



## Improved Care and Resident Wellness

### The Redwoods Leverages the MatrixCare LPC Cloud for Faster Resident Assessments

*With more than 350 residents spanning a continuum of independent living, assisted living and skilled nursing environments, The Redwoods Retirement Community is on the job 24/7. That means, its staff of more than 170 needs fast, secure access to data anytime, anywhere to keep operations running smoothly. The MatrixCare LPC Cloud solution helps deliver that instantly with a click.*

Just north of the Golden Gate Bridge, in Mill Valley, California, sits The Redwoods Retirement Community on a 10-acre campus. Established in 1972, the nationally recognized not-for-profit senior residential community is devoted to serving seniors who lead active physical and intellectual lives.

Providing a full spectrum of resident care ranging from tracking daily medication to hospital-level medical care requires an orchestrated effort among all members of The Redwoods staff. Having long relied on MatrixCare as its operational platform, the organization in 2016 migrated to the MatrixCare LPC Cloud solution to better accommodate the voluminous data requirements associated with electronic health records. The result is even better communication and collaboration between caregivers, and more efficient and thorough resident care.

“MatrixCare is at the heart of our assisted living and skilled nursing areas,” explains Dolly Verrue, registered nurse and MatrixCare clinical training, support coordinator and project manager. “It’s the hub for everything from physician orders to charting medications and tracking resident conditions using nurses’ notes or disciplinary notes – everything needed to document strong care plans to optimize resident wellness.”



*“The MatrixCare LPC Cloud solution gives us easy, fast and complete information to help us know and do everything we can to deliver the best possible resident care.”*

– Dolly Verrue, Registered Nurse and MatrixCare Clinical Training, Support Coordinator and Project Manager

## Elevated Efficiency and Care

Verrue says that following the move to the MatrixCare LPC Cloud solution, caregivers are able to even more quickly access the information they need anywhere to work more efficiently.

“The actual transition to the MatrixCare LPC Cloud was virtually imperceptible to users,” says Verrue. “There was no downtime. The interface was the same. We just had to click on a new shortcut, which made my job easy. And what we gained with the new solution was a measurable improvement in speed and response time. The lag that we had with our old on-site system is gone.

“Now we move even faster and more efficiently. Finding and clearly documenting information is a snap, and it all leads to better, faster and easier resident assessments. Having this instant access to complete information is critical to our ability to provide prompt and complete resident assessment and care. Everything we need to ensure maximum wellness for our residents is always right at our fingertips.”

## Instant Access, Faster Response Time

Whether they are using med carts, laptops or touchscreen terminals, Verrue says with the MatrixCare LPC Cloud solution she and The Redwoods nurses have easy, secure access to the comprehensive resident data to expedite and improve resident care.

“The kind of information that MatrixCare captures enables us to provide accurate, quick assessments and documentation of each resident’s status,” she says. “You don’t have to go through pages and pages to get the information you need. It’s all right there, which leads to better quality of care and more prompt quality of care.

“When nurses begin their shifts they can easily check resident status and see any change of condition they need to be aware of. It’s a very efficient way to find out what’s happened since you were last there. I really love that feature, and the nurses do too.”

Verrue adds that the MatrixCare LPC Cloud solution is also very valuable in gathering vital information quickly in the case of more critical situations.

“For instance, if a resident needs to go to the hospital for an emergency, there’s a lot of information that we need to gather ahead of the EMT’s arrival. Before MatrixCare, it took quite a bit of documentation and photocopying. Now, in just a couple clicks, we print out more information than they’ll ever need in the ER. It just makes for better communication and better treatment wherever the resident is being sent for care.”

## Better for Everyone

Verrue concludes that, simply put, the MatrixCare LPC Cloud solution has helped all facets of The Redwoods organization – operations, retail, caregivers and, most important, residents.

“The MatrixCare LPC Cloud solution gives us easy, fast and complete information to help us know and do everything we can to deliver the best possible resident care,” she says. “In my opinion, all facilities like ours should consider this solution as soon as possible. It’s really revolutionized the way we work.”

**It’s Time to See What MatrixCare Can Do for You.**

Call **866.469.3766** or visit [matrixcare.com/LPC-Cloud](https://www.matrixcare.com/LPC-Cloud) to learn more.



### About MatrixCare

MatrixCare solutions have powered the long-term care continuum for over 30 years. MatrixCare is the largest LTPAC technology provider in the US and the first to offer a true full-spectrum solution. Used in more than 13,000 facility-based care settings and 2,500 home care and home health agency locations, MatrixCare’s solutions help skilled nursing and senior living providers, life plan communities (CCRCs), and home health organizations to prosper as we migrate to a fee-for-value healthcare system. Visit [www.matrixcare.com](https://www.matrixcare.com) and [www.carecommunity.com](https://www.carecommunity.com) for more information.