

CASE STUDY



Sangre de Cristo Community Care.

As part of an ongoing effort to enhance patient experience, Sangre de Cristo implemented an electronic medical record (EMR) solution. But they quickly realized the solution had drawbacks: Clinicians needed to be online in order to chart. But when they would visit patients—some as far as 75 miles away—reliable internet connections were not always available. Many clinicians were forced to document patient visits after hours. The technological barriers of the EMR thus led to inaccuracies, staff burnout, and low adoption rates for the system.



Challenges

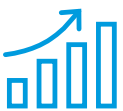
- Previous system was slow to navigate and required an internet connection to chart.
- Clinicians were forced to document patient visits after hours, leading to inaccuracies, and staff burnout.



Solution

MatrixCare Hospice software for hospice, palliative care and IPU

- Robust training, tools, and online support.
- Accurate and efficient documentation at point of care.
- Disconnected capabilities with native app.



Results

- Speed and reliability of the new software improved documentation accuracy.
- On-call staff was better prepared with real-time access to agency patient databases.
- Greater ease of documentation enabled clinicians to provide high-touch care.

Solution

Sangre de Cristo knew they needed a point-of-care documentation system that could help staff document more accurately and efficiently, with lightning-fast navigation that didn't rely on internet access.

After evaluating several options, they chose MatrixCare Hospice software, with its robust training, tools, and online support. In addition to

The MatrixCare solution makes care delivery quicker, more accurate and takes the guesswork out of the equation.

Tarah Lowry, CEO, Sangre de Cristo

helping clinicians with fast and accurate documentation, the solution's intuitive design was a major factor in Sangre de Cristo's decision.

"MatrixCare is a highly intuitive system that gives clinicians all the tools they need to provide thorough and comprehensive care," said Amy Rose, RN, director of Education and Clinical Services.

"This EMR makes communication across the interdisciplinary team easy and accessible, and clinicians can find the assessment tools they need to make it easier to not only provide the care, but also create documentation that supports patient and regulatory needs."

The Sangre de Cristo leadership team understood that the introduction of an all-new software system might be met with resistance. But the MatrixCare implementation process went smoothly.

“Getting staff on board with any type of change is tough, but with MatrixCare it was effortless,” added Rose. “They came on-site and by the time we went live, all of our clinicians felt confident using the new system.”

Results*

Improved productivity and real-time reporting top the list of benefits Sangre de Cristo directly attributes to MatrixCare Hospice.

“Everything is right there in the system: previous assessments, care plans, lab notes, medical history, team notes, doctors’ orders, and even communication with family members,” said Tarrah Lowry, Sangre de Cristo’s CEO.

MatrixCare’s speed and reliability have led to a significant increase in documentation accuracy and efficiency. What’s more, since implementation, the organization’s patient satisfaction scores have increased dramatically, now ranking in the nation’s top 8 percent.

Staff satisfaction is also on the rise because the system’s accessibility, efficiency, and convenience make their lives easier and require less personal time for documentation. Now, aides and clinicians can simply click through their activities list in the patient’s care plan and code patient charts more accurately. This not only benefits staff efficiency, but also mitigates audit and other risks related to coding quality, like delayed reimbursement due to incomplete or inaccurate information.

“Our clinicians have come to rely on the nimbleness

MatrixCare Hospice makes it so easy and natural to move seamlessly and effectively through the documentation process.

Tarrah Lowry, CEO, Sangre de Cristo

and flexibility of MatrixCare’s software. And the ability to integrate charting into patient visits in real time at the point of care changes everything for the better—for our patients, clinicians, and for the bottom line,” said Lowry.

MatrixCare’s easy-to-use EHR solution helps Sangre de Cristo fulfill its mission of providing compassionate, personalized care by allowing clinicians and aides to focus on patients rather than documentation—while continuing to meet regulatory requirements and ensuring timely reimbursement.

What’s next

Looking ahead, Sangre de Cristo is focusing on improvements to its billing process through beta testing of MatrixCare’s Home Health Aid mobile app, Medicaid electronic billing submission software, and billing software. Because new features and functions can all be added within the MatrixCare solution, Sangre de Cristo looks forward to easy integrations that will ensure continued success.

*Results may vary based upon specific change in circumstances.

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