

## Reducing avoidable hospital admissions in care homes with FDB CoordinateRx



Hertfordshire & West Essex Integrated Care Board (ICB) sought to streamline medicines optimisation and improve resident safety in their care homes. After implementing FDB CoordinateRx, they were able to avoid adverse events while achieving over £558,000 in total annual savings.

By using CoordinateRx, these care home teams have been able to demonstrate reductions in medicine-related risks that commonly lead to unplanned hospital admissions, improve compliance and streamline their audits to deliver significant clinical and financial impact.

### Introduction

Care home residents are among the most vulnerable populations within the health system. Many live with multiple long-term conditions and are prescribed complex medication regimens, increasing the risk of adverse drug effects, falls, confusion, and unplanned hospital admissions.

**FDB CoordinateRx is a digital solution designed to help NHS organisations transform medicines management.** By improving compliance and streamlining audits, CoordinateRx's newly developed Care Homes module has been tailored to support better outcomes for residents while giving providers the tools they need to achieve operational resilience and reduce administrative burden.

### Background

Within Hertfordshire & West Essex ICB, medicines optimisation activity in care homes had historically been managed using a range of time-consuming, manual approaches for medicines audits and intervention tracking.

This made it difficult to consistently identify residents at highest risk, evidence outcomes at scale, or demonstrate the downstream impact of interventions on hospital admissions and system costs. As a result, teams were working reactively, rather than proactively, to prevent risk.

“We probably halved our admin tasks overnight, which meant all that time could be spent on clinical interventions or auditing more homes. The pace of our work could go so much quicker.”

**CERIS** Medicines Management Support Officer



# £558,694

TOTAL SAVINGS IN ONE YEAR



**£272,254**

ADVERSE EVENTS SAVINGS



**£286,440**

DRUG SAVINGS



**£365**

PER PATIENT SAVINGS

## The need for standardisation

Hertfordshire & West Essex ICB identified a need for a more data-driven approach that could support frontline teams while clearly linking medicines optimisation activity to admission avoidance.

They decided to adopt the CoordinateRx Care Home module to support Medicines Optimisation in Care Homes (MOCH) teams and care home partners. **The solution enables structured recording of interventions and improved visibility of risk factors**, making it easier for the team to make interventions to improve patient outcomes.

## Successful admission avoidance

MOCH teams have found that one of the most powerful and measurable benefits of using CoordinateRx is its clear impact on avoiding hospital admissions. Medicines-related admissions are often driven by issues such as oversedation, high anticholinergic burden, polypharmacy and falls. By addressing these risks earlier, such as deprescribing drugs, switching to more suitable alternatives, amending doses or drug monitoring to ensure safe use, MOCH teams can intervene before residents deteriorate to the point where hospital care is required.

**CoordinateRx has enabled teams to shift from reactive “firefighting” to a more proactive approach** by reducing administrative effort and improving visibility of medicines-related risks. This allows earlier intervention to prevent deterioration before hospital care is required.

## Supporting regulation and standardisation

A key benefit for the MOCH teams has been the ability to move away from fragmented manual processes towards a single, standardised system. Recent enhancements, including improved filtering within the Data Hub, have made it easier for teams to **identify outcomes and trends while providing managers and ICB leads with clear oversight**.

With robust, evidence-based reporting, teams can demonstrate structured medicines review and proactive risk management, strengthening assurance for regulators and commissioners. Reports can be easily shared to support local authority and CQC inspections, helping external organisations focus on areas that require attention while avoiding duplication.

Furthermore, by standardising how interventions are captured and how outcomes are measured, CoordinateRx ensures consistency and equity across different clusters. This gives organisations confidence that reported savings and admission avoidance figures are comparable and robust, supporting better decision-making at system level.

Across a single year, the team actioned 925 medication reviews across 73 sites, preventing 83 hospital admissions.

## CASE EXAMPLE: DORIS’ JOURNEY

Prior to intervention, Doris was experiencing frequent falls and daytime sedation, leaving her drowsy and withdrawn.

Her medication regimen included medicines associated with a high anticholinergic burden, as well as antipsychotic treatment that increased her risk of confusion and instability. Together, these factors placed her at a heightened risk of hospital admission.

**Using CoordinateRx, the care home team and MOCH pharmacists were able to review Doris’ medicines in a structured way.** The review highlighted opportunities to identify unnecessary prescribing and adjust her treatment to reduce her anticholinergic burden. These changes were recorded and monitored through the system.

Following intervention, Doris experienced fewer falls and became more alert during the day. She was able to engage more fully with daily activities and, crucially, remained safely within the care home environment.



\*Names have been changed to protect confidentiality

“It’s really easy to see who needs support and where. We plan our visits based on the data, rather than guesswork.”

**JODIE** *Lead Pharmacy Technician*

“The Coordinate Rx Care Home Module has been an invaluable tool for demonstrating outcomes, quantifying clinical interventions, and supporting the team’s risk stratification processes. The module makes it easy to showcase population-level outcomes, with clear visual outputs—such as bar and pie charts—that can be seamlessly incorporated into presentations. Its refined search functions also enable triangulation of quarterly data with key focus areas, including metrics such as falls reduction.”

**NISHA** *Lead Pharmaceutical Adviser – Social Care Integration*

### Lasting changes

The implementation of CoordinateRx has delivered lasting improvements that extend beyond cost savings and individual patient outcomes. MOCH teams now have a greater capacity to work proactively, prioritise activity effectively, and support a wider range of care homes.

Teams are also increasingly confident in their medicines process, supporting improved morale and sustainability. **The approach the MOCH teams have taken with the support of FDB is a scalable one, with savings and patient benefits continuing to grow.**

By embedding consistent, proactive medicines optimisation across care homes, Hertfordshire & West Essex ICB has strengthened its ability to keep residents safe, well and out of hospital.

As systems evolve, the principles underpinning this approach remain highly transferable. Neighbourhood and place-based teams delivering care closer to home can adopt a data-driven, standardised approach to deliver clinical, financial and workforce benefits. By embedding medicines optimisation solutions like CoordinateRx, neighbourhood models can ensure proactive risk management continues, strengthen assurance reporting, support admission avoidance, and sustain savings across community settings.



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