

EBOOK:

Leading Through Crisis in Your Long-Term Care Pharmacy

Table of Contents

- 1 Introduction
- 2 Managing the stress of your staff: Mental health
- 3 Managing the stress of your staff: Wellness
- 4 Converting to a remote work environment
- 5 Working with the local community to offer your services
- 6 Incorporating new business into existing workflow
- 7 Managing new IV volume
- 8 Conclusion

Navigating any crisis in your long-term care pharmacy can seem like a difficult task now and in the near future, but this eBook can be used as a guide to streamline the process.

Introduction

Crises can occur at any moment. For instance, something as intensive as the novel coronavirus can cause ripple effects across the globe, rapidly changing statistics in public health, security, and the market economy security as reported by the World Economic Forum and other trusted sources. Through it all, businesses are learning how to cope through these unprecedented times and emerge triumphant when the dust settles.

During these times, healthcare facilities and services, specifically, are getting hit hard with expectations while still needing to manage business as usual. Navigating any crisis in your long-term care pharmacy can seem like a difficult task now and in the near future, but this eBook can be used as a guide to streamline the process.

MANAGING THE STRESS OF YOUR STAFF:

Mental health

While everyone deals with stressful situations differently, there are plenty of ways to cope with feelings of uncertainty during this time. Offer your staff members peace of mind with the following stress-coping mechanisms and advice:

- **Take frequent breaks from the news and the media:**

While it's important to stay well informed, the media can be overwhelming with devastating news.

- **Focus on mental wellness:**

Use a relaxing mechanism to destress, like yoga, reading a book or meditation.

- **Stay connected with family from a distance:**

Make use of video conferencing platforms like Zoom or Google Hangouts to keep in touch with loved ones.

- **Make time for hobbies and activities:**

Take up a new hobby or pick up an old one you haven't visited in years, such as knitting or photography.

MANAGING THE STRESS OF YOUR STAFF:

Wellness

Strengthening your immune system during this vulnerable period is one of the best things you can do to reduce the chances of the virus spreading. Share the following tips with your staff to enhance overall wellness:

- **Practice self-distancing:**

Social distancing is one of the most effective ways to prevent against COVID-19 specifically, according to John Hopkins Medicine, but can be an effective coping mechanism for any virus-ridden pandemic. Limit your contact with people to those who you live with if possible.

- **Get ample rest:**

The Sleep Foundation recommended adults get 7 to 9 hours of sleep each night for proper rest.

- **Exercise:**

According to The American Heart Association, you need about 2.5 hours of exercise every week.

- **Follow a healthy diet:**

Stock up on fresh fruits and vegetables and focus on getting essential vitamins and minerals during this time.

- **Clean your house frequently:**

Keep your home clean and wipe down all high-touch surfaces, such as tables, handles, light switches, and doorknobs, daily.

Converting to a remote work environment

While many healthcare staff members are still expected to go into work, there are certain cases in which remote capabilities are encouraged and enforced for LTC pharmacy staff. Help your employees get acclimated to the new normal with these tips:

- **Develop a morning routine:** Wake up and get ready for work just as you would on a normal day.
- **Manage daily expectations:** Calendars and to-do lists can be helpful for staying on task during these times.
- **Take frequent breaks:** Working from home can make it more difficult to remember to step away from the computer. Set an alarm for a lunch break and take small frequent breaks during the day as well.
- **Establish a work-life balance:** Make sure to work within normal business hours to draw a definite line between work and home life.

Working with the local community to offer your services

While it's certainly a sensitive time for many, there are dozens of vulnerable people who could benefit from long-term care pharmacy services. Take the time to reach out to your local community and make yourself available to those in need.

The National Association of Free and Charitable Clinics, for example, is a great resource to consider that can connect you with a clinic that needs volunteers to help medically underserved people within the community.

As long as you or your staff members have the proper certification, there's also an opportunity to reach out to other care facilities in the area who may need assistance treating and assisting those in need.



