

A close-up photograph of several people in professional attire. One person in the center is holding a tablet, while others around them are also looking at their own devices. The background is bright and out of focus, suggesting an office or meeting environment.

HOME HEALTH & HOSPICE

Interoperability matters.

Five ways it leads to a more connected organization

MatrixCare[®]
by ResMed



STAY CONNECTED TO
REFERRAL SOURCES

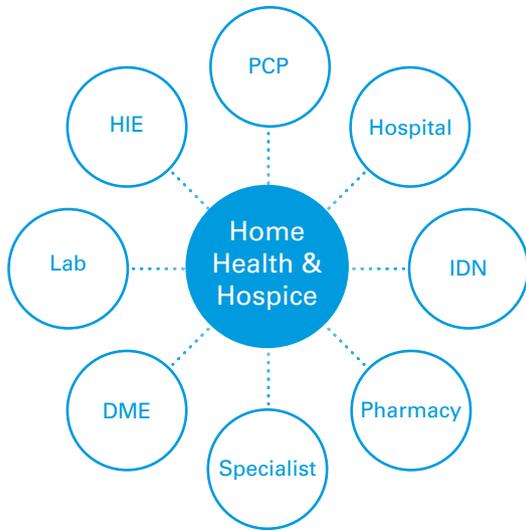


STAY
COMPLIANT



CLINICIANS STAY
CONNECTED

Simply put, interoperability is the right information moving to the right place at the right time—but think bigger. Use interoperability as a business strategy to improve your organization.



Align with the needs of your referral sources.

Recruit and retain staff.

Stay informed on government regulations and mandates.

Connect with and retain your patients.

Without interoperability, home health and hospice is a disconnected industry and that results in incomplete care, incorrect reports, and the inability to efficiently receive care details from providers. There are also limited options or abilities to provide updates, assessment findings, and trends to providers. Interoperability gives organizations an opportunity to grow into more accountable care—and a more connected future.

4

STAY CONNECTED
WITH PATIENTS

5

STAY CONNECTED
TO THE FUTURE

From operability to interoperability

Provider organizations share similar goals and quality standards with the rest of the healthcare ecosystem, but how they communicate (or don't communicate) key information can be very different. That paradigm is changing, because connected organizations are the future.



The ability to exchange data between providers enables information to follow the patient and foster better care transitions. This is interoperability, and it has the power to make data accessible anywhere, any time.

Technology is the intelligence behind this accessibility—an essential tool for achieving compliance and patient satisfaction. And only a progressive EHR will keep you aligned with these goals, through an interoperable approach to healthcare.

Next, learn five reasons why interoperability is a great investment in a connected future.

1

Stay connected to referral sources

FAST FACT

Only 34% to 45% of referrals ever reach the referred-to clinic or hospital.¹

Referral sources are the lifeblood of any organization.

Embracing interoperability isn't an option—it's an imperative for entities that want to stay competitive and relevant. In these challenging times, connectivity is what your organization will need to survive. That's because referral sources will have to make a choice. Ultimately, they will look for relationships with organizations that are easy to work with and that can deliver proven quality care.





Interoperability is already impacting the future of healthcare, and providers that embrace it will be in a better position to compete and serve patients and referral sources. **Here's how:**



Compatibility

Imagine using software that easily transports discrete patient data to and from your referral source. Your referral sources use several types of interoperability technologies, and you should be able to communicate with them.



Ease of communication

The right technology will keep that communication timely, automated, thorough, and accurate—ensuring that your organization runs efficiently and is top of mind when referral sources consider trusted partners in care delivery.

FAST FACT

The non-federal care hospitals that electronically exchanged clinical information with providers or hospitals outside their organization increased from 41% in 2008 to over 82% in 2015.²

