

SKILLED NURSING FACILITY



Three remedies to meet today's skilled nursing challenges.

Use automation for operational success.

MatrixCare
by ResMed

Regulation and resident acuity have been increasing in skilled nursing facilities, leaving providers scrambling to find a way to do more with less. In addition, the changes caused by the Patient Driven Payment Model (PDPM) mean that your organization needs tools and expertise it can count on. Technology is answering that call with software designed to improve operations and give you powerful data-driven capabilities that can optimize your workflow and support decision-making.



But where do you begin?

► Want to find out how? Read on for three remedies.



Remedy #1: Optimize reimbursement with strong documentation.

Strong clinical documentation, which includes robust data capture, efficient data entry, and task management, helps drive reimbursement. Features including customized and pre-scheduled assessments and meds administration make it easier to ensure residents comply with care plans, which also affects reimbursement. Real-time visibility into data and documentation can enhance patient-centered, individualized care.

Clinical documentation that can be shared directly into the Minimum Data Set (MDS) saves significant time and ensures that MDS answers and PDPM scores are accurate and optimized.

With improved documentation, leadership can:

- Maintain a standard of care that is consistent across your organization
- Examine PDPM reimbursement across your enterprise
- Spot changes in rates or overall revenue



We've had a rate increase under PDPM, and I don't think we would have achieved that without the analytics in place.

Michael Smith, consultant, Good Shepherd Nursing Home District



Remedy #2: Put data to work for you.

Use predictive analytics to gain visibility into your business and drive growth while achieving financial success and alleviating billing challenges.

Enterprises using predictive analytics have 33 percent more revenue growth and are twice as likely to outperform their peers.¹ Automation tools like MatixCare's analytics provide a 360° view of your business. Seeing data from financial, operations, and clinical modules can lead to insights that allow you to make informed decisions. Intuitive dashboards help you see trends, find opportunities, and discover actionable information without running and analyzing reports manually.

These insights can help you:

- Provide better infection management
- Use predictive data to proactively manage patient health
- See trends associated with readmissions
- Make smarter business decisions for revenue cycle
- Increase staff productivity



▶ Data tells you where and how to easily address any issues.



With MatrixCare, the corporate/facility build and inherent hierarchy are so valuable as it allows us to share information between the facilities. And with one centralized office, our leadership team now has the tools to see corporate reports and analyses of the organization as a whole.

Kathy Olson, Sandstone's revenue cycle manager



Remedy #3: Connect with referral partners, care teams, and patients.

Electronically receiving preadmission data from local referral partners helps your organization determine if a patient will be a good fit for your facility. This data lets you focus on the best placement for a patient using data-driven, support-based workflows that consider cost, acuity, and risk. In addition, the integrated eligibility check can evaluate a resident's propensity to pay and significantly decrease the time needed to approve a resident for admission.

Once a patient is admitted, members of the care team should have easy access to the data they need to make more informed decisions. You can leverage MatrixCare's technology to route essential information and alerts to the right doctor, family member, or healthcare professional at the right time. Doctors can review test results and sign orders, while residents and families stay informed.

Engage patients and their families by providing information, reminders, and alerts that can help them comply with care plans. Flexible permission settings allow data to be shared from electronic health records and other sources across provider and care-setting boundaries, so your patients and all members of their care team can stay up to date by accessing the cloud-based system.





Keeping every member of the care team engaged can lead to higher quality outcomes and lower levels of readmissions, giving your organization a competitive edge in the changing world of long-term care.

By connecting with partners and patients, your organization can:

- Improve coordination of care by sharing data
- Maximize referral sources and revenue
- Provide virtual care tools to support family care plans
- Monitor patients remotely
- Reduce costs

► Focus on success with real-time results



Before, there was a disconnect between hospitals, nursing homes, and other providers. Now I know in real time exactly what's happening.

Annie Zambrano, clinical director of operations, Cimpar



Take Action

As your organization begins implementing new technology, a clear plan is key. Use this checklist to help you make the most of your skilled nursing software solution.

- ✓ Identify key stakeholders and make sure they are on board. Invested leaders and team members can help your entire staff adjust to a new workflow.
- ✓ Decide on one or two important goals that would result in significant improvements to ROI.
- ✓ Break the goals down into components that can be used as indicators to predict success. Think of factors that will be directly influenced by employees, like work habits or current workload.
- ✓ Share progress toward goals in a highly visible way by creating a scoreboard, chart, or other graphic that everyone can see and understand. This illustration can help affect employee motivation and even increase productivity.
- ✓ Schedule regular meetings and ask each employee to share progress reports.

1. "The New Path to Value: Business Analytics and Optimization," IBM, last modified April 6, 2011, https://www.ibm.com/ibm/cioleadershipexchange/us/en/pdfs/LizD_1_BAO_Ashe_Balboni_4-6-11_FINAL.pdf



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