

CASE STUDY



## Emmanuel Hospice.

When Emmanuel Hospice went in search of a new system, they found more than an EHR. Emmanuel became part of a community that listens to their needs, makes improvements to support their growing agency, and has an intentional approach to delivering positive results.



## Challenges

- Struggled to capture data in one system.
- EHR wasn't meeting their needs.
- Needed more resources in terms of support and functionality to keep up with their growth.



## Solution

- MatrixCare Hospice EHR solution.



## Results

- Reduced number of manual spreadsheets.
- Deficiency-free CAHPS survey.
- Decreased time spent documenting.
- Improved admission process, no more multiple logins.
- Improved retention.

### Challenges

Emmanuel Hospice was no longer the small start-up agency it once was. They had grown to a place where their EHR wasn't meeting their needs—as the software company did not put resources into improving supports, services or functionality to keep up with Emmanuel's growth. "It was time to begin looking for a new system," says Sara Lowe, Executive Director of Emmanuel Hospice.

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**Sara Lowe**, Executive Director of Emmanuel Hospice

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So they put a team together, comprised of both the clinical and technical sides of the agency. They created a spreadsheet tool for evaluating and rating each potential product, they had demos of six different products, and MatrixCare stood out. "Everyone in the industry will tell you that there's no one product that's going to meet every single one of your wish list items," says Sara. "But MatrixCare hit a lot of those boxes for us."

### Solution

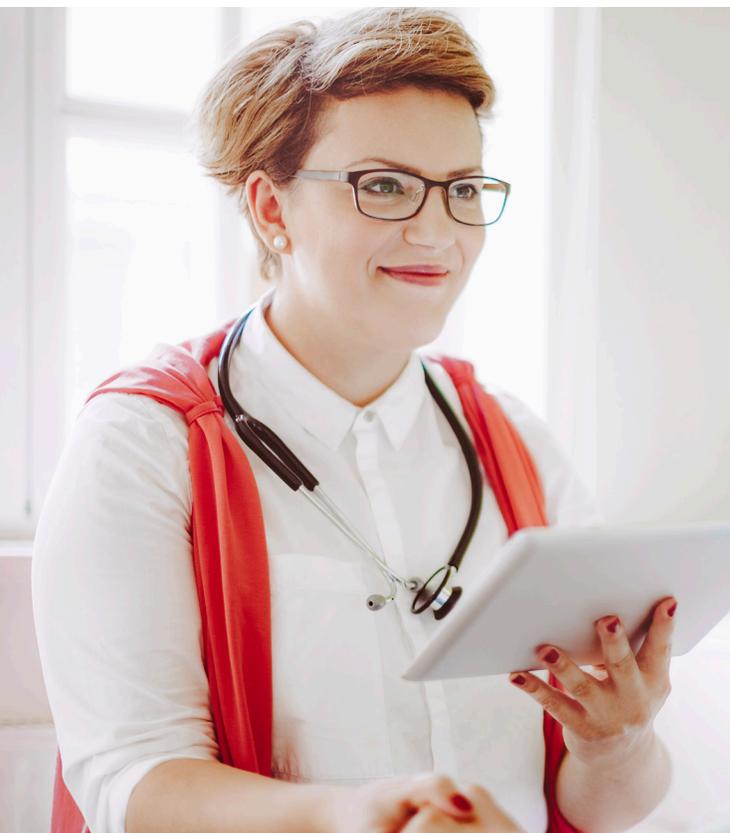
The biggest solution MatrixCare brings to the table for Emmanuel comes down to three words: Ease of use. Data capture, ensuring accuracy, bedside documentation and admissions—their workflow has been simplified through this new system. And nothing proves that more than the level of clinician satisfaction.

"I hear clinicians being really satisfied with the MatrixCare product," says Sara. "With the ease of use—they can solve most problems themselves. On

our old product, somebody was complaining every week, causing us to have downtimes while waiting on support calls.”

With this ease of use comes more efficient documentation, which happens to be a growing need for hospice organizations coast to coast. “For many organizations, hospice aide documentation and plan of care is a pain point—unfortunately this pain point lives among the top 10 deficiencies for hospices across the country,” Sara explains. “Particularly, what the MatrixCare product has assisted with is making sure we’re documenting the excellent care that we’re providing.”

Year after year, Emmanuel aides are consistently happy with their system. It’s no surprise, since the organization prioritizes its clinicians by choosing technology that will benefit them most— especially



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**Sara Lowe**, Executive Director of Emmanuel Hospice

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with 70% of their field staff documenting at point of care. “As we’re evaluating tools, and we’re choosing between office and clinician when creating additional workarounds, I would always hands-down give that to the clinicians,” says Sara. “The MatrixCare system is easy for them to use and it doesn’t take them a long time to document.”

#### **Results\***

Emmanuel’s compliance is proof that these documentation solutions are delivering hard results. “In our first year as a MatrixCare client, we had a deficiency-free CAHPS survey,” says Sara. “This is a testament to both the product and the users, ultimately making it all come together.”

The KPIs where they’ve seen the most improvement is with Hospice Aide Compliance, where they improved from 80% to 100%. And it doesn’t end with perfect compliance, Emmanuel has also seen improvement in convenience. “We have reduced the number of manual spreadsheets that we utilize,” says Sara. “People love their spreadsheets, but we’re no longer having to rely on them for documentation.”

An increase in efficiency means they’re no longer wasting time. Since starting with MatrixCare, Emmanuel has saved 30 to 45 minutes in their admission process.

Where they used to have multiple processes and logins, they now have just one process. Sara confirms, "Being able to check the common working file directly from the product is very easy. It certainly created efficiencies and is saving staff a lot of time."

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*They are able to learn how to use it relatively quickly, which is obviously beneficial.*

**Sara Lowe**, Executive Director of Emmanuel Hospice

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This more efficient admission process is a substantial benefit for Emmanuel, which has seen ADC growth of 65 to 115 since implementing MatrixCare. As they continue to grow, ease of onboarding is an important factor. "We're a growing hospice organization," says Sara, "so as we grow, it's a key component for us to be able to onboard new clinicians quickly."

MatrixCare definitely makes it fast and easy. "They are able to learn how to use it relatively quickly, which is obviously beneficial," says Sara.

Beyond boosting clinician satisfaction (and retention), increasing compliance, expediting the admission process, and simplifying documentation, MatrixCare has become a supportive community for Emmanuel. "Another

thing that's been really beneficial for us is that we get an answer to every enhancement request we submit," says Sara.

MatrixCare's support team is committed to making sure clients can utilize the product to the best of their ability, and Emmanuel is seeing that first-hand. "The addition of community is very helpful for problem solving," says Sara. "But beyond support cases, MatrixCare provides a response that feels intentional. It's beneficial to be able to talk to other people from an operations perspective and just converse with someone else using the product. We're able to utilize the system more effectively with the addition of the community that MatrixCare provides."

*\*Results may vary based upon specific change in circumstances.*

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