



TOCCARÉ™

Medication Management

Right Resident

Right Drug

Right Dose

Right Route

Right Time

Every Time



OVERVIEW

TOCCARÉ (meaning to touch) is a suite of services that reduce paperwork, and increase med-pass accuracy and patient outcomes. TOCCARÉ makes light work of med passes by organizing them, so your staff will have more time to give quality care to all of your residents.

TOCCARÉ is a flexible and robust system customized to meet your needs and work with your methodologies. Resident care is improved, state surveys are smoother and best practices are facilitated.

- Right patient, right drug, right dose, right time, right route, using a guided med-pass solution.
- Be prompted for vital signs.
- Save time and labor.
- Reduce stress on staff
- Reduce impact of staff turnover
- Access reports easily for:
 - Meds Not Attempted
 - Meds Not Administered
 - Order reconciliation
 - Behavior Interventions
- Demonstrates more value to prospective residents and families
- Time tested process to transition to eMAR



CLIENT TESTIMONIALS

"I was sold when I first saw the system. The chance for errors is reduced, and it frees us up to do other jobs and spend more time with patients."

"Our staff found the TOCCARÉ handhelds easy to use and paper work is cut in half. We simply print the MAR to put in charts but there are no longer books with paper MARS in them."



"The state asked for all our info and we didn't have any discrepancies. Knowing that they've made a perfect med-pass gives my staff the satisfaction of having done everything right, but also relieves them of the worry of having missed something."

"The TOCCARÉ Medication Management Suite simplifies the med pass and reduces errors because you can't miss a med. Each person comes up on the system and the system will remind you if you miss them. And, you are only looking at the meds for residents who are due at that time, not going through multiple pages of meds for a whole day."



COMMUNICATION

Daverci utilizes every available form of communication with facility staff and management. While some situations call for the immediacy of electronic communication via phone, e-mail or fax, others require the clarity and tracking that a hard-copy, teleconference or in-person visit provides.

Phone communication is the most often used method. Our toll-free line gives facility staff immediate access to our product support representatives on a 24/7 basis. Additionally, Daverci staff make periodic phone calls to key facility staff to review the status of our service.

E-mail allows us to stay in touch with both facility staff and management. Daverci is dedicated to reviewing and responding to e-mails on a timely basis. Our product service representatives can be contacted by e-mail when the issue doesn't require an immediate resolution. We also provide an e-fax for submitting data corrections.

Hard-copy communication is utilized for situations where clarity and tracking is essential. This includes contracts, agreements, and initial training.

Teleconferences are used for meetings and discussions where several people are involved. We also deliver on-going trainings via webinar.



IMPLEMENTATION

Facility implementation begins with a phone interview with key facility staff where we will assess the facility's unique workflow needs and physical readiness to receive the TOCCARÉ' product suite.

Computers and Networks

The number of servers, workstations and handheld devices will vary depending on the size, configuration and needs of the facility. One server is standard for a facility unless there are multiple buildings. In that case, each building is treated as a separate facility and has its own server. The server also functions as a workstation and additional workstations can be added determined by the needs of the facility. We recommend that a facility have one handheld device for each staff person giving meds per shift.

Each Nurse Station installed will include:

1 PC	1 Printer/Scanner/Fax	1 Wireless Router
1 Support Cradle	1 Fingerprint Scanner	1 UPS Power Back-up Pack
1 Digital Camera	1 Touch Screen Monitor	(Handhelds are additional)





Prior to deployment, Daverci will conduct an IT interview to make sure the facility has all the requirements in place:

- High speed internet
- Outgoing Network Access
- Single Station Cabling for each station installed. This means a network jack is available for each nurse station for a wired connection

If the facility has an existing internal network or are part of a corporate WAN, Daverci will work with the resources responsible for maintaining the network to comply with facility IT standards. If those standards are incompatible with Daverci's architectural requirements, a separate high speed link must be installed devoted to Daverci's purposes.

Design Support

Daverci will work with each facility to determine their unique workflow needs and customize the TOCCARÉ system to best serve those needs. Some areas that can be customized are PRN reasons and results, behaviors, injection and patch sites, special instructions, and ancillary orders.

MAR Population

Daverci will provide each facility with a pre-populated electronic MAR. In order to do this, we will need each facility to provide us with a copy of their MAR by overnight delivery. We will need to receive the MAR one to four weeks before training, depending on the size of the facility. The eMAR will be delivered to the facility on the first day of training.



Training

Daverci is committed to leading each facility through the transition from paper MAR to eMAR. During our first interview we work with the facility to set expectations for training the staff and continue to monitor the process to ensure these expectations are met.

Training on location. Daverci provides two days of training, one class in the morning and one in the afternoon of each day. The next two days the trainer walks with the staff during med passes for each shift to assist with establishing med pass workflow and order entry. During the training process the facility is expected to identify two to five super-users and make them available for training on the full use of the system.

Training remotely. Daverci provides webinar training for staff needing training on specific features as well as scheduled webinar training for released upgrades and new features.



STANDARD FEATURES AND REPORTS

Reports

Reports can be generated by month and by date range for one or multiple residents or for the entire facility grouped by resident, doctor or room number.

Reports by Month

- MAR
- Monthly Physician Orders
- Current Physician Orders
- Meds not Given
- PRN Admins

Reports by Date Range

- Behavior Intervention
- Multiple Admin Attempts
- Physician Orders
- Meds Not Given

Other Reports

- Resident Room Roster and Status
- Order Reconciliation – select a month and day to see which orders were entered and when
- Staff Initials, Role and Status
- MAR Legend

TOCCARÉ is a client-server based solution that is not dependent on a continuous Internet connection. Applications and data exist locally. Should Internet connectivity be interrupted, facility staff can continue working.



Features

- Touch screen monitors
- Touch screen hand held computers
- Barcode scanners
- Fingerprint sensors
- Prompts for vital signs
- Guided med-pass solution



R
R
R
R



Interface Availability

TOCCARÉ is especially designed to give LTC facilities control over medications – from ordering to receiving to administering. Guided by touch screen choices, nurses can enter med orders, check order status and communicate electronically with the pharmacy.

The pharmacy staff can review the order as it has been entered by the facility, checking accuracy by viewing a scanned image of the doctor's order and making changes as necessary. Pharmacy staff can also enter new orders for the facility using the iMAR, reducing the need for faxes and paperwork. The optional bar-code scanner can be used to receive and check-in medications. After the RX barcode numbers are scanned, TOCCARÉ checks against pending orders, and once the med has been confirmed as received, removes that order from the pending list. Facility staff can then follow up on orders that were not received.

For more information about Daverci and the TOCCARE medication management system, please contact us at:

877-328-3725

