

# Agency increases performance and care coordination with one platform

## CHALLENGES

Advanced Health Care (AHC) faced the challenges of value-based purchasing and high rehospitalization rates caused by the lack of streamlined communication and patient care coordination.

## SOLUTION

With MatrixCare Link, AHC gained a comprehensive communication solution that aligned with agency processes to help enhance patient outcomes, boost agency efficiency and exceed value-based purchasing benchmarks.



Advanced Health Care (AHC) provides home health and hospice care in 10 states and is recognized as a leader in patient satisfaction and some of the lowest rehospitalization rates in the country.

“We evaluated our performance going into value-based purchasing and knew we needed to align ourselves with the best tools and efficiencies. Our best performers were patient-centered communications, especially patient scheduling events like admission, transfer, resumption and discharge. Our lowest performers were using email and other less effective forms of communication not centered around team-based, patient-centered communications,” said Steve Peterson, Regional Director of Therapy Services at Advanced Health Care Corporation. “We knew that we needed more patient-centered communications

that could better coordinate admissions and discharge — and it needed to be built into the system, as we couldn’t spend administrative time driving clinical effort.”

The challenges at AHC were two-fold. While facing the intricate challenges of value-based purchasing, they also lacked a streamlined communication system — hindering patient care coordination and resulting in high rehospitalization rates and administrative inefficiencies.

With MatrixCare Link, AHC gained a game-changing solution that elevated agency performance by placing communication at the heart of patient care. The platform seamlessly connects all stakeholders, enabling them to collaboratively navigate patient care journeys, share critical information and streamline administrative tasks.

## Facing the challenges of value-based purchasing

As AHC navigated the measurement year of the value-based purchasing model, they faced the familiar challenges of demonstrating continuous performance improvements, avoiding penalties and maintaining a threshold of excellence.

“Value-based care models require us to be consistent and continually improving with a patient population that has even higher acuity and risk. The tools that clinicians utilize have to offer a lot more value than just data capture and submission, they must help communicate an evolving care plan, coordinate with the interdisciplinary team and be successful with features like integrated document capture,” explained Peterson. “Those features should continue to evolve with an EHR partner that will change with you faster than ever before.”

To maintain this value, reducing avoidable rehospitalizations is key. After implementing MatrixCare Link, AHC experienced some of the lowest rehospitalization metrics known in the industry — typically 5% lower than other entities. “The better we are at keeping patients out of the hospital,” said Peterson, “the better our score is, which means more incentives from Medicare.”

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## RESULTS

AHC found a collaborative solution that helped them maintain a threshold of excellence, meeting the requirements of value-based purchasing and improving patient care.

- > Enhanced agency performance
- > Minimized rehospitalizations
- > Compliance and survey success
- > Efficiency in partner collaboration
- > Elevated five-star rating

## Finding efficiencies in partner collaboration

As an actively growing organization, AHC places high value on resources for data analysis, administrative tasks and other roles that drive performance. “These resources need to be inherent in the system that we use, allowing our system to drive its own performance,” said Peterson. “Patient discussion groups (PDGs) do this for us.”

AHC typically collaborates with wound care clinics and other referral partners. Before MatrixCare Link, they used tools that lacked secure document exchange with these partners. “We were scanning and uploading documents, with the challenge of properly storing them to be able to produce during a survey,” said Peterson. “Now we’re more comfortable in our level of compliance and have less stressful surveys,” said Peterson.

Furthermore, the ability to capture signatures electronically, independent of an EHR, is a significant benefit for AHC. “It’s difficult to reach providers and to communicate effectively what is needed,” said Peterson. “Being able to get these partners to sign and return forms in a timely manner means patients will struggle less and care efforts will be more efficient.”

One of the most substantial results since implementing MatrixCare Link is better communications tied to admission and discharge. Since implementation of Link, AHC has seen a significant decrease in the number of non-billable OASIS discharge events which gives them even better opportunity to show their value in Medicare’s 5 Star Rating system. Peterson confirmed, “PDGs have been an incredible boost.”

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