



Knollwood Manor Nursing Home and The White House Assisted Living

TwelveStone is Raising the Bar for Infusion and Pharmacy Services.



The Challenge

Knollwood Manor Nursing Home and the White House Assisted Living facility needed a partner equally committed to delivering the best care for residents.



The TwelveStone Solution

With TwelveStone Health Partners, Knollwood Manor and the White House Assisted Living Center have substantially elevated care quality for residents.

Situated in Lafayette, Tennessee, Knollwood Manor Nursing Home and the White House Assisted Living Center (jointly owned and operated by Linda Austin and Beverly Walker) offer the best of both worlds – a safe environment with a dedicated staff and comprehensive clinical programs designed to meet the therapeutic needs of each patient.

In 2014, the management team realized that their existing pharmacy vendor was failing to deliver the quality services that their residents deserved - delivery timeframes were inconsistent, and the customer service team had become increasingly unresponsive.

"We have a new director of nursing who didn't have a lot of experience in long-term care. Jodi [with TwelveStone] has been a huge help getting her up to speed. Jodi's expertise has been invaluable."

Linda Austin, Co-Owner and Administrator, Knollwood Manor

"I like Tennessee companies and the mission statement of TwelveStone really touched my heart. We are Christian-based as well, and it really struck a chord."

Linda Austin
Co-Owner and Administrator
Knollwood Manor

Driven by a mission to deliver the best care and serve as health advocates for its residents, the organization engaged a consultant to find a new pharmacy partner. After an extensive review process, Linda and Beverly, selected TwelveStone Health Partners to support residents often managing chronic conditions and complex medication regimens.

The TwelveStone team immediately shifted into high gear after realizing the substantial opportunities to help resident patients in need. Today, the team at TwelveStone works closely with staff to administer infusion services in addition to delivering customized packages of prescription medications for residents. TwelveStone MEDIPack delivers presorted, individual pocket-size packages that contain prescription medication, vitamins and supplements that are clearly labeled with the prescribed dosage day and time instructions.

After a 90-day transition, Knollwood and the White House knew they had made the right decision. When asked to describe TwelveStone, Austin sums up their unique partnership. "With TwelveStone, it's incredible what they bring to the table. They've helped us lower the total cost of care and really raised the bar in terms of customer service. The residents here are like family to me, and it's amazing to find a care partner who feels the same way."

