

Conclusion: 2022 Qualtrics Survey of Nurses about Effects of Medication Delays

Hospice pharmacy processes are hurting patients, nurses, and hospice agency bottom lines.

KEY FINDINGS: A recent study of 300+ hospice nurses reveals that delays caused by antiquated medication management processes are impacting hospices in several ways:



FINDING #1

Patients are needlessly suffering.

98% of nurses have watched patients suffer because they couldn't get medications to them in a timely manner.



FINDING #2

Nurses are frustrated with medication delays.

97% of nurses have experienced a high level of frustration because they couldn't get medications to their patients in a timely manner.



FINDING #3

Hospices bottom lines are taking a hit.

Hospices bottom lines are being affected on two fronts:

- (1) The loss of a nurse leaving their position is estimated at \$90k per nurse.
- (2) Negative online reviews from service failures lead to lost revenue.*



"My mother was in such pain, getting the pain under control was frustrating. We had to fight every day to get meds for her."

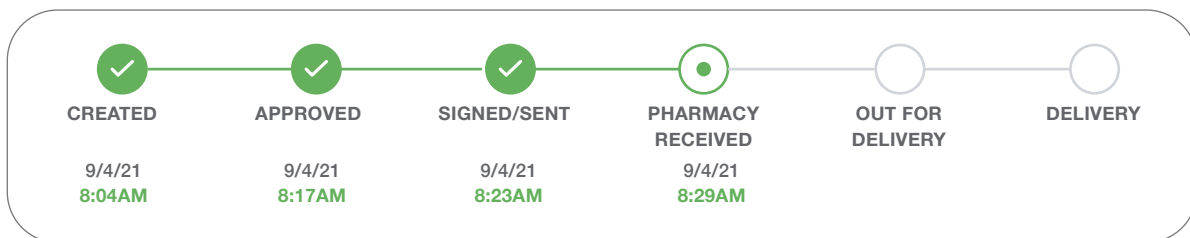
- Actual Yelp Review



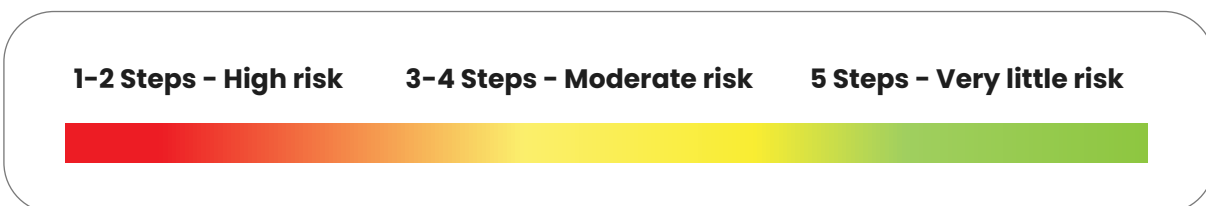
*A single 1 star review such as this costs an agency \$366,000 in lost revenue.

2 questions for assessing your current pharmacy provider

1. Do you know your average medication “order to delivery” time?
2. Does your staff receive digital verification of each completed step?



The fewer the steps your team has visibility into, the higher the risk is for medication delays and the more time your nurses are spending chasing down medications leading to frustration and burnout.



Summary:

Hospices need to look at new and better ways to manage patient medications.

It is **CRITICAL** that hospice agencies pay attention to the processes they or their pharmacy provider is currently using and ensure that it is not negatively affecting patients, nurses, or their bottom line.

About Hospice Pharmacy Insights: Hospice pharmacy insights provides data collected from Qualtrics surveys to hospice nurses, administrators, and executives currently working in hospice care. Data has also been gathered from the following sources:

* Convergys Corp. Study: A single Negative Online Review can Cost the Average Business an Average Loss of 30 Customers

* Content Analysis of Negative Online Reviews of Hospice Agencies in the United States