability into compact spaces.

“Simplifying the med cart is a game-changer for our residents, our company and our industry,” Trefzger added.

### **eMAR integration**

As an additional safety feature, booklets are printed with QR codes on the back of each med pass time blister. For communities such as Affinity Living Group that use electronic medication administration records, or eMAR, the QR codes queue up each of the medications in that blister with a simple scan.

“By scanning the medication package at the same time we’re identifying the resident, our technicians are confident the medications we’re supposed to be giving are inside the package and accurate, and the resident who is supposed to receive it is in fact in front of the technician,” Trefzger explained. “They are much more capable of staying within the window of time that the medication needs to be dispensed.”

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## **“I would rather we spend time on quality of life issues rather than trying to navigate a cart looking for medications”**

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The scan also informs the technician if the resident needs to be administered any medications outside of the MultiDose booklet.

### **Quality time with residents**

Color-coded med pass times, printed pill images, MultiDose booklets and QR codes all drive improved efficiency. Each medication administration to residents in long-term care can take more than an hour for staff.<sup>3</sup> But by using Omnicare MultiDose, the Affinity Living Group achieved time reductions in medication administration of approximately 35 to 50 percent versus its previous, single-dose administration process. For Mr. Trefzger, it's a critical change that allows his staff to improve how they interact with residents.

“These innovations allow us to spend more quality time with residents so we can ask what’s happening with

them and how they’re feeling,” he said. “I would rather we spend time on quality of life issues rather than trying to navigate a cart looking for medications, punching bingo cards and dropping pills into cups.”

### **Summary**

Omnicare MultiDose is a key technology in Mr. Trefzger’s vision for Affinity Living Group to make continuous improvements in safety, efficiency and quality of life for its residents.

“MultiDose packaging is going to become an industry standard. It has to, considering the direction we’re moving,” he said. “With this technology, Omnicare is at the forefront of a great initiative that will improve accuracy and timeliness in the dispensing of medications.”

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### **Sources**

- 1 The Five Rights, Agency for Healthcare Research and Quality; [PSNet.ahrq.gov/glossary/fiverights](https://psnet.ahrq.gov/glossary/fiverights)
- 2 Keers, Williams, Cooke, Ashcroft. Prevalence and Nature of Medication Administration Errors in Health Care Settings: A Systematic Review of Direct Observational Evidence. *Annals of Pharmacotherapy*, 2013.
- 3 Thomson et al. Nursing Time Devoted to Medication Administration in Long-Term Care: Clinical, Safety, and Resource Implications. *Journal of the American Geriatrics Society* 2009.