

## CASE STUDY



## Mosaic Life Care.

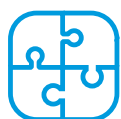
After years of inefficiencies, Mosaic Life Care decided to take a different approach to finding a new EHR: prioritizing caregivers. By putting staff first, Mosaic ended up with happier clinicians and the interoperability they needed.

As a hospital-owned organization, Mosaic was on the same EHR system as its parent. But what worked for the hospital didn't work for Mosaic. A high rate of caregiver turnover proved that the existing EHR wasn't suited for their side of the business. Mosaic needed a system that provided the logistical, clinical, and operational support that would work for its people, its business, and its future.



### Challenges

- A high rate of caregiver turnover proved that the existing EHR wasn't suited for Mosaic's side of the business.
- The company needed a system that provided the logistical, clinical, and operational support that would work for its people, its business, and its future.



### Solution

- Exceptional implementation process.
- Industry-leading interoperability through CommonWell.
- Easy-to-use interface.



### Results

- Increased caregiver satisfaction, better work/life balance.
- Near 100% patient enrollment in CommonWell.
- Improved efficiency in documentation and charting.

Rather than proceeding with a standard RFP process, Mosaic decided to put the people most affected by EHR problems in the driver's seat: the caregivers. They led the effort to find potential vendors, evaluate features, and make the final decision on which EHR to implement. The result did more than boost caregiver satisfaction. Mosaic saw an immediate improvement in interoperability capabilities and care coordination.

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**Denise Schrader**, Vice President, Integrated Services

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#### Solution

As one of the top 50 facilities in the nation, Mosaic Life Care is generally well ahead of industry and government trends. So it was readily apparent that their hospital-led EHR wasn't a good fit. "It was obvious it wasn't the right solution," said Denise Schrader, MSN, RN, NEA-BC, Vice President, Integrated Services. Their existing technology was preventing use of better interoperability solutions for management teams, primary care providers and other physicians, the clinic, the hospital, and beyond.

These frustrations weren't confined to back-office issues. Caregivers were also ready for a major change.

"We were having significant turnover in our home care, and our exit interviews made it overwhelmingly clear that it was because of the EHR," said Schrader. "They'd say they were leaving because it was too difficult."

Mosaic set product demonstrations with five vendors to understand how each would implement its technology and how its solution would benefit Mosaic's processes. "Each one had its strengths, but by far, MatrixCare was ahead of the others, especially in interoperability," said Schrader.

But Mosaic's leadership gave the final decision to those most affected by the choice: the caregivers. "Once we narrowed it down to a few vendors who met operational and executive approval, we let the vendors come and present to our caregivers," said Sarah Filbert, solutions administrator. "MatrixCare shined in a way that no other vendor did, and that was a big part of the reason we chose them—because our caregivers, in the end, made the final decision, which was instrumental with buy-in."



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### **A test**

Two months after going live with MatrixCare, Mosaic found out just how scalable their new EHR really is: they acquired an entire health system. "We were really set up for success with the new hospital," said Filbert. "Our preparation with MatrixCare set us up to seamlessly transition, even though there was travel distance between us and the main office. It was very easy to implement not just ourselves, but another agency."

Beyond MatrixCare's implementation, which Schrader described as "exceptional," Mosaic also saw opportunity to better leverage the system's interoperability by participating in betas. "It was an opportunity for both MatrixCare and the organizations who join," said Filbert. "It's a win-win situation."

Although Mosaic is still getting interoperability completely up and running, they're already seeing the benefits of CommonWell. "Almost 100% of our patients are enrolled in CommonWell," said Filbert. "We're getting anywhere from one to fifteen documents per patient that we can choose to pull into MatrixCare."

### **Results\***

After Mosaic implemented MatrixCare, they immediately saw improvements in ease of interoperability. "Enrolling and connecting patients to CommonWell is so easy that before I had a chance to train our intake staff, they were already doing it," said Filbert. "It's seamless on

MatrixCare's end for that connectivity."

As for seeing hard results from their new EHR, the numbers speak for themselves:

**24.6% reduction in in-process visits**

**51.1% decrease in unbilled A/R**

**54.4% fewer RAPs on claim hold**

**42% improvement in order processing**

But perhaps the biggest improvement was seen in caregiver satisfaction. "It makes my job a ton easier," said Kim Venable, CNA. "It's a lot more user friendly. You sync your computer and have all the information that you need. I've really enjoyed it."

Beyond in-field usage, MatrixCare enables better work-life balance for caregivers. "MatrixCare makes my life a lot easier," said Weigel. "I don't go home and do any work. After work, I'm done. I do my work in the patient's house."

A recent MatrixCare study found that accuracy goes down significantly for every hour documentation is delayed following a patient visit. At four hours post-visit, documentation is only about 60% accurate. That remaining 40% creates issues to be tracked down and fixed at a later date. But point-of-care technology, such as MatrixCare, has the potential to improve documentation accuracy and increase staff efficiency.

"When you're taking work away from a patient's home, it's easy to forget which patient you saw when during the day," said Megan Lott, BSN. "It

used to be so easy to get behind on charting that sometimes our clinicians would need to take an entire day just to get caught up. With MatrixCare, it's so much easier because in each assessment, if you do forget to click something, it reminds you, versus not charting it or forgetting."

## MatrixCare benefits

77%

of caregivers felt the technology supports them

58%

of staff found charting easy

74%

of caregivers report that they have some or a lot of work/life balance

With a tool like MatrixCare, that has already had a positive impact, will Mosaic begin to see higher caregiver retention and easier recruitment? Weigel has already seen it: "Everybody we've come into contact with that has a different EHR says they like MatrixCare better."

\*Results may vary based upon specific change in circumstances.

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