



FOOD, NUTRITIONAL SUPPLEMENTS & DIETARY MANAGEMENT

FBN has designed a program that delivers significant savings on the food and nutritional items you use most. On average, *our members save between 5 and 28%*. The program comes with incentives for early pay and drop size, plus several value-added programs to help with cost management.

OUR PARTNERS

FOOD

U.S. FOODSERVICE

U.S. Foodservice is the sole distributor of the Premier Foodservice Program, which brings you nationally branded, high quality products at competitive prices. Premier's food service program, the most extensive of any GPO, takes a comprehensive approach to delivering value to its membership, offering breakthrough savings and rebates to more than 3,200 participating healthcare organizations nationwide. Program participants save an average of 12.5% on food service purchases, according to the results of nearly 200 market basket studies comparing more than 18,000 products. At the heart of those savings are Committed Manufacturers Agreements (CMAs), with price discounts given off the invoice price and/or through rebates.

BENEFITS:

- More than 170 CMAs in 91 product categories and on 3,800 items ensure across-the-board savings for members.
- CMAs are negotiated for members and approved by a member committee of food service directors.

- Pricing is based on average order size and accounts payable days.
- Incentives are paid for drop size and early pay (.2%-1.4%) and accounts receivables (0.2%-1.5%).
- CEU opportunities are offered throughout the year at regional food service meetings and quarterly FBN meetings.
- Includes USF Chefs Culinary Creations, events that spotlight cost savings ideas for holidays and special occasions.

FOOD SERVICE CONSULTING

INTEGRATED FOOD SERVICE

IFS is a food service consultancy and management company led by Jerry Kemp. Members of FBN are eligible for a free Dietary Department Audit, valued at \$3,500-\$5,000 depending on facility size. This on-site operational review of your dietary department uncovers inefficiencies and identifies savings opportunities. Other services include benchmarking, contractor evaluation, turnaround management, interim management, management and staff training programs, hands-on implementation, menu

“We have been very pleased with the Premier Foodservice Program. We have experienced greater selection and more cost savings through this program than any other. The CMAs allow us to pick and choose the products we need while still saving money. The quarterly meetings keep us updated on new products and allow us to gain CEUs at no charge. Keep up the great work!”

*~Marge Lewandowski, MS, RD, LD
Director of Dining Services
Presbyterian SeniorCare*

OUR SERVICES INCLUDE:

Pharmacy • Food, Nutritional Supplements & Dietary Management • Organizational Learning • Medical Supplies & Equipment • Insurance Programs • Office Supplies/Equipment & Capital Equipment • Housekeeping, Maintenance & Facilities

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FOOD, NUTRITIONAL SUPPLEMENTS & DIETARY MANAGEMENT

OUR PARTNERS *continued*

planning, menu software, production/inventory systems, kitchen and meal delivery design, nutritional assessments, and JCAHO pre-survey audits.

BENEFITS:

- Free, detailed Dietary Department Audit worth \$3,500-\$5,000. You'll receive a written copy.
- Identifies savings opportunities with a plan for implementation.
- Benchmarking against other long-term care facilities.

- A web-based enteral conversion tool is available to calculate calories, protein and fluid.
- Tube feeding management with calorie-dense standard formulas for lower cost and improved resident outcomes.
- CEU and training driven by members' needs.
- In-service programs to assist with annual requirements and new employee training (such as dysphagia, dehydration and malnutrition risk).

NUTRITIONAL SUPPLEMENTS & ENTERALS

NOVARTIS

FBN negotiated a special contract with Novartis for a program to supply oral nutritional supplements, enteral formulas and delivery devices.

BENEFITS:

- A portfolio of world-class products, backed by clinical research for the best results.
- Only Novartis offers Nutrishield® protection, which inhibits the growth of bacteria often linked to complications associated with enteral feeding.
- Using Novartis formulas with a closed system and 48-hour hang time saves time and money.

ROSS AND NESTLE

FBN partners with Ross and Nestle on programs for nutritional supplements and enterals through the Premier program. These programs allow you to receive off-invoice pricing.

FOR MORE INFORMATION

Learn how much you could save on food and nutritional products with an FBN membership. Call today for a free Value Assessment.

