



New Pharmacy Software

On February 3, 2015, the ETBHN pharmacy made a software conversion from PRISM to PioneerRx. This was a much needed upgrade from outdated technology to current Windows based software. There have been some glitches to work through with the software company. Because the PioneerRx software interfaces in real time with the M & D Cares software the glitches have affected the clinics as well. We have been working through each problem that arises with the M & D Cares helpdesk. It has been 6 weeks since we started and it seems like there are fewer and fewer problems. Alicia and I appreciate your patience and encourage you to report any other problems that you notice. We will do our best to resolve any problems quickly.

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Or

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New Drugs on the Market

Generic Nexium (Esomeprazole DR) is now available in 20mg and 40mg capsules.

Controlled Substances

We are still waiting on the Drug Enforcement Agency (DEA) to make a decision on our request to allow delivery of Schedule II-V controlled substances to clinic addresses. A decision is expected in the next few weeks. A separate announcement will be sent out as soon as a decision is made. In the mean time you do have the option to mail them directly to the patients but you will pay the shipping fees and any medications that come up missing.

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E-Scripts are Preferred

SureScripts electronic prescriptions are the most efficient form for prescriptions being received at the pharmacy. It seems like more clinics are starting to use the e-scripts for their providers. We would encourage you to use e-scripts to send prescriptions to us especially if you are already sending e-scripts to other pharmacies.

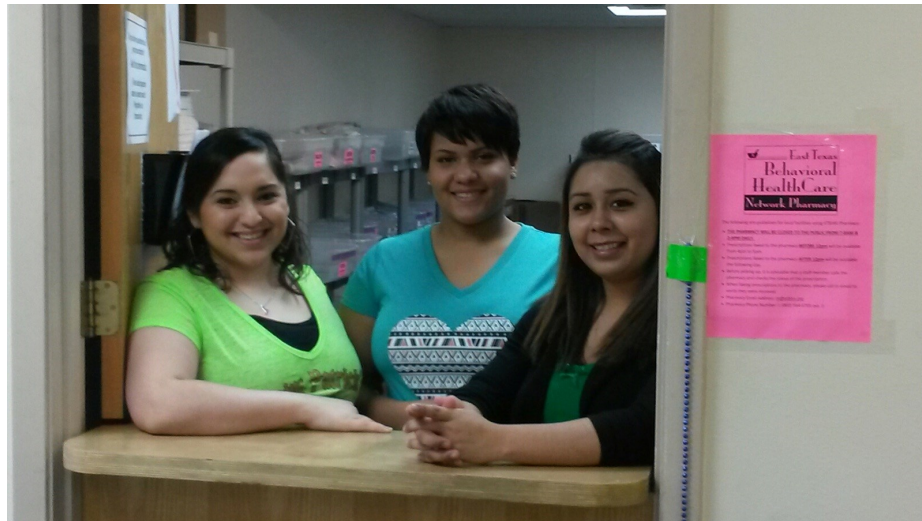
The only problem we have seen with e-scripts as well as faxed or e-mailed prescriptions is a delay in adding new patients into M & D Cares. If a clinic is waiting for us to call and tell you that a patient needs to be added to Cares, there is going to be a delay in your patient receiving medication.

Error Report

The pharmacy has received 1 Incident Report for a prescription dispensed for the wrong patient. The clinic nurse noticed the mistake, notified the pharmacy, sent the medication back and the medication was dispensed for the correct patient.

**Contact
Alicia Bryan for
more
information on
the Incident
Report Form.**

Shipping Room Staff Spotlight



Pictured (left to right) Cristy Aguirre, Pam Daniels, Maria Montelongo



PERFORMANCE SURVEY

3rd

Quarter FY 14

18 respondents out of 80 clinics

	Excellent				NA	Poor				NA
	1	2	3	4		1	2	3	4	
1 Initial prescription process.	0%	0%	17%	83%	0%			3	15	
2 Refill process	0%	0%	6%	94%	0%			1	17	
3 Accessibility of pharmacy staff	0%	0%	5%	89%	6%			1	18	1
4 Responsiveness of pharmacy staff	0%	0%	6%	94%	0%			1	17	
5 Professionalism of pharmacy staff	0%	0%	0%	100%	0%				18	
6 Filling accuracy.	0%	0%	5%	89%	6%			1	18	1
7 Condition of shipment when received.	0%	0%	22%	78%	0%			4	14	
8 Ease of incident reporting	0%	0%	17%	61%	22%			3	11	4
9 Ease of Website use.	0%	5%	28%	67%	0%		1	5	12	
10 Usefulness of Website data	0%	0%	17%	78%	5%			3	14	1

