

CASE STUDY



Home Health, Hospice, and Private Duty solutions

The right EHR partner leads to measurable improvements, talent retention, and business growth.

The leadership at a large home health and hospice organization in the southeast knew something had to change.



Challenges

- Inadequate flow of information in previous EHR.
- Staff worked at home after hours to complete documentation.
- High staff turnover due to technology challenges.
- Nearly \$1 million in unbilled and aging A/R.



Solution

- MatrixCare Home Health and Hospice EHR solution and professional services.



Results

- Clinicians are spending less time on documentation.
- System reports provide management with better transparency into the business.
- Significant improvements in A/R, staff turnover rates, and positive cash flow.

Their older EHR was no longer able to keep up with their growth and meet their needs as they added more patients. They were running nearly \$1 million in unbilled accounts receivables (A/R) and dealing with high staff turnover. Once a large home health and hospice organization in the southeast implemented the right EHR technology and took advantage of professional services to learn and apply best practices, their problems were replaced with significant improvements to the business.

The director of operations for a large home health and hospice organization in the southeast shared, “We had been dealing with many, many complaints from our clinicians about the tediousness and repetitiveness of the documentation. We lost some strong clinicians because they were seeing patients all day, and then they were having to go home and chart for another three to four hours at night. The amount and the flow of documentation with our previous program was not optimal.”

MatrixCare was the only company that provided an explanation for every feature we wanted.

Director of operations

After losing too many valuable clinicians due to the tedious documentation, the leadership team conducted an extensive evaluation of five EHR partners.

The division controller for a large home health and hospice organization in the southeast said, “We created a score card with all of things we wanted. That list really helped us scale down to a couple of providers. MatrixCare provided in-depth answers about what they currently have, what they don’t,



and where they are in development. MatrixCare was the only company that provided an explanation for every feature we wanted. No one else took the time to speak to each point.”

“We had some calls with each vendor,” the team added, “and spoke with field staff that had used several different products, because we found the system user perspective valuable. That’s actually when we knew MatrixCare had what we needed for our company.”

The first benefit the leadership team noticed was better transparency into their business performance through the system’s reports. They found the reports easy to use and easy to download into Excel. This allows the data to be used in relevant ways and helps management be proactive in revenue cycle management as well as patient care.

The director of operations said, “We now communicate about what we are finding in our data. If there are old things hanging out there, we focus on them and clean them up. That’s been huge having that level of transparency into the business to make good decisions.”

MatrixCare sent three people to provide on-site consulting and training, which helped turn the business around. The team stated, “We were almost at a million dollars in unbilled A/R because of our failure in billing. And that was nearly a year ago. Right now, our unbilled A/R has improved by 50% which has also significantly improved our cash flow.”

“Getting our A/R down this low is like a miracle. We’ve never run at this level of efficiency before with our business metrics. We are incredibly pleased with the outcomes on the billing and clinical sides of our business. And our business operations now flow much better,” said the director of operations.

“We had to meet with the CEO, COO and CFO every week, and tell them where we were and why we weren’t better. We’ve now gotten things more organized, the processes worked out, we know what reports to pull now, and we work efficiently. We’ve done so well for six months in a row, this last month they canceled our weekly meetings.”

MatrixCare feels more like a partnership. They work with us on our goals and how to get there, which I didn’t feel like I had at all with my last vendor. That is huge to me.

Division controller

A large home health and hospice organization in the southeast saw significant improvements in staff turnover, A/R billings, and collections after moving to MatrixCare's EHR.

	*Home health improvements	*Hospice improvements
Turnover rate	44.7%	19.5%
Direct cost per visit	3.2%	10.8%
Software cost per visit	11.4%	26.2%
Mileage cost per visit	16.5%	23.2%

*The above statistics were provided by a large home health and hospice organization in the southeast.



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Case study based on client's own data and sources. Results may vary based upon particular circumstances.

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