LINDA MASSIE
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MEDICAL SUPPLIES & EQUIPMENT

There is strength in numbers – especially when those numbers reflect aggregate purchasing power. FBN members enjoy lower prices on medical supplies, including incontinence supplies, through our partnership with the Burrows Company. On average, the program *saves our members 10-20%* on medical supplies and equipment, with excellent reporting and service. In addition, FBN members are guaranteed cost savings of at least 20% on medical equipment through our partnership with American Medical Equipment.

OUR PARTNERS

THE BURROWS COMPANY

The Burrows Company distributes to regional hospital and alternative care settings. Its nine distribution locations cover a third of the nation’s acute care beds. Because it is a smaller company, flexibility and service are a strong focus. The Burrows Company is FBN’s vendor of record and also distributes for Premier.

BENEFITS:

- Provides member savings 10-20% greater than other distributors.
- Excellent reporting and service.
- Choice of brands for incontinence products, enteral feedings, gloves, patient cleansing, wound care, urologicals and some equipment.
- FBN’s special pricing contracts through Burrows include Sempermed Gloves, Whitestone and SCA Briefs.
- Aggregated member purchases leverage superior pricing for urologicals, patient cleansing, wound care, sharps containers, nebulizers and more.

AMERICAN MEDICAL EQUIPMENT

American Medical Equipment was founded in 1993 to improve resident care through the use of the most advanced technologies, while delivering significant cost savings. The company services hospitals, long-term care facilities and home care clients in nine states. This program offers a variety of rental and lease program options as well as maintenance services.

BENEFITS

- At least 20% guaranteed cost savings program on rental products the first year.
- Free on-site needs evaluation with an individualized program for each facility.
- Cost per resident reporting.
- Education and training.
- A choice of manufacturers and brands. ➤

“I think The Burrows Company is great because of its strong customer focus. No matter what I ask about, Patricia in Customer Service takes the time to treat me like I am her only customer. My rep, Linda, understands long-term care nursing and is in tune with the needs of the elderly, so she never wastes my time showing me products that are not appropriate.”

*~Linda Long
Director of Nursing
Reformed Presbyterian Home*

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MEDICAL SUPPLIES & EQUIPMENT

OUR PARTNERS *continued*

RESPIRATORY HEALTH SERVICES

RHS is the largest provider of respiratory services to the long-term care industry. Available programs and services include a full line of respiratory supplies, equipment and oxygen as well as educational and respiratory therapy programs. RHS offers a number of convenient perks, such as daily delivery of all routine equipment and free weekly cleaning and maintenance of equipment by a technician.

BENEFITS:

- Comprehensive educational support, including initial orientation, new hires and ongoing staff support.
- RHS Program enhances your clinical care team.
- Innovative clinical programs.
- All management issues in RT labor programs are handled by RHS.
- Consistent management of all respiratory supplies, equipment and oxygen.

ARJO

This company specializes in resident lifting equipment and also helps reduce work-related injuries among staff by teaching proper heavy lifting methods that will not stress the body. ARJO's products offer solutions for bath, shower and hygiene as well as general support for heavy lifting.

BENEFITS:

- By aggregating member purchasing, FBN offers ARJO's best Premier pricing at Level 3 on all products.
- FBN has negotiated a service contract which saves members 6% over standard pricing.

FOR MORE INFORMATION

Learn how much you could save on medical supplies and equipment with an FBN membership. Call today for a free Value Assessment.

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ORGANIZATIONAL LEARNING

FBN is committed to building and sustaining a culture of excellence through collaborative learning. Our employee development program, **The Learning Circle**, is an expression of that commitment. **The Learning Circle** began as a single program; however, it has become an umbrella for all the leadership programs that help change the culture of our facilities and create work environments that engage the hearts and minds of all employees. Current Learning Circle programs include **Leadership Excellence**, **LEAP®**, **Targeted Selection®**, **E3®**, **DDI Consulting** and **DDI Certified Facilitator Training®**.

LEADERSHIP EXCELLENCE PROGRAM

The **Leadership Excellence** program was developed in partnership with Development Dimensions International (DDI) to address basic skill gaps present in many frontline leaders and others in leadership positions. FBN senior leaders recognized that building a resident-centered culture of excellence demands exceptional leaders throughout the organization. Research demonstrates that training must be linked to business objectives and outcomes. Accordingly, the **Leadership Excellence** program extends beyond the delivery of training modules to include working with senior leaders to create the foundation for learning and growth through support systems that sustain learning and align objectives. The expected outcomes are to reduce turnover, lessen overtime and boost employee satisfaction, thereby stabilizing workforce relationships among community administrative, supervisory and direct care workers. As a result, resident satisfaction increases.