Positive Comments

- 1 Very helpful, always have the medication on time, always nice when we call.
- 2 The staff is nice and easy to talk to, very helpful.
- 3 Staff is very pleasant & professional when issues or concerns arise it is taken care of in a timely manner.
- 4 I like the staff! They are always willing to help with a problem and are very friendly. They are knowledgeable in all aspects from refills to shipping and receiving. They never make me feel that I am bothering them. Thank you to; Kelly, Pam, Marcia and Tonya- you are wonderful!
- 5 Staff is always available when needed.
- 6 Always very helpful.
- 7 I totally enjoy working with everyone at ETBHN.
- 8 I like the fact that everyone is knowledgeable, professional, approachable and always willing to give helpful information that may improve the process on my end that will benefit us all.
- 9 I enjoy working with the great workers, Tonya, Kelly, Christy, Leah, Niki, Pamela and Alicia. It is a great team and we work well together. I love that we can email and get a quick reply. Don't change anything!
- 10 Courteous staff, willing and able to work with when called for questions.
- 11 Everyone is very helpful.
- 12 The pharmacy is very effective and speedy.
- 13 Everyone I speak to is very nice and helpful. The ordering process is very simple. Just want to say thanks to Kelly, Christy and Tonya and all the others for being so nice and helpful.

Negative Comments

- 1 Login is tedious, but doable
- 2 The tags AKA "Receipts" on each med bag recently tear in half way to easily.
- 3 Top half of labels are getting torn off & we use these.
- 4 Dislike the new log-in, time consuming
- 5 Several electronic scripts don't go thru stating "line busy"- so the nurse has to verbally call them in.

Suggestions

- 1 Have available next day turn around.
- 2 I really liked it when all the meds were shipped in 1 bag. I was hoping that could be an option again.
- 3 I would like to be notified more frequently of new PAP apps as they are added in. Sometimes patients pick up meds the same day they come in & apps aren't in M&D Cares. Normally we won't see those patients again for at least another month.



Organization

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Mission

- **Create Cost Efficiencies**
- **Improve Quality**
- **Prepare for the Future**

WE'RE ON THE WEB
[HTTP://WWW.ETBHN.ORG](http://www.etbhn.org)
OR
LIKE US ON FACEBOOK AT
[WWW.FACEBOOK.COM/ETBHN](http://www.facebook.com/etbhn)



Company Overview

East Texas Behavioral Healthcare Network (ETBHN) is a collaborative model between 11 Centers. These Centers are all Local Governmental Entities that contract with the state as authority and providers of Behavioral Health and Developmental Disabilities, among other services. They all serve the most chronic and severe persons with mental illness. Each is a separate entity with a designated coverage area.

ETBHN has been extremely successful in providing many cost saving measures to our member centers. Starting as a Workgroup in the 1980's by five Centers with the purpose of reducing State Hospital census, ETBHN has gone through many changes. Starting with a 5 center Workgroup, it has blossomed into a fully structured model of efficiency and quality. Growing to 7 centers slowly in the early years, over the last few years, ETBHN has grown from 7 Centers to 11 Centers covering 70 Counties in Texas. We are held together by an Inter-local Agreement and bylaws that govern our organization.

Each Member Center pays dues to help with the overhead costs of the region, but our pharmacy has been most successful in, not only, saving the Centers a considerable amount of money, but using excess revenue to support other quality improvement activities and trainings for each Member Center. We, not only, have saved the Centers money, but improved services and started new programs that were not available for Centers individually.

Pharmacy 2015 Holiday Schedule

The pharmacy will be closed for the following holidays:

Good Friday

April 3, 2015

Memorial Day

May 25, 2015

Independence Day

July 3, 2015

