



## Center Street Pharmacy, Apex, North Carolina

**NexsysADC™** automated dispensing technology successfully replaced older, inefficient medication management cabinets at 10 North Carolina long-term care facilities, despite numerous challenges during the COVID-19 pandemic.



*The Center Street Pharmacy successfully navigated a major technology transition to NexsysADC™*

*“Center Street reduced its on-call service costs by 30% since installing NexsysADC cabinets”*

### The Challenge

Center Street Pharmacy (Apex, NC) opened in 2020 and began providing medications for a group of nursing facilities in central and eastern North Carolina. Early on, Center Street implemented the eMed Solutions automated dispensing cabinet. The system held both common maintenance medications as well as controlled substances (usually for pain management). VP of Pharmacy Sara Grice, PharmD, says that the previous pharmacy administration acknowledged their choice to install eMed Solutions was driven by price. Soon after, staff members at the LTC facilities expressed dissatisfaction.

When Grice joined Center Street in late 2021, the pharmacy decided to transition away from eMed Solutions to a new automated dispensing cabinet system. The challenges to perform this in early 2022 during the COVID-19 pandemic were significant:

- Install at all 10 LTC facilities in a 1-month window.
- Facilities were in lockdown.
- Staffing shortages were a constant.

“We were hitting obstacles that were nonexistent before,” Grice says. “There was going to be no way to easily transition

from one ADC platform to another, with minimum delay, confusion, infection spread, and complications ... but we knew we had to get it done.”

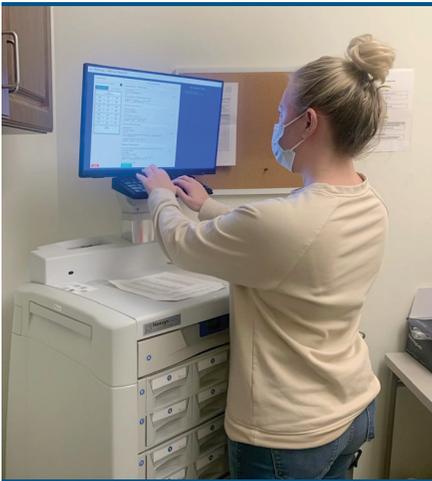
### The Solution

Leadership decided to replace eMed Solutions with NexsysADC from Capsa Healthcare. All of the 10 facilities that Center Street supports had used Capsa’s Gen 1 ADC system, FirstDose, in the past and their experience was positive. NexsysADC was not the cheapest option, but leadership had learned the hard way with eMed Solutions to avoid repeating that mistake.

### The Implementation

All 10 facilities across North Carolina needed at least one ADC. Three of the largest facilities had two med rooms apiece so Center Street installed a 2nd NexsysADC cabinet in those facilities. The pharmacy was using Softwriters’ FrameworkLTC software, and the interface to NexsysADC was seamless.

Training during the pandemic in early 2022 was a major challenge. But Capsa Healthcare provided pharmacy and nursing facility training remotely and via pre-recorded help videos. And Capsa’s implementation and project management ran



*NexsysADC™ was installed in 10 North Carolina long-term care facilities to secure the onsite storage of and nurses' access to Stat medication doses and controlled medication doses for its geriatric residents. Center Street Pharmacy remotely monitors each cabinet's dispensing, restocking, nursing activity (above), and inventory level from its Apex, NC headquarters.*

their plan flawlessly during the 1-month blitz that involved:

1. Configuring and assembling the 13 NexsysADC cabinets
2. Loading medications into each cabinet
3. Transporting the cabinets from Capsa's Columbus, OH manufacturing facility
4. Testing the FrameworkLTC pharmacy software interface
5. Organizing virtual training with all staff
6. Retesting and QC'ing the cabinets

"We used the training videos a ton," Grice says. "There was no way we could have done a traditional in-person rollout and I credit the Capsa team for being so creative and responsive."

Center Street spent the next few months making its own adjustments and customization of the highly flexible NexsysADC platform. The pharmacy team has relied on the reports and data to precisely monitor all medication inventory, expiration dates, and nursing access.

## The Outcome

Most notably, Center Street Pharmacy has reduced its on-call service costs by 30% since the installation of the Nexsys cabinets. Most medication doses are onsite when the nursing staff needs them for a resident's immediate needs.

This buys the pharmacy plenty of time during normal business hours to adjust the resident's medication delivery. Center Street Pharmacy was able to avoid having pharmacy staff overnight, lessening any overutilization of on-call services. "This saved a tremendous amount of cost," Grice says.

Restocking the cabinets is simpler than the eMed Solutions cabinets that relied on loading individual cartridges. Now the pharmacy prestocks and a nurse at each facility physically handles the loading by following the prompts onscreen.

The system enables Center Street to customize and change the medication stock for each facility's ongoing needs. "Not all 10 of the facilities get the same medications, and we like the ability to quickly adjust what's inside and what we restock," Grice says.

Nurse training – whether it is for a new hire or a refresher for a particular operation on NexsysADC – is simple with the full library of help videos.

"This was unorthodox in many ways because of our aggressive timelines and the overhanging COVID-19 challenges," Grice says. "But I have no regrets in how Capsa and our pharmacy staff managed the transition to NexsysADC. It was surprisingly simple start to finish."