

## CASE STUDY

# TRANSFORMING CARE

## A Success Story in Traumatic Brain Injury Rehabilitation



### | Overview & Demographics

This 120-bed traumatic brain injury (TBI) rehabilitation center in Ann Arbor, Michigan has been providing specialized TBI rehabilitation for more than 30 years. Their residential and ancillary services are designed to deliver quality outcomes, with individualized programming tailored to each resident's unique recovery journey.

### | Why the TBI Community Chose Guardian Pharmacy

For the past five years, the center has partnered with Guardian Pharmacy of Michigan to support its residents' medication management needs. Several factors led to the center choosing Guardian Pharmacy over other options:



#### Superior Customer Service

The combination of Account Managers and Nurse Account Managers who could provide on-site assistance made Guardian's service highly attractive.



#### Local and Corporate Support

The center's leadership team appreciated the local touch and personalized service while still benefiting from the support of a larger pharmacy provider.



#### Referrals and Positive Reputation

Strong referrals from current Guardian customers and a reputation for reliability played a major role in the pharmacy selection process.

## CHALLENGE

Before partnering with Guardian Pharmacy, the center experienced several significant challenges in managing medication safely and effectively:

- » Timely Medication Administration
- » Medication Delivery
- » Customer Service Issues
- » Billing Complexities
- » Educational Deficiencies

These issues had a direct impact on daily operations, reducing efficiency, increasing the risk of medication errors, and detracting from the overall quality of care. Additionally, the center relied on outside pharmacies on weekends, complicating medication cart organization and order management. The lack of a dedicated delivery service also put pressure on staff, requiring them to leave the center to pick up medications—a practice that was not sustainable.

*"We really enjoy working with the team at Guardian Pharmacy of Michigan. Their staff is very flexible and willing to work with us to make sure things are running smoothly. Guardian's team is very helpful and can be depended on to get the job done."*

Ann Pendley, RN, MSN  
Director of Nursing, Eisenhower Center



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## SOLUTIONS & RESULTS

Guardian Pharmacy addressed these pain points with a comprehensive approach that included both technology and personalized service:

- » **Account Management Support:** Guardian provided dedicated Account Managers and Nurse Account Managers who offered on-site support by request, improving customer service and responsiveness.
- » **Extended Hours & After-Hours Service:** Guardian's extended hours of operation, including after-hours service, ensured that medications were delivered on time, even during weekends or emergencies.
- » **Efficient Billing Processes:** Guardian handled billing complexities, including prior authorization assistance, freeing staff from dealing with these administrative tasks and ensuring accurate billing and timely medication access.
- » **Enhanced Staff Education:** Nurse Account Managers provided thorough educational support to community staff, especially in the first 30-45 days of the partnership. This included training on Guardian's pharmacy processes and technology tools, ensuring staff were well-prepared to safely manage medications.

### | Technology Solutions

- » **GuardianHub:** Guardian's secure customer portal became a key differentiator, offering real-time order tracking, streamlining medication management and enhancing communication. Staff found GuardianHub easy to use, making it a standout tool for improving workflow efficiency.
- » **24/7 Pharmacy Service:** With around-the-clock service, Guardian ensured that the center no longer needed to rely on outside pharmacies during weekends, helping them maintain consistent medication packaging and labeling and ensuring reliable access.

### | Meeting Expectation

Guardian Pharmacy was able to meet the primary expectations and objectives of the center by offering:

- » **A dedicated billing team**
- » **Education and support**
- » **Medication audits to ensure accuracy and adherence to administration schedules**
- » **Timely delivery of STAT and weekend medications without relying on outside pharmacies**

### | Benefits & Outcomes of Partnering with Guardian

Guardian's services led to measurable improvements in patient outcomes and community operations, including:

- » **Improved Patient Outcomes:** Assistance with prior authorizations for residents, ensuring timely access to necessary medications.
- » **Streamlined Operations:** Guardian's services reduced staff's time managing medication logistics, allowing them to focus more on resident care.
- » **Financial Efficiency:** Guardian's OTC Saver Program helped lower costs for some over-the-counter medications.

### | Unexpected Benefits & Community Feedback

The center's staff expressed high satisfaction with Guardian's responsiveness and follow-through on initial promises. The "response rate and quality" were cited as unexpected benefits, strengthening the trust between the center and Guardian Pharmacy of Michigan.

### | About Guardian

Founded in 2004, Guardian Pharmacy Services is one of the nation's largest and most innovative long-term care pharmacy companies. Our pharmacies provide the highest quality resident care to long-term care communities including senior living, skilled nursing, behavioral health, hospice, and organizations that serve individuals with traumatic brain injury.

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