



CASE STUDY

SNF Transitions Pharmacy Provider in Less Than 24 Hours Through Collaboration and Meticulous Project Management



Accuracy

"We had accuracy issues with our previous vendor on more than one occasion. With Forum, administering medications is very efficient and accurate."

Efficiency

"Nurses do not have to call the pharmacy more than once. With Forum, staff administrative time is freed up to provide care for residents."

Reliability

"With the systems that Forum has in place, we never have to worry about having the product. In the rare instances where Forum does not have the product requested, they communicate with us right away so we can handle the issue in a timely manner."

Libertyville Manor, founded in 1949, is a family-owned skilled nursing facility in Northern Illinois whose mission is to provide healthcare with dignity and respect for all residents.

When the facility's local long-term care pharmacy provider was acquired by a large national company, which also happened to be a previous vendor partner, ownership faced steep rate hikes, onerous contracting requirements, and a limited timeframe for research and decision-making. Seeking to reflect their core values of reliable and individualized service, leadership turned to Forum Extended Care Services.

When Time is of the Essence

Once it was determined that the current relationship could no longer be sustained — and with a midnight cutoff of pharmacy services looming — Forum officials spent the day working with Libertyville Manor leadership to negotiate a contract, identify preferred service parameters, and implement the transition. To prevent any lapses in care, the first medication orders were dispensed within 9–12 hours of the facility's initial, verbal commitment. "Within 24 hours, Forum was operating in our facility. Forum made the entire conversion from our existing pharmacy vendor and accomplished it without a single error," said Milan Stokovich, Libertyville Manor Assistant Administrator and co-owner.

Switching long-term care pharmacy providers is not unusual, but accomplishing a full transition and onboarding in less than 24 hours is a result of meticulous project management and in-sync collaboration. As a result of the efficient transition, Libertyville Manor staff members were able to provide seamless care to all residents.

"A Forum pharmacist shared that the organization assembled a special team that worked long hours into the night to complete the conversion, without any additional cost or contract demands to our facility," said Stokovich. "These conversions normally take months, with multiple trial runs and reviews for errors. Forum's ingenuity, talented team members, and dedication made it happen, and it was amazing."



Simplified Services, Care Continuity



John and Milan Stokovich
Owners and Administrators

Stokovich observed positive changes on an administrative level and for nursing staff working with the pharmacy day-to-day. “The nursing department is more confident and comfortable making an order with Forum’s pharmacy,” said Stokovich. “They know that

an order will be delivered accurately, professionally, and in a timely fashion.” Residents and their family members also are confident and comfortable with the Forum partnership.

Unexpected benefits also included:

- Medication errors decreased, and overall accuracy improved
- Administration and nursing staff felt less stressed handling prescriptions
- Team members spent less time dealing with the pharmacy and more time caring for residents
- The atmosphere transformed into a relaxed and professional space
- Nursing staff and administrators could take advantage of free continuing education programs

More than a Pharmacy Provider

Forum Extended Care Services hosts clients at its annual Forum Symposium, offering complimentary continuing education that focuses on the latest trends, regulations, and technology impacting long-term care. Libertyville Manor appreciates this value-added offering, as well as ongoing monthly CE webinars, which supports staff members’ professional development.



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— Milan Stokovich
Libertyville Manor
Assistant Administrator
and co-owner



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