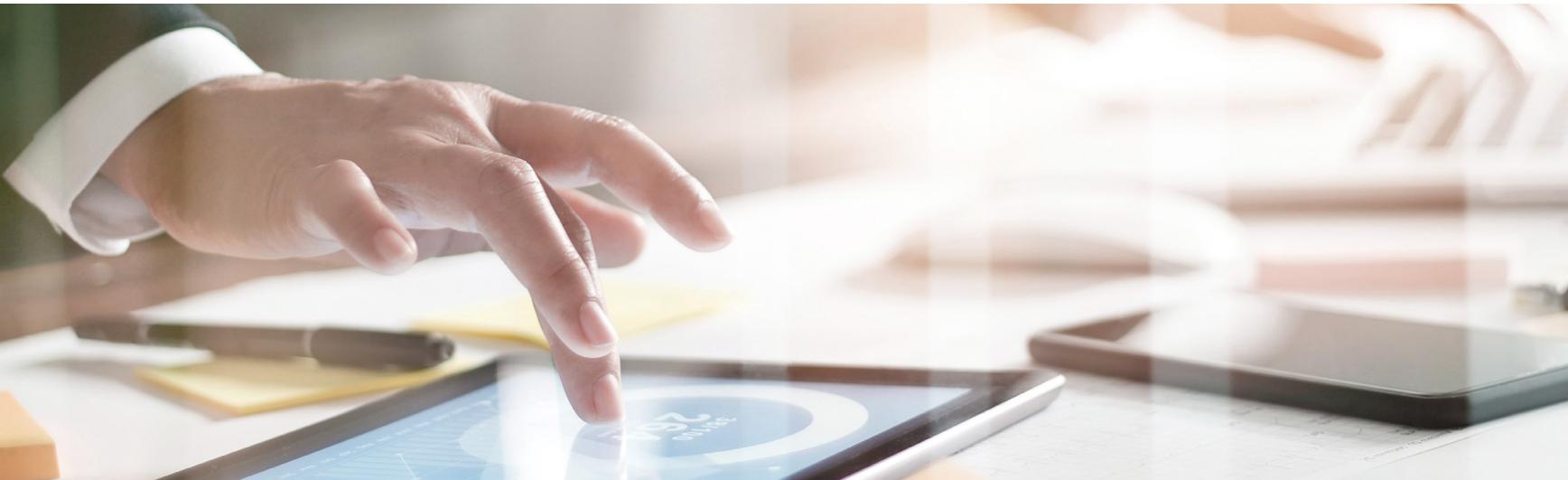
2

Stay compliant

The CoP final rule states that transfer and discharge planning summaries must be transmitted within a given timeframe. Direct secure messaging gives post-acute clinicians the ability to reconcile medication with a discharging facility.

Interoperability is the best way to achieve this goal and is aligned with evolving federal requirements. Leveraging interoperability allows you to take advantage of these compliance mandates.

These requirements will only get more stringent and will more significantly impact businesses. Staying ahead of the trends by partnering with IT solutions now will not only help you and your referral sources meet current mandates, but will also prepare you for the future we all expect.

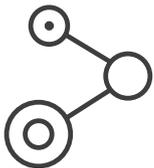


In addition to helping meet federal requirements, interoperability can benefit organizations in other ways. Almost 20 percent of medical errors occur due to the lack of availability of patient records. Post-hospital discharge and medication issues rank as the highest reasons for readmission. Access to updated, real-time data doesn't just benefit the patient—it benefits the organization itself. Health IT helps ensure CMS compliance. **Here's how:**



Smart technology

By bringing in the correct patient data from the start, you build a strong foundation for quality care. From there, MatrixCare's CareTouch Logic™ guides documentation best practices with built-in intelligence—which means from admission to bedside care to claim submission, every milestone is documented based on that patient's care history. This keeps every step of the process connected, resulting in complete and accurate records.



Going beyond compliance

By providing real-time data between providers, this connectivity can directly affect the quality of your organization's work. Always being sure you have the most up-to-date information means you get the job right whether you're confirming admission data or ensuring you have the right medication during care transitions.

FAST FACT

95% of ACOs see interoperability as the largest barrier to effective health IT.³

3

Clinicians stay connected

FAST FACT

75% of nurses agree that it is burdensome to coordinate the collected data.⁴

With interoperability comes a more transparent process for everyone involved.

Less time communicating with providers means more time with patients. Less time searching for patient information or “keying” it into your system means more time spent on care.



Giving your providers a complete patient record prior to the first visit will create less stress for clinicians. And it all adds up to boosted productivity and a happier staff. **Here's how:**



Point-of-care technology

Clinicians love MatrixCare because it's designed to be a natural extension of the care they provide. Our point-of-care app puts complete access at clinicians' fingertips—allowing them to access, visit, and document without ever needing to leave the bedside.

