



The information you need is at your fingertips with CommonWell.

Providing quality healthcare works best when you have the right information at the right time. Understanding a patient's history—when they've been seen, why, where, and by whom—affects every aspect of the care you provide.

However, gathering that crucial information is often a major burden for your staff. The back-and-forth of phone calls, faxes, emails, and mail is inefficient and can cause delays in needed care.

HOME HEALTH AND HOSPICE

Electronic health records (EHR) are a good first step. But connecting to patient information that originates outside your facility or network requires access to a larger, coordinated system. That's where interoperability and CommonWell Health Alliance comes in.

Interoperability helps improve the patient experience through care transitions.

Nick Knowlton, board chair, CommonWell Health Alliance and vice president of Strategic Initiatives, ResMed

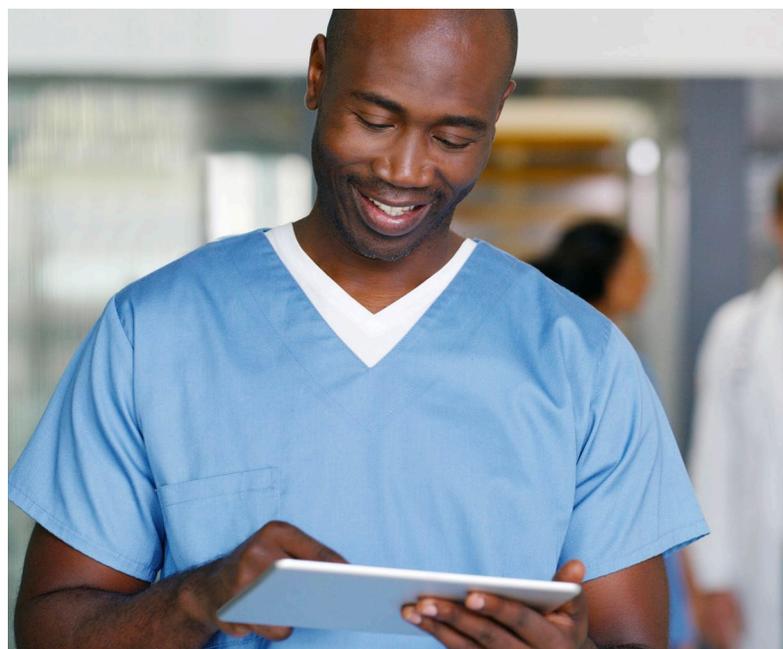
"Improving how information is recorded, sent, and received improves patient outcomes, which is important for the patient and for the provider as the industry shifts to a value-based reimbursement model," said Nick Knowlton, board chair, CommonWell Health Alliance and vice president of Strategic Initiatives, ResMed.

CommonWell offers a nationwide network that makes health data available to individuals and caregivers regardless of where care occurs. CommonWell members include companies ranging from healthcare organizations to EHR companies and data exchange vendors, all of whom share the goal of making health data more accessible and using that data to improve health outcomes. By leveraging existing health information exchange (HIE) standards, CommonWell offers scalable, secure, reliable interoperability and allows its members to choose their preferred approach to connect to the network.

Mosaic Life Care has seen first-hand the benefits of using CommonWell Services. "It's not a database or HIE; it's more like a train station," said Sarah Filbert, solutions administrator. "We turn it on to pull data from other "trains"—providers—who use the service and drop it straight into our EHR. And our partnered providers can easily see our charting in their EHR," said Filbert.

Growing need for EHR network

The need for a comprehensive system to share health information becomes clearer every day. Because there is currently no nationwide system for patient identification or access to accurate, complete patient information, caregivers may lose precious time during emergencies. Relying on paperwork or a patient's memory can lead to errors. And if staff is busy gathering and verifying records, or if duplicate documentation has to be created, that not only drives up costs but also takes valuable time away from providing patient care.





The future of patient-focused, high quality healthcare requires a nationwide standard for sharing health information that is accurate, easy to access, secure, and reliable. And better care isn't the only benefit. When patient information can be shared and fed into other applications such as clinical support or patient monitoring, there will be more robust data that can lead to new and better clinical insights.

It's extremely efficient, error free, and it's in real time.

Denise Schrader, vice president, integrated services for Mosaic Life Care

CommonWell offers flexibility and visibility for providers

The CommonWell network gives healthcare providers in any care setting access to health information without having to alter workflows within their practice. The system can provide record location, patient record matching and

linking, and the ability to search on a national scale. Participating caregivers have access to information about the care a patient has received no matter where the care was delivered within the network.

"CommonWell has improved our referral process," said Emily Weeks, clinical informatics RN at ViaQuest. "Intake is able to pull in any documents missing from the referral information into the patient's EHR rather than having to reach out to other providers for the information."

"On intake, office nurses can pull in any related encounters not only from our hospital, but from all the clinics and hospitals participating in CommonWell with a few clicks, while never logging out of our MatrixCare system. It's a huge time-saver. Enrolling and connecting patients via CommonWell services is so easy that before I had a chance to train out intake staff, they were already doing it," says Denise Schrader, vice president, integrated services for Mosaic Life Care.

Using CommonWell services, home care agencies can access and share information before going to a patient's home. This means staff can spend more time focused directly on the patient rather than on

documentation. In addition, the entire care team—primary care providers, specialists, case managers, and more—have secure, near-instant access to health information whether they're in their offices or traveling to other locations.

"Now we see encounters with other organizations we would never have known about," said Filbert. "This information is vital to starting a conversation with the patient that can lead to a reimbursement change or an important education opportunity."

Accurate information supports improved outcomes

Because many patients receive care for multiple conditions and see different providers, it can be challenging to coordinate all the details of a patient's health history. Keeping track of medical records including various diagnoses, treatments, allergies, medications, doses, and more shouldn't rely on a patient's memory or require carrying copies of medical records from one provider to another. And in an emergency situation, access



to accurate information—especially if a patient is unable to provide it—can be crucial in making care decisions.

"A patient discharge for a hospital stay related to a fall may actually have a history of stroke, wounds, or other high-intensity care that home health will manage," said Schrader. "With CommonWell, we can see the historical encounters of all participating acute and post-acute providers, not just the most recent discharge summary."

Having access to the acute care provider's discharge summaries is leading to more accurate diagnoses in home health.

Sarah Filbert, solutions administrator, home services information systems, Mosaic Life Care

Providers who use CommonWell have better visibility into a patient's medical history, which can lead to more accurate care and improved patient outcomes. Patients are relieved of the responsibility of managing and sharing medical information from multiple providers, and providers can count on having more accurate, timely information for making care decisions.

"Caregivers can see that a patient they're scheduled to see this afternoon had a hospital encounter at the ER last week, and all the information is at their fingertips. Having that information can help them make the plan of care on that first visit, without waiting for information or having to follow-up. That's a big selling point," said Sarah Kivett, director of community partnerships at Iredell County Hospice and Palliative Care.

“We foresee this tool as one of our primary weapons to decrease ‘questionable encounter’ episodes in PDGM,” said Filbert. “As adoption becomes more widespread, CommonWell will be our tool of choice for exchanging information with other providers in the care continuum.”

Get the benefits of CommonWell

“Think about clinical decision support, patient monitoring, all the things providers want to be able to do,” said Paul Wilder, executive director of CommonWell Health Alliance. “When they have more data, they can make these functions more intelligent. Making data into insights is a key for the future of healthcare.”

CommonWell services are built into MatrixCare’s Home Health and Hospice core EHR, allowing access to patient records via the nationwide CommonWell network.



Call 866.469.3766 to learn more, or visit [matrixcare.com](https://www.matrixcare.com)

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