



CSI Pharmacy:

Successfully rolling out new software to support fleet of home care nurses



CSI Pharmacy is a U.S. specialty pharmacy founded by pharmacists and dedicated to providing in-home complex therapies – including infusion treatments – to patients with chronic and rare illnesses. The agency values optimizing patient outcomes and treating clients not as customers but as family members.

Headquartered in Wake Village, Texas, CSI Pharmacy serves 37 states with the greatest number of clients in Arkansas and Texas. Its highly specialized nursing staff administers many types of infusible specialty drugs to patients in their homes, with a particular focus on intravenous immunoglobulin therapy.

With the onset of the pandemic in 2020, the demand for home infusion services grew significantly across the country. This is a result of increasing numbers of patients with autoimmune diseases being moved from hospital to home for both capacity reasons and safety concerns.

CSI Pharmacy acknowledged that they needed a robust software platform to streamline operations as they embraced the opportunity to scale the business. With scheduling in one place, billing in another, and the need to manually review documents taking up critical nursing time – not to mention risking errors – the team knew its paper-based processes and outdated legacy software was too inflexible to position them for growth.

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THE ALAYACARE DIFFERENCE



While many technology vendors offered integrated electronic medical records, CSI Pharmacy found that all-important documentation features were often lacking in functionality.

"While AlayaCare couldn't fully integrate to our standard procedures, it did have all the options necessary to integrate in a way that we needed it to work," says Conner Nelson, Director of Clinical Systems.

For CSI Pharmacy, a critical requirement for the technology they selected was that it needed to enable a nursing support platform that was tied to a scheduling feature and was customizable to meet their workflows. This ability, as well as built-in features of AlayaCare's software, is what ultimately led to the decision to switch tech partners.



"For our nursing teams, it was important to be able to fully customize our notes and build the level of details we needed right into the system itself," says Roxanne Marlar, Director of Nursing at CSI Pharmacy. "So instead of worrying about whether documentation is accurate or about other technical issues, our nurses can focus on our client's medical needs: how is the patient doing, and is treatment working?"

CSI PHARMACY'S ROAD TO IMPLEMENTING NEW TECH



CSI Pharmacy started to implement the AlayaCare platform in September 2020 and officially went live in December. As its nurses are divided by regions, they decided to begin training and press play with new technology in each region separately. Nelson says that as they worked out any kinks in the first few regions, they applied that knowledge to the other areas, resulting in a smoother implementation period.

Part of their process was performing one-on-one training for every nurse, working through the AlayaCare platform on an individual basis. Having busy care providers learn new systems can be tricky, but Nelson said this focused effort proved to be very successful.

During this time, Nelson says that the AlayaCare team gave them plenty of support and took the time to answer the many questions that inevitably came up.

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"AlayaCare helped us set up the platform in the most efficient way possible for payroll and mileage, which were two of the biggest priorities for us," he says. "And I was happy to find that this software had unique abilities to manage these key issues, that are major pain points in the industry."

REAPING EARLY RETURNS



The team reports that early returns are going well, with about 60 CSI nurses up and running as of early January, using the new system.

"We're already seeing the benefits of being able to do tasks quicker, to visualize when things are complete," says Marlar. "The color-coded schedules are easy to follow so we can pull up every nurse and patient schedule for the week and clearly spot, for instance, if a visit isn't approved yet."

Looking ahead, CSI Pharmacy aims to fully integrate their platform with local EMR systems and negate the need to manually input any information. Marlar envisions the possibility of onboarding patients via AlayaCare to streamline work, and send tasks to nurses in a client's home, getting plans signed off by a client, and saving valuable time in the process.

CSI PHARMACY TIPS TO CHOOSE AND IMPLEMENT NEW SOFTWARE



- Ask as many questions as possible up front
- Recognize that nothing will be perfect, but ensure software has flexibility to overcome issues
- Ensure a long runway for implementation to allow time to consider staff input and insights into how a new software system will impact your organization
- Key in on what you need the software to solve the most, and work with the technology partner to address them.
- Personalize the training to your staff's needs as much as possible
- Roll out in stages in order to fix pain points early

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