

How Holzer Hospice turned compliance into a catalyst for growth

CHALLENGES

- > Compliance concerns and documentation gaps
- > Billing delays tied to incomplete documentation
- > Administrative burden on clinicians
- > Limited efficiency in day-to-day workflows
- > Need for a scalable platform to support growth and future service lines

SOLUTION

- > MatrixCare



Part of Holzer Health System, Holzer Hospice provides hospice services across five rural counties in southeastern Ohio. Serving patients in homes, assisted living communities, long-term care settings, and inpatient settings, the agency is focused on delivering quality end-of-life care while supporting continued growth.

When administrative challenges slowed progress

As Holzer Hospice worked to grow, delayed documentation created billing inefficiencies and added to staff's administrative workload. Leadership needed clearer visibility into compliance activities and a more efficient way to manage daily workflows so the team could spend less time tracking down missing documentation and more time focused on patient care, staff support, and growth.

"There were a lot of billing inefficiencies, which coincided with documentation that wasn't getting completed in a timely manner," stated Natali Massie, RN, Clinical Manager at Holzer Hospice.

Returning to a familiar platform with a new perspective

When Holzer Hospice returned to MatrixCare, administrators completed training, became super users, and worked closely with educators to support adoption. The team focused on improving efficiency while strengthening compliance.

Point-of-care documentation, compliance checks, reporting tools, and task management capabilities made it easier for staff to stay organized, address missing items, and keep documentation on track. Within two weeks, staff had adapted and were navigating daily work with greater ease.

"Within two weeks, our staff had adapted and were navigating their daily work with greater ease and confidence," recounted Massie.

More efficiency, more room to grow

For Holzer Hospice, the benefits extended far beyond documentation.

As compliance and workflow management became easier to oversee, the team was able to spend more time focusing on patient care, operational priorities, and growth. Documentation moved through the process more efficiently, billing was submitted more quickly, and leadership gained greater visibility.

With less time spent managing documentation and compliance-related tasks, Holzer Hospice was able to focus on growth initiatives. Census increased from approximately 10 patients to up to 35 patients*, they experienced positive financial performance, and they're now preparing to expand into palliative care services.

"With MatrixCare, it's just easier. There's more time to pick up more patients because you're not spending all your time fighting with an inferior EMR," said Massie.



Census increased from
10 to 35 patients*

HOLZER HOSPICE'S RESULTS TO DATE

Census increased
from 10 to 35 patients

Most documentation
completed in real time
instead of after hours

More timely
billing submissions

Increased survey
readiness and
compliance visibility

Positioned to
expand into
palliative care

(Customer results may vary)

Holzer Hospice's experience shows how MatrixCare can help strengthen compliance efforts, streamline clinical documentation, accelerate billing processes, and support organizational growth. By minimizing administrative burden and helping teams stay on top of critical workflows, agencies can spend more time focused on patient care and opportunities to expand services.

Contact our experts at **866.469.3766** or visit matrixcare.com to schedule a complimentary demo and learn how MatrixCare can support compliance, efficiency, and growth