

CASE STUDY



ViaQuest.

When ViaQuest's EHR started a downward slide in functionality, the executive team of the home health and hospice agency knew it was time to shop around. In seeking a major technology upgrade for field clinicians working in eight offices spanning Indiana, Ohio, and Pennsylvania, the selection committee was attracted to MatrixCare's functionality.



Challenges

- Found previous EHR system difficult to navigate.
- Struggled with staff retention.
- Disliked the cumbersome, inefficient system.



Solution

- MatrixCare Home Health and Hospice EHR solution.



Results

- Reduced documentation turnaround time from one week to less than 48 hours.
- Improved recruiting and staff retention.
- Made it easier for clinicians to do their job.

Solution

ViaQuest chose to go live on the MatrixCare's Home Health & Hospice solution on November 1, 2019, at its Muncie, Indiana, location since that office has both business lines. After a month of thorough testing at the pilot site, all remaining sites went live on December 1. Immediately, clinicians across the board—nurses, aides, and therapists—reported loving the MatrixCare solution. For example, on the old system, aides used mobile phones, a practice with which referral sources weren't entirely comfortable.

Our EHR solution at that time presented a very outdated database view, so it was difficult to navigate and required many clicks.

Michael Bell, VP of Data Integration and Project Management at ViaQuest

Now with the MatrixCare solution, field staff look more professional doing documentation. And it's faster. "With the MatrixCare system, it's easier for them to do their documentation," notes Bell. That ease of use in completing documentation for the clinicians out in the field translates into timely closing of visits. "I think the easiest way to summarize the improvements is that our previous system took many clicks to do what MatrixCare does in one click. Our processes are much more streamlined and efficient so that documentation is getting completed more quickly," notes Bell.

Another positive factor is MatrixCare's auto-calculate feature for travel time and mileage. Because the

system won't calculate the travel and time mileage until the visit is closed in the system, Bell says it reinforces timely completion so clinicians can get paid. And staying up-to-date on regulatory items and pushing those updates out by the required timeframes is another area where MatrixCare excels. "The biggest one is PDGM, and MatrixCare has been holding monthly webinars to push out their education and expertise," says Bell. "They're getting ahead of it and making sure their customers are well prepared and that the system functionality is built on their end." He adds that the executive team at ViaQuest also likes the direction that MatrixCare has been taking in leading the post-acute space in interoperability. "We're participating in the beta agreement with CommonWell and have started accepting referrals for patients. We like being part of those early adopters and providing that feedback and testing."

Results*

Within months of implementing MatrixCare Home Health & Hospice, Bell reports drastic improvements in the scorecard. For home health, ViaQuest has dropped the time it takes to close start of care and recent visits from 11 to 5 days. Routine visits have gone from 4 to 2 days. And, from a billing perspective, days to wrap have been sliced by more than half—from 28 to 12 days, and time to final claim has dropped by an astounding rate of 62 to 12 days. On the hospice side, start of care recent visits

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decreased from 2.5 to 1.8 days. Routine visits have gone from 3 days to only half a day. "At one point we were in the unbilled of upwards of over a million dollars," recalls Bell. "But now we've reached a steady state of getting them in line and under control."

Overall, ViaQuest has seen a lot of success. For field staff who may not be as technically savvy, the ease of use of the MatrixCare system is leading to more efficient and timely documentation and improvements to the revenue cycle. "On the previous system, our typical turnaround time for a clinician going out and doing a visit and actually closing and completing their documentation was upwards of a week on average," reports Bell. "We're now closing all of our visits on average in less than 48 hours, which is a huge improvement and makes a big impact from a revenue cycle perspective."

*Results may vary based upon specific change in circumstances.

Call 866.469.3766 to learn more, or visit matrixcare.com

