Gayco Healthcare Maximizes Pharmacy Potential with FrameworkECM

CUSTOMER PROFILE

BED SIZE:
5,664

PHARMACY LOCATIONS:
2

NUMBER OF EMPLOYEES:
91

HOURS OF OPERATION:
Monday-Friday: 9 a.m. to 6 p.m.,
Saturday 9 a.m. to 4 p.m.

CUSTOMER FOCUS:
Skilled Nursing, Assisted Living,
Personal Care Homes, Group
Homes, and At Home Residents

**BUSINESS OPERATION
SYSTEM:**
Entrepreneurial Operation System
(EOS)

PRODUCTS:
FrameworkLTC, FrameworkECM

CUSTOMER SINCE:
2012

Company Overview

Gayco Healthcare prides itself on making life better for its residents. Servicing long-term care patients in their local and neighboring communities, Gayco Healthcare pays close attention to detail in providing pharmaceuticals so the facilities can focus on their patients. As an EOS (Entrepreneurial Operation System) company, Gayco uses Culture Index to identify, manage, and motivate staff among skilled nursing facilities, assisted living communities, personal care homes and group homes in Georgia, Florida and South Carolina.

Motto: Making Life Better

The Challenge: Lost Potential

At the forefront of efficient operations, Gayco relies on technology to make serving long-term care facilities more reliable, efficient, and accurate. With digital tools, Gayco feels confident in providing pharmaceuticals with integrity and excellent customer service. There are still challenges, however, that Gayco feels it could defeat with the right resources in place.

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Chief Operating Officer

on," said Chief Operating Officer Jon Martin. "There's no room for error in what we do. We try to push the tools that we have to the max. We want to get as much as we can out of the things we use. If we can do that, we'll have a greater chance at being successful."

Gayco was looking for one platform to maximize its potential, make training easier for new staff processing orders, automate more workflow and get down to one work queue to be more efficient.

The Solution: FrameworkECM

To solve this issue, Gayco decided to consider an automated workflow and content management. With this in mind, the company implemented FrameworkECM, the electronic content management solution from SoftWriters, and hasn't looked back since.

Gayco has noticed many benefits after seamlessly integrating FrameWorkECM. Not only does the system enable the creation of workflows to reduce human touchpoints throughout the process, it also provides the convenience of having one process for all orders. These factors alone have changed the way Gayco can do business. Tasks that are revolutionized with the help of FrameworkECM include: automating tasks such as outbound refill request authorizations, automating order inputs only when refills or reorders are in process and reconciling receipts of physicians' signatures for controlled substances.

The Results: Simplified Processes

FrameworkECM simplified processes for Gayco, improving business practices and more. In a pharmacy where every second

counts, FrameworkECM has essentially manufactured time for Gayco, making a big difference in each department:

1. **53% of the refills coming in go through the system cleanly**, without being physically touched by the team.

2. **One global process maximizes staff potential**, making training easier for new staff processing orders and bringing confidence to the team.

3. Order entry has also **increased production per hour.**

4. **Barcoding functionality** cuts down on the amount of triage the support team handles by **automatically moving documents to where they belong**

5. **Automated workflows replace manual oversight** of folders and documents, so the team can devote their time to important tasks.

"FrameworkECM brought improvements to our workflows and efficiencies and has made our lives a lot better," said Martin.

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Getting Started

Elevate your pharmacy's efficiencies today with FrameworkECM, the leading document management system designed to replace manual pharmacy tasks with a powerful, scalable, and flexible solution that scales as your pharmacy grows.

To see if FrameworkECM is a fit to help you achieve your pharmacy goals, connect with us here or email cam@softwriters.com for more information. We look forward to speaking with you!