



## Message from our CEO

Dear Valued Partners,

As we step into 2025, I would like to take a moment to reflect on the remarkable accomplishments we achieved together in 2024. It has been a year of innovation, growth, and unwavering commitment to our mission of excellence in client care.

One of our most significant achievements last year was securing millions of dollars in savings and funding for our clients. This was made possible through several innovative initiatives. Advocating for Our Clients by challenging insurance companies to ensure payment for vital medications was a top priority in 2024. In addition, Leveraging Technology and utilizing artificial intelligence to identify opportunities for savings on house stock, OTC items, and other uncovered expenses was a great success by our operating management team. This was complimented by a clinical team working on developing and implementing strict formularies and generating tailored reports to alert facilities about wasteful items, reducing costs and increasing efficiency.

On the service side, Community Care Rx has solidified its position as the #1 service-oriented LTC provider in the region. With 90% of our executives being pharmacists, we go beyond traditional roles by acting as the eyes and ears of our clients, tailoring our services to meet your unique needs. Client service remains my top priority as the CEO of our company, and our success speaks for itself. Let me share a secret here with you; CCRX Organic Growth is unlike any other providers, we do not rely on a sales force. Our growth is entirely referral-based, fueled by the trust and satisfaction of our long-standing clients. This is a testament to the enduring relationships we build and the value we provide.

In addition to service excellence, we remain committed to education and empowerment. Our focus on continuing education and training for both our staff and our partners reflects our belief that knowledge is a cornerstone of success. Providing tools and resources to our clients is not just a service—it's a core part of our mission.

Finally, I want to express my heartfelt gratitude:

To our partners, for entrusting us with your needs and goals.

To our employees, for their dedication, expertise, and hard work.

To our vendors, for supporting our mission and enabling us to achieve excellence.

As we forge ahead into 2025, we do so with a renewed commitment to raising the bar even higher. Together, we will continue to innovate, grow, and excel in serving our clients and partners. Thank you for being an integral part of our journey.

Hossam Maksoud, PharmD • Chief Executive Officer

## 2024 Community Care Rx DSP Awards Gala



Thank You for joining us at  
the Community Care Rx DSP Gala

Having leaders from non-profit organizations, political figures, business leaders, and community advocates like yourself come together in support of our DSPs truly elevated the significance of the evening. Your attendance was a powerful testament to the value and recognition of the incredible work done by DSPs in our community.

Hossam Maksoud, CEO



## AI could be a game changer, but healthcare needs to be 'exceedingly careful'

BY: EMILY OLSEN • PUBLISHED OCT. 28, 2024

*Artificial intelligence tools could help solve workforce challenges. Implementation, however, can be difficult, pushing organizations to consider less risky administrative and back-office tasks first.*

When the University of Illinois Hospital and Health Sciences System was testing an artificial intelligence-backed tool that drafts responses to messages, a patient misspelled the name of a medication, Karl Kochendorfer, chief health information officer, recalled during a panel at the HLTH conference in October 2024.

The mistake led the AI to give side effects for a drug the patient wasn't using when a nurse forgot to double-check the response.

Ultimately, it wasn't a huge issue — they just needed to call the patient or send another message to issue a correction, he said. But it could have had serious implications for the tool.

"It almost killed the pilot. [...] And it happened on day one," he said.

As healthcare grapples with how to safely implement AI, investors and health systems are first seeing promise adopting tools that automate administrative and back-office work, which could make a dent in provider burnout and pose fewer risks to patient care, experts said at the HLTH conference.

But the pressure is on to adopt the tech. Proponents argue AI could help solve healthcare's significant workforce challenges: The nation faces a shortage of more than 100,000 critical healthcare workers in 2028, as the overall population ages and needs more care, according to a report by consultancy Mercer.

While AI could be transformative, the sector has to move with caution as it implements emerging tools, experts say. The stakes are high, as policymakers and experts have raised concerns about accuracy, bias and security.

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[AI Game Changer](#)

## Poor Sleep Hurts Work Productivity, Survey Shows

Medically reviewed by Carmen Pope, BPharm.  
Last updated on Jan 9, 2025.

By Denise Maher HealthDay Reporter

THURSDAY, JAN. 8, 2025 -- Got brain fog? Can't concentrate because you didn't sleep well -- or sleep much at all -- last night?

Tiredness and fatigue from sleep deprivation are common problems, says the National Sleep Foundation (NSF). Inadequate rest can lead to individual mood and health issues, as well as dips in work productivity, which extends the problem to workplace teams, managers and employers. The NSF commissioned research to explore these effects.

About 60% of adults surveyed reported negative impacts of inadequate sleep; 70% of them said not getting quality sleep hurts their general level of work productivity, according to recent survey results.

In fact, data from the National Sleep Foundation's survey shows that 2/3 of participants said they have difficulty handling their workload and avoiding mistakes when they've had compromised rest.

Sleep quality impacts not only an individual's personal health but also their work performance, quality and productivity.

Employees with poor sleep are bad for business, suggests the NSF survey results presented this week at CES 2025, the annual electronics trade show held in Las Vegas.

