

# Confluence

Bayshore Specialty Rx Newsletter



## New state-of-the-art facility for Bayshore Specialty Rx



Pharmacy technicians in Bayshore Specialty Rx's clean room.

Bayshore Specialty Rx is moving its specialty pharmacy into a new home this fall. The spacious facility, located in Markham, Ont., will accommodate growing demand for a variety of specialty pharmaceutical and home infusion services the company delivers to clients such as government care programs, pharmaceutical companies and other health care organizations.

"We're extremely excited about the move," says Sahar Whelan, Director of Pharmacy for the company. "We've worked really hard to get to the point where we need a nice new facility. We're growing and bursting at the seams where we are now."

The new facility boasts 10,300 square feet and houses two state-of-the-art clean rooms, including one for chemotherapy drug compounding. "Clean rooms are sterile spaces where we can compound intravenous drugs and adhere to the strictest guidelines and recommen-

dations," explains Whelan. "We'll also have a larger and more modern warehouse for supplies and infusion equipment, and equipment will be serviced on-site, which saves time."

### New site nearly double the size of current location

Compared to Bayshore Specialty Rx's existing Toronto facility, the Markham site will have nearly double the floor space, more high-tech equipment and state-of-the-art production systems. Its larger size and advanced technology will enable the company to offer specialty drug warehouse and distribution services and a greater range of clinical trials support. "Our new location also gives us quicker access to several major highways, which enhances our ability to serve clients," says Whelan.

The facility will use Fastrack, an advanced software designed for managing home infusions. It integrates a variety of processes including client care management, drug and equipment logistics, and data analysis. "It will improve flow so we'll be able to do things more efficiently," says Whelan.

She stresses that the investment in the new facility was driven by the fact that Bayshore wants to be able to respond as quickly as possible to requests for home infusions, in order to improve continuity of care for clients who are being discharged from hospitals to their homes.

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Bayshore Specialty Rx is a subsidiary of home and community health care provider Bayshore Home Health. It offers a wide range of specialty pharmaceutical services to clients such as government care programs, pharmaceutical companies and other health care organizations. The company's goal is to improve patient care through an integrated approach to delivering specialty drugs to people in the home or the community, thereby getting them out of hospitals sooner and improving their quality of life.

### Specialty Pharmacy Services

Specialize in the preparation, storage and delivery of intravenous and injectable drugs used in areas such as anti-infection therapy, chemotherapy and TPN (total parenteral nutrition).

### Infusion Equipment and Supplies

We also distribute infusion equipment and supplies, including innovative ambulatory pumps, and provide support services in this area.

### Community Care Clinics

Our national network of 20 community care clinics, including 12 in Ontario, offers an alternative to the hospital setting for people who require infusion or injection of specialty drugs.

### Pharmaceutical Support Services

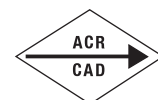
Help pharmaceutical companies through specialty drug support services that include specialized nursing, reimbursement programs, home infusions, injection training, clinical trials support, and drug warehousing and distribution.

*Canadian owned and operated, Bayshore Home Health is the country's largest provider of home and community health care services, with more than 40 home care offices and 8,000 employees.*

COMPANY OVERVIEW



Bayshore Home Health, 2155 Dunwin Drive, Unit 10, Mississauga, Ontario L5L 4M1



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# Director of Pharmacy shares insight at forum on drug benefits



Sahar Whelan, Director of Pharmacy for Bayshore Specialty Rx.

Sahar Whelan, Director of Pharmacy at Bayshore Specialty Rx, was part of a roundtable discussion held in June on issues facing Ontario's Public Drug Programs, which are administered by the provincial Ministry of Health and Long-Term Care.

The Ontario Drug Benefits Program (ODB) provides drug benefits for Ontarians aged 65 and older, residents of long-term care facilities and homes for special care, and recipients of services provided under the province's home care program.

