

ST JOSEPH HOSPICE CASE STUDY

**St. Joseph Hospice Improved Patient Care and Efficiency with BetterRX saving over \$440k in one year.**



# The Challenge

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## 1. Persistent Service Failures from Their Previous PBM

Before BetterRX, St. Joseph Hospice struggled with unreliable medication delivery and poor customer service. Mail-order delays often left care teams tracking down orders instead of being at the bedside. Limited inventory at fulfillment sites further slowed access to critical medications, causing potential patient suffering and putting CMS Star Ratings at risk. What St. Joseph needed was a local, reliable, and transparent partner who could grow with them.

## 2. Disconnected Systems and Inefficient Workflows

St. Joseph's EMR and ePrescribing platforms weren't integrated, requiring clinicians to re-enter data across multiple systems. Orders from HomeCare HomeBase (HCHB) didn't flow seamlessly to their PBM, creating delays of 5–10 minutes or more. Nurses spent valuable time on duplicate documentation instead of direct patient care—driving up labor costs and risking compliance issues

## 3. Local Pharmacies Refused to Fill Prescriptions

The hospice's previous PBM's opaque pricing and medication markups led to poor pharmacy relationships. Local pharmacies stopped filling St. Joseph's prescriptions due to low reimbursement, reducing patient access to quick symptom relief and increasing delays in medication starts.

## 4. No Visibility into Costs or Optimization Support

St. Joseph lacked real-time reporting or optimization insights from their PBM. Monthly cost summaries arrived too late to drive meaningful change, and off-formulary fills went unnoticed until after the fact.

**The result: higher costs and inconsistent medication management.**



**“With BetterRX, our nurses are back to doing what they love—caring for patients. We’re not chasing meds anymore.”**

Shannon Newton  
VP of Hospice

## The Better Way

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# When St. Joseph Hospice partnered with BetterRX, everything changed.

- **Seamless EMR Integration:** BetterRX connected directly with HCHB, eliminating redundant data entry and ensuring instant, error-free order transmission.
- **Faster Medication Access:** Through BetterRX's transparent network of local pharmacies, St. Joseph nurses can now fill urgent medications within hours, not days.
- **Real-Time Visibility:** Dynamic dashboards and cost analytics empower the team to monitor usage, optimize formulary compliance, and control spending in real time.
- **Exceptional Support:** BetterRX's customer-first approach replaced frustration with partnership—delivering consistent reliability and proactive communication.

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**“BetterRX truly feels like a partner. They understand hospice, and they make our jobs easier every single day.”**

Brandon Dozar, Director of  
Clinical Services



## The Results

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### ✓ Streamlined Processes

BetterRX's integration eliminated double documentation and reduced order processing time, freeing nurses for direct patient care.

### ✓ Faster Symptom Relief

Patients now receive medications promptly through local pharmacy partners, dramatically improving comfort and satisfaction.

### ✓ Transparent Pricing

BetterRX's transparent pricing model restored trust with local pharmacies and ensured cost control across St. Joseph's locations.

### ✓ Lower Costs, Higher Ratings

With real-time analytics and optimized medication management, St. Joseph Hospice saw measurable improvements in efficiency and patient outcomes.

## Partnership in Action

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The collaboration between St. Joseph Hospice and BetterRX exemplifies what's possible when technology, transparency, and compassion come together.

The success of this partnership is now featured in a video case study highlighting St. Joseph's story and the impact BetterRX has had on their clinical and operational excellence.



**The process we've been able to experience with BetterRX has been really phenomenal.**

Ken Handler  
Director of Nursing