



## Four ways your pharmacy partner can alleviate burdens caused by staffing shortages at your community

### Introduction

Assisted living communities face multifaceted and complex challenges to caring for their residents due to the on-going COVID-19 pandemic.

And yet, at the same time, communities are struggling to deal with staffing shortages and burnout at an unprecedented level. Nearly 2.3 million health care jobs will be added by 2026, with 1.6 million of those being personal care and home health aides, and nurses. A staggering 94% of nursing homes currently face staffing shortages, with an additional three in 10 health care workers considering leaving their jobs altogether.

This guide outlines four ways your pharmacy partner can alleviate the burdens caused by staffing shortages. The result? Improved care for residents, reduced burden on staff and increased operational efficiency.

## Relieving burdens caused by staffing shortages:

Four ways your pharmacy partner should help

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### Four ways a hands-on pharmacy partner can help relieve burdens for your team:

#### 1. Create a true partnership with your team

You should expect a personal and committed relationship from a pharmacy partner. A hands-on, dedicated partner means someone that knows each resident's name, understands their needs, answers the phone when you call, and eases the burden that medication management can often cause.

Genoa Healthcare®'s assisted living pharmacy services include an account manager who dedicates themselves to getting to know you and your community, and shows up in the ways you need them.

#### 2. Customize pharmacy services to your needs

The stakes are high with the care you offer, as are your expectations. You should expect accuracy and accountability from your pharmacy team. Customized pharmacy services mean everything from your chosen packaging, to ideal drop-off times, all the way to communication with your pharmacy team in the way that works best for you. With Genoa, your account manager asks the important questions up front and gets to know you and your staff to figure out what works best for your community.

“When we pick up the phone we always speak to a real person. Genoa's consulting pharmacists work seamlessly with our staff.

One of our residents was potentially going to be hospitalized, which was something the resident didn't want. Fortunately, it was just one call to Genoa, and we got his medications after hours in a timely fashion — and we were able to prevent that resident from staying in the hospital overnight.

Whatever it takes to get the job done, Genoa's with us through the entire process.”

— Josh McCutcheon, PeopleServe

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### 3. Tailor medication management

Managing medications is a critical part of the care your team provides. Medication packaging that's specific to your needs, along with clear, concise labels and consistent drop-times give your team confidence in the medications they manage. Genoa can fill all medications, including primary care and over-the-counter. Better yet, you'll have a pharmacist who's dedicated to you that can offer support and consultation services 24/7.

### 4. Offer on-site support and immunizations

Offering consistent and convenient immunizations within your communities is vital to the health and safety of your residents and staff. You should expect a pharmacy partner that can provide immunizations on site, at a day and time that works for your staff and residents. Genoa offers on-site immunization clinics for COVID-19, shingles, pneumonia, and any other common vaccines or boosters (tetanus, diphtheria, pertussis, etc.) for your residents.

### Make the difference for your community today.

Genoa Healthcare's assisted living pharmacy services are designed around the needs of your staff, residents and community. We're here for you, because we know when we're at our best, your team can be at their's.



Visit [www.genoahealthcare.com/assisted-living-facilities](https://www.genoahealthcare.com/assisted-living-facilities) to start the conversation about a Genoa Assisted Living Pharmacy partnership.

#### Citations

1. Demand for Healthcare Workers Will Outpace Supply by 2025: An Analysis of the US Healthcare Labor Market. 2018. <https://www.mercer.us/our-thinking/career/demand-for-healthcare-workers-will-outpace-supply-by-2025.html>
2. 94% of Nursing Homes Face Staffing Shortages. June 2021. <https://skillednursingnews.com/2021/06/94-of-nursing-homes-face-staffing-shortages>