Course content is tailored for the long-term care industry and organized into modules. Popular modules include:

- Essential Skills for Healthcare
- Leading Staff Through Change
- Coaching for Success
- Effective Teamwork
- Communicating and Listening
- Conflict Resolution
- Delegating and Personal Productivity
- Building Consensus
- Improving Staff Performance
- Setting Expectations
- Reviewing Performance

Modules are continually updated to address member needs. New modules include:

- Valuing Differences
- Influential Leadership
- Motivating Others
- Building an Environment of Trust
- Making Effective Decisions
- Leading High Performance Teams

“Utilizing the **Leadership Excellence** programs offered through FBN helped our organization formulate a new strategic direction. In fact, they inspired us to form our own leadership university to help develop the next generation of leaders at Redstone.”

~John R. Dickson IV
President and CEO
Redstone Presbyterian SeniorCare

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ORGANIZATIONAL LEARNING

TARGETED SELECTION®:

A behavior-based selection system that identifies, hires and promotes top talent. Includes a tool to assess employee engagement and take action on the results to enhance performance.

DDI CERTIFIED FACILITATOR TRAINING®:

A train-the-trainer model which employs key principles to educate and certify facilitators in the DDI method of facilitation.

E3®: A web-based, 20-item measurement tool to assess employee engagement and take actions on the results to enhance performance. This tool helps organizations prioritize their change interventions and provides implementation consulting to ensure the E3 is fully integrated with overall development initiatives.

DDI CONSULTING: A service to help enhance performance management and selection systems.

THE RESULTS

Evaluations are tracked on three levels: class evaluations after each module, evaluation of learning transfer from the participants to their peers and managers, and turnover, overtime and agency use. Evaluation reports show improvements in employee productivity and morale, more efficient operations and increased communication among employees.

DDI recently published a research white paper on FBN's *Leadership Excellence*. Some of the results include:

- Leaders found the training to be valuable and applicable to their jobs.
- Overall, leaders improved their skills by approximately 19 percent.
- After training, leaders and observers realized improvements in employee productivity, morale, communication and engagement.
- Aggregate turnover is trending downward.
- Overall overtime and agency use for nursing improved 3.37 percent while Dining Services overtime was reduced by 7.46 percent.

The conclusions of this study were that *Leadership Excellence* effectively addressed leaders' needs to improve performance management, conflict resolution and change management skills.

OTHER PROGRAMS

FBN endorses LEAP® (Learn, Empower, Achieve, Produce), an award-winning Mather Lifeways program. This clinically based, three-day, train-the-trainer program focuses on the relationship between nursing staff and residents.

FOR MORE INFORMATION

FBN can create an organizational learning program tailored to your unique needs.

Call today to learn more.

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OFFICE SUPPLIES/EQUIPMENT & CAPITAL EQUIPMENT

“Asbury Heights has been using The Burrows Company for capital purchases, medical supplies and textiles. The savings have been extensive for the products that we purchase. Even the smallest of facilities can take advantage of this program by committing to certain overall purchase volumes. Being a member of FBN also allows us to access a variety of contracts through Premier GPO. One of our primary suppliers, CDW, has allowed us to save thousands of dollars on our IT purchases. We also have online access to all of the contracts, which helps expedite our purchasing decisions.”

~Mark A. Tkach
Director, Materials Management and Management Information Systems
Asbury Heights

Office equipment issues—particularly those involving a computer or telephone network—are frequently both urgent and costly. Through our partnership with Office Max, **we guarantee our members at least 10% savings** on core office supplies and equipment and capital equipment during the first year, and savings of at least 3% during the second and third years.

BENEFITS:

- Contract prices in retail stores
- Printing services
- Desktop delivery
- Next day delivery
- “Will call” window
- Courier service
- Conversion incentive for new customers

OUR NATIONAL VENDORS INCLUDE:

- 3M
- CDW
- Gateway
- HP
- Lanier
- Verizon
- Xerox

CAPITAL EQUIPMENT

Premier offers many vendors in a variety of categories so members can choose the vendors and products that best fit their needs.

Multiple Information Technology contracts exist for information systems, improved communication, computer solutions, document management and wireless networks.

