

# CASE STUDY

## PHARMERICA'S JOURNEY TOWARDS PATIENT-CENTRIC CARE THROUGH BEST-IN-CLASS INVENTORY AUTOMATION



### Gabriel Toribio

Central Purchasing Manager  
~ PharMerica

**Industry:** Long-term and post-acute care  
**Number of Pharmacies:** 180+  
**Facilities Served:** 3,100  
**Number of Employees:** 6,000+

### THE COMPANY: PHARMERICA

PharMerica is a national leader in pharmacy services, serving over 3,100 long-term care, senior living, IDD/behavioral health, home infusion, specialty pharmacy and hospital partners.

### THE CHALLENGES

- Manual inventory management processes
- Limitations of tracking inventory accurately
- Inefficient and decentralized processes

### THE SOLUTIONS

- Automated inventory management
- Streamlining inventory management and purchasing processes

### THE CHALLENGE

PharMerica faced several challenges in their operations prior to implementing best-in-class inventory automation. One major challenge was the manual and time-consuming nature of their inventory management processes. With a vast range of medications, spread across multiple departments and locations, keeping track of stock levels, monitoring expiration dates and ensuring optimal stock levels became a complex and labor-intensive task. The pharmacy staff had to manually update inventory records, reconcile discrepancies between different systems and manually calculate reorder quantities. This reliance on manual data entry and paper-based systems led to inefficiencies, errors and increased labor costs.

Additionally, the lack of real-time visibility into inventory levels often resulted in stockouts, delays in medication delivery and frustrated patients. Without an efficient system in place, it was difficult to obtain accurate and up-to-date information on stock availability. This often meant critical medications weren't readily available when needed, causing delays in patient care and impacting satisfaction. In addition, the absence of real-time data made it challenging to forecast demand accurately, resulting in overstocking or understocking of medications. These inconsistencies not only increased costs, but also led to potential waste and expiration of medications, further impacting the pharmacy's financial health.

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“*Instead of looking at five different vendors’ websites, your pharmacy management system and your inventory, with SureCost you can see everything in one place.*”

**Gabriel Toribio**

Central Purchasing Manager  
~ PharMerica

Furthermore, the decentralized nature of inventory management within PharMerica created additional complexities. Each department had its own unique stock requirements, replenishment schedules and ordering processes. Coordinating these various systems and ensuring efficient communication between departments became a time-consuming and error-prone task. The lack of integration between the pharmacy management system and the inventory management processes hindered seamless operations and limited the ability to make informed decisions based on accurate, real-time data.

## THE SOLUTION

PharMerica recognized that overcoming these challenges was essential to improve their operational efficiency, reduce costs, and ultimately enhance patient care. They sought a solution that could automate their Inventory Manager solution processes, streamline workflows, and provide comprehensive visibility into their inventory across departments and locations.

SureCost is a unified purchasing and inventory solution designed for pharmacies to harness insights from their entire vendor and wholesaler catalogs. This software empowers pharmacy teams to identify the best purchasing options while ensuring compliance and optimizing workflows. Over 5,000 pharmacy professionals across the country use SureCost every day to save more, stay compliant and work smarter.

By implementing SureCost, PharMerica aimed to eliminate manual tasks, reduce errors, optimize stock levels, improve order accuracy, and ultimately focus more on providing exceptional patient care.

## BENEFITS

### Enhanced Operational Efficiency

SureCost’s Inventory Manager™ solution proved to be a game-changer for PharMerica. The automation of previously manual tasks, such as maintaining up-to-date inventory records and reconciling discrepancies, eliminated the need for time-consuming manual data entry and delivered real-time visibility into inventory levels. With the system’s forecasting capabilities and dynamic mid-max values, PharMerica can accurately project future demand based on historical data and adjust reorder quantities accordingly. This proactive approach to inventory management helps prevent stockouts and overstocking, ensuring that the pharmacy always has the right medications in the right quantities.

### A Fully Integrated Solution

Moreover, SureCost’s integration with PharMerica’s pharmacy management system facilitates seamless data flow and eliminates the need for redundant steps in the inventory management process. The system automatically updates inventory records and synchronizes information across all relevant platforms, eliminating the risk of data discrepancies or duplication. The integration also promotes better coordination between inventory management and medication dispensing, reducing the chances of errors and delays.

The implementation of inventory automation not only saves significant time for the pharmacy staff, but also reduces the burden of manual tasks, allowing them to focus on more critical aspects of their roles, such as patient care and medication counseling. The streamlined workflows and automated processes free up valuable resources, enabling PharMerica to operate more efficiently and deliver exceptional service to their patients.

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*When I was a pharmacy technician, it took one to four hours on a good day to complete cycle counts. Once we implemented SureCost's perpetual Inventory Manager Solution, our counts were easily and accurately up to date. This cut down purchasing and inventory management-related tasks to 30 minutes for my cycle counts and 15 minutes to confirm my order is accurate and submit it. I spent less time on purchasing and freed up my time to help in other areas in the pharmacy.”*

**Gabriel Toribio**

Central Purchasing Manager  
~ PharMerica

## Cost Reduction

SureCost's Inventory Manager Solution empowers PharMerica with the tools and functionalities needed to mitigate the challenges related to cost management and medication waste. The system's dynamic mid-max values ensure that PharMerica maintains optimal inventory levels based on actual usage patterns and demand forecasts. By considering factors such as historical data, seasonality and anticipated business gains or losses, SureCost provides accurate recommendations for reorder quantities, minimizing the risk of overstocking or understocking.

Furthermore, with SureCost's usage modifiers, PharMerica can adjust stock quantities based on anticipated changes in business volume. For example, if PharMerica expects a 20% increase in business, they could proactively adjust their stock levels by leveraging the usage modifier to increase the order quantities temporarily. The usage modifier then automatically decreases as the new usage increases and is automatically removed once that level is hit. This flexibility in managing stock levels prevent stockouts during periods of increased demand and minimizes the financial impact of excess inventory during slower periods.

The automation of reordering processes and the ability to set automated alerts for low stock or discontinued items also plays a significant role in cost reduction. PharMerica can proactively replenish their inventory, taking advantage of favorable pricing or contract terms, while avoiding rush orders or emergency purchases at higher costs. The system's reporting capabilities provide valuable insights into inventory performance, enabling PharMerica to identify cost-saving opportunities, negotiate better contracts with suppliers, and optimize their overall purchasing strategies.

## Improved Patient Care

SureCost's Inventory Manager Solution has proven to be instrumental in enhancing patient care for those PharMerica serves. By streamlining inventory management processes and ensuring accurate medication availability, PharMerica can prevent stockouts and delays in medication dispensing. The automation of reordering processes and real-time visibility into inventory levels empower the pharmacy staff to proactively address potential supply shortages and fulfill patient needs promptly.

The system's integration with PharMerica's pharmacy management system enables seamless data flow, ensuring that accurate and up-to-date inventory information is readily available during the medication dispensing process. This integration eliminates the changes of errors caused by mismatched or outdated inventory records, enhancing medication safety and accuracy.

With the automation of manual tasks and the time saved through streamlined workflows, the pharmacy staff has more time and resources to dedicate to patient care activities. PharMerica can focus on providing personalized medication counseling, addressing patient concerns and ensuring proper medication adherence. With reduced administrative burden, the staff engages more directly with patients, fostering stronger relationships and promoting better health outcomes.

Join over 5,000 pharmacy professionals across the country who use SureCost every day to save more, stay compliant and work smarter.

**[Book an Inventory Manager demo today to learn more about what smarter inventory can do for your pharmacy.](#)**

[https://info.surecost.com/talk-to-a-purchasing-and-inventory-expert?utm\\_campaign=RX%20Insider&utm\\_source=RX%20Insider%20Case%20Study%20Ad&utm\\_medium=PharMerica](https://info.surecost.com/talk-to-a-purchasing-and-inventory-expert?utm_campaign=RX%20Insider&utm_source=RX%20Insider%20Case%20Study%20Ad&utm_medium=PharMerica)



## Boost Your Profits: Unlock the Power of Inventory Automation

- **Reduce errors**  
Real-time visibility into inventory levels
- **Optimize stock levels**  
Accurate and up-to-date information on stock availability
- **Improve order accuracy**  
Forecast demand accurately with real-time data



Talk to an Inventory Expert

## SureCost Is the Smarter Inventory Solution...

PharMerica recognized that SureCost was essential to improving operational efficiency, reducing costs and ultimately enhancing patient care. How?

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“Instead of looking at five different vendors’ websites, your pharmacy management system and your inventory, **with SureCost you can see everything in one place.**”

Gabriel Toribio, Central Purchasing  
Manager at PharMerica



**Automated**  
inventory  
management  
processes



**Streamlined**  
workflows



**Comprehensive**  
visibility into  
inventory across  
departments and  
locations



### Book a Demo. See SureCost In Person.

<https://info.surecost.com/talk-to-a-purchasing-and-inventory-expert>

Join over 5,000 pharmacy professionals across the country who use SureCost every day to save more, stay compliant, and work smarter.