

CAREKINESIS®

# Case Study



Complete Health with PACE

Providing Quality Care to Older Adults in Little Rock

## The Partner

In June 2016, Baptist Health, Arkansas's largest not-for-profit, full-service hospital and CareLink, a non-profit that serves homebound older people, active older people, and family caregivers, combined to sponsor Complete Health with PACE with a goal of improving care for the elderly population in Little Rock. The Program of All-inclusive Care for the Elderly (PACE) provides nursing home-eligible adults the option to live at home as long as possible while receiving the highest quality of care.

Offering an array of Medicare and Medicaid services, Complete Health with PACE centers care around participant needs with individualized care plans. Services are provided at the Complete Health with PACE Center, participant homes, and outpatient, inpatient, or specialty services health care facilities when necessary.

## The Challenge

Executive Director Valerie Dunn and Medical Director Delbra Caradine, MD, admits that being new to PACE presented a unique set of challenges that their partnership with CareKinesis greatly aided in addressing. "As a startup, there were many obstacles, most notable was the fact that every member of the team was new to the PACE model," says Dunn.

Among the specific challenges that Complete Health with PACE faced as a start-up was familiarizing staff with the PACE Model and basic CMS regulations. This required some education and defining what the PACE care model means – including guiding staff and participants about the difference between needs and wants. "We had to tweak the tools used for resource allocation," says Dunn. An additional learning curve: the staff had to become comfortable with the use of an Electronic Health Record (EHR).

## The Solution

"Being new to PACE, we were all naive and unsure," says Caradine. "CareKinesis offers an array of PACE-specific services and expertise, which is just what we needed."

With CareKinesis, Complete Health with PACE has maximized efficiency and accuracy through use of EireneRx, the electronic medication prescribing platform which integrates with Greenway PrimeSuite, the electronic health record. Additionally, CareKinesis has supported Complete Health with PACE with convenient medication access options to support participant needs: 28-day medication cycle deliveries to participant homes or the PACE center and same-day medication access with an onsite medication cabinet or contracted local pharmacies. CareKinesis reminder packaging is an ideal option to meet the needs of their participants.



Dr. Delbra Caradine



## About Complete Health with PACE

Complete Health with PACE is a non-profit organization sponsored by Baptist Health and CareLink to provide the Program of All-inclusive Care for the Elderly (PACE). The program is designed for older adults eligible for nursing home care who prefer to live at home as long as possible with the highest quality of health and life possible.

### Complete Health with PACE

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[www.carelink.org/complete-health-with-pace](http://www.carelink.org/complete-health-with-pace)

## The Experience

"Partnering with CareKinesis has enabled us to provide medication care with few medication-related interruptions," says Dunn.

Caradine appreciates how CareKinesis has supported Complete Health with more than just medication management: "CareKinesis is always very helpful and responsive when I have questions. Whether it be related to medication therapy, technical support, same-day medication access with our on-site medication cabinet, or just a general PACE question, I can rely on timely assistance from CareKinesis."



Valerie Dunn,  
Executive Director

## Conclusion

In August 2017, Complete Health with PACE celebrated a year of service. Together, Complete Health with PACE and CareKinesis provide quality care to more than 38 older adults in Little Rock, AR. We look forward to continued growth and improved outcomes!