Capital Equipment agreements include items such as:

- Furniture
- Corporate financing
- Beds
- Flooring
- Textiles
- Wall coverings
- Paint
- Concrete
- Televisions and equipment
- Rehab equipment
- Heating, ventilation and air conditioning
- Car rental

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FOR MORE INFORMATION

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equipment and capital
equipment with an FBN
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“Concordia has received tremendous value through our participation in the FBN Health Benefits Program. It has enabled us to save significantly on our insurance costs through a risk management strategy built around the promotion of healthy lifestyles and preventive health care practices. With the outstanding support of our program partners, Triad USA and Highmark, our employees are enjoying better health and becoming more savvy health care consumers. I truly believe that every organization can benefit, as we have, from the best practices we are developing with our FBN members.”

~Keith Frndak
President and CEO
Concordia Lutheran Ministries

INSURANCE PROGRAMS

We forged the FBN Health Benefits Group (FBNHBG) in response to runaway health benefit costs that were making it difficult for our members to perform in a fiscally responsible manner while still providing this important benefit to their employees. The group designed a long-term solution in partnership with Highmark Blue Cross Blue Shield that helps members manage their exposure and reduce volatility in insurance rates. Other insurance programs include the Faith-Affiliated Insurance Program, which offers general and professional liability coverage, and the AAHSA’s Benefit Communication Program.

FBN HEALTH BENEFITS GROUP

Before we formed the FBN Health Benefits Group, our members were frustrated by “shopping for benefits,” which resulted in changes of carriers and plan designs that confused employees and created anxiety. To make matters worse, they were faced with inflated premium renewals in the following years because the initial bids were so aggressive. Our members knew that there was no magic pill that would lower their costs over the long haul. Still, there had to be a better solution. With the help of benefit consultants from Triad USA, FBN members designed a long-term solution that helped them manage their exposure and manage the volatility in insurance rates that had dogged them for years.

FBN Health Benefits Group is an exclusive program available only to FBN members and affiliates. Through partnerships with Highmark Blue Cross Blue Shield and Triad USA, we offer:

- Standardized benefit plan designs.
- Individual ratings for members.
- Group volume discounts and administrative credits.
- Sophisticated data mining tools and risk analytics.
- Unique health and wellness promotion programs.
- Superior client service and support.
- Monthly partner meetings focusing on strategy, best practices and data analysis.

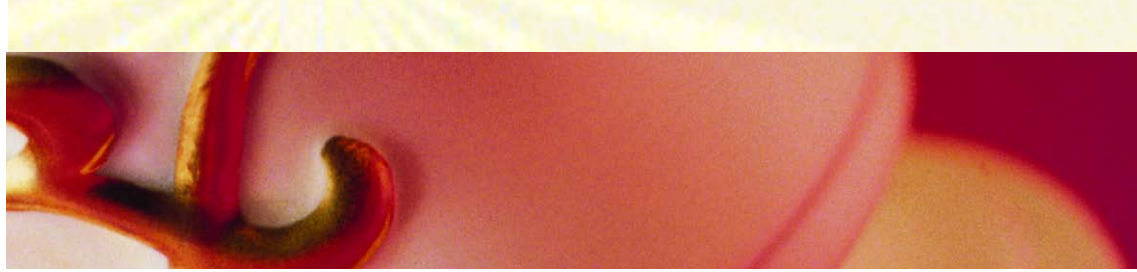
FAITH-AFFILIATED INSURANCE PROGRAM

In July 2003, FBN members launched the Faith-Affiliated Insurance Program, an on-shore insurance captive offering general and professional liability coverage for its owners/members. FAIP, domiciled in South Carolina and licensed in Pennsylvania, offers qualified nonprofit facilities the opportunity to gain control of the volatile ➤

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INSURANCE PROGRAMS

liability market through a risk-retention group program. Interested organizations may apply for admission into the program by contacting Mark Otto of Aon Risk Services at 412.594.7511.

PROGRAM COMPONENTS:

- Professional liability and general liability coverage in amounts that conform to requirements for nursing facilities.
- \$500,000 per occurrence / \$1.5 million aggregate.
- Additional \$500,000 / \$1.5 million through MCARE Fund.
- \$1 million per occurrence / \$3 million aggregate.
- Occurrence and claims-made policy coverage available.

