

Getting Hours Back to Care

How One IDD Nursing Team Reclaimed Their Day

For nurses working in intellectual and developmental disability (IDD) settings, the day rarely goes as planned.

Between supporting staff, ensuring compliance, and caring for individuals across multiple homes, time is always in short supply. Yet for many teams, a surprising amount of that time is lost to pharmacy-related tasks—managing medication changes, sorting deliveries, tracking down refills, and fixing problems that shouldn't exist in the first place.

For Kristen Irwin, RHA Health Services, and the nursing team she leads, this was the daily reality.

When Medication Management Becomes the Bottleneck

Before partnering with Tarrytown Expocare Pharmacy, Kristen's team worked with pharmacies that weren't designed for the complexities of IDD care. Packaging was inconsistent. Refills required phone calls and follow-ups. Medications arrived needing to be manually sorted and organized before they could ever be administered.

Her team spent hours each day simply getting medications ready—time that would have been far better spent in providing care or supporting staff in the homes.

Beyond the time burden, there was a deeper concern: risk. Manual processes increased the chance of errors, and compliance requirements added stress to an already full workload. The team was doing everything they could—but the system wasn't helping them succeed.

A Different Kind of Pharmacy Partnership

Things changed when the organization partnered with Tarrytown Expocare Pharmacy.

From the start, the difference was clear. Tarrytown wasn't just another pharmacy vendor—it was a pharmacy partner built specifically for IDD care.

Medications arrived standardized and color-coded, organized by home, individual, and medication dose. Manual labeling and sorting disappeared. Check-in

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RHA Health Services

time dropped dramatically. And with the Expocare Portal, refills could be managed digitally—no more chasing down prescriptions by phone.

“The portal has been life-changing,” Kristen says. “It literally gave me hours of my day back.”

But beyond the tools and packaging, what stood out most was the collaboration.

“There’s never been a time we’ve come to Tarrytown with a problem they didn’t solve,” she explains. “They work with us, not around us.”

More Time Where It Matters Most

As pharmacy processes became simpler and more predictable, the impact rippled across the organization.

Nurses reclaimed hours each day. Staff felt more confident administering medications. Errors decreased. And most importantly, teams had more time and energy to focus on the people they support.

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“Any pharmacy can dispense meds,” Kristen notes. “Tarrytown has it down to a science for IDD.”

That focus on IDD—on understanding the realities of care, compliance, and staffing—made all the difference.

Putting Providers at the Center

For Kristen and her team, the partnership with Tarrytown feels personal.

“We feel like we are at the heart of every decision they make,” she says. And that’s exactly the point.

By eliminating unnecessary manual work and prioritizing IDD-specific needs, Tarrytown Expocare Pharmacy helps providers reclaim their most valuable resource: time. Time to care. Time to support staff. Time to focus on quality, safety, and dignity for the individuals they serve.