Incorporating new business into existing workflow

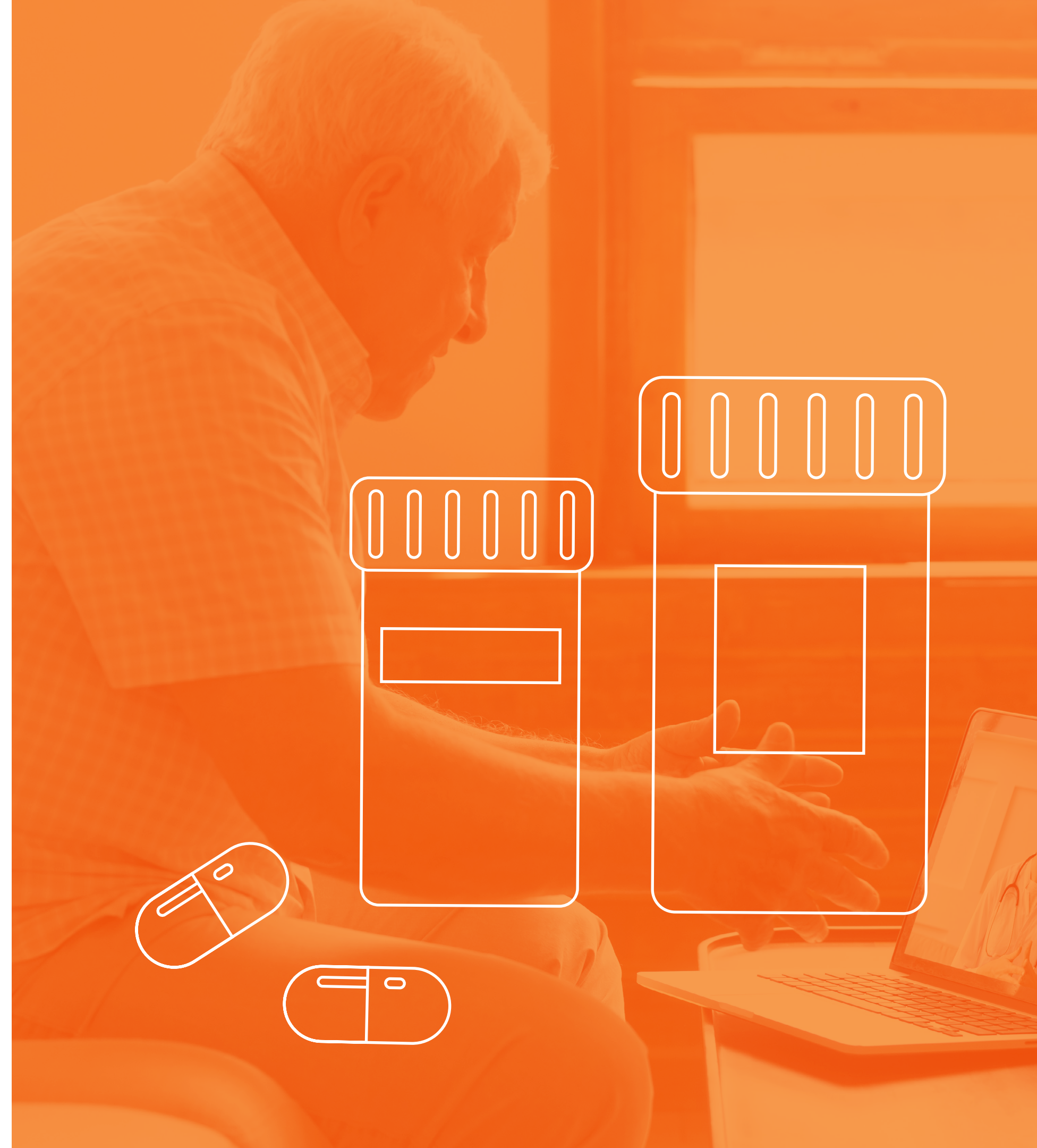
While these times show uncertainty for many, the healthcare industry isn't slowing down. Now, more than ever, long-term care facilities may be in search of a business partnership. To ensure a steady flow of new business while maintaining your current clientele, consider the following:

- **Be readily available for your staff members during this influx of new business.** As new inquiries make the workday more hectic for your employees, be available as a resource to provide assistance and help manage new client expectations.
- **Consider an automation system.** FrameworkLTC's powerful pharmacy management platform can help streamline workflows and make data sharing more seamless across systems.

