



CASE STUDY

Sangre de Cristo Community Care

Zero deficiency survey validates EHR choice

Challenges

Sangre de Cristo Community Care understands the importance of achieving positive results with regulatory surveys. They needed an EHR that would prepare them to give surveyors quick and easy access to patient data.

Solutions

With the MatrixCare EHR, Sangre de Cristo Community Care can provide complete, transparent data—giving surveyors everything they need to access the entire patient care journey. The result was productive staff, satisfied families, well-cared-for patients, and zero deficiencies.

Surveys by regulatory agencies are an unbiased inspection of an organization's work and include evaluations of quality of care, respect for patient rights, accurate therapy, and accurate billing. Sangre de Cristo Community Care understands the importance of achieving positive results with these surveys and what that could mean for their organization.

"Scoring well on these surveys shows that someone has come in and inspected our work and found solid evidence of high-quality care," said Janell Solomon, Director of Compliance at Sangre de Cristo Community Care.

When it was time for their state's regulatory agency to conduct its three-year re-validation survey, Sangre de Cristo was more than ready. They received a rare zero deficiency survey, which means they met or exceeded state and CMS expectations and standards. And the surveyors' feedback validated the organization's choice of EHR.

System makes it easy to find complete, consistent data

Successful documentation and clear communication make for well-cared-for patients and satisfied employees who are able to do their jobs well. When organizations have the digital tools they need, great patient care is reflected in great survey results.

“The surveyors said the care our staff delivers was phenomenal and the patient experience with our agency was consistent across all the patients they saw,” Solomon said. “It was evident that the clear communication between staff and family members was there. And on documentation, they said the system and processes we use are what made all those other aspects successful.”

Surveyors are no strangers to EHR systems. Due to the nature of their work, they use many different versions of this technology—giving them insight into the true innovation MatrixCare provides. “They were excited that with MatrixCare, they were able to learn the system quickly,” said Solomon. “They were able to find everything they needed. And more importantly, they could see how information starts at a point in the system and flows through all the various steps to get to the end result of qualified care.”

Solomon described a specific example. “One patient the surveyors saw was a long-term Medicaid patient they had visited during their previous survey three years ago. One surveyor said that when they see a home health patient that’s been getting care for three years, it’s usually concerning. But because the documentation clearly showed how care has evolved over time, and because they could see physician orders and communication between the physician and staff, they had zero concerns. That felt really good.”



When navigating these systems and digging deeper to find needed information, it’s not uncommon for surveyors to discover compliance issues. But while using MatrixCare, the survey team had the opposite experience. “They were amazed to have gotten through two charts in 15 minutes,” said Solomon. “It felt good because not only were they seeing my team’s successes, but they could also see the success of the EHR system.”

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Additional factors support zero deficiencies

One of the first data elements surveyors check are the admission forms for every patient—something that proved to be an easy process for Sangre de Cristo. “We love the efficient patient forms in MatrixCare Link,” Solomon said. “Whether it’s an ABM form, a notice of non-coverage, or an admission form, they’re all in the system and efficient. Surveyors check to be sure everything is dated and matches the charting, and MatrixCare Link made that easy.”

Surveyors are also interested in an organization’s customer satisfaction ratings. “They always want to see customer satisfaction scores in your QAPI reports,” said Solomon. “We use HEALTHCARE first, so all the data was there, and everything met the requirements they were looking for.”

In the end, Sangre de Cristo’s survey journey was a success. The MatrixCare EHR gave surveyors

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transparent access to the data they needed, and the quality care they provide led to zero deficiency results.

“MatrixCare makes us successful,” Solomon said. “They help drive us to deliver the quality care we know our patients deserve and to maintain our employee satisfaction. We had a successful survey all around: productive staff, satisfied families, well-cared-for patients—and a great EHR system that makes it all come together.”

Results

Sangre de Cristo Community Care achieved zero-deficiency survey results with an innovative EHR that provided transparent access to complete patient data.

- Easy access to complete, consistent data
- Quick EHR adoption for surveyors
- Clear view of patient care progression

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

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