



## CASE STUDY

# LPC Cloud migration: Waverly Heights

Research and preparation led to smooth migration to the cloud

## Challenges

- The need to purchase additional hardware to support increasing amounts of data
- Costs of ensuring data security
- Quarterly updates causing downtime for IT and clinical staff

## Solution

MatrixCare LPC Cloud

## Results

- Cost savings compared to additional spending on hardware
- Less time on routine tasks gives IT staff more time to focus on security
- Reduced system downtime and increased IT staff efficiency

The security and reliability of patient data has long been a major concern for out-of-hospital providers. Organizations with on-premises servers spend significant effort and money in their efforts to ward off cyber attacks and make sure systems are up and running so clinical and administrative staff can work efficiently.

As cloud-based computing has become more mainstream, providers have begun assessing the pros and cons of making the move to the cloud. Waverly Heights, in Gladwyne, Pennsylvania, watched cautiously as the technology matured. And when they finally made the leap, there was no looking back.

“I went to a MatrixCare seminar when they started introducing cloud computing,” said Jonathan Prak, Waverly Heights’ director of IT services. “Before we made that move, I wanted to make sure the cloud was ready for us.”

## What is cloud-based computing?

Cloud computing is defined as the delivery of computing services, including storing and accessing data and programs, over the internet instead of using a hard drive or on-site server.

Robert (Bob) Supper, CFO at Waverly Heights, said cloud computing “is more secure and safe, and that means we don’t have to add servers as we’ve had to over the years as our data requirements have increased.” Prak added, “Cloud computing is like a farm of servers that pool their resources to support MatrixCare’s software applications.” Prak also pointed out that cloud vendors manage all the resources needed to make sure the system supports existing and new software applications.

## Due diligence

Prak said that although Waverly Heights was aware of the cloud-based solution MatrixCare offers, they held off from making the switch. “We didn’t want to be the beta,” he said. “But once we saw how efficiently the move was being handled, and that your staff had taken steps to mitigate down time and smooth out data migration, we realized this would be a great opportunity for us.”

“We budgeted for two years before we actually made this move,” said Supper. “My concern was the impact it could have on all users. It’s easy to get in the groove with your business and start to think that this may not be a major priority. But over time we realized we really needed to move to the cloud.”

In addition to the technical questions, Waverly Heights management saw other potential advantages. “If you are using an on-premises solution, your internet connection may not be as fast or consistent,” Prak said. “Going to the cloud meant that our internet connection is duplicated and redundant. We would have unlimited connection and the speed would be phenomenal.”

*“Once we saw how efficiently the move was being handled, and that your staff had taken steps to mitigate down time and smooth out data migration, we realized this would be a great opportunity for us.”*

**Jonathan Prak**, Director of IT services  
at Waverly Heights

They also checked all the features supporting security, compliance, encryption, and password protection. “I went through the list to make sure everything we needed was there,” he said.

Supper said his department had questions about the migration, too. “With users and different operating systems on the clinical side and the financial side, we had to make sure we could close the books to generate the income we rely on,” he said. “We were a little uneasy about the potential for issues with that.”





### **Making the move**

When planning the migration, the main goal was to minimize staff disruption. “Before we moved to the cloud, we tested first,” said Prak. “We installed the system in our test environment, everything from point-of-sale to point-of-care. We made sure everything worked smoothly, and we did as much backup as we could at this stage to shorten the transition time.” He added that any facility using third-party solutions should plan to test those solutions before migration.

When it came time for the actual migration, Prak said communication across the entire IT team—and with MatrixCare—was essential. “Whoever is going to be on the transition team needs to know what is happening. We brought our IT staff on-site to keep the CNA updated and let them know when the system would come back up. And once it was up, we were there to make sure everything went as smoothly as possible. In all, we expected the migration to take four to six hours, but I would say ours took about two hours.”

### **Reaping the benefits**

Prak said that migrating to the cloud has resulted in more efficiency. “From an IT standpoint, now that staff doesn’t spend time on overnight quarterly updates, we not only sleep better, but we can focus on other key initiatives such as security,” Prak said. “On the cloud, we have support from MatrixCare all the time. Instead of focusing on compliance or system updates, we can work on improving and meeting resident needs on a different level. We can move on to things that help the campus and the company as a whole.”

From a CFO’s perspective, Supper also sees enhanced efficiency with the cloud. “We’re saving about one-third of our annual budget that would have been spent on new servers,” he said. “We also estimate that we’re saving 15 to 20 hours a month for each IT staff member, which adds up to a couple hundred hours a year. Based on pay scales, anyone can calculate what that would mean for their own organization.”

Supper said that billing and contract processes have been streamlined, as well. “We had 27 billing and administrative amendments that all came at different times,” he said. “Now we get quarterly bills and everything is on the same cycle. It smooths out cash flow over the course of each quarter and each year.”

The transition was easy for staff, too. Prak explained, “There were no changes to the user interface, because all we’re doing is migrating what we already have on-premises and going to the cloud. The only changes the user sees is a new icon. The migration was transparent because of the communication we did in advance, and because it happened overnight so it didn’t disrupt work.”

### **Make the move now**

“Moving to the cloud turned out to be very efficient and economic from our perspective,” said Supper. “If you’re thinking about it, go for it. I’d encourage everyone to plan in advance like we did, but move ahead—you won’t regret it.”

Prak agreed, saying, “With planning and lots of communication, even though this is a big project, you can do it. Be prepared by making sure you have a testing environment, and the MatrixCare team will ease you through migration.”

*“Moving to the cloud turned out to be very efficient and economic from our perspective. If you’re thinking about it, go for it. I’d encourage everyone to plan in advance like we did, but move ahead—you won’t regret it.”*

**Robert (Bob) Supper**, CFO at Waverly Heights



**Call 866.469.3766 or visit [matrixcare.com/lpc-cloud](https://www.matrixcare.com/lpc-cloud) to learn more.**

© 2022 MatrixCare is a registered trademark of MatrixCare. All rights reserved.

The content in this presentation or materials is for informational purposes only and is provided “as-is.” Results may vary. Information and views expressed herein, may change without notice. We encourage you to seek as appropriate, regulatory and legal advice on any of the matters covered in this presentation or materials.

MatrixCare provides software solutions in out-of-hospital care settings. As the multiyear winner of the Best in KLAS award for Long-Term Care Software and Home Health and Hospice EMR, MatrixCare is trusted by thousands of facility-based and home-based care organizations to improve provider efficiencies and promote a better quality of life for the people they serve. As an industry leader in interoperability, MatrixCare helps providers connect and collaborate across the care continuum to optimize outcomes and successfully manage risk in out-of-hospital care delivery. MatrixCare is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD). To learn more, visit [www.matrixcare.com](https://www.matrixcare.com) and follow @MatrixCare on Twitter.