

Azalea Estates

Jan-2023 - Dec-2023

Our business reviews are designed to empower you with the resources you need, so that together, we can provide the best service to those who matter most – our mothers, fathers, grandparents and friends.

Account Management

Our high-touch account management services are designed to improve **safety**, **efficiency** and **outcomes**.

This period, your account manager Nikki Anson and your Guardian Pharmacy team had 6 touchpoints with you and spent most of their time performing:

-  2 In Person Visits
-  2 Communications
-  1 Vaccine Clinics
-  1 Reviews & Audits

Guardian Hub

GuardianHub is our secure, web-based pharmacy portal that makes coordinating pharmacy services simple and convenient. Ask us about how to get started with GuardianHub today!

Insurance Optimizer Program

Reduce out-of-pocket costs.

Eliminate resident and staff frustration.

We track each time a rejected third-party insurance claim was successfully resolved by our team and how much we saved your residents.

\$11.5K

Resident Savings

26

Residents with
Worked Claims

94

Worked Claims

\$442

Savings Per Resident

Education + Training

We're committed to helping improve resident care by empowering your staff. Ask us about our upcoming education and training opportunities!

Clinical Intervention

Our pharmacists track the clinical decisions and interventions they make to **safeguard your residents** when a medication therapy abnormality is identified.



We record the following interventions:

- Med Reconciliation
- Duplicate Therapy
- Drug Omission
- Discontinued Med
- Allergy
- Unusual Dosing
- Drug-Drug Interaction
- Drug-Disease Interaction
- Clarification

Adoption Rate

Realize the value of your Guardian Partnership by maximizing the number of residents that use our services. High adoption rate means increased staff efficiency and satisfaction, improved medication safety, and enhanced coordination of care.

Current Adoption Rate



▲ 1.96% vs Last Month | ▼ -7.88% vs Last Year



All metrics provided in this business review reflect residents **currently serviced** by Guardian Pharmacy and higher adoption rates will improve the **utility** of any Clinical Insights.

Please ask us about strategies to increase adoption rate!



Clinical Services

We track prescribing trends for **high-risk** medications. The Guardian team is **available** for an **in-depth review**. The follow represents the percent of residents who received:

Antibiotics

Your Community this Month	10.9%
Month Over Month Change	▼ -11.4%
All of Our Communities	17.2%

Top 3 Prescribers: ABBOTT, JOHN; WAJE, MELESSE; GRAYSON-MATHIS, CHARLOTTE

Antipsychotics

Your Community this Month	19.6%
Month Over Month Change	▼ -0.4%
All of Our Communities	30.8%

Top 3 Prescribers: SHAH, MOBIN; JOHNSON, EVAN; MCLARTY, WILLIAM

Anxiolytics

Your Community this Month	10.9%
Month Over Month Change	▼ -2.5%
All of Our Communities	11.0%

Top 3 Prescribers: COLE, FRANK; MCLARTY, WILLIAM; NAPIER, KEVIN

Hypnotics

Your Community this Month	2.2%
Month Over Month Change	~ 0.0%
All of Our Communities	2.1%

Opioids

Your Community this Month	6.5%
Month Over Month Change	▲ 2.1%
All of Our Communities	7.3%

Top 3 Prescribers: SHAH, MOBIN; MARSHALL, ZWADE; GANDHI, JIGNESH

Thank you for trusting us to be your Guardian