



SUCCESS STORY

Alliant LTC Pharmacy Improves Efficiency and Care Management With FrameworkLTC and FrameworkVision

CUSTOMER PROFILE

CUSTOMER SINCE:

2018

BED SERVED:

300+

PHARMACY LOCATIONS:

1

PRODUCTS:

FrameworkLTC
FrameworkVision
FrameworkFlow
FrameworkPOD
FrameworkECM

CUSTOMER FOCUS:

Serving residents who require enhanced care due to physical, intellectual, and developmental disabilities

Company Overview

Alliant LTC Pharmacy is a long-term care (LTC) pharmacy in Springfield, Missouri that opened in 2018. Initially focused on providing medications for traditional long-term care facilities, Alliant quickly recognized and responded to the evolving needs of patients in their community and expanded their customer base to go beyond traditional LTC facilities to include facilities serving those with disabilities in various living arrangements. No other pharmacy in the area does this, allowing Alliant to easily fill a crucial care gap.

Knowledge and empathy affect outcomes. Alliant provides personalized care, foregoing automated calling systems in favor of maintaining direct, responsive contact with customers—even after hours. Through it all, Alliant keeps moving the industry forward by engaging in tech innovations and partnerships, such as providing automated dispensing devices for home-bound individuals.

The Challenge: Achieving Growth in a Saturated Market

Alliant operates in a crowded market where competition abounds even inside a 20-mile radius. Despite this, it had lofty goals, aiming to expand beyond the Springfield area to cover broader regions such as St. Louis and Kansas City.

“

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BILLY TAYLOR
Pharm. D

But the problem is, the bigger you get, the more complicated your operations become. Alliant needed to find ways to operate efficiently, reduce errors, and secure enough staff amid healthcare staffing shortages.

The Solution: FrameworkLTC Suite of Solutions

Resolving to overcome efficiency challenges amid its expansion, Alliant needed a specialized solution—and it only had eyes for FrameworkLTC.

“We already made our minds up that we were gonna go the SoftWriters route when we opened the pharmacy,” said Billy Taylor, Pharm. D., one of Alliant’s owners and head pharmacist.

With SoftWriters by its side, Alliant rolled out a five-pronged approach to manage medications. At the start of the journey, [FrameworkLTC](#) automates refills to reduce medication non-availability and administration errors—something that’s particularly critical in non-traditional LTC settings.

Along the way, [FrameworkVision](#) provides maximum visibility in an accessible portal for managing medication, viewing drug information, and making adjustments. But what if something is out of stock? [FrameworkFlow](#) improves inventory management and pharmacist review to ensure Alliant can meet demand.

Once customer prescriptions are ready, [FrameworkPOD](#) routes deliveries from door to door by tracking driver locations and confirming them in real time. Throughout the entire process, [FrameworkECM](#) keeps everything on the up and up, making it easy to maintain electronic records to ensure compliance and efficiency.

This isn’t to say the implementation was without its hiccups. Alliant faced a steep learning curve at first, as the team navigated the complexities of the software. But with the basics of the FrameworkLTC system in its back pocket, Alliant soon benefited from its robust functionalities. Alliant’s top tips? Network with other pharmacy operators who use the system to learn what’s worked for them, and dig into each tool’s capabilities to adapt them to your pharmacy’s needs.

“

I like that they put out updates and fix bugs. They try to move it forward so there's a bit of forward thinking.

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ELI DAILY*Pharmacist in Charge*

The Results: Greater Efficiency Meets Care Management

Making the switch has allowed Alliant to streamline operations and greatly improve productivity in several ways, with the most significant benefits being realized through:

- Better patient care management: FrameworkVision serves as a central location for managing medications, viewing drug information, and making adjustments.
- Greater operational efficiency and ROI: The FrameworkLTC suite reduces completion time across pharmacy tasks.
- Enhanced regulatory compliance: FrameworkLTC provides essential documentation and recordkeeping tools for regulatory compliance.

Getting Started

Alliant LTC Pharmacy trusted FrameworkLTC to streamline pharmacy operations from beginning to end, putting the full suite of products to use across refills, medication management, inventory, and delivery. It continues to reap the rewards of the best-in-class system, with Taylor adding, “I like that they put out updates and fix bugs. They try to move it forward so there's a bit of forward thinking.”

Alliant is just one of many success stories—and you could be next!

Transform your operations with FrameworkLTC, the pharmacy management software designed to support the needs of patients in any living arrangement—whether it's in a long-term care facility or at home. Optimize your workflows and streamline operations with an all-in-one software suite that covers patient care, compliance, and everything in between.

To find out if FrameworkLTC is a fit as you strive to achieve your pharmacy goals, connect with us or email sales@softwriters.com.

Already leveraging FrameworkLTC but want to explore how your pharmacy can leverage FrameworkVision to streamline communication with facilities? Contact our sales team and explore the solution today.