

# The right EHR partner leads to retention, growth and a more connected team

## CHALLENGES

Addison County Home Health & Hospice was struggling with staff reluctant to adopt new technology, poor productivity, and developing a clear mission.

With just two days of payroll in the bank and high turnover among staff, Addison County Home Health & Hospice was in dire need of a solution to improve operations and morale. "We were not your normal customer, there was chaos in every corner," says Deborah Wesley, RN, BN, MSN, MHA, and CEO of Addison County Home Health & Hospice. "We were 10 cases back, we had staff crying at the thought of adopting another EHR due to bad experiences, and some of our staff had never used a tablet or smartphone."

Once Wesley and her team decided to bring on MatrixCare's EHR, there was an instant connection. "When MatrixCare came onsite, we had an uphill climb with staff who saw no incentive to adopt new technology," says Wesley. "They helped us throw away every process and start from scratch, from intake to final claim."

In their first month with MatrixCare, Addison County went from having two visits per day to four per day and increased billing to 25% more than they had under any other system. Each month, their productivity improved and billing increased. Clinical processes started getting closer to perfect, more staff embraced the EHR technology, and MatrixCare remained connected and dedicated to their success. "They talk about losing productivity under a new EHR," Wesley says, "but we actually gained productivity."

## SOLUTIONS

With MatrixCare Home Health and Hospice EHR, Addison County Home Health & Hospice gained a true partner dedicated to their success. Through tools that simplify documentation and make more time for patient care, they experienced growth in their staff and operations.

### More focus on delivering care

Staff felt support from Addison County leadership as well as MatrixCare, which is what fostered staff adoption of their new technology. "As a team that had many layers of disconnect and discourse, MatrixCare gave us the connection to deliver our mission together — which is to serve and meet the needs of the rural community," Wesley says. "Our team defined that mission. And whenever we revisit how to deliver it, MatrixCare is the piece that is in the center. MatrixCare energizes us and moves us forward."

Speech-to-text was a big way for Addison County to deliver their mission by empowering staff with the tools to document at the point of care or in between visits, which ultimately leads to more time with the patient. "Our staff know that we are constantly finding ways that allow them to do a better job and make patient care easier," Wesley says. With speech-to-text, staff notes are more in depth and staff retention is improved. "Without speech-to-text, I could not have done visits from 6am to 6pm — I couldn't have kept up! Nobody wants to document everything when they get home."



“*MatrixCare energizes us and moves us forward.*”

**Deborah Wesley**, RN, BN, MSN, MHA,  
and CEO of Addison County Home Health  
& Hospice

### From staff rejection to complete buy-in

In the beginning, Addison County staff assumed the tablet would come between them and the patient. But they soon discovered that it created an efficient tool that strengthened their connection with patients. The care plan is at their fingertips and documentation can be done with more detail at the bedside. “When the focus is on the patient, the focus is on the needs of your community,” says Wesley. “MatrixCare is like an extension of their arm.”

Now that Addison County staff are confident knowing they’re supported with technology built to improve their experience, the leadership team is considering ways to move forward with innovation. “Our goal is to figure out how to build onto our MatrixCare wheel and spoke to stay ahead of the curve,” says Wesley, “and to keep anticipating the needs of our patients.”

Addison County wants to empower its people, which is why they use MatrixCare as a retention tool. “I can’t compete in salary, but I can give you quality of life through work-life balance,” says Wesley. “And staff is cash — if you have the staff, you can do anything.”

What started as just two days of payroll in the bank has now grown to over 154 days. “We say thank you, MatrixCare,” says Wesley, “because the efficiencies of the system helped us move there.”

### RESULTS

Within just one month of go-live with the MatrixCare EHR, Addison County Home Health & Hospice doubled their productivity, increased billing by 25% and gave their team the work-life balance they deserve.

- > Brought a disconnected team together to deliver one mission
- > Increased productivity and billing
- > Drove retention with clinicians and saved time on documentation