The wake-up call to managers, owners and bosses: Poor sleep can drag down productivity. Companies should value well-rested workers.

"Whether an organization employs 20 people or 200,000, focusing on sleep health and safety in their own community of colleagues can benefit performance and productivity at work and in daily living," Dr. Joseph Dzierzewski, the National Sleep Foundation Senior Vice President of Research and Scientific Affairs, said in a release from the organization.

As businesses seek to fully recover from the pandemic, and workers return to the workplace full-time or to a hybrid schedule, quality sleep -- and well-rested employees -- are in demand.

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[Poor Sleep](#)



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Angelie • Manager

## Agency nurses linked to lower CMS nursing home quality ratings

BY ZEE JOHNSON

A new study involving more than 80,000 US nursing home references has found a link between the use of staffing agency nurses and lower quality ratings in the Center for Medicare & Medicaid Services Five-Star system.

The use of agency registered nurses, licensed practical nurses and certified nursing assistants decreased a facility's chance of attaining higher star ratings by 4%, 5% and 4%, respectively, researchers discovered. Investigators affiliated with a handful of US universities analyzed facility results from 2017 to 2022 to reach their conclusions.

Researchers said the transient nature of agency nursing staff can create significant challenges for residents and permanent staff members.

“Agency nurses have less familiarity with residents' specific needs and facility protocols, potentially impacting continuity and consistency in care,” Rohit Pradhan, health services researcher at Texas State University, told McKnight's Long-Term Care News Sunday. “Their presence may also create issues for permanent nursing staff who may feel that they have to ‘guide’ the agency nursing staff.”

Nursing home information was used from secondary datasets, including the Payroll Based Journal, LTCFocus.org, Area Health Resource Files and Rural-Urban Commuting Area Codes.

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[Quality Ratings](#)

## FDA Requires Guillain-Barré Syndrome (GBS) Warning in the Prescribing Information for RSV Vaccines Abrysvo and Arexvy

### ISSUE:

FDA has required and approved safety labeling changes to the Prescribing Information for Abrysvo (Respiratory Syncytial Virus Vaccine) manufactured by Pfizer Inc. and Arexvy (Respiratory Syncytial Virus Vaccine, Adjuvanted) manufactured by GlaxoSmithKline Biologicals. Specifically, FDA has required each manufacturer to include a new warning about the risk for Guillain-Barré syndrome (GBS) following administration of their Respiratory Syncytial Virus (RSV) vaccine. The Prescribing Information for each vaccine has been revised to include the following language in the Warnings and Precautions section:

**Abrysvo** - The results of a postmarketing observational study suggest an increased risk of Guillain-Barré syndrome (GBS) during the 42 days following vaccination with Abrysvo.

**Arexvy** - The results of a postmarketing observational study suggest an increased risk of Guillain-Barré syndrome during the 42 days following vaccination with Arexvy.

### BACKGROUND:

GBS is a rare disorder in which the body's immune system damages nerve cells, causing muscle weakness and sometimes paralysis.

### About Abrysvo

Abrysvo was initially approved on May 31, 2023, for the prevention of lower respiratory tract disease (LRTD) caused by respiratory syncytial virus (RSV) in individuals 60 years of age and older. Subsequently, FDA has approved the vaccine for the following:

- prevention of LRTD caused by RSV in individuals 18 through 59 years of age who are at increased risk for LRTD caused by RSV;
- immunization of pregnant individuals at 32 through 36 weeks gestational age for the prevention of LRTD and severe LRTD caused by RSV in infants from birth through 6 months of age.

### About Arexvy

Arexvy was initially approved on May 3, 2023, for the prevention of LRTD caused by RSV in individuals 60 years of age and older. Subsequently, FDA has approved the vaccine for use in individuals 50 through 59 years of age who are at increased risk for LRTD caused by RSV.

### RECOMMENDATION:

Suspected adverse events may be reported to VAERS, which is co-managed by the FDA and the Centers for Disease Control and Prevention (CDC).

Source: FDA

## Meet our team!





**Gulam Haider, PharmD.**  
Assistant VP of Operations













As a dedicated pharmacist with experience across retail, specialty, and digital pharmacy services, I'm proud to serve as the Assistant Vice President of Operations at CCRx RX. I'm passionate about providing the highest quality care to our patients, constantly seeking ways to improve both the services we offer and the processes behind them. My commitment to excellence drives my work, and I take great pride in ensuring that our pharmacy operations run smoothly and efficiently.

Outside of my professional responsibilities, I enjoy staying active through weightlifting, playing basketball, and cooking. These activities help me maintain focus and balance, which in turn supports my drive to continuously improve in both my personal and professional life. Coming from a large family with four siblings, I've always valued teamwork and the importance of working together toward common goals.

I look forward to continuing to make a positive impact in healthcare and supporting our team in delivering outstanding patient care.



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*This upgrade will have a positive impact on both our patients and our healthcare team, reinforcing our dedication to excellence in every aspect of our care*

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