Managing new IV volume

According to an article in the Journal of Post-Acute and Long-Term Care Medicine, the coronavirus will continue to have a major impact on nursing homes and other long-term care facilities as the elderly demographic is particularly more susceptible to COVID-19. With weaker immune systems, we can agree that a similar crisis could largely impact the same risk groups.

Since residents in long-term care facilities are more vulnerable at this time, nursing homes, facilities and LTC pharmacies alike may see an increase in IV volume and reveal many other immediate needs for medication dispensing and other intensive care. During this time, it's important that you and your staff workers make yourself readily available in terms of assistance and managing the demands and needs of clients and vulnerable populations in need.



CONCLUSION

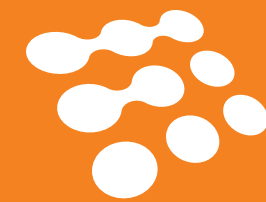
In a time of uncertainty, it helps to have business leaders, staff members and technology that's reliable. With the right tools and resources like FrameworkLTC's pharmacy management platform, you can feel better prepared for the twists and turns unleashed by a crisis. Learn more about our platform today.

[LEARN MORE](#)

Disclaimer: Please note, the contents of this guide should not be construed as legal advice or sufficient to achieve compliance with any particular law, regulation, mandate, or guideline.

Sources:

[cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html](https://www.cdc.gov/coronavirus/2019-ncov/healthcare-facilities/prevent-spread-in-long-term-care-facilities.html)
[paltc.org/COVID-19](https://www.paltc.org/COVID-19)
[weforum.org/agenda/2020/03/the-economic-geopolitical-and-health-consequences-of-covid-19/](https://www.weforum.org/agenda/2020/03/the-economic-geopolitical-and-health-consequences-of-covid-19/)
[ascp.com/page/disaster_resources](https://www.ascp.com/page/disaster_resources)
[cdc.gov/coronavirus/2019-ncov/cases-updates/world-map.html](https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/world-map.html)
[cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html)
[workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19](https://www.workplacementalhealth.org/Employer-Resources/Working-Remotely-During-COVID-19)
[npr.org/2020/03/15/815549926/8-tips-to-make-working-from-home-work-for-you](https://www.npr.org/2020/03/15/815549926/8-tips-to-make-working-from-home-work-for-you)
[cnn.com/2020/03/25/health/immunity-diet-food-coronavirus-drayer-wellness/index.html](https://www.cnn.com/2020/03/25/health/immunity-diet-food-coronavirus-drayer-wellness/index.html)
[hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-social-distancing-and-self-quarantine](https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-social-distancing-and-self-quarantine)
[sleepfoundation.org/articles/how-much-sleep-do-we-really-need](https://www.sleepfoundation.org/articles/how-much-sleep-do-we-really-need)
[heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults](https://www.heart.org/en/healthy-living/fitness/fitness-basics/aha-recs-for-physical-activity-in-adults)
[nafclinics.org/content/volunteer](https://www.nafclinics.org/content/volunteer)
[jamda.com/article/S1525-8610\(20\)30249-8/fulltext](https://www.jamda.com/article/S1525-8610(20)30249-8/fulltext)



FrameworkLTC[®]
A SoftWriters Solution

frameworkltc.com

5800 Corporate Drive, Pittsburgh, PA 15237

412.492.9841

sales@softwriters.com