



Operational Efficiency, Scalability and Predictable Pricing

UMRH Streamlines Business Operations With the MatrixCare LPC Cloud

The United Methodist Retirement Homes (UMRH) continuing-care retirement community comprises three life-plan communities, one affordable-housing community, a foundation and a corporate office based in Durham, North Carolina. Committed to delivering unsurpassed resident care without exorbitant, unpredictable costs, UMRH turned to longtime partner MatrixCare and its LPC Cloud solution.

UMRH is in the business of cultivating an active, productive lifestyle environment for more than 1,000 seniors seeking a retirement of wellness and dignity. While residents only see UMRH's 700-strong caregiving team, the business operations team behind it has to work with peak efficiency in support of the organization's goals. For Stacy Dobson, UMRH chief financial officer, that means ensuring that everyone has secure, reliable access to the tools they need – at a cost and pricing structure that he can work with.

"We pay very close attention to our CapEx and OpEx ratios and other strict fiscal covenants," notes Dobson. "We needed an all-in-one solution that wouldn't erode our bottom line – something that made better sense financially and would allow our caregivers to focus on spending more time with residents and delivering personalized, high-quality care.

"Relying on on-premises servers is the old way of doing things. The cost alone of maintaining our servers just didn't make sense. The smart move was to eliminate the hassle and take things off-site with a more scalable solution. The cloud is the future."



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– Stacy Dobson, Chief Financial Officer, UMRH

Clear Advantages in the Cloud

Dobson and the UMRH leadership team determined that a move to the MatrixCare LPC Cloud would help eliminate the risk, limitations and unpredictable expenses inherent in its on-site IT environment. Already longtime users of MatrixCare accounting software, UMRH worked closely with MatrixCare to customize a managed solution that addressed their specific needs.

“We use the MatrixCare LPC Cloud solution for accounts payable and receivable, payroll, fixed assets, census – everything,” says Dobson. “They provide the full package in a single, all-in-one software suite, which creates more synergy and efficiencies in so many of our processes. It’s our lifeblood.”

“The new system is much faster and more easily accessible, and the user experience was immediately improved by having only one single login. Plus, in the 20 years we’ve been with MatrixCare, their support has always been fantastic.”

Affordable, Predictable Monthly Cost

As with any major IT investment, UMRH leadership carefully considered the financial impact of transitioning its entire network infrastructure to the cloud. Dobson’s fiscal analysis yielded sizable and welcome results for the nonprofit organization.

“The advantages outweighed any up-front costs by far,” says Dobson. “The cost of maintaining the old system was skyrocketing, with years of accounting attachments and electronic health records weighing it down. The changeover to the MatrixCare LPC Cloud was invaluable and couldn’t have come at a better time.”

“Since the transition, we’ve eliminated large, unpredictable maintenance and upgrade expenditures from the equation. It allows us to accurately forecast and budget for a more consistent monthly expense, and we now have a better system that can grow with our needs.”

Scalability and Security Built In

The MatrixCare LPC Cloud solution has all but eradicated concerns over safeguarding financial assets and sensitive resident data, says Dobson, who recognizes it as a far more secure solution.

“With hundreds of users sharing a drive, we were always concerned that our data was somewhat exposed with our in-house server,” claims Dobson. “Now, we don’t have to worry about a user accidentally changing or deleting files. Our critical data is housed in a secure, encrypted location, safely out of reach of unauthorized users. And I have peace of mind knowing our confidential resident health information is both secure and HIPAA compliant.”

Peace of Mind

Dobson says he can’t put a price on all the benefits MatrixCare has brought to UMRH – not only within his department, but across the entire organization.

“From a user perspective, the stress level has gone down for everyone – nurses, IT, finance,” states Dobson. “MatrixCare LPC Cloud gives us security, compliance with federal regulations, a consistent financial business model and the ability to provide better, higher-quality care to our residents. It has done everything we hoped it would.”

“I know that MatrixCare has us covered because they’re the industry leader in what they do. It’s a huge comfort to have them on our side.”

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

Call **866.469.3766** or visit 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 and www.carecommunity.com for more information.