

# Three Pillars Operators are Prioritizing in Pharmacy Partnerships

As the pharmacy landscape continues to evolve, senior living operators are stepping back to access what truly matters – and one theme consistently emerges: **stability**.

Across assisted living and memory care organizations, three core pillars consistently rise to the top when leaders evaluate pharmacy partnerships through a stability lens: **Operational Consistency**, **Clinical Reliability**, and **Visibility & Support**.



**In senior living, operational consistency is not a convenience – it is a safeguard.** Medication workflows that differ from community to community increase staff burden and introduce unnecessary risk.

- Predictable medication delivery schedules
- Standardized cycle-fill and refill processes
- Familiar workflows for caregivers across shifts and communities



**Residents depend on timely, accurate medication management every day.** Reliable pharmacy support plays an important role in supporting adherence, reducing risk, and preventing avoidable disruptions in care.

- Timely, accurate medication access that supports adherence
- Standardized packaging and labeling to reduce administration risk
- Consistent access to pharmacist and nurse consultation
- Proactive medication review and issue resolution



**As organizations manage multiple communities and growing complexity, visibility into pharmacy processes and responsive support become essential to maintaining confidence and alignment.**

- Clear communication between pharmacy, caregivers, and leadership
- Defined accountability and escalation pathways
- Greater confidence during surveys, transitions, and leadership changes

## WHY IT MATTERS

### Periods of disruption expose weaknesses in fragmented systems.

Pharmacy partnerships grounded in **operational consistency**, **clinical reliability**, and **visibility** are better positioned to remain steady – even as external conditions continue to evolve. By prioritizing these pillars, senior living operators can better support resident safety, reduce operational friction, and maintain dependable care delivery regardless of broader industry change.

Operational Consistency

Clinical Reliability

Visibility & Support