But what happens to that data once it's in the system? Our app allows it to be moved within the key parts of your organization, including quality assurance, billing, and other departments. And it's all offline and synced at your convenience. This is the heart of interoperability, giving clinicians constant accessibility so they can focus on their patients.

FAST FACT

80% of providers reported increased efficiency due to electronic data exchanges.⁵

4

Stay connected with patients

Interoperability doesn't just better connect you with providers, it also makes you a trusted organization for patients and their extended families.

FAST FACT

89% of providers reported quality improvement to patient care when their health IT incorporated interoperability.⁶



Compliance, provider referrals and overall care all improve in an interoperable organization. **Here's how:**



Consumerism

With the rise of payment reform, a larger burden has been placed on the patient.

One positive outcome of this is that patients and their families know that their level of involvement helps determine outcomes. As a result, we now see patients and their advocates demonstrate more consumer-type behavior. Good agencies will be rewarded by ensuring the right information flows around them, and a vendor like MatrixCare is committed to patient-centric interoperability.



Patient-centric

The connected nature of interoperability is powering the rise of consumers—as well as consumers' expectations. Where families are able to access data and coordinate care for their loved ones, they gain more control. Payment reform is a driving factor in creating these shifts in the post-acute industry. And the seamless collaboration enabled by modern EHR/EMR technology helps create a more patient-centric environment.

Interoperability is turning a patient's experience into a smooth transition of care. Improving how information is recorded, sent and received improves patient outcomes.

Nick Knowlton, Vice President of Business Development at Brightree

5

Stay connected to the future

Today's technology keeps you connected with providers, but what's next? By staying up-to-date on the latest tech, your organization will be ready to evolve when the time comes.

FAST FACT

Home healthcare patients have an average of 4 or more diagnoses. Interoperability simplifies management of data and eases the stress of complex care.

Future of interoperability

In most areas of health information technology, interoperability is evolving at a rapid pace. Agencies are adopting similar standards of collecting, sending, and receiving information—allowing seamless communication. But the future holds more. Over the next few years, home health and hospice experts will expand the use of this information, and advance EHR technology so that learning, prediction, and prevention all become part of a smart healthcare system.

Patient-centric interoperability has the ability to improve care from day one, enhance clinician satisfaction, and save time through automation.

Tarrah Lowry-Schreiner, CEO, Sangre de Cristo Hospice & Palliative Care

You need to connect.
And we would love to
show you how.



Smart agencies are moving forward with this technology

As the rest of the healthcare industry advances their technology in these areas, your referral sources, payers, and patients will demand the same patient-centric experience from your organization. Don't get left behind. Instead, see the value of interoperability and take proactive measures.

As our referral sources are increasingly taking on value-based reimbursement contracts, patient-centric interoperability is a must-have for a post-acute provider to be a part of the care delivery team. As healthcare evolves, it is increasingly imperative that the data follows the patient.

Wendy Cofran, CIO, Natick VNA

Start preparing for the inevitable now.

As our first post-acute-focused vendor, MatrixCare has championed use case extensions to bring this level of interoperability to post-acute providers. By connecting to the CommonWell network, MatrixCare will enable access to thousands of healthcare delivery sites and millions of patient records on behalf of its providers. This is a game-changer for post-acute care delivery and patients who are being treated in the post-acute space.

Jitin Asnaani, Executive Director, CommonWell Health Alliance



Source References

1. https://getreferralmd.com/2014/03/patient_referral_leakage/
2. ONC/American Hospital Association (AHA), AHA Annual Survey Information Technology Supplement
3. <http://www.aha.org/content/15/interoperabilitymatters.pdf>
4. http://www.westhealth.org/wp-content/uploads/2015/03/Nurses-Survey-Issue-Brief_infographic.jpg
5. <http://www.beckershospitalreview.com/healthcare-information-technology/hies-and-interoperability-6-statistics-on-quality-efficiency.html>
6. <http://www.beckershospitalreview.com/healthcare-information-technology/hies-and-interoperability-6-statistics-on-quality-efficiency.html>



For more information or to request a demo,
please visit matrixcare.com/demo-request/
or call us at 1.866.469.3766.