BENEFITS:

- For three years, members have enjoyed level premiums.
- Aggregate losses have been nominal.
- Members participate in the quarterly Health Review Committee.
- There are no more insurance renewal applications.
- Participants control risk and litigation management issues.

AAHSA BENEFIT COMMUNICATION PROGRAM

FBN sponsors AAHSA's Benefit Communication Program, presented by Combined Worksite Solutions (CWS). CWS is a national, full-service benefits communication and marketing company that offers voluntary employee benefits. The company

specializes in helping employers recapture lost benefit dollars by educating employees about the full value of their benefits, thereby helping employees fully appreciate their total compensation. At the same time, CWS helps employers fight the rising cost of benefits by helping them expand their current benefit offerings at no additional hard cost. This is accomplished through the use of an extensive portfolio of products and services that can be purchased by employees and paid for through convenient payroll deductions.

BENEFITS:

- No high-pressure independent sales agents. All worksite account executives are fully salaried CWS employees.
- No enrollment or participation requirements. In fact, employee product selection is limited to the equivalent of one hour of pay per week.
- The sales approach is needs-based, so each individual receives only relevant benefits education and counseling.
- Because products are purchased on an after-tax basis, paid benefits are always tax-free.
- Products are portable and premiums are paid through payroll deduction.
- Benetrax software is provided to members as a value-added decision support tool to analyze human capital costs.

FOR MORE INFORMATION

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HOUSEKEEPING, MAINTENANCE & FACILITIES

“Villa St. Joseph uses Premier contracts on a regular basis. As a result, we experience significant savings on cleaning products and equipment purchases. These are quality name brands like 3M® and Advance® – not “off” brands. In one case, we saved enough on the purchase of a floor scrubber to purchase an extra Back Pack Vac®. We are currently planning a carpet replacement project. Because we are able to get Premier pricing, we will be able to work with the contractors to lower product prices. I am very happy with the benefits, and I always look to FBN first whenever it’s time to make a purchase.”

~Len Fritsch
Director, Facility Services
Villa St. Joseph

FBN has formed a number of partnerships to help insulate our members against soaring utilities costs. We offer two energy-saving programs, and our large portfolio of national vendors allows us to offer significant savings on housekeeping supplies.

OUR PARTNERS

CO-EXPRISE

The Co-eXprise Energy Supply MarketPlace transforms natural gas and electricity bids into best market price. Co-eXprise (CX) offers a managed Energy Supply MarketPlace for retail customers, which features a proven strategic sourcing process coupled with proprietary online negotiation technology to achieve best market price. CX has sourced and is currently managing millions of MWhrs and Decatherms for thousands of customers nationwide, including healthcare organizations. CX not only aggregates customer usages and leverages like loads, but also employs various bid strategies within the online negotiation process. CX charges no upfront fee, is completely supplier neutral and represents the buyer 100%.

BENEFITS:

- Bids meet or exceed budget expectations.
- Every bid is contractible.
- The only consideration remaining on bid day is price.
- Bids are reduced to best market price.
- Customers are armed with exclusive market information that results in a clear award decision.

EFFICIENT ENERGY SOLUTIONS

At last—a comprehensive natural gas energy management program. FBN members and affiliates can join a consortium of forward-looking organizations that have formed a buying pool for natural gas. The consortium purchases more than 550,000 Dths annually. Faced with ever-increasing natural gas prices, market volatility, and expensive over- and under-usage penalties, many organizations have turned to Efficient Energy Solutions for a managed solution.

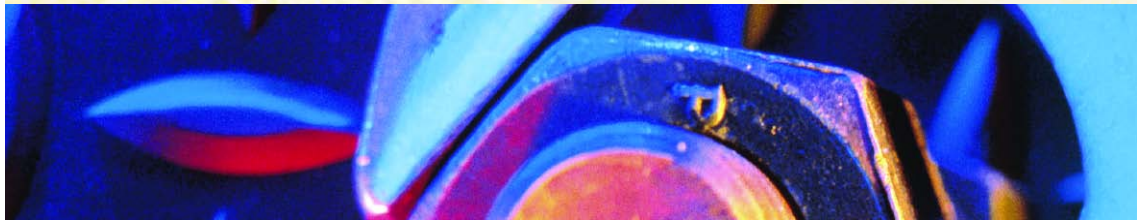
BENEFITS:

- Lower-consumption natural gas clients can purchase gas at rates comparable to those paid by larger users. In the first year, the average savings has been 15-25 cents/Dth in lower basis costs. Some members have saved as much as 50 cents/Dth.
- Members experience significantly reduced risk and fewer costs associated with under- and over-usage penalties because the consortium’s monthly usage is aggregated. ▶

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HOUSEKEEPING, MAINTENANCE & FACILITIES

OUR PARTNERS *continued*

- Facilities serviced by Dominion, Columbia and Equitable gas systems are eligible to join the consortium.

LIGHTING SERVICES, INC.

This energy savings-based program gives FBN members a 10% discount off the standard pricing formula, plus special terms. Lighting Services offers a full line of leading energy-efficient products and also provides expert installation.

BENEFITS:

- Energy efficient bulbs are 20% brighter and last longer.
- Free up-front energy savings and ROI audit.
- Reduced electric bills.

ECOLAB

FBN recommends Ecolab for chemicals through the Premier contract. This program includes chemicals for warewashing, housekeeping, and laundry. Service is available 24/7. Ecolab has over 400 patents on products and has the largest R&D in the industry for solving customer issues including water, linen, soil, surfaces, and micro analysis.

BENEFITS:

- Cost management program.
- Guaranteed monthly service by fully trained specialists.
- Emergency service 24/7.
- Monthly tracking and quarterly reporting.
- Customized training.
- State-of-the art-equipment provided at no charge.
- 7% rebate back to facility.

NATIONAL VENDORS

OUR NATIONAL VENDORS INCLUDE:

- Grainger
- Kimberly Clark
- Georgia-Pacific
- Orkin
- Gillette
- Energizer
- 3M
- Glidden
- Trane
- Johnson Controls

PRODUCT CATEGORIES INCLUDE:

- Can liners
- Laundry and textiles
- Flooring
- Lighting
- Roofing
- Fire/life safety
- HVAC
- Waxes and floor cleaners
- Elevator maintenance

FOR MORE INFORMATION

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PHARMACY

FBN's first initiative was to gain an ownership interest in a pharmacy specifically devoted to long-term care. In 2000, we partnered with UPMC to form RxPartners-LTC, a full-service pharmacy for nursing facilities, assisted living facilities, dementia units and rehabilitation units. This endeavor has proven to be a true win-win. Our members receive outstanding pricing, superlative service, and cutting-edge clinical monitoring and services that reflect our true member-driven, member-owned approach. RxPartners-LTC also delivers advanced technologies – such as access to resident information via a secured website – that make member operations more efficient.

“RxPartners-LTC has been our pharmacy provider for many years. We have found their professionalism and expertise to be paramount in enabling the Baptist Homes to provide high quality care to our residents. RxPartners-LTC focuses on listening to the member organizations and implementing changes in service areas that the members suggest. We have always felt that they are part of the team at the Baptist Homes and are key to our success as a long-term care facility.”

~Jean Morelli, RN
Assistant Administrator
Baptist Homes of Western Pennsylvania

BENEFITS:

- Free daily delivery to nursing facilities.
- Emergency service 24 hours a day, 7 days a week.
- Custom barcode scanning verification at each stage in the dispensing process reduces medication errors.
- Customized clinical programs such as Pain Management, Hematopoietic Utilization, Specialized Psychoactive Drug Reporting, and Pharmacological Falls Risk Assessment.
- Proactive admission medication reviews.
- Dedicated clinical consultants for each client.
- Medicare D provider.

SPECIALIZED PROGRAMS

MONTHLY CHART REVIEWS: Medication reviews are completed by a consultant pharmacist and documented on the resident chart. The consultant works with a

physician to ensure that the diagnosis is properly documented, and then follows up by documenting the patient's response to medications. All irregularities are reported to the Director of Nursing and attending physician each month.

UNNECESSARY DRUG MONITORING: Our consultants review resident medication regimens for duplicate therapy, excessive duration, no indication, inadequate monitoring and adverse drug reactions.

FACILITY LINK TECHNOLOGY: Facility Link provides member staff and physicians 24-hour, up-to-the-minute access to resident information via a secured website, allowing them to:

- Review allergy lists, medication profiles, non-drug orders and drug costs.
- Add or edit resident records.
- Initiate new drugs and ancillary orders.
- Discontinue medication and ancillary orders.
- Print up-to-the-minute forms.

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