MatrixCare®
by **ResMed**

Interim Healthcare of Hartford County.

When Paul Pisano rolled into Interim Healthcare of Hartford, Connecticut, as the new President and CEO in November 2016, the skilled home health agency with three locations was only a month away from go-live on MatrixCare Home Health after being on another EHR for two decades.

Challenges

- Struggled with regular software updates from previous system.
- Couldn't see the full picture of individuals as they travelled across the care continuum due to poor connectivity.
- Struggled with technological challenges and inefficiencies.

Solution

- MatrixCare Home Health solution.

Results

- Cut denial rates.
- Reduced 3 FTEs in financial billing.
- Improved days to payment.

Challenges

Pisano knew that for an agency with a 700-patient census and a long history with a previous software platform, a transition to a new solution would require considerable training and migration support.

Additionally, Interim faced some of the same challenges all agencies are battling. "We all know the cost of clinicians has gone up significantly over the past five to 10 years and reimbursement has not. So, margin compression is very real for every company. Technology and efficiency are really the only ways to respond to the increased regulation and flat reimbursement—at best that we've been receiving."

The company whose platform we were on was winding down and struggling with regular software updates, plus the solution wasn't even a true EHR in my mind.

Paul Pisano, President and CEO for Interim Healthcare of Hartford County

Solution

After conducting an industry-wide search of vendors, the committee made a decision. They chose MatrixCare–not just for its innovation, but for the alignment between where Interim wanted to go as an agency and where MatrixCare was headed with its EHR.

As anyone considering an EHR change knows, cash flow during the first three months of a migration can become a big issue. But Pisano reports that MatrixCare was on top of it, earning

a 10 out of 10 rating from him for attentiveness. "The support folks were working on the weekends, getting back to us in the evenings and really making us a priority."

According to Pisano, the ability to run multiple sites from one back-office location created another competitive advantage for Interim.

And moving from a laptop server-based system to MatrixCare's iPad cloud-based solution has provided other major benefits. Interim moved offices in the past year and MatrixCare allowed the organization to do that without having to bring the big servers down. From a clinician standpoint, they're able to connect in real time, see referrals, and sync their data anywhere out in the field with Wi-Fi-enabled iPads.

I do most of my documentation in the home, and I can sit in front of the patient with the iPad and quickly tap, tap, tap versus using an obtrusive laptop.

Lisa Bourassa, RN, admission nurse

Lisa Bourassa, an admission nurse who trains all new hires on the MatrixCare network, reports that every new hire has adjusted quite well and likes the system. She, appreciates the ease of use for start of care, the documentation with the health record, and the history button detailing previous visits.

"I do most of my documentation in the home, and I can sit in front of the patient with the iPad and quickly tap, tap, tap versus using an obtrusive laptop. This has helped us from a recruiting standpoint. The iPad-based system is a selling point when we're interviewing clinicians because everyone has used iPads."

Compliance with orders is also enhanced, according to Bourassa. The point-of-care tool has the compliance and regulatory aspects built into the iPad app so it keeps clinicians within those CMS parameters. For example, she says visits pop up on the device—something the previous system didn't do—so clinicians don't miss visits.

One of the innovations that has helped Interim the most is the auto mileage calculations. Pisano states that having access to exact auto calculations has saved the organization money and time.

"Relying on clinicians to put in mileage reports creates unnecessary manual steps for your payroll and is also unreliable from an accuracy standpoint."

Another favorite feature is the SHP scrubbing software embedded on the iPad, which means far fewer corrections and back and forth between the clinician and the OASIS reviewer in the office.

"Historically, a lot of EHRs allow you to run a scrub after the clinician has already submitted the OASIS documents," reports Pisano. "But once again MatrixCare's system is a step ahead."

Finally, he reports that sending orders out and then receiving them back couldn't be any easier with MatrixCare's Document Management System.

The biggest difference from where we were to where we are now is that we have insight into exactly how we're doing.

Paul Pisano, President and CEO for Interim Healthcare of Hartford County

---

Results*

With clinical and financial reports from the MatrixCare solution, Pisano's team can check productivity in real time, including the number of visits per day and average cost expenditures. They can even manage Medicare episodes in the system.

And with the built-in efficiency of MatrixCare's authorization checks—including the interface to CMS for Medicare billing—Interim's billing

department has reduced FTEs from eight to five.

Additionally, days to payment and days to RAP have improved with MatrixCare, which has accelerated cash flow and improved our margins.

Lastly, Pisano reports that Interim has drastically improved denial rates by getting clean claims out— a factor he attributes to MatrixCare Home Health. "We've moved from looking at QA retrospectively after an episode of care to becoming a front-end agency."

Results may vary based upon specific change in circumstances.

Call 866.469.3766 to learn more, or visit matrixcare.com