

TECHNOLOGY CASE STUDY

# BetterRX + Compassion Hospice

**\$1.80 lower PPD  
through therapeutic  
interchanges**



*Rachel Babb, RN - Administrator*

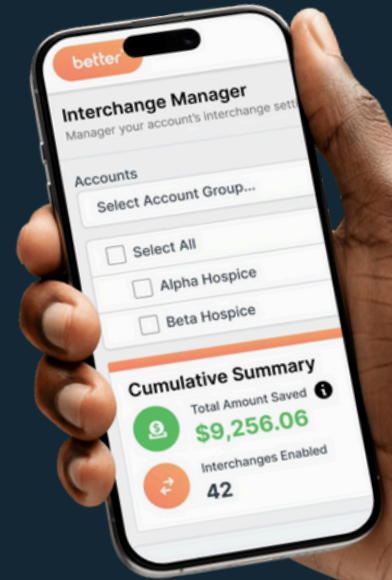
## THE CHALLENGE

Before enabling BetterRX's Interchange Manager, Compassion Hospice was already using BetterRX to support more informed, cost-effective medication decisions. Clinicians had visibility into medication pricing and access to BetterRX-recommended alternatives, which helped guide conversations with prescribers and caregivers when a therapeutic switch made sense.

However, like most hospices, those conversations were inherently manual and had to happen each time a medication was ordered. Nurses still needed to pause, confirm, and follow up during prescribing. In fast-paced clinical situations, this often led teams to default to familiar medications despite known, clinically appropriate alternatives.

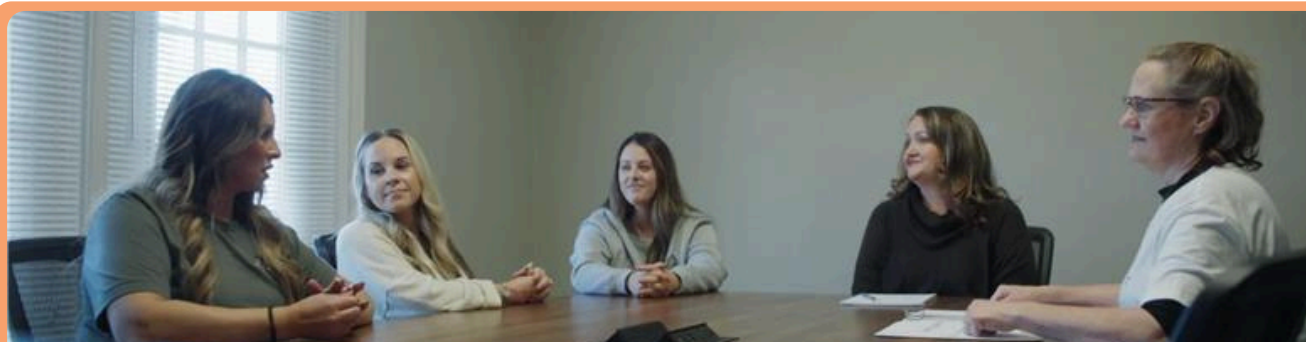
### Key challenges included:

- Opportunity to further optimize PPD cost consistency
- Cost-effective alternatives requiring repeated prescriber conversations to execute
- Difficulty turning approved decisions into consistent, organization-wide standards
- Medication choices defaulting to familiarity in time-sensitive situations
- Limited visibility into interchange adoption and cost impact without manual analysis



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***“A lot of medication ordering becomes habit. Without prompts for alternatives at the time of ordering, it’s easy to keep doing what you’ve always done.”***



Rachel Babb, RN - Administrator

## THE PLAN

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BetterRX partnered with Compassion Hospice to enable Interchange Manager, a Guardrail that allows clinical leaders like Rachel to set and adjust pre-approved therapeutic alternatives in one place. With Interchange Manager, medication decisions consistently follow clinical best practices and support PPD goals.

Now, nurses at Compassion are guided to the right, cost-effective choice immediately. They can switch a medication with a single click, while directions, dosage, and documentation are handled automatically. This approach simplified decision-making for nurses and ensured that every medication order reflected the same clinical judgment and cost awareness as Compassion's strongest clinicians.

At the same time, Rachel gained clear visibility into interchange adoption and cost impact across her team, ensuring best practices were not only defined, but consistently applied.

### The approach focused on:

- Automatic therapeutic interchanges at the point of order
- Encouraging consistent, cost-conscious decisions without workflow disruption
- Providing visibility into interchange usage and acceptance
- Reducing the need for manual oversight and follow-up

## IN THEIR WORDS

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**“It really just helped make ordering more consistent without changing what nurses were already doing.”**

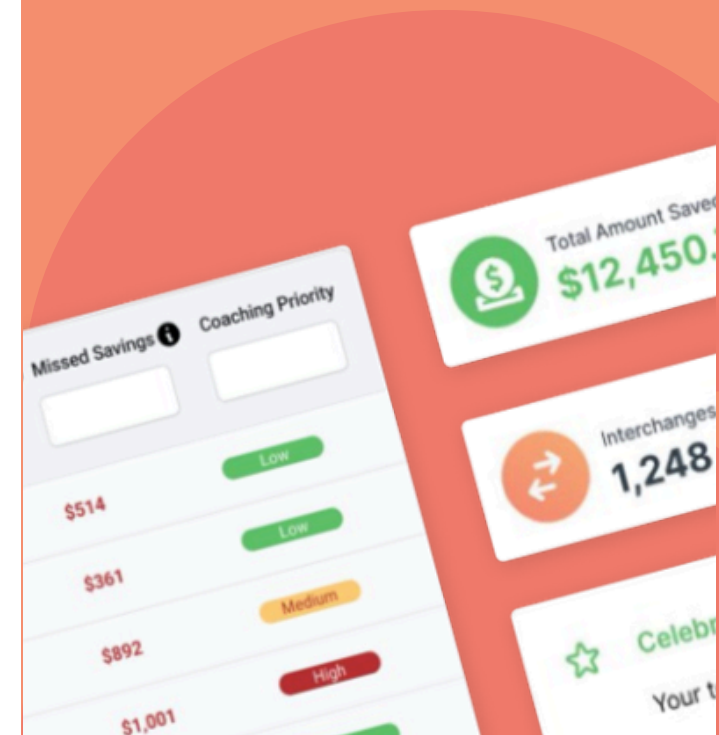
**— Rachel Babb, Administrator**



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***“It’s really helped with team satisfaction. Anything that makes their job easier and quicker helps make them happier.”***

**Mandi Carver, RN - Clinical Manager**



## THE RESULTS

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### **\$1.80\* per patient per day reduction in pharmacy spend**

After enabling BetterRX Interchange Manager, Compassion Hospice created a more consistent, best-practice approach to medication ordering across its organization. By guiding nurses to pre-approved therapeutic alternatives at the moment of prescribing, the hospice reduced reliance on habit-based decisions and ensured that cost-effective, clinically aligned choices were applied more uniformly.

Nurses were able to make confident medication decisions quickly, without additional calls or manual follow-up, while leadership gained real-time visibility into interchange adoption and cost impact across the team. This combination of simplified decision-making and consistent execution helped Compassion Hospice maintain quality of care while achieving more predictable pharmacy spend.

***“We decreased our PPD, and it wasn’t at the expense of care at all.”***

#### **Key outcomes included:**

- \$1.80\* PPD reduction in pharmacy spend
- More consistent adoption of clinically appropriate therapeutic interchanges
- Faster, more confident decision-making for nurses at the point of prescribing
- Real-time visibility into interchange usage and acceptance rates
- Minimal training required for staff adoption (~10 minutes)

\*SAVINGS PRIMARILY DRIVEN BY INTERCHANGE MANAGER AND OTHER BETTERRX RECOMMENDATIONS.



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***“The efficiency is what stands out. It’s eliminated confusion and unnecessary steps, making the process quick and easy.”***

Mandi Carver, RN - Clinical Manager

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***“Training the staff was straightforward and took less than 10 minutes.”***

Rachel Babb, RN - Administrator