"The problem is that home care doesn't quite fit the existing model, so there are several drugs that the ODB doesn't cover," says Whelan. "When people go home from the hospital, they're more likely to get better. So when

the ODB doesn't cover the drugs they need, it's frustrating for Community Care Access Centres and pharmacists who are trying to get patients home."

Direct Engagement, a company that produces online media events, organized the roundtable featuring Helen Stevenson, assistant deputy minister and executive officer of Ontario Public Drug Programs, and key stakeholders. Producers invited Whelan to join the panel.

"I was very pleased I got a chance to speak out," says Whelan, whose participation marked her first foray into advocacy. "People are frustrated at the ODB's lack of planning for home care patients. Home infusion is not a high priority, when it should be because it gets people out of hospitals sooner and reduces demand for hospital resources. I hope that it becomes a higher priority."

Several audience members thanked Whelan and asked her to continue spreading her message. "I also got several responses from people in the industry who want to hear more and see if they can help," says Whelan, adding that Bayshore Home Health [Bayshore Specialty Rx's parent company] was very supportive of her involvement in this initiative. "Bayshore President Stuart Cottrelle thanked me for speaking with real heart on the subject. That's the key – I really feel passionate about what I do and what I was saying."

## New CCAC standards being developed for home infusion providers

Most home health care clients in Ontario receive community-based services arranged through one of 14 Community Care Access Centres (CCACs), which are funded by the Ministry of Health and Long-Term Care. Last fall, the CCACs began revising and standardizing guidelines for providers of infusion therapy.

Bayshore Home Specialty Rx is providing feedback on draft versions and helping to ensure that performance standards are high, equitable and transparent.

"We're also ensuring that our performance indicators and data collection formats will be aligned with the new CCAC standards," says Jean Ann Lowry, a senior business writer for Bayshore Home Health [Bayshore Specialty Rx's parent company]. "Bayshore has a long history of high quality service and responsiveness in relation to CCAC referrals, and we want make sure we continue along this path."

The new standards are expected to translate into an enhanced level of service for clients. As a result, Ontarians will be able to expect a consistent level of infusion therapy across the province, greater responsiveness to their concerns, and the assurance that providers will deliver services accurately, on time and coordinated with nurses who administer the therapy.

## COMMUNITY CARE CLINICS OFFER AN ALTERNATIVE TO HOSPITAL SETTING

Bayshore Specialty Rx operates 20 community care clinics across the country, including 12 in Ontario, that offer a comfortable environment and alternative to the traditional hospital setting for individuals who require infusion or injection of specialty drugs.

### WESTERN CANADA

Kelowna / New Westminster / Vancouver  
Winnipeg

### ONTARIO

Barrie / Brampton / Hamilton / London  
Mississauga / Oshawa / Ottawa / Richmond Hill  
St. Catharines / Sudbury / Thunder Bay / Windsor

### QUEBEC

Pointe Claire / Sherbrooke

### THE MARITIMES

Halifax / Saint John

## New facility (continued)

"It all focuses on providing the best level of care to the public and getting people out of hospitals as quickly as possible," says Whelan.

Once the move is completed, Ontarians can look forward to even better service from Bayshore Specialty Rx.

## PLEASE CONTACT US FOR MORE INFORMATION

For more information about any of the services mentioned in this newsletter, please contact Sahar Whelan at [swhelan@bayshore.ca](mailto:swhelan@bayshore.ca) (specialty pharmacy services and medical equipment and supplies) or Suzanne Nagy at [snagy@bayshore.ca](mailto:snagy@bayshore.ca) (community care clinics and pharmaceutical support services).

Confluence is published by Bayshore Specialty Rx for the information of its pharmaceutical services clients. For more information about this newsletter or to submit story ideas, please contact Mary Mamak at 1-800-668-9490, Ext. 339 or [mmamak@bayshore.ca](mailto:mmamak@bayshore.ca).

**Bayshore**  